



# Payment Solutions - Frequently Asked Questions



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# Payment Solutions - Frequently Asked Questions

## What should I do if I get a Catastrophic failure error?

This error can be quickly corrected by closing and reopening the AVImark program. This will reopen the MPS.exe file.

## What does it mean when it says 'Duplicate' after processing a credit card?

The card you are trying to run has already been processed for the same amount on same day. The payment marked 'duplicate' will not be charged to the client.

## What should I do if I get message: 'RPC Server is Unavailable' or 'The Remote Procedure Call Failed'?

This error can be quickly corrected by closing and reopening the AVImark program. This will reopen the MPS.exe file.

## What should I do if I get the message 'Class Not Registered; Class ID'?

You will need to log into Windows as an **administrator**. Next, open the MPS Option window and click **Utilities | Register** to register the mps.exe.

## What does it mean if I get the error: Connection Failure?

This error is generated due to a failure with your internet connection. Check your internet connection and modem.

## What should I do if I get an Integer Overflow error?

This error means that you will need to rename or remove a file in your AVImark folder.

1. Close AVImark on all computers, then on the AVImark icon, **right-click | Properties**.
2. Click **Open File Location** and this will open the AVImark folder.
3. Select the **logdata.mps** and **right-click | Rename** or **Remove**. If you select rename, place Old in front of the file name.
4. Click **OK** to the warning message that will display about renaming or removing the file.
5. Now it is safe to open AVImark and proceed with your day.

## What should I do if I am processing a credit card and it says that it is Declined, Pick up Card or Call Issuer?

There is an issue with the credit card and the client will need to contact their credit card Issuer.

## **What does Invalid Data mean?**

This generally means that the credit card was not swiped correctly or the card reader is not able to read the card correctly. Try re-swiping the credit card.

## **What does Invalid Merchant mean?**

The client is not setup to manually batch. They are setup to auto batch.

## **I am getting the error 'Username or Password is incorrect' when trying to log into the Virtual Terminal [www.coremanagementsystems.com](http://www.coremanagementsystems.com).**

You will need to reset your password by clicking on the 'Forgot your Password' option. If you cannot get it reset your password, contact **Element** at **866-435-3636** for further assistance.