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Error handling and troubleshooting

If you encounter any errors during the installation and configuration of the Magento 2 plugin, you can find a log of all errors under *Reports ? Customer Engagement ? Log Viewer*.

Integrate Magento 2 Plugin for Verifone_12

It's highly recommended to visit the help center for more in-depth troubleshooting.

All errors are logged in var/log and var/reports folder. If some errors are not logged, you can always view the Apache or Nginx logs.

Common errors

- Not having the currency of Magento 2 set to the one that the payment contract supports
- Not having created a public key for Secure Card Capture (see section **Secure Card Capture Key** from Overview)
- Entity ID, Payment Contract ID, or 3DS Contract ID do not match the correct entity for which they were created
- The cURL verify host and peer option is enabled/disabled but the host server does not have proper TLS certificates
- Not having the latest Magento 2 module version installed
- Make sure that the credentials are correct: Payment Contract ID, User ID, Password, Realm, Entity ID, Client ID, etc.
- If the website is down or the assets cannot be found on the server, go to the terminal on the server and run several Magento 2 deploy commands. Read more about Magento commands.

In most cases, the error may be caused by various PHP errors and/or warnings.

If the error is caused by a request to the Verifone server, then the error message received when the request fails is very informative. Here is an example:

```
{
    "code": 116,
    "details": {},
    "timestamp": 1608705038970,
    "message":
"Access is restricted to authenticated users only. The query can't be made withou
```

}

The above request was denied because the user was not authorized. This is due to an invalid token being present in the Authorization bearer.

This kind of error format will be present on almost all requests that fail and will deliver a concrete error message along with it which in turn will pinpoint the problem precisely.