

Maintenance and Service Interruption Alerts (archived)

ALERT:

6/1/2018 12:00 pm EDT

Paya has turned off communication via any protocol below TLS 1.2 as part of PCI Compliance

At 12 pm EDT on Friday, June 1st, 2018, Paya turned off all communication to our services that do not meet or exceed TLS 1.2 protocol standards. These actions were taken to comply with the PCI Security Standard Council mandated deadline to mitigate vulnerabilities in earlier SSL/TLS standards.

Merchants effected by this change will receive errors when attempting to process payments using third-party integrations, vendor provided software solutions and hosted solutions that communicate with lesser encryption than TLS 1.2. If you are unable to process payments using a software solution, please contact your vendor to discuss how your software is currently leveraging TLS. Your vendor may suggest possible upgrades to those solutions to ensure that you can use the TLS 1.2 protocol. If you are hosting your solutions, you will need to enable TLS 1.2 security protocols on your servers and clients. If the TLS options are not available, you may need to upgrade your servers to Windows 2008 Service Pack 2 R2 or higher. If you are using Linux, please check the Open SSL changelog for the version of your Linux OS that will support TLS 1.2.

For further detailed information about the transition for TLS 1.2, please review this article from the PCI SSC.

For Guideline on selection, configuration and use of TLS implementations, please review this help document from National Institute of Standards and Technology.

ALERT:

6/1/2018 12:00 pm EDT

Sage Exchange Desktop 1.0 returning "Unable to complete registration" on launch

Beginning at approximately 5 pm EDT on Friday, June 1, 2018, users attempting to launch Sage Exchange Desktop 1.0 began receiving an error message, "Unable to complete registration." We recommend installing Sage Exchange Desktop 2.0 to address this issue and continue processing payments.

****This installation requires full admin rights to your PC!****

Download the latest version of the Sage Exchange Desktop Bootstrapper from

<https://www.sageexchange.com/install/#/sedv2x/en>

Extract and run SageExchangeDesktopBootstrapper.exe

Navigate to the SageExchangeDesktopBootstrapper.exe file

Right click and Run as Administrator

Follow installation prompts

ALERT:

6/4/2018

Sage X3 payments connectivity issue

Immediately following the switch to TLS 1.2 compliance, Sage X3 customers are experiencing connectivity issues when attempting to process payments. We are actively working with the Sage X3 development team to resolve this issue.

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

ALERT:

6/4/2018

Sage 500 issues with settling transactions after processing payments

A patch has been pushed by Sage for the Sage 500 software in testing this issue appears to be resolved

Immediately following the switch to TLS 1.2 compliance, Sage 500 customers are now experiencing a error message when attempting to settle batches. We are actively working with the Sage 500 team to resolve this issue.

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

ALERT:

6/1/2018

Shopping Cart, Donate Now and ExpressPay checkout page returning a Processing Error

RESOLVED: This issue was resolved at approximately 1:30 pm EDT on June 6, 2018.

The update we deployed did not resolve this issue in our production environment. We are continuing to investigate the root cause.

We have identified the cause of this issue and expect to have a fix deployed this afternoon.

Our IT teams are investigating the cause of an error in our Shopping Cart, Donate Now and ExpressPay checkout page. Users attempting to submit a payment using this page are receiving this error message:

An error occurred on the server when processing the URL. Please contact the system administrator.

If you are the system administrator please click [here](#) to find out more about this error.

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

ALERT:

06/07/2018 10:30 am EDT

Sage Exchange website is failing to load

This issue was resolved at approximately 10:00 am EDT on June 7, 2018.

We are currently experiencing an outage on the www.sageexchange.com port that is preventing the website from loading. Our Development teams are actively working to resolve this outage. During the outage merchants should use the Virtual Terminal at www.sagepayments.net/virtualterminal. If you do not know your credentials for this site please contact our support team.

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

ALERT:

06/01/2018 12:00 pm EDT

Issue: Virtual Check Automatic Settlement did not process between June 1 and June 3, 2018 We have deployed a fix for the automatic settlement process and the processes are running now.

We have identified the cause of this issue and expect to have a fix deployed this afternoon.

Our IT teams are resolving an issue that resulted in automatic settlement for Virtual Check (ACH) transactions to not process over the last few days. We expect to have a fix in place today and all transactions will settle in tonight's automatic settlement.

We apologize for this inconvenience

ALERT:

06/01/2018 12:00 pm EDT

Issue: Sage Mobile Payments Connectivity

We are working closely with our vendor to resolve a connectivity issue that is causing all transactions attempted using Sage Mobile Payments to return "Transaction Declined by Processor." The issue began at approximately 3:00 pm EDT on Friday, June 1, 2018.

- To retrieve your login credentials, click [Forgot Password](#), then click [Chat with Boomtown](#).
- To reset your password, you will need your 12-digit Virtual Terminal ID, which will also be your Username for this site, and your email address. Follow these steps to [change or update the Virtual Terminal Password](#).
- To process a payment; follow these steps: [How do I process a transaction in the Virtual Terminal](#).

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

ALERT:

03/28/2018 9:00 am EST

Issue: Incorrect password message on sageexchange.com when using correct username and password. Our support team is working diligently to resolve this issue. We apologize for any inconveniences this may have caused.

ALERT:

11/28/2017 4:30 pm EST

A power outage in Reston, VA is impacting our ability to answer support calls. Please email sagesupport@sage.com if you need assistance and we will respond as soon as possible. We apologize for this inconvenience.

ALERT:

11/21/2017 10:00 am EST

We have detected an issue causing some impact to payment processing. We have traced the issue to older version of web browsers and have enacted a change on our end to alleviate the problem.

Please work with your POS Vendor or IT team to ensure that you are submitting payments through the current generation of web browsers.

We thank you for your patience as we work to resolve this matter.

ALERT: Sage Mobile Payments (SMP) users are seeing error 2831, 2899 or 4007 when attempting to log in to the SMP app.

11/14/2017 10:45 am EST

Status: Resolved

Our vendor found the cause of the issue and deployed a fix, which has resolved this issue.

We apologize for this inconvenience and thank you for your patience.

11/14/2017 9:45 am EST

We have received a few reports from Sage Mobile Payments users getting errors 2831, 2899 or 4007 when attempting to log in to the SMP app. We have reported the issue to our mobile vendor and are working closely with that vendor to resolve the issue as quickly as possible.

In many cases, the impacted users are using Android devices and Verizon service. In some cases, rebooting the device and reinstalling the SMP app has resolved the issue.

Updated information will be provided as it becomes available.

We apologize for this inconvenience and thank you for your patience.

ALERT: Service interruption impacting some Direct API and Payments JS integrations
Status: *Resolved*

11/08/2017 7:50 am EST

This issue was resolved by our vendor at approximately 8:30 pm EST on 11/07/2017. The problem originated from an issue impacting the East Region.

11/07/2017 5:45 pm EST

Our vendor has reported that the issue has been identified and is working to implement a fix. Services may be intermittently available as additional work is completed to fully restore functionality.

11/07/2017 5:05 pm EST

One of our API vendors is reporting a significant service interruption that is impacting payment processing through our Direct API and Payments JS integration methods. If you are experiencing an issue processing multiple payments, please continue to check back here for updates.

If you process transactions directly through Sage Virtual Terminal, Sage Exchange, Payment Center, Sage Exchange Desktop, Sage Exchange Virtual Desktop, Sage Donate Now or Sage Shopping Cart; you are not impacted.

We are working with our vendor to identify the root cause and restore service as quickly as possible. We apologize for this inconvenience.

ALERT:

10/27/2017 4:20 pm EDT

Status: *Resolved*

Our processing vendor has identified sporadic timeouts during transaction processing between 11:15 and 12:45 pm est. today. The impact does not appear to be significant, but a small number of cardholders may see pending charges that are not recorded in the Sage gateway (Virtual Terminal, Sage Exchange, Payment Center). These pending charges will not settle if they are not in the gateway, and they will fall off of the cardholders' accounts in a few days. Please check your batch before settling to ensure all transactions that processed today are accounted for.

ALERT:

10/27/2017 02:20 pm EDT

Our processing vendor has identified sporadic timeouts during transaction processing. The impact does not appear to be significant, but a small number of cardholders may see pending charges that are not recorded in the Sage gateway (Virtual Terminal, Sage Exchange, Payment Center). These pending charges will not settle if they are not in the gateway, and they will fall off of the cardholders' accounts in a few days. Please check your batch before settling to ensure all transactions that processed today are accounted for.

ALERT:

10/04/2017 1:20 pm EDT

We are experiencing a power outage in our Reston office that is impacting our phone and computer systems. There may be a delay in responding to your support request. We will post additional updates as more information becomes available. We apologize for this inconvenience.

ALERT:

10/02/2017 1:00 pm EDT

Status: *Resolved*

Our IT team has reported this issue resolved. Many of the impacted merchants are now able to access Virtual Terminal or process transactions through their integrated solutions. We apologize for this inconvenience.

10/02/2017 12:00 pm EDT

Some merchants are receiving a notice of an expired security certificate on the sagepayments.net domain. This may prevent users from accessing Sage Virtual Terminal or from submitting transactions through integrated payment programs. We are working to identify the cause of the issue and restore service as quickly as possible. We apologize for any inconvenience.

ALERT:

10/02/2017 09:45 am EDT

Status: *Resolved*

As of 9:40 am, transactions are processing successfully through Sage Mobile Payments. We apologize for this inconvenience.

10/02/2017 09:05 am EDT

Transactions attempted through Sage Mobile Payments are not processing and are returning a "Transaction Declined by Processor" error. We are working with our vendor to address this issue and restore service as quickly as possible. We apologize for any inconvenience.

Alert: 9:03 AM EDT, 09/15/2017

Issue: Cell Charge merchants are being disconnected after entering their PIN.

Status: Resolved

We have received reports that Cell Charge merchant are currently unable to process transactions. Cell Charge updated their post location and the issue was resolved.

9:45 AM EDT, 09/13/2017

Status: Resolved

The Sage Payment Solutions office in Reston experienced a brief power outage on the morning of Wednesday, September 13, 2017. As a result, phone service was disrupted for a short time. Power has been restored and we have resumed normal operation at this time. We apologize for any inconvenience.

Alert: 3:55 PM EDT, 09/06/2017

Issue: Monthly statements have multiple typos in the statement messages section.
Status: Resolved

The August 2017 statements are available online. The statement messages have been corrected and are displaying the proper text. We apologize for any inconvenience.

12:30 PM EDT, 09/06/2017

Update: We are in the process of uploading corrected statements. While this upload is in progress, statements for August 2017 may be unavailable online. We will provide an update once we have completed uploading all corrected statements.

6:00 PM EDT, 09/05/2017

We experienced an error while generating electronic copies of the monthly statements for August 2017. The error caused merchant statements to have numerous spelling errors and scrambled words in the statement messaging section. Only impacted the statement messaging section; the transactional data is accurate. We have identified the issue and are in the process of correcting the files to fix the spelling/grammar issues. The corrected statements will be available electronically in the next day or so. We apologize for any inconvenience and appreciate your patience as we work to resolve this matter.

Alert: *11:30 AM EST, 08/30/2017*

Issue: Navigation bar is missing within Payment Center
Status: Resolved

Update: An issue involving a redirect from www.sagepaymentcenter.com resulting in a 404 error has been resolved as of 1:00PM. If the problem persists you may need to clear your browser's cache.

We became aware that users are receiving a 404 error when accessing Payment Center. If impacted please use the following link prod-pc.sagedatacloud.com.

This issue has been escalated and we are working closely with our IT department to identify the scope of this issue and work towards a speedy resolution. We apologize for this inconvenience and appreciate your patience as we work to resolve it.

Alert: *2:30 pm EST, 6/2/2017*

Incident: Cell Charge merchants not being able to process credit card transactions

All,

On June 1st, 2017, we began receiving calls from Cell Charge merchants not being able to process credit card transactions through their normal Cell Charge process.

We have discovered that the number the merchant uses to obtain an approval is no longer in service. As an alternative solution while we continue to work with Cell Charge and other partners to fix this issue merchant has one of the two options below:

1. We take the customer information from the merchant and process the transaction in the virtual terminal on behalf of the merchant

2. Grant the merchant access to the virtual terminal and do a 10 minute overview of the virtual terminal for the merchant to use going forward

If you have any questions please contact Eihab Khanfer.

Alert: 8:50 am EST, 05/25/2017

Incident: Recurring Transactions Scheduled for May 25, 2017 are delayed

Recurring Transactions scheduled to run on the morning of May 25, 2017 have been delayed due to scheduled maintenance. The recurring processes were started approximately an hour late and will continue to run throughout the morning. There is no need to take any action if you do not see your recurring payments in the current batch.

Alert: 9:00 am EST, 05/17/2017

Issue: Automatic Settlement Process Not Completed between 10 pm and 11 pm on May 16, 2017

The automatic settlement process between 10 pm and 11 pm EST on Tuesday, May 16, 2017 did not complete for all merchants. Any merchant seeing unsettled transactions that should have batched on the evening of May 16 should log into Sage Exchange or Virtual Terminal to settle the batch manually.

For Sage Virtual Terminal users, take these steps to settle your batch:

[Virtual Terminal Batch Settlement](#)

For Sage Exchange users, take these steps:

[Sage Exchange Batch Settlement](#)

We have investigated the matter and do not anticipate any further difficulty. If any user would prefer not to take action, transactions that were not settled will be picked up when the automatic settlement process runs tonight.

Alert 3:45 PM EST, 05/05/2017

Issue: Transactions Failing with a CVV Failure response

Status: Resolved

Sage Payments Solutions has been able to identify who was impacted and it is a very small segment of those that we initially notified. SPS support has already begun contacting merchants and providing information needed for releasing holds on a customers card. In cases we are unable to reach a customer we are providing the same information via email. These holds will normally be released in 5-7 days without any further action. We apologize for this inconvenience and appreciate your patience.

Please submit a ticket or call us if you need assistance

Alert 12:22 PM EST, 05/05/2017

Issue: Transactions Failing with a CVV Failure response

Status: Unresolved

We have notified customers via email that may be impacted by this. If you have received that email and are here for updates please continue reading.

Sage Payments Solutions has been able to identify who is actually impacted and it is a very small segment of those that we initially notified. SPS support has already begun contacting impacted merchants and providing the information needed for releasing a hold on a customers card. In cases we are unable to reach a customer we will be providing the same information via email. I

f you would like see if you may be impacted on your own you will want to verify your current risk control settings. If CVV exact Match is enabled please review your transactions over the last 3 days and look for the following decline codes and/or error messages.

Messages: CVV Failure M and/or CVV Failure N
Code: 650104

If you have multiple entries for a customer with these responses they may have excessive holds on their accounts. These will normally be released in 5-7 days without any action by you.

Resources and information you may need:

How do I review my cw controls?

[Payment Center](#)
[SageExchange.com](#)
[Virtual Terminal](#)

How do I release a hold or charge on a customers card?

Please submit a ticket or call us if you need assistance releasing these auths from your customers accounts.

Alert 7:10 PM EST, 05/04/2017

Issue: Transactions Failing with a CVV Failure response

Status: Unresolved

We have notified customers via email that may be impacted by this. If you have received that email and are here for updates please continue reading.

You may have customers with multiple holds/authorizations on the transactions you have processed. This is due to an incorrect response from the processor in regards to the CVV. Please verify your current risk control settings and If you have CVV exact Match enabled you may have been impacted. We have identified the merchants and customers impacted by this. Its is about 40 merchants out of 4,200.

How do I review my cw controls?

[Payment Center](#)
[SageExchange.com](#)
[Virtual Terminal](#)

If you determine you are impacted, please review your transactions over the last 3 days and look for the following decline codes and/or error messages.

Messages: CVV Failure M and/or CVV Failure N
Code: 650104

If you have multiple entries for a customer with these responses they may have excessive holds on their

accounts. These will normally be released in 5-7 days without any action by you. Some issuers could even release them sooner. Please submit a ticket or call us if you need assistance releasing these auths from your customers accounts.

Alert 4:29 PM EST, 05/04/2017

Issue: Transactions Failing with a CVV Failure response
Status: Unresolved

We have notified customers via email that may be impacted by this. If you have received that email and are here for updates please continue reading.

You may have customers with multiple holds/authorizations on the transactions you have processed. This is due to an incorrect response from the processor in regards to the CVV. Please verify your current risk control settings and If you have CVV exact Match enabled you may have been impacted.

How do I review my cw controls?

[Payment Center](#)
[SageExchange.com](#)
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Code: 650104

If you have multiple entries for a customer with these responses they may have excessive holds on their accounts. These will normally be released in 5-7 days without any action by you. Some issuers could even release them sooner. Please submit a ticket or call us if you need assistance releasing these auths from your customers accounts.

Alert 3:15 PM EST, 05/04/2017

Issue: Transactions Failing with a CVV Failure response
Status: Unresolved

We are aware of some of our customers that have been receiving a CVV failure response. This is causing some unexpected behavior when viewed by cardholders. They are reporting multiple holds or authorization attempts on their cards. Please reach out to support via ticket or telephone if you have a cardholder that is requesting your assistance in clearing up this activity.

Alert 10:11 AM EST, 05/04/2017

Issue: Navigation bar is missing within Payment Center
Status: Resolved

We became aware that users were unable to see the navigation bar in the Payment Center at **7:30 AM EST**. This issue was escalated and worked closely with our IT department. Payment center users were able to access the menu bars at **9:43 AM EST**. We apologize for this inconvenience and appreciate your patience.

Alert 7:53 AM EST, 05/04/2017

Issue: Navigation bar is missing within Payment Center

Status: Unresolved

We are aware that some users are unable to see the navigation bar in the Payment Center this morning. This issue has been escalated and we are working closely with our IT department for a speedy resolution. We apologize for this inconvenience and appreciate your patience as we work to resolve it. In the meantime, you can access the same features and services that you can in Payment Center, by logging into Sage Exchange. Simply login to Sageexchange.com and use your same Payment Center login credentials.

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Issue: Navigation bar is missing within Payment Center

Status: Resolved

We became aware that users were unable to see the navigation bar in the Payment Center at **7:30 AM EST**. This issue was escalated and worked closely with our IT department. Payment center users were able to access the menu bars at **9:43 AM EST**. We apologize for this inconvenience and appreciate your patience.

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We are aware that some users are unable to see the navigation bar in the Payment Center this morning. This issue has been escalated and we are working closely with our IT department for a speedy resolution. We apologize for this inconvenience and appreciate your patience as we work to resolve it. In the meantime, you can access the same features and services that you can in Payment Center, by logging into Sage Exchange. Simply login to Sageexchange.com and use your same Payment Center login credentials.

Maintenance 2:33 PM EST, 4/20/2017

Issue: Upcoming Scheduled System Maintenance

Status: April 24, 2017 starting at 9:00am EST - 11:00 AM EST

At Sage we are committed to regularly updating and improving your Sage service. To support our commitment to providing you with the best possible experience, we will be performing a series of scheduled gateway maintenance updates. We don't anticipate any interruption in service during these updates.

Maintenance 2:45PM EST, 3/20/2017

Issue: Upcoming Scheduled System Maintenance

Status: April 24, 2017 9:00am EST - 11:00 AM EST

At Sage we are committed to regularly updating and improving your Sage service. To support our commitment to providing you with the best possible experience, we will be performing a series of scheduled gateway maintenance updates. We don't anticipate any interruption in service during these updates.