

Error During Handshake when processing a credit card

Last Modified on 03/31/2021 3:30 pm EDT

This error is due to the payment gateway disabling old security protocols and putting new ones in place. To update All Orders to use the updated protocols open the system as the admin.

Go to the file menu, maintain, advanced tab, run db command, and copy and paste in the below script and run. Close and open All Orders and try and process the card again.

```
delete from companypreference where PreferenceName='GatewaySSEnabledProtocols'; insert into companypreference (preferencename,preferencevalue) values ('GatewaySSEnabledProtocols','4032');
```
