
Sagepay/Protx integration not working

Posted by DHarrison - 2009/10/22 14:23

We are getting the following error trying to submit a transaction through Sagepay:

4020 : Information received from an Invalid IP address.

We have entered the following IP addresses into Sagepay:

208.76.24.0 22 255.255.255.0
69.7.30.0 24 255.255.255.0
67.131.25.0 26 255.255.255.192
63.226.35.128 25 255.255.255.128
72.166.76.64 27 255.255.255.224
72.9.198.96 27 255.255.255.224
72.9.221.160 27 255.255.255.224
72.9.221.48 28 255.255.255.240
216.27.233.96 27 255.255.255.224

Any suggestions to help get this to work? Sagepay has asked us to submit the transaction to: <https://test.sagepay.com/showpost/showpost.asp> but the Infusionsoft rep just told us to submit the transaction from an order form on our server (not the Infusionsoft server). Any help would be greatly appreciated. Thanks

Re:Sagepay/Protx integration not working

Posted by marcpsummers - 2009/10/23 04:46

Make sure you did this for live and test versions of sagepay

Re:Sagepay/Protx integration not working

Posted by DHarrison - 2009/10/23 04:56

Are there separate logins for the live and test versions of Sagepay? My client just gave me one login and I went to the Administration / Account Parameters page. It doesn't have anything about test vs live. Should I be looking somewhere else to enter the IP addresses?

Thanks for your assistance!

Re:Sagepay/Protx integration not working

Posted by marcpsummers - 2009/10/23 04:59

Yes - you will have a test login and a live login

IP address are sadly not copied from one to another

Marc P Summers
Monkey Design House
<http://www.facebook.com/infusionsoft.uk>

Re:Sagepay/Protx integration not working

Posted by DHarrison - 2009/10/23 05:30

Ok - I found the test Sagepay at: <https://test.sagepay.com> and I entered the Infusionsoft IP addresses into the page. Then I went to Test Account in Infusionsoft and received the same error:

Error details: 4020 : Information received from an Invalid IP address.

The IP addresses we have entered in Sagepay (both test and live) are:

- 063.226.035.128 (255.255.255.128) -
- 067.131.025.000 (255.255.255.192) -
- 069.007.030.000 (255.255.255.000) -
- 072.009.198.096 (255.255.255.224) -
- 072.009.221.048 (255.255.255.240) -
- 072.009.221.160 (255.255.255.224) -
- 072.166.076.064 (255.255.255.224) -
- 208.076.024.000 (255.255.255.000) -
- 216.027.233.096 (255.255.255.224) -

Any other ideas? Thanks so much! This is extremely frustrating (especially for the client). Sagepay works fine for another system they are using - just having problems with Infusionsoft.

Thanks again.

Re:Sagepay/Protx integration not working

Posted by marcpsummers - 2009/10/23 05:46

If you wish you can set me up a temporary sagepay username for the test account and I can check your settings for you.

Then when we get it working on test you can do whatever is needed for live.

Marc

Re:Sagepay/Protx integration not working

Posted by DHarrison - 2009/10/23 06:12

I just sent you a private message with the login. Let me know if you find anything. Thanks so much. By the way - are we submitting against the TEST site when we submit a Test Account transaction in Infusionsoft or is that running against the LIVE Sagepay account? Thanks.

Re:Sagepay/Protx integration not working

Posted by marcpsummers - 2009/10/23 06:14

if the your settings are set to test then test - if set to live then a test transaction is sent to live.

Marc

Re:Sagepay/Protx integration not working

Posted by DHarrison - 2009/10/23 06:18

It is now set to Test. Let me know if you find anything.

Re:Sagepay/Protx integration not working

Posted by marcpsummers - 2009/10/23 06:22

All your IPs are correct....

So in test you should only use sagepay test cards....

Card Type - Sage Pay Card Name - Card Number - Issue Number

Visa - VISA - 4929000000006 - n/a

You'll also need to supply an Expiry Date in the future and the following values for CV2, Billing Address Numbers and Billing Post Code Numbers. These are the only values which will return as Matched. Any other values will return a Not Matched.

CV2: 123

Billing Address: 88

Billing PostCode: 412

(More details found at http://www.sagepay.com/developers/administration_manual/card_types.asp)

Re:Sagepay/Protx integration not working

Posted by DHarrison - 2009/10/23 09:05

Tried all that - same error:

Error details: 4020 : Information received from an Invalid IP address.

All Sagepay says is submit to showpost address...Infusionsoft says they can't do it. Any other suggestions? I know this is working for other people using Infusionsoft. Thanks.

Re:Sagepay/Protx integration not working

Posted by ArthurSexton - 2009/10/23 13:45

I believe there is one other IP address you should have set:

193.112.145.200 (255.255.255.000)

Re:Sagepay/Protx integration not working

Posted by DHarrison - 2009/10/23 13:57

I added that IP address and tested again - still no luck. Same error - Invalid IP.

Thanks.

Re:Sagepay/Protx integration not working

Posted by DHarrison - 2009/10/26 09:38

Is anyone else having IP address problems with Sagepay? Infusionsoft says there is NOTHING they can do. Sagepay says there is NOTHING they can do unless we post to the /showpost.asp address (which Infusionsoft says they can not do).

Any other suggestions out there?

=====

Re:Sagepay/Protx integration not working

Posted by DHarrison - 2009/10/26 10:07

PROBLEM SOLVED - it pays to start with the basics. Finally figured out that the vendor name had been entered incorrectly for the account. Once we corrected the vendor name, transactions started going through. Thanks so much for your help on this matter!

=====

Re:Sagepay/Protx integration not working

Posted by darthtrader - 2009/12/30 04:34

Hi i am having the same error though all my details seem ok i have checked vendor name and have added all those IP's to sagepay admin.

If i try to test i get

Error details: 4020 : Information received from an Invalid IP address.

Please Help

=====

Re:Sagepay/Protx integration not working

Posted by marcpsummers - 2009/12/30 04:44

You need to ensure the IP address range is added to both your test account and your live account.

=====

Re:Sagepay/Protx integration not working

Posted by slinford - 2010/03/09 07:05

HI

We are in the UK and getting the same error message. Sage Pay are saying its not them and that all the ip addresses on the test account are the same as on the live account. Still getting error message. This has been going on since january 2009. Unbelievable. Its oly the recurring account (pci) that is having problems. We use another normal account within infusion via sage pay no problems with payments going through. If anyone knows of a solution Id be very grateful to hear of it.

Thanks

Sue

=====