## Integration/Network Issues:

* What is the posting URL? Choose one:
	+ <https://secure.authorize.net/gateway/transact.dll>
	+ <https://secure2.authorize.net/gateway/transact.dll>
	+ <https://api.authorize.net/xml/v1/request.api>
	+ <https://api2.authorize.net/xml/v1/request.api>
	+ Other (please include full URL here): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Which API call(s) are having issues?
* Which error message is being received? Please include:
	+ The Response Code and Response Reason Code if available; and
	+ A screenshot of the error.
* If at all possible, please provide a copy of the raw API request and response.
* What is the date and time when this issue started?
* Is the issue intermittent? If it is intermittent, please include:
	+ The date and time when the issue was last seen; and
	+ Approximately, what percentage of API calls are affected by this issue?
* Please include step-by-step instructions to reproduce the issue.
* What troubleshooting steps have been taken by the software developer or web host? In particular, please include:
	+ General network troubleshooting steps and their results;
	+ Logs showing API connection errors;
	+ Changes of API endpoints, ex: switching from api.authorize.net to api2.authorize.net
* Which web server is the software running on? (IIS, Apache, Websphere, ngnix)
* Is OpenSSL used by your solution? If so, which version?
* Is Java used by your solution? If so, which version?
* Is .NET used by your solution? If so, which version?
* What is the hostname and external IP address of the server or software that is connecting to us?
* Which security protocols (TLS 1.0, TLS 1.1, TLS 1.2) and ciphers (examples: ECDHE, RSA, AES) do they use to secure their connection?
	+ Note: If their server is public, they can use <https://www.ssllabs.com/ssltest/> to generate a report with this information, and then send us the URL for the report. They may check “Do not show the results on the boards” if they wish to keep the results confidential.
* Name and version of their software solution (shopping cart, POS system, CRM, order management system, kiosk, etc.).
* The city and state where their server or terminal is in.
* A traceroute from the server/terminal to the API endpoint.