



Merchant Processing Software

XML Guide

Use this guide to ensure a successful and worry-free implementation.

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TotaLink XML Guide

1.0 XML Data Elements

1.1 Request Data Elements

```
<?xml version="1.0" encoding="UTF-16"?>
[blank line]
[blank line]
<TLTransaction>
  <TLRequest>
    <UserCode>xx99999</UserCode>
    <Password>Wunderbar</Password>
    <MerchantID>783344333-1</MerchantID>
    <Date>10/12/2004</Date>
    <TerminalID>01</TerminalID>
    <Ticket>101-8877</Ticket>
    <AccountNumber>4012000010000</AccountNumber>
    <ExpireDate>1004</ExpireDate>
    <Amount>109.25</Amount>
    <BillAddress1>814 Bamberger Dr Ste A 84003</BillAddress>
    <BillAddress2>Tommy Smith</BillAddress2>
    <BillCity>PROVO</BillCity>
    <BillState>UT</BillState>
    <BillZip>84601</BillZip>
    <CardID>999</CardID>
    <Method>N</Method>
    <HoldRelease>H</HoldRelease>
    <Level2>PO1288221</Level2>
    <CustCode>9999</CustCode>
    <ValidAddressOnly></ValidAddressOnly>
  </TLRequest>
</TLTransaction>
```

1.2 Response Data Elements - Authentication Failure

```
<TLTransaction>
  <TLResponse>
    <Verified>0</Verified>
    <Messages>Missing "TLRequest" element</Messages>
  </TLResponse>
</TLTransaction>
```

1.3 Response Data Elements - Authorization Failure

```
<TLTransaction>
  <TLResponse>
    <Verified>0</Verified>
    <Messages>Invalid Account Length</Messages>
    <AuthorizationCode/>
    <AuthorizationAmount>0.00</AuthorizationAmount>
```

```

    <ReferenceCode/>
    <BatchNumber/>
    <CardType/>
    <Identifier/>
    <AddressMatch>434 S 700 W UNIT 9 PROVO UT 84601</AddressMatch>
    <CardIDMatch>XXX</CardIDMatch>
    <MessageCode>V33</MessageCode>
  </TLResponse>
</TLTransaction>

```

1.4 Response Data Elements - Successful Authorization

```

<TLTransaction>
  <TLResponse>
    <Verified>1</Verified>
    <Messages>Charge Accepted.</Messages>
    <AuthorizationCode>PREATH</AuthorizationCode>
    <AuthorizationAmount>0.00</AuthorizationAmount>
    <ReferenceCode>805700500061</ReferenceCode>
    <BatchNumber>319</BatchNumber>
    <CardType>Visa</CardType>
    <Identifier>99*14579*99*61985.563*1</Identifier>
    <AddressMatch>NO</AddressMatch>
    <CardIDMatch>Y</CardIDMatch>
    <MessageCode>D20</MessageCode>
  </TLResponse>
</TLTransaction>

```

The URL for sending the XML is <https://ssl.tlgateway.com/app.exe/TLREQUEST>

1.5 Sample XML Code for c# .net

//build your xml document, and send to the method GetCCAuth

```

string appsurl = "https://ssl.tlgateway.com/app.exe/TLREQUEST?PACKET=";
XmlDocument tmpDoc = new XmlDocument();
tmpDoc1.LoadXml("<?xml version='1.0' encoding='UTF-8'?'><TLTransaction><TLRequest><UserCode>" + merchuser +
  "</UserCode><Password>" + merchpass + "</Password><CustCode>" + custcode + "</CustCode><MerchantID>" + merchid
+
  "</MerchantID><AccountNumber>" + tbPayCCNumber.Text + "</AccountNumber><ExpireDate>" + expdate +
"</ExpireDate><Amount>1.00</Amount><Date>"
+ System.DateTime.Today.ToShortDateString() + "</Date><BillAddress1>" + bill1 + "</BillAddress1><BillAddress2>" + bill2 +
"</BillAddress2><BillCity>" + billcity + "</BillCity><BillState>" + billstate + "</BillState><BillZip>" + billzip +
"</BillZip><CardID>" + tbPayCIDNumber.Text + "</CardID><Method>A</Method></TLRequest></TLTransaction>");

XmlDocument ccdoc = GetCCAuth(tmpDoc1, appsurl);

```

```

//Method to Get Auth, pass xmlDocument, and the url to post to
public XmlDocument GetCCAuth(XmlDocument xDoc, string URL)
{
  try
  {
    // get the data from the xml document into a byte stream
    Byte[] bdata = System.Text.Encoding.UTF8.GetBytes(xDoc.OuterXml);
    // instantiate a web client
    System.Net.WebClient wc = new System.Net.WebClient();
    Byte[] bresp;
    // add appropriate headers
    wc.Headers.Add("Content-Type", "text/xml");

```

```
// send data to server, and wait for a response
bresp = wc.UploadData(URL, bdata);
// read the response
string resp = System.Text.Encoding.ASCII.GetString(bresp);
XmlDocument xresp = new XmlDocument();
xresp.LoadXml(resp);
// return the xml document response from the server
return xresp;
}
catch
{
    // your error handler
    //SystemError();
    return null;
}
}
```

2. Variable Definitions - Outbound

TABLE 1 - Outbound Variables

Header Variable Definitions		
UserCode	This is a unique id provided by Total Computing	Required
Password	This is a unique password provided by Total Computing	Required
MerchantID	This is the unique identifier for each customer/merchant account and is assigned by Total Computing	Required
Date	Acceptable formats are 12Sep2009, 12 Sep 2009, 09/12/2009, 09/12/09	Required
TerminalID	The terminal ID is for your use and can be any number of alphanumeric characters – fewer characters is best.	Optional – 99 will be assigned if left blank
Ticket	This a unique number for each authorization request. It is assigned by you and is for your use in matching the request with your ticket/ invoice/ transaction number.	If not supplied a random number is generated

TABLE 2 - More Outbound Variables

Data Variable Definitions		
Variable	Sample Data	Section
AccountNumber	4012000010000	2.1
ExpireDate	0512	2.2
Amount	19.95, -12.75	2.3
BillAddress1	8320 Meadow Ln	2.4
BillAddress2		2.4
BillCity	Pleasant Grove	2.4
BillState	UT	2.4
BillZip	84062	2.4
CardID	237	2.5
Method	E or blank	2.6
HoldRelease	H, R, or blank – usually blank	2.7
Level2	PO12789	2.8
CustCode		2.9
ValidAddressOnly	1	2.10

2.1 AccountNumber

Send the un-altered Account Number as entered by your customer.

If you get the data from a MSR device then you must send the track information WITHOUT MODIFYING ANY DATA and TotalLink will process it appropriately. When sending track1 data be sure to send the “B” or “%B” prefix.

Track2 data may also be sent, it is delimited from track1 by a semi-colon (;).

It is illegal to store the magstripe data.

It is illegal to store the AccountNumber unless it is encrypted with standard encryption technologies. You can store the last 4 digits.

It is only legal to print the last 4 digits of the account. You cannot print the expiration date.

2.2 ExpireDate

The only format for this is MMY. If you are providing MSR data then this field is not applicable.

2.3 Amount

Within this pair of tags you provide the amount of the transaction in the format nn.nn. Where seventeen dollars is presented as 17.00, and forty-four dollars and 12 cents is presented as 44.12.

Returns are handled by send a negative number. For example: -17.43.

This field is not required if this transaction is only for an address verification.

2.4 BillAddress1, BillAddress2, BillCity, BillState, & BillZip

If the card is not present, then you should provide the billing address for a better rate.

If there is MSR data present in the AccountNumber the address data is ignored.

Some clearinghouses only require the ZIP code for AVS-Qualified rates. Check with yours prior to making any assumptions.

2.5 CardID

This is a three or four digit number that is found on the back or front of the card. On Visa it is called CVV2, on MasterCard it is CVC2, on American Express it is CID. Other cards types may not have this feature. Providing this may get you a better rate.

A result of "Y" will come back in the CardID if the CID matches. An "N" will come back if it does not.

It is illegal to store the CardID.

2.6 Method

Use **E** for eCommerce, **M** for Mail-Order/Telephone Order, **N** for Card not Present, **P** or blank for POS/Retail, **A** for Address and CardID validation only.

E-Commerce: You must provide AccountNumber, ExpireDate. It is recommended that you provide Address and CCV.ID for a better rate. If a charge is rejected then any error messages that would have gone to the screen will be returned in the Messages, instead of displaying them.

Mail-Order/Telephone-Order: Same as e-Commerce.

Card Not Present: It is recommended that you provide Address.

POS/Retail: If the account number and expiration date are hand entered it is recommended to provide the CardID. If you pass Address be sure to change the CCV.SOURCE to "N".

Address and CardID: You must pass a zero Amount with this flag. This will verify that the card is good and do a CID and/or Address check if that information is provided.

2.7 HoldRelease

H=Authorized but Do Not Settle, **R**=Release Hold for settlement. An 'H' here will authorize the amount, but not settle until the same transaction is sent with the 'R' flag. When the release flag is sent you must also send the same MerchantID, Date, TerminalID, Ticket, Identifier, and AccountNumber as the original transaction. The amount may be the same as or less than the authorized amount, but not greater than the authorized amount.

Contact your bank to find the maximum number of days the funds can be held. By default we set this to 7 days in your merchant parameters.

2.8 Level2

If the card or account number being presented is a Commercial Card (sometimes referred to as a Purchasing Card) then a better bank rate can be obtained by entering the customer's purchase information. This is usually something like a PO number or a License Plate number or something else that identifies the purchaser. It will only be used for Commercial Cards. It is best to provide the information if this is normal for your industry.

If the merchant account is through Vital then the maximum number of characters is 17.

2.9 CustCode

Send a customer number if you wish to see it on reports.

2.10 ValidAddressOnly

Send a "1" if you want to limit successful charges to accounts that have an address match. If the address match from TSYS is a "NO" then the charge will not go through and the value of "Verified" will be "0".

3. Variable Definitions - Inbound

TABLE 3 – Inbound Variables

Inbound (Response) Definitions		
Variable	Sample Data	Section
Verified	1 or 0	3.1
Messages	Charge Accepted.	3.2
Authorization Code	12312321	3.3
AuthorizationAmount	15.17	3.4
ReferenceCode	129992	3.5
BatchNumber	312	3.6
CardType	Visa	3.7
Identifier	1*12442*001*123322*1	3.8
AddressMatch	NO	3.9
CardIDMatch	Y	3.10
MessageCode	D20	3.11

3.1 Verified

This is the ONLY flag that indicates an accepted charge. A value of “1” indicates the charge is accepted. Any other value is an indication that the charge was not successful.

3.2 Messages

Messages corresponding to the response from the clearing house or for errors encountered in pre-processing your data. See [Table 4.1](#).

3.3 AuthorizationCode

This is the Authorization code that the clearinghouse provides IF the card is authorized.

3.4 AuthorizationAmount

The amount that was authorized.

3.5 ReferenceCode

This is the reference code provided by the clearinghouse IF the card is authorized. It is used for reconciliation on disputed charges.

3.6 BatchNumber

The batch number for a verified charged is returned in this field.

3.7 CardType

The card type for the account number is returned here.

3.8 AddressMatch

This will contain either:

EXA – Indicates that the address was an exact match.

ADD – Indicates that only the house number or street were correct.

ZIP – Indicates that the Zip Code was correct.

NO – Indicates that the address did not match. This does not stop the charge from going through.

Blank could indicate that an address match was not performed.

3.9 CardIDMatch

This will contain either a Y or an N.

3.10 Identifier

The key to the detail files is store*date*register*transaction*sequence. This key is passed to you if you want to store it in your database.

3.11 MessageCode

The code to the message file for the Messages returned. See Table 5.1

4. Some PCI Rules to Be Aware Of

This is not a complete list.

You CANNOT do any of the following:

1. Store the mag stripe data.
2. Store the credit card number.
3. Store the CardId.
4. Display or Print the credit card number.
5. Print the expiration date.

You CAN:

1. Store the credit number using modern encryption technologies.
2. Print the last 4 digits of the credit card number.
3. Store the last 4 digits of the card number un-encrypted.

5. Return Messages

Below is a table of messages generated by TotalLink program.

5.1 Table of Messages

Error Types:

Type	Description
M	Modem or Communications Error
C	Customer Card Error
S	Setup or System Error
I	Information or User Prompt
P	Prompt for User input

Error Message	Type	Explanation
[D01] Account Number:	P	Only used when the HoldRelease is set to 'R', meaning that you are releasing a transaction that you previously put on 'HOLD'. Asking for account number of the held transaction.
[D02] Sequence Number:	P	Only used when the HoldRelease is set to 'R', meaning that you are releasing a transaction that you previously put on 'HOLD'. Asking for the sequence number of the transaction, the number after the last asterisk (*) in the REQ.ID
[D03] Charge Authorized	I	Only used when the HoldRelease is set to 'R', meaning that you are releasing a transaction that you previously put on 'HOLD'. Means that Charge was flagged for settlement in the current batch.
[D04] Zero is not a valid Amount - to test Comm Link use A/C "0227"	I	Occurs when the amount is given as zero. Account number '0227 can be used to test whether the modem is dialing. You will receive a reject message from this card number.
[D05] This type of credit card (:CCV.CARD.TYPE:) is not accepted by this store.	S	Means that the card type is not setup on TotalLink as a card accepted by your store.
[D06] This is the last 3 or 4 digits on the back of the card	I	Explains what the Card ID is. (CVV2 for Visa, CVC2 for MasterCard, CID for American Express)
[D07] Credit cards not set up! (See TOTALINK main menu: 5,24)	S	Means that credit cards are not setup for your store.
[D08] Invalid expiration date!	C	Displayed on a manually entered expiration date. Means the expiration date was not in the MMY format.
[D09] Card is Expired - Use another Tender	C	TotalLink did not send the Authorization, because the card was expired.
[D10] A charge for this transaction, card # and amount already exists!	I	A charge was already processed for this store, date, register, transaction number, account number, and amount. Thus it is likely a duplicate transaction.
[D11] Please Wait - Processing Request	I	Displayed briefly at the beginning of the authorization attempt.
[D12] (Number of seconds processed) - (Latest Status)	I	While processing, gives the latest status of the authorization attempt.
[D13] The Host system is not available and this charge was probably received by the bank. If you charge this card again you may have to enter an adjustment for the customer - see your supervisor	M	We received all or part of the authorization string but an error occurred.
[D14] :REQ.MESSAGE:- Please try again.	C	
[D15] Modem Process is not working.	M	Could not communicate to the port, either because of a setup problem or not being able to attach to the port.
[D16] Rejected (Rejection message from clearinghouse)	C	Credit card not authorized, reason specified by message from clearinghouse.

[D17] Enter the Manual Authorization Password:	P	A password is required when doing a manual authorization.
[D18] Invalid Password!	I	This displays if the manual authorization password entered was incorrect.
[D19] An authorization number is required.	I	If an attempt was made to skip the authorization field when doing a manual authorization, warns with this message.
[D20] Charge Accepted.	I	The clearinghouse authorized the charge.
[D21] No Verification.	C	The charge was not authorized for unspecified reason.
[D22] Invalid Expiration date!	C	Displayed when the card is swiped. Means the expiration date was not in the MMY format.
[D23] Remote Credit Card files are no longer available.	M	Does not apply at this time.
[D24] Transaction Expired	I	You tried to release a transaction that was on hold and has gone beyond the allotted number of hold days
[D25] Amount greater than what was originally authorized.	I	Only used when the HoldRelease is set to 'R', meaning that you are releasing a transaction that you previously put on 'HOLD'. Means that amount you are trying to release is greater than what was authorized when transaction was put on hold.
[D26] Account number does not match.	I	Only used when the HoldRelease is set to 'R', meaning that you are releasing a transaction that you previously put on 'HOLD'. Means that the account number does not match that of the transaction you put on hold.
[D27] Funds Already Released.	I	Only used when the HoldRelease is set to 'R', meaning that you are releasing a transaction that you previously put on 'HOLD'. Means that the transaction has already been released from the hold, and has been settled, or is on the batch to be settled.
[D28] No entry found for this authorization.	I	Only used when the HoldRelease is set to 'R', meaning that you are releasing a transaction that you previously put on 'HOLD'. Means that this transaction was never authorized.
[D29] This card is an ATM-Type Card. DO NOT ACCEPT!	I	
[D30] This is a proprietary credit card and may not be used.	I	
[D31] Card magnetic stripe is corrupt, please hand enter.	C	Unable to retrieve information from magnetic stripe.
[D38] Transaction Voided.	I	The transaction was removed from the file TOTAL.CC.HOLD, and AUTHORIZATION, attribute 6, on the file TOTAL.CC.RESULT had the word 'VOIDED' appended as a multivalued.
[D39] Transaction not Voided.	I	The transaction was not voided. Problem could be a mismatch in the following: account number, store, date, register, transaction number, or amount. It could also be that the transaction didn't authorize the first time, or that the transaction has already been settled in a batch.
[D40] Process () is not defined in ICOMM Link Specs	S	
[D41] Invalid PIN Pad Type	S	PIN Pad Types are V2000 and V1000 for Verifone.
[D42] Invalid Account!	S	Invalid account number.
[D43] Valid card types have not been setup for store#nn	S	You need to setup valid card types for Store # nn
[D44] Tender Code nn needs a communication link set up.	S	Set up a correct comm link for the tender code nn
[D45] Please Enter Cash Back Amount:		

[D46] Invalid Cash Back Amount.		
[D47] Is the Total Amount of \$\$\$ correct? <Y>=Yes, <N>=No.		
[D48] Cashback not valid on a Refund.		
[D49] Invalid Transaction to refund against.		
[D50] Do you have an authorization # from the bank? <Y>-Yes, <N>=No	C	Account did not validate but you may be able to call the bank and get an approval.
[D51] Decryption of account number failed.	S	Decryption of credit card data failed. Cannot authorize against original card number.
[D52] <encryption error message>	S	Problem with encryption. Error message can vary.
[D101] Process timed out.	M	Unable to connect to the clearinghouse. Either a modem or port error.
[F01] Unable to read Flash data for nnnn	S	The key to the TOTAL.FLASH.PASS file was invalid.
[F02] Unable to read Flash CCV data for nnnn	S	The key for the CCV.REC in the TOTAL.FLASH.PASS file was invalid.
[F03] Null data returned from T\$FLASH.PASS.FILE.	S	Expected data was not written out and therefore is not available to complete the transaction.
[F04] Could not open Flash files.	S	Attempt to open TOTAL.FLASH.PASS or other CC files failed.
[V32] Invalid Card Prefix	C	Card Prefix was not correct. (VISA, MasterCard, etc.)
[V33] Invalid Account Length	C	Account length was not correct for the account type.
[V34] Account Number has Invalid Check Digit	C	Usually means that one of the digits of the account number was entered incorrectly.
[V35] Process (process name) is not turned ON.	S	The process name is usually MODEM. This means you need to go to 'Start or Stop a Process' and turn it on.
[V36] You need to call Total Computing Solutions @ 801-796-8320 or contact us on the web @ www.total-computing.com for a license activation number.	S	The activation has run out, and needs to be replaced.
[V37] Your license to use this product expires in 7 days.... You need to call Total Computing Solutions @ 801-796-8320 or contact us on the web @ www.total-computing.com for a license activation number.	S	The activation code is about to run out, and needs to be replaced.
[K01] The Store value must be assigned.	S	Problem with the key data that is being passed
[K02] The Date value must be assigned.	S	Problem with the key data that is being passed
[K03] Invalid Date field.	S	Problem with the key data that is being passed
[K04] The Transaction/Invoice # must be assigned.	S	Problem with the key data that is being passed
[K05] The Register # must be assigned.	S	Problem with the key data that is being passed
[K06] The Amount value must be assigned.	S	Amount cannot be 0 or blank.
[K07] The amount must be numeric.	S	No decimals in the amount field

[K08] REQ.ID and STORE Key fields must match.	S	When you pass the REQ.ID it must also match the key fields.
[K09] REQ.ID and DATE Key fields must match.	S	When you pass the REQ.ID it must also match the key fields.
[K10] REQ.ID and REGISTER Key fields must match.	S	When you pass the REQ.ID it must also match the key fields.
[K11] REQ.ID and TRANSACTION Key fields must match.	S	When you pass the REQ.ID it must also match the key fields.
[K12] The nnn variable cannot have "*" in it.	S	STORE, DATE, REG, and TRANS cannot have imbedded asterisks.
[K13] Amount must be zero on a card authentication.	S	Send a "0" in the AMOUNT when the CCV.SOURCE = "A".
[K14] No manual authorizations on a card authentication.	S	Do not send anything in AuthorizationCode when sending the CCV.SOURCE code as "A".

[001] Unable to Connect Within Time Limit.	M	
[002] Unable to Dial. Modem Error.	M	
[003] No Connection, Line Busy.	M	
[004] Unable to connect for unknown reasons.	M	
[005] Invalid Tran Code.	S	
[006] Initiating Dial-Up Sequence.	I	
[007] Line Busy.	M	
[008] Unable To Connect. Redialing...	M	
[009] Modem Error While Dialing.	M	
[010] Modem Not Responding To Commands.	M	
[011] Waiting For Polling Sequence.	I	
[012] Host Disconnect. No polling sequence.	M	
[013] Sending Request To Host.	I	
[014] Host Disconnect... No Response.	M	
[015] No Host Response.	M	
[016] Response Received From Host.	I	
[017] Request Consistently Corrupt.	M	
[018] Request Garbled... Re-Sending.	M	
[019] Checking Response For Errors.	I	
[020] Valid Host Response Received.	I	
[021] 3 Garbled Responses.	M	
[022] Response Garbled...	M	
[023] Host Did Not Poll.	M	
[024] No Communications Link Defined.	S	
[025] Premature Host EOT.	M	
[026] Sending Detail Scripts...	I	
[027] Failed to connect. Reset modem and Toggle the CC process control	M	
[028] No Response From DC1.	M	
[029] Host Disconnect After DC1.	M	
[030] Request Corrupted.	M	
[031] Wrong ACK/BEL Sequence.	M	
[032] Sending Header Script.	I	
[033] No Host Response To Header.	I	
[034] Sending Trailer Script.	I	
[035] Host Disconnect After Header.	M	
[036] Sending Terminal Parameters.	I	
[037] No Response To Terminal Parameters.	M	
[038] Host Disconnect After Term. Parns.	M	
[039] No Host Response To Detail Record:	M	

[040] Host Disconnect On Detail:	M	
[041] Disconnecting... 2 Min. Stall Exceeded.	M	
[042] No Host Response To Trailer.	M	
[043] Host Disconnected On Trailer.	M	
[044] Receiving Host Data Script.	I	
[045] Disconnecting... Response Garbled 3 Times	M	
[046] Data Capture Successful.	I	
[047] Data Capture Failed.	I	
[048] Data Capture Cancelled Prematurely.	M	
[049] Processing Host Error Script.	I	
[050] Host Disconnect While Sending Error Script	M	
[051] Partial Script:	I	
[052] Host Error Script Timed Out.	M	
[099] The Modem Is Not Responding.	M	
[100] The Request Was Lost Somewhere.	M	
[101] Process Timed Out.	M	
[102] Process not available.	S	
[103] Unable to Open the Modem Control File.	S	
[104] Unable to Open Credit Card Request File	S	
[105] Unable to Open Credit Card Result File.	S	
[106] Unable to Open Credit Card Hold File.	S	
[107] Unable to Open CC Control File.	S	
[108] Process does not exist.	S	
[109] Process Link definition does not exist.	S	
[110] Local Transfer Utility Failure.	S	
[111] Unable to Open Utility File.	S	
[112] Unable to Connect With Remote.	M	
[113] Remote Process Buffer Not Quiescent.	M	
[114] Remote Process Not Logging On.	M	
[115] Logoff of Remote Process Successful.	M	
[116] Remote Process Not Logging Off.	M	
[117] Unable to execute remote commands.	M	
[118] Remote Computer In Debugger.	M	
[119] Remote Not Returning to TCL.	M	
[120] Unable to Set Port Characteristics.	M	
[121] Unable to Open Credit Card History File	S	
[122] Unable to Open Credit Card adjustments	S	
[123] Sending Trailer Script.	I	