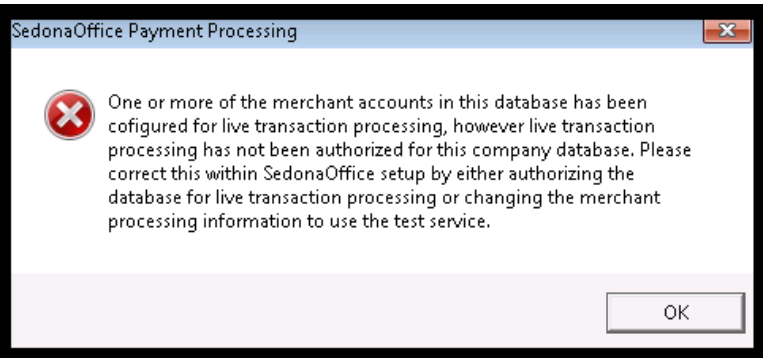
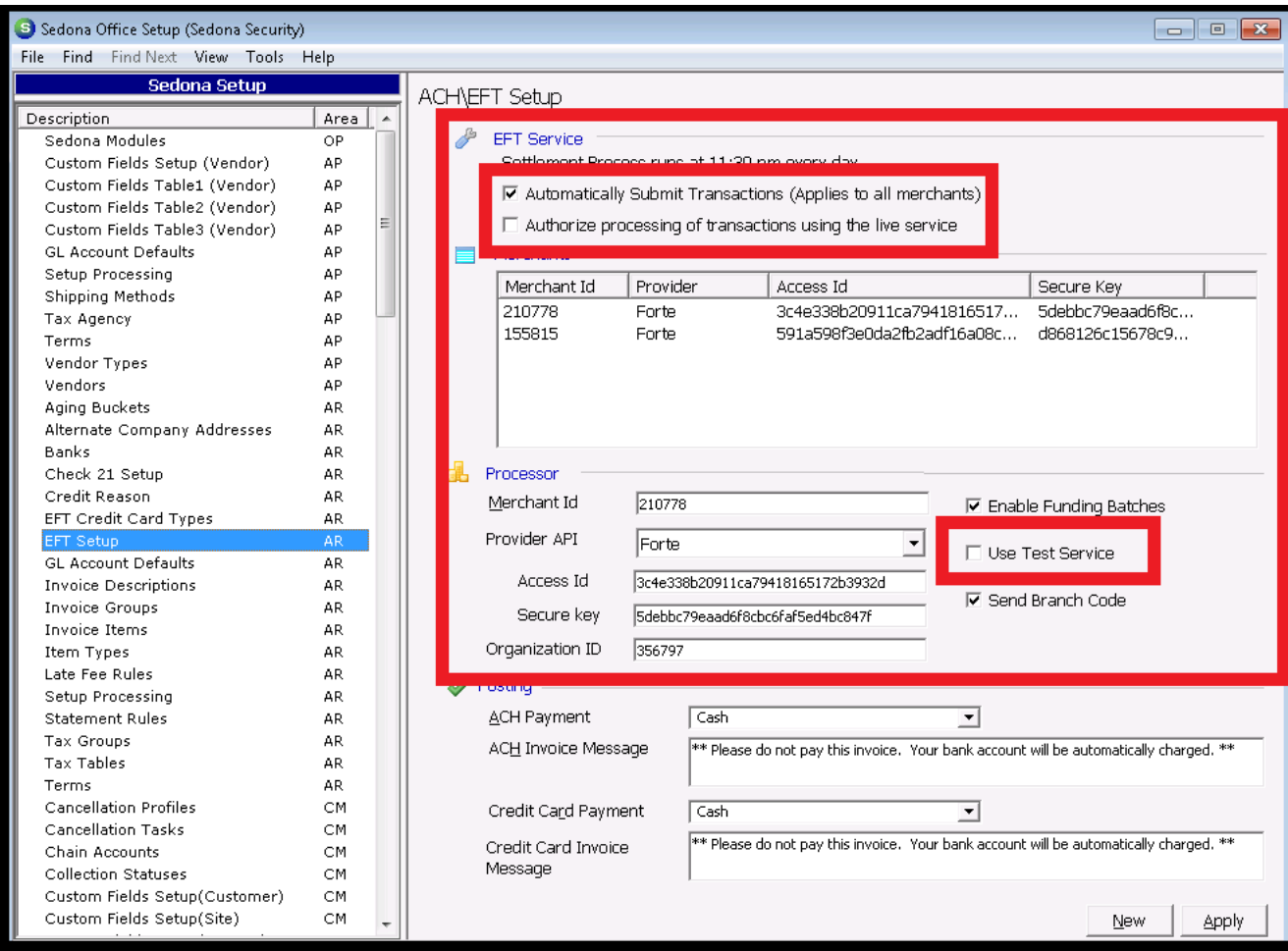


# “Sedona Office not configured for Live Processing” Error Message

04/29/2024 10:59 am EDT



The above error message can occur if the EFT Setup screen is not configured correctly.



When you configure the EFT Setup screen, if you turn on the “Automatically Submit Transactions,” the system will

expect you to have the “Authorize processing of transactions using the live service” or the “Use Test Service” options enabled. If neither is enabled for any of the Merchant Ids, then the system will not be able to submit transactions automatically and will produce the warning on login. To get the message to dissipate, enable one of the options or disable automatic submission.