

API Access ID Error

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This message is exclusively encountered around token migrations from Forte.

This API Access ID does not have permission to access the requested paymethod_token.

This message indicates one of two things. First, that there's been an issue with where the token is located. It could mean that the migration just went through, but the cycle invoice had created the delayed transaction on the wrong MID. It could also mean that tokens that have migrated have broken their link and need to be re-imported. If encountered, the first questions need to be about recent work moving payment methods, and potentially getting connected to Forte to get a run down of Forte's recent activities.

The other possibility is that the API credential information in EFT Setup is no longer valid. This would require re-generating a Secure Key for that API Access ID and inputting it into the Setup screen.
