

Credit Card

DNS Lookup

The DNS Lookup Error is related to the Credit Card system and is caused because of the following:

1. Network or Internet is down

- **Solution:** Troubleshoot connectivity issues
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2. Third-party software "NETePay" service not running.

- **Solution:** Restart the NETePay/DataCap software. This is accomplished by rebooting the computer.
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3. Processor Server Non-responsive

The DNS Server (Credit Card Server (Processor)) is down or non-responsive. This is a very common error.

- **Solution:** Inquire Heartland Payment Systems
 - Customer Support: 888-963-3600
 - Local Heartland Rep: Tamara Mackey @ 206-355-2040
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