

## Stripe Invalid Request error

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The following error may appear at the top of the secure checkout page when attempting a transaction with Stripe as the payment method:

**Invalid request error. An admin has been notified. Stripe\_InvalidRequestError Exception**

This error usually occurs in one of the following scenarios:

» When a live/real credit card number is used on the checkout form, but the Manage >> Stripe Account setting in Nanacast is 'Test' mode

» **Solution:** Use a Stripe test/fake credit card number when attempting Stripe transactions in 'Test' mode. Â

» When a Stripe test/fake credit card number is used on the checkout form, but the Manage >> Stripe Account setting in Nanacast is 'Live' mode

» **Solution:** Use a live/real credit card number when attempting Stripe transactions in 'Live' mode

» When a transaction is attempted in 'Live' mode, but the Stripe account has not been activated.

» **Solution:** Active your Stripe account before attempting Live transactions

» When you have a free trial. Stripe requires a minimum \$0.50 for a transaction.

» **Solution:** Set your trial price to at least \$0.50