



# Chargent Release Notes

Chargent version 6.70

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## Release Details

### Release Title

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### Release Installation URL

[Chargent Installation & Updates](#)

## Release Overview

This major release delivers a significant update to our Cybersource gateway integration. We've improved this integration to better leverage Cybersource's Strong Customer Authentication (SCA) feature, ensuring continued support of the 3DS2 protocol for this gateway. This important update will improve your authorization rates by avoiding unnecessary declines.

**We strongly encourage all Cybersource merchants to install this new version today.**

This update also includes bug fixes, as well as the final updates to our Cases & Opportunities (SFA) packages. **For our few remaining customers on the Cases or Opportunities packages, we recommend upgrading to this new version today, and completing your migration to the Chargent Orders package ASAP.**

## New Features

### SCA - Cybersource Payment Gateway

**Where:** Chargent Base, Chargent Orders, Chargent Anywhere, API, Apex, Flow

Our Cybersource payment gateway integration has been rebuilt from the ground up. This update returns Strong Customer Authentication (SCA) functionality to this popular integration, enabling greater transactional security for our merchants and their customers. Our Cybersource users can enable this feature in order to adhere to the requirements mandated in the Revised Payment Services Directive (PSD2).

## App Updates

### Cases & Opportunities (SFA) Packages - Final Update

This version marks our final update to our legacy packages - Cases & Opportunities (SFA). A review and full array of testing has been conducted on these packages across a list of common payment gateways to ensure the stability of this final version.

Distribution of these packages stopped in 2017, and they are no longer supported as of Dec. 7, 2022. **For access to our most comprehensive feature suite, we encourage our remaining Cases and Opportunities merchants to transition to our Chargent Orders package.** [Contact our support](#) team for assistance in the planning of this migration.

## Fixes

### Cybersource - Authorization Amount Issue - Fixed

Fixed an issue wherein \$0 authorizations were sent instead of the amount listed in the Charge Amount field on the Chargent Order record for Cybersource transactions.

### Braintree - ACH Transaction Sync Issue - Fixed

Fixed an issue wherein the ACH Transaction Sync feature queried already-settled transactions.

## Known Issues & Problems

### Bank Account Payments on Chargent Orders w/ Card Token

When a user makes a bank account payment using Payment Request or Payment Console on a Chargent Order record that has an existing card token, the existing card token is used instead of the newly entered bank account information.

#### Workaround

To resolve this issue, manually delete the existing card token value from the Token field on the Chargent Order record prior to making the new payment.