

## [Updated] Intermittent issues with payment processing through eWay - error V6001

2021-03-03 - Zach W. - Service Issues

### **[Mar 03 4:00 PM]**

Thanks to reports from customer who were running into this issue, we have identified an issue processing payments for eWay customers. When error V6001 occurs, it indicates that the end users ip address was not received correctly and the payment cannot be processed.

We are working to deploy a hotfix that addresses payments from guests and events with forced payments for members through Event Planner events. We will confirm once the hotfix has been released.

A full fix will be deployed as part of our next update on March 11th 2021.

If you have further questions about this issue, [please contact our support team](#).

### **[Mar 04 9:15 AM]**

The hotfix has been applied to all customer websites. This should help address paid registrations through Event Planner for Guests, also members when forced payment option is on, or the member registers through the public website.

If you have further questions about this issue, [please contact our support team](#).