

# Help checklist in case of error with your plugin

Steps to follow :

- Check your **CMS version** to ensure that it is compatible with the modules developed by BNP Paribas.
  - Check the version of the plugin:
    - Update the Axepta BNP Paribas plugin in the Module Manager tab
- Check your **PHP version** :
  - It must be equal or higher than 7.1
- Check the correct filling of the **merchant information** :
  1. Production or test MID
  2. Production or test password
  3. Production or test HMAC key
- Check the **content of the activation key** :
  - Did you correctly fill in the key sent by Axepta? No copy and paste errors?
  - Is your key in the right format? (Time-Out error)
  - Is your key correct ? Authorized means of payment, authorized currencies according to your onboarding form.