

# Getting Authorization Failed Message While Ordering the License

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If you're getting "Authorization Failed" message on checkout page while ordering the software license, then it is most likely your credit card company declining the transaction. Typically when this happens for a buyer, we instruct them to contact the card company by dialing the number on the back of their credit card to confirm the bank is not declining the charge. After that confirmation, we would also recommend having the buyer clear cache and cookies and try placing the order again. If they are still not successful, we advise them to try placing the order in a different browser.

Online URL: <https://www.phpkb.com/kb/article/getting-authorization-failed-message-while-ordering-the-license-108.html>