

Installation Manual for Computop Drupal

This manual describes the installation and usage of the Computop extension for Drupal.

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customweb GmbH
General-Guisan-Strasse 47
CH-8400 Winterthur

E-Mail: info@customweb.ch

Phone:

CH: +41 (0)44 533 15 70

DE: +49 (0)180 3 729 636

UK: +44 (0)2036 086 268

US: +1 (0)650 618 3944

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1 Introduction

This manual explains the installation, configuration and usage of the payment module for Drupal and Computop.

Before beginning with the installation, please make sure that you are in possession of all necessary data:

- You should have received a Merchant ID from Computop for the test account. Furthermore, you have received the corresponding user name and password
- Encryption password and HMAC-Key
- An Analytics Password which you require for logging into Computop Analytics
- Drupal payment module by sellxed.com/shop
- Access data to your server and shop

In case you don't yet have a contract with Computop, you can gladly acquire it directly through us.

1.1 Process of the Installation

In this document you will find all information important for the installation of the module. It is important that you strictly follow the check-list. Only by doing so, can a secure usage in correspondence with all security regulations be guaranteed.

1. Basic configuration of the server including the setting up of the notify script
2. Configuration of the basic settings of the payment module
3. Configuration of the payment methods
4. Carrying out of a test purchase with the attached [test data](#) at the end of this document
5. If the test was successful, your account can be activated

Installation Service

Our payment plugins should have per default the correct settings for most of our customers' preferences. That means once you have entered the required credentials in the plugin configuration to connect your account to your website, the plugin should be fully operational. Should you be willing to receive detailed informations on a setting you do not know, you may contact our support team who will be able to assist you further.

Our support team is at your disposal during regular business hours at: <http://www.sellxed.com/support>. Furthermore, you have the option of ordering our installation service. We will make sure the plugin is installed correctly in your shop: <http://www.sellxed.com/shop/de/integration-und-installation.html>

.htaccess Directory Protection

In order to test the module, any kind of directory protection or IP blocking on your server must be deactivated. This is crucial; otherwise the payment feedback of Computop might not get through to the shop.

2 Configuration of the Payment Module and the Server

In order to perform the configuration of the [main module](#) of Drupal, the following information is necessary. You should have received the information from Computop.

- Computop Live Merchant ID
- Computop Live Encryption Key
- Computop Live Signature Passphrase

Enter the credentials directly inside the configuration of the [main module](#). After you performed some test payments, you can switch between Live Mode and Test Mode.

2.1 Configuration of the Payment Module

For the usage of the gateway in your shop, fill in all received access data at its corresponding place in the [main module](#) and in the [payment methods](#).

Hidden Mode

Please Note if you use hidden this poses additional PCI requirements to your shop that have to be met. Get in touch with Computop to get additional information.

Also if you use Hidden in your Module please advise Computop that they are able to configure your paynow settings accordingly.

3 Module Installation and Update in the Drupal Shop

3.1 Installation

At this time you should already be in possession of the module. Should this not be the case, you can download the necessary files in your customer account in the [sellxed shop](#) (Menu "My Downloads Downloads"). In order to download the module in your shop, please carry out the following steps:

1. Download the plugin. The download can be found in your sellxed.com account under "My Downloads".
2. Unzip the archive you have just downloaded.
3. In the unzipped folder navigate to the folder "files"
4. For some shops there are different versions of the plugin provided. If this is the case open the folder which corresponds to your shops version.
5. Using your preferred FTP client upload **entire content** of this folder into the root directory of your shop. For some shops there is a specific folder containing the plugins. If thats the case upload the plugin into this folder. Make sure that the folders aren't replaced but merely merged.
6. If you haven't yet done so, log back into your shop.

3.2 Updates and Upgrades

You have direct and unlimited access to updates and upgrades during the duration of your support contract. In order to receive constant information about available updates we ask you to subscribe to our RSS feed that we publish for your module. More information regarding the subscription of this RSS feed can be found under: http://www.sellxed.com/en/updates_upgrades

We only recommend an update if something doesn't work in your shop, if you want to use new feature or if there is a necessary security update.

3.2.1 Update Checklist

We ask you to strictly comply with the checklist below when doing an update:

1. Always do a back up for your database and your files in your shop
2. Use always a test system to test the update process.
3. Wait until all the files are copied to the shop, clear the cache if there is one in your shop and then visit the configuration page of the main module so that the update process will be initialized.

Do not do updates directly in the live environment

Please test the update procedure first in your test shop. Our support team is able and willing to help you if you experience problems with the update process. However, if you decide to perform the update directly in your live shop there is the possibility of a downtime of the shop of more than two days depending on the availability of our support if you do not want to book our [complementary support](#).

Depending on the version it could be that the database has to be migrated. We recommend you therefore, to perform the updates in times when the shop is not visited too frequently by your customers

3.2.2 Update Instructions

Please always read the update instruction. They can be found on the plugin page in the shop under the section change log on the lower end of the page. If there are no special remarks, you can proceed by just overwriting the files in your system

4 Module Configuration in the Drupal Shop

The configuration consists of two steps. The first step is the configuration of the main module with all the basic settings (cf. [Configuration of the Main Module](#)). During the second step you can then carry out individual configurations for each [payment method](#). This allows for full flexibility and perfect adaptation to your processes.

Create back-ups!

Please create a back-up of the main directory of your shop. In case of problems you will then always be able to return your shop to its original state.

We furthermore recommend testing the integration on a test system. Complications may arise with third party modules installed by you. In case of questions, our support is gladly at your disposal.

4.1 Basic Module Configuration

In order to install the basic module, search for Computop under **Site Settings > Modules**. Activate the module by checking the box and set click on **save configuration**.

Once the installation has been completed, go to **Store Settings > Computop** to configure the basic settings. Enter the necessary parameters that are explained in the help texts.

4.2 Payment Method Configuration

Once the basic module configuration is completed, you can view the included payment methods under **Store Settings > Payment Methods**. Activate the payment methods that you want to support in your shop. Individual adjustments can be made for each method to ensure maximum compatibility to your processes. Open the configuration by clicking **edit**. Then, click on the link shown under the menu item **Action** and the payment method configuration will open.

Actions		Show row weights
Elements	Operations	
+ Enable payment method: Credit Card Parameter: Order:[commerce-order]	<input type="button" value="edit"/> <input type="button" value="delete"/>	
<input type="button" value="+ Add action"/> <input type="button" value="+ Add loop"/>		

Figure 4.1: Payment Method Configuration.

4.3 Shop ID

In the case of a multi-store set up (cf. [chapter: Multi-Store](#)), the parameter Shop ID identifies the shop's request and, therefore, redirects the feedback of Computop based on the shop ID.

4.4 Order Prefix

With the option order prefix you can define your own order scheme for the transmission to Computop. This option helps you identify to which shop a transaction the back-end of Computop is related to. The tag "{id}" will automatically be replaced by the consecutive order number.

4.5 Selecting the Authorisation Method

You can choose between two options of authorizing credit card payments. By selecting one of the two under the option 'Authorisation Methods', you define how you want to process the individual payment methods.

Further information on the various authorisation methods can be found on our [sellxed website](#).

Payment Processing

Please pay attention to the fact that you require the activation of further options with Computop in order to use some of the authorisation methods.

It may be that certain authorization methods are not available for every payment method.

Alongside the introduction of PCI 3 there are additional certification requirements in case you are using the authorization method Hidden or AJAX. Please contact Computop for further information or switch to another authorization method.

4.6 Direct Capturing of Transactions

The option "Capture" allows you to specify if you wish to debit payments directly or if you first wish to authorise them and then debit the payment at a later point.

Depending on your acquiring contract, a reservation is only guaranteed for a specific amount of time. Should you fail to debit the payment within that period, the authorisation may therefore no longer be guaranteed. Further information on this process can be found below.

Different settings between Computop and the module

It may be that settings saved in the payment modules overwrite settings saved in Computop.

4.7 Uncertain Status Status

You can specifically label orders for which for example no 3D-Secure verification nor any other security mechanism was carried out. This allows you to manually control the order before shipment.

4.8 Optional: Validation

Note: It can be that this option is not visible in your module. In this case just ignore this section.

With the option 'Validation' you can define the moment when the payment method should be made visible to the customer during the checkout process. This setting is relevant for modules where the usage depends on the customer's compliance with specific preconditions. For example, if a solvency check has to be carried out or if the payment method is only available in certain countries. You have the choice between these options:

- **Validation before the selection of the payment method:** A validation verification is carried out before the customer selects the payment method. If he or she does not fulfill the requirements, the payment method is not displayed
- **Validation after selection of the payment method:** The verification of the compliance occurs after the selection of the payment method and before the confirmation of the order
- **During the authorisation:** The validation verification is carried out by Computop during the authorisation process. The payment method is displayed in any case

4.9 Multi-Shop Set-Up

The payment module is designed for the usage of one Computop contract for several shops. It must be differentiated, however, between the case of an integrated multi-shop functionality and independent shops:

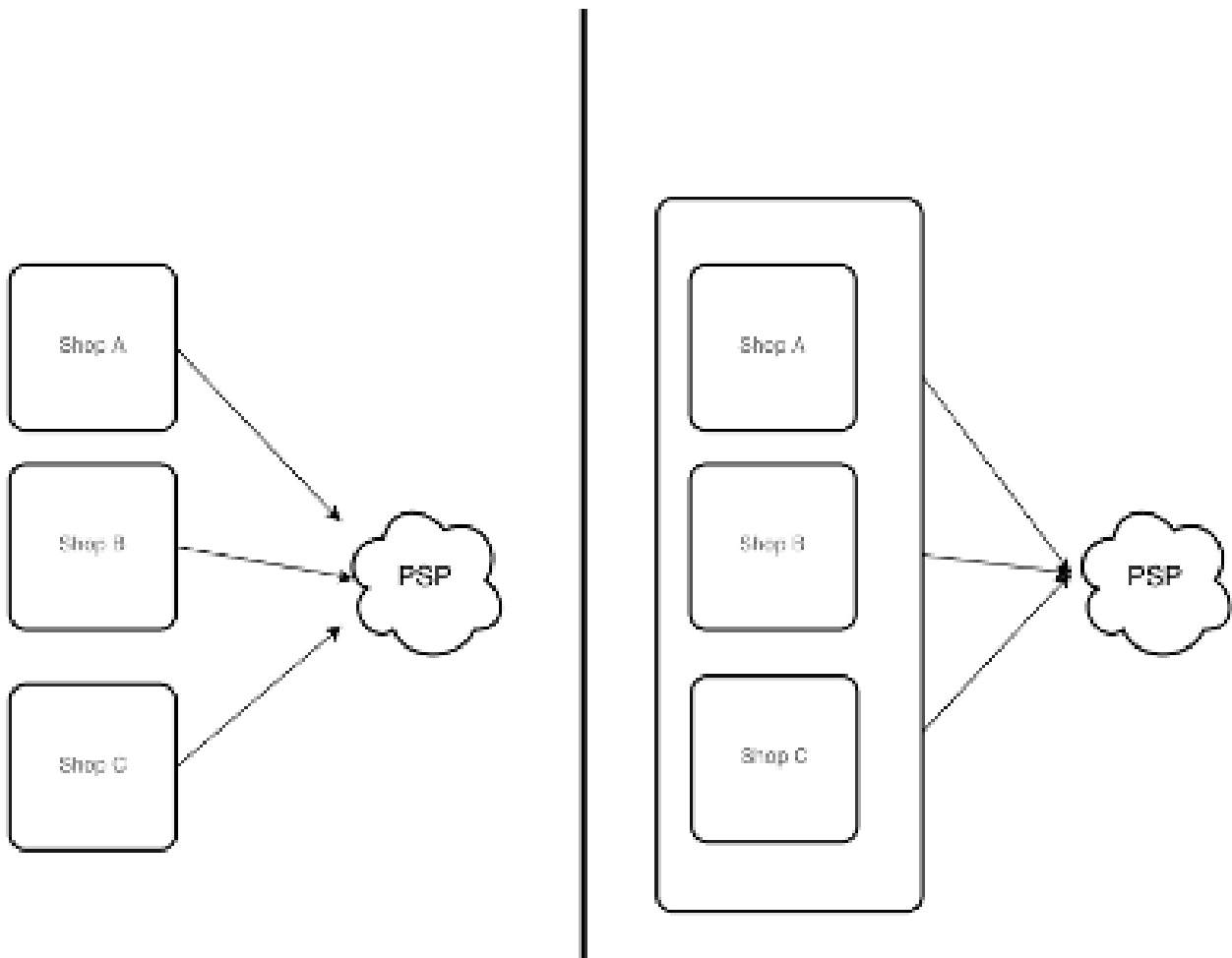


Figure 4.1: Multi-shop set-up

Licensing

In the case of independent shops, you require a payment module license for each shop. For scale prices, please contact us directly.

5 Settings / Configuration of Payment Methods

5.1 General Information About the Payment Methods

All sellxed payment modules are delivered with the most common payment methods. In case a desired payment method is not included per default, please contact us directly.

In order to be able to use a payment method, it must be activated in your account with Computop as well as in your shop. Information about the configuration of the payment methods can be found further above.

Below you can find important information for specific payment methods that deviate from the standard process.

5.2 Information on Payment Status

For each payment method you can define an initial payment status (status for authorized payments etc.). You hereby define the payment status for each state depending on the processing type of the order (captured, authorized, etc.). It's the initial status which the order assumes. Depending on the mutation carried out by you, the status can change.

Important info regarding Order Status

Never set the status to **Pending Computop** or any similar pending status which is implemented by the module.

5.2.1 Order status "pending" / imminent payment (or similar)

Orders with the status 'pending Computop' are pending orders. Orders are set to that status if a customer is redirected in order to pay but hasn't returned successfully or the feedback hasn't reached your shop yet (Customer closed window on the payment page and didn't complete payment). Depending on the payment method these orders will automatically be transformed into cancelled orders and the inventory will be cleared (so long as the Cronjob is activated). How long this takes depends on the characteristics of the payment method and cannot be configured.

If you have a lot of pending orders it usually means that the notifications from your webserver to Computop are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of Computop.

5.2.2 Order status "cancelled"

Orders with the status "cancelled" have either been set to that status automatically due to a timeout, as described above, or have been cancelled directly by the customer.

5.3 Payment Methods

The modules differentiate between the standard and the professional version. In the professional version, all payment methods available for Computop are integrated. With the standard version, however, you only receive the most common payment methods. Should a desired payment method not be available, please contact us directly.

5.4 MasterPass Integration: What to keep in mind

If you integrate MasterPass as a payment method in your shop, you have two integration options: External and Standard Checkout. When using External Checkout, the customer does not have to provide address data during checkout. The customer only needs a MasterPass account and the data will be transmitted by MasterPass. In order to use this option as a merchant, you have to activate this payment method with Computop.

Please keep in mind, that using additional functions such as address transmission through MasterPass, may require the activation of the respective options through Computop aktiviert.

In order to use MasterPass in compliance with the MasterCard guidelines, please read the following information carefully before using this payment method.

5.4.1 Integration Possibilities for MasterPass

MasterPass can be integrated as a normal payment method with redirection to Computop or as an external checkout.

5.4.1.1 MasterPass as a Payment Method

If you like to integrate MasterPass as a normal payment method, activate the payment method as usual (see [Configuration of the payment method](#)). In this scenario the customer will first be redirected to MasterPass and then to the wallet of the issuer.

5.4.1.2 MasterPass as External Checkout

If you integrate MasterPass as an external Checkout, you can minimize the steps towards the payment radically. The address transfer and the creation of the account is processed via MasterPass. If you activate the external checkout, there appears a button in the basket with which you can jump after the login directly to the last step of the order confirmation. The creation of the account happens in the background.

For the activation of the external checkout go to **Store Settings > Computop** . There you'll find all settings for the external checkout:

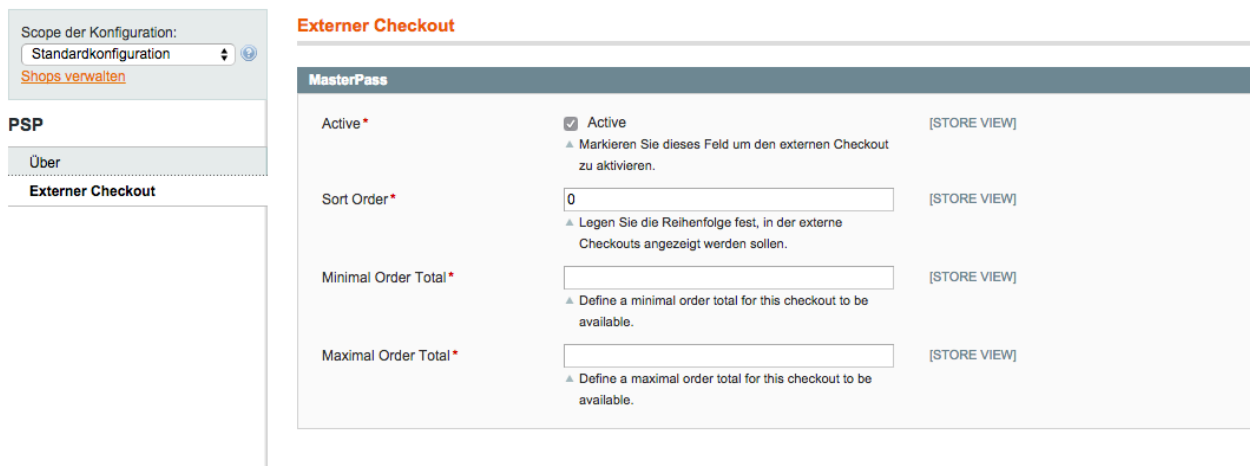


Figure 5.1: Activation of the external checkout.

MasterPass as external checkout is not for all cases available. If this point in the manual doesn't appear, please make sure to contact us.

5.4.2 Checkout: MasterPass Learn More Button

When using MasterPass as a payment method for standard checkout, it is mandatory to link to the MasterPass Learn More Page. In order to do this, navigate to [Payment Method Configuration](#). Paste the link for the Learn More Page into the field 'Description' for the respective languages. The field 'Learn More' will now be displayed when choosing a payment method.

We have already collected the most important links for you. You only have to copy and paste the links into the description field:

- German: [Mehr Erfahren](https://www.mastercard.com/mc_us/wallet/learnmore/de/DE/)
- French: [apprendre plus](https://www.mastercard.com/mc_us/wallet/learnmore/fr/FR/)
- English: [Learn More](https://www.mastercard.com/mc_us/wallet/learnmore/en/DE/)
- Spanish: [aprender más](https://www.mastercard.com/mc_us/wallet/learnmore/en/ES/)
- Italian: [saperne di più](https://www.mastercard.com/mc_us/wallet/learnmore/it/IT/)
- Dutch: [Leer Meer](https://www.mastercard.com/mc_us/wallet/learnmore/nl/NL/)

Aktiviert	<input type="text" value="Aktiviert"/>	[STORE VIEW]
	▲ Diese Zahlungsmethode aktivieren	
Titel	<input type="text" value="MasterPass"/>	[STORE VIEW]
	▲ Name der Zahlungsmethode	
Beschreibung	<pre>Mehr Erfahren</pre>	[STORE VIEW]
	▲ Beschreibung der Zahlungsmethode	

Figure 5.1: Example for entering a description (Magento). These settings are to be found in the payment method configuration for MasterPass.

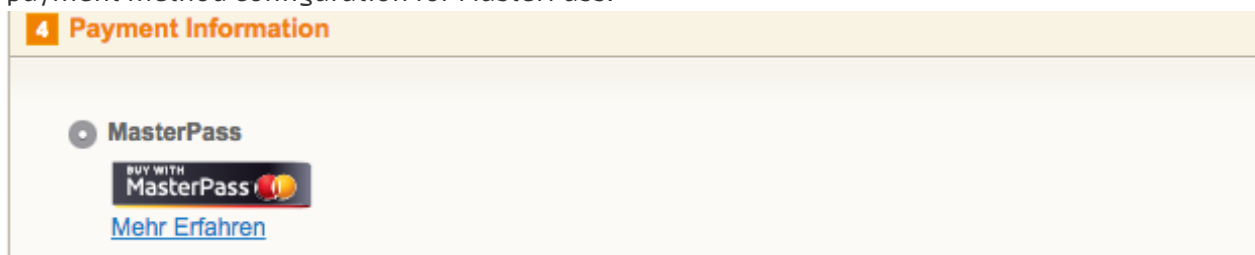


Figure 5.1: The Learn More Page link should appear in the frontend.

Links for additional languages can be found in this document: <https://developer.mastercard.com/...>

5.4.3 Additional information

General and additional information on using the MasterPass trademark and logo in your webshop are available in the official MasterPass Merchant Branding Requirement Document, which you can access here: <https://developer.mastercard.com/...>

6 The Module in Action

Below you will find an overview over the most important features in the daily usage of the Computop module.

#####conditional(isFeatureCapturingActive or isFeatureCancellationActive)#####

6.1 Capturing / Cancelling Orders

6.1.1 Capturing Orders

Please note:

The transaction management between Computop and Drupal is not synchronized. If you capture payments through Computop the order status in the shop is not adjusted and no second capture in the shop is possible.

In order to capture orders, make sure to set the Capture to **deferred** in the [Payment Method](#) configuration.

Open the order you want to capture and switch to the tab **Payments**. By clicking 'view' additional order information is displayed. To capture the order, click on the button **Capture** . Enter the amount you want to charge the customer. When you click **Capture**, the order is directly captured by Computop.

Captures	
Transaction ID	12
Order	14
Payment method	IDEAL
Remote ID	36741662
Message	
Amount	34,20 €
Status	Success
Remote status	
Created	Mon, 11/10/2014 - 11:19

Figure 6.1: Capturing / Cancelling orders with Computop

#####conditional#####

6.2 Useful Transaction Information

When opening any order processed by a sellxed module, an overview of important information can be accessed, as well as a transaction history which shows all process steps of the order.

To view the transaction information, open the order and change to the tab **Payments** where you will find all information on the payment.

Captures Refunds

Transaction ID	12
Order	14
Payment method	iDEAL
Remote ID	36741662
Message	
Amount	34,20 €
Status	Success
Remote status	
Created	Mon, 11/10/2014 - 11:19

Figure 6.1: Transaction Information in Drupal.

6.3 Using invoice details of a processor

In the following context you can view or embed the "payment details" of for example an "Open Invoice" transaction:

6.3.1 Drupal Order confirmation (E-Mail)

Please add the following code block into your Drupal email template, if you want to send the payment details of the processor in the mail confirmation sent to the customer:

1. **Site Settings > Configurations > (Workflow) > Rules > Commerce order message: order notification e-mail Site Settings > Structure > Message Types > Commerce Order: order confirmation.**

[commerce-order:commerce-computopcw-payment-information]

6.3.2 Drupal Invoice (PDF)

This feature is not available by default in Drupal that's why it can not be supported by the payment gateway module.

6.3.3 Drupal-Backend (Transaction details)

You can view the payment informations in Drupal under **Store settings > Computop > Transaction**

6.3.4 Drupal Success-Page

Please add the following code block into your Drupal "Success template", if you want to display the payment details of the processor on the default Drupal "Success-Page"

1. **Store Settings > (Advanced Store Settings) > Checkout Settings > Completion Message**

[commerce-order:commerce-computopcw-payment-information]

6.4 Refunds

Refunds for already charged transactions can be created directly in the shop and are transmitted to Computop automatically. To create a refund, open the order, switch to the tab **Payment** and click on 'view'. A new window will open. Click on **Refund** to refund an order.

By means of the input field, you can define the amount you want to refund. By clicking **Refund**, the request is transmitted to Computop the amount is added to the customer's credit balance.

Back

Name	SKU	Type	Tax Rate	Quantity	Total Amount (excl. Tax)	Total Amount (incl. Tax)
Water Bottle 1	WTR-BLU-OS_31	product	20%	1	16.00	19.20
Express shipping: 1 business day	Express shipping: 1 business day_33	shipping	0%	1	15.00	15.00
					Total Refund Amount	34.20 EUR

Close transaction for futher refunds

Refund

Figure 6.1: Refunds with Computop.

Please keep in mind that the maximum for the refund is the originally charged amount.



6.5 Alias Manager / Token Solution Usage

The Alias Manager allows you to store credit card data securely with Computop. To use this feature, activate the option "Alias Manager" in the [payment method setting](#). The customer can then choose between already saved credit cards for future purchases and does not need to enter all data repeatedly.

SHIPPING INFORMATION

test
Teststreet 2
8406 Winterthur
Switzerland

PAYMENT

 Credit Card
  iDEAL

Alias

XXXXXXXXXXXX0007 (10/16) ▾

Select your CreditCard

[Continue to next step](#)

or [Go back](#)

Figure 6.1: Alias Manager usage with Computop.

Please note

In order to use the Alias Manager, the respective option has to be enabled by Computop. Please contact the Computop support to do so.

6.6 Cron Job Setup

Cron Jobs are necessary for the time-controlled plug-in functions (e.g. Update Service, deleting pending orders, etc.) and have to be set up in Drupal in order to use these options. Especially the Update function is useful since it allows you to fetch transaction changes by Computop via the API. Please note that additional options might have to be enabled.

This module uses the standard Drupal Cron. Information on the setup can be found at <https://www.drupal.org/cron>.

Here we suggest you use a Cron Engine like for example [EasyCron](#). That way you can This allows you to open the file (URL) with an external service.

7 Testing

Before switching from test to live mode it is important that you test the module extensively. You can find all relevant test credit card data under: <http://www.sellxed.com/de/testen>.

Testing

Do not forget to switch the operating mode from test to live after having successfully tested the module.

7.1 Test Data

In the following section you can find the test data for the various payment methods:

Credit Card

Card number	5399999999999999	Mastercard
Expiry Date	12/2020	
CVC	123	
Card number	4900000000000003	Visa
Expiry Date	12/2020	
CVC	123	

Credit Card (Be2Bill)

Card number	5399999999999999	Mastercard
Expiry Date	12/2020	
CVC	123	
Card number	4900000000000003	Visa
Expiry Date	12/2020	
CVC	123	

PayU CEE

Card number	4355084355084358	Visa
Expiry Date	12/2020	
CVC	000	

Open Invoice

Procedure	Use any valid German address. The first two attempts are successful. The third will fail.	BillPay
Company	Must be empty	BillSAFE: Accepted
Firstname	Paul	
Lastname	Positiv	
Street	Teststr. 4	
Post Code	49084	

City	Osnabrück	
Phone	095198009	
Test Data	http://developers.klarna.com/en/testing/invoice-and-account	Klarna
Customer ID	customer1	Paymorrow: Accepted
Company	Must be empty	
Gender	FEMALE	
Firstname	Julia	
Lastname	Tester	
Street	Aalener Str. 57	
Post Code	73492	
City	Rainau	
Country	DE	
Phone	07361889969	
E-Mail	customerEmail@domain.com	
Birthday	1987-10-25	
Last Name	Wischnewski	RatePay: B2C
First Name	Hans-Jürgen	
Birthday	1973-12-27	
Street	Müllerstraße 137	
Postcode	13353	
City	Berlin	
Country	DE	
Phone	03018425165	
Company Name	Imperium UG	RatePay: B2B
Sales Tax Number	DE123456789	
Last Name	Descartes	
First Name	René	
Birthday	1973-12-27	
Street	Odeonplatz 1	
Postcode	80539	
City	München	
Country	DE	
Phone	08945687541	

Direct Debits

		Direct
Last Name	Wischnewski	RatePay: B2C
First Name	Hans-Jürgen	
Birthday	1973-12-27	
Street	Müllerstraße 137	
Postcode	13353	
City	Berlin	
Country	DE	
Phone	03018425165	

Company Name	Imperium UG	RatePay: B2B
Sales Tax Number	DE123456789	
Last Name	Descartes	
First Name	René	
Birthday	1973-12-27	
Street	Odeonplatz 1	
Postcode	80539	
City	München	
Country	DE	
Phone	08945687541	
BIC	BYLADEM1ROS	InterCard: Accepted
IBAN	DE36711500000009290701	
Customer ID	customer1	Paymorrow: Accepted
Company	Must be empty	
Gender	FEMALE	
Firstname	Julia	
Lastname	Tester	
Street	Aalener Str. 57	
Post Code	73492	
City	Rainau	
Country	DE	
Phone	07361889969	
E-Mail	customerEmail@domain.com	
Birthday	1987-10-25	

7.2 Testing - Computop Simulation Mode

Any kind of payment method can be tested with our modules. The "Operation Mode" corresponds to the simulation mode with Computop. Payments with a total of less than 10'000 EUR are always accepted.

8 Errors and their Solutions

You can find detailed information under <http://www.sellxed.com/en/fag>. Should you not be able to solve your problem with the provided information, please contact us directly under: <http://www.sellxed.com/en/support>

8.1 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Computop Referrer URL might appear in your Analytics Tool thus hiding the original traffic source. However, most Analytic Tools are able to minimize this problem.

In case you are using Google Analytics as reporting tool, this step by step guide may help you to exclude the URLs: [under bullet point 4](#).

9 Error Logging

The module will log different unexpected errors or information depending on the configured level. If there is any issue with the module, this log can help identify the cause.

You need to have at least one module active, which stores the Drupal 'watchdog' messages. We recommend you activate the "Database logging" module, which stores this messages into the database. This module is available per default.

9.1 Log Levels

You can configure the log level in the Computop settings. The logs are stored according to this setting and are not affected by the shopwide log level settings.

- Error: Logs unexpected errors only. (Default)
- Info: Logs extended information.
- Debug: Logs information helpful for debugging.

9.2 Log Location

The log messages are visible, if the "Database logging" module is active, in the Drupal backend under the menu item **Admin > Reports > Recent log messages**.

10 Advanced Information

This section of the manual is for advanced usage of the module. The content is for advanced users with special requirements. Everything in this section is optional and not required for the daily usage of the module.

10.1 Transaction Object

This section describes how to extract information from a transaction, if you need it for further processing. E.g. You require more information of the transaction for further processing an order in your erp system.

The code snippets in this section assume your script resides in the root folder of the shop with the default shop folder structure.

Have Drupal initialized in your script, this is required for the database connection.

```
define('DRUPAL_ROOT', getcwd());  
require_once DRUPAL_ROOT . '/includes/bootstrap.inc';  
drupal_bootstrap(DRUPAL_BOOTSTRAP_FULL);
```

Include the modules Util class.

```
module_load_include('php', 'commerce_computopcw', 'includes/classes  
/ComputopCw/Util');
```

Now you can load the transaction and then extract the transactionObject.

Load the transaction by Id:

```
$transactionById = ComputopCw_Util::loadTransactionById($transactionId);  
$transactionObject = $transactionById->getTransactionObject();
```

Load the transaction by the external Id:

```
$transactionByExternal = ComputopCw_Util::loadTransactionByExternalId  
($externalId);  
$transactionObject = $transactionByExternal->getTransactionObject();
```

Load transactions by order Id:

```
$transactionsByOrder = ComputopCw_Util::getTransactionsByOrderId  
($orderId);  
foreach($transactionsByOrder as $transaction){  
    $transactionObject = $transaction->getTransactionObject();  
    //Do something with each object  
}
```