

# Installation Manual for Concardis PayEngine 3.0 Shopware 6

This manual describes the installation and usage of the Concardis PayEngine 3.0 extension for Shopware 6.

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# 1 Introduction

This manual leads you through the installation, configuration and usage of the payment module for Shopware 6 and Concardis PayEngine 3.0.

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

- Access to your merchant center account of Concardis PayEngine 3.0 (<https://merchant.payengine.de> for test and <https://merchanttest.payengine.de> for live) - On this platform you can download the access information.
- Shopware 6 payment module from [sellxed.com/shop](https://sellxed.com/shop).
- Access to your server.

In case you don't yet have a contract with Concardis PayEngine 3.0, we please ask you to contact their support.

## 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. Configuration of the [basic settings](#) of the payment module
2. Configuration of the [payment methods](#)
3. Carrying out of a test purchase by means of the attached [test data](#) at the end of this document
4. If your test was successful, do not forget to switch the operating mode to live mode.

## 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 Concardis PayEngine 3.0 might not get through to the shop.

## 2 Configuration of the Payment Module and the Payment Methods

In order to configure and set up the [main module](#) in Shopware 6 please double check that you possess the following information:

- Merchant ID
- API Private Key

All this informations are provided in your [https://merchant.payengine.de/merchant\\_center/account](https://merchant.payengine.de/merchant_center/account) under **My Account**.

| Account <span>i</span>    |   |
|---------------------------|---|
| Merchant Id               | Merchant-abcd123-abcd-abcd-abcd12345678 |
| Creditor ID               |   |
| Company name              | Your Company                            |
| Legal form                | GmbH                                    |
| Street                    | Teststreet 123                          |
| Town                      | Test Town                               |
| Zip                       | 12345                                   |
| Country (based)           | CH                                      |
| Currency                  | EUR                                     |
| Phone                     | 0041 12 345 67 89                       |
| Fax                       | 0041 12 345 67 80                       |
| VAT Identification Number | 123456 (CHE-123.456.789 MWST)           |
| Business field            | Shopsystems                             |
| Shop URL                  | yourdomain.com                          |
| EXPECTED SALES            |   |
| Minimum                   | 100000                                  |
| Maximum                   | 100000000                               |

DISCLAIMER    PROTECTING YOUR DATA    © 2017 Concardis GmbH

**Figure 2.1:** Overview of the Merchant Center account including the required Merchant ID.

### 2.1 Configuration Main Module

Follow the instruction in the section [main module](#) to install and set the above retrieved credentials directly in your shop. If you want to have additional information regarding how to use

the Extranet of Concardis PayEngine 3.0 we ask you kindly to directly call the customer support of Concardis PayEngine 3.0.

## **2.2 Activation Payment Methods**

Once the main module is configured navigate to the payment methods and activate the payment methods that you want to process with.



## 3 Module Installation and Update in the Shopware 6 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](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 Shopware 6 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 Installation & Konfiguration des Hauptmoduls

To activate the plugin navigate to "Setting > System > Plugins". Set the switch for the Entry "Payment Plugin for the interface of Concardis PayEngine 3.0" to "Activated". Now open up the configuration of the plugin by clicking on "Config" in the dropdown menu next to the plugins version number.

After you have installed and activated the plugin you will need to run the following scripts on your server:

- `./bin/build-administration.sh`
- `./bin/build-storefront.sh`

If these are not run the order process will not be run correctly for the plugin, and certain features may not appear in the backend.

After these scripts have been run you will also need to run the following script:

- `./bin/console theme:compile`

This script will make sure the CSS and JavaScript of the plugin are injected correctly.

If the store is a development store the "bin" folder may not exist, then you must execute the following commands:

- `./psh.phar storefront:build`
- `./psh.phar administration:build`

You can now enter the necessary parameters in the plugins main configuration

## 4.2 Konfiguration der Zahlungsart

In the same place as the configuration of the plugin ("Setting > System > Plugins > Payment Plugin for the interface of Concardis PayEngine 3.0 > (Actions Dropdown) > Config"), you'll also find the configuration of all available payment methods.

## 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 Concardis PayEngine 3.0 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 Concardis PayEngine 3.0. This option helps you identify to which shop a transaction the back-end of Concardis PayEngine 3.0 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 Concardis PayEngine 3.0 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 Concardis PayEngine 3.0 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 the 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 Concardis PayEngine 3.0 and the module

It may be that settings saved in the payment modules overwrite settings saved in Concardis PayEngine 3.0.

## 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.

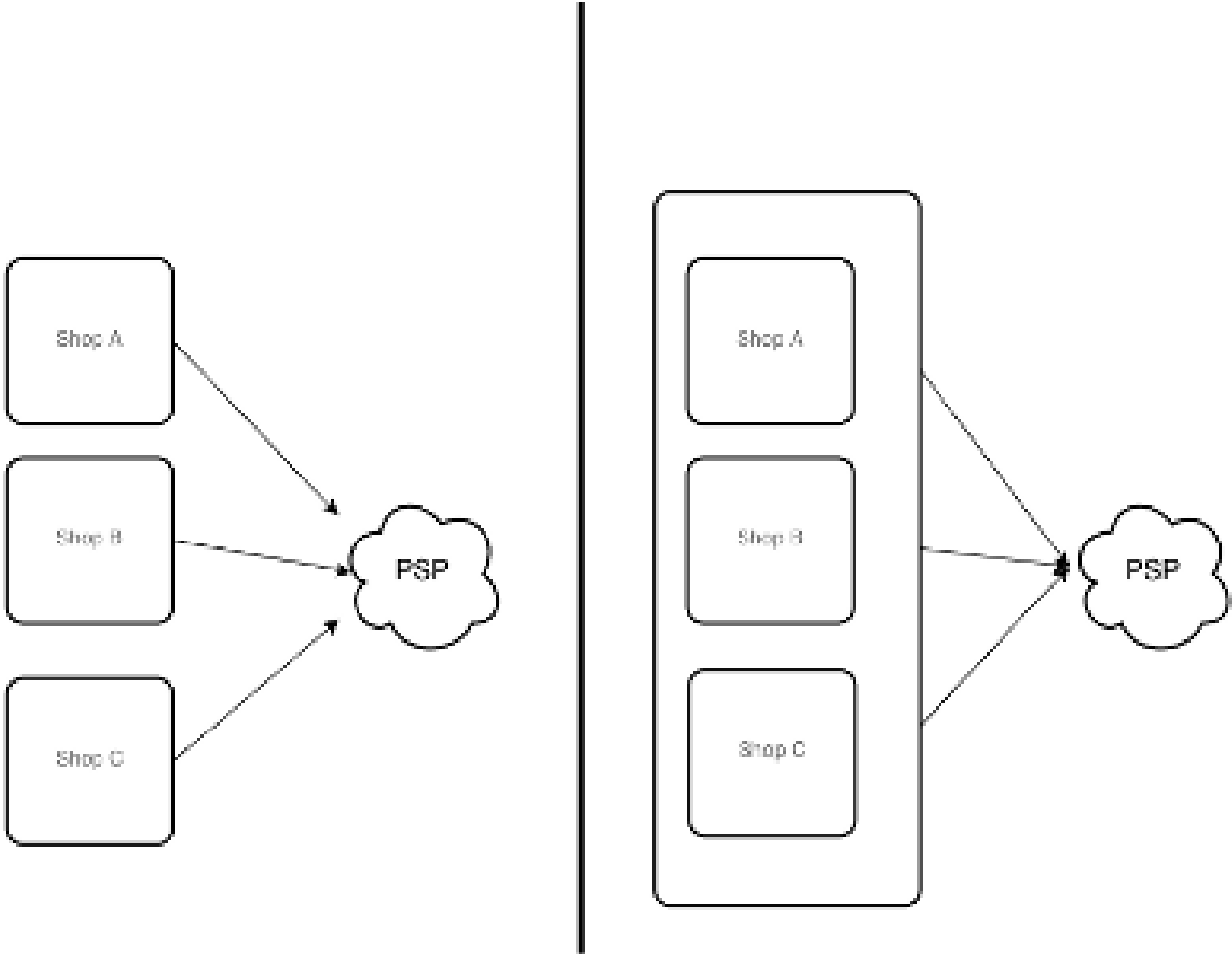
With the option 'Validation' you can define the moment when the payment method should be made visible to the customer during the checkout process. This setting is relevant for modules

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 Concardis PayEngine 3.0 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 Concardis PayEngine 3.0 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 Concardis PayEngine 3.0 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 Concardis PayEngine 3.0** 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 Concardis PayEngine 3.0' 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 Concardis PayEngine 3.0 are being blocked. In this case check the settings of your firewall and ask the Hostler to activate the IPs and User Agents of Concardis PayEngine 3.0.

#### 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.



## 6 The Module in Action

Below you will find an overview over the most important features in the daily usage of the Concardis PayEngine 3.0 module.

## 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 / Debit Card

|                |                     |                     |
|----------------|---------------------|---------------------|
| Card number    | 5399 9999 9999 9999 | MasterCard Standard |
| Expiry Date    | 12/2020             |                     |
| CVC            | 123                 |                     |
| Success Amount | 1.00\$/€            |                     |
| Failure Amount | 1.11\$/€            |                     |
| Card number    | 5404 0000 0000 0001 | MasterCard 3D       |
| Expiry Date    | 12/2020             |                     |
| CVC            | 123                 |                     |
| Success Amount | 1.00\$/€            |                     |
| Failure Amount | 1.11\$/€            |                     |
| Card number    | 4111 1111 1111 1111 | VISA Standard       |
| Expiry Date    | 12/2020             |                     |
| CVC            | 123                 |                     |
| Success Amount | 1.00\$/€            |                     |
| Failure Amount | 1.11\$/€            |                     |
| Card number    | 4000 0000 0000 0002 | VISA 3D             |
| Expiry Date    | 12/2020             |                     |
| CVC            | 123                 |                     |
| Success Amount | 1.00\$/€            |                     |
| Failure Amount | 1.11\$/€            |                     |
| Card number    | 3741 1111 1111 111  | Amex                |
| Expiry Date    | 12/2020             |                     |
| CVC            | 1234                |                     |
| Success Amount | 1.00\$/€            |                     |
| Failure Amount | 1.11\$/€            |                     |
| Card number    | 3714 4963 5398 431  | Amex Safekey        |
| Expiry Date    | 12/2020             |                     |
| CVC            | 1234                |                     |

|                              |                        |  |
|------------------------------|------------------------|--|
| Success Amount               | 1.00\$/€               |  |
| Failure Amount               | 1.11\$/€               |  |
| Card number                  | 6400 0512 3456 7895    | Maestro  |
| Success Amount               | 1.00\$/€               |  |
| Failure Amount               | 1.11\$/€               |  |
| Card number                  | 4462 0300 0000 0000    | VISA Debit                                     |
| Expiry Date                  | 12/2020                |  |
| CVC                          | 123                    |  |
| Success Amount               | 1.00\$/€               |  |
| Failure Amount               | 1.11\$/€               |  |
| <b>PayPal</b>                |                        |  |
| Failure Amounts              | 1.00/11.00/111.00\$/€  | Simulation Failure Amounts                     |
| <b>paydirekt</b>             |                        |  |
| Failure Amounts              | 1.00/11.00/111.00\$/€  | Simulation Failure Amounts                     |
| <b>SOFORT</b>                |                        |  |
| Failure Amounts              | 1.00/11.00/111.00\$/€  | Simulation Failure Amounts                     |
| <b>RatePay Direct Debits</b> |                        |  |
| IBAN                         | DE12500105170648489890 | Simulation IBAN for test order with settlement |
| BIC                          | INGDDEFFXXX            |  |
| IBAN                         | DE1511111111111111199  | Simulation IBAN for test order                 |
| City                         | Testhausen             | Ratepay Failure                                |
| Surname                      | Ablehnung              |  |
| <b>RatePay Open Invoice</b>  |                        |  |
| City                         | Testhausen             | Ratepay Failure                                |
| Surname                      | Ablehnung              |  |
| <b>iDEAL</b>                 |                        |  |
| Failure Amounts              | 1.00/11.00/111.00\$/€  | Simulation Failure Amounts                     |
| <b>Alipay</b>                |                        |  |
| Failure Amounts              | 1.00/11.00/111.00\$/€  | Simulation Failure Amounts                     |
| <b>Bancontact</b>            |                        |  |
| Failure Amounts              | 1.00/11.00/111.00\$/€  | Simulation Failure Amounts                     |
| <b>WeChat Pay</b>            |                        |  |
| Failure Amounts              | 1.00/11.00/111.00\$/€  | Simulation Failure Amounts                     |
| <b>giropay</b>               |                        |  |
| Failure Amounts              | 1.00/11.00/111.00\$/€  | Simulation Failure Amounts                     |
| <b>EPS</b>                   |                        |  |
| Failure Amounts              | 1.00/11.00/111.00\$/€  | Simulation Failure Amounts                     |

**PostFinance Card**

Failure Amounts

1.00/11.00/111.00\$/€

Simulation Failure Amounts

## 8 Errors and their Solutions

You can find detailed information under <http://www.sellxed.com/en/faq>. 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 Concardis PayEngine 3.0 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.

## 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.