### Installation Manual for Concardis PayEngine 3.0 Shopware

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

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### **1** Introduction

This manual leads you through the installation, configuration and usage of the payment module for Shopware 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 (<u>https://merchanttest.</u> <u>payengine.de</u> for test and <u>https://merchant.payengine.de</u> for live) - On this plattform you can download the access information.
- Shopware payment module from <u>sellxed.com/shop</u>.
- 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.

Note that you must use at least PHP version 5.6 for our plugins. PHP 8 or higher is currently not supported.

#### 1.1 Process of the Installation

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

- 1. Configuration of the <u>basic settings</u> of the payment module
- 2. Configuration of the payment methods
- 3. Carrying out of a test purchase by means of the attached <u>test data</u> 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 information 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: <u>http://www.sellxed.com/support</u>. Furthermore, you have the option of ordering our installation service. We will make sure the plugin is installed correctly in your shop: <u>http://www.sellxed.com/shop/de/integration-und-installation.html</u>

#### .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 as otherwise the payment feedback of Concardis PayEngine 3.0 might not get through to the shop.

#### **1.2 System Requirements**

In general, the plugin has the same system requirements as Shopware. Below you can find the most important requirements of the plugin:

- PHP Version: 5.4.x or higher
- OpenSSL: Current version with support for TLS 1.2 or higher.
- fsockopen: The PHP function fsockopen must be enabled. The plugin must be able to connect to external systems over the Internet.
- PHP Functions: All common PHP functions must be enabled.

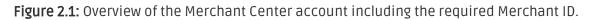
# 2 Configuration of the Payment Module and the Payment Methods

In order to configure and set up the <u>main module</u> in Shopware please double check that you possess the following information:

- Merchant ID
- API Private Key

All this informations are provided in your <u>https://merchant.payengine.de merchant cent</u>er <u>account</u> under **My Account**.

Merchant Center	=		EN 2
DASHBOARD	٨	count i	
ORDERS			
USER MANAGEMENT		Merchant Id	Merchant-abcd123-abcd-abcd- abcd12345678
		Creditor ID	
PAYMENT METHODS		Company name	Your Company
		Legal form	GmbH
PAYMENT		Street	Teststreet 123
INSTRUMENTS		Town	Test Town
CUSTOMERS		Zip	12345
		Country (based)	СН
MY ACCOUNT		Currency	EUR
		Phone	0041 12 345 67 89
CUSTOM STYLES		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 10000000
			waximum 10000000
	DISCLA	IMER PROTECTING YOUR D	ATA © 2017 Concardis GmbH



#### 2.1 Configuration Main Module

Follow the instruction in the section <u>main module</u> 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 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 <u>sellxed shop</u> (Menu "My Downloads Downloads"). In order to install 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 shop 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 that is 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: <u>http://www.</u> <u>sellxed.com/en/updates\_upgrades</u>.

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 backup 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 <u>complementary support</u>.

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. Those instructions can be found in the changelog. If there are no special remarks, you can proceed by just overwriting the files in your system.



#### 3.2.3 Updated Plugin from the PayEngine3Cw to the CwbPayEngine3Cw Version.

We plan to release this plugin in the shopware store in the near future. To make this possible we hda to apply some changes to our code. Most important a prefix for our PHP classes is required and the plugin folder had to be renamed. To update to this new version simply overwriting the existing files is not possible. This sections describes the steps required to update the module in detail.

#### Do not do updates directly in the live environment

Please test the update procedure first in your development system. So you can ensure the update is working correctly.

#### **Mutliple Plugins**

If you are using multiple plugins from us. You need to update all of them to the new version.

- 1. Activate the maintenance mode of the shop.
- 2. Make a backup for your database and your files in your shop. **Without this you will not be able to revert to the old version, if anything goes wrong.**
- 3. Upload the new plugin files.
- 4. Deactivate the existing plugin. **Do not deinstall the old plugin yet.**
- 5. Install and activate the new plugin.
- 6. If you have custom css or template files for the plugin, adapt the changes to the new plugin.
- 7. If you are using the Shopware API endpoint of this plugin, update the URL to new endpoint.
- 8. Verify the main and method settings.
- 9. Deinstall the old plugin.

#### 10. Delete the files of the old plugin. The following files/folders must be removed, if they exist:

- engine/Shopware/Plugins/Local/Frontend/PayEngine3Cw
- engine/Library/Customweb
- engine/Library/Crypt
- engine/Library/File
- engine/Library/Math
- engine/Library/Mobile
- engine/Library/Net
- engine/Library/PhoneNumber
- engine/Library/System
- engine/Library/loader.php
- engine/Library/openssl.cnf
- 11. Make a test transaction to verify everything is workin correctly.
- 12. Deactive the maintenance mode of the shop.

### 4 Module Configuration in the Shopware Shop

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

#### Create backups!

Please create a backup 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 Configuration of the Main Module

In order to install the main module search for Concardis PayEngine 3.0 under **Settings > Plugin Manager**. Click on the + symbol in order to begin the installation process. Afterwards, click the "edit" symbol and configure the main module.

Enter the individual options which you partly may have already used for the configuration of the administration interface of Concardis PayEngine 3.0. Should an option not be clear to you, you can click on the question mark and will find further information on the settings.

#### 4.2 Configuration of the Payment Method

After having configured the main module, you will find all payment methods under **Settings > Payment Methods**. Activate each payment method you wish to offer in your shop. You can save individual settings for each payment method (and for each shop in case of a multi-shop set-up) and thereby optimally adapt the payment methods to your existing processes. The most central options are described in more detail further below.

Hauptshop Deutsch			
Autorisierungsmethode:	Hidden Authorization (Authorization Interface)	•	?
Authorized Status:	Komplett bezahlt	-	?
Uncertain Status:	Der Kredit wurde vorlaeufig akzeptiert.	-	?
Cancelled Status:	Vorgang wurde abgebrochen.	•	?
Captured Status:	Don't change order status	•	?
Kundenadresse:	Keine Adresse senden	•	?
Capturing:	Directly after order	•	?
Minimaler Gesamtbetrag:			?
Maximaler Gesamtbetrag:			?
New Order Status:	Offen	•	0
Validation:	Nach dem Wählen der Zahlungsart	-	?

Figure 4.1: Configuration of the Payment Method

#### 4.3 Assigning the Payment Method to the Shipping Costs

In order for the transactions and the shipping costs to be matched correctly to the payment methods you need to assign the payment methods to the shipping methods. Go to settings > shipping costs. Open **all** the shipping costs and add a payment method.

Versandkosten					
Konfiguration					
Name:	Standard Versand	9	Shop:	Alle Shops	-
Beschreibung:	Beschreibung	9	Kundengruppe:	Alle Gruppen	-
			Versandkosten- Berechnung nach:	Gewicht	-
Tracking-URL:		۲	Versandkosten frei ab:	Nie	
Kommentar:			Versandart-Typ:	Standard Versandart	•
Sortierung:	0	*	Zahlungsart-Aufschlag:	Als eigene Warenkorb-Position	•
Aktiv:	✓		Steuersatz:	Höchster Steuersatz	-
Versandkosten	Zahlart Auswahl Länder Auswahl Kateg	jorien sperren	Erweiterte Einstellung	en	
Verfügbar			Ausgewählt		
SEPA			Debit		
			On delivery Invoice		
			Prepayment     Test Payment Method		
			rest rayment wethod		
				Abbrechen	Speichern

Figure 4.1: Assigning the Payment Method to the Shipping Method.

#### Attributing Payment Methods to the Shipping Method

Depending on the amount of delivered payment methods, it may be that certain payment methods can't be attributed to a specific shipping method as not all payment methods can be displayed. This is a known bug of Shopware. Merely the first 30 payment methods are displayed. Please delete all payment methods that you don't need and then all other payments will be displayed.

#### 4.4 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 period 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.

#### 4.5 Uncertain Status

You can specifically label orders for which the money is not guaranteed to be received. This allows you to manually control the order before shipment.

#### 4.5.1 Setting the order state

For each payment method you may select in which state the order should be set to depending on the booking state. This is the initial state of the order.

#### 4.6 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. In order for the credit check or address validation to also work with European characters, the charset of the "Blowfish mode" must be set to "UTF-8" for certain PSP settings.

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 the customer 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

#### 4.6.1 Usage of the Integrated Multishop Functionality of Shopware

The payment module supports the multishop feature of Shopware. No further modifications are necessary. The module automatically recognizes the shop the order belongs to. In order for the



multishop functionality to work, it is, however, necessary that the individual sub-shops within Shopware have been configured correctly.



### 5 Settings / Configuration of Payment Methods

#### 5.1 General Information About the Payment Methods

The plugin contains 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 Hoster 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 of the most important features in the daily usage of the Concardis PayEngine 3.0 module.

#### 6.1 Capturing / Canceling of Orders

#### 6.1.1 Capturing Orders

#### Please note

The transaction management between your shop and Concardis PayEngine 3.0 is not synchronized. If you capture payments with Concardis PayEngine 3.0, the status in the shop will not be updated and a second capturing in the shop is not possible.

In order to be able to capture orders, you must make sure that you have set 'Capturing' to **deferred** in the configuration of the <u>payment method</u>.

Open the order you wish to capture and switch to the tab **Transactions**. Here you will find the tab **Captures**. Enter the amount you wish to debit from the customer's card. By clicking **Capture**, a direct capturing of the order occurs with Concardis PayEngine 3.0.

#### 6.1.2 Cancellation

By clicking the button **Cancel**, you delete the initial authorization on the customer's card. The preauthorized amount is released from the customer's card.

Informationen	Verlauf	Buchungen	Gutschriften	
# 🗸	Betrag	Datum	Status	
	~			_
Buchungsbetrag		29.9		* *
Schliessen:		ie Buchung wird ir weitere Buchun	die Transaktion automatisc gen schliessen.	h
		Stornie		

Figure 6.1: Capturing/Cancellation of orders in Shopware

#### 6.2 Useful Transaction Information on the Order

In each order, processed via our module, you can find an overview of the most important information about the transaction as well as a transaction history.

In order to get to the transaction information, open the order and switch to the tab **Transactions**. Here you will find all authorization attempts and the related information.

Bestellungs-Details: 20006					×
Übersicht Details H	Kommunikation Pos	itionen Dokument	te Status History T	ransaktionen	
# 🗸 Datum	Zahlungsmetho	de	Ist Authorisiert	Betrag	
19 20.11.2013 1	1:06:11 Visa		aktiv	29,90	
🔹 🔹   Seite 📘 von 1	> > [ <b>2</b>				Anzeige Eintrag 1 - 1 von 1
Informationen Verlauf	Buchungen Gu	tschriften			
Autorisierungsbetrag:	29.9		Transaktion verbuch	ht: Ja	
Währung:	EUR		Transaktion bezahlt	:: Ja	
Zahlungsmethode:	VISA		Kartennummer:	хххх хххх хххх 0111	
Zahlungsid:	80C26IAU017rUAj3v7	fQAn6fQnGb	Kartenablaufdatum:	10/24	
Verbuchter Betrag:	29.9		Card Type:	VISA	
Transaktion autorisiert:	Ja		3D Secure:	Erfolgreich	
Transaktion ist unsicher:	Nein	2			

Figure 6.1: Transaction Information in Shopware.



#### 6.3 Refunds

You can refund already captured transactions and automatically transmit them to Concardis PayEngine 3.0. In order to to so, open the order. Switch to the tab **Transactions**. A new window will open up in which you must then switch to the tab **Refunds** in order to refund orders.

To refund a line item you need to enter the quantity you wish to refund. By clicking **Refund**, the refund is automatically transmitted to Concardis PayEngine 3.0. It will than be refunded via the payment method the customer chose for the transaction.

Transaktionsdetails: 23							×
Information Verlauf	Verbuchunger	n Gutschrift					
# 🚽 Betrag	Datu	m	Status				
Name	SKU	Тур М	wSt.	Menge	Total (exkl. MwSt.)	Total (inkl. MwSt.)	
ELASTIC MÜTZE	SW10153	product	19.00 %	1	12.56	14	.95
Standard Versand	shipping	shipping	19.00 %	1	3.28		3.9
				То	tal gutgeschriebener Betra	g 18	.85
Transaktion für weite	ere Rückvergütung	gen schliessen				Rückerstattung	

Figure 6.1: Refunding Orders in Shopware.

Please note that you can't refund more than 100% of the original amount.

Executing a refund will not change the status of the order.



#### 6.4 Usage of the Alias Managers / Token Solution

With the Alias Manager, your customers can securely save their credit cards with Concardis PayEngine 3.0 for later purchases. You can enable this by activating the option "Alias Manager" in the configuration of the <u>Payment Method</u>. The customer can then choose from his or her saved credit cards without having to re-enter all the details.

#### Zahlungs-Formular

Saved cards:	XXXX XXXX XXXX 0111	~
	You may choose one of the ca this site.	ards you paid before on
Karteninhaber*	Test Buyer	
	Bitte geben Sie den Karteninha ein.	aber auf Ihrer Kreditkarte
Kartennummer*	XXXX XXXX XXXX 0111	
	Bitte geben Sie hier die Karten ein.	nummer Ihrer Kreditkarte
Karten Ablaufdatum*	03 🔻	2015 🔻
	Wählen Sie das Ablaufdatum I	hrer Karte aus.
CVC Code*		
	Bitte geben Sie hier den CVC diesen auf der Rückseite Ihre	

Figure 6.1: Alias Manager Usage in Shopware





### 7 Getting the Credit Card Data via Shopware REST API

When connecting ERP systems to Shopware it may be that further information is required via Shopware API. Our module provides you with a lot of payment information also via Shopware REST API.

Basic Information about the usage of the REST API of Shopware can be found in the <u>Shopware</u> <u>Developers Guide</u>.

The service can be called up under https://www.shop-url.com/api /Cwbpayengine3cwTransactions. The call of the above URL leads to the listing of all transactions. By adding the Transaction ID you can filter by the corresponding Transaction ID. The Transaction ID can be found in the order overview (Customer > Payments > Concardis PayEngine 3.0 )

Additionally, you can also access the transaction via the Payment ID (transmitted through Concardis PayEngine 3.0). To do so, the parameter 'usePaymentId=1' has to be added as a parameter to the URL.



# 8 Set-up a cron job to activate the timed operations

To activate the timed operations of the plugin (e.g. update service, deleting pending orders, etc.) make sure that you set up the Shopware Cron engine. Especially the update function allows you to automatically retrieve additional information or changes of your order directly via the API of Concardis PayEngine 3.0. For payment methods which use a delayed authorisation process this is mandatory. Please note it could be that in order to use the update feature it may be necessary that Concardis PayEngine 3.0 activates additional options in your account.

The module uses the standard cron engine of Shopware. More information regarding the set up can be found here: <u>https://community.shopware.com/Cronjobs\_detail\_1102.html</u>.

### 9 Testing

Before switching from test to live mode it is important that you test the module extensively.

#### Testing

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

#### 9.1 Test Data

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

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

Failure Amount	1.11\$/€	
Card number Success Amount Failure Amount	6400 0512 3456 7895 1.00\$/€ 1.11\$/€	Maestro
Card number Expiry Date CVC Success Amount Failure Amount	4462 0300 0000 0000 12/2020 123 1.00\$/€ 1.11\$/€	VISA Debit
PayPal		
Failure Amounts	1.00/11.00/111.00\$/€	Simulation Failure Amounts
<b>giropay / 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
RatePay Direct Debits		
IBAN BIC	DE12500105170648489890 INGDDEFFXXX	Simulation IBAN for test order with settlement
IBAN	DE151111111111111199	Simulation IBAN for test order
	Tasthousan	Datanay Failura
City Surname	Testhausen Ablehnung	Ratepay Failure
		Ratepay Failure
Surname <b>RatePay Open Invoice</b> City	Ablehnung Testhausen	
Surname RatePay Open Invoice City Surname iDEAL	Ablehnung Testhausen Ablehnung	Ratepay Failure
Surname RatePay Open Invoice City Surname iDEAL Failure Amounts Alipay	Ablehnung Testhausen Ablehnung 1.00/11.00/111.00\$/€	Ratepay Failure Simulation Failure Amounts
Surname RatePay Open Invoice City Surname iDEAL Failure Amounts Alipay Failure Amounts Bancontact	Ablehnung Testhausen Ablehnung 1.00/11.00/111.00\$/€ 1.00/11.00/111.00\$/€	Ratepay Failure Simulation Failure Amounts Simulation Failure Amounts
Surname RatePay Open Invoice City Surname iDEAL Failure Amounts Alipay Failure Amounts Bancontact Failure Amounts WeChat Pay	Ablehnung Testhausen Ablehnung 1.00/11.00/111.00\$/€ 1.00/11.00/111.00\$/€	Ratepay Failure Simulation Failure Amounts Simulation Failure Amounts Simulation Failure Amounts
Surname RatePay Open Invoice City Surname iDEAL Failure Amounts Alipay Failure Amounts Bancontact Failure Amounts WeChat Pay Failure Amounts giropay	Ablehnung Testhausen Ablehnung 1.00/11.00/111.00\$/€ 1.00/11.00/111.00\$/€ 1.00/11.00/111.00\$/€	Ratepay Failure Simulation Failure Amounts Simulation Failure Amounts Simulation Failure Amounts



Simulation Failure Amounts

Failure Amounts

1.00/11.00/111.00\$/€



### **10** Errors and their Solutions

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

#### 10.1 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: <u>under bullet point 4</u>.



### 11 Compatibility with Third-Party Plugins

The plugins listed below are compatible with our payment modules and allow you to handle certain tasks in an easier way.

#### 11.1 Birthday and gender in Shopware

For certain payment service providers it is necessary to check the birthday and the gender of a customer. Shopware does not check this by default. To enable these checks go to "Configuration > Basic Settings > Frontend > Login / Registration" and check the following parameters:

- Show Birthday Field
- Birthday is required
- Show "I am" select field

### 12 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.

#### 12.1 Log Levels

You can configure the log level in the Concardis PayEngine 3.0 settings.

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

#### 12.2 Log Location

The log file is stored in the Shopware log directory. Please make sure the path exists and it is writable by the webserver. (Default Path: {shopRootDirectory}/logs or {shopRootDirectory}/var /log)

### **13** 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.

#### 13.1 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 Shopware initialized in your script, this is required for the database connection.

```
require __DIR__ . '/autoload.php';
use Shopware\Kernel;
$environment = 'production';
$kernel = new Kernel($environment, false);
$kernel->boot();
```

Register the module module classes.

```
$pluginPath = 'engine/Shopware/Plugins/Local/Frontend/CwbPayEngine3Cw';
Shopware()->Loader()->registerNamespace('Customweb', 'Customweb/');
Shopware()->Loader()->registerNamespace('CwbPayEngine3Cw_Helpers',
$pluginPath . '/Helpers/');
Shopware()->Loader()->registerNamespace('CwbPayEngine3Cw_Entities',
$pluginPath . '/Entities/');
Shopware()->Loader()->registerNamespace('CwbPayEngine3Cw_Components',
$pluginPath . '/Components/');
Shopware()->Loader()->registerNamespace('Shopware\Components\Api',
$pluginPath . '/Components/');
```

```
Customweb_Core_Util_Class::registerClassLoader(function ($className){
    return Shopware()->Loader()->loadClass($className);
```

});

To load old transactions register a legacy class loader.

```
require_once 'engine/Shopware/Plugins/Local/
return true;
}
return false;
});
```

Now you can load the transaction and then extract the transactionObject. Load the transaction by Id:

```
$transactionById = CwbPayEngine3Cw_Helpers_Util::loadTransaction
($transactionId);
$transactionObject = $transactionById->getTransactionObject();
```