

# Installation Manual for paydirekt Drupal

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

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wallee AG  
General-Guisan-Strasse 47  
CH-8400 Winterthur

E-Mail: [info@sellxed.com](mailto:info@sellxed.com)

Telefon:

CH: +41 (0)44 505 13 60

DE: +49 (0)40 2999 60117

UK: +44 (0)161 850 6890

US: +1 (0)205 557 5869

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# 1 Introduction

This manual describes the installation, the configuration and the use of the payment module for Drupal and paydirekt.

Before you begin with the installation make sure you have all the necessary data:

- You need an Owner Account for paydirekt for the Sandbox and / or the Live Account. You will receive this account directly from paydirekt.
- You need the paydirekt payment module from [www.sellxed.com/shop](http://www.sellxed.com/shop).

In case you don't have a contract with paydirekt yet, we will gladly provide you with one.

## 1.1 Installation Procedure

This document provides you with all the necessary information regarding the installation of the module. You should follow the steps of the checklist carefully during the startup procedure. Only by doing so, the safe use in compliance with all the safety regulations can be ensured..

1. Configuration of the Sandbox and creating the technical accounts.
2. Configuration of the payment methods and the basic settings.
3. Carrying out a test order by means of the enclosed [Test data](#) at the end of this document.

### 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 as otherwise the payment feedback of paydirekt might not get through to the shop.

## 2 Configuration paydirekt

### 2.1 Sandbox and Live Platform for the Administration

You will find the administration and the display of the transactions, depending on the operating mode, via the following links. You need the Sandbox for the test payments.

- Sandbox: <https://sandbox.paydirekt.de/merchant/>.
- Live-Platform: <https://www.paydirekt.de/merchant/>.

### 2.2 Configuration of the API Keys

If the test was successful repeat these steps for the live platform.

#### 2.2.1 Creating a Technical User

Log in at <https://sandbox.paydirekt.de/merchant/> with the received access data. At **Settings > User Administration** you can add a new user or change existing rights. Add a new user or make sure that your Owner Account contains the functions **Reporting, Reverse Transaction, Technician**

To make the changes effective you need to log out and in again.

Ihre Einstellungen im Überblick.



### Zugang-Verwaltung

**Passwort**  
\*\*\*\*\* 

### Benutzer-Verwaltung

<b>Benutzer</b> info@customweb.com	
<b>Rollen</b> Nutzeradministrator, Reporting, Rückabwicklung	
<hr/>	
<b>Benutzer</b> info@customweb.com	
<b>Rollen</b> Techniker	
<hr/>	
<b>Benutzer</b> [redacted]@customweb.com	
<b>Rollen</b> Owner	

[+ Neuen Benutzer hinzufügen](#)

Figure 2.1: Edit the user role (icon).

## 2.2.2 Generating API Keys and Secrets

When you log in you will find the API Keys under "Settings". Here you can generate a new **API Key** and a **Secret Key**. The API Key and the Secret Key will be shown to you once. Transfer the data directly into the [main module](#).

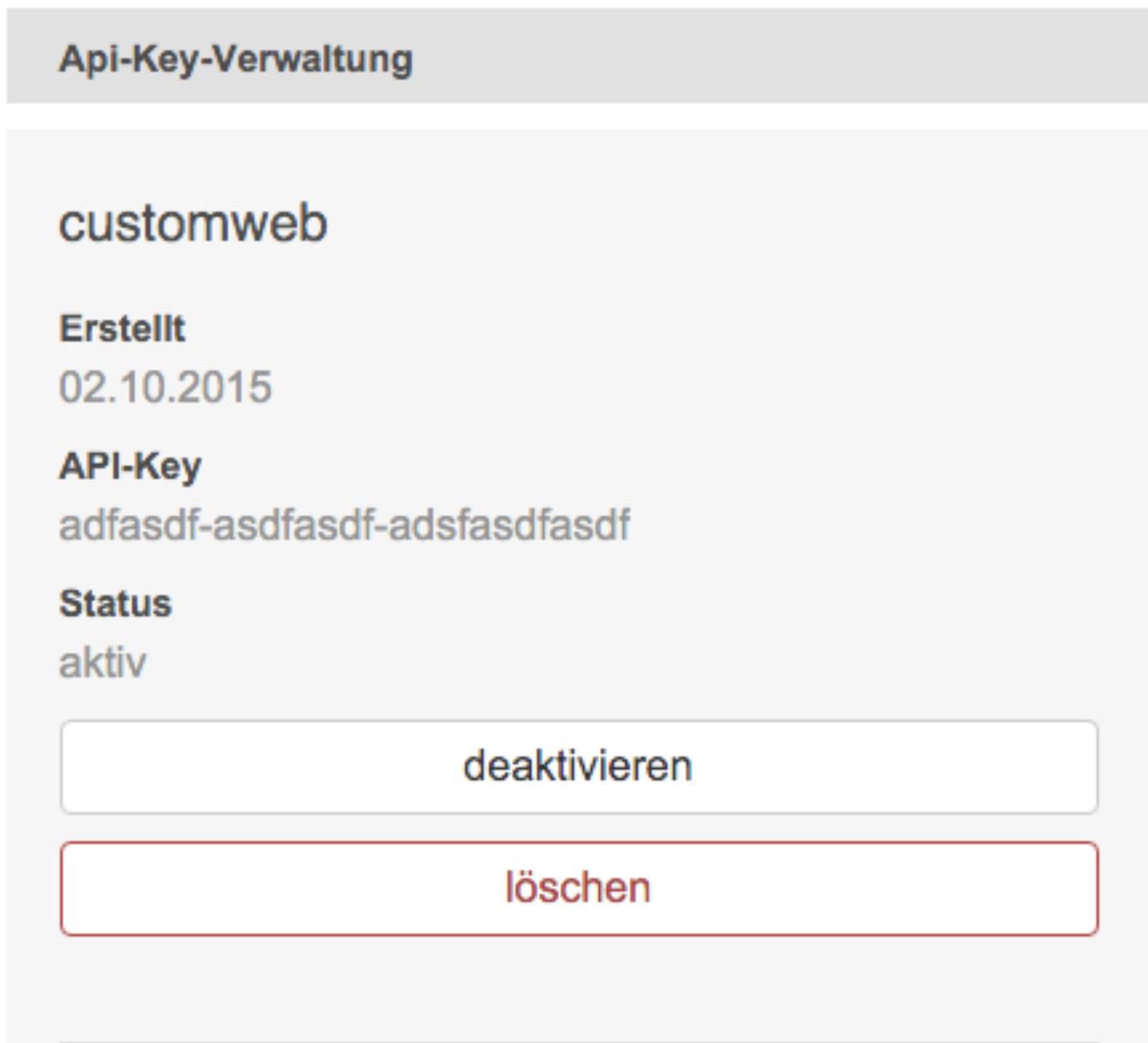


Figure 2.1: Generating API Keys (Icon).

### 2.2.3 Logo

Under Settings you can also upload your logo. The logo will be displayed in the e-mails and during the payment transaction.

### 2.2.4 Transaction List

You now have access to the transactions on your home page. Please note that failed transactions won't be listed in the transaction list. You can also refund transactions from here. We recommend you don't do so via your shop though. Payments that you transfer back via the back end won't be synchronized with the shop and can't be refunded there anymore.

Willkommen customweb,  
Ihre Transaktionen im Überblick.



Suchen
Als CSV-Datei herunterladen

Shop
Datum
Betrag
Vorgang
Bestell-Nr.
Kunden-Nr.

**Offen**

customweb	heute, 10:40 Uhr	20,30 €	Bestellung	150	101	▼
customweb	heute, 09:15 Uhr	20,30 €	Bestellung	144	101	▼
customweb	heute, 09:15 Uhr	20,30 €	Bestellung	143	101	▼
customweb	16. Okt. 2015	20,30 €	Bestellung	133	101	▼

Figure 2.1: Transaction Overview

## 2.3 Configuration of the Main Module

[Navigate to the main module](#) in your shop. Please fill in the following data into the corresponding sections:

- API Key (previously created by you)
- API Secret (previously created by you)

Save the data according to live or test mode.

## 2.4 Activating the Payment Methods and Testing

Next you need to activate the payment method and run a test. Further information concerning the configuration of the payment methods and the meaning of each setting can be found [here](#).

When you have activated the configuration of the payment methods you will run a test by means of the published [test data](#) in the manual. If all the tests were successful, switch the operating mode in the main module to **Live**.

## 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 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's 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 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 [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. 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.

## 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 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 Basic Module Configuration

In order to install the basic module, search for **paydirekt** 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 > paydirekt** 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		<a href="#">Show row weights</a>
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 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 paydirekt and the module

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

## 4.4 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.

### 4.4.1 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.

## 4.5 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 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 paydirekt during the authorisation process. The payment method is displayed in any case

## 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 paydirekt 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 paydirekt** 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 paydirekt' 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 paydirekt are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of paydirekt.

#### 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 paydirekt module.

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

### 6.1 Capturing / Cancelling Orders

#### 6.1.1 Capturing Orders

Please note:

The transaction management between paydirekt and Drupal is not synchronized. If you capture payments through paydirekt 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 paydirekt.

Captures	
Transaction ID	12
Order	<a href="#">14</a>
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 paydirekt

####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 Refunds

Refunds for already charged transactions can be created directly in the shop and are transmitted to paydirekt 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 paydirekt 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 paydirekt.

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

## 6.4 Cron Job Setup

Cron Jobs are necessary for the time-controlled plugin 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 paydirekt 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.

### 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:

#### paydirekt

User	SDE-Kaeufer	Standard Payer
Password	SDE-Kaeufer2\$	
User	unterAchtzehn	Age - Payer under 18 years
Password	unterAchtzehn2\$	
User	KaeuferGesperrt	Payer blocked at PayDirekt
Password	KaeuferGesperrt2\$	
User	SperreKB	Payer blocked at Bank
Password	SperreKB2\$	

## 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 paydirekt 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 paydirekt 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_paydirektcw', 'includes/classes
/PayDirektCw/Util');
```

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

Load the transaction by Id:

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

Load the transaction by the external Id:

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

Load transactions by order Id:

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