Introduction to the Installation of PostFinance

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Once you have the account details, you can log into the back-end under http://e-payment.postfinance.ch.

Procedure

The usual procedure includes your receiving of the test-login details (recognisable due to the PSPID ending in TEST). The module should be tested extensively within this trial phase. If the tests were successful, you can contact PostFinance directly under merchanthelp [at] postfinance.ch and request the switch of your PSPID to going live. PostFinance will then gladly take care of the rest for you. You will merely have to set your module to live processing. However, you will be provided with more information about this later on.

Configuration Back-End (PostFinance)

As mentioned before, you must use your account details, which you have received from PostFinance in order to log into http://e-payment.postfinance.ch .

In order to be able to work with the module you have to change some settings in the administrator user interface under "Technical Information". In the following we will only mention those settings which are relevant for the interaction between the PostFinance gateway and the module.

Global transaction parameter

For this paragraph you should read the comments for the respective options and fill it in according to your needs. These options have an influence on the handling of payments. They are relevant for the process of how to handle payments but not for the actual interaction between the shop and the PostFinance API.

Before beginning with the configuration you must set a SHA-1-IN pass phrase. Please go to the section **Data and origin verification** further below and then return to **Global transaction parameters** and continue with the point Default operation code.

Default operation code

We recommend the option "sale", in that case all incoming payments will be processed and billed directly.

Payment retry

We recommend setting the counter to "10".

Processing for individual transactions

We recommend the option "Online but switch to offline when the online acquiring system is unavailable."

Default ECI value

We recommend choosing the value "7 - eCommerce with SSL-encryption".

Global security parameters

Here you can set the security parameters for the interaction between the shop and the gateway of PostFinance. It is

important that you set the same configurations as in your shop module. You should set the sign encodings to UTF-8. You can not change this in the module. Furthermore, please pay attention towards the fact that SHA-256 or SHA-512 Hash-methods require at least PHP 5.1.2.

Hashing methods

We recommend choosing SHA-512 and UTF-8 encoding. Please pay attention to the fact that SHA-256 or SHA-512 Hash-methods require at least PHP 5.1.2.

Template

Tick **"No"** for the enabling of JavaScript.
The static template is not supported by our module. You must therefore tick "no" for the usage of static template.

Enter the host-name into the lower box, e.g. http://yourshop.com. The upper box should remain empty.

Data and origin verification

In this paragraph the data required for the verification of the origin of payments is determined. Only the field "Verifications for e-Commerce" is relevant. Do not enter anything under URL of the merchant page.

"SHA-1-IN pass phrase" is a security component of the payment which verifies its genuineness. It is, therefore, important that you use the same pass phrase in the back-end as in the shop. In order to generate an easy pass phrase we recommend you to use the Ogone SHA-1 pass phrase generator of customweb Ltd.

If the Direct Link option is activated for your account, you will have to enter the SHA-IN pass phrase for Direct Link. This pass phrase must be identical to the SHA-IN pass phrase for e-commerce!

Transaction feedback

The parameter of the transaction feedback defines the processing in the shop after the payment has been effected.

- Nothing has to be entered in the four boxes under "http-redirection in the browser as this is carried out by our module.
- Leave the box "I would like to receive transaction feedback parameters..."
- Check the box "I would like the PSP to display..."

Direct HTTP-server-to-server request

Under "Direct HTTP-server-to-server request" we advise you to chose the settings listed below. Furthermore, you must enter the listed URL of the merchant page in both of the fields.

-
- The **request type** must be set to "always online (directly after the payment...)"
- The **URL of the merchant site to which the transaction feedback should be sent** must be defined in both boxes. Please use the following URL:

  https://www.your-shop.com/index.php?route=postfinancecw/process/notify

  Please make sure that you are using the correct protocol (https:// or http://)

- As **request method** you should use "POST"

Dynamic e-Commerce parameters

No changes have to be made

General

Tick both boxes

Security for request parameters

The box "SHA-1-OUT pass phrase" is a further security mechanism of the payment. Here too, the chosen signature must be identical to the one in the shop. Please make sure, however, that the SHA-1 OUT pass phrase is different from the SHA-1 IN. For this you may use our pass phrase generator

HTTP request for status changes

Chose the option "no request" and leave the box empty

Transactions e-mails

Here you can configure your e-mail settings. In general no configuration is needed for the standard usage. If you nevertheless want to change the configuration, we recommend the following settings:

- Yes for all transaction submission modes
- No
- We recommend ticking no of the boxes

Module Installation in the Shop (OpenCart / Mijoshop / AceShop)

In order to install the module, please execute the following points step by step:

1. Extract the ZIP file sent to you by us (e.g. with WinRAR; http://www.winrar.de/)
2. Copy the content of the folder 'files' into the main directory of your shop
3. Log into the back-end of your shop
4. Go to Extensions > Modules and install the main module named after your PSP

Configuration in the Shop

Configuration of the main module

After having installed the module you must configure it according to the settings done in the back-end of the PSP. **Important: It is crucial that the settings are identical in the back-end of the shop and the back-end of the PSP!**

Configuration of the payment methods

Under Extensions > Payments you can add and activate the payment methods supported by your PSP's contract package.

Testing the Integration

Generally, you will first receive a test account (PSPID ends with "TEST"). With this test account you can try out the functionalities of the module. A test order is usually required before the account goes live.

Activate Live Mode

In the module-configuration you can switch from "live" to "test". Through this, the correct configuration for the test will automatically be used. You will find the test details in the back-end under technical information › Test-Info or in this document further below.

Please contact you Payment Service Provider. **. It is important that you carry out this switch. Executed orders will only be billed via the live accounts.**

Test Credit Card Data

In order to test the module, please go to http://www.sellxed.com/en/testing. All relevant test card data is listed there.

Errors and Their Solutions

In the following passage you will find the various known problems and the solutions to them. In case you have a problem it is best to thoroughly read through the following chapters. If this does not help you, contact us and we will surely find a solution.

Error code	Error description	Solutions
unknown order/1/r	The registered referrer in the Payment Service Provider's (PSP) back-end does not coincide with the referrer transmitted by the browser.	Either you don't enter anything under 'Referrer', then no verification will occur, or you control the referrer again and pay attention to the protocol.
unknown order/0/s/	No SHA signature is transmitted.	You must define the signatures in the module and in the Payment Service Provider's back-end.
unknown order/0/x///FIN	An error has occurred in connection with XML requests.	If you have this problem please contact us.
unknown order/1/s/	The calculated hash values and the transmitted hash values do not coincide.	Either something has been incorrectly set up for the calculation method (global security parameter; not the same settings in the shop back-end as in the PSP's back-end); the signatures in the shop back-end do not coincide with those of the Payment Service Provider's back-end; or the PSP ID has not been entered identically as shown in the one of the PSP. The PSP ID is case sensitive.
unknown order/0/r/	The browser does not acknowledge your confirmation.	The problem lies within your browser.
unknown order/1/x/	A configuration in the Payment Service Provider's back-end is not allowed.	In this case please contact the merchant help of Payment Service Provider's.

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Orders aren't registered

The problem arises with certain server configurations that the order isn't correctly processed after the payment process. This becomes evident especially in cases where, e.g. the shopping cart is not emptied after the order has been affected or no e-mail confirmation is sent out.

The reason for this is that the server blocks the appeal of the PSP server. This can be caused by your Firewall or also through server modules intending to avoid spamming on your website. It may be that the IP address of the Payment Service Provider server is being blocked. Furthermore, it is possible that the User Agent of the Payment Service Provider's server is being blocked.

In order to solve this problem you must make sure that your host configures the Firewall in such a manner that correspondingly and that it doesn't block the IP addresses of the Payment Service Provider's server. You will find the IP addresses in the back-end of your PSP under Support › FAQ › Integration. In order to avoid the blocking of the User Agent you must see with your host if any modules are installed which may block the User Agent. These must then be deactivated.

Display Dynamic Template

In case you have problems with the display of the dynamic template this can have several causes.

Error description	Solutions
Template file isn't being loaded. The payment mask is displayed in the design of the PSP.	This can have several reasons: • Please make sure that the settings under 'Template' (cf. above, especially the protocol of the host-name) have been correctly configured. • The server of the Payment Service Provider is being blocked (cf. preceeding section).
CSS file isn't being loading.	Certain browsers prohibit the loading of CSS files from "untrusted" resources. A smooth usage of the dynamic template requires a SSL-certificate.
Missing Base-tag	If you are using the template function, it is possible that the CSS files and the pictures aren't loaded in the PSP's interface. The solution is to insert the base-tag at the beginning of the "<head>" tags in the template: <base href="http(s)://www.your-store.com/your-dir/" />

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Once you have the account details, you can log into the back-end under http://e-payment.postfinance.ch.

Procedure

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Configuration Back-End (PostFinance)

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In order to be able to work with the module you have to change some settings in the administrator user interface under "Technical Information". In the following we will only mention those settings which are relevant for the interaction between the PostFinance gateway and the module.

Global transaction parameter

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Before beginning with the configuration you must set a SHA-1-IN pass phrase. Please go to the section **Data and origin verification** further below and then return to **Global transaction parameters** and continue with the point Default operation code.

Default operation code

We recommend the option "sale", in that case all incoming payments will be processed and billed directly.

Payment retry

We recommend setting the counter to "10".

Processing for individual transactions

We recommend the option "Online but switch to offline when the online acquiring system is unavailable."

Default ECI value

We recommend choosing the value "7 - eCommerce with SSL-encryption".

Global security parameters

Here you can set the security parameters for the interaction between the shop and the gateway of PostFinance. It is important that you set the same configurations as in your shop module. You should set the sign encodings to UTF-8. You can not change this in the module. Furthermore, please pay attention towards the fact that SHA-256 or SHA-512 Hash-methods require at least PHP 5.1.2.

Hashing methods

We recommend choosing SHA-512 and UTF-8 encoding. Please pay attention to the fact that SHA-256 or SHA-512 Hash-methods require at least PHP 5.1.2.

Template

Tick **"No"** for the enabling of JavaScript.
The static template is not supported by our module. You must therefore tick "no" for the usage of static template.

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Dynamic e-Commerce parameters

No changes have to be made

General

Tick both boxes

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HTTP request for status changes

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Configuration in the Shop

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Configuration of the payment methods

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Testing the Integration

Generally, you will first receive a test account (PSPID ends with "TEST"). With this test account you can try out the functionalities of the module. A test order is usually required before the account goes live.

Activate Live Mode

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Dynamic e-Commerce parameters

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General

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Orders aren't registered

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In order to solve this problem you must make sure that your host configures the Firewall in such a manner that correspondingly and that it doesn't block the IP addresses of the Payment Service Provider's server. You will find the IP addresses in the back-end of your PSP under Support › FAQ › Integration. In order to avoid the blocking of the User Agent you must see with your host if any modules are installed which may block the User Agent. These must then be deactivated.

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Missing Base-tag	If you are using the template function, it is possible that the CSS files and the pictures aren't loaded in the PSP's interface. The solution is to insert the base-tag at the beginning of the "<head>" tags in the template: <base href="http(s)://www.your-store.com/your-dir/" />