

Installation Manual for TeleCash Drupal

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

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1 Introduction

This manual leads you through the installation, configuration and usage of the payment module for Drupal and TeleCash.

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

- You should have received a Store ID from TeleCash(Usually an eleven digit combination of numbers)
- Shared Secret for the usage of Connect (Shared Secret Connect Interface)
- If you are working with the professional version of the module and have requested the API Interface with TeleCash, you should furthermore have received an API User ID, a client certificate as well as the corresponding passwords

1.1 Process of the Installation

In this document you will find all the information necessary for the installation of the module. It is important that you follow the check-list strictly. Only if you comply with each step we can ensure a secure usage in correspondence with all security regulations.

1. Configuration of the basic settings of the payment module
2. Configuration of the payment methods
3. Carrying out a test purchase by means of the attached [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; otherwise the payment feedback of TeleCash might not get through to the shop.

2 Configuration TeleCash

If you have merely bought the Standard Version of the module you only need to comply with the part **Configuration of the Module**

2.1 Test Environment and Live Platform for Administration

You can find the administration and the transaction overview if you click on this link (A client certificate is needed to access):

- https://www.ipg-online.com/emea/login.jsp?lng=de_DE.

Please note that you can only access the testing platform with a corresponding client certificate which you receive from TeleCash.

2.2 Mandatory: Configuration of the Module

[Navigate to the main module](#) in your shop. Please fill in the following data in to the appropriate location:

- Store ID (you will receive this directly from TeleCash)
- Shared Secret (you will receive this directly from TeleCash)

The remaining settings in the main module regard specific fraud settings to identify transactions without 3D secure. The default settings are set correctly for most of them.

SSL certificate

Please note that momentarily there is a problem at TeleCash with certain certificate types. In case no order confirmation mails are being sent out and the status of the order is still set to Pending TeleCash and the status then changes to Cancelled you have to switch to Yes at **Force Non SSL Notification**.

2.3 Optional: Professional Version - Creating a Certificate File

By working with the Professional Version of the module you can operate the transaction management directly from your shop. This way you don't need to install the certificates to access the backend. To be able to use these functions you must already have bought the Professional Version of the Module at www.sellxed.com/shop. Otherwise you will not have access to these features. In order to change to the Professional Version contact us at [contact](#).

You will receive a ZIP from TeleCash containing a key (file extension .key) as well as the certificate (file extension .pem) in order to use the backend and the transaction management. Extract these files into a directory of your choice and carry out the following steps:

1. Open the certificate (file with the extension .pem)

2. Open the key simultaneously (file with the extension .key)
3. Insert the content of the key underneath the certificate file
4. Save the certificate file and copy it into: commerce_telecashcw/includes/lib/Customweb/TeleCash/Certificates/Default/
5. You can now proceed to the [instructions for the installation](#).

2.4 Activating the Payment Methods and Testing

Further information regarding the configuration of the payment methods and the meaning of the specific settings can be found [here](#). When you have activated and configured the payment methods you can run a test by means of the published [Test data](#) in the manual. If all 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 download the module in your shop, please carry out the following steps:

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

3.2 Updates and Upgrades

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

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

3.2.1 Update Checklist

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

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

Do not do updates directly in the live environment

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

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

3.2.2 Update Instructions

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

4 Module Configuration in the Drupal Shop

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

Create back-ups!

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

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

4.1 Basic Module Configuration

In order to install the basic module, search for TeleCash 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 > TeleCash** 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.



Figure 4.1: Payment Method Configuration.

Logo on the Payment Page

By choosing the authorization method **Hidden Authorization**, the insertion of the credit card data occurs in your shop. This requires additional PCI Certification though.

However, if you prefer that the customer inserts the credit card data on the payment page of TeleCash, you have the possibility of placing your logo on said Payment Page. In order to do so, please contact TeleCash directly.

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 TeleCash 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 TeleCash. This option helps you identify to which shop a transaction the back-end of TeleCash 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 TeleCash 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 TeleCash 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 TeleCash and the module

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

4.7 Uncertain Status Status

You can specifically label orders for which 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 TeleCash 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 TeleCash contract for several shops. It must be differentiated, however, between the case of an integrated multi-shop functionality and independent shops:

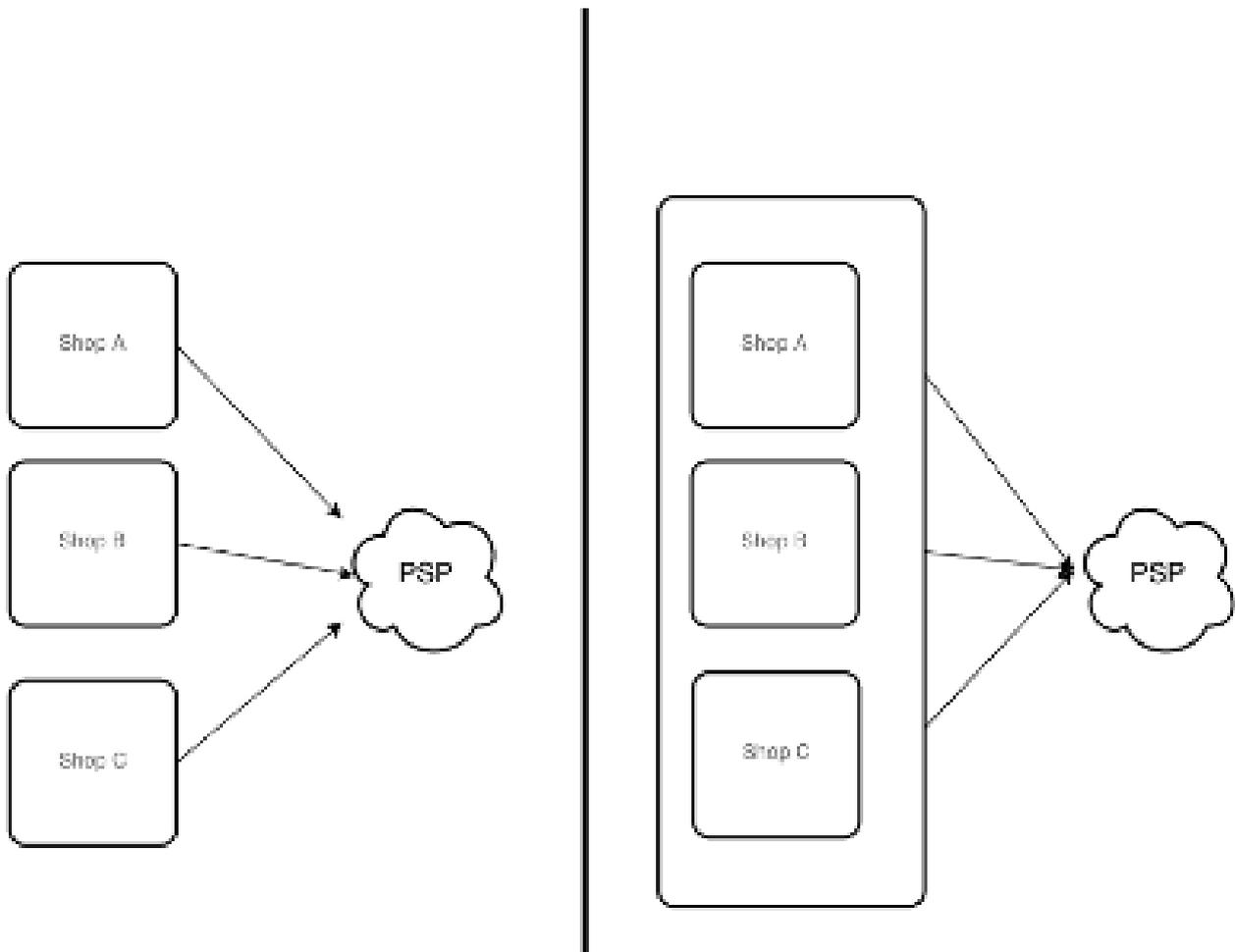


Figure 4.1: Multi-shop set-up

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

5.2.2 Order status "cancelled"

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

5.3 Klarna

You can process Klarna directly via TeleCash. In the following we will expand on the characteristics of the Klarna setup.

5.3.1 Supported / Unsupported Functions

The module does not support the following functions:

- You can not create or change any orders in the backend of Drupal .
- You can only create **one** partial activation in the module. For additional activation or for orders that contain a discount the activation has to be performed in the virtual terminal of https://www.ipg-online.com/emea/login.jsp?lng=de_DE. For more information about activations, visit the Chapter around [transaction management](#).

Edit Klarna transaction within Drupal

Please make sure that you **never** modify or edit any Klarna transaction in your Drupal backend.

The remaining functions are supported by the module. In the following you will find a description of the most important functions.

5.3.2 Set Up / Configuration of the Payment Method

Activate the payment method as usual. Please note the following regarding the installation:

5.3.2.1 Displayed Name of the Payment Method

You may change the displayed name in the frontend via **title**. Please use the title **Invoice**. Furthermore, you can define whether the Klarna logo is visible to your customers in the frontend via **Display Logo**.

5.3.2.2 Description of the Payment Method

You may change the description of the payment method in the frontend via **description**. Please make sure you display the following description in your frontend: .

- Klarna Invoice: Pay within 14 days
- Klarna Installments: Pay in your own speed

5.3.2.3 Select Authorization Method

We recommend to set **Server** as authorization method. In this case you will not be redirected to the payment page of TeleCash.

5.3.2.4 Klarna Merchant ID

In the payment method you can also define the **Klarna Merchant ID (EID)**. You will either find this in your Klarna account or ask for it directly at TeleCash.

5.3.2.5 Klarna Shared Secret

In the payment method you can also define the **Shared Secret**. You will either find this in your Klarna account or ask for it directly at TeleCash.

5.3.3 Canceling the Invoice

How to cancel invoices will be explained below in the chapter Activating / Canceling Orders. For more information visit the Chapter around [transaction management](#).

5.3.4 Full Activating Invoices

For more information visit the Chapter around [transaction management](#).

5.3.5 Partial Refund and Partial Activation

Please keep in mind that only one partial activation is possible directly in the module. Multiple Refunds or activations can only be done through the [BIP](#) of TeleCash.

5.3.6 Order Status

Please note that we have different order state depending on the state of the order:

- Declined state: The declined status will be set if the order is declined.
- Authorization state: The authorization state is set when the order is authorized.
- On Hold state: All orders which are not definitely set to authorized will be set to on hold. This happens when additional checks need to be performed. Do not deliver on hold orders. They will be updated automatically later.
- Captured state: This status will be set once the order is captured.

5.3.7 Testing

In order for you to test the payment method Klarna you will need specific test data. You will find the official test data for Klarna directly in the developer portal via this link: <https://developers.klarna.com/en/de+php/kpm/test-credentials>.

5.3.8 Payment fees

Please not, you are not allowed to charge additional payment fees for Klarna Installments. However, it is possible to add fees for Klarna Invoices.

If you want to charge payment fees for a specific payment method, feel free to use the compatible [payment fees](#) modules. Those fees are directly transmitted to Klarna.

6 The Module in Action

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

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

6.1 Capturing / Cancelling Orders

6.1.1 Capturing Orders

Please note:

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

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

Figure 6.1: Capturing / Cancelling orders with TeleCash

#####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 TeleCash 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 TeleCash 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 TeleCash.

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

6.4 Alias Manager / Token Solution Usage

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

SHIPPING INFORMATION

test
Teststreet 2
8406 Winterthur
Switzerland

PAYMENT

 Credit Card
  iDEAL

Alias

XXXXXXXXXXXX0007 (10/16) ▾

Select your CreditCard

[Continue to next step](#)

or [Go back](#)

Figure 6.1: Alias Manager usage with TeleCash.

Please note

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

6.5 Cron Job Setup

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

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

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

7 Testing

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

Testing

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

7.1 Test Data

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

MasterCard

Card number	5404 1070 0002 0010
Expiry Date	12/2018
CVC	123

Visa

Card number	4921 8180 8989 8988
Expiry Date	12/2018
CVC	123

Credit Card

Card number	4921 8180 8989 8988
Expiry Date	12/2018
CVC	123

Card number	5404 1070 0002 0010
Expiry Date	12/2018
CVC	123

8 Errors and their Solutions

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

8.1 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the TeleCash 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 TeleCash 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_telecashcw', 'includes/classes
/TeleCashCw/Util');
```

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

Load the transaction by Id:

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

Load the transaction by the external Id:

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

Load transactions by order Id:

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