

# Installation Manual for ICEPAY xt:Commerce

This manual describes the installation and usage of the ICEPAY extension for xt:Commerce.

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# 1 Introduction

This manual explains the installation, configuration and usage of the payment module for xt:Commerce and ICEPAY.

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

- Contract Profile ID
- Shared Secrets
- Access data to your server and shop

In case you don't yet have a contract with ICEPAY, you can register for one at the Icepays website here: <https://icepay.nl/registratie/>

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

## 1.1 Procedure 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 basic settings of the payment module
2. Configuration of the payment methods
3. Carrying out of a test purchase by means of the attached [test data](#) at the end of this document
4. If the test was successful, you can configure the live data in your shop. Log into the live environment with the obtained access data under: <https://portal.icepay.com>

## 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: <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 ICEPAY might not get through to the shop.

## 1.2 System Requirements

In general, the plugin has the same system requirements as xt:Commerce. 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 ICEPAY - Backend

### 2.1 Credentials

ICEPAY uses live and test mode credentials. For details about how to use test mode see [2.3](#)

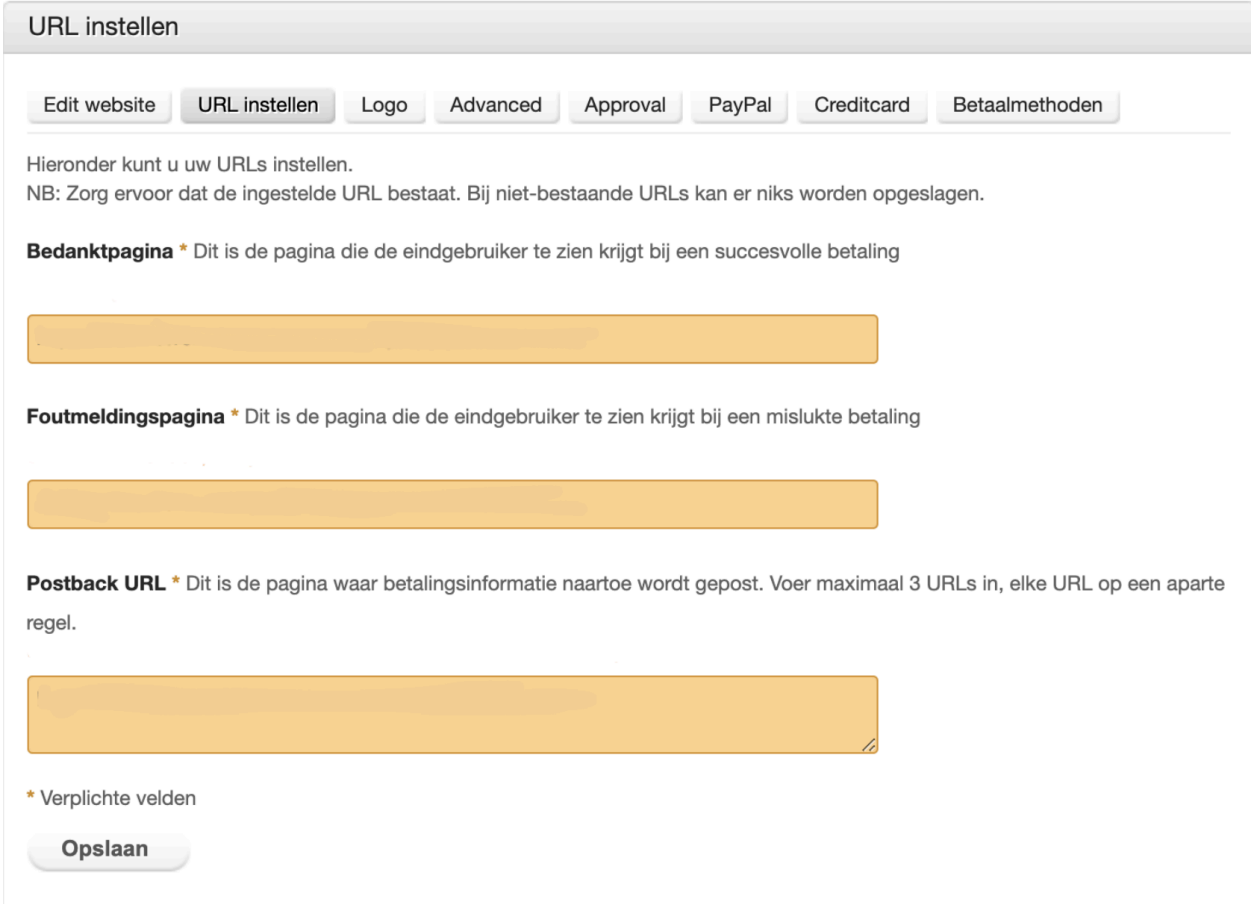
Enter the Contract Profile ID as well as the Shared Secret into their respective place in the [main module](#).

The Test mode can be activated in the main module under "Operation Mode".

**Please note: If transactions in Live Mode fail you may not have an active Contract with Icepay. Please get in touch with Icepay directly if this should be the case.**

### 2.2 Feedback URLs

You will need to enter Feedback URLs in the ICEPAY backend. You can enter the URL of you shop without any parameters as the plugin handles the requests in your shop.



**URL instellen**

Edit website URL instellen Logo Advanced Approval PayPal Creditcard Betaalmethoden

Hieronder kunt u uw URLs instellen.  
NB: Zorg ervoor dat de ingestelde URL bestaat. Bij niet-bestaande URLs kan er niks worden opgeslagen.

**Bedanktpagina** \* Dit is de pagina die de eindgebruiker te zien krijgt bij een succesvolle betaling

**Foutmeldingspagina** \* Dit is de pagina die de eindgebruiker te zien krijgt bij een mislukte betaling

**Postback URL** \* Dit is de pagina waar betalingsinformatie naartoe wordt gepost. Voer maximaal 3 URLs in, elke URL op een aparte regel.

\* Verplichte velden

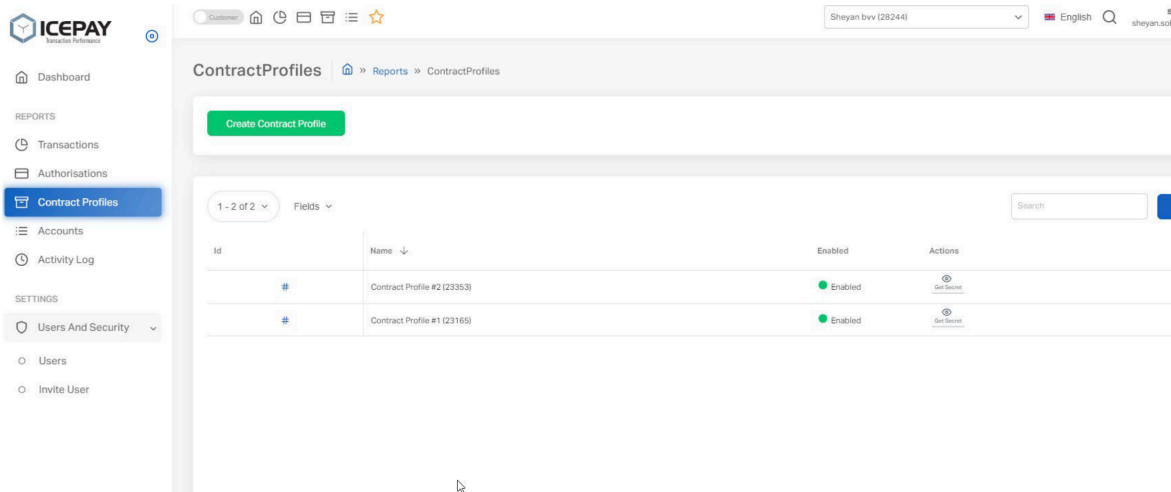
Opslaan

Figure 2.1: Feedback URLs

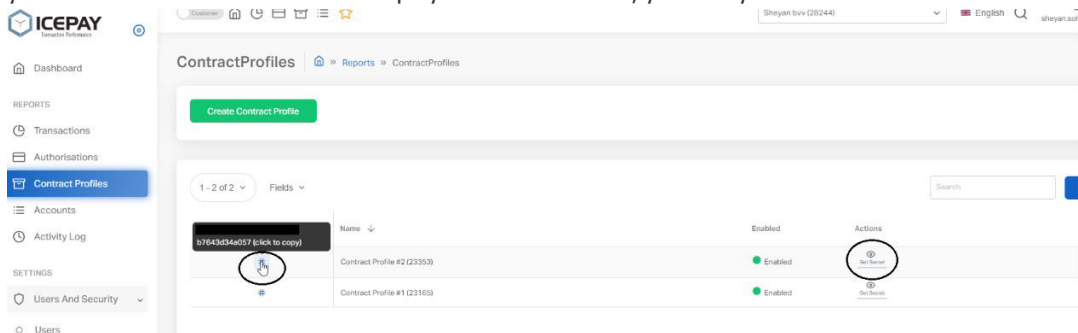
### 2.3 Test environment

This section describes the steps to create a test account in the ICEx2 environment.

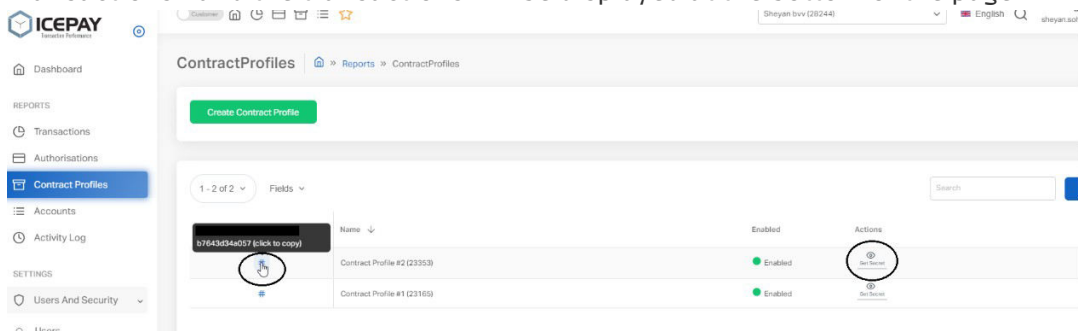
1. Go [here](#) and register.
2. Once registered click on contract profiles



3. Important: the created contract profile is not visible for the first time. Refreshing the page to make sure the contract profile is visible. You can create as many contract profiles as you want. But to test different payment methods, you only need 1.



4. Congratulations. You have just created the test credentials. You can successfully perform the test here.
5. Click on the " # " to copy the contract profile ID. You also need the secret code. Click on " Get secret " and copy the secret code.
6. Finally you want to see the test transactions with the corresponding status. click on " Transactions " and the transactions will be displayed at the bottom of the page.





## 3 Module Installation and Update in the xt: Commerce 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 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: [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 xt:Commerce 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 Base Module Configuration

The settings for the Base Module can be found in **"Content > Plugin > deinstalled plugins > ICEPAY Base Module"**. To install the module, click 'install'. A new window should open now. Next, click F5 in your browser in order to reload all Java Script data of the modules and then return to the location of the installed plugins.

The settings of the module can be opened by clicking on the pen. Enter the options that you set in the administration surface of ICEPAY. If an option is unclear, a click on the question mark will show more information. The central settings will be explained.

#### 4.1.1 Sending e-Mails for status updates

Mark every status that you want to trigger an e-Mail to the customer if his order was set to this status.

### 4.2 Payment Method Configuration

After the Basic Module was configured successfully, the payment method settings for your shop can be found under Settings >. Every method is listed separately. Activate the desired payment methods by selecting them and clicking **Activate Selection**.

With a click on the pen, a new window for the settings will open. Most settings are self-explanatory. A click on the question mark shows additional information.

### 4.2.1 Choosing the Authorization Method

You can choose between several display options for the authorization of card payments. The option Authorization Method determines, which payment methods you would like to process.

For further information on the different authorization methods, visit our [sellxed Website](#).

### 4.2.2 Payment Form Position

If you have the corresponding package of ICEPAY, the payment information can be entered directly in your shop. The setting **Page for Payment Form** adjusts the position of the payment form

#### Payment Processing

Please bear in mind that additional options with ICEPAY have to be enabled in order to use some of the payment processing methods.

Some authorization methods might not be available for every payment method.

### 4.2.3 Capturing Orders Directly

The option "Capturing" determines whether payments should be captured directly or if they should be authorized before. If you only want to authorize as a first step, ensure that the payments are issued later.

Depending on your Acquiring Contract, a reservation is guaranteed for a limited time only. If you are not capturing within this time, the authorization might not be guaranteed. Further information on the process of capturing is provided below.

#### Varying Settings between ICEPAY - backend and module

The settings in the payment method module might overwrite your settings in the ICEPAY backend.

### 4.2.4 Uncertain Status

You can mark orders without a 3D Secure Verification or other security mechanism failures. This allows you to examine the order manually before the shipment.

### 4.2.5 Setting the Order Status

You can determine which status the order should have for every payment method. This refers to the initial order status.

## 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 ICEPAY and the module

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

## 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 Stock Management in xt:Commerce 4 / 5

Since the 19.05.2017 we changed the way we handle the stock implementation in xt:Commerce 4 / 5. Products will now automatically be restocked when the status of the order is changed to failed. The status of the order is automatically changed to failed if the customer does click on the cancel button on the payment page. However if he uses the back button in the browser we can not determine the status of the order. In this case you have to manually cancel the order to restock the items.

Please note the stock will automatically be increased if you switch an order into the failed state.

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

#### 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 ICEPAY module.

| Transaction Information  |                           |
|--------------------------|---------------------------|
| Transaction ID           | 33                        |
| Transaction External ID  | 17_33                     |
| Authorization Status     | successful                |
| Order ID                 | 17                        |
| Created On               | 2014-05-17T15:09:25+02:00 |
| Updated On               | 2014-05-17T15:09:37+02:00 |
| Customer ID              | 2                         |
| Zahlungsid               | 31411549                  |
| Autorisierungsbetrag     | 100                       |
| Währung                  | CHF                       |
| Zahlungsmethode          | MasterCard                |
| Zahlungsid               | 31411549                  |
| Verbuchter Betrag        | 100                       |
| Transaktion autorisiert  | Ja                        |
| Transaktion ist unsicher | Nein                      |
| Transaktion verbucht     | Ja                        |
| Transaktion bezahlt      | Ja                        |
| Alias                    | XXXXXXXXXXXX0007 (05/17)  |
| Alias Token              | _xtc_4_17_330007          |
| Akzeptanz                |                           |
| Kartenummer              | XXXXXXXXXXXX0007          |
| Kartenablaufdatum        | 05/17                     |
| Händler Referenz         | demo_sx_ps_xtc_4_17_33    |

Figure 6.1: Transaction Information.

### 6.1 Order Transaction Information

In each order processed by our module, you can view all important information on the transaction. For instance, this feature allows you to match the orders to the transactions visible in the ICEPAY backend.

To view this information, open the orders. At the bottom of the order you will find the paragraph **ICEPAY Transactions**. This shows all details on all former actions related to this order. Click on the key in the column "Action" to see the transaction information (c.f. image "Transaction Information").

| Transactions   |                           |            |        |        |
|----------------|---------------------------|------------|--------|--------|
| Transaction ID | Datum                     | Status     | Amount | Action |
| 32             | 2014-05-17T15:06:08+02:00 | pending    | 100.00 |        |
| 33             | 2014-05-17T15:09:25+02:00 | successful | 100.00 |        |

Figure 6.1: Transaction Overview



Dashboard | xt:Commerce Payments Registration | installierte Plugins | Zahlungsweise | PostFinance Transak

Aktion ▾

Neu Laden

| Transaction ID | Externe ID | Order ID | Zahlungsmet...   | Änderungsda... | Zahlungsid | Autorisierung... | Au  |
|----------------|------------|----------|------------------|----------------|------------|------------------|-----|
| 33             | 17_33      | 17       | mastercard       | 05/17/2014     | 31411549   | 100.00000        | su  |
| 32             | 17_32      | 17       | mastercard       | 05/17/2014     |            | 100.00000        | pe  |
| 31             | 16_31      | 16       | postfinanceef... | 05/11/2014     |            | 50.00000         | pe  |
| 30             | 16_30      | 16       | postfinanceef... | 05/12/2014     |            | 50.00000         | fai |
| 29             | 15_29      | 15       | creditcard       | 04/22/2014     | 30860419   | 150.00000        | su  |
| 28             | 14_28      | 14       | postfinanceef... | 04/22/2014     | 30860413   | 100.00000        | su  |
| 27             | 13_27      | 13       | creditcard       | 04/22/2014     | 30860400   | 330.00000        | su  |
| 26             | 12_26      | 12       | postfinanceef... | 04/17/2014     | 30785914   | 70.00000         | su  |
| 25             | 11_25      | 11       | creditcard       | 04/17/2014     | 30785907   | 50.00000         | su  |
| 24             | 11_24      | 11       | creditcard       | 04/17/2014     |            | 50.00000         | pe  |
| 23             | 10_23      | 10       | creditcard       | 04/17/2014     | 30785876   | 250.00000        | su  |
| 22             | 10_22      | 10       |                  | 04/17/2014     |            |                  |     |
| 21             | 10_21      | 10       | creditcard       | 04/17/2014     |            | 250.00000        | fai |
| 20             | 10_20      | 10       |                  | 04/17/2014     |            |                  |     |
| 19             | 10_19      | 10       | creditcard       | 04/17/2014     |            | 250.00000        | fai |
| 18             | 10_18      | 10       |                  | 04/17/2014     |            |                  |     |
| 17             | 10_17      | 10       | creditcard       | 04/17/2014     |            | 250.00000        | fai |
| 16             | 9_16       | 9        | postfinanceef... | 04/16/2014     | 30766475   | 50.00000         | su  |
| 15             | 9_15       | 9        | postfinanceef... | 04/16/2014     |            | 50.00000         | pe  |
| 14             | 9_14       | 9        | postfinanceef... | 04/16/2014     | 30766459   | 50.00000         | fai |
| 13             | 8_13       | 8        | postfinanceec... | 04/16/2014     | 30766433   | 70.00000         | su  |
| 12             | 7_12       | 7        | postfinanceef... | 04/16/2014     | 30766421   | 50.00000         | su  |
| 11             | 6_11       | 6        | creditcard       | 04/16/2014     | 30766406   | 50.00000         | su  |
| 10             | 5_10       | 5        | creditcard       | 04/16/2014     | 30766403   | 100.00000        | su  |
| 9              | 4_9        | 4        | postfinanceef... | 04/16/2014     | 30765947   | 50.00000         | su  |

Figure 6.1: Transaction Information

## 6.2 Transaction Table

In addition to information on the order, the transaction table shows information on the transactions in your shop. Among other things, it allows you to match the ICEPAY transaction number to the order in your shop.

| Dashboard   xt.Commerce Payments Registration   installierte Plugins   Zahlungsweise   PostFinance Transaktionen |            |          |                  |                |            |                  |                  |         |           |
|--|------------|----------|------------------|----------------|------------|------------------|------------------|---------|-----------|
| Aktion   |            |          |                  |                |            |                  |                  |         |           |
| Neu Laden  |            |          |                  |                |            |                  |                  |         |           |
| Transaction ID   | Externe ID | Order ID | Zahlungsmet...   | Änderungsda... | Zahlungsid | Autorisierung... | Autorisierung... | Bezahlt | V Actions |
| 33   | 17_33      | 17       | mastercard       | 05/17/2014     | 31411549   | 100.00000        | successful       | y       | C         |
| 32   | 17_32      | 17       | mastercard       | 05/17/2014     |            | 100.00000        | pending          | n       | C         |
| 31   | 16_31      | 16       | postfinanceef... | 05/11/2014     |            | 50.00000         | pending          | n       | C         |
| 30   | 16_30      | 16       | postfinanceef... | 05/12/2014     |            | 50.00000         | failed           | n       | C         |
| 29   | 15_29      | 15       | creditcard       | 04/22/2014     | 30860419   | 150.00000        | successful       | y       | C         |
| 28   | 14_28      | 14       | postfinanceef... | 04/22/2014     | 30860413   | 100.00000        | successful       | y       | C         |
| 27   | 13_27      | 13       | creditcard       | 04/22/2014     | 30860400   | 330.00000        | successful       | y       | C         |
| 26   | 12_26      | 12       | postfinanceef... | 04/17/2014     | 30785914   | 70.00000         | successful       | y       | C         |
| 25   | 11_25      | 11       | creditcard       | 04/17/2014     | 30785907   | 50.00000         | successful       | y       | C         |
| 24   | 11_24      | 11       | creditcard       | 04/17/2014     |            | 50.00000         | pending          | n       | C         |
| 23   | 10_23      | 10       | creditcard       | 04/17/2014     | 30785876   | 250.00000        | successful       | y       | C         |
| 22   | 10_22      | 10       |                  | 04/17/2014     |            |                  |                  | y       | C         |
| 21   | 10_21      | 10       | creditcard       | 04/17/2014     |            | 250.00000        | failed           | n       | C         |
| 20   | 10_20      | 10       |                  | 04/17/2014     |            |                  |                  | y       | C         |
| 19   | 10_19      | 10       | creditcard       | 04/17/2014     |            | 250.00000        | failed           | n       | C         |
| 18   | 10_18      | 10       |                  | 04/17/2014     |            |                  |                  | y       | C         |
| 17   | 10_17      | 10       | creditcard       | 04/17/2014     |            | 250.00000        | failed           | n       | C         |
| 16   | 9_16       | 9        | postfinanceef... | 04/16/2014     | 30766475   | 50.00000         | successful       | y       | C         |
| 15   | 9_15       | 9        | postfinanceef... | 04/16/2014     |            | 50.00000         | pending          | n       | C         |
| 14   | 9_14       | 9        | postfinanceef... | 04/16/2014     | 30766459   | 50.00000         | failed           | n       | C         |
| 13   | 8_13       | 8        | postfinanceef... | 04/16/2014     | 30766433   | 70.00000         | successful       | y       | C         |
| 12   | 7_12       | 7        | postfinanceef... | 04/16/2014     | 30766421   | 50.00000         | successful       | y       | C         |
| 11   | 6_11       | 6        | creditcard       | 04/16/2014     | 30766406   | 50.00000         | successful       | y       | C         |
| 10   | 5_10       | 5        | creditcard       | 04/16/2014     | 30766403   | 100.00000        | successful       | y       | C         |
| 9  | 4_9        | 4        | postfinanceef... | 04/16/2014     | 30765947   | 50.00000         | successful       | y       | C         |

Figure 6.1: Transaction Information.

### 6.2.1 Refunding Orders

In order to issue a refund, open the transaction information (c.f. above). This shows all information on the transaction. With a click on "Refund", an input mask for credit notes will open. By clicking **Refund**, the refund request is transmitted to ICEPAY.

REFUND

Refund

| Name                    | SKU    | Type    | Tax Rate | Quantity                          | Total Amount (excl. Tax)           | Total Amount |
|-------------------------|--------|---------|----------|-----------------------------------|------------------------------------|--------------|
| Standardartikel         | art001 | product | 0 %      | <input type="text" value="1.00"/> | <input type="text" value="50.00"/> | 50.00        |
| Artikel mit Sonderpreis | art002 | product | 0 %      | <input type="text" value="1.00"/> | <input type="text" value="70.00"/> | 70.00        |
| Total Refund Amount:    |        |         |          |                                   |                                    | 120.00 CHF   |

Close transaction for further refunds

Transactions History

**Figure 6.1:** refund button

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

## 6.3 Capturing / Cancelling Orders

Please note:

The transaction management between ICEPAY and your shop is not synchronised. When you register payments with ICEPAY, the status in the shop is not adjusted and the order cannot be captured in the shop again.

### 6.3.1 Capturing / Cancelling Orders

To capture orders, open the transaction information (c.f. above). This will show you all information on the transaction. With a click on "Capture" (top right), the order is forwarded to ICEPAY. You do not have to log in to the ICEPAY backend. You can enter the products you would like to capture in the input mask.

By clicking "Cancel" the transaction is cancelled and the reserved amount is cleared on the customer's card immediately.

CAPTURE

Capture

| Name                    | SKU      | Type     | Tax Rate | Quantity | Total Amount (excl. Tax) | Total Amount (incl. Tax) |
|-------------------------|----------|----------|----------|----------|--------------------------|--------------------------|
| Standardartikel         | art001   | product  | 0 %      | 1.00     | 50.00                    | 50.00                    |
| Artikel mit Sonderpreis | art002   | product  | 0 %      | 1.00     | 70.00                    | 70.00                    |
| Standard                | Standard | shipping | 0 %      | 1.00     | 0.00                     | 0.00                     |
| Total Capture Amount:   |          |          |          |          |                          | 120.00 CHF               |

Close transaction for further captures

ng Address  Shipping Address

**Figure 6.1:** Capturing Transactions

## 6.4 Setting up Cron Job

To activate the time-controlled plug-in functions (e.g. Update Service, deleting pendant orders, etc.), follow the ICEPAY instructions for the set up of Cron Job.

## 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:

## 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 ICEPAY 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.

### 9.1 Log Levels

You can configure the log level in the ICEPAY settings.

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

### 9.2 Log Location

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

## 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 xt:Commerce initialized in your script, this is required for the database connection.

```
$root_dir = dirname(__FILE__).' /';  
define('_VALID_CALL', 'true');  
define('_SRV_WEBROOT', $root_dir);
```

```
include _SRV_WEBROOT.'conf/debug.php';  
include _SRV_WEBROOT.'conf/config.php';
```

```
include _SRV_WEBROOT.'conf/database.php';  
include _SRV_WEBROOT.'conf/paths.php';  
include _SRV_WEBROOT._SRV_WEB_FRAMEWORK.'function_handler.php';  
include _SRV_WEBROOT._SRV_WEB_FRAMEWORK.'database_handler.php';
```

Include the module main file and module classes.

```
require_once 'plugins/icepaycw/init.php';  
require_once 'plugins/icepaycw/lib/IcepayCw/Util.php';
```

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

Load the transaction by Id:

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