Installation Manual for FirstData Connect e-Commerce

This manual describes the installation and usage of the FirstData Connect extension for e-Commerce.

Release Date: Wed, 12 Jun 2019 13:07:23 +0200
Version: 2.0.155
# Table of Contents

1. **Introduction** ......................................................................................................................................................... 5  
   1.1 Process of the Installation ..................................................................................................................................... 5  

2. **Configuration FirstData Connect** .......................................................................................................................... 7  
   2.1 Test Environment and Live Platform for Administration ..................................................................................... 7  
   2.2 Mandatory: Configuration of the Module .............................................................................................................. 7  
   2.3 Optional: Professional Version - Creating a Certificate File .................................................................................. 7  
   2.4 Activating the Payment Methods and Testing ..................................................................................................... 8  

3. **Module Installation and Update in the e-Commerce Shop** .................................................................................... 9  
   3.1 Installation ............................................................................................................................................................ 9  
   3.2 Updates and Upgrades ......................................................................................................................................... 9  
   3.2.1 Update Checklist ............................................................................................................................................ 9  
   3.2.2 Update Instructions ...................................................................................................................................... 10  

4. **Module Configuration in the e-Commerce Shop** .................................................................................................. 11  
   4.1 Basic Module Configuration ................................................................................................................................ 11  
   4.2 Payment Method Configuration .......................................................................................................................... 12  
   4.3 Shop ID ............................................................................................................................................................... 12  
   4.4 Order Prefix ......................................................................................................................................................... 12  
   4.5 Selecting the Authorisation Method ................................................................................................................... 13  
   4.6 Direct Capturing of Transactions ......................................................................................................................... 13  
   4.7 Uncertain Status Status ........................................................................................................................................ 13  
   4.8 Optional: Validation ............................................................................................................................................. 13  
   4.9 Multi-Shop Set-Up ............................................................................................................................................... 14  

5. **Settings / Configuration of Payment Methods** ................................................................................................... 16  
   5.1 General Information About the Payment Methods ............................................................................................. 16  
   5.2 Information on Payment Status .......................................................................................................................... 16  
   5.2.1 Order status "pending" / imminent payment (or similar) ................................................................................ 16  
   5.2.2 Order status "cancelled" ................................................................................................................................ 16  

6. **The Module in Action** ............................................................................................................................................. 17  
   6.1 Useful Information on Transactions ..................................................................................................................... 17  
   6.2 Alias Manager / Token Solution Usage ................................................................................................................. 17  
   6.3 Capture / Cancel Orders ..................................................................................................................................... 18
6.3.1 Capturing and Cancelling Orders .............................................................. 19
6.4 Order Refunds ................................................................................................. 19
6.5 Transaction History .......................................................................................... 20
6.6 Cron Job Setup .................................................................................................. 21

7 Testing .................................................................................................................. 22
7.1 Test Data ............................................................................................................ 22

8 Errors and their Solutions .................................................................................... 23
8.1 The Referrer URL appears in my Analytics Tool ............................................. 23

9 Error Logging ....................................................................................................... 24
9.1 Log Levels ......................................................................................................... 24
9.2 Log Location ....................................................................................................... 24

10 Advanced Information ......................................................................................... 25
10.1 Transaction Object ............................................................................................ 25
1 Introduction

This manual leads you through the installation, configuration and usage of the payment module for e-Commerce and FirstData Connect.

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 FirstData Connect (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 FirstData Connect, 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 text 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 FirstData Connect might not get through to the shop.
2 Configuration FirstData Connect

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 FirstData Connect.

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 FirstData Connect)
- Shared Secret (you will receive this directly from FirstData Connect)

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 FirstData Connect 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 FirstData Connect 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 FirstData Connect 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: ecommerce_firstdataconnectcw/lib/Customweb
   /FirstDataConnect/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 e-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 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
Module Configuration in the e-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 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

Activate the plugin by selecting the module E-commerce FirstData Connect in the plugin menu.

The settings for the basic module can be found at [FirstData Connect > FirstData Connect](#). Fill out the fields, you should have already entered the necessary data in the FirstData Connect backend or you received it as part of your correspondence with FirstData Connect. Each option is explained in more detail in a short info text in the shop.
4.2 Payment Method Configuration

After the basic module has been configured successfully, you can proceed to the payment settings. The payment methods you want to accept in your shop can be adjusted at Settings > Store > Payments. Every payment method is listed individually. Activate the payment methods you would like to provide in your shop by ticking the corresponding boxes on the right side. Individual changes can be made for each payment method to adjust it to your processes.

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 FirstData Connect, you have the possibility of placing your logo on said Payment Page. In order to do so, please contact FirstData Connect directly.

4.3 Shop ID

In the case of a multi-store setup (cf. chapter: Multi-Store), the parameter Shop ID identifies the shop's request and, therefore, redirects the feedback of FirstData Connect 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 FirstData Connect. This option helps you identify to which shop a transaction the back-end of FirstData Connect is related to. The tag "{id}" will automatically be replaced be 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 FirstData Connect 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 FirstData Connect 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 FirstData Connect and the module

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

4.7 Uncertain Status Status

You can specifically label orders for which for example 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 FirstData Connect 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 FirstData Connect contract for several shops. It must be differentiated, however, between the case of an integrated multi-shop functionality and independent shops:
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 FirstData Connect 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 FirstData Connect 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 FirstData Connect' 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 FirstData Connect are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of FirstData Connect.

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 over the most important features in the daily usage of the FirstData Connect module.

6.1 Useful Information on Transactions

For each order processed with a sellxed module you can access an overview of the most important transaction information. Among other things, this allows you to identify each corresponding order to each transaction displayed in the backend.

You can find the orders at Dashboard > Store Sales.

![Figure 6.1: Transaction information in WordPress E-Commerce.](image)

6.2 Alias Manager / Token Solution Usage

The Alias Manager allows you to store your customers' credit card data safely with FirstData Connect. You can enable this by activating the option "Alias Manager" in the configuration of the Payment Method. The customer can then select between the saved cards when making purchases in the future and does not have to enter all credit card data again.
Figure 6.1: Alias Manager in WooCommerce

Alias Manager Options

In order to use the Alias Manager, the option has to be unlocked by FirstData Connect. Please contact the support service if you wish to activate the option.

6.3 Capture / Cancel Orders
6.3.1 Capturing and Cancelling Orders

In order to capture orders, open the order first (Dashboard > Store Sales) and then open the transaction information. Enter the amount you want to capture into the input field. By clicking on Capture the card is charged directly.

An order can be **cancelled** by clicking "Cancel Transaction" and the transaction as well as the reserved amount is released on the customer's card immediately.

Capturing Orders in the FirstData Connect Backend

The transaction management between FirstData Connect and your shop is not synchronised. When capturing payments in the FirstData Connect, the status is not adjusted in the shop and a second capture is not possible.

Partial Capturing

Please inquire, whether multiple captures are supported within your FirstData Connect contract. Otherwise, partially captured transactions could be blocked from future captures.
6.4 Order Refunds

In order to refund an order, open the transaction information (see above).

You can refund individual items or an arbitrary amount by adjusting the total amount or the number of items.

Figure 6.1: Refunds in WooCommerce for FirstData Connect.

Maximum Refund

Our sellxed modules restrict the refund amount to 100% of the originally authorised amount.

6.5 Transaction History

Every action within the transaction management is processed through the module. Information on each transaction can be viewed in the corresponding order.
6.6 Cron Job Setup

In order to activate the time-controlled plugin functions (e.g. update service, deleting pending orders etc.) you have to set up cron jobs in e-Commerce. The update function is especially relevant - it allows you to fetch subsequent transaction changes at FirstData Connect via the API. Please keep in mind that additional options might have to be activated.

The module uses the default e-Commerce cron. Information on the setup can be found [here](#).
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: 12/2020
- CVC: 123

**Visa**
- Card number: 4921 8180 8989 8988
- Expiry Date: 12/2020
- CVC: 123

**Credit Card**
- Card number: 4921 8180 8989 8988
- Expiry Date: 12/2020
- CVC: 123
- Card number: 5404 1070 0002 0010
- Expiry Date: 12/2020
- CVC: 123
8  Errors and their Solutions


8.1  The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the FirstData Connect 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 FirstData Connect 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 logs folder of this plugin `wp-content/plugins/plugins/ecommerce_firstdataconnectcw/logs`. Please make sure the path exists and it is writable by the webserver.
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 Wordpress initialized in your script, this is required for the database connection.

require_once( dirname(__FILE__) . '/wp-load.php' );

Include the modules Util class.

require_once ABSPATH.'wp-content/plugins/ecommerce_firstdataconnectcw/classes/FirstDataConnectCw/Util.php';

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

Load the transaction by Id:

$transactionById = FirstDataConnectCw_Util::getTransactionById($transactionId);
$transactionObject = $transactionById->getTransactionObject();

Load the transaction by the external Id:

$transactionByExternal = FirstDataConnectCw_Util::getTransactionByExternalId($externalId);
$transactionObject = $transactionByExternal->getTransactionObject();

Load transactions by the order id:

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