Installation Manual for giropay / paydirekt Shopware

This manual describes the installation and usage of the giropay / paydirekt extension for Shopware.

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1 Introduction

This manual describes the installation, the configuration and the use of the payment module forShopware and giropay / paydirekt.

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

- You need an Owner Account for giropay / paydirekt for the Sandbox and / or the Live Account. You will receive this account directly from giropay / paydirekt.
- You need thegiropay / paydirekt payment module from www.sellxed.com/shop.

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

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

1.1 Installation Procedure

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

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

Installation Service

Our payment plugins should have per default the correct settings for most of our customers' preferences. That means once you have entered the required credentials in the plugin configuration to connect your account to your website, the plugin should be fully operational. Should you be willing to receive detailed 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 giropay / paydirekt might not get through to the shop.

1.2 System Requirements

In general, the plugin has the same system requirements as Shopware. 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 giropay / paydirekt

2.1   Sandbox and Live Platform for the Administration

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

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

2.2   Configuration of the API Keys

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

2.2.1   Creating a Technical User

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

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

Figure 2.1: Edit the user role (icon).

2.2.2 Generating API Keys and Secrets

When you log in you will find the API Keys under "Settings". Here you can generate a new **API Key** and a **Secret Key**. The API Key and the Secret Key will be shown to you once. Transfer the data directly into the main module.
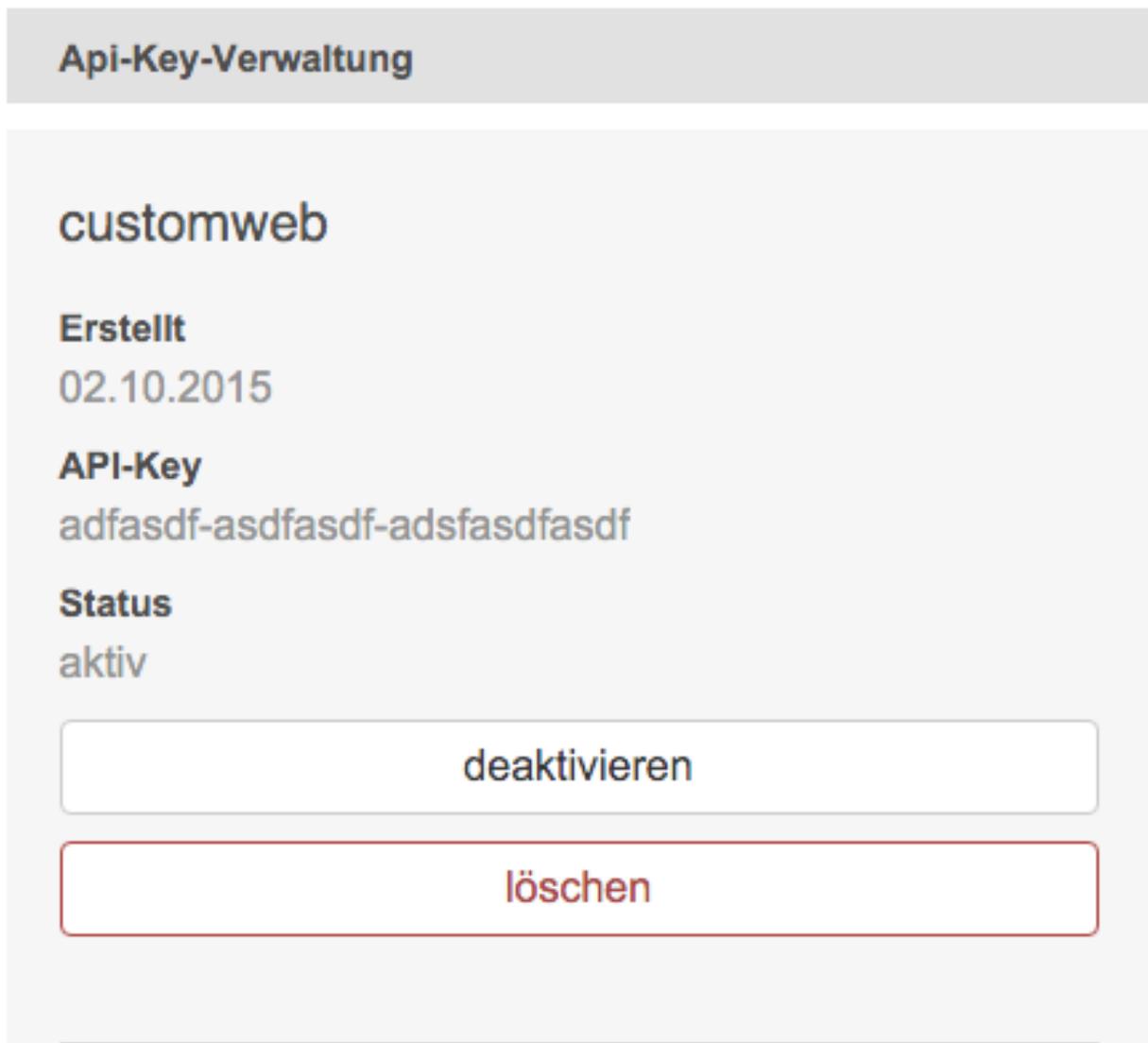
Figure 2.1: Generating API Keys (Icon).

2.2.3 Logo

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

2.2.4 Transaction List

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

Figure 2.1: Transaction Overview

2.3 Configuration of the Main Module

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

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

Save the data according to live or test mode.

2.4 Activating the Payment Methods and Testing

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

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

3 Module Installation and Update in the Shopware 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.

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.

3.2.3 Updated Plugin from the PayDirektCw to the CwbPayDirektCw Version.

We plan to release this plugin in the shopware store in the near future. To make this possible we hda to apply some changes to our code. Most important a prefix for our PHP classes is required and the plugin folder had to be renamed. To update to this new version simply overwriting the existing files is not possible. This sections describes the steps required to update the module in detail.

> ## Do not do updates directly in the live environment
>
> Please test the update procedure first in your development system. So you can ensure the update is working correctly.

> ## Mutliple Plugins
>
> If you are using multiple plugins from us. You need to update all of them to the new version.

1. Activate the maintenance mode of the shop.
2. Make a backup for your database and your files in your shop. **Without this you will not be able to revert to the old version, if anything goes wrong.**
3. Upload the new plugin files.
4. Deactivate the existing plugin. **Do not deinstall the old plugin yet.**
5. Install and activate the new plugin.
6. If you have custom css or template files for the plugin, adapt the changes to the new plugin.
7. If you are using the Shopware API endpoint of this plugin, update the URL to new endpoint.
8. Verify the main and method settings.
9. Deinstall the old plugin.
10. Delete the files of the old plugin. The following files/folders must be removed, if they exist:
    * engine/Shopware/Plugins/Local/Frontend/PayDirektCw
    * engine/Library/Customweb
    * engine/Library/Crypt
    * engine/Library/File
    * engine/Library/Math
    * engine/Library/Mobile
    * engine/Library/Net
    * engine/Library/PhoneNumber
    * engine/Library/System
    * engine/Library/loader.php
    * engine/Library/openssl.cnf
11. Make a test transaction to verify everything is workin correctly.
12. Deactive the maintenance mode of the shop.

4 Module Configuration in the Shopware 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 Configuration of the Main Module

In order to install the main module search for giropay / paydirekt under **Settings > Plugin Manager** . Click on the **+** symbol in order to begin the installation process. Afterwards, click the "edit" symbol and configure the main module.

Enter the individual options which you partly may have already used for the configuration of the administration interface of giropay / paydirekt. Should an option not be clear to you, you can click on the question mark and will find further information on the settings.

4.2 Configuration of the Payment Method

After having configured the main module, you will find all payment methods under **Settings > Payment Methods**. Activate each payment method you wish to offer in your shop. You can save individual settings for each payment method (and for each shop in case of a multi-shop set-up) and thereby optimally adapt the payment methods to your existing processes. The most central options are described in more detail further below.

Figure 4.1: Configuration of the Payment Method

4.3   Assigning the Payment Method to the Shipping Costs

In order for the transactions and the shipping costs to be matched correctly to the payment methods you need to assign the payment methods to the shipping methods. Go to settings > shipping costs. Open **all** the shipping costs and add a payment method.

Figure 4.1: Assigning the Payment Method to the Shipping Method.

Attributing Payment Methods to the Shipping Method

Depending on the amount of delivered payment methods, it may be that certain payment methods can't be attributed to a specific shipping method as not all payment methods can be displayed. This is a known bug of Shopware. Merely the first 30 payment methods are displayed. Please delete all payment methods that you don't need and then all other payments will be displayed.

4.4 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 giropay / paydirekt and the module
>
> It may be that settings saved in the payment modules overwrite settings saved in giropay / paydirekt.

4.5   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.

4.5.1   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.

4.6   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 giropay / paydirekt during the authorisation process. The payment method is displayed in any case

4.6.1   Usage of the Integrated Multishop Functionality of Shopware

The payment module supports the multishop feature of Shopware. No further modifications are necessary. The module automatically recognizes the shop the order belongs to. In order for the

multishop functionality to work, it is, however, necessary that the individual sub-shops within Shopware have been configured correctly.

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 giropay / paydirekt as well as in your shop. Information about the configuration of the payment methods can be found further above.

Below you can find important information for specific payment methods that deviate from the standard process.

5.2 Information on Payment Status

For each payment method you can define an initial payment status (status for authorized payments etc.). You hereby define the payment status for each state depending on the processing type of the order (captured, authorized, etc.). It's the initial status which the order assumes. Depending on the mutation carried out by you, the status can change.

> ### Important info regarding Order Status
>
> Never set the status to **Pending giropay / paydirekt** or any similar pending status which is implemented by the module.

5.2.1 Order status "pending" / imminent payment (or similar)

Orders with the status 'pending giropay / paydirekt' are pending orders. Orders are set to that status if a customer is redirected in order to pay but hasn't returned successfully or the feedback hasn't reached your shop yet (Customer closed window on the payment page and didn't complete payment). Depending on the payment method these orders will automatically be transformed into cancelled orders and the inventory will be cleared (so long as the Cronjob is activated). How long this takes depends on the characteristics of the payment method and cannot be configured.

If you have a lot of pending orders it usually means that the notifications from your webserver to giropay / paydirekt are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of giropay / paydirekt.

5.2.2 Order status "cancelled"

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

6 The Module in Action

Below you will find an overview of the most important features in the daily usage of the giropay / paydirekt module.

6.1 Capturing / Canceling of Orders

6.1.1 Capturing Orders

> **Please note**
>
> The transaction management between your shop and giropay / paydirekt is not synchronized. If you capture payments with giropay / paydirekt, the status in the shop will not be updated and a second capturing in the shop is not possible.

In order to be able to capture orders, you must make sure that you have set 'Capturing' to **deferred** in the configuration of the payment method.

Open the order you wish to capture and switch to the tab **Transactions**. Here you will find the tab **Captures**. Enter the amount you wish to debit from the customer's card. By clicking **Capture**, a direct capturing of the order occurs with giropay / paydirekt.

6.1.2 Cancellation

By clicking the button **Cancel**, you delete the initial authorization on the customer's card. The pre-authorized amount is released from the customer's card.
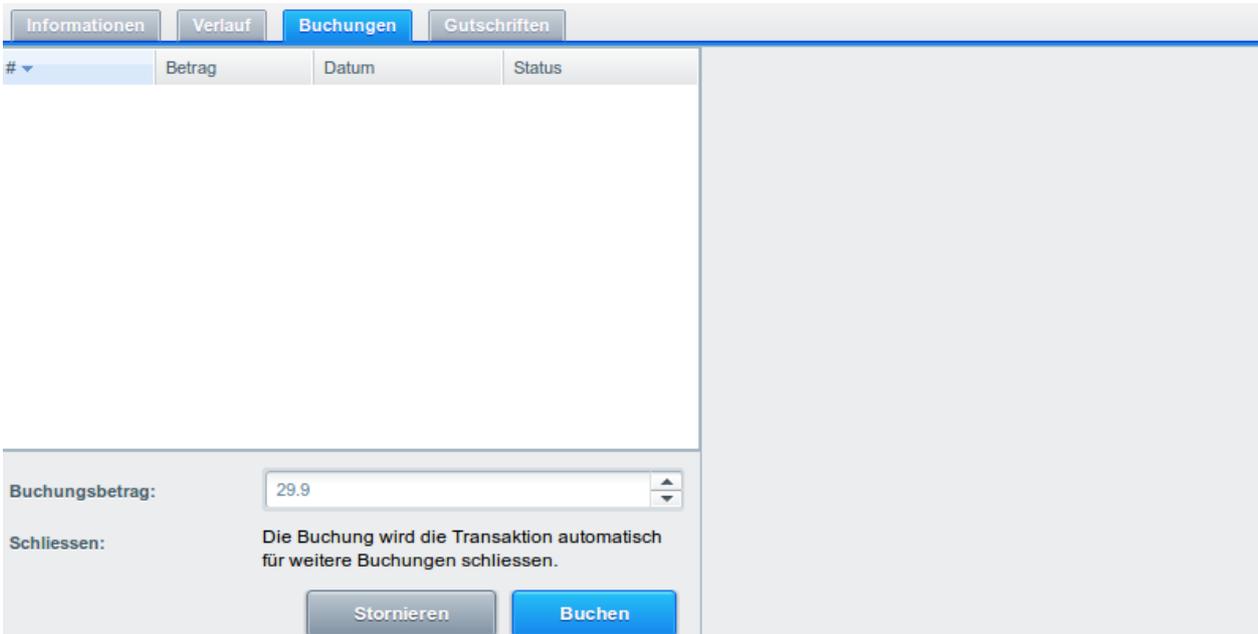
Figure 6.1: Capturing/Cancellation of orders in Shopware

6.2 Useful Transaction Information on the Order

In each order, processed via our module, you can find an overview of the most important information about the transaction as well as a transaction history.

In order to get to the transaction information, open the order and switch to the tab **Transactions**. Here you will find all authorization attempts and the related information.

Figure 6.1: Transaction Information in Shopware.

6.3 Refunds

You can refund already captured transactions and automatically transmit them to giropay / paydirekt. In order to to so, open the order. Switch to the tab **Transactions**. A new window will open up in which you must then switch to the tab **Refunds** in order to refund orders.

To refund a line item you need to enter the quantity you wish to refund. By clicking **Refund**, the refund is automatically transmitted to giropay / paydirekt. It will than be refunded via the payment method the customer chose for the transaction.

Figure 6.1: Refunding Orders in Shopware.

Please note that you can't refund more than 100% of the original amount.

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

7 Getting the Credit Card Data via Shopware REST API

When connecting ERP systems to Shopware it may be that further information is required via Shopware API. Our module provides you with a lot of payment information also via Shopware REST API.

Basic Information about the usage of the REST API of Shopware can be found in the Shopware Developers Guide.

The service can be called up under https://www.shop-url.com/api/CwbpaydirektcwTransactions. The call of the above URL leads to the listing of all transactions. By adding the Transaction ID you can filter by the corresponding Transaction ID. The Transaction ID can be found in the order overview (Customer > Payments > giropay / paydirekt)

Additionally, you can also access the transaction via the Payment ID (transmitted through giropay / paydirekt). To do so, the parameter 'usePaymentId=1' has to be added as a parameter to the URL.

8 Set-up a cron job to activate the timed operations

To activate the timed operations of the plugin (e.g. update service, deleting pending orders, etc.) make sure that you set up the Shopware Cron engine. Especially the update function allows you to automatically retrieve additional information or changes of your order directly via the API of giropay / paydirekt. For payment methods which use a delayed authorisation process this is mandatory. Please note it could be that in order to use the update feature it may be necessary that giropay / paydirekt activates additional options in your account.

The module uses the standard cron engine of Shopware. More information regarding the set up can be found here: https://community.shopware.com/Cronjobs_detail_1102.html.

9 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.

9.1 Test Data

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

giropay / paydirekt

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

10 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

10.1 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the giropay / paydirekt Referrer URL might appear in your Analytics Tool thus hiding the original traffic source. However, most Analytic Tools are able to minimize this problem.

In case you are using Google Analytics as reporting tool, this step by step guide may help you to exclude the URLs: under bullet point 4.

11 Compatibility with Third-Party Plugins

The plugins listed below are compatible with our payment modules and allow you to handle certain tasks in an easier way.

11.1 Birthday and gender in Shopware

For certain payment service providers it is necessary to check the birthday and the gender of a customer. Shopware does not check this by default. To enable these checks go to "Configuration > Basic Settings > Frontend > Login / Registration" and check the following parameters:

- Show Birthday Field
- Birthday is required
- Show "I am" select field

12 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.

12.1 Log Levels

You can configure the log level in the giropay / paydirekt settings.

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

12.2 Log Location

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

13 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.

13.1 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 Shopware initialized in your script, this is required for the database connection.

```
require __DIR__ . '/autoload.php';
use Shopware\Kernel;
$environment = 'production';
$kernel = new Kernel($environment, false);
$kernel->boot();
```

Register the module module classes.

```
$pluginPath = 'engine/Shopware/Plugins/Local/Frontend/CwbPayDirektCw';
Shopware()->Loader()->registerNamespace('Customweb', 'Customweb/');
Shopware()->Loader()->registerNamespace('CwbPayDirektCw_Helpers',
$pluginPath . '/Helpers/');
Shopware()->Loader()->registerNamespace('CwbPayDirektCw_Entities',
$pluginPath . '/Entities/');
Shopware()->Loader()->registerNamespace('CwbPayDirektCw_Components',
$pluginPath . '/Components/');
Shopware()->Loader()->registerNamespace('Shopware\Components\Api',
$pluginPath . '/Components/Api/');


require_once $pluginPath . '/Library/loader.php';
Customweb_Core_Util_Class::registerClassLoader(function ($className){
    return Shopware()->Loader()->loadClass($className);
});
```

To load old transactions register a legacy class loader.

```
        Customweb_Core_Util_Class::registerClassLoader(function($className){
            if(strpos($className, 'PayDirektCw') === 0){
                $fileName = substr($className, strrpos($className, '
                if(file_exists('engine/Shopware/Plugins/Local/Fronte
```

```
                                    require_once 'engine/Shopware/Plugins/Local
                                    return true;
                    }
              }
          return false;
    });
```

Now you can load the transaction and then extract the transactionObject.
Load the transaction by Id:

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