Installation Manual for Sogenactif 2.0 Magento

This manual describes the installation and usage of the Sogenactif 2.0 extension for Magento.

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1 Introduction

This manual leads you through the installation, configuration and usage of the payment module for Magento and Sogenactif 2.0.

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

- Access to your merchant account of Sogenactif 2.0 (https://telechargement.sogenactif.com) - On this plattform you can download the access information.
- Magento payment module from sellxed.com/shop.
- Access to your server.

In case you don't yet have a contract with Sogenactif 2.0, we please ask you to contact their support.

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

1.1 Process 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 your test was successful, do not forget to switch the operating mode to live mode.

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 Sogenactif 2.0 might not get through to the shop.

1.2 System Requirements

In general, the plugin has the same system requirements as Magento. Below you can find the most important requirements of the plugin:

- PHP Version: 5.4.x or higher
- Magento: 1.7.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 of the Payment Module and the Payment Methods

In order to configure and set up the main module in Magento please double check that you received the following information:

- Live Merchant ID
- Live Secret Key
- Live Secret Key Version

All this informations are provided in the Sogenactif 2.0 merchant account. Click on the button located on the top right hand corner of the page called **SECRET KEY**.

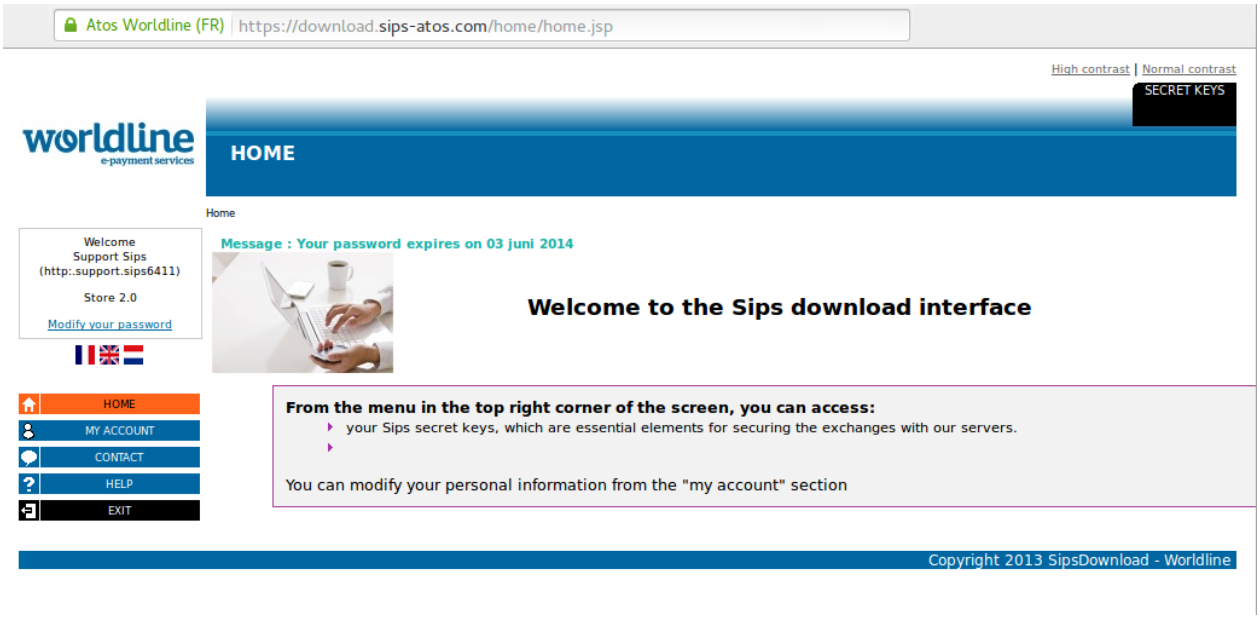


Figure 2.1: Access to the secret keys.

Follow the instruction in the section main module to install and set the above retrieved credentials directly in your shop. If you want to have additional information regarding how to use the Extranet of Sogenactif 2.0 we ask you kindly to directly call the customer support of Sogenactif 2.0.

3 Payment Plans

You are able to split a payment at Sogenactif 2.0 in order to charge the total amount to your clients in several steps. The remaining payments are directly charged to your customers by Sogenactif 2.0 - You do not have to do anything yourself to debit their cards for later payments. By default your account is able to split payments in 2 or 3 payments. Please contact the support desk of Sogenactif 2.0, if you wish to setup more than 2 or 3 n-Payments and activate the feature in your account. You'll need to make sure to follow the following two steps in order to activate the payment plans in your shop.

- You need to activate the payment plans option within any payment method. This setting can be found in the settings of any payment method within your shop administration.
- In the setup file of Sogenactif 2.0 within your shop, you will find the section 'Payment Plans' ('Paiement n-fois'). This is where you'll need to setup your payment plans.

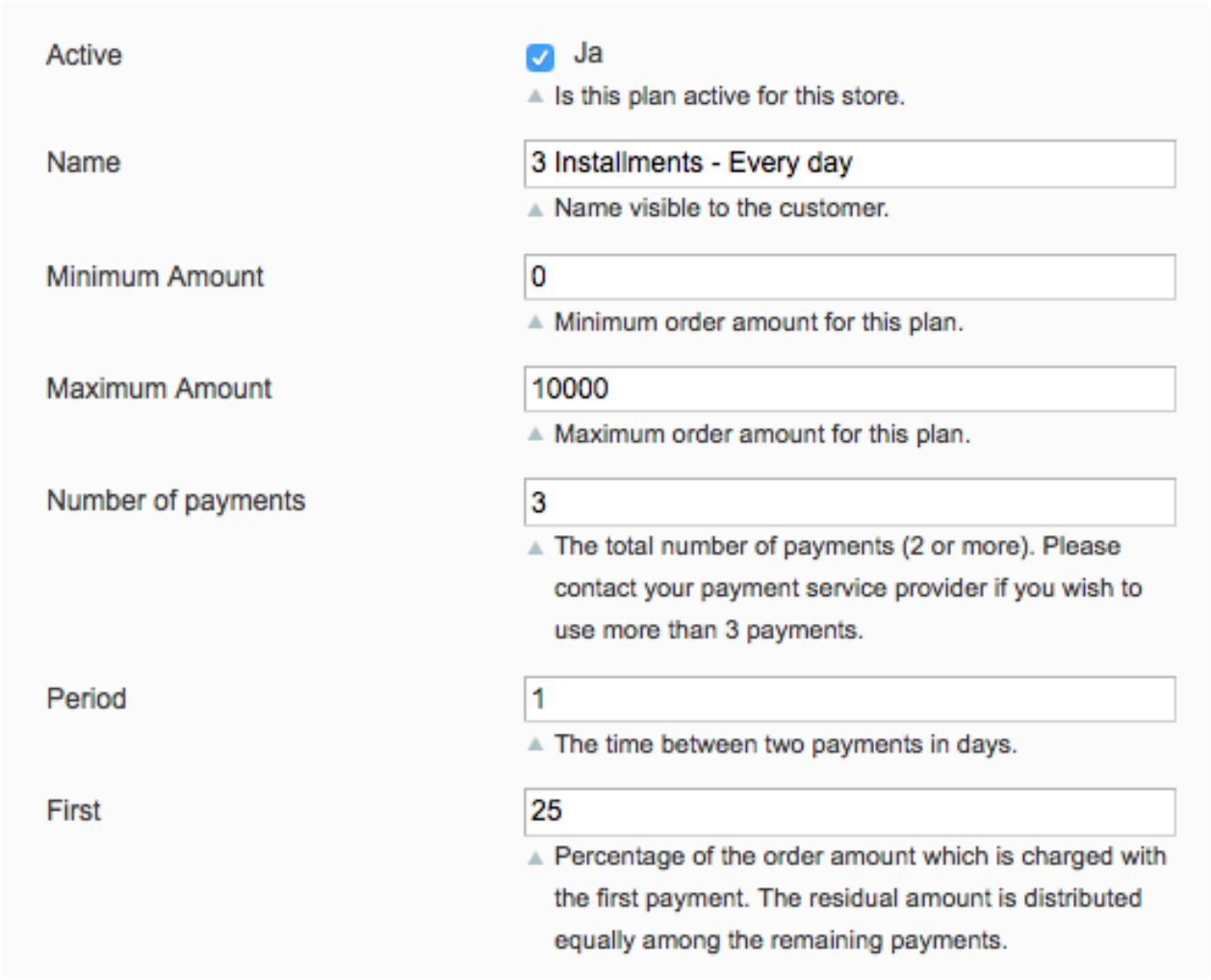


Figure 3.1: A payment plan in the setup file of Sogenactif 2.0.

4 Migrating from Version 1 to Version 2

Sogenactif 2.0 will be deprecating Version 1 of it's API by end of year 2021. You can continue to use API Version 1 until this date but it is recommended to make the switch before then. In order to do this please contact your payment provider and ensure they have configured your merchantId to use Version 2 and set up a secret Key to your existing MerchantID.
Once this process is complete enter your new merchant details (as outlined above in the configuration section). Once you have done this ensure you have chosen "2" from the API version dropdown. If you have not chosen this configuration option you will receive the following error message:

> Invalid keyword : code=12 message=Missing merchant transaction id key [6ecec6fc76c6a1]

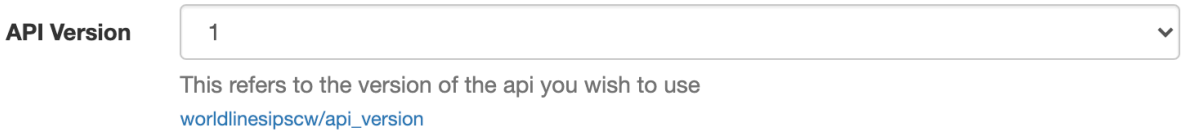


Figure 4.1: The api version dropdown for Sogenactif 2.0.

5 Module Installation and Update in the Magento Shop

5.1 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.

In the following you will find the installation manual for Magento 1 as well as Magento 2

5.1.1 Magento 1

> **Compiler Cache / Caching**
>
> Before you start the installation or after doing an update of the module, please make sure, that the compiler cache is disabled. Also make sure that you cleared the cache otherwise it could be that the settings page is not visible.

1. Create a back-up of your shop.
2. Extract the content of the ZIP file.
3. Copy the **entire content** of the folder "files" into the main directory of the server of your shop respectively to the folder where the plugins are copied normally. In order to do so, use your usual ftp program. Make sure that the folders aren't replaced but merely merged.

5.1.2 Magento 2

Im Folgenden werden die Schritte für die Installation und das Update der Extensions erklärt.

5.1.2.1 Installations Requirements

Bitte beachten Sie, folgende Voraussetzungen sind für den Betrieb von Magento 2 zwingend zu erfüllen:

1. System requirements von Magento (http://devdocs.magento.com/guides/v2.0/install-gde/system-requirements.html)
2. Der Cron Job muss korrekt eingerichtet sein, sonst können keine Extensions installiert werden. Weitere informationen fidnen Sie hier: http://devdocs.magento.com/guides/v2.0/config-guide/cli/config-cli-subcommands-cron.html

5.1.2.2 Installation

For the installation of the plugin in your Magento 2 store please follow these steps:

1. **Readiness Check**

   Before uploading the plugin it is necessary to do the Readiness Check for Magento 2

   1. 1. Save this script as cw-setup.php on your copmuter.
   2. 2. Upload this cw-setup.php Script into the root directory of your Magnto 2 installation.
   3. 3. Access your server via SSH and run this command: php cw-setup.php
   4. 4. The script will present you with additional commands which you need to execute.

   About the cw-setup.php script

   The provided script generates a set of commands which should be executed to clean up Magento 2. The script itself doesn't execute anything. It only generates the necessary commands.

2. **Upload**

   Upload the content of the folder **files_2** into the root directory of your server. Execute the commands provided by the cw-setup.php script again.

5.2 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.

5.2.1 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.

5.2.2 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.

5.2.2.1 Magento 1

1. Download the newest version of the plugin. The download is available in your sellxed.com account under "My Downloads".
2. Extract the ZIP file.
3. Upload the folder **files_1**into the root directory of your shop.
4. Clear the Magento cache

5.2.2.2 Magento 2

1. Download the newest version of the plugin. The download is available in your sellxed.com account under "My Downloads".
2. Extract the ZIP file.
3. Upload the folder **files_2**into the root directory of your shop.
4. Clear the Magento cache

5.3 Database Migration

This section describes how you can run the database migration script

This only needs to be done if your Magento installation shows error messages regarding missing tables or columns in the database.

5.3.1 Magento 1

Clear the Magento cache

If this does not resolve the issue, remove the entry sogenactifcw_setup from the core_resource table and clear the cache again.

5.3.2 Magento 2

From the command line run the following command:

php bin/magento setup:upgrade

6 Module Configuration in the Magento 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.

6.1 Configuration of the Main Module

6.1.1 Magento 1

The settings for the main module can be found under **System > Configuration > Sogenactif 2.0**. Enter the various options, some of which you have already specified in the configuration with Sogenactif 2.0. Information on the functionalities as well as the impact of the individual settings can be found directly by the option.

The field "Time-Out for pending Payments" defines after how many minutes the order status should switch from pending to cancelled (0 means that nothing should be changed) if no successful feedback concerning the payment is received from Sogenactif 2.0. This might occur e. g. if the customer has closed his or her browser. Further information on this topic can be found under Order Status.

6.1.2 Magento 2

You will find the settings of the main module via **Stores > Configuration > Sales > Sogenactif 2.0 > General**.

Fill in the fields according to the configuration of Sogenactif 2.0 or with the data which you received directly from Sogenactif 2.0. You can find more exact explanations regarding each option in the help text by the input boxes.

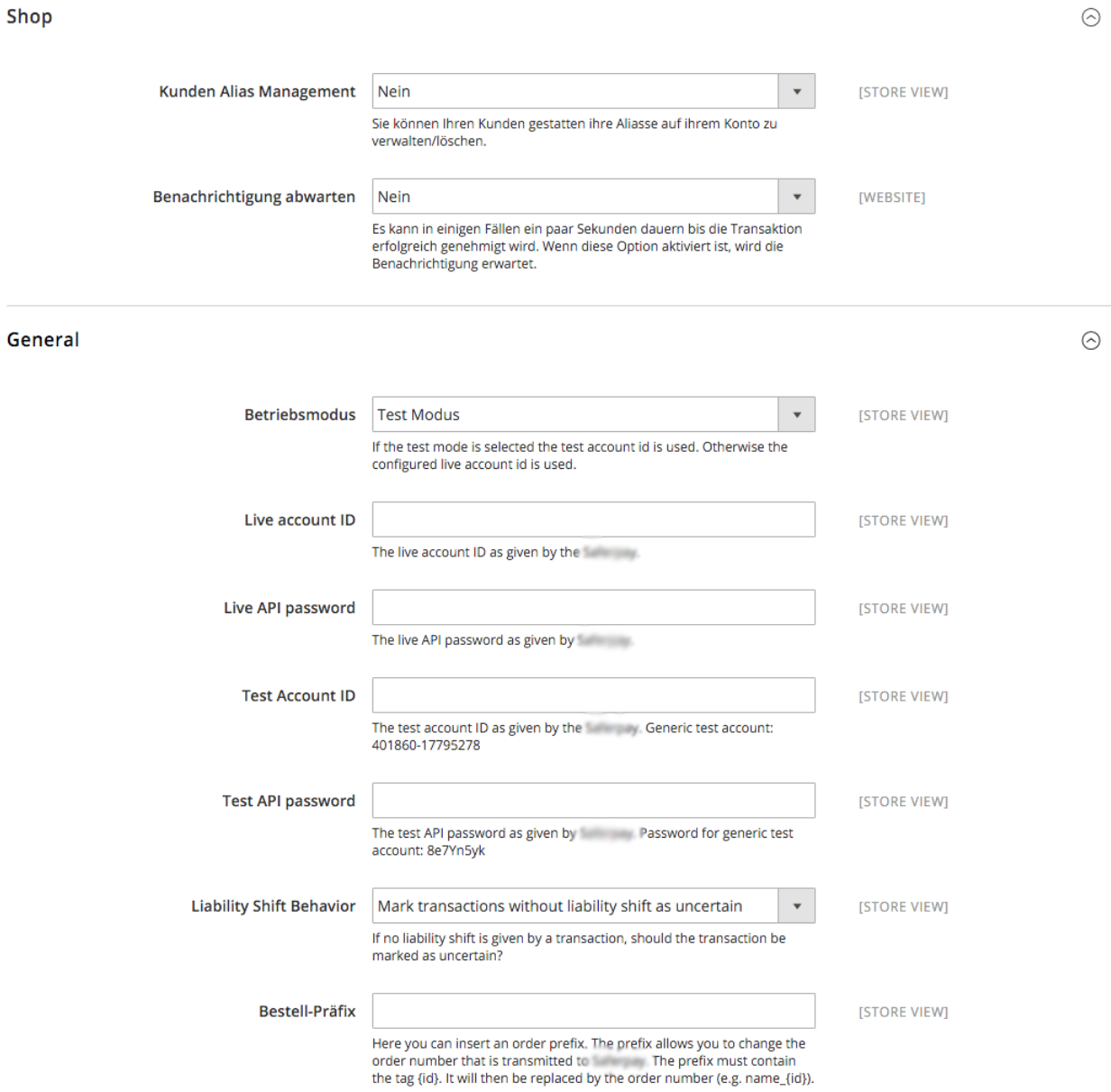


Figure 6.1: Magento 2: Configuration of the basic module. Please note, that this is an example and the settings can differ.

6.2 Configuration of the Payment Method

6.2.1 Magento 1

After having successfully installed the main module, you will find the individual payment modules under System > Configuration > Payment Methods. You can save individual settings for each payment method and thereby optimally adapt the payment methods to your existing processes. The most central options are described in more detail further below.

6.2.1.1 Direct Capturing of Invoices

The "Invoice Creation" specifies if invoices should be captured directly or not. Captured invoices can no longer be modified. If you wish to be able to modify the ordered article for debiting, please set this option to "Deferred".

6.2.2 Magento 2

After having successfully configured the main module, you will find the settings for each payment method in your shop via Stores > Sales > Payment Methods. For each payment method you can change the settings individually to optimize the payment processing in your shop.

6.2.2.1 Accounting

For each payment method you need to choose whether you want to register directly or delayed. A delayed booking only reserves the amount. Therefore it is important that you follow the instructions for such transactions as listed below. Reservations are usually only valid for a few days so we recommend to register directly. The delayed booking isn't available for every payment method.

6.2.2.2 Authorization Method

For some payment methods you can choose between different authorization methods. The authorization method determines how the payment form is presented in your shop. Please note that for some authorization methods with credit cards there are extended PCI requirements. (https://www.sellxed.com/en/blog/pci-300-changes).

6.3 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 Sogenactif 2.0 and the module
>
> It may be that settings saved in the payment modules overwrite settings saved in Sogenactif 2.0.

6.4 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.

6.4.1 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.

6.5 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 Sogenactif 2.0 during the authorisation process. The payment method is displayed in any case

6.5.1 Usage of the Integrated Multishop Functionality of Magento

The payment module supports the multishop feature of Magento. No further modifications are necessary. The module automatically recognises the shop the order belongs to. In order for the multishop functionality to work, it is, however, necessary that the individual sub-shops within Magento have been configured correctly.

7 Settings / Configuration of Payment Methods

7.1 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 Sogenactif 2.0 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.

7.2 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 Sogenactif 2.0** or any similar pending status which is implemented by the module.

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

Orders with the status 'pending Sogenactif 2.0' 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 Sogenactif 2.0 are being blocked. In this case check the settings of your firewall and ask the Hoster to activate the IPs and User Agents of Sogenactif 2.0.

7.2.2 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.

8 The Module in Action

Below you will find an overview of the most important features in the daily usage of the Sogenactif 2.0 module.

8.1 Capturing / Cancelling of Orders

8.1.1 Magento 1

> Please note:
>
> The transaction management between your shop and Sogenactif 2.0 is not synchronised. If you capture payments with Sogenactif 2.0, the status in the shop will not be updated and a second capturing in the shop is not possible.

8.1.1.1 Case 1: Invoice Capturing Directly After the Order

In the following, the process is explained for the case that you have chosen to directly create the invoice after having placed the order and only authorise payments - not capture them directly - (further information on the configuration can be found under Creating the Invoice).

In order to capture the order, open the invoice and click "capture". If you click "Cancel", the authorisation will be cancelled.

8.1.1.2 Case 2: Deferred Invoice Capturing

In case you have chosen the deferred invoice creation, you first have to create the invoice by clicking on the button "Invoice". Select "Capture online" below the total amount and then click on "capture invoice". The invoice has now been captured.

8.1.1.3 Cancel of orders/transactions

In order to cancel a transaction you first have to open the invoice and click on the cancel button. After that open the order and click on cancel here again. This will send the cancel of the order to Sogenactif 2.0. Please note that you need to cancel the invoice and the order.

8.1.2 Magento 2

8.1.2.1 Capture Bug in Magento (v. 2.0.0)

In version 2.0.0 of Magento there is a bug. It could be that invoices cannot be captured. Please make the following adjustments in the file **/vendor/magento/module-sales/Controller /Adminhtml/Order/Invoice/Capture.php**:

1. Delete the lines in the picture bellow which begin with a - .

2. Add the lines which has been marked with a + .

Here you can find the codes to be inserted in the form of a text:

+)->addComment(__('The credit memo has been created automatically.'));

Method: execute()

Diff:

```
        try {
-           $invoiceManagement = $this->_objectManager->get('Magento\Sales\Api\InvoiceManagementInterface');
-           $invoiceManagement->setCapture($invoice->getEntityId());
+           $invoice->capture();
            $invoice->getOrder()->setIsInProcess(true);
```

Figure 8.1: Opening the Invoice

8.1.2.2 Performing Captures

> ### Please note
>
> The transaction management between Sogenactif 2.0 and your shop isn't synchronized. When you capture the payments at Sogenactif 2.0 , the status is not adjusted and a second capture isn't possible in your shop.

In the configuration of the payment method you can decide whether the invoice should be captured after having been created or if only the payment is authorized. You also decide if you already want to create an invoice. If you create an invoice you can't make any adjustments for the capture.

In order to capture invoices please take the following steps:

1. Open the order and create an invoice.
2. If you have set the Invoice Settlement to deferred you can still make adjustments to the invoice.
3. Click on Capture Online.

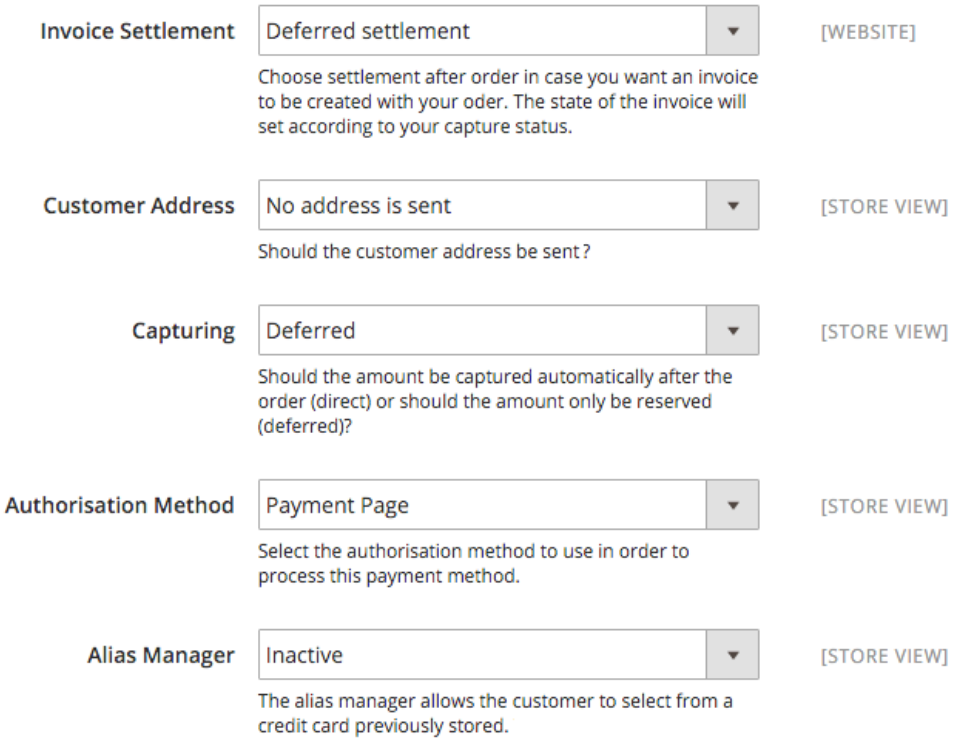


Figure 8.1: Capture options

8.1.2.3 Cancelling / Voiding Orders

In order to issue a cancellation of the payment you must use the "Void" button. If you wish to use the "Cancel" button you must cancel the payment in the Sogenactif 2.0 backend portal.

8.2 Refunds

8.2.1 Magento 1

You can refund already captured transactions and automatically transmit them to Sogenactif 2.0. In order to do so, open the invoice of the captured order. By clicking on "Credit Memo" the window for refunds is opened. Enter the amount you wish to refund. By clicking on "Refund" the refund is transmitted to Sogenactif 2.0.

Below you find a step-by-step guide including screenshots:

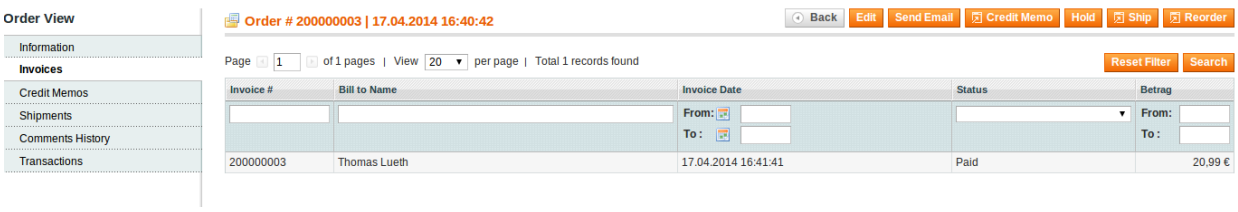


Figure 8.1: 1. open the invoice

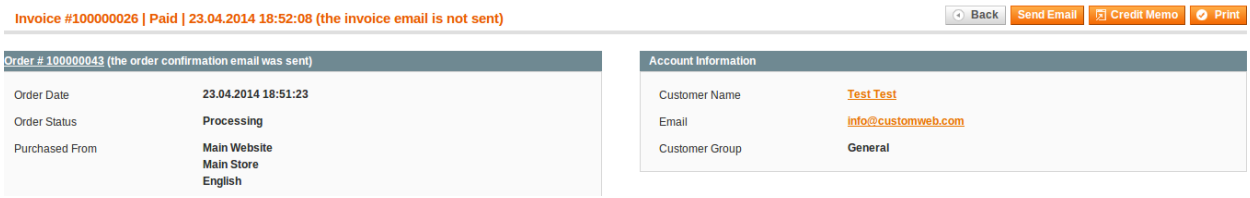


Figure 8.1: 2. click on credit memo - Important - open the invoice first!.

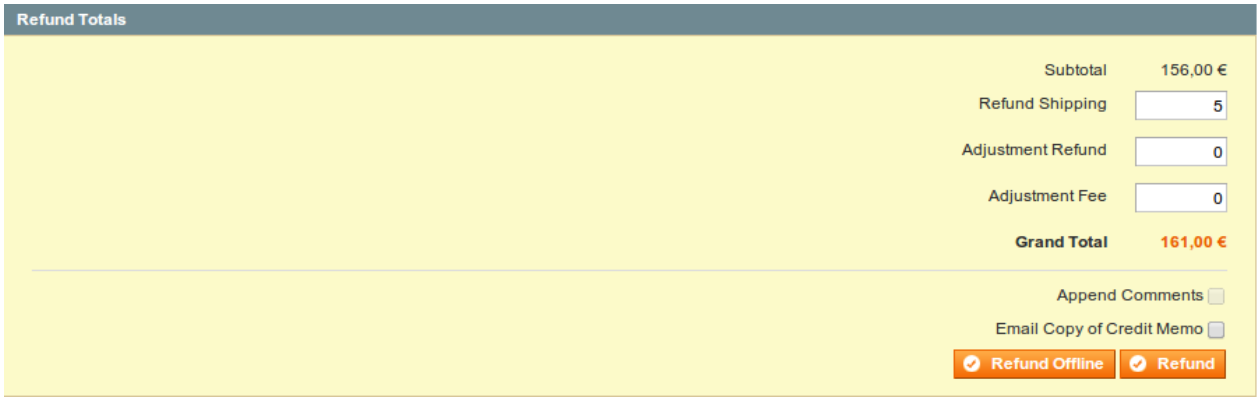


Figure 8.1: 3. Adjust the refunding amount (see more info below Refunds Based on Quantity)

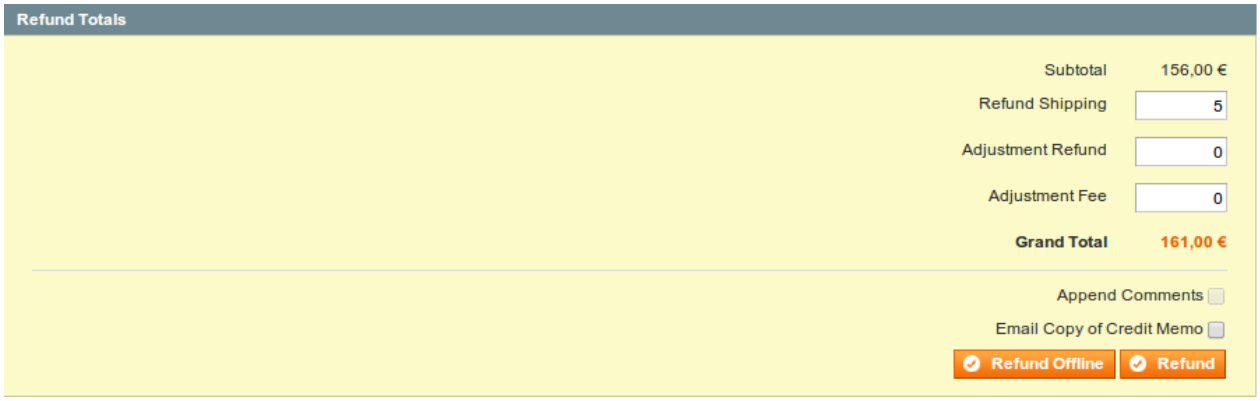


Figure 8.1: 4. To process the refund click on **Refund.**

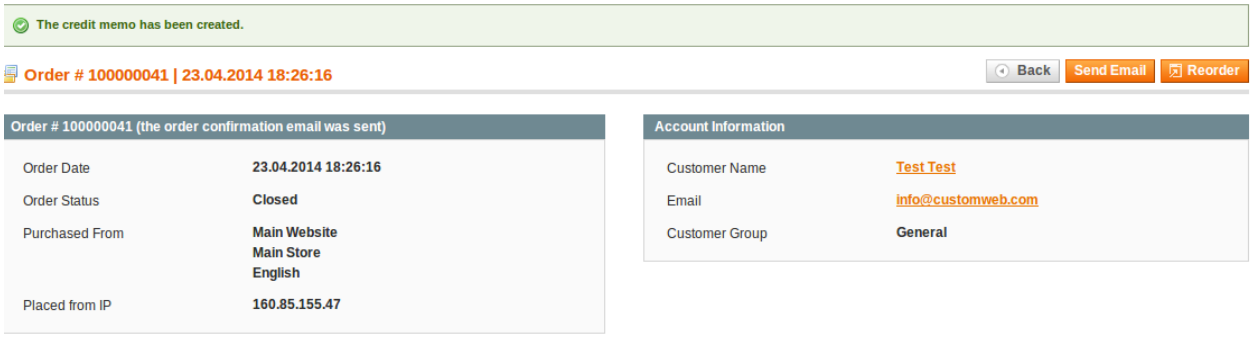


Figure 8.1: Wait for the confirmation of the refund.

8.2.1.1 Refunds Based on Quantity

You can make refunds based on product quantity. In order to do so, open the credit memo window and enter the amount of products you wish to refund to your customer's card

You can carry out as many individual refunds as you wish until you have reached the quantity of the original order. The status of the order then automatically switches to **complete**.

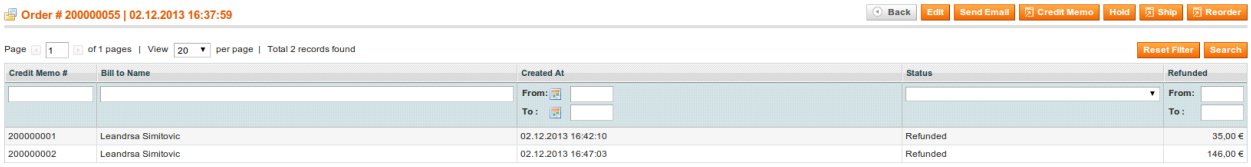


Figure 8.1: Overview of all Refunds

8.2.1.2 Refunding of Any Amount

As each position of the order needs to be transmitted to Sogenactif 2.0 we can't support the function **Adjustment Refund** - meaning the refund of any amount. Only whole items can be refunded by adjusting the refund amount.

> ### Adjusting the amount of several refunds
>
> It is possible to carry out several refunds on an order. Please note that you can refund a maximum of 100% of the original amount. If you have already carried out a refund you need to make sure not to refund more than the initial amount by adjusting the amount and the Adjustment Fee.

8.2.2 Magento 2

8.2.2.1 Resolving a Current Magento Bug (v. 2.0.0)

In the 2.x version of Magento there is a bug. Please make the following adjustments to the file **/vendor/magento/module-sales/Model/Order/Payment.php** :

1. Delete the lines in the picture bellow which begin with a - .
2. Add the lines which has been marked with a + .

Method: registerRefundNotification($amount)

Diff:

```
            $creditmemo->setPaymentRefundDisallowed(
                true
            )->setAutomaticallyCreated(
                true
            )->register()->addComment(
+           )->addComment(
                __('The credit memo has been created automatically.')
            );
```

Figure 8.1: Adjustments so you are able to enter a credit memo.

Here you can find the codes to be inserted in the form of a text:

+)->addComment(__('The credit memo has been created automatically.'));

8.2.2.2 Performing Credits

For registered transactions you can create credits and transmit them automatically to Sogenactif 2.0 . In order to do so open an invoice of an already registered order. By clicking on "Credit Memo" a dialog will open for the refunds. Now you can adjust the number of products which you would like to credit in the credit memo dialogue.

Here you can find each step again including screenshots:

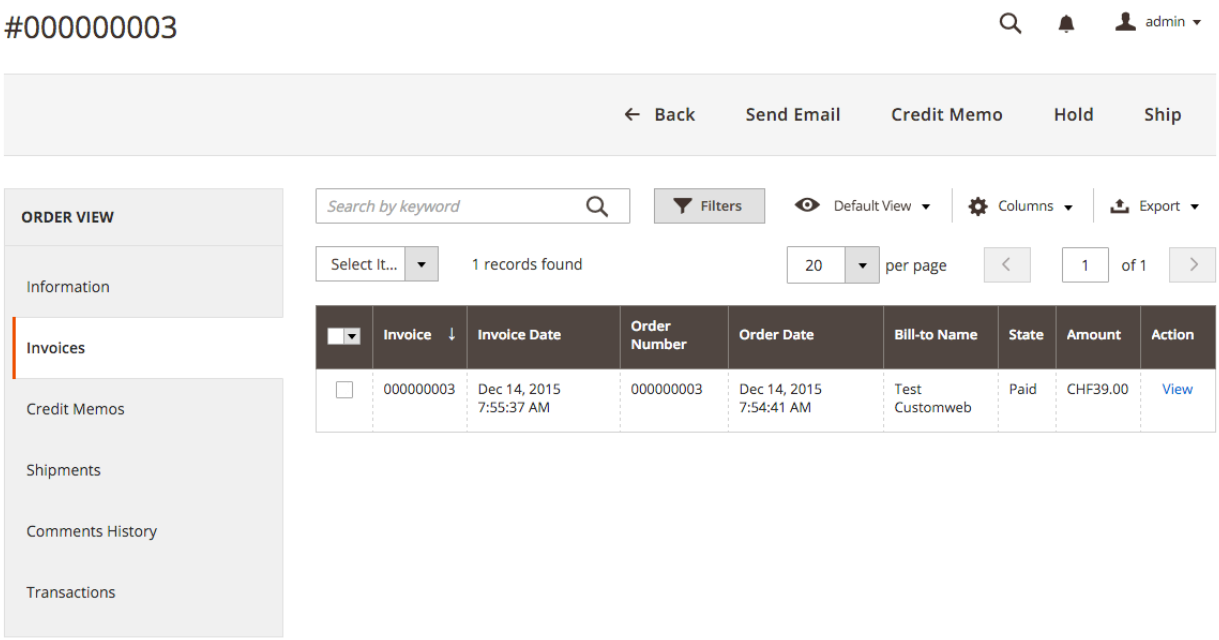


Figure 8.1: 1. Opening the Invoice

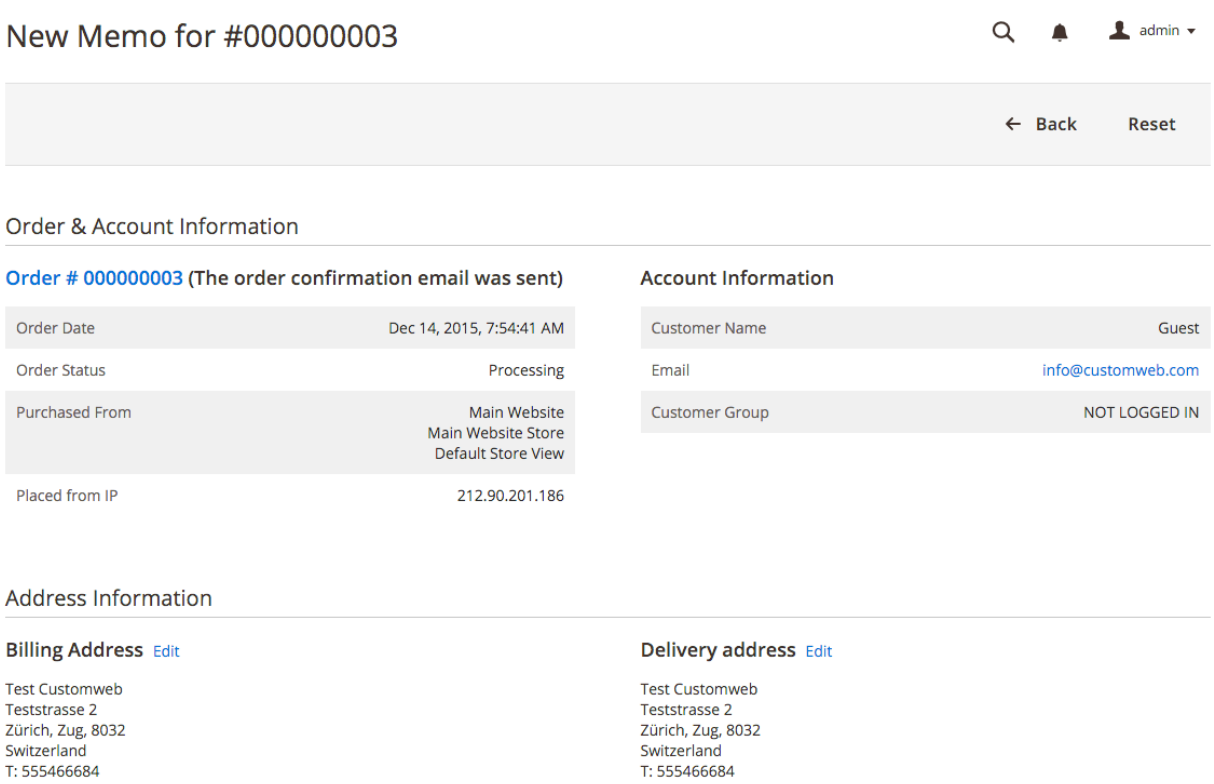


Figure 8.1: 2. Click on Credit Memo - Important the invoice needs to be opened first.

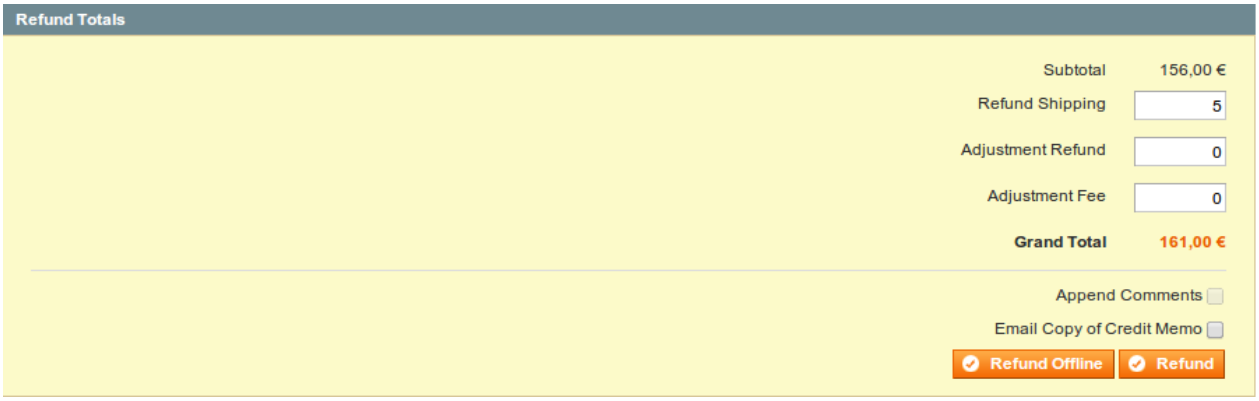


Figure 8.1: 3. Choose which products you would like to credit and click on Refund Online.

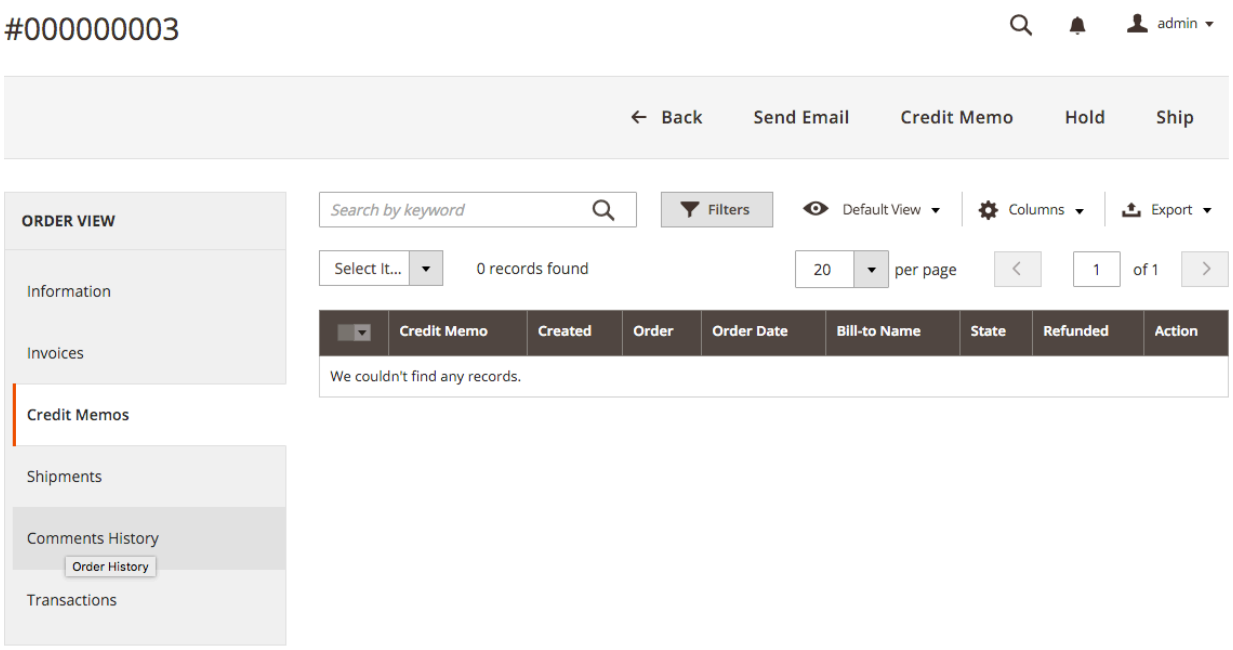


Figure 8.1: Overview of all the credits made

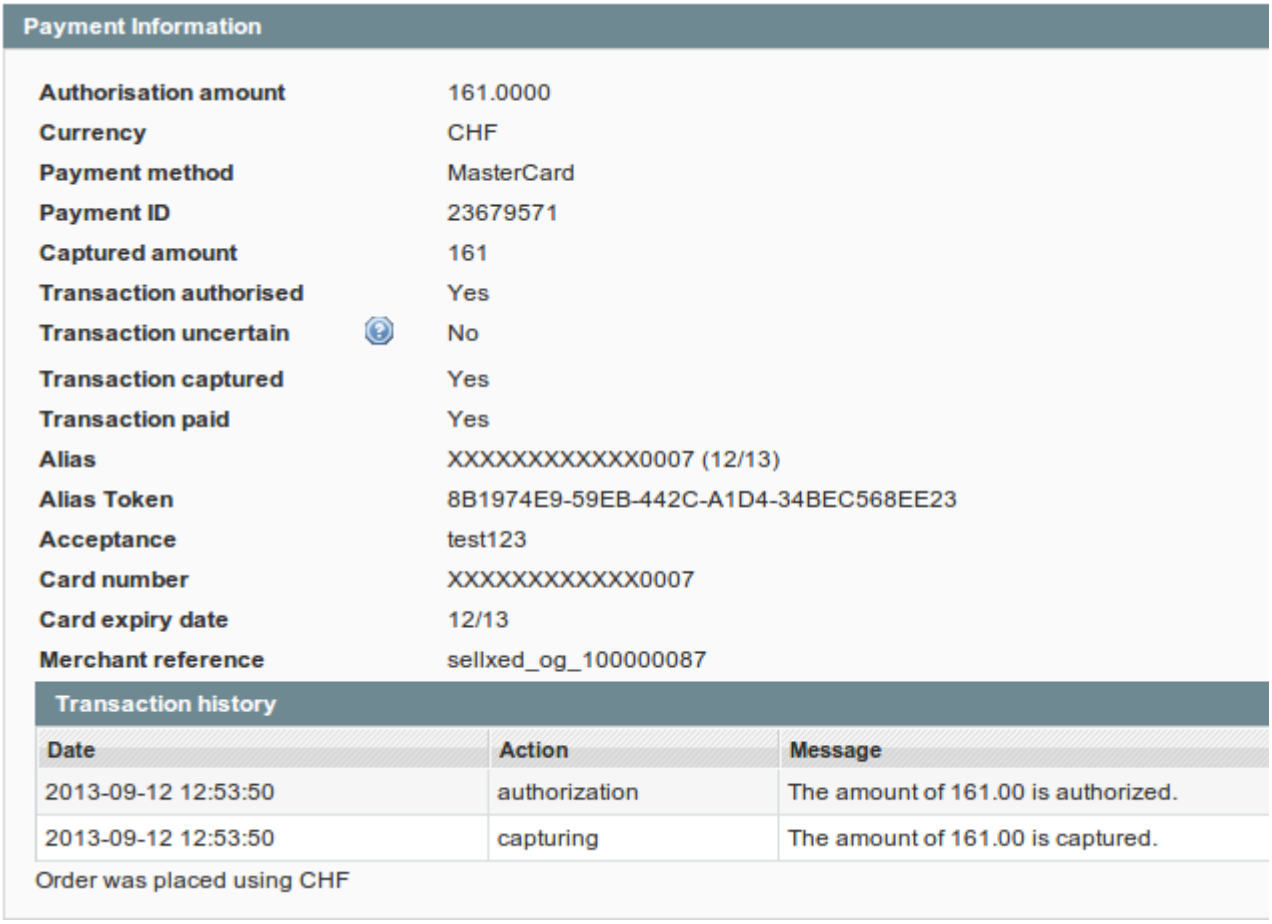
Adjusting the amounts for several refunds

It is possible to issue several credits on one order. Please note that you can't credit more than 100% of the original amount. If you have already issued a credit you will need to make sure you don't credit more than the original amount, by adjusting the amount and the Adjustment Fee.

8.3 Useful Transaction Information on the Order

8.3.1 Magento 1

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.



Payment Information

Authorisation amount	161.0000
Currency	CHF
Payment method	MasterCard
Payment ID	23679571
Captured amount	161
Transaction authorised	Yes
Transaction uncertain	No
Transaction captured	Yes
Transaction paid	Yes
Alias	XXXXXXXXXXXX0007 (12/13)
Alias Token	8B1974E9-59EB-442C-A1D4-34BEC568EE23
Acceptance	test123
Card number	XXXXXXXXXXXX0007
Card expiry date	12/13
Merchant reference	sellxed_og_100000087

Transaction history

Date	Action	Message
2013-09-12 12:53:50	authorization	The amount of 161.00 is authorized.
2013-09-12 12:53:50	capturing	The amount of 161.00 is captured.

Order was placed using CHF

Figure 8.1: Transaction Information.

8.3.2 Magento 2

In each order, which was processed by our module, you will find an overview of the most important information on the transaction and transaction history.

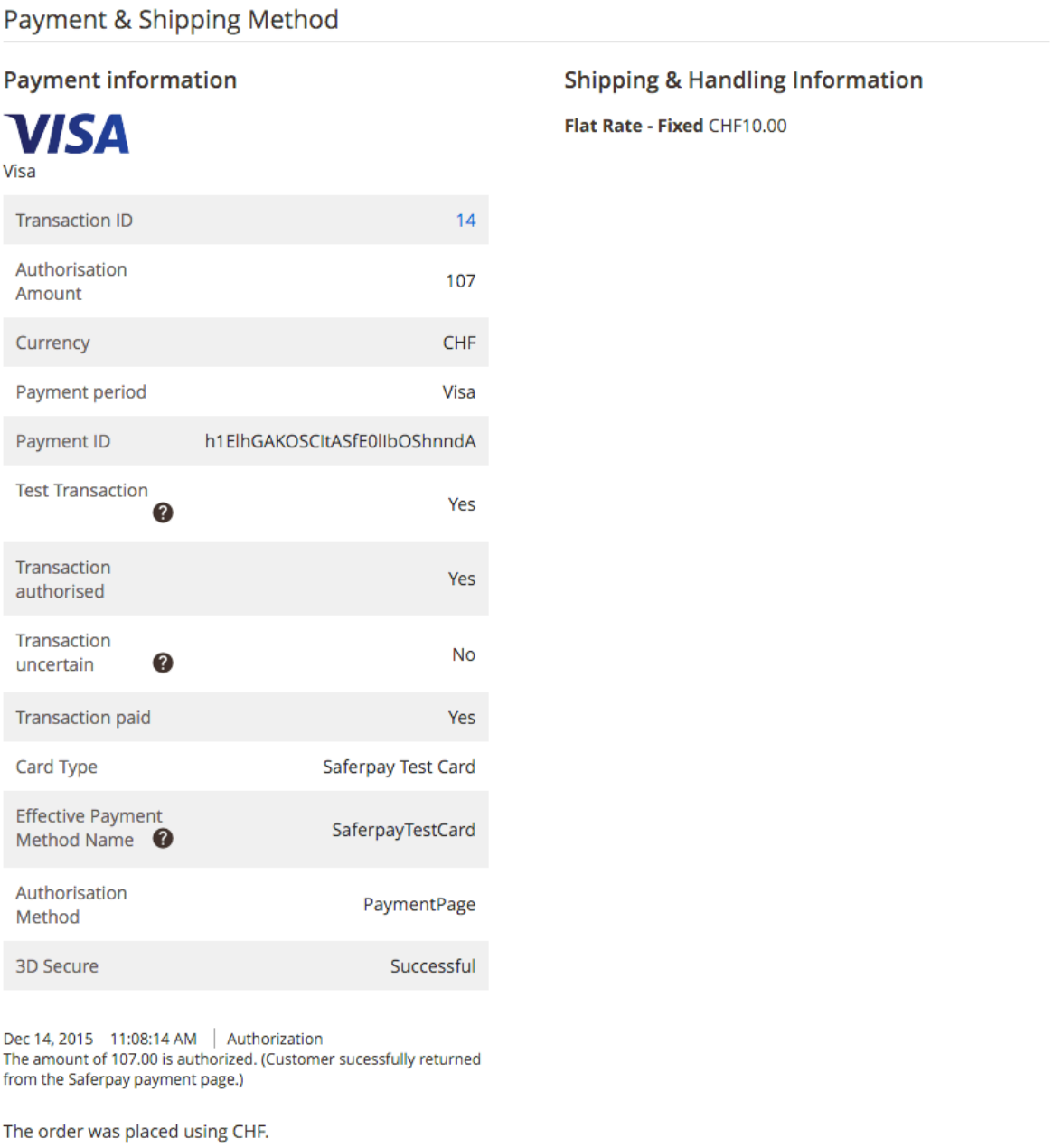


Figure 8.1: Transaction Information.

8.4 Usage of the Alias Managers / Token Solution

8.4.1 Magento 1

With the Alias Manager, your customers can securely save their credit cards with Sogenactif 2.0 for later purchases. You can enable this by activating the option "Alias Manager" in the configuration of the Payment Method. The customer can then choose from their saved credit cards without having to enter all the details again.

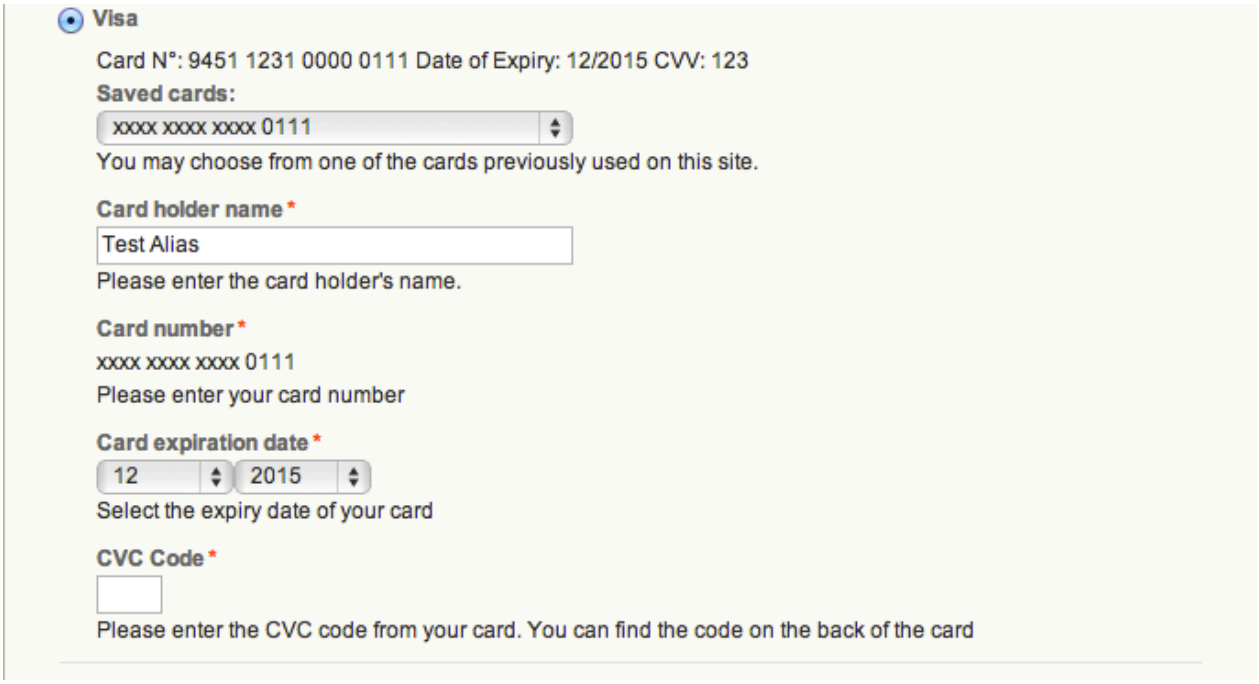


Figure 8.1: Alias Manager Transaction

> ## Attention
>
> To use the Alias Manager tit may be necessary to activate certain options in your Sogenactif 2.0 account. Please contact Sogenactif 2.0 directly to do so.

8.4.1.1 Deleting Customer Aliases

You can easily delete a customer's alias by opening the customer in the backend of Magento. Switch to the tab Sogenactif 2.0 Alias and delete the saved alias directly here.

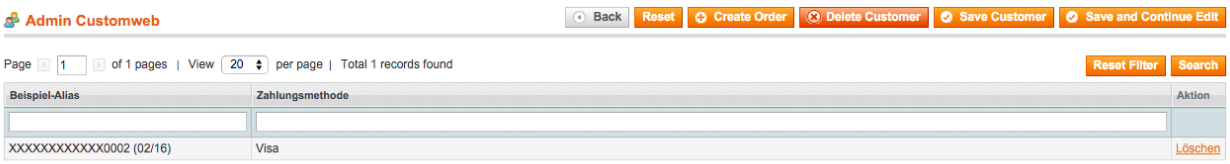


Figure 8.1: Delete previously saved aliases of your customers.

8.4.2 Magento 2

Due to the integration of the Alias Manager the customers credit card data can be saved for later purchases. The customer can choose between the cards that have already been saved and won't have to enter all of credit card data again.

8.4.2.1 Activating the Alias Manager / Token

In order for you to be able to use this you will need activate the option "Alias Manager" in the payment methods.

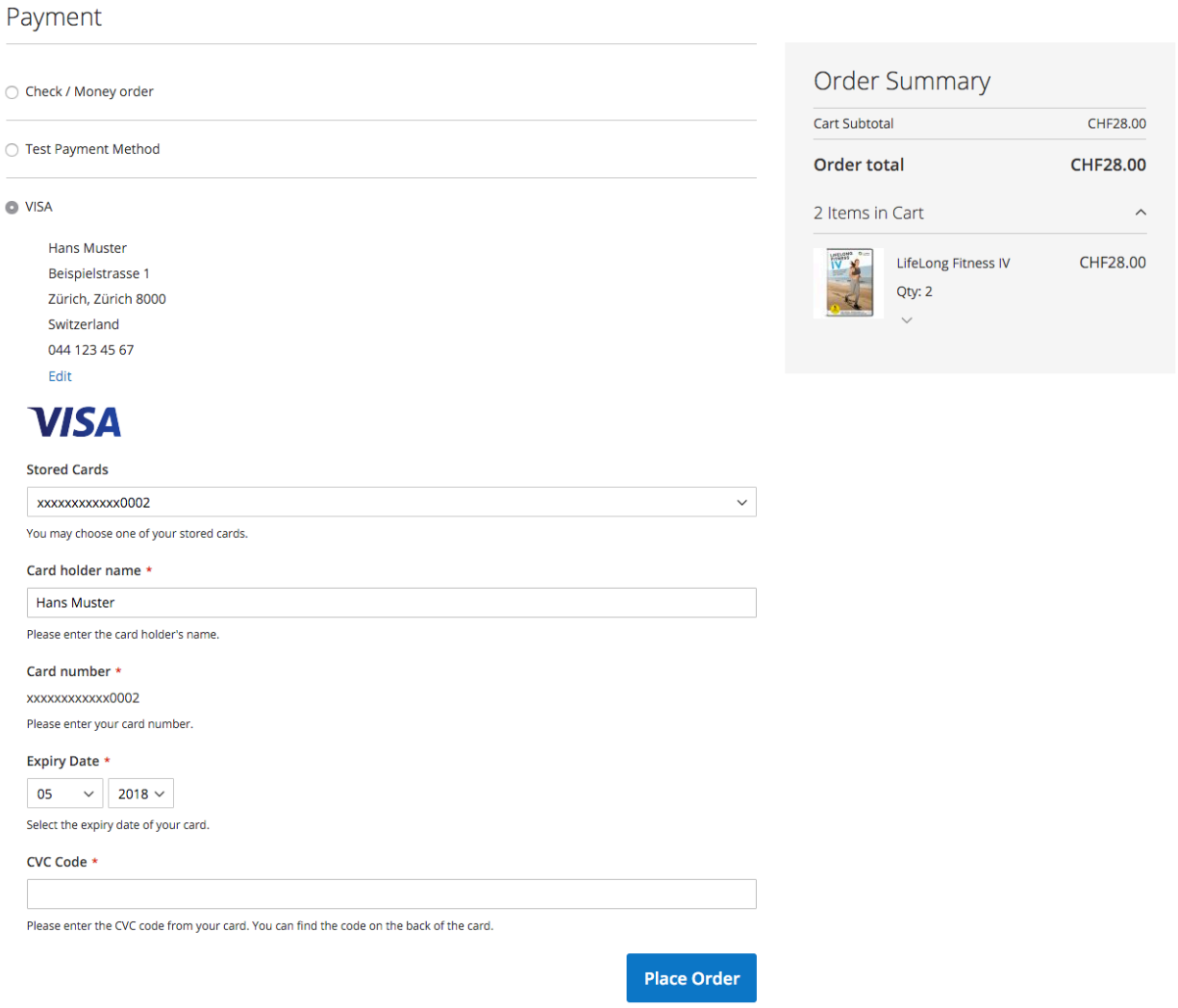


Figure 8.1: Alias Manager Transaction

8.4.2.2 Customers Deleting the Token

In Magento 2 you can allow your customers to manage the aliases in their customer account at "My Sogenactif 2.0 Aliases / Token"". This feature can also be enabled in the settings of the payment method

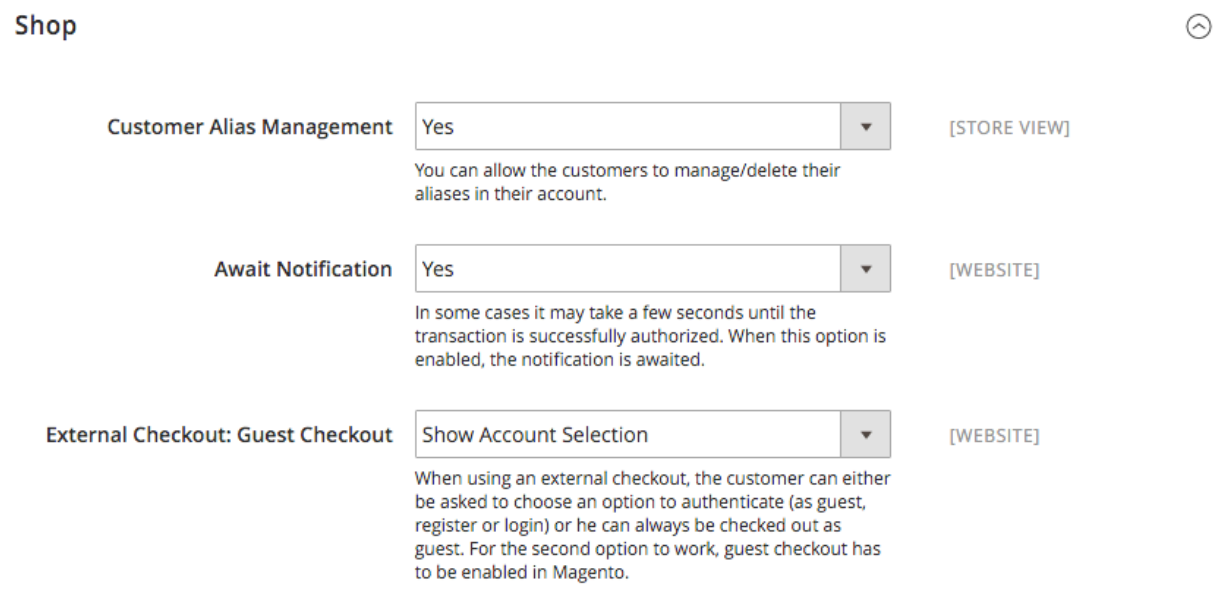


Figure 8.1: Activating the Alias Manager for Customers.

8.5 Tax Calculation Settings

8.5.1 Magento 1

To ensure that the taxes are calculated correctly and transmitted correctly to a third party invoice provider inside Magento please make sure that you set the calculation settings in the menu under System > Configuration > Tax as showed in the screenshot below.

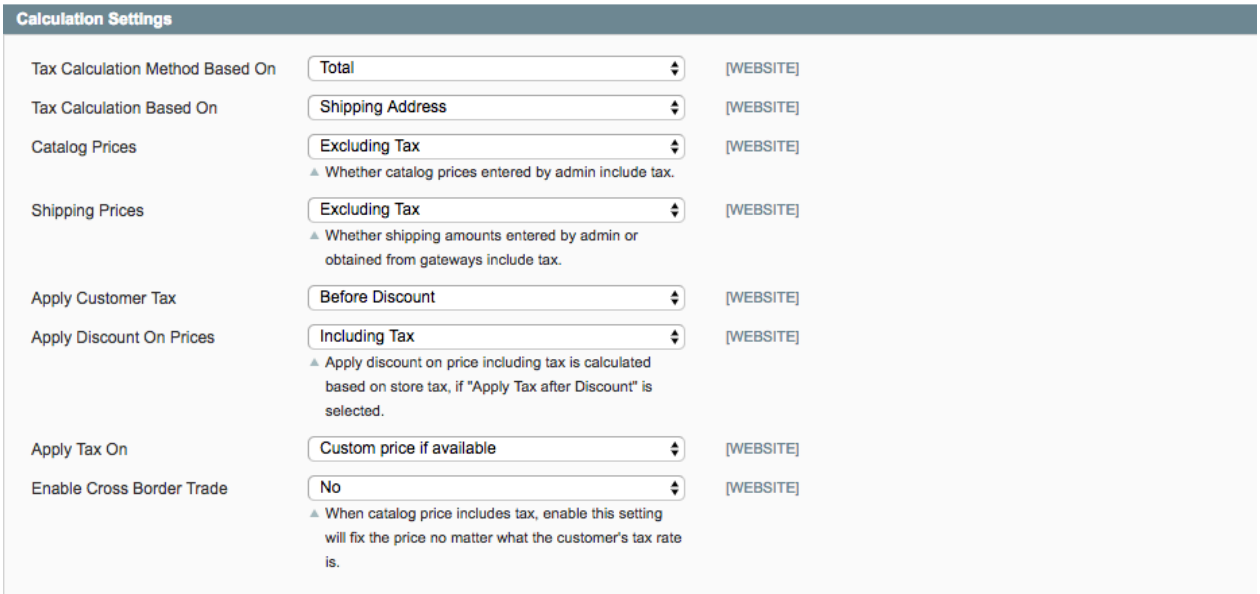


Figure 8.1: Recommended tax calculation settings for Magento.

Please also make sure that inside the settings of your promotion in the tab "Actions" the discount is not applied to the shipping amount as Magento is not correctly transmitting the tax rate there.

8.6 OneStepCheckout

8.6.1 Magento 1

The checkout of Magento can be modified and reduced to one step. The so called OnePageCheckout. Our modules support the most important OnePageCheckout extensions. If you are thinking of using a OneStepCheckout extension in combination with our Sogenactif 2.0 Magento, please make sure that you are using one of the following:

- OneStepCheckout by www.onestepcheckout.com
- OneStepCheckout by Ahead Works
- LightCheckout by GoMage
- Firecheckout by Templates Master

8.6.2 Magento 2

> There is no official support for any OnePageCheckout module for Magento 2.

8.7 Setup a Cron Job to Activate the Timed Operations

8.7.1 Magento 1

To activate the timed operations of the plugin (e.g. update service, deleting pending orders, etc.) make sure that you set up the Magento Cron engine. Especially the update function allows you to automatically retrieve additional information or changes of your order directly via the API of Sogenactif 2.0. Please note it could be that in order to use the update feature it may be necessary that Sogenactif 2.0 activates additional options in your account.

The module uses the standard cron engine of Magento. More information regarding the set up can be found here.

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

8.7.2 Magento 2

The module uses the standard cron engine of Magento 2. More information regarding the set up can be found here.

8.8 Magento 1 API Manual

Via API, our module provides plenty of information on a transaction. The following section describes which calls are possible and what information is provided.

8.8.1 General Information on Using the API

General information on using the Magento SOAP API can be found here: http://www.magentocommerce.com/api/soap/introduction.html

8.8.2 API Calls

This overview shows the API Versions and which API Calls they support.

8.8.2.1 API V1

- $client->call($session, 'sogenactifcw_transaction.list'); //List of all transactions
- $client->call($session, 'sogenactifcw_transaction.info', {transactionsId}); // Single Transaction

8.8.2.2 API V2

- $client->sogenactifcwTransactionList($session); //List of all transactions
- $client->sogenactifcwTransactionInfo($session, {transactionsId}); //Single Transaction

8.8.2.3 XML-RPC

- $client->call('call', array($session, 'sogenactifcw_transaction.list')); //List of all transactions
- $client->call('call', array($session, 'sogenactifcw_transaction.info', {transactionsId})); //Single Transaction

8.8.2.4 REST

- $this->callApi('sogenactifcw/transactions'); //List of all transactions
- $this->callApi('sogenactifcw/transactions/{transactionsId}'); //Single Transaction

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:

Credit / Debit Card

Card number	5100000000000000	Mastercard Simulation Mode
Expiry Date	12/20	
CVC	123	
Card number	5017679210000700	Mastercard Test Mode
Expiry Date	12/22	
CVC	123	
Card number	5017679400900800	VISA Simulation Mode
Expiry Date	12/22	
CVC	123	

MasterCard

Card number	5100000000000000	Mastercard Simulation Mode
Expiry Date	12/20	
CVC	123	
Card number	5017679210000700	Mastercard Test Mode
Expiry Date	12/22	
CVC	123	

Visa

Card number	5017679400900800	VISA Simulation Mode
Expiry Date	12/22	
CVC	123	

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 Module is not shown

If the module is not shown even though the files have been downloaded onto the server correctly, please check the following:

- The local.xml can be found in the /app/etc directory
- Make sure **disable_local_modules** is set to ‚false'

10.2 The Referrer URL appears in my Analytics Tool

When a customer and the notification are redirected via Header Redirection, the Sogenactif 2.0 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 a easier way.

11.1 Magento 1

11.1.1 Fees and discounts within Magento

To configure a Sogenactif 2.0 payment gateway based fee and discount, you will need the following 3rd-Party plugin.

- Fooman Surcharge

11.2 Birthday and gender in Magento 1

For certain payment service providers it is necessary to check the birthday an the gender of a customer. Magento 1 does not check this by default. this check can be enabled under "Go to System > Configuration | Customers > Customer Configuration > Name and Address Options".

11.3 Birthday and gender in Magento 2

For certain payment service providers it is necessary to check the birthday an the gender of a customer. Magento 2 does not check this by default. this check can be enabled under "Stores > Configuration | Customers > Customer Configuration > Name and Address Options".

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 Sogenactif 2.0 settings. The store log setting does not affect these log messages.

- 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 Magento log directory. (Default Path: {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.

13.1.1 Magento 1

Initialize the shops core functions.

```
define('MAGENTO_ROOT', getcwd());
$mageFilename = MAGENTO_ROOT . '/app/Mage.php';
require_once $mageFilename;
Mage::setIsDeveloperMode(true);
ini_set('display_errors', 1);
umask(0);
Mage::app();
```

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

```
$dbtransaction = Mage::getModel('sogenactifcw/transaction')->load
($transactionId);
$transactionObject = $dbtransaction->getTransactionObject();
```

Load the transaction object by Order Number:

```
$dbtransaction = Mage::getModel('sogenactifcw/transaction')->load
($orderId,'transaction_external_id');
$transactionObject = $dbtransaction->getTransactionObject();
```

13.1.2 Magento 2

Initialize the shops core functions.

```
use Magento\Framework\App\Bootstrap;
require __DIR__ . '/app/bootstrap.php';
$bootstrap = Bootstrap::create(BP, $_SERVER);
$obj = $bootstrap->getObjectManager();
```

```
$state = $obj->get('Magento\Framework\App\State');
$state->setAreaCode('frontend');
```

Get the transaction factory.

```
$factory = $obj->get
('Customweb\SogenactifCw\Model\Authorization\TransactionFactory')-
>create();
```

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

```
$dbTransaction = $factory->load($transactionId, 'entity_id');
$transactionObject = $dbTransaction->getTransactionObject();
```

Load the transaction object by Order Number:

```
$dbTransaction = $factory->load($orderId, 'order_id');
$transactionObject = $dbTransaction->getTransactionObject();
```

Load the transaction object by Payment Id:

```
$dbTransaction = $factory->load($paymentId, 'payment_id');
$transactionObject = $dbTransaction->getTransactionObject();
```