

ALTAPAY A/S

AltaPay & Magento 1 Installation Guide

AltaPay has made it much easier for you as merchant/developer to receive secure payments in your Magento 1 web shop. AltaPay is fully integrated with Magento via a plug-in. All you have to do is to install the plug-in, which will only take a few minutes to complete.

We will show you how to complete the installation through a step-by-step guide. Follow this guide to start accepting payments globally.

To make the set-up as smooth as possible for you, this installation guide is divided into following sections:

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Prerequisites

We highly recommend to gather all the information below before starting the installation.

1. Magento 1 minimum supported version by the plugin is currently Magento CE 1.9.2.
2. PHP supported versions by Magento CE 1.9.2 are 5.4.x, 5.5.x and 5.6.x
3. PHP bc-math library
4. Prerequisites for the configuration of the plug-in. AltaPay provides these.
 - a. AltaPay credentials and gateway information
 - i. Username
 - ii. Password
 - iii. Terminal
 - iv. Gateway
5. Prerequisites for fraud detection
 - a. Agreement with external fraud partner such as ACI ReD or MaxMind. Be aware that only 'Accept' and 'Decline' recommendations are accepted. AltaPay enables the fraud detection on the terminal.



PHP 7 is not compatible with Magento 1. See, for example:

<http://magento.stackexchange.com/questions/107583/grand-total-not-updated-when-discount-code-is-applied>

Installation

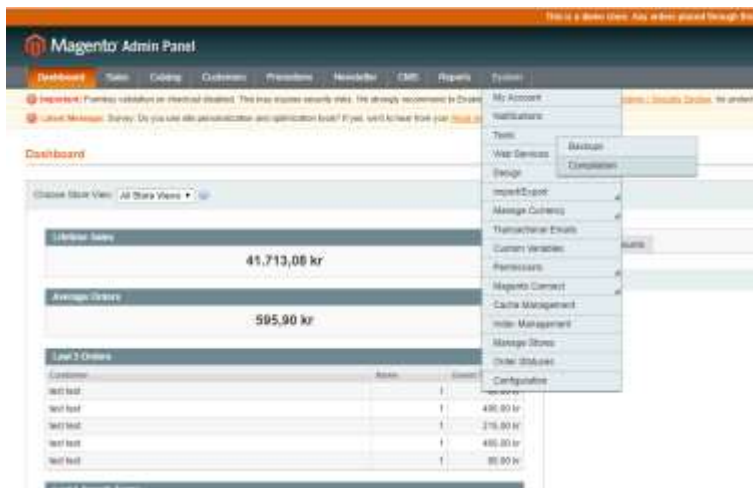
Manual installation

It's possible to install the plug-in by extracting it into the root folder of your Magento installation.

Installation using Magento Connect

The recommended way to install the plugin is using Magento Connect. Follow the steps below.

1. First step to take is to check if you have enabled compiler. If compiler is enabled you need to disable it. To do so, log in to Magento Admin Panel. Go to System >Tools>Compilation



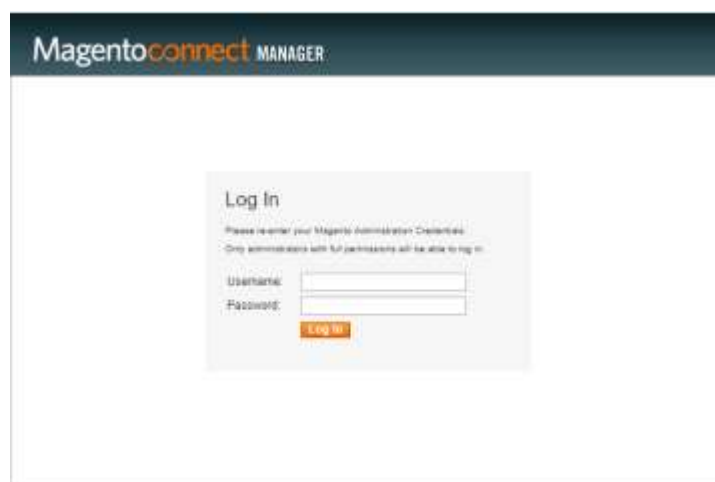
2. And click on "Disable" button.



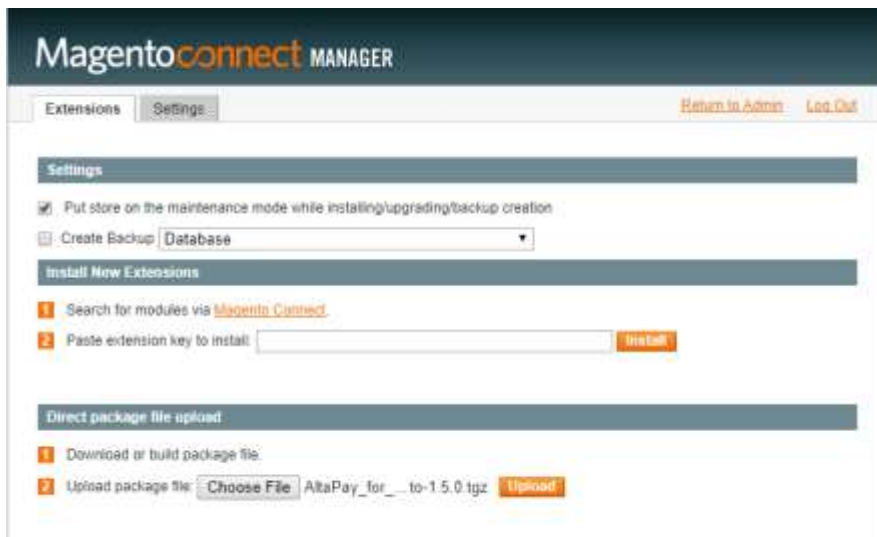
3. After that go to System > Magento Connect > Magento Connect Manager.



4. You'll have to re-enter your administrator credentials again.



5. Navigate to the "Direct package file upload" section and click on "Choose File" button. In file browser window navigate to the plugin package provided by AltaPay and select it. After selecting plugin package, click on "Upload" button. This will trigger plugin installation.

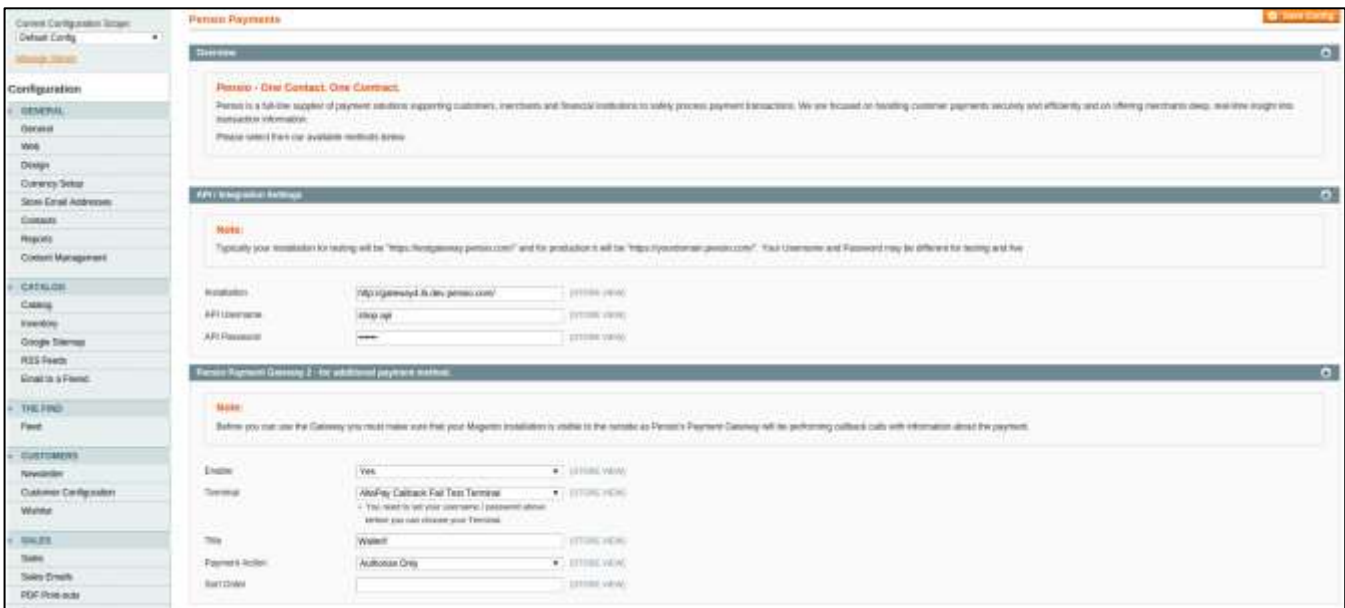


6. Installation progress will be shown in the console screen on the same page where you can check if installation was successful.

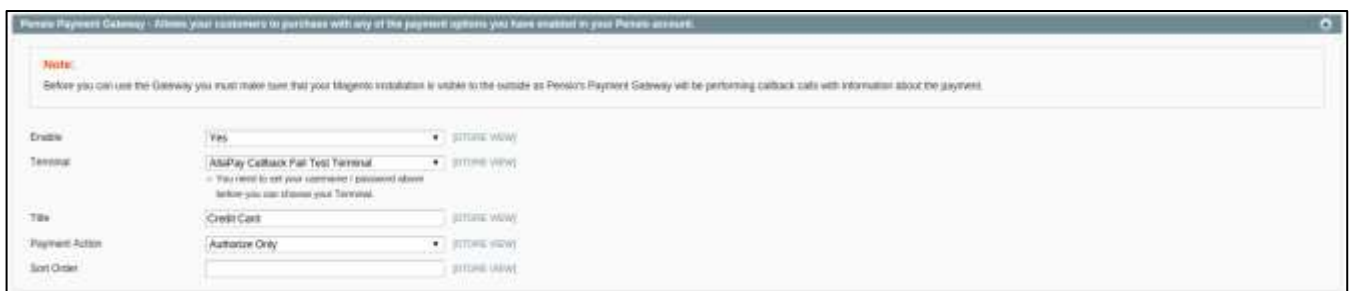


7. After successful installation make sure to enable compiler again if it was disabled in the first steps of installation.

Configuration of AltaPay bundle



1. Go to: System → Configuration → AltaPay (If you get a 404 error, please flush your cache and log out and in again).
2. Define the gateway URL, username and password (URL for test environment is <https://testgateway.altapaysecure.com>).
3. Save the config to have the plug-in to pull a list of available terminals
4. For each of the Gateway groups, you have the following options:



- a. Enable = Enable the payment method in the checkout
- b. Terminal = Here you select the appropriate terminal
- c. Title = Define the title shown in the checkout (this will not affect the name used other places, e.g. the e-mail send to customers)
- d. Payment Action = Here you define if only an authorization should take place, or if the transaction should be captured immediately
- e. AVS = Enable Address Verification process
- f. Enforce AVS = If payment method does not provide AVS due to some reason, transaction will be rejected
- g. AVS accepted codes = Here you specify AVS Codes which you would like to accept (comma separated)*
- h. Sort Order - Defines the order in which the payment methods are listed in checkout

Save the file and make sure the Application-xxxx.js and current.js files have been regenerated.

When you have successfully set up environment you can start processing transactions through AltaPay.

Customization

It is possible to customize various aspects of the plug-in. Below is a list with the most relevant files

- Render the payment page
app/design/frontend/base/default/template/altapay/checkout/form.phtml
- Style the payment form
app/design/frontend/base/default/template/altapay/checkout/magento_styling.css
- Display a failed page to the customer
app/design/frontend/base/default/template/altapay/checkout/failed.phtml
- Define what is stated as the payment method in the consumer's e-mail
app/design/frontend/base/default/template/altapay/payment/info/gateway.phtml



All customized files are subject of change when installing new version of the plug-in. Keep in mind to backup and merge modified files during installation.

Supported Functionalities

Supported functionalities

- Use of Magento shop layout on payment pages
- Support for scopes
- Order-ID is pre-assigned when customer is sent to the gateway
- The basket is only converted to an order when the payment is successful
- Pending state for various payment methods

Supported payment methods

| Payment Type | Description |
|---------------|--|
| Card | A payment card is issued by a financial institution (a bank) to a client that enables its owner (the cardholder) to access the funds in the client's own bank account and make electronic funds transfer. Most common cards are debit and credit payment cards. Example: VISA, MasterCard, Amex, JCB, Maestro, Discover |
| Invoice | An invoice is a billing type payment, normally with a restricted number of days to pay in and with various interests or fees depending on the payment method. Example: Klarna, Afterpay, Santander, ViaBill |
| ePayments | Also known as e-commerce payments and are similar to giro transfers, but specifically designed for online check-outs. During the online checkout process, the merchant redirects the consumer to their financial institution's online banking site where they login and authorize charges. Example: IDEAL, Trustly, Sofort, Giropay PayPal, Paysera, Przelewy24 |
| Bank-to-bank | Is known as a bank transfer, wire transfer, or credit transfer. With bank-to-bank payments money flow from one bank account to another. Example: Giropay, ELV |
| Cash Wallet | Is an online money transfer method, in form of an electronic wallet, where the cardholder transfer money through the internet. The electronic wallet functions as an account where cardholder can transfer money too, in order to pay with the specific payment method. Example: PayPal, V.Me |
| Mobile Wallet | Payments via. mobile refer to payment services operated under financial regulations and are performed from mobile devices. The technology behind this type of payments are contactless, and the supported technology is NFC, QR Codes, Bluetooth, or direct bank transfers. Example: MobilePay, Swish |

For available payment methods AltaPay supports following functionalities

| Functions | Description |
|---|--|
| Reservation | In an online transaction, and before the transaction gets successful or failed, there are some technical steps. A payment request happens when cardholder places the order. The request is then sent to card issuer, who then 'reserves' the specific amount on the cardholder bank account, before the transaction is either 'Captured' (or 'Released') when merchant is ready to ship (or cancel) the goods to cardholder. |
| Capture | Purchase is completed/amount is 'captured', the good have been sent and the money has been withdrawn from cardholder's bank account. |
| Partial Capture | Purchase has to be split into e.g. two deliveries, one is captured and shipped right away and the second is captured and delivered after a specific amount of time due to e.g. stock supply. |
| Release | Pre-auth is released and reservation is cancelled/ removed. |
| Refund | Money are refunded to the cardholder. Depending on the payment method this operation may not be instant and can take a few days from the moment the refund is done until received by the customer. The delay is solely controlled by the payment method provider or card issuer. |
| Partial Refund | Purchase has been partly refunded to cardholder. If a part of the purchase is refunded to cardholder/ part of the total transaction has to be refunded. |
| 3D Secure | 3D Secure adds an authentication step for online payments. It is an XML-based protocol designed to be an additional security layer for online card transactions. |
| Fraud Prevention (without support for "Challenge" response) | Fraud services deters fraud, credit risks, identity fraud, involuntary chargebacks etc. Fraud service either 'Accept' or 'Deny' (or 'Unknown', if the system is down) the transaction for the merchant. If the cardholder seems suspicious the transaction is denied. |

| | |
|-------|---|
| MO/TO | Purchases made via. 'Mail Order' / 'Telephone Order' or MO/TO are of the 'card-not-present' transaction type, where the cardholder cannot physically present the card for merchant. |
|-------|---|

Feel free to contact our support team if you need any assistance during the installation process or have questions regarding specific payment methods and functionalities.

Troubleshooting

1. PHP Warning: Input variables exceeded 1000. To increase the limit change max_input_vars in php.ini.

For orders that contain too many products, this PHP warning may be issued. You will have to edit your php.ini file and restart your server.

The variable that you must change is called max_input_vars. This is the maximum number of variables that can be sent in a request. You can change it, for example, to 3000. The default is 1000.

2. Description/unitPrice/quantity is required for each order line, but was not set for line: xxxx

The same problem as above. The request is being truncated because the number of variables are exceeding the max_input_vars limit.

3. Logs directory for troubleshooting with AltaPay Support

<Magento directory>/var/logs/altapay{DATE}.log where {DATE} represents the date when the log is created. For each date new log is created.

```

2017-10-16T11:09:34+00:00 INFO (6): Create Altapay Merchant API for store:
2017-10-16T11:09:34+00:00 INFO (6): [Request: 911a93ffb9268ce3969314f5d604682
2017-10-16T11:09:34+00:00 INFO (6): [Response: 911a93ffb9268ce3969314f5d604682
[requestHeader:AltapayHttpResponse:private] => POST /merchant/API/login
Host: testgateway.altapaysecure.com
Authorization: Basic Og==
Accept: /*
x-altapay-client-version: MagentoPlugin/20170313_110000
Content-Length: 0
Content-Type: application/x-www-form-urlencoded
[header:AltapayHttpResponse:private] => HTTP/1.1 401 Unauthorized
Server: nginx
Date: Mon, 16 Oct 2017 11:09:34 GMT
Content-Type: text/xml
Content-Length: 236
Connection: keep-alive
Set-Cookie: e6f68e5e583242b4=a02f4cf3-3774-40bb-9eaf-e3c703855ca4; path=/; se
WWW-Authenticate: Basic realm="Merchant Information API"

```

Misc

AVS Response Codes

| | |
|---|---|
| A | Address matches, but zip code does not |
| B | Street address matches, post code not verified due to incompatible formats |
| C | Street address and postal code not verified for international transaction due to incompatible formats |
| D | Street address and postal codes match for international transaction |
| E | AVS not supported for this industry |
| F | Full Match - Address and Zip/Postal Code match (UK Only) |
| G | Address information is unavailable; international transaction; non-AVS participant |
| I | Address information not verified for international transaction |
| M | Street address and postal codes match for international transaction |
| N | No Match on Address (Street) or Zip |
| P | Postal codes match for international transaction. Street address not verified due to incompatible formats |
| Q | Unknown response from issuer/bank-net switch |
| R | Retry. System unable to process |
| S | AVS not supported for this industry |
| U | Address information is unavailable |

| | |
|---|---|
| W | Nine-digit zip code matches, but address does not |
| X | Exact. Nine-digit zip code and address match |
| Y | Yes. Five-digit zip code and address match |
| Z | Five-digit zip code matches, but address does not |

Change Log

| Version | Note |
|------------|--|
| 2016 | Documentation created with AltaPay look and feel |
| 2017-04-25 | Troubleshooting section addition |
| 2018-01-22 | Documentation improvement |