

Paymentsense Module for Magento 2 CE

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Contents

Contents.....	2
1. Introduction.....	3
2. System requirements.....	4
3. Installation using Composer.....	5
4. Manual installation.....	6
5. Configuration.....	7
6. Secure Checkout.....	8
7. Troubleshooting.....	9
8. Support.....	11

1. Introduction

The purpose of this document is to describe the installation and configuration process of the Paymentsense Module for Magento 2 CE.

The module allows merchants to accept payments via Paymentsense providing the following features:

- Hosted integration which redirects the customer to enter their card details on a secure payment form hosted by Paymentsense.
- Direct integration method which allows the customer to enter their card details directly in the Magento store without leaving your site.
- MOTO payment method allowing the merchant to enter customer's card details when placing an order from the Magento admin panel for example if the customer would like to pay over the phone.
- 3-D Secure-enabled payments supported by both the Hosted and Direct payment methods.

2. System requirements

The Paymentsense Module for Magento 2 CE has the following system requirements:

- Magento 2 Community Edition 2.x (tested up to 2.3.1)
- PCI-certified server using SSL/TLS (required for Direct and MOTO payment methods)
- Open outbound port 4430 in order to use the Direct and MOTO payment methods and for performing cross reference transactions (Collection, Refund and Void)

3. Installation using Composer

This installation option requires using the command line with the assumption that the Composer package manager is already installed and available to use.

1. Install the Paymentsense module:

```
$ composer require paymentsense/magento2-module
```

2. Enable the Paymentsense module:

```
$ php bin/magento module:enable Paymentsense_Payments --clear-static-content
```

3. Update Magento:

```
$ php bin/magento setup:upgrade
```

4. Deploy the static view files (if needed):

```
$ php bin/magento setup:static-content:deploy
```

4. Manual installation

This installation option requires using the command line however the Composer package manager is not required for this installation.

1. Upload the contents of the folder to **app/code/Paymentsense/Payments/** in the Magento root folder.

2. Enable the Paymentsense module:

```
$ php bin/magento module:enable Paymentsense_Payments --clear-static-content
```

3. Update Magento:

```
$ php bin/magento setup:upgrade
```

4. Deploy the static view files (if needed):

```
$ php bin/magento setup:static-content:deploy
```

5. Configuration

1. Login to the Magento admin panel and go to **Stores -> Configuration -> Sales -> Payment Methods**
2. If the Paymentsense payment methods do not appear in the list of the payment methods, go to **System -> Cache Management** and clear the Magento cache by clicking on the **Flush Magento Cache** button
3. Go to **Payment Methods** and click the **Configure** button next to the payment methods **Paymentsense Hosted, Paymentsense Direct or/and Paymentsense MOTO** to expand the configuration settings
4. Set **Enabled** to **Yes**
5. Set the Paymentsense gateway credentials and the pre-shared key where applicable
6. Optionally, set the rest of the settings as per your needs
7. Click the **Save Config** button

6. Secure Checkout

The usage of the **Paymentsense Direct** and **Paymentsense MOTO** involves the following additional steps:

1. Make sure SSL/TLS is configured on your PCI-DSS certified server
2. Login to the Magento admin panel
3. Go to **Stores -> Configuration -> General -> Web**
4. Expand the **Base URLs (Secure)** section
5. Set **Use Secure URLs on Storefront** and **Use Secure URLs in Admin** to **Yes**
6. Set your **Secure Base URL**
7. Click the **Save Config** button

7. Troubleshooting

Problem

One or more Paymentsense payment methods do not appear on checkout.

Solution

Ensure the following preconditions are met in order the payments methods to appear:

- The payment methods is enabled from the admin panel.
- The gateway Merchant ID and Gateway Password are set. For the Hosted payment method the PreShared Key should be set as well.
- Secure Checkout configuration when using the Direct and MOTO payment methods is implemented (see 6. Secure Checkout).

Problem

Error message on checkout **“Transaction failed. Payment Gateway Message: Invalid merchant details”**.

The screenshot shows the LUMA checkout interface. At the top, there is a search bar and a shopping cart icon with a '1' item. Below the search bar is a progress indicator with two steps: 'Shipping' (completed) and 'Review & Payments' (active). A red error message banner reads: "Transaction failed. Payment Gateway Message: Invalid merchant details".

The 'Payment Method' section shows 'Paymentsense Direct' selected. A checkbox 'My billing and shipping address are the same' is checked. The billing address is: Geoff Wayne, 113 Glendower Road, Birmingham, West Midlands B42 1SX, United Kingdom, 0123345657. Payment options for VISA, MasterCard, and Maestro are visible. The credit card number is 497600000003436, the expiration date is 12 - December 2020, and the card verification number is 452.

The 'Order Summary' box shows: Cart Subtotal £10.00, Shipping Flat Rate - Fixed £5.00, and Order Total £15.00. It also indicates '1 Item in Cart'.

The 'Ship To' section shows the same address as the billing address. A 'Place Order' button is located at the bottom of the form.

Solution

The most common cause for this is mismatched gateway details. The details you need to enter into the admin panel of your site are:

- Merchant ID: Found in MMS under "Account Admin" -> "Gateway Account Admin".
- Gateway Password: The password created once logged into MMS for the Merchant ID. Each Merchant ID has its own password which is also set on the Gateway Account Admin page.
- PreShared Key: Found in MMS under "Account Admin" -> "Account Settings". Please ensure that you select the entire key.

In order to check the details you are entering are correct, please enter them here:

<https://www.psdevsupport.co.uk/CheckDetails/> . If you come up with an error after entering the details here, that means they are incorrect and you will need to double check them. If there is no error, then your details are correct.

8. Support

If you have questions or concerns about this module, please visit the Paymentsense Developer Zone at <http://developers.paymentsense.co.uk> or contact the Dev Support Team at devsupport@paymentsense.com.