Lyra

Payment module integration
for Drupal Commerce

Contents

1. RELEASE NOTES

Version	Date	Comments
1.3.0	19/08/2020	New features • Addition of Spanish translations. • Addition of the "Signature algorithm" parameter for the HMAC-SHA-256.
1.2.0	08/01/2020	Initial version.

2. MODULE FEATURES

The payment module offers the following functionalities:

- Immediate payment.
- Payment in installments with the possibility to offer several options (2, 3, 4 installments, etc.).
- PayPal payment.
- Compatibility with Drupal version 7.x
- Compatibility with Drupal Commerce version 1.x
- Multi-language compatibility.
- Multi-currency compatibility.
- Selective 3D Secure depending on the order amount.
- Automatic redirection to the shop once the payment is made.
- Systematic registration of orders at the end of payment via a silent URL (Instant Payment Notification URL).
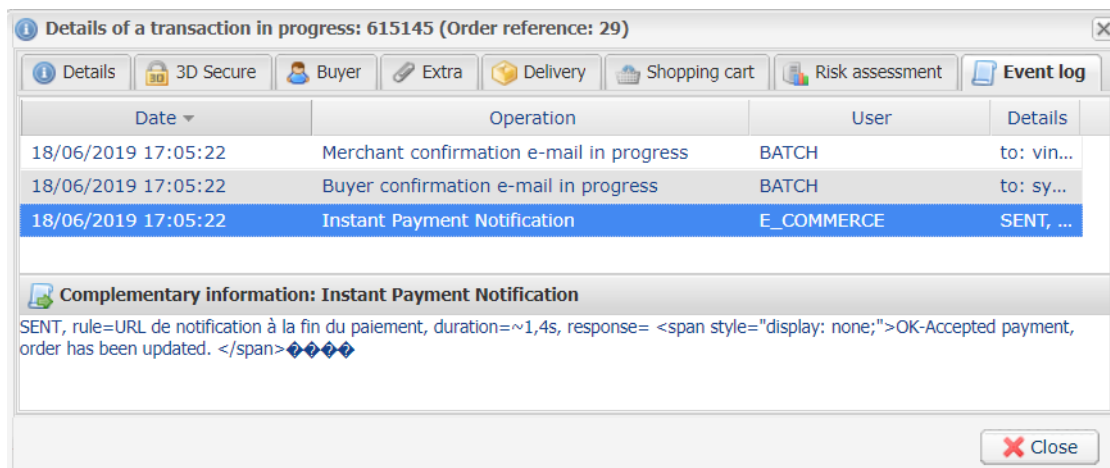
3. READ CAREFULLY BEFORE GOING ANY FURTHER

The most frequent error concerns the Instant Payment Notification URL. The Instant Payment Notification URL is the only way the Lyra Collect gateway can notify you at the end of your payment. The chapter **Setting up the end of payment notification** must be read thoroughly and the provided instructions must be respected. It is essential to understand the difference between the Instant Payment Notification URL and the return URL which is called only if the buyer clicks on "Return to shop".

Frequent errors:

• **If your Drupal_Commerce shop is in maintenance mode**

• **If your Instant Payment Notification URL is protected by an .htaccess file**

• **If you have blocked the IP addresses of the payment gateway**

• **If you have not encoded the notification URL in the Expert Back Office**

How to check that the Instant Payment Notification URL has been called:

Via the Expert Back Office, display the payment details (double click), then go to the "**Event log**" tab.

4. INSTALLMENT PAYMENT FEATURES

This module also allows you to offer the possibility to pay in installments. In module settings, you can choose the number of installments and the delay in days between each installment.

This module will allow you to view an order in your Drupal_Commerce Back Office with the total amount that has been paid using the "payment in 3 installments with no fees" module, for instance.

During the first installment payment, an authorization request for the amount of the first installment is sent (if the capture date is before the current date + 6). Therefore, you cannot be sure that the upcoming installments will be honored. Remember to check that the upcoming installments are authorized.

Starting from the second installment, the IPN is no longer called, as Drupal_Commerce does not support such notifications for finalized orders. It is needless to resend the IPN from the Back Office.

However, it is possible to be notified by e-mail in case one of the following installment payments is refused. All you need to do is enable and configure the **Installment payment rejection e-mail** rule. This rule can be found in the **Settings** > **Notification rules** menu > **E-mail sent to the merchant** tab of the Expert Back Office.

Additional feature implemented into this module.

For installment payments, the Lyra Collect payment gateway allows to also choose the amount of the first installment.

Example:

For an amount of 100 EUR in 3 installments, you can set the percentage of the first payment at 50% of the amount. This means that the amount of the first installment will be 50 EUR and that the two others will be of 25 EUR.

Payment method view

In module settings, you can define the minimum amount starting from which you wish to offer installment payment.

You can also set up the maximum amount until which you wish to offer installment payment.

To sum up, you must define a range for enabling payment in installments.

5. PREREQUISITES

Before integrating the payment module, please make sure that you are in possession of the following elements:

- **Payment module file**: Lyra_Drupal_Commerce_1.x_v1.3.x.zip
- **Your shop ID**
- **Test or production key**

The Shop ID and the keys are available in the Expert Back Office (menu: **Settings** > **Shop** > **Keys**)
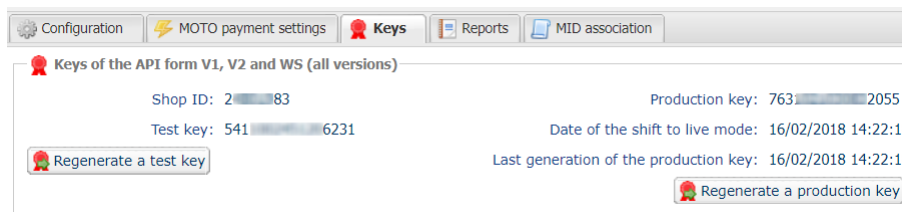
Reminder, your Expert Back Office is available at this address:

https://secure.lyra.com/portal/

Click "Other actions" and sign into your Expert Back Office.

WARNING: All our payment modules are tested, starting from PHP version 5.3.

Therefore, all the later PHP versions are no longer supported by our modules. If you have an earlier version, you must ask your hosting provider to install a more recent version on your server prior to contacting us.

Please note that the 5.3 version is already no longer supported by PHP: *http://php.net/supported-versions.php*

6. INSTALLING AND CONFIGURING THE PAYMENT MODULE

6.1. Updating the module

To update the payment module, you must first delete its previous version.

WARNING: Make sure you save the parameters of your module before you uninstall it and save the production key that is no longer visible in the Lyra Back Office.

1. From the Drupal_Commerce Back Office, go to the **Extension** menu:

2. In the list of available modules, uncheck the Lyra Collect payment module then click on the **Save configuration** button at the bottom of the page.

3. Go to the **UNINSTALL** tab, check the box corresponding to Lyra Collect then click **Uninstall**.

4. See the following chapters for adding and installing the new module.

6.2. Adding the Shopify standard payment module

Lyra Collect payment modules can be added in two ways:

Automatic installation:

The first method consists in adding the payment module via the Drupal_Commerce Back Office.

In the administration panel of your store, go to the **Modules** menu and click on **Install a new module**.

Then click the **Choose File** button and load the payment module.

Manual installation:

The second method consists in copying the module via FTP. To do this, copy the lyra commerce folder into the /sites/all/modules folder if your website.

6.3. Installing the payment module

To install the payment module:

1. In the menu of your Drupal_Commerce Back Office, click on **Modules**.

2. Search for **Lyra Collect commerce**, check the box to enable the module and click the **Save** button. If the box is grayed out, it means that other Drupal modules required for Lyra Collect have not been activated or installed.

6.4. Configuring the payment module

To configure the payment module, click on **Shop** in the menu of your Expert Back Office, then **Configuration** > **Payment modes**.

The payment module configuration is divided into several parts:

- **Standard payment**: Allows to enable and configure standard payments.

- **Payment in installments**: Allows to enable and configure payment in installments.

- **PayPal payment**: Allows to enable and configure the PayPal payment method within a submodule.

Standard payment

Search for the **Lyra - Standard payment** module and click **enable**.

Once the module activated, click on **Lyra - Standard payment** > **Enable payment method:** Lyra **- Standard payment**.

Access to the payment gateway	
Shop ID	Specify the 8-digit shop ID available in your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Test key	Specify the test key available via your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Production key	Specify the production key available in your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Mode	Allows to indicate the operating mode of the module (**TEST** or **PRODUCTION**). The PRODUCTION mode becomes available only after the test phase has been completed. The TEST mode is always available.
Signature algorithm	Algorithm used to compute the signature of the payment form. The algorithm must be the same as the one configured in the Expert Back Office (**Settings** > **Shop** > **Keys**). If the algorithm is different, the parameter will have to be modified via the Expert Back Office.
Instant Payment Notification URL	URL to copy in your Expert Back Office (**Settings** > **Notification rules** > **Instant Payment Notification URL at the end of the payment** > **Instant Payment Notification URL of the API form V1, V2** menu).
Payment page URL	This field is pre-populated by default: *https://secure.lyra.com/vads-payment/*

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of Drupal_Commerce is not supported by Lyra Collect. If the language(s) used by the Drupal_Commerce is (are) implemented into Lyra Collect, the payment page will be displayed in the language of Drupal_Commerce when the buyer clicks on "Pay".
Available languages	Allows to customize the language displayed on the payment page. Buyer will be able to select a language when he or she is redirected to the payment page. If you do not select any language, all languages will be displayed on the payment page. To select a language, press and hold the "Ctrl" key and click on the desired languages. Available languages: German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.
Capture delay	Indicates the delay (in days) before the capture. By default, this parameter can be configured in your Expert Back Office. (Menu: **Settings** > **Shop** > **Configuration** - section: Capture delay) It is recommended to not populate this parameter.
Validation mode	***Back Office Configuration:*** Recommended value. Allows to use the configuration defined in the Expert Back Office. (Menu: Settings > Shop > Configuration section: validation mode) ***Automatic:*** This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. ***Manual:*** This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office. Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank. Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Drupal_Commerce.
Card types	This field allows to select the cards logo to be displayed on the payment page.

Payment page	
	Warning:
	The payment types offered to the buyer on the payment page depend on the contracts and options associated with your Lyra Collect offer.
	It is recommended to leave this parameter empty.

Selective 3DS	
Disable 3DS	Amount below which 3DS will be disabled.
	Below this amount, 3DS risk assessment rules will not be applied. Leave empty to use the payment gateway configuration.
	WARNING:
	The value of this field will be taken into account only if the option "Selective 3D-Secure" is enabled for your Lyra Collect shop.
	This option can only be enabled upon agreement of your bank.
	Some card types, such as MAESTRO, require a mandatory 3DS authentication. In this case, your configuration will not be taken into account.

Restrictions	
Customer	
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method.

Return to shop	
Automatic redirection	This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings.
	This option is disabled by default.
Time before redirection (success)	In case the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.
Message before redirection (success)	In case the **automatic redirection** option is enabled, you can define the message that will appear on the gateway following a successful payment before your buyer is redirected to the shop.
	The default message is:
	"Redirection to the shop in a moment".
Time before redirection (failure)	In case the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a failed payment.
Message before redirection (failure)	In case the **automatic redirection** option is enabled, you can define the message that will appear on the gateway following a failed payment before your buyer is redirected to the shop.
	The default message is:
	"Redirection to the shop in a moment".
Return mode	During the redirection to the shop, these parameters are returned to the shop in **GET** or **POST** modes.
	The GET mode is more convenient for the buyer as it allows to prevent the browser from displaying a pop-up window that indicates that the buyer is leaving an https environment for an http environment which obliges the buyer to click on "Accept" to return to the shop.

Once you have completed the configuration, click **Save**.

Payment in installments

Search for the **Lyra - Payment in installments** module and click **enable**.

Once the module activated, click **Lyra - Payment in installments** > **Enable payment method:** Lyra - **Payment in installments**.

Access to the payment gateway	
Shop ID	Specify the 8-digit shop ID available in your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Test key	Specify the test key available via your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Production key	Specify the production key available in your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Mode	Allows to indicate the operating mode of the module (**TEST** or **PRODUCTION**). The PRODUCTION mode becomes available only after the test phase has been completed. The TEST mode is always available.
Signature algorithm	Algorithm used to compute the signature of the payment form. The algorithm must be the same as the one configured in the Expert Back Office (**Settings** > **Shop** > **Keys**). If the algorithm is different, the parameter will have to be modified via the Expert Back Office.
Instant Payment Notification URL	URL to copy in your Expert Back Office (**Settings** > **Notification rules** > **Instant Payment Notification URL at the end of the payment** > **Instant Payment Notification URL of the API form V1, V2** menu).
Payment page URL	This field is pre-populated by default: *https://secure.lyra.com/vads-payment/*

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of Drupal_Commerce is not supported by Lyra Collect. If the language(s) used by the Drupal_Commerce is (are) implemented into Lyra Collect, the payment page will be displayed in the language of Drupal_Commerce when the buyer clicks on "Pay".
Available languages	Allows to customize the language displayed on the payment page. Buyer will be able to select a language when he or she is redirected to the payment page. If you do not select any language, all languages will be displayed on the payment page. To select a language, press and hold the "Ctrl" key and click on the desired languages. Available languages: German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.
Capture delay	Indicates the delay (in days) before the capture. By default, this parameter can be configured in your Expert Back Office. (Menu: **Settings** > **Shop** > **Configuration** - section: Capture delay) It is recommended to not populate this parameter.
Validation mode	*Back Office Configuration:* Recommended value. Allows to use the configuration defined in the Expert Back Office. (Menu: Settings > Shop > Configuration section: validation mode) *Automatic:* This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. *Manual:* This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office. Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank. Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Drupal_Commerce.
Card types	This field allows to select the cards logo to be displayed on the payment page.

Payment page	
	Warning: The payment types offered to the buyer on the payment page depend on the contracts and options associated with your Lyra Collect offer. It is recommended to leave this parameter empty.

Payment options	
First installment	Amount of the first installment, expressed as a percentage of the total amount. Example: For an amount of 100 EUR in 3 installments, you can set the percentage of the first payment at 50% of the amount. This means that the amount of the first installment will amount to 50 EUR an that the two others will be of 25 EUR. For 50% enter **50**. If you wish to set identical amounts for all installments, leave the field empty.
Number	Number of installments: **3** for payment in 3 installments **4** for payment in 4 installments Etc.
Period	Period (in days) between each installment.

Selective 3DS	
Disable 3DS	Amount below which 3DS will be disabled. Below this amount, 3DS risk assessment rules will not be applied. Leave empty to use the payment gateway configuration. **WARNING:** **The value of this field will be taken into account only if the option "Selective 3D-Secure" is enabled for your Lyra Collect shop.** **This option can only be enabled upon agreement of your bank.** **Some card types, such as MAESTRO, require a mandatory 3DS authentication. In this case, your configuration will not be taken into account.**

Restrictions	
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method.

Return to shop	
Automatic redirection	This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings. This option is disabled by default.
Time before redirection (success)	In case the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.
Message before redirection (success)	In case the **automatic redirection** option is enabled, you can define the message that will appear on the gateway following a successful payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".
Time before redirection (failure)	In case the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a failed payment.
Message before redirection (failure)	In case the **automatic redirection** option is enabled, you can define the message that will appear on the gateway following a failed payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".
Return mode	During the redirection to the shop, these parameters are returned to the shop in **GET** or **POST** modes.

Return to shop	
	The GET mode is more convenient for the buyer as it allows to prevent the browser from displaying a pop-up window that indicates that the buyer is leaving an https environment for an http environment which obliges the buyer to click on "Accept" to return to the shop.

Once you have completed the configuration, click **Save**.

Make sure you configure the **Instant Payment Notification URL on batch authorization** rule so that your Drupal_Commerce store is notified upon each payment.

To configure this rule, refer to chapter **Setting up the notification on batch authorization**.

PayPal payment

Search for the **Lyra - PayPal payment** module and click **enable**.

Once the module activated, click on **Lyra - PayPal payment** > **Enable payment method:** Lyra - **PayPal payment**.

The merchant must

The process of adding the PayPal payment option to your merchant website is simple. It consists in:

• Creating a **PayPal account** if you do not have one.

• Using a **PayPal account** if you have one.

• Enabling the **Payment via PayPal** option with the help of your payment gateway sales representative.

The buyer must

You can sign up to PayPal for free on the PayPal website. The buyer must:

• Create a PayPal account by entering an e-mail address and a password.

• Fill in all their personal details, address, etc.

• Fill in all their credit card details.

Access to the payment gateway	
Shop ID	Specify the 8-digit shop ID available in your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Test key	Specify the test key available via your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Production key	Specify the production key available in your Expert Back Office (Menu: **Settings** > **Shop** > **Keys**).
Mode	Allows to indicate the operating mode of the module (**TEST** or **PRODUCTION**). The PRODUCTION mode becomes available only after the test phase has been completed. The TEST mode is always available.
Signature algorithm	Algorithm used to compute the signature of the payment form. The algorithm must be the same as the one configured in the Expert Back Office (**Settings** > **Shop** > **Keys**). If the algorithm is different, the parameter will have to be modified via the Expert Back Office.
Instant Payment Notification URL	URL to copy in your Expert Back Office (**Settings** > **Notification rules** > **Instant Payment Notification URL at the end of the payment** > **Instant Payment Notification URL of the API form V1, V2** menu).
Payment page URL	This field is pre-populated by default: *https://secure.lyra.com/vads-payment/*

Payment page	
Default language	This option allows to choose the default language of the payment page in case the language of Drupal_Commerce is not supported by Lyra Collect. If the language(s) used by the Drupal_Commerce is (are) implemented into Lyra Collect, the payment page will be displayed in the language of Drupal_Commerce when the buyer clicks on "Pay".
Available languages	Allows to customize the language displayed on the payment page. Buyer will be able to select a language when he or she is redirected to the payment page. If you do not select any language, all languages will be displayed on the payment page. To select a language, press and hold the "Ctrl" key and click on the desired languages. Available languages: German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.
Capture delay	Indicates the delay (in days) before the capture.

Payment page	
	By default, this parameter can be configured in your Expert Back Office. (Menu: **Settings** > **Shop** > **Configuration** - section: Capture delay)
	It is recommended to not populate this parameter.
Validation mode	_**Back Office Configuration:**_ Recommended value.
	Allows to use the configuration defined in the Expert Back Office. (Menu: Settings > Shop > Configuration section: validation mode)
	**Automatic:**
	This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part.
	**Manual:**
	This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office.
	Warning: if the transaction is not validated by the merchant before the expiration date, it will not be captured in the bank.
	Remember to configure the **Instant Payment Notification rule on an operation coming from the Back Office** to update the order status in Drupal_Commerce.
Card types	This field allows to select the cards logo to be displayed on the payment page.
	Warning:
	The payment types offered to the buyer on the payment page depend on the contracts and options associated with your Lyra Collect offer.
	It is recommended to leave this parameter empty.

Selective 3DS	
Disable 3DS	Amount below which 3DS will be disabled.
	Below this amount, 3DS risk assessment rules will not be applied. Leave empty to use the payment gateway configuration.
	WARNING:
	The value of this field will be taken into account only if the option "Selective 3D-Secure" is enabled for your Lyra Collect shop.
	This option can only be enabled upon agreement of your bank.
	Some card types, such as MAESTRO, require a mandatory 3DS authentication. In this case, your configuration will not be taken into account.

Restrictions	
Minimum amount	This field defines the minimum amount for which you wish to offer this payment method.
Maximum amount	This field defines the maximum amount beyond which you do not wish to offer this payment method.

Return to shop	
Automatic redirection	This option allows to automatically redirect the buyer to the merchant website. This option depends on the following settings.
	This option is disabled by default.
Time before redirection (success)	In case the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.
Message before redirection (success)	In case the **automatic redirection** option is enabled, you can define the message that will appear on the gateway following a successful payment before your buyer is redirected to the shop.
	The default message is:
	"Redirection to the shop in a moment".
Time before redirection (failure)	In case the **automatic redirection** option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a failed payment.
Message before redirection (failure)	In case the **automatic redirection** option is enabled, you can define the message that will appear on the gateway following a failed payment before your buyer is redirected to the shop.
	The default message is:
	"Redirection to the shop in a moment".
Return mode	During the redirection to the shop, these parameters are returned to the shop in **GET** or **POST** modes.

Return to shop	
	The GET mode is more convenient for the buyer as it allows to prevent the browser from displaying a pop-up window that indicates that the buyer is leaving an https environment for an http environment which obliges the buyer to click on "Accept" to return to the shop.

Once you have completed the configuration, click **Save**.

7. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

Several types of notifications are provided in the Expert Back Office. They allow to manage the events that will generate a call to the merchant website and to configure the URL of the contact page.

To access notification rule management:

1. Sign in to: *https://secure.lyra.com/portal/*.

2. Click Other actions and sign into your Expert Back Office

3. Go to the following menu: **Settings** > **Notification rules**.

Figure 1: Notification rules

Right click > **Enable the rule** if a red cross appears in the **Enabled** column of the following rules:

• Instant Payment Notification URL at the end of payment

• Instant Payment Notification URL on cancellation

7.1. Setting up the Instant Payment Notification

This notification is required to communicate the result of a payment request.

In your Expert Back Office, you must set up a URL that will be systematically called after a payment. It will inform the merchant website of the payment result even if your client has not clicked on return to the shop.

This parameter is called Instant Payment Notification URL at the end of the payment.

To set up this notification:

1. Right-click **Instant Payment Notification URL at the end of the payment**.

2. Select **Enable the rule**.

3. Right-click **Instant Payment Notification URL at the end of the payment** once again.

4. Select **Manage the rule**.

5. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode** (**Notification URL of the Hosted payment page V1, V2** section):

   http://your-domain.com/commerce_lyra/process

   Replace **your-domain.com** with the domain name of your website.

6. Enter the **E-mail address(es) to notify in case of failure**.

7. To specify several e-mail addresses, separate them with a semi-colon.

8. Set up the parameters for **Automatic retry in case of failure**.
   This option allows to automatically send notifications to the merchant website in case of failure (up to 4 times).

   A notification will be considered as failed if the HTTP code returned by the merchant server is not on the following list: **200**, **201**, **202**, **203**, **204**, **205**, **206**, **301**, **302**, **303**, **307**, **308**.

   Automatic retry does not apply to notifications manually triggered via the Expert Back Office.

   Call attempts are scheduled at fixed intervals every 15 minutes (00, 15, 30, 45). After each failed attempt, a notification e-mail is sent to the e-mail address specified earlier.

9. Save the changes.

7.2. Setting up notifications in case of abandoned or canceled payments

The payment gateway can systematically notify the merchant website:

- When the buyer abandons/cancels a payment - via the **Cancel and return to shop** button.
- When the buyer has not completed the payment and the payment session has expired.
  The maximum length of a payment session is 10 minutes.

To set up this notification:

1. Right-click **Instant Payment Notification URL on cancellation**.

2. Select **Manage the rule**.

3. Enter the **E-mail address(es) to notify in case of failure**.

4. To specify several e-mail addresses, separate them with a semi-colon.

5. Set up the parameters for **Automatic retry in case of failure**.
   This option allows to automatically send notifications to the merchant website in case of failure (up to 4 times).

6. Enter the following URL in the fields **URL to call in TEST mode** and **URL to call in PRODUCTION mode** (**Notification URL of the Hosted payment page V1, V2** section):

   http://your-domain.com/commerce_lyra/process

   Replace **your-domain.com** with the domain name of your website.

7. Save the changes.

8. Once again, right-click **Instant Payment Notification URL on cancellation**

9. Select **Enable the rule**.

7.3. Testing the Instant Payment Notification URL

In order to make sure that the Instant Payment Notification functions correctly, follow these steps:

1. Make sure that your URL is available online: your shop must neither be **in maintenance mode** nor be protected by an .htaccess file.

2. Make sure that your notification URL is available <u>without any redirection</u>.

    a. To do this, paste your notification URL to the address bar of your browser and launch the search.

    b. Make sure your URL did not change.

    If your URL has changed, for example from "*http*" to "*https*" or "*http://abc.net*" to "*http://**www**.abc.net*", it means a redirection is active on your website. Then, copy the URL from the address bar and modify the URL filled in the configuration of all notification rules.

3. Make sure that the "Automatic redirection" option is disabled in the payment module settings.

4. Check that the **Instant Payment Notification URL at the end of payment** is populated in the Expert Back Office (see above).

5. Make an order on your website and proceed to payment.

6. **Do not click on** "Return to shop" at the end of payment and close the current tab of your browser.

7. Make sure that the order has been created in the **Store** > **Orders** menu.

If the order has not been created in the Drupal_Commerce Back Office, this means that the call has failed.

If the payment gateway is unable to access the URL of your page, an e-mail will be sent to the shop administrator.

It contains:

• The HTTP code of the encountered error

• Parts of error analysis

• Its consequences

• Instructions to resend from the Expert Back Office the notification to the URL already specified above.

8. SHIFTING THE SHOP TO PRODUCTION MODE

After you receive a confirmation e-mail informing you that your shop has been created in the production environment, you can configure the payment method by following the steps below:

- Retrieve the shop ID and the production key available in the Expert Back Office (**Settings** > **Shop**> **Keys**).

- In the module configuration parameters:
  - Replace the **Production key** field.
  - Select the PRODUCTION mode.
  - Save the changes.

- Make sure that you have specified the Instant Payment Notification URL in production mode, as described in the chapter **Setting up the Instant Payment Notification URL**.

Once the production settings have been configured, we recommend to make a first real payment.

You will then be able to cancel the payment via the Expert Back Office. This transaction will not be captured in the bank.

Note on the production key:

For security reasons, this key will no longer be visible as soon as the first transaction in production mode is made in your shop.

9. OBTAINING HELP

Looking for help? Check our FAQ on our website

https://lyra.com/doc/fr/collect/faq/sitemap.html

If you have any technical questions or need assistance, our tech support is available

from Monday to Friday from 9 a.m. to 6 p.m.

by phone at: **0811900475** Service fee 0.06 € / min + call charge

by e-mail :   *support-ecommerce@lyra-collect.com*

and via your Expert Back Office, **Help** > **Contact support**

To facilitate the processing of your demands, you will be asked to communicate your shop ID (an 8-digit number) .

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