



**COLLECTING SOLUTION**

# **Payment module integration for Shopware 6.4**

Document version 2.0

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# 1. RELEASE NOTES

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Version	Date	Comments
3.0	10/20/2022	Initial version.

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## 2. MODULE FEATURES

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The payment module offers the following functionalities:

- Immediate payment
- Compatibility with Shopware (Community Edition), version 6.4.x
- Multi-language compatibility
- Multi-currency compatibility
- Custom 3D Secure depending on the order amount
- Automatic redirection to the shop once the payment is made
- Definition of a minimum/maximum amount for each payment type
- Systematic registration of orders at the end of payment via a silent URL (Instant Payment Notification URL)

### 3. READ CAREFULLY BEFORE GOING ANY FURTHER

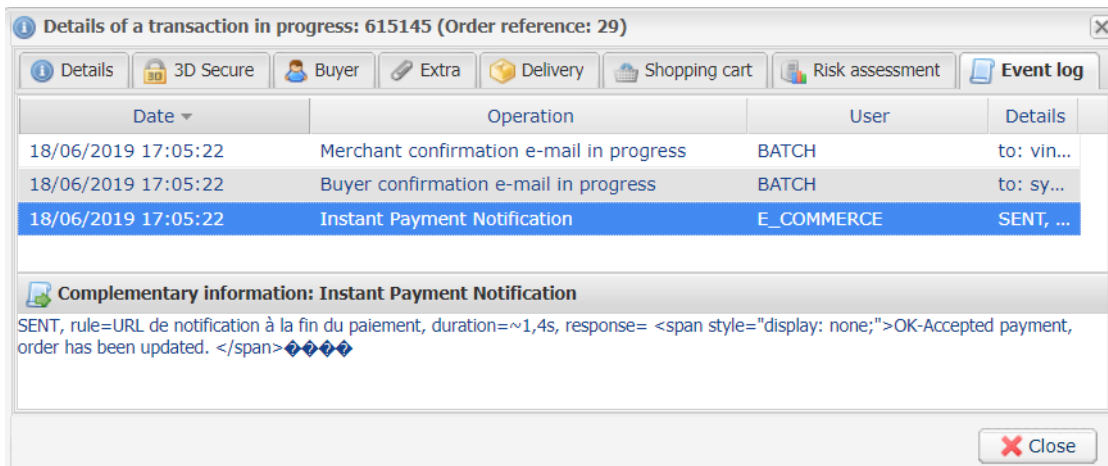
The most frequent error concerns the Instant Payment Notification URL. The Instant Payment Notification URL is the only way the Lyra Collect gateway can notify you at the end of your payment. The chapter **Setting up the end of payment notification** must be read thoroughly and the provided instructions must be respected.

Frequent errors:

- **Your Shopware shop is in maintenance mode**
- **Your Instant Payment Notification URL is protected by an .htaccess file**
- **You have blocked the IP addresses of the payment gateway**
- **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.



The screenshot shows a window titled "Details of a transaction in progress: 615145 (Order reference: 29)". The window has several tabs: Details, 3D Secure, Buyer, Extra, Delivery, Shopping cart, Risk assessment, and Event log. The Event log tab is active, displaying a table with the following data:

Date	Operation	User	Details
18/06/2019 17:05:22	Merchant confirmation e-mail in progress	BATCH	to: vin...
18/06/2019 17:05:22	Buyer confirmation e-mail in progress	BATCH	to: sy...
18/06/2019 17:05:22	Instant Payment Notification	E_COMMERCE	SENT, ...

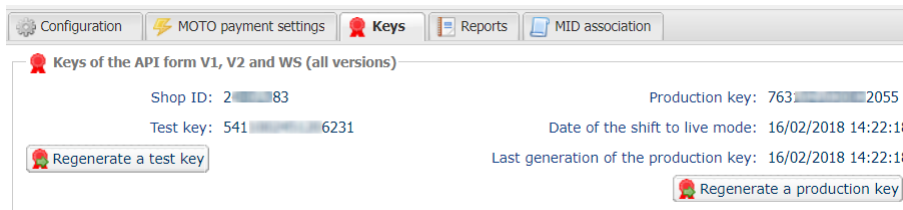
Below the table, there is a section titled "Complementary information: Instant Payment Notification" with the following text: "SENT, rule=URL de notification à la fin du paiement, duration=~1,4s, response= <span style='display: none;'>OK-Accepted payment, order has been updated. </span>◆◆◆◆". A "Close" button is located at the bottom right of the window.

## 4. PREREQUISITES

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

- **Payment module file:** Lyra\_Shopware\_6.4.x\_v3.0.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 with a minimal PHP version, this version can be accessed via our online document archive:

<https://docs.lyra.com/en/collect/plugins/#shopware>

If you have an older version, we invite you to contact the technical manager in charge of your site so that he updates the PHP version of the server. Thus, our support service will be able to assist you if you encounter a problem with our module.

## 5. INSTALLING THE PAYMENT MODULE

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### 5.1. Updating the module

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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. Click on **Extensions** menu > **My extensions** in the Shopware Back Office.
2. Find the previous version of the **Lyra** module, click on the 3 dots and select **Uninstall**.
3. Select **Remove all app data permanently** and click on **Uninstall**
4. Once the module has been uninstalled, click on the 3 dots once again and select **Remove** to remove the module.
5. Click the **Remove** button to confirm.
6. See next chapter for new module installation.

### 5.2. Installing the module

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The Lyra payment module is installed via the Shopware Back Office:

1. Click on **Extensions** menu > **My extensions** in the Shopware Back Office.
2. Click **Upload extension** and search for the **Lyra** payment module on your hard drive.
3. Click the **Install app** button to install the module.
4. Click  to enable the module.

## 6. CONFIGURING THE PAYMENT MODULE

1. Click on **Settings** in the Shopware Back Office.
2. Select the environment **Extensions**
3. Click on the **Lyra** logo.

Access to the payment gateway	
<b>Shop ID</b>	Indicate the 8-digit shop ID, available in your Expert Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
<b>Test key</b>	Specify the test key available via your Expert Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
<b>Production key</b>	Specify the production key available in your Expert Back Office (Menu: <b>Settings &gt; Shop &gt; Keys</b> ).
<b>Mode</b>	Allows to indicate the operating mode of the module ( <b>TEST</b> or <b>PRODUCTION</b> ). The <b>PRODUCTION</b> mode becomes available only after the test phase has been completed. The <b>TEST</b> mode is always available.
<b>Signature algorithm</b>	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 ( <b>Settings &gt; Shop &gt; Keys</b> ). If the algorithm is different, the parameter will have to be modified via the Expert Back Office.
<b>Instant Payment Notification URL</b>	URL to copy in your Expert Back Office ( <b>Settings &gt; Notification rules &gt; Instant Payment Notification URL at the end of the payment &gt; Instant Payment Notification URL of the API form V1, V2</b> menu). For more information, see the chapter and the sub-chapters on <b>Configuring the notification URL</b> .
<b>Payment page URL</b>	This field is pre-populated by default: <a href="https://secure.lyra.com/vads-payment/">https://secure.lyra.com/vads-payment/</a>

Payment page	
<b>Default language</b>	This option allows to choose the default language of the payment page in case the language of Shopware is not supported by Lyra Collect. If the language(s) used by the Shopware is (are) implemented into Lyra Collect, the payment page will be displayed in the language of Shopware when the buyer clicks on "Pay".
<b>Available languages</b>	Allows to customize the language displayed on the payment page. The 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. <u>Available languages:</u> German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.
<b>Capture delay</b>	Indicates the delay (in days) before the capture. By default, this parameter can be configured in your Expert Back Office (menu: <b>Settings &gt; Shop &gt; Configuration</b> - section: Capture delay). It is recommended to not populate this parameter.
<b>Validation mode</b>	<b>Back Office configuration:</b> Recommended value. Allows to use the configuration defined in the Expert Back Office (menu: Settings > Shop > Configuration section: validation mode). <b>Automatic:</b> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part. <b>Manual:</b> This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office. <b>Warning:</b> if the transaction is not validated by the merchant before the expiration date of the authorization request, it will never be captured in the bank.



Payment page	
	Remember to configure the <b>Instant Payment Notification rule on an operation coming from the Back Office</b> to update the order status in Shopware.
<b>Card types</b>	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.

Custom 3DS	
<b>Managing 3DS</b>	<ul style="list-style-type: none"> <li>• <b>In 3DS1:</b> Disables the 3DS1 process during an e-commerce payment. Requires the option <b>Selective 3DS1</b>.</li> <li>• <b>In 3DS2:</b> Allows to request authentication without interaction (frictionless). Requires the option <b>Frictionless3DS2</b> <ul style="list-style-type: none"> <li>• For payments made in euro, if the amount is lower than €30, a request for frictionless is transmitted to the DS. <b>If the request for frictionless is accepted by the issuer, the merchant loses the payment guarantee.</b></li> <li>• For payments made in euros, if the amount is greater than €30, the value transmitted by the merchant is ignored and the management of cardholder authentication is delegated to the gateway.</li> <li>• For payments made in a currency other than euro, a request for frictionless is transmitted to the DS.</li> </ul> </li> </ul>

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

Return to shop	
<b>Automatic redirection</b>	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.
<b>Time before redirection (success)</b>	If the <b>automatic redirection</b> option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a successful payment.
<b>Message before redirection (success)</b>	If the <b>automatic redirection</b> option is enabled, you can define the message that will appear on the screen following a successful payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".
<b>Time before redirection (failure)</b>	If the <b>automatic redirection</b> option is enabled, you can define the delay in seconds before your buyer is redirected to your shop in case of a failed payment.
<b>Message before redirection (failure)</b>	If the <b>automatic redirection</b> option is enabled, you can define the message that will appear on the screen following a failed payment before your buyer is redirected to the shop. The default message is: "Redirection to the shop in a moment".
<b>Return mode</b>	During the redirection to the shop, these parameters are returned to the shop in <b>GET</b> or <b>POST</b> modes. The <b>GET</b> 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.
<b>Order status (payment accepted)</b>	Select the Registered orders status. It is recommended to leave the <b>default</b> value.

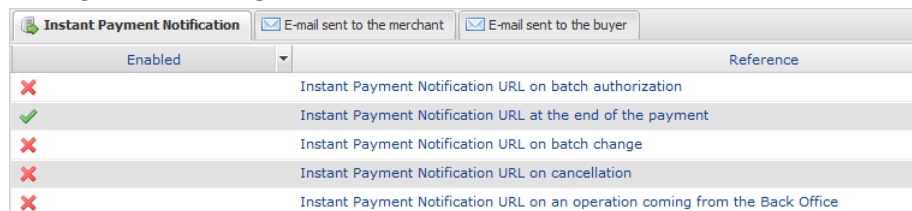
Click the **Save** button to save the changes.

## 7. SETTING UP THE INSTANT PAYMENT NOTIFICATION URL

The Expert Back Office provides several types of notifications. 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.**



Instant Payment Notification	
<input checked="" type="checkbox"/> E-mail sent to the merchant <input checked="" type="checkbox"/> E-mail sent to the buyer	
Enabled	Reference
✗	Instant Payment Notification URL on batch authorization
✓	Instant Payment Notification URL at the end of the payment
✗	Instant Payment Notification URL on batch change
✗	Instant Payment Notification URL on cancellation
✗	Instant Payment Notification URL on an operation coming from the Back Office

*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 the payment
- Instant Payment Notification URL on cancellation
- Instant Payment Notification URL on batch authorization
- Instant Payment Notification URL on batch change

## 7.1. Setting up the Instant Payment Notification URL

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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)**: the URL to copy is present in the module configuration (**Notification URL**).

The URL must resemble the one below:

**https://www.your-domain.com/lyra/finalize**

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 in 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)**: the URL to copy is present in the module configuration (**Notification URL**).

The URL must resemble the one below:

**<https://www.your-domain.com/lyra/finalize>**

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. Setting up a notification on batch authorization

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These settings are required for communicating the result of a deferred payment:

- If the payment has been accepted,
- If the payment has been refused.

### Example:

For a deferred payment with a capture delay of 60 days, the authorization request is not made at the moment of the payment. The merchant website will be contacted at the moment of the authorization request via the **Instant Payment Notification URL on batch authorization** rule.

To set up this notification:

1. Right-click on **Instant Payment Notification URL on batch authorization**.

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)**: the URL to copy is present in the module configuration (**Notification URL**).

The URL must resemble the one below:

**<https://www.your-domain.com/lyra/finalize>**

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

7. Save the changes.

8. Enable the rule by right-clicking on **Instant Payment Notification URL on batch authorization** and select **Enable the rule**.

## 7.4. Setting up a notification on batch change

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It is recommended to enable this notification for **PayPal** transactions in order to manage the **UNDER\_VERIFICATION** status. The merchant website will be notified about the acceptance or refusal by PayPal.

If **manual validation** payment has been configured, **you must enable this rule** for your merchant website to be notified when a transaction expires.

This rule is **disabled by default**.

To set up this notification:

1. Right-click **Instant Payment Notification URL on batch change**.

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)**: the URL to copy is present in the module configuration (**Notification URL**).

The URL must resemble the one below:

**`https://www.your-domain.com/lyra/finalize`**

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

7. Save the changes.

8. Enable the rule by right-clicking on **Instant Payment Notification URL on batch change** and select **Enable the rule**.

## 7.5. Testing the Instant Payment Notification URL

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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 without any redirection.
  - 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. In the **Orders > Overview** menu, make sure that the status of your order is **Paid**.

If the order status remains **Open**, 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

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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

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Looking for help? Check our FAQ on our website

<https://docs.lyra.com/en/collect/faq/sitemap.html>

For any technical inquiries or if you need any help, contact *technical support*.

To help us process your demands, you will be asked to communicate your customer code (e.g.: **CLXXXXX**, **MKXXXXX** or **AGXXXXX**).

This information is available in the Merchant Back Office (top of menu).