



COLLECTING SOLUTION

Integrate Lyra on Virtuemart 3 and 4

Document version 2.2

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1. RELEASE NOTES

To follow all the developments in the payment module :

1. Download the module from our online documentation archive.
2. Open the previously downloaded payment module.
3. Go to the **com_lyra** folder.
4. Open the **CHANGELOG.md** file.

2. MODULE FEATURES

Payment types		Bank card data entry	
Immediate payment	✓	Redirection	✓
Deferred payment	✓	I-frame	✗
Payment in installments	✓	Embedded payment (classic)*	✗
Payment by token*	✗	Embedded payment (smartForm)*	✗
Payment by wallet*	✗	Web Service*	✗

Payment operations via Virtuemart		Compatibility with Virtuemart	
Cancellation*	✗	Virtuemart 4	✓
Refund*	✗	Virtuemart 3	✓
Modification*	✗	Virtuemart 2	✗
Validation*	✗	Virtuemart 1.1	✗
Duplication*	✗	Virtuemart 1.0	✗

Payment module	
Multi language	✓
Multi currency	✓
Custom submodule	✗
Automatic redirection at the end of payment	✓
Custom 3DS*	✓
Order status management	✓

3. READ CAREFULLY BEFORE GOING ANY FURTHER

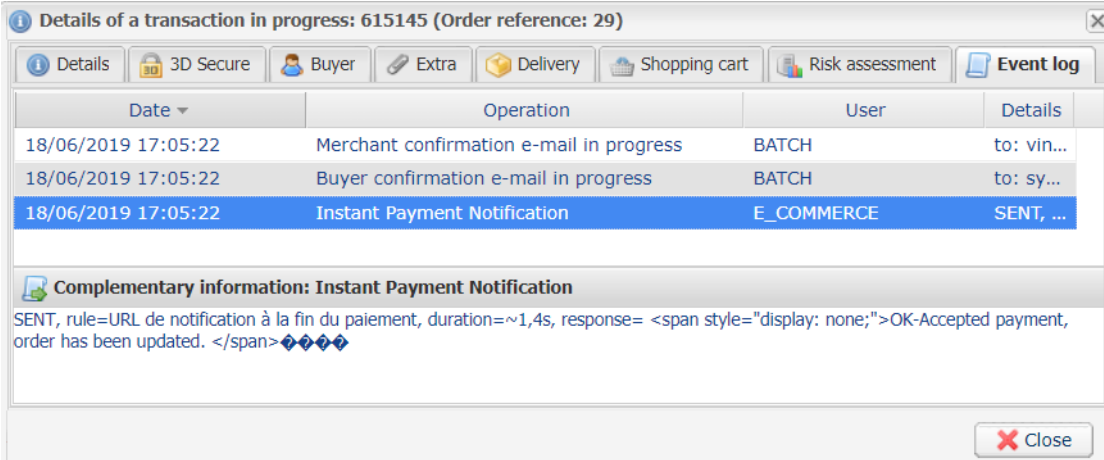
The Instant Payment Notification URL is the only way the Lyra Collect gateway can notify your website at the end of a payment. Therefore, read the **Setting up the Instant Payment Notification URL** chapter carefully.

Frequent errors:

- **Your 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 specified the Instant Payment 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 displays 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, showing 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= OK-Accepted payment, order has been updated. ".

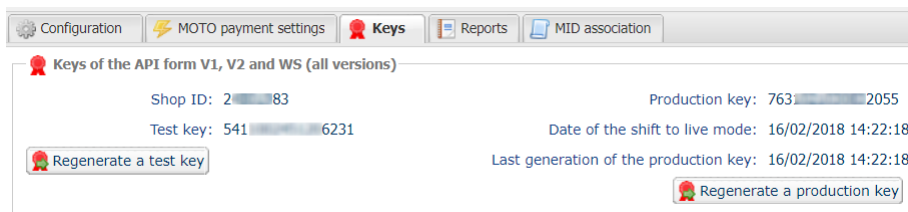
A "Close" button is located at the bottom right of the window.

4. PREREQUISITES

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

- **Payment module file:** Lyra_Virtuemart_3.x-4.x_v2.2.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 in to your Expert Back Office.

WARNING: All our payment modules are tested with a minimal PHP version, this version can be seen in our online documentation archive.

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

5.1. 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.

This module version offers this configuration: **Signature algorithm**, which was not present in some previous versions of our modules. By default, this field is set to **HMAC-SHA-256** and its value must be the same as in the Lyra Collect Back Office (**Settings** > **Shop** > **Keys** tab). If the algorithm is different, the parameter must be changed via the Lyra Back Office.

To uninstall the previous module version, you have to:

1. Sign into your Virtuemart Back Office.
2. Go to **Extensions** > **Manage** > **Manage**.
3. Enter **lyra** in the search area.
4. Check the boxes for the following modules: **lyra**, **VM Payment - Lyra standard payment** and **VM Payment - Lyra payment in installments**
5. Click on the **Uninstall** button.

5.2. Installing the payment module

1. Log in to the Joomla administration page.
2. Go to **Extensions** > **Manage** > **Installation**.
3. In the **Upload Package File** tab, click **Browse for file**, or drag the file from the **Drag and drop the file to be transferred** box.
4. If you've clicked on the **find file** button, navigate to the location where you saved the `Lyra_Virtuemart_3.x-4.x_v2.2.x.zip` file and select it.
Then click the **Send** button.

5.3. Plugin activation

If the payment module is not activated,

1. Go to **Extensions** > **Plugins**.
2. Type **Lyra** in the search field and click **Search**.
Lyra corresponds to standard payment.
Lyra Payment in installments is the payment in installments.
3. Activate the module by clicking on the **Activate** button in the action bar , this action must be performed on both modules if you wish to offer standard payment and payment in instalments.

5.4. Adding a new payment method

To add the payment module, you have to:

1. Go to the **VirtueMart > Payment method** menu.
2. Click on the **New** button located at the top in the actions toolbar.

Fill in the payment module information as follows:

- Payment mode name: **Lyra**.
- Published: **Yes**.
- Payment description: **Payment by credit card**.
- Payment method: Select **VM-Payment, Lyra**.
- Client group: Select the client group to whom you would like to offer the payment, it is recommended to leave the **default** value.
- List order: Leave empty or modify depending on the desired display order.

Click on the **Save** button then click on the **Configuration** tab.

Si you are willing to offer the installment payment, proceed the same way by creating a new payment method and then by selecting: **VM-Payment, Lyra** installment payment as **Payment mode**.

5.5. Configuring standard payment

To configure the payment module, you have to:

1. Go to the **VirtueMart > Payment method** menu.
2. Select the one-payment module, the wording will differ depending on the value previously entered in the **Payment mode name** field.
3. Click on the **Configuration** tab.

Module settings	
Logo	Click the Browse button to access your hard drive and thus select the logo of your choice to modify it. The buyer will see this logo when choosing a payment method.
Activate the debug function	Enables log generation.
Fee per transaction	Charges extra fees when this payment method is chosen.
Percentage of the total amount	Applies a markup on the total amount of the order when this payment method is chosen.
Tax	Tax to apply when this payment method is chosen.

Access to the payment gateway	
Shop ID	Indicate 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). For more information, see the chapter and the sub-chapters on Configuring the notification URL .
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 Virtuemart is not supported by Lyra Collect.

Payment page	
	If the language(s) used by the Virtuemart is (are) implemented into Lyra Collect, the payment page will be displayed in the language of Virtuemart when the buyer clicks on "Pay".
Available languages	<p>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.</p> <p>If you do not select any language, all languages will be displayed on the payment page.</p> <p>To select a language, press and hold the "Ctrl" key and click on the desired languages.</p> <p><u>Available languages:</u> German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.</p>
Capture delay	<p>Indicates the delay (in days) before the capture.</p> <p>By default, this parameter can be configured in your Expert Back Office (Menu: Settings > Shop > Configuration - section: Capture delay).</p> <p>It is recommended to not populate this parameter.</p>
Validation mode	<p><u>Back Office configuration:</u> Recommended value.</p> <p>Allows to use the configuration defined in the Expert Back Office (Menu: Settings > Shop > Configuration section: validation mode).</p> <p><u>Automatic:</u> This value indicates that the payment will be captured in the bank automatically without any action on the merchant's part.</p> <p><u>Manual:</u> This value indicates that the transactions will require manual validation by the merchant via the Expert Back Office.</p> <p><u>Warning:</u> 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.</p> <p>Remember to configure the Instant Payment Notification rule on an operation coming from the Back Office to update the order status in Virtuemart.</p>
Card types	<p>This field allows to select the cards logo to be displayed on the payment page.</p> <p>Warning: The payment types offered to the buyer on the payment page depend on the contracts and options associated with your Lyra Collect offer.</p> <p>It is recommended to leave this parameter empty.</p>

Custom 3DS	
Managing 3DS	<p>Allows to request authentication without interaction (frictionless). Requires the option Frictionless 3DS2</p> <ul style="list-style-type: none"> For payments made in euro, if the amount is lower than €30, a request for frictionless is transmitted to the DS. If the request for frictionless is accepted by the issuer, the merchant loses the payment guarantee. 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. For payments made in a currency other than euro, a request for frictionless is transmitted to the DS.

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 for which you do not wish to offer this payment method.

Restrictions	
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)	If 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)	If the automatic redirection 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".
Time before redirection (failure)	If 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)	If the automatic redirection 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".
Return mode	During the redirection to the shop, these parameters are returned to the shop in POST or GET modes. The POST mode is set by default.
Order status (payment accepted)	Select the status of successfully paid orders. It is recommended to leave the default value.
Order status (payment declined)	Select the status to apply to failed orders. It is recommended to leave the default value.

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

5.6. Configuring installment payment

To configure the payment module, you have to:

1. Go to the **VirtueMart > Payment method** menu.
2. Select the multi-payment module, the wording will differ depending on the value previously entered in the **Payment mode name** field.
3. Click on the **Configuration** tab.

Module settings	
Logo	Click the Browse button to access your hard drive and thus select the logo of your choice to modify it. The buyer will see this logo when choosing a payment method.
Activate the debug function	Enables log generation.
Fee per transaction	Charges extra fees when this payment method is chosen.
Percentage of the total amount	Applies a markup on the total amount of the order when this payment method is chosen.
Tax	Tax to apply when this payment method is chosen.

Access to the payment gateway	
Shop ID	Indicate 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). For more information, see the chapter and the sub-chapters on Configuring the notification URL .
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 Virtuemart is not supported by Lyra Collect. If the language(s) used by the Virtuemart is (are) implemented into Lyra Collect, the payment page will be displayed in the language of Virtuemart when the buyer clicks on "Pay".
Available languages	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. To select a language, press and hold the "Ctrl" key and click on the desired languages.

Payment page	
	<p>Available languages: German, English, Chinese, Spanish, French, Italian, Japanese, Dutch, Polish, Portuguese, Russian, Swedish, Turkish.</p>
Capture delay	<p>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.</p>
Validation mode	<p>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. <u>Warning:</u> 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. Remember to configure the Instant Payment Notification rule on an operation coming from the Back Office to update the order status in Virtuemart.</p>
Card types	<p>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.</p>

Custom 3DS	
Managing 3DS	<p>Allows to request authentication without interaction (frictionless). Requires the option Frictionless 3DS2</p> <ul style="list-style-type: none"> For payments made in euro, if the amount is lower than €30, a request for frictionless is transmitted to the DS. If the request for frictionless is accepted by the issuer, the merchant loses the payment guarantee. 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. For payments made in a currency other than euro, a request for frictionless is transmitted to the DS.

Payment in installments	
First installment	<p>Amount of the first installment, expressed as a percentage of the total amount. Example: For an amount of EUR 100 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 EUR 50 and that the two</p>

Payment in installments	
	<p>others will be of EUR 25. For 50% enter 50. If you want the amount of every installment to be the same, leave this field empty.</p>
Number	<p>Number of installments: 3 for payment in 3 installments 4 for payment in 4 installments etc.</p>
Period	Period (in days) between each installment.

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 for which you do not wish to offer this payment method.

Restrictions	
Automatic redirection	<p>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.</p>
Time before redirection (success)	If 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)	<p>If the automatic redirection 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".</p>
Time before redirection (failure)	If 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)	<p>If the automatic redirection 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".</p>
Return mode	<p>During the redirection to the shop, these parameters are returned to the shop in POST or GET modes. The POST mode is set by default.</p>
Order status (payment accepted)	Select the status of successfully paid orders. It is recommended to leave the default value.
Order status (payment declined)	Select the status to apply to failed orders. It is recommended to leave the default value.

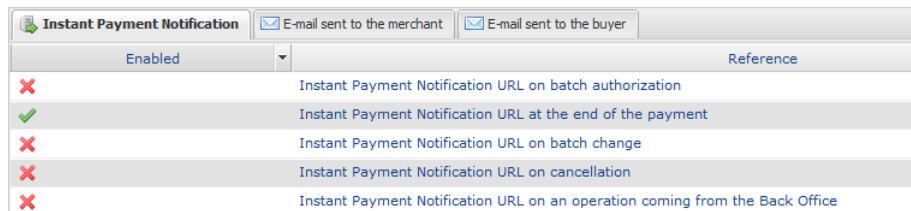
Once you have completed the configuration, click **Save**.

6. 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

6.1. Setting up the Instant Payment Notification URL

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/index.php?option=com_virtuemart&view=pluginresponse&task=pluginnotification&tmpl=component
```

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.

6.2. 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/index.php?  
option=com_virtuemart&view=pluginresponse&task=pluginnotification&tmpl=component
```

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**.

6.3. 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 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. Make sure that the status of your order is **Confirmed** in the **Virtuemart > Orders** menu.

If the order status remains **Pending**, 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

7. PROCEEDING TO TEST PHASE

Once the payment module is configured and you have set up the notification URLs, it is possible to test the payment module.

The test phase is not mandatory, however, we recommend to run some tests to make sure that the payment solution has been correctly integrated.

Different cases of payments can be simulated by using test card numbers specified on the payment page. The Merchant will be able to test all 3D Secure authentication results (if the Merchant is enrolled and 3DS is not disabled).

To perform the test phase:

1. Make an order on your merchant website as if you were one of your buyers.
2. Select the payment method "**Payment by credit card**".
3. Once you have been redirected to the payment page, select the card type of your choice.
4. Click on one of the card numbers on the payment page.

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? See our FAQ:

<https://support.lyra.com/hc/fr>

For any technical inquiries or if you need any help, contact [technical support](#).

To help us process your demands, please have your customer code ready (e.g.: **CLXXXXX**, **MKXXXXX** or **AGXXXXX**).

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