

Ingenico ePayments (Connect platform) for Magento® 1

This extension allows processing payments in Magento® via the Ingenico ePayments Connect platform.

End user documentation

1	Requirements	4
1.1	Magento®	4
1.2	PHP	4
1.3	Ingenico contract	4
2	Hints for using the module	5
2.1	Language support	5
2.2	Difference between Cancel and Void operations	5
2.3	Compatibility with OneStepCheckout Magento Extension	5
3	Installation and configuration	6
3.1	Before installation	6
3.2	Installation options	6
3.2.1	Installation from package using Composer	7
3.2.2	Installation from package, manually	7
3.2.3	Installation from repository using Composer	8
3.2.4	Installation from repository using Modman	8
3.3	Module configuration	9
3.3.1	General Settings	9
3.3.2	Account Settings	10
3.3.3	Capture Settings	11
3.3.4	Checkout Settings	12
3.3.5	Webhooks	13
3.3.6	Cancellation of Pending Orders	14
3.3.7	Fraud notification	15
3.3.8	Payment statuses frontend output	16
3.3.9	Payment methods frontend output	17
3.3.10	Customer notification Email Settings	18
3.3.11	WX file SFT Settings	19
4	Workflow and features	20
4.1	Order workflow	20
4.1.1	Order placement	20
4.1.2	Capture (create invoice)	21
4.1.3	Refund (create creditmemo)	23
4.1.4	Cancel orders	24
4.2	Additional features and tips	25

4.2.1	Transaction information	25
4.2.2	Order update	26
4.2.3	Fraud handling	27
4.2.4	E-Mail Notifications	28
5	Uninstalling or disabling the module	29
6	Troubleshooting	30
6.1	Payment status not accurate	30
6.2	Check log file	31
6.3	Technical support	31

1 Requirements

The following requirements must be met for the smooth operation of the module:

1.1 Magento®

The most recent versions of the following Magento® versions are supported:

- Community Edition 1.8
- Community Edition 1.9

1.2 PHP

These PHP versions are supported:

- PHP 7.0
- PHP 5.6
- PHP 5.5

1.3 Ingenico contract

To use this extension, you need an Ingenico ePayments account (contract).

Please visit <https://www.ingenico.com/epayments> for more information or contact the Ingenico team.

2 Hints for using the module

2.1 Language support

The module supports the locale `en_US`. Translations are stored in CSV translation files and can therefore be modified by third-party modules.

2.2 Difference between Cancel and Void operations

On the order detail page, you will often have the ability to either "Cancel" or "Void" an order:

- To **cancel** an order means to cancel every transaction related to the order. This makes it impossible to create any further transactions (invoices, creditmemos, etc.).
- The **void** action only cancels the invoice of the order (i.e. a capture transaction). This leaves the order itself intact for further capture operations.

2.3 Compatibility with OneStepCheckout Magento Extension

The module is compatible with the OneStepCheckout Magento 1 extension (onestepcheckout.com) in version 4.5.8. Other versions may work as well, but are not officially supported.

Before you use the module with OneStepCheckout, make sure the OneStepCheckout options under section **AJAX update shipping/payment methods** are enabled and at least *Country* is selected under **AJAX save billing fields**. Also, do *not* enable the options **Hide payment method** or **Exclude Country field**.

Compatibility

We can only guarantee compatibility with the OneStepCheckout extension version 4.5.8. However, feel free to report any issues to our [Technical support](#).

3 Installation and configuration

3.1 Before installation

We strongly recommend making a complete backup of the shop's files and database before any module installation or update.

Also, the installation and module functionality should be completely verified on a testing or staging system before moving it into a production system.

If you want to use Composer to install a Magento® module, you'll need the *Magento® Composer Installer* (<https://github.com/Cotya/magento-composer-installer>).

Please note

Basic questions about setting up and using Composer in Magento® are not covered by our technical support. Please refer to the official documentation for Composer.

3.2 Installation options

Install the module's files according to your preferred setup/deployment strategy. It is recommended to use a version control system (e.g. Git).

See below for options and details on installing the module.

3.2.1 Installation from package using Composer

If you got the module as a `.zip` or `.tgz` package, and the package **contains a 'composer.json' file**, it is a so-called *Artifact* which can be installed with Composer.

Follow these steps:

- Copy (do not unzip) the package into a folder that is accessible by Composer.
- On the command line, navigate into the root folder of your Magento® installation.
- Execute the following commands:

```
composer config repository.epayments artifact /path/to/folder/with/zip/  
composer require netresearch/connect-module-ml-ingco  
composer update
```

- Make sure that no Composer errors occurred. If there are any, they must be resolved.
- Then log out from the Magento® admin panel, and log in again.
- After this, clear all Magento caches.
- Now proceed with the [Module configuration](#).

3.2.2 Installation from package, manually

If you have received the module as a `.zip` or `.tgz` package, and the package **does NOT contain a 'composer.json' file**, you can install it manually.

Follow these steps:

- Unpack the package contents into your Magento® root directory.
- Verify that the module files have been copied into this directory:

```
app/code/community/Netresearch/Epayments
```

- Then log out from the Magento® admin panel, and log in again.
- After this, clear all Magento caches.
- Now proceed with the [Module configuration](#).

Please note

When installing the module this way, it is very important to use a version control system (e.g. Git). Otherwise, it will be more difficult to locate and remove the module files if you want to uninstall the module at a later time.

3.2.3 Installation from repository using Composer

You can get the module from the public repository and install it with Composer. The module files will be downloaded from the public repository during the installation.

Follow these steps:

- On the command line, navigate into the root folder of your Magento® installation.
- Execute these commands:

```
composer config repository.epayments vcs \  
https://github.com/netresearch/connect-module-m1-ingco  
composer require netresearch/connect-module-m1-ingco  
composer update
```

- Make sure that no Composer errors occurred. If there are any, they must be resolved.
- Then log out from the Magento® admin panel, and log in again.
- After this, clear all Magento caches.
- Now proceed with the [Module configuration](#).

3.2.4 Installation from repository using Modman

If you have the command line tool *modman* installed, you can use it to install the module. The files will be downloaded from the public repository during the installation.

Follow these steps:

- On the command line, navigate into the root folder of your Magento® installation.
- Execute the following commands:

```
modman init  
modman clone https://github.com/netresearch/connect-module-m1-ingco  
modman update connect-module-m1-ingco
```

- Then log out from the Magento® admin panel, and log in again.
- After this, clear all Magento caches.
- Now proceed with the [Module configuration](#).

3.3 Module configuration

The extension adds a new configuration sections which must be configured to process payments with Ingenico ePayments:

System → Configuration → Sales → Ingenico ePayments

Please note

Make sure that all fields in *Account Settings* and *Fraud Notification* are configured before saving the configuration.

Flush the Magento caches after making changes to the configuration.

3.3.1 General Settings

In the configuration section *General Settings*, you can configure the name of the Ingenico payment method that will be displayed to customers during checkout (see also [Order placement](#)).

Ingenico ePayments

General		
Version	1.2.0	[STORE VIEW]
Titel	<input type="text" value="Ingenico ePayments"/>	[STORE VIEW]
Account Settings		
Checkout Settings		
Capture Settings		
Webhooks		
Cancellation of Pending Orders		
Fraud Notification		
Payment Statuses Frontend Output		
Payment Methods Frontend Output		
Customer Notification Email Settings		
WX File SFT Settings		

3.3.2 Account Settings

The section *Account Settings* holds your access data (API endpoint, credentials, etc.) for the Ingenico ePayments platform. You will receive this information from the Ingenico team.

The *secondary* api endpoint is used as fallback if authentication with the *primary* endpoint fails. This allows to safely migrate endpoints.

- Set *Enabled* to *Yes* to display Ingenico ePayments in the checkout.
- If you set *No*, the payment method is hidden from the checkout, but the module is still active.
- Fill the fields with the data you received from the Ingenico team.

Ingenico ePayments

General	
Account Settings	
Enabled	Yes (WEBSITE)
+ Show payment method in checkout	
API Endpoint	https://world.preprod.api-ingenico.com (WEBSITE)
API Endpoint (Secondary)	(WEBSITE)
+ Fallback if primary endpoint fails:	
API Key	(WEBSITE)
API Secret	(WEBSITE)
MID (Merchant ID)	(WEBSITE)
Soft Descriptor	(WEBSITE)
Hosted Checkout Subdomain	https://payment. (WEBSITE)
Log All Requests	Yes (WEBSITE)
+ Download log file	
Checkout Settings	
Capture Settings	
Webhooks	
Cancellation of Pending Orders	
Fraud Notification	
Payment Statuses Frontend Output	
Payment Methods Frontend Output	
Customer Notification Email Settings	
WX File SFT Settings	

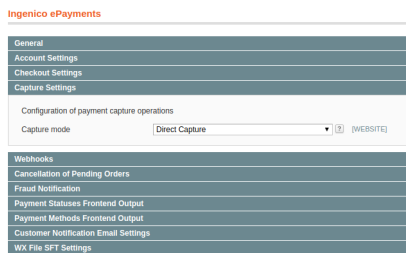
Please note

If you enable *Log All Requests*, you should clear or rotate the log files regularly.

3.3.3 Capture Settings

The section *Capture Settings* is used to configure what to do when a new payment is created. Here you have two options:

- on setting *Direct Capture*, payments will automatically be captured and will be reported as paid as soon as the capture is complete on the gateway. An invoice is created automatically
- with *Delayed Settlement* you will have to manually capture new payments by creating an invoice from the order details page.



Delayed settlements

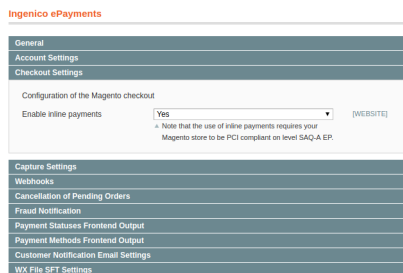
For more information about delayed settlement, please refer to the [Ingenico ePayments API Documentation](#).

3.3.4 Checkout Settings

The section *Checkout Settings* is used to configure how payment information is going to be captured by the customer.

If you enable inline payments the payment data (e.g. credit card information) is requested directly in your checkout and encrypted via the Connect JavaScript SDK. The encrypted data is then sent to your shop and forwarded to the Connect platform through the Connect Server SDK. Not all payment methods support payment data capture through this way - for those who don't the HostedCheckout page is being used.

Should you disable inline payments, the customer will get redirected to the HostedCheckout page for all available payment products after completing the Magento® checkout.



PCI compliance

When using inline payments you will need to fill PCI SAQ A-EP, otherwise you should use PCI SAQ A.

3.3.5 Webhooks

In the section *Webhooks* you can set up the Ingenico Webhooks integration. If required, you will receive Webhooks credentials from the Ingenico ePayments team.

Again, the *secondary* credentials are used if authentication with the *primary* credentials fails. You can use this to safely migrate keys without missing any Webhooks requests.

Ingenico ePayments

General	
Account Settings	
Checkout Settings	
Capture Settings	
Webhooks	
Configuration of the Webhooks integration	
Key ID	<input type="text"/> ? [WEBSITE]
Secret Key	<input type="text"/> ? [WEBSITE]
Key ID (Secondary)	<input type="text"/> ? [WEBSITE]
	▲ Fallback if primary key fails.
Secret Key (Secondary)	<input type="text"/> ? [WEBSITE]
	▲ Fallback if primary key fails.
Cancellation of Pending Orders	
Fraud Notification	
Payment Statuses Frontend Output	
Payment Methods Frontend Output	
Customer Notification Email Settings	
WX File SFT Settings	

Not fully supported for Global Collect yet

If you are using Global Collect, Webhooks are not yet supported for the full payment lifecycle.

3.3.6 Cancellation of Pending Orders

In the section *Cancellation of Pending Orders*, you can configure the extension to automatically cancel abandoned orders after a period of days.

Ingenico ePayments

General
Account Settings
Checkout Settings
Capture Settings
Webhooks
Cancellation of Pending Orders
Number of days before cancellation <input type="text" value="3"/> ? [GLOBAL] <small>▲ This requires working Magento Cronjobs!</small>
Fraud Notification
Payment Statuses Frontend Output
Payment Methods Frontend Output
Customer Notification Email Settings
WX File SFT Settings

Please note

Automatic cancellations are performed by a periodically running *Cronjob*.

For this, the standard Magento® Cronjobs must be configured correctly on your system. See also section [Order update](#).

Please note that questions about the basic setup of Cronjobs in Magento® are not covered by our technical support.

3.3.7 Fraud notification

In the section *Fraud notification* you can configure a destination email address for notifications when the Ingenico ePayments Fraud Detection is triggered.

Ingenico ePayments

General
Account Settings
Checkout Settings
Capture Settings
Webhooks
Cancellation of Pending Orders
Fraud Notification

Manager Email

? [STORE VIEW]

▲ Destination email address for Fraud notifications.

Payment Statuses Frontend Output
Payment Methods Frontend Output
Customer Notification Email Settings
WX File SFT Settings

Please note

Manager Email is a required field.

If Magento® doesn't allow saving the configuration, check if the field contains an email address.

3.3.8 Payment statuses frontend output

In the section *Payment statuses* you will find a list of payment statuses and their definition.

These definition texts will be displayed to the customer after making a payment in the Magento® checkout.

You can modify the status definition texts on the Store View level according to your needs.

The default definitions are provided by Ingenico ePayments. If you need to know the original values, you can find them in the [Ingenico ePayments API Documentation](#).

Ingenico ePayments

General		
Account Settings		
Checkout Settings		
Capture Settings		
Webhooks		
Cancellation of Pending Orders		
Fraud Notification		
Payment Statuses Frontend Output		
<p>This is a list of payment statuses and their definition.</p> <p>Source for default definitions: API Documentation - Get payment</p> <p>You can specify custom definition texts for the statuses.</p>		
ACCOUNT_VERIFIED	<div>The account has been verified using a validation services like O\$ auth</div>	[STORE VIEW]
CREATED	<div>The transaction has been created. This is the initial state once a new payment is created.</div>	[STORE VIEW]
REDIRECTED	<div>The consumer has been redirected to a 3rd party to complete the authentication/payment</div>	[STORE VIEW]

3.3.9 Payment methods frontend output

In the section *Payment methods* you will find a list of payment methods groups and their display name in the checkout.

These definition texts will be displayed to the customer for grouping the offered payment methods by type in the Magento® checkout.

You can modify the payment method group label texts on the Store View level according to your needs.

Ingenico ePayments

General
Account Settings
Checkout Settings
Capture Settings
Webhooks
Cancellation of Pending Orders
Fraud Notification
Payment Statuses Frontend Output
Payment Methods Frontend Output

This is a list of **payment methods** by which payment options are grouped in the checkout.
You can specify **custom titles** for these methods.

token	<input type="text" value="Saved payment options"/>	[STORE VIEW]
bankTransfer	<input type="text" value="Bank transfer"/>	[STORE VIEW]
card	<input type="text" value="Credit cards"/>	[STORE VIEW]

3.3.10 Customer notification Email Settings

You can configure when to notify a customer about the status of their payment in the *Customer notification Email Settings* section.

If one of the options is set to **Yes**, the customer will automatically receive a notification email when their payment gets the corresponding status.

Ingenico ePayments

General
Account Settings
Checkout Settings
Capture Settings
Webhooks
Cancellation of Pending Orders
Fraud Notification
Payment Statuses Frontend Output
Payment Methods Frontend Output
Customer Notification Email Settings

Select if and when notification emails to the customer should be sent.

Payment Successful	Yes	[STORE VIEW]
Payment Rejected	Yes	[STORE VIEW]
Fraud Suspicion	Yes	[STORE VIEW]
Customer Action Needed	Yes	[STORE VIEW]
Delayed Settlement	Yes	[STORE VIEW]
Slow 3rd Party	Yes	[STORE VIEW]

WX File SFT Settings

3.3.11 WX file SFT Settings

In the *WX file SFT Settings* section, the optional transfer of *.wx* files can be configured. WX files are used to automatically transfer information about payments from Ingenico to and from the extension.

You will receive the configuration details from the Ingenico ePayments team if necessary.

Ingenico ePayments
Save Config

General	?
Account Settings	?
Checkout Settings	?
Capture Settings	?
Webhooks	?
Cancellation of Pending Orders	?
Fraud Notification	?
Payment Statuses Frontend Output	?
Payment Methods Frontend Output	?
Customer Notification Email Settings	?
WX File SFT Settings	?

Configuration for retrieving the *.wx* files from Ingenico.

Host

? [WEBSITE]

▲ SFTP hostname

Username

? [WEBSITE]

▲ SFTP username for login

Password

? [WEBSITE]

▲ SFTP password for login

Remote path

? [WEBSITE]

▲ Path on the remote SFTP server

Please note

Updating the order status by *.wx* file polling is only available if you are using Global Collect.

For this feature, the standard Magento® Cronjobs must be configured correctly on your system.
See also section [Order update](#).

Questions about the basic setup of Cronjobs in Magento® are not covered by our support.

4 Workflow and features

4.1 Order workflow

This section describes the standard workflow of an order when using Ingenico ePayments. Special cases and actions will be documented in their respective chapters.

4.1.1 Order placement

If the Ingenico ePayments payment method is enabled in the section [Account Settings](#), the shop customer can select the payment method in the checkout.

The name of the payment method can be configured in the [General Settings](#) section.





If this payment method is selected, it offers a dynamic list of payment products, depending on the customer's billing address country, order amount, and the configured Ingenico ePayments endpoint.

CHECKOUT

1	BILLING INFORMATION	Edit
2	SHIPPING INFORMATION	Edit
3	SHIPPING METHOD	Edit
4	ZAHLUNGSMETHODEN	

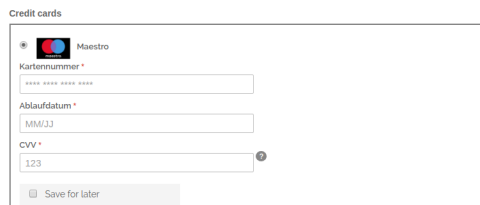
☐ Check / Money order
☒ Ingenico ePayments

Credit cards

☐  Maestro
☐  Visa Debit
☐  MasterCard Debit
☐  JCB

If inline payments has been enabled in the [Checkout Settings](#), depending on the payment product, input fields will show up upon selection.

Credit cards



The screenshot shows a credit card payment form with the following fields:

- Kartennummer ***: A text input field with a placeholder "XXXX XXXX XXXX XXXX".
- Ablaufdatum ***: A text input field with a placeholder "MM/JJ".
- CVV ***: A text input field with a placeholder "123".

 Below the fields is a checkbox labeled "Save for later".

The entered data gets sent to your Magento instance as encrypted string and will be forwarded to the Connect Server API upon order placement.

After placing an order with the Ingenico ePayments payment method, the customer is either redirected to the checkout success page or to an external page to enter the payment information. The external page is hosted by Ingenico ePayments.

Afterwards, the customer is redirected back to Magento® and will see the status message from the [Payment statuses frontend output](#) section, depending on the status of the payment.

If everything went right, the payment status will be `PENDING_CAPTURE` or `PENDING_APPROVAL` in case of *Delayed settlement* on [Capture Settings](#). Otherwise `CAPTURE_REQUESTED` or `CAPTURED` indicate a successful transaction.

The next section explains how to deal with those statuses.

Styling the external payment page

If you want to customize the look and feel of the external payment page, have a look at Ingenico's [Hosted Payment Page documentation](#).

4.1.2 Capture (create invoice)

If you are using the default *Delayed Settlement* capture mode (see section [Capture Settings](#)), orders that are processed with Ingenico ePayments have to be manually captured (approved) by the merchant.

This is done by creating an invoice in Magento®.

Important: use *online* capture

Make sure that *Capture Online* is selected in the *Amount* box when creating the invoice. Otherwise, the capture will not be registered by the Ingenico ePayments platform.

If you don't use online capture, the payment flow will be interrupted!

Invoice Totals	
Subtotal	€10.00 [\$14.15]
Grand Total	€10.00 [\$14.15]
<div> <div>Amount</div> <div>Capture Online ▾</div> </div> <div> <div>Append Comments</div> <input type="checkbox"/> </div> <div> <div>Email Copy of Invoice</div> <input type="checkbox"/> </div> <div>  </div>	

Creating the invoice in Magento® (with *capture online*) starts the capturing process on the Ingenico ePayments platform. However, the funds will most likely not be transferred immediately, which means:

- the order state will be `PAYMENT_REVIEW`,
- the invoice status will be `PENDING`.

This will change after some time, as soon as Ingenico ePayments reports the capture as complete. When the payment status is set to `CAPTURED` by Ingenico, these things will happen:

- the order state will be set to `PROCESSING`,
- the invoice will be marked as `PAID`,
- the funds are transferred to the merchant's account.

From now on, it is possible to perform a *Refund*. This is explained in the next section.

Refresh payment status

You can quickly "pull" the current payment status from the Ingenico ePayments platform using the *Refresh Payment Status* button on the order details page. See also the section [Order update](#).

4.1.3 Refund (create creditmemo)

You can trigger refunds on the Ingenico ePayments platform using Magento's® standard refund function.

To see if a payment can be refunded, you can check its [Transaction information](#). Look at the value *isRefundable* in the table.

Follow these steps to make a refund:

- Go to the order details page.
- **Important:** You must open the invoice you want to refund.
- Then select *Creditmemo* from the top menu.
- Adjust the refund amount if needed, and select *Refund* at the bottom of the page.

Refund Totals	
Subtotal	€210.00 [\$297.15]
Refund Shipping	<input type="text" value="152.52"/>
Adjustment Refund	<input type="text" value="0"/>
Adjustment Fee	<input type="text" value="0"/>
Grand Total	€362.52 [\$512.97]
<div> <input type="checkbox"/> Append Comments <input type="checkbox"/> Email Copy of Credit Memo </div>	
<div> <input checked="" type="button" value="Refund Offline"/> <input type="button" value="Refund"/> </div>	

Important: use *online* refunds

Do **not** choose *Refund Offline* when creating a credit memo. Only online refunds will be registered with the ePayments platform.

If you select *Refund offline*, the buyer will not get their money back.

Similar to captures, refunds will not be processed immediately. There will be a slight time delay.

Refunds through the GlobalCollect endpoint must be explicitly approved (confirmed) on the Credit Memo details page.

As long as the refund is in status `PENDING`, it can be canceled on the Credit Memo details page.

4.1.4 Cancel orders

Orders that were created using the Ingenico ePayments module can be cancelled with Magento's® standard cancel function.

If possible, this will cancel the order on the Ingenico ePayments platform as well.

To see if a payment or refund can be cancelled, you can check its [Transaction information](#). Look at the value *isCancellable* in the table.

Denying a *Suspected Fraud* order will also result in a cancellation, as explained in the section [Fraud handling](#).

Difference between Cancel and Void

For details on what *Cancel* and *Void* mean, have a look at the section [Difference between Cancel and Void operations](#).

4.2 Additional features and tips

4.2.1 Transaction information

You can look up detailed information about the status of a payment in the Transaction Details:

- Open an order.
- Select *Transactions* from the sidebar.
- Click on a transaction entry in the list.

This shows in-depth details about the transaction status. The data received from the Ingenico ePayments platform is shown in the *Transaction Details* table.

Transaction # 000000022710000020310000100001 | 24.11.2017 16:51:21

Transaction Data				
Transaction ID	000000022710000020310000100001			
Parent Transaction ID	000000022710000020310000100001			
Order ID	100000004			
Transaction Type	capture			
Is Closed	Ja			
Created At	24.11.2017 16:51:21			

Child Transactions				
ID #	Order ID	Transaction ID	Payment Method Name	Transaction Type
2	100000004	000000022710000020310000100001	Ingenico ePayments	Capture

Transaction Details	
Key	Value
status	CAPTURE_REQUESTED
isAuthorized	Yes
isRefundable	No
isCancellable	Yes
statusCategory	PENDING_CONNECT_OR_3RD_PARTY
statusCode	800
statusCodeChangeDateTime	20171124165335

Depending on whether you created an order using the GlobalCollect or Ogone platform, you might see multiple transactions for each stage of the payment, or just one *Authorization Transaction* that holds the current status of the payment.

Refunds create separate transactions which show the current status of the refund.

4.2.2 Order update

A payment or refund status can get updated automatically via [Webhooks](#). Alternatively, there are these additional ways to get status updates from the Ingenico ePayments platform:

Update an order manually

Click the *Refresh Payment Status* button at the top of the order details view. You will see a message if any changes were found, and the order status will be updated accordingly.



Update order automatically

A *Cronjob* is executed every 5 minutes and will query the Ingenico ePayments platform for updates to your orders. The process behind this is similar to the manual order update.

You can configure the Magento® Cron functionality here:

System → Advanced → System → Cron (Scheduled Tasks)

This also lets you configure a log file that will be stored in the Magento® folder `var/log/`. The log shows information about past automatic order updates.

The Cronjob can also cancel unpaid orders that have not been updated in a certain time. See section [Cancellation of Pending Orders](#) on how to configure this feature.

Update by .wx file polling

If this is enabled, the `.wx` files with order update information are downloaded daily at 4:30am from the Ingenico ePayments platform. See section [WX file SFT Settings](#) on how to configure this feature.

Only for Global Collect merchants

Updating the order status by `.wx` file polling is only available if you are using Global Collect.

This will update the order and transaction status, so you are able to handle orders accordingly - however some meta information is not available via WX file update (e.g. if the order can actually be canceled or refunded through the platform). A relatively empty [Transaction information](#) can indicate an update via WX File. To rectify this you can always use the [Order update](#) functionality.

4.2.3 Fraud handling

Ingenico ePayments offers automatic Fraud Detection.

If Ingenico has detected a possible fraud:

- The transaction will show a `FRAUD_SUSPECTED` order status.
- A [Fraud notification](#) email will be sent to the fraud manager.

Payments that are in *Suspected Fraud* can only be processed further after being *approved* or *denied* by the merchant.

To approve or deny a payment, go to the order details page and use the buttons in the top menu.



The result will be:

- A denied payment will cancel the order, as explained in the section [Cancel orders](#).
- An approved payment will make the order ready for [Capture \(create invoice\)](#).

4.2.4 E-Mail Notifications

You can configure if and when to inform a customer about the order status.

This can be used to keep customers up-to-date and manage their expectations. Please see the section [Customer notification Email Settings](#) on how to use this feature.

5 Uninstalling or disabling the module

To **uninstall** the module, follow these steps:

1. Delete all module files from your file system.
2. Remove the module entry `netresearch_epayments_setup` from the table `core_resource`.
3. Remove all module entries in path `ingenico_epayments/` from the table `core_config_data`.
4. Flush the caches afterwards.

If you only want to **disable** the module without uninstalling it, edit the file

```
app/etc/modules/Netresearch_Epayments.xml
```

and set this XML-node from *true* to *false*:

```
config/modules/Netresearch_Epayments/active
```

6 Troubleshooting

6.1 Payment status not accurate

If you believe that the payment status of an order isn't correct or up-to-date, you should first try to refresh the order status with the *Refresh Payment Status* button (see section [Order update](#)).

If you need more information for debugging the problem, you can check the [Transaction information](#) from the order details page. Select a transaction and look at the *Transaction Details* received from the Ingenico ePayments platform.

Transaction # 000000022710000020310000100001 | 24.11.2017 16:51:21

Transaction Data				
Transaction ID	000000022710000020310000100001			
Parent Transaction ID	000000022710000020310000100001			
Order ID	100000004			
Transaction Type	capture			
Is Closed	Ja			
Created At	24.11.2017 16:51:21			

Child Transactions				
ID #	Order ID	Transaction ID	Payment Method Name	Transaction Type
2	100000004	000000022710000020310000100001	Ingenico ePayments	Capture

Transaction Details	
Key	Value
status	CAPTURE_REQUESTED
isAuthorized	Yes
isRefundable	No
isCancellable	Yes
statusCategory	PENDING_CONNECT_OR_3RD_PARTY
statusCode	800
statusCodeChangeDateTime	20171124165335

6.2 Check log file

If you enabled logging in section [Account Settings](#), you can download the log file using the link:

System → Configuration → Ingenico ePayments → Account Settings → Log All Requests → Download log file

The log file contains all messages to and from the Ingenico servers and may help finding the cause.

6.3 Technical support

In case of questions or problems, have a look at the Support Portal (FAQ):

<http://ingenico.support.netresearch.de/>

If the problem cannot be resolved, you can contact the Ingenico support team:

<https://www.ingenico.com/epayments/support>