



Worldpay Payments Plugin for Magento 2

Installation guide

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1.1.2 Install the plugin from GitHub

We recommend the Packagist installation, but if you have issues with that download the plugin [from GitHub](#).

Run following command to add the Worldpay GitHub repository to your composer.json file:

```
composer config repositories.repo-name git https://github.com/Worldpay/Worldpay-Magento2-CG.git
```

```
www-data@ip-172-31-30-154:/var/www/html/magento2$ composer config repositories.repo-name git https://github.com/Worldpay/Worldpay-Magento2-CG.git
www-data@ip-172-31-30-154:/var/www/html/magento2$
```

The Worldpay GitHub repository is now added to your composer.json file:

```
"repo-name": {
    "type": "git",
    "url": "https://github.com/Worldpay/Worldpay-Magento2-CG.git"
}
```

Run the following command to install the plugin. Please include the version to be installed:

```
composer require sapient/module-worldpay: v2.3.4-rc0620
```

You will see the following as an output:

```
www-data@ip-172-31-30-154:/var/www/html/magento2$ composer require sapient/module-worldpay:2.1.7
./composer.json has been updated
Loading composer repositories with package information
Updating dependencies (including require-dev)
Package operations: 1 install, 0 updates, 0 removals
- Installing sapient/module-worldpay (2.1.7): Cloning f79e86f966 from cache
```

```
Writing lock file
Generating autoload files
6 packages you are using are looking for funding.
Use the `composer fund` command to find out more!
```

1.1.3 Install the plugin from GitHub branch

Do this if Worldpay has provided a patch. To install the plugin from Github branch, please get the branch details from Worldpay. If the branch name is **release-v2.3.4-rc0620**, run following command:

```
composer require sapient/module-worldpay:dev-release-v2.3.4-rc0620
```

In this case, the “dev” parameter informs Composer that you are trying to download the package from the GitHub branch. You will see the following as an output:

```
www-data@ip-172-31-30-154:/var/www/html/magento2$ composer require sapient/module-worldpay:dev-release-2.1.7
./composer.json has been updated
Loading composer repositories with package information
Updating dependencies (including require-dev)
Package operations: 1 install, 0 updates, 0 removals
  - Installing sapient/module-worldpay (dev-release-2.1.7 d5f189a): Cloning d5f189a735 from cache
```

```
Writing lock file
Generating autoload files
6 packages you are using are looking for funding.
Use the `composer fund` command to find out more!
```

After completing the installation, run the following command to refresh the Magento cache:

```
php bin/magento setup:upgrade && php bin/magento setup:static-content:deploy -f && php bin/magento
cache:flush
```

1.2 Install the plugin after manual download

Please follow these steps to perform a manual installation:

1. Download the extension **from the Magento marketplace** (recommended).
2. If you have any issues with the Magento marketplace, download the extension **from GitHub**.
3. Unzip the file in a temporary directory.
4. You must create an `app/code/Sapient/Worldpay` directory to hold the unzipped Magento file structure mentioned in step 3.
5. After completing the steps above, run the following command to refresh the Magento cache:

```
php bin/magento setup:upgrade && php bin/magento setup:static-content:deploy -f && php
bin/magento cache:flush
```

2. Basic configuration

General Configuration

Enable Worldpay [store view]	Yes	▼
Environment Mode [store view]	Test Mode	▼
Test URL [store view]	https://secure-test.worldpay.com/jsp/merchant/xml/paymentSer	
Live URL [store view]	https://secure.worldpay.com/jsp/merchant/xml/paymentService.	
Merchant Code [store view]	XXXXXX	
XML Username [store view]	XXXXXX	
XML Password [store view]	
Enabled Logging [store view]	Yes	▼
Auto Invoice [store view]	Yes	▼
Payment Method Selection [store view]	Radio Buttons	▼
Description [store view]	WorldPay Order	

The table below covers the basic configurations needed to test your first Worldpay payment:

General configuration settings	Description
Enable Worldpay*	When set to Yes , shoppers can process transactions using the Worldpay Payment Gateway at checkout.
Environment Mode*	Toggles between Test and Live modes. Set it to Live after testing is completed and before production launch.
Test URL*	The Worldpay test environment's URL
Live URL**	The Worldpay Live environment's URL - which your Worldpay support contact provides.
Merchant Code*	Your Worldpay merchant code, which your Worldpay support contact provides.
XML Username*	Your Worldpay XML username, which you will find in the Worldpay Merchant Admin Interface .
XML Password*	Your Worldpay XML password, which you can set in the Worldpay Merchant Admin Interface .

All fields marked (*) are mandatory.

All fields marked (**) are mandatory for production mode.

To find out more about features and configurations, please refer to the Worldpay Payments Plugin User Guide. You can also find out more on the **Worldpay Payment Gateway Guide**.

3. Troubleshooting

- Please refer to the User Guide to verify the plugin's configurations
- You can also check the installation information at [Worldpay General Error](#)
- You can customize error messages. Find out more in the User Guide, under **Worldpay Exception Codes**
- Make sure Worldpay module is enabled, the correct environment mode is set and the correct environment URL has been updated under `Stores/Configuration/Sales/Worldpay/General Configuration`

Issues	Troubleshoot
Authentication-related issue with error code 4	<p>Please verify your merchant code, XML username and XML password at <code>Stores/Configuration/Sales/Worldpay/General Configuration</code>.</p> <p>Please check with Worldpay that IP address mapping has been implemented correctly.</p>
Debugging mode	<p>You must set "Enable Logging" to Yes under <code>Stores/Configuration/Sales/Worldpay/General Configuration</code>.</p>
Switch between Direct Integration and HPP	<p>Make sure you have set the appropriate "Integration Mode" at <code>Stores/Configuration/Sales/Worldpay/Credit Card</code>.</p>
Client side encryption not working	<p>You must set "Client Side Encryption Enabled" to Yes and the correct Public Key must be updated at <code>Stores/Configuration/Sales/Worldpay/Credit Card</code>.</p>
CVC not displaying on Checkout form	<p>Check that "Require CVC" is set Yes at <code>Stores/Configuration/Sales/Worldpay/Credit Card</code></p>
3DS1 not working	<p>Check that "Activate 3DS Authentication" and "Enable 3DS1 Authentication" are set to Yes at <code>Stores/Configuration/Sales/Worldpay/Credit Card 3DS Authentication</code>.</p>

3DS2 not working	<p>Please check that “Activate 3DS Authentication” and “Enable 3DS2 Authentication” are set to Yes and that you have set all the parameters under “Configure 3DS2” correctly at Stores/Configuration/Sales/Worldpay/Credit Card 3DS Authentication.</p> <p>Please refer to the User Guide to verify the plugin configurations and all other details.</p> <p>For more details, please refer to the online Worldpay 3DS Flex guide.</p>
Hosted payment page not working	<p>Make sure that “Integration Mode” is set to Redirect at Stores/Configuration/Sales/Worldpay/Credit Card.</p> <p>Also, check that “HPP Enabled” is set to Yes and the correct “Installation ID” has been updated at Stores/Configuration/Sales/Worldpay/Hosted Payment Page.</p>
Unable to save card for future usage	<p>Check that “Saved Card” is set to Yes and that either “Enable Tokenization” or “Enable Merchant Tokens” is set to Yes at Stores/Configuration/Sales/Worldpay/Tokenization.</p> <p>Refer to the User Guide to verify the plugin configurations and other details.</p>

Refer to the User Guide to find out more about various features.

Note: For any issues not included in the table above, please contact your Worldpay support representative with the following details to help them resolve the issue.

- Screenshot of the issue
- Screenshot of the particular admin configuration
- Plugin-specific log
- Worldpay.log
- Version of the plugin and Magento you are using

If you need support

Please get in touch with your Worldpay support contact. If they're not available, call our customer service team on 0800 096 3997.