

Worldpay Payments plugin for Magento 2

Installation guide

2.4.7-rc0724

July 2024

Contents

How to install the plugin	3
Install the plugin using Composer.....	3
<i>Install the plugin from Packagist (recommended).....</i>	<i>3</i>
<i>Install the plugin from GitHub.....</i>	<i>3</i>
<i>Install the plugin from GitHub branch.....</i>	<i>4</i>
Install the plugin after manual download	5
Basic configuration.....	6
Troubleshooting	8
Contact Us	9

The Worldpay Payments Plugin for Magento 2 is hosted on [GitHub](#) and on [Packagist](#).

Prerequisite: You must [download Composer](#) and install it on your machine.

Check the version you need to install from [Packagist](#).

Run the following command

Please add the version number highlighted in yellow to download the exact required version.

```
www-data@ip-172-31-30-154:/var/www/html/magento2$ composer require sapient/module-worldpay:2.4.2-rc0421
./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 (2.4.2-rc0421) : Cloning f79e86f966 from cache
```

Install the plugin from GitHub

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

```
www-data@ip-172-31-30-154:/var/www/html/magento2$ composer config repositories.repo-name git https://git
hub.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, and include the version to be installed:

```
composer require sapient/module-worldpay: 2.4.7-rc0724
```

You will see the following as an output (Sample Screenshot):

```
www-data@ip-172-31-30-154:/var/www/html/magento2$ composer require sapient/module-worldpay:2.4.2-rc0421  
./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 (2.4.2-rc0421): 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!
```

Install the plugin from GitHub branch

Do this if Worldpay has provided a patch. To install the plugin from Github branch, get the branch details from Worldpay. If the branch name is *release-v2.4.7-rc0724*, run the following command:

```
composer require sapient/module-worldpay:dev-release-v2.4.7-rc0724
```

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 (Sample Screenshot):

```
www-data@ip-172-31-30-154:/var/www/html/magento2$ composer require sapient/module-worldpay:dev-release-v2.4.2-rc0421  
./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-v2.4.2-rc0421 d5f189a735): 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 you complete 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
```


Install the plugin after manual download

For a manual installation, do the following:

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 <small>[store view]</small>	Yes
Environment Mode <small>[store view]</small>	Test Mode
Test URL <small>[store view]</small>	https://secure-test.worldpay.com/jsp/merchant/xml/paymentSer
Live URL <small>[store view]</small>	https://secure.worldpay.com/jsp/merchant/xml/paymentService.
Merchant Code <small>[store view]</small>	XXXXXXX
XML Username <small>[store view]</small>	XXXXXXX
XML Password <small>[store view]</small>
Enabled Logging <small>[store view]</small>	Yes
Auto Invoice <small>[store view]</small>	Yes
Payment Method Selection <small>[store view]</small>	Radio Buttons
Description <small>[store view]</small>	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 <i>Test</i> and <i>Live</i> modes. Set it to Live after testing is complete 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, see the Worldpay Payments Plugin User Guide. You can also find out more on the [Worldpay Payment Gateway Guide](#).

3. Troubleshooting

Here are some basic ideas to help you identify and fix problems:

- See the User Guide to verify the plugin's configurations
- You can also check the installation information at the [Worldpay Troubleshooting, General Errors](#) section
- 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	Verify your merchant code, XML username and XML password at Stores/Configuration/Sales/Worldpay/General Configuration. Check with Worldpay that IP address mapping has been implemented correctly.
Debugging mode	You must set "Enable Logging" to Yes under Stores/Configuration/Sales/Worldpay/General Configuration.
Switch between Direct Integration and HPP	Make sure you have set the appropriate "Integration Mode" at Stores/Configuration/Sales/Worldpay/CreditCard.
Client side encryption not working	You must set "Client Side Encryption Enabled" to Yes and the correct Public Key must be updated at Stores/Configuration/Sales/Worldpay/Credit Card
CVC not displaying on Checkout form	Check that "Require CVC" is set to Yes at Stores/Configuration/Sales/Worldpay/Credit Card
3DS1 not working	Check that "Activate 3DS Authentication" and "Enable 3DS1 Authentication" are set to Yes at Stores/Configuration/Sales/Worldpay/Credit Card 3DS Authentication.
3DS2 not working	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. See the User Guide to verify the plugin configurations and all other details. For more details, see the online Worldpay 3DS Flex guide .

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 use	<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>See the User Guide to verify the plugin configurations and other details.</p>

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

Note: For any issues not included in the table above, 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

4. Contact Us

Contact your Worldpay Relationship Manager or other contact. You may call our customer service team on 0800 096 3997 if they're unavailable.