Worldpay Hybris 1808 Connector R5.0 - FAQ / troubleshooting

To gain knowledge and understanding of the workings of the Worldpay Connector for SAP Commerce Cloud, we recommend installing it on a fresh install of SAP Commerce Cloud with only the b2caccelerator.
This can easily be done by using one of the recipes provided with the Connector.

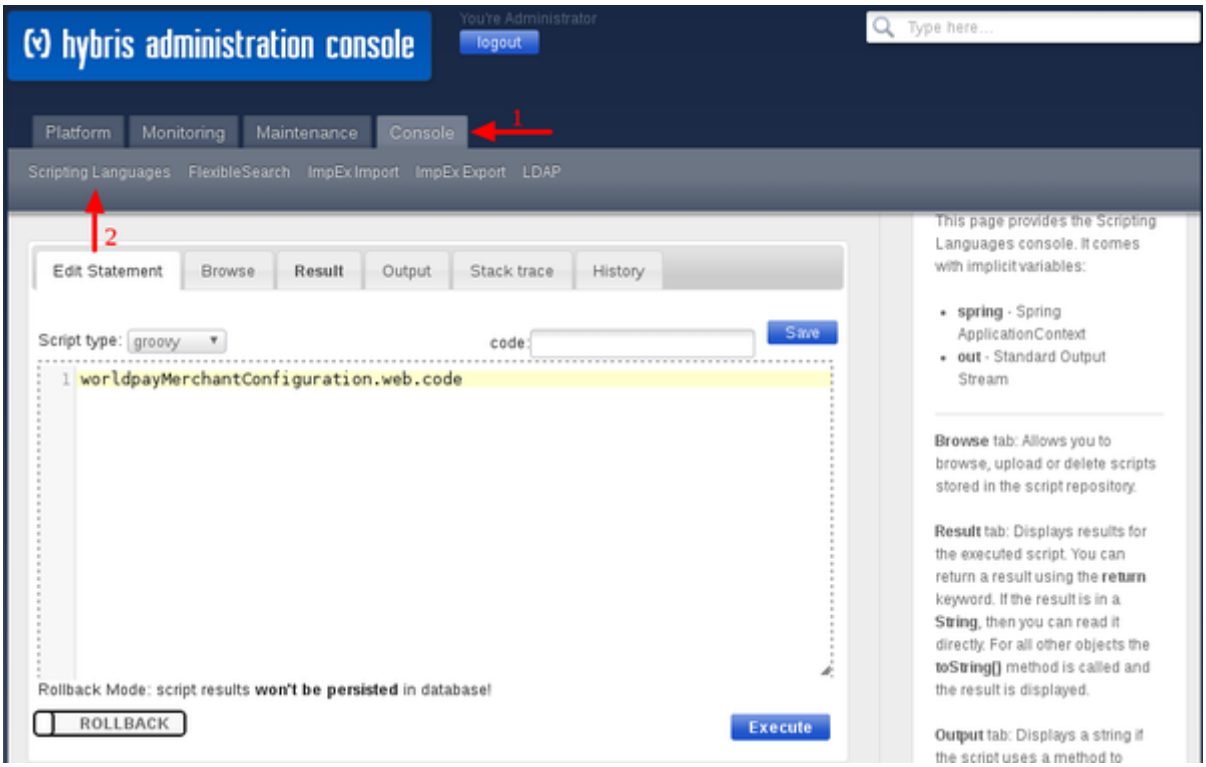
Pre-Go Live Checks

Topics to consider

- Request your merchant codes on an early stage of the project.
- In case the project needs pick up in store, please ensure that all available stores have a postal code.
- Request the activation of "Dynamic interaction type" when setting up the merchants.
- If using CSE, remember to generate your own public key and update it in the merchants.xml file.

Checklist when facing an issue.

1. Carefully read through all the documentation supplied with the plugin.
2. Ensure the version of the plugin is corresponding to your hybris version.
3. Carefully follow the implementation guide and verify that the desired functionalities are installed correctly.
4. Follow the step by step guide below to verify, that the merchant configurations in hybris (merchants.xml) matches the configuration in the Worldpay merchant interface.
    a. To check your configured merchants:
        i. Go to the Hybris Administration Console (HAC)
        ii. Go to Console Scripting Languages
        iii. Execute statements of the pattern: "worldpayMerchantConfiguration.[channel].[property]" where:
            1. [channel] can be: "web", "mobile" or "customerService"
            2. [property] can be "code", "password", "macValidation", "macSecret", "csePublicKey", "installationId", "statementNarrative" or "orderContent"



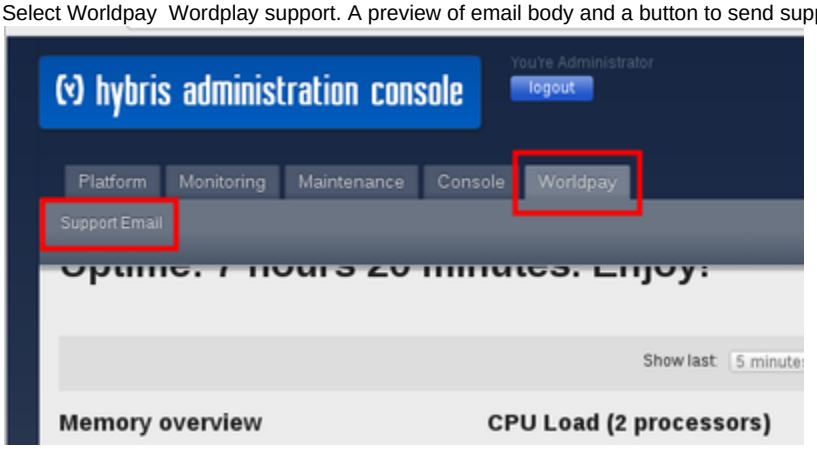
5. Ensure that the communication with Worldpay (including receiving order modifications) is not in any way blocked or modified by your local infrastructure.
    a. Be mindful that your hybris nodes have to be able to reach the Worldpay test or production system.

b. The node which has the worldpaynotifications extension installed has to be reachable from the Worldpay test or production system.

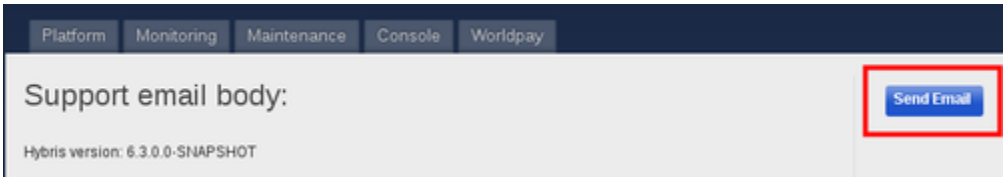
Raising a request

When raising a support request, please follow the steps below.

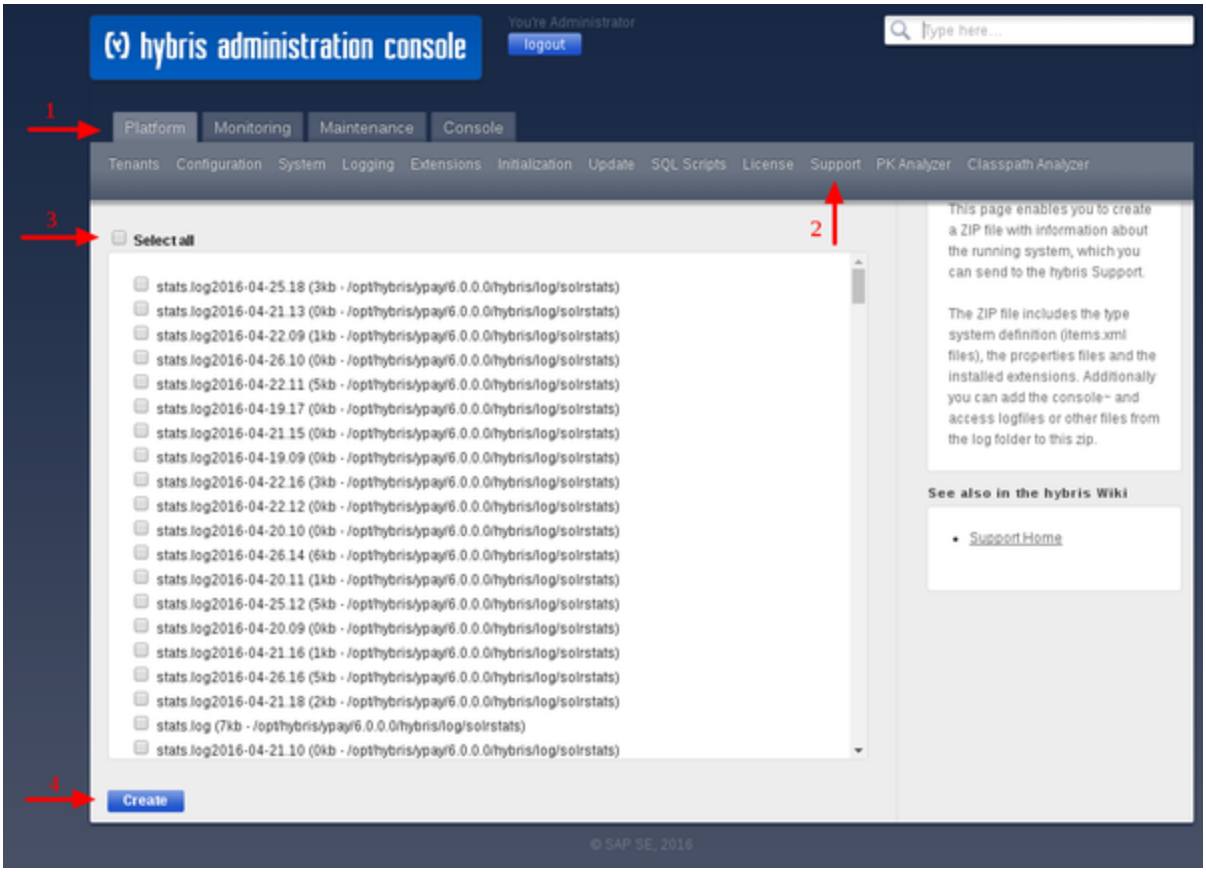
1. Sending the support email to Worldpay.
   a. Set up the support email functionality as described in the Implementation guide - configure the support email.
   b. Open HAC
   c. Select Worldpay Wordplay support. A preview of email body and a button to send support email is displayed.



   d. Click send email button to send support email to Worldpay. When email is send a message showing receiver email is displayed below button.



2. Providing a detailed description of the error you're getting
   a. Include the whole stacktrace if available.
   b. Include the full log of the communication with Worldpay (by default outgoing and incoming messages are printed to the tomcat log in ${HYBRIS_LOG_DIR}/tomcat/console*)
   c. Include screenshots of the error (of the whole browser - including the address-field).
   d. Include the hybris support zip. The zip can be obtained by following the steps below
      i. Go to the hybris Administration Console (HAC)
      ii. Go to Platform Support
      iii. Click "Select all" and download the zip.


hybris administration console
You're Administrator
logout
Type here...
1
Platform
Monitoring
Maintenance
Console
Tenants
Configuration
System
Logging
Extensions
Initialization
Update
SQL Scripts
License
Support
PK Analyzer
Classpath Analyzer
2
3
Select all
stats.log2016-04-25.18 (3kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-21.13 (0kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-22.09 (1kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-26.10 (0kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-22.11 (5kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-19.17 (0kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-21.15 (0kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-19.09 (0kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-22.16 (3kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-22.12 (0kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-20.10 (0kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-26.14 (6kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-20.11 (1kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-25.12 (5kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-20.09 (0kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-21.16 (1kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-26.16 (5kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-21.18 (2kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log (7kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
stats.log2016-04-21.10 (0kb - /opt/hybris/ypay/6.0.0.0/hybris/log/solrstats)
This page enables you to create a ZIP file with information about the running system, which you can send to the hybris Support.
The ZIP file includes the type system definition (items.xml files), the properties files and the installed extensions. Additionally you can add the console- and access logfiles or other files from the log folder to this zip.
See also in the hybris Wiki
Support Home
4
Create
© SAP SE, 2016