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**SuiteAuthConnect**  
**Authorize.net <> NetSuite Connector**

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## Overview

### **Guidelines for Use**

DO NOT modify code if you want to have Cloud 1001, LLC provide support and future releases. Changing code will potentially be overwritten by subsequent upgrades of the connector.

## Installing the Software

### **NOTE**

This software is not provided as a unified application - it is installed into your account using the SuiteCloud Development Framework provided by NetSuite(Oracle). The resulting installation is the same as if each component had been manually installed and configured in your account. This in no way impacts the availability or stability of the product - but it does mean if you should decide to uninstall the product at a future time it will be your responsibility to manually remove each component.

### **Prerequisites**

Under Setup > Company > Enable Features >> SuiteCloud, enable the following:

- Custom Records
- Client SuiteScript
- Server SuiteScript
- SuiteFlow
- Token-based Authentication
- SuiteCloud Development Framework (SDF)
  - o SDF and tokens may be disabled after installation if you want to but are required for updates to be applied

Enabling these components should have no visible impact to users in your system if they are not already enabled.

- Navigate to Customization > SuiteBundler > Search & Install Bundles
- Search for “SuiteCloud Development Integration” (bundle id 245955) and click on the name
- Walk through the installation steps
  - o This is a NetSuite provided bundle that will enable the SuiteCloud Development Framework to act as an integration for pushing code into your account

Now you need to create the named user for pushing code into your account

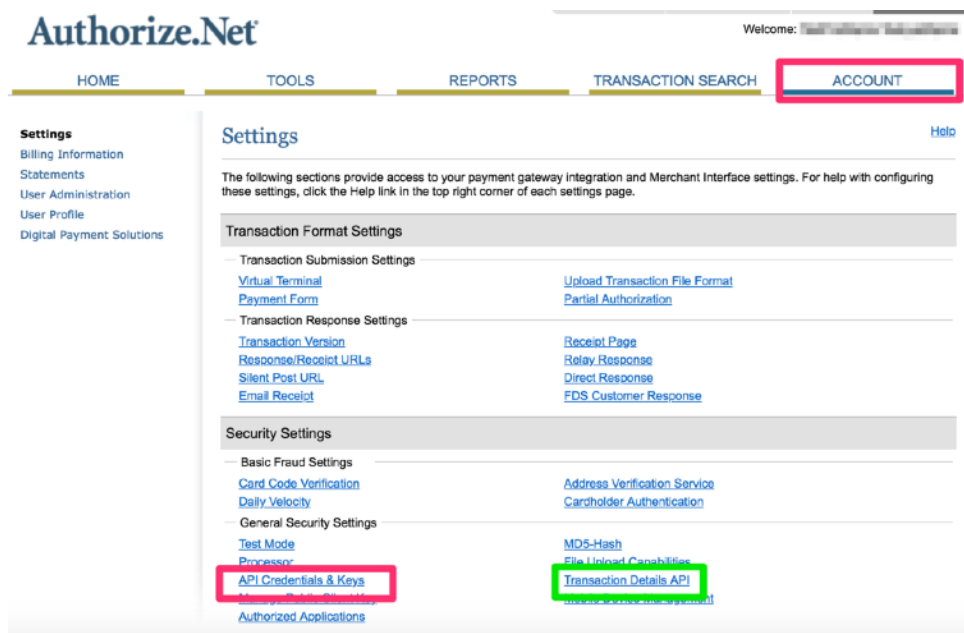
- Create an employee with the email address of [andy@gocloud1001.com](mailto:andy@gocloud1001.com) and assign the user access and the role of “Developer”. This is a limited role that comes as part of the NetSuite bundle installed above. This user only needs access to your account long enough to install the software and provide assistance for setup - should you remove access - this account will need access restored in the future to apply updates or assist in troubleshooting of any issues.

### **Installation**

At this point - Cloud 1001, LLC will be able to push the code into your account so you may begin configuration as described below.

## Pos-Installation Configuration Steps

1. You will now need to log into your [authorize.net](https://authorize.net) gateway from a web browser so you can retrieve and enter you login and transaction key for your live and sandbox environments to allow the new software to connect to [authorize.net](https://authorize.net). This information must be obtained from within your live and sandbox [authorize.net](https://authorize.net) accounts.
  1. Log into the [authorize.net](https://authorize.net) environment (you will do this for both sandbox and production [authorize.net](https://authorize.net))
    1. Production: <https://account.authorize.net/>
    2. Sandbox: <https://sandbox.authorize.net/>
      1. If you do not have a FREE [authorize.net](https://authorize.net) SANDBOX account - you are STRONGLY encouraged to generate one now for testing - [https://developer.authorize.net/hello\\_world/sandbox/](https://developer.authorize.net/hello_world/sandbox/)
  2. Generate a transaction key by navigating to the “Account” tab and selecting API Credentials & Keys
  3. (inside the pink boxes)



2. Inside the API Credentials & Keys you will need to generate an API Login ID and Transaction Key
3. SAVE the keys to enter into NetSuite and be sure you remember which is which!
4. IN YOUR AUTHORIZE.NET SANDBOX - also make sure you enable the “live” mode in sandbox (if it’s not already enabled)... so the sandbox will act like “like” - but it will never really process a card.
5. Enable the Transactions Details API so you are configured for “settlement reporting” inside SuiteAuthConnect (the green box)

## Configuring the connector inside NetSuite

1. After installation is complete - navigate to Cloud 1001 > SuiteAuthConnect > SuiteAuthConnect Configuration

## API Credentials & Keys [Help](#)

Your API Login ID and Transaction Key are unique pieces of information specifically associated with your payment gateway account. However, the API login ID and Transaction Key are NOT used for logging into the Merchant Interface. These two values are only required when setting up an Internet connection between your e-commerce Web site and the payment gateway. They are used by the payment gateway to authenticate that you are authorized to submit Web site transactions.

A Signature Key is applicable if your solution uses our hosted payment form, or uses the Direct Post Method (DPM) to submit transactions. It is also used for authenticating transaction responses from our APIs, including but not limited to Relay Response and Silent Post.

IMPORTANT: The API Login ID, Transaction Key and Signature Key should not be shared with anyone. Be sure to store these values securely and change the Transaction Key regularly to further strengthen the security of your account.

For more information about the API Login ID, Transaction Key and Signature Key, please refer to the [Reference & User Guides](#) or contact your Web developer.

API Login ID: XXXXXXXXXX  
 API Login ID Last Obtained: 12/01/2017 12:49:39  
 Transaction Key Last Obtained: 12/08/2017 07:37:00

### Create New Key(s)

\* Required Fields

You may obtain a new Transaction Key or Signature Key as often as you wish by providing your Secret Answer. You may choose to disable the old one immediately by checking the [Disable Old Transaction Key Immediately](#) or [Disable Old Signature Key Immediately](#) option. If you do not immediately disable the old value, it will automatically expire in 24 hours.

Secret Question: What is your pet's name?

Secret Answer:

Obtain: ☒ New Transaction Key ☐ New Signature Key

Submit

Cancel

1. If you are redirected to the Licensing Assistant - complete the licensing and Registration screens and then try Cloud 1001 > SuiteAuthConnect > SuiteAuthConnect Configuration again
  2. Give the "Authorize.Net Configuration" record in NetSuite a name - like "My Company Auth.net" if you don't like the name it has (or if it's blank)
- The following sections discuss configuration and options for configuration. The screen should look like this (without the data or colored boxes):

## Entering Keys

3. Enter the API Login ID and the Transaction Key in the "Authorize.Net Configuration" record in NetSuite using corresponding fields of the same name - there are 2 sections "Production" and "Sandbox"
  1. You will need to do this for BOTH the production and sandbox [authorize.net](https://authorize.net) credentials - they will be different! (if you got your free sandbox)
4. DO NOT click the "Is Live" box in the NetSuite configuration under PRODUCTION until you are ready to start sending your credit card transactions to your production account! You should always test first
  1. It is important to note - even if "Is Live" is checked in a NON-PRODUCTION NetSuite environment (like a sandbox or preview release) - the connector will NEVER send transactions to your live Authorize.Net instance. ONLY a

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NETSUITE

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Feedback

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Cloud 1001 Gateway

Edit

Back

Actions

ENABLE INTEGRATION (ON / OFF SWITCH)

☒ ENABLE CONFIGURATION

General

NAME

Cloud 1001 Gateway

DATE CREATED

12/5/2017 4:49 pm

LAST MODIFIED

8/22/2019 8:47 am

BY

Andy Prior

☐ INACTIVE

AUTHORIZE.NET PAYMENT METHOD

Authorize.Net

MARKET TYPE ID

1

DEVICE TYPE ID

4

☒ USE FOR ALL SUBSIDIARIES

Production

☐ IS LIVE

TRANSACTION KEY

API LOGIN ID

API URL

https://api.authorize.net/xml/v1/request.api

Sandbox

API LOGIN ID (SANDBOX)

TRANSACTION KEY (SANDBOX)

API URL (SANDBOX)

https://apitest.authorize.net/xml/v1/request.api

Customer Profiles (CIM / Tokenization)

☒ ALLOW TOKENIZATION OF CARDS

☒ AUTO GENERATE PROFILE / TOKEN

External Integration (Allow Non-NetSuite / External Authorizations)

☒ ALLOW EXTERNAL AUTH EVENTS

EXTERNAL TRANSACTION FIELD ID

custbody\_external\_order\_id

Logging Options

☐ ENABLE NON-PCI COMPLAINT DEBUG LOGGING

☐ ENABLE PCI COMPLAINT BUT VERBOSE LOGGING

BETA CONFIGURATION (DO NOT USE UNLESS INSTRUCTED TO DO SO)

SUBSIDIARY

PRODUCTION account with “Is Live” checked will talk to your PRODUCTION Authorize.Net account.

5. After you enter your keys you can save your record. The record will test the keys you entered and let you know if there are any issues (this screenshot shows an issue with the production keys)

***Enter / Validate the Payment Method (Yellow Box)***

6. You should confirm the Payment Method “Authorize.Net” is entered in this box. If not - ensure it’s entered here now.

**OPTIONAL - CIM / Customer Profile / Token Support (Green Box)**

If you want to allow the use and retrieval of customer profiles / credit card tokens - this section is used to configure that behavior. This is optional and these boxes may be left blank if you do not need to store tokens to allow later usage of the customer's card.

**ORACLE NETSUITE**

Search

Cloud 1001

**PRODUCTION Authorize.Net connection failed**  
User authentication failed due to invalid authentication values. (E00007)

**SANDBOX Authorize.Net connection successful**  
Successfully connects to Authorize.Net in SANDBOX mode.

**Authorize.Net Configuration**

Cloud 1001 Gateway

Edit Back Actions

ENABLE INTEGRATION (ON / OFF SWITCH)

☒ ENABLE CONFIGURATION

**General**

NAME Cloud 1001 Gateway	AUTHORIZER PAYMENT METHOD Authorize.Net
DATE CREATED 12/5/2017 4:49 pm	MARKET TYPE ID 1
LAST MODIFIED BY 10/14/2019 2:30 pm Andy Prior	DEVICE TYPE ID 4
<input type="checkbox"/> INACTIVE	<input checked="" type="checkbox"/> USE FOR ALL SUBSIDIARIES

7. Check “Allow Tokenization of Cards” if you want cards that are entered into NetSuite to generate and save a customer profile / token for your later reuse of in future transactions with that customer
8. Check “Auto Generate Profile / Token” if you want ANY transaction that may not have had a card present - like an externally authorized transaction - to retrieve and generate the token for that customer. The typical use case here is an external non-NetSuite webstore may have performed the authorization so the card was never present inside NetSuite but you still want to have the token for future charges for that customer.

### **OPTIONAL - External Integration (Red Box)**

Many users of NetSuite opt to have non-NetSuite commerce - this section allows you to complete the transaction in NetSuite using [authorize.net](https://authorize.net) (including fund capture from your ecommerce AUTHORIZATION and any subsequent refunds, all using [authorize.net](https://authorize.net))

It is important to note this assumes you are already using a 3rd part application to move the transactions from an external website into NetSuite and you must have some knowledge of the field mapping. You will be required here to enter the fieldId of the transaction ID that comes in from the external webstore (i.e. - if in Magento the order ID is MAGE123456789, whatever field that is mapped to in NetSuite is required)

You will also have to ADD to your field mapping in your webstore <> NetSuite integration the authorization string that is from the authorization event in your external web store and place that into the “AUTHCODE” field on the sales order that is provided with this (fieldId : “custbody\_authnet\_authcode”)

9. Checking “ALLOW EXTERNAL AUTH EVENTS” sets the stage for logic to look for a value in the “custbody\_authnet\_authcode” field and in the field you identify in the next step
10. In the “EXTERNAL TRANSACTION FIELD ID”, enter the fieldId that contains the mapped value of the identifier of the transaction in your external eCommerce System
11. Checking the “VALIDATE AUTHORIZE.NET STATUS ON IMPORT” will ask the connector to CHECK each new transaction that is integrated to ensure the authorization value is valid. This is useful if you have multiple payment gateways mapped in or have difficulty mapping just certain transactions. An example might be a 3rd party connector is moving orders in

from your Shopify store - and you support both [authorize.net](https://authorize.net) and PayPal in your store. If the 3rd party connector is incorrectly also sending PayPal transactions into the Authorize.Net fields, this will validate that and flag the order as invalid. It's also useful to just be extra sure before an item is sent for fulfillment that the authorization that is in NetSuite is a valid one.

### ***OPTIONAL - Logging***

The entire solution is PCI compliant and whole contained within NetSuite and [authorize.net](https://authorize.net). You DO have the ability to BREAK that compliance and see many of the data elements as they flow between the systems. Use at your own risk!

**RECOMMENDATION-** Do not change logging options unless instructed to do so in a support case

### ***ENABLING (Purple Box)***

This is it - when you are ready for things to start working, put a check in this box.... This enables the configuration. This of it as a master switch. This does not make it "LIVE" sending data to your LIVE authorize.net account unless you ALSO have a check in "IS LIVE". This is your chance to turn it all on and test against the authorize.net Sandbox account...

### ***SAVING***

Last Step - save the configuration record and all the changes you made are put into effect. This will again review your api keys and display a message if they are invalid.

## **Uninstalling**

All custom records, custom lists, custom transaction fields, custom scripts and deployments must be manually removed from your account. There is no uninstall option provided by the NEEtSuite SuiteCloud Development Framework

## **Support**

### ***Troubleshooting***

### ***Support Options***

### ***Contacting Support***

Email: [info@gocloud1001.com](mailto:info@gocloud1001.com)

Business Hours (Time Zone): 7-5pm EST M-F (emergency after-hours response times may vary)

Estimated Response Time: typically < 1 hour

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