



## **MultiSafepay manual**

Plug-in Magento v2.0.X

*MultiSafepay Payment plug-in for Magento  
<http://www.MultiSafepay.com>  
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## 1 Installing the MultiSafepay plug-in

### 1.1 Installation requirements

It's best having Magento installed before proceeding with the installation of the MultiSafepay plug-in.

Magento download link: <http://www.magentocommerce.com>

### 1.2 Upgrading an existing installation

You'll first have to remove the plug-in manually via FTP when using version 2.0.1 or lower of our plug-in. We also recommend creating a backup before proceeding with the removal of the folders and files.

#### Checking the plug-in version.

The plug-in version currently in use can be found in the configuration files:

`/app/code/community/Mage/Msp/etc/config.xml`

or

`/app/code/community/MultiSafepay/Msp/etc/config.xml`

#### Removing plug-in version 1.4.0 - 1.4.4

Delete the following folders and files to remove the plug-in:

`/app/etc/modules/Mage_Msp.xml`

`/app/code/community/Mage/Msp`

`/app/code/community/Mage/Adminhtml/Model/Msp`

`/app/design/adminhtml/base/default/layout/fee.xml`

`/app/design/adminhtml/base/default/template/msp`

`/app/design/adminhtml/default/default/layout/fee.xml`

`/app/design/adminhtml/default/default/template/msp`

`/app/design/frontend/base/default/layout/msp.xml`

`/app/design/frontend/base/default/template/msp`

`/app/design/frontend/default/default/layout/msp.xml`

`/app/design/frontend/default/default/template/msp`

`/app/locale/nl_NL/Mage_Msp.csv`

## Removing plug-in version 2.0.0 - 2.0.1

Delete the following folders and files to remove the plug-in:

```
/app/code/community/MultiSafepay/Msp/Block/PaymentFee  
/app/code/community/MultiSafepay/Msp/Model/PaymentFee  
/app/code/community/MultiSafepay/Msp/Model/Observer  
/app/design/adminhtml/default/default/layout/msp_fee.xml  
/app/design/adminhtml/default/default/template/msp/fee.html  
/app/design/adminhtml/default/default/template/msp/paymentfee  
/app/design/frontend/base/default/layout/msp.xml  
/app/design/frontend/base/default/template/msp/paymentFee
```

## 1.3 A new installation via FTP

- Unzip the content of the plug-in .zip archive to a local folder.
- Place the three folders (app, media and lib) in the root directory via FTP.

## 1.4 A new installation via Magento Connect

- Unzip the content of the plug-in .zip archive to a local folder.
- Log into the back-end of your Magento webshop.
- Go to System → Magento Connect → Magento Connect Manager.
- Choose 'Direct package' file upload.
- Click 'Browse file' and select the file 'MultiSafepay-2.0.X.tgz' from the local folder and click on 'upload'.
- Next; click on 'Commit changes' below.

## 1.5 Fast Checkout

We strongly advice removing, or at least restricting, the checkout process in your webshop if you intend on offering Fast Checkout as the only available payment method in your webshop.

This should prevent possible confusion amongst your customers when registering on your website.

The power of Fast Checkout lies in that customers only have to register via MultiSafepay, and that all information is sent back to the shop once the payment has been made.

During future visits to your website, a customer can simply log into the Fast Checkout account.

## 1.6 Notification URL

This will be the notification URL you'll enter into your MultiSafepay account. Replace "example.com" with the Base URL belonging to your webshop.

<http://www.example.com/index.php/msp/standard/notification/>

Note: Leave out "index.php/" if you have some form of rewrite(s) enabled on your server.

## 2 Adding a website to your MultiSafepay account

### 2.1 Adding a website

We suggest adding the website to your MultiSafepay account once the plug-in installation has been completed.

Chapter 5.1 and 5.2 explain how to add a website to your MultiSafepay account, both manually as well as via the “Site Wizard” tool.

The MultiSafepay back-office manual can be found via the link below:

[https://www.multisafepay.com/downloads/handleidingen/Manual\\_backoffice\\_merchant.pdf](https://www.multisafepay.com/downloads/handleidingen/Manual_backoffice_merchant.pdf)

## 3 Configuring the plug-in

### 3.1 Basic configuration

Using the basic configuration will have MultiSafepay shown as a single option within your webshop. A payment method can then be specified in the MultiSafepay payment environment as the customer progresses to the next step.

The basic configuration settings can be accessed via:

System → Configuration → Payment Methods → MultiSafepay 2.0.X

MultiSafepay - 2.0.2		
Enabled	<input type="text" value="No"/>	[STORE VIEW]
Allowed Currency	<input type="text" value="EUR"/> <input type="text" value="USD"/> <input type="text" value="GBP"/>	[STORE VIEW]
Allow currency conversion to Euro	<input type="text" value="Yes"/> <small>▲ If store currency is not allowed by settings. Used for each gateway.</small>	[STORE VIEW]
Title	<input type="text" value="MultiSafepay: iDeal, Visa, MasterCard, Mistercash,"/>	[STORE VIEW]
Account type	<input type="text" value="Live account"/> <small>▲ <a href="#">Sign up for a free test account</a></small>	[STORE VIEW]
Account ID	<input type="text"/>	[STORE VIEW]
Site ID	<input type="text"/>	[STORE VIEW]
Site Code	<input type="text"/>	[STORE VIEW]
API Key	<input type="text"/>	[STORE VIEW]
Credit Memo	<input type="text" value="No"/> <small>▲ Use for refund?</small>	[STORE VIEW]
Auto. redirect	<input type="text" value="No"/> <small>▲ Automatically redirects a customer back to the webshop after a succesful payment. (Skips MultiSafepay's 'Transaction Complete' screen)</small>	[STORE VIEW]
One Step Checkout	<input type="text" value="No"/> <small>▲ Are you using the One Step Checkout Module?</small>	[STORE VIEW]
New order e-mail	<input type="text" value="After order confirmation"/>	[STORE VIEW]
Instructions	<div><div></div></div>	[STORE VIEW]
Gateway selection	<input type="text" value="No"/>	[STORE VIEW]
Create invoice after payment	<input type="text" value="No"/>	[STORE VIEW]
E-mail invoice to customer	<input type="text" value="No"/>	[STORE VIEW]
Send the order update e-mail to customer	<input type="text" value="No"/>	[STORE VIEW]
Keep the cart	<input type="text" value="No"/>	[STORE VIEW]



Gateway selection	<input type="text" value="No"/>	[STORE VIEW]
Create invoice after payment	<input type="text" value="No"/>	[STORE VIEW]
E-mail invoice to customer	<input type="text" value="No"/>	[STORE VIEW]
Send the order update e-mail to customer	<input type="text" value="No"/>	[STORE VIEW]
Keep the cart	<input type="text" value="No"/> <small>▲ Cart remains active when the customer returns to the webshop or cancels an order.</small>	[STORE VIEW]
New order status	<input type="text" value="Pending"/>	[STORE VIEW]
Payment complete status	<input type="text" value="Processing"/>	[STORE VIEW]
Status: initialized	<input type="text" value="Pending"/>	[STORE VIEW]
Status: uncleared	<input type="text" value="Pending"/>	[STORE VIEW]
Status: reserved	<input type="text" value="Pending"/>	[STORE VIEW]
Status: void	<input type="text" value="Canceled"/>	[STORE VIEW]
Status: declined	<input type="text" value="Canceled"/>	[STORE VIEW]
Status: reversed	<input type="text" value="Canceled"/>	[STORE VIEW]
Status: refunded	<input type="text" value="Canceled"/>	[STORE VIEW]
Status: expired	<input type="text" value="Canceled"/>	[STORE VIEW]
Receive payments from applicable countries	<input type="text" value="All Allowed Countries"/>	[STORE VIEW]
Receive payments from specific countries	<input type="text" value="Afghanistan"/> <input type="text" value="Aland Islands"/> <input type="text" value="Albania"/> <input type="text" value="Algeria"/> <input type="text" value="American Samoa"/> <input type="text" value="Andorra"/> <input type="text" value="Angola"/> <input type="text" value="Anguilla"/> <input type="text" value="Antarctica"/> <input type="text" value="Antigua and Barbuda"/>	[STORE VIEW]
Sort order	<input type="text"/>	[STORE VIEW]
Debug	<input type="text" value="No"/>	[STORE VIEW]

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Interface Locale:

Magento ver. 1.9.0.1

Enabled	Enable, or disable, this payment method.
Allowed currency	Select the currencies allowed for this payment method.
Allow convert currency to Euro	Convert any store currency, other than the ones supported, to Euro.
Title	Provide a description for this payment method which is to be shown on the checkout page.
Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID.
Site Code	Your MultiSafepay Site Code
API Key	<p>The API Key is automatically generated when adding a website to your MultiSafepay account.</p> <p>The API Key is only required if you intend on refunding via the Magento backend</p>
Credit Memo	Enable, or disable, MultiSafepay transaction refunds via Magento.
Auto. redirect	<p>Enable, or disable, automatic redirection.</p> <p>Customers are presented with the Magento's success page rather than MultiSafepay's transaction is completed page.</p>
One Step Checkout	Enable if you're using the official OneStepCheckout module, otherwise disable.
New order e-mail	Specify at which stage, during the order-/payment process the Order Confirmation e-mail is to be sent.
Instructions	Here you may optionally provide your customers with additional payment instructions
Gateway selection	
Create invoices after payment	Enable or disable to create invoices after payments.
E-mail invoices to customers	Enable to automatically e-mail invoices to customers.
Send the order update e-mail to customer	Enable to automatically e-mail Magento order status changes.
Keep the cart	Saves the content of a Magento shopping cart when cancelling a transaction.
Status new (unpaid) orders	Default (Pending)
Status paid orders	Default (Processing)
Status: initialized	Default (Pending)
Status: uncleared	Default (Pending)
Status: reserved	Default (Pending)

Status: void	Default (Cancelled)
Status: declined	Default (Cancelled)
Status: declined	Default (Cancelled)
Status: refunded	Default (Cancelled)
Status: expired	Default (Cancelled)
Payment from applicable countries	Allows you to set the visibility of this payment to 'All Allowed Countries' or 'Specific Countries'.
Payment from Specific countries	Becomes active if the option 'Specific Countries' has been enabled above, and allows you to select certain Countries for which this payment method should be visible.
Sort order	Assign a specific sort order on the checkout page
Debug	Enable, or disable, the plug-in's debug mode (Developers only)

## 3.2 Seperate Gateways

Using the Seperate Gateways configuration will have each payment method shown as a separate (payment) option on the checkout page, and is most commonly used. The Seperate Gateways configuration can be accessed via: System → Configuration → MultiSafepay - Gateways 2.0.X

Current Configuration Scope:

Default Config

[Manage Stores](#)

**Configuration**

GENERAL

General

Web

Design

Currency Setup

Store Email Addresses

Contacts

Reports

Content Management

CATALOG

Catalog

Inventory

Google Sitemap

RSS Feeds

Email to a Friend

CUSTOMERS

Newsletter

Customer Configuration

Wishlist

Promotions

Persistent Shopping Cart

SALES

Sales

Sales Emails

PDF Print-outs

Tax

Checkout

Shipping Settings

Shipping Methods

Google API

Payment Methods

Payment Services

Moneybookers

**MultiSafepay - Gateways - 2.0.2**

MultiSafepay - Fast Checkout - 2.0.2

SERVICES

**MultiSafepay - Gateways - 2.0.2**

**Settings**

Account type	Live account	[STORE VIEW]
	<a href="#">Sign up for a free test account</a>	
Account ID		[STORE VIEW]
Site ID		[STORE VIEW]
Site Code		[STORE VIEW]
API Key		[STORE VIEW]
Credit Memo	No	[STORE VIEW]
	<a href="#">Use for refund?</a>	
Allow currency conversion to Euro	Yes	[STORE VIEW]
	<a href="#">If store currency is not allowed by settings. Used for each gateways.</a>	
Auto. redirect	No	[STORE VIEW]
	<a href="#">Automatically redirects a customer back to the webshop after a succesful payment. (Skips MultiSafepay's 'Transaction Complete' screen)</a>	
One Step Checkout	No	[STORE VIEW]
	<a href="#">Are you using the One Step Checkout Module?</a>	
Create invoice after payment	No	[STORE VIEW]
E-mail invoice to customer	No	[STORE VIEW]
New order mail	After order confirmation	[STORE VIEW]
Send the order update e-mail to customer	No	[STORE VIEW]
Cart remains active when the customer returns to the webshop or cancels an order	No	[STORE VIEW]
Show the gateway image if it exists	No	[STORE VIEW]
Show the gateway image if it exists in front of the title	No	[STORE VIEW]
New order status	Pending	[STORE VIEW]
Payment complete status	Processing	[STORE VIEW]
Status: initialized	Pending	[STORE VIEW]
Status: uncleared	Pending	[STORE VIEW]
Status: reserved	Pending	[STORE VIEW]
Status: void	Canceled	[STORE VIEW]
Status: declined	Canceled	[STORE VIEW]
Status: reversed	Canceled	[STORE VIEW]
Status: refunded	Canceled	[STORE VIEW]
Status: expired	Canceled	[STORE VIEW]

Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID.
Site Code	Your MultiSafepay Site Code.
API Key	<p>The API Key is automatically generated when adding a website to your MultiSafepay account.</p> <p>The API Key is only required if you intend on refunding via the Magento backend.</p>
Credit Memo	Enable, or disable, refunds via Magento.
Allow Convert currency to EUR	Convert any store currency, other than the ones supported, to Euro.
Auto. redirect	<p>Enable, or disable, automatic redirection.</p> <p>Customers are presented with the Magento's successpage rather than MultiSafepay's transaction is completed page.</p>
One Step Checkout	Enable if you're using the official OneStepCheckout module, otherwise disable.
Create invoices after payment	Enable or disable to create invoices after payments.
E-mail invoices to customers	Enable to automatically e-mail invoices to customers.
New order e-mail	Specify at which stage the Order Confirmation e-mail is to be sent.
Send the order update e-mail to customer	Enable to automatically e-mail Magento order status changes.
Keep the cart	Saves the content of a Magento shoppingcart when cancelling a transaction.
Show the gateway images	Enable, or disable, payment method logo's
Show the gateway image if it exists in front of the title	Enable, or disable, payment method logo's in front of the payment method title.
Status new (unpaid) orders	Default (Pending)
Status paid orders	Default (Processing)
Status: initialized	Default (Pending)
Status: uncleared	Default (Pending)
Status: reserved	Default (Pending)
Status: void	Default (Cancelled)

Status: declined	Default (Cancelled)
Status: reversed	Default (Cancelled)
Status: refunded	Default (Cancelled)
Status: expired	Default (Cancelled)
Debug	Enable, or disable, the plug-in's debug mode (Developers only)

Using the Seperate Gateways configuration means you will have to enable each payment method separately via the tabs below.

## 3.3 Pay After Delivery

MultiSafepay's Pay After Delivery can be located via:

System → Configuration → MultiSafepay Gateways 2.0.X -> 'Pay After Delivery'.

Current Configuration Scope:

Default Config

[Manage Stores](#)

**Configuration**

- GENERAL
  - General
  - Web
  - Design
  - Currency Setup
  - Store Email Addresses
  - Contacts
  - Reports
  - Content Management
- CATALOG
  - Catalog
  - Inventory
  - Google Sitemap
  - RSS Feeds
  - Email to a Friend
- CUSTOMERS
  - Newsletter
  - Customer Configuration
  - Wishlist
  - Promotions
  - Persistent Shopping Cart
- SALES
  - Sales
  - Sales Emails
  - PDF Print-outs
  - Tax
  - Checkout
  - Shipping Settings
  - Shipping Methods
  - Google API
  - Payment Methods
  - Payment Services
  - Moneybookers
- MultiSafepay - Gateways - 2.0.2
- MultiSafepay - Fast Checkout - 2.0.2
- SERVICES

**MultiSafepay - Gateways - 2.0.2**

**Settings**

**iDEAL**

**Pay after Delivery**

Enabled	No	[STORE VIEW]
Account type	Test account	[STORE VIEW]
	<a href="#">Sign up for a free test account</a>	
Account ID		[STORE VIEW]
Site ID		[STORE VIEW]
Site Code		[STORE VIEW]
Account ID (for Test Accounts)		[STORE VIEW]
Site ID (for Test Accounts)		[STORE VIEW]
Site Code (for Test Accounts)		[STORE VIEW]
Title	Betaal na Ontvangst	[STORE VIEW]
Days active before requests expires?		[STORE VIEW]
Enable fee (inc. Tax)	No	[STORE VIEW]
Payment fee amount		[STORE VIEW]
	<small>Fee in EURO. Example 2.95 (2.95 is the maximum)</small>	
Show payment fee incl. tax during checkout	No	[STORE VIEW]
Tax class for payment fee	None	[STORE VIEW]
	<small>Select which tax class should be used for the payment fee</small>	
Payment fee description, visible in order totals		[STORE VIEW]
Minimum Order Total	15	[WEBSITE]
Maximum Order Total	300	[WEBSITE]
Enable the invoice e-mail for this payment method?	No	[STORE VIEW]
Allowed Currency	EUR USD GBP	[STORE VIEW]
Receive payments from applicable countries	All Allowed Countries	[STORE VIEW]
Receive payments from specific countries	Afghanistan Aland Islands Albania Algeria	[STORE VIEW]

Enabled	Enable, or disable, this payment method.
Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID.
Site Code	Your MultiSafepay Site Code.
Account ID (for Test account)	Your MultiSafepay Test Account ID (optional).
Site ID (for Test account)	Your MultiSafepay Test Site ID (optional)
Site Code (for Test account)	Your MultiSafepay Test Site Code (optional)
Title	Provide a description for this payment method, which is to be shown on the checkout page.
Days active before request expires	Specify the number of days before an active unpaid Pay After Delivery session expires.
Enable fee (inc. Tax)	Enable, or disable, surcharge for this payment method.
Payment fee amount	Fee amount incl. tax
Show incl tax during checkout	Show (enabled), or hide (disabled) the surcharge incl. tax in the checkout process.
Tax class for payment fee	Select a tax class for the payment fee.
Payment fee description, visible in order totals	Enter a payment fee description.
Minimum Order Total	Minimum order amount for Pay After Delivery.
Maximum Order Total	Maximum order amount for Pay After Delivery.
Enable the invoice e-mail for this payment	Enable, or disable, the sending of invoices for this payment method.
Allowed Currency	Select the currencies allowed for this payment method.
Receive payments from applicable countries	Allows you to set the visibility of this payment to 'All Allowed Countries' or 'Specific Countries'.



Receive payments from specific countries	Becomes active if the option 'Specific Countries' has been enabled above, and allows you to select certain Countries for which this payment method should be visible.
Sort order	Assign a specific sort order on the checkout page
Enable IP validation	Show this payment method only for the ip-addresses below.
Only visible for the following IP address	Enter one or multiple IP-addresses, seperate by a semicolon.
Only visible for the following IP address (for Test Account)	Enter one or multiple IP-addresses, seperate by a semicolon.
Enable Test Account for these IP(s) when enabled Live Account	Enter one or multiple IP-addresses, seperate by a semicolon.
Send shipped status after complete order	Set the concerning transaction to 'Shipped' once the order is completed using the payment method 'Pay After Delivery'.
Instructions	Here you may optionally provide your customers with additional (payment) instructions

## 3.4 Fast Checkout

The Fast Checkout configuration can be found via:

System → Configuration → MultiSafepay Fast Checkout 2.0.X

Current Configuration Scope:

Default Config

[Manage Stores](#)

**Configuration**

- GENERAL
  - General
  - Web
  - Design
  - Currency Setup
  - Store Email Addresses
  - Contacts
  - Reports
  - Content Management
- CATALOG
  - Catalog
  - Inventory
  - Google Sitemap
  - RSS Feeds
  - Email to a Friend
- CUSTOMERS
  - Newsletter
  - Customer Configuration
  - Wishlist
  - Promotions
  - Persistent Shopping Cart
- SALES
  - Sales
  - Sales Emails
  - PDF Print-outs
  - Tax
  - Checkout
  - Shipping Settings
  - Shipping Methods
  - Google API
  - Payment Methods
  - Payment Services
  - Moneybookers

MultiSafepay - Gateways - 2.0.2

**MultiSafepay - Fast Checkout - 2.0.2**

**MultiSafepay - Fast Checkout - 2.0.2**

**Settings**

Enabled	No	[STORE VIEW]
Type account	Live account	[STORE VIEW]
	<a href="#">Sign up for a free test account</a>	
Account ID		[STORE VIEW]
Site ID		[STORE VIEW]
Site Code		[STORE VIEW]
API Key		[STORE VIEW]
Credit Memo	No	[STORE VIEW]
	▲ Use for refund?	
Auto redirect	No	[STORE VIEW]
	▲ Automatically redirects the customer back to the webshop after payment. (Skips the 'Transaction Complete' screen)	
Send new account email	Yes	[STORE VIEW]
	▲ Send the new account email when a customer account is created after using Fast Checkout	
Automatic login	No	[STORE VIEW]
	▲ Login the customer after returning from Fast Checkout	
Let the customer redirect to their account page	No	[STORE VIEW]
Create invoice after payment	No	[STORE VIEW]
Mail invoice to customer	No	[STORE VIEW]
New order mail	After order confirmation	[STORE VIEW]
New order status	Pending	[STORE VIEW]
Payment complete status	Processing	[STORE VIEW]
Status: initialized	Pending	[STORE VIEW]
Status: uncleared	Pending	[STORE VIEW]
Status: reserved	Pending	[STORE VIEW]
Status: void	Canceled	[STORE VIEW]
Status: declined	Canceled	[STORE VIEW]
Status: reversed	Canceled	[STORE VIEW]
Status: refunded	Canceled	[STORE VIEW]
Status: expired	Canceled	[STORE VIEW]
Debug	No	[STORE VIEW]

**Google Analytics**

**Extra checkout fields**

Enabled	Enable, or disable, this payment method.
Account type	Select Live or Test, depending on the MultiSafepay Account ID entered.
Account ID	Your MultiSafepay Account ID.
Site ID	Your MultiSafepay Site ID (visible within your MultiSafepay back-office)
Site Code	Your MultiSafepay Site Code (visible within your MultiSafepay back-office)
API Key	<p>The API Key is automatically generated when adding a website to your MultiSafepay account.</p> <p>The API Key is only required if you intend on refunding via the Magento back-end.</p>
Credit Memo	Enable, or disable, refunds via Magento.
Auto. redirect	<p>Enable, or disable, automatic redirection.</p> <p>Customers are presented with the Magento's successpage rather than MultiSafepay's transaction is completed page.</p>
Send new account e-mail	Send Fast Checkout account registration e-mails.
Automatic login	Automatically log customers in after returning from Fast Checkout
Redirect customers to their account page	Enable, or disable, automatic redirection to their Magento customer account.
Create invoices after payment	Enable to create invoices after payments.
E-mail invoices to customers	Enable to automatically e-mail invoices to customers.
New order mail	Specify at which stage the Order Confirmation e-mail is to be sent.
Status new (unpaid) orders	Default (Pending)
Status paid orders	Default (Processing)
Status: initialized	Default (Pending)
Status: uncleared	Default (Pending)
Status: reserved	Default (Pending)
Status: void	Default (Cancelled)
Status: declined	Default (Cancelled)
Status: reversed	Default (Cancelled)
Status: refunded	Default (Cancelled)
Status: expired	Default (Cancelled)
Debug	Enable, or disable, the plug-in's debug mode (Developers only)

## 4 Troubleshooting

### 4.1 Payment methods aren't shown.

We recommend checking all Separate Gateway currency settings if you're performing an upgrade of our Magento plug-in, rather than a clean installation.

### 4.2 Error 404 while configuring the plug-in.

The following steps should resolve error 404:

1. Navigate to System → Configuration → Payment methods
2. Click on 'Save Configuration' regardless of whether or not changes have been made to the settings.
3. Log out of the Magento backend.
4. Log back into the Magento backend

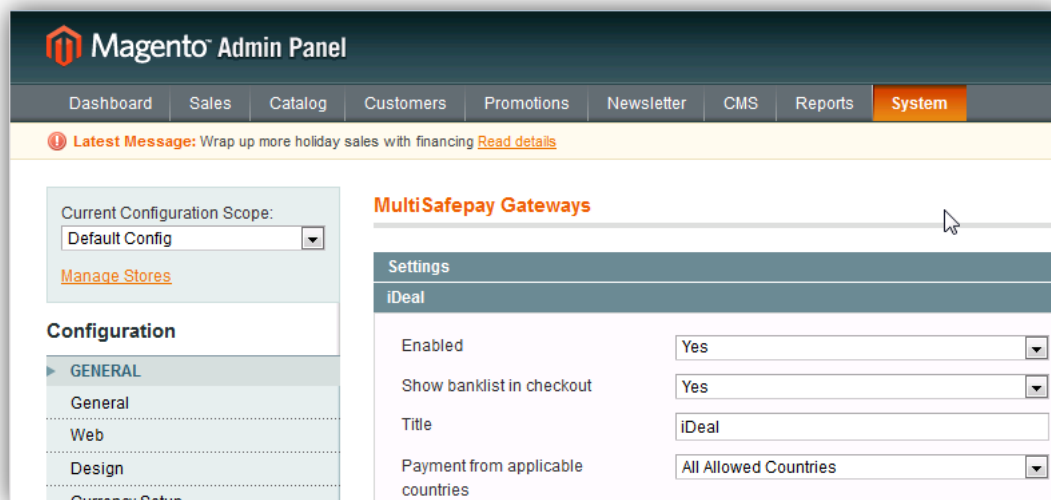
### 4.3 The Fast Checkout button isn't shown.

If the Fast Checkout button is not visible in the shoppingcart, despite having been configured, then we suggest emptying the Magento caches.

Navigate to System → Cache Management to do so.

### 4.4 The iDEAL banklist isn't shown.

In the event that banks aren't shown in the checkout process when choosing for iDEAL, then the feature is most likely not enabled under 'MultiSafepay Gateways'.



## 4.6 Error 301 in the Offline Actions overview

If orderstatus aren't updated (correctly) within Magento, then this usually refers to a problem receiving feedback from MultiSafepay.

In the event that (HTTP) 301 presents itself as a result in the overview; then it's very likely 'Rewrite URL' has been enabled in Magento or on the server.

In that case removing 'index.php' from the URL should solve this issue.

For your convenience you may copy the Notification URL as shown below by;

<http://www.example.com/index.php/msp/standard/notification/>

to:

<http://www.example.com/msp/standard/notification/>

## 4.7 Service Temporarily Unavailable

Sometimes a pre-existing or underlying issue with a Magento site can cause the plug-in installation to fail mid-way.

When this happens, your Magento site may appear to be in maintenance mode causing the message: "503 – Service is unavailable" to show up in the frontend.

To resolve this; Login via FTP and remove or rename the "maintenance.flag" file in the root directory.

## 5 Verifying

We recommend verifying the functionality once the plug-in has been installed and configured, which can be achieved quite easily.

The most commonly occurring issue would be the absence of feedback sent from MultiSafepay to your webshop intended to update the status of an order.

The above usually points out to an incorrect Notification URL.

This can be verified by having a customer place an order, or by placing a test order yourself, on your website.

It is also highly recommended to perform a test order when using the Fast Checkout package.

Afterwards proceed by logging into your MultiSafepay back-office.

The screenshot shows the MultiSafepay Business Merchant login interface. At the top, the MultiSafepay logo is on the left, and navigation links for BUSINESS, CONSUMER, and ABOUT US are on the right. Below the logo is the tagline 'The Payment Professionals'. A 'Secure login webshop' button is also present. The main navigation bar includes links for Home, Payment services, Create account, and Support & Contact, along with a search bar. Below this, there are links for MultiSafepay Business, News, and Merchant login (which is highlighted). A language dropdown menu is set to English. The main content area has a breadcrumb trail: Business > Home > Merchant login. The 'Business access' section contains three input fields: Email Address, Secure code, and Password, followed by a 'Secure login' button. To the right of the login fields, there is a link for 'Forgotten your account details?' and a bullet point linking to 'Request a new password' with the note 'Your email address is required for creating a new password.' On the far right, there are security logos for McAfee SECURE (TESTED DAILY 3-NOV) and thuiswinkel business partner.

Once logged in, navigate to the submenu 'Payments' on the left and click on 'Offline actions'

Current Site		Offline Actions						
Account		Created	Order ID	Action	Status	Result	Last Try	Success
Home		2014-10-24	9062834	notifyMerchantTrans	success	OK	2014-10-24	2014-10-24
News		2014-10-24	100001500	notifyMerchantTrans	success	OK	2014-10-24	2014-10-24
Fund		2014-10-24	100001500	notifyMerchantTrans	success	OK	2014-10-24	2014-10-24
Pay-Out		2014-10-24	2182826241	notifyMerchantTrans	success	OK	2014-10-24	2014-10-24
Logout		2014-10-23	<table width="600" cellpadding="10" ...	sendMail	error	From: MAI	2014-10-23	2014-10-23
Payments		2014-10-23	5320188	notifyMerchantTrans	success	OK	2014-10-23	2014-10-23
All Payments		2014-10-23	<table bgcolor="#85dbfc" width="600" cellpadding="10" ...	sendMail	success	OK	2014-10-23	2014-10-23
Transaction Reports		2014-10-23	100000081	notifyMerchantTrans	success	ok	2014-10-23	2014-10-23
Financial Reports		2014-10-23	<table bgcolor="#85dbfc" width="600" cellpadding="10" ...	sendMail	success	OK	2014-10-23	2014-10-23
Accountant Export		2014-10-23	100000080	notifyMerchantTrans	success	ok	2014-10-23	2014-10-23
Offline Actions		2014-10-23	100000079	notifyMerchantTrans	success	ok	2014-10-23	2014-10-23
Tools		2014-10-23	<table bgcolor="#85dbfc" width="600" cellpadding="10" ...	sendMail	success	OK	2014-10-23	2014-10-23
Payment Link		2014-10-23	<table bgcolor="#85dbfc" width="600" cellpadding="10" ...	sendMail	success	OK	2014-10-23	2014-10-23
Payment Logo Designer		2014-10-23	100000078	notifyMerchantTrans	success	ok	2014-10-23	2014-10-23
		2014-10-23	100000077	notifyMerchantTrans	success	ok	2014-10-23	2014-10-23
		2014-10-23	100000077	notifyMerchantTrans	success	ok	2014-10-23	2014-10-23
		2014-10-23	100000076	notifyMerchantTrans	success	ok	2014-10-23	2014-10-23

'success' and 'ok' in the column 'Status' and 'Results' indicates the feedback through the Notification URL is functioning correctly, although there are exceptions.

## 6 Questions?

Having trouble with the installation of our plug-in? The link below provides you with an overview listing our Business Partners:

<https://www.multisafepay.com/en/Business-partners/>

Many questions, answers and tips regarding the installation of our plug-ins can be found in our knowledgebase:

<https://support.multisafepay.com/index.php?Knowledgebase/List>

Any remaining questions you may have can be submitted by ticket via the link below:

<http://support.multisafepay.com>

Our Support team can be reached by phone via +31(0)20 8500 500

(Mon till Thu from 08h00 till 17h30. And Fri from 08h00 till 17h00)