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Setup Guide | Dragonpay for Ticketmaster

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1 - Compatibility and ChangeLog

- Can be found in their respectives tabs at: https://siteshop.ph/dragonpay-extension-for-ticketmaster (https://siteshop.ph/dragonpay-extension-for-ticketmaster)

2 - Give your URLs to Dragonpay Support

- There will be 2 URLs to send by Email to Dragonpay support:

  Return URL:

  It's the URL that Dragonpay sends your customer back to at your store after they have paid or requested Over-the-Counter transaction on Dragonpay's website.

  Postback URL:

  It's the URL Dragonpay uses to tell your store that the transaction has changed status.

Find what URLs to give to Dragonpay support:

- First you need to know if you are using or not URL Rewriting In Joomla.

- Login to your Joomla Admin Panel

- In Joomla Admin, go to System >> Global Configuration **(1)** >> and note what is your option at **(2)**.

(1)   (2)
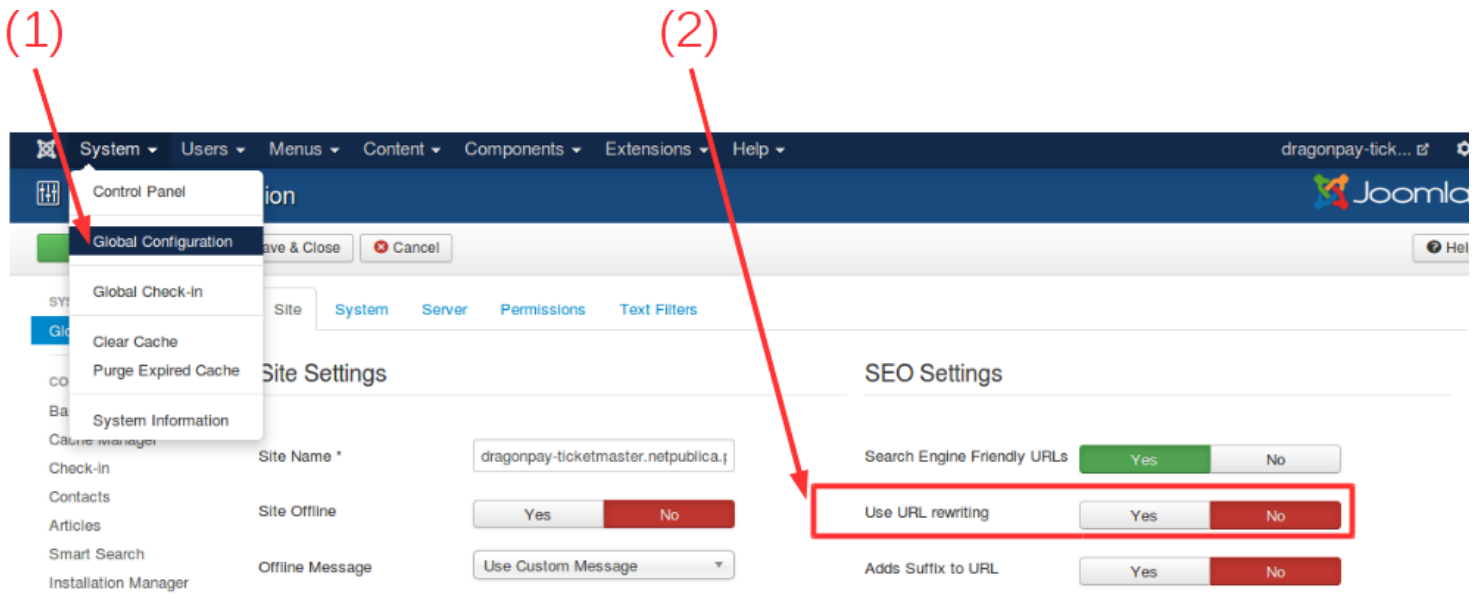
If Use URL rewriting (2) is set to YES:

Important:

- Replace MY-STORE.PH with your own domain name in the 2 below URLs

- If you have a valid SSL certificate, make the two below URLs begin with https in place of http

Return URL:

http://MY-STORE.PH?option=com_ticketmaster&view=transaction&payment_type=dragonpay

Postback URL:

http://MY-STORE.PH?option=com_ticketmaster&controller=ipn&task=ipnProcessor&plg=rdmdragonpay

If Use URL rewriting (2) is set to NO:

Important:

- Replace MY-STORE.PH with your own domain name in the 2 below URLs

- If you have a valid SSL certificate, make the two below URLs begin with https in place of http

Return URL:

http://MY-STORE.PH/index.php?option=com_ticketmaster&view=transaction&payment_type=dragonpay

Postback URL:

http://MY-STORE.PH/index.php?
option=com_ticketmaster&controller=ipn&task=ipnProcessor&plg=rdmdragonpay

3 - Download Extension

- Require active account & license at SiteShop.ph

- Login here: https://siteshop.ph/member/login (https://siteshop.ph/member/login)

- Click on top menu "Downloads"

- Go to: Dragonpay >> Ticketmaster >> Stable

  If you do not see file(s), that mean you do not have an active license

- Download the lasted extension version on your computer.

  Extension version is numbers at the ending of filename here below represented by x.x.x:

  "dragonpay-for-ticketmaster-stable-x.x.x.zip"

4 - Unzip Extension

- Extract "dragonpay-for-ticketmaster-stable-x.x.x.zip"

- Open "dragonpay-for-ticketmaster-stable-x.x.x" folder

- You get this:

```
cron-dragonpay
extension-dragonpay
EULA.txt
README.txt
```
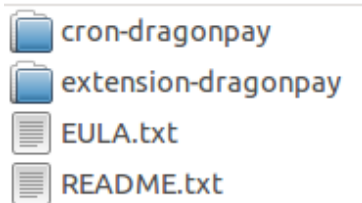
5 - Upload "extension-dragonpay" Folder

- Using FTP or SFTP, upload **extension-dragonpay** folder to your server into **tmp** folder located in Joomla root folder, see below how to find it.

  Note:

  - You need to allow overwrite files

  - Uploding files by not using FTP or SFTP can fail with not enough values in your php.ini file server configuration for these parameters: memory_limit ; upload_max_filesize ; post_max_size ; max_execution_time

  The location of the root of your Joomla installation depends on where you originally installed Joomla, and is also driven by your webhosting provider.

  Common folder locations to check are:

  ```
  /
  /public_html
  /www
  /var/www/
  /home/YOURUSERNAME/www
  /home/YOURUSERNAME/public_html
  /srv/
  ...
  ```

  You know you've found the right Joomla root folder when you see the following subfolders:

tmp
templates
plugins
modules
media
logs
...

If you can't find the root of your Joomla installation, get in touch with your webhosting provider and ask them to help you locate it. In most cases, it is the same as the document root.

FTP Upload example, when the location of the **tmp** folder have this path:
/home/YOURUSERNAME/public_html/tmp/
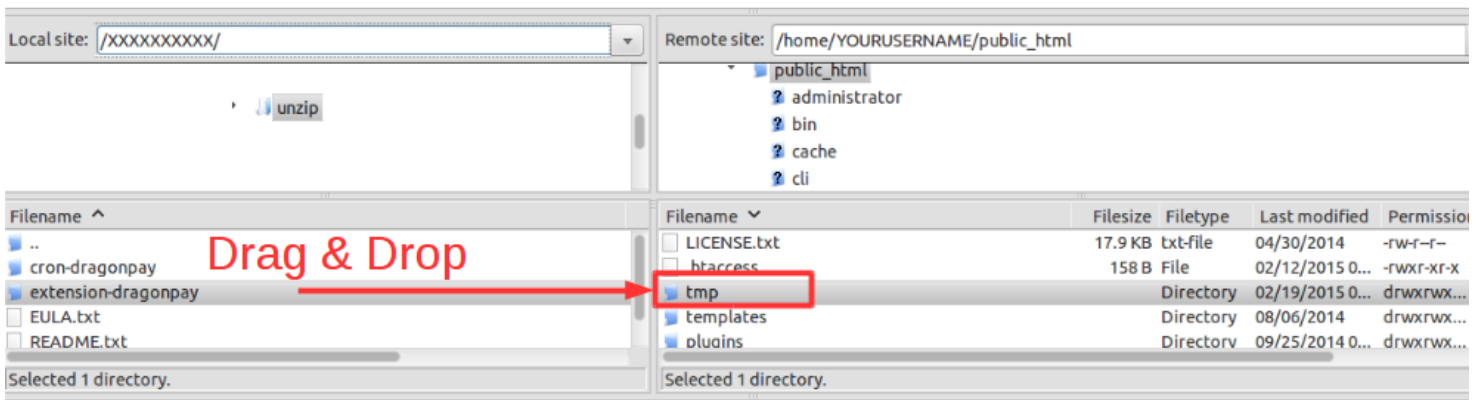
6 - Upload "cron-dragonpay" Folder

- On your computer, back at the root of unziped folder

- Using FTP or SFTP, upload "cron-dragonpay" folder to your server at one level above of your public html directory:

Note:

- You need to allow overwrite files

- Uploding files by not using FTP or SFTP can fail with not enough values in your php.ini file server configuration for these parameters: memory_limit ; upload_max_filesize ; post_max_size ; max_execution_time

One level above of your public html directory?

example, if you have path:

/home/YOURUSERNAME/public_html

Upload "cron-dragonpay" folder here:

/home/YOURUSERNAME/

Important: Do not Upload "cron-dragonpay" folder inside your public html folder or inside a sub directory of public html directory because it's a **Security Issue.** Please be aware, if you create a password protected directory in public html, the license check will not be working and the cron will not be allowed to run

FTP Upload example, when one level above of your public html directory have this path: /home/YOURUSERNAME/
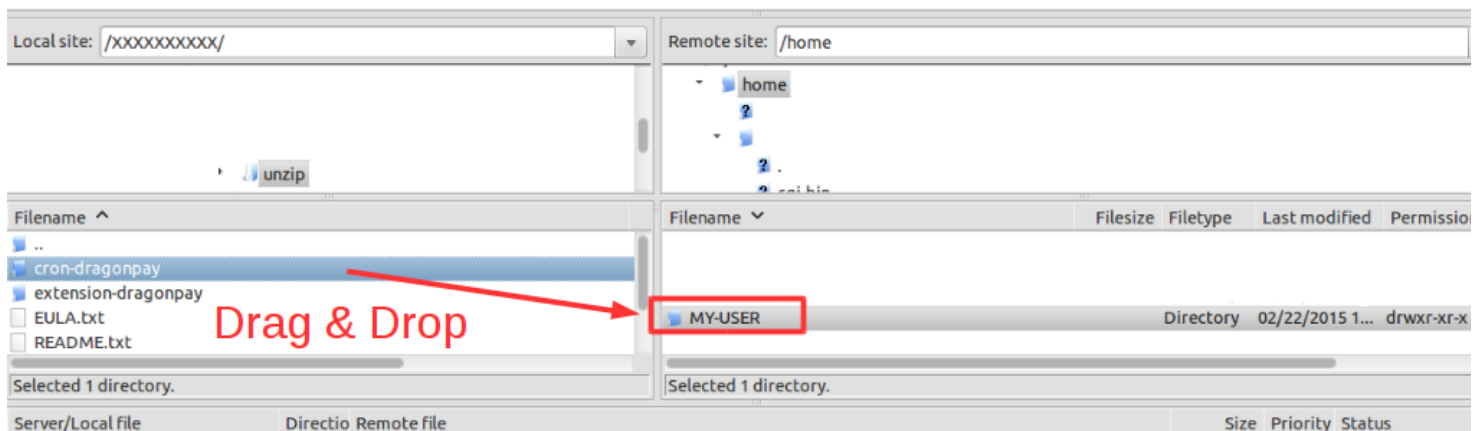
7 - Install Extension

- Login to your Joomla Admin Panel

- In Joomla Admin go to Extensions >> Extension Manager **(1)** >> Install **(2)** >> Install from Directory **(3)** and at "Install Directory" **(4)** fill absolute path to "extension-dragonpay" folder you uploaded at above Step 5 and click on **Install button**.
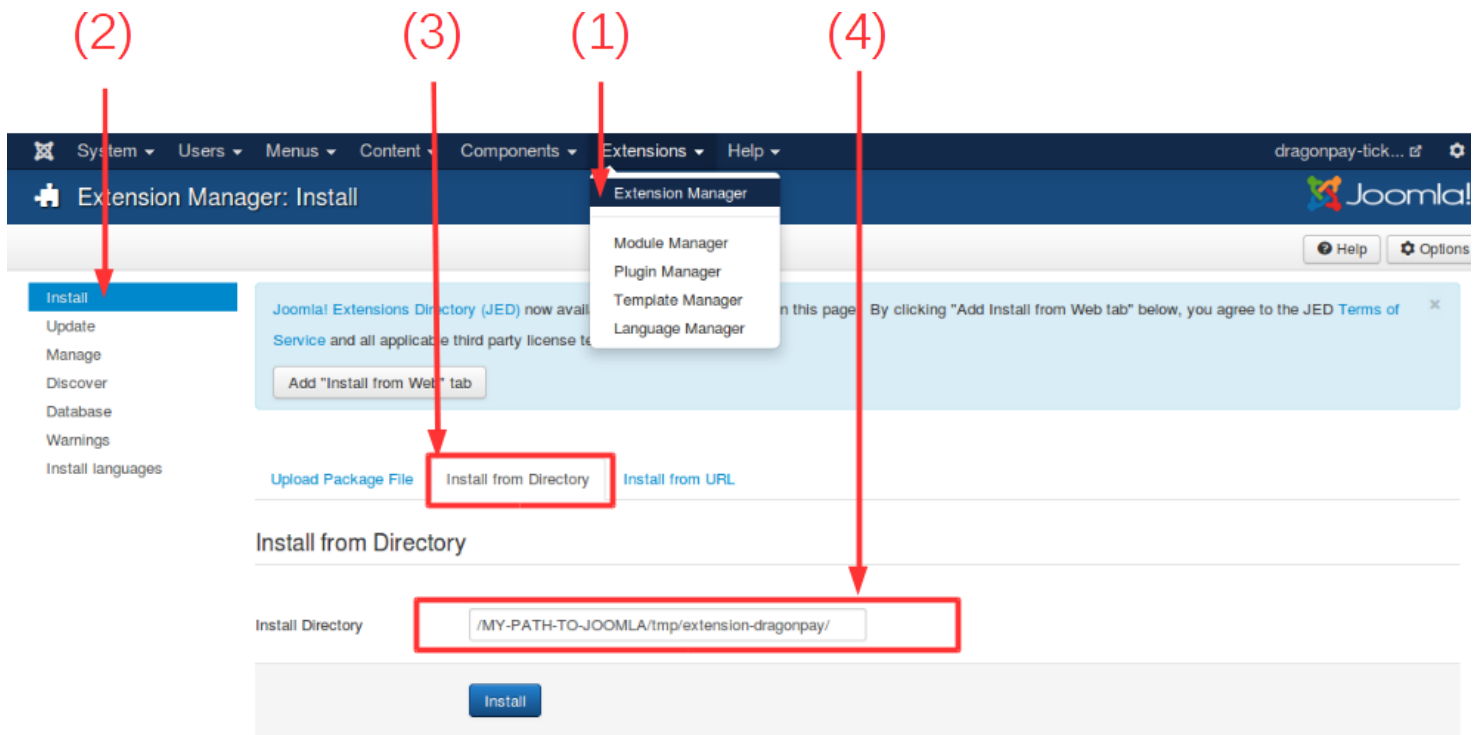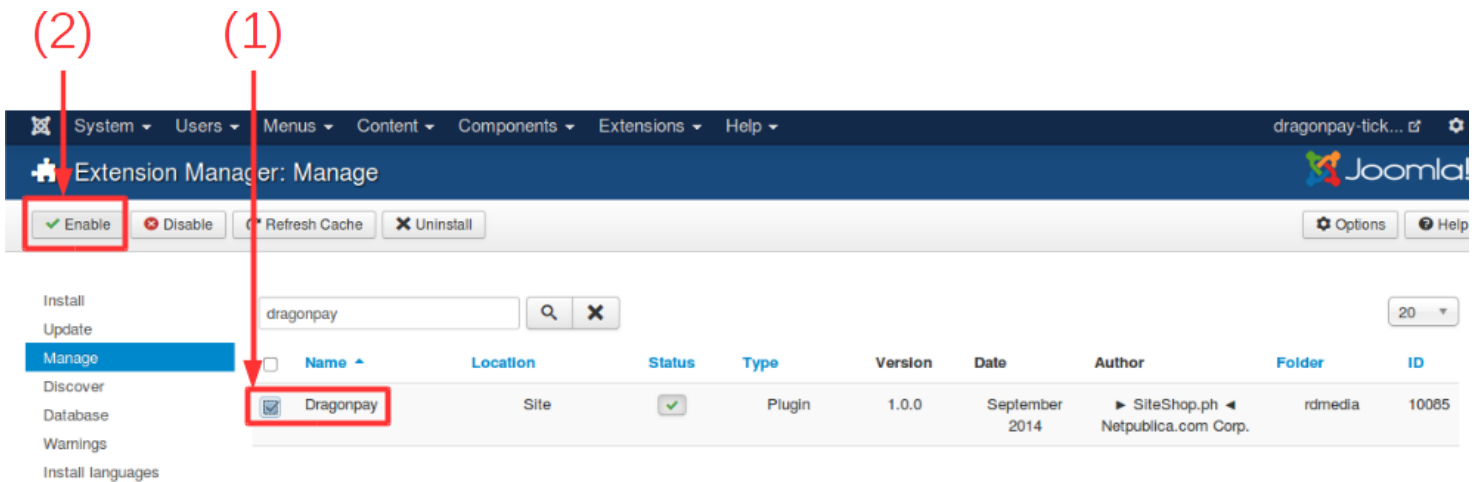
- You will get message "Installing plugin was successful"

- And next, Click on Manage:
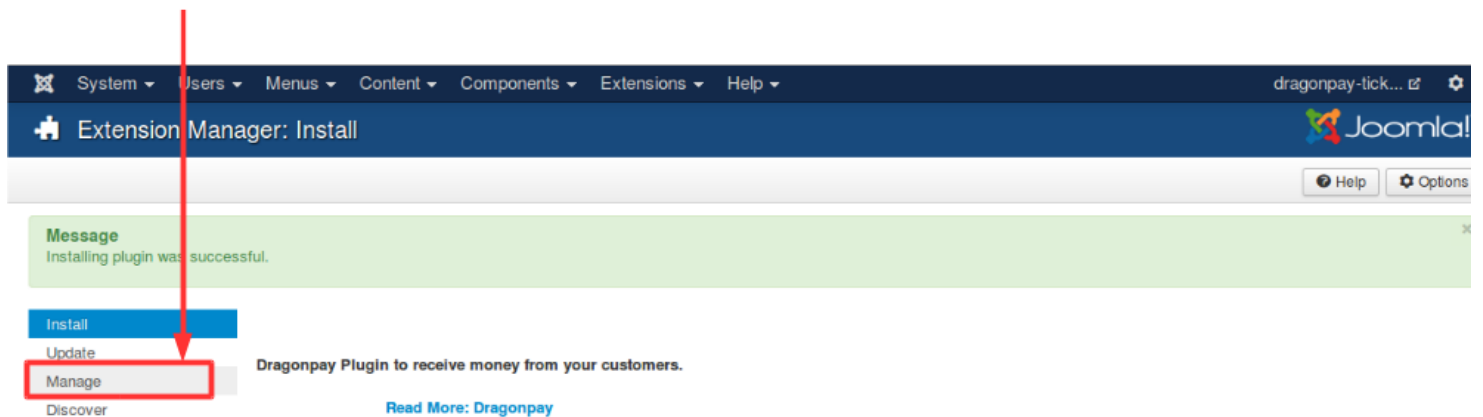
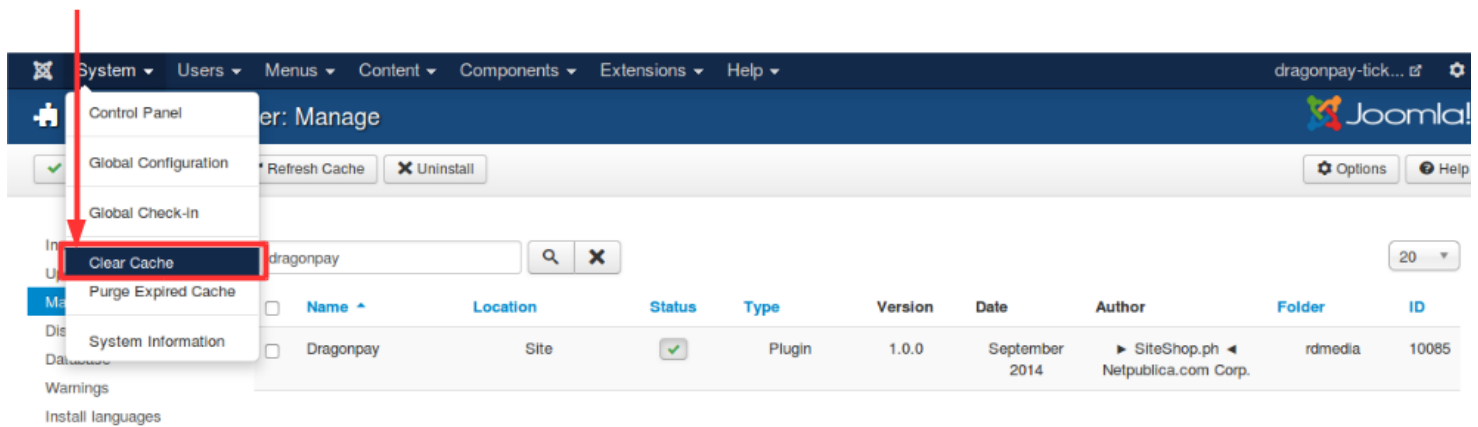- Type "dragonpay" in the search box and submit:
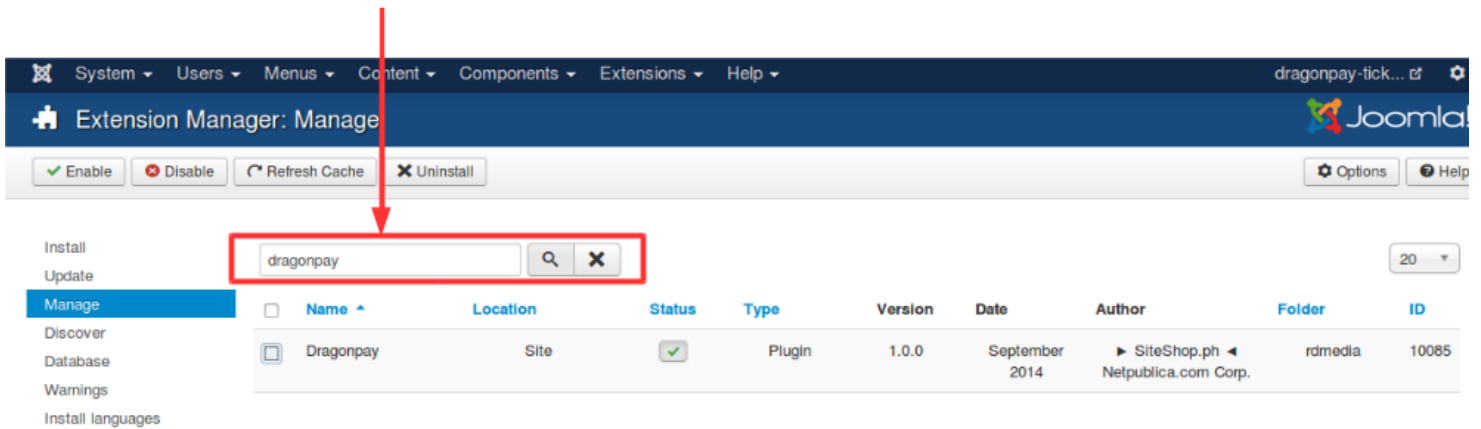
- Tick "dragonpay" **(1)** and next click on enable button **(2)**:
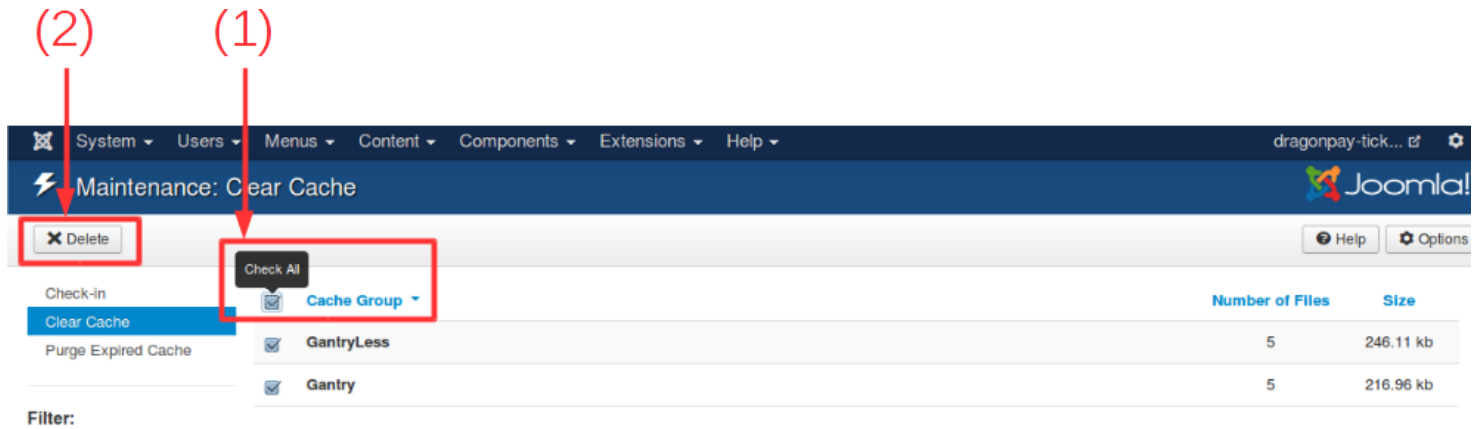

8 - Clear Cache

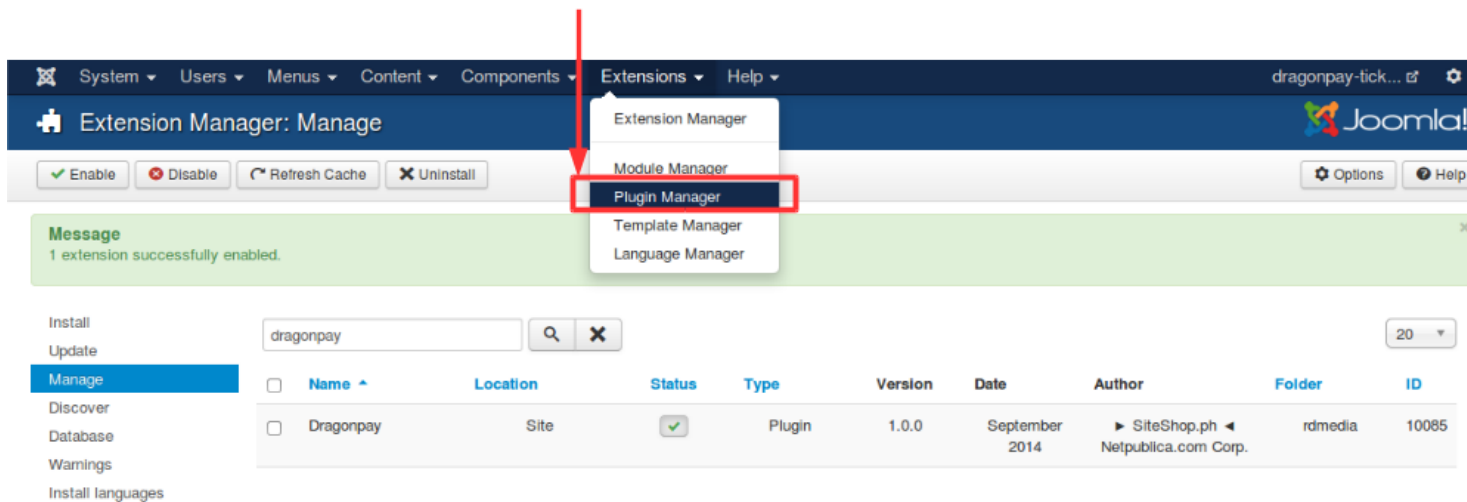- Go to System >> System >> Clear Cache:

- Tick "Check All" for Cache Group **(1)** and next click on Delete button **(2)**:
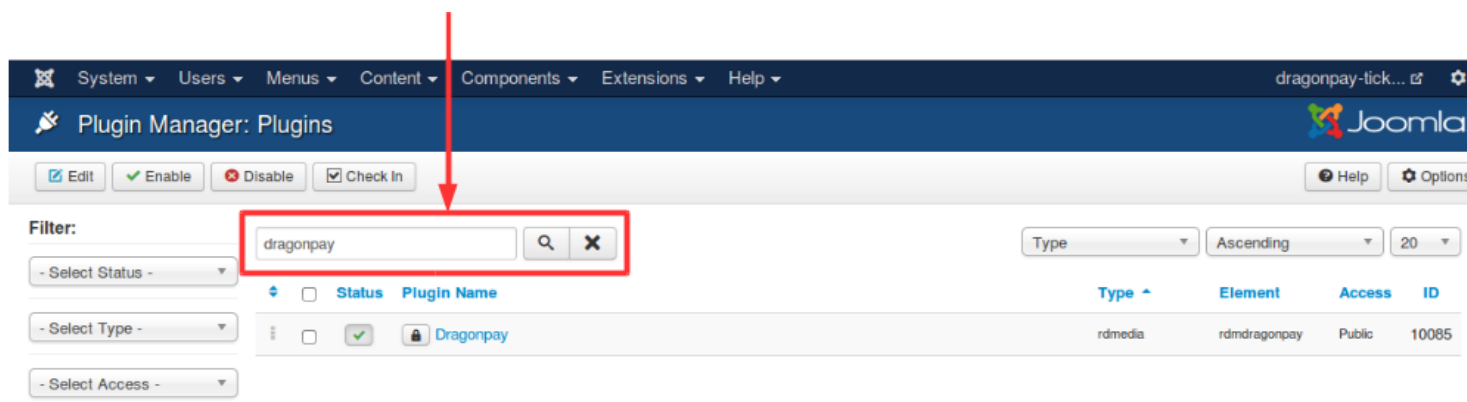

- Logout from the Joomla backend, and login again
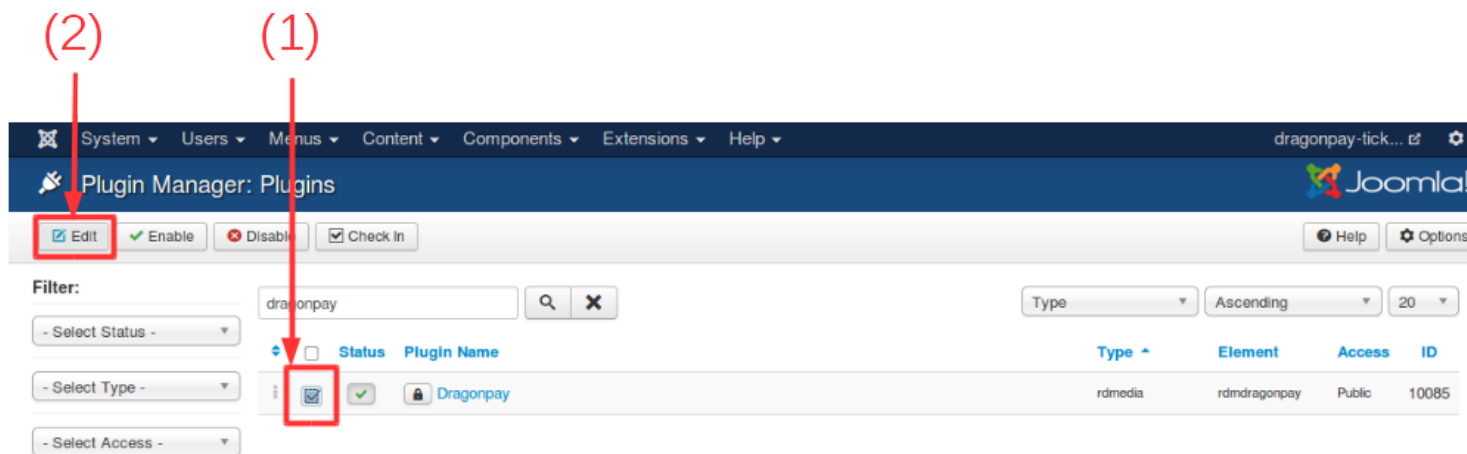
9 - Plugin Configuration

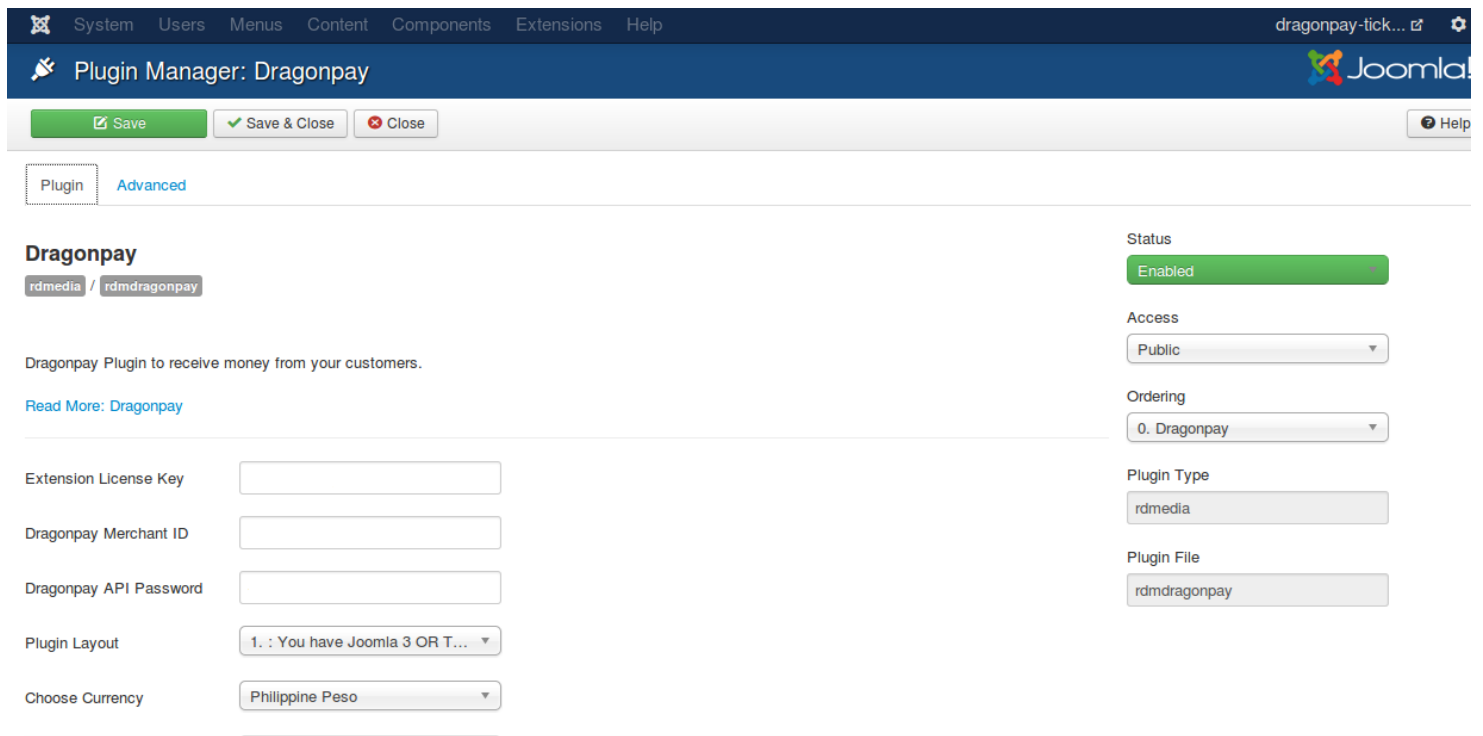- Go to Extensions >> Plugin Manager:

- Type "dragonpay" in the search box and submit:

- Tick "dragonpay" **(1)** and next click on edit button **(2)**:

As per the above screen you can see parameters for Dragonpay Payment Plugin, we are going to explain every config parameters one by one:

Right Side of the Screen:

- **Status:**

  This controls whether the extension is enabled or not.

- **Access:**

  Must stay on "Public"

- **Ordering:**

  This is the order in which the Payment method will be displayed on the checkout page for the customer.

Left Side of the Screen:

- **Extension License Key:**

  Insert Extension License Key provided by SiteShop.ph

- **Dragonpay Merchant ID:**

  Insert Dragonpay Merchant ID provided by dragonpay.ph

- **Dragonpay API Password:**

  Insert Dragonpay API Password provided by dragonpay.ph

  Note: Dragonpay API Password could be not the same for Test Account VS Live-Production Account, both provided by dragonpay.ph

- **Plugin Layout:**

  Select 1. if you are running Joomla 3 OR if you have Twitter Bootstrap enabled in the Ticketmaster Configuration - Select 2. for Other case

- **Choose Currency:**

  Choose the Dragonpay Currency

- **Dragonpay Test Mode:**

  On: You will be using Dragonpay Test Account provided by dragonpay.ph

  Off: You will be using Dragonpay Live-Production Account provided by dragonpay.ph

  Important: Before doing real money transactions, you should always test first , so please set Test Mode to ON.

  With Test Mode set to OFF, at Checkout step there will be URL redirection to Dragonpay Gateway Test Website and by selecting there the "Bogus Bank Online" (with any id and password) or the "Bogus Bank Over-the-Counter" you will be able to test extension without real money transactions.

- **Plugin debug/log Mode:**

  On:

  - Following actions are written inside a log file: Transaction Initiated, WebReturn Received, Notification Received, Preparation for update Ticketmaster tables in database, Send email and eTicket to customer.

  - Log file location: PATH-TO-YOUR-JOOMLA/plugins/rdmedia/rdmdragonpay/debug_log.php

  Off:

  - No writing are done in the log file

- **Dragonpay Notification Parser:**

  Only set this to NO when you want to test that transactions and orders status update in Magento can also be done from the cron job CRON_GetMerchantTxns.php. Cron Job is explained at step 10

- **Shopping Cart ID (optional):**

  Shopping Cart ID (maximum length of 80 characters) to be used with our <u>Multi-Cart Redirector for Dragonpay</u>. With Redirector you can share your Dragonpay account with multiple systems. Redirector broadcast communication to up to 25 different shopping cart installations ; Only one single Dragonpay account needed!

<u>Advanced Tab:</u>

- **Admin notification by email:**

  Turn this setting on when you want to receive an email notification for SUCCESS, CHARGEBACK or REFUND, Transactions.

- **Email Address for admin notifications:**

  Email address for above admin notifications.

- **Message ID# for Completed Order to send to customer:**

  message #ID (EID) from Ticketmaster message center, that message will be send to customer.

10 - Cron (Scheduled Task) Configuration

- Why a Cron Task?

  Dragonpay Gateway send one single notification by transaction without resending if the communication was not received. Short Internet connection interruptions are possible, and having missing paid transactions and missing update status on orders, invoices in your Ticketmaster was not an option. That why we integrated Dragonpay GetMerchantTxns - Web Service Method with Ticketmaster, we made it as a cron job (auto scheduled task) that must be run **at least every 24 hours**. It's synchronize your last 7 days transactions at Dragonpay to never missing transactions and order status update in Ticketmaster.

- Let's start Cron Configuration

- On your server, the path to "cron-dragonpay" folder was defined at Step 6

- Open there "cron-dragonpay" folder:

Filename ∨	Filesize	Filetype	Last modified	Permission	Ov
fcgi-bin		Directory	10/17/2014 1...	drwxr-xr-x	d
etc		Directory	10/17/2014 1...	drwxr-xr-x	d
cron-dragonpay		Directory	02/25/2015 0...	drwxr-xr-x	r
cgi-bin		Directory	10/17/2014 1...	drwxr-x---	d
Maildir		Directory	10/17/2014 1...	drwx------	d

- Open there "config.php" file:
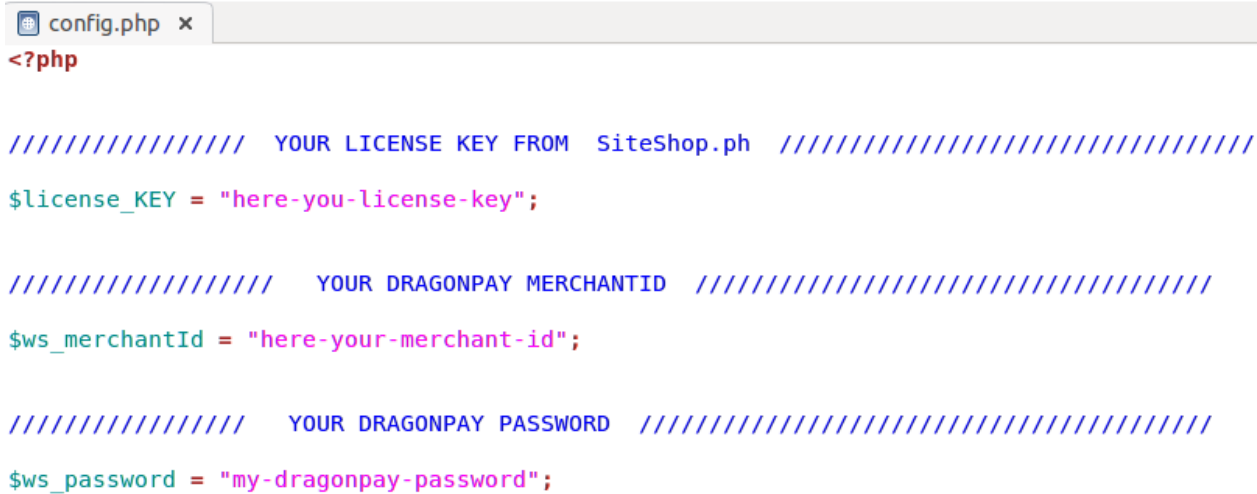
Filename ∨	Filesize	Filetype	Last modified	Permission
..				
synchronization.php	14.5 KB	php-file	03/10/2015 0...	-rw-r--r--
new_transactions_log.txt	260 B	txt-file	03/10/2015 0...	-rw-r--r--
log.txt	0 B	txt-file	03/10/2015 0...	-rw-r--r--
config.php	1.6 KB	php-file	03/10/2015 0...	-rw-r--r--
class2.php	12.1 KB	php-file	03/10/2015 0...	-rw-r--r--
class.php	19.1 KB	php-file	03/10/2015 0...	-rw-r--r--
CRON_GetMerchantTxns.php	25.5 KB	php-file	03/10/2015 0...	-rw-r--r--
lib		Directory	03/10/2015 0...	drwxr-xr-x

- Edit config.php File:

```php
config.php  ×
<?php

///////////////////  YOUR LICENSE KEY FROM  SiteShop.ph  /////////////////////////////////////

$license_KEY = "here-you-license-key";


///////////////////    YOUR DRAGONPAY MERCHANTID  /////////////////////////////////////////

$ws_merchantId = "here-your-merchant-id";


///////////////////    YOUR DRAGONPAY PASSWORD  ///////////////////////////////////////////

$ws_password = "my-dragonpay-password";
```

- Lines starting with **//** are comments and instructions to read

- For each line that start with **$** you must check value

  Example:

  $license_KEY = "here-your-license-key";

  between **" "** you must fill your own data without space.

- Save config.php File

- Create a Cron Command:

  This command is for run the cron every day at midnight:

  0 0 * * * /usr/bin/php /YOUR-PATH-TO/CRON_GetMerchantTxns.php

  Important: Be sure to update the above cron command:

  - To use real path to your CRON_GetMerchantTxns.php file in place of above YOUR-PATH-TO

- To point to where PHP is installed if it differs from what is shown: /usr/bin/php

- Cron frequency should be at least every 24 hours and never less than every 30 mins to prevent multiple cron instance running parallely

Video - How to setup a Cron Job in CPANEL (http://www.greengeeks.com/support/video-tutorials/display.php?tname=cpanel-x3-cronjob)

Know More about Cron Job (http://code.tutsplus.com/tutorials/scheduling-tasks-with-cron-jobs--net-8800)

- New Transactions Log File

   - New successful transactions discovered by this cron job are written inside a log file

   - Log file location: PATH-TO/cron-dragonpay/new_transactions_log.txt

   - the path to "cron-dragonpay" folder was defined at Step 6

- After following all above steps (1 to 10), you have finished your Dragonpay Integration with Ticketmaster.

11 - Grid of Cross-Reference Status

Dragonpay		Ticketmaster		
Status Code	**Description**	**Previous Ticket payment Status**	**Updated Ticket payment Status**	**Transaction**
P	Pending	Unpaid OR Failed	-	Dragonp
S	Successfully Paid	Unpaid OR Failed	Paid	Dragonp
F	Failure	Unpaid OR Failed	-	Dragonp
U	Unknow	Unpaid OR Failed	-	Dragonp
R	Refund	Any other than Unpaid OR Failed	-	Dragonp
K	Chargeback	Any other than Unpaid OR Failed	-	Dragonp
V	Void	Unpaid OR Failed	-	Dragonp
A	Authorized	Unpaid OR Failed	-	Dragonp

N.B.:

- There is no field for transactions status in Ticketmaster "transactions" database table. By design Ticketmaster only store successful transactions

- To make a refund you must do it from your Dragonpay account and Ticket Payment Status at Ticketmaster will be automatically updated.

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