PaperCut | Moneris eSELECT Plus - Quick Start Guide

This guide is designed to supplement the *Payment Gateway Module* documentation and provides a guide to installing, setting up, and testing the *Payment Gateway* module for use with *Moneris eSELECT Plus Hosted Paypage* Service *(https://www3.moneris.com/connect/en/index.php)*. The main *Payment Gateway Module* documentation may be downloaded from:

http://www.papercut.com/files/pcng/ext/payment-gateway/PaymentGatewayModule.pdf

Moneris eSELECT Plus is a credit card processing gateway provided, backed and secured by Moneris Solutions. Moneris Solutions is one of North America's leading processors of debit and credit card payments.

The PaperCut Payment Gateway Module uses the Moneris *Hosted Paypage* service. This integration method ensures that credit card data entry and validation is performed on the secured Moneris server. PaperCut itself never "sees" the card details. This design approach ensures that users' information is protected and PCI certification is not required.

IMPORTANT: *You should have a registered and active Moneris eSELECT Plus account before installing the payment gateway. The login information will be required during setup. If you want to trial the service contact Moneris for more information about free test accounts.*

Setup and testing should take around 30 minutes. No system level restart is required; however, the PaperCut Application Server will be restarted during the install process. If other administrators are using the PaperCut administration interface at this time, it may be advisable to warn them of the pending restart.

This document is written assuming the reader has good server administration skills and is experienced with general PaperCut administration.

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Stage 1: Network Configuration

The Moneris services require that the PaperCut end-user web pages be hosted on a publicly resolvable DNS name, although users do not necessarily need to access the PaperCut end-user web pages (user login) via this public name.

Set up a public DNS entry to ensure the PaperCut server is publicly accessible with a friendly name (e.g. papercut.myorganization.org).

Stage 2: Moneris eSELECT Plus Hosted Paypage Configuration

The following configuration steps are required under your Moneris eSELECT Plus merchant account. Please ensure you have your merchant account set up before continuing.

1. Log into the Merchant Resource Center: https://www3.moneris.com/mpg/
2. Navigate to *Admin -> Hosted Config*
3. Click the *Generate a Version3 Configuration* button. This will create a new store/page under your account for use by PaperCut.
4. Make note of the `ps_store_id` ("Hosted Paypage ID") and `hpp_key` ("Hosted Paypage Token").

ps_store_id:	27MNXtore3
hpp_key:	hpZZ9Z4B1ANV

5. Set *Transaction Type* to **Purchase** (default)
6. Under *Payment Methods*, ensure **Credit Cards** is enabled, all others disabled.
7. Set *Response Method* to **Sent to your server as a POST**.
8. Set *Approved URL* to:
   https://papercut.my.org:9192/rpc/gateway/moneris?status=approved
   Where `papercut.my.org` is the public resolvable DNS name set up for the PaperCut server in Stage 1.
9. Set *Declined URL* to:
   https://papercut.my.org:9192/rpc/gateway/moneris?status=declined
   Where `papercut.my.org` is the public resolvable DNS name set up for the PaperCut server in Stage 1.

Response Method

Please specify how the transaction response should be handled.

Response Method:
- ○ eSELECTplus will generate a receipt.
- ○ Sent to your server as a POST containing XML
- ● Sent to your server as a POST
- ○ Sent to your server as a GET

Approved URL: https://papercut.my.org:9192/rpc/gateway/moneris?status=approved

Declined URL: https://papercut.my.org:9192/rpc/gateway/moneris?status=declined

URLs must start with http or https and must be a registered domain. IP addresses are not supported.

10. Click the *Save Changes* button.
11. Click the *Configuration Appearance* button under *Paypage Appearance*.
12. Set Cancel Button Text: to
    https://papercut.my.org:9192/rpc/gateway/moneris?status=cancel

Where `papercut.my.org` is the public resolvable DNS name set up for the PaperCut server in Stage 1.

You may also wish to review other visual appearance settings on this page as appropriate, or revisit this at another time after initial testing

Buttons	
This section defines the behaviour and appearance of the buttons that will appear on the Hosted Paypage.	
Cancel Button Text:	Cancel Transaction
Cancel Button URL:	https://papercut.my.org:9192/rpc/gateway/moneris?status=cancel

13. Click the *Save Appearance Settings* button then *Return to main configuration*.
14. Click the *Configure Response Fields* button.
15. Enable *Return the txn_number. This field is used to perform follow-ons.* and leave all others disabled.
16. Click the *Save Response Settings* button then *Return to main configuration*.
17. Click the *Configuration Security* button under *Security Features*.
18. Enable/Click *Enable Transaction Verification* and select *Displayed as key/value pairs on our server.*

Transaction Verification	
Please specify how the transaction verification response should be handled.	
☑ Enable Transaction Verification	
Response Method:	○ Sent to your server as a POST
	○ Sent to your server as a GET
	○ Displayed as XML on our server.
	⦿ Displayed as key/value pairs on our server.
Response URL:	
URLs must start with http or https and must be a registered domain. IP addresses are not supported.	

19. Click the *Save Verification Settings* button then *Return to main configuration*.
20. Your store and Hosted Paypage are now configured

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Stage 3: Installing and configuring the Payment Gateway Module

1. The *Payment Gateway Module* will function during the PaperCut NG 40-day trial period. After this, the module must be licensed. If you have been supplied with a new license, take the time to install this now. The license install procedure is documented in the PaperCut Manual.
2. Download the Payment Gateway module from the PaperCut website at: https://www.papercut.com/kb/Main/SettingupthePaymentGateway#step-2-download-and-install-the-payment-gateway-module
3. Install the module into the <u>same</u> directory as PaperCut NG. This is normally
   `C:\Program Files\PaperCut NG`
4. Open the file:
   `C:\Program Files\PaperCut NG\server\lib-ext\ext-payment-gateway-moneris.properties`
   in a text editor such as Notepad.
5. Locate the line `moneris.enabled=N` and change the *N* to *Y*. This will enable the Moneris eSELECT Plus module.
6. Locate the following lines:
   `moneris.store-id=`

   `moneris.pay-page-token=`

   The `store-id` is the **ps_store_id** referred to in Step 4 Stage 2 in the Moneris merchant configuration. `pay-page-token` is the **hpp_key** refereed in the same step. Enter these values on the right-hand side of the "=".

7. To change the default locale from English to French, locate the line `moneris.lang=` and change its value from `en-ca` to `fr-ca`.
   Note: This is available only on PaperCut MF 18.3.0 or above. If you are using PaperCut MF 18.2.6 or below, the default locale is English and cannot be changed.
8. Configure other options in this file as discussed in *General Configuration* Options in the *Payment Gateway Module* documentation. Options include limits on the amount to transfer, access groups and custom error messages. The comments in the configuration also will give some guidance as to the values and their possible uses.
9. **Save** the file and exit the text editor.
10. Restart the PaperCut Application Server via `Control Panel -> Administrative Tools -> Services` and wait 30 seconds.
11. Check the end of the file:
    `C:\Program Files\PaperCut NG\server\logs\server.log`
    For any obvious error messages.

Stage 4: Testing

Unfortunately, Moneris do not offer a special test mode in live projection store accounts. Hence the only way to test the production store is to perform a real transaction. To perform the test, you will need a valid credit card.

1. Log into PaperCut's end-user interface as a standard user (non-admin user).
2. A new link called <u>Add Credit</u> should appear on the left. Click this link.
3. Select a <u>small</u> amount to add and press Continue.

Add credit using Credit Card

Username	tom
Current Balance	$0.06
Amount to add	$5.00 ▾
	Add Value

4. Enter the credit card details and follow the directions on the Moneris Paypage.
5. Continue and confirm that the value is placed on the user's PaperCut account and the transaction is listed in their transaction history. See the Troubleshooting section if you have any problems.

Add credit using Moneris eSELECT Plus

Transaction Receipt

The transaction was successful and funds have been deposited to your account. If you require a receipt please retain or print this page.

Transaction Type:	purchase
Date / Time:	2008-12-03 02:03:33
Transaction Amount:	2.0
Order ID:	tom1228287023482
Item Description:	Credit for account
Cardholder:	Tom Jones
Resp Code - Message:	27 - Valid-Approved
Bank Reference Number:	660064100015830190
Bank Auth Code:	623438
ISO Code:	01

Print   Continue

6. You may also wish to refund this test transaction. This is done via the *Terminal -> Refund* section in your Moneris Merchant Login. More information on refunding a transaction is covered in the Moneris Merchant documentation.

Stage 5: Go-Live

Your system is now fully configured. Take some time before formally announcing the availability of the service to consider:

- Should I make some visual style changes to the Paypage?
- Do I need to review the default error messages PaperCut Payment Gateway configuration files? It may be useful for example to provide the name of a person or center to contact in the event of an error or query.
- Occasionally you may need to issue refunds. Ensure someone in the organization is tasked with this responsibility and is trained in the use of the Moneris Refund Terminal.
- Do I need to set up an accounts reconciliation procedure and/or coordinate reporting with my accounts department?
- How computer savvy are my users? Do I need to write up a small internet page or information sheet on how to use the service?

Troubleshooting

Administrators may find information in the following log files useful when trying to troubleshoot setup/configuration problems or issues reported by end-users.

Payment Gateway Event Log:

        C:\Program Files\PaperCut NG\server\logs\payment-gateway\event.log

This log contains gateway specific error messages and events.

Application Log:

        C:\Program Files\PaperCut NG\server\logs\server.log

This log contains general application specific error messages and events.

Transaction Log:

        C:\Program Files\PaperCut NG\server\logs\payment-gateway\transaction.log

This log contains a list of successful transactions in a tab-delimited form.

Contact your reseller or Authorized Solution Center for assistance. You can find their contact information in your PaperCut Admin interface on the **About** page.