



Kount[®]

Magento User Guide

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Overview

Kount aggregates and evaluates data from three primary sources, the Data Collector (DC), the Risk Inquiry Service (RIS), and the Kount Persona technology. From these three sources Kount provides a risk score and a response based upon merchant administered rules.

The Data Collector gathers information from a customer's device by redirecting the device browser momentarily to Kount then back to the merchant. This passive analysis obfuscates Kount's interaction with the customer and does not affect the customer's purchasing experience.

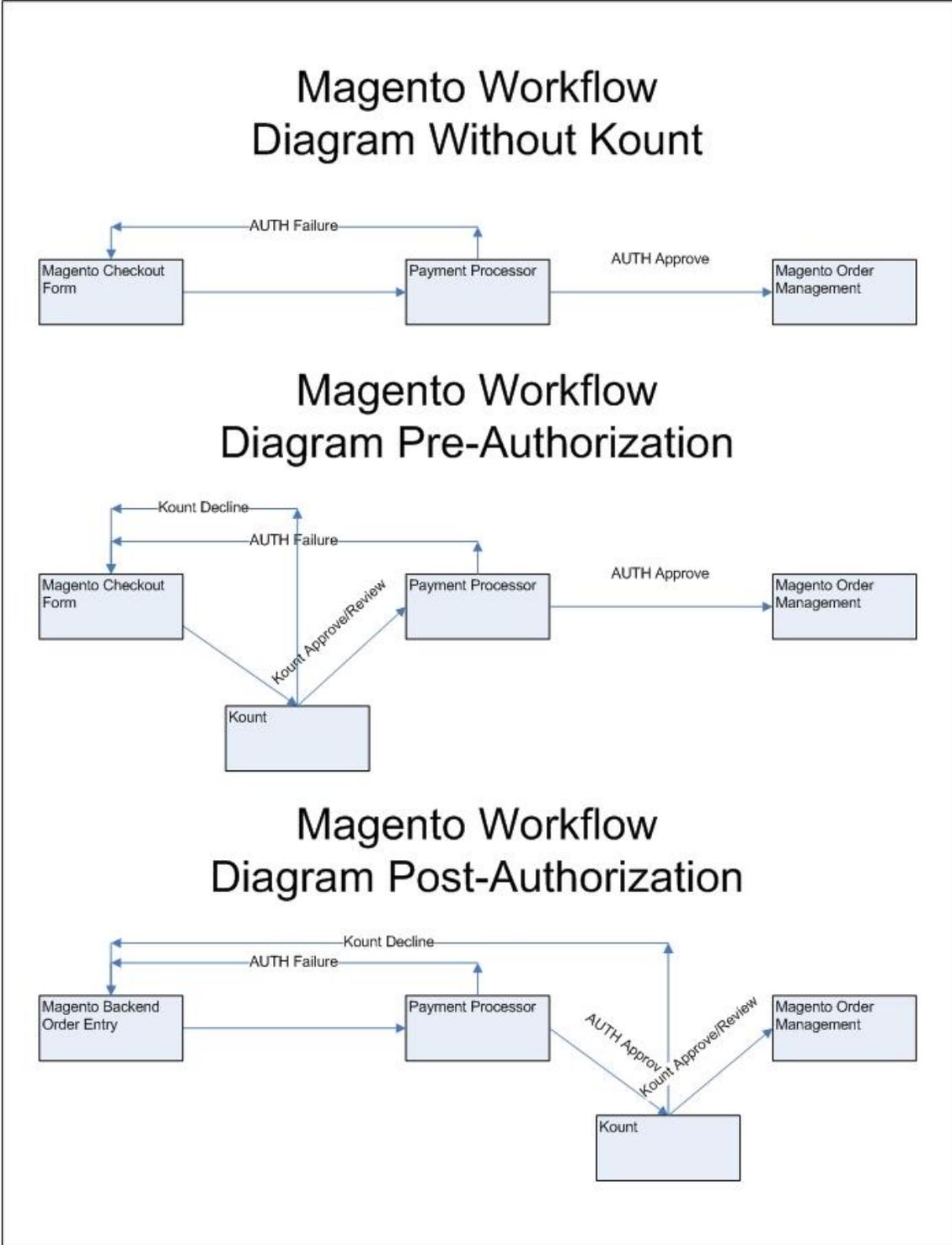
The Risk Inquiry Service evaluates the data provided by the Data Collector and the order-form data submitted to the merchant from the customer to create a fraud score. Merchant specified rules are assessed for each transaction during this evaluation process.

The Kount Persona is comprised of linked data points across the breadth of Kount merchants which provide behavioral analytics related to a transaction.

The Magento Workflow Diagram on page 4 provides an overview of how a transaction flows through Magento once the Kount extension is installed.

The Kount Magento extension was written and is supported by a third party development firm, support and point releases are ongoing. If additional extensions or customizations have been added to your instance of Magento, conflicts may occur and may result in additional support and/or maintenance fees outside the Kount standard integration.

Magento Payment Workflow Diagram



Kount Environments

Kount has separate environments for testing and production. The initial integration will first take place in the Kount TEST environment. Boarding documents containing the information for the TEST environment will be sent to the merchant via e-mail.

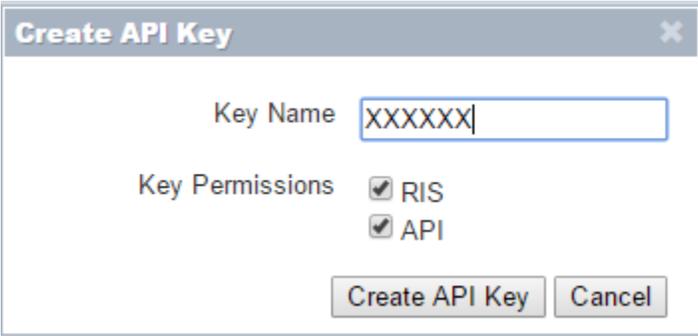
The test environment is **not** engineered to support load testing; it is designed primarily to verify connectivity and proper data submission. Many features such as order linking, scoring, device location, and persona related information are disabled or limited in the test environment.

Test credit cards can be passed into the test environment but will fail in the production environment.

Port 443/HTTPS is required for submission and receipt of data in both the test and production environments.

API keys are required to authenticate to Kount. Each environment requires a separate API key.

API keys are created within the AWC. After logging in, browse to the Admin tab -> API Keys -> Create API Key. Check both the RIS and API key checkboxes when creating the API key.



The screenshot shows a 'Create API Key' dialog box. The title bar reads 'Create API Key' with a close button (X). The main area contains a 'Key Name' label followed by a text input field containing 'XXXXXX'. Below this, the 'Key Permissions' section has two checked checkboxes: 'RIS' and 'API'. At the bottom of the dialog are two buttons: 'Create API Key' and 'Cancel'.

The API keys must reside on each server that is posting to Kount.

The API keys are specific to each environment; keys created in the TEST environment will not work in the PROD environment and vice versa.

Integration Certification

Upon verification that the correct data is being passed for both the Data Collector and Risk Inquiry Service the merchant will be issued a Certification Letter along with an additional boarding document providing the PROD environment information.

Any customized data created in the test environment will have to be re-created in the production environment, this includes, users, rules, site IDs, user defined fields and API keys.

The test environment will continue to be available to the merchant for testing purposes but should not be used with production traffic from the merchant.

Logging

To facilitate troubleshooting ensure that logging is enabled in the Magento Admin Console. If logging is enabled in the Magento Admin Console the Kount logging can be enabled or disabled in the Kount Configuration panel.

The log files are written to the server hosting the Magento application which may require SFTP, or other means of access, to be able to view and/or provide the log files to Kount for inspection. If the Magento service is outsourced to a third party hosting provider, a support ticket may be required to request the log files.

Within Magento, logging can be enabled by browsing to the following path:

Browse to **System** - > **Configuration** -> bottom left -> **Developer** -> **Log Settings**

Once logging is enabled in Magento, the service can be enabled or disabled within the Kount Integration Options.

System -> **Configuration** -> bottom left -> **Kount Integration Options** -> **Logging**

The kount.log file will provide the most helpful information for troubleshooting any issues once the Kount extension has been installed.

The default log location for the Kount extension is found in the following path.

```
/var/www/magento/var/log $
```

Log filenames:

```
kount.log  
exception.log  
system.log
```

Installation

Due to the complexity of the Kount extension and custom database modifications, the installation of the extension can only be supported by the Kount Technical Account Managers by using the Magento Connect Manger within the Magento Administrative Console. Uncompressing the extension and placing the files in the appropriate file structure is possible, if additional support is required, this will be at the expense of the merchant.

Installation requirements and instructions can be found in [Appendix A](#) and [B](#).

Configuration

The configuration of the Kount Magento Extension occurs within the Magento Admin Panel. Magento users must have the proper resource access within Magento to view and administer the Kount Magento Extension.

Once the Kount Magento Extension has been installed browse to the **System** dropdown and select **Configuration**. In the left pane a new menu option will be available labeled **KOUNT INTEGRATION**. Click on the **Kount Integration Options** menu to configure the Kount extension.

Details regarding each configuration option are found in [Appendix C](#).

If multiple servers are hosting the Magento instance, the API for that specific environment (TEST or PRODUCTION) must be on every Magento host.

Once the Kount Integration Options have been configured ensure that the configuration is saved.

Kount Integration Options

Account Information		
Enabled	<input type="text" value="Yes"/>	[WEBSITE]
	▲ Enable or disable the module store wide.	
Merchant Number	<input type="text"/>	[WEBSITE]
	▲ Your 6 digit merchant number you wish to use from AWC.	
Website ID	<input type="text" value="DEFAULT"/>	[WEBSITE]
	▲ The Website ID from AWC, exactly as it appears.	
Environment	<input type="text" value="TEST"/>	[WEBSITE]
	▲ Whether the extension server will run in test mode.	
API Key	<input type="text"/>	[WEBSITE]
	▲ API authentication token.	

Payment Review Workflow		
Payment Review Workflow Mode	<input type="text" value="Pre-Authorization Payment Review"/>	[STORE VIEW]
Decline Action	<input type="text" value="Refund / Credit Order"/>	[STORE VIEW]
	▲ Cancel should be used with payment method in Authorize Only mode. Refund should be used with payment method in Authorize and Capture mode.	
Notify Kount RIS of Processor Decline	<input type="text" value="Yes"/>	[STORE VIEW]
	▲ For Post Auth transactions only.	

Disable Payment Methods		
Kount RIS inquiry is not performed for payment methods which are disabled here.		
Disable Payment Method Codes	<input type="text" value="none"/> <input type="text" value="ccsave"/> <input type="text" value="checkmo"/> <input type="text" value="free"/> <input type="text" value="authorizenet"/> <input type="text" value="paypal_standard"/> <input type="text" value="paypal_billing_agreement"/> <input type="text" value="moneybookers_obt"/>	[WEBSITE]
	▲ Select payment methods to disable.	

Phone To Web 

Enable	<input type="text" value="No"/>	[WEBSITE]
▲ Enable Phone-to-Web orders.		
IP Address Exclude	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div>	[WEBSITE]
What's My IP Address?		
▲ The IP Addresses you wish to exclude for Phone-to-Web orders. Enter one IP Address per line.		

Event Notifications 

Url	[GLOBAL]
-----	----------

Logging 

Enable Kount SDK Logging	<input type="text" value="Yes"/>	[WEBSITE]
--------------------------	----------------------------------	-----------

Admin Ordering 

Use Kount for Admin Ordering	<input type="text" value="Yes"/>	[WEBSITE]
------------------------------	----------------------------------	-----------

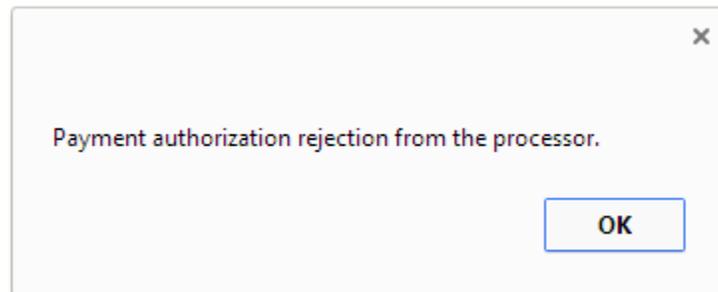
Workflow

As illustrated in the Kount Enabled Magento Order Workflow Diagram on page 6, Kount can be invoked prior to or after the payment processor is queried for authorization. In the PRE-Authorization scenario, all transactions are processed by Kount. In the POST-Authorization scenario the merchant has the ability to choose whether or not to pass on orders that were declined by the payment processor. Based upon the merchant created rules, one of four actions will be returned from Kount, APPROVE, DECLINE, ESCALATE, or REVIEW.

Pre-Authorization

DECLINE

When a transaction is evaluated by Kount and one or more merchant created DECLINE rule conditions are triggered the order will not continue to the payment processor for authorization, the customer will be returned to the checkout page and a failure message will be presented to the customer. This allows merchants to create “Decline” rule conditions and automatically stop transactions from being submitted to the payment processor.



Similar to when a transaction is declined by the payment processor, when transactions are declined by Kount, no reference of that transaction will be found in the Magento Order Management panel. Since Kount is queried before the processor, declined transactions will be displayed in the Kount Agent Web Console.

- ❖ The text on the decline message can be edited.

```
/var/www/magento/app/code/local/SFC/Kount/Helper $ vi RisRequest.php  
  
const RIS_MESSAGE_REJECTED = 'Payment authorization rejection from the processor.';
```

APPROVE

When a transaction is evaluated by Kount and no merchant created rule conditions for DECLINE, REVIEW, or ESCALATE are triggered the order is flagged as a status of APPROVE and will continue to the payment processor for authorization. The default status within Magento for a Kount APPROVE order is 'Processing'.

Select Visible Unselect Visible 0 items selected			Actions <input type="text"/> <input type="button" value="Submit"/>						
	Order #	Purchased From (Store)	Purchased On	Bill to Name	Ship to Name	G.T. (Base)	G.T. (Purchased)	Status	Action
Any	<input type="text"/>	<input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	<input type="text"/>	From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	100000132	Main Website Main Store English		Aaron Chesley	Aaron Chesley	\$2,704.99	\$2,704.99	Processing	View
<input type="checkbox"/>	100000131	Main Website Main Store English		Aaron Chesley	Aaron Chesley	\$20.00	\$20.00	Processing	View
<input type="checkbox"/>	100000130	Main Website Main Store English		Troy st pierer	Troy st pierer	\$94.99	\$94.99	Processing	View

REVIEW/ESCALATE

When a transaction is evaluated by Kount and one or more merchant created rule conditions for REVIEW, or ESCALATE are triggered the order is flagged as a status of REVIEW or ESCALATE and will continue to the payment processor for authorization. The default status within Magento for a Kount REVIEW or ESCALATE order is 'Review'.

Select Visible Unselect Visible 0 items selected			Actions <input type="text"/> <input type="button" value="Submit"/>						
	Order #	Purchased From (Store)	Purchased On	Bill to Name	Ship to Name	G.T. (Base)	G.T. (Purchased)	Status	Action
Any	<input type="text"/>	<input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	<input type="text"/>	From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	100000206	Main Website Main Store English	Mar 5, 2014 10:57:23 AM	Elle Moore	Elle Moore	\$139.99	\$139.99	Review	View
<input type="checkbox"/>	100000205	Main Website Main Store English	Mar 5, 2014 10:55:45 AM	James Camers	James Camers	\$166.94	\$166.94	Review	View
<input type="checkbox"/>	100000204	Main Website Main Store English	Mar 5, 2014 10:54:12 AM	Matt Pough	Matt Pough	\$354.99	\$354.99	Review	View

Post-Authorization

Post Authorization may require development work in order for Post-Authorization to function properly.

DECLINE

Unlike in the Pre-Authorization workflow, when a transaction is evaluated by Kount and one or more merchant created DECLINE rule conditions are triggered the customer is not presented with an error pop up or notification that the transaction failed.

Within Magento the inventory will be replaced and the order will be refunded and closed.

APPROVE

When a transaction is evaluated by Kount and no merchant created rule conditions are triggered the order is flagged as a status of APPROVED. The default status within Magento for a Kount APPROVE order is 'Processing'.

Select Visible Unselect Visible 0 items selected		Actions <input type="text"/> <input type="button" value="Submit"/>							
Order #	Purchased From (Store)	Purchased On	Bill to Name	Ship to Name	G.T. (Base)	G.T. (Purchased)	Status	Action	
Any		From: <input type="text"/> To: <input type="text"/>			From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>			
<input type="checkbox"/>	100000132 Main Website Main Store English		Aaron Chesley	Aaron Chesley	\$2,704.99	\$2,704.99	Processing	View	
<input type="checkbox"/>	100000131 Main Website Main Store English		Aaron Chesley	Aaron Chesley	\$20.00	\$20.00	Processing	View	
<input type="checkbox"/>	100000130 Main Website Main Store English		Troy st pierer	Troy st pierer	\$94.99	\$94.99	Processing	View	

REVIEW/ESCALATE

When a transaction is evaluated by Kount and one or more merchant created rule conditions for REVIEW, or ESCALATE are triggered the order is flagged as a status of REVIEW or ESCALATE and will continue to the payment processor for authorization. The default status within Magento for a Kount REVIEW or ESCALATE order is 'Review'.

Select Visible Unselect Visible 0 items selected		Actions <input type="text"/> <input type="button" value="Submit"/>							
Order #	Purchased From (Store)	Purchased On	Bill to Name	Ship to Name	G.T. (Base)	G.T. (Purchased)	Status	Action	
Any		From: <input type="text"/> To: <input type="text"/>			From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>			
<input type="checkbox"/>	100000206 Main Website Main Store English	Mar 5, 2014 10:57:23 AM	Elle Moore	Elle Moore	\$139.99	\$139.99	Review	View	
<input type="checkbox"/>	100000205 Main Website Main Store English	Mar 5, 2014 10:55:45 AM	James Camers	James Camers	\$166.94	\$166.94	Review	View	
<input type="checkbox"/>	100000204 Main Website Main Store English	Mar 5, 2014 10:54:12 AM	Matt Pough	Matt Pough	\$354.99	\$354.99	Review	View	

Managing 'Review' Transactions

If the Event Notification Service has been enabled, transactions administered within the Kount Agent Web Console can interact with Magento (to enable the Event Notification Service see [Appendix C](#) 'Event Notifications').

When a transaction has been flagged by Kount for REVIEW or ESCALATE the transaction will be placed in a "helded [On Hold]" state within Magento and labeled with a status of 'Review'. Upon reviewing the transaction details within the Kount Agent Web Console each transaction can be manually approved or manually declined.

If the [Event Notification Service](#) is configured, when changing the status of an order either approving or declining, an event will be sent from Kount to the Magento server and the order will be removed from the 'Review' status and placed back into the status prior to being placed in the "helded [On Hold]" state.

Manual Approve – When a transaction is manually approved within the Kount Agent Web Console, an event will be sent from Kount to Magento indicating an approved status. Within the Magento order management framework, the transaction will be removed from the 'Review' status and will be returned to the status within Magento prior to being placed on Hold, which is normally 'Processing'.

Manual Decline – When assigning a transaction to a Decline status within the Kount Agent Web Console, an event will be sent to Magento releasing the order from the 'Review' status resulting in a 'Closed' status, and will attempt to cancel the authorization and refund the charge.

Transactions flagged for Manual Review

Select Visible Unselect Visible 0 items selected			Actions						Submit
Order #	Purchased From (Store)	Purchased On	Bill to Name	Ship to Name	G.T. (Base)	G.T. (Purchased)	Status	Action	
Any ▾		From: <input type="text"/> To: <input type="text"/>			From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>	▾		
<input type="checkbox"/>	100000206 Main Website Main Store English	Mar 5, 2014 10:57:23 AM	Elle Moore	Elle Moore	\$139.99	\$139.99	Review	View	
<input type="checkbox"/>	100000205 Main Website Main Store English	Mar 5, 2014 10:55:45 AM	James Camers	James Camers	\$166.94	\$166.94	Review	View	
<input type="checkbox"/>	100000204 Main Website Main Store English	Mar 5, 2014 10:54:12 AM	Matt Pough	Matt Pough	\$354.99	\$354.99	Review	View	

Transactions Manually Approved, Manually Declined, still in Review

Select Visible Unselect Visible 0 items selected			Actions							Submit
Order #	Purchased From (Store)	Purchased On	Bill to Name	Ship to Name	G.T. (Base)	G.T. (Purchased)	Status	Action		
Any ▾		From: <input type="text"/> To: <input type="text"/>			From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>				
<input type="checkbox"/>	100000207	Main Website Main Store English	Mar 6, 2014 10:07:13 AM	Joey Talegara	Joey Talegara	\$2,494.74	\$2,494.74	Processing View		
<input type="checkbox"/>	100000206	Main Website Main Store English	Mar 5, 2014 10:57:23 AM	Elle Moore	Elle Moore	\$139.99	\$139.99	Closed View		
<input type="checkbox"/>	100000205	Main Website Main Store English	Mar 5, 2014 10:55:45 AM	James Camers	James Camers	\$166.94	\$166.94	Review View		

Inventory Management

When a transaction is 'DECLINED' by either Kount or the payment processor, no inventory is allocated from within Magento. For orders that are flagged as 'REVIEW', inventory is reserved for that item. If a transaction is being held and subsequently manually declined, the inventory item will be returned and inventory incremented. Otherwise if the transaction being held for review is manually approved the inventory will remain decremented.

Payment Refunds

Pre-Authorization

Normally there are two options regarding credit card payment authorization, authorization and capture of funds together or simply authorization and capturing funds at a later time.

In the case when authorization and capture happens at the same time, when an order is manually declined within Kount and ENS is enabled, an attempt is made to process an "online" refund for the order. Depending on the payment method used on the order, this will create a credit memo and refund or void the payment record.

If the "online" refund is not possible (typically when no payment has yet been made on the order and no invoice created), the extension will attempt to cancel the order.

If an “online” refund is not possible or not successful, and it is not possible to cancel an order, the order will be set to the “Kount Decline” order status and placed on the “holded [On Hold]” order state.

Post-Authorization

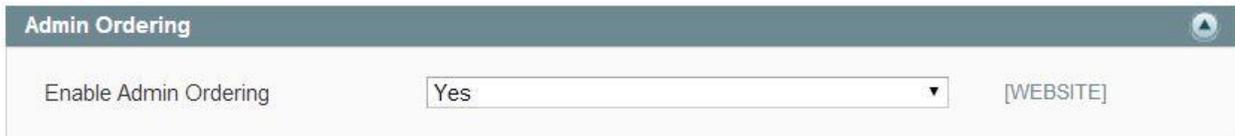
When Post-Authorization has been chosen within the Kount Integration Options a decline action must be specified.

For authorization only transactions the “Cancel Order / Void Payment” options should be selected. In the case when authorization and capture happens at the same time, the “Refund / Credit Order” option should be selected. Depending on the payment method used on the order, this will create a credit memo and refund or void the payment record.

Orders submitted by Customer Service Representatives

There are two methods to submit orders by customer service representatives. The first method is to create an order within the Magento Admin Console; the second is to submit the order as if a customer through the site's check out page.

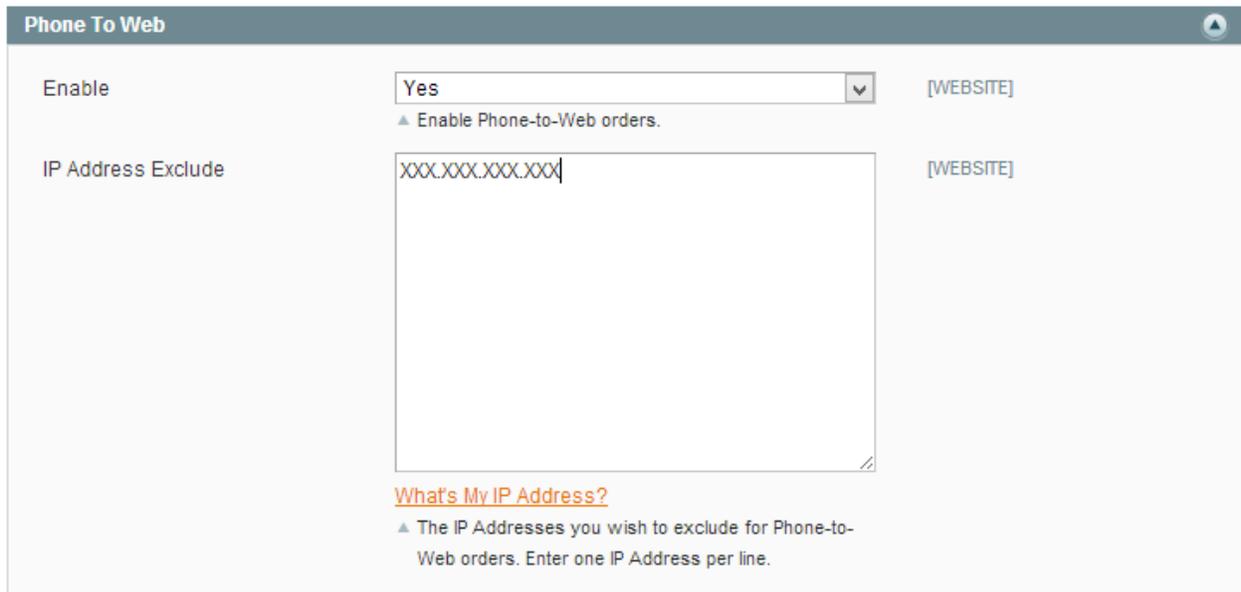
If orders are submitted through the Magento Admin Console and need to be evaluated by Kount, configure the Kount integration option for Admin Ordering to be enabled.



The screenshot shows the 'Admin Ordering' configuration panel. It features a dark header with the title 'Admin Ordering' and a small upward-pointing arrow icon. Below the header, there is a label 'Enable Admin Ordering' followed by a dropdown menu currently set to 'Yes'. To the right of the dropdown is a '[WEBSITE]' label.

When orders are submitted through the customer checkout page the Phone To Web option **must** be configured.

The IP address(es) of the service center must be added to the configuration. Once the IP address(es) has been added, all device information related to the IP address will no longer be associated with the transaction. This will ensure that order linking based on the device will not occur.

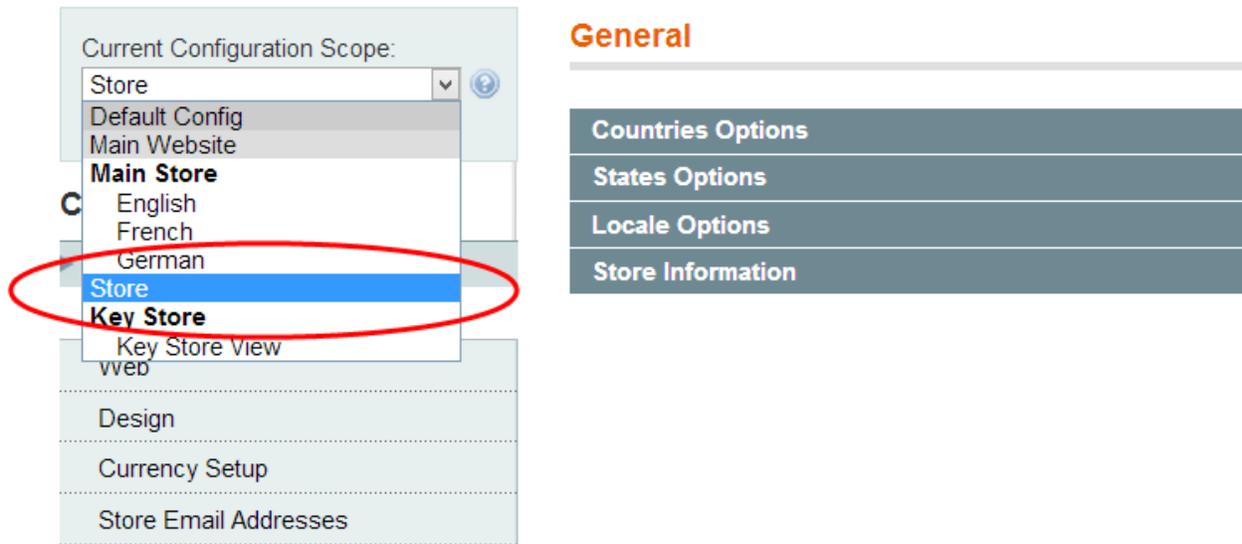


The screenshot shows the 'Phone To Web' configuration panel. It has a dark header with the title 'Phone To Web' and an upward-pointing arrow icon. The main content area includes: a label 'Enable' with a dropdown menu set to 'Yes' and a '[WEBSITE]' label; a small upward-pointing triangle icon followed by the text 'Enable Phone-to-Web orders.'; a label 'IP Address Exclude' with a text area containing 'XXX.XXX.XXX.XXX' and a '[WEBSITE]' label; a link 'What's My IP Address?'; and a small upward-pointing triangle icon followed by the text 'The IP Addresses you wish to exclude for Phone-to-Web orders. Enter one IP Address per line.'

Configuring Multiple Sites

If multiple sites are administered within a single Magento instance, each site can be administered independently in Kount. This can be accomplished by creating additional SITE IDs in the Kount Agent Web Console and configuring the Magento Kount Integration Options.

Browse to the additional site configuration within Magento.



In the Website ID field uncheck the Use Default checkbox and input the new site ID that was created in the Kount AWC.

Kount Integration Options

The image shows a screenshot of the 'Kount Integration Options' configuration page. The 'Account Information' section is visible, with the following fields and options:

Field	Value	Use Default [WEBSITE]
Enabled	Yes	<input checked="" type="checkbox"/>
Merchant Number	900100	<input checked="" type="checkbox"/>
Website ID	NEWSITE	<input type="checkbox"/>
Test Mode	Yes	<input checked="" type="checkbox"/>

The 'Use Default' checkbox for the 'Website ID' field is circled in red.

Click the Save Config button.

RIS Payment Types

Kount is integrated with Magento with the following payment types supported natively within the Kount Magento extension which provides cross merchant linking with the Kount network.

Payment Types that Support Cross Merchant Token Linking within Kount

Payment Method	Supports Cross Merchant Token Linking
Authorize.net	Yes
Authorize.net CIM (SFC)	Yes, only when a new card is added
Braintree	No
Authorize.net Direct Post	No
CyberSource (SFC)	Yes, only when a new card is added
CyberSource	Yes
PayPal Express Checkout	No
PayPal Pro	Yes
PayPal Standard (Only supported in PRE-AUTH)	No
PayPal PayFlow Pro	Yes

If the payment method is not included in this list it may be necessary for your development team to integrate the payment method into the Kount extension.

Payment Type Exceptions

Braintree – Requires the installation of the Braintree extension from Magento Connect

Authorize.Net (Direct Post) – ‘Review’ status is not available.

CyberSource - Magento EE 1.12.0.2 requires the installation of the CyberSource extension from Magento Connect.

PayPal Standard can only be used in the Pre-Authorization workflow method.

Only the Store Front Consulting Authorize.net CIM module is supported natively in the Kount extension.

Paypal Mini-MyCart Link Button

Important - The PayPal Button Mini-MyCart Link Some Magento stores activate the PayPal button on the mini-shopping cart link located on the top right navigation (see below). Technical issues with this feature do not permit a connection to the Kount system. All other PayPal buttons work correctly. This issue is only for this specific button.

The screenshot shows a Magento shopping cart page. At the top right, there is a navigation bar with links for 'MY ACCOUNT', 'MY WISHLIST', 'MY CART (1)', and 'CHECKOUT'. The 'MY CART (1)' link is circled in red. Below this, a 'RECENTLY ADDED ITEM(S)' section shows a 'Sony Ericsson W810i' with a price of \$399.99 and a quantity of 1. Below the item, there is a 'Check out with PayPal' button, also circled in red. The main shopping cart table lists the item with columns for 'PRODUCT NAME', 'UNIT PRICE', 'QTY', 'SUBTOTAL', and 'REMOVE'. The subtotal is \$399.99. At the bottom right, there is a 'CHECKOUT' button and a 'Subtotal \$399.99'.

Default welcome msg: [Log In](#) or [Register](#) Language: English (Change)

Magento®

Furniture Electronics Apparel Gift Cards Specials Members Special

Our 24 hour Sale is Back! GET 10% Off ALL ITEM

Shopping Cart

Check out with PayPal The safer, easier way to pay

Go to Shopping Cart CHECKOUT

Sony Ericsson W810i was added to your shopping cart.

PRODUCT NAME	UNIT PRICE	QTY	SUBTOTAL	REMOVE
 Sony Ericsson W810i	Edit \$399.99	1	\$399.99	×

Continue Shopping UPDATE SHOPPING CART

BASED ON YOUR SELECTION, YOU MAY BE INTERESTED IN THE FOLLOWING ITEMS:

Discount Codes Enter your coupon code if you have one.

Subtotal \$399.99

Grand Total \$399.99

Event Notification Service*

Kount provides the ability to manually approve or manually decline transactions within the Kount Agent Web Console and have that action post back to the Magento instance. This interaction is dependent upon the Event Notification Service URL being configured within the Kount AWC.

If a load balancer is part of the network infrastructure there may need to be additional code edits within the extension in order for ENS to function properly. Within the Kount extension security measures have been implemented to protect against unauthorized submissions, only ENS events being sent from Kount will be accepted. If a load balancer has been implemented the IP of the load balancer needs to be added to the authorized IP list by editing the EnsHandler.php file.

The EnsHandler.php file can be found in the following path /app/code/local/SDC/Kount/Helper director in the extension once it is unarchived.

Line#20

And the following code on line #36 in SFC_Kount-X.X.X/app/code/local/SFC/Kount/controllers/EnsController.php need to be modified if the merchant needs to introduce IPADDRESS_3

```
if (!Mage::getStoreConfig('kount/account/test'))  
  
    36:                && ($sIpAddress != SFC_Kount_Helper_EnsHandler::IPADDRESS_1  
  
    37                && $sIpAddress !=  
SFC_Kount_Helper_EnsHandler::IPADDRESS_2)
```

It is also important to have the Kount IP addresses whitelisted in your environment's firewall to ensure ENS delivery. Please contact your Technical Account Manager for these IP addresses.

* Must have Kount Magento Extension version 5.0 or later.

To begin, browse to the Event Notifications section of the Kount Integration Options menu within the Magento admin panel. A portion of the URL string that is displayed will be used for the configuration.



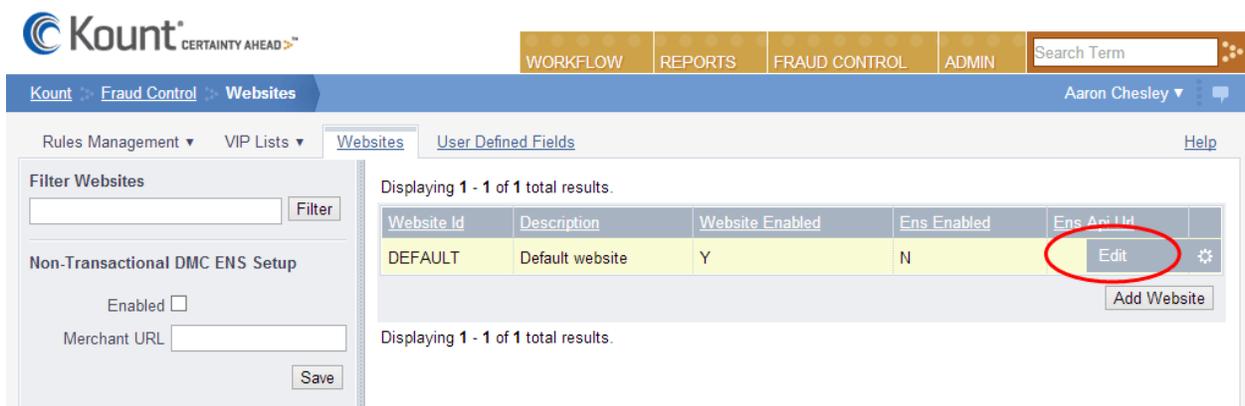
Customizing the ENS path within the AWC

Log into the AWC and browse to the Fraud Control tab -> Websites menu.

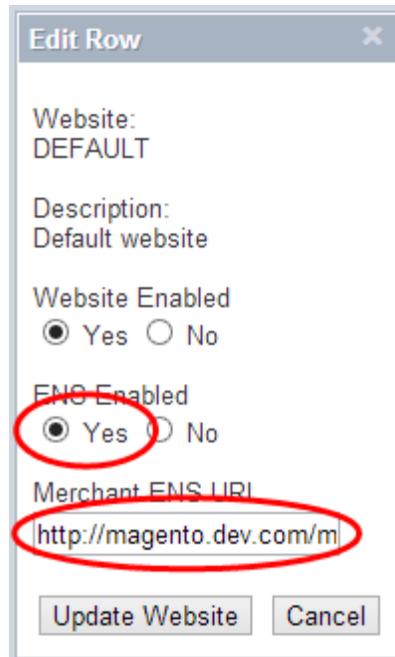


* Must have Kount Magento Extension version 5.0 or later.

If multiple sites are being hosted, choose the appropriate site and click the gearbox and Edit link.



Choose the ENS Enabled radio button and then paste in the portion of the URL that was selected from the Event Notifications.



The image shows a dialog box titled "Edit Row" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- Website: DEFAULT
- Description: Default website
- Website Enabled: Yes No
- ENS Enabled: Yes No
- Merchant ENS URI:

At the bottom of the dialog are two buttons: "Update Website" and "Cancel". Red circles highlight the "ENS Enabled" radio button and the "Merchant ENS URI" text field.

Click the Update Website button.

When adding or editing the ENS URL there can be a five minute delay before the URL will take effect. It may also be necessary to whitelist specific IPs in order for notifications to be delivered to the server. Contact a Technical Account Manager to obtain the ENS IP addresses.

Q&A

Q: Where do I get the Kount Magento extension?

Once the initial kick-off call has concluded, the extension will be delivered via e-mail along with the TEST environment boarding information.

Q: Where do I get the Merchant ID?

A Sandbox Boarding Information document will be sent following the initial kick-off call with the Merchant ID and URLs associated with the DC and RIS processes. A separate document for production will be sent with the production service URLs once the test transaction has been certified.

Q: How do I receive a login to the AWC?

Once a user has been created in the AWC an automated e-mail will be sent requesting a password creation.

Q: Should I send production traffic to the test environment to test with?

Production traffic should not be sent to the test environment due to the possibility of skewed scoring from the test orders.

Q: How soon does the ENS notification interact with Magento?

The ENS events are queued within Kount and then pushed out to the merchant. There can be up to a 30 second delay for the information to be updated between systems.

Q: Why am I not seeing any log files in the path I specified?

Check your configuration file and make sure that logging is enabled in Magento.

Troubleshooting the Kount Magento Extension

Q: Are the correct Kount URLs being used in the Magento admin console?
Determine whether the Kount TEST or Kount PROD environment is in use.
Ensure that there are not any trailing "/" in the URL configuration.

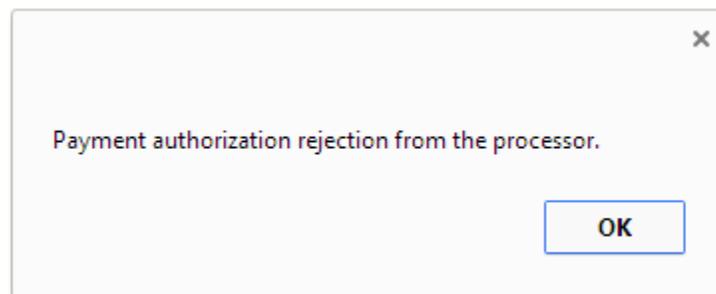


Urfs		
RIS	<input type="text" value="https://risk.test.kount.net/"/>	[WEBSITE]
	▲ The Ris Uri to use.	
Data Collector	<input type="text" value="https://tst.kaptcha.com/"/>	[WEBSITE]
	▲ The Data Collector Uri to use.	
AWC	<input type="text" value="https://awc.test.kount.net/"/>	[GLOBAL]
	▲ The AWC Uri to use.	

Q: Was the API key in use from the correct Kount environment?
The TEST and PROD environments are completely isolated. It is impossible to utilize the correct API key between the two environments.

Q: Can the URLs be resolved from the Magento Server?
From the command line hosting the Magento server, can the various URLs provided by Kount be resolved?

Q: I keep getting the following pop up when submitting orders.



Check in the kount.log file where the warnings or errors will be displayed? The default log location for the Kount extension is found in the following path.

```
/var/www/magento/var/log $
```

Log filenames:

```
kount.log  
exception.log  
system.log
```

Appendix A

Kount Magento Extension Installation Requirements

System Requirements

Supported Operating Systems:

- Linux x86, x86-64

Supported Web Servers:

- Apache 1.3.x
- Apache 2.0.x
- Apache 2.2.x

Supported Browsers:

- Microsoft Internet Explorer 7 and above
- Mozilla Firefox 3.5 and above
- Apple Safari 5 and above on Mac only
- Google Chrome 7 and above
- Adobe Flash browser plug-in should be installed

PHP Compatibility:

- 5.2.13+

Required extensions:

- PDO_MySQL
- simplexml
- mcrypt
- hash
- GD
- DOM
- iconv
- curl
- SOAP (if Webservices API is to be used)
- Safe_mode off
- Memory_limit no less than 256Mb (preferably 512)

MySQL:

- 4.1.20 or newer
- InnoDB storage engine

SSL:

- If HTTPS is used to work in the admin, SSL certificate should be valid. Self-signed SSL certificates are not supported

Server - hosting - setup:

- Ability to run scheduled jobs (crontab) with PHP 5
- Ability to override options in .htaccess files

For more info on Magento system requirements, visit:
<http://www.magentocommerce.com/system-requirements>

PHP Multibyte String Functionality

Due to the variety of currencies and languages that Kount supports the Kount extension relies on PHP Multibyte String functionality. The Multibyte extension is a php extension designed to handle Unicode-based encodings such as UTF-8 and UCS-2 and many single-byte encodings. This package must be installed and must be enabled in the PHP ini file.

Information regarding PHP Multibyte String functionality can be found here:
<http://php.net/manual/en/book.mbstring.php>

Appendix B

Kount Magento Installation

The Magento Connect Manager requires write permissions to your Magento install which can then be changed back after the installation is complete.

Instructions on how to change your permissions can be found at Magento's official knowledge base:

http://www.magentocommerce.com/wiki/groups/227/magento_connect

1. Backup your data

Make a Backup copy of the files and database for your Magento store.

2. Disable Compilation

Ensure that compilation is disabled. Installing the extension with enabled compilation can cause irreparable damage within various areas of your site.

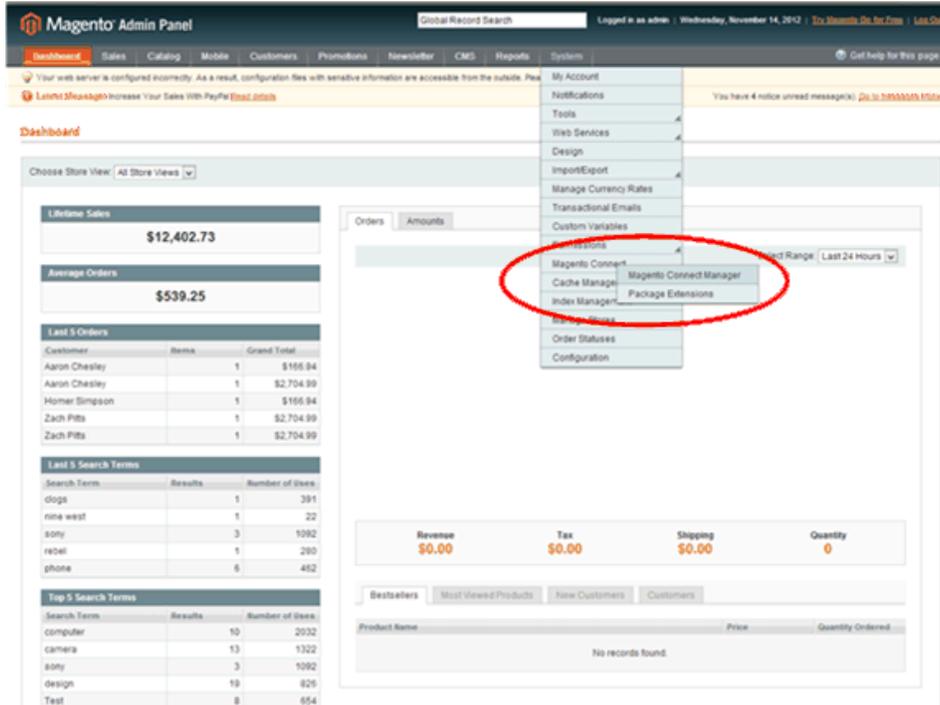
3. Enable all Types of Cache

Ensure that you have all types of caching enabled. If you currently have cache disabled, activate and refresh it. Due to the fact that the installation process can begin before all extension files are loaded, it is important that you install extensions to the store when no one else can access it.

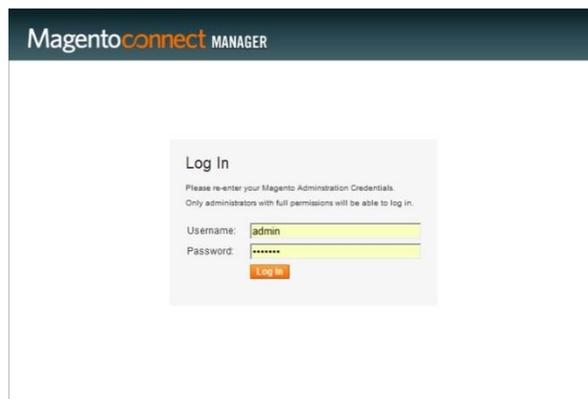
4. Download and/or save Kount extension locally.

The Kount extension will be provided via e-mail and is not downloaded from the Magento Connect community web site.

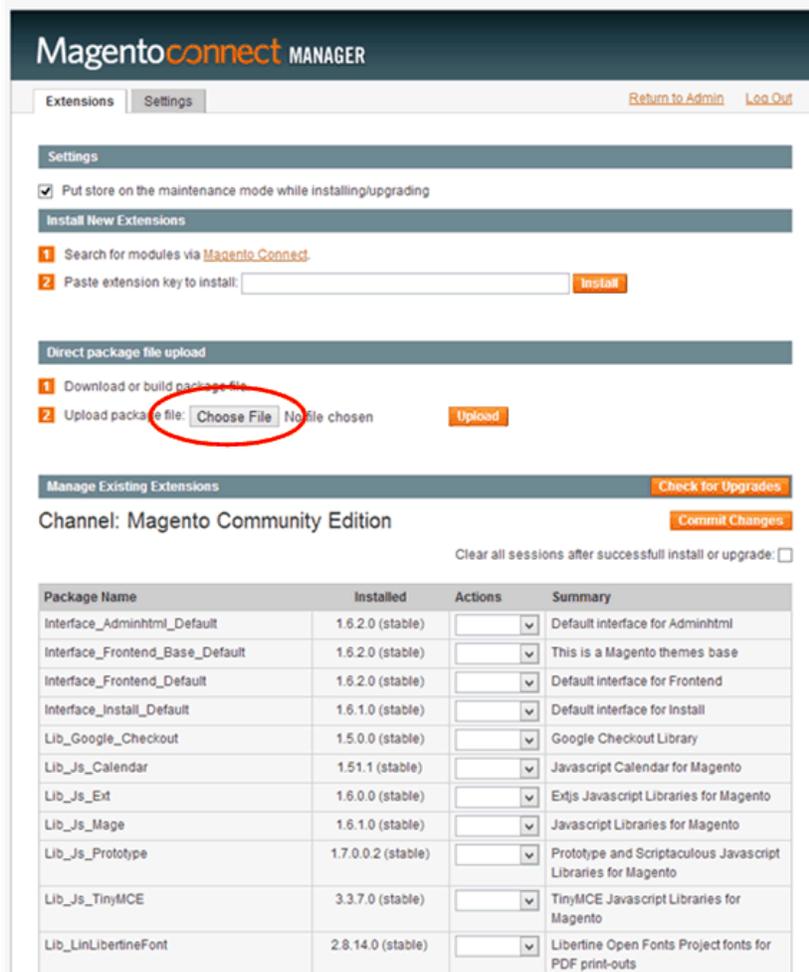
5. Browse to Magento Admin Panel -> System -> Magento Connect -> Magento Connect Manager



6. Log into Magento Connect Manager (this requires administrative privileges in Magento)



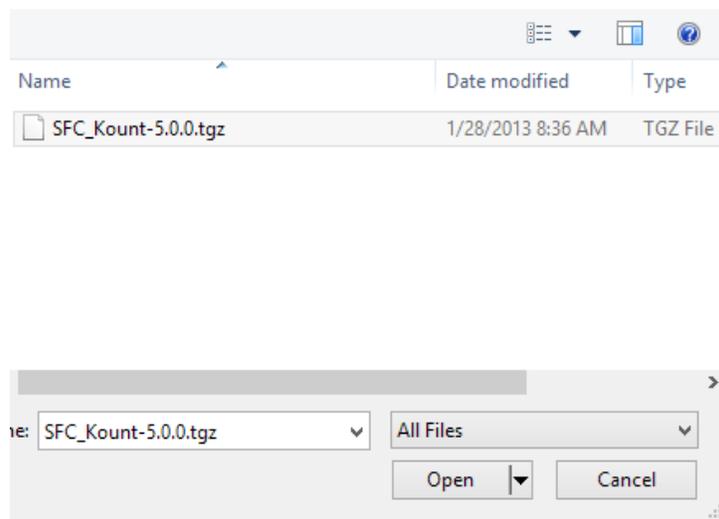
7. In the Direct package file upload section click on the Choose File button and browse for the .tgz file sent from Kount.



The screenshot shows the Magento Connect Manager interface. The 'Direct package file upload' section is highlighted, with the 'Choose File' button circled in red. The interface includes a 'Settings' section with a checkbox for 'Put store on the maintenance mode while installing/upgrading', an 'Install New Extensions' section with a search field and an 'Install' button, and a 'Manage Existing Extensions' section with a 'Check for Upgrades' button. Below these sections is a table of installed extensions.

Package Name	Installed	Actions	Summary
Interface_Adminhtml_Default	1.6.2.0 (stable)	[Dropdown]	Default interface for Adminhtml
Interface_Frontend_Base_Default	1.6.2.0 (stable)	[Dropdown]	This is a Magento themes base
Interface_Frontend_Default	1.6.2.0 (stable)	[Dropdown]	Default interface for Frontend
Interface_Install_Default	1.6.1.0 (stable)	[Dropdown]	Default interface for Install
Lib_Google_Checkout	1.5.0.0 (stable)	[Dropdown]	Google Checkout Library
Lib_Js_Calendar	1.51.1 (stable)	[Dropdown]	Javascript Calendar for Magento
Lib_Js_Ext	1.6.0.0 (stable)	[Dropdown]	Extjs Javascript Libraries for Magento
Lib_Js_Mage	1.6.1.0 (stable)	[Dropdown]	Javascript Libraries for Magento
Lib_Js_Prototype	1.7.0.0.2 (stable)	[Dropdown]	Prototype and Scriptaculous Javascript Libraries for Magento
Lib_Js_TinyMCE	3.3.7.0 (stable)	[Dropdown]	TinyMCE Javascript Libraries for Magento
Lib_LinLibertineFont	2.8.14.0 (stable)	[Dropdown]	Libertine Open Fonts Project fonts for PDF print-outs

8. Once you have found the file, click the Open button.



The screenshot shows a file explorer window with a table of files. The file 'SFC_Kount-5.0.0.tgz' is selected. Below the table is a file selection dialog with the file name 'SFC_Kount-5.0.0.tgz' and the file type 'All Files'. The 'Open' button is highlighted.

Name	Date modified	Type
SFC_Kount-5.0.0.tgz	1/28/2013 8:36 AM	TGZ File

9. Click the Upload button to upload the package to the server.

The screenshot shows the Magento Connect Manager interface. The 'Direct package file upload' section is highlighted, showing a 'Choose File' button and a file named 'Magento_Ext... 4.0.14.tgz'. The 'Upload' button next to the file name is circled in red. Below this, there is a 'Manage Existing Extensions' section with a 'Check for Upgrades' button and a 'Channel: Magento Community Edition' label with a 'Commit Changes' button. A table lists installed packages with columns for Package Name, Installed version, Actions, and Summary.

Package Name	Installed	Actions	Summary
Interface_Adminhtml_Default	1.6.2.0 (stable)		Default interface for Adminhtml
Interface_Frontend_Base_Default	1.6.2.0 (stable)		This is a Magento themes base
Interface_Frontend_Default	1.6.2.0 (stable)		Default interface for Frontend
Interface_Install_Default	1.6.1.0 (stable)		Default interface for Install
Lib_Google_Checkout	1.5.0.0 (stable)		Google Checkout Library
Lib_Js_Calendar	1.51.1 (stable)		Javascript Calendar for Magento
Lib_Js_Ext	1.6.0.0 (stable)		Extjs Javascript Libraries for Magento
Lib_Js_Mage	1.6.1.0 (stable)		Javascript Libraries for Magento
Lib_Js_Prototype	1.7.0.0.2 (stable)		Prototype and Scriptaculous Javascript Libraries for Magento
Lib_Js_TinyMCE	3.3.7.0 (stable)		TinyMCE Javascript Libraries for Magento
Lib_LinLibertineFont	2.8.14.0 (stable)		Libertine Open Fonts Project fonts for PDF print-outs

A command line output should display with a successful completion notification.

The screenshot shows a terminal window with the following output:

```
Package installed:
community_sfc_kount 4.0.10
Cleaning cache
Cache cleaned successfully
```

Below the terminal output, there is a message: "Procedure completed. Please check the output frame for useful information and refresh the page to see changes." and a 'Refresh' button.

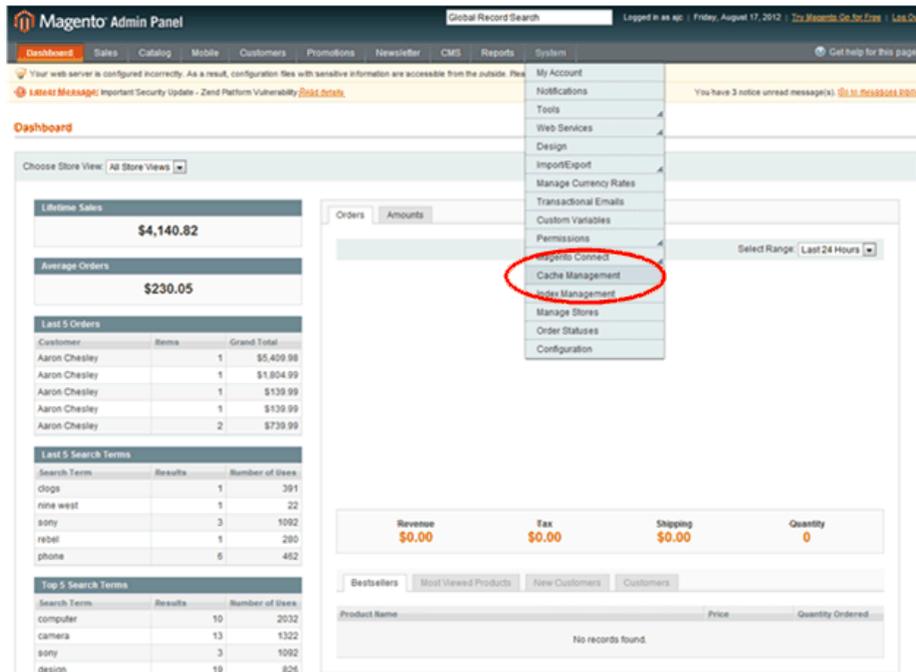
10. Click Refresh button to verify that package is displayed.

Lib_Js_Ext	1.7.0.0 (stable)	<input type="text"/>	Extjs Javascript Libraries for Magento
Lib_Js_Mage	1.7.0.1 (stable)	<input type="text"/>	Javascript Libraries for Magento
Lib_Js_Prototype	1.7.0.0.3 (stable)	<input type="text"/>	Prototype and Scriptaculous Javascript Libraries for Magento
Lib_Js_TinyMCE	3.4.7.0 (stable)	<input type="text"/>	TinyMCE Javascript Libraries for Magento
Lib_LinLibertineFont	2.8.14.1 (stable)	<input type="text"/>	Libertine Open Fonts Project fonts for PDF print-outs
Lib_Mage	1.7.0.1 (stable)	<input type="text"/>	Mage Library
Lib_Phpseclib	1.5.0.0 (stable)	<input type="text"/>	Phpseclib Library
Lib_Varien	1.7.0.0 (stable)	<input type="text"/>	Varien Library
Lib_ZF	1.11.1.0 (stable)	<input type="text"/>	Zend Framework
Lib_ZF_Locale	1.11.1.0 (stable)	<input type="text"/>	Zend Framework Locale
Mage_All_Latest	1.7.0.2 (stable)	<input type="text"/>	Metapackage for latest Magento 1.7.0.2 release
Mage_Centinel	1.7.0.0 (stable)	<input type="text"/>	3D Secure Card Validation
Mage_Compiler	1.7.0.0 (stable)	<input type="text"/>	This module compiles all files of a Magento installation and creates a single include path to increase performance
Mage_Core_Adminhtml	1.7.0.1 (stable)	<input type="text"/>	Magento Administration Panel
Mage_Core_Modules	1.7.0.2 (stable)	<input type="text"/>	Collection of Magento Core Modules
Mage_Downloader	1.7.0.1 (stable)	<input type="text"/>	Magento Downloader
Mage_Locale_en_US	1.7.0.1 (stable)	<input type="text"/>	en_US locale
Magento_Mobile	1.7.0.122.1 (stable)	<input type="text"/>	Magento Mobile Xml Interface
Phoenix_Moneybookers	1.3.1 (stable)	<input type="text"/>	Moneybookers payment gateway integration
SFC_Kount	5.1.0 (stable)	<input type="text"/>	Kount delivers an all-in-one fraud and risk management solution for companies that have card-not-present environments looking to simplify their fraud/risk operations while dramatically improving bottom line results.

[Commit Changes](#)

11. Click Return to Admin link at the top of the page.

12. Once you have returned to the Magento Admin Panel browse to System -> Cache Management

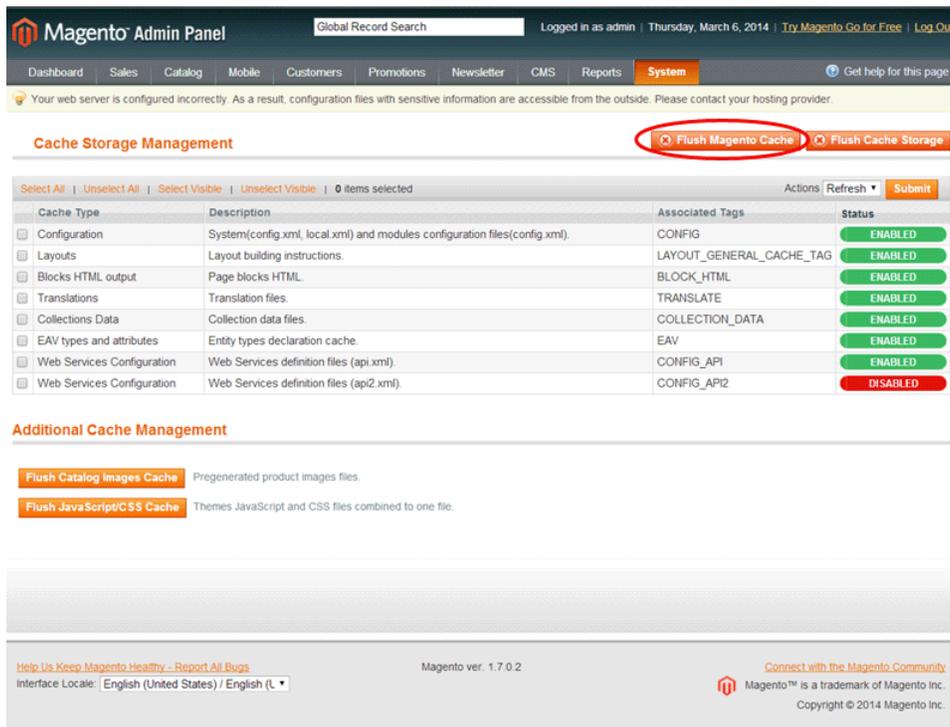


The screenshot shows the Magento Admin Panel dashboard. The 'System' menu is open, and 'Cache Management' is highlighted with a red circle. The dashboard includes sections for Lifetime Sales (\$4,140.82), Average Orders (\$230.05), Last 5 Orders, Last 5 Search Terms, and Top 5 Search Terms. A summary table at the bottom shows Revenue, Tax, Shipping, and Quantity.

Revenue	Tax	Shipping	Quantity
\$0.00	\$0.00	\$0.00	0

Search Term	Results	Number of Users
computer	10	2032
camera	13	1322
sony	3	1092
design	19	826

13. Click the Flush Magento Cache button.



The screenshot shows the 'Cache Storage Management' page in the Magento Admin Panel. The 'Flush Magento Cache' button is highlighted with a red circle. Below the button is a table of cache types and their status.

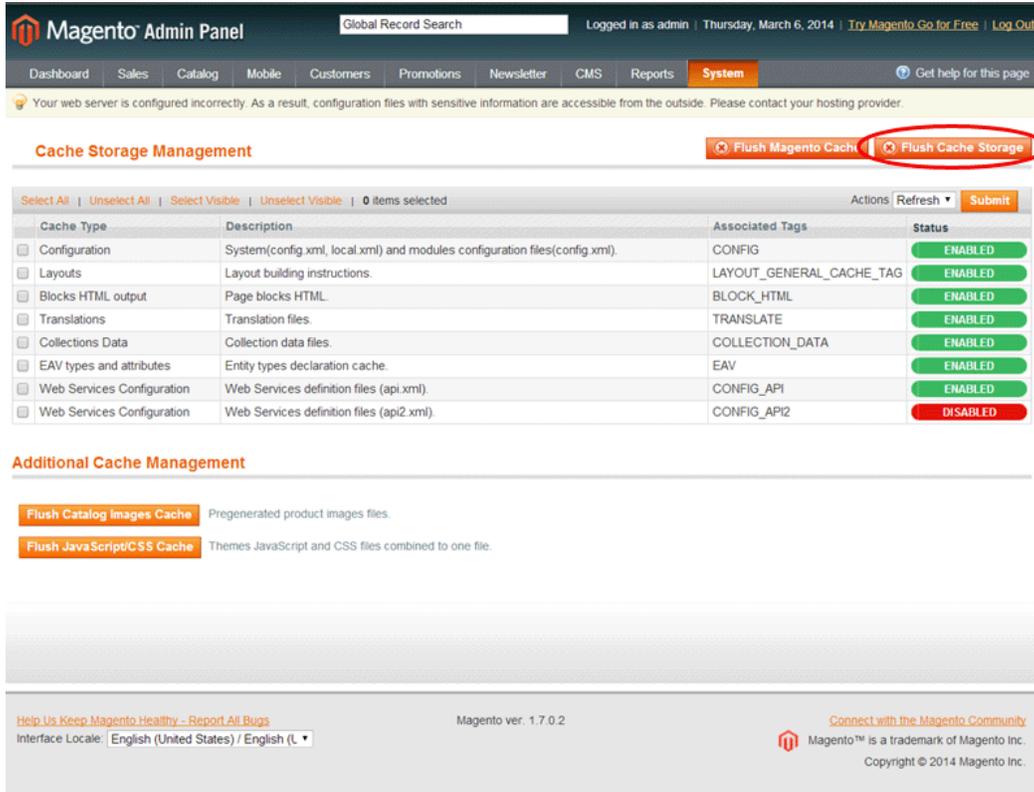
Cache Type	Description	Associated Tags	Status
<input type="checkbox"/> Configuration	System(config.xml, local.xml) and modules configuration files(config.xml).	CONFIG	ENABLED
<input type="checkbox"/> Layouts	Layout building instructions.	LAYOUT_GENERAL_CACHE_TAG	ENABLED
<input type="checkbox"/> Blocks HTML output	Page blocks HTML.	BLOCK_HTML	ENABLED
<input type="checkbox"/> Translations	Translation files.	TRANSLATE	ENABLED
<input type="checkbox"/> Collections Data	Collection data files.	COLLECTION_DATA	ENABLED
<input type="checkbox"/> EAV types and attributes	Entity types declaration cache.	EAV	ENABLED
<input type="checkbox"/> Web Services Configuration	Web Services definition files (api.xml).	CONFIG_API	ENABLED
<input type="checkbox"/> Web Services Configuration	Web Services definition files (api2.xml).	CONFIG_API2	DISABLED

Additional Cache Management

- Flush Catalog Images Cache** - Pregenerated product images files.
- Flush JavaScript/CSS Cache** - Themes JavaScript and CSS files combined to one file.

Help Us Keep Magento Healthy - Report All Bugs | Magento ver. 1.7.0.2 | Connect with the Magento Community | Copyright © 2014 Magento Inc.

14. Flush Cache Storage button.

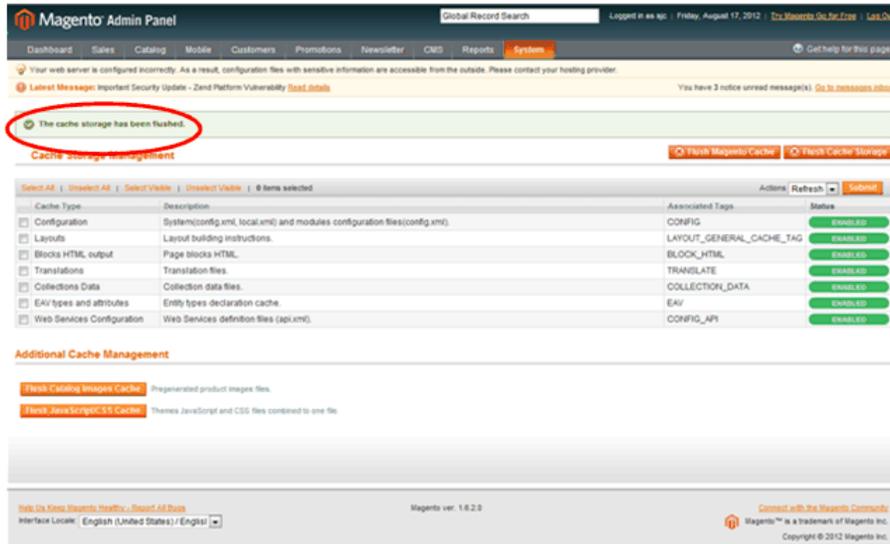


The screenshot shows the Magento Admin Panel interface. At the top, there is a navigation bar with the 'System' tab selected. Below the navigation bar, a warning message states: "Your web server is configured incorrectly. As a result, configuration files with sensitive information are accessible from the outside. Please contact your hosting provider." The main content area is titled "Cache Storage Management" and contains two buttons: "Flush Magento Cache" and "Flush Cache Storage", with the latter being circled in red. Below the buttons is a table with columns for Cache Type, Description, Associated Tags, and Status. The table lists various cache types such as Configuration, Layouts, Blocks HTML output, Translations, Collections Data, EAV types and attributes, Web Services Configuration, and Web Services Configuration. The status for most is "ENABLED", while the last one is "DISABLED". Below the table is the "Additional Cache Management" section, which includes buttons for "Flush Catalog Images Cache" and "Flush JavaScript/CSS Cache". At the bottom of the page, there is a footer with links for help, reporting bugs, and connecting to the Magento community, along with the version number "Magento ver. 1.7.0.2" and copyright information.

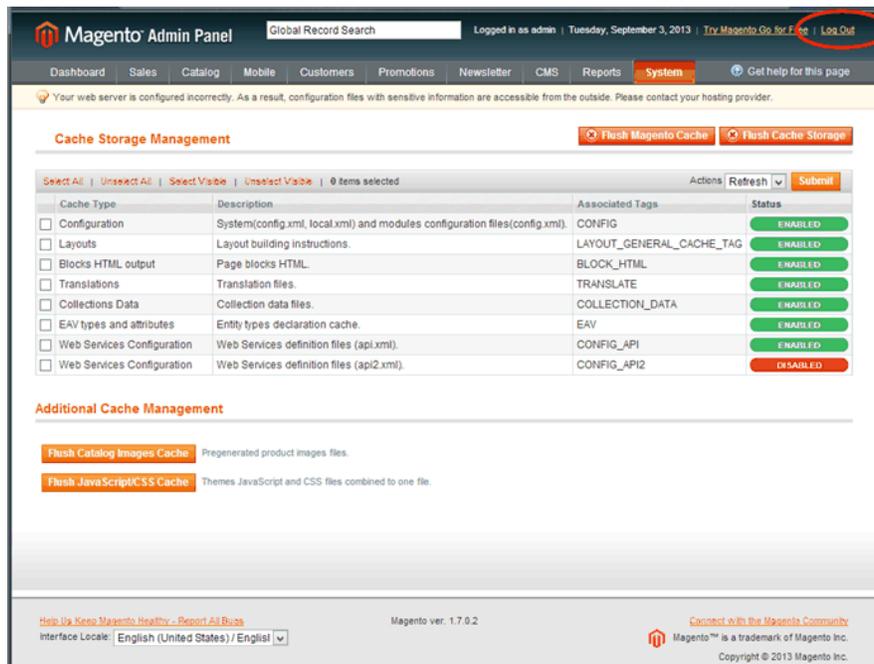
If prompted, click the OK button to verify cache flush.



You will receive notifications confirming your actions.



15. Click the **Log Out** link in the top right of the window to log out of the Magento Admin Panel.



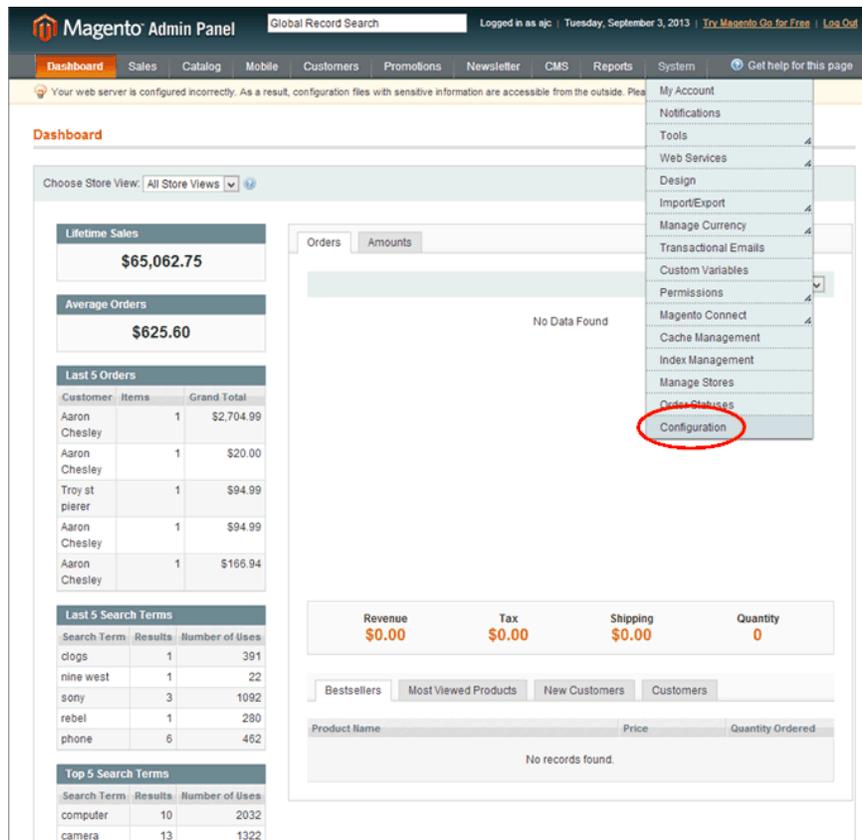
Appendix C

Configuring the Kount Integration Options

1. Log into the Magento Admin Panel

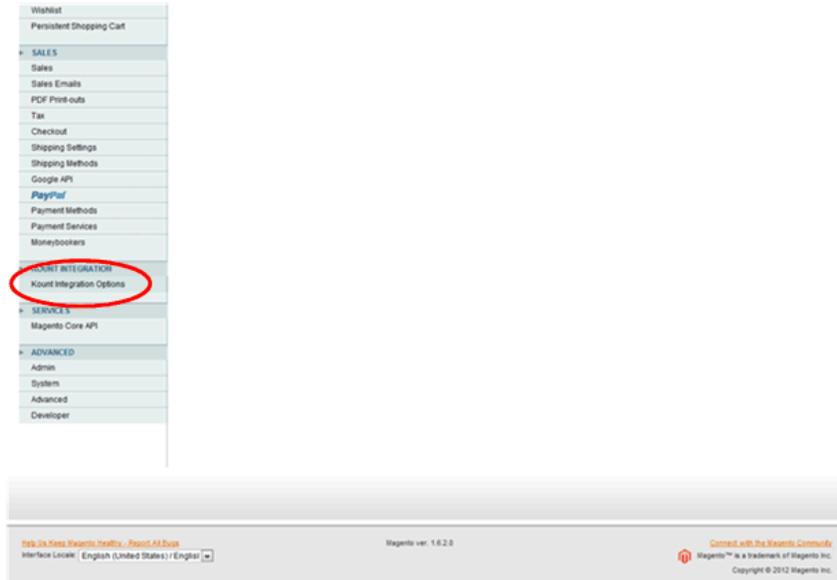


2. Configure Kount Integration Options by browsing to System -> Configuration

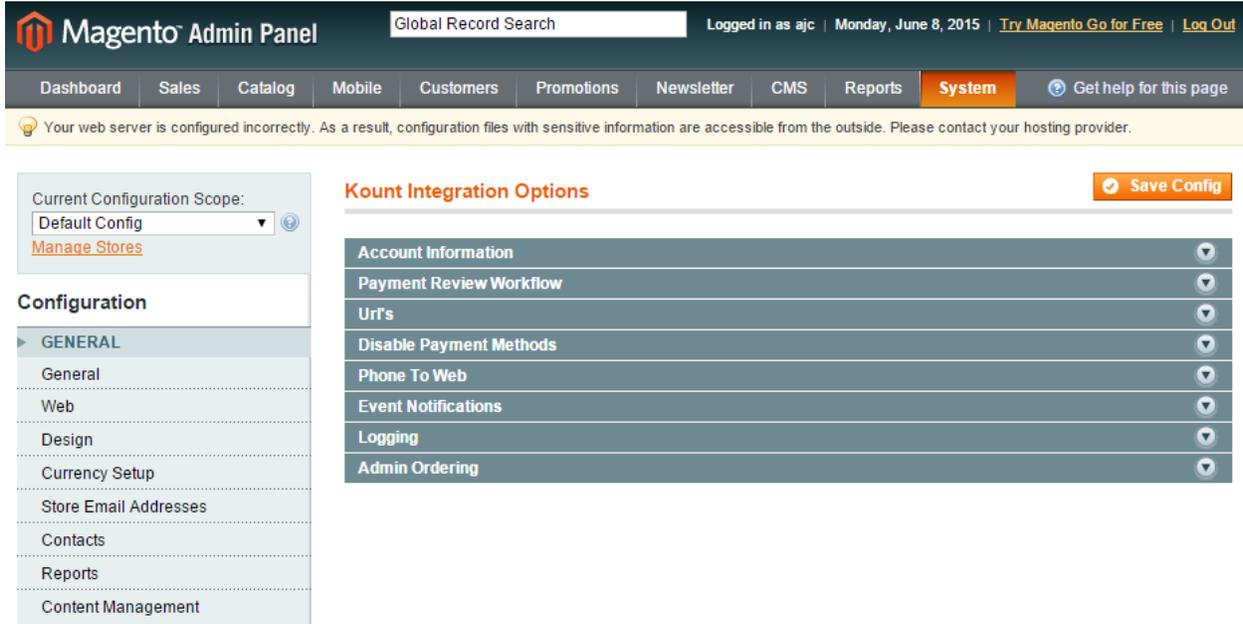


Scroll to the bottom of the configuration page and there should be a new menu labeled KOUNT INTEGRATION.

3. Click on the Kount Integration Options link.



In the Kount Integration Options page click on the arrows to expand each available option.



Account Information

Account Information		
Enabled	<input type="text" value="Yes"/>	[WEBSITE]
	▲ Enable or disable the module store wide.	
Merchant Number	<input type="text"/>	[WEBSITE]
	▲ Your 6 digit merchant number you wish to use from AWC.	
Website ID	<input type="text" value="DEFAULT"/>	[WEBSITE]
	▲ The Website ID from AWC, exactly as it appears.	
Environment	<input type="text" value="TEST"/>	[WEBSITE]
	▲ Whether the extension server will run in test mode.	
API Key	<input type="text"/>	[WEBSITE]
	▲ API authentication token.	

Enabled – Toggle the Kount extension from being Enabled or Disabled in the Magento Order Management workflow.

Merchant Number – The merchant number issued by Kount. This merchant number is the same regardless if it is in the Kount TEST or PRODUCTION environments.

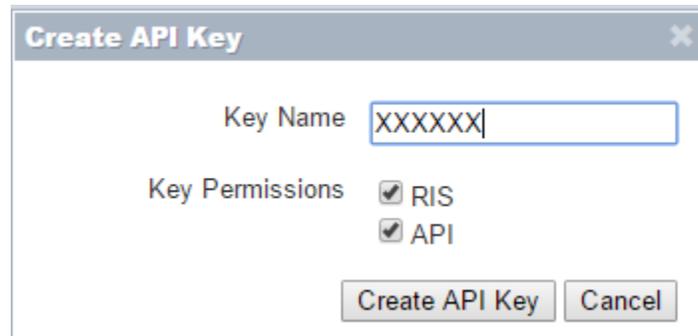
Website ID – On the initial install this field is set as 'DEFAULT'. This allows multiple sites within the Magento instance to be managed by Kount. Different rules and searching features can be created for different sites.

Environment – This setting determines to which Kount environment the Magento instance will be posting data. Options are TEST or PROD

API Key – The API key is used for authentication and is created and visible within the Kount Agent Web Console by browsing to the Admin tab -> API Keys.

The API key functionality has replaced the previous method which used X509 certificates for authentication.

API keys are created within the AWC. After logging in, browse to the Admin tab -> API Keys -> Create API Key. Check both the RIS and API key checkboxes when creating the API key.

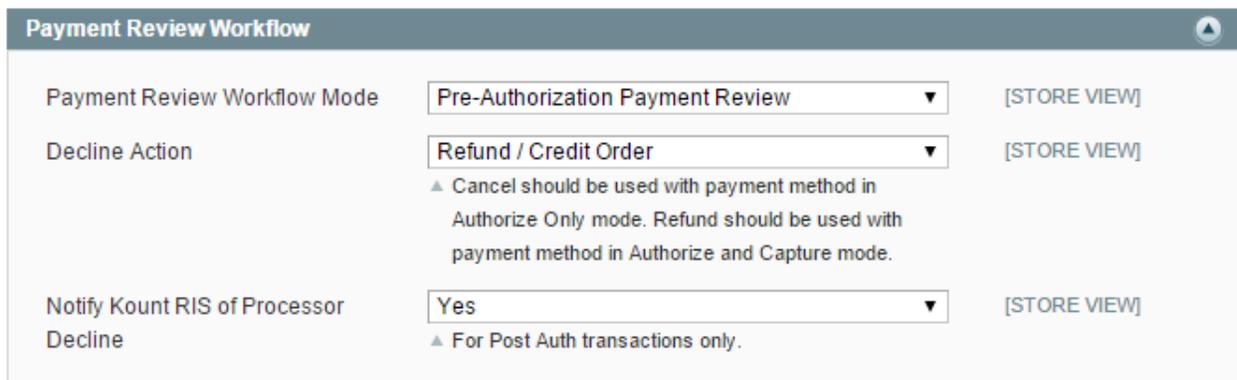


Key Name: XXXXXX

Key Permissions: RIS, API

Buttons: Create API Key, Cancel

Payment Review Workflow



Payment Review Workflow Mode: Pre-Authorization Payment Review [STORE VIEW]

Decline Action: Refund / Credit Order [STORE VIEW]

▲ Cancel should be used with payment method in Authorize Only mode. Refund should be used with payment method in Authorize and Capture mode.

Notify Kount RIS of Processor Decline: Yes [STORE VIEW]

▲ For Post Auth transactions only.

Payment Review Workflow Mode – Specify when Kount will be queried.

Pre-Authorization Payment Review

Query Kount before the payment gateway.

Post-Authorization Payment Review

Query Kount after the payment gateway. For Post-Authorization transactions. If a decline rule is triggered there is not a notification that is presented to the customer upon checkout.

Decline Action – The Decline Action options are specific to Post-Authorization transactions. Based on the authorization strategy a merchant has chosen, whether to authorize and capture later or authorize and capture together, different decline actions will be required to configure.

Hold Order / Decline Status

This will place the order in a hold state but will set the status to decline within Magento. This will allow merchants to release the order if the transaction was a false decline without making the customer resubmit the transaction.

Cancel Order / Void Payment

Choose this to cancel orders when only authorization happens at checkout and capture is separate.

Refund / Credit Order

Select this to cancel orders where the transaction is authorized and captured at the same time.

Notify Kount RIS of Processor Decline – Merchants can determine to pass authorization declined transaction information to Kount. This negative history can be beneficial for velocity counts along with additional insight into future transactions. These transactions also count towards the number of RIS transactions purchased by the merchant.

Disable Payment Methods

Disable Payment Methods

Kount RIS inquiry is not performed for payment methods which are disabled here.

Disable Payment Method Codes

none	▲
ccsave	
checkmo	
free	
authorizenet	
paypal_standard	
paypal_billing_agreement	
braintree	
moneybookers_obt	

[WEBSITE]

▲ Select payment methods to disable.

Disable Payment Method Codes – If any of these payments methods are selected, there will not be a query made out to Kount for analysis. This functionality provides merchants the ability to whitelist payment methods that they do not want to be evaluated by Kount.

Phone to Web

When a merchant submits phone orders via the same web page interface as a customer, the data regarding the merchant's device is being sent to Kount, not the customer's device data. This will cause order linking to occur and in time will elevate the score of all orders associated with the persona.

The device information must therefore be stopped from being sent to Kount. To block the device information of customer service representatives from being sent to Kount the Phone To Web configuration must be enabled and the IPs associated with the customer service network(s) must be added.

Phone To Web

Enable	<input type="text" value="Yes"/>	[WEBSITE]
	<small>▲ Enable Phone-to-Web orders.</small>	
IP Address Exclude	<input type="text" value="XXX.XXX.XXX.XXX"/>	[WEBSITE]
	What's My IP Address?	
	<small>▲ The IP Addresses you wish to exclude for Phone-to-Web orders. Enter one IP Address per line.</small>	

Event Notification Service

Kount provides the ability to manually approve or manually decline transactions within the Kount Agent Web Console and have that action post back to the Magento instance. This interaction is dependent upon the Event Notification Service URL being configured within the Kount AWC.

To begin, browse to the Event Notifications section of the Kount Integration Options menu within the Magento admin panel. A portion of the URL string that is displayed will be used for the configuration.

Event Notifications		
Url	http://magento- dev.boi.coloc8.net/magento/index.php/kount/ens/	[GLOBAL]

Customizing the ENS path within the AWC

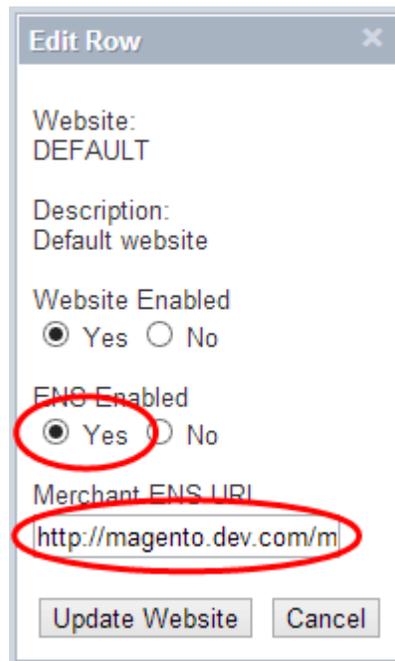
Log into the AWC and browse to the Fraud Control tab -> Websites menu.

WORKFLOW	REPORTS	FRAUD CONTROL	ADMIN
		▶ Rules Management	
		Rules	
		Rule Sets	
		Rule Set Scheduler	
		Compare Rule Sets	
		▶ VIP Lists	
		Emails	
		Payments	
		Addresses	
		User Defined Fields	
		Device IDs	
		▶ Websites	
		▶ User Defined Fields	

If multiple sites are being hosted, choose the appropriate site and click the gearbox and Edit link.



Choose the ENS Enabled radio button and then paste in the portion of the URL that was selected from the Event Notifications.



Click the Update Website button.

When adding or editing the ENS URL there can be a five minute delay before the URL will take effect.

Logging

The logging functionality will enable or disable logging Kount information to the server.

Logging		
Enable Kount SDK Logging	<input type="text" value="Yes"/>	[WEBSITE]

Admin Ordering

Admin Ordering will pass orders being submitted by the Customer Service Reps through the backend to Kount.

Admin Ordering		
Enable Admin Ordering	<input type="text" value="Yes"/>	[WEBSITE]

Appendix D

Warning and Error Codes

<u>WARNING/ERROR CODE</u>	<u>WARNING/ERROR LABEL</u>	<u>BRIEF DESCRIPTION</u>
201	MISSING_VERS	Missing version of Kount, this is built into SDK but must be supplied by merchant if not using the SDK
202	MISSING_MODE	The mode type for post is missing Refer to page 16 for Risk Inquiry Service Modes
203	MISSING_MERC	The six digit Kount Merchant ID was not sent
204	MISSING_SESS	The unique session ID was not sent
205	MISSING_TRAN	Kount transaction ID number
211	MISSING_CURR	The currency was missing in the RIS submission
212	MISSING_TOTL	The total amount was missing
221	MISSING_EMAL	The email address was missing
222	MISSING_ANID	For MODE=P RIS inquiries the caller ID is missing
223	MISSING_SITE	The website identifier that was created in the Agent Web Console ('DEFAULT' is the default website ID) is missing
231	MISSING_PTyp	The payment type is missing Refer to page 16 for payment type options
232	MISSING_CARD	The credit card information is missing
233	MISSING_MICR	Missing Magnetic Ink Character Recognition string
234	MISSING_PYPL	The PayPal Payer ID is missing
235	MISSING_PTok	The payment token is missing Refer to page 16 for payment type options
241	MISSING_IPAD	The IP address is missing
251	MISSING_MACK	The merchant acknowledgement is missing
261	MISSING_POST	The RIS query submitted to Kount contained no data
271	MISSING_PROD_TYPE	The shopping cart data array attribute is missing See page 17 for shopping cart data information
272	MISSING_PROD_ITEM	The shopping cart data array attribute is missing See page 17 for shopping cart data information

273	MISSING_PROD_DESC	The shopping cart data array attribute is missing See page 17 for shopping cart data information
274	MISSING_PROD_QUANT	The shopping cart data array attribute is missing See page 17 for shopping cart data information
275	MISSING_PROD_PRICE	The shopping cart data array attribute is missing See page 17 for shopping cart data information
<u>WARNING/ERROR CODE</u>	<u>WARNING/ERROR LABEL</u>	<u>BRIEF DESCRIPTION</u>
301	BAD_VERS	The version of Kount supplied by merchant does not fit the four integer parameter
302	BAD_MODE	The mode type is invalid Refer to page 16 for Risk Inquiry Service Modes
303	BAD_MERC	The six digit Kount Merchant ID is malformed or wrong
304	BAD_SESS	The unique session ID is invalid Refer to pages 5-6 for session requirements
305	BAD_TRAN	Kount transaction ID number is malformed
311	BAD_CURR	The currency was wrong in the RIS submission
312	BAD_TOTL	The total amount is wrong TOTL is the whole number amount charged to customer
321	BAD_EMAL	The email address does not meet required format or is greater than 64 characters in length
322	BAD_ANID	For MODE=P RIS inquiries the caller ID is malformed
323	BAD_SITE	The website identifier that was created in the Agent Web Console ('DEFAULT' is the default website ID) does not match what was created in the AWC.
324	BAD_FRMT	The specified format is wrong Format options are key value pairs, XML, JSON, YAML
331	BAD_PTYP	The payment type is wrong Refer to page 16 for payment type options
332	BAD_CARD	The credit card information is malformed or wrong, test cards do not work in the production environment

333	BAD_MICR	Malformed or improper Magnetic Ink Character Recognition string refer to page 16 for payment type options
334	BAD_PYPL	The PayPal Payer ID is malformed or corrupt Refer to page 16 for payment type options
335	BAD_GOOG	Malformed or improper Google Checkout Account ID string refer to page 16 for payment type options
336	BAD_BLML	Malformed or improper Bill Me Later account number refer to page 16 for payment type options
337	BAD_PENC	The encryption method specified is wrong
340	BAD_MASK	Invalid or excessive characters in the PTOK field
341	BAD_IPAD	The IP address does not match specifications
351	BAD_MACK	The merchant acknowledgement must be 'Y' or 'N'
362	BAD_CART	There is a discrepancy in the shopping cart key count and the number of items actually being sent in the cart
371	BAD_PROD_TYPE	The shopping cart data array attribute is missing
<u>WARNING/ERROR CODE</u>	<u>WARNING/ERROR LABEL</u>	<u>BRIEF DESCRIPTION</u>
372	BAD_PROD_ITEM	The shopping cart data array attribute is corrupt or missing
373	BAD_PROD_DESC	The shopping cart data array attribute is corrupt or missing
374	BAD_PROD_QUANT	The shopping cart data array attribute is corrupt or missing
375	BAD_PROD_PRICE	The shopping cart data array attribute is corrupt or missing
399	BAD_OPTN	A UDF has been mistyped or does not exist in the Agent Web Console
401	EXTRA_DATA	RIS keys submitted by merchant were not part of SDK
404	UNNECESSARY_PTOK	When PTYP equals NONE and a PTOK is submitted

501	UNAUTH_REQ	Error regarding API key - Using test API key in prod Using prod API key in test API key may be corrupt Merchant ID does not match to API key
502	UNAUTH_MERC	Invalid Merchant ID has been entered
601	SYS_ERR	Unspecified system error - Contact Kount Merchant Services
602	SYS_NOPROCESS	Kount will not process particular transaction
701	NO_HDR	Internal error processing RIS data - Contact Kount Merchant Services
8018	NSS error -8018 PKCS#11	The key file was uploaded as the certificate file in the Kount Integrations Options admin panel or the certificate file was uploaded as the key file
8025	NSS error -8025 SEC_ERROR_PKCS11_GENERAL_ERROR	The key file is corrupt or invalid
8178	NSS error -8178 SEC_ERROR_BAD_KEY	The version of OpenSSL that is being used to convert the p12 or pfx files is 1.x.x or greater

Appendix E

Test Scenarios

Approve

1. Add JohnDoeApprove@Acme.com email address to the VIP Approve list in the Kount Test environment.
2. Place a test order using any item, via the front end of the test website.
 - (a) When filling out the customer information, please use JohnDoeApprove@Acme.com as the email address.
 - (b) Fill in necessary Test Credit Card information.
3. Confirm that after the order has been placed that the proper customer experience message is displaying.
4. Confirm that appears as approved in the Agent Web Console.

Decline

1. Add JohnDoeDecline@Acme.com email address to the VIP Decline list in the Kount Test environment.
2. Place a test order using any item, via the front end of the test website.
 - (a) When filling out the customer information, please use JohnDoeDecline@Acme.com as the email address.
 - (b) Fill in necessary Test Credit Card information.
3. Confirm that after the order has been placed that the proper customer experience message is displaying.
4. Confirm that appears as declined in the Agent Web Console.

Review

1. Add JohnDoeReview@Acme.com email address to the VIP Decline list in the Kount Test environment.
2. Place a test order using any item, via the front end of the test website.
 - (a) When filling out the customer information, please use JohnDoeReview@Acme.com as the email address.
 - (b) Fill in necessary Test Credit Card information.
3. Confirm that after the order has been placed that the proper customer experience message is displaying.
4. Confirm that appears as declined in the Agent Web Console.

Note: Merchants are responsible for checking interaction with their OMS to validate expected behavior.

Optional Test Scenarios

Shipping/Billing Address Test Scenario

1. Add JohnDoeReview@Acme.com email address to the VIP Review list in the Kount Test environment.
2. Place a test order using any item, via the front end of the test website.
 - (a) When filling out the customer information, please use JohnDoeReview@Acme.com as the email address.
 - (b) Enter 1234 Main Street, Any Town, ID, USA 83705 for the Shipping Address.
 - (c) Enter 5678 Oak Street, Any Town, ID 83705 for the Billing Address.
 - (d) Fill in necessary Test Credit Card information.
3. Confirm that after the order has been placed that the proper customer experience message is displaying.
4. Confirm that the order is held as review in the Agent Web Console.
5. Confirm the Shipping Address passed correctly.
6. Confirm the Billing Address passed correctly.

Shipping Phone/Billing Phone Test Scenario

1. Add JohnDoeReview@Acme.com email address to the VIP Review list in the Kount Test environment.
2. Place a test order using any item, via the front end of the test website.
 - (a) When filling out the customer information, please use JohnDoeReview@Acme.com as the email address.
 - (b) Enter 123-456-7890 for the Shipping Phone Number.
 - (c) Enter 102-345-6789 for the Billing Phone Number.
 - (d) Fill in necessary Test Credit Card information.
3. Confirm that after the order has been placed that the proper customer experience message is displaying.
4. Confirm that the order is held as review in the Agent Web Console.
5. Confirm the Shipping Phone passed correctly.
6. Confirm the Billing Phone passed correctly.

Order Number Test Scenario

1. Add JohnDoeReview@Acme.com email address to the VIP Review list in the Kount Test environment.
2. Place a test order using any item, via the front end of the test website.
 - (a) When filling out the customer information, please use JohnDoeReview@Acme.com as the email address.
3. Confirm that after the order has been placed that the proper customer experience message is displaying.
4. Confirm that the order is held as review in the Agent Web Console.
5. Confirm that the order number has populated correctly.

Merchants are responsible for validating proper process management and testing interaction with their OMS to validate expected behavior.



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