

User Documentation

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<http://www.wipsi.de/customers/>

1 Introduction

wipsi is an eCommerce Management System designed for small and medium sized online business. The software is trying to support you with basic features required to start your own company or to simplify daily workflow.
The scope of application includes for example:

- **Customers**
- **Products and offers**
- **Orderings**
- **Billing (Invoices)**
- **Payments**
- **Support**

Customers

wipsi has a simple and structured customers database.

In your list you can see the basic customers details such as name, company and E-Mail address but also how much they really paid and how much money you lost due to fraud. This can help you a lot when thinking about trust, reliability and credit.

The customers details shows you more important information about invoices and money paid, outstanding, due or fraud.

Products and offers

The products and offers management is **independent** of any type of products or categories as you often see it with other software. You are able to **sell anything** from software to hardware, books or services such as programming or web hosting.

You are able to define your own categories of goods, add products and make several offers of each product for selling.

You can also define **different payment options** like banking or payment processors such as **PayPal** or **moneybookers**.

Orderings

A simple and fast ordering progress is very important for your customers.

The ordering system of wipsi follows 4 steps:

- Select Product/Offer
- Enter personal information
- Confirm information
- Send money

Customers have the choice between different payment options. By default these are "**wire transfer**" and "**PayPal**".

You can download additional payment modules for wipsi from our customers area if you want to allow more payment options.

1 Introduction

Billing (Invoices)

The invoice management of wipsi allows both **one-time billing** for normal products and **periodic billing cycles** for products which have to be paid yearly, monthly or in custom periods.

Invoices can hold **multiple items** such as normal products but also **special fees** like shipping or safety. You can further define **rebate**, due date, payment option and a lot more.

When a product is periodically billed, there are also options like **one-time fee** (e.g. setup/installation).

The invoice overview is clear and structured as follows:

- Periodic invoices (sent yearly, monthly, weekly, custom periods)
- Pending invoices (awaiting to be sent)
- Open invoices (not paid or product awaiting to be delivered)
- Closed invoices
- Cancelled invoices (due to mistakes, fraud or similar issues)

Invoices which are paid over a payment processor (PayPal, moneybookers, etc.) will **automatically be set to "paid"** when wipsi receives the status of the payment processor.

This means you do not have to check all your payment providers for paid or unpaid invoices.

Another very useful feature: **Invoice export**

You can select several invoices and export the data you specify to **XLS (Excel)** and **HTML**. This will be very useful for you when thinking about listing your income for your financial institution.

1 Introduction

Support

Customers support tickets are available from client side and from the admin area. When a customer writes a support request, he can define the **department** / category of his request. The ticket will then be assigned to an admin you assigned to the given department.

This way you can have several **staffers** with **different access rights** in the system to split up work progress. The customer will receive responses to a support ticket by email if he wants.

Also the support database has a detailed **search and filter function** to find special entries from the database.

Customer News

Like everything else in wipsi, customer news can be written in different languages. Furthermore you can define which customers (dependent on the customers products) will see the product news in the customer area and receive the newsletter by E-Mail.

Customer downloads

Uploading software and other documents and assigning the files to products saves you a lot of time.

Instead of writing and E-Mail with attached files belonging to a product, the customers can download these files themselves after the product has been activated for them.

This way you only have to set an invoice to "product delivered" and the customer automatically has access to product related files or the product itself.

2 Installation

1. Edit config.php

You received the software wipsi in a RAR or ZIP archive.
Unpack the archive and you will get a folder "wipsi" with all program files inside.

Open the file "**config.php**".

Licence Information

You see some variables you will have to change:

```
$LICENCE_KEY  
$LICENCE_USER_ID
```

You have to change the values of these variables by changing the content between " and ".

Example:

You received the licence key "**X00-X00-X00-X00**" and you have the Customer ID "**1000**".
Edit the variables as follows:

```
$LICENCE_KEY          = "X00-X00-X00-X00";  
$LICENCE_USER_ID     = "1000";
```

MySQL Information

Again change the values of the following variables by changing the content between " and ".

```
$mysql_host = "localhost";  
$mysql_db   = "sql_databasename";  
$mysql_user = "sql_username";  
$mysql_pass = "sql_password";
```

The var "\$mysql_host" normally should stay "localhost" (Only change if really needed).

The var "\$mysql_db" is the name of your database.

The var "\$mysql_user" is the name of your MySQL user.

The var "\$mysql_pass" is the password for that user to access the MySQL database.

2 Installation

2. Upload Files

Upload the complete folder "wipsi" to your web server using FTP.
You can also rename the folder wipsi to anything like "customers" or "billing" if you like.

IMPORTANT: The file "functions.php" from the folder "includes" has to be uploaded in binary mode! Some FTP-Clients may not allow both binary and ASCII mode. Use another FTP-Client if this is the case.

3. Installation Wizard

Now you can access the Installation Wizard using your web-browser as follows:

<http://www.yoursite.com/wipsi/install.php>

It will depend on your (web)server configuration and so on how your URL will look like.
You may contact us at any time if you have problems with the installation.

Now follow the steps in the Installation Wizard, they are quite easy to understand.
Step 4 will set the access rights (**CHMOD**) for some folders and files. If this does fail, the Installer Tool will tell you how to set up the access rights (**CHMOD**).

They should be as follows:

Folder / File	Chmod rights
/downloads	775
/downloads/backup	777
/downloads/customers	777
/preview	777
/licencelog.txt	662

At the end of the Install Wizard you define the login information for the superuser who has all possible rights in wipsi. You may login to wipsi after this step using the URL to your wipsi installation:

<http://www.yoursite.com/wipsi/>

IMPORTANT: Delete the file "install.php" and the folder "install" from your web server. Else other people could destroy your wipsi installation or spy data from wipsi.

4. Cronjobs

Cronjobs or Crontabs allow you to execute programs at certain times. This is a common feature of Linux servers. Using this feature with wipsi allows you to use the following functions:

- Automated billing emails
- Automated reminder / warning emails
- Newsletter simplification

Automated billing emails

If a product has to be billed periodically (e.g. monthly), you see these invoices when accessing **Invoices / Periodic** from the menu in wipsi.

You see an email symbol under the list of invoices. If you click this icon, all due bills will be sent and a copy will stay in this list for the next invoice (next month).

You can automate this function by calling the following php-script using cronjob:

```
/includes/cron_mail_mature_regular.php
```

Automated reminder / warning emails

wipsi also has the function to send reminder and warning emails if a customer has not yet paid a due invoice. These mails will only be sent if the product has already been delivered by you but the customer is waiting too long with his payment.

You can configure the days to wait until these emails are sent by accessing **Configuration / System configuration** from the menu in wipsi.

The file you have to call using cronjob is as follows:

```
/includes/admin_send_mail_reminders.php
```

Newsletter simplification

When sending a newsletter mail from the "News" function in wipsi, the system will only send 50 emails per time to avoid too high system usage.

From the News area you can see how much mails are waiting in the queue to get sent and click the link manually to send the next 50 emails.

If you want this to be automated as well, call the following script from crontab:

```
/includes/admin_send_mails.php
```

2 Installation

Setting up cronjobs in linux

To edit the crontab file on Linux, use the following command on the shell:

crontab -e

The crontab entries look as follows:

```
* * * * * /usr/bin/php /path/to/script.php
```

1. * = minute
2. * = hour
3. * = day of the month
4. * = month
5. * = day of the week

/usr/bin/php

The path to your php binary (ask your webhoster/serveradmin if you are unsure)

/path/to/script.php

Here you have to enter the file name and path of the script you want to execute, either for automated billing, reminder/warning emails or newsletter simplification.

Examples:

Execute script every 3 days:

```
0 0 */3 * * /usr/bin/php /www/htdocs/wipsi/includes/cron_mail_mature_regular.php
```

Execute script every night at 5 o'clock:

```
0 5 * * * /usr/bin/php /www/htdocs/wipsi/includes/cron_mail_mature_regular.php
```

Execute script every 3 days at 5 o'clock in the night:

```
0 5 */3 * * /usr/bin/php /www/htdocs/wipsi/includes/cron_mail_mature_regular.php
```

Execute script every 5 minutes:

```
*/5 * * * * /usr/bin/php /www/htdocs/wipsi/includes/cron_mail_mature_regular.php
```

Execute script every minute from 5 till 6 in the night:

```
5 * * * * /usr/bin/php /www/htdocs/wipsi/includes/cron_mail_mature_regular.php
```

You can also call the scripts using the web URL. Example:

```
0 0 */3 * * wget http://www.yoursite.com/wipsi/includes/cron_mail_mature_regular.php
```

Free Cronjob services

If you don't have access to the crontab command on your server, there are 2 alternative possibilities to run the 3 scripts.

Some webhosters allow the feature to run PHP scripts at certain times. You may contact your webhoster if such a feature is available for you.

The second alternative are free cronjob services on the internet. You may search the web for "Cronjobs" or similar using your favourite search engine.

2 Installation

5. Order page integration

Since version 1.5 of wipsi you can directly include the main order page into your own website, if it is based on PHP. Some basic PHP/HTML or editing knowledge is needed to proceed.

1. Add command "ob_start();"

First you have to add the PHP command "*ob_start();*" **before** any of your own HTML output. It even has to be placed **before any other output**, including new lines, spaces (" ") or other chars.

Example:

```
<?  
ob_start();  
?>  
<html>  
<head>  
<title> .....
```

If you are using PHP sessions or similar functions, it is no problem to place that command after those codes.

Example:

```
<?  
error_reporting(E_ALL);  
session_start();  
ob_start();  
?>  
<html> .....
```

2. Add CSS and JavaScript files of wipsi

The order page of wipsi needs some basic CSS and JavaScript codes.

You just have to add the following 2 lines of HTML code to your current <head>-Tags:

```
<link rel="stylesheet" type="text/css" href="./<wipsi>/tpl/default/order/css/css.css">  
<script src="./<wipsi>/tpl/default/order/js/js_functions1.js" type="text/javascript"  
language="javascript"></script>
```

You might replace "<wipsi>" with the correct patch to the wipsi installation on your web server.

2 Installation

Integrated into your own HTML-code, it could look like this:

```
<html>
  <head>
    <title>My website</title>
    <meta http-equiv="Content-Language" content="de,en">
    <link rel="stylesheet" type="text/css" href="/css/your_own_styles.css">
    <link rel="stylesheet" type="text/css" href="/wipsi/tpl/default/order/css/css.css">
    <script src="/wipsi/tpl/default/order/js/js_functions1.js" type="text/javascript"
language="javascript"></script>
  </head>
  .....
```

3. Empty header and footer of wipsi's order page

As you are planing to use your own HTML site, maybe with menus and so on, you don't need the header and footer parts of wipsi's order page. So you can empty these files. Please **do not delete the files**, just **delete the content** of the files!

The header file of wipsi's order page can be found at:
/wipsi/tpl/default/order/header.html

The footer file of the orderpage is:
/wipsi/tpl/default/order/footer.html

Open those files with a text editor or so and remove the contents/codes inside.

(The correct path where you find the files depends on the wipsi template you are using. In the example above it is assumed that you are using the default wipsi template "default".)

4. Include the orderpage

Now just include wipsi's order page into your own PHP code:

```
<?
include("../wipsi/order.php");
?>
```

Again, remember that the path "wipsi" might differ depending on how you named the wipsi folder on your web server.

3 Updating

This part of the document is about updating wipsi and its components. Applying updates to a software, especially to this kind of software (complex systems based on scripting languages), can be risky in some cases.

To avoid any loss or damage to your current wipsi installation and its data, please follow the steps below:

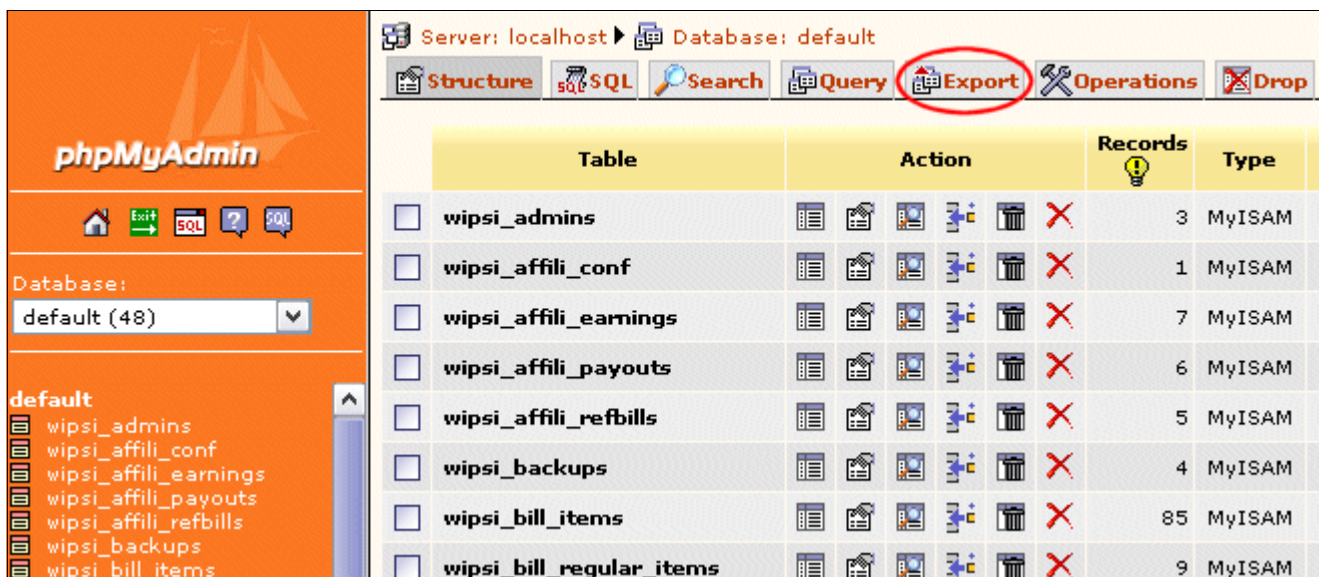
1. Backup your SQL database

All the customers, products and billing data is stored in your SQL database. So it is most important that you backup this data before you do anything. To backup your SQL data, you should:

a) Use phpmyadmin / mysqladmin

Login to a database management tool like phpmyadmin or mysqladmin, select your database and navigate to the "Export" function.

If you don't know where to find such a tool on your web server / web account, you should contact your server administrator or webhoster.



3 Updating

Select all the tables you would like to backup on the left, and have a look at the options. In most cases, the default option selection is good.

The screenshot shows a web interface titled "View dump (schema) of database". It is divided into several sections:

- Export:** A list of tables to be exported: wipsi_user_logins_failed, wipsi_user_online, wipsi_user_packages, wipsi_usernews, wipsi_usernews_restrictions, and wipsi_users. Below the list are "Select All / Unselect All" buttons and radio buttons for export formats: SQL (selected), LaTeX, Microsoft Excel 2000, Microsoft Word 2000, CSV for MS Excel, and CSV.
- SQL options:** A section for configuring the SQL dump. It includes a text input for "Add custom comment into header (\n splits lines):", checkboxes for "Enclose export in a transaction" and "Disable foreign key checks", a checked "Structure:" section with sub-options for "Add DROP TABLE", "Add IF NOT EXISTS", "Add AUTO_INCREMENT value", and "Enclose table and field names with backquotes", an "Add into comments" section with checkboxes for "Creation/Update/Check dates", "Relations", and "MIME type", a dropdown for "SQL export compatibility:" set to "NONE", a checked "Data:" section with sub-options for "Complete inserts", "Extended inserts", "Use delayed inserts", "Use ignore inserts", and "Use hexadecimal for binary fields", and a dropdown for "Export type:" set to "INSERT".
- Save as file:** A checked checkbox, a "File name template:" input field containing "__DB__" with a "remember template" checkbox, and a "Compression" section with radio buttons for "None" (selected), "zipped", and "gzipped".

A "Go" button is located at the bottom right of the interface.

You might want to select the option "Add DROP TABLE" which will cause existing tables to be deleted before the tables are created again.

Also select "Save as file" so that you will be prompted to download the file.

It surely depends on your knowledge of web server administration what options you further decide to select or unselect.

3 Updating

b) Use wipsi tool "Data backup"

Although **mysqladmin is the safer way** of backing up your SQL data, you can use wipsi's database backup tool in addition or to make regular smaller backups.

Navigate to "*Tools / Data backup*", select the data you would like to backup and the data format to be saved in.

"SQL-Files" can be imported using mysqladmin / phpmyadmin and similar tools.

"PHP-Files" can be executed directly from the browser. This format is mostly for people with basic PHP programming knowledge.

2. Backup your wipsi folder

wipsi is an **open system** that allows you to change mostly all of the HTML and PHP files. Of course, when you apply a new wipsi update, all files on your on the web server will be **overwritten** by the new ones.

This is the most important issue when thinking of wipsi updates.

You always have to keep track of all the changes you apply to wipsi. It is suggested to **make yourself a list** where you note what you have done in which file.

This helps you to apply those changes again after you have updated wipsi to a newer version.

To avoid destroying everything when updating wipsi, **please backup your complete wipsi folder** either to your local computer, to your web server as a copy or both.

3 Updating

3. Switching folders temporarily

Next to the folder "*wipsi*" you received a second folder called "*_wipsi_tmp*" when you downloaded wipsi (ZIP / RAR archive).

The content of this folder "*_wipsi_tmp*" is supposed to be displayed to your customers temporarily while you are updating wipsi.

You can have a look at the "index.html" file inside that folder. It is showing that your site is currently unavailable.

Depending on how complex the integration of your wipsi installation into your website is, the procedure should be the following:

1) Rename your wipsi folder (can be "*wipsi*" / "*customers*" / "*billing*", depends on what name you have chosen) on your web server to "*_wipsi_work*" for example.

2) Rename the folder "*_wipsi_tmp*" to "*wipsi*".

So we are just switching names of those 2 folders.

Now your customers don't have access to the real wipsi installation on your observer any more. They will see the "Temporary unavailable" site.

You are now able to access the real wipsi installation on your server using the new folder name:

http://www.yoursite.com/_wipsi_work/

This way you can work in the real wipsi installation folder on your web server until you have updated and tested everything out completely.

4. Upload new files to "*_wipsi_work*"

The next step is to upload the files of the new wipsi version to your web server.

Remember that we are working in the folder "*_wipsi_work*" now. This is where you have to upload your files and overwrite the old ones.

Upload all files and folders but **not the following**:

<i>file</i>	config.php
<i>file</i>	READ_ME.TXT
<i>file</i>	Documentation.pdf
<i>file</i>	install.php
<i>file</i>	licencelog.txt
<i>folder</i>	install
<i>folder</i>	preview
<i>folder</i>	ioncube
<i>folder</i>	downloads

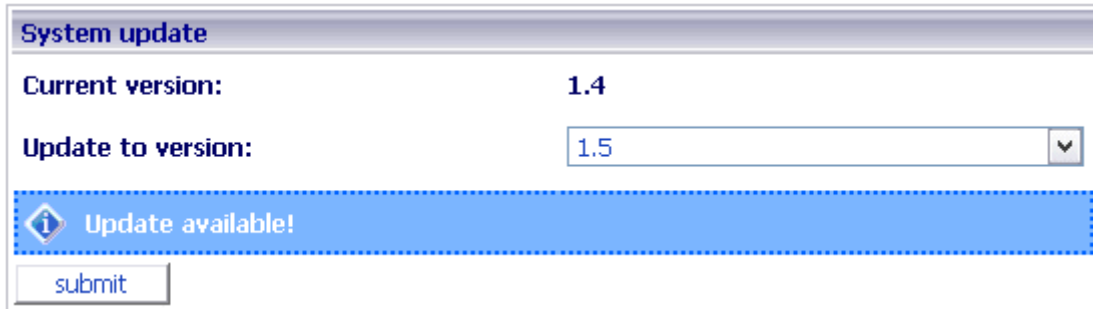
3 Updating

5. Update progress

After all new wipsi files are uploaded, call your wipsi installation from the web browser:

http://www.yoursite.com/_wipsi_work/

Login with your admin account as you always do. You should then automatically be redirected to the update page.



System update	
Current version:	1.4
Update to version:	1.5
Update available!	
<input type="button" value="submit"/>	

Select the newest version available from the drop down list and click submit. After a short time, you should see the same dialogue telling you that the newest version is the version you selected.

Please report any error messages during installation completely to our customer support.

6. Testings

Now you should check all basic functions of wipsi. Before you do that, you should make one small setting. Navigate to "**Configuration / System configuration**" and change the value of "**URL to this system**" (under "Miscellaneous") to:

http://www.yoursite.com/_wipsi_work/

You remember that we have renamed/switched folders before. Some function require the correct URL to the wipsi installation. Therefore we have to change this value temporarily as well.

Now, all the wipsi functions should be checked. Try all pages using the main menu, check the login procedure and have a look at the order page. You might also want to make a test order.

Once you have ensured everything is working right, continue with the next step.

3 Updating

6. Switching back folders

The last step is to set your updated wipsi installation back live. Therefore you only have to switch/rename back the temporary folders.

- a) Rename the folder "*wipsi*" back to "*_wipsi_tmp*".
- b) Rename the folder "*_wipsi_work*" back to "*wipsi*".

Also, remember to set the value "*URL to this system*" back to

<http://www.yoursite.com/wipsi/>

4 Trouble FAQ

1. Error Messages

In the case you get any kind of error message during the installation progress, this chapter might help you.

Error Message:

"The file **functions.php** is corrupted. Encoded files are binary, so ensure that you use binary mode with FTP, and disable "TAR smart cr/lf conversion" if using WinZIP"

Explanation:

You did not upload the file "functions.php" from the folder "includes" using binary mode in your FTP-Client. In this case you should check your FTP program for this option (binary mode) or use another client.

The other possibility is that the file got damaged during download. In this case, please download wipsi again from your customers area.

Error Message:

"The file **functions.php** has been encoded with the ionCube PHP Encoder and requires the free ionCube PHP Loader to be installed."

Explanation:

The ionCube loader is needed to run some small parts of the system.

The needed files will be attached to the software, but it might be that you have a special web server which needs a different loader. The loader for your web server can be downloaded from the following URL: <http://www.ioncube.com/loaders.php>

Also you can call the following URL to read how to install the loader on your system if needed: <http://www.yoursite.com/wipsi/ioncube/ioncube-loader-helper.php>

Error Message:

"MySQL Connection Error!"

Explanation:

This error normally means that you entered wrong information for the variables \$mysql_host, \$mysql_user or \$mysql_pass in your config file "**config.php**".

Remember that \$mysql_host normally should be set to "localhost".

Otherwise you should contact your webhoster/serveradmin what data to use for MySQL connections.

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Error Message:

"MySQL Database Error!"

Explanation:

You might have entered wrong information for the variable `$mysql_db` in your config file "**config.php**". Check if the database really exists. If really all MySQL variables are set correctly, it could only be that your web server is very busy currently. Try again later.

Error Message:

"Warning: fopen(/www/htdocs/wipsi/preview/preview.pdf): failed to open stream: Permission denied in /www/htdocs/wipsi/includes/fpdf.php on line 1046
FPDF error: Unable to create output file: /www/htdocs/wipsi/preview/preview.pdf"

Explanation:

In this case you have not set all file access rights (chmod) correctly. Set the chmod for folder "preview" to 777. You should also read Part 2.3 of this document.

Error Message:

"export.xls: has an invalid file format" (or similar)

Explanation:

This error or a similar error may occur when you try to open the file "export.xls" (generated from section "Income" in wipsi) with Microsoft Excel or OpenOffice.org.

In most cases, a solution is to set CHMOD rights 777 for the folder you have uploaded the wipsi files to.

5 First steps

1. Basic Configuration

After you logged in to wipsi, you should configure basic parts of the software. Go to "**Configuration / System configuration**" using the menu. The system configuration holds the following parts:

- Company Information
- Bank Information
- Invoice mailing
- Taxes
- Miscellaneous

Company Information and Bank Information

This is mostly used in emails such as invoice emails, reminder / warning emails and so on. Enter the information about your company in the text fields.

Taxes

If you have to add taxes on sales (VAT – Value Added Tax) configure the name and percentage of the tax here. Also choose if the tax should be included in the price already.

Invoice mailing

Under Invoice mailing you will have to configure how to send emails. You can choose between "SMTP server" and the build in PHP function "mail()".

- PHP mail() function

The mail() function is available on most web servers and simple to configure. As "Sender Address" just enter "localhost" or an email address that is available on this server. If the E-Mail address is not existing on your server, some mails may not be delivered!

- SMTP server

If you have an SMTP server you can choose this option. This will allow you to let a mail server send your emails remotely. It is **recommended to use the SMTP** server option, as it has a better error handling for example.

SMTP hostname

Define the hostname of your SMTP server here. The default value is localhost, but you should enter the exact hostname of your SMTP server provided to you by your provider (or your own server setup).

Examples: mail.yourdomain.com or smtp.yourdomain.com

SMTP port

In most cases you can leave the default value of 25.

SMTP username / password

Please enter the required login information here.

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Sender email address

This should be the email address assigned to the account / username.
It will be used as the FROM: part of the emails sent out by wipsi.

SMTP HELO host

This is another variable of the SMTP login process. The default value is localhost.
Depending on your mail server configuration, you may have to change this to the hostname of your domain where wipsi is installed on.
In most cases localhost will work.

AUTH LOGIN

Define if your mail server requires AUTH LOGIN here.
You can set this value to “yes” if you are unsure.

POP-Before-SMTP

A lot of today's mail servers require you to login using POP3 before you are allowed to send emails. If this is the case, or emailing in wipsi is not working and you don't know why, try to set this to “yes”. In this case you also have to configure the “POP3 mail recipience” values in the system configuration of wipsi.

POP3 mail recipience (needed for POP-Before-SMTP)

If you configured wipsi to use POP-Before-SMTP, you will have to setup your POP3 information here. wipsi will login to this POP3 account first before sending any email using SMTP.

POP3 hostname (default: localhost)

Define the hostname of your POP3 server here. The default value is localhost, but you should enter the exact hostname of your POP3 server provided to you by your provider (or your own server setup).

In most cases, the POP3 server hostname equals the SMTP server hostname.
Examples: mail.yourdomain.com or pop3.yourdomain.com

POP3 Port

In most cases you can leave the default value of 110.

POP3 username / password

Please enter the required login information here.

Miscellaneous

Here you have to configure other important variables for the system.

Default currency

Please define the currency code that should be used by default. It will be used in cases when no different currency is defined.

It is important that you use a **3-letters currency code** defined by **ISO 4217**.

Examples: EUR, USD, NOK, DKK, DHF, ...

Please search the web for ISO 4217 to find complete lists of ISO codes if you are unsure about the code of your currency.

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URL to the system

Enter the URL to your wipsi installation in the following format:

`http://www.yoursite.com/wipsi/`

The slash "/" in the end is necessary!

Design template

Select your desired design template from the drop down list.

This setting is a global setting, meaning if you change the design template, it will be changed for all parts of wipsi such as admin area, customers area and order pages.

Include PDF bill in E-Mails

If you do not want to attach PDF-invoices to invoice emails, you can deactivate this feature here

PDF company logo (JPG)

Enter the relative path and file name to the logo you want to display in PDF bills or leave it blank if you don't want any logo. Use the following format:

`/tpl/default/img/logo_wipsi.jpg`

If the logo is in the root folder of wipsi (`http://www.yoursite.com/wipsi/logo.jpg`) then use the following format:

`logo.jpg`

Currently **only JPG images** are supported as invoice logo!

Send reminder after X days

The reminder emails will be sent if you have delivered a product but the bill is still waiting to be paid by the customer. Define after how many days a reminder email will be sent to the customer here.

Send demand note after X days

This is **stage 2** of the reminder mailing. If the customer did not pay after the reminder then the demand note email will be sent which content is a bit more "serious".

Define after how many days (after the product has been delivered) this mail should be sent to the customer.

Start number for invoices

If you don't like to start invoices from 1, you can define the start number for billing here. The value has to be a numeric value and cannot contain characters.

Start number for customers

This is similar to the invoicing start number. Define from which number customer numbers should start here.

Allow file uploads for customers

If you do not want customers to upload files, for example attachments to ticket submissions, you can deactivate file uploads for customers here.

Maximum file size for ticket attachments is currently: **2 MB (Megabyte)**

4 First steps

IP-block after 5 login tries

By default, if a user enters wrong login information 5 times in a row, the IP address of his computer / router will be blocked temporarily to avoid password guessing attacks.

The current banning time is **15 minutes**.

Blocked IP addresses can be found under “*Tools / Banned IPs*” in wipsi.

Failed logins are also saved and can be viewed under “*Tools / Log files / Failed logins*”.

System deactivated (“Under construction”)

This feature is not yet implemented but might be used for maintenance processes in a later version of wipsi.

Date format

Here you can select the proper date format of your country or region.

Please contact wipsi support if you are missing a special format here.

2. Ordering Page

You can find the ordering page using your system URL as follows:

<http://www.yoursite.com/wipsi/order.php>

You can also send the ID variable for a certain offer in the link to let the ordering page select that offer and show its details automatically:

<http://www.yoursite.com/wipsi/order.php?offer=15>

The ID of an offer can be found under "Market / Offers" in wipsi.

4 First steps

3. Payment Modules

General information

wipsi offers multiple payment options for customers when ordering. By default there are two payment options: Banking (wire transfer) and PayPal. The system is coded to allow to add more payment options / payment processors like PayPal.

You can download additional payment modules for wipsi from our customers area (<http://www.wipsi.de/customers/>).

The installation is very easy and the configuration is also done in a few seconds.

To configure your payment modules, go to: "**Configuration / Payment Modules**" using the main menu. There is a "ReadMe" file for each payment module you have installed. Please read that ReadMe file to know how you have to configure the module.

Configuration > Payment modules

Name	Currency	E-Mail	Option
banking	EUR	-	➔
PayPal	EUR	myaccount@mail.com	➔
2checkout	XYZ	anything@mail.com	➔

Payment module details

Name: **PayPal**

Active: ▼

Test mode: ▼

Currency:

E-Mail:


Password:

Misc option 1:

Misc option 2:

Misc option 3:

Text (English): ▲



The option "**Active**" should always be set to "**Yes**" if you want to use it.

The option "**Test mode**" should always be set to "**No**" if you want to use it. Test mode is for the developers of wipsi only.

4 First steps

Configuring the PayPal Payment Module

The PayPal module is available in wipsi by default and only requires you to configure 2 values:

Currency: Please enter a default currency for PayPal payments here!
Possible currencies you can enter are:

AUD (for Australian Dollar)

CAD (for Canadian Dollar)

EUR (for Euro)

GBP (for Pound Sterling)

JPY (for Japanese Yen)

USD (for U.S. Dollar)

Note:

As with the default currency in your wipsi system configuration, it is important that you use a **3-letters currency code** defined by **ISO 4217** (if nothing different is defined in the installation notes) when setting up payment modules!

Most payment service providers require these currency codes.

Examples: EUR, USD, NOK, DKK, DHF, ...

Please search the web for ISO 4217 to find complete lists of ISO codes if you are unsure about the code of your currency.

E-Mail: Please enter the E-Mail address of your PayPal account here!

PayPal is now available to be selected as payment option in wipsi! You do NOT have to enter your PayPal password or one of the other fields!

4 First steps

Setting up PayPal automated payment notifications

If wipsi receives the payment status of a payment module, and the status is "paid" the invoice will automatically be set to "paid" as well. To activate this, do the following:

1. Login to PayPal (www.paypal.com)
2. Click the Profile subtab
3. Under Selling Preferences, click: "Instant Payment Notification Preferences"
For German users its called: "Einstellungen für sofortige Zahlungsbestätigung"
4. Click Edit
5. Click the check box and enter the URL:
<http://www.yoursite.com/wipsi/modules/payment/paypal/ipn.php>
You may change "www.yoursite.com" to the URL of your website, and "wipsi" to the name of the folder/path where you uploaded wipsi
6. Click Save

My Account	Send Money	Request Money	Merchant Tools	Auction Tools	
Overview	Add Funds	Withdraw	History	Resolution Center	Profile
Instant Payment Notification Preferences					Back to Profile Summary
PayPal's Instant Payment Notification (IPN) allows you to integrate PayPal payments with your website back-end operations.					
Instant Payment Notification (IPN) On					
Instant Payment Notification (IPN) URL: http://www.yoursite.com/wipsi/modules/payment/paypal/ipn.php					
					<input type="button" value="Edit"/>

4 First steps

4. Multi language Texts

wipsi is completely designed to be multi lingual. There is nearly no text or sentence that isn't dynamically displayed in the given language.


E-Mails for billing, order confirmation, reminders or lost password are available in multiple languages and also allow you to include special template variables.

To view or edit E-Mail texts, navigate to the following location: "**Configuration / Texts**"

Select "**Bill mails**". Now you see the complete list of texts for all installed payment modules for each installed language.

At the bottom of the list, there is an icon that (when clicked) shows you all available **template variables** you can use within these texts. These variables will be replaced by the real data of the invoice when the mail is sent.

English	After delivery	moneybookers
English	In advance (Prepay)	moneybookers
Swedish	After delivery	moneybookers
Swedish	In advance (Prepay)	moneybookers



Possible variables:

Customer data:
{TPL_bill_user_id} = Customer-ID
{TPL_bill_user_salutation} = Salutation (Mr., Mrs.)
{TPL_bill_user_firstname} = First name
{TPL_bill_user_lastname} = Last name
{TPL_bill_user_company} = Customers company

For example, if you include the variable {TPL_bill_user_lastname} in the texts, it will be replaced by the customers last name.

Select any of the texts in the list by clicking the green arrow on the right to show its details.

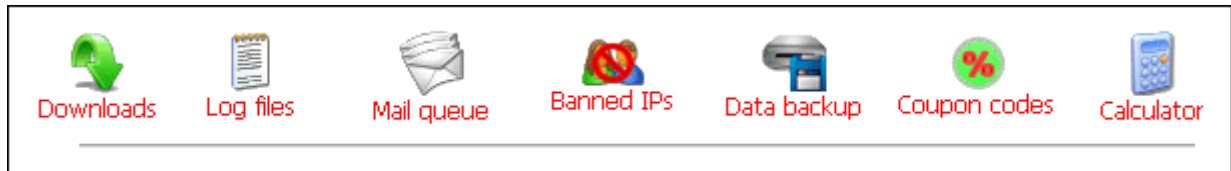
Now you can view and edit the mail text for the selected payment module in the given language. You can edit the mails subject, the **plain text** part and the **HTML part**.

There are still people who don't want or can't display HTML mails in their E-Mail client programs. For this reason, you can define the plain text separately from the html text. wipsi will send a so called MIME-compatible E-Mail. The E-Mail program of your client will decide whether to show the E-Mail in HTML or in plain format.

4 First steps

5. Tools

This part of the document is about some useful and important functions/tools of wipsi. Use the main menu to reach the tools section: "**Menu / Tools**"



Downloads

The downloads section of wipsi is a very important part of the software. Here you can upload the products you sell to your customers but also product related files such as manuals. On the left side you see the list of all downloads you have added yet. On the right side, you can upload a new file.

After you have uploaded a file, you are able to assign that file to certain offers. This way you define which customers have access to which files. The download will be assigned to the product a customer has purchased (customer product).

Date	21.01.07
Format	PDF
Filename	6ceed91f95_Documentation.pdf
Link Title	Documentation.pdf

This is the user documentation for wipsi.
Current wipsi version: 1.4
Documenation version: 1.4
Language: English

Show download for customers with the following offers

wipsi 14 days trial	X
Wipsi full licence	X

Add offers:

[Windows Media 9 Streaming]:	100 LISTENERS @ 256 KBPS WMY
[Windows Media 9 Streaming]:	100 LISTENERS @ 128 KBPS WMY
[Windows Media 9 Streaming]:	100 LISTENERS @ 096 KBPS WMY
[Windows Media 9 Streaming]:	100 LISTENERS @ 064 KBPS WMY
[Windows Media 9 Streaming]:	100 LISTENERS @ 048 KBPS WMY
[Windows Media 9 Streaming]:	100 LISTENERS @ 024 KBPS WMY
[Windows Media 9 Streaming]:	050 LISTENERS @ 256 KBPS WMA
[Windows Media 9 Streaming]:	050 LISTENERS @ 128 KBPS WMA
[Windows Media 9 Streaming]:	050 LISTENERS @ 048 KBPS WMA
[Windows Media 9 Streaming]:	050 LISTENERS @ 024 KBPS WMA

submit

4 First steps

Example:

You have a product "Magazine" and made an offer "IT-Magazine".

You may now upload the IT-Magazine as PDF file in the download section.

After you uploaded the PDF file, you define that customers having "IT-Magazine" purchased may have access to this PDF.

You simply do this by selecting the offer "IT-Magazine" from the list right under the download details. Now all customers having the customer product "IT-Magazine" activated can download their product file from the customers area.

Also, when a new customer orders the product "IT-Magazine" from the order page and pays online using PayPal (or a similar payment option), he will immediately be able to download his product from his customers area.

This way you don't have to send E-Mails out with product files attached all the time. It is all automated and easy.

Log files

The log file part is for you to keep track of customer logins and failed login tries.


Logins


Failed logins

Date	Time	User	Status	IP	Option
04.02.07	20:01	Stefan Schäfer	Admin	127.0.0.1	➔
03.02.07	18:38	Stefan Schäfer	Admin	127.0.0.1	➔
31.01.07	21:13	Stefan Schäfer	Admin	127.0.0.1	➔

✘ Delete log Page: 1

Login details

Date:	04.02.07
Time:	20:01
Name:	Stefan Schäfer
Status:	Admin
IP:	127.0.0.1
Host:	localhost
User Agent:	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 2.0.50727)

4 First steps

Mail queue *

E-Mails which are sent during order process, newsletter mails, and most other mails are stored in the "mail queue" before they really get sent out. This is to avoid that mails get lost due to customers mail servers not responding, local server issues and so on.

ID	Email	Title	Option
111	stefan@adnix.de	News für alle!	✗ 📧 ➡
110	billing@adnix.de	News für alle!	✗ 📧 ➡
108	software@adnix.de	News for all!	✗ 📧 ➡
107	infooo@wipsi.de	News for all!	✗ 📧 ➡

✗ Delete all Page: 1

To:

Titel:

This list allows you to edit or delete stuck mails from the queue.

* [Feature available since version 1.5]

Banned IPs

When someone enters a wrong username / password combination 5 times in a row, his IP address will get banned from the system for 15 minutes.

This is for security reasons such as to avoid so called brute force attacks (password guessing).

Date	IP	Type	Reason	Option
04.02.07	123.45.67.89	temporary	Too many login tries.	✗

IP:

Reason:

Argument:

You may also ban IP addresses manually. As argument you may choose "Temporary" (15 minutes) or "Permanent" (forever).

Data backup





The data backup tool allows you to export the basic SQL data of wipsi. You can define what parts of data to backup and which export format to use. Chose "**Complete database**"* to backup your complete database including data of added modules / custom scripts.

* [Feature available since version 1.5]

4 First steps

SQL files can be imported using mysqladmin or phpmyadmin.

PHP files can be executed directly from the browser. This format is mostly for people with basic PHP programming knowledge.

Prior SQL backups			Create new SQL backup	
2007.12.01	 SQL	complete	✗	<input type="checkbox"/> Users (incl. support, news, bans, logs)
2007.12.01	 SQL		✗	<input type="checkbox"/> Invoices (incl. texts)
2006.01.10	 SQL	users, bills, offers, config	✗	<input type="checkbox"/> Products and offers (incl. Categories)
2006.01.10	 PHP	users, bills, offers, config	✗	<input type="checkbox"/> Configuration, misc. (incl. downloads)
				<input type="checkbox"/> Complete database
Format				
				<input checked="" type="radio"/> SQL-file (importable from MySQLAdmin)
				<input type="radio"/> PHP-file (executable from browser)
<input type="button" value="submit"/>				

It is recommended that you **regularly backup your sql database**. Please also do regular backups of your sql database using tools like phpmyadmin / mysqladmin!


Coupon codes

Here you can allow existing customers rebate on orderings.

The customer only has to enter his Coupon Code when placing an order. The system will then automatically add rebate on the order / invoice.

The customers Coupon codes are available from the Customers Area.

Define how much rebate the customer shall get and how often he is allowed to use the Coupon!

Customer	Percent	Usable	Code	Option
Invented Man	5%	1x	ak4a854980jt9s870	✗ →
<input type="button" value="add new"/>				Page: 1
<p>Here you can allow existing customers rebate on orders. The customer only has to enter his Coupon Code when placing an order. His Coupons are available from his Customers Area. Define how much rebate the customer shall get and how often he is allowed to use the Coupon!</p>				
Add new Coupon Code				
Customer ID	<input type="text"/>			
Percent	<input type="text"/> %			
Usable	<input type="text"/> x			
Coupon Code	<input type="text"/>			
<input type="button" value="submit"/>				

6. Customers and Admins

Admins

wipsi allows you to set up **multiple admin users** with different access rights.
Current **access right categories** are:

Config – News – Customers – Admins – Support – Products – Offers – Invoices

For each of the categories you can define one out of 3 **access levels**:

- **None**
- **Read**
- **Read + write**

ID	4
Enabled	<input type="checkbox"/> 1 <input type="checkbox"/>
Last login	24.03.06, 15:56
Login name	<input type="text" value="support"/>
Password	<input type="password"/>
Password confirm	<input type="password"/>
E-Mail	<input type="text" value="support@adnix.de"/>
Name	<input type="text" value="Supporter"/>
Language	<input type="text" value="English"/> <input type="checkbox"/>
Rights: Config	<input checked="" type="radio"/> None <input type="radio"/> Read <input type="radio"/> Read + write
Rights: News	<input type="radio"/> None <input checked="" type="radio"/> Read <input type="radio"/> Read + write
Rights: Customers	<input type="radio"/> None <input checked="" type="radio"/> Read <input type="radio"/> Read + write
Rights: Admins	<input checked="" type="radio"/> None <input type="radio"/> Read <input type="radio"/> Read + write
Rights: Support	<input type="radio"/> None <input type="radio"/> Read <input checked="" type="radio"/> Read + write
Rights: Products	<input type="radio"/> None <input checked="" type="radio"/> Read <input type="radio"/> Read + write
Rights: Offers	<input type="radio"/> None <input checked="" type="radio"/> Read <input type="radio"/> Read + write
Rights: Invoices	<input type="radio"/> None <input checked="" type="radio"/> Read <input type="radio"/> Read + write
<input type="button" value="submit"/> <input type="checkbox"/> Delete	

You can set up different admin users for different tasks. For example you could add an admin account for someone who should only be allowed to write customer news.
Then you might have another person who has read access to all categories and additional write access to "Support". This person would be your **support staffer**.

Important things to know:

1. You cannot delete your own account
2. You cannot delete the superuser account (User ID 1)

4 First steps

Customers

Navigate to "*Users / Customers*" to see the list of customers in your database.

You can see the basic customers details such as name, company and E-Mail address but also how much they really paid and how much money you lost due to fraud.

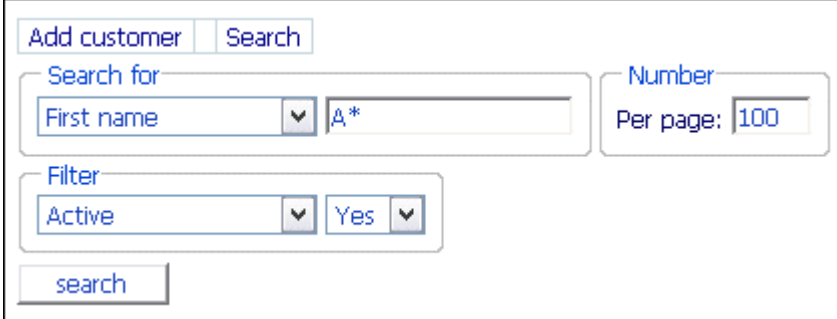
You may sort the list by clicking the list titles. Click a title link once to sort ascending. Click again to sort descending.

Searching and Filters

Most management areas of wipsi allow you to search for special entries and add filters.

So does the customers management.

Click the "**Search**"-link at the bottom of the list to display the filter form. You may search for customer details such as first name, last name, company name, E-Mail address and so on. Use the place holder character "*" to get more results.



The screenshot shows a search and filter interface. At the top left, there are two buttons: "Add customer" and "Search". Below them is a "Search for" section with a dropdown menu set to "First name" and a text input field containing "A*". To the right of this is a "Number" section with a "Per page:" label and a text input field containing "100". Below the search section is a "Filter" section with a dropdown menu set to "Active" and a "Yes" dropdown menu. At the bottom left of the form is a "search" button.

Examples:









Search for "Last name", enter "A*" as search value. When you click "Search", you will get a list of customers which last names begin with the letter "A".

Use "*A*" as search value to find all customers having the letter "A" in the name.

Search for "Company" and enter "[0-9]*" as search value to find all customers having a number in the name of the company.

Use the search value "*[-]*" to find customers having the char "-" in the name of the company.

Use the green arrow on the right of the list entries to show a customers details.

ID	Date	Name	Company	Email	Payed	Fraud	Active	Option
182	17.02.06	Test Testman	Testcompany	WinXpOptimizer@adnix.de	30 EUR	0 EUR	Yes	 
1	16.11.05	Stefan Schäfer	Adnix IT-Services	webmaster@adnix.de	837.82 EUR	0 EUR	Yes	 
193	14.10.06	Stefan Hansen		stefan@adnix.de	0 EUR	0 EUR	Yes	 
10	14.01.06	Invented Man	Chose one LTD	software@adnix.de	65.97 EUR	0 EUR	Yes	 

4 First steps

Here you can view and edit

- Basic customer information
- The customers' balance
- Short invoice information
- A link to his support tickets or to create a new one
- The customers' products (including adding new customer products)

Balance	
Payed:	837.82 EUR
Outstanding amount	105.95 EUR
Due:	0 EUR
Losses from fraud	0 EUR

Miscellaneous	
 Support Tickets:	 Show invoices:
➔ Show 📄 New	➔ Periodic (6) ➔ Pending (0) ➔ Open (8) ➔ Closed (35) ➔ Canceled (1)

Customers products (5)		
Product	Offer	Option
wipsi	Wipsi full licence	 
Adnix-IT-Mag	Adnix-IT-Mag 2 Year	 
Test product1	Test offer 1	 
Domain	.at	 
Adnix-IT-Mag	Adnix-IT-Mag 1 Year	 

Add new product for this customer	
<input type="text"/>	 

Depending on the design template you are using, you see more or less information.

7. Products and Offers

The product management in wipsi might differ a bit from other software you have seen so far in this category. The logic behind this product management is that you have **a range of products and services** you want to sell. You add all those products to your wipsi database located at "*Market / Products*".

Based on your products, you can offer clients **different prices and options** for sale.

Example:

You want to sell apples. In this case, the apple is your product.

Now you have different kinds of apples available for sale. They differ in colour, origin, taste, price on the market and so on. You also want to sell different quantities (1, 2, 3, ... kilogram) at different prices.

Therefore you can add different offers of your products in wipsi. The customer can choose the offer that fits him the most.

Adding Products

Before adding any products, you might want to think about what **categories** you could put your current and future products into.

Navigate to "*Market / Products*" and click the "*Manage categories*" link on the bottom of the product list.

	1	02.11.00	KUSBNLS	software
Market	3	02.11.05	wipsi	Software
Products	10	20.11.05	MS Office XP	Software
Offers	19	16.03.06	Test product1	Software
Income	14	25.01.06	Adnix-IT-Mag	Zeitschriften
	21	21.03.06	-	-
Orders	22	30.03.06	Test product 3	-
Show orders	24	03.02.07	Apples	Fruits
Invoices	<input type="button" value="Add new product"/> <input type="button" value="Manage categories"/> <input type="button" value="Search"/>			

Now you can view, change and add categories for the products you want to sell.

ID	Name	Option
7	Software	
2	Hardware	
9	-	
10	Fruits	
11	Cars	
Add category:		<input type="button" value="submit"/>

4 First steps

This document is unfinished yet.
Last changed: 31/12/08