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No Waiver

The failure of either party to enforce any rights granted hereunder or to take action against the other party in the event of any breach hereunder shall not be deemed a waiver by that party as to subsequent enforcement of rights or subsequent actions in the event of future breaches.

Integration

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The following elements are distributed freely with this software and are not sold as part of the package. These elements are distributed with this package to aid in installation.

CGI Perl Module: Copyright 1995-1998 Lincoln Stein
Crypt::HCE_MD5 Perl Module: Copyright 1999 Eric Estabrooks
DBD::AnyData & SQL::Statement Perl Modules: Copyright 2000 Jeff Zucker
DBI Perl Module: Copyright 1994-2002 Tim Bunce
Digest::MD5, HTML, HTTP, LWP, MIME, Net & URI Perl Modules: Copyright 1995-2001 Gisle Aas
Mail::Sendmail Perl Module: Copyright 2000-2001 Milivoj Ivkovic
HierMenu DHTML Menu Code: Copyright 2001 Peter Belesis

Perl Modules Are Available At: <http://cpan.perl.com/>
HierMenu DHTML Is Available At: <http://www.dhtmlab.com/>

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Program Credits

Codebase Development

Nick Hendler (Kryptronic, Inc.) has been the chief software developer for ClickCartPro since its initial version 1.0, which was coded in June 1999. Since then, the program has undergone extensive changes, which have resulted in the current version available today.

The codebase, which includes the library, modules and data architecture, are developed by solely by Kryptronic, Inc. and is distributed under license. ClickCartPro is not an open source (GNU licensed) program, however the source code is delivered with the program and is editable.

ClickCartPro Is Available At: <http://www.clickcartpro.com/>

Perl Module Development

Several GNU licensed Perl modules are distributed freely with this software and are not sold as part of the package. The module authors are not affiliated with Kryptronic, Inc., however their software is used by the codebase. These Perl modules make much of what ClickCartPro does possible, and credit is due to their authors:

Lincoln Stein (CGI) - The CGI module enables the software to read form data and process file uploads.

Eric Estabrooks (Crypt::HCE_MD5) - The Crypt::HCE_MD5 is the encryption engine used by the software to store passwords and other sensitive data securely.

Jeff Zucker (DBD::AnyData & SQL::Statement) - The DBD::AnyData module allows access to CSV files via the standard DBI interface for the software. SQL::Statement is an SQL parsing engine that allows DBD::AnyData to query CSV files using the same SQL that relational databases use.

Tim Bunce (DBI) - The DBI module provides a database independent interface to relational databases used by the software. Using DBI enables the software to access data in relational databases like MySQL, PostgreSQL and Microsoft SQL Server in the same manner.

Gisle Aas (Digest::MD5, HTML, HTTP, LWP, MIME, Net & URI) - The Digest::MD5 module is used to create MD5 hashes for security purposes, which is required by a several payment processors. The other modules listed provide such things as MIME encoding and transparent http/https connections.

Milivoj Ivkovic (Mail::Sendmail) - The Mail::Sendmail module allows the software to connect to SMTP servers when a command line mail program like sendmail is not available (usually on Windows servers). It also allows the program to send HTML formatted email.

Perl Modules Are Available At: <http://cpan.perl.com/>

DHTML Menu Development

HierMenu DHTML Menu Code is distributed freely with this software and are is sold as part of the package. The module author is not affiliated with Kryptronic, Inc., however his software is used by the codebase. The version of HierMenu DHTML distributed with this program is under the GNU license.

Peter Belesis (HierMenu DHTML Menu Code) - The HierMenu DHTML Menu Code is used in the administrator utility to aid in navigation. It creates pop-up menus on HTML pages.

HierMenu DHTML Is Available At: <http://www.dhtmlab.com/>

Beta Test Team

Much credit is due to the beta test team for the time spent ensuring that ClickCartPro software is both feature rich and fully tested before it is released to the user community. These testers donate their time to both assist the community and have a hands on experience as the software is created. Their efforts are appreciated and through their insight and diligence, a superior product is possible.

Will Stillwell - will@pdaspecialists.com
Mike Laurencelle - mjl53@msn.com
Charlie Ross - northernsonics@rogers.com
Joe Ohlandt - johlandt@optonline.net
Lisa Thompson - lisat@impactdisplays.com
Terry Ames - terry@hosttec.net
Greg Clark - greg@xssupply.com
Dung Chau - dchau@360care.com
Chris Baker - webmaster@clickcartproskins.com
Michael Mehmet - michael@highforce.net
James Rath - james@redmanstudios.com

Wayne Atwood - sales@inksticks.com
Scott Buehler - scott@buehlerfam.com
Quintin Johnson - quint-j@msn.com
Dave McFerren - davem@solve.net
Steve Sunshine - sunshine@infinet.com
Ed Halloran - ed@ejhweb.com
Mike Neale - info@webbuilderuk.com
Todd Daubs - webmaster@nevadawebsite.com
Keith Roberts - keith@getadeal.com

Some of the people making up the beta team own or work for companies providing directly related services to the user community such as technical support, Internet site design, web hosting or retail goods.

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Efficient Installation And Use

This software package is designed to facilitate ease of use and easy installation. The software itself can be installed on virtually any Linux, Unix, Windows or Max OS X web server. The web site and the administrator utility are designed using the fundamentals of web navigation and creative design.

The software package is open source, meaning that anyone who wishes to modify the program code can do so. We just ask that any modification that may benefit the software's end users be shared with us. Since the package is open source, that means all the program code is contained in an ASCII distribution which can be transported to any web server and assembled into the program quickly and efficiently.

The administration utility puts control of the web site where it belongs - with the owner. The easy navigation opens up a complex site that controls every aspect of the web site and online store.

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Dynamic Database Functionality

The database functionality inherent in this program is unrivaled on the Internet. The software package, written entirely in the Perl programming language, uses Perl's DBI module for database access. DBI is recognized the world over as the most flexible interface to relational database management systems (RDBMS) available. The use of the Perl DBI allows access to many different data sources. This program uses Comma Separated Value (CSV) files by default but allows connection to an advanced RDBMS like MySQL, PostgreSQL and Microsoft SQL Server using the administrator utility.

Most programs that use DBI for database access only tie into an advanced RDBMS and require the installation of compiled modules on the webserver by system (root) administrators. This program does not require the installation of any compiled modules, nor does it require the presence of an advanced RDBMS. The program is capable of running in CSV only mode using a pure Perl version of the DBI. This means it will install anywhere and offer the same functionality to all users.

Use of the Perl DBI allows the program code to use SQL calls to data sources and also allows for the dynamic expansion of data tables by developers. Developers are free to modify this open source program, as they see fit, and the use of SQL makes modifications very easy and understandable. Complete database administration, including importing and exporting from CSV sources to and from an advanced RDBMS and other files, modification of data sources, and dynamic loading of an RDBMS are included in the administration utility.

The optional use of a compiled version of the DBI in conjunction with an RDBMS like MySQL allows users to store in excess of a million rows of data per table. This permits the software to handle any number of products, orders and pages (for example). Tens of thousands of products can be accessed in CSV only mode. The program can switch dynamically between modes, performing data imports and exports, as your needs grow and/or your server specifications change.

This is the only program on the Internet that provides this type of functionality that is also installable on virtually any webserver that is capable of running Perl (over 99% of the current server market).

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Online Product Catalog Features

The online store portion of this program is generated based on three different entities: categories, products and product options. Categories help arrange products for your users and product options allow you to offer different product specific attribute choices like size and color to your customers.

Categories are very flexible in nature. They can be selected to be displayed on the store splash page, and you can change their display criteria so they can have their own look and feel. Categories can be related to each other to create an unlimited number of category levels for your customers to navigate through. You have the ability to run category wide discounts and sale prices for products.

Products have many different attributes and are flexible in nature as well. They allow you to run sale prices, associate keywords with the product, apply state and country tax, use declining balance inventory, set maximum levels for purchases, associate images with the product, change their display type, create different size descriptions, manage shipping options and choose whether they are new, special, or a best seller, to name a few of the many attributes. Additionally, downloaded products are supported.

Product options allow you to display attributes like size, color, cpu speed, etc. for your products in a number of different ways. Options can be displayed using virtually any type of HTML form field element and when using selection lists you have the ability to assign pricing (positive or negative), weight and inventory to options.

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Web Site And HTML Design

One hundred percent of the web site, online store and administrator utilities displays can be edited using the administrator utility. This unique use of elements allows users to change message and product displays, category displays, the online store look and feel and placement of items such as banner ads and the shopping cart. Elements allow developers to access items such as other elements, any available variables, and even subroutines using special HTML markup tags in the administrator's edit element functions. This works much like server side includes (SSI), but is infinitely easier to work with.

Choose to use the default site layout or create a unique site altogether. The options are in the administrator utility. From adding and modifying HTML pages, to maintaining the look and feel of the web site, to managing site elements, all these functions are at your disposal.

Skins (pre-built site designs) for this software package are available for download on the Internet. They are there to help those who do not have the time to create their own images and HTML code. Skins can be installed easily using components in the administrator utility. Skins include their own HTML page layout, page titles and images.

For those that do have the time the administrator allows users to modify their HTML code for the site, which is changed only in one spot for the entire site. The ability to upload custom images and create a completely unique site is available as well as the ability to completely change the look and feel of the online store.

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Flexible Online Ordering Options

This software package allows for the configuration of numerous ordering options using the administrator utility. Whether you are a secure server or have an online processing gateway account, numerous ordering options are available.

The online ordering settings can be changed with a click of your mouse. You can set up the software package for using a secure server, using a processing partner's order form, using telephone payment, using different processing partners, etc.

The software package includes inventory controls so you have the option to limit the quantity of an item that can be ordered by any one person at one time. The package also gives you the option to run a true declining balance inventory. Items are subtracted from the inventory on hand, and, if appropriate, items are displayed as out of stock. Shopping cart contents are checked to be sure inventory rules are satisfied at checkout.

In addition, shipping costs by default are entered on a per product basis but the flexibility is provided to use custom shipping scripts. These scripts are able to be edited via the administrator utility or utilize the package's integrated realtime shipping solutions. Many different bits of information are collected as the transaction process evolves that allow for sophisticated functions. If a non-custom method for shipping is used, each item is assigned it's own shipping address and prices are calculated for that item based on the settings you choose for the product.

Other functions include the ability to add additional shipping costs to the orders of buyers residing outside of the owner's country, to charge sales tax in multiple localities, to set different shipping methods and even the ability to change the currency symbol.

This software package is designed and built to operate for users from around the world. With it's currency support and taxation capabilities, as well as it's shipping functionality and intelligent address displays, the program is not U.S.-Centric like many others.

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Editable Source Software

This software package is editable source. With the purchase of a license you can modify the scripting any way necessary to customize their site to your needs. While many features are built into the program and customization options abound, sometimes extra functionality is needed. The editable source status of this software gives you the ability to add needed functions.

This package was built on an ASCII platform which makes installation and mobility easy. Because of the ASCII format for both scripting and data storage, the complete package is available to you to modify at will using the simplest tools.

We ask only that any modifications made to the program be shared with us if the modifications are of release caliber. The license specifically prohibits re-selling the software package or any variants based on the package if the appropriate license fees are not paid to Kryptonite, Inc.

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Software Installation & Upgrade

This software package is installable on all Linux, Unix, Mac OS X (BSD Unix) and Windows platforms running Perl 5 or higher. It is assumed that before the installation process can begin, you will have an account on a web server, and will have a domain name or IP Address to access their web site. The software package has been fully tested under RedHat Linux, FreeBSD, Sun Solaris, Cobalt RAQ, Mac OS X and Microsoft Windows 2000. Nearly all operating systems capable of running Perl 5 that are equipped with a web server should be able to run this package without difficulty.

The webserver must allow for the execution of web based scripts and recognize '.cgi' as a valid mime type. In addition, the ability to change permissions on files and directories is needed. Windows installations require the presence of ActiveState Perl on the server.

Upgrade Information

If you are upgrading from a previous version, please read this section. The software upgrade works in the following manner:

1. Install this version following these instructions as if it were a new install. Do not overwrite your previous installation. Most users find it easiest to place the installation directories from this version next to those of the previous version. If you are doing an upgrade, follow installation steps 1-8.
2. Once you have completed the installation instructions, access the administrator utility's Software Upgrade function and choose to upgrade your software. The upgrade basically copies all of the important data and files from your older version to the new one.
3. When the upgrade process has completed, you will have two running versions of the software on your server. Fully test the new version and when you are satisfied that everything meets your expectations and has been configured properly, delete the previous installation from your server and change any links in your static HTML pages that pointed to the old version to point to the new one.
4. As an alternative to changing links in your static HTML pages that pointed to the old version to point to the new one, you can rename the directory or directories that the new installation is located in to match the location(s) of the old installation. If you choose to do this, make sure that you also update your paths & URLs in the modified files in the cgi-bin directory, and change any URLs and cookie settings in the administrator utility under the Global Settings | Manage Program Settings appropriately. This method is recommended if any search engines have indexed the old installation, or if you have a large number of HTML pages linking to the software.

Installation File Formats

The software package installation files are available in two different archive formats: .tar.gz and .zip. These two versions cover nearly all types of installations. The versions and their application are: .tar.gz file, which is for installations on a Linux or Unix server that has telnet or SSH enabled the programs 'tar' and 'gzip', and .zip file for installations where only FTP access to the server is available.

STEP 1: Getting the files to your server

A note about the root web directory on your server: The root web directory on your server is the directory where your web pages are served from. Common names for this directory are: www, web, httpdocs, htdocs, html. You will need to know which directory your root web directory is to complete this installation. The instructions presented below assume the name 'www' for this directory.

If you are using a .tar.gz installation file, login to your site via FTP, browse to your root web directory, and upload the .tar.gz installation file. Next, login to your site via SSH or telnet and cd to your root web directory, then extract the contents of the installation file. This is done using the following commands:

```
cd /home/your_account/www
tar -xzipf ccp51.tar.gz
```

If you are using a .zip installation file, first unzip the file on your local computer using a utility like WinZip. Then, login to your site via FTP, browse to your root web directory, and upload all of the directories and files that were unzipped into that directory.

It is important for FTP installations to ensure that files are uploaded in the proper format. All .gif files in the /ccp51/media/images directory should be uploaded in BINARY format. All .csv files in the /ccp51/data/tables directory should be uploaded in BINARY format as well. All other files, which have the extensions .htm, .txt, .pm, .js, .cgi and .pl, need to be uploaded in ASCII mode. If your images are uploaded in the wrong format, they will appear corrupted. If your .csv files are uploaded in ASCII format, you will see script execution errors when accessing the program scripts.

When the files have been placed on your server, the directory and file structure should match the structure on your local computer.

For both .tar.gz and .zip installation methods, once you have completed this step, you should have a single folder in your root web directory that contains all of the program's directories and files.

STEP 2: Placing Directories In the Proper Place On The Server

For some installations, particularly those on Unix or Linux servers running Apache webserver where the configuration is set up to allow you to execute scripts from anywhere on your site, you will not have to move directories around to get the program working. If this is your case, you can skip to the next step.

If you have a pre-existing 'cgi-bin' directory on your server already, chances are that the program's scripts will need to be moved into that directory. Pre-existing cgi-bin directories are usually found outside of the root web directory, however they can appear in this directory as well. You will basically want to move the installation directory /ccp51/cgi-bin to the pre-existing /cgi-bin directory. When you move it, change the name of that directory to 'ccp51' so that you end up with a directory in your /cgi-bin named 'ccp51'. An illustration is below:

```
/home/your_account/www/ccp51/cgi-bin -> /home/your_account/cgi-bin/ccp51
```

Protecting the files in the /ccp51/data directory is of the highest importance. If you will be running this package on an Apache webserver with .htaccess file protection enabled, you can leave the /ccp51/data directory in the web accessible /ccp51 directory. .htaccess files are provided with the directory to ensure browsing via the web will not be allowed.

If you are installing on a Windows server, or are not running Apache webserver, the /ccp51/data directory must be stored in a non-web accessible portion of your account. On Windows web servers running IIS, there is usually a directory set aside for this named '_private'. You may choose to create a non-web accessible directory and place the /ccp51/data directory there, or you choose to password protect the /ccp51/data directory in it's currently place to secure the data. Assuming you need to move the /ccp51/data directory to a non-web accessible portion of your site, move the installation directory /ccp51/data to a newly created (or pre-existing) directory outside of the root web directory. An illustration is below:

```
/home/your_account/www/ccp51/data -> /home/your_account/data/ccp51
```

STEP 3: Settings Permissions On The Directories And Files

Now that the directories are in their proper place, the next step is to set permissions on them. If you used the .tar.gz file installation method, extracting the file on the server via SSH or telnet, your permissions are set already, so you can skip this step.

You basically want the files in the /ccp51/cgi-bin directory to be executable and the files in the /ccp51/data and /ccp51/media directories to be writable. If you had to change the location of any of these directories above, please note that you permissions changes would be made in the new location of that particular directory. Permissions should be set as follows:

Directory	Linux/Unix	Windows
/ccp51/cgi-bin	chmod 755	Executable
/ccp51/media	chmod 777	Full Control For Everyone
/ccp51/data	chmod 777	Full Control For Everyone

The permissions levels shown are for *every file and every directory* within the directory listed above. Using the /ccp51/data directory as an example, make sure that all files and all directories within that /ccp51/data directory are writable.

For installations on Unix or Linux servers, you can set permissions on each file/directory using your FTP client's CHMOD function.

For installations on Windows servers, you will need to contact your server's administrator and ask them to change the permissions on the directories for you. Be sure to tell them that this change needs to be made using Windows Explorer, not the IIS control panel and needs to be made to both the /ccp51/media and /_private/ccp51 (change paths to match yours) directories. If you need to send a message to your Windows server administrator, do not continue with the installation until you have received a message from them indicating the permissions changes have been made.

STEP 4: Updating the Paths & URLs in the Executable Files

You now need to edit the path and URL information in the cgi scripts to ensure that the server and URL paths used by the program are correct. If you are installing on a Linux or Unix server, you should edit the files in the /ccp51/cgi-bin directory with the extension .cgi. If you are installing on a Windows server, you should edit the files in the /ccp51/cgi-bin directory with the extension .pl. If you are installing on a Linux or Unix server, you should delete the .pl files in the /ccp51/cgi-bin directory (they are not used). The inverse is true if you are installing on a Windows server.

There are several paths that need to be entered in each of the two scripts in the /ccp51/cgi-bin. The scripts are:

Name	Script
------	--------

cp-app.cgi or .pl Online Site & Store
cp-admin.cgi or .pl Administrator Utility

The paths that need to be entered in each of these scripts are:

Server Script Path (`$server_script_path`)

This is the full server path to the `/ccp51/cgi-bin` directory on your server. On Linux or Unix systems this would be entered as `'/home/your_account/www/ccp51/cgi-bin'` or something similar. On Windows systems this would be entered as `'C:/inetpub/account_name/www/cgi-bin/ccp51'` or something similar. Do not include a trailing slash.

Server Data Path (`$server_data_path`)

This is the full server path to the `/ccp51/data` directory on your server. On Linux or Unix systems this would be entered as `'/home/your_account/www/ccp51/data'` or something similar. On Windows systems this would be entered as `'C:/inetpub/account_name/data/ccp51'` or something similar. Do not include a trailing slash.

Server Media Path (`$server_media_path`)

This is the full server path to the `/ccp51/media` directory on your server. On Linux or Unix systems this would be entered as `'/home/your_account/www/ccp51/media'` or something similar. On Windows systems this would be entered as `'C:/inetpub/account_name/www/ccp51/media'` or something similar. Do not include a trailing slash.

URL Script Path (`$url_script_path`)

This is the URL for the `/ccp51/cgi-bin` directory on your server. This typically would be entered as `'http://www.yourdomain.com/ccp51/cgi-bin'`. Do not include a trailing slash.

URL Media Path (`$url_media_path`)

This is the URL for the `/ccp51/media` directory on your server. This typically would be entered as `'http://www.yourdomain.com/ccp51/media'`. Do not include a trailing slash.

The `cp-admin.cgi` (or `.pl`) script has two additional URLs that need to be set. These point to the main site script and it's `/ccp51/media` directory.

Site Script URL (`$site_script_url`)

This is the URL to the `cp-app.cgi` (or `.pl`) script. It should be the same as what was entered in the main site script as the Server Script Path (`$server_script_path`), with the addition of `'/cp-app.cgi'` or `'/cp-app.pl'` on the end.

Site Media URL (`$site_media_url`)

This is the URL to the `/ccp51/media` directory for the main site script. It should be the same as what was entered in the main site script as the Server Media Path (`$server_media_path`).

If you will be using an offline credit card processing method, it is highly recommended that you run the Administrator utility under SSL. To do so, instead of entering `'http://'` URLs for the URL Script Path (`$url_script_path`) and URL Media Path (`$url_media_path`) variables, enter your `'https://'` URLs. This will force the Administrator utility to run completely under SSL and will provide you a secure method to work with card number decryption online. If you are unsure of what your SSL URL is, check with your host.

STEP 5: Password Protecting The Downloads Directory

If you will be selling downloadable items, or using the Administrator utility's accounting file export functions, you will need to password protect the `/ccp51/media/downloads` directory. If you are not selling downloadable items and will not be using the Administrator utility's accounting file export functions, you can skip this step.

If you are installing on a Unix or Linux server running Apache, this can be done with `.htaccess` and `.htpasswd` files. In order to do this properly, you should use whatever tool your hosting provider has available to password protect the directory. For most Unix or Linux servers, your control panel should have a function for this. If you are installing on a Windows server, you will most likely have to contact your Windows server administrator and ask them to password protect that directory for you.

STEP 6: Editing The HTML Files

If in STEP 2 above, you had to move the /ccp51/cgi-bin directory to a different location, you should edit the .htm files in the /ccp51 and /ccp51/admin directories to point to the proper location for the scripts. These .htm files contain redirect code in them so that you can access the .cgi or .pl scripts with short URLs. If you do edit these files, you will be able to access the program scripts in the following manner:

Script	URL
Online Site & Store	<code>http://www.yourdomain.com/ccp51</code>
Administrator Utility	<code>http://www.yourdomain.com/ccp51/admin</code>

These .htm file edits can be done via FTP. Just change the URL in each of the files to point to the proper location of each script.

STEP 7: Registering The Program

The first time you access the Administrator Utility, you will be prompted to register the program. Access the Administrator Utility using one of the following URLs:

```
http://www.yourdomain.com/ccp51/admin
http://www.yourdomain.com/ccp51/cgi-bin/cp-admin.cgi or .pl
```

If you see an error instead of the registration screen, read the 'Installation Troubleshooting' section below.

The registration screen prompts you to input your Name, Email Address, URL and Order Tracking Number. Be sure to enter the same URL you've used for this installation. The Order Tracking Number is the Order Number you received when you purchased your license. If you incorrectly enter your Order Tracking Number, your registration will be rejected by the central registration server.

After you have registered the program, you will be prompted for a Username and Password. Your initial username and password is:

```
Username: webmaster
Password: webmaster
```

Be sure to change these immediately after logging in by using the Administrator Utility's Change Password function. After logging in, you will be presented with the Administrator Utility's introductory screen, which includes the License Agreement. Please note, by installing the software and using the Administrator Utility you agree to the terms of the License Agreement.

If you are not presented with the Administrator Utility's introductory screen, and are instead sent back to the registration page, there is a problem with the permissions on the /ccp51/data directory. The entire directory needs to be writable by the webserver. Adjust your permissions using the instructions in STEP 3 above, then repeat this step.

STEP 8: Initial Configuration

After you have registered the program, logged in and changed your password, you will need to configure the main program settings for the software. The following settings can be updated using the Global Settings | Manage Program Settings function. Initial configuration requires that the following settings be updated:

Secure Site Payment Script URL

This field is the full SSL URL for the /ccp51/cgi-bin/cp-app.cgi or .pl script on your server. If you do not have an SSL URL, just enter the non-secure URL for the /ccp51/cgi-bin/cp-app.cgi or .pl script. There are notes further down in these instructions on how to obtain your SSL URLs and run the program securely. If you are unsure of what your SSL URL is, check with your host. A typical entry would be:

```
https://secure.yourhost.com/yourdomain/cgi-bin/ccp51/cp-app.cgi
```

Path to Secure Site media Directory URL

This field is the full SSL URL for the /ccp51/media directory on your server. If you do not have an SSL URL, just enter the non-secure URL for the /ccp51/media directory. Do not include a trailing slash. There are notes further down in these instructions on how to obtain your SSL URLs and run the program securely. If you are unsure of what your SSL URL is, check with your host. A typical entry would be:

```
https://secure.yourhost.com/yourdomain/media
```

Cookie Domain & Cookie Path Settings

These fields are the domain and path used by the cgi script to set cookies for users. A sample of what these settings should be is below:

URL: `http://www.yourdomain.com/ccp51/cgi-bin/cp-app.cgi`
Cookie Domain: `.yourdomain.com`
Cookie Path: `/ccp51/cgi-bin`

If these are set improperly, users may not be able to add items to their shopping carts. The program does not require users to have cookies enabled on their browser to operate, however if these settings are incorrect or partially correct, users who have cookies enabled could experience issues.

SMTP Mail Server Name / IP OR Server Path To Sendmail

Configuration of your mail server selection may prove to be difficult. Below are a few pointers to help:

If you are on a Windows webserver you will not have access to the Unix sendmail program. You will need to specify a server name (mail.yourhost.com, smtp.yourdomain.com, etc.), an IP address (127.0.0.1, 165.236.15.3, etc.) or the default localhost (localhost) designation. Approximately 80% of the time localhost will work on a Windows server.

If you are on a Unix or Linux server you have the same option to use a server name, IP address or localhost designation as those on Windows servers. If you plan on sending HTML formatted emails using the Administrator Utility's Mail List and Contact functions, you will need to specify an SMTP server name, IP address or 'localhost' for you mail server. This option is not available when you use the Unix sendmail program directly.

You have the option to use the Unix sendmail program directly. Using sendmail directly on Unix or Linux server is a more efficient way of handling mail. Sendmail should be called as follows:

```
/usr/sbin/sendmail
```

The path above will work on 90% of the Unix and Linux servers on the Internet. Sometimes sendmail is not installed or aliased in the /usr/sbin directory. If you cannot send mail using the administrator utility, using that path, try the following in the order they are presented:

```
/usr/bin/sendmail  
/usr/lib/sendmail  
/usr/local/sbin/sendmail  
/usr/local/bin/sendmail
```

Please note: Calling sendmail with the '-t' option (taint flag), as in '/usr/sbin/sendmail -t' is optional. The program will automatically add the '-t' if it is not present.

If after following these instructions you cannot send mail to yourself from the Administrator Utility and you are using a valid email address for your test messages, contact your host and they will be able to tell you which designation to use.

Server Path To cURL

If you will be using a payment method that utilizes the cURL program (like Linkpoint API), you will need to input the server path to the cURL program here. A typical entry would be:

```
/usr/local/bin/curl
```

Username & Password For media/downloads Directory

If you decided to password protect the /ccp51/media/downloads directory in STEP 5 above, enter the username and password that you selected to use in these fields.

Other settings are available in the Global Settings | Manage Program Settings function, however the settings listed above are what need to be updated immediately after installation. The others are discussed elsewhere in the manual.

STEP 9: Read The Manual

With installation and initial configuration completed, login to the Administrator Utility and read the manual. Just click on the 'Manual' menu choice. The manual contains invaluable information on using the software and additional configuration information and instructions.

STEP 10: Accessing The Online Store

With installation and initial configuration completed, you can access the Online Store. Access the Online Store using one of the following URLs:

```
http://www.yourdomain.com/ccp51
```

`http://www.yourdomain.com/ccp51/cgi-bin/cp-app.cgi` or `.pl`

Installation Troubleshooting

If you have followed the instructions above properly and receive a 500 Internal Server Error when accessing either of the cgi scripts, the information below may help you solve your problem.

1. Do the `./cgi-bin/*.cgi` scripts have executable permissions? If not, change them.
2. If this was an FTP install, did everything upload? Try to send everything up again. Perhaps something is missing (especially from the `/ccp51/cgi-bin` directory) or did not get uploaded fully.
3. If this was an FTP install, did you send the `/ccp51/data/tables/*.csv` files up to the server in BINARY mode?
4. Are your scripts sitting out a pre-built `cgi-bin` directory supplied by your host? If your host built a `cgi-bin` for you, there's a good chance you can't execute scripts outside of it. Move the scripts into your pre-built `cgi-bin` and try to execute them.
5. Is your path to perl `/usr/bin/perl`? If not, change the first line (the pound-bang `#!` line) of the scripts to whatever that path may be. Another common location for perl is `/usr/local/bin/perl`.
6. Does your host allow the execution of cgi scripts under your account? If not, they will need to turn that on for you be updating the webserver configuration.
7. If you have access to your server error logs? If so, what does your error log say about the problem?

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Relational Database Setup & Database Tools

The database functionality inherent in this program is unrivaled on the Internet. The software package, written entirely in the Perl programming language, uses Perl's DBI module for database access. DBI is recognized the world over as the most flexible interface to relational database management systems (RDBMS) available. The use of the Perl DBI allows access to many different data sources. This program uses Comma Separated Value (CSV) files by default but allows connection to an advanced RDBMS like MySQL, PostgreSQL and Microsoft SQL Server using the administrator utility.

Most programs that use DBI for database access only tie into an advanced RDBMS and require the installation of compiled modules on the webserver by system (root) administrators. This program does not require the installation of any compiled modules, nor does it require the presence of an advanced RDBMS. The program is capable of running in CSV only mode using a pure Perl version of the DBI. This means it will install anywhere and offer the same functionality to all users.

Use of the Perl DBI allows the program code to use SQL calls to data sources and also allows for the dynamic expansion of data tables by developers. Developers are free to modify this editable source program, as they see fit, and the use of SQL makes modifications very easy and understandable. Complete database administration, including importing and exporting from CSV sources to and from an advanced RDBMS and other files, modification of data sources, and dynamic loading of an RDBMS are included in the administration utility.

The optional use of a compiled version of the DBI in conjunction with an RDBMS like MySQL allows users to store in excess of a million rows of data per table. This permits the software to handle any number of products, orders and pages (for example). Tens of thousands of products can be accessed in CSV only mode. The program can switch dynamically between modes, performing data imports and exports, as your needs grow and/or your server specifications change.

This is the only program on the Internet that provides this type of functionality that is also installable on virtually any webserver that is capable of running Perl (over 99% of the current server market).

Configure RDBMS Connection

This software package allows you to tie approximately 90% of the database tables used into an alternate Relational Database Management System (RDBMS). Current RDBMS that are supported include:

MySQL (mysql Driver - Unix/Linux/Windows)
PostgreSQL (Pg Driver - Unix/Linux)
MSSQL Server (ODBC Driver - Windows)
PostgreSQL (ODBC Driver - Windows)

Each RDBMS has it's own parameters for configuration. Nearly all RDBMS include the following parameters:

Database Name
Username
Password
Host Name
Syntax Variables
Perl Database Driver Module

If you have a compiled version of the Perl DBI module installed on your server, a running version of one of the supported databases and the Perl Database Driver Module for that RDBMS, you will be able to access that RDBMS and associate database tables with it.

If, when accessing the function Configure RDBMS Connection under the Database Utilities menu, you are presented with a message indicating that DBI is currently running in non-compiled mode, you should check with your hosting provider to see if an RDBMS is available. If so, they should be able to install a compiled version of DBI and the appropriate Perl Database Driver Module for that RDBMS.

When using the Configure RDBMS Connection function, after you adjust your settings for the RDBMS you're attempting to configure, a test connection is made with the database. If an error is returned, it is reported to you. If all of your settings are correct, you will be able to associate tables with the RDBMS.

Manage Table Data Sources

Once your RDBMS connection is configured, you can associate database tables to it. The software creates these tables on the fly for you automatically, so you will not need to create them using other software for your RDBMS. Select the tables you wish to run using your RDBMS in this function by converting each one. It is recommended that heavily used tables and tables that contain a lot of data be switched to your RDBMS source. Popular selections include tables for stats, orders, pages and product/category/option info.

Manage User Defined Table Columns

You have the option to add/edit/delete user defined columns for tables so that you can store your data in the database tables. To modify or insert user defined columns for a table, just click the link next to the table you wish to work with. Immediately following your selection, you will be presented with a dialog allowing you to insert new columns and delete any user defined columns that currently exist.

If the current data source for the table is an RDBMS source, table format alterations will be made both to the default Comma Separated Values (CSV) source, and the RDBMS source to keep table formats synchronized between different data sources. The formats of the tables will be synchronized, not the data within the tables.

SQL Statement Submission

This program allows you to submit insert/update/delete SQL queries via the Administrator Utility to automate tasks. SQL statements of the INSERT, UPDATE and DELETE type are permitted. Be sure to select the table, the type of statement and enter an SQL statement. Only tables that allow unmanaged execution of SQL are present in the listing within this function.

ANSI standard SQL is permitted. For help on ANSI standard SQL commands, there are many resources available on the Internet. A very basic guide is presented at the bottom of this page.

ANSI Standard SQL Commands

```
INSERT INTO table
VALUES (val1,val2,val3)
```

```
UPDATE table
SET col2='val2',col3='val3'
WHERE col1='val1'
```

```
DELETE FROM table
WHERE col1='val1'
```

ANSI Standard WHERE Clause Operators:

=	Is Equal To	col1='val1'
<>	Is Not Equal To	col1<>'val1'
>	Is Greater Than	col1>'val1'
>=	Is Greater Than Or Equal To	col1>='val1'
<	Is Less Than	col1<'val1'
<=	Is Less Than Or Equal To	col1<='val1'
LIKE	Contains String	col1 LIKE '%val1%'

ANSI Standard WHERE Clause Conditions:

AND	All Conditions Met	col1='val1' AND col2<>'val2'
OR	Any Conditions Met	col1='val1' OR col1='val1'

ANSI Standard Complex Statement Example:

```
DELETE FROM table
WHERE (col1='val1' OR col2 LIKE '%val2%')
AND col3='val3'
AND col4<>'val4'
```

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Managing Program Settings

Settings under the Global Settings | Manage Program Settings function are presented below:

Secure Site Payment Script URL

This field is the full SSL URL for the /ccp51/cgi-bin/cp-app.cgi or .pl script on your server. If you do not have an SSL URL, just enter the non-secure URL for the /ccp51/cgi-bin/cp-app.cgi or .pl script. There are notes further down in these instructions on how to obtain your SSL URLs and run the program securely. If you are unsure of what your SSL URL is, check with your host. A typical entry would be:

```
https://secure.yourhost.com/yourdomain/cgi-bin/ccp51/cp-app.cgi
```

Path to Secure Site media Directory URL

This field is the full SSL URL for the /ccp51/media directory on your server. If you do not have an SSL URL, just enter the non-secure URL for the /ccp51/media directory. Do not include a trailing slash. There are notes further down in these instructions on how to obtain your SSL URLs and run the program securely. If you are unsure of what your SSL URL is, check with your host. A typical entry would be:

```
https://secure.yourhost.com/yourdomain/media
```

Cookie Domain & Cookie Path Settings

These fields are the domain and path used by the cgi script to set cookies for users. A sample of what these settings should be is below:

```
URL:                http://www.yourdomain.com/ccp51/cgi-bin/cp-app.cgi
Cookie Domain:     .yourdomain.com
Cookie Path:       /ccp51/cgi-bin
```

If these are set improperly, users may not be able to add items to their shopping carts. The program does not require users to have cookies enabled on their browser to operate, however if these settings are incorrect or partially correct, users who have cookies enabled could experience issues.

SMTP Mail Server Name / IP OR Server Path To Sendmail

Configuration of your mail server selection may prove to be difficult. Below are a few pointers to help:

If you are on a Windows webserver you will not have access to the Unix sendmail program. You will need to specify a server name (mail.yourhost.com, stmp.yourdomain.com, etc.), an IP address (127.0.0.1, 165.236.15.3, etc.) or the default localhost (localhost) designation. Approximately 80% of the time localhost will work on a Windows server.

If you are on a Unix or Linux server you have the same option to use a server name, IP address or localhost designation as those on Windows servers. If you plan on sending HTML formatted emails using the Administrator Utility's Mail List and Contact functions, you will need to specify an SMTP server name, IP address or 'localhost' for you mail server. This option is not available when you use the Unix sendmail program directly.

You have the option to use the Unix sendmail program directly. Using sendmail directly on Unix or Linux server is a more efficient way of handling mail. Sendmail should be called as follows:

```
/usr/sbin/sendmail
```

The path above will work on 90% of the Unix and Linux servers on the Internet. Sometimes sendmail is not installed or aliased in the /usr/sbin directory. If you cannot send mail using the administrator utility, using that path, try the following in the order they are presented:

```
/usr/bin/sendmail
/usr/lib/sendmail
/usr/local/sbin/sendmail
```

/usr/local/bin/sendmail

Please note: Calling sendmail with the '-t' option (taint flag), as in '/usr/sbin/sendmail -t' is optional. The program will automatically add the '-t' if it is not present.

If after following these instructions you cannot send mail to yourself from the Administrator Utility and you are using a valid email address for your test messages, contact your host and they will be able to tell you which designation to use.

Server Path To cURL

If you will be using a payment method that utilizes the cURL program (like Linkpoint API), you will need to input the server path to the cURL program here. A typical entry would be:

/usr/local/bin/curl

Username & Password For media/downloads Directory

If you decided to password protect the /ccp51/media/downloads directory during installation above, enter the username and password that you selected to use in these fields.

File Extensions Allowed For Upload & Maximum File Upload Size

These fields allow you to control the file extensions and maximum file size in kilobytes that can be uploaded to the server using the Administrator Utility.

Remote HTML Add To Cart Posts

This software has the ability to allow the addition to user carts of product data that is stored in remote HTML pages, not the product database table. Information on the Application Programming Interface (API) for the Remote HTML Add To Cart function can be found in the file /ccp51/data/examples/productform.htm. If you would like to turn this function on, enable it, otherwise disable it.

Allowed Remote HTML Add To Cart URL Strings

If you have selected to enable Remote HTML Add To Cart Posts, enter a comma delimited list of partial or whole domain names and/or remote HTML pages in this field to allow posting of product information from these sources. If Remote HTML Add To Cart Posts is enabled, but a post is received from a URL not listed here, the post will be rejected.

Server Time Offset (Type) & Server Time Offset (Seconds)

If you are using a payment processor like Authorize.net and are having trouble getting correct fingerprint information, a likely culprit is the server time. These fields allow you to adjust the time away from the server clock in seconds to allow the program to generate correct Authorize.net fingerprints and/or run in the same time zone you are located.

Design Firm Name & Design Firm URL

If you are building this site/store for a client, you may wish to enter your firm name and URL in these fields. If this information is in the Site HTML Layout element, your firm name and URL will appear at the bottom of every page.

Time Period To Store Fields

There are several fields available to allow you to adjust how long the program stores information like Orders, Daily Stats, User Carts, Customer Accounts, Affiliate Payments and Download Copies. Adjust these settings as appropriate.

Software Version/Build Information

The version and build information for the current software version you're running is presented here. If you have been asked by support to provide a version/build number, supply this number. It helps gauge what if any updates and upgrades have been applied to your software.

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Managing Site Settings

Settings under the Global Settings | Manage Site Settings function are presented below:

Site Owner Fields

The Site Owner Fields allow you to modify the Site Owner's name, address and contact information. This information is presented in various places throughout the program. The Site Owner Email field is the email address used by the program to send contact and affiliate messages.

Title Bar Text

This field allows you to update the text displayed in the title bar of the browser for users browsing the store.

Common Site Name

This field is the name used throughout the program to refer to the company running the store.

Use Banner Advertisements & Banner Ad Location

This setting allows you to specify whether to run banner advertisements and where to place them (at the top or bottom of your site). You will need to add/update/delete banner ads for use with this rotation program under the Manage Banner Ads function.

Logging Fields

The logging fields allow you to specify which type of statistics are logged for your site. Options include Page Accesses, Daily Accesses, Product Accesses and Search Terms. The results for these logs can be viewed under the Reports function. If your site is responding slowly, turning one or more of these off can speed things up a bit.

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Managing Administrative Users

Every installation of this software package comes with a default 'webmaster' user with a webmaster access level. This is done to allow you to login to the administrator initially. The first thing you should do when accessing the administrator is to change your password.

To manage administrative users, access the Manage User Accounts function.

Username

The username field is a unique field that each user will use when logging in.

Password

Be sure to remember any passwords that you may grant users or create for yourself. Passwords are stored in an encrypted format on the server and cannot be decrypted by any entity other than the script itself.

You can change your password using the Change Password function.

Access Level

The program allows you to create an unlimited number of administrators who can have simultaneous access to the application. There are four different levels of access that can be granted:

1. Webmaster Access - Designed for one super user with full access.
2. Administrator Access - Designed for store owners who do not need access to complicated settings.
3. View Only Access - Designed for employees who need only to view reports.
4. No Access - Designed to disable access to everything but the manual for any given user.

Because the individual with Webmaster Access is the only one that can add, delete or modify users, you should always have one username with that access level. Upon installing the program, please be sure to change the password for the user named 'webmaster'.

You can easily add, delete and modify user profiles when logged in as 'webmaster' and while using the built in functions in the Administrator Utility. When logged in as other users you still have the ability to logout and to change your password. The logout button should always be used when signing off the system to ensure that the next person to access the administrator utility, from your computer, must login.

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Managing HTML Settings

Settings under the Global Settings | Manage HTML Settings function are presented below:

Background Color, Use Background Image & Background Image Name

These fields allow you to display or not display a background image, set your background color and specify a background image to use for your store. If you are using a background image, the image name entered here needs to correspond to an image in the /ccp51/media/images/site directory. Use of these fields is dependent on whether it is used in the Site HTML Layout.

Link Colors & Margins

The link color and margin fields allow you to specify link colors and margin settings for use within the BODY tag of your site. Use of these fields is dependent on whether a call to the body tag element is made in the Site HTML Layout.

Primary Table Row Color & Alternate Table Row Color

These fields allow you to change the colors used in tables where users either enter or are presented with formatted information. To disable the colors, set them to the same as your background color.

Required Character & Required Character Font Color

The required character and it's font color are displayed to users when completing forms on the site. Change these to use a different character/color to designate required fields.

String Fields

There are various fields that allow you to change the text for text strings used throughout the program.

Font Face, Color & Size Fields

The font face, color and size fields allow you to specify how fonts for messages, small text, regular size text and large text are presented on the site.

HTML Content Section Width & Shopping Cart Width

These two width fields specify how large to make data entry and display tables as well as the shopping cart. These should be set to the same width for your content area that you have entered in your HTML Site Layout.

HTML Page Justification

You can update this field to either CENTER or LEFT justify the site. Use of this field is dependent on whether it is used in the Site HTML Layout.

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HTML Elements & The Site Layout

This software package is designed to make use of entities called elements to display content to your end users. Every item that is displayed to your end users and to you from within this administrator utility is generated by elements. Elements are nothing more than HTML code that is displayed by the program when certain criteria is met. For example, if an error message is to be displayed to a user, that message would be contained in an element to allow you to edit it. Another example is the printable invoice that is presented for orders from within the administrator utility. The invoice is made up of a main element for the main display and calls to other elements or subroutines for dynamic displays.

A Few Major Elements

Elements can be edited using the HTML Pages & Elements | Manage Site Elements function. Some of the more important elements include:

1. Site HTML Layout - The Layout for your site
2. Store Header - Tracking - Store header when tracking is enabled
3. Store Header - No Tracking - Store header when tracking is disabled

Changes to the elements listed above will change the look and feel of your site.

Editing the HTML Site Layout

Editing the HTML Site Layout under the HTML Pages & Elements | Manage Site Elements function is straightforward. If you would like to use your own HTML in the site layout, do so. The only thing that you must make sure you keep is:

```
(CGIGET TYPE="SUB" VALUE="ste_exec_message" )
(CGIGET TYPE="SUB" VALUE="ste_exec_element"
PARAMS="(CGIVAR)element_id(/CGIVAR) ")
```

For display purposes in this manual, line2 is wrapped to lines 2 & 3. When inputting into your HTML, keep line 2 on one line. Keep this in the section of your HTML where you would like the store to show up. That's how the program knows where to put the store and any messages.

Working With Elements

With a little knowledge of HTML you can configure anything that is presented to your users by modifying and inserting elements. Elements work in a number of different ways:

Display Text To Users

In it's simplest form an element displays content to users. It can contain plain text or HTML.

Display A Variable From Within An Element

To display a pre-defined system variable from within an element you need to use a CGIVAR tag as follows:

```
This is (CGIVAR)html_site_name(/CGIVAR)
```

The code above will display the value associated with the variable 'html_site_name' to a user that views the page generated by that element.

Display An Element From Within An Element

To call one element from within another you will need to use a CGIGET tag with a TYPE of ELEMENT as follows:

```
(CGIGET TYPE="ELEMENT" VALUE="element_name" )
```

This code embeds the content of the element 'element_name' inside the element that's being displayed.

Call A Script Subroutine From Within An Element

Script subroutines are accessible via elements and can be called with or without parameters. To access a subroutine you will need to use a CGIGET tag with a TYPE of SUB. The first example below calls the routine

'ste_cart' without parameters:

```
(CGIGET TYPE="SUB" VALUE="ste_cart" )
```

The next example calls the same subroutine with one parameter, 'param1'. Parameters are passed in the CGIGET tag with the optional PARAMS attribute:

```
(CGIGET TYPE="SUB" VALUE="ste_cart" PARAMS="param1" )
```

Lastly, the final example calls the same routine with multiple parameters 'param1' and 'param2'. Parameters are separated by pipe characters(|):

```
(CGIGET TYPE="SUB" VALUE="ste_cart" PARAMS="param1|param2" )
```

Any number of parameters can be used. If parameters are used when calling a subroutine, via an element, if only one parameter is used, that parameter is passed as a scalar value (string). If multiple parameters are used, they are passed in array context (list).

Bringing It All Together

The way that the display scripting parses elements as they are presented to users allows us to embed CGIVAR tags within CGIGET tags. This allows you to call a subroutine with a known variable like the following:

```
(CGIGET TYPE="SUB" VALUE="ste_cart" PARAMS="(CGIVAR)fd_pg(/CGIVAR)" )
```

Important Notes About Element Tags

There is logic in the display scripting that prevents you from doing any of the following things:

1. Load a subroutine that does not exist.
2. Load a subroutine that fails to execute (returns an error).
3. Load a subroutine that does not display anything (ends with _proc).
4. Load a subroutine that is common to all scripts (in the common directory).
5. Load an admin subroutine from the web site (begins with adm_).
6. Create an endless loop by loading elements or routines that load each other.

If you modify the code for an element and upon executing it you do not get your desired result try viewing the source for the resulting HTML page in your browser. Any errors will be printed in the source in HTML comments. If a variable is not displayed or passed to a subroutine correctly it must not exist globally. Failed variable displays are not reported in the HTML source because sometimes it is fully acceptable to display nothing for a missing variable.

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HTML Displays (Products & Categories)

Please refer to the manual section titled 'HTML Elements & The Site Layout' for in-depth information on how to edit elements. This section deals with three types of elements used for store displays. Each of the functions described is accessible under the HTML Pages & Elements function.

Manage Category Listing Displays

This function allows you to add and edit displays used for listing sub categories within main categories. The items presented here for editing are used under the Store Catalog | Manage Categories function to allow you to change the display type for any categories that appear under the category you're managing. If you choose to add a new display, base it off a similar existing display.

Manage Category Product Displays

This function allows you to add and edit displays used for listing products on category pages. These are basically the small display of the product. The items presented here for editing are used under the Store Catalog | Manage Categories function to allow you to change the display type for any products that appear under the category you're managing. If you choose to add a new display, base it off a similar existing display.

Manage Product Detail Displays

This function allows you to add and edit displays used for displaying product detail pages. These are basically the large display of the product. The items presented here for editing are used under the Store Catalog | Manage Products function to allow you to change the display type for any product. If you choose to add a new display, base it off a similar existing display.

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HTML Pages (User & System)

Please refer to the manual section titled 'HTML Elements & The Site Layout' for in-depth information on how to edit elements. Elements are a main part of HTML pages. Each of the functions described is accessible under the HTML Pages & Elements function.

Manage HTML Pages (User)

User HTML pages can be added/edited/deleted using this function. Reasons for creating an HTML page using this software rather than running your own static HTML include: you can get realtime statistics on page views and traffic if logging is enabled; you can make use of the HTML Site Layout and any on the fly changes made to it; you can easily edit the pages using the Administrator utility. Information on linking to pages is presented below.

Manage HTML Pages (System)

System HTML pages can be edited, but not added or deleted, using this function. All of the pages required by the program to operate, including online store pages, shopping cart, checkout, etc. are included in this listing. Information on linking to pages is presented below.

Linking to HTML Pages

Every HTML page has the following attributes:

Reference Name

The reference name is what you will use to call the page within URLs. This name will be attached to a variable 'pg' in URLs to tell the script which page you would like to access. Presented below is an example of a link from another script generated HTML page, or element, to a user defined HTML page:

```
<A HREF=" (CGIVAR)common_url (/CGIVAR) &pg=xxx" >XXX</A>
```

The same page can be accessed from outside the script using a URL similar to:

```
<A HREF="/ccp51/cgi-bin/cp-app.cgi?pg=xxx" >XXX</A>
```

HTML Page Name

The HTML page name is the name that is displayed to you from within the Administrator Utility for page statistics and when managing HTML pages.

Page Content

The page content field allows you to enter HTML for the HTML page you're inserting or updating. Any HTML tags, including form tags, can be used. Additionally, script specific element tags, like CGIGET and CGIVAR, can be used.

For information on HTML, and how to write HTML code, there are a number of excellent books on the topic.

Title Image Name & Use Title Image

These two items allow you to specify a title image name and toggle whether to display that image. The image name should be the filename of the image, not a full URL. Title images are stored in the /ccp51/media/images/titles directory.

Displaying Images

To display an image from within a script generated HTML page, you should use a CGIVAR tag with the 'images_path' variable embedded in it. This will ensure that the proper URL to the image is used when displaying images over secure and non-secure servers. An example of how to display an image is presented below:

```
<IMG SRC="(CGIVAR)images_path(/CGIVAR)/site/xxx.gif" >
```

Within any image tag you can use HEIGHT, WIDTH, BORDER and ALT attributes as you would with regular HTML. Notice in this example we're calling an image in the './media/images/site' directory. The only difference here is the use of the CGIVAR tag to replace the URL to the image.

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Mail Elements & System Messages

Please refer to the manual section titled 'HTML Elements & The Site Layout' for in-depth information on how to edit elements. Each of the functions described is accessible under the HTML Pages & Elements function.

Manage Mail Elements

The Manage Mail Elements function allows you to edit email message elements (or templates) for different email messages generated by the program. Messages that can be edited include order email messages, affiliate messages, customer account messages and form generated messages. Editing using this function is straightforward - you can change the subject and content of each message. The content section allows full use of HTML elements.

Manage System Messages

The Manage System Messages function allows you to change the message text for messages presented to users while shopping. These messages range from confirmations to error messages.

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Managing Image Size Settings

Settings under the Global Settings | Manage Image Size Settings function are presented below:

Category & Product Image Widths

Enter the width in pixels in these fields for you category, small product, large product and extra large product images. For extra large product images, the JavaScript popup for the extra large image display is based on this value.

Submit Button Image Sizes

Enter the width and height in pixels for the various submit buttons that are used on the site.

HTML Page Title & Store Heading Image Sizes

Enter the width and height in pixels for the page title and store heading images used on the site.

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File Management

Each of the functions described is accessible under the File Utilities function.

File Upload

This software package contains a function for uploading files to the web server on which the program is running. Uploads can be done via FTP as well but using the file upload utility will ensure placement in the proper directory.

Under the File Utilities heading is the File Upload function. This function allows you to upload files one at a time to the web server and specify which type of file is being uploaded to ensure proper placement.

The types of files that can be uploaded to the server are:

1. Image - Admin
2. Image - Banner
3. Image - Button
4. Image - Product Extra Large
5. Image - Product Detail
6. Image - Category Product
7. Image - Category Listing
8. Image - Site
9. Image - Store
10. Image - Title
11. Download - Master Copy
12. Download - Sold Copies

Manage Files

This software package contains a function for managing files on the web server on which the program is running.

Under the File Utilities heading is the Manage Files function. This function allows you to manage files by viewing image files and deleting all available file types.

The types of files that can be managed are the same as the files that can be uploaded. Please refer to the list above for more info. While managing files, if you choose to manage an image file, you will have the ability to view as well as delete the file. Other file types give the delete option only.

Uploading and Managing Files Via FTP

If you have a large number of files to upload or manage, it may be easier and faster for you to manage those files via FTP. Presented below is a listing of the types of files to manage, and where to find them via FTP in your installation:

File Type	FTP Location
Image - Admin	/ccp51/media/images/admin
Image - Banner	/ccp51/media/images/banner
Image - Button	/ccp51/media/images/button
Image - Product Extra Large	/ccp51/media/images/product_xlarge
Image - Product Detail	/ccp51/media/images/product_detail
Image - Category Product	/ccp51/media/images/product_category
Image - Category Listing	/ccp51/media/images/category
Image - Site	/ccp51/media/images/site
Image - Store	/ccp51/media/images/store
Image - Title	/ccp51/media/images/title
Download - Master Copy	/ccp51/data/downloads
Download - Sold Copies	/ccp51/media/downloads

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The Store Catalog (Products, Categories & Options)

Each of the functions described is accessible under the Store Catalog function.

An easy way to set up the products in your store is to first set up all of your categories and product options, then set up your products. Products can be related to both categories and options, so by setting everything else up before products, you will not have to go back and re-edit entries.

Manage Categories

The software allows you to set up an unlimited number of categories with as many levels of categories as you like. Review the information below on fields available in the Manage Categories section to learn how to create and manage categories.

Category Reference String

The Category Reference String identifies categories within the Administrator Utility. It also allows you to create links to categories from system generated and outside HTML pages. Presented below is an example of a link from a script generated HTML page or element to a category:

```
<A HREF=" (CGIVAR)common_url (/CGIVAR)&pg=cat&ref=xxx" >XXX</A>
```

The same category can be accessed from outside the script using a URL similar to:

```
<A HREF="/ccp51/cgi-bin/cp-app.cgi?pg=cat&ref=xxx" >XXX</A>
```

Category Name

The category name attribute is the category name presented to users in the online store.

Display On Store Splash Page

The display on a store splash page attribute allows you to display a category on the store splash page. This effectively makes the category a main category.

Image Name

If you are running a display type that shows an image for any given category the image name in this field is the one that is used. The images for categories are stored in the directory '/ccp51/media/images/category'.

Sub Categories To Display Per Row & Sub Category Listing Display Type

The sub category attributes allow you to change how other categories, that are related to the one you are working with, are displayed when the category you are working with is being displayed. Choose how many sub categories to display per row and how to present them.

Products To Display Per Row & Product Display Type

Similar to the item above, these attributes allow you to present products that are related to the category you are working with in different ways.

Discount Attributes

Select whether to run discounts within a category, and if you do so, what type of discount to issue (currency or percent) and the amount of the discount. The discount notice field is a text box that allows HTML input, that you can use when a discount for the category is in effect, to make users aware that items are on sale.

Description

The description attribute allows you to present your users with detailed information about the contents of a category. All HTML tags are allowed in this field.

Related Categories (Displayed as Sub Categories of this Category)

The Related Categories field allows you to enter a comma separated listing of Category Reference Strings of any categories that you would like to display as sub categories of the category you're adding or editing. Click the link presented for a listing of valid reference strings.

Manage Products

The software allows you to set up an unlimited number of products and related them to as many product options, categories and other products as you like. Review the information below on fields available in the Manage Products section to learn how to create and manage products.

Product Reference String

The Product Reference String identifies products within the administrator utility and allows you to create links to product pages from system generated and outside HTML pages. Presented below is an example of a link from a script generated HTML page or element to a product:

```
<A HREF=" (CGIVAR)common_url (/CGIVAR)&pg=prod&ref=xxx" >XXX</A>
```

The same product can be accessed from outside the script using a URL similar to:

```
<A HREF="/ccp51/cgi-bin/cp-app.cgi?pg=prod&ref=xxx" >XXX</A>
```

Product Name & Product Number

The product name and product number attributes are presented to users in the online store to help identify the product.

Pricing Attributes

You can choose whether a product is regularly priced, sale priced, is volume priced, has no price (it's not for sale), whether it's price is controlled by product options, or whether the price is recurring with no up front cost. Also, you can enter a separate sale price from the regular price.

Volume Price Schema & Volume Price Text

If you selected to price the product as 'Volume Based' you need to enter a price schema and volume price text for the item. The price schema is entered in the fashion:

```
(Quan1:Price1;Quan2-Quan5:Price2;Quan6:Price3...)
```

A sample of this is:

```
1:299.99;2-4:249.99;5:199.99
```

To understand what the above price schema means, view the volume price text, which is written in HTML, for it below:

```
Buy 1 for $299.99<BR>  
Buy 2-4 for $249.99 each<BR>  
Buy more than 5 for $199.99 each
```

Recurring Price & Recurring Price Status

If the product you are setting up has a recurring price, enter that price here. You will also want to set the status to 'Enabled' to activate that price. By choosing a Recurring Based price status, the item will not use a regular or sale price, only the recurring price. Products that are priced regularly, on sale or option based can have a recurring charge as well if you activate these fields.

Search Keywords

The online store search function searches product names, numbers, descriptions and keywords fields. The keywords attribute allows you to include words that you would like searches to match on or that do not appear in any of the other fields.

Apply Tax & Discount Attributes

You have the ability to apply state/province and country level sales tax to products if you choose. If you choose not to, you effectively make a product tax exempt. Also, you have the option to ignore category discounts for a product if you like. This is useful for products that are already on sale or sell too well if put on sale.

Inventory & Maximum Purchase Attributes

For each product you have the choice of whether to run a declining balance inventory for that product. If you choose to do so, you can enter the inventory level in the administrator utility. The program automatically subtracts items from inventory as they are purchased if this feature is turned on. Also, you have the ability to limit the number of items any one person can purchase at a given time by setting a maximum allowed limit.

Display Extra Large Image Popup & Product Extra Large Image Name

If you are running a display type that shows an image for a product, you can choose to display a pop-up image for that product. The images for the product extra large pop-up are stored in the directory '/ccp51/media/images/product_xlarge'.

Product Detail Image Name & Category Product Image Name

If you are running a display type that shows an image for a product, the image name in these fields are the ones that are used. The images for product detail displays are stored in the directory '/ccp51/media/images/product_detail' and the images for product category displays are stored in '/ccp51/media/images/product_category'.

Confirm Email Text

The confirm email text attribute allows you to communicate via email specific information about each product to those users that purchase it. This text is included with the product detail information in the confirmation email. This is a great way to ask for additional information or promote a new item.

Specials Displays

You can choose to list any given product in with a number of different special displays throughout the store. Those displays include: specials, new products and best sellers. You can also choose to display a product on the store splash page to give it extra attention.

Product Descriptions

Two types of descriptions can be entered for products: short and long. The product's short description is generally displayed in category listings whereas the long display is generally displayed on the product detail page.

Manage Products - Shipping Settings

The following fields also appear on the Manage Products function and are related to shipping. Shipping is handled on a per-product basis rather than globally for the entire store. To adjust each product's shipping settings, you will need to make updates on the Manage Products function.

Delivery Method

Selecting the delivery method controls which fields below you will need to update. There are several delivery methods available: Not Shipped (used for service or informational products), Download (for downloadable products), Realtime Rates Shipping (realtime rates from UPS, USPS, FedEx or InterShipper), Product Based Shipping (prices are kept with the product) and Custom Shipping (product uses a custom shipping script).

Download Fields

The following field should be completed if you are using the download method.

1. Download File Name - This is the filename of a file stored in the '/ccp51/data/downloads' directory for the product.

If you are selling downloadable items, you will need to password protect the '/ccp51/media/downloads' directory following the instructions in the Installation section of this manual. When users purchase a downloaded item, they are sent a link to download the item from a password protected directory via email.

Realtime Shipping Fields

The following fields should be completed if you are using the realtime shipping method.

1. Realtime Method (Local) - Your shipper selection for local (in country) shipments.
2. Realtime Method (International) - Your shipper selection for international (out of country) shipments.
3. Realtime - Weight - Enter this weight in LB if you are in the US, KG otherwise.
4. Realtime - Length - Enter this dimension in IN if you are in the US, CM otherwise.
5. Realtime - Width - Enter this dimension in IN if you are in the US, CM otherwise.
6. Realtime - Height - Enter this dimension in IN if you are in the US, CM otherwise.
7. Realtime - Number Of Boxes - Select whether this item is grouped with other items, or is shipped in it's own box. You can select multiple boxes for the item if it is shipped that way.

Custom Shipping Fields

The following field should be completed if you are using the custom shipping method.

1. Custom - Shipping Script - This field allows you to select a custom shipping script from a listing of available scripts. To add new scripts for products, visit the Shipping Settings | Manage Custom Shipping Methods function.

Product Based Shipping Fields

The following field should be completed if you are using the product based shipping method. You have the ability to enter up to three different product specific shipping methods and prices for each.

1. Product Based - Method 1 Name - This field is the name for shipping method 1.
2. Product Based - Method 1 Price - This field is the price for shipping method 1.
3. Product Based - Method 2 Name - This field is the name for shipping method 2.
4. Product Based - Method 2 Price - This field is the price for shipping method 2.
5. Product Based - Method 3 Name - This field is the name for shipping method 3.
6. Product Based - Method 3 Price - This field is the price for shipping method 3.

Manage Products - Drop Shipper Fields

You can sell products that are drop shipped as well as shipped from your default location (entered as the site owner's address under Global Settings | Manage Site Settings). If you have items drop shipped, you can enter a Shipper Email to notify the shipper via email when items are ordered.

If your items are drop shipped and you are using the realtime shipping method, you will need to complete the Shipper State/Province, Shipper Country and Shipper Zip/Postal Code fields to ensure the correct calculations are used for your drop shipper's location. These fields can be left blank if you are not drop shipping ordered products.

Manage Products - Relationship Fields

You can manage relationships between the product you're adding/updating and other products, product options and categories using the Manage Products function. The relationship fields allow you to enter a comma separated listing of Reference Strings of any products, categories or product options which you would like to relate to the product you're working with. If you enter categories, the product will be displayed under those categories. If you enter product options, those options will be used by the product. If you enter other products, those products will show up as related to the product you're working with. Click the link presented for a listing of valid reference strings.

Manage Product Options

Working with product options is done under the Store Catalog Menu. Product options allow you to retrieve information from your users on product specific choices. A few examples of these choices are size, color and cpu speed. There are several attributes available for product options:

Option Reference String

A product option's reference string is used within the administrator utility to manage relationships between products and product options.

Option Display Name

The display name is what is presented to your users when the product option is presented. It should be in the form of a question or field name so that it makes sense to users when they're making their selection.

Short Option Description

If you enter a short option description, it will be presented with the option for the user to review. Option descriptions generally contain information or instructions for the user that will help them make the appropriate selection or entry for the option.

Form Field Type

The Form Field Type attribute allows you to designate how the product option will be displayed to your users. You can select from a number of different choices including textboxes, textareas, checkboxes, radio buttons and selection lists.

Use Declining Balance Inventory

If you choose to use a form field type that represents a listing, within the list, you have the option to add inventory for each selection item. You can select here whether to enforce the use of inventory controls for the product option.

Required

If you choose to make an option required, users will not be able to add an item that displays that option to their shopping cart without first selecting or entering data into the option.

Option Values

The option values listing should be used if you selected a form field type that represents a listing. Then you can input a selection name for the option choice, regular and/or recurring pricing (none, plus or minus), an optional price change, inventory and a weight for the option.

Generate Product Description For eBay

This software package allows you to easily copy and paste code from within the Administrator Utility to use for your eBay auction listings.

A listing of products is presented and upon clicking the link next to any one you are presented with pre-formatted HTML that can be used for your eBay listing. The default setup presents a picture of the product with a link to its detail page in your online store with the product's name and long description. You can change the look and feel of the HTML by editing the eBay Product Display element under HTML Pages & Elements | Manage Site Elements.

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Managing Store Settings

The fields described below are found in the Administrator Utility under the Global Settings | Manage Store Settings function.

Primary Order Email Address & Send Orders To Primary Address

Enter an email address in this field and turn it on to receive orders via email. If you are using offline processing, it is important to have an email address entered and turned on as the primary order email address received credit card decryption key info via email.

Secondary Order Email Addresses & Send Orders To Secondary Addresses

Enter a comma delimited list of secondary emails to which you would like orders sent. Make sure you turn this on if you enter addresses.

Store Splash Page - Categories To Display Per Row & Display Type

The category attributes allow you to change how categories are displayed when the cstore splash page is displayed. Categories shown on the store splash page are considered main categories. Choose how many categories to display per row and how to present them.

Products To Display Per Row Fields

For the store splash, search results, product detail, new items, best sellers and specials pages, you can choose the product display type and number of products to display per row. This is done individually for each of these pages to allow flexibility in displays.

Name For Country: United States & Name For State/Province: Not Applicable

These fields allow you to change the default names for special locality entries. If you change the names here, also make sure that you change the same names under the Orders & Payment function for the state/province or country. The program relies on these names being the same to produce address displays correctly.

Display Cart While Shopping

Turn this option on to display the shopping cart at the bottom of every store page.

Display Prices In Cart While Shopping

Turn this option on to display prices for items in the cart while shopping.

Location For Cart Addition Confirmation

This option allows you to specify whether the user is directed to the shopping cart page or origin page after they add an item to their cart.

Display Links In Cart

Turn this option on to display links back to product pages in the shopping cart.

Disable Online Store

Turn this option on to disable the entire online store for maintenance.

Display Product Numbers

Turn this option on to display product numbers along with the product names in the shopping cart, store displays, order emails, etc.

Use Secure Checkout

Turn this option on to run entirely under SSL for the entire checkout process. In order to use this function, you should have SSL URLs entered properly under the Global Settings | Manage Program Settings function.

Customer Account Checkout Status

This option allows you to choose whether to make customer account logins required for checkout, an option for checkout, or not to display login information at all.

Display Shipping Info For Customer Accounts

Turn this option on to display shipping address information for customer accounts when the user signs up for or edits a customer account. Stores that do not ship any items may wish to turn this option off.

Use Order Tracking

Turn this option on to display an order tracking link in the store header. You can specify tracking information with your orders if you like, and when the user tracks orders they will see this information.

Use Email A Friend

Turn this option on to display an email a friend form on product detail pages.

Use Related Products

Turn this option on to display related products on product detail pages, if any products are related to the one being displayed.

Email Card Info For Offline Orders (Not Recommended)

Turn this option on to email credit card information in plain text for offline order methods. It is highly recommended that you do not do this. By default, decrypt key info is sent via email and you login to the Administrator Utility via SSL to decrypt credit card numbers.

Use Custom Sale At Checkout & Active Custom Sale Method

If you have programmed custom sale logic, this is where you turn it on for checkout and specify the method to use. Custom sale logic is managed under the Orders & Payment | Manage Custom Sale Methods function.

Require Minimum Order Amount to Checkout & Minimum Order Amount

Turn this option on and enter an amount to require a minimum order amount for users to checkout.

Order Number Type & Order Number Prefix

Select the type of order number to use here. Choices include Prefix & Datestamp, Datestamp only, Prefix & Epoch Seconds, Epoch Seconds only, Prefix & Random Number or Random Number only. You can choose your prefix as an alpha string as well. Epoch Seconds is a Unix timestamp and corresponds to the number of seconds since 01/01/1970.

Currency Symbol

Enter the currency symbol to use for your store. You can use a symbol like \$ or an alpha code like GBP.

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Managing Shipping Settings

Shipping is handled by the program on a per-product basis rather than globally for the entire store. It is possible for customers to checkout with downloadable items, items that are not shipped, and items that are shipped using realtime, product based or custom methods (at the same time in the same order). To adjust each product's shipping settings, you will need to make updates on the Manage Products function. The fields described below are found in the Administrator Utility under the Shipping Settings | Manage Shipping Settings function. These fields mainly control how errors are handled and presentation aspects on the checkout page.

Realtime Method - No Selection Fields

The realtime method no selection fields are entered here in case realtime shipping is selected for a product, but a realtime method was not selected.

Realtime Methods - Name & Price for Errors

These fields are used to set a shipping method name and price in the event that the shipper's site is down and rates cannot be retrieved, there was some other type of connection problem or the shipper did not return any valid responses (either because the box is too large to ship or you do not have the methods enabled that the shipper returned as available).

Realtime Methods - Dimension/Weight No Entry Fields

These fields allow you to specify default dimensions and a weight for boxes in the event that dimensions and/or weight were not entered for products being shipped.

Realtime Methods - Present Overweight Errors & Dimensional Errors

Select whether to present error messages for overweight errors and/or dimensional errors when the box being shipped is too large for the shipper. Whether these are set to Yes or No, the Name & Price for Errors will be presented as the shipping option to the user. These fields only control whether messages are displayed as well.

Realtime Methods - Handling Charges

If you decide to use handling charges for shipments in addition to the realtime rates returned by the shipper, enter those handling charges here.

Product Based Method - Name & Price for No Entry

These fields are used to set a shipping method name and price for products that are to be shipped using the product based method, but do not have a product based method name or price set.

Product Based Method - Handling Charge

If you decide to use a handling charge for product based shipments in addition to the prices specified for the products under the Manage Products function, enter that handling charge here.

Custom Method - Script For No Selection

This field is used to set a custom script selection for products where the custom shipping method was selected, but no custom shipping method was specified.

Custom Method - Name & Price for Errors

In the event that your custom shipping script has a syntax error or is otherwise not functional, these fields are used to present the user with a shipping charge.

Checkout Settings

The checkout settings allow you to adjust the text displayed to users concerning shipments to the billing address, shipping address or multiple addresses. Additionally, you have the option to allow shipments to the billing address only; a shipping or billing address; or the shipping address, billing address or multiple addresses.

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Realtime Shipping Management

There are several functions under the Shipping Settings menu that are related to realtime shipping. This program is set up to allow realtime shipping using four different methods:

1. UPS OnLine® Tools
2. UPS Web API
3. USPS WebTools
4. FedEx DirectConnect
5. InterShipper

Of the methods listed above, all but UPS Web API have to be activated using the Administrator Utility. Below you will find details on the functions available for activating those methods.

UPS OnLine® Tools Connection

Setting up your UPS OnLine® Tools connection is a multi-step process. Use the UPS OnLine® Tools Connection function to ensure your connection is set up properly. The function will provide a connection to UPS for registration for UPS OnLine® Tools. Completion of the steps provided by the function will ensure correct registration and activation.

UPS OnLine® Tools are only available in certain countries. A listing of available countries is available at http://www.ec.ups.com/ecommerce/solutions/global_redirect.html.

You will be presented with a license agreement, which you must accept to continue. Your registration information will also be collected and sent to UPS for validation. If your information is validated by UPS, your registration will be complete and your UPS OnLine® Tools connection will be activated.

Note: Because UPS OnLine® Tools uses SSL to accept and return information, using UPS OnLine® Tools requires the installation of non-standard Perl modules. The modules that need to be installed by the administrator of the webserver are: Crypt::SSLeay, HTML::Parser, HTML::Tagset, IO::Socket::SSL, libnet, libwww-perl, MIME::Base64, Net_SSLeay and URI. If you attempt to set up a connection with or otherwise use UPS OnLine® Tools and these modules are not installed, an error message will be presented.

USPS WebTools Connection

Setting up your USPS WebTools connection is a multi-step process. Use the USPS WebTools Connection function to ensure your connection is set up properly. The following steps are necessary to obtain a USPS WebTools username and password:

Visit the USPS web site at <http://www.uspswebtools.com/> and click the registration link that's presented.

Complete all of the information requested on the registration page, be sure to agree to the USPS WebTools terms and conditions and submit the form.

After submitting the form you will receive a username and password along with a development URL via email. Save the username and password and disregard the development URL.

Between 7:00 AM and 11:00 PM Eastern time, call the USPS Internet Customer Care Center center and speak to a representative. Provide the representative with your username, inform them that you have completed testing your integration, and are ready to have access to the production server. The representative will send you an email with the production server URL.

Once you receive the production server URL via email from USPS, your account is production-ready. Enter in your username and password in the USPS WebTools Connection function to activate your connection.

FedEx DirectConnect Connection

Setting up your FedEx DirectConnect connection is a multi-step process. Use the FedEx DirectConnect Connection function to ensure your connection is set up properly.

If you do not have a FedEx account number, visit <http://www.fedex.com/> to set up a FedEx account online and obtain a FedEx account number.

Using the same information you provided while setting up your FedEx account, complete the information in the FedEx DirectConnect Connection function to retrieve a meter number from FedEx, which will automatically activate your connection.

Note: Because FedEx DirectConnect uses SSL to accept and return information, using FedEx DirectConnect requires the installation of non-standard Perl modules. The modules that need to be installed by the administrator of the webserver are: Crypt::SSLeay, HTML::Parser, HTML::Tagset, IO::Socket::SSL, libnet, libwww-perl, MIME::Base64,

Net_SSLeay and URI. If you attempt to set up a connection with or otherwise use FedEx DirectConnect and these modules are not installed, an error message will be presented.

InterShipper Connection

Setting up your InterShipper connection is a multi-step process. Follow the instructions below to ensure your connection is set up properly.

Visit the InterShipper web site at <http://www.intershipper.com/> and click the login link that's presented.

Complete the information required to register.

After submitting the form you will receive a username and password. Save the username and password.

Enter in your username and password below and click the 'Submit' button to activate your connection.

After activating your connection, access the Manage InterShipper Settings function to turn on/off shipping rates for various shippers.

Manage Realtime Shipping Services

The Manage Realtime Shipping Services function allows you to activate/deactivate globally all of the shipping methods that can be returned as available by realtime shippers. Use this function to select which methods you would like to use. By default, most options are active.

Within this function, in addition to the ability to change the status of the method, you can change it's name and select whether to use a service mark, registered trademark, standard trademark or no mark for the method name when it's presented.

Please note: Available shipping methods for InterShipper are delivered by InterShipper and are not subject to exclusion via the administrator utility. Check with InterShipper about disabling certain services you do not wish to provide.

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Custom Shipping Scripts

Under the Shipping Settings menu there is a function named Manage Custom Shipping Methods. This allows you to control custom shipping scripts. Custom shipping scripts are applied to orders on an item group basis. This means that you can have several items in the shopping cart using different custom scripts, or other shipping methods.

This function presents a listing of all available custom scripts and allows you to update them. The scripts shipped by default with the program are:

1. User Defined Calculation
2. Calculation On Total Item Cost
3. Calculation On Total Item Weight
4. Calculation On Total Item Quantity
5. Percentage Of Total Item Cost

Each of the scripts can be updated. You also have the ability to add more scripts to suit your needs.

Scripts are written in Perl and should only be updated by users who actually know how to program in Perl. Before scripts are activated, on the site, they are evaluated for syntax and other general errors. If an error is found, the script will not execute. If a script does not execute, error values entered under the Shipping Settings | Manage Shipping Settings function are used.

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Managing Online Orders

Within the Orders & Payment menu there is a function called Manage Online Orders. This function allows you to view order information and make updates to orders as needed. This function's search criteria allows you to narrow down the orders and locate tracking numbers based on name, amount, etc.

Each order has several attributes:

Identification Information

Identification Information includes items such as the order tracking number, date, time, user number and epoch seconds when the order was placed. The epoch seconds information is used to delete old orders and represents the number of seconds since the epoch (Jan. 1, 1970). You can change the prefix and/or order number type under the Global Settings | Manage Store Settings function.

Order Status

The order status attribute allows you to update the status of an order for internal tracking and order tracking within the online store. This only applies if you have order tracking enabled for your customers.

Billing Information

The billing information attributes allow you to view and change the information for your customer.

Custom Information

You are permitted to use any or all of 10 custom fields on the order form and any information collected using those fields is presented here.

Payment Card Information

If you are using offline processing, the credit card information your users input on your secure server is encrypted and stored online. You have the ability to decrypt this information using a decrypt key that is sent to the primary order email address. The decrypt key is encrypted using the same two keys that are used to encrypt passwords on the site. Therefore, it is not sent in plain text over the Internet in an email message. The key is decrypted before it is used to decrypt the card number. The card number is encrypted with the decrypt key and another secret key that is known only to the scripting. If you lose or never receive the email containing the decrypt key, it will be impossible to retrieve the decrypted card number. Please use a secure (https) connection when decrypting card numbers.

Item Information

Each item ordered has its own status (applicable for shipped, non-download products) and shipping information. You can edit the shipping information and shipping status by clicking a link next to the item information. Each item that is purchased has its own tax, discount and shipping information.

If you are displaying order tracking information to your customers, by editing the item information you can input a ship date, shipper tracking number and shipper for each item. If you complete all three bits of information for a particular item, the customer is able to track the order in realtime from your site.

Order Total Information

The order total information displays the total of all taxes, shipping and discounts for each product as well as the order total.

Referring URL and User IP Address

It is useful to know where your orders originate, so referring URL information is available. If a referring URL can be determined for your visitor it will be presented here. The tracking of IP addresses helps deter criminals from using your store to place charges on stolen cards. We have found a decrease in fraud of nearly 80% by tracking the IP address.

Comments

The Comments section is available on both the order and item levels. For items it is generally used to provide shipper tracking numbers or stock status and for orders to present special messages to users who view their order tracking information online.

Update Information & Affiliate Fields

There are several other fields displayed that allow you to view affiliate information and the update status of various items. Update status fields are listed below:

1. Exported To Accounting Software
2. Affiliate Commissions Updated
3. Inventory Updated
4. Statistics Updated
5. Statistics Updated

The Exported To Accounting Software field is left set to No until you export information for that order to accounting software using the Accounting Software Export function. The other items are updated based on the payment method used by the user to checkout.

You have the ability to regenerate order emails and update status for the items above. This allows you to post-process affiliate commissions, update discount codes and statistics, and update inventory for orders that were made with methods like check payment or purchase order. This function is presented on the Manage Orders screen as well. Updates to this function are independent of data updates made to the order.

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Payment Method Management

Configuring available payment methods is quite simple. All of the controls are in the Orders and Payment | Manage Payment Methods function.

If you plan on using the recurring billing function of the software, please refer to the 'Recurring Billing' section at the bottom of this page.

First, you have to decide which type of order process best suits your site. You can choose more than one of the following methods:

Contact Customer

No payments accepted online. The customer is notified that you will contact them via telephone to discuss payment options.

Offline Processing (Credit Card & Switch/Solo Cards)

Collect credit card and/or Switch/Solo card information on your own secure server, encrypt the numbers and then email the primary order email address an encrypted decrypt key. Credit card numbers can then be decrypted using the Manage Online Orders function.

Accept Checks or Purchase Orders

You can allow your users to pay by check or purchase order by presenting them with a printable/faxable version of their order which can be sent in to you for payment.

Process Payments Through PayPal

You can accept payments with your PayPal account. If users don't have their own account, they will be prompted by PayPal to create one.

Process With A Payment Gateway

Collect credit card information on your own secure server and have an online processing partner validate and process the order or use an online processing partner's secure order form for credit card number entry. Both methods are supported and are easily configurable.

Currently a large listing of payment processors are supported:

1. Authorize.Net (SIM & AIM)
2. Cardservice Linkpoint (HTML & API)
3. Verisign (Payflow Link)
4. iTransact
5. WorldPay (WorldDirect)
6. Bank Of America
7. Planet Payment
8. RTware
9. 2Checkout (Authnet)
10. Wells Fargo (Secure Source & BOA)
11. PaySystems
12. ViaKlix
13. GoRealtime.Com
14. ECHOnline
15. EFSNET
16. InternetSecure
17. Caledon
18. PlugNPay
19. SurePay
20. SkipJack
21. PSiGate
22. Netbilling
23. BluePay (API)
24. NOCHEX
25. SECPay
26. Protx
27. Spectre
28. FirstPay

To configure this software package to work properly with your online processing partner's methods, every bit of

information that is transmitted can be configured. In some cases, namely the interfaces that do not use a third party payment gateway, it is not necessary to make any modifications.

If you are using a third party payment gateway, you will need to edit the 'Form Content' field to include your login information for that gateway. Login information fields are surrounded by HTML comments:

```
<!-- ### -->  
<INPUT TYPE="HIDDEN" NAME="LOGIN" VALUE="your_username">  
<!-- ### -->
```

You will need to replace the string 'your_username' with the username your processor assigned you.

Since all pieces of transmitted information are configurable and this package is an open source the opportunity is here to configure this package for processors other than those that are provided in the package. There is an insert function available in the administrator utility to allow you to configure a processor that is not currently supported. Just follow a similar processor's entry as an example if you choose to create a new one.

In addition, the secure server payment script is entered in the Global Settings function separately so it is possible to post information from this program to another secure script, even an ASP script on an NT web server. The information collected there can be sent, for validation, off to your online processing partner's site before returning to your non-secure site for order fulfillment. The possibilities are endless. This program is capable, however, of running securely on it's own.

If your selection was to use offline processing, you will need to select the credit cards you wish to accept. The cards indicated here will be selectable in a drop-down box on the credit card entry screen during the order process. If you selected to use an online processing partner's order form this information will be collected on their site.

Setting Up Specific Online Processors

Several online processors are listed below because their setup requires additional configuration using the admin functions on their site or require the entry of a key or password in addition to the entry in the 'Form Content' section of a username. Review the instructions below.

If your processor is not listed below with specific instructions, no configuration on their site using their admin utility is necessary. The following processors do not require additional setup, however do require that your password be entered in addition to your username. Passwords are entered in the 'Transaction Key/Password' field and are encrypted for your security.

1. SECPay
2. EFSNET
3. Protx
4. Caledon
5. FirstPay
6. SurePay

The remaining processors below require additional configuration using the processor's site admin utility. Please check the required module list at the bottom of this section to ensure that your processor does not require any additional software modules or programs to run.

Authorize.Net AIM & Wells Fargo (Authnet Interface)

1. Login to your account at the processor's site and choose the Settings function.
2. Under the Settings | Test Mode function, set the system to 'LIVE MODE'.
3. Under the Settings | Transaction Version function, set the Transaction Version to '3.1'.
4. Under the Settings | Password-Required Mode function, check the box next to 'Require Password for ALL Transactions'.
5. Under the Settings | Obtain Transaction Key function, provide your 'Secret Answer' and check the box labeled 'Disable Old Transaction key'. After clicking the submit button, you will be presented with your Transaction Key, which you will need to copy.
6. Under the Settings | Form Fields function, uncheck every checkbox, then check these two: Invoice # - Required and Customer ID - Required.
7. Logout of your account at the processor's site and login to the administrator utility.
8. For the Payment Method select the appropriate payment method.
9. In the Update Payment Method function set the Active Status to Active.
10. Now drop down to the Form Content section and edit the initial value field for your processor login. This hidden form field is surrounded by HTML comments at the top of the form content textarea. This allows

you to locate it quickly. Replace the string 'your_username' with your processor login.

11. In the 'Transaction Key/Password' field, enter the Transaction Key you created and copied while using the processor interface.
12. Click 'Submit' and log out of the administrator utility. You are done.

* Please see the note about additional software at the bottom of this page.

Authorize.Net SIM

1. Login to your account at the processor's site and choose the Settings function.
2. Under the Settings | Test Mode function, set the system to 'LIVE MODE'.
3. Under the Settings | Transaction Version function, set the Transaction Version to '3.1'.
4. Under the Settings | Password-Required Mode function, check the box next to 'Require Password for ALL Transactions'.
5. Under the Settings | Obtain Transaction Key function, provide your 'Secret Answer' and check the box labeled 'Disable Old Transaction key'. After clicking the submit button, you will be presented with your Transaction Key, which you will need to copy.
6. Under the Settings | Form Fields function, uncheck every checkbox, then check these two: Invoice # - Required and Customer ID - Required.
7. Logout of your account at the processor's site and login to the administrator utility.
8. For the Payment Method select the appropriate payment method.
9. In the Update Payment Method function set the Active Status to Active.
10. Now drop down to the Form Content section and edit the initial value field for your processor login. This hidden form field is surrounded by HTML comments at the top of the form content textarea. This allows you to locate it quickly. Replace the string 'your_username' with your processor login.
11. In the 'Transaction Key/Password' field, enter the Transaction Key you created and copied while using the processor interface.
12. Click 'Submit' and log out of the administrator utility. You are done.

2Checkout

1. For the Payment Method select the appropriate payment method.
2. In the Update Payment Method function set the Active Status to Active.
3. Now drop down to the Form Content section and edit the initial value field for your processor login. This hidden form field is surrounded by HTML comments at the top of the form content textarea. This allows you to locate it quickly. Replace the string 'your_username' with your store id number.
4. Logout of the administrator utility and open a browser session with your online processor. Login to your account and select the Shopping Cart | Cart Details function.

Set the value for the field named "Return to a routine on your site after credit card processed" to "Yes".

For the "Return URL" field, enter in the full path to your script. Example: <http://www.yourdomain.com/cgi-bin/cp-app.cgi>

5. Log out of processor's admin utility. You are done.

WorldPay

1. For the Payment Method select the appropriate payment method.
2. In the Update Payment Method function set the Active Status to Active.
3. Now drop down to the Form Content section and edit the initial value field for your processor login. This hidden form field is surrounded by HTML comments at the top of the form content textarea. This allows you to locate it quickly. Replace the string 'your_username' with your Installation ID from WorldPay.
4. Logout of the administrator utility and open a browser session with your online processor. Login to your account and select the Settings function.
5. In the Installations section, click the button under Configuration Options for the Installation ID you want to

manage.

6. On the Configuration Options page, enter the full http path to your script (Example: <http://www.yourdomain.com/cgi-bin/cp-app.cgi>) in the 'Merchant's Shop URL' and "Callback URL" fields. Then check the boxes next to "Callback enabled?" and "Use callback response?". Click the "Save Changes" button.
7. Log out of processor's admin utility. You are done.

Cardservice Linkpoint (API Only)

1. When you signed up for your API processing account at linkpoint, you were provided with a key file. The contents of this key file need to be entered into the file /ccp51/data/keys/linkpoint.txt via FTP for this method to work properly.
2. No other configuration is necessary for this method (other than entering your storename in the Form Content section of the payment method screen as instructed above).

* Please see the note about additional software at the bottom of this page.

Cardservice Linkpoint HTML

1. Using the administrator, click on Orders & Payment then select the Manage Payment Methods function.
2. For the Payment Method, select the appropriate payment method.
3. In the Update Payment Method function, set the Active Status to Active.
4. Now drop down to the Form Content section and edit the initial value field for your processor login. This hidden form field is surrounded by HTML comments at the top of the form content textarea. This allows you to locate it quickly. Replace the string 'your_username' with your processor login.
5. Logout of the administrator utility and open a browser session with your online processor. Login to your account.
6. Go to Customization then Payment Form Settings and make the following changes:

Delete any text in the "Recipient's Top" and "Recipient's Bottom" textboxes.

For the "Order Submission Form URL", enter in the full path to your script. Example:
<http://www.yourdomain.com/cgi-bin/cp-app.cgi>

For the "Thank You Page URL", enter in the same URL as above and check the boxes for "Check here if this url is a CGI script." and "Check if you wish to automatically display specified URL after the LinkPoint HTML receipt page." Make sure both are checked.

For the "Sorry Page URL", enter in the same URL as above and check the boxes for "Check here if this url is a CGI script." and "Check if you wish to automatically display specified URL after the LinkPoint HTML receipt page.". Make sure both are checked.

In the "Custom Fields" section, enter in under the column "Name" for #1: "usrnum" and for #2: "tracknum". There is no need to check the boxes for "Make Viewable" or enter anything in the field "Caption" for either of these "Name" entries.

In the "Customer's Receipt" section, uncheck the box "Check here if you would like to receive a copy of each receipt". You don't want CardService sending anything to your customer as the software does it for you.

Click "Submit" at the bottom of the page.

7. Log out of processor's admin utility. You are done.

Bank Of America & Wells Fargo (BoA Interface)

1. Using the administrator, click on Orders & Payment then select the Manage Payment Methods function.
2. For the Payment Method, select the appropriate payment method.
3. In the Update Payment Method function, set the Active Status to Active.
4. Now drop down to the Form Content section and edit the initial value field for your processor login. This hidden form field is surrounded by HTML comments at the top of the form content textarea to allow you to locate it quickly. Replace the string 'your_username' with your processor login.
5. Logout of the administrator utility and open a browser session with your online processor. Login to your

account.

6. Using the processor's admin interface, turn off all notification by email, both to you and the customer.
7. Change your confirmation pages to custom instead of the default page and make the address for both pages 'http://www.yourdomain.com/cgi-bin/cp-app.cgi' or whatever location you have the program located. Regardless, make this the address for *BOTH* your reject and accept confirmation pages in the custom confirmation pages.
8. Log out of processor's admin utility. You are done.

Verisign Payflow Link

1. Using the administrator, click on Orders & Payment then select the Manage Payment Methods function.
2. For the Payment Method, select the appropriate payment method.
3. In the Update Payment Method function, set the Active Status to Active.
4. Now drop down to the Form Content section and edit the initial value field for your processor login. This hidden form field is surrounded by HTML comments at the top of the form content textarea to allow you to locate it quickly. Replace the string 'your_username' with your processor login.
5. Logout of the administrator utility and open a browser session with your online processor. Login to your account. Select the Account Info function.
6. Go to General - Edit Configuration and make the following changes:

For Return URL Method, choose POST.

For Return URL, enter the full http path to your script. Example: http://www.yourdomain.com/cgi-bin/cp-app.cgi

For Required Fields, check the boxes for Name, Address, City, State, Zip, Country and Email.
7. Go to Security Options and make the following changes:

Add the full http path to your script as an "Accepted URL". Example: http://www.yourdomain.com/cgi-bin/cp-app.cgi
8. Click the submit button at the bottom of the page to update your settings.
9. Log out of processor's admin utility. You are done.

ECHOnline Credit Card & eCheck

1. There is no configuration needed using the ECHO administrator utility - just be sure to have your ECHO merchant id and password that were issued to you.
2. Login to the administrator utility.
3. For the Payment Method select the appropriate payment method.
4. In the Update Payment Method function set the Active Status to Active.
5. Now drop down to the Form Content section and edit the initial value field for your merchant id. This hidden form field is surrounded by HTML comments at the top of the form content textarea. This allows you to locate it quickly. Replace the string 'your_username' with your merchant id.
6. In the 'Transaction Key/Password' field, enter the password you have been issued for your merchant id.
7. Click 'Submit' and log out of the administrator utility. You are done.

* Please see the note about additional software at the bottom of this page.

Planet Payment & RTware

1. Using the administrator click on Orders & Payment then select the Manage Payment Methods function.
2. For the Payment Method select the appropriate payment method.
3. In the Update Payment Method function set the Active Status to Active.
4. Now drop down to the Form Content section and edit the initial value field for your processor login. This hidden form field is surrounded by HTML comments at the top of the form content textarea. This allows you to locate it quickly. Replace the string 'your_username' with your processor login.

5. Logout of the administrator utility and open a browser session with your online processor. Login to your account and select the Settings function.
6. Select the General Connection Setup function, then Response String Version. Ensure that the response string version is set to 3.1.
7. Under the General Connection Setup function, select the Referrer URLs function. Choose to add a URL and on the following page, enter the full http path to your script.
8. Under the General Connection Setup function, select the Response/Receipt URLs function. Choose to add a URL and on the following page, enter the full http path to your script. You do not need to make this a default Recipient Link or Relay Response URL, but it's acceptable if you choose to do so.
9. Under the Payment And Receipt Forms function, select the Receipt Method function. Select to use a POST receipt method. Enter the full http path to your script in the Recipient Link URLs field.
10. Under the Payment And Receipt Forms function, select the Form Fields function. There uncheck every checkbox, then check these two: Invoice # - Required and Customer ID - Required.
11. Under the Automated Direct Connect function, select the ADC Relay Response function. Enter the full http path to your script in the URL field.
12. Under the Security function, uncheck the Require Password For All Transactions box.
13. Under the Email Receipts function, uncheck the Email Transaction Receipt To Customer box.
14. For the CVV2 Verification and Address Verification functions, select levels that you feel comfortable with.
15. Log out of processor's admin utility. You are done.

SkipJack

1. Login to your account at the processor's site and choose the 'Preferences' function.
2. Select the 'Response Files' function.
3. Click the 'Send Customer to the following WebPages/URLs' radio button and in the four text boxes provided under that button, enter in the full path to your script. Example: `http://www.yourdomain.com/cgi-bin/cp-app.cgi`. The same entry goes in all four text boxes.
4. Logout of your account at the processor's site. You are done.

PSiGate

1. Integration with PSiGate is simple and only requires you to choose the correct payment method (payment form or secure server) via the administrator. Remember to enter in your Merchant ID in the administrator's Form Content section for the method you choose.
2. The default PSiGate response method is a GET response. If you have changed this to a POST response at PSiGate, change back to GET.
3. PSiGate regulations specify that you must inform them whether you will be using their payment form or your own secure server to collect credit card information. Inform them of the method you're using and PSiGate will configure your account correctly.

NetBilling

1. Under the Fraud Controls function, choose the Fraud Defense sub-function. Under the Enable Fraud Defense heading, make sure that Fraud Defense is Enabled. Under the Order integrity heading, make sure 'Enforce order integrity' is checked. Copy the Order integrity key as you will need it later. Make any other changes to these settings you wish. Click the Apply button.
2. Under the Security function, choose the Access Security sub-function and for Payment Form Interfaces, make sure that 'Enable Payment Form V2.x (Universal) interface' is checked. Click the Apply button.
3. Under the Setup function, choose the Website tools sub-function and click 'Browse Sites'. Choose to add a new site at the bottom of the list. Enter a Site Tag, Site Name and URL. Make note of the Site Name you choose. The URL used here is for reference only, so you can enter your main site URL here (not the full http path to cp-app.cgi).
4. On the same page, next to the site you've added, click the 'Config' link. On the following page, enter your name, phone and email address in the Website Information section. Then, in the Default payment form

settings section, enter the full path to your script for the Return URL and GiveUp URL fields. Example: <http://www.yourdomain.com/cgi-bin/cp-app.cgi>. Also, set the Return Method to POST and the Postback CGI URL to blank. For the Payment options field, make sure 'Accept Credit Card payments for this site' is checked and the Payment Form field is set to the default for your Site Name. Click the Apply button.

5. Return to the Setup function, then choose the Website tools sub-function and click 'Browse Sites'. Next to the site you added previously, click the 'Email' link. On the following page, in the Email templates sent to merchant section, enter your email address in the 'To' field, and select the any email templates for your site you wish to use for the Standard receipt and Decline notice emails (if you don't want to use the default templates). Click the Apply button.
6. Logout of your account at the processor's site and login to the administrator utility.
7. For the Payment Method select the appropriate payment method.
8. In the Update Payment Method function set the Active Status to Active.
9. Now drop down to the Form Content section and edit the initial value field for your processor login. This hidden form field is surrounded by HTML comments at the top of the form content textarea. This allows you to locate it quickly. Replace the string 'your_accountnum:your_sitename' with your account number, followed by a colon (:) followed by the Site Name you created using the NetBilling administrator.
10. In the 'Transaction Key/Password' field, enter the Crypto Hash you copied while using the processor interface.
11. Click 'Submit' and log out of the administrator utility. You are done.

CyberSource

1. For the Payment Method select the appropriate payment method.
2. In the Update Payment Method function set the Active Status to Active. With this processor integration (because a custom script is generated by the processor for you) there is no need to enter your Merchant ID in the Update Payment Method interface.
3. Logout of the administrator utility and open a browser session with your online processor. Login to your account and select the Settings menu option.
4. Access the Account Information function in the Settings menu.
5. In the 'Process Payment Transactions' section, select 'Hosted Order Page (HOP)' from the drop-down menu.
6. In the 'Duplicate Order Check' section, select 'Decline duplicate orders' by checking the box next to that option.
7. In the 'Shopping Cart' section, select 'ClickCartPro' from the drop-down menu. If 'ClickCartPro' is not listed, select 'Other' then enter 'ClickCartPro' in the text box below the drop-down menu.
8. Click the 'Update' button at the bottom of the page.
9. Access the Hosted Order Page Settings function in the Settings menu.
10. In the 'Simple Order POST' section, select 'Do not show the Hosted Order Page to my customers' by checking the box next to that option.
11. In the 'Payment Details' section, de-select 'Display Tax Amount' by un-checking the box next to that option.
12. In the 'Payment Types | Credit Cards' section, select all credit cards you wish to accept by checking the box next to each card name. In addition, check the 'Display' box for each CVV/CID/CVN option and un-check the 'Require' box for each CVV/CID/CVN option.
13. In the 'Billing Information' section, check the 'Display' box and un-check the 'Edit' box for the Billing Fields.
14. In the 'Shipping Information' section, check the 'Display' box and un-check the 'Edit' box for the Shipping Fields.
15. In the 'Appearance | General' section, enter your company name in the 'Company Display Name' field and select the color scheme you wish to use by choosing it from the 'Color Scheme' drop-down menu.
16. In the 'Appearance | Order Page' section, enter any HTML you wish to use for the 'Header' and 'Footer'. Leave the 'Background Image URL' field blank.
17. In the 'Appearance | Receipt Page' section, enter the full http path to your script (Example: <http://www.yourdomain.com/cgi-bin/cp-app.cgi>) for the 'Receipt Response URL' field.
18. In the 'Appearance | Decline Page' section, enter the full http path to your script (Example: <http://www.yourdomain.com/cgi-bin/cp-app.cgi>) for the 'Decline Response URL' field.

19. In the 'Email | Addresses and Options' section, check the box next to the 'Send Merchant Receipt Email' field and enter your email address in the merchant's 'To Address' field. Un-check the box next to 'Send Customer Receipt Email'. For the customer email section, you can leave the 'From Address' and 'From Name' fields blank.
20. In the 'Email | Appearance' section, you can leave the 'Header' and 'Footer' fields blank.
21. Click the 'Update' button at the bottom of the page.
22. Access the Security Keys function in the Settings menu.
23. In the 'Generate HOP Script' section, select the Perl option, and save that script to your computer's hard disk drive. Make a note of the location of that script. It's named 'HOP.pm'.
24. Access the Smart Authorization function in the Settings menu.
25. In the 'Smart Authorization' function, there are quite a few options for fraud settings. Set those authorization fields to whatever level you feel most comfortable with.
26. Click the 'Update' button at the bottom of the page.
27. Log out of processor's admin utility.
28. Open up an FTP session with your domain and browse to the `./cgi-bin/library/modules_lib` directory. Upload the 'HOP.pm' file you saved to your computer's hard disk drive to this directory on your webserver. Make sure you upload this file in ASCII mode. If you are using a Unix/Linux server, be sure to set permissions on this file to level (chmod) 755. There is no need to adjust permissions levels on Windows server installations.

Additional Software Needed For Some Processors

The following processors integrations require the installation of non-standard Perl modules. The modules that need to be installed by the administrator of the webserver are: `Crypt::SSLeay`, `HTML::Parser`, `HTML::Tagset`, `IO::Socket::SSL`, `libnet`, `libwww-perl`, `MIME::Base64`, `Net_SSLeay` and `URI`. If you attempt to set up a connection with or otherwise use one of the following processors without these modules installed, a 'protocol not supported' error message will be presented.

1. Authorize.Net (AIM Only)
2. Wells Fargo (Secure Source Only)
3. ECHOnline
4. EFSNET
5. Caledon
6. SurePay
7. BluePay (API)
8. FirstPay

The following processor integrations require the use of the program `cURL`. This program is freely available as are the Perl modules above. If you are using a processor that uses the `cURL` program, ensure that you have the correct path for `cURL` set up in the Global Settings | Manage Program Settings function.

1. Cardservice Linkpoint (API Only)
2. PayPal (Pro Express Method) - Payment Form
3. PayPal (Pro Direct Method) - Secure Server

Recurring Billing

This software supports recurring billing transactions. For all payment methods that support recurring billing, the order process is exactly the same for customers.

Manual recurring billing requires that the store owner process the recurring transactions manually either by charging payment cards or sending invoices to customers on a recurring basis. The following payment methods support manual recurring billing:

1. Contact Customer
2. Offline (Credit Card)
3. Offline (Switch/Solo)
4. Check Payment
5. Purchase Order

Fully automatic recurring billing requires no action by the store owner to process recurring transactions. As part of the order process, the recurring transactions are set up with the processor and automatically set to occur. The following payment methods support fully automatic recurring billing:

1. Cardservice Linkpoint API - Secure Server
2. PayPal (Standard Method) - Payment Form

Semi automatic recurring billing requires initial action by the store owner to process recurring transactions. As part of the order process, the recurring transactions are set up with the processor, but need to be activated by the store owner. The following payment methods support semi automatic recurring billing:

1. Authorize.Net AIM Credit Card - Secure Server
2. Wells Fargo (Authnet) Credit Card - Secure Server

For these semi automatic recurring billing payment methods, follow the instructions below to activate the recurring billing:

1. Login to your account at the processor's site and choose the Settings function.
2. Once transactions have settled, access the 'Search and Download' function and search for the transaction you would like to make recurring. All transactions initiated by the software that should be made recurring have an order number ending with an 'R'.
3. When you choose to view the Transaction Detail page for the order, you will see a link named 'Create ARB Subscription from Transaction'. Click this link and complete the 'Create New ARB Subscription' form to set the transaction up as recurring.

Please note: As part of the order process, the first month's payment is made to set the order up on the Authorize.net system. You will need to start date to one month in the future to avoid double billing for the first month.

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PayPal Website Payments Pro Management

Configuring the PayPal Website Payments Pro payment methods is quite easy. All of the controls are in the Orders and Payment menu. The following page explains how to set up PayPal Website Payments Pro.

STEP 1: Getting Your Webserver Ready

1. The PayPal Website Payments Pro payment methods require the use of the program cURL. This program is freely available for download on the Internet. Confirm with your host that your webserver account has access to use the cURL program. Ask your host for the path to the cURL executable. Once you have confirmed with your host that your webserver account has access to the cURL program, ensure that you have the correct path for cURL set up in the Global Settings | Manage Program Settings function.
2. The PayPal Website Payments Pro payment methods also require you to use a secure server for processing credit cards transparently using the 'PayPal (Pro Direct Method) - Secure Server' method. Make sure your host has set up a secure (SSL) webserver account for you. When you have your secure URL ready, access the Global Settings | Manage Program Settings function in the Internet Site Administrator application and enter the proper URLs for the 'Secure Site Payment Script URL' and 'Path to Secure Site media Directory URL' directories.

STEP 2: Getting Your PayPal Account Ready

1. Login to your PayPal account at www.paypal.com.
2. Click the 'Profile' tab, then select the 'API Access' link.
3. Click the 'API Certificate Request' link, complete the form on the following page. Make note of the account name and password you select, then click 'Continue'. On the following page, review the information submitted, and if it's correct, click the 'Generate Certificate' link. On the following page, click the 'Download' link and save the file 'cert_key_pem.txt' to your computer.
4. Click the 'Merchant Tools' tab and select the 'Virtual Terminal' link next to the PayPal Website Payments Pro section.
5. Complete the Virtual Terminal application and wait approximately two days to receive an approval email.
6. Once you receive your approval email, login to PayPal, select the 'Virtual Terminal' link again and choose to Accept the Monthly Billing Agreement.

STEP 3: Setting Up ClickCartPro

1. The first step in setting up ClickCartPro to use PayPal Website Payments Pro is to upload your key file. The contents of this key file you downloaded from PayPal (cert_key_pem.txt) need to be entered into the file /ccp51/data/keys/paypal.txt via FTP for this method to work properly. When you're finished, the file on your webserver account will be named 'paypal.txt' and it will have the exact contents of the file you downloaded from PayPal.
2. Next, login to your Internet Site Administrator application and select the Orders and Payment | Manage PayPal Website Payments Pro Settings function.
3. Set 'Enable Checkout With PayPal Website Payments Pro' to 'Yes'.
4. In the field 'API Username', enter in the account name you selected when setting up your certificate key file on PayPal's site.
5. In the field 'API Password', enter in the password you selected when setting up your certificate key file on PayPal's site.
6. None of the other fields on that page need to be modified.
7. In the Internet Site Administrator application, select the Manage Payment Methods function.
8. If you previously accepted payments using PayPal's Standard method, and the payment method 'PayPal (Standard Method) - Payment Form' is 'Active', choose to 'Update' that method and set it to 'Inactive'.
9. Choose to 'Update' the 'PayPal (Pro Express Method) - Payment Form' payment method. Set that method

to 'Active'. You only need to update that single field on this page.

10. Choose to 'Update' the 'PayPal (Pro Direct Method) - Secure Server' payment method. Set that method to 'Active'. You only need to update that single field on this page.
11. After you have completed these steps, your online store will be ready to accept payments via PayPal Website Payments Pro.

Recurring Billing

Please note: The PayPal Website Payments Pro API (Application Programming Interface) available from PayPal does not support recurring billing transactions. If you need to support recurring billing transactions in real time through your online store, and you would like to use PayPal, choose to use the 'PayPal (Standard Method) - Payment Form' payment method.

Troubleshooting

An excellent debugging feature has been built into the PayPal Website Payments Pro module. During any step of the checkout process where PayPal is contacted with information, you can debug requests sent from the online store software and responses received from PayPal by simply setting the 'Enable Debug Mode (Testing Only)' field to 'Yes' in the Internet Site Administrator under the Orders & Payment | Manage PayPal Website Payments Pro Settings function.

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Order Form Field Management

Within the Orders & Payment function, you have the ability to modify the look and feel of the order form by setting different billing and shipping fields to be required, by using other order form fields and by using up to 10 custom fields.

These functions are accessed using the menu items:

1. Manage Order Form Billing Fields
2. Manage Order Form Shipping Fields
3. Manage Other Order Form Fields
4. Manage Order Form Information Fields

Manage Order Form Billing Fields & Manage Order Form Shipping Fields

The Manage Order Form Billing Fields & Manage Order Form Shipping Fields work much in the same way. This allows you to select whether a particular field is required on your order form. The Manage Order Form Information Fields function allows you to display and customize up to 10 custom fields.

Manage Other Order Form Fields

The Manage Other Order Form Fields function allows you to update the display status and change the display text and attributes for three form fields:

1. Discount Code Field - If displayed, the user is prompted for a discount code.
2. EU VAT or Canadian Sales Tax Field - If displayed, the user is prompted for their tax number. If supplied, the user is not charged tax at checkout.
3. Mail List Field - If displayed, the user is asked whether or not they would like to join the mail list.

Manage Order Form Information Fields

Within the Manage Order Form Information Fields function, there are several attributes which can be modified:

Reference Field Name

A field's reference name is used within the program to recognize form data as it is submitted by users. This field is not editable.

Display Value

The display value is what is presented to your users when completing the field. It should be in the form of a question or field name so that it makes sense to users when they're completing the order form.

Required

The required attribute allows you to ensure that a particular field is completed before the form is submitted. If you set a field to be required, users will not be able to submit the order form without a value in that field.

Display On Order Form

The display on order form attribute allows you to choose whether a field is displayed on the order form. Initially all of the custom fields are not displayed.

Form Field Type

The form field type attribute allows you to designate how the field will be displayed to your users. You can select from a number of different choices including textboxes, textareas, checkboxes, radio buttons and selection lists.

Option Values

The option values listing should be used if you selected a form field type that represents a listing. The option values listing can be completed to provide users with different items to select.

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State/Province & Country Management & Taxation

Within the Orders & Payment function, there are several functions that help you manage states/provinces, countries and taxation. Taxation is controlled in two ways: on the product level by indicating whether a product is exempt from state/province and country taxes; and on the state/province and country levels by indication whether a particular locality charges tax and what that rate may be.

Localities are managed using the Manage States/Provinces and Manage Countries functions. Each state/province and country has several attributes:

Locality Name

The name of the state/province or country as it's displayed to the user.

Abbreviation

The abbreviation is the standard two letter state/province or country code that payment gateways use (in some cases) for their databases.

Tax Rate (Percentage)

The tax rate is the rate that the locality charges when taxes are applicable. If the rate is set to 0.000, tax is not applicable.

Shipping Taxable

Some localities charge tax on shipping and some do not. This attribute allows you to change whether taxes are calculated on shipping.

Apply Tax To Orders

The apply tax to orders attribute allows you to choose whether to charge tax on orders originating from that locality. Initially the program is set up not to charge tax in any localities.

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Custom Sale Scripts

Under the Orders & Payment function there is a function named Manage Custom Sale Methods. This allows you to control custom sale scripts. You can turn custom sales on or off and activate a particular method using the Global Settings | Manage Store Settings Function.

This function presents a listing of all available custom scripts and allows you to update them. The scripts shipped by default with the program are:

1. User Defined Sale
2. Buy X Items Save Y Amount
3. Buy X Items Save Y Percent
4. Total Of X Save Y Amount
5. Total Of X Save Y Percent

Each of the scripts can be updated. You also have the ability to add more scripts to suit your needs.

Scripts are written in Perl and should only be updated by users who actually know how to program in Perl. Before scripts are activated, on the site, they are evaluated for syntax and other general errors. If an error is found, the script will not execute. If a script does not execute, no sale is calculated.

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Discount Code Management

Within the Orders & Payment function, you have the ability to use the Manage Discount Codes function to manage discounts on a global order level. Remember that each category can have its own discounts and each product can run sale prices. In addition, custom sale logic is available to run custom sales for orders.

The Manage Discount Codes function allows you to issue discount codes to users to receive discounts on their entire order, in addition to any discounts for products and categories as well as custom sales.

Each discount code has several attributes:

Discount Code

The discount code needs to be unique and the best examples contain both alpha and numeric characters.

Code Type

The discount code type can be set to a coupon, gift certificate, store credit, discount or non-expiring discount. Select the appropriate type for the discount you are adding. Non-expiring discounts can be used again and again by customers.

Currency/Percent Type

The currency/percent type can be set to a currency or a percentage calculation. Select the appropriate calculation.

Currency/Percent Value

A currency amount should be entered if the discount currency/percent type is currency. A percentage should be entered if the currency/percent type is percentage.

Product Limitation Type

You have the ability to apply the discount code to all products ordered, only to products related to the code, or only to products not related to the code. Adjust how the discount code is applied by updating the limitation type.

Related Products

Based on the limitation type setting above, you may need to relate products to the discount code. This field is to be completed with a comma delimited list of product reference strings. Click the link presented for a listing of valid reference strings.

Active Status

The active status can be set to active or inactive. This setting aids in expiring discounts you no longer wish to remain valid or renewing discounts that have expired. A discount will only expire when it is used or when this setting is inactive.

If the currency/percent type is currency, do not worry about orders exceeding the discount amount. The software package is designed to zero out the order instead of using a negative order total. Also, for currency type discounts, if the code is not a non-expiring code, the balance is declined to ensure the full discount can be used at some point.

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Reports

Within the menu heading Reports, there are several report functions available. Each of the report functions gives summary data on different areas of the site and administrator utility. The reports available are:

Administrator Access Log

Tracks the page accesses of different administrator users. Information logged includes page name, IP address, username, date and time.

Product Statistical Report

The product statistical report provides information on how many times different product detail pages were viewed, how many times each product was added to user shopping carts, and how many times each product was ordered.

Page View Report

The page view report lets you keep track of your most popular pages. Each time a page is accessed, the page view count for that page is incremented.

Daily Activity Report

The daily activity report tallies the number of page views for the site on any given day. This helps you correlate marketing efforts to traffic increases and decreases.

Search Term Report

The search term report tallies the number of different search terms used to search for items in the online store.

Reset Reports

The reset reports function allows you to select different reports for which the data can be deleted.

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Accounting Software Settings

Accounting Settings can be managed for both Quickbooks and Peachtree accounting software. Adjusting these settings allows you to specify which ledger accounts are credited with the different elements of orders. Below is information on both Quickbooks and Peachtree settings.

Manage Quickbooks Settings

Account Name Fields

Quickbooks uses account names to track different ledger accounts. Enter the appropriate account names in these fields so that your exported data is credited/debited to the correct ledger account.

Invoice Name Fields

The invoice name fields hold the field names you see when creating invoices with Quickbooks for each of the different elements of orders. Enter appropriate names here.

Export File Name

Use this field to specify the file name to which you want orders exported. Quickbooks will import files with any name you specify.

Manage Peachtree Settings

Account Number Fields

Peachtree uses account numbers to track different ledger accounts. Enter the appropriate account numbers in these fields so that your exported data is credited/debited to the correct ledger account.

Tax Type Fields

Peachtree uses tax types for different ledger accounts. Enter the appropriate tax types in these fields so that your exported data is handled correctly for each ledger account.

Invoice Name Fields

The invoice name fields hold the field names you see when creating invoices with Peachtree for each of the different elements of orders. Enter appropriate names here.

Export File Names

When creating an import for Peachtree (which can be done by following instructions in the Peachtree Help Files) certain import file names need to be specified. Enter these names here.

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Accounting Software Exports

The Accounting Software Data Export function allows you to export order data to Quickbooks or Peachtree readable files. Only orders that are marked as 'Complete' and have not already been exported will be exported to data files by this function.

Before you perform an export to either Quickbooks or Peachtree readable files, ensure that you have adjusted the settings for the correct accounting software program. Adjusting your settings ensures that the correct accounts in your software are updated appropriately.

After you perform the export, you will be prompted to download the export file. After you have downloaded the file, be sure to delete it from the server to ensure that users with access to your download area cannot retrieve your accounting information. A delete link is presented on the download page to make this easy for you.

Upon installation, you should have set a username and password on the /ccp51/media/downloads directory and entered that username and password under the Global Settings | Manage Program Settings function using the Administrator Utility. The export file download links are password protected using this username/password combination. If the username/password combination does not work, you should make sure the username and password were set up correctly and entered correctly into the Administrator Utility.

If your username and password do work properly, but you receive a File Not Found error when clicking a link for a file, the most likely cause for this is the /ccp51/media/downloads directory is not writable by the webserver. Check the permissions on that directory.

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Customer Account Management

The Customer Accounts function is available for you to browse, edit and delete customer accounts. Customer accounts are set up by your users in the store to help save their data online for future shopping sessions.

The Customer Account pages within the site allow customers to set up new accounts, edit existing accounts, and retrieve their passwords via email. As an administrator, you have the option using the Global Settings | Manage Store Settings function to require customer account logins at checkout. Other options are available too, like displaying a link for logins, but not requiring them, or not showing the customer account login at all.

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Affiliate Management

The Affilaite Settings & Accounts function is available for you to manage your affiliate settings, accounts and payments. The affiliate program built into the software allows you to automatically add affiliates, keep track of their sales, issue commissions and issue payments. An overview of the functions is presented below:

Manage Affiliate Settings

This function allows you to globally manage how affiliate accounts are handled for the site. Presented below is a listing of the settings that can be changed using this function.

Track Affiliates Across Sessions

This field allows you to specify whether affiliate sales should be tracked across user sessions using cookies. If you choose to allow cookie use to track affiliate sales, when customers return to your site for a repeat purchase their originating affiliate will be credited with the sale.

Allow Sub Affiliate Referrals & Commission Payment

There is an option to allow affiliates to sign up sub-affiliates under their accounts. If you have this option turned on, the primary affiliate is able to provide a signup link to prospective sub-affiliates. If a prospective sub-affiliate signs up as an affiliate on your site, for any sales they generate the primary affiliate is paid a portion of commissions. If this option is in use, an unlimited number of levels of sub-affiliation is possible.

Maximum Commission Currency/Percent Payout Type & Value

You will need to set up a maximum commission payout for each order generated by affiliates. This can be set up using these two fields as either a percent of the order, or a currency amount.

Commission Calculation Method

This field allows you to specify whether commissions for orders are calculated in realtime at the time of the sale, or later during post-processing of orders.

Allow Affiliates To View Invoices

Affiliates have interfaces on the site to view orders for which they were the primary and/or sub-affiliate. This option allows you to specify whether the affiliates are allowed to view customer order invoices when viewing their order listings.

Manage Affiliate Accounts

This function allows you to edit affiliate information. Presented below is a listing of the fields that can be updated using this function.

Affiliate Information Fields

When affiliates sign up for accounts they enter their billing information, select an affiliate code and set a password. You have the ability to edit this information using the Manage Affiliate Accounts utility. Affiliates also have the ability to edit this information using the site.

Active Status

Immediately after an affiliate signs up, their account is created but set to inactive. The site owner is sent an email notifying them that an account is pending activation. The site owner needs to set the affiliate as active by updating the Active Status field, setting commissions and finally generating a welcome message using the Generate Activation Message function.

Sales Total, Commission Earned & Commission Paid (To Date)

These fields are editable and they show the affiliates total sales, total commissions earned and total commissions paid to date. The commission fields are used to calculate what is owed to the affiliate using the Generate Affiliate Payment function.

Commission Currency/Percent Type & Value (Sales As Primary Affiliate)

These fields allow you to set the affiliate's commission level in a currency amount or percent of total order amount. These fields are used when the affiliate is acting as a primary affiliate for the order.

Commission Currency/Percent Type & Value (Sales From Sub Affiliates)

These fields allow you to set the affiliate's commission level in a currency amount or percent of total order amount. These fields are used when the affiliate is receiving commissions from a sub-affiliate generated order. These levels

should generally be lower than the ones above.

Related Affiliates

This field displays a comma delimited list of Affiliate Codes for affiliates who are sub-affiliates to the account you're managing. To add affiliates to this listing, click the link presented for a listing of valid affiliate codes.

Welcome Message Generated

This field displays whether a welcome message has been generated for the affiliate. Welcome messages are generated using the Generate Activation Message function after you have updated the affiliate's account status and commission levels.

Generate Activation Message

This function allows you to generate an email message to affiliate accounts after they have been activated. Only accounts whose Active Status is active and whose Welcome Message Generated field is set to No will be presented. You can edit the message sent to affiliates under the HTML Pages & Elements | Manage Mail Elements function.

Generate Affiliate Payment

This function allows you to specify an affiliate account, payment amount and reference number (usually a check number) for commission payments that you're sending out. Only affiliate accounts that are owed commissions are presented as eligible to receive payments. You have the option to pay a partial amount of the commission owed, or the entire amount.

Affiliate Payment Listing

This function lists payments that have been made to affiliate accounts. Payments listed here will be presented to the affiliates when they login to their accounts.

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Banner Ad Management

This software package is delivered with a banner ad rotation utility. This allows you to operate and maintain a banner ad rotation program on your web site. You can enter as many banner ads as you wish into a rotation that randomly generates ads on the web site from the list you enter.

Management of banner ads is done under the Manage Banner Ads menu heading. There are several attributes for each banner ad:

Banner Ad Name

The banner ad name is used for internal purposes, mainly so you have a reference name to use in case the ad needs to be edited or deleted. Enter an appropriate name.

URL

The banner ad link is the full URL of the site or location that the banner should be linked to (contains an http:// or https:// at the beginning). This is the link the user will follow after clicking on a ad.

Image File Name

The banner ad image name is the name of the image used for the banner ad. The standard size for banners is 468x60 pixels (px).

Active

You can designate whether a banner ad is active currently by switching this attribute. Switching this setting to inactive will prevent the ad from displaying.

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Mail List & Contact Management

Mail List Management

This software package is delivered with a mail list plugin. This plugin allows you to operate and maintain promotional mail lists for your site visitors. The entire plugin is automated so all that you have to do to maintain it is to send messages to subscribers.

The plugin comes with subscribe and un-subscribe functionality. This makes user interactions easy and painless. All user information is updated with the information collected on the mail list form.

The administrator utility contains a function to administer mail list subscribers. This function can be found under the Email & Mail List menu. The function is named Manage Mail List Subscribers. There is also a function named Send Mail List Message which allows you to send a message to subscribers.

Contact Management

This software package is delivered with a contact plugin. This plugin allows you to maintain a contact or email page on your web site for receiving visitor mail. Since this function is included in the software package there is no need to write your own code or use JavaScript to handle mail.

The plugin comes with contact form functionality on the web site. This makes user interactions easy and painless. All user information is updated with the information collected on the contact page.

The administrator utility contains the function to send a contact message as well. Under the Email & Mail List menu is the Send Contact Message function. Click on that function to send a contact message.

Sending HTML Emails

If you set up your mail server setting with an SMTP server name or IP address (instead of using the Unix sendmail program directly) you are given an option to send HTML formatted mail list and contact messages via the respective Administratory Utility functions for each. If you would like to send HTML formatted emails, select to use HTML Format and enter both a plain text and an HTML message.

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Dynamic Form Management

This software package enables you to create forms dynamically to obtain data from users. The most common use for forms are to get feedback from customers and to run polls or surveys. Working with forms, using the administrator utility, is quite simple.

To work with dynamic forms select the Dynamic Forms menu option. To insert or create a form select the Manage Dynamic Forms function.

Manage Dynamic Forms

This function gives you the ability to insert a new form and to update and delete existing forms. The attributes available for each dynamic form are:

Reference Name

The reference name is the name that you will use to call the form from within URLs. This name will be attached to a variable 'ref' in URLs to tell the script which page you would like to access. Forms are called with a 'pg' variable equal to 'form'. Presented below is an example of a link from a script generated HTML page or element to a form:

```
<A HREF=" (CGIVAR)common_url (/CGIVAR) &pg=form&ref=xxx" >XXX</A>
```

The same form can be accessed from outside the script using a URL similar to:

```
<A HREF="/ccp51/cgi-bin/cp-app.cgi?pg=form&ref=xxx" >XXX</A>
```

Dynamic Form Name

The dynamic form name is the name that is displayed to you from within the administrator utility while managing forms.

Results Email Address

The results email address is the address of the recipient of the form information. You can choose to send the information to whoever you wish.

Email Address Form Field Reference Name

If you set up a form field (discussed below) that collect's the user's email address, enter that field name here to allow the email results from the form to be sent to the Results Email Address using the user's email address as the from email.

Title Image Name & Use Title Image

These two items allow you to specify a title image name and toggle whether to display that image. The image name should be only the filename of the image not a full URL. Title images are stored in the '/ccp51/media/images/titles' directory.

Form Header Text

The form header text field allows you to enter HTML for the form header and for the form you are inserting or updating. Any HTML tags, including form tags, can be used. Additionally, script specific element tags like CGIGET and CGIVAR can be used.

Manage Dynamic Form Fields

The Manage Dynamic Form Fields function allows you to add form fields to forms you've created using the Manage Dynamic Forms function. The attributes available for each dynamic form field are:

Reference Name

A form field's reference name is used within the administrator utility to allow you to keep track of your fields. If you will be using a large number of forms, or fields, using an explanatory reference name can help later when trying to locate a field to update or delete.

Parent Form

The parent form attribute allows you to select a dynamic form for which the field you are working with will be displayed.

Display Name

The display name is what will be presented to your users when completing the form field. It should be in the form of a question or field name so that it makes sense to users when they are completing the form.

Required

The required attribute allows you to ensure that a particular field is complete before the form is submitted. If you set a field to be required users will not be able to submit the dynamic form without a value in that field.

Form Field Type

The form field type attribute allows you to designate how the form field will be displayed to your users. You can select from a number of different choices including textboxes, textareas, checkboxes, radio buttons and selection lists.

Option Values

The option values listing should be used if you selected a form field type that represents a listing. The option values listing can be completed to provide users with different items to select.

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Product & Form API (Remote Access)

This software package comes with two Application Programming Interfaces (APIs) that allow you to use remote HTML forms to post information to the program. The two APIs are:

Remote Add To Cart Capability

This API allows you to generate remote HTML pages for items not in the product database table and add items found on those pages into a user's shopping cart. To accomplish this, you only need to follow the instructions in the file:

```
./data/examples/productform.htm
```

This HTML file provides an example of how to set up your form fields on a remote HTML page to allow posting into a user's cart.

Remote Form Processing Capability

Using a similar API to that of the Dynamic Forms within this program, you are allowed to post information from remote HTML forms into this program and have this program send you an email with the results. To accomplish this, you only need to follow the instructions in the file:

```
./data/examples/dynamicform.htm
```

This HTML file provides an example of how to set up your form fields on a remote HTML page to allow posting so an email can be sent to you with the results.

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