HCL Commerce V9.1

Bazaarvoice Integration with HCL Commerce

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Document Source

Version #	Date	Version Description and Summary of changes	Editor
0.1	Nov 24, 2021	Draft - First version for review	Rahul Yewale

1. Introduction

Provide a feature of displaying Product Review and Rating, Question and Answers using Bazaar Voice platform. Consumers seek out authentic user-generated content (UGC) to make informed purchasing decisions. Bazaar Voice shopper engagement platform gives us total control to collect, display, and distribute UGC at a global scale. Inspire confident purchases with Ratings & Reviews, Q&As, Visual & Social Content, and more.

2. Pre-requisites

Bazaarvoice Conversations Account

Use of the Bazaarvoice for IBM WebSphere Commerce integration by itself does not grant nor enable use of the Bazaarvoice offerings (e.g. Ratings & Reviews, Q&A, etc.). Bazaarvoice must separately enable the hosted Bazaarvoice services for the offerings to be available on the IBM WebSphere platform. This may require a separate agreement with Bazaarvoice. Contact partner-support@bazaarvoice.com to establish an agreement with Bazaarvoice. You must have a Bazaarvoice Conversations account in order to make use of this integration. Contact partner-support@bazaarvoice.com if you do not have an account. Contact your Bazaarvoice representative to obtain the following information:

- Bazaarvoice Client Name
- Bazaarvoice FTP Username (typically same as Client Name)
- Bazaarvoice FTP Password
- Bazaarvoice Conversations Deployment Zone Name (default is "Main Site")
- Bazaarvoice Conversations Locales enabled (i.e. en_US, fr_CA, etc.)
- Bazaarvoice SEO Filename (default is "[clientname]_main_site_seo.zip")
- Bazaarvoice cloudKey

Client Name and FTP credentials must be provided by your Bazaarvoice representative. The remaining information can be accessed through the Bazaaarvoice Conversations portal https://portal.bazaarvoice.com/signin.

3. About the Code

Once you have received approval to integrate the Bazaarvoice, you will receive a V9_BazaarVoice.zip file, which contains the following folders:
1. BV_DataExtract
2. BV_DataLoad
3. crs
4. crs-web
5. Elastic_Changes
6. LOBTools
7. Rest
8. search-config-ext
9. WC
10. WebSphereCommerceServerExtensionsLogic

4. Integration Steps:

4.1. BACKUP ALL FILES

4.2. BV_DataLoad:

➢ **Copy V9_BazaarVoice\BV_DataLoad to "C:\WCDE_V9"**

➢ **Run acpload**

- Copy "BV_DataLoad\acp\BazaarVoice_AccessControlPolicies.xml" to "C:\WCDE_V9\xml\policies\xml\"
- Run acpload as follows:

```
C:\WCDE_V9\bin>acpload.bat C:\WCDE_V9\xml\policies\xml\
BazaarVoice_AccessControlPolicies.xml
```

➢ **Run sql**

- Execute Bazaarvoice.sql from "BV_DataLoad\sql\".

➢ **Run DataLoad_Widget_StoreConf**

- Update the appropriate Database configuration and storeIdentifier in "BV_DataLoad\DataLoad_Widget_StoreConf\wc-dataload-env.xml"
- Replace below place holders with appropriate values from "BV_DataLoad\DataLoad_Widget_StoreConf\common\storeConfiguration.csv"
  <bvaccount>: Bazaarvoice Client Name
  <Hostname/IP>: Hostname or IP address of Commerce Store
  <cloudKey>
- Run dataload as follows:

```
C:\WCDE_V9\bin>dataload.bat
C:\WCDE_V9\BV_DataLoad\DataLoad_Widget_StoreConf\common\wc-dataload-
widget.xml
```

4.3. Copy the "crs" changes:

➢ Copy "crs\lib\bv-seo-sdk-4.0.0.jar" to your "{HCL Commerce workspace} \crs"

4.4. Merge and Copy "crs-web" changes:

➢ Merge the below files from V9_Bazaarvoice to your "{HCL Commerce workspace} \crs-web".
Add the code that is between the comments "<!-- BV Start -->" AND "<!—BV End -->"

1. crs-web\WebContent\AuroraStorefrontAssetStore\Common\CommonJSToInclude.jspf
2. crs-web\WebContent\AuroraStorefrontAssetStore\Container\ProductPageContainer.jsp

> 3. crs-web\WebContent\Widgets_801\com.ibm.commerce.store.widgets.FacetNavigation\FacetNavigation_Data.jspf

➢ Copy the below files from V9_Bazaarvoice to your "{HCL Commerce workspace}\crs-web".

> 1. crs-web\WebContent\Bazaarvoice\ **(Copy Complete Folder)**
> 2. crs-web\WebContent\WEB-INF\spring\widgets-views-ext.xml
> 3. crs-web\WebContent\Widgets\ **(Copy Complete Folder)**
> 4. crs-web\WebContent\Widgets_801\Common\Facet\RatingFacetDisplay.jspf

4.5. Elastic_Changes

Please ignore this if you are using SOLR instead of Elastic

➢ Please refer "V9_BazaarVoice\Elastic_Changes\Bazaarvoice_Elastic_Customization.docx" for more information.

4.6. Merge and Copy "LOBTools" changes:

➢ Merge the below files from V9_Bazaarvoice to your "{HCL Commerce workspace}\crs-web".
Add the code that is between the comments "<!-- BV Start -->" AND "<!—BV End -->"

> 1. LOBTools\WebContent\WEB-INF\src\xml\commerce\pagelayout\widgetDefinitions\ProductListingWidget\WidgetObjectDefinition.xml

➢ Copy the below files from V9_Bazaarvoice to your "{HCL Commerce workspace}\LOBTools".

> 1. LOBTools\src\com\bazaarvoice\ **(Copy Complete Folder)**
> 2. LOBTools\WebContent\images\pagelayouts\widgetIcons\BazaarvoiceWidget.png
> 3. LOBTools\WebContent\images\pagelayouts\widgetIcons\BVCatEntryListWidget.png
> 4. LOBTools\WebContent\WEB-INF\src\xml\bazaarvoice\ **(Copy Complete Folder)**

4.7. Merge "Rest" changes:

➢ Merge the below files from V9_Bazaarvoice to your "{HCL Commerce workspace}\Rest".
Add the code that is between the comments ## BV Start ## AND ## BV End ##

> 1. Rest\WebContent\WEB-INF\config\resources-ext.properties

4.8. Merge and Copy "search-config-ext" changes:
Please ignore this if you are using Elastic instead of SOLR

➢ Merge the below files from V9_Bazaarvoice to your "{HCL Commerce workspace} \search-config-ext".
  Add the code that is between the comments "<!-- BV Start -->" AND "<!—BV End -->"

> 1. search-config-ext\src\runtime\config\com.ibm.commerce.search\wc-component.xml

➢ Copy the below files from V9_Bazaarvoice to your "{HCL Commerce workspace} \search-config-ext".

> 1. search-config-ext\src\runtime\config\com.ibm.commerce.search\wc-search.xml

4.9. Copy "WC" changes:
➢ Copy the below files from V9_Bazaarvoice to your "{HCL Commerce workspace} \WC".

> 1. WC\lib\bv-seo-sdk-4.0.0.jar
> 2. WC\lib\SocialCommerce-Thirdparty.jar

4.10. Copy "WebSphereCommerceServerExtensionsLogic" changes:
➢ Copy the below folder from V9_Bazaarvoice to your "{HCL Commerce workspace} \WebSphereCommerceServerExtensionsLogic".

> 1. WebSphereCommerceServerExtensionsLogic\src\com\hcl\commerce\integration\ bazaarVoice\ **(Copy Complete Folder)**

Note: Create the SSH key using kegen tool command and share generated public key with Bazaarvoice representative to configure it in SFTP server. Once it is configured then only execute below steps otherwise SFTP connection will get failed.

4.11. BV_DataExtract
➢ **Copy V9_BazaarVoice\BV_ DataExtract to "C:\WCDE_V9"**

➢ **Run AuroraESite DataExtract**
- Update the appropriate Database configuration in "BV_DataExtract\Catalog\AuroraESite\wc-dataextract-env.xml"
- Replace below place holders with appropriate values from listed files
  <bvaccount>: Bazaarvoice Client Name
  <Hostname/IP>: Hostname or IP address of Commerce Store

  > 1. BV_DataExtract\Catalog\AuroraESite\2_upload_XML_to_bv_SFTP.bat
  > 2. BV_DataExtract\Catalog\AuroraESite\wc-extract-catalog-group.xml
  > 3. BV_DataExtract\Catalog\AuroraESite\wc-extract-catalog-entry.xml

- Execute below batch file:
  This batch file is responsible to extract the Aurora Catalog Data in Bazaarvoice format and upload extracted xml on Bazaarvoice SFTP under "import-inbox" folder.
  Then Bazaarvoice backend service will process this file and load our Catalog into their system. Once it is done file will be deleted from "import-inbox" and moved to "backup" folder.

  > C:\WCDE_V9\bin> C:\WCDE_V9\
  > BV_DataExtract\Catalog\AuroraESite\bv_data_extract.bat

➢ **Run Emerald DataExtract**
- Update the appropriate Database configuration in "BV_DataExtract\Catalog\Emerald\wc-dataextract-env.xml"
- Replace below place holders with appropriate values from listed files
  <bvaccount>: Bazaarvoice Client Name
  <Hostname/IP>: Hostname or IP address of Commerce Store

  > 1. BV_DataExtract\Catalog\Emerald\2_upload_XML_to_bv_SFTP.bat
  > 2. BV_DataExtract\Catalog\Emerald\wc-extract-catalog-group.xml
  > 3. BV_DataExtract\Catalog\Emerald\wc-extract-catalog-entry.xml

- Execute below batch file:
  This batch file is responsible to extract the Emerald Catalog Data in Bazaarvoice format and upload extracted xml on Bazaarvoice SFTP under "import-inbox" folder.

Then Bazaarvoice backend service will process this file and load our Catalog into their system. Once it is done file will be deleted from "import-inbox" and moved to "backup" folder.

```
C:\WCDE_V9\bin>
C:\WCDE_V9\BV_DataExtract\Catalog\Emerald\bv_data_extract.bat
```

4.12. BV_DataLoad\DataLoad_AVG_RATING_AND_COUNT

➤ Update the appropriate Database configuration, storeIdentifier and catalogIdentifier in "BV_DataLoad\DataLoad_AVG_RATING_AND_COUNT\wc-dataload-env.xml"
➤ Replace below place holders with appropriate values from listed files
<bvaccount>: Bazaarvoice Client Name

```
    1.  BV_DataLoad\DataLoad_AVG_RATING_AND_COUNT\1_Download_Extract_Feed_f
        rom_BV_SFTP.bat
```

➤ Execute below batch file:
This batch file is responsible for below tasks
   1. Connect to BV SFTP and Download Generated BazaarVoice FEED file from SFTP ("bv_<bvaccount>_ratings.xml.gz"): This feed file will be exported by BV every night 2:00 AM under "feed" folder.
   2. Extract the BV FEED file (.gz file)
   3. Load BazaarVoice FEED XML in Commerce DB (Using Data Load)

```
C:\WCDE_V9\bin>
C:\WCDE_V9\BV_DataLoad\DataLoad_AVG_RATING_AND_COUNT\bv_data_load.bat
```

4.13. Restart the Server.
4.14. Clear the cache of browser.