

# Bloomreach Engagement plugin for Magento 2

Version 1.0.0

User Guide

# 1. Introduction

## 1.1. Extension Overview

The extension's primary goal is enabling faster integration of your Magento store with Bloomreach Engagement so that you can leverage our cross-channel automatization, deep personalization, and store optimization features faster. It comes with some key integrations out of the box, with possible changes needed depending on your level of customization of the Magento platform.

### **Integration includes:**

- Customer Data Feed
- Purchase Events Feed
- Product Feed
- Basic Web Tracking
- Cross-device Identity Resolution for Logged-in Visitors

Correct configuration allows you to start deploying automation immediately, triggered campaigns, and web personalization that will help you grow your store's revenue.

## 2. Installation & Uninstallation

### 2.1. Compatibility

The plugin is fully compatible with the latest stable versions for Magento 2.3 and 2.4, including Open Source (former Community) and Commerce versions (Enterprise).

#### Compatibility

- Magento Open Source 2.3.X - 2.4.X, Magento Commerce 2.3.X - 2.4.X
- PHP 7.3, 7.4, 8.1, 8.2

#### System Requirements

- cron enabled ([Configure and run cron | Adobe Commerce Developer Guide](#))

### 2.2. Installation

#### 2.2.1. Install extension

##### 2.2.1.1. Composer installation

1. Login to your ssh console and navigate to your store folder.
2. Run the following command to add a repository to the project:

```
composer config repositories.bloomreach git  
https://github.com/exponea/bloomreach-magento2-integration.git
```

3. Run the following command to install the latest version of the extension:

```
composer require bloomreach/bloomreach-engagement-connector-magento
```

##### 2.2.1.2. Manual Installation

1. Download the latest version of [Bloomreach Engagement](#) package
2. Login to your ssh console and navigate to your store folder.
3. Check to see if your Magento instance has an **app/code** directory structure. If not, create it manually.
4. Create 2 more directories with this path: **Bloomreach/EngagementConnector**. The final path should look like: **app/code/Bloomreach/EngagementConnector**
5. Upload the contents of the [Bloomreach Engagement](#) package to **MAGENTO\_ROOT/app/code/Bloomreach/EngagementConnector**

## 2.2.2. Initialize the extension

### 2.2.2.1. Production mode

**Run the following commands:**

6. php bin/magento maintenance:enable
7. php bin/magento module:enable Bloomreach\_EngagementConnector
8. php bin/magento setup:upgrade
9. php bin/magento deploy:mode:set production
10. php bin/magento cache:clean
11. php bin/magento maintenance:disable

### 2.2.2.2. Developer mode

**Run the following commands:**

1. php bin/magento module:enable Bloomreach\_EngagementConnector
2. php bin/magento setup:upgrade
3. php bin/magento cache:clean

## 2.3. Update

### 2.3.1. Update extension

#### 2.3.1.1. Composer installation

1. Login to your ssh console and navigate to your store folder.
2. Run the following command to update extension version:

**composer require  
bloomreach/bloomreach-engagement-connector-magento:<version\_number> --no-update**

3. Run the following command to update the extension:

**composer update bloomreach/bloomreach-engagement-connector-magento**

#### 2.3.1.2. Manual Installation

1. Download the latest version of [Bloomreach Engagement](#) package
2. Login to your ssh console and navigate to your store folder.

3. Delete all files from **MAGENTO\_ROOT/app/code/Bloomreach/EngagementConnector** directory.
4. Upload the contents of the [Bloomreach Engagement](#) package to **MAGENTO\_ROOT/app/code/Bloomreach/EngagementConnector**

## 2.3.2. Initialize the extension

### 2.3.2.1. Production mode

**Run the following commands:**

1. `php bin/magento maintenance:enable`
2. `php bin/magento setup:upgrade`
3. `php bin/magento deploy:mode:set production`
4. `php bin/magento cache:clean`
5. `php bin/magento maintenance:disable`

### 2.3.2.2. Developer mode

**Run the following commands:**

1. `php bin/magento setup:upgrade`
2. `php bin/magento cache:clean`

## 2.4. Uninstallation

### 2.4.1. Automatic Removal

To uninstall the extension, run the following command:

```
php bin/magento module:uninstall Bloomreach_EngagementConnector
```

**Please Note:** uninstall script works correctly only if the module was previously installed **via Composer**

### 2.4.2. Manual Removal

1. Disable the module by executing the following commands:

```
php bin/magento module:disable Bloomreach_EngagementConnector
```

2. Remove the extension files from the **MAGENTO\_ROOT/app/code/Bloomreach/EngagementConnector** folder.
3. Run setup upgrade:

```
php bin/magento setup:upgrade
```

4. Remove configurations. Run the following SQL query, in your Database:

```
DELETE FROM `core_config_data` WHERE `path` LIKE 'bloomreach_engagement/%';
```

5. Remove Scheduled CRONS. Run the following SQL query, in your Database:

```
DELETE FROM `cron_schedule_copy` WHERE `job_code` IN ('bloomreach_run_export',  
'bloomreach_add_to_export_queue')
```

6. Remove CSV files. Run the following CLI command, from the project root folder:

```
rm -rf pub/media/bloomreach/
```

7. Remove Logs. Run the following CLI command, from the project root folder:

```
rm -rf var/log/bloomreach/
```

## 3. Extension Settings

To configure the extension go to **Stores > Configuration > Bloomreach Engagement > Settings**.

### 3.1. General Settings

- **Enable Integration** - Enable/Disable the Bloomreach integration
- **API Target** - Engagement application API Base URL which can be found in Project Settings. e.g. <https://api-engagement.bloomreach.com>
- **API Key ID** - Engagement API [Private access type](#) credentials.
- **API Secret** - Secret part of the API credentials. You shall rotate this secret as required.
- **Token (Project ID)** - Project identifier.
- **Use Static IPs** - limit connection to server with Magento from static IP addresses. Check this box if you use a firewall and need a whitelist of IPs allowed to connect.
- **Enable Debug mode** - Enable/Disable debug mode. Save logs to a "**MAGENTO\_ROOT/var/log/bloomreach/debug.log**" file.
- **Request timeout** - timeout in seconds for the requests that the plugin sends to Bloomreach API. Use 0 to wait indefinitely.
- **Base Wait Time** - base time in seconds to wait before retrying a request to the Bloomreach API.
- **Max Wait Time** - max time in seconds to wait before retrying a request to the Bloomreach API.

### 3.2. HTTP Basic Authentication

- **Enable HTTP Basic Authentication** - enables HTTP Basic Authentication for Initial import.
- **Username** - HTTP Basic Authentication username
- **Password** - HTTP Basic Authentication password

### 3.3. Registered Mapping Settings

- **Customer ID** - name of the Customer ID field on the Bloomreach side.
- **Email** - name of the Email field on the Bloomreach side.

### 3.4. Feeds Settings

Each feed has a separate group of settings.

#### 3.4.1. Products Feed Settings

- **Enabled** - Enable/Disable Products Feed.
- **Real Time Updates** - Enable/Disable Real Time Updates. Tracks any product catalog updates(create new product, update product, delete product). If this configuration is disabled, any changes to the product catalog will not be sent to Bloomreach.

#### 3.4.2. Variants Feed Settings

- **Enabled** - Enable/Disable Variants Feed.
- **Real Time Updates** - Enable/Disable Real Time Updates. Tracks any product variants catalog updates (create new product, update product, delete product). If this configuration is disabled, any changes to product variants catalog will not be sent to Bloomreach.

#### 3.4.3. Customers Feed Settings

- **Enabled** - Enable/Disable Customers Feed.
- **Real Time Updates** - Enable/Disable Real Time Updates. Tracks any Customer updates (create new customer, register new customer, delete customer). If this configuration is disabled, any changes to customers will not be sent to Bloomreach.

#### 3.4.4. Purchase Feed Settings

- **Enabled** - Enable/Disable Purchase Feed.
- **Real Time Updates** - Enable/Disable Real Time Updates. Tracks Order placement. If this configuration is disabled, no new orders will be sent to Bloomreach.



### 3.4.5. Purchase Items Feed Settings

- **Enabled** - Enable/Disable Purchase Items Feed.
- **Real Time Updates** - Enable/Disable Real Time Updates. Tracks Order placement. If this configuration is disabled, no new order Items will be sent to Bloomreach.

## 3.5. Frontend Tracking Settings

- **Enable Pushing Tracking Information To DataLayer** - Enable/Disable pushing tracking events to the Google Tag Manager DataLayer.
- **Enable JS SDK** - Enable/Disable frontend tracking with the Bloomreach SDK.
- **Order Tracking** - Enable/Disable tracking of order and order\_item events on the Order Success Page.
- **View Item Tracking** - Enable/Disable tracking of view\_item event on the Product Details page
- **Cart Update Tracking** - Enable/Disable tracking of cart\_update event on any shopping cart contents changes.

## 3.6. Cron Settings

- **Cron job settings to export queue** - Scheduled time of running the job in cron expression.
- **Cron job settings to export data to the Bloomreach** - Scheduled time of running the job in cron expression.
- **Cron job settings to remove old CSV files** - Scheduled time of running the job in cron expression.
- **Cron job settings to clean export queue data in database** - Scheduled time of running the job in cron expression.
- **Remove old CSV files after** - Determines number of days, the old CSV files will be removed

- **Remove old export queue data after** - Determines number of days, the old export queue data will be removed.

### 3.7. Notification Settings

- **Enabled** - Enable/Disable sending notification.
- **Notification Sender** - Select notification sender
- **Notification Recipients** - A comma-separated list of emails.
- **Percent of errors** - Determines the percentage of errors when sending data to Bloomreach for which a notification is sent.

## 4. Extension setup

### 4.1. Basic Extension Setup

#### 4.1.1. Bloomreach Engagement Permissions

For the plugin to work properly, you need to grant the following permissions in your Bloomreach Engagement account

(<https://documentation.bloomreach.com/engagement/reference/authentication>):

##### 1. Imports:

- Allow trigger imports
- Allow to List Imports
- Allow to Read Imports
- Allow to Create new Imports
- Allow to Delete existing Imports

##### 2. Catalogs:

- Get catalog
- Create catalog
- Update catalog
- Create or update catalog item
- Partial update catalog item
- Delete catalog
- Delete catalog item
- Delete all catalog items

##### 3. GDPR:

- Anonymize customer

#### 4.1.2. Enable Integration and enter your Bloomreach account credentials in the plugin settings.

Go to the **Bloomreach Engagement Account > Settings > Project Settings**. Here you can find all the necessary credentials.

API helps you to work with data outside of the application. Learn more about API in the [documentation](#).

Project token	2d0be12a-4b0a-██████████
API Base URL	https://cloud-api.exponea.com

### API groups

Create a group and choose between a Public and Private access type. Every group has specific permissions and keys.

Private Private ▾

#### GROUP KEYS

Group keys are used for API authorization, and must be part of every API call.

Key name	API Key ID	API Secret
██████████	p48daswyy89ehego...	*****rd65
██████████	1mq1ome8m1btpz3q...	*****s76j

Version	1.0.0
[global]	
Enable Engagement Integration	Yes
[global]	
Enables Magento <-> Engagement integration	
API Target	https://cloud-api.exponea.com
[global]	
Engagement application API Base URL which can be found in Project Settings. e.g. https://api-engagement.bloomreach.com	
API Key ID	i73gghrkcfdnq09jsu9l5w7er1t6x4g██████████
[global]	
Engagement API Private access type credentials.	
API Secret	.....
[global]	
Secret part of the API credentials. You shall rotate this secret as required.	
Project Token	2d0be12a-4b0a-11ec-██████████
[global]	
Engagement project identifier. A token value for JS SDK and for API access, which can be found in Project Settings. e.g. 2d0be12a-4b0c-12ec-87da-86c198934217	
<button>Validate Credentials</button>	
Validate entered credentials.	

**Note 1:** Click the **Validate Credentials** button to verify that the proper credentials have been entered.

**Note 2:** Clear Magento cache after changing settings.

## 4.2. Initial Import

After you have made the basic setup, Bloomreach should import already existing data (products, orders, customers).

## Go to **Marketing > Bloomreach Engagement Connector > Initial Import**

The page will show a table with a list of available feeds:

- **Products Feed** - includes all products visible individually in Magento: simple, virtual, downloadable, gift card (EE only), configurable, grouped and bundle.
- **Product Variants Feed** - includes simple, virtual and downloadable products which are visible or not visible individually at Magento. Not visible individual products in most cases are part of configurable, grouped or bundle products.
- **Customers Feed** - all customers
- **Purchase Feed** - all orders.
- **Purchase Items Feed** - items from all orders.

Initial Import

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Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	0	0	0	DISABLED	Enable Feed			
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

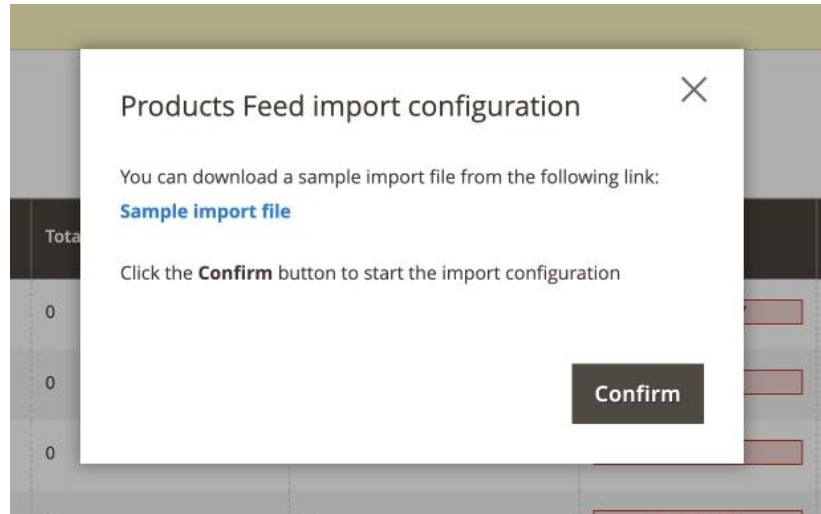
**Note 1:** You don't have to use all available **feeds**, you can only use the ones you need

### 4.2.1. Import Feed Flow

1. Click the **Enable** button to enable initial import, if it is disabled. The page is reloaded, feed status is changed to **NOT READY**, action button is changed to **Configure**.

✔ Products Feed initial import is successfully enabled									
Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	0	0	0	NOT READY	Configure			
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

2. Click the **Configure** button to start the import configuration. Once you click this button a confirmation modal window appears where you can download the import file and validate it.



**Note 1:** File validation is required if you have customized the module. For example, a new field was added to the feed. At this point, you can download the file and check that the fields are displayed correctly.

3. Click the **Confirm** button. The page is reloaded, feed status is changed to **READY**, action button is changed to **Start**.

✓ Products Feed initial import is successfully configured									
Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	0	0	0	READY	Start			
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

A new import and a new Catalog will be created on the Bloomreach side.

### Catalogs

TYPE

- All
- General
- Product

Name	Type
Product Variants Feed Catalog	Product
Products Feed Catalog	Product

20
1 - 2 of 2

### Imports

SHOW ONLY MINE

DATA TYPE

- All
- Customers
- Events
- Catalog
- Vouchers

IMPORT SCHEDULE

Name	Data type	Last run	Schedule	Owner	Last changed
Purchase Items Feed	Events: Purchase_Item	Running	One time		19 Oct 2022, 10:36
Customer Feed	Customers	Running	One time		18 Oct 2022, 08:13
Purchase Feed	Events: Purchase	Running	One time		17 Oct 2022, 14:12
Product Variants Feed	Catalog	Running	One time		17 Oct 2022, 14:12
Products Feed	Catalog	Running	One time		17 Oct 2022, 14:12

**Note 1:** The catalog is created only for the **Products Feed** and **Product Variants Feed**. For the rest feeds, the import only will be created.

- Click the **Start** button to run Initial Import. The page is reloaded, feed status is changed to **SCHEDULED**, action button is changed to **Stop**.

✓ Products Feed initial import is successfully scheduled

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	183	0	0	SCHEDULED	Stop	Nov 28, 2022 8:41:39 AM		
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

Once the import cron task starts, the status will be changed to **PROCESSING**.

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	183	0	0	PROCESSING	Stop	Nov 28, 2022 8:41:39 AM		View Progress
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

Once the import is finished, the status will be changed to **SUCCESS**, and the action button is changed to **Flush**.

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	100%	183	183	0	SUCCESS	Flush	Nov 28, 2022 8:41:39 AM	Nov 28, 2022 8:47:25 AM	
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

Import may finish with **ERROR** status. This means that the import was completed, but for some reason, not all data was imported. In this case, the error can be found in the log files or by clicking the **View Errors** button in the **Progress Log** column.

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	100%	183	182	1	ERROR	Flush	Nov 29, 2022 2:54:31 AM	Nov 29, 2022 2:59:31 AM	View Errors
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

## 4.2.2. Import progress monitoring

If the status of the import is **PROCESSING**, you can monitor the progress by clicking the **View Progress** button from the **Progress Log** column.

Initial Import

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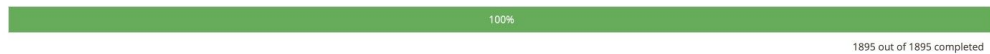
Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	0	0	0	READY	Start			
Product Variants Feed	0%	1895	0	2	PROCESSING	Stop	Oct 6, 2022 8:26:16 AM		Select ▾ View Progress View Errors
Customer Feed	0%	1	0	0	SUCCESS	Flush	Sep 29, 2022 10:30:53 AM		
Purchase Feed	0%	9	0	0	PROCESSING	Stop	Oct 6, 2022 8:28:16 AM		Select ▾
Purchase Items Feed	0%	4	0	0	SUCCESS	Flush	Sep 27, 2022 12:46:10 PM		View Errors

By clicking this button, you can view the current import's progress.

View Progress

✕

Adding items to the Export Queue



Export Progress



Entity ID	Status	Number Of Retries	Entity IDs in the batch	Export File Link	Number of items in the batch	Time of the next sending
164	COMPLETE	1	1889-2048	<a href="#">Download csv file</a>	145	
165	COMPLETE	0	1776-1887	<a href="#">Download csv file</a>	100	
166	COMPLETE	0	1669-1775	<a href="#">Download csv file</a>	100	
167	COMPLETE	0	1563-1668	<a href="#">Download csv file</a>	100	
168	COMPLETE	0	1456-1561	<a href="#">Download csv file</a>	100	
169	COMPLETE	0	1349-1455	<a href="#">Download csv file</a>	100	
170	COMPLETE	0	1243-1348	<a href="#">Download csv file</a>	100	
171	COMPLETE	0	1135-1241	<a href="#">Download csv file</a>	100	
172	PENDING	0	1028-1134	<a href="#">Download csv file</a>	100	
173	PENDING	0	920-1027	<a href="#">Download csv file</a>	100	

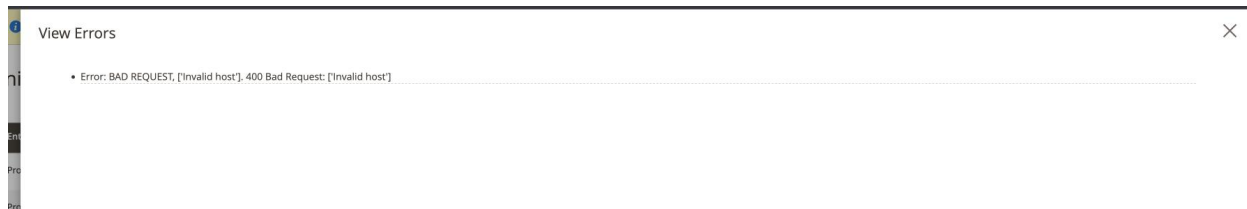
## 4.2.3. Import errors monitoring

If any errors occurred during import, a **View Errors** button will be shown in the **Progress Log** column.

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	183	0	0	PROCESSING	Stop	Nov 28, 2022 8:41:39 AM		Select ▾ View Progress View Errors
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

By clicking on this button, you can see a list of errors that occurred during the import.





## 4.2.4. Stop/Flush import

You can **Stop** or **Flush** the import.

### 4.2.4.1. Stop import

An import can be stopped only when it is in progress.

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	183	0	0	PROCESSING	Stop	Nov 28, 2022 8:41:39 AM		Select ▾
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

Click the **Stop** button to stop Initial Import. The page is reloaded, feed status is changed to **READY**, action button is changed to Start.

✓ Products Feed initial import is successfully stopped									
Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	0	0	0	READY	Start			
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

**Note 1:** If you stop the import, only the data on the Magento side is cleared (Export Queue, Export Entity).

**Note 2:** Import stopping will be needed if something is going wrong. For example: You run an import and the data is not sent because your Bloomreach user has no permission to trigger import and retries have already been exhausted. In this case, you can simply stop the import, grant the appropriate permissions, and run it again.

#### 4.2.4.2. Flush import

Import can be flushed only if it has already been completed (**SUCCESS**, **ERROR**).

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	100%	180	180	1	ERROR	Flush	Oct 18, 2022 2:32:42 AM	Oct 18, 2022 2:38:23 AM	<a href="#">View Errors</a>
Product Variants Feed	100%	1874	1874	0	SUCCESS	Flush	Oct 18, 2022 2:37:50 AM	Oct 18, 2022 2:38:24 AM	
Customer Feed	100%	5	5	0	SUCCESS	Flush	Oct 18, 2022 2:42:46 AM	Oct 18, 2022 2:43:05 AM	
Purchase Feed	100%	38	38	0	SUCCESS	Flush	Oct 18, 2022 2:42:55 AM	Oct 18, 2022 2:43:06 AM	
Purchase Items Feed	100%	57	57	0	SUCCESS	Flush	Oct 24, 2022 3:56:22 AM	Oct 24, 2022 4:00:03 AM	

Click the **Flush** button to stop Initial Import. The page is reloaded, feed status is changed to **NOT READY**, action button is changed to **Configure**.

✓ Products Feed initial import is successfully flushed

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	0	0	0	NOT READY	Configure			
Product Variants Feed	100%	1874	1874	0	SUCCESS	Flush	Oct 18, 2022 2:37:50 AM	Oct 18, 2022 2:38:24 AM	
Customer Feed	100%	5	5	0	SUCCESS	Flush	Oct 18, 2022 2:42:46 AM	Oct 18, 2022 2:43:05 AM	
Purchase Feed	100%	38	38	0	SUCCESS	Flush	Oct 18, 2022 2:42:55 AM	Oct 18, 2022 2:43:06 AM	
Purchase Items Feed	100%	57	57	0	SUCCESS	Flush	Oct 24, 2022 3:56:22 AM	Oct 24, 2022 4:00:03 AM	

**Note 1:** If you flush the import, the data is cleared on both sides: Magento (Export Queue, Export Entity, system settings) and Bloomreach (Import, Catalog).

**Note 2:** Import flushing will be needed if you have already imported feed and then you have to change the structure of the feed (**For Example:** You have added a new field to your **Products Feed** and want this field to appear on the Bloomreach side). In this case you need to Flush an Import and import the data again.

## 4.3. Real Time Updates

In order to always have up-to-date data, an extension tracks changes in feeds and sends them to Bloomreach.

### Customers Feed:

- Create a new customer
- Update customer
- Delete customer

### Products Feed / Product Variants Feed

- Create a new product
- Update a product
- Delete a product

### Purchase Feed / Purchase Items Feed

- Place a new order

Each of the feeds has a separate setting that allows you to enable/disable **Real Time Updates**.

Products Feed



Enabled <small>[global]</small>	<input type="text" value="Yes"/>	▼
Enables Products Feed		
Real Time Updates <small>[global]</small>	<input type="text" value="Yes"/>	▼
Enables Real Time Updates		

**Note 1: Real Time Updates** will be sent to Bloomreach after the processing initial import. Before it, all updates will be added to the queue and once the initial import is complete it will be sent too.

## 4.4. Frontend Tracking

### 4.4.1. Events

Extension can track the following events:

- **Place Order** - order and order\_item events on the Order Success Page.
- **View Item** - view\_item event on the Product Details page
- **Cart Update** - cart\_update event on any shopping cart contents changes.

The Magento store administrator can enable/disable event tracking by changing the appropriate setting. Go to **Stores > Configuration > Bloomreach Engagement > Settings > Frontend Tracking**

#### Frontend Tracking

Enable Pushing Tracking Information To DataLayer <small>[global]</small>	Yes	▼
Enable JS SDK <small>[global]</small>	No	▼
Injects Bloomreach Engagement JS SDK to the default store front on every page.		
Order Tracking <small>[global]</small>	Yes	▼
Enable event order and order_item tracking on Thank you page.		
View Item Tracking <small>[global]</small>	Yes	▼
Enable event view_item tracking on product detail page.		
Cart Update Tracking <small>[global]</small>	Yes	▼
Enable event cart_update tracking on any shopping cart contents changes.		

### 4.4.2. Frontend Tracking Providers

There are two options of frontend tracking:

- [Bloomreach JS SDK](#)
- [DataLayer Helper](#)

#### 4.4.2.1. Bloomreach JS SDK

To enable this type of tracking go to **Stores > Configuration > Bloomreach Engagement > Settings > Frontend Tracking > Enable JS SDK**

##### Frontend Tracking

Enable Pushing Tracking Information To DataLayer <small>[global]</small>	No	▼
Enable JS SDK <small>[global]</small>	Yes	▼
Injects Bloomreach Engagement JS SDK to the default store front on every page.		
Order Tracking <small>[global]</small>	Yes	▼
Enable event order and order_item tracking on Thank you page.		
View Item Tracking <small>[global]</small>	Yes	▼
Enable event view_item tracking on product detail page.		
Cart Update Tracking <small>[global]</small>	Yes	▼
Enable event cart_update tracking on any shopping cart contents changes.		

---

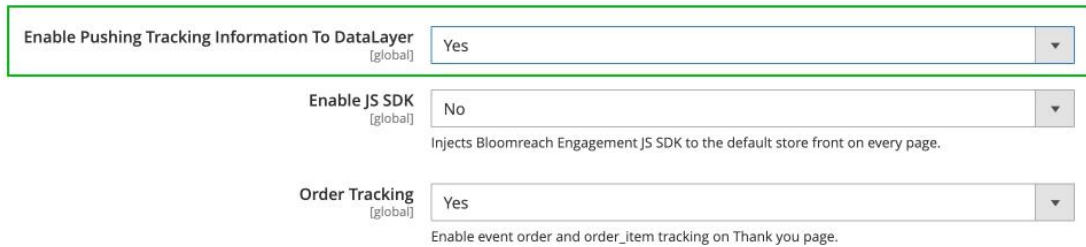
In this case, events will be tracked and sent directly to Bloomreach using a [JS snippet](#) provided by Bloomreach. Also, in addition to the standard events provided by our extension (view\_item, cart\_update, order, order\_item), this snippet will also track and send other events (**For example:** page\_visit, session\_start, session\_end, etc).

#### 4.4.2.2. DataLayer Helper

This type of tracking works only with Google Tag Manager. When this type of tracking is enabled, event data is added to a **dataLayer** object. This object processes the GTM script and sends events to Bloomreach.

To enable this type of tracking go to **Stores > Configuration > Bloomreach Engagement > Settings > Frontend Tracking > Enable Pushing Tracking Information To DataLayer**

##### Frontend Tracking



Enable Pushing Tracking Information To DataLayer <small>[global]</small>	Yes
Enable JS SDK <small>[global]</small>	No
Injects Bloomreach Engagement JS SDK to the default store front on every page.	
Order Tracking <small>[global]</small>	Yes
Enable event order and order_item tracking on Thank you page.	

You can find more details on how to set up this type of tracking at the following links:

- <https://documentation.bloomreach.com/engagement/docs/implementing-exponea-via-google-tag-manager>
- <https://documentation.bloomreach.com/engagement/docs/datalayer-helper>

## 4.5. Cron Settings

### 4.5.1. Export Queue Cron

Extensions has two cron jobs that are responsible for exporting data to Bloomreach:

- **bloomreach\_add\_to\_export\_queue** - prepares csv files with feeds data for initial import and queues them
- **bloomreach\_run\_export** - processes the export queue and sends the data to Bloomreach

If you need to send data to Bloomreach more often, you can change the scheduled time of these jobs in the settings go to **Stores > Configuration > Bloomreach Engagement > Settings > Cron Settings**.

#### Cron Settings



Cron job settings to export queue  
[global]

Fill the value in the cron string format ex. \*/15 \* \* \* \*

Cron job settings to export data to the Bloomreach  
[global]

Fill the value in the cron string format ex. \*/15 \* \* \* \*

## 4.5.2. Clean old exporting information

In terms of exporting data from Magento to Bloomreach, the extension is generating a lot of data, including:

- DB table bloomreach\_export\_queue records
- generated CSV files from pub/media/

There are two cron jobs that clear all old information:

- **bloomreach\_clean\_export\_queue** - cleans export queue.
- **bloomreach\_clean\_csv** - cleans outdated csv file.

The Magento store administrator can change the scheduled start time of the task and the storage period of the outdated data. To configure crons go to **Stores > Configuration > Bloomreach Engagement > Settings > Cron Settings**.

Cron job settings to remove old CSV files <small>[global]</small>	<input type="text" value="0 0 * * *"/>
	<small>Fill the value in the cron string format ex. 0 0 * * *</small>
Remove old CSV files after: <small>[global]</small>	<input type="text" value="10"/>
	<small>Determine number of days, the old CSV files will be removed</small>
Cron job settings to clean export queue data in database <small>[global]</small>	<input type="text" value="0 0 * * *"/>
	<small>Fill the value in the cron string format ex. 0 0 * * *</small>
Remove old export queue data after: <small>[global]</small>	<input type="text" value="10"/>
	<small>Determine number of days, the old export queue data will be removed</small>

---



## 4.6. Notification about failed sending

There is an option to notify the administrator if something goes wrong while processing the export queue. Cron will run every hour and check if the number of errors in the export queue in the last hour exceeds the specified percentage, after which the Magento store admin will be notified.

Please check the export errors

External



Inbox x

**Owner** <owner@example.com>

to test, vaha ▾

The errors occurred during data sending to Bloomreach in the last hour.

The error percentage is 29.

For more details please check the Export Queue page: *Admin Panel -> MARKETING -> Bloomreach EngagementConnector -> Export Queue.*

Magento store admin can enable/disable notifications and specify multiple recipients and specify percentage of errors at which he wants to send notifications. To configure notifications go to **Stores > Configuration > Bloomreach Engagement > Settings > Notification.**

### Notification

Enabled <small>[global]</small>	Yes ▾
Notification Sender <small>[global]</small>	General Contact ▾
Notification Recipients <small>[global]</small>	test@example.com,test1@example.com <small>Multiple email addresses separated by a comma are allowed.</small>
Percent of errors <small>[global]</small>	29 <small>Valid range: 0 - 99</small>

## 5. Export Queue Dashboard

In order to know what is going on with the Export queue there is a separate page where all information is displayed. The Magento store admin with appropriate permission (View Export Queue Dashboard, Manage Export Queue) is able to view and manage grid (remove records, resend failed items), filter and sort data, download log files.

You may find the Export Queue Dashboard page under **Marketing > Bloomreach Engagement Connector** section.

Export Queue

Download Error Log File

Download Debug Log File

Filters

Default View

Columns

Actions

3 records found

20 per page

1 of 1

	Entity Id	Entity	Api type	Status	Number Of Sending Attempts	Error	Created At	Updated At	Actions
<input type="checkbox"/>	15	Product Variants Feed	event	IN PROGRESS	0		Oct 10, 2022 6:35:23 AM	Oct 10, 2022 7:10:43 AM	<a href="#">Delete</a>
<input type="checkbox"/>	16	Products Feed	event	ERROR	0		Oct 10, 2022 6:35:23 AM	Oct 10, 2022 7:10:43 AM	<a href="#">Delete</a>
<input type="checkbox"/>	14	Customer Feed	event	COMPLETE	1		Oct 10, 2022 6:35:02 AM	Oct 10, 2022 7:11:08 AM	<a href="#">Delete</a>

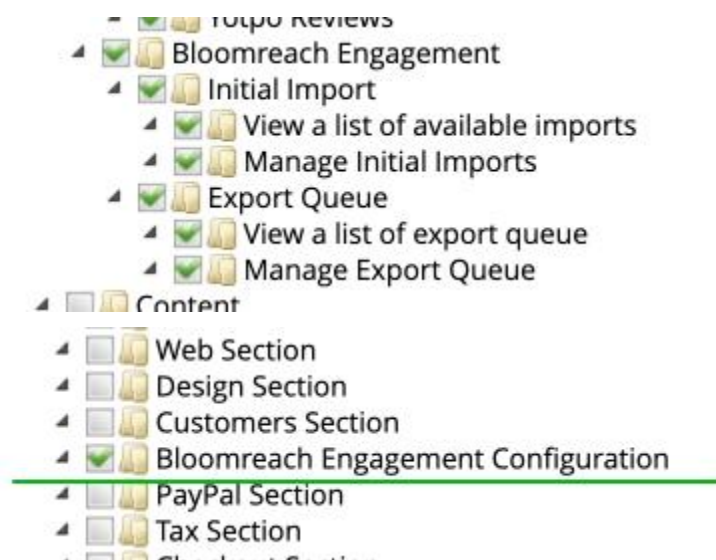
**Note 1:** The **Export Queue Dashboard** displays all the data for the sending, except for the data related to the initial import.

## 6. Permissions

### 6.1. Magento Permissions

There are different ACL rules that allow you to restrict the access to certain functions:


1. Initial Import
  - **View a list of available imports** - allow access to the Initial Import grid (*bloomreach\_engagement/initialImport/index*)
  - **Manage Initial Imports** - allows the user to enable/configure/start/stop/flush import
2. Export Queue
  - **View a list of export queue** - allow access to the Export Queue Dashboard (*bloomreach\_engagement/exportQueue/index*)
  - **Manage Export Queue** - allow the user to remove items from the queue
3. Configurations
  - **Bloomreach Engagement Configuration** - allow the user to change an extension settings



## 6.2. Bloomreach Project Permissions

In order for the extension to work as it should, you need to grant the following permissions to your project on the Bloomreach side.

**Navigate to:** Project settings -> Access Management -> API -> GROUP PERMISSIONS

- **Customer Properties** tab: All events - **Set** 

GROUP PERMISSIONS

Every group has own permissions allowing access to data in CRM through API.

CUSTOMER PROPERTIES   EVENTS   DEFINITIONS   GDPR   CAMPAIGNS   CATALOGS   IMPORTS   EXPORTS   BRX

New properties	<input type="checkbox"/> Get	<input checked="" type="checkbox"/> Set
New properties ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/> Get	<input checked="" type="checkbox"/> Set

- **Events** tab: All events - **Set** 

GROUP PERMISSIONS

Every group has own permissions allowing access to data in CRM through API.

CUSTOMER PROPERTIES   EVENTS   DEFINITIONS   GDPR   CAMPAIGNS   CATALOGS   IMPORTS   EXPORTS   BRX

New properties	<input type="checkbox"/> Get	<input checked="" type="checkbox"/> Set
New properties ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/> Get	<input checked="" type="checkbox"/> Set

- **GDPR** tab: Anonymize customer 

GROUP PERMISSIONS

Every group has own permissions allowing access to data in CRM through API.

CUSTOMER PROPERTIES   EVENTS   DEFINITIONS   GDPR   CAMPAIGNS   CATALOGS   IMPORTS   EXPORTS   BRX

Action	<input type="checkbox"/> Allowed
Anonymize customer	<input checked="" type="checkbox"/>
Export customer ⓘ	<input type="checkbox"/>

- **Catalog** tab:

- Get catalog ✓
- Create catalog ✓
- Create or update catalog item ✓
- Partial update catalog item ✓
- Delete catalog ✓
- Delete catalog item ✓
- Delete all catalog items ✓

#### GROUP PERMISSIONS

Every group has own permissions allowing access to data in CRM through API.

CUSTOMER PROPERTIES	EVENTS	DEFINITIONS	GDPR	CAMPAIGNS	CATALOGS	IMPORTS	EXPORTS	BRX
Action								
Get catalog list								<input type="checkbox"/>
Get catalog								<input checked="" type="checkbox"/>
Get catalog items								<input type="checkbox"/>
Get catalog item								<input type="checkbox"/>
Create catalog								<input checked="" type="checkbox"/>
Update catalog								<input type="checkbox"/>
Create or update catalog item								<input checked="" type="checkbox"/>
Partial update catalog item								<input checked="" type="checkbox"/>
Delete catalog								<input checked="" type="checkbox"/>
Delete catalog item								<input checked="" type="checkbox"/>
Delete all catalog items								<input checked="" type="checkbox"/>

- **Imports** tab: All permissions should be selected ✓

GROUP PERMISSIONS

Every group has own permissions allowing access to data in CRM through API.

CUSTOMER PROPERTIES	EVENTS	DEFINITIONS	GDPR	CAMPAIGNS	CATALOGS	IMPORTS	EXPORTS	BRX
Allow trigger imports							<input checked="" type="checkbox"/>	
Allow to List Imports							<input checked="" type="checkbox"/>	
Allow to Read Imports							<input checked="" type="checkbox"/>	
Allow to Create new Imports							<input checked="" type="checkbox"/>	
Allow to Delete existing Imports							<input checked="" type="checkbox"/>	

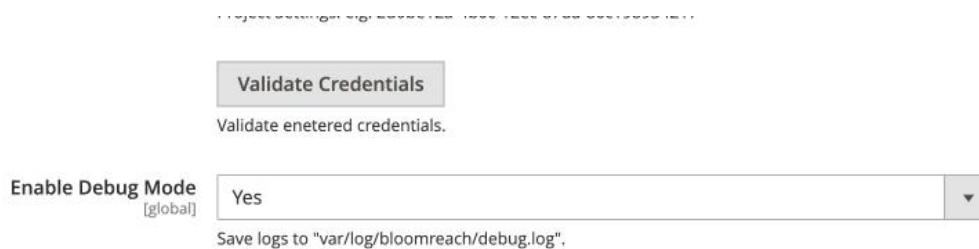
## 7. Debug Mode

In terms of troubleshooting, there is a Debug Mode option. The debugging mode will help developers to get more information on the requests, processes that are happening in the background.

All info is saved to **MAGENTO\_ROOT/var/log/bloomreach/debug.log** file. The log contains the Request URL, Queue Entity\_ID, API Response, API HTTP Code.

The admin user is also able to download **debug.log** and **engagement\_connector.log** files from **Marketing > Bloomreach Engagement Connector > Export Queue**.

To enable the debug mode go to **Stores > Configuration > Bloomreach Engagement > Settings > General > Enable Debug Mode**.



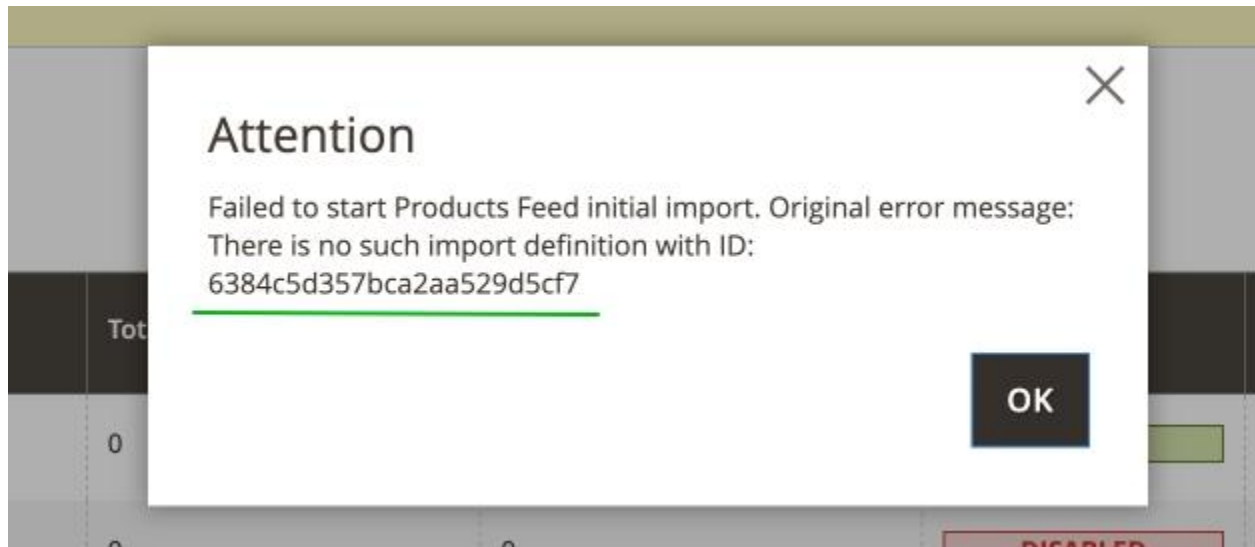
The screenshot shows a portion of the Magento admin interface for the Bloomreach Engagement Connector configuration. At the top, there is a 'Validate Credentials' button and a note to 'Validate entered credentials.' Below this, the 'Enable Debug Mode' setting is shown with a dropdown menu currently set to 'Yes'. A note below the dropdown states: 'Save logs to "var/log/bloomreach/debug.log".'

Validate Credentials
Validate entered credentials.
Enable Debug Mode [global]
Yes
Save logs to "var/log/bloomreach/debug.log".

## 8. Troubleshooting

### 8.1. There is no such import definition with ID: XXX when starting an import.

If you get the following error when starting the import, it means that an invalid import ID is stored in the Magento configuration.



To start the import, you need to do the following:

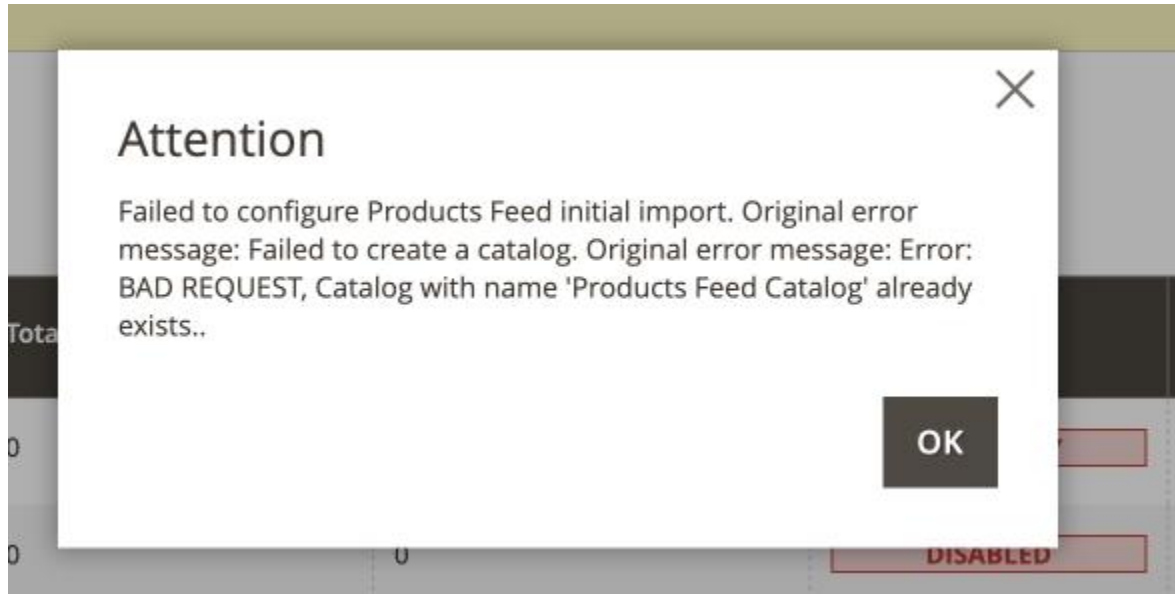
1. Remove the import ID from the **core\_config\_data** table for the desired feed.
  - **Products Feed** - bloomreach\_engagement/catalog\_product\_feed/import\_id
  - **Product Variants Feed** - bloomreach\_engagement/catalog\_product\_variants\_feed/catalog\_id
  - **Customers Feed** - bloomreach\_engagement/customer\_feed/import\_id
  - **Purchase Feed** - bloomreach\_engagement/purchase\_feed/import\_id
  - **Purchase Items Feed** - bloomreach\_engagement/purchase\_item\_feed/import\_id
2. Clear magento cache
3. Open Initial Import Grid
4. Click Configure Button

After these actions, a new import will be created on the Bloomreach side and the new import ID will be saved to the **core\_config\_data** table



## 8.2. Catalog with name 'Products Feed Catalog' already exists

If you get the following error when configuring the import, it means that a catalog with that name already exists on the Bloomreach side.



The extension creates catalogs with the following names:

- **Products Feed Catalog** - for Products Feed
- **Product Variants Feed Catalog** - for Product Variants Feed

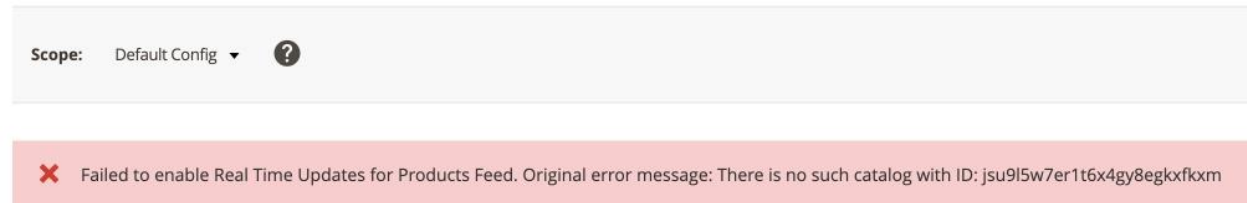
So in this case you can delete the corresponding catalog on the Bloomreach side and run the initial import configuration again.

### 8.3. Failed to enable Real Time Updates for Products Feed.

Original error message: There is no such catalog with ID: XXX

If you get the following error when saving an extension's setting, it means that you have enabled (or are trying to enable) **Real Time Updates** for a Products Feed or Product Variants Feed that has an incorrect catalog ID saved in the configurations.

#### Configuration



There are two possible solutions:

1. Reconfigure import:
  - Go to the Initial Import Grid
  - Configure and Start import
  - Try to enable **Real Time Updates**
2. Disable **Real Time Updates**

# FAQ

## How to restart the import if the data was previously imported?

1. Go to **Marketing > Bloomreach Engagement Connector > Initial Import**
2. Click the **Flush** button for needed Feed. The page is reloaded, feed status is changed to **NOT READY**, action button is changed to **Configure**.

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	100%	183	183	0	SUCCESS	Flush	Nov 28, 2022 8:41:39 AM	Nov 28, 2022 8:47:25 AM	
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

3. Click the **Configure** button to start the import configuration. The page is reloaded, feed status is changed to **READY**, action button is changed to **Start**.

✓ Products Feed initial import is successfully configured

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	0	0	0	READY	Start			
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

4. Click the **Start** button to run Initial Import. The page is reloaded, feed status is changed to **SCHEDULED**, action button is changed to **Stop**.

✓ Products Feed initial import is successfully scheduled

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	183	0	0	SCHEDULED	Stop	Nov 28, 2022 8:41:39 AM		
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

Once the import cron task starts, the status will be changed to **PROCESSING**.

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	0%	183	0	0	PROCESSING	Stop	Nov 28, 2022 8:41:39 AM		<a href="#">View Progress</a>
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

Once the import is finished, the status will be changed to **SUCCESS**, and the action button is changed to **Flush**.

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	100%	183	183	0	SUCCESS	Flush	Nov 28, 2022 8:41:39 AM	Nov 28, 2022 8:47:25 AM	
Product Variants Feed	0%	0	0	0	DISABLED	Enable Feed			
Customer Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Feed	0%	0	0	0	DISABLED	Enable Feed			
Purchase Items Feed	0%	0	0	0	DISABLED	Enable Feed			

## How to find Bloomreach static IP addresses?

1. Navigate to your Bloomreach Account.
2. DATA & ASSETS → Imports
3. Click new Import
4. Select any data type
5. Open URL tab
6. Click on **hint**

### Select data source for customers

COPY & PASTE

UPLOAD A FILE

SE

BLOOMREACH

URL

https://example.com

Check this box if you use a firewall and need a whitelist of IPs allowed to connect. We'll limit connections to your server from the IP addresses listed below. This can increase execution time. IPs: 35.195.113.179 35.233.124.33

[Copy IPs to clipboard](#)

Preview data

☐ HTTP Basic Authentication

☐ Use static IPs 



# How to update to v1.0.0?

- 1. Grant all permissions as described in section 6.2.
- 2. Upgrade extension as described in section 2.3.

If the import feeds were configured on the previous version - they should have **success** status after migration.

To check it - navigate to: **Marketing** → **Bloomreach Engagement Connector** → **Initial Import:**

Initial Import

🔍🔔👤exponea

Entity	Progress	Total Items	Total Exported	Total Error Items	Status	Actions	Started At	Finished At	Progress Log
Products Feed	100%	181	181	0	SUCCESS	Flush	Aug 3, 2023 5:58:15 AM	Aug 3, 2023 5:58:15 AM	
Product Variants Feed	100%	1891	1891	0	SUCCESS	Flush	Aug 3, 2023 5:58:15 AM	Aug 3, 2023 5:58:15 AM	
Customer Feed	100%	2	2	0	SUCCESS	Flush	Aug 3, 2023 5:58:15 AM	Aug 3, 2023 5:58:15 AM	
Purchase Feed	100%	2	2	0	SUCCESS	Flush	Aug 3, 2023 5:58:15 AM	Aug 3, 2023 5:58:15 AM	
Purchase Items Feed	100%	2	2	0	SUCCESS	Flush	Aug 3, 2023 5:58:15 AM	Aug 3, 2023 5:58:15 AM	

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