



SAP Customer Experience

SAP Commerce Cloud Know-How

SAP Commerce Cloud Developer Training
Part I

Deployment & Maintenance

Deployment & Maintenance

Logging & Debugging

Container Support

Integrations Scenarios

GDPR

Knowledge Webography



3rd party compatibility

- 3rd party [compatibility matrix](https://help.sap.com/viewer/a74589c3a81a4a95bf51d87258c0ab15/1905/en-US/8c71300f866910149b40c88dfc0de431.html) can be found on the SAP Commerce Help:

<https://help.sap.com/viewer/a74589c3a81a4a95bf51d87258c0ab15/1905/en-US/8c71300f866910149b40c88dfc0de431.html>

✓ Application Servers

Software / Platform	Supported Versions
Apache Tomcat	8.5.40, bundled

✓ Operating Systems

Software / Platform	Supported Versions
Microsoft Windows	Any version that supports SapMachine 11.
Linux	Any version that supports SapMachine 11.
mac OS	⚠ For development purposes only.

✓ Search Engines

Category	Software / Platform	Supported Versions
Search Engines	Solr	7.7

✓ Databases

Software / Platform	Supported Versions
MySQL (Single Node, Active/Passive)	5.6, 5.7, 8.0
Percona XtraDB Cluster	5.6, 5.7
SAP HANA	SAP HANA 2.0
Oracle (Single Node, Active/Passive, Active/Active)	11.2, 12.1, 12c Release 2 (12.2)
Microsoft SQL Server (Single Node, Active/Passive)	2014, 2016, 2017
Microsoft Azure SQL	12
HSQLDB (Single Node)	2.3.4
Amazon Aurora on AWS	Certification by Amazon AWS pending.

1811 Deprecation Status

- De-released means a module or extension is removed from the product
- Planned de-release indicates the earliest date to remove a module or extension
- De-released modules continue to be supported for 24 months after removal

Module/Extension	Announced EOL	Planned de-release	De-Released
BTG/Advanced Personalization	6.7	1811	1811
Cockpit Framework	6.6	Q2 2019	
Commerce Search Module	6.7	1811	1811
dynamicwebservices extension	1811	1811	1811
liveeditaddon AddOn	6.4	1811	1811
WCMS Cockpit extensions	6.6	1811	1811
platformwebservices extension	1811	1811	1811

Deploying with the SAP Commerce Server

- Call `ant production` in the `${HYBRIS_BIN_DIR}/platform` directory.
 - The system will generate four ZIP files under `${HYBRIS_TEMP_DIR}/hybris/hybrisServer:`
 - `hybrisServer-Platform.zip`
 - `hybrisServer-AllExtensions.zip`
 - `hybrisServer-Config.zip`
 - `hybrisServer-Licence.zip`
- Copy these files onto the target machine.
- Unzip them and start the SAP Commerce Server
- For subsequent deployments:
 - The same as above

Logging & Debugging

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Configuring the Log Environment

- SAP Commerce comes pre-bundled with a version of the Log4J2 logging framework.
- Configure the loggers for your application in project.properties or .xml files.
- Configuration consists of two major Log4J2-related sections:
 - The logger configuration section and
 - The appender configuration section
- Logging Database Statements
 - JDBC logging creates a record of the database statements issued by your application
 - Enable and Disable JDBC Logging
 - In the SAP Commerce Administration Console
 - Using Java code
 - In the configuration properties file

Managing logs in the Rule Engine and Promotion Engine

- In the Rule Engine and Promotion Engine, logging is implemented as an Aspect.
- Rule Engine Logging
 - `de.hybris.platform.droolsruleengineservices.aspect.RuleEvaluationLogger`
- Promotion Engine Logging
 - `de.hybris.platform.promotionengineservices.aspect.ActionLogging`
- Custom Logging Aspect
 - Extends `de.hybris.platform.ruleengineservices.aspect.AbstractLoggingAspect`

SAP Commerce Administration Console

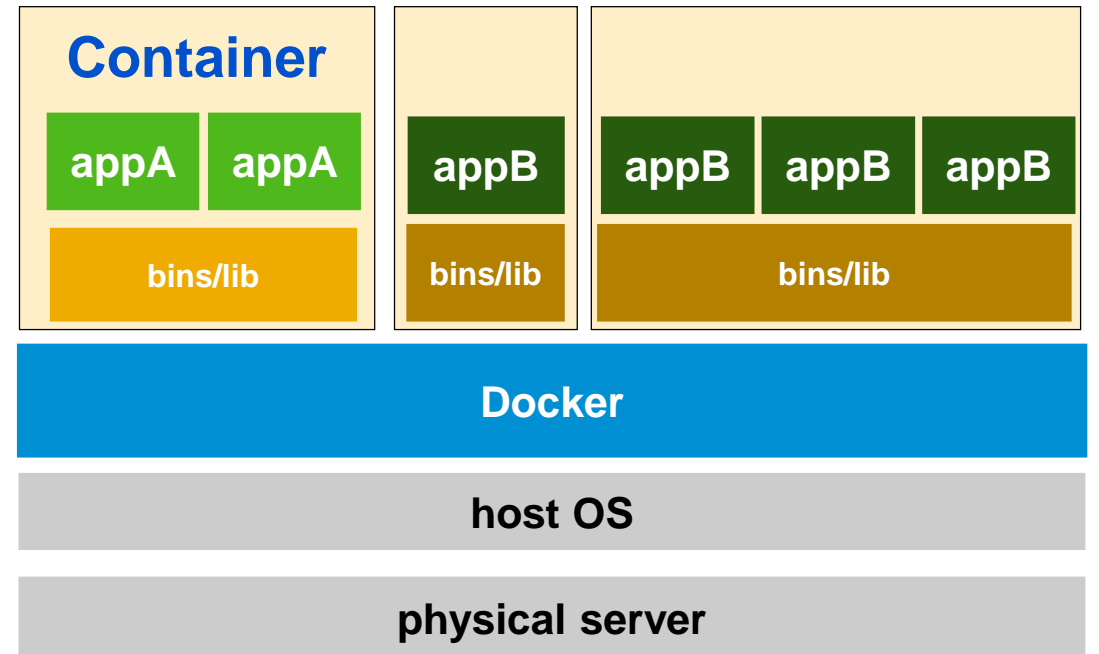
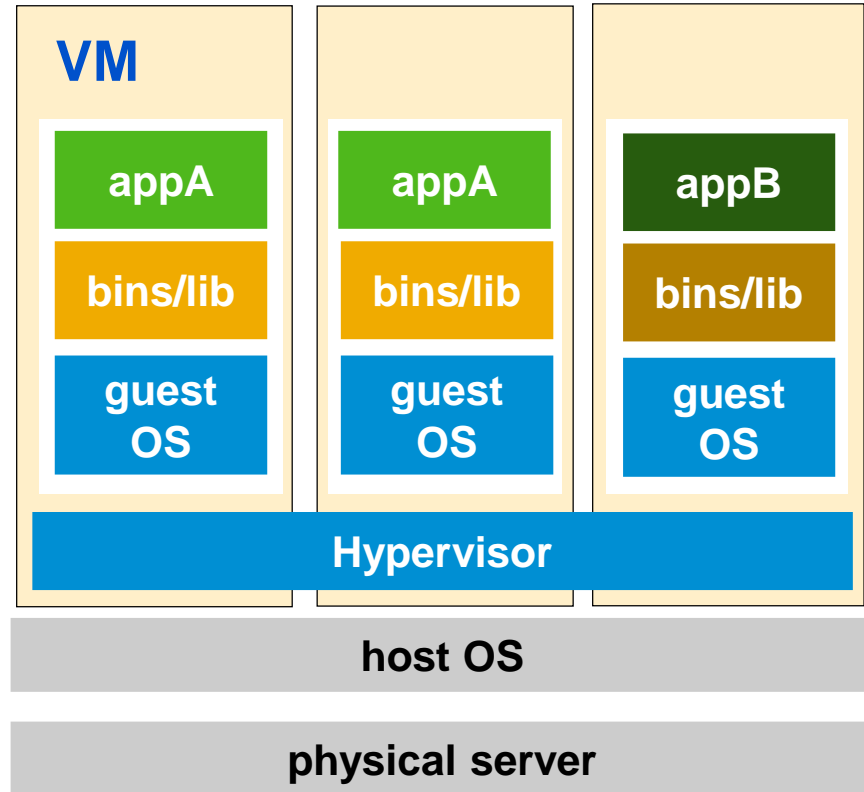
- The Configuration Properties page provides the list of all currently-set Commerce properties and their values
- The System Information page provides detailed information about the running system
- The Logging tab allows you to set logging levels for particular loggers
- The Classpath Analyzer page allows you to search for the same classes loaded from different JAR files
- The JDBC Logging tab enables you to start logging to the configured log file and download it
- The JDBC log analysis tab enables you to identify JDBC statements that are either executed very often or which take a particularly long time to execute

Container Support

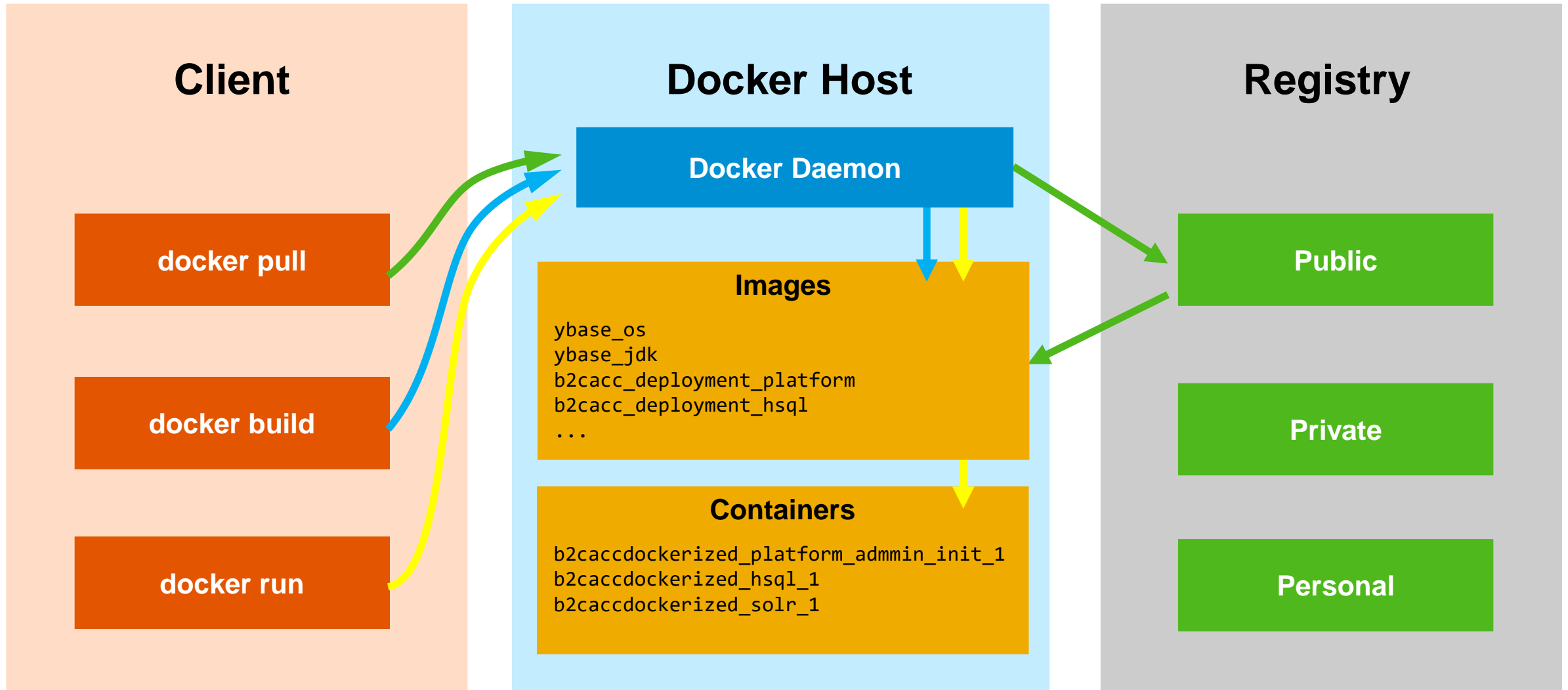
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Virtual Machines vs. Containers



Docker Components

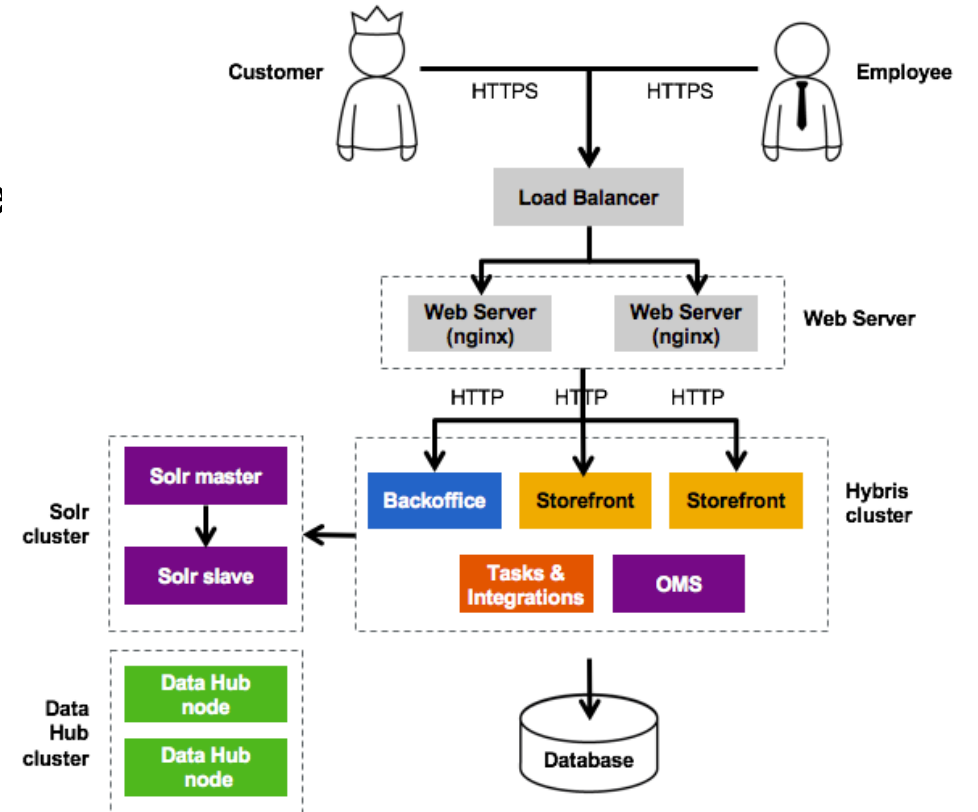


Container Support

Containerization enables you to deploy and run the same SAP Commerce setup in a different environment without compatibility issues.

Containerizing SAP Commerce

- You can build Docker images for all the SAP Commerce components that require separate deployment:
 - SAP Commerce Platform
 - Data Hub
 - Solr
 - Other mandatory part of a SAP Commerce clusters:
 - Load balancer and Web Server (Apache)
 - Database (mainly for testing)

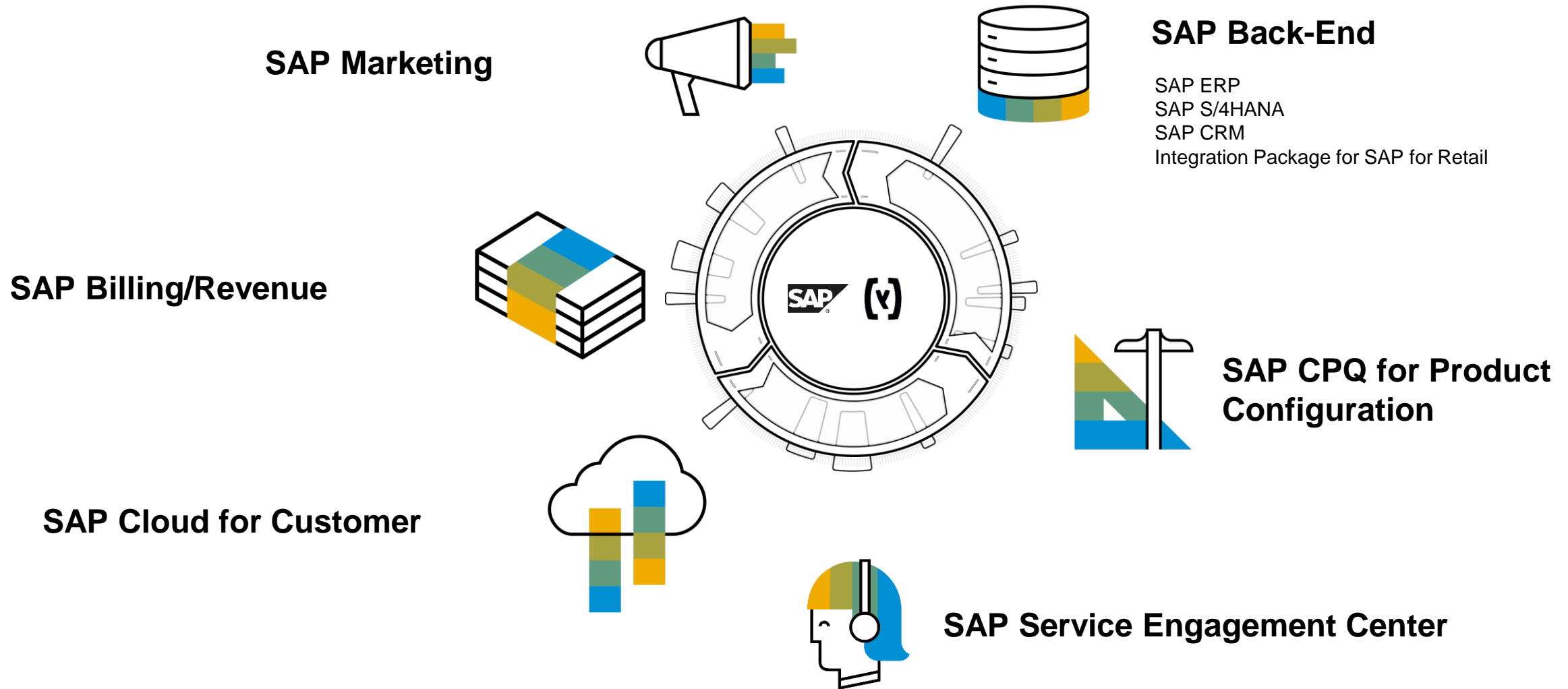


Integration Scenarios

Deployment & Maintenance
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Integrations are at the Heart of SAP Commerce (some examples below)



The three Pillars of SAP Commerce Integration

MASTER DATA

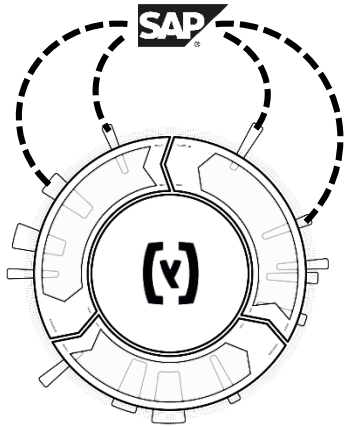
- Products
- Prices
- Stock Levels
- Customer
- Order

PROCESSES

- Order Management
- Return Management
- Ticket Processing
- Customer Service

FEATURES

- Price calculation with SAP
- ATP information from SAP
- Credit Check with SAP
- Personalization with SAP Marketing Segmentation
- Product Recommendations with SAP Marketing Recommendation
- Self Service using SAP CRM
- Configure, Price and Quote with SAP



SAP Commerce Integration Touchpoints

- SAP Commerce provides developers with a rich integration environment.
- Some of the principal tools in its armory:
 - ImpEx
 - Hotfolder
 - Data Hub
 - OCC Webservices
 - Integration API
 - Cloud Platform
 - Extension Factory (powered by project “Kyma”)
 - SAP App Center

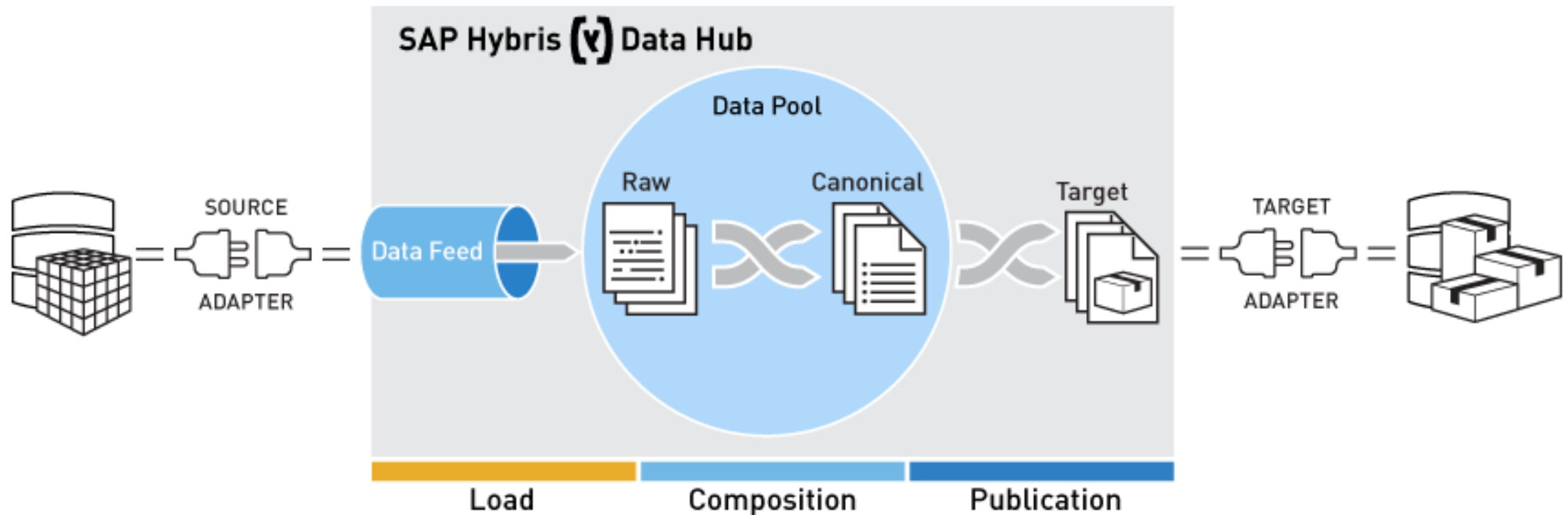
ImpEx • Hot Folders

- Regular/Ongoing updates? Hot Folders make the task easy.
 - Specify a Hot Folder on your server's filesystem
 - Place a simple CSV data file in the folder
 - The folder gets polled by SAP Commerce
 - The data will be visible on your product page at once
 - Processed files are archived automatically



Data Hub Basic Architecture

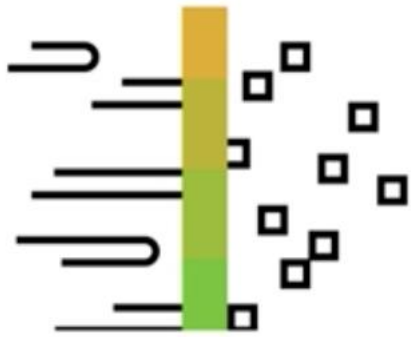
- A data integration and mastering solution for the SAP Commerce domain, serving as the key connection point between multiple sources and targets.



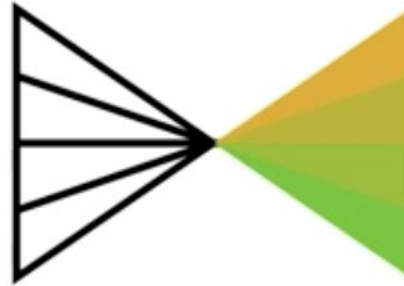
SAP Integration APIs

Key Features

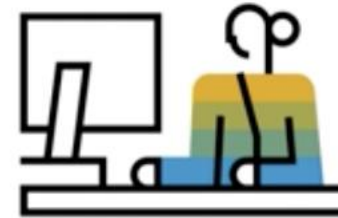
Integration via public APIs



Inbound Odata Services



Outbound OData Services



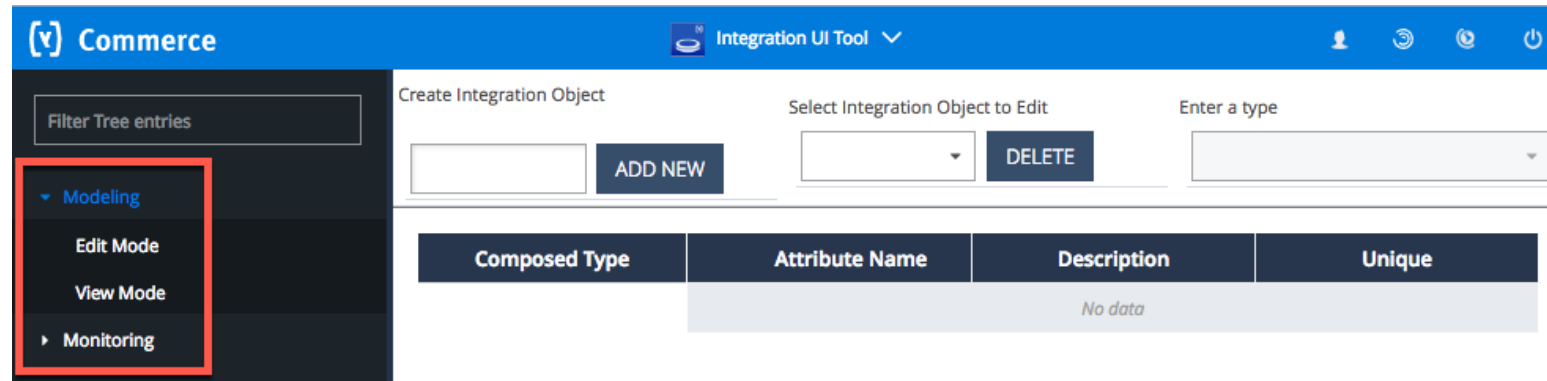
Backoffice – Modeling
and Monitoring

Integrating SAP Applications in Cloud and Hybrid Environments

Integration Backoffice UI Tool

New Backoffice perspective/cockpit
for Modeling and Monitoring of
integration data

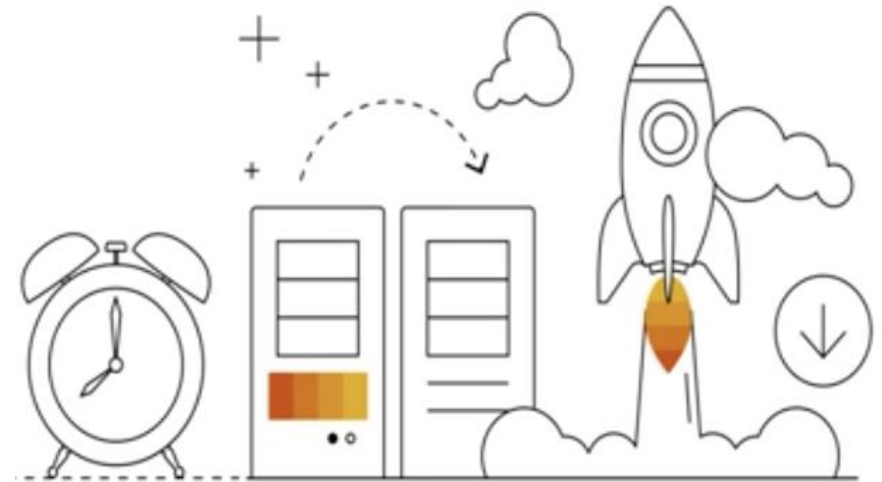
- Model the transformation between Integration Objects and the Type System
- Edit and view the structure of the Integration Objects (services and payloads)
- View the EDMX metadata generated for easy SCPI mapping
- Monitor the incoming data to identify any errors or inconsistencies



SAP Integration APIs

Key Benefits

- ✓ Provide a “real world” view and encapsulation of platform types
- ✓ Runtime configurable services in the Backoffice or Impex
- ✓ No restart or re-compilation of the platform necessary
- ✓ Define payloads for both inbound and outbound requests for easy mapping in SCPI
- ✓ Monitor inbound data in the Backoffice
- ✓ Align with Vision for Integrating SAP Applications in Cloud and Hybrid Environments



Introducing SAP C/4HANA Designed for the New Customer Experience

SAP C/4HANA

Unified Intelligent User Experience

Conversational, Contextual and Intelligent UX



SAP Marketing Cloud

Market with Intelligence in the Moment



SAP Commerce Cloud

Personalized Shopping Experience across Touchpoints



Built-in Intelligence



SAP Sales Cloud

Build Relationships and guide Customers throughout their journey



SAP Service Cloud

Make Customers happy

SAP Customer Data Cloud

Build Customer Trust and Loyalty



Microservices

SAP Cloud Platform Extension Factory

Cloud-native Microservice based universal Extension Framework.



Extensions



Internet of Things



Machine Learning

SAP® Cloud Platform



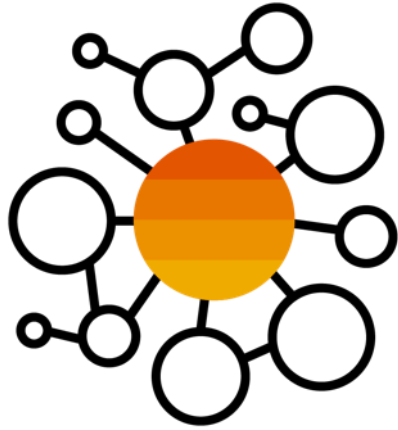
Integration



Blockchain

SAP S/4HANA®

SAP Cloud Platform Extension Factory - Challenges Addressed



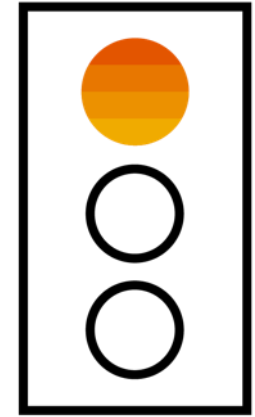
Heterogeneous
Product Portfolio



Monolithic
Deployments

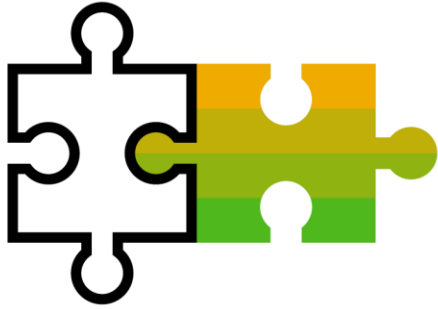


Cloud Native
Development



Need for Speed

SAP Cloud Platform Extension Factory - Vision



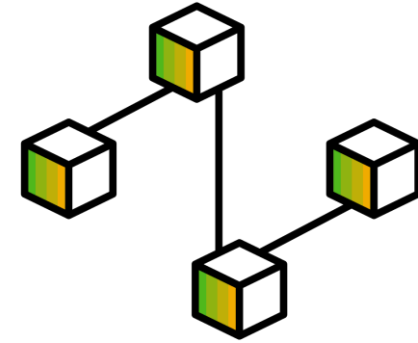
Integration

- Leverage **out-of-the-box integration** to C/4HANA cloud solutions
- Connect other SAP or non-SAP applications



Openness

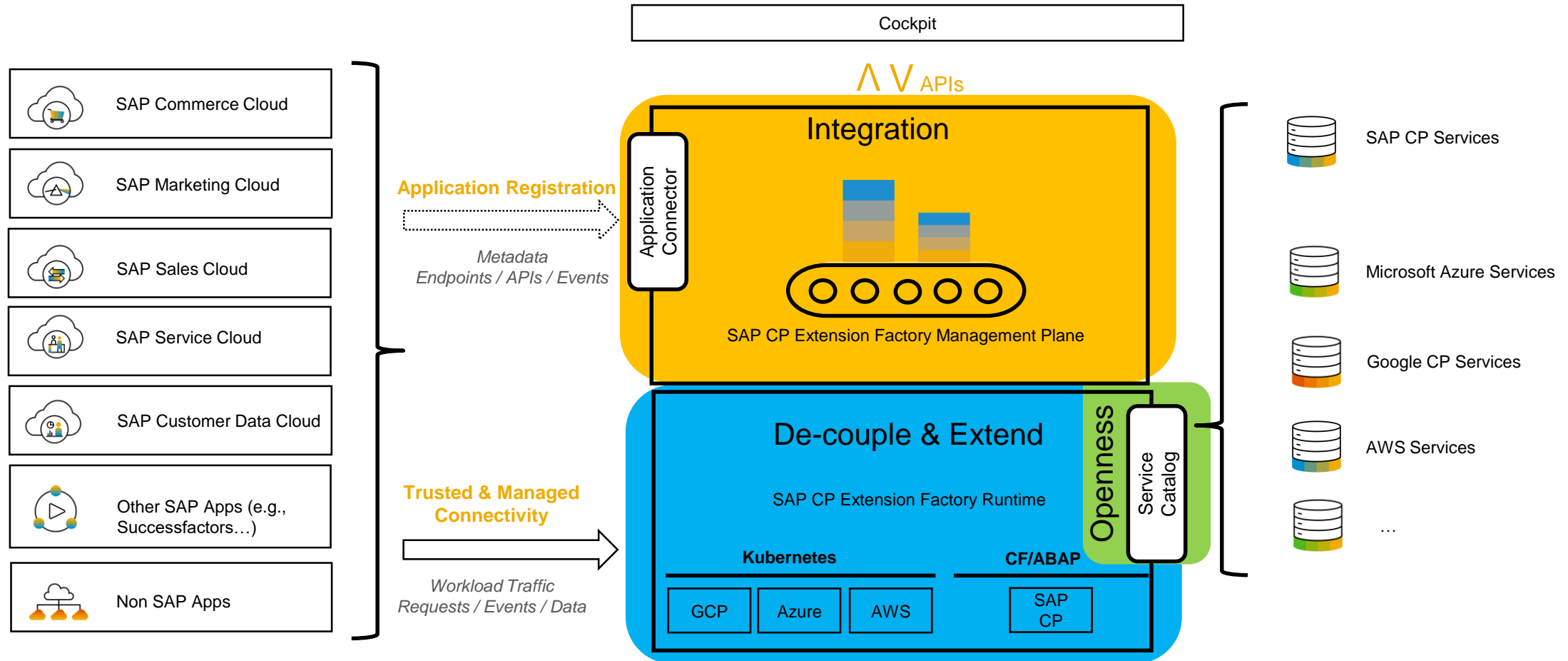
- Built on top of widely adopted **Open Source Technologies**
- Usage of **standard services** built by
 - SAP
 - Partners
 - 3rd party



De-couple & Extend

- **Manage cloud-native extensions in one central place**
 - Microservices
 - Serverless Functions
 - Apps
- **Extensions overview** via dashboards enables improvements

SAP Cloud Platform Extension Factory - Vision



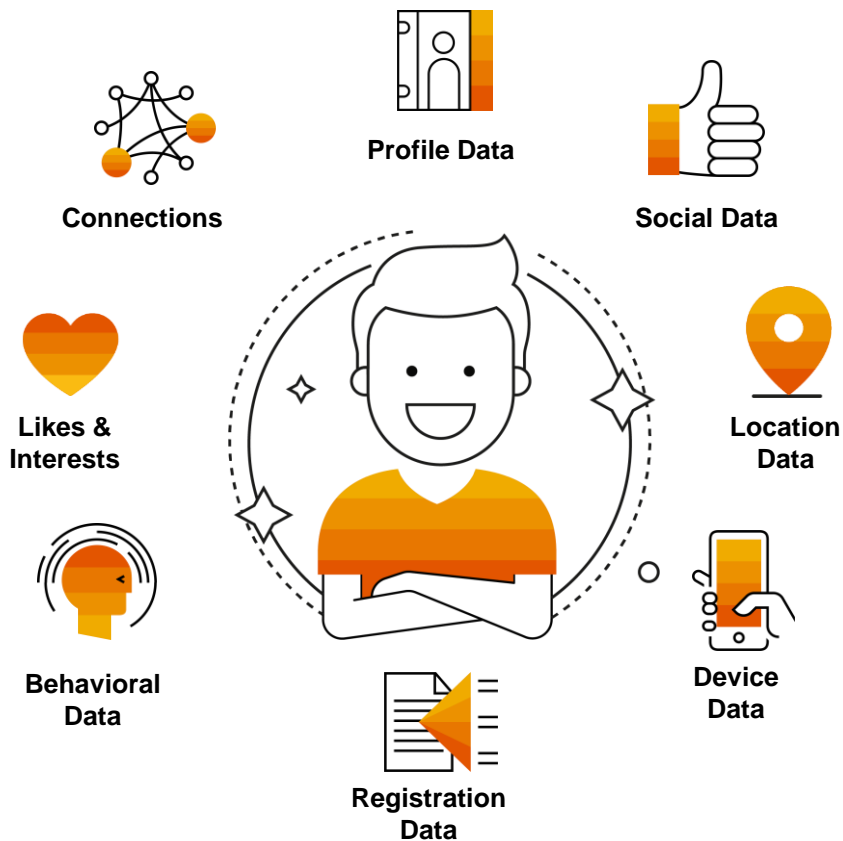
How does SAP Commerce handle GDPR?

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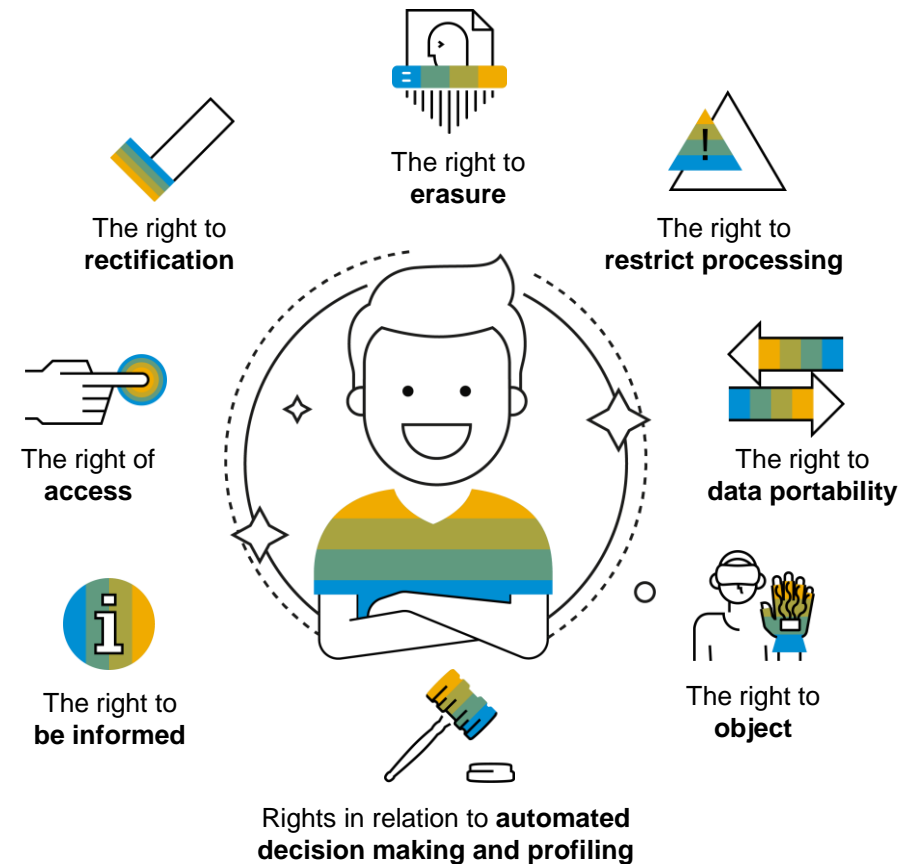
What is the General Data Protection Regulation (GDPR)?

Data Collected



VS.

Individual Rights



Putting The Customer In Control Of Their Data

GDPR: What is it and what's at stake...

GDPR ENFORCEMENT
BEGINS

MAY 25, 2018

APPLIES TO:

**ANY ENTITY
PROCESSING EU
PERSONAL DATA**

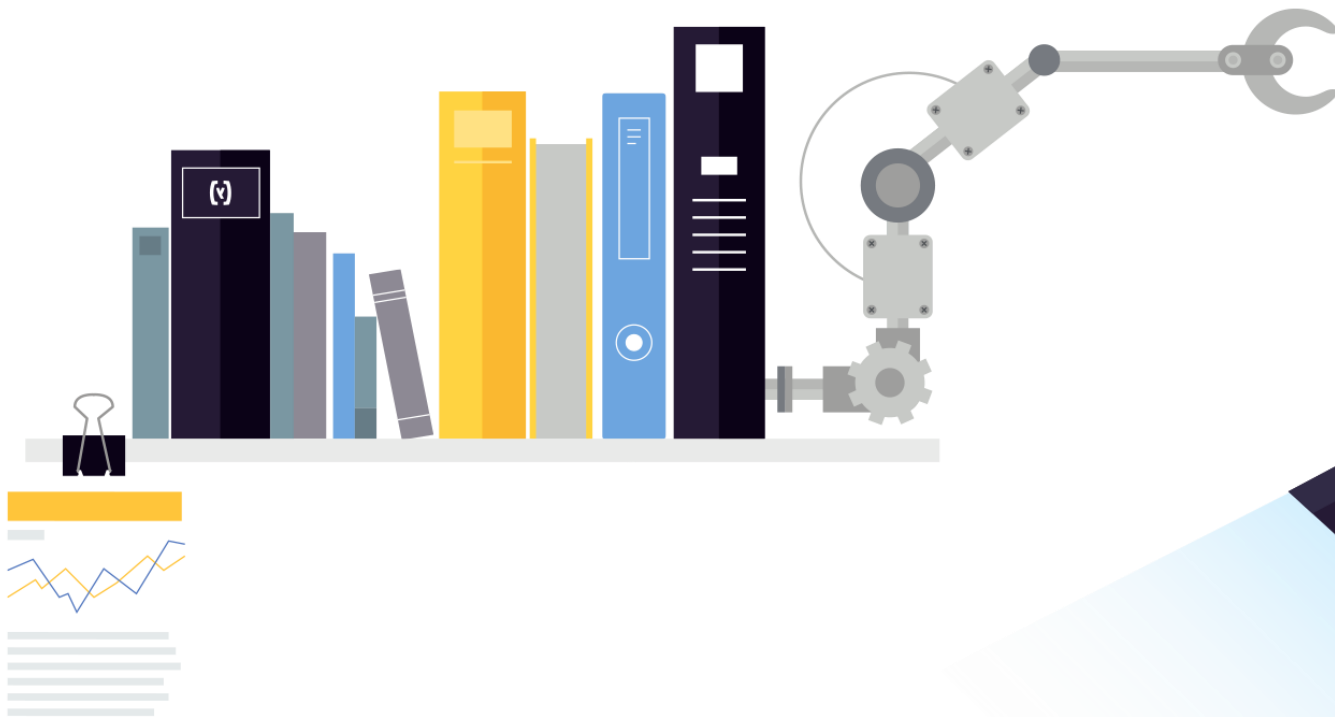
Severe Penalties

€20M or **4%**

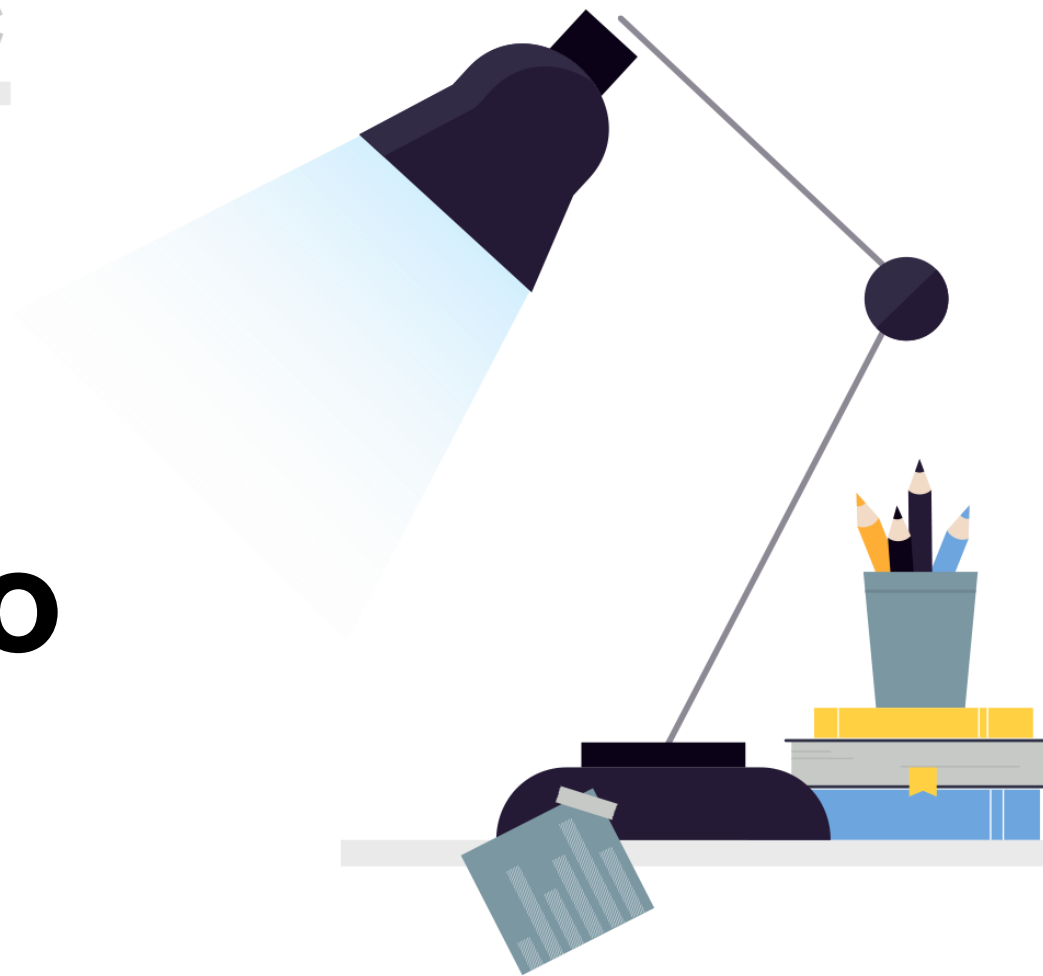
Annual turnover

GDPR Features in SAP Commerce

1. Data Annotation
2. Consent Management
3. Customer Account Closure
4. Personal Data Reporting
5. Data Retention/Deletion



Demo



Knowledge Webography

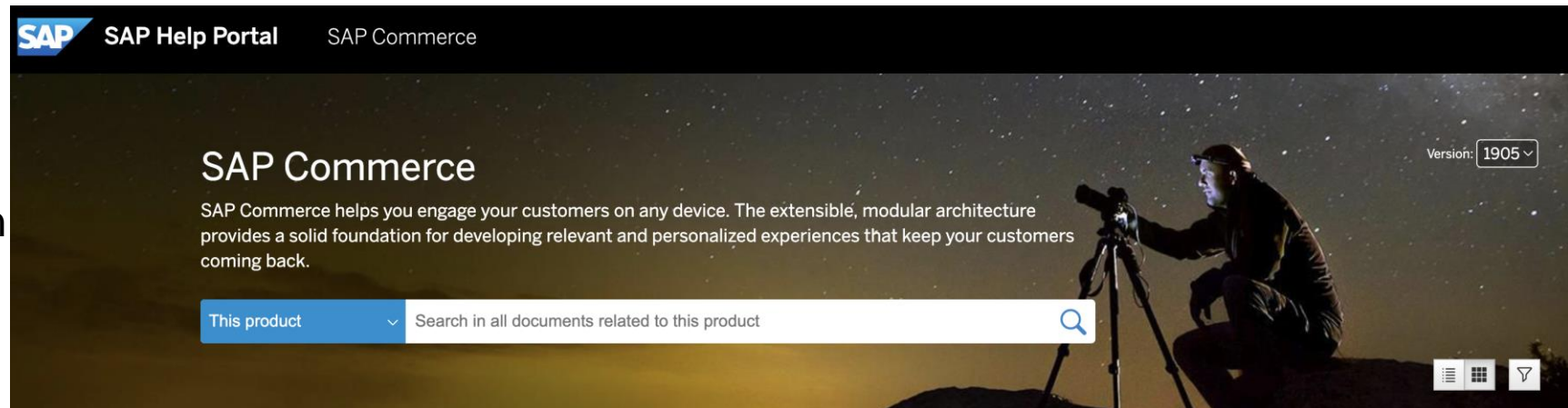
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SAP Commerce Help

https://help.sap.com/viewer/product/SAP_COMMERCE/1905/en-US

- Everything about latest SAP Commerce versions (version 6.0 and later)
- Contents:
 - Documentation for current SAP Commerce releases
 - SAP Commerce Accelerator documentation
 - Current versions of Developer Trails



What's New

What's New

Discover what's new in this release of SAP Commerce.

SAP Commerce Roadmap

Take a sneak peek at the road ahead for SAP Commerce products.



Integration

Integrations and Data Management

You can integrate SAP Commerce with a range of other products and services, and synchronize data between them.



Implementation

Platform

SAP Commerce is built on a common platform that provides key services and models that are tailored for commerce, and available to all functional modules. Additional modules provide enabling services and utilities such as the API registry, and search and navigation support.

Experience Management

SAP Commerce Experience Management is a next-generation web content management solution that enables organizations to create highly relevant, personalized and exceptional customer experiences.



Installation and Upgrade



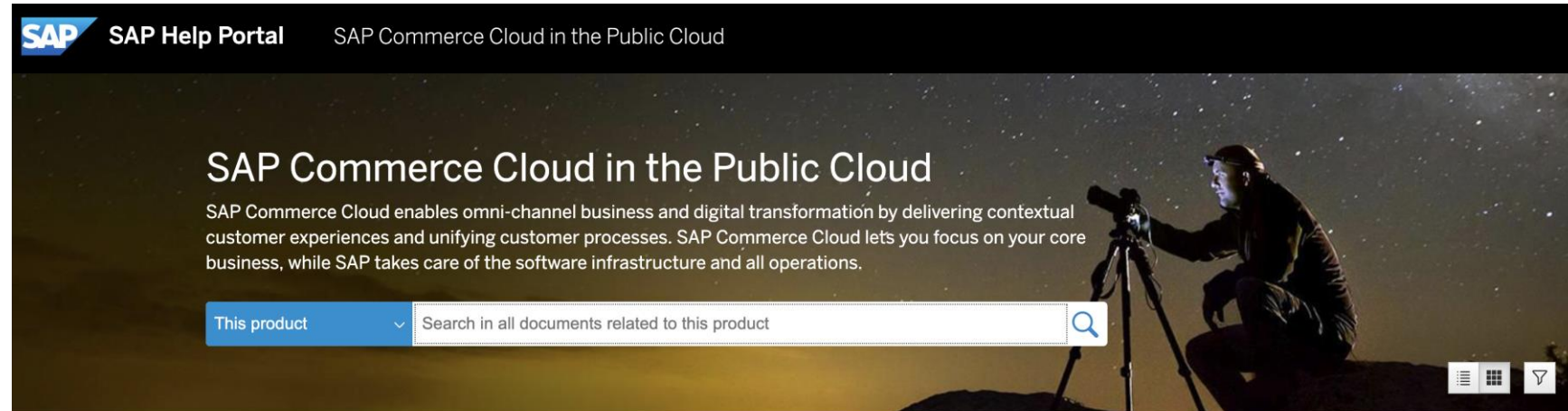
Administration

Administering SAP Commerce

SAP Commerce Cloud Help

<https://help.hybris.com/scc/pcd/ab9cf3c375a8407f8a5f548b8a379311.html>

- Everything about newest SAP Commerce Cloud versions (Public Cloud & SAP Infra)
- Contents:
 - Documentation for current Commerce Cloud releases
 - Commerce Cloud Portal
 - Commerce Cloud Setup
 - Commerce Cloud Support



What's New

What's New in the Cloud Portal

Find the new features and product enhancements delivered in the latest scheduled update of Commerce Cloud in the public cloud.

SAP Commerce Roadmap

Take a sneak peek at the road ahead for SAP Commerce products.



Training and Education

Learning Journeys

Learn about SAP Commerce Cloud features and concepts to get an all-round view of the software and its advantages.

Customer Experience Education

Find all available training courses for SAP Customer Experience solutions.

Certification



Implementation

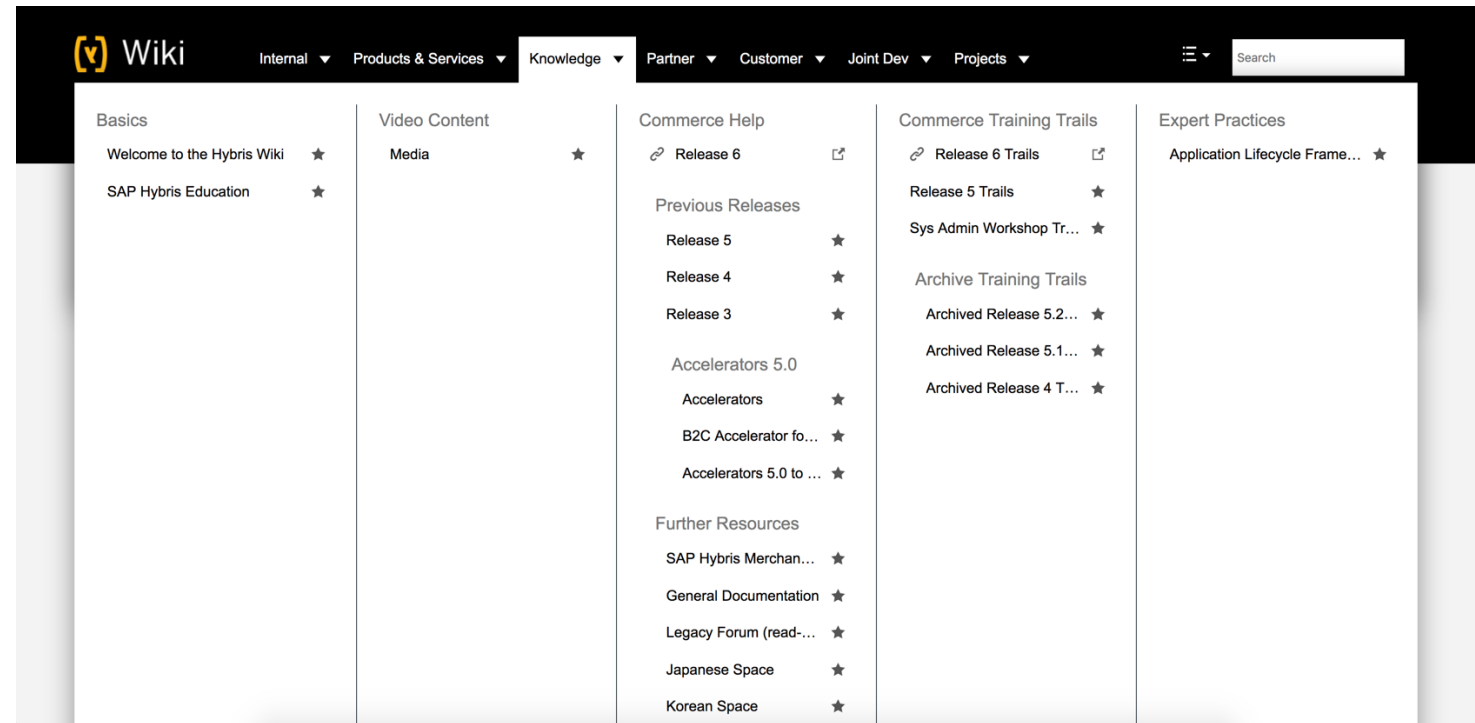
SAP Commerce Product Page

Central point of access for the latest version of SAP Commerce. SAP Commerce helps you engage your customers on any device. The extensible, modular architecture provides a solid foundation for developing relevant and personalized experiences that keep your customers coming back.

The SAP Commerce Wiki

wiki.hybris.com (Knowledge Space)

- Everything you wanted to know about previous versions of SAP Commerce (version 5.7 and before)
- Contents:
 - Documentation for previous SAP Commerce releases
 - Accelerator documentation
 - Previous versions Developer Trails
 - Training and Certification



CX Works

www.sap.com/cxworks (Expert Knowledge Portal)

- The source of curated, field-tested and SAP-verified expertise, accessible all in one place!
- Contents:
 - Expert Recommendations
 - Project Frameworks
 - Strategic Guidance



Welcome to CX Works

CX Works is designed for SAP C/4HANA. It is a source of curated, field-tested and SAP-verified expertise, accessible all in one place. Whether you are launching a new implementation, integrating additional solutions or hoping to gain additional value from an existing deployment, you can quickly access the expert resources you need.

To get started click through to Expert Recommendations, Project Frameworks or Strategic Guidance.

Expert Recommendations



Find recommendations from experts, for all solutions across the SAP C/4HANA suite, in all disciplines involved in the solutions' lifecycle, e.g. architecture, development, project management, requirements management, and application management.

Project Frameworks



Recommended project frameworks to help you to plan and structure various stage of SAP C/4HANA projects to ensure they start on the right foot. This is where you can find the project assets and tool-kits to support your implementation across the suite.

Strategic Guidance



Expert guidance to support your business and IT strategy development. Advice on planning and executing organizational change management for every stage of your transformation journey.

Enablement Portal

enable.cx.sap.com

- The SAP Customer Experience Enablement Portal is our new platform for all enablement video content for customers and also partners.

The screenshot shows the SAP Customer Experience Enablement Portal. At the top, there is a dark blue header with the SAP logo on the left and the text 'SAP Customer Experience' and 'Enablement Portal' on the right. Below the header is a navigation bar with several tabs: 'SAP C/4HANA', 'Marketing', 'Commerce' (which is highlighted with an orange underline), 'Sales', 'Service', 'Customer Data', 'Explore', and 'Playlist Special'. Below the navigation bar, the main content area has a dark grey background. It features the word 'Commerce' in large, bold, white letters. Below this, there is a paragraph of text: 'SAP Commerce Cloud – one of the five SAP C/4HANA cloud solutions – enables organizations to deliver personalized digital commerce experiences. It includes:'. This is followed by a bulleted list of four items: 'Product content management.', 'Experience management.', 'Personalization.', and 'Order management.'. At the bottom of the main content area, there is another paragraph: 'Browse to any of the channels shown below and click on ‘Subscribe’ to receive notifications when new media is added.'

SAP SAP Customer Experience
Enablement Portal

SAP C/4HANA Marketing **Commerce** Sales Service Customer Data Explore Playlist Special

Commerce

SAP Commerce Cloud – one of the five SAP C/4HANA cloud solutions – enables organizations to deliver personalized digital commerce experiences. It includes:

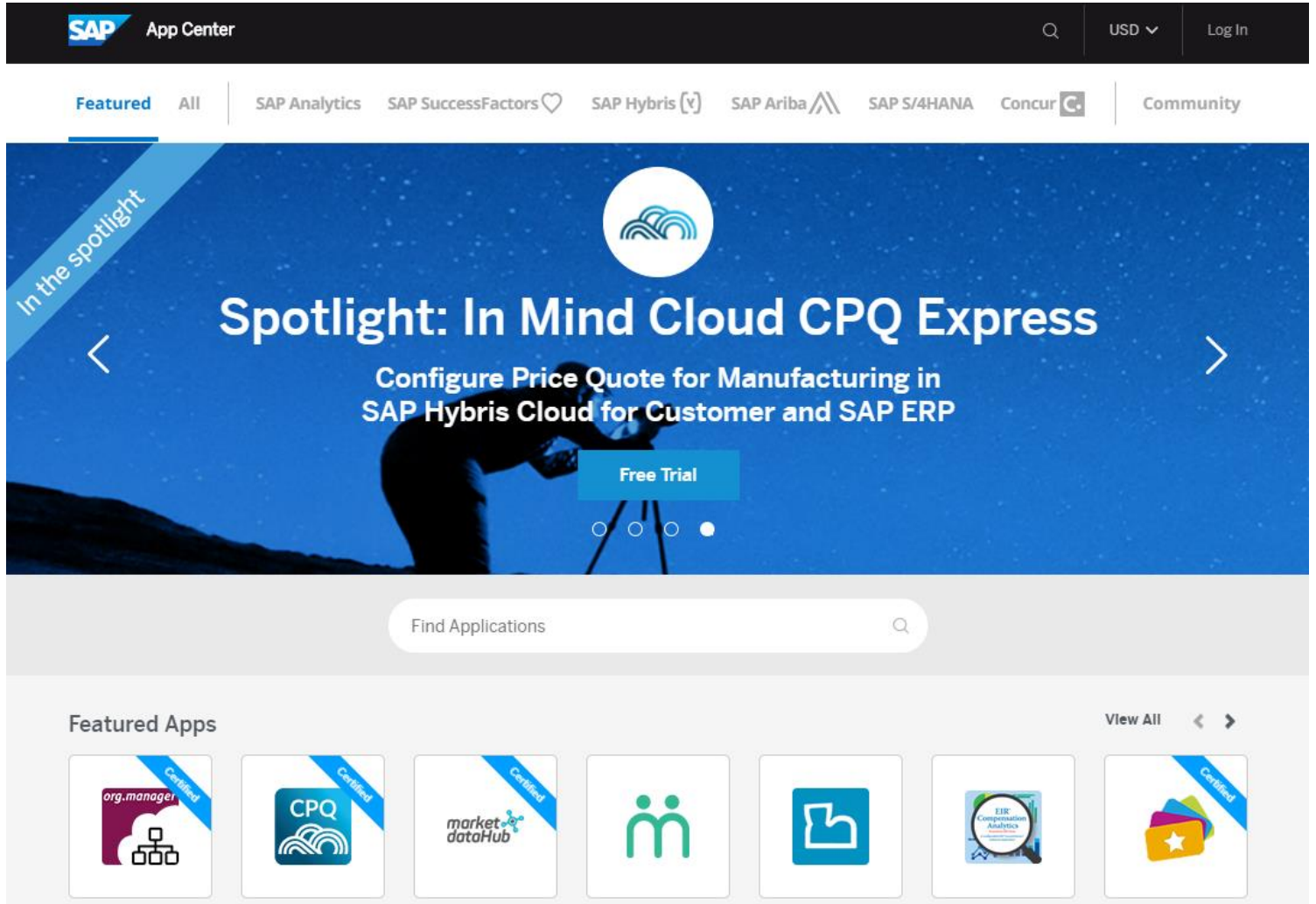
- Product content management.
- Experience management.
- Personalization.
- Order management.

Browse to any of the channels shown below and click on ‘Subscribe’ to receive notifications when new media is added.

SAP App Center



sapappcenter.com

- Enterprise marketplace to try, buy, manage, and deploy trusted partner applications that **extend your existing SAP technology and solutions**



The SAP Community (<https://answers.sap.com/index.html>)

<https://answers.sap.com/tags/73555000100800001224>


 Community Topics Answers Blogs Events Programs Resources What's New 


Home > Community > Questions [Ask a Question](#) [Write a Blog Post](#) [Login / Sign-up](#)

SAP Commerce Cloud


23109 Questions | 2081 Contributors | 83 Followers

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23109 results Sort by: [Updated](#) | [Created](#) | [Hottest](#) | [Votes](#)


**Hari Prasad** asked

[Classification System with Example\(CODE\)](#)

Arvind Kumar Avinash commented | 3 hours ago

SAP Commerce | SAP Commerce Cloud

1 Answer 0 Votes


**Ashish Agarwal** asked

[Created relation but displays as collection in HMC](#)

Arvind Kumar Avinash commented | 3 hours ago

SAP Commerce Cloud

1 Answer 0 Votes

**Vikram Bishnoi** asked

[Java doc for Hybris 6.3](#)

Arvind Kumar Avinash commented | 3 hours ago

SAP Hybris as a Service | Java | SAP Commerce Cloud

1 Answer 0 Votes

QUESTION TYPES

- ☒ All Questions
- ☐ All Answered Questions
- ☐ With Accepted Answer
- ☐ Without Accepted Answer
- ☐ No Answers
- ☐ No Responses

RELATED TAGS

- SAP Hybris Commerce, data hub
- SAP Marketing Cloud

Support Packages

- Contact support : support.sap.com



Access my
Launchpad



Report an Incident



View Incidents



View SAP
SuccessFactors
Incidents



Download
Software



Manage Users



Request Keys



View Cloud
Availability



Visit the SAP
Community



Search Product
Documentation

- Support Packages come in different Service Level Agreements (SLA):
 - Pricing
 - Response time
 - Number of annual incidents etc.
- All information on SAP Commerce Cloud project support and how to raise a ticket:

On-prem: <https://help.sap.com/viewer/e8fc78fc0a3f4b209202be818e252865/SHIP/en-US/d7f8dd3c7c0b4c38abbd4399589a2711.html>

Cloud: <https://help.sap.com/viewer/265a2902eb8d41a3bf79c5e5320785fa/SHIP/en-US/a118beceb4c3429bbc7c5cf46c6256a5.html>

Where do you go from here?

Additional Functional Offerings:

- C4H320 – SAP Commerce Cloud **Business User** Training(3 days)

Additional Technical Offerings:

- HY300 – SAP Commerce Cloud **System Administrator Workshop** (2 days)
- C4H340 – SAP Commerce Cloud **Developer** Training **Part I** - Core Platform (4 days)
- C4H341 – SAP Commerce Cloud **Developer** Training **Part II** – Commerce (3 days)
- HY430 – SAP Commerce **Data Hub** Training (3 days)
- C4H365 – SAP Commerce **Backoffice Developer** Training– Commerce (3 days)
- HY600 – SAP Commerce **SAP Solution Integration** (3 days)
- HY630E – **Solution Architect** Training Online: SAP Commerce and SAP Commerce Cloud for Service Integration
- HY730E – SAP **Marketing Functional Analyst** Online
- C4H260 – SAP **Marketing Cloud Key Features & Extensibility** Training (3 days)
- C4H260(E) – SAP **Marketing Cloud Key Features & Extensibility** Online

(for more information, see <https://wiki.hybris.com/display/education/SAP+CX+Education+Home>)

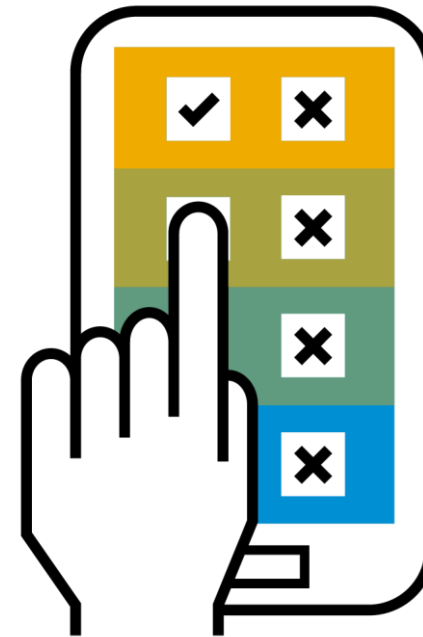
Expert Services:

www.hybris.com/en/services/expert-services

Your feedback is appreciated!

- Please provide feedback at

<https://survey.education.sap.com>



Thank you.

