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Overview of Multisite

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Agenda

- Creating Multisite Applications
- Creating Multisite Applications - Sharing Resources
- Multisite Support in ATG Products

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Learning Objectives

At the end of this lesson you should be able to:

- Learn how a request is processed in a multisite installation

- Share resources between various sites using site specific session scoped components

- Enable site specific behavior using property value overrides

- Use Site membership to designate which items belong to which sites.

- Learn about multisite support in ATG products

Section 1:
Creating Multisite Applications

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MULTISITE APPLICATIONS

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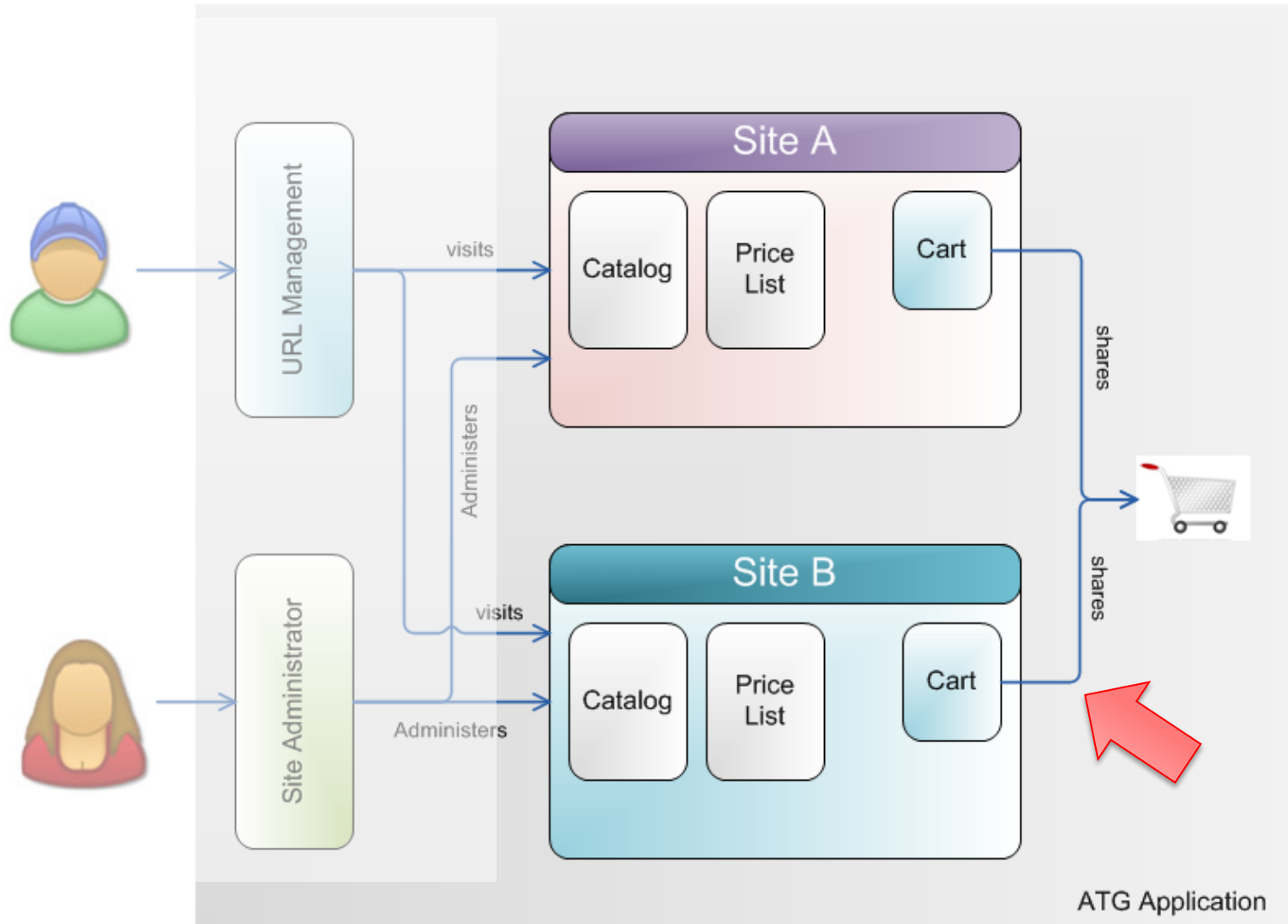
Site Context

- For ATG Platform to ensure correct site-aware behavior, site context needs to determined and set.

- The **SiteContextPipelineServlet** is a request handling pipeline that examines each incoming request and determines the site to associate the request with.

- A **SiteContext** object tracks information about the site for the current request. **SiteContextManager** manages the SiteContext objects. There may be several SiteContext objects in a single request, but only one is current at any time.

- A **SiteSession** object tracks information about a site for the current session. There can be one or more SiteSession objects for the sites. **SiteSessionManager** component manages the SiteSession objects.

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Multisite Request Handling

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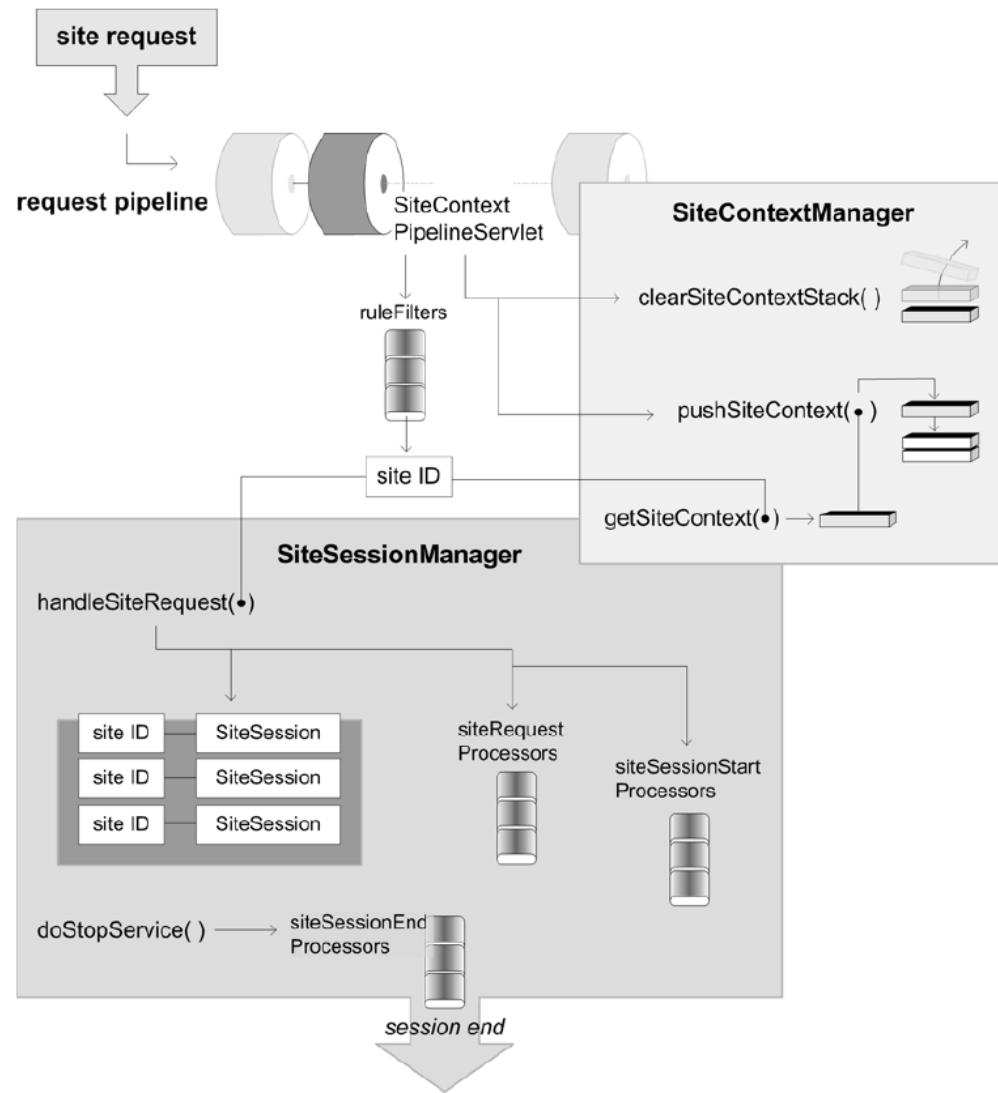
Site Context Pipeline

- The **SiteContextPipelineServlet** evaluates the request to determine the identity of the associated ATG site.

- It performs the following tasks:
  - Derives the site ID from the request URL.
  - Determines whether site information is accessible for request.
  - Passes the site ID to the **SiteContextManager** and **SiteSessionManager** components.

- To identify the request, the servlet pipeline evaluates a set of rule filters such as:
  - **RequestParamaterRuleFilter** for query parameter-based site ID identification.
  - **URLPatternMatchingRuleFilter** uses pattern matching against URL.
  - **DefaultSiteRuleFilter** if nothing matches.

- Site accessibility is based on flags on the site configuration.

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Site Context Management

- SiteContextManager component is used to maintain the context of the site.

- It creates a request scoped SiteContext component, which gives the request thread access to site properties.

- SiteContext also provides a mechanism to store and retrieve transient attributes related to that site.

- After creating the SiteContext, the SiteContextPipeline Servlet calls the following:
  - clearSiteContextStack() clears the site context stack.
  - pushSiteContext() pushes the new SiteContext into the stack.

- This stack is used to context switch to a new site within the same request and get back to the old context if a need arises (such as SiteContextDroplet invocation).

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Site Session Management

- The session scoped SiteSessionManager manages SiteSession components.

- Together they coordinate requests for multiple sites within a single session.

- Each SiteSession component maintains information about a site during the current session.

- The SiteSessionManager maintains a map of all SiteSession objects keyed by site IDs.

- The SiteSessionManager creates a new SiteSession if needed and calls:

  - SiteSessionStartProcessor component array if it is a new session.
  - SiteRequestProcessor component array for each request.

- When session expires, the SiteSessionEndProcessor component array is called from doStopService() method.

JMS Events

- Many JMS message classes now have a siteId property for specifying the site where an event is fired.

- Event senders use the current site context to set the value of this property.

- Systems that receive these messages can then use this information to affect system behavior.

- For example:
  - Scenario can set the siteId to set the site in an action parameter that is triggered by an event.
  - This allows the targeter to be run in the new site context.

- Site information in events can be logged and loaded into data warehouse for use in reporting.

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Section 1
Check Your Understanding

What is the primary purpose of the SiteContextPipelineServlet?

Answer:

It intercepts the request and determines the sites. Calls SiteContextManager and SiteSessionManager.

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Section 1
Check Your Understanding

How does the SiteContextManager handle multiple contexts in a single session?

Answer:

It uses a stack of SiteContext objects. When a new context is required, it pushes the context into the stack and pops it out when it is done.

Section 1
Check Your Understanding

How does the SiteSessionManager manage different SiteSession objects for each of the multisites?

Answer:

It uses a map with site ID as the key and SiteSession as the value.

Section 1
Check Your Understanding

What are the three processor components that site session manager calls?

Answer:

SiteSessionStartProcessor at the beginning of the session, SiteRequestProcessor for every request, and SiteSessionEndProcessor at the end of session.

Section 1
Check Your Understanding

How are JMS events made site aware?

Answer:

They have a site ID in them.

Summary

- For ATG Platform to ensure correct site-aware behavior, site context needs to be determined and set.

- The SiteContextPipelineServlet evaluates the request to determine the identity of the associated ATG site. It invokes the SiteContextManager and SiteSessionManager.

- SiteContextManager component is used to maintain the context of the site. SiteContext component represents the actual context.

- SiteSessionManager manages sessions through the SiteSession components.

- JMS messages have siteId property to make them site aware.

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Section 2:

Creating Multisite Applications-

Sharing Resources

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Sharing Resources Overview

- A key aspect of multisite support is the sharing of resources.

- From a developer's viewpoint, the issue not so much sharing as *restricting* sharing.

- By default, all resources are shared.

- You code your application in a way that limits the sharing of resources.

- You can let ATG manage the sharing by implementing ShareableType. This gives you multiple individual session scoped components per sharing group.

- Or, you can make the component site aware and code the site specific behavior in yourself.

Types of Site Awareness

- ATG provides a number of mechanisms for making resources site-aware:
  - Site specific session-scoped components (shareable types),
  - Site specific property value overrides,
  - Site specific personalization,
  - Site specific repository data (site membership).

Site specific Session Scoped Components	Site specific Property Value Overrides	Site specific Personalization	Site Membership

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| Site specific Session Scoped Components | Site specific Property Value Overrides | Site specific Personalization | Site Membership |

SITE SPECIFIC SESSION SCOPED COMPONENTS

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Site Specific Session Scoped Components

- Shareable types designate resources that are shared within site groups.

- For session scope nucleus components, the application may need multiple instances in a single session, one for each sharing group.

- For instance, if shopping cart is shared between A and C and not with B, you will need two instances: one for A and C and one for B as the user navigates between the sites.

- To simplify site development, switching between instances is designed to happen automatically.

- The underlying services track the site context and use the correct instance, creating them as needed.

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Working with Shareable Type Components

- Shareable type components allow you to configure which sharing groups share the components and which do not.

- For example atg.ShoppingCart is a shareable type that is displayed here.

ShareableType

- Shareable type components within Site Administration are implementation specific rather than site specific.

- They can contain single or multiple components or no components at all.

- They are dependent on applications and modules that are installed.

- Sharing is enabled through site groups. Each site group specifies the resources that its member sites share.

- Shared resources can be:
  - Nucleus components,
  - Non nucleus Java objects,
  - Other resources (or no resources at all).

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ShareableType Components

- A site group can share any resource that are referenced by a ShareableType.

- ShareableType is a globally scoped nucleus component from class atg.multisite.ShareableType or extension.

- ATG provides NucleusComponentShareableType that is used to share nucleus components.

- All ShareableType components must be registered with the SiteGroupManager global nucleus component to be used in the site administrator.

- Once registered with the SiteGroupManager, you can configure the site groups that will share the ShareableType you have created.

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Sharing Nucleus Components

- You designate the nucleus component that can be shared through a NucleusComponentShareableType which extends ShareableType.

- To designate a nucleus component as available for sharing:
  - Create a component A that uses or extends NecleusComponentShareableType.
  - Set the component A path's property to the nucleus component(s) that you wish to be available for sharing.
  - Register the component A with the SiteGroupManager through its shareableType property.

- ATG Commerce installation exposes ShoppingCart as shareable.

- Profiles in ATG are **not** shareableType. Users have a **single** profile across all sites.

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Steps to Sharing a Nucleus Component

- Create ShoppingCartShareableType component.
- Set path's property to point to the nucleus components you wish to share:

```
$class=atg.multisite.NucleusComponentShareableType
id=atg.ShoppingCart
paths=/atg/commerce/ShoppingCart,\
      /atg/commerce/catalog/comparison/ProductList
displayNameResource=ShoppingCartShareableTypeName
resourceBundleName=atg.commerce.order.UserMessages
```

- Register the ShoppingCartShareableType with SiteManager:

```
shareableTypes+=/atg/commerce/ShoppingCartShareableType
```

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Considerations for Sharing Nucleus Components

- Note that component's state might depend on other components or data that must be configured correctly for sharing. Otherwise, the component will exhibit erratic behavior.

- In general, the guidelines are:

  - If shared nucleus component depends on other nucleus components for state information, these must also be shared.

  - If shared nucleus component depends on repository data for state information, it must be coded so that only sites sharing this component have access to that same repository data.

- The data dependencies for OOTB nucleus components (such as profile) may be too numerous and unknown to attempt to make them shareable.

Sharing Non Nucleus Resources

- ATG provides the infrastructure to manage sharing of Java objects.

- The process is largely the same except for using an extension of ShareableType class to specify the shared objects.

- SharableType component requires you to write your own code in order to associate with it the objects that are shared within a site group.

- It is also possible to register a ShareableType component that has no objects associated with it.

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Defining ShareableType with No Object Sharing

- You can define a ShareableType that has no objects or components associated with it.

- Such a type exists solely for the purpose of creating site groups where membership is based on sharing an abstract condition or quality.

- You can use the ShareableType to define a site group that shares this type.

- Leverage the **SharingSitesDroplet** to determine which sites share the sharing group to some how associate them together.

- For example, Canada and US site could share a concept ShareableType called RelatedRegionalStores.

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Shareable Type Registration Considerations

- Shareable type components can be registered or unregistered.
  - Components that are not registered will be shared across all sites by default (same as any other nucleus components).
  - Components that are registered will be shared only when made part of a site group.
  - Components that are registered but are not member of a site group are unavailable to any site until added to a site group or are unregistered.
- To share across all sites, do not register the component.
- ATG recommends that a shareable type component be registered only when it is necessary to limit the scope of components being shared.

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How Does ShareableType Work?

- Sites in a group and outside will require access to the session scoped shared component.

- ATG creates and manages separate instances of these components.

- Nucleus relies on a cglib2-based proxying mechanism and a ProxyCallback map for relaying each instance request to the appropriate instance.

- After checking if the component is registered as shareable, ATG invokes the installed proxy factory to create:

  - A cglib2-based proxy that intercepts all calls to this component.

  - A ProxyCallBack object which maps method invocations to the appropriate context specific proxy target component.

Site specific Session Scoped Components	Site specific Property Value Overrides	Site specific Personalization	Site Membership

SITE SPECIFIC PROPERTY VALUE OVERRIDE

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Site Specific Property Value Override

- ATG provides a second mechanism to making components site-aware by allowing you to override property values on a per site basis.

- Developers can use the siteConfiguration item type which includes a number of properties OOTB.

- You can add properties to the siteConfiguration item type that are specific to your environment.

    - For example, you can add a property called siteCSSFile which defines the CSS file for each site in your environment.

- ATG provides a mechanism to override a specific component property with the value of a property of the siteConfiguration repository item.

- This allows the component property to take on a different value for each site.

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Implementing the Override

- You can override property values on a per site basis.

- Site-specific overrides are handled through the component path /atg/multisite/ SiteSourcedPropertyGetterSubClasser.

- You achieve this by adding the properties to the component where override is desired.

```
$instanceFactory=\
    /atg/multisite/SiteSourcedPropertyGetterSubClasser
$overridePropertyToValuePropertyMap=\
  property_in_component=property_in_siteConfiguration
```

- Under the site context, the above component's configured value for property_in_component is overridden by property_in_siteConfiguration.

- The mechanism relies on cglib2-based proxying and works for all component scopes.

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Example : Site-Specific Property Value Overrides

- To override the value of the amount property of your FixedPriceShippingCalculator component:
  - Add a property named **siteShippingAmount** (for example) to the siteConfiguration item type in the site repository.
  - In the **FixedPriceShippingCalculator.properties** file, add the following special properties:

```
$instanceFactory=\
    /atg/multisite/SiteSourcedPropertyGetterSubClasser
$overridePropertyToValuePropertyMap=\
        amount=siteShippingAmount
amount=10.0
```

  - In the site administration utility, set the value of the site's **siteShippingAmount** property to the fixed shipping cost on the site.
  - If no configuration is found, the component value (10.0) is used.

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SITE SPECIFIC PERSONALIZATION

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Site-Specific Personalization

- Targeters, user segments, and content groups all support site-specific rules.

- Targeters and content groups also make it possible to show on one site content that is associated with other sites.

- Scenario conditions and actions are also site-aware:
  - For example, an action that fills a slot with items from a targeter can specify a site, causing the targeter to execute a site specific rule.

- Due to the relevance of this topic to merchandisers and page developers, it has been covered in detail under the Page Development section of this module.

Site specific Session Scoped Components	Site specific Property Value Overrides	Site specific Personalization	Site Membership

SITE MEMBERSHIP

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Site Membership (1)

- Site membership is a way to designate which sites an item belongs to, using context membership property.

- It is ATG's mechanism to make catalog repository items site-aware.

- The catalog, category, product, and SKU item types all have a siteIds property that holds an array of the site IDs of the sites that the item is part of.

  - For example: Product A specifies that it applies to site A and C but not B.

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Site Membership (2)

- Context membership must be explicitly configured as such in the repository definition.

```
<item-descriptor name="product" sub-type-property="type"
        context-membership-property="siteIds" >
. . .
</item-descriptor>
```

- Note that other repositories may have siteIds to track which sites an item is associated with, but that is not the same as context membership.

- Context membership is used by internal querying mechanisms of the repository.
  - For example: A query could say "return all products that are included in site A."

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Section 2
Check Your Understanding

By default, what is the behavior of all nucleus components and resources?

Answer:

They are all shared between all instances of the multisite. Developers should restrict access.

Section 2
Check Your Understanding

What are the four mechanisms of sharing resources in ATG multisite?

Answer:

Site specific session scoped components, property value overrides, site specific personalization, and site membership.

Section 2
Check Your Understanding

What class do you implement as a component to designate a nucleus component as shareable?

Answer:

NucleusComponentShareableType.

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Section 2
Check Your Understanding

How does ATG achieve ShareableType session scoped components?

Answer:

ATG uses CGLIB2 style wrapper classes to proxy the call to the correct instance.

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Section 2
Check Your Understanding

What is the instance factory set to to implement site specific property value override?

Answer:

To SiteSourcedPropertyGetterSubClasser.

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Section 2
Check Your Understanding

Which repository items implement site membership?

Answer:

Catalog, category, product, SKU, etc.

Summary

- A key aspect of multisite support is the sharing of resources, but for developers the more important aspect is restricting sharing.

- Site specific session scoped components implement ShareableType interface. They can be configured to be shareable or not in the Site Administrator UI.

- You can make nucleus components, Java objects, or a concept with no objects shareable between sites.

- Site specific property value overrides use SiteConfiguration object to provide override values for specific nucleus components.

- Site specific personalization refers to configuring targeters, content groups, and user segments in a site-aware manner.

- Site membership is a way to designate which sites a repository item belongs to, using context membership property.

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Section 3:
Multisite Support in ATG Products

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Multisite Support in ATG Products

- Every product in ATG Commerce suite supports multiple sites.
  - ATG Commerce,
  - ATG Search and Search Merchandising,
  - ATG Service:
    - ATG Commerce Service Center,
    - ATG Knowledge and ATG Self Service.
- This section will cover key multisite features in each product.

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ATG Commerce - Product Catalog

- The Product Catalog repository allows you to associate specific catalog items with specific sites.

- Each of the items has a siteIds property that lists the sites the item is associated with.

- If an item is not associated with a specific site, it does not appear in that site's catalog hierarchy.

- ATG Merchandising allows merchandisers to set up catalogs and associate them with sites.

- Catalog Maintenance System (CMS) populates the siteIds properties of products and SKUs, based on the categories they are associated with.

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User's Catalog and Price Lists

- ATG Commerce includes logic for setting a user's catalog and price lists on a given site.

- CatalogProfilePropertySetter and PriceListProfile PropertySetter components are added to the profilePropertySetters property of the ProfilePropertyServlet component in the DAF pipeline.

```
profilePropertySetters+=\
    /atg/userprofiling/CatalogProfilePropertySetter,\
    /atg/userprofiling/PriceListProfilePropertySetter
```

- This component assigns the current site's catalog and price list to the user.

- If not specified, catalogTools defaultCatalog is used.

Shopping Cart

- ATG Commerce includes a ShareableType component ShoppingCartShareableType.

- This component is configured to manage the sharing of the shopping cart and the product comparisons list.

```
paths=/atg/commerce/ShoppingCart,\
    /atg/commerce/catalog/comparison/ProductList
```

- By default the id atg.shoppingCart shares both of the above.

- To share them independently, create a new ShareableType component.

Orders

- When you add a CommerceItem to an order, CartModifierFormHandler sets the value of the item's siteId property, typically to the current site ID.

- In some cases, though, it may be a different site, e.g., when you add a cross sell item from other site.

- Order items in the order repository have two properties for tracking the sites they are associated with:
  - creationSiteId is the siteId of the first commerceItem added to cart.
  - siteId is the siteId of the last commerceItem added to cart if INCOMPLETE or the site of checkout if order is submitted.

- The OrderLookup, ScheduledOrderLookup, and ApprovalRequiredDroplet servlet beans have siteIds and siteScope input parameters to determine which sites to look up orders for.

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Promotions and Coupons

- Promotions and coupons are site-aware.

- Site-awareness can be part of the condition or the offer.

- Coupons can include site constraints that control which sites the coupons can be claimed on.

- Coupon site constraints do not affect where the associated promotions are valid.

- Example:
  - A customer who buys $100 on site A receives free shipping. Not applicable on site B.
  - A customer who buys $100 from site A receives 15% discount on a related site B.

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Gift Lists

- The GiftlistManager component has a siteScope property that controls how gift lists are shared between sites.

- Each gift list is associated with a single site, and items from other sites can be added to a gift list if that site is compatible, based on the value of siteScope.

- The /CollectionFilters/GiftlistSiteFilter component provides site-based filtering of gift and wish lists and the items in these lists.

- Note that profiles are not ShareableType and all users have a single profile across all sites.

- Since customers have only one wish list, filtering is needed to restrict the items shown by site.

Search

- Search results can be returned from all available sites.
- They can also be limited to items from specific sites.
- Indexing and querying are site-aware.
  - Structured content (repository data) such as product catalog is made site-aware using siteIds property of the repository item.
  - Unstructured content (files) can be made site-aware using index-only metadata tags.
  - Content sets are associated with sites in Site Administration utility. If the content sets contains site-specific data, the index for that content set does not include data for the sites not associated with that content set.
  - QueryRequest object has properties to limit results from all sites or restrict to only specific sites.

Search Merchandising

- Facets, search configuration, and search tests are site-aware:
  - Facets can be applied across all sites, within a site, or within a category.
  - Search configuration supports site as a dimension.
  - Site property is defined within result prioritization allowing users to assign weight to a given site.
  - While performing search test, users can select a site to determine the site context.
- The flexibility of restricting results by site or applicable to all sites, is available both with ATG's basic search capability and with ATG Search.

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ATG Service

- ATG Commerce Service Center (CSC) supports all of the multisite features in ATG Commerce.

- In addition, CSC includes multisite features such as:

  - Ability to configure a default tab applicable for the Commerce tab.

  - A site picker that allows an agent to specify the current site.

  - Ability to specify site as a criteria for constraining catalog browsing and searching.

  - Inclusion of site ID in Click to Call requests. When a request is received, CSC changes the site context to the specified site.

- ATG Self Service uses multisite support configured through the Site Administrator.

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Section 3
Check Your Understanding

When a Click to Call request is received, what is the default behavior in CSC?

Answer:

To change the site context to the site in the request.

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Section 3
Check Your Understanding

What is the facet sharing behavior in a multisite environment?

Answer:

Facets can be shared across all sites, within a site, or within a category.

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Section 3
Check Your Understanding

Since a common profile exists across all users, how does a developer separate the wishlist items into sites?

Answer:

Use the GiftlistSiteFilter component to filter the items.

Section 3
Check Your Understanding

How is the value of the siteId property in the order object?

Answer:

If INCOMPLETE, it is the siteId of the last item added to order. If not, it is the site of the checkout.

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Section 3
Check Your Understanding

What are the components that must be used to set catalog and price lists in a multisite installation?
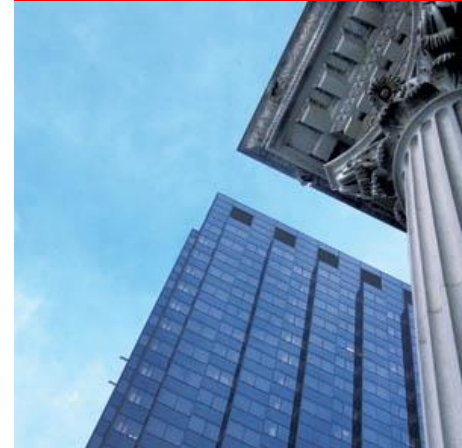
Answer:

CatalogProfilePropertySetter and PriceListProfilePropertySetter.

Summary

- Every product in ATG Commerce suite supports multiple sites.
- The Product Catalog repository allows you to associate specific catalog items with specific sites.
- ATG Commerce includes logic for setting a user's catalog and price lists on a given multisite.
- Shopping Cart and Product Comparisons are ShareableType and can be configured to be shared or not.
- Commerce form handlers maintain multisite state on the commerce objects.
- Promotions and coupons are site-aware.
- ATG Search includes several features for filtering search and associating content sets with sites.
- ATG CSC includes multisite features.

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Q&A

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