Executive Summary

Bazaarvoice is deprecating support for using FTP as a mechanism for uploading and/or downloading files for use in integrating with the Bazaarvoice platform. Only SFTP will be supported going forward.

Clients who have implemented the Bazaarvoice Magento Extension may need to take action as a result of this policy change. The action may depend on which version of the extension is in use.

What version of the extension am I using?

1. If installed using Magento Connect you can get the version from System > Magento Connect > Connect Manager. Just find the Bazaarvoice Connector in the list of installed extensions.

2. The version can also be found in app/code/local/Bazaarvoice/Connector/etc/config.xml toward the top of the file.

3. Lastly you can find the version number in the Product Feed which is generated daily and uploaded to the Bazaarvoice FTP Server.

Required Actions (based on version of extension in use)

Overview

Extension Version in Use by Client	Action
6.2.0	No Action Required (This version contains SFTP Support)
6.1.2-6.1.2.5	Apply patch bazaarvoice_conversations_sftp_6.1.2-6.1.2.5_patch.tgz
6.1.1.3	Apply patch bazaarvoice_conversations_sftp_6.1.1.3_patch.tgz
6.1.0-6.1.1.2	Apply patch bazaarvoice_conversations_sftp_6.1.0-6.1.1.2_patch.tgz
6.0.1-6.0.6	Apply patch bazaarvoice_conversations_sftp_6.0.1-6.0.6_patch.tgz
6.0.0	Apply patch bazaarvoice_conversations_sftp_6.0.0_patch.tgz
5.1.4-5.1.8	Apply patch bazaarvoice_prr_sftp_5.1.4-5.1.8_patch.tgz
5.1.1-5.1.3	Apply patch bazaarvoice_prr_sftp_5.1.1-5.1.3_patch.tgz

Steps to Switch to SFTP

For clients on Versions 6.0.1-6.1.2.5 who are currently configured to use FTP

Complete the following simple configuration change:

1. Backup your site

2. Apply appropriate patch from table above based on your version of the extension

3. Ensure any changes previously made to app/code/local/Bazaarvoice/Connector/Helper/Data.php are applied after the patch has been installed as necessary.

4. Test the configuration change

   o Trigger a product catalog feed export from Magento to Bazaarvoice

   o Using a separate SFTP/FTP Tool (such as FileZilla), manually log into the BV SFTP Server and confirm that the product feed was successfully uploaded to Bazaarvoice (look in the /import-inbox/ directory for the file)

For clients using older than Version 6.0.1

Complete the following steps:

1. Complete steps for versions 6.0.1-6.1.2.5

2. Update Bazaarvoice configuration in Magento Admin with the appropriate Bazaarvoice SFTP hostname (see http://knowledge.bazaarvoice.com/release-updates/migrating-from-ftp-to-sftp-for-bazaarvoice-feeds/ for list of BV SFTP Server hostnames)

Additional Information

Contact partner-support@bazaarvoice.com for more information.