

Bazaarvoice for Magento 1 Extension

Integration Guide

Version: 6.3.16



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Introduction

Bazaarvoice maintains a pre-built integration into the Magento platform. This pre-built integration is delivered in the form of a Magento Extension.

The extension is supplied “as-is” and is intended to function as a started kit for clients to implement Bazaarvoice. It includes support for commonly required integration points, but does not include pre-built functionality for the exhaustive list of Bazaarvoice features. This extension may need to be customized by the client in order to implement functionality not included in the extension.

What's Included

1. Product catalog generation (“Product Feed”)
2. Ratings and Reviews display on collection and product pages
3. Questions and Answers display on collection and product pages
4. BV Transactional Pixel (Reporting and Analytics Integration)
5. BV “Cloud” SEO system (Allows reviews to be indexed by search engines)
6. PIE (Post Interaction Email) system for soliciting reviews after purchase
7. Container page (For collection of reviews on mobile devices)

System Requirements

The requirements to run the Bazaarvoice Magento Extension are the same requirements established to run Magento Core. See

https://docs.magento.com/m1/ce/user_guide/magento/system-requirements.html.

Note: The link to Magento System Requirements frequently changes.

Installation & Configuration

Preparation

In preparation for installation there are several steps that you should take.

1. Ensure you are working on a “Development/Staging” environment. It is not recommended that you install directly in your production environment. You will need to take several steps to ensure the functionality has been properly integrated into your theme(s).

2. We recommend following standard best practices for development, and the use of source control to track incremental changes.
3. Ensure compilation mode is not enabled, and that Magento is not currently compiled. To do this Navigate to System > Tools > Compilation. Confirm that the Compiler Status = **Disabled**, and Compilation State = **Not Compiled**. If that is not the case login to the server with SSH, and perform the following commands from your Magento root directory:

```
$ php shell/compiler.php disable  
$ php shell/compiler.php clear
```

4. Obtain a copy of the Extension Package
The extension package can be found in the Bazaarvoice Knowledge Base here:
https://knowledge.bazaarvoice.com/wp-content/software/downloads/PartnerIntegrations/Magento_Extension/Magento_1/Conversations/

Install Magento Extension

1. From the Magento Admin navigate to System > Magento Connect > Magento Connect Manager, and login with your Magento Admin credentials
2. Install the package using the Direct package file upload step by choosing your package, and using the upload button. The package should be installed & caches refreshed.
3. Following installation click the button to return to the Magento Admin
4. Navigate to System > Cache Management
 - a. Flush Magento Cache
 - b. Flush Cache Storage
 - c. Select All Cache Types, and click Submit to Refresh all types
5. Logout then Log back in.
6. Navigate to System > Configuration > General > Bazaarvoice to begin configuration.

If you do not see the Bazaarvoice configuration section check your file system to see if the extension files have been created as directories. We have seen this occur on some servers, and the remedy is to install the package manually. Upload the package to the server, and extract the contents in place.

```
$ cd /path/to/magento  
$ tar -xf /path/to/Bazaarvoice_Connector-x.x.x.tgz
```

Additional Steps When Using a Custom Design:

The extension installs frontend design files into the enterprise design package. If you are using a different package or the Community edition of Magento, please make sure to copy the

template and layout files to the default theme of the package you are using:

```
$ cd /path/to/magento
$ cp -a app/design/frontend/enterprise/default/layout/bazaarvoice.xml
app/design/frontend/YOUR_PACKAGE/default/layout/
$ cp -a app/design/frontend/enterprise/default/template/bazaarvoice
app/design/frontend/YOUR_PACKAGE/default/template/
```

Prepare for Configuration

By this time you have probably already discussed the layout of your Magento install, and how that converts to Bazaarvoice Instances, and locales.

Refer to Appendix A: Mapping your Magento Environment to your Bazaarvoice Environment for more details.

Make sure you have the credentials provided by your contact at Bazaarvoice.

Configure the Magento Extension

The steps below pertain to a single account/website setup. See the Appendix A: Magento Environment Mapping to understand how to configure these values when multiple Websites, Store (Groups), and/or Store Views are involved. The Bazaarvoice configuration section can be found in System > Configuration > GENERAL > Bazaarvoice

General

Enable Bazaarvoice Extension - Set to Yes

Environment - This setting determines which Bazaarvoice environment you will be connecting to.

Client Name - Set the Client Name (the name defined in the Bazaarvoice platform for the client instance; typically referred to as “client folder name”)

SFTP Password - Set the SFTP Password

Deployment Zone - Usually this should be “Main Site”

Locale - (e.g en_US, fr_CA, etc.; language-only values are not supported by Bazaarvoice)

Enable Cloud SEO - Set to “Yes”

Cloud SEO Key - Paste your SEO Cloud Key here.

Enable BV Pixel - Set to “Yes”

Ratings and Reviews

Enable Ratings & Reviews - Set to “Yes”

JS Callback function to display R&R content (doShowContent) - If Bazaarvoice content will be displayed in a tab enter the necessary code to the JS Callback function (doShowContent) config

Enable Hosted Inline Ratings - Set to "Yes"

Questions and Answers

Enable Questions & Answers - Set to "Yes"

JS Callback function to display Q&A content (doShowContent) - Just like the setting for Ratings & Reviews

Feeds

Enable Product Feed - Set to "Yes"

Enable BV Product Families - Set to "Yes" if you are collecting or have reviews on child products.

Enable Purchase Feed - Set to "Yes" if you would like a weekly feed to be sent to Bazaarvoice for recent purchases. (Often BV Pixel alone is used to trigger PIE)

Purchase Feed Triggering Event - (Purchase/Shipping)

Purchase Feed Lookback - (Default is 30 days)

Administrator Email

Feed Generation Scope - This determines at which level a Product Feed will be generated. A single feed will be generated for each type selected here. So if you have 3 websites, 3 feeds will be sent if you have this set to Magento Website.

Check Product Status at Default Scope - If you manage product status at a level deeper than the Default scope you will want to set this to No. This will cause the extension to check the Enabled/Disabled setting at the same level the feed generation scope is set.

Run Purchase Feed

Configuration Settings Outside the Magento Admin

It is necessary to set certain configuration settings in the **Magento app/etc/local.xml** configuration file before the closing `</config>` tag. This is the same file which contains your Database connection and cache settings. There is an example block of code which you can copy/paste below.

The table below contains a list of each setting that can be set:

| | | | |
|--------------------------|--|---------------|--|
| Product Feed File Name | <code><product_feed_export_file_name></code> | file_name.xml | You can specify the name of your product feed |
| Product Feed Export Path | <code><product_feed_export_export_path></code> | /import-inbox | This setting allows you to control the path the file will be uploaded to on the BV SFTP server |

| | | | |
|--|---|---------------|---|
| Product Feed Brand Attribute Code | <product_feed_brand_attribute_code> | NULL | By default this configuration is set to NULL, and can be set to a field of your choosing. Note: it must be a "Select" Type attribute in Magento. |
| Product Feed UPC Attribute Code | <product_feed_upc_attribute_code> | NULL | By default this configuration is set to NULL, and can be set to a field of your choosing. Note: it must be set to a "Text" Type attribute in Magento. |
| Product Feed EAN Attribute Code | <product_feed_ean_attribute_code> | NULL | By default this configuration is set to NULL, and can be set to a field of your choosing. Note: it must be set to a "Text" Type attribute in Magento. |
| Product Feed Manufacturer Part Number Attribute Code | <product_feed_manufacturer_partnumber_attribute_code> | NULL | By default this configuration is set to NULL, and can be set to a field of your choosing. Note: it must be set to a "Text" Type attribute in Magento. |
| Product Feed ISBN Attribute Code | <product_feed_isbn_attribute_code> | NULL | By default this configuration is set to NULL, and can be set to a field of your choosing. Note: it must be set to a "Text" Type attribute in Magento. |
| Product Feed Model Number Attribute Code | <product_feed_modelnumber_attribute_code> | NULL | By default this configuration is set to NULL, and can be set to a field of your choosing. Note: it must be set to a "Text" Type attribute in Magento. |
| Product Feed Set Simple Products to Expand | <product_feed_export_bvfamilies_expand> | true | By default this configuration is set to true. Which means that simple products will display totals based on the families. When set to false only content for the simple product will be displayed. |
| Category Id Use URL Path | <category_id_use_url_path> | true or false | <p>By default this is set to "true". When set to true the CategoryId used in feeds will be the url path of the category tree separated by hyphens. Ex: apparel-shirts where apparel is the top level category, and shirts is the category.</p> <p>When set to false the actual Category Id will be used. Ex: This is the id that can be found when navigating to Catalog>Manage Categories, and selecting a category. The id will be displayed at the top of the page to the right of the category name.</p> |

| | | | |
|----------------|------------------|----------|--|
| SFTP Host Name | <sftp_host_name> | hostname | <p>Used to override the default BV SFTP server hostnames.</p> <p>If this is not specified, the standard sftp-stg.bazaarvoice.com and sftp.bazaarvoice.com will be used.</p> <p><sftp_host_name></sftp_host_name></p> <p>Example setting: sftp7-stg.bazaarvoice.com</p> |
|----------------|------------------|----------|--|

Example code to be placed before closing </config> tag.

```
<default>
    <bazaarvoice>
        <bv_config>
            <!-- Hard code filename in class constants -->
            <product_feed_export_filename>productfeed.xml</product_feed_export_filename>
            <!-- Hard code export path in class constants -->
            <product_feed_export_export_path>/import-inbox</product_feed_export_export_path>
            <!-- Magento Brand Attribute Code -->
            <product_feed_brand_attribute_code>manufacturer</
product_feed_brand_attribute_code>
            <!-- Magento UPC Attribute Code -->
            <product_feed_upc_attribute_code>upc</product_feed_upc_attribute_code>
            <!-- Magento EAN Attribute Code -->
            <product_feed_ean_attribute_code>ean</product_feed_ean_attribute_code>
            <!-- Magento Manufacturer Part Number Attribute Code -->

<product_feed_manufacturerpartnumber_attribute_code>manufacturerpartnumber</product_feed_manuf
acturerpartnumber_attribute_code>
            <!-- Magento ISBN Attribute Code -->
            <product_feed_isbn_attribute_code>isbn</product_feed_isbn_attribute_code>
            <!-- Magento Model Number Attribute Code -->

<product_feed_modelnumber_attribute_code>modelnumbder</product_feed_modelnumber_attribute_code
>
            <!-- Disable Expand on Simple products -->
            <product_feed_export_bvfamilies_expand>>false</
product_feed_export_bvfamilies_expand>
            <!-- If true, use Magento category URL path as category id, otherwise use Mage
category entity primary key -->
            <category_id_use_url_path>true</category_id_use_url_path>
            <!-- SFTP Connection Host Name. If this is not specified, the standard
sftp-stg.bazaarvoice.com and sftp.bazaarvoice.com will be used -->
            <sftp_host_name></sftp_host_name>
            <!-- Display code - We still need this for some clients -->
            <display_code></display_code>
        </bv_config>
    </bazaarvoice>
</default>
```

Disable Native Magento Ratings & Reviews (If using)

From the Magento Admin

1. Navigate to System > Configuration
2. In the Advanced section click Advanced
3. Select Disable from the Mage_Rating list box.
4. Select Disable from the Mage_Review list box.
5. Click Save Config.
6. Flush Magento Cache

Note: The above steps will only disable the display of native Magento ratings & reviews function-ality. The native Magento reviews module will still be enabled.

Template Modifications

In order for Bazaarvoice content to be displayed on your site you will need to modify your Product list and view template files.

Changes to the PDP

In your favorite file editor open the catalog/product/view.phtml template for your theme.

1. Edit the following file in your Magento installation:

```
app/design/frontend/YOUR_INTERFACE/YOUR_THEME/template/catalog/product/view.phtml
```

2. Insert the following code where you want the Ratings Summary to appear:

```
<?php echo $this->getChildHtml('bv_reviewssummary') ?>
```

Example:

```
<div class="product-main-info">
    <div class="product-name">
        <h1><?php echo
$_helper->productAttribute($_product,$_product->getName(), 'name') ?></h1>
    </div>
    <p class="product-ids"><?php echo $this-> ('SKU# %s',
$this->escapeHtml($_product->getSku())); ?></p>
    <?php echo $this->getChildHtml('bv_reviewssummary') ?>
    <?php echo $this->getReviewsSummaryHtml($_product, false,true)?> <?php
echo$this->getChildHtml('alert_urls') ?>
    <?php echo $this->getChildHtml('product_type_data')?>
</div>
```

3. Insert the following code where you would like Ratings & Reviews to appear:

```
<?php echo $this->getChildHtml('bv_reviews') ?>
```

Example:

```
<div class="product-collateral">
    <?php echo $this->getChildHtml('bv_reviews') ?>
    <?php if ($detailedInfoGroup =
$this->getChildGroup('detailed_info','getChildHtml')):?>
```

```

<dl id="collateral-tabs" class="collateral-tabs">
  <?php foreach ($detailedInfoGroup as $alias => $html):?>
    <dt class="tab"><span><?php echo
    $this->escapeHtml($this->getChildData($alias, 'title')) ?></span></dt>
    <dd class="tab-container">
      <div class="tab-content"><?php echo $html ?></div>

    </dd>
  <?php endforeach;??

```

4. Insert the following code where you would like Questions & Answers to appear:

```
<?php echo $this->getChildHtml('bv_questions') ?>
```

If you placed either the Reviews or Questions content behind a tab see the Advanced Configuration appendix section Putting Bazaarvoice Content Behind a Tab for details on implementing the doShowContent() callback function.

Adding Inline Ratings to Category (and/or Search Results) Pages

In your favorite file editor open the catalog/product/list.phtml template for your theme.

1. Open the following file in your Magento installation:

```
app/design/frontend/YOUR_INTERFACE/YOUR_THEME/catalog/product/list.phtml
```

2. Add the bvHelper as shown below:

```

<?php
  $_productCollection=$this->getLoadedProductCollection();
  $_helper = $this->helper('catalog/output');
  $_bvHelper = $this->helper('bazaarvoice');
?>

```

3. In the same file you will need to add the following code to both the Grid, and List View sections immediately below each occurrence of </h2>

```

<div id="BVRInlineRating-<?php echo $_bvHelper->getProductId($_product)
?>"></div>

```

4. Add the following code at approximately line 43 as shown below.

```

<?php else: ?>
<?php echo $this->getChildHtml('inline_ratings') ?>
<?php echo $this->getToolbarHtml() ?>
<?php echo $this->getAdditionalHtml() ?>

```

Once this step has been taken, and your caches are cleared you should see the following in the source of your category page.

In the HEAD ex.

```

<script type="text/javascript"
src="http://display.ugc.bazaarvoice.com/bvstaging/static/YOUR_CLIENT_NAME/main_site/en_US/bvapi.js">

```

In the body toward the top:

```
<script type="text/javascript">
$BV.ui( 'rr', 'inline_ratings', { productIds
    : {
        'your-product-sku' : {
            url : 'http://yourdomain.com/your-product.html'
        },
    },
    containerPrefix : 'BVRRIInlineRating'
});
</script>
```

For each product displayed on the category list or grid view:

```
<div id="BVRRIInlineRating-YOUR_EXTERNAL_ID">
```

If all of the above is displaying except for the first section in the body containing the external ids and product urls then there is something in your theme keeping the Bazaarvoice ratings.phtml template file from loading. Replace the code snippet:

```
<?php echo $this->getChildHtml('inline_ratings') ?>
```

With the following:

```
<!-- Begin BV Inline Ratings -->
<?php if(Mage::getStoreConfig('bazaarvoice/rr/enable_inline_ratings') === '1'
    && Mage::getStoreConfig('bazaarvoice/rr/enable_rr') === '1' &&
    Mage::getStoreConfig('bazaarvoice/general/enable_bv')=== '1'): ?>
    <script type="text/javascript">
        $BV.ui( 'rr', 'inline_ratings',
            { productIds : {
                <?php foreach($this->getLoadedProductCollection() as $_product): ?>
                <?php $_productId =
                Mage::helper('bazaarvoice')->getProductId($_product); ?>
                '<?php echo $_productId ?>' : {
                    url : '<?php echo $_product->getProductUrl() ?>'
                },
            },
            <?php endforeach; ?>
        },
        containerPrefix : 'BVRRIInlineRating'
    });
    </script>
<?php endif; ?>
<!-- End BV Inline Ratings -->
```

Bazaarvoice Features Included

Cloud SEO

The Bazaarvoice Magento Extension currently uses version 3.2.1 of the BV SEOSDK for PHP Found here: https://github.com/bazaarvoice/seo_sdk_php/releases/tag/Release_v3.2.1

BV Pixel V2

The Bazaarvoice for Magento Extension includes support for BV Pixel V2. This feature is an analytics tag on the checkout page. This tag provides a small set of data elements to BV when an online user completes the checkout process.

Note: Around lines 58-61 when viewing source of the Success page you will see the pixel if enabled in the Magento Admin. You need to make sure you are viewing the current source of the success page. By default the view source functionality in many browsers reloads the page in order to view it. In this case the information will not be visible.

Product Feed

The Bazaarvoice for Magento Extension includes support for generating a product catalog feed to Bazaarvoice and upload the feed via SFTP to Bazaarvoice. As of this release the schema version set in the feed is 14.4.

By default, the Bazaarvoice Product Feed is scheduled to run every day at 1 AM (Note: the time zone is set based on the locale set in Magento at the default configuration scope).

See the Advanced Configuration section for instructions on how to verify that the Magento cron job is running, as well as how to change the default time of day for the cron jobs.

Bazaarvoice Families

The Bazaarvoice for Magento Extension includes support for creating Bazaarvoice Product Families where the Configurable product is the Parent, and Simple product is the Child. The sku or External ID is used as the Family Name. When product family support is enabled both the configurable, and simple associated products will be added to the family, and EXPAND will be set to true on both. We have added the ability for you to set EXPAND on simple products to false by adding a short xml snippet to the app/etc/local.xml file. See Appendix D Advanced Configuration.

With EXPAND set to true both configurable, and simple products will display the totals for the entire family when displayed in the catalog. When EXPAND set to false only the configurable product will display the totals for the family, and the simples will display only their content.

Below is how each piece of Bazaarvoice is affected when Bazaarvoice Product Families are enabled:

Product Feed

- Configurable sku will be family name
- Configurable will be a member of it's family
- All associated simple products will be member of family
- Simples are included in feed whether they are visible or not.
- When simple is visible
 - We will send it's category
 - We will send it's url
 - We will send it's image
- When simple is Not Visible Individually
 - We will send parent category
 - We will send parent url
 - We will send it's base image if one exists otherwise send parent

Inline Ratings

- No Change here what is displayed depends on the EXPAND setting. When EXPAND true simples will display the totals of all family content. When set to false simples will display only their rating and review numbers.

Product Detail

- Similar to above
- On products with single configurable option the ratings and reviews displayed will reflect the results for the resulting external id as selected. This means that when EXPAND set to false you would be able to see only the Ratings and Reviews for the simple product as selected based on the configurable option. An example of this would be if you have flavors as a configurable option. When the cherry flavor is selected you would see content relating to the cherry flavor.

Cloud SEO

- Functions normally

BV Pixel

- Simple sku is sent
- Simple name is sent
- Simple image is sent if base image available otherwise config image url is sent.

Purchase Feed

- Same as BV Pixel

Submission

- All submissions will be attributed to the simple product as selected.

Appendices

Appendix A: Mapping your Magento Environment to your Bazaarvoice Environment

Magento is a very flexible platform. As such, the following scenarios describe how the Magento extension can handle different ways to map the Magento environment to the Bazaarvoice environment.

Background

Magento provides the following hierarchy of scope:

- Magento Instance
 - Magento Website
 - Magento Store (Group)
 - Magento Store View

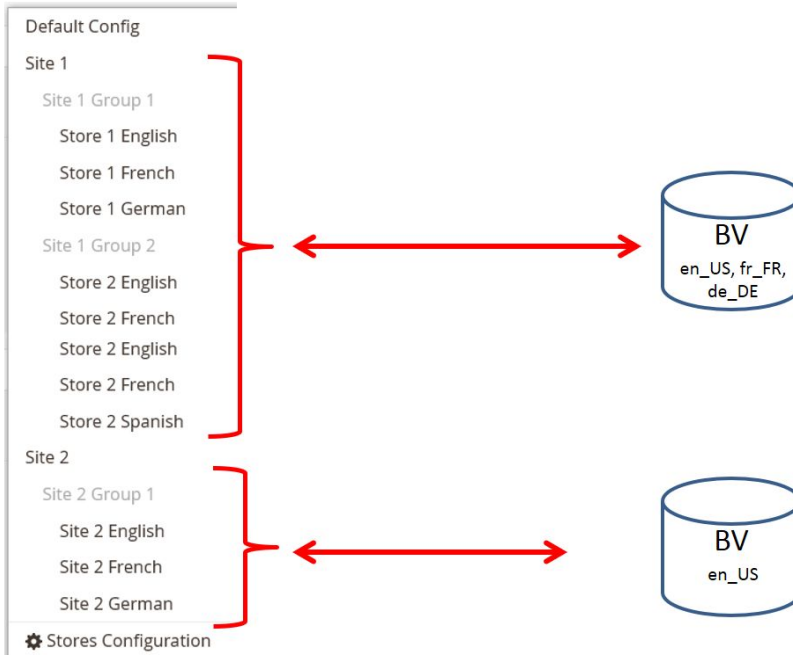
A Bazaarvoice client may exist as one or more instances of the Bazaarvoice platform, depending on client needs. Each instance can support multiple locales. Each instance can consume only one product catalog feed (w/ localized product and category attributes for each configured locale).

Scenario 1: Each Magento Website maps to a Separate Bazaarvoice Instance

Description of Scenario

- BV provisions an instance for each Magento Website
- Locales are mapped at the Store View level
- A single product catalog feed is generated for the entire Magento Website (the feed will contain localized attributes (e.g. Product Page Urls, Product Names, etc.) for each Store View in the Website)

- Limitations:
 - Each Store View must map to a unique BV Locale within a given BV instance
 - All stores within a single website must share the same category tree




How to Setup the Scenario

- Contact BV to provision a separate BV instance for each desired Magento Website.
- In control panel, set Feed Generation Scope to “Magento Website”.

Feed Generation Scope Magento Website [GLOBAL]

▲ This determines whether separate feed files will be generated and sent to BV for each website, store or store view.

- Set BV client-level settings (Client Name, SFTP Password, Cloud SEO Key) at the Magento Website configuration scope.









Current Configuration Scope:
Main Website  [Manage Stores](#)

Configuration

- GENERAL
 - General
 - Web
 - Design
 - Currency Setup
 - Store Email Addresses
 - Contacts
- Bazaarvoice
 - Content Management
- CATALOG
 - Catalog
 - Inventory
 - Google Sitemap
 - RSS Feeds
 - Email to a Friend
- CUSTOMERS
 - Newsletter
 - Customer Configuration
 - Wishlist
 - Invitations
 - Reward Points

Bazaarvoice

General

| | | |
|--|---|--|
| Enable Bazaarvoice Extension | Yes  | <input type="checkbox"/> Use Default [STORE VIEW] |
| <small>▲ Enable all Bazaarvoice Magento extension features at this Magento Scope</small> | | |
| Environment | Staging  | <input checked="" type="checkbox"/> Use Default [STORE VIEW] |
| <small>▲ BV environment that this Magento scope is integrating with</small> | | |
| Client Name | bvp-magentoc2013sandbox2  | <input type="checkbox"/> Use Default [STORE VIEW] |
| <small>▲ Client Name as defined in your BV platform account</small> | | |
| SFTP Password | Nwp2Pn2*KamT  | <input checked="" type="checkbox"/> Use Default [STORE VIEW] |
| <small>▲ Password used to access the BV SFTP server for feed upload/download processes.</small> | | |
| Deployment Zone | Main Site  | <input type="checkbox"/> Use Default [STORE VIEW] |
| <small>▲ Deployment Zone Name as defined in your BV platform account</small> | | |
| Locale | en_US  | <input type="checkbox"/> Use Default [STORE VIEW] |
| <small>▲ The BV locale for this Magento Configuration Scope. For example: "en_US". The locale must be enabled within your BV platform account.</small> | | |
| Enable Cloud SEO | Yes  | <input type="checkbox"/> Use Default [STORE VIEW] |
| <small>▲ Turn on the BV SEO solution. This will include SEO-friendly content (located in the BV SEO cloud) in your product pages. See documentation for additional steps that must be completed for this feature to take effect.</small> | | |
| Cloud SEO Key | bvp-magentoc2013sandbox2-432905e7c83676f13d  | <input type="checkbox"/> Use Default [STORE VIEW] |
| <small>▲ SEO Cloud key value as defined in your BV platform account. This key is only required if Cloud SEO is enabled.</small> | | |

- Set Locale at each Store View configuration scope
- Other BV client-level settings (Client Name, SFTP Password, SEO Cloud Key) should inherit from the Website scope.

- (optional) Dep

Current Configuration Scope:
English
[Manage Stores](#)

Configuration

- GENERAL
 - General
 - Web
 - Design
 - Currency Setup
 - Store Email Addresses
 - Contacts
- Bazaarvoice
 - Content Management
- CATALOG
 - Catalog
 - Inventory
 - Google Sitemap
 - RSS Feeds

Bazaarvoice

General

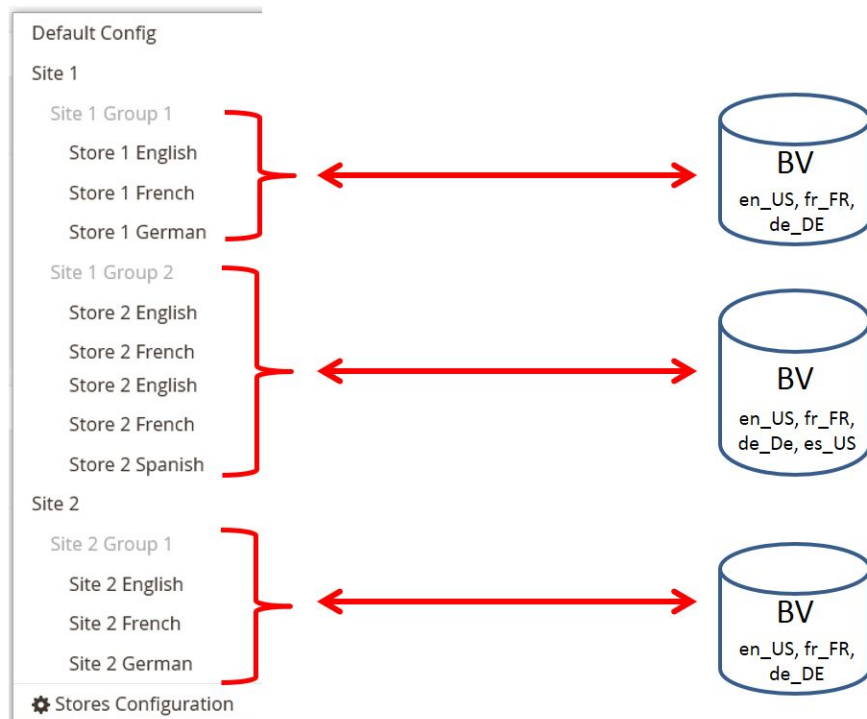
| | | |
|---|--------------------------|--|
| Enable Bazaarvoice Extension | Yes | <input checked="" type="checkbox"/> Use Website [STORE VIEW] |
| ▲ Enable all Bazaarvoice Magento extension features at this Magento Scope | | |
| Environment | Staging | <input checked="" type="checkbox"/> Use Website [STORE VIEW] |
| ▲ BV environment that this Magento scope is integrating with | | |
| Client Name | bvp-magentoc2013sandbox2 | <input checked="" type="checkbox"/> Use Website [STORE VIEW] |
| ▲ Client Name as defined in your BV platform account | | |
| SFTP Password | Nwp2Pn2*KamT | <input checked="" type="checkbox"/> Use Website [STORE VIEW] |
| ▲ Password used to access the BV SFTP server for feed upload/download processes. | | |
| Deployment Zone | Main Site | <input checked="" type="checkbox"/> Use Website [STORE VIEW] |
| ▲ Deployment Zone Name as defined in your BV platform account | | |
| Locale | en_US | <input type="checkbox"/> Use Website [STORE VIEW] |
| ▲ The BV locale for this Magento Configuration Scope. For example: "en_US". The locale must be enabled within your BV platform account. | | |

loyment Zone can be configured at the Store View scope as well.

Scenario 2: Each Magento Store (Group) maps to a Separate Bazaarvoice Instance

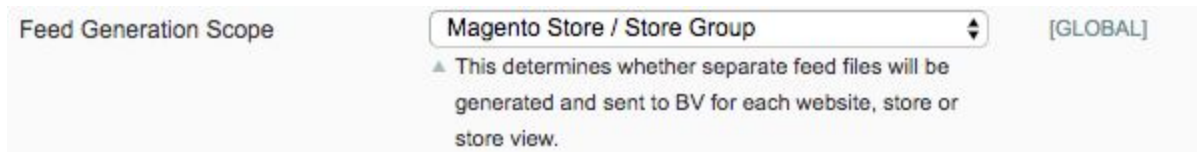
Description of Scenario

- BV provisions an instance for each Magento Store (Group)
- Locales are mapped at the Store View level
- A single product catalog feed is generated for Magento Store (Group) (the feed will contain localized attributes (e.g. Product Page Urls, Product Names, etc.) for each Store View in each Store (Group))
- Limitation: each Store View must map to a unique BV Locale within a given BV instance



How to Setup the Scenario

- Contact BV to provision a separate BV instance for each desired Magento Store (Group).
- In control panel, set Feed Generation Scope to Magento Store / Store Group.



- Because settings cannot be configured at the Magento Store (Group) level, you must set the BV client-level settings (Client Name, SFTP Password, Cloud SEO Key) at the Magento Store View configuration scope and ensure that these settings match for all Store Views within the given Store (Group).
- Locale should be set at the Store View configuration scope.

- (Optionally) Deployment Zone can be set at the Store View configuration scope.

Current Configuration Scope: English [Manage Stores](#)

Configuration

- GENERAL
 - General
 - Web
 - Design
 - Currency Setup
 - Store Email Addresses
 - Contacts
- Bazaarvoice
 - Content Management
- CATALOG
 - Catalog
 - Inventory
 - Google Sitemap
 - RSS Feeds
 - Email to a Friend
- CUSTOMERS
 - Newsletter
 - Customer Configuration
 - Wishlist
 - Invitations
 - Reward Points

Bazaarvoice

General

Enable Bazaarvoice Extension: Yes ☒ Use Website [STORE VIEW]
▲ Enable all Bazaarvoice Magento extension features at this Magento Scope

Environment: Staging ☒ Use Website [STORE VIEW]
▲ BV environment that this Magento scope is integrating with

Client Name: bvp-magentoc2013sandbox2 ☐ Use Website [STORE VIEW]
▲ Client Name as defined in your BV platform account

SFTP Password: Nwp2Pn2*KamT ☐ Use Website [STORE VIEW]
▲ Password used to access the BV SFTP server for feed upload/download processes.

Deployment Zone: Main Site ☒ Use Website [STORE VIEW]
▲ Deployment Zone Name as defined in your BV platform account

Locale: en_US ☐ Use Website [STORE VIEW]
▲ The BV locale for this Magento Configuration Scope. For example: "en_US". The locale must be enabled within your BV platform account.

Enable Cloud SEO: Yes ☒ Use Website [STORE VIEW]
▲ Turn on the BV SEO solution. This will include SEO-friendly content (located in the BV SEO cloud) in your product pages. See documentation for additional steps that must be completed for this feature to take effect.

Cloud SEO Key: bvp-magentoc2013sandbox2-432905e7c83676f13d ☐ Use Website [STORE VIEW]
▲ SEO Cloud key value as defined in your BV platform account. This key is only required if Cloud SEO is enabled.

Set at Store View scope (and match across all Store Views in Group)

Current Configuration Scope: French [Manage Stores](#)

Configuration

- GENERAL
 - General
 - Web
 - Design
 - Currency Setup
 - Store Email Addresses
 - Contacts
- Bazaarvoice
 - Content Management
- CATALOG
 - Catalog
 - Inventory
 - Google Sitemap
 - RSS Feeds
 - Email to a Friend
- CUSTOMERS
 - Newsletter
 - Customer Configuration
 - Wishlist
 - Invitations
 - Reward Points

Bazaarvoice

General

Enable Bazaarvoice Extension: Yes ☒ Use Website [STORE VIEW]
▲ Enable all Bazaarvoice Magento extension features at this Magento Scope

Environment: Staging ☒ Use Website [STORE VIEW]
▲ BV environment that this Magento scope is integrating with

Client Name: bvp-magentoc2013sandbox2 ☐ Use Website [STORE VIEW]
▲ Client Name as defined in your BV platform account

SFTP Password: Nwp2Pn2*KamT ☐ Use Website [STORE VIEW]
▲ Password used to access the BV SFTP server for feed upload/download processes.

Deployment Zone: Main Site ☒ Use Website [STORE VIEW]
▲ Deployment Zone Name as defined in your BV platform account

Locale: fr_FR ☐ Use Website [STORE VIEW]
▲ The BV locale for this Magento Configuration Scope. For example: "en_US". The locale must be enabled within your BV platform account.

Enable Cloud SEO: Yes ☒ Use Website [STORE VIEW]
▲ Turn on the BV SEO solution. This will include SEO-friendly content (located in the BV SEO cloud) in your product pages. See documentation for additional steps that must be completed for this feature to take effect.

Cloud SEO Key: bvp-magentoc2013sandbox2-432905e7c83676f13d ☐ Use Website [STORE VIEW]
▲ SEO Cloud key value as defined in your BV platform account. This key is only required if Cloud SEO is enabled.

Set Locale at Store View scope (unique locale to Store Group)

Scenario 3: Each Magento Store View maps to a Separate Bazaarvoice Instance

Description of Scenario

- BV provisions an instance for each Magento Store View

- Locales are mapped at the Store View level
- A single product catalog feed is generated for Magento Store View (the feed will contain a single set of localized attributes (e.g. Product Page Urls, Product Names, etc.) for the Store View locale)



How to Setup the Scenario

- Contact BV to provision a separate BV instance for each desired Magento Store View.
- In control panel, set Feed Generation Scope to Magento Store View.

Feed Generation Scope Magento Store View [GLOBAL]

▲ This determines whether separate feed files will be generated and sent to BV for each website, store or store view.

- All control panel settings should be configured at the Magento Store View configuration scope.

- Because each Store View will map to a separate BV instance, the same locale can be used across the Store Views.

Current Configuration Scope:
French
[Manage Stores](#)

Configuration

- GENERAL
 - General
 - Web
 - Design
 - Currency Setup
 - Store Email Addresses
 - Contacts
- Bazaarvoice
 - Content Management
- CATALOG
 - Catalog
 - Inventory
 - Google Sitemap
 - RSS Feeds
 - Email to a Friend
- CUSTOMERS
 - Newsletter
 - Customer Configuration
 - Wishlist
 - Invitations
 - Reward Points

Bazaarvoice

General

Enable Bazaarvoice Extension: Yes ☐ Use Website [STORE VIEW]
Enable all Bazaarvoice Magento extension features at this Magento Scope

Environment: Staging ☒ Use Website [STORE VIEW]
BV environment that this Magento scope is integrating with

Client Name: bvp-magentoc2013sandbox2 ☐ Use Website [STORE VIEW]
Client Name as defined in your BV platform account

SFTP Password: Nwp2Pn2*KamT ☐ Use Website [STORE VIEW]
Password used to access the BV SFTP server for feed upload/download processes.

Deployment Zone: Main Site ☒ Use Website [STORE VIEW]
Deployment Zone Name as defined in your BV platform account

Locale: fr_FR ☐ Use Website [STORE VIEW]
The BV locale for this Magento Configuration Scope. For example: "en_US". The locale must be enabled within your BV platform account.

Enable Cloud SEO: Yes ☒ Use Website [STORE VIEW]
Turn on the BV SEO solution. This will include SEO-friendly content (located in the BV SEO cloud) in your product pages. See documentation for additional steps that must be completed for this feature to take effect.

Cloud SEO Key: bvp-magentoc2013sandbox2-432905e7c83676f13d ☐ Use Website [STORE VIEW]
SEO Cloud key value as defined in your BV platform account. This key is only required if Cloud SEO is enabled.

Current Configuration Scope:
English
[Manage Stores](#)

Configuration

- GENERAL
 - General
 - Web
 - Design
 - Currency Setup
 - Store Email Addresses
 - Contacts
- Bazaarvoice
 - Content Management
- CATALOG
 - Catalog
 - Inventory
 - Google Sitemap
 - RSS Feeds
 - Email to a Friend
- CUSTOMERS
 - Newsletter
 - Customer Configuration
 - Wishlist
 - Invitations
 - Reward Points

Bazaarvoice

General

Enable Bazaarvoice Extension: Yes ☐ Use Website [STORE VIEW]
Enable all Bazaarvoice Magento extension features at this Magento Scope

Environment: Staging ☒ Use Website [STORE VIEW]
BV environment that this Magento scope is integrating with

Client Name: bvp-magentoc2013sandbox2 ☐ Use Website [STORE VIEW]
Client Name as defined in your BV platform account

SFTP Password: Nwp2Pn2*KamT ☐ Use Website [STORE VIEW]
Password used to access the BV SFTP server for feed upload/download processes.

Deployment Zone: Main Site ☐ Use Website [STORE VIEW]
Deployment Zone Name as defined in your BV platform account

Locale: en_US ☐ Use Website [STORE VIEW]
The BV locale for this Magento Configuration Scope. For example: "en_US". The locale must be enabled within your BV platform account.

Enable Cloud SEO: Yes ☒ Use Website [STORE VIEW]
Turn on the BV SEO solution. This will include SEO-friendly content (located in the BV SEO cloud) in your product pages. See documentation for additional steps that must be completed for this feature to take effect.

Cloud SEO Key: bvp-magentoc2013sandbox2-432905e7c83676f13d ☐ Use Website [STORE VIEW]
SEO Cloud key value as defined in your BV platform account. This key is only required if Cloud SEO is enabled.

Set at Store View scope (unique BV client instance values)

Appendix B: Upgrading from Earlier Versions of the Extension

The Bazaarvoice for Magento Extension version 6.x represents a significant upgrade to previous versions of the extension. The 6.x version is explicitly built to integrate with the new Bazaarvoice Conversations platform.

- Hosted Inline Ratings (no longer relies on feeds)
- Cloud-base SEO solution (no longer relies on feeds)

Upgrading to the new Bazaarvoice Conversations platform requires considerable coordination with Bazaarvoice, and involves additional effort beyond upgrading the Bazaarvoice for Magento extension.

Contact your Bazaarvoice representative if you are looking to upgrade to the new Bazaarvoice platform.

Appendix C: Code Logic and Data Mapping

Changes Made to the Magento Environment as part of the Installation Process

New Data Table Fields

During Installation of the extension a field is created on the `sales_flat_order` table called “`sent_in_bv_postpurchase_feed`” The value will be NULL by default, and set to 1 as orders are sent to Bazaarvoice in the order feed.

Product Feed Field Mapping

This section details the contents of what is included in the product feed. In general the product feed contains categories, and products.

| CATEGORIES | | PRODUCTS | |
|---|-----------------------|-------------------|-----------------------|
| Magento Attribute | Bazaarvoice Attribute | Magento Attribute | Bazaarvoice Attribute |
| *ID/Url Path of the category | ExternalID | sku | ExternalId |
| *ID/url path of the Parent Category | ParentExternalId | Name | Name |
| The category name | Name | Short Description | Description |
| The category page url | CategoryPageUrl | **NULL | Brand |
| This section contains a list of the localized category names that are found at the StoreView configuration scope. | Names | ***NULL | UPC |

| | | | |
|--|------------------|---|--------------------|
| This section contains the category url with the Store View parameter added | CategoryPageUrls | *This is the category ID/Url path of the category that the product is in. | CategoryExternalID |
| | | This is the url of the product page. | ProductPageUrl |
| | | This is the url of the product image. This will call the cached version of the file. | ImageUrl |
| | | This is the localized version of the product name as found in the Store View configuration scope | Names |
| | | This is the localized version of the Short Description as found in the Store View configuration scope | Descriptions |
| | | This is the localized version of the product page | ProductPageUrls |
| | | This is the localized version of the product image | ImageUrls |

* The value for the ID is dependent on how you have the configuration set. By default it is set to use the category url path. This can be overridden in the app/etc/local.xml file. The details of doing this can be found in the Advanced Configuration section.

** By default there are no Magento attributes mapped to the Bazaarvoice Brand attribute. This is configurable to use the value of a “Select” attribute of your choosing by overriding the value in the app/etc/local.xml. See the Advanced Configuration setting of this document for further details.

*** By default there are no Magento attributes mapped to the Bazaarvoice UPC attribute. This is configurable to use the value of a “Text” attribute of your choosing by overriding the value in app/ etc/local.xml. See the Advanced Configuration setting of this document for further details.

Include Categories Algorithm

Root Category Based on the Feed configuration setting Include categories at level greater than 1

Include only active categories

Find all categories that have the root path included in their path If the count is greater than 0 write the categories to the file

Include Products Algorithm

Retrieve the products from the website

Only include Enabled products

Only include products that are visible in the catalog aka Visibility does not equal Not Visible Individually

Write to the file if there are more than 0 matching products.

It is ensured that the CategoryExternalId is one that is included in the category section of the feed.

Purchase Feed Algorithm

There are 2 config settings for purchase feed process:

- Enabled / Disabled
- Triggering Event (Can be Shipping or Purchase)

The purchase feed code adds one extra field / attribute to the Magento order record:

- "ALREADY SENT IN FEED" (Field defaults to false when new order created by Magento)

Purchase Feed process follows this algorithm:

```

> Init new local feed file
> Find all store groups in Magento Instance (Also known as stores, this is the
level above store view)
> For each store group
> Check if purchase feed is enabled in the default store view within the group
> If yes,
> Find all Magento order meeting these criteria:
  (order is in a store within current store group)
  (order status = 'complete' or 'closed')
  (order created_date >= 30 days ago)
  (order "ALREADY SENT IN FEED" field = false)
> For each order found:
> Does order meet all these criteria:
  (order "ALREADY SENT IN FEED" field = false)
  (order status is not 'cancelled')
  (order->store field is empty)
  (really this should never happen with Magento)
  (order has at least 1 item)
  (order has a customer email address)
> And, does order meet one or the other of these criteria:
  ("TRIGGERING EVT" = Shipping AND order has completely shipped AND more
than 1 day has passed since the last shipment)
Or
  ("TRIGGERING EVT" = Purchase AND more than 1 day has passed since purchase
happened)

```

```

> If yes,
  > Add order to local feed file
  > Set "ALREADY SENT IN FEED" field = true for order
> If no, do nothing
  > If no, do nothing
> Save local feed, send local feed file to BV via SFTP

```

BV Pixel Data Mapping

Below is a data mapping that shows what is being sent to Bazaarvoice via the ROI beacon.

| Order Details | |
|--------------------------|---------------|
| Magento | Bazaarvoice |
| Order Increment id | orderId |
| TaxAmount | tax |
| ShippingAmount | shipping |
| GrandTotal | total |
| City | city |
| RegionId Code | state |
| CountryId | country |
| OrderCurrencyCode | currency |
| *CustomerId | userid |
| CustomerEmail | email |
| CustomerFirstName | nickname |
| StoreLocale | locale |
| Magento Extension Plugin | partnerSource |
| Order Items | |
| Sku | sku |
| Name | name |
| Price | price |
| QtyOrdered | quantity |
| ImageUrl | imageUrl |

* When Guest Checkout is used there is not UserId for the customer. In this case we are sending the MD5 hash of the customer email address.

String Replacement for Ids with Special Characters

Because the Bazaarvoice platform cannot accept product, category, or brand ID values that contain special characters, the Magento extension automatically transforms any offending ID values based on the following table:

| Special Character | Replaced With |
|-------------------|---------------|
| & | bv38_amp_bv59 |
| % | bv37 |
| (space) | bv32 |
| . | bv46 |
| / | bv47 |
| \$ | bv36 |
| @ | bv64 |
| # | bv35 |
|] | bv93 |
| [| bv91 |
| “ | bv125 |
| ` | bv96 |
| ~ | bv126 |
| < | bv38_lt_bv59 |
| > | bv38_gt_bv59 |
| \ | bv92 |
| # | bv35 |
| ! | bv33 |
| ^ | bv94 |
| (| bv40 |
| > | bv41 |
| | bv124 |
| = | bv61 |
| ? | bv63 |

Appendix D: Advanced Configuration

Putting Bazaarvoice Content Behind a Tab

When Bazaarvoice content is put behind a tab, Bazaarvoice provides the JavaScript callback function `doShowContent()` to allow Bazaarvoice to trigger the tab opening when a “read all reviews” link is clicked on the product page.

See the sections “Questions and Answers integration code” and/or “Ratings and Reviews integration code” sections of the standard Bazaarvoice integration documentation for details on this function:

https://config.bazaarvoice.com/resources/v1/definitions/helpDocs/CodeIntegration-Guide_C2013.pdf

The Bazaarvoice for Magento extension provides the following easy-to-use control panel setting to insert the JavaScript required to utilize this callback function:

- For R&R: JS Callback function to display R&R content(`doShowContent`)
- For Q&A: JS Callback function to display Q&A content(`doShowContent`)

Purchase Feed

Note: for most Bazaarvoice clients, ROI beacon data can be used as a replacement for the purchase feed feature. It is not necessary to enable both the ROI beacon as well as the purchase feed feature simultaneously.

For clients who insist on enabling the purchase feed, the following should be completed:

- Ensure that Enable Product Feed is checked in the Magento control panel.

By default, the feed is configured to run every day at 1:30 AM (Note: the time zone is set based on the locale set in Magento at the default configuration scope).

Changing Default Time of Day of Cron Schedules for Bazaarvoice Feeds

The section below shows the crontab configuration section of the `config.xml` file, which can be edited to the time that you prefer.

The time zone is determined by the locale set in Magento at the default configuration scope.

The format used is a standard cron expression. See this article for details:

<http://en.wikipedia.org/wiki/Cron>

```
<crontab>
  <jobs>
    <bazaarvoice_product_feed>
      <schedule>
        <cron_expr>0 1 * * * </cron_expr><!-- Every day at 1:00 AM -->
      </schedule>
```

```

        <run>
            <model>bazaarvoice/exportProductFeed::exportDailyProductFeed</model>
        </run>
    </bazaarvoice_product_feed>
    <bazaarvoice_purchase_feed>
        <schedule>
            <cron_expr>30 2 * * 6</cron_expr><!-- Every Saturday at 2:30 AM -->
        </schedule>
        <run>
            <model>bazaarvoice/exportPurchaseFeed::exportPurchaseFeed</model>
        </run>
    </bazaarvoice_purchase_feed>
</jobs>
</crontab>

```

Appendix E: Troubleshooting

Contact Bazaarvoice for Support

Contact Bazaarvoice Support (email support@bazaarvoice.com) if you have issues installing or configuring the extension. It is helpful to provide Magento Admin panel credentials and SSH access for Bazaarvoice to efficiently provide support.

Bazaarvoice Logging

As of version 6.1.2 All logging from the Bazaarvoice Connector can be found in the standard Magento log directory as `bazaarvoice.log`

How to Verify that the Magento Cron Job is Running

To ensure the Magento cron job is running you can run `crontab -l` (the `-l` is to list the cron jobs that are running.) from the command line. Typically the job is scheduled as the root user, but could vary depending on your hosting environment. If you are unsure contact your system administrator or hosting company.

```
crontab -l
*/5 * * * * /bin/bash /path/to/magento/cron.sh
```

How to Manually Run a Bazaarvoice Feed

Run Feeds Using AOE Scheduler Plug-in

You can also run the feeds manually by installing the following extension.

https://github.com/AOEpeople/Aoe_Scheduler

1. Using your favorite method install the extension.
2. Navigate to System > Scheduler > Job Configuration
3. Select the desired BV feed (code = “bazaarvoice_product_feed” or “bazaarvoice_purchase_feed”)
4. In the Actions pull-down control, select Run now.
5. Click Submit.

Available Jobs

Create new job

Generate Schedule

Cron Configuration

Select All | Unselect All | Select Visible | Unselect Visible | 1 items selected

Actions | Schedule now | Submit

| Job code | Name | Short Description | Cron expression | Run model | Parameters | Groups | Type | Status |
|---|------|-------------------|-----------------|---|------------|--------|------|---------|
| <input type="checkbox"/> aggregate_sales_report_best sellers_data | | | 0 0 * * * | sales/observer::aggregateSalesReportBestsellersData | | | xml | ENABLED |
| <input type="checkbox"/> aggregate_sales_report_coupons_data | | | 0 0 * * * | salesrule/observer::aggregateSalesReportCouponsData | | | xml | ENABLED |
| <input type="checkbox"/> aggregate_sales_report_invoiced_data | | | 0 0 * * * | sales/observer::aggregateSalesReportInvoicedData | | | xml | ENABLED |
| <input type="checkbox"/> aggregate_sales_report_order_data | | | 0 0 * * * | sales/observer::aggregateSalesReportOrderData | | | xml | ENABLED |
| <input type="checkbox"/> aggregate_sales_report_refunded_data | | | 0 0 * * * | sales/observer::aggregateSalesReportRefundedData | | | xml | ENABLED |
| <input type="checkbox"/> aggregate_sales_report_shipment_data | | | 0 0 * * * | sales/observer::aggregateSalesReportShipmentData | | | xml | ENABLED |
| <input type="checkbox"/> aggregate_sales_report_tax_data | | | 0 0 * * * | tax/observer::aggregateSalesReportTaxData | | | xml | ENABLED |
| <input type="checkbox"/> aoescheduler_heartbeat | | | * / 5 * * * | aoe_scheduler/task_heartbeat::run | | all | xml | ENABLED |
| <input type="checkbox"/> aoescheduler_testtask | | | | aoe_scheduler/task_test::run | | | xml | ENABLED |
| <input checked="" type="checkbox"/> bazaarvoice_product_feed | | | 0 1 * * * | bazaarvoice/exportProductFeed::exportDailyProductFeed | | | xml | ENABLED |
| <input type="checkbox"/> bazaarvoice_purchase_feed | | | 30 2 * * 6 | bazaarvoice/exportPurchaseFeed::exportPurchaseFeed | | | xml | ENABLED |

Run Feeds Using Command Line

Finally, you can manually run the feeds from the command line. We have included scripts with the extension included in the /path/to/magento/shell directory.

Product Feed: `bv_export_product_feed.php`

Purchase Feed: `bv_export_order_feed.php`

Example:

```
php -f ./shell/bv_export_product_feed.php
```

NOTE: These must be run from the Magento root directory so as to properly call the app/Mage.php

Has Product Feed Been Sent

By default product feeds are generated daily at 1am. Search the log for the date stamp YYYY-MM-DD for the date in question. You should see “BV - Start product feed generation” and following that you should see “BV - Exporting product feed for” meaning it is starting to write the feed. Next you will see that it is starting the Brands section “BV - Processing all BRANDS”, and starting categories, “BV - Completed BRANDS, Beginning CATEGORIES”, and starting Products “BV - Completed CATEGORIES, Beginning PRODUCTS”, completing the feed “BV - Completed processing all PRODUCTS”. After that you should see logging stating that the feed is being uploaded to Bazaarvoice. You will see the server it is being uploaded to, and the

username being used, and any error messages. Finally you will see “BV - End product feed generation”.

SEO Content Not Loaded on Page

Timeout was reached: The Bazaarvoice Magento Extension uses the Bazaarvoice PHP SEOSDK. The SDK has an `execution_timeout` set at 500. Occasionally we see this timeout needing to be increased. The “BVSEOSDK_meta” data will show the error “Error - Timeout was reached; HTTP status code of 0 was returned;” In `Block/Reviews.php` around line 121 you can add a parameter to set the array. **`'execution_timeout' => 1500,`**

Bulk update products

You can quickly update product attributes by doing the following

1. Export Your Products System > Import/Export > Dataflow - Profiles
2. Select Export All Products profile
3. Pay attention to the name/location where the file will be created on your server.
4. Select Run Profile tab on the left & click “Run Profile in Popup” button
5. The page will update with the progress, and your file will be created.
6. Download the file from the server and open it with your favorite spreadsheet app.
7. Delete all columns except ‘sku’ and the product attributes that you would like to update. (generally these would be ‘brand, upc, ean, model, mpn, isbn’)
8. Update the values of the desired columns, and import to add/update values of those attributes by navigating to System > Import/Export > Dataflow - Profiles
9. Select Import All Products profile
10. Save your CSV file to the `var/import` directory on your server
11. In the File Information section make sure you set File name: to the name of the CSV you uploaded.
12. Click Save and Continue Edit
13. Navigate to the Run Profile tab and click “Run Profile in Popup” button.
14. Once your import is completed you can check the results.

Appendix F: Migrating to Production

Steps for Testing Integration in Staging

1. Log in to Magento Admin.
2. Make sure the Bazaarvoice control panel setting Environment is set to the value “Staging”.
3. Follow this Implementation Guide to complete the integration with Bazaarvoice.
4. Confirm with Bazaarvoice team that integration is functioning properly (e.g. product feed is received by BV, product and category page properly displays BV content, etc.)

Before Launch on Production.

1. Staging Magento instance is updated to be a replica of production.
2. Cron jobs are disabled
3. Staging Magento instance is setup to connect to Production BV environment.
4. A product feed is triggered which will deliver the feed to the BV production environment, and processed.
5. Once complete and verified on the staging version of the Magento site connected to the BV production environment
6. Procedure below is carried out.

Steps to Move from Staging to Production

1. Disable and clear caches
2. Release code (ensure any changes in app/etc/local.xml are migrated to prod)
3. Log out of Magento Admin
4. Log into Magento Admin
5. Duplicate configuration in System > Configuration > GENERAL > Bazaarvoice
6. Set Environment to Production

Following the procedure above there is the issue of the urls that will be provided to Bazaarvoice. This could be handled by setting the base urls in the Magento staging instance to the production urls, and using local host entries to point at the staging Magento instance. This would allow you to view the site, and generate content with the production values.

Appendix G: Supported Magento Versions

| Extension Version | Magento Version | PHP Version |
|-------------------|--|-----------------------------|
| 6.3.14+ | 1.9.4.0+ (Commerce 1.14.4.0+) <=1.9.3.x (Commerce <=1.14.3.x) | 5.5, 5.6, 7.2 |
| <=6.3.13 | <=1.9.3.x (Commerce <=1.14.3.x) | 5.5, 5.6, 7.2 with warnings |

Version History

| Version | Release Date | Changes |
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| 6.3.16 | July 19, 2019 | <ul style="list-style-type: none"> Fix TransactionDate in the purchase feed being incorrect when the order locale is French. Fix products missing from the product feed if they were disabled in the Default Scope but enabled in the website/group/store that was being exported. |
| 6.3.15 | March 5, 2019 | <ul style="list-style-type: none"> MGP-890 - Add configuration to change the product feed filename. |
| 6.3.14 | February 5, 2019 | <ul style="list-style-type: none"> Fix fatal error when uploading product or purchase feeds on Magento Open Source 1.9.4.0+ (Commerce 1.14.4.0+). Fix PHP notice being reported for each product during product feed generation. Fix PHP warning being reported during product feed generation on PHP 7.2+. |
| 6.3.13 | February 26, 2018 | <ul style="list-style-type: none"> MGP-800 - Allow multiple UPCs, MPNs, ModelNumbers, EANs, ISBNs to be sent in the product feed. Attribute must contain a comma separated list. Extension will trim whitespace from attribute. |
| 6.3.12 | January 19, 2018 | <ul style="list-style-type: none"> MGP-780 - Do not include commas in Purchase Feed line items when item price in thousands. |
| 6.3.11 | January 8, 2018 | <ul style="list-style-type: none"> MGP-780 - Correct Deployment Zone string in Pixel MGP-765 - Do not display Debug parameters for BV SEO unless set to Staging Environment MGP-773 - Correcting Total in BV Pixel to not include Tax or Shipping. MGP-755 - Correct Table Join for building Purchase Feeds when a Table Prefix is being used. |
| 6.3.10 | September 13, 2017 | <ul style="list-style-type: none"> MGP-732 - Correct issue with ImageURL in BV Pixel, and update to BV Pixel V2. |

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| 6.3.9 | August 16, 2017 | <ul style="list-style-type: none"> • MGP-714 - Add config setting to check lower config scopes for status when products and categories are disabled by default. • MGP-720 - Change handling of case and spaces when generating display call. We were using urlencode causing a "+" to replace " ". |
| 6.3.8 | July 21, 2017 | <ul style="list-style-type: none"> • MGP-711 - Add support for clients using bvstate parameter for SEO pagination. |
| 6.3.7 | June 29, 2017 | <ul style="list-style-type: none"> • MGP-696 - Update SEOSDK to 3.2.1 resolves tick timer being removed from PHP 7 • MGP-697 - Send syndication fields in CDATA resolves issue where "&" used in ManufacturerPartNumber |
| 6.3.6 | March 13, 2017 | <ul style="list-style-type: none"> • MGP-666 - Set product feed schema version to 14.4 • Allow ISBN, Manufacturer Part Number, Model Number attributes to be set in local.xml like UPC and EAN. • Corrected path in modman file |
| 6.3.5 | January 11, 2017 | <ul style="list-style-type: none"> • MGP-662 Purchase Feed - Adding CDATA to the UserName field of the PIE feed. |
| 6.3.4.3 | September 22, 2016 | <ul style="list-style-type: none"> • MGP-350 Product Feed - Adding clearInstance after each product is written to the feed • MGP-625 Display - Updating staging url from http://display-stg.ugc.bazaarvoice.com/ static to http://display.ugc.bazaarvoice.com/bvstaging/static |
| 6.3.4.2 | July 12, 2016 | <ul style="list-style-type: none"> • MGP-604 Product Feed - Updates to product families support for compatibility with jquery > 1.7 |
| 6.3.4.1 | July 12, 2016 | <ul style="list-style-type: none"> • MGP-610 Purchase Feed - Make sure button template file is included in extension package. |
| 6.3.4 | March 25, 2016 | <ul style="list-style-type: none"> • MGP-586 Purchase Feed/ROI Beacon - Add CDATA to Product Name in Purchase Feed & UTF8 Characters to ROI Beacon • MGP-585 Purchase Feed - Make sure items are pulled from the current order. Fixes a bug where orders were being sent with the same product for each. • MGP-577 Purchase Feed - Added functionality to Magento admin to set lookback for purchase feed, and button to generate feed. • MGP-581 Feeds - Remove ability to generate feeds by browsing to a frontend url • MGP-576 Purchase Feed - Send First Name only for UserName and remove NickName field from Purchase Feed. |
| 6.3.3 | March 8, 2016 | <ul style="list-style-type: none"> • MGP-574 SEOSDK - Added exception catching to prevent the page from breaking if BVSEOSDK does not load • MGP-575 SEOSDK - Update to 3.2.0 version of the BV SEOSDK • MGP-576 Purchase Feed/ROI Beacon - Send First Name only for UserName/NickName fields |
| 6.3.2.1 | February 4, 2016 | <ul style="list-style-type: none"> • MGP-563 Feeds - Feeds - Sort in opposite direction to make sure we are pulling the lowest level. |

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| 6.3.2 | January 28, 2016 | <ul style="list-style-type: none"> • MGP-563 Feeds - Selecting lowest level category available for products in the feed. |
| 6.3.1 | January 24, 2016 | <ul style="list-style-type: none"> • MGP-557 Including documentation in extension package. • MGP-501 Feeds - Reference SFTP Throughout extension. |
| 6.3.0 | January 22, 2016 | <ul style="list-style-type: none"> • MGP-482 Feeds - Converting private functions to protected functions. • MGP-470 SEO - Upgrade SEOSDK to latest version 3.1.0 • MGP-377 Documentation - Remove misleading source reference |
| 6.2.0 | December 18, 2015 | <ul style="list-style-type: none"> • MGP-501 Feeds - Replacing FTP with SFTP for uploading Purchase & Product feeds to Bazaarvoice Servers. |
| 6.1.2.4 | December 7, 2015 | <ul style="list-style-type: none"> • MGP-536 Feeds - Adding flag for double encoding so encoded characters are properly handled in the feeds. • MGP-515 Purchase Feed - Fix Lookback set back to 30 days. • MGP-491 Product Feed - Fix UPC hard coded attribute setting. |
| 6.1.2.3 | August 5, 2015 | <ul style="list-style-type: none"> • 100033446 Purchase Feed, ROI Beacon - Sending MD5 of customer email instead of "null" when guest checkout. • 100032890 Purchase Feed - No longer send products which have been disabled. |
| 6.1.2.2 | July 15, 2015 | <ul style="list-style-type: none"> • 99162626 Product Feed - Making sure Not Visible simple products are not included in the feed when a parent is not assigned to the same website. |
| 6.1.2.1 | June 26, 2015 | <ul style="list-style-type: none"> • 97907282 Product Feed - Making sure Not Visible simple products are not included in the feed when a parent is not present. • 97907386 Product Feed - Fixing an issue where the placeholder image was not being properly used in the product feed. |
| 6.1.2 | June 17, 2015 | <ul style="list-style-type: none"> • 97906044 Product Feed - No longer pulling cached images for product image urls in the product feed. This was causing several issues for merchants. • 97906688 Logging - Moving Bazaarvoice Logs outside of Magento system.log • 97907108 Purchase Feed - Incremental improvements to the product feed to add helpful logging, and handle errors. |
| 6.1.1.3 | June 5, 2015 | <ul style="list-style-type: none"> • 93050018 Corrected logic for interpreting config values in local.xml when false used. • 96295690 We are now building image urls in the product feed without using the cache directory which caused problems when using a CDN. |
| 6.1.1.2 | April 14, 2015 | <ul style="list-style-type: none"> • 92449664 Updated image logic in product feed so that it would not send placeholder images which have been renamed. • 9244985 Updated Purchase Feed filename format to bv_ppe_tag_feed-magento-X • 92451248 Corrected a couple of typos in the documentation. |
| 6.1.1.1 | December 2, 2014 | <ul style="list-style-type: none"> • 83772930 Fixed a bug where the ROI beacon broke the success page when families were enabled, and checking out with a simple. |

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| | | <ul style="list-style-type: none"> 83773690 Fixed a bug where configurable products were not being properly handled in the ROI Beacon when families were enabled. |
| 6.1.1 | October 13, 2014 | <ul style="list-style-type: none"> 80570036 Added configuration to the extension to allow the inclusion of EAN's in the product feed. The configuration override needs to occur in the app/etc/ local.xml much like UPC. |
| 6.1.0.1 | September 11, 2014 | <ul style="list-style-type: none"> 78645972 Fixed a bug where the category is not present on some categories when using url for external id on categories. |
| 6.1.0 | August 26, 2014 | <ul style="list-style-type: none"> 76155976 Added support for Bazaarvoice Product Families 76156862 Adding support to send UPC in the Product Feed 76817436 Added handling for periods in the sku using standard method being used to replace illegal characters. a "." becomes "bv46" 76156972 Updated bvseosdk.php to https://github.com/bazaarvoice/HostedUIResources/commit/69168eae518238b1b0223d74af900d2fcaac3d78 77655348 Sending order increment id instead of order item id in the ROI beacon 76817328 Ensured that correct product price is sent in the ROI Beacon and Purchase Feed |
| 6.0.6 | July 10, 2014 | <ul style="list-style-type: none"> 74774670 Use <BrandExternalId> element in product feed instead of <Brand><ExternalId> |
| 6.0.5 | May 14, 2014 | <ul style="list-style-type: none"> 71339676 Process the Brands first in the product feed so the feed can be successfully imported. |
| 6.0.4 | April 16, 2014 | <ul style="list-style-type: none"> 66941740 Implemented Brands section in product feed. Creating an ID for each Brand, and associating Products to Brand ID's. 69636370 Implemented Cloud SEO for AA (Questions & Answers) 68121968 Fixed a bug where Cloud SEO was not respecting the Environment Setting, and was always set to Staging. 69636296 Fixed a bug where the product feed was not properly pulling the local specific data for the product feeds. |
| 6.0.3 | March 22, 2014 | <ul style="list-style-type: none"> 66941740 Implemented Brands section in product feed. Creating an ID for each Brand, and associating Products to Brand ID's. |
| 6.0.2 | January 31, 2014 | <ul style="list-style-type: none"> 64615820 Fixed a bug where the sku in the ROI Beacon did not match the External ID in the product feed. |
| 6.0.1 | January 14, 2014 | <ul style="list-style-type: none"> 61046652 Removing Legacy SEO Display Code from configuration section in Magento Admin. Still allowing it to be set in local.xml 59053894 MGP-165 Now we are replacing illegal characters from the Brand field in the product feed. A full list of what is being substituted is found in the extension manual. 61046536 MGP-154 Added a configuration override for the FTP url which can be set in local.xml. This is used for merchants running on c7 instances. 60409344 MGP-177 Convert client name to all lowercase when used for FTP connections. 61034148 MGP-174 Wrap all url fields in CDATA tags in catalog feed to handle special characters. |

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| | | <ul style="list-style-type: none"> • 63711938 Removed the Inline Ratings feed from the scheduler. This feature is deprecated. • 62717726 Handle missing images in product feed differently so the feed can be successfully imported into Bazaarvoice. • 61035412 MGP-172 Fixed an issue where the SEO url was not being properly formatted. Replaced "/" with "-" between the Deployment Zone, and Locale • 62235084 Fixed a bug that prevented the configuration overrides from working when set in local.xml • 57901476 Fixed a bug where Category and Image urls in the catalog feed were using the default url instead of the website or store url as expected. • 63587200 MGP-196 Implemented fix suggested by customer to solve an error occurring on page load and referencing Bazaarvoice/ Connector/Block/Reviews.php |
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