

Akamai Connector

For Salesforce Commerce Cloud



Q: Is the Akamai Connector for Salesforce Commerce Cloud supported by Salesforce?

A: Yes, the Akamai Connector for Salesforce Commerce Cloud was developed in partnership with Salesforce and is a fully supported solution.

Q: What are the benefits of using the Connector?

A: By using the Akamai Connector for Salesforce Commerce Cloud, Akamai customers maintain end-to-end Akamai performance and reliability.

Q: Is there a charge to use the Akamai Connector for Salesforce commerce Cloud Connector?

A: The connector is an add-on to Akamai performance solutions available at no additional charge.

Q: How does the Connector impact my existing Akamai configuration?

A: Akamai customers continue to use their existing delivery product. However, the following is configured automatically with the use of the Connector:

- Forward to origin is automatically set to the Salesforce Commerce Cloud
- Except for dynamic page caching and Image Manager derivatives, customer cache settings will be controlled via a default Salesforce configuration. Customers can overwrite default settings by specifying desired cache control settings directly in the Commerce Cloud Business manager

Q: I use Image Manager to optimize our images. What do I need to do if I change images on my site? Do I need to purge? If so, how?

A: Salesforce Commerce Cloud will automatically create a unique URL for each new image and use that new URL in newly generated HTML - new page views of the new HTML will simply request the new image. By default, Salesforce Commerce Cloud does not cache HTML documents, so purging is not required when changing any images.

Q: Salesforce Commerce Cloud generates personalized pages for my users. How do I enable Dynamic Page Caching to save these personalized pages?

A: This is not currently supported by Salesforce. Please reach out to your Salesforce representative for more information.

Akamai Connector for Salesforce Commerce Cloud

Q: What about ESI?

A: ESI is not supported for content served through the Connector. Today, Salesforce Commerce Cloud origins do not support injecting ESI code into content pages.

Q: Can the Connector leverage Cache Tags?

A: Cache Tags are not supported by the Connector. Today, Salesforce Commerce Cloud origins do not allow customers to set custom headers or values, so the origin can not provide a cache tag to the Akamai Edge Server.

Q: I'm not a current Akamai customer. How do I learn more about Akamai solutions and benefits?

A: You can learn more about Akamai solutions by visiting www.akamai.com/solutions

Q: How do I get started with the Connector?

A: Click "Download Integration" on the Akamai listing in the Marketplace to review our Quick Reference Guide for exact steps to get started.

Q: When I use true-client-ip as the header containing the end user IP, I get a warning in Business Manager.

A: If the property is using Akamai Connector, there is no harm in using true-client-ip as the header value with how the architecture is designed. However, you can also choose to customize the header for your use in Business Manager.

Q: How do I purge my cached content on Akamai Connector?

A: Cache purges can be accomplished via Salesforce Commerce Cloud tickets. Please note that almost all new files created by the SFCC platform creates a new file name, which means it will not need to be cache purged.

Q: I set up Akamai previous to the Akamai Connector and had to set up an image match to go back to the "SITS" or "DIS" image manipulation cluster. Do I need to do that again with the Akamai Connector?

A: No, you can simplify your configuration with Akamai because that work is now done in the Commerce Cloud Akamai configuration in the Connector.

Q: How do I enable full site secure delivery (HTTPS)?

A: Once all sites that are connecting to Salesforce are migrated to the Akamai Connector, Salesforce will enable the full site secure toggle in Business Manager. There may be delay as those configurations are created. Please open a support ticket with Salesforce if this does not occur automatically within 7 business days. Please view the HTTPS migration guide before enabling full site secure - <https://xchange.demandware.com/docs/DOC-43804>.

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Q: How do I enable Dynamic Page caching with the Connector set up?

A: For basic DPC cases that do not involve complex personalization or segmentation scenarios, we will request the customer add a no-store CC header in Business Manager, so then the Connector will not store in cache. Then we can add the cache key rules as well as associated TTL (ignoring the CC header from origin) in the Customer's Akamai configuration.

For complex DPC rules, customer may need to create custom code to identify any segments for Salesforce set up and accordingly create DPC rules in Customer's Akamai configuration.

Q: How will SSL certs work with the Connector?

A: This set up won't be any different from a normal customer set up. The customer will pay for the SSL cert for Client to Edge handshake. Please work with your SFCC team to provision the second SSL cert that will be for Edge to SFCC handshake. (just like any other Origin cert.)



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