

Visitor Prioritization Cloudlet

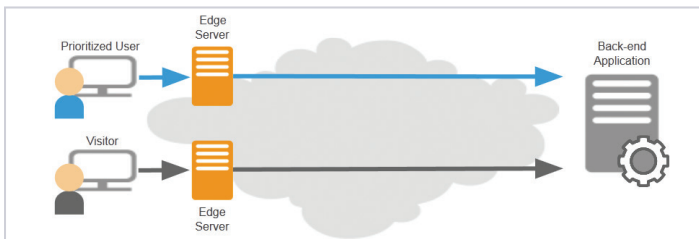


Akamai's value-added Visitor Prioritization Cloudlet complements Akamai's core delivery solutions and solves specific business challenges.

Visitor Prioritization helps maintain continuity for your dynamic applications in high-demand situations. It acts as a front-end shock absorber when peak traffic increases demand for transactions that require the origin for processing. Examples include shopping cart check-outs, donation pages, service or application subscriptions, and form registrations. Visitor Prioritization provides multiple benefits

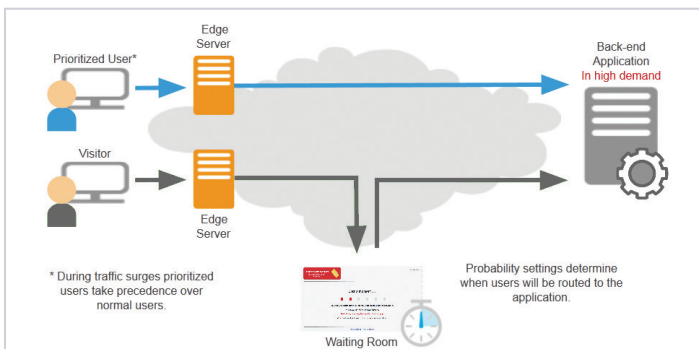
- **Self-Serviceability:** Configure and control Visitor Prioritization via dedicated and intuitive user interfaces and OPEN APIs.
- **Flexibility:** Set up multiple branded waiting rooms, and update the probability that a request is sent to the waiting room almost immediately.
- **Offload:** Visitor Prioritization runs on the Akamai network, so there is no need to expand your infrastructure.

How Visitor Prioritization Works



During Normal Traffic Flow

- All users are routed to the application.
- No waiting room is used.



During Application Overload

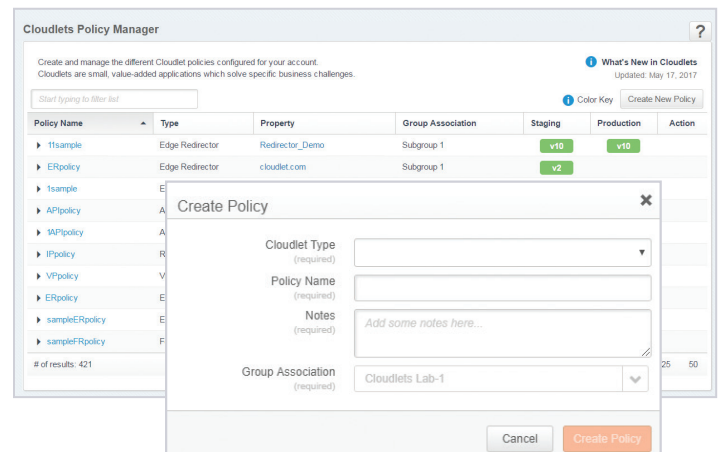
- Prioritized users are directed to the application; other visitors are sent to your waiting room page.
- You have near real-time control over letting users into your site or sending them to your custom waiting room.

Visitor Prioritization Configuration Overview

Once Visitor Prioritization is added to your contract, complete the following tasks:

1. Develop your branded waiting room page using the template available from the Akamai portal.
2. In Cloudlets Policy Manager:
 - a. Configure a Visitor Prioritization policy and rules.
 - b. Activate the policy version.
3. In Property Manager:
 - a. Select the appropriate property.
 - b. Set up the Visitor Prioritization behavior.
 - c. Activate the property version.

Create a Visitor Prioritization Policy



To create a policy for Visitor Prioritization:

1. From Luna Control Center, select **Configure** > **Cloudlets** > **Cloudlets Policy Manager**.
2. Select **Create New Policy**.
3. Complete the following fields in the table:

Field	Entry
Cloudlet Type	Select Visitor Prioritization .
Policy Name	Enter the name of the policy.
Notes	Enter a meaningful description for the policy.

4. Click **Create Policy**.

Configure Rules for Visitor Prioritization

To configure rules for Visitor Prioritization:

1. From Luna Control Center, select **Configure** > **Cloudlets** > **Cloudlets Policy Manager**.
2. Click the name of the policy you want to add a rule to.
3. Click the policy version number you are adding rules to.
4. Select **Add Rule**.
5. Complete the following fields in the table:

Field	Entry
Rule Name	Name this rule. This field is required.
Always On	Select if the rule is always applied. If deselected, start and end date fields display.
Start Date/Time	If the rule is for a fixed time, enter the start date and time.
End Date/Time	If the rule is for a fixed time, enter the end date and time.
Match Type	Select the type of match to use for this rule.
Operator	Select whether to use positive match criteria or negative match criteria.
Match Criteria	Enter the match criteria for this rule.
Case Sensitive	Select if the match criteria is case sensitive.
Send All to Waiting Room	Enable to send all traffic to the waiting room.
Likelihood to Origin	Set the likelihood that a new request is sent to the origin, not to the waiting room.

6. Click **Save Rule** when all your changes are complete, then click **Save Changes** on the Version Details page

Enable Visitor Prioritization in Property Manager

Define the location of the waiting room page and set up cookies for Visitor Prioritization.

Note: The waiting room page is always called `vpwaitingroom.html`. It must reside in a `vp` folder you create in NetStorage.

To enable Visitor Prioritization in Property Manager:

1. From **Luna Control Center**, select **Configure** > **Manage Properties** (under **Property Manager**).
2. Navigate to the property you will be adding Visitor Prioritization to.
3. Open the version of the property configuration, then select the default rule you want to add Visitor Prioritization to.
4. Click **Add Behavior**, then select **Visitor Prioritization**.
5. Set Enable to **On**, and enter an existing policy in the **Policy Name** field.
6. Complete the following sections in the table:

Section	Action
User Identification	Select the methods to identify users. You can use a combination of cookie name, request headers, IP address, and request parameters. User identification occurs when the values for the selected methods are the same across all requests. If you enter multiple values for a method, all values have to match to identify a user.
Allowed User Cookie Management	Select the settings for the Allowed User Cookie, which is set once a user has been allowed into the site. You can set the duration of the cookie, enter an instance label, extend cookie membership, and select advanced cookie settings like automatic salt, cookie domain, and the HttpOnly flag.
Waiting Room Cookie Management	Select the settings for the Waiting Room Cookie, which holds users in the waiting room. This cookie sends users back to the waiting room if they refresh the waiting room page. You can set the duration of the cookie, enter an instance label, extend cookie membership, and select advanced cookie settings like automatic salt, cookie domain, and the HttpOnly flag.
Waiting Room Management	You can set the location and TTL for the waiting room page, the HTTP status code served for requests sent to the waiting room, and optionally the Content Provider (CP) code used to track requests sent to the waiting room.

7. Save your changes to the **Property Manager** rule, then activate the newly updated property.