



IBM Software Group

WebSphere® Commerce V6

Basic administration introduction



@business on demand.

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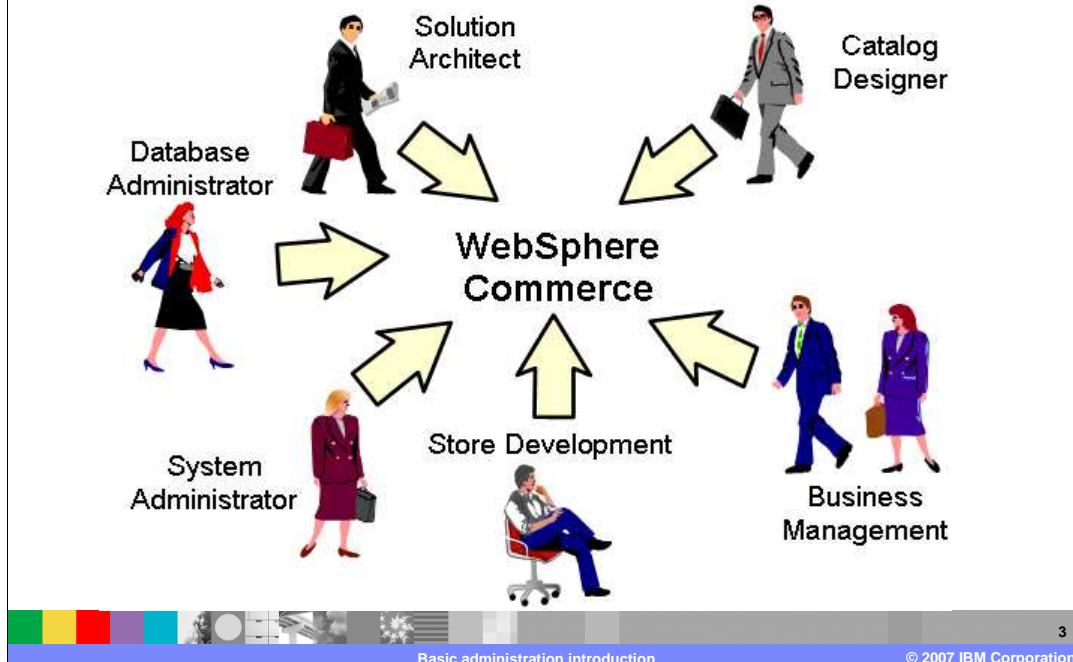
Welcome to this WebSphere Commerce V6 presentation introducing basic administration.

Unit objectives

- Access the tools needed by a WebSphere Commerce administrator
- WebSphere Commerce registry
- Business models
- Enhancements to the WebSphere Commerce V6 architecture

This presentation discusses how to access tools needed by a WebSphere Commerce administrator, the WebSphere Commerce registry, business models and enhancements to the WebSphere Commerce V6 architecture.

Roles of the implementation team



The implementation team for a WebSphere Commerce site will perform a number of roles throughout the life cycle of the project. The size and skills of the team will depend on the complexity of the site; often some team members perform multiple roles. WebSphere Commerce is a complex application which requires a team with a wide breadth of knowledge.

A planner or architect needs to understand the complete system at a high-level to specify and design the hardware and software configurations and design site customizations.

System administrators and database administrators will be responsible for the setup and day-to-day operation of the system. Various business management roles exist so that the merchant's line-of-business staff can perform the tasks they need, such as customer service, sales, marketing, product management, and inventory.

A Catalog designer can use a content management tool to prepare the product catalog information.

Store developers need Web design, Java programming, and database skills, so there may be multiple developers involved in a project.

A successful implementation requires good communication among all members of the team on both the business and the technical side.

Typical duties for a site administrator

- Install and configure the product
- Migrate to new versions of the product
- Deploy stores
- Administer WebSphere Commerce components
- Manage members of the system
- Create XML files for loading or extracting of data
- Enable caching
- Manage WebSphere Commerce-related security issues
- Monitor performance
- Troubleshoot



The site administrator installs, configures, and maintains WebSphere Commerce and the associated software and hardware. The administrator responds to system warnings, alerts, and errors, and diagnoses and resolves system problems. This role typically controls access and authorization, manages the Web site, monitors performance, and manages load-balancing tasks. The site administrator can also be responsible for establishing and maintaining several server configurations for different stages of development such as testing, staging, and production. This role also handles critical system backups and resolves performance problems.

A WebSphere Commerce site administrator must have skills in database administration, Web server administration, WebSphere Application Server administration, basic XML, and general familiarity with WebSphere Commerce.

WebSphere Commerce tools

- Configuration tools
 - ▶ Configuration manager
- Administration tools
 - ▶ WebSphere Commerce administration console
 - ▶ WebSphere Commerce organization administration console
 - ▶ WebSphere Commerce accelerator
 - ▶ WebSphere Commerce workspace administration tool
- Command Line utilities
 - ▶ Loader package
 - ▶ Staging utilities

A WebSphere Commerce administrator has many tools available. Most of the command line utilities available deal with extracting, transforming, and loading various types of data into the system. In addition to the loader package, there are specialized utilities for loading things like access control policies and service agreements.

Browser-based administration tools

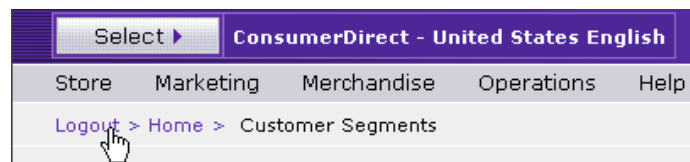
You can access these tools from the Windows® Programs menu or by opening a Web browser and typing the URL.

- Start ->Programs -> IBM WebSphere -> Commerce Server V6.0 -> <Tool>
- WebSphere Commerce organization administration console
 - ▶ https://host_name:8004/orgadminconsole
- WebSphere Commerce administration console
 - ▶ https://host_name:8002/adminconsole
- WebSphere Commerce workspace administration tool
 - ▶ https://host_name:8000/workspaceadmin
- WebSphere Commerce accelerator
 - ▶ https://host_name:8000/accelerator

You can access these tools from the Windows Programs menu or by opening a Web browser and typing the URLs shown in the slide.

Tips

- Disable or remove any pop-up blocking software
- Set the screen area to 1024x768
- Use the bread-crumb trail at the top of the page for navigation
- Always remember to log out when you are finished using any of the browser-based tools



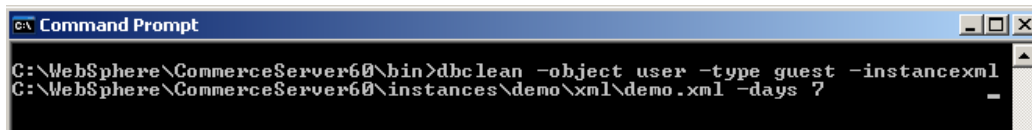
Disable or remove any pop-up blocking software. It will prevent the display of the WebSphere Commerce tools. Some browsers may have pop-up blocking enabled by default. In addition, the installation of some common instant messaging tools or search toolbars may also block pop-up windows.

On the machine where you are using the WebSphere Commerce tools, set the screen area to a minimum of 1024x768 pixels. Otherwise, some of the pages may not display properly.

Do not reload a page or return back to a previous page while using WebSphere Commerce tools. That is, do not use the refresh shortcut (F5) or right-click and select the Refresh or Back options for the browser. Instead use the breadcrumb trail near the top of the page. If you reload a window after you have entered some data, the data might be lost.

Command line tools

- <WC_HOME>/bin
- <WAS_HOME>/bin
- <WAS_HOME>/profiles/demo/bin



```
C:\WebSphere\CommerceServer60\bin>dbclean -object user -type guest -instance xml
C:\WebSphere\CommerceServer60\instances\demo\xml\demo.xml -days 7
```

There are many useful WebSphere Commerce and WebSphere Application Server command line utilities.

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WebSphere Application Server console

Start -> Programs -> IBM WebSphere -> Application Server Network Deployment V6 -> Profiles -> <profile_name> -> Administration Console

WebSphere Administrative Console - Microsoft Internet Explorer

Address: <http://localhost:9061/ibm/console/secure/login.do>

Welcome | Logout | Support | Help

Application servers Close page

Application servers

An application server is a server which provides services required to run enterprise applications.

Preferences

Select	Name	Node	Version
<input type="checkbox"/>	server1	WC_demo_node	6.0.2.5

Total 1

Field help
For field help information, select a field label or list marker when the help cursor appears.

Page help
[More information about this page](#)

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Both WebSphere Commerce and WebSphere Application Server have an administration console. The WebSphere Application Server administration console is used to enable logging, performance monitoring, and caching. In addition, applications can be stopped, started, and updated. When the administrative server is remote or is not running on a Windows machine, you will need to access this console by typing the URL into the browser address window. You will need to know the fully qualified name of the administrative server and the administrative console port number.

WebSphere Commerce registry manager

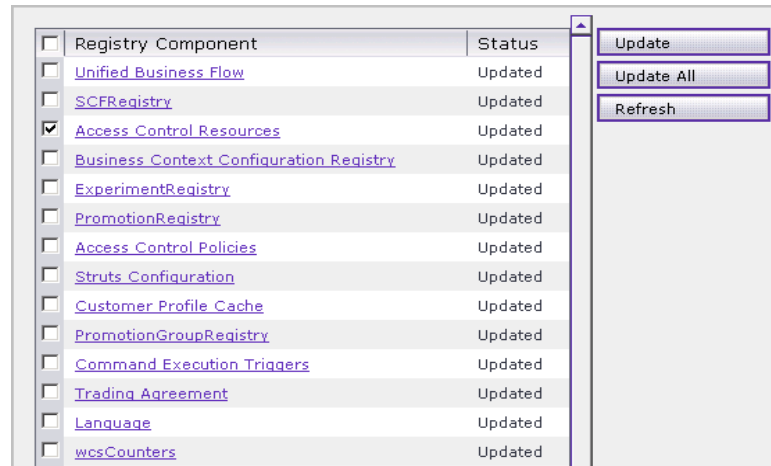
- To improve performance, frequently accessed data is cached in memory.
- If this data changes, the registry must be refreshed for the runtime environment to recognize it.
- Registry components include:
 - ▶ Business policies
 - ▶ Calculation rules
 - ▶ Command registry
 - ▶ Marketing campaign rules
 - ▶ Currencies
 - ▶ Store information
 - ▶ Trading agreements
 - ▶ Access control policies

To improve performance, frequently accessed data is cached in memory. If this data changes, the registry must be refreshed for the runtime environment to recognize it.

For example, if a new JSP is added to the site, the Struts configuration would need to be updated. Business policies, calculation rules, command registry, currencies, marketing campaign rules, and store information are some examples of registry components.

Refreshing the registry

- Access through the WebSphere Commerce administration console.
 - ▶ Configuration --> Registry



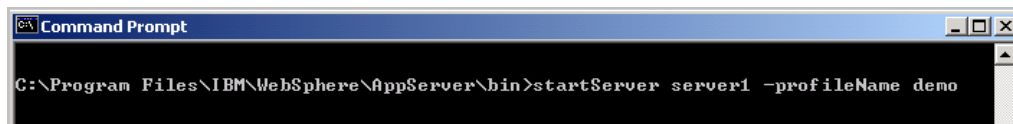
<input type="checkbox"/>	Registry Component	Status
<input type="checkbox"/>	Unified Business Flow	Updated
<input type="checkbox"/>	SCFRegistry	Updated
<input checked="" type="checkbox"/>	Access Control Resources	Updated
<input type="checkbox"/>	Business Context Configuration Registry	Updated
<input type="checkbox"/>	ExperimentRegistry	Updated
<input type="checkbox"/>	PromotionRegistry	Updated
<input type="checkbox"/>	Access Control Policies	Updated
<input type="checkbox"/>	Struts Configuration	Updated
<input type="checkbox"/>	Customer Profile Cache	Updated
<input type="checkbox"/>	PromotionGroupRegistry	Updated
<input type="checkbox"/>	Command Execution Triggers	Updated
<input type="checkbox"/>	Trading Agreement	Updated
<input type="checkbox"/>	Language	Updated
<input type="checkbox"/>	wcsCounters	Updated

Update
Update All
Refresh

You can update the registry through the WebSphere Commerce administration console.

Starting and stopping the WebSphere Commerce server

- Start the server
 - ▶ `<WAS_HOME>/bin/startServer <server> -profileName <profile>`
- Stop the server
 - ▶ `<WAS_HOME>/bin/stopServer <server> -profileName <profile>`
- Check server status
 - ▶ `<WAS_HOME>/bin/serverStatus -all -profileName <profile>`



```
Command Prompt
C:\Program Files\IBM\WebSphere\AppServer\bin>startServer server1 -profileName demo
```

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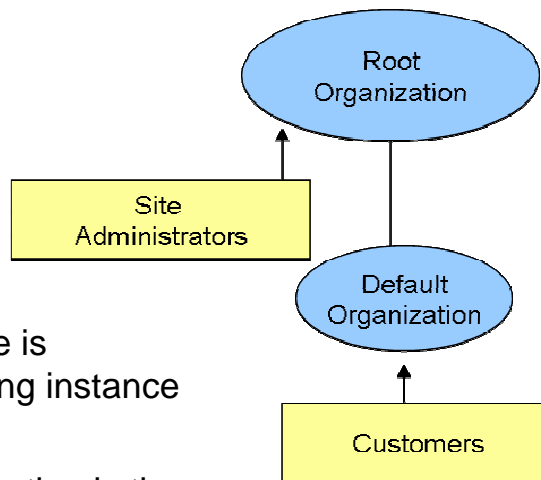
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Each WebSphere Commerce server is a J2EE application that runs inside a WebSphere Application Server profile. The profile can be started and stopped using the standard WebSphere Application Server methods, the `stopServer` and `startServer` commands. To start or stop the WebSphere Commerce application, use the WebSphere Application Server administrative console.

The default server name for the WebSphere Commerce application is `server1`. It is associated with a WebSphere Application Server profile named after the WebSphere Commerce instance, for example, `demo`. A normal installation of WebSphere Commerce is a stand-alone WebSphere Application Server node that is not managed by a deployment manager. In this environment, there is no automated process for managing application servers.

If you federate your WebSphere Commerce node into a WebSphere Application Server Network Deployment cell, a node agent will be running on the node. The node agent is responsible for managing all application server profiles running on that node. Use the WebSphere Application Server administrative console to specify which profiles you want to be automatically started by the node agent.

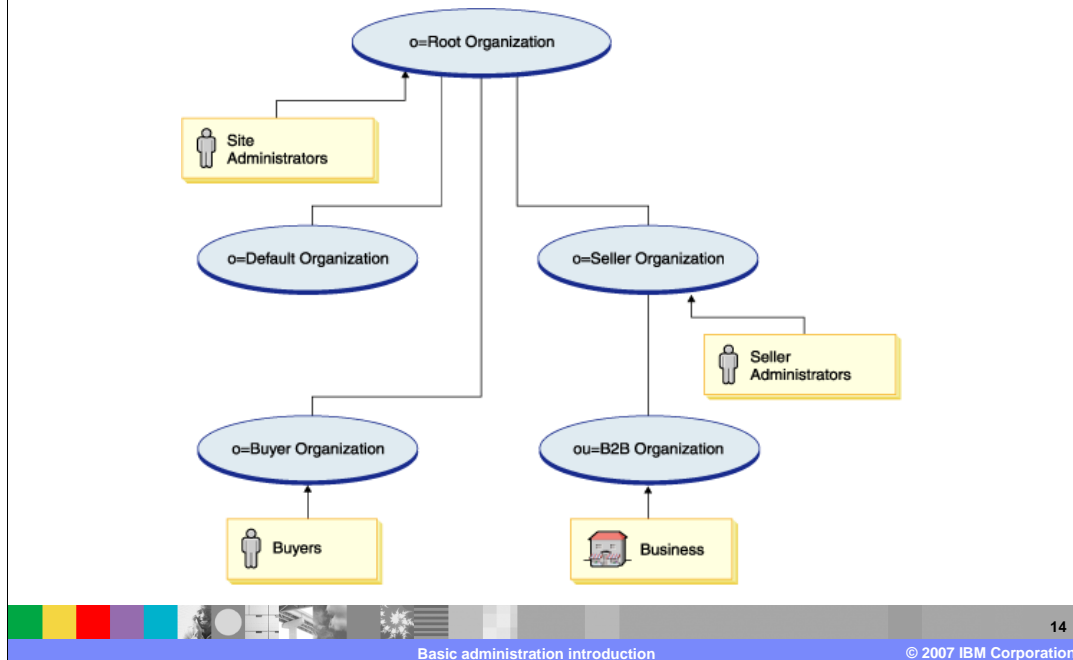
Base organizational structure



- This structure is installed during instance creation.
- Root Organization is the parent of all other organizations.

The WebSphere Commerce organizational structure provides a hierarchical framework for the entities in your business scenario. The organizational structure in the picture is the base structure from which all other business models will be created. The data creating this structure is loaded during instance creation. The root organization owns site administrators. Guest customers and customers in a consumer direct scenario belong to the default organization. Customers in other scenarios may belong to the default organization or another organization.

Business-to-business direct

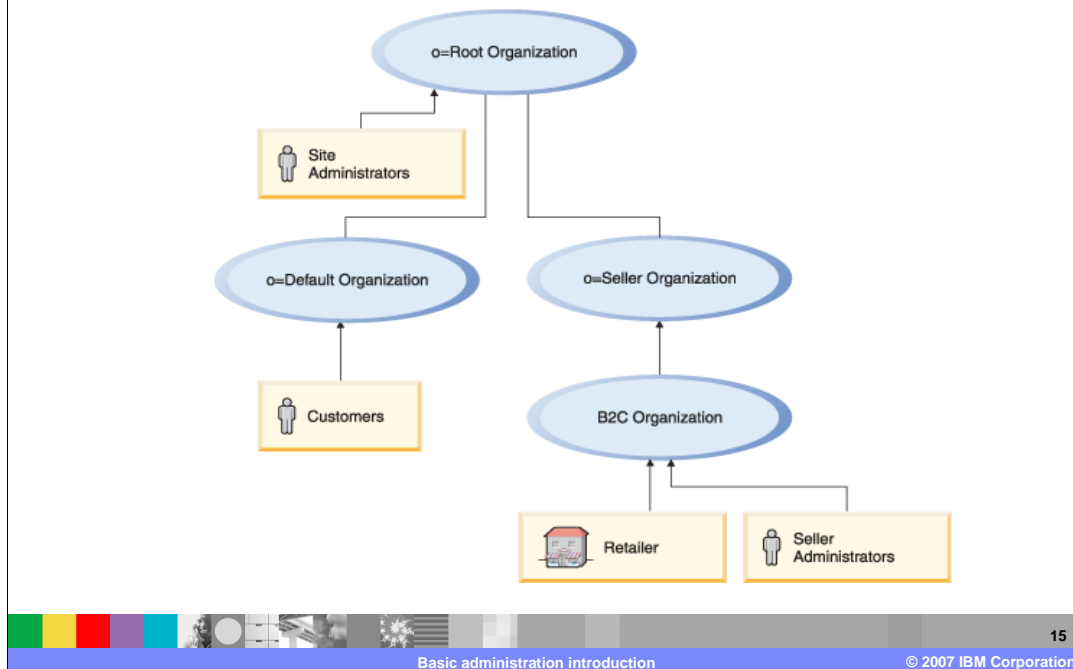


In a business-to-business direct scenario, several additional organizations may be created. The organizational structure shown in the picture above is created when the Advanced business-to-business store is published. This structure can be customized to fit your needs in a number of ways. For example, you might have multiple buyer organizations each of which relates to a particular business relationship.

A buyer organization is known in business-to-business direct businesses as buyers. Buyers are represented by a buyer organization in the business-to-business organizational structure. Individual users who belong to buyer organizations, must register under their respective organization.

A seller organization is created to own all the organizations that own stores. The administrators who maintain the store's functions (for example customer service representatives, catalog and product managers) are termed seller administrators and belong directly to the seller organization. A child organizational unit, the business-to-business organization, is created under the seller organization to own the store.

Business-to-customer

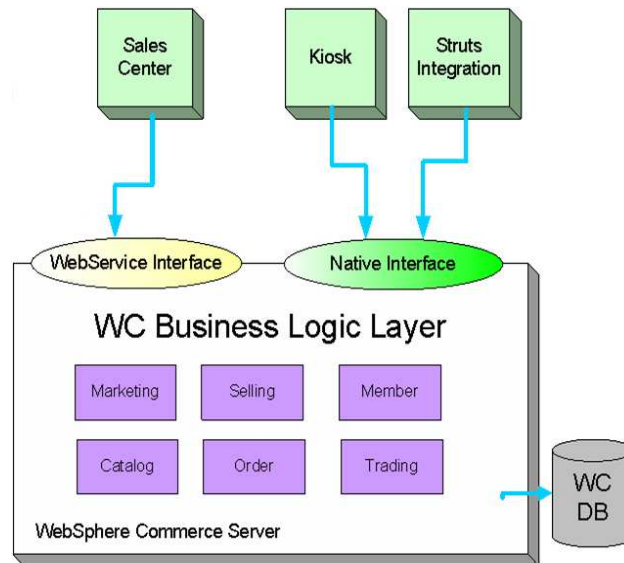


The business-to-customer organization structure that is published is similar. In this scenario, all shoppers will be registered under the default organization.

All of the business' customers are owned by the default organization. The default organization is a child of the root organization.

A seller organization is created to own all the stores and the administrators who maintain the store. The administrators who maintain the store's functions are termed seller administrators and are owned directly by the seller organization.

Multi-channel support



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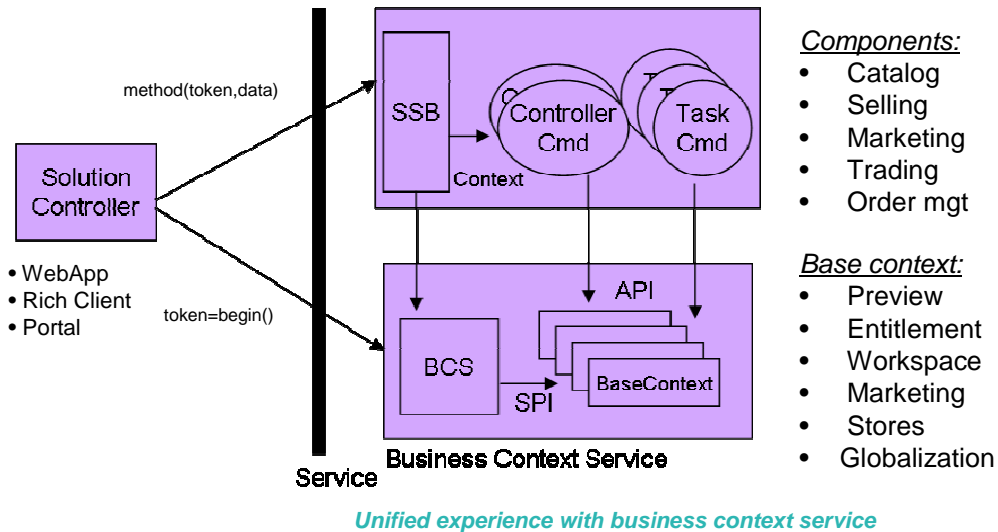
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New to this release is the further decoupling of the presentation tier from the business logic tier to better enable support for multiple sales channels. A sales channel is a method that a customer can use to purchase merchandise, for example, in-store, from an online store, or from a call center. As shown in the diagram, requests can enter the WebSphere Commerce Server from different types of clients such as a rich client, kiosk or as a browser request.

WebSphere Commerce is multi-channel enabled, meaning that WebSphere Commerce can support transactions across various sales channels. The framework enhancements in this release support multiple presentation layers, responsible for displaying results, which decouple control logic from business logic.

Business context service



The Business Context Engine is the core of the WebSphere Commerce SOA runtime. It supports different client types such as Web Applications, Portal and Rich Clients like the IBM Sales Center. The Business Context Service formalizes a context infrastructure, by abstracting contextual information from components, it fosters more reuse.

Abstracting out user contextual information allows for enablement of generic components, tailored content and experience, precisely targeted offers, enforcement of business policies, honoring appropriate prices, entitlements, and terms.

The major components of Business Context Engine contain Business Context Service, Stateless Session Bean, Support stateful business contexts, client and business component API, Business Contexts, and Context specific logic.

Business Context Service and selected contexts will be installed into every WebSphere Commerce application server instance.

Recommended courses

Formal education exists for this product and you can find information on recommended training paths and certification tests at:

- Application developer for WebSphere Commerce V6
<http://www-304.ibm.com/ict03001c/services/learning/ites.wss/us/en?pageType=page&c=a0011792>
- Business user for WebSphere Commerce V6
<http://www-304.ibm.com/ict03001c/services/learning/ites.wss/us/en?pageType=page&c=a0011793>
- System administrator for WebSphere Commerce V6
<http://www-304.ibm.com/ict03001c/services/learning/ites.wss/us/en?pageType=page&c=a0011794>



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