IBM WebSphere Commerce Business Edition
IBM WebSphere Commerce Professional Edition

# Quick Beginnings
# for Windows 2000

*Version 5.5*

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> **Note:**
> Before using this information and the product it supports, be sure to read the general information under "Notices" on page 25.

# Contents

# Chapter 1. Welcome to WebSphere Commerce

This book describes how to install and configure the main components of WebSphere® Commerce Version 5.5 on a single machine. It is intended for system administrators or for anyone else responsible for performing installation and configuration tasks. For more advanced configuration scenarios, refer to the *WebSphere Commerce Installation Guide*.

For instructions on the installation and configuration of WebSphere Commerce Studio, refer to the *WebSphere Commerce Studio Installation Guide*.

This Guide, and any updated versions of this Guide, are available as PDF files at the WebSphere Commerce Technical Library Web site (`http://www.ibm.com/software/commerce/library/`). For additional support information, see the WebSphere Commerce Support site (`http://www.ibm.com/software/commerce/support/`).

To learn about last-minute changes to the product, see the updated product README file, which is also available from the WebSphere Commerce Technical Library Web site (`http://www.ibm.com/software/commerce/library/`)

## Conventions used in this book

This book uses the following conventions:

| **Boldface type** | Indicates commands or graphical user interface (GUI) controls such as names of fields, icons, or menu choices. |
|---|---|
| `Monospace type` | Indicates examples of text you enter exactly as shown, file names, and directory paths and names. |
| *Italic type* | Used to emphasize words. Italics also indicate names for which you must substitute the appropriate values for your system. |

## Default installation paths

When this book refers to installation paths, it uses the following default path names:

| WebSphere Commerce Version 5.5 | `WC_installdir` |
|---|---|

| IBM® DB2 Universal Database™ Version 8.1.0.8 Enterprise Edition | *DB2_installdir* |
|---|---|
| IBM HTTP Server Version 1.3.26 | *HTTPServer_installdir* |
| WebSphere Application Server Version 5.0 | *WAS_installdir* |

Refer to "Path variables" on page 11 for more information on how this book refers to installation paths for the various installed products.

## Supported Web browsers

You can only access the WebSphere Commerce tools and online help using Microsoft® Internet Explorer 6.0 from a machine running a Windows® operating system on the same network as your WebSphere Commerce machine. You must use Internet Explorer full version 6.0 (also known as Internet Explorer 6.0 Service Pack 1 and Internet Tools) or later with the latest critical security updates from Microsoft — prior versions do not support full functionality of WebSphere Commerce tools.

Shoppers can access Web sites by using any of the following Web browsers, all of which have been tested with WebSphere Commerce:

- AOL 7 or above for Windows
- Microsoft Internet Explorer:
  - Version 6 or higher for Windows
  - Version 5 or higher for Macintosh
- Netscape:
  - Version 6.1 or higher on Windows
  - Version 6.2.3 or higher on Linux
- Netscape Navigator:
  - Version 4.51 or higher on Windows
  - Version 4.79 or higher on Linux

## Port numbers used by WebSphere Commerce

The following is a list of the default port numbers used by WebSphere Commerce or its component products. Please ensure that you do not use these ports for non-WebSphere Commerce applications. If you have a firewall configured in your system, ensure that you can access these ports.

**Port Number**
> **Used By**

**80**     IBM HTTP Server.

**389**    Lightweight Directory Access Protocol (LDAP) Directory Server.

**443**    IBM HTTP Server – secure port. This secure port requires SSL.

**1099**   WebSphere Commerce Configuration Manager server.

**2809**   WebSphere Application Server Bootstrap address.

**5432**   WebSphere Commerce Payments non-secure server.

**5433**   WebSphere Commerce Payments secure server. This secure port requires SSL.

**5557**   WebSphere Application Server Internal Java™ Messaging Service server.

**5558**   WebSphere Application Server Java Messaging Service server queued address.

**5559**   WebSphere Application Server Java Messaging Service direct address.

**7873**   WebSphere Application Server DRS client address.

**8000**   WebSphere Commerce Tools. This secure port requires SSL.

**8002**   WebSphere Commerce Administration Console. This secure port requires SSL.

**8004**   WebSphere Commerce Organization Administration Console. This secure port requires SSL.

**8008**   IBM HTTP Server Administration port.

**8880**   WebSphere Application Server SOAP Connector address.

**9043**   WebSphere Application Server Administration Console Secure Port. This secure port requires SSL.

**9080**   WebSphere Application Server HTTP Transport.

**9090**   WebSphere Application Server Administration Console Port.

**9443**   WebSphere Application Server HTTPS Transport Port.

**9501**   WebSphere Application Server Secure Association Service.

**9502**   WebSphere Application Server Common Secure Port.

**9503**   WebSphere Application Server Common Secure Port.

**50000**  DB2® server port.

**60000 or higher**
> DB2 TCP/IP communications.

## Quick reference to user IDs, passwords and URLs

Administration in the WebSphere Commerce environment requires a variety of user IDs. These user IDs along with their requisite authorities are described in the table below. For the WebSphere Commerce user IDs, the default passwords are identified.

| User ID | Default values | Notes |
|---|---|---|
| Windows user ID | Not applicable | Your Windows user ID must have Administrator authority and the following advanced user rights:<br>• Act as part of the operating system<br>• Create a token object<br>• Increase quotas<br>• Log on as a service<br>• Replace a process level token<br><br>This user must also meet the DB2 user ID requirements outlined in "DB2 Universal Database user ID requirements" on page 7.<br><br>User rights are granted in the Windows Local Security Policy console. The Local Security Policy console can be accessed by selecting **Start → Control Panel → Administrative Tools → Local Security Policy**. For instructions on setting advanced user rights, refer to the Windows documentation.<br><br>If your Windows user ID does not have Administrator authority or is more than 20 characters in length, or is not defined on the local machine, you will be notified of the problem and will not be able to proceed with the installation. |

| User ID | Default values | Notes |
|---|---|---|
| Configuration Manager user ID | The default Configuration Manager user ID and password are `webadmin` and `webibm` | The Configuration Manager tool's graphical interface allows you to modify the way WebSphere Commerce is configured. You can access Configuration Manager from your WebSphere Commerce machine, or any machine on the same network as WebSphere Commerce which supports a graphical user interface, and has the Configuration Manager client installed. |

| User ID | Default values | Notes |
|---------|----------------|-------|
| WebSphere Commerce Site Administrator | Not applicable.<br><br>The Site Administrator ID and password are created as part of the Quick installation. | The Site Administrator user ID and password apply to the following WebSphere Commerce tools:<br><br>• WebSphere Commerce Accelerator. To access the WebSphere Commerce Accelerator, open Internet Explorer on a Windows machine on the same network as WebSphere Commerce, and enter the following URL:<br><br>`https://host_name:8000/accelerator`<br><br>• WebSphere Commerce Administration Console. To access the WebSphere Commerce Administration Console, open Internet Explorer on a Windows machine on the same network as WebSphere Commerce, and enter the following URL:<br><br>`https://host_name:8002/adminconsole`<br><br>• WebSphere Commerce Organization Administration Console. To access the WebSphere Commerce Organization Administration Console, open Internet Explorer on a Windows machine on the same network as WebSphere Commerce, and enter the following URL:<br><br>`https://host_name:8004/orgadminconsole`<br><br>WebSphere Commerce requires that the user ID and password adhere to the following rules:<br><br>• The password must be at least 8 characters in length.<br>• The password must include at least 1 numeric character.<br>• The password must include at least 1 alphabetic character.<br>• The password does not contain more than 4 occurrences of a character.<br>• The password does not repeat the same character more than 3 times. |

| User ID | Default values | Notes |
|---|---|---|
| WebSphere Commerce Payments Administrator | When you install WebSphere Commerce Payments, the WebSphere Commerce Site Administrator ID is automatically assigned the WebSphere Commerce Payments Administrator role. | The WebSphere Commerce Payments Administrator role enables a user ID to control and administer WebSphere Commerce Payments. |

## DB2 Universal Database user ID requirements

DB2 requires that the user IDs and passwords for database administrators and database users adhere to the following rules:

- A user ID cannot contain more than 20 characters.
- A password cannot contain more than 14 characters.
- They can contain only the characters A to Z, a to z, 0 to 9, @, #, $, and _.
- They cannot begin with an underscore (_).
- The user ID cannot be any of the following, in upper, lower, or mixed case: USERS, ADMINS, GUESTS, PUBLIC, LOCAL.
- The user ID cannot begin with any of the following in upper, lower, or mixed case: IBM, SQL, SYS.
- The user ID cannot be the same as any Windows service name.
- The user ID must be defined on the local machine, and belong to the local Administrator's group.
- The user ID must have the following advanced user rights:
  - Act as part of the operating system
  - Create a token object
  - Increase quotas
  - Log on as a service
  - Replace a process level token

You can perform the installation without the *Act as part of the operating system* advanced user right, however, the DB2 setup program will be unable to validate the database administrator ID. It is recommended that any user account used to install DB2 has this advanced user right.

# Chapter 2. Preinstallation requirements

This section describes the steps you need to perform before you install WebSphere Commerce.

> **Important**
>
> You *must* complete these preinstallation steps to ensure that installation is successful.

## Knowledge requirements

To install and configure WebSphere Commerce, you require knowledge of the following:

- Personal computers and your operating system
- The Internet
- Web server operation and maintenance
- IBM DB2 Universal Database
- Basic operating system commands

To create and customize your store, you require knowledge of the following:

- WebSphere Application Server
- IBM DB2 Universal Database
- HTML and XML
- Structured Query Language (SQL)
- Java programming

For information on developing your store front and store data assets, refer to the *WebSphere Commerce Store Development Guide*. For information on developing or customizing your business logic (or back office business logic) see the *WebSphere Commerce Programming Guide and Tutorials* document.

## Prerequisite hardware

You must ensure that you meet the following minimum hardware requirements before installing WebSphere Commerce:

You require a dedicated Pentium® III 733 MHz (or higher recommended for a production environment) IBM-compatible personal computer with the following:

- A minimum of 1 GB of random access memory (RAM) per processor. Each additional WebSphere Commerce or WebSphere Commerce Payments instance will require an additional 512 MB of RAM per instance.
- A minimum of 2 GB of free disk space on your target installation drive. You will also need an additional 300 MB on the `C:` drive. If your machine is formatted with FAT partitioning and the partition is over 1.024 GB, you will need twice as much free disk space. The installation will check for adequate free disk space and will warn you if there is not enough space.
- Double the amount of paging space as you have RAM (for example, 512 MB RAM should have 1024 MB paging space). This is adjusted through the Performance Options on the Advanced panel of Windows System Properties.
- A CD-ROM drive.
- A graphics-capable monitor with a color depth of at least 256 colors.
- A mouse or other pointing device.
- A local area network (LAN) adapter.

## Prerequisite software

You must ensure that you meet the following minimum software requirements before installing WebSphere Commerce:

- Windows 2000 Server or Advanced Server Edition with Service Pack 3 installed. You can obtain the latest service pack at the Microsoft Corporation Web site (`http://www.microsoft.com`).

## Other requirements

You must also do the following before installing WebSphere Commerce:

- If you have any applications running, stop them.
- If you are running Lotus® Notes™, or any other server on your machine, stop the server.
- Since WebSphere Commerce uses both IP addresses and host names, the IP address on your system must resolve to a host name. To determine your IP address, open a command window and type the following:

  `nslookup host_name`

  The desired result is a reply from your correct IP address.
- Ensure that your host name is fully qualified with a domain.
- Ensure that the host name of your Web server does not contain an underscore ( _ ). IBM HTTP Server does not support machines with an underscore in their host name.
- If you have a Web server installed that is using any of the following ports, disable the Web server before installing WebSphere Commerce:

- 80
- 443
- 5432
- 5433
- 8000
- 8002
- 9090
- 8004

## Path variables

The following variables are used for paths in this book:

*WAS_installdir*

This is the installation directory for WebSphere Application Server. The default installation directory for WebSphere Application Server is `C:\Program Files\WebSphere\AppServer`.

*WC_installdir*

This is the installation directory for WebSphere Commerce and contains all the WebSphere Commerce proprietary data. The default installation directory for WebSphere Application Server is `C:\Program Files\WebSphere\CommerceServer55`.

# Chapter 3. Installing WebSphere Commerce

The instructions in this chapter will guide you through the installation and configuration of WebSphere Commerce on a single node. This installation should be performed under the following conditions:

- You want to install the following components on the same node and none of these components are pre-installed on the node:
  - DB2 Universal Database, Version 8.1
  - IBM HTTP Server, Version 1.3.26
  - WebSphere Application Server base product, Version 5.0
  - WebSphere Commerce Server
  - WebSphere Commerce Payments
- If you want to create a WebSphere Commerce instance in a language other than the language in which you are installing, you cannot use the Quick installation.

## Completing a Quick installation

To complete a Quick installation, do the following:

1. Ensure that you are logged onto your system as a user with Administrative authority.

   **Note:** This user must also have the advanced user rights outlined for the Windows user ID described in "Quick reference to user IDs, passwords and URLs" on page 4.

2. Insert the WebSphere Commerce Disk 1 CD.

3. Run `setup.exe` or enter `setup -console` at a command prompt.

   Using the `-console` parameter starts a text-based install wizard. The steps in the text-based install wizard and the GUI-based install wizard are the same, but the methods of selection options and continuing in the install wizard differ.

   In this section, instructions for selecting options and continuing are provided only for the GUI-based install wizard. To select options and continue when using the text-based install wizard, follow the prompts provided by the text-based install wizard.

> **Important**
>
> You cannot install WebSphere Commerce from a network mapped drive from a remote session on Windows 2000 Terminal Server edition.

4. Select the installation language, and select **OK**. The software will be installed in this language, regardless of the language settings of your system.

5. Read the Welcome screen, and select **Next**.

6. Read the license agreement. If you accept the terms of agreement, select that you accept the terms, and select **Next**.

7. When prompted to select an install type, select **Quick Installation**, and select **Next**.

8. Accept the default destination directory or enter another directory, and select **Next**.

    If you accept the default paths, the WebSphere Commerce components will be installed to the following paths:

    DB2 Universal Database

    > `C:\Program Files\WebSphere\SQLLIB`

    IBM HTTP Server

    > `C:\Program Files\WebSphere\IBMHTTPServer`

    WebSphere Application Server

    > `C:\Program Files\WebSphere\AppServer`

    WebSphere Commerce

    > `C:\Program Files\WebSphere\CommerceServer55`

9. Enter the following information:

    **User ID**

    > Enter the user ID you want to assign to DB2. This user ID will be used by WebSphere Commerce to access the database when WebSphere Commerce is running.

    > This is the Windows user ID described in "Quick reference to user IDs, passwords and URLs" on page 4.

    > This user ID will be used to start DB2 Universal Database, IBM HTTP Server, and the WebSphere Commerce Configuration Manager service.

    **User password**

    > Enter the password associated with the user ID.

**Merchant Key**

Enter a 16–digit hexadecimal number that meets the following criteria:

- Must contain at least one numeric character (0–9)
- Must contain at least one alphabetic character (a–f)

    **Important:** Uppercase letters are not valid in the merchant key.

- Cannot contain four consecutive occurrences of a character

A hexadecimal number can only contain the following numbers and letters: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, a, b, c, d, e, f.

The merchant key is used by the WebSphere Commerce Configuration Manager as an encryption key. You must enter your own key in the **Merchant key** field. Ensure that the key that you enter will be sufficient to protect your site. After you have created a store you can only change this key by using the Database Update Tool. To use this tool, access Configuration Manager, right-click on the database node, and select **Database Update Tool**.

**WebSphere Commerce Payments instance password**

This is the password used by WebSphere Commerce Payments to decrypt any sensitive data that is stored in the WebSphere Commerce Payments database.

The WebSphere Commerce Payments instance password must meet the following criteria:

- Must contain at least one numeric character (0–9)
- Must contain at least one alphabetic character (a–z, A–Z)
- Cannot contain four consecutive occurrences of a character

**Site Administrator ID**

Enter an ID for the WebSphere Commerce Site Administrator. This ID will be required to access the WebSphere Commerce Accelerator, Administration Console, and Organization Administration Console. This ID will also be assigned the WebSphere Commerce Payments Administrator role.

**Important:** Ensure that you do not forget the Site Administrator ID and password entered when installing WebSphere Commerce. Without this ID and password, you will not be able to access WebSphere Commerce Accelerator, Administration Console, or Organization Administration Console.

**Site Administrator password**

Enter the password for the Site Administrator. The Site Administration password must contain at least 8 characters.

Click **Next** to continue.

10. Select the languages of the documentation that you want installed, then click **Next** to continue.

11. A panel displays indicating the location of the Web server configuration file. This value cannot be changed. Click **Next** to continue.

12. Confirm your installation choices, or modify your choices, then select **Next**.

13. Insert the CDs as prompted by the WebSphere Commerce Installer, following the on-screen prompts.

    Progress bars indicate how much of the installation has completed.

14. When the panel containing a message indicating that the installation is complete displays, select **Next**. The Installation Complete panel displays.

15. From the Installation Complete panel, you can access more information about WebSphere Commerce or exit the installation wizard by clicking **Finish**.

---

## Verifying your installation

During the installation of WebSphere Commerce and its components, log files are generated. Examine the following log files to ensure that your installation was successful:

- "DB2 Universal Database installation log"
- "WebSphere Application Server installation log" on page 17
- "WebSphere Commerce installation log" on page 17
- "WebSphere Commerce instance creation logs" on page 17

### DB2 Universal Database installation log

This log contains messages generated during the installation of DB2 Universal Database. The default location for this log file is:

`WC_installdir\logs\db2wi.log`

Default values for *WC_installdir* are listed in "Path variables" on page 11.

If the log file cannot be located in the default directory, check the following directory for the log file:

`drive:\Documents and Settings\user_id\Local Settings\Temp`

If the last line in the log file contains the following text, DB2 Universal Database installed successfully:

```
Product: DB2 Enterprise Server Edition --
Installation operation completed successfully.
```

The message has been formatted to fit the page. This message should appear on a single line in the log file.

## WebSphere Application Server installation log

This log contains messages generated during the installation of WebSphere Application Server. The default location for this log file is:

```
WAS_installdir\logs\log.txt
```

Default values for *WAS_installdir* are listed in "Path variables" on page 11.

The WebSphere Application Server installation is complete if the following message appears in the log file:

```
INSTFIN: The WebSphere 5.0 install is complete.
```

## WebSphere Commerce installation log

This log contains messages generated by the WebSphere Commerce installation wizard. The default location for this log file is:

```
WC_installdir\logs\install_date_time.log
```

Default values for *WC_installdir* are listed in "Path variables" on page 11.

Review this log to ensure that all components of WebSphere Commerce installed successfully.

If this log file cannot be found in its default location, look for the log file in the following directory:

```
drive:\Documents and Settings\user_ID
```

The WebSphere Commerce installation is complete if the following message appears in the log file:

```
WebSphere Commerce installation Complete.
```

## WebSphere Commerce instance creation logs

Instance creation during the WebSphere Commerce installation creates the following log files:

- auction.log
- createdb.log
- createdb_db2.log
- createsp.log
- populatedb.err.log
- populatedb.log

- populatedb2.err.log
- populatedb2.log
- populatedbnl.err.log
- reorgdb2.log
- trace.txt

The files are located in the following directory:

`WC_installdir\instances\demo\logs`

Default values for *WC_installdir* are listed in "Path variables" on page 11.

Instance creation is successful if the log files listed earlier do not contain any errors or exceptions and the following logs from the above list are empty:
- populatedb.err.log
- populatedb2.err.log
- populatedbnl.err.log
- reorgdb2.err.log (this file is only created if there is an error)

Also, review the contents of the following logs to confirm they do not contain any errors:
- createdb.log
- createdb_db2.log

If instance creation failed, the WebSphere Commerce instance can be created manually by following the instructions in the *WebSphere Commerce Installation Guide*.

## The next step

After installing WebSphere Commerce and verifying the installation, you can continue by doing the following:

### Publish a WebSphere Commerce sample store (recommended)

WebSphere Commerce provides a number of samples stores demonstrating various functions in WebSphere Commerce. A WebSphere Commerce sample store can be used to familiarize yourself with WebSphere Commerce and as a base for a developing a customized store.

If you do not publish a sample store, you should publish the access control policies, organization structures, and other information associated with one of the sample stores to provide the framework for developing your store.

For information on publishing a WebSphere Commerce sample store, refer to the "Publishing a store archive in WebSphere Commerce" topic in the

WebSphere Commerce Production and Development online help. To work
with the sample stores provided with WebSphere Commerce, see the
*WebSphere Commerce Sample Store Guide*.

For information on developing a store in WebSphere Commerce, refer to the
*WebSphere Commerce Store Development Guide*.

## Install additional software provided with WebSphere Commerce (optional)

WebSphere Commerce provides a number of additional software packages
that enhance WebSphere Commerce and provide additional function. For
more information on the additional software provided with WebSphere
Commerce, refer to the *WebSphere Commerce Additional Software Guide*.

# Chapter 4. Where to find more information

More information about the WebSphere Commerce system and its components is available from a variety of sources in different formats. The following sections indicate what information is available and how to access it.

## WebSphere Commerce information

The following are the sources of WebSphere Commerce information:

- WebSphere Commerce online help
- WebSphere Commerce technical library

### WebSphere Commerce online help

The WebSphere Commerce online information is your primary source of information for customizing, administering, and reconfiguring WebSphere Commerce. After you have installed WebSphere Commerce, you can access topics in the online information by visiting the following URL:

```
https://host_name:8000/wchelp/
```

where *host_name* is the fully qualified TCP/IP host name of the machine on which WebSphere Commerce is installed.

### WebSphere Commerce technical library

The WebSphere Commerce technical library is available at the following URL:

```
http://www.ibm.com/software/commerce/library/
```

A copy of this book, and any updated versions of this book, are available as PDF files from the Library section of the WebSphere Commerce Web site. In addition, new and updated documentation may also be available from the Web site.

## WebSphere Commerce Payments information

Help for WebSphere Commerce Payments is available by clicking the following help icon:



This help icon displays on the WebSphere Commerce Payments user interface within the WebSphere Commerce Administration Console and WebSphere Commerce Accelerator and in the standalone WebSphere Commerce Payments user interface at the following URL:

```
http://host_name:http_port/webapp/PaymentManager
```

or

```
https://host_name:ssl_port/webapp/PaymentManager
```

Where the variables are defined as follows:

*host_name*
> The fully qualified TCP/IP host name of the Web server associated with WebSphere Commerce Payments.

*http_port*
> The HTTP port used by WebSphere Commerce Payments. The default HTTP port is 5432.

*ssl_port*
> The SSL port used by WebSphere Commerce Payments. The default SSL port is 5433.

If WebSphere Commerce Payments is SSL-enabled, use the secure URL (https). Otherwise, use the non-secure URL (http).

Help is also available at the following URL:

```
http://host_name:http_port/webapp/PaymentManager/language/docenter.html
```

or

```
https://host_name:ssl_port/webapp/PaymentManager/language/docenter.html
```

Where the variables are defined as follows:

*host_name*
> The fully qualified TCP/IP host name of the Web server associated with WebSphere Commerce Payments.

*http_port*
> The HTTP port used by WebSphere Commerce Payments. The default HTTP port is 5432.

*ssl_port*
> The SSL port used by WebSphere Commerce Payments. The default SSL port is 5433.

*language*
> A language code for the language in which the help page will be displayed. It is two letters for most languages. The language codes are as follows:

| Language | Code |
|----------|------|
| German | de |

| Language | Code |
|---|---|
| English | en |
| Spanish | es |
| French | fr |
| Italian | it |
| Japanese | ja |
| Korean | ko |
| Brazilian Portuguese | pt |
| Simplified Chinese | zh |
| Traditional Chinese | zh_TW |

More information about WebSphere Commerce Payments and the Payments Cassettes is available at the WebSphere Commerce Technical Library:

http://www.ibm.com/software/commerce/library/

## IBM HTTP Server information

IBM HTTP Server information is available at the IBM HTTP Server Web site:

http://www.ibm.com/software/webservers/httpservers/

The documents are in HTML format, PDF files, or both.

## WebSphere Application Server information

WebSphere Application Server information is available at the WebSphere Application Server InfoCenter:

http://www.ibm.com/software/webservers/appserv/infocenter.html

## DB2 Universal Database information

DB2 information is available on your system after you install DB2. To access it, click **Start**, point to **Programs**, point to **DB2 for Windows 2000**, and click **Information Center**.

For the most recent information, refer to the RELEASE.TXT file. This file is located in the directory where the product is installed.

For a complete list of the available DB2 documentation, and how to view or print it, refer to the *DB2 Quick Beginnings for Windows* book. Additional DB2 information is available at the DB2 Technical Library:

http://www.ibm.com/software/data/db2/library/

## Other IBM publications

You can purchase copies of most IBM publications from your IBM authorized dealer or marketing representative.

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| Lotus | Notes | QuickPlace |
| Sametime | WebSphere | |

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