



# WebSphere Commerce Collaborations Guide

*Version 6.0*





# WebSphere Commerce Collaborations Guide

*Version 6.0*

**Note**

Before using this information and the product that it supports, read the information in “Where to find more information” on page 13.

**First Edition (August 2005)**

This edition applies to IBM WebSphere Commerce Version 6.0 and to all subsequent releases and modifications until otherwise indicated in new editions. Make sure that you are using the correct edition for the level of the product.

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## Before you begin

The *WebSphere® Commerce Collaborations Guide* is intended for those who want to enable WebSphere Commerce Version 6.0 to work with collaboration capabilities. This guide describes how IBM® WebSphere Commerce Version 6.0 can be combined in particular with customer care or collaborative workspace.

Enabling customer care or collaborative workspace with WebSphere Commerce will allow the exchange of information between people for critical business functions. This guide will assist site and store administrators of the seller organization to provide collaborative features to their business solutions.

Knowledge of the following is assumed:

- WebSphere Commerce 6.0 Enterprise
- IBM Lotus Sametime 6.5.1 (formerly called IBM Lotus Instant Messaging and Web Conferencing)
- IBM Lotus QuickPlace 6.5.1 (formerly called IBM Lotus Team WorkPlace)
- Lotus® Domino® Server 6.5.4

This guide is divided into the following sections:

### Chapter 1. Introduction

Describes the WebSphere Commerce capabilities, features, and references to other related documents.

### Chapter 2. Prerequisites

Lists the software and hardware prerequisites for this reference application.

### Chapter 3. Installing and configuring

Describes the installation and configuration instructions for the components used to enable collaborative capabilities in WebSphere Commerce.

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## Conventions used in this guide

This guide uses the following conventions:

<b>Boldface type</b>	indicates commands or graphical user interface (GUI) controls such as names of fields, buttons, or menu choices.
monospaced type	indicates examples of text that you enter exactly as shown.
<i>Italic type</i>	is used for emphasis and for variables for which you substitute your own values.

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## Default paths

This guide uses the following default installation paths:

*WC\_installdir*

This indicates the installation path for WebSphere Commerce. When you see this variable, substitute the installation path for your installation of WebSphere Commerce. For Windows®, substitute C:\Program Files\IBM\WebSphere\CommerceServer60

*Domino\_installdir*

This indicates the installation path for the Domino server. When you see this variable, substitute the installation path for your installation of the Domino server. For Windows, substitute C:\Lotus\Domino.



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## Chapter 1. Introduction

This chapter provides an overview of how IBM Lotus Sametime and IBM Lotus QuickPlace can be combined with IBM WebSphere Commerce to provide collaborative commerce solutions.

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### Overview

E-business collaboration involves the interaction between people and information to support critical business functions. e-business collaboration capabilities add value to B2B e-commerce by strengthening the entire value chain.

WebSphere Commerce provides a powerful solution to sell products and services through the Web. Supporting thousands of users, WebSphere Commerce enables organizations to optimize marketing, business relationships, and channel management to maximize e-commerce revenue. WebSphere Commerce is currently capable of providing real-time, online customer service, and technical support.

Business-building benefits such as Web-based team-building among colleagues, customers, suppliers, and partners is possible through two efficient online solutions:

- Customer care
- Collaborative workspace

**Note:**

- Customer Care is available for WebSphere Commerce 6.0 Professional or Enterprise.
- Collaborative Workspaces is available for WebSphere Commerce 6.0 Enterprise .

### Collaborative features for WebSphere Commerce

The significant collaboration features of WebSphere Commerce are customer care and collaborative workspace.

#### Customer care

WebSphere Commerce provides real-time customer care support via synchronous text interface (instant messaging) using customer care between customer service representative (CSR) and store shoppers or buyers. A customer may enter the site, and click a link on the store page to connect to a CSR so that the two parties can communicate or chat over the Internet. A CSR accesses the customer care interface through the WebSphere Commerce Accelerator. The CSR can also view the store page where the customer needs assistance, and retrieve shopping cart and profile information. This interface also allows the CSR to chat with other CSRs.

#### Collaborative workspace

WebSphere Commerce provides an asynchronous collaborative interface using collaborative workspace to support any business collaboration between the buyer and the seller and amongst the business users within the seller's organization.

collaborative workspace can be created by any user other than the buyer, using the WebSphere Commerce Accelerator and the default collaborative workspace

template. Only an Account Representative or Account Manager with collaborative workspace Manager access, can add buyers to the workspace. To use collaborative workspace, member data must be on an LDAP server with WebSphere Commerce.

The details about the collaborative workspace and workspace member information are managed through the WebSphere Commerce system. Any discussion threads, posting, or file attachments used for collaboration are stored on the collaborative workspace server.

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## References

Apart from this guide, the following reference documents are available with their respective products:

- The Lotus documentation library is available at <http://www-10.lotus.com/ldd/doc>.
- The WebSphere Commerce information center is available through the WebSphere Commerce technical library at <http://www.ibm.com/software/webservers/commerce/library/>.
- Refer to the Additional Software Guide, Version 6.0 for more information. This guide is available at <http://www.ibm.com/software/webservers/commerce/library/>.

**Note:** The preceding Web addresses can change at any time without notice. IBM is not responsible for the authenticity or correctness of information from non-IBM Web sites.

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## Chapter 2. Prerequisites

This section covers the software and hardware prerequisites for this reference application. This reference application assumes a Windows operating environment.

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### Software prerequisites

The software prerequisites include:

- WebSphere Commerce 6.0, Enterprise
- Domino Server 6.5.4
- IBM Directory server 5.1
- Lotus Notes®, Designer, and the Administration Client 6.5.4
- IBM Lotus Sametime 6. 5.1 (Needed for Customer Care feature only)
- IBM Lotus QuickPlace and fixpack 6. 5.1 (Needed for Collaborative Workspaces feature only)
- Customer care component (Delivered with this Reference Application)
- Collaboration component (Delivered with this Reference Application)

**Note:**

- IBM Lotus Sametime and IBM Lotus QuickPlace should be installed on separate machines.
- Customer Care is available for WebSphere Commerce 6.0 Professional or Enterprise.
- Collaborative Workspaces is available for WebSphere Commerce 6.0 Enterprise.

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### Hardware prerequisites

For information on hardware prerequisites, refer to the documentation that comes with the appropriate software.



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## Chapter 3. Installation and configuration

Use one of the following to enable WebSphere Commerce with collaboration capabilities:

- IBM Lotus Sametime
- IBM Lotus QuickPlace

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### Installing and configuring customer care

This section describes how to enable customer care in WebSphere Commerce. Complete the following activities

1. Ensure that you have LDAP installed and configured as described in Additional Software Guide Part 7, 'Directory services and WebSphere Commerce' (optional).
2. Install IBM Lotus Sametime 6.5.1.
3. Install the customer care component.
4. Enabling customer care in WebSphere Commerce.
5. Configure the Lotus Sametime self registration feature.
6. Enabling the flex flow for Customer Care feature.

#### Install IBM Lotus Sametime

Install IBM Lotus Sametime 6.5.1 according to the instructions in the Lotus Developer Domain Documentation library which is at the website <http://www.lotus.com/ldd/doc>

#### Installing the customer care component

Install the customer care component on the Lotus Sametime server. You must download the collaborations Reference Application CustomerCare.zip and install it manually.

1. Unzip the package.zip file that you have downloaded.
2. Unzip the CustomerCare.zip from the package.zip file that you unzipped in the previous step.
3. Copy the contents of CustomerCare folder from CustomerCare.zip file to *Domino\_installdir\data\Domino\html\wc* folder.

**Note:** If you plan to configure Lotus Sametime to use the same LDAP, ensure that you configure WebSphere Commerce to use the same LDAP server as Lotus Sametime.

#### Enabling customer care in WebSphere Commerce

To enable customer care manually in the WebSphere Commerce, complete the following on your WebSphere Commerce machine:

- Change the display flag from *false* to *true* in the sections collaboration and Sametime. For example, the instance.xml should have something which looks like following:

```
<Collaboration display="true">
    <Sametime... .. display="true" ... />
```

- Also change the display flag from *false* to *true* in the collaboration and Sametime nodes in the wc-server.xml located at  
WAS\_installdir/profiles/instance\_name/installedApps/WC\_instance\_name\_cell/  
WC\_instance\_name.ear/xml/config

```
<Collaboration display="true">
    <Sametime... ... display="true" ... />
```

where WAS\_installdir is C:\Program Files\IBM\WebSphere

- Open the wc-server.xml and search for the ToolsGeneralConfig node. Search for the following under the ToolsGeneralConfig node :

```
<component enabled="false"
    name="Sametime"/>
```

Change the enabled flag to true and make it similar to the following :

```
<component enabled="true"
    name="Sametime" />
```

The wc-server.xml is located at WAS\_installdir/profiles/instance\_name/  
installedApps/WC\_instance\_name\_cell/ WC\_instance\_name.ear/xml/config

- Open the instance.xml and search for the ToolsGeneralConfig node. Search for the following under the ToolsGeneralConfig node :

```
<component enabled="false"
    name="Sametime"/>
```

Change the enabled flag to true and make it similar to the following :

```
<component enabled="true"
    name="Sametime"/>
```

To enable customer care in the WebSphere Commerce using Configuration Manager, complete the following on your WebSphere Commerce machine:

1. Stop the WebSphere Commerce server instance.
2. Launch the WebSphere Commerce Configuration Manager.
3. Type your Configuration Manager **user ID** and **password**.
4. Expand **host\_name⇒Commerce⇒Instance List ⇒instance\_name⇒ Instance Properties⇒Collaboration⇒Sametime®**. Complete the following activities:
  - a. Select the **Enable** check box.
  - b. Type the **Host Name**. This is the fully qualified host name of your Lotus Sametime server.
  - c. Type the **Registration URL**. This is the host name of your Lotus Sametime server.

**Note:** You must only change the *host\_name* of the Web address. For example: http://host\_name/wc

- d. Type the **Applet CodeBase URL**. This is the location of the applet code that the WebSphere Commerce customer care installation program create. Ensure that the applet code is installed on the Lotus Sametime server machine.

**Note:** You must only change the *host\_name* of the Web address. For example: http://host\_name/streg.nsf/  
557a6148a8f846d3852563e10000ca95?CreateDocument

- e. Change the **Monitor Type**, **Initiation Type** and , **Number of Session Limit** to suit your testing or production environment.
- f. If customer care uses WebSphere Commerce as the LDAP server, then select **Use WC Member subsystem's LDAP server**.

- g. Click **Apply**. You must see a message indicating that Lotus Sametime is configured successfully for WebSphere Commerce. Click **OK** to continue.
5. Close the WebSphere Commerce Configuration Manager.
6. Start the WebSphere Commerce server instance.

## Configuring the Lotus Sametime self registration feature

If you configure Lotus Sametime not to use an LDAP server, then you must configure the Lotus Sametime self-registration feature.

1. Set STCENTER.NSF as your default home page:
  - a. Start the Domino server.
  - b. Launch the Lotus Administration client.
  - c. Log on using the server **administrator user ID** and **password**.
  - d. Select **File⇒Open Server**. Select the Domino server where Lotus Sametime is present.
  - e. Move to the **Configuration** tab.
  - f. Edit the server document for the Domino server where Lotus Sametime is present.
  - g. Move to the **Internet Protocols** tab.
  - h. Select the **HTTP** tab.
  - i. In the mapping section, type STCENTER.NSF as the **Home URL**.
  - j. Save and close the server document.
2. Set user access rights for the Domino directory.
  - a. Start the Domino server.
  - b. Launch the Lotus Administration client.
  - c. Log on using the server **administrator user ID** and **password**.
  - d. Select **File⇒Open Server**. Select the Domino server where Lotus Sametime is present.
  - e. Move to the **Files** tab. In the **Show Me** field, select **Database Only**.
  - f. Select the directory document for the Domino server where Lotus Sametime is present. For example, names.nsf.
  - g. Right click the directory document and select **Access Control⇒Manage to launch Access Control List**.
  - h. Select the **Sametime Development/Lotus Notes Companion Products** user ID from the **People**, **Server**, and **Group** lists. If this ID does not exist, click **Add** to add the corresponding ID.
  - i. Select **Editor** from the Access field. Click **OK**.
  - j. Save and close the server document.
3. Enable the self-registration feature.
  - a. Launch the Lotus Administration client.
  - b. Log on using the server **administrator user ID** and **password**.
  - c. Select **File⇒Open Server**. Select the Domino server where Lotus Sametime is present.
  - d. Move to the **Files** tab. In the **Show Me** field, select **Database Only**.
  - e. Select and double click the **stconfig.nsf** document from the Domino server where Lotus Sametime is present.
  - f. Click **By Form** in the open document.
  - g. Select and double click the **AnonymousAccess** form.

- h. Double click to edit the form.
- i. Change the **Anonymous** Users can register themselves setting to **true**.
- j. Select **File** —>**Save**.
- k. Restart your Domino server.
- 4. Test the self-registration feature.
  - a. Type the following URL `http://Lotus Sametime_server/stcenter.nsf` in a Web browser.
  - b. Click the **Register** link.
  - c. Select the **Register to use Lotus Sametime** link.
  - d. Type your user information on the **Register to use Lotus Sametime** page and click **Submit Request**. A confirmation page should display confirming the user registration.

## The next step

After installing and configuring customer care in WebSphere Commerce, you will need to configure your store to use collaboration features. For more information on configuring stores to use collaboration features, refer to "Enabling the customer care feature"

## Enabling the flex flow for Customer Care feature

To enable the Customer Care feature in WebSphere Commerce Accelerator:

1. Open WebSphere Commerce Accelerator using an appropriate **user ID** and **password**.
2. Move to the **Stores** tab.
3. Select the **Change flow** option.
4. Select the **Customer Care** feature from the left navigation frame.
5. Click **Enable the Customer Care** option.
6. Click **Apply**. After the changes take effect, launch the Web site of the seller organization and ensure that the Live chat with customer assistance link is displayed on the sidebar.

---

## Installing and configuring collaborative workspace

This section describes how to enable collaborative workspace in WebSphere Commerce. Installing and configuring collaborative workspace will involve:

1. Ensure that you have LDAP installed and configured as described in Additional Software Guide Part 7 'Directory services and WebSphere Commerce'.
2. Install IBM Lotus QuickPlace 6.5.1
3. Configuring Lotus QuickPlace to use the same LDAP server as WebSphere Commerce.
4. Installing the collaborative workspace component.
5. Enabling Java™ support on Lotus Domino.
6. Enabling collaborative workspace in WebSphere Commerce.
7. Enabling the flex flow for Collaborative Workspace feature.

## Installing IBM Lotus QuickPlace

Install IBM Lotus QuickPlace 6.5.1. Documentation for Lotus QuickPlace 6.5.1 is available on the Web at Lotus Developer Domain Documentation Library available at <http://www-10.lotus.com/ldd/doc>.



You must also install the IBM Lotus QuickPlace 6.5.1 fixpack. Refer to the instructions in the Lotus Documentation available at <http://www-10.lotus.com/ldd/doc>.

To use the collaborative workspace feature of WebSphere Commerce both WebSphere Commerce and IBM Lotus QuickPlace must be configured to use the same LDAP server.

## Configuring IBM Lotus QuickPlace to use the same LDAP server as WebSphere Commerce

To configure IBM Lotus QuickPlace to use the same LDAP server as WebSphere Commerce, complete the following activities:

1. Open [http://QuickPlace\\_hostname/QuickPlace](http://QuickPlace_hostname/QuickPlace) in a Web browser where *QuickPlace\_hostname* is the TCP/IP hostname of the machine where IBM Lotus QuickPlace is installed. The Lotus QuickPlace Welcome page displays.
2. Click **Sign In** and type the **Lotus QuickPlace administrator ID and password**.
3. Click **Server Settings**. The Server Administration Instructions page displays.
4. Click **Security**. The Security page displays.
5. Under the **Who can create new places on this server** question, select **Only specific users (or groups) who provide a name and password**.
6. Click **User Directory**. The User Directory page displays.
7. Click **Change Directory**. The Change User Directory page displays.
8. From the Type pull-down, select **LDAP Server**.
9. Type the **Name** of the TCP/IP *host\_name* for the LDAP server.
10. In the Search base under Advanced Settings, type the **Suffix DN** you added.
11. Under Advanced Settings, select **Check to use credentials specified below when searching the directory**.
12. Under Advanced Settings type the **Username**, which is the administrator name for LDAP. For example, `cn=root` or `cn=Administrator` on iSeries™.
13. Type the **Password**, which is the password for the administrator name for LDAP.
14. From New Users select **Allow managers to create new users in each place**.
15. Click **Next**.
16. Close the Web browser.

## Installing the collaborative workspace component

Install the collaborative workspace component.

1. Unzip the package.zip that you have downloaded.
2. Unzip the CollaborativeWorkspace.zip file to a location of your choice.
3. Copy the contents from the unzipped DominoData folder to *Domino\_installdir/Data* folder.
4. Copy the contents from the unzipped Domino folder to *Domino\_installdir*.
5. Copy the contents from the unzipped Collaboration folder to a location of your choice. You must include this path in the notes.ini file.
6. Open the *Domino\_installdir/notes.ini* file in a text editor:  
Check whether JavaUserClassesExt exists or not.(if no, then add JavaUserClassesExt ).If yes, then do the following:
  - Extract contents of unzipped collaboration zip file in some location as `C:\CollabWS\`

- Represent C:\CollabWS\collabws.jar with a variable name such as 'WCJC1'
- Make an entry for JavaUserClassesExt in notes.ini file as  
JavaUserClassesExt=WCJC1

whereWCJC1 is C:\CollabWS\collabws.jar

7. Include the servlets.properties file in the *Domino\_install\dir\Data* folder. It should be noted that the following content should be appended to the servlets.properties file. If the servlets.properties file does not exist, you have to create a file and append the following content to it.

```
servlet.QPCreatePlaceServlet.code=com.ibm.commerce.collaboration.workspaces.qp.  
servlets.QPCreatePlaceServlet servlet.QPForceRemovePlaceServlet.code=com.ibm.  
commerce.collaboration.workspaces.qp.  
servlets.QPForceRemovePlaceServlet servlet.QPAddMemberServlet.code=com.ibm.  
commerce.collaboration.workspaces.qp.  
servlets.QPAddMemberServlet servlet.QPRemoveMemberServlet.code=com.ibm.  
commerce.collaboration.workspaces.qp.  
servlets.QPRemoveMemberServlet servlet.QPUpdateMemberServlet.code=com.ibm.  
commerce.collaboration.workspaces.qp.  
servlets.QPUpdateMemberServlet servlet.QPGetPlaceTypesServlet.code=com.ibm.  
commerce.collaboration.workspaces.qp.  
servlets.QPGetPlaceTypesServlet
```

## Enabling Java support on Lotus Domino

To enable Java servlet support on the Lotus Domino server, complete the following activities:

1. Ensure that Lotus Domino is running.
2. Open `http://QuickPlace_hostname/names.nsf` in a Web browser, where *QuickPlace\_hostname* is the TCP/IP hostname of the machine.
3. Type the Lotus Domino **administrator ID** and **password**.
4. Click **Servers-Servers**. The Servers-Servers page displays.
5. Double-click the server on which you want to enable Java servlet support. The Server information page displays.
6. Click **Edit Server**.
7. From the **Internet Protocols** tab, click **Domino Web Engine**.
8. Select **Domino Servlet Manager** from the Java servlet support list.
9. Click **Security**.
10. From **Server Access** copy the value from the Administer the server from a browser to the **Run unrestricted Java/Javascript/COM** field.
11. Click **Save and Close**.
12. Restart Lotus Domino.

## Enabling collaborative workspace in WebSphere Commerce

To enable collaborative workspace manually in the WebSphere Commerce, complete the following on your WebSphere Commerce machine:

- Change the display flag from *false* to *true* in the sections collaboration and QuickPlace. For example, the instance.xml should have something which looks like following:

```
<Collaboration display="true">  
  <QuickPlace... ... display="true" ... />
```

- Also change the display flag from *false* to *true* in the collaboration and QuickPlace nodes in the wc-server.xml located at

WAS\_installdir/profiles/instance\_name/installedApps/WC\_instance\_name\_cell/  
WC\_instance\_name.ear/xml/config

```
<Collaboration display="true">  
  <QuickPlace... ... display="true" ... />
```

where WAS\_installdir is C:\Program Files\IBM\WebSphere

- Open the wc-server.xml and search for the ToolsGeneralConfig node. Search for the following under the ToolsGeneralConfig node:

```
<component enabled="false"  
  name="QuickPlace"/>
```

Change the enabled flag to true and make it similar to the following :

```
<component enabled="true"  
  name="QuickPlace"/>
```

The wc-server.xml is located at WAS\_installdir/profiles/instance\_name/  
installedApps/WC\_instance\_name\_cell/ WC\_instance\_name.ear/xml/config

- Open the instance.xml and search for the ToolsGeneralConfig node. Search for the following under the ToolsGeneralConfig node:

```
<component enabled="false"  
  name="QuickPlace"/>
```

Change the enabled flag to true and make it similar to the following :

```
<component enabled="true"  
  name="QuickPlace"/>
```

In order to enable the Collaboration component in the Configuration Manager complete the following activities:

1. Stop WebSphere Commerce.
2. Launch the WebSphere Commerce Configuration Manager.
3. Open *host\_name* from **WebSphere Commerce⇒Instance List⇒instance\_name⇒Instance Properties⇒Collaboration⇒QuickPlace®**.
4. Type the **Host Name**, which is the fully qualified Lotus QuickPlace/Lotus Domino server host name
5. Type the **HTTP port number**. The default HTTP port is 80.
6. Type the **HTTPS port number**. The default HTTPS port is 443.
7. Select **Use SSL** if SSL is used on the QuickPlace server.
8. Enter the Lotus Domino administrator login in **Administrator Login** field.
9. Enter the Lotus Domino administrator password in **Administrator Password** field.
10. Enter the QuickPlace Administrator's user name in the **Collaboration Administrator** field.
11. Enter the QuickPlace Administrator password in the **Collaboration Admin Password** field.
12. Select the correct **locale** for the collaborative workspace server that you have installed. For example, en\_US.
13. If servlet support is enabled, the provide **Servlet URL Path**. The default servlet path is /servlet.
14. Click **Apply**. A message should display indicating that Lotus QuickPlace was successfully configured for WebSphere Commerce. Click **OK**.

**Note:** The passwords will automatically be encrypted when the update is complete successfully.

15. Close the WebSphere Commerce Configuration Manager.
16. Start WebSphere Commerce.

## Enabling the flex flow for Collaborative Workspace feature

To enable the Collaborative Workspace feature in WebSphere Commerce Accelerator:

1. Open WebSphere Commerce Accelerator using an appropriate **user ID** and **password**.
2. Move to the **Stores** tab.
3. Select the **Change flow** option.
4. Select the **Collaborative Workspaces** feature from the left navigation frame.
5. Click **Enable the Collaborative Workspaces** option.
6. Click **Apply**. After the changes take effect, launch the Web site of the seller organization and ensure that the **Collaborative Workspace** link is displayed on the sidebar.

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## Installing the reference application online help documentation

### Installing the reference application documentation for WebSphere Commerce Server

1. Unzip `com.ibm.commerce.quickplace.business.doc.zip` from the package.zip into the `WC_installdir\CommerceHelpSystem\eclipse\plugins` to give the online help documentation for Collaborative Workspace.
2. Unzip `com.ibm.commerce.customercare.doc.zip` from the package.zip into the `WC_installdir\CommerceHelpSystem\eclipse\plugins` to give the online help documentation for Customer Care.
3. Restart the help system.

### Installing the reference application documentation for WebSphere Commerce development environment

1. Unzip `com.ibm.commerce.quickplace.business.doc.zip` from the package.zip into the `WCDE_installdir\CommerceHelpSystem\eclipse\plugins` to give the online help documentation for Collaborative Workspace, where `WCDE_installdir` is `C:\WCToolkitEE60` (Enterprise).
2. Unzip `com.ibm.commerce.customercare.doc.zip` from the package.zip into the `WCDE_installdir\CommerceHelpSystem\eclipse\plugins` to give the online help documentation for Customer Care, where `WCDE_installdir` is `C:\WCToolkitEE60` (Enterprise) or `C:\WCToolkitPro60` (Professional).
3. Restart the help system.

---

## Where to find more information

The WebSphere Commerce information center is available through the WebSphere Commerce technical library at <http://www.ibm.com/software/webservers/commerce/library/>.

If you are developing a store not based on a sample, there are specific steps you need to follow to enable collaboration. For information on how to enable collaboration for your store refer to the WebSphere Commerce information center available at <http://www.ibm.com/software/webservers/commerce/library/>. For specific information regarding customer care and collaborative workspace, refer to <http://www-10.lotus.com/ldd/doc>.



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