IBM Net.Commerce
Version 2.0

AS/400 Problem Determination Guide

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The price of each Net.Commerce license is based on the number of Processors and the number of Merchant Web Sites in the system or node executing all or any part of the Net.Commerce application.

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About This Guide

This guide helps you do the following:

- Identify and solve problems that you may encounter while installing, configuring or running Net.Commerce
- Maintain Net.Commerce and its components

It is divided into three parts:

Part	Content
Part One: Problem Solving	Chapter 1 describes common installation and configuration problems. Use this section if you are not able to install or configure Net.Commerce. Chapter 2 describes various tests used to determine what part of Net.Commerce is not functioning correctly. Use this section to isolate a problem. Chapter 3 describes how to solve problems that you may encounter while running a Net.Commerce command. Use this chapter to resolve an identified problem.
Part Two: Maintenance	Chapter 4 describes basic maintenance procedures.
Appendixes	Appendix A contains Net.Commerce log samples. This information may be used for debugging. A sample log file is provided, along with a line-by-line explanation of what it contains and how to read it. Appendix B contains a complete list of Net.Commerce error messages along with explanations of what the error message means and what actions you should take. Appendix C describes how to stop and start the Net.Commerce server and the ICSS Web server.

Who This Guide Is For

This guide is intended for Net.Commerce customer support representatives. To use it, you should be familiar with:

- Communications, relational database, and local area network (LAN) concepts
- Hardware and software requirements and options
- The overall configuration of your network
- Application programs and other facilities that run on your network
- Basic AS/400 knowledge (completed AS/400 System Operator course S6029)

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Conventions

This book uses the following conventions:

- **Boldface** type indicates the name of an item on your screen: for example, a field, folder, icon, or menu. It is also used to emphasize important words or phrases.
- `Monospace` type indicates an example or a command, as you should type it. It also indicates filenames and directory paths.
- *Italic* type is used to indicate book titles and configuration variables. When used in command strings, it indicates a variable value that you should replace with your value.
- Variables are surrounded by angle brackets (< >) which represent placeholders for the actual values.

Other Sources of Information

For more information on the various Net.Commerce components, see the following:

Net.Commerce Information

You can access the information by typing the following on your browser:

http://your_host_name/nchelp/index.htm

Printing Net.Commerce Documentation

The following files have been prepared to allow you to print some sections of the Net.Commerce online help. These files contain information that is required to perform some of the more common tasks in Net.Commerce. Two formats are available: postscript and PDF. To print a postscript file, you must have a printer that is capable of printing postscript documents. To print a PDF file, you can use the Adobe Acrobat Reader. If you do not have the Adobe Acrobat Reader, you can download it for free from the Adobe website at: http://www.adobe.com

a. Net.Commerce Administrator (ncadmin.pdf and ncadmin.ps)
b. The Template Designer (nctd.pdf and nctd.ps)
c. Net.Commerce Utilities (nc_util.pdf and nc_util.ps)
d. Net.Commerce Commands, Tasks, APIs, and Database Tables (dbtofcmd.pdf and dbtofcmd.ps)

These files are available in the following directory:

- `\QIBM\ProdData\HTTP\NetCommerce\HTML\MRI2924\ncbooks`

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Frequently Asked Questions (FAQ) Web Page

To access a list of frequently asked questions, go to the Net.Commerce FAQ web page at http://www.software.ibm.com/commerce/net.commerce/faqs.html

Net.Data Information

The following Net.Data documents are available in HTML format at the Net.Data Web site:

- Language Environment Guide
- Programming Guide

Reference Guide To access them, type the following on your Web browser:

http://www.as400.ibm.com/netdata

Internet Connection Secure Server Information

There is a wide assortment of Internet Connection Secure Server help. From the Resources link at http://www.ics.raleigh.ibm.com, you can find the following documents in HTML or PDF format:

- Web Programming Guide GC41-5435-01
- Quick Beginnings GC41-5433
- Webmaster's Guide GC41-5434

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Part One: Problem Solving

Part One consists of the following chapters:

Chapter	Purpose
Chapter 1: Resolving Installation and Configuration Problems	This chapter describes how to resolve problems you may encounter while installing Net.Commerce.
Chapter 2: Identifying Problems	Once Net.Commerce is installed, you may encounter problems while running Net.Commerce. This chapter helps you to target the source of a problem, and to identify which component of Net.Commerce is not functioning correctly.
Chapter 3: Solving Problems	Once you have identified a problem, you need to take steps to solve it. This chapter describes step-by-step procedures for solving problems you may encounter while you are using Net.Commerce.

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Chapter 1: Resolving Installation and Configuration Problems

This chapter describes how to correct problems that you encounter while installing, re-installing, or configuring Net.Commerce.

Verifying the Hardware and Software Configuration

Before you begin installing Net.Commerce, you should ensure that you have the correct hardware and software configuration.

To ensure that you have the correct software and hardware configuration, you should obtain the latest copy of the Readme document from the Net.Commerce Web site. The following section describes the most pertinent issues documented in the Readme.

- You must have the latest CUM package C8045420 or later. In addition you should apply PTF 5769TC1 V4R2 SF46615 to allow Net.Commerce caching to work properly.
- Netscape Communicator 4.04 **without** the JDK 1.14 patch applied.

Installation Problems

A Net.Commerce installation on the AS/400 can fail if the Net.Commerce portion of the install fails or if the Language portion of the installation fails. This section describes how to recover from these problems.

Net.Commerce Portion Failed

RSTLICPGM (Restore Licensed Program) execution failed immediately

1. Run `go licpgm` to check if a previous version of Net.Commerce exists.
2. If yes, run `DLTLICPGM LICPGM(5798NC2) OPTION(*ALL)` to delete the previously installed version. This command will delete both the program and language component of Net.Commerce.
   Then re-install Net.Commerce.

The previous version of Net.Commerce cannot be deleted

1. Run `WRKOBJLCK OBJ(QNETCOMM) OBJTYPE(*LIB)` to check if there are any locks on the Net.Commerce Library.
2. If there are any locks on the Net.Commerce Library remove all jobs that incur the locks.
3. Run `DLTLICPGM LICPGM(5798NC2)OPTION(*ALL)` to delete the previously installed version. This command will delete both the program and language components of Net.Commerce.

Insufficient disk space

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1. Check the disk space by using the `WRKDSKSTS` command.
2. Clear disk space if necessary.
3. Run `DLTLICPGM LICPGM(5798NC2) OPTION(*ALL)` to delete the previously installed version. This command will delete both the program and language component of Net.Commerce.
4. Run `RSTLICPGM LICPGM(5798NC20 RSTOBJ(*PGM)` to re-perform the installation. Press F4=Prompt to see a list of options.

Language Portion Failed

RSTLICPGM (Restore Licensed Program) execution failed with errors in job log

1. Check if there is a previous version of Net.Commerce installed.

   There is a previous version
   - Stop it

   There is no previous version

   - Disconnect all client access sessions connecting to the installation machine
2. Run `DLTLICPGM LICPGM(5798NC2) OPTION(*ALL)` to delete the previously installed version. This command will delete both the program and language component of Net.Commerce.
3. Run `RSTLICPGM LICPGM(5798NC20 RSTOBJ(*PGM)` to re-perform the installation. Press F4=Prompt to see a list of options.

Insufficient disk space

1. Check the disk space by using the `WRKDSKSTS` command.
2. Clear disk space if necessary.
3. Run `DLTLICPGM` to delete the unsuccessful installation. This command will delete both the program and language component of Net.Commerce.
4. Run `RSTLICPGM LICPGM(5798NC20 RSTOBJ(*PGM)` to re-perform the installation. Press F4=Prompt to see a list of options.

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Re-installation Problems

Reinstallation problems are caused by not deleting the Web Server Instance Configuration File. Before reinstalling Net.Commerce rename or delete this file following the directions below.

Delete Web Server Instance Configuration File

If Net.Commerce has been previously configured, delete or rename the Net.Commerce Web server instance configuration file `QNETCOMM`.

To rename the file:

```
RNMM FILE (QUSRSYS/QATMHTTPC) MBR(QNETCOMM)
NEWMBR(new_name)
```

Re-install Net.Commerce

The following directories are affected by a Net.Commerce re-install:

```
/qibm/proddata/http/protect/netc
/qibm/proddata/http/public/netcommerce
/qibm/proddata/netcommerce
/qibm/userdata/netcommerce (files only, not subdirectories)
/qibm/userdata/netcommerce/instance (files only, not subdirectories)
```

In addition, the `QNETCOMM` library is also affected.

Existing userdata files, user profiles, database collections, and Internet Connection Secure Server configuration files are not affected.

To reinstall Net.Commerce keeping changes that you have made to the Net.Commerce configuration data file, Net.Commerce initialization file, macros, and HTML pages, do the following:

1. Copy the Net.Commerce configuration data file to a path that is not used by Net.Commerce. The name and path of the configuration data file is:
   `/QIBM/ProdDAta/HTTP/protect/NetC/server/Admin/ncconfig.dat`
2. Copy the Net.Commerce initialization file to a path that is not used by Net.Commerce. The name and path of the initialization file is:
   `<HTML_document_root>/mserver.ini By default, <HTML_document_root> is /QIBM/Userdata/NetCommerce/instance`
3. Copy all macros that you have modified to a path that is not used by Net.Commerce.
4. Copy all modified HTML files (except for Template Designer files) to a path that is not used by Net.Commerce. Template Designer files are saved under Userdata, and are not overwritten when Net.Commerce is re-installed.
5. Use the `RSTLICPGM` command to install Net.Commerce.
6. Restore your copies of the Net.Commerce configuration data file, Net.Commerce initialization file, macros, and HTML files to their original paths.

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Configuration Problems

There are two problems that you may encounter while configuring Net.Commerce:

- You cannot access the Web configuration file
- You do not have enough authority to perform the Web configuration

Refer to the following sections for the solutions to these problems.

Note: When you access the main AS/400 Tasks page to begin configuring Net.Commerce, size your browser window to the desired size before you enter any information. If you resize it later, you may lose the information you have entered.

Web Configuration Failed

Cannot access the Web Configuration file

If you start the Http server and it ends in seconds, then you cannot access the Web configuration file. To ensure that this is the problem, check the AS/400 job log file.

1. Check if the Web server instance `*ADMIN` is running, by using the command: `WRKACTJOB JOB(ADMIN)`
2. Start the Web server instance (`STRTCPSVR`), by using the command: `SERVER(*HTTP) HTTPSVR(*ADMIN)`
3. Reconnect to the Web configuration file from your browser URL.

Not enough authority to perform the Web configuration

1. Log on to the AS/400 System.
2. Run `DSPUSRPRF` to check if the installer has the proper authority to perform configuration. You need Special Authority (`*SECADM`). For more information, refer to the AS/400 online help for the `CRTUSRPRF` command.
3. If the authority is insufficient, correct it.
4. Reconnect to the Web configuration file from your browser URL.

Web server instance information not correct

1. Check if the hostname is correct.
2. If the hostname that is specified is wrong, run `WRKHTTPCFG` to correct it.
3. Restart the Web server instance.

Net.Commerce database collection not created

1. Check the parameters, RDB name, instance name, userid in the `mserver.ini` file. For more information refer to the AS/400 online help.
2. If any of these parameters is wrong, correct it.
3. Delete the instance from the Web configuration file, and recreate it using the following commands:

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```
ENDTCPSVR SERVER(*HTTP) HTTPSVR(*ADMIN)
DLTLIB instance DLTUSRPRF instance DLTxxx OWNOBJOPT(*DLT)
```

Macro path or HTML path not created

1. Check if the path exists.
2. If not, create that path.
3. Delete the instance from the Web configuration file, and recreate it

Net.Commerce Instance Not Created

To verify that the Net.Commerce instance was not created check the job logs in the spool files on the AS/400. The owner of the spool files will be the userid used to sign-on when prompted on the AS/400 Tasks page.

Userid not created for the Net.Commerce instance

1. Run DSPUSRPRF to check if the installer has the proper authority to create users. Special Authority (`*SECADM`) is needed. For more information, refer to the AS/400 online help for the `CRTUSRPRF` command.
2. Give the installer `*SECADM` authority.
3. With `*SECADM` authority, check if the userid already exists.
4. If the userid exists delete it or plan to use a different userid.
5. Delete the instance from the Web configuration file.
6. Recreate the instance.

Net.Commerce Database Not Created

If the Net.Commerce database was not created there are two probable causes:

A. The database collection was not created

B. The database collection already exists

Follow the steps below to resolve the problem.

Step A: Database collection not created

1. Run `WRKRDBDIRE` to check that the relational database name (RDB) name is correct for the system.

   If it is wrong
   Correct it by changing the Net.Commerce instance properties parameter relational database name to match the entry displayed by the AS/400 command `WRKRDBDIRE`.

   If it is correct
   Go to Step B.

2. Delete the instance from the Web configuration file and recreate it.

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Step B: Database collection already exists

1. On the AS/400 command line type: `STRSQL`
2. On the SQL session type: `DROP COLLECTION` instance.
   If the message `Receiver QSQJRN nnn in instance never fully saved. (I C)`
3. Type I to ignore the message.
4. Press F3=Exit to exit SQL.
5. Go to the AS/400 Tasks page.
6. Type the following URL: http://hostname:2001
7. Enter your AS/400 userid and password.
8. Select `IBM Net.Commerce for AS/400`.
9. Check the instance to be deleted.
10. Click the Delete button.

Mass Import for Demomall Failed

The mass import for demomall may fail for two reasons:

- There is a mismatch between the AS/400 parameters and the configuration parameters
- The SQL collection (library) already exists on the AS/400 and installation cannot continue

No demomall data put in the database

1. Run `WRKRDBDIRE` to check if the `RDB` name is correct for the system.
2. If it is wrong, correct it.
3. Run the mass import command for demomall again. You may do this in either of two ways:
   a. Delete the instance from the Web configuration file and recreate it with the `DEMOMALL` checkbox turned on.
   b. Run the Mass Import utility manually from the userid of the Net.Commerce instance.

Ensure that AS/400 system has the correct configuration see *Verifying the Hardware and Software Configuration* on page .

Delete the instance and recreate it from the Web configuration file.

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Chapter 2: Identifying Problems Running Net.Commerce

This chapter lists several tests that will help you determine which component of the Net.Commerce system is not functioning correctly. You should perform the tests in this chapter after you have installed and configured Net.Commerce.

Determining Origins of Problems

Errors can come from many sources: while using Net.Commerce, you may receive Net.Commerce error messages, Net.Data error messages, SQL error messages, Web server error messages, or DB2 error messages. This section will help you identify which component is not functioning correctly.

You should perform the tests described in this section only after you have installed and configured Net.Commerce. For problems occurring during installation and configuration, refer to Chapter 1 *Resolving Installation and Configuration Problems*.

This section describes the following nine tests:

Test 1 Is the Web (Http and ICSS) server running?

Test 2 Is the Net.Commerce daemon (MSERVERD) running?

Test 3 Are the Web browser settings correct?

Test 4 Is the Web server running correctly?

Test 5 Is Registration working correctly?

Test 6 Is the Web server SSL enabled?

Test 7 Is there a problem with the secure server?

Test 8 Is there a problem with the Template Designer?

Test 9 Was the database created correctly?

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Test 1: Is the Web server running?

Stop and restart the Http server (`ICSS QNETCOMM`), as described in *Stopping the Internet Connection Secure Server* on page 107 and *Starting the Internet Connection Secure Server* on page 107.

If you cannot stop and restart the Web server correctly refer to the *ICSS WebMaster's Guide*.

Test 2: Is the Net.Commerce daemon (MSERVERD) running?

Stop and restart the Net.Commerce server, as described in *Stopping the Net.Commerce Server* on page **Error! Bookmark not defined.** and *Starting the Net.Commerce Server* on page 106.

Test 3: Are the Web browser settings correct?

The Net.Commerce Administrator requires Netscape Communicator version 4.04 **without** the JDK 1.14 patch applied.

Start your Web browser, if it is not already started. From the browser, ensure that the following items are disabled:

- All caching (for admin)
- Proxy servers (also known as socks servers)

Ensure that the following items are enabled

- Java and JavaScript
- SSL - enable SSL version 2, version 3 or both

Test 4: Is the Web server running correctly?

Test 4 tests the ICSS Configuration to ensure that the web server is working for normal HTML pages and that the Pass statements have been added to the Http configuration file.

To start the default store front page:
From your Web browser, type the following URL:
http://<your_host_name>/ncsample/base1.htm

You should see Lorne's Lawn Service store page. If your browser takes a long time to respond and comes back with a message `document contains no data` or `Web server is not responding`, then the Web server is not working.

Stop and restart the `ICSS QNETCOMM` Web server instance, as described Stopping the Internet Connection Secure Server Instance on page 107 and Starting the Internet Connection Secure Server Instance on page 107.

If you cannot stop and restart the Web server correctly refer to the *ICSS WebMaster's Guide*.

Test 5: Is Registration working correctly?

Testing Registration ensures that SSL, Director to Daemon communications, database access and login are working.

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To test registration:

1. Close all web browser sessions.
2. Open Netscape Navigator.
3. From your Web browser, type the following URL:
   http://<your_host_name>/cgi-bin/ncommerce/;register/form
4. Fill in the information in the bold fields, and click on Submit.
   When prompted, enter the ID and password you are registering with.

If you cannot complete this test refer to the section *Problems Entering Login/Password* on page 28.

Test 6: Is the Web server SSL enabled?

To test the shopping cart:

1. From your Web browser, type the following URL:
   http://<your_host_name>/msprotect/ncommerce/;shopcart/display
   The message Certificate name check is displayed. Press OK to accept the certificate and continue.
2. Enter `ncadmin` as both the user ID and password. If you have changed the password for `NCADMIN` enter the changed password.

If this test does not succeed follow refer to the *Installation Guide*.

Test 7: Is there a problem with the secure server?

Testing the Administrator Tools ensures the JavaScript tools run and can access the database. A symptom of a problem with a secure server is being able to access non-secure sites but not being able to access secure sites.

To test that you can access a non-secure site:

1. Open your Web browser by typing the following URL:
   http://<your_host_name>/ncadmin/
2. Enter `ncadmin` as both the user ID and password. If you have changed the password for `NCADMIN` enter that password. If a `ncadmin` command fails, enter a `ncsample` command for the URL.
   For example:
   http://<hostname>/cgi-bin/ncommerce3/ExecMacro/mall_dir.d2w/report

Test 8: Is there a problem with the Template Designer?

Testing Template Designer ensures that Java is working and that the Template Designer can communicate with the CGI program and the database.

To test the Net.Commerce Template Designer:

1. Open your Web browser by typing the following URL:
   http://<your_host_name>/ncadmin/
2. Click on **Site Manager** in the Net.Commerce Administrator.

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3. Click on **Template Designer**.
4. Click on **Load**. The Template Designer is loaded.
5. Click on **File/New**. Select **General Template** for the file type to create.
6. Click on the **Add a Test Box** icon.
7. Click on and drag the box into the working area.
8. Double-click on the Text Box object.
9. Click on the **Database** menu item and ensure that there are items in this menu.

Successfully completing this test verifies that you can load, open and save templates and that you can embed database fields from the menus.

Test 9: Was the database created correctly?

Test that the database was created correctly.

If demomall was installed

1. Sign on to the AS/400.
2. On the AS/400 command line type `STRSQL`.
3. `Select * from <instance>/product`
   The following 70 rows should be displayed.

ACCTRL	ORDERPAY	SHADDR_PERM	STATCODE
APIS	MCUSTINFO	SHIPMODE	SYSCSTDEP
BROWSER	MERCHANT	SHIPPING	SYSINDEXES
CACHLOG	MSHIPMODE	SHIPTO	SYSKEYCST
CATEGORY	ORDER_COMP	SHIPTOINFO	SYSKEYS
CATEGORY_PUB	ORDER_PEND	SHIPTO_COMP	SYSPACKAGE
CATESGP	PRODATR	SHIPTO_PEND	SYSREFCST
CGRYREL	PRODDSTATR	SHOPDEM	SYSTABLES
DAEMON	PRODPRCS	SHOPRP	SYSVIEWDEP
DISCCALC	PRDSGP	SHOPPINGS	SYYSVIEWS
FK	PRODUCT	STRCGRY	TASKS
INI	PRODUCT_PUB	SYSCHKCST	TAXCGRY
KEYS	PRSPCODE	SYSCOLUMNS	TAXPRCODE
MACROS	SCALE	SYSCST	TCOL_V2
MALL	SHADDR	SYSCSTCOL	TOTTABLE

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If demomall was not installed

1. Sign on to the AS/400.
2. On the AS/400 command line type `STRSQL`.
3. `Select * from <instance>/product`
   There should be 31 rows.

It this test fails refer to DB2 information about how to re-create a database.

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Chapter 3: Resolving Problems Running Net.Commerce

This chapter described problems that you may encounter while running Net.Commerce. It is divided into the following sections:

- Problems running unmodified shipped code
  - running demomall commands
  - running administrator commands
  - login or passwords
  - using sample macros
  - caching
  - using template designer
  - using communication protocols
  - remote database support
  - using Net.Data
- Problems running a customized command
  - custom API
  - execmacro fails with custom macro
  - macro called from a command fails to execute

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Problems Running Unmodified Shipped Code

This section describes problems running an unmodified Net.Commerce installation. For problems encountered running modified commands refer to Customization Problems on page 31.

Demomall Problems

Cannot access demomall page

Your browser returns either blank pages or a message of "no data", or times out when you try to access the demomall home page.

1. Check that the URL is correct. The default URL is: http://<hostname>/demomall/basemall.htm
2. Check that the Web server is up and running.
3. Check that `MSERVERD` is running.
4. Check that the Web server is configured for the default port. Net.Commerce uses port 80 for http connections and port 443 for SSL connections.
5. Check if any other network services are using the same secured or non-secured ports. Ensure that other TCP/IP applications that use these ports can share them.
6. Check that the Web service instance configuration has the correct document path.

Cannot access the guest shopper

1. Check if the Net.Commerce server is up and running.
2. If it is not, you can start it either from the Web configuration, or from the AS/400 command line.
3. In the `mserver.ini` file, find the port number for `mserverd` and check if the port is already used by other services. Ensure that other TCP/IP applications that use these ports can share them.
4. Restart the Net.Commerce server.

Failed SSL verification when registering or accessing shopcart

Check if your browser supports SSL.

1. Check if the key file is correctly configured. For instructions, refer to the Installation and Operations Guide.
2. Restart the Web server.

Problems Running Demomall Commands

There are two main reasons why Demomall commands will fail, either the Web server is not running or there is a database error. Follow the directions below to correct the error.

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Web server is not running

Bring the Http server up, and try the URL again. To bring up the Http server follow the steps described on page 108.

Database Error

Check that the database was correctly created.

If the database exists, check the name, login id, and password in the `mserver.ini` file. If these values do not match the database instance and password, then you probably entered the wrong information during configuration.

If demomall seems to be empty of stores and/or products

Check that the database has been created correctly as follows:

1. Check that you can connect to the database.
2. Go to the database creation logs, and see if there were any errors. Errors imply that some tables may be missing or populated incorrectly.
3. After connecting to the database type `select * from merchant` to verify that it has been populated

If the demomall database was not created correctly, you must recreate it as follows:

1. To recreate the database under the same name (for example, mser), drop the current database from db2.
2. Go to the config panel by typing http:\\<host>:4444 in your browser.
3. Stop the server. Delete the instance.
4. Select new instance. Under the Database tab, type in the correct password, and type OK. The database will be recreated.
5. Restart the server.

Problems Running Administrator Commands

The most probable reasons that Administrator commands fail are:

- certificate problems
- incorrect PASS directive in the Http configuration file

Follow the Steps below to correct the problem.

Step A: Determine if there is a certificate problem

1. Exit all Netscape browser sessions.
2. Start a new Netscape session.
3. Type the following https command:
   `https:\\<host name>`

If this command fails then there is a certificate (key ring) problem. To resolve this

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problem go through certification. Refer to the *Net.Commerce Installation and Operations Guide, Appendix D*.

If this command succeeds go to Step B.

Step B: Check the pass directive

1. Look at the PASS directive in the https server configuration file.
2. Update the https server configuration file by using the following command: `WRKGTTPCFG <instance_name>`.

For more information, refer to the *ICSS WebMaster's Guide*.

Problems Entering Login/Password

If you are encountering problems entering a password or login check the following:

- Make sure that the value for `PasswdFile` in Http server configuration file is identical to the value of `MS_HTPASS` in `mserver.ini`. If it is not, Net.Commerce is writing the registered users into one password file and the Web server is doing authentication using another file.
- Make sure that the password file is readable by the Web server.

If after verifying that the http configuration file and `mserver.ini` have the same value and that the password file is readable by the Web server you still cannot enter a login then follow the directions in the next section *Corrupted Password Files*.

Corrupted Password Files

In a Net.Commerce store or mall, a one-to-one relationship exists between the SHOPPER table entries in the database and the password file that the Internet Connection Secure Server (ICSS) uses. If this relationship is broken, problems with registration will occur. For example, if your password file is deleted or becomes corrupted, you must recreate it with the values taken from SHLPSWD column, which is located in the SHOPPER table. SHLPSWD contains all user IDs and encrypted passwords. Since these values are encrypted, you need some means to extract the information and place it into the password file.

The utility that performs this function is called `ms_synchd.exe`.

To create a password file, use the ICSS utility that is called `htadm.exe`. To recreate the password file, follow these steps:

1. Create the password file by typing the following at a command prompt:
   `htadm -create <pwfile>`
   where <pwfile> is the file where passwords are stored in the database.
2. Uncomment the entry `NC_DMN_SYNCH 1`. This is located in the following file:
   `\IBM\HTML\mserver.ini`
3. Run `ms_synchd.exe`. This will take the old passwords from the database and populate the `<pwfile>`.

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For example, typing `ms_synchd -i c:\IBM\WWW\HTML` runs `ms_synchd` and replaces the old passwords with new ones. Once the population is completed stop the `ms_synchd` command.
After you recreate the password file, you can add additional users and passwords to the database by typing the following at a command prompt:
`htadm -adduser <pwfile> <user> <password> <real_name>`
For example, typing `htadm -adduser <pwfile> ncadmin ncadmin`

`Ncadmin` adds the user `ncadmin` to the database and assigns the user with the password `ncadmin`. The password is added to the password file (`pwfile`) in the database.

Caching Problems

If caching does not work correctly ensure that:

1. The latest CUM package (C8045420 or later) has been applied.
2. PTF 5769TC1 V4R2 SF46615 has been applied. If you see the message `PTF5769TC1-SF46615 *ALL` not found then the PTFs have not been applied.

Refer to AS/400 online help for information on how to install PTFs.

If you modify a page and the browser does not show the modified page caching may be enabled. You should disable caching while you are changing the appearance of your store so that you will be able to see the modified page. See *Disabling Caching* for details.

Disabling Caching

By default Net.Commerce enables caching for better performance. You should disable caching while you are changing the appearance of your store. To disable caching, comment out the following three lines in the Web configuration file:

```
#Service/cgi-bin/ncommerce/;display/*/QSYS.LIB/QNETCOMM.LIB/NCCACHE_IC.SRBPGM:nc_cache
#Service/msprotect/ncommerce/;display/*/QSYS.LIB/QNETCOMM.LIB/NCCACHE_IC.SRVPGM:nc_cache
#ServerInit/QSYS.LIB/QNETCOMM.LIB/NCCACHE_IC.SRVPGM:nc_init_cache
```

For more information, see the section *Synchronizing Your System* and *Cache* sections in Chapter 5 of the *Installation Guide*.

Problems Using Template Designer

Templates created using the Template Designer can be viewed on workstation editors that add carriage returns to the end of each line. However, if you edit a Template Designer template on the AS/400 using an editor other than the Template Designer, you may not be able to edit it again using the Template Designer. To avoid this problem:

- Ensure that the HTML file has carriage returns
- Ensure that the HTML tags, such as <title> and </title>, are balanced with front and end tags. If you are not familiar with HTML, select an editor that automatically inserts the necessary tags.

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- Split or duplicate HTML code in files that contain macros. This is necessary since a macro can call functions that are not necessarily processed from top to bottom.

Communication Problems

Communication problems are usually caused by incorrectly assigning ports. For non-secure communication Net.Commerce runs on port 80 of your Web server, and for secure communication on port 443.

For information about resolving communications problems refer to Chapter 6, *Securing Your Communications* in the Installation Guide. As an alternative to Chapter 6, *Securing Your Communications*, you can use the Digital Certificate Manager (DCM) which you can access from the main AS/400 Tasks page. The Digital Certificate Manager provides a new, and more streamlined, interface for creating certificates. For more information about the Digital Certificate Manager, see the online help provided with DCM.

Remote Database Support

Remote Database support will be provided with a PTF. Until this PTF is applied, you will be unable to perform the Remote Database procedures described in the *Installation and Operations Guide*. For more information contact your Net.Commerce representative.

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Customization Problems

This section describes the following problems:

- A custom API does not run properly (or does not run at all)
- A macro using the execmacro command fails
- A macro that was invoked through a command does not work properly (or does not work at all)

Debugging customized code is outside the scope of service personnel. This section provides basic information with pointers to where more information can be found.

Custom API Does Not Execute Correctly

If a Custom API executes incorrectly ensure the following:

- The function is unit-tested, and follows SDK guidelines.
- The API function is in the service program you are using.
- The full service program path is specified in the database.
- The DLL and function are specified in the APIS table, with the correct reference number. Either merchant number for a store or a null entry for mall functions.
- The command is invoked properly with a merchant_rn parameter where necessary.

For more information refer to the topic *Create API Functions* in the Net.Commerce online help system.

Error Running Macro Using Execmacro Command

The execmacro command group calls the macro that you specify. The macro can be one that is provided by the system, or one that you create. For example, Net.Commerce uses the `execmacro` command group to call the macro that displays an address book page. You can use the execmacro command group to create a button or hyperlink on a store page that calls your macro.

`;execmacro/macro_name/[input|report]/parameters`

Executes the specified macro.

Parameter Values

macro_name	The name of the Net.Commerce macro, or the name of your macro. The Net.Commerce system uses the adrbk.d2w default macro with this command. This macro displays an address book page.
Input	Starts executing the macro at the HTML_INPUT section.

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Report	Starts executing the macro at the HTML_REPORT section
Parameters	Parameters that the macro uses.
Exception Conditions	None

Either syntax errors or Net.Data errors can cause errors running macros using execmacro.

Check for Syntax Errors

Check if the problem exists for Net.Commerce-supplied macros by going to demomall, and clicking on Home. If the Net.Commerce macro fails to execute debug the macro. If Demomall was not installed you can still use the sample macros. Follow the directions in *Using Sample Macros without Installing Demomall.*

Using Sample Macros without Installing Demomall

If the demomall is not installed for a particular instance, and you want to use some of the sample macros provided with Net.Commerce (for example, `shptodsp.d2w` and `shptolst.d2w`), there are two views that you must create: SHIPTOINFO and TOTTABLE. You must create these views manually, using the SQL statements from the SQL script `democrt`. This script is located in `QNETCOMM/QSQLSRC`.

Net.Data Error Message Received

- Refer to Net.Data documentation for error recovery information.

Net.Commerce Error Message Received

The macro does not execute correctly and you receive a Net.Commerce error message.

- Put debug information in the macro, and execute again

No Error Message—Macro Does Not Execute

- Check the macro path in the db2www.ini file.
  Note that the directories in the path are searched in the order specified in the path statement. If your macro is not executing, it may be because there is another macro with the same name in another directory (that directory also being in the path). To avoid this put the directory of the macro you want to run first in the path.

Macro executes incorrectly

Refer to the `Net.Commerce` and `http` server log files to track down the problem. If you are executing the right macro, debug it. For more information, refer to Net.Data documentation.

For more information refer to the topic *Create API Functions* in the Net.Commerce online help system.

Problems Using Net.Data

Refer to Net.Data documentation.

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Other Problems Using Net.Commerce

Macro Called From a Command Fails to Execute (or Executes Unexpectedly)

Macros are invoked from commands by associating them with tasks in the MACROS table.

If a macro called from a command line does not execute or executes incorrectly, check that the correct macro is executed by examining the `ncommerce`, and `http` server log files:

- If the log files indicate that the desired macro was executed issue the execmacro command and pass it the same parameters used in the URL.
- If the log files indicate that the wrong macro was executed you did not associate the appropriate task with your macro.

For information on how to associate tasks to macros refer to the Net.Commerce online information.

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Part Two: Maintenance

Part Two describes basic maintenance procedures for DB2, the Http Web Server and Net.Commerce. It also describes how to maintain both server and Net.Commerce log files, and database tables.

Net.Commerce will perform optimally when regular cleanup and maintenance is performed on the system. In this context maintenance is referring to cleaning of obsolete log and spool files. This section briefly describes the following basic Net.Commerce maintenance tasks.

Maintaining Net.Commerce

- Delete log files
- Database cleanup

Maintaining the ICSS Server

ICSS keeps two types of logs:

- Access logs
  The ICSS server logs activity in the access log files and stores them. At midnight each night, the server closes the current access log and creates a new access log file for the coming day. The access log contains entries for each attempt to get to a page.
- Error logs
  The error log includes errors encountered by your server's clients, such as timing out or not getting access. The log contains detailed information about the request that failed, including time, error, address, and URL,

Maintaining DB2/400

- Deleting obsolete spool files
- Delete log files

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Chapter 4: Maintenance

Maintaining Net.Commerce

Clearing All MSERVERD Job Logs

1. On an AS/400 command line type the command: `WRKSPLF <instance_name>`
2. Delete all unneeded `MSERVERD` job logs.

Cleaning Up the Journal Used By the Instance

For more information about journaling refer to AS/400 online help.

Running the Database Cleanup

The Net.Commerce Database Cleanup utility allows you to delete a number of unneeded records at the same time. You can delete the following record types:

- Guest shoppers
- Temporary shopper addresses
- Old orders
- Products that have been marked for deletion
- Records in the NC CACHE table that identify cached html pages that have been modified or are no longer needed.

When the Database Cleanup utility deletes a record in a table, it also deletes the corresponding records in other tables that are linked to that table, to preserve the referential integrity of the database.

For more information refer to the Net.Commerce online information.

Maintaining the Web Server

Clearing ICSS Access Log Files

It is a good idea to remove old log files, because they can take up a significant amount of space.

To remove access logs type the following command:

```
AccessLog log-file-name [max-size]
```

Where:

log-file-name	Name of the access log file.
max-size	The maximum size of a log file in kilobytes. If 0 is specified, the log file keeps growing until the `STRTCPSVR SERVER(*HTTP)`

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`RESTART(*HTTP)` command is run. The default is 2 megabytes.

For more information refer to the *ICSS Reference Guide*.

Clearing the ICSS Error Message Logs

To remove error logs type the following command:
`ErrorLog log-file-name [max-size]` max-size

Example: `ErrorLog /QOpenSys/server/logs/errorlog`

The maximum size of a log file in kilobytes. If 0 is specified, the log file keeps growing until the `STRTCPSVR SERVER(*HTTP) RESTART(*HTTP)` command is run. The default is 2 megabytes.

For more information refer to the *ICSS Reference Guide*.

Clearing All Http Server Jobs

Http server jobs are located under the userid `QTMHHTTP`.

1. On an AS/400 command line type the command: `WRKSPLF QTMHHTTP`.
   Look at the User Data column, it shows the Http server name.
2. Delete all unneeded Http server job logs.

Maintaining DB2

For information refer to DB2 publications.

- deleting obsolete spool files
- delete log files

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Appendixes

This section contains the following Appendixes:

Appendix A Net.Commerce Logs

Appendix B Error Messages

Appendix C Starting and Stopping Net.Commerce components

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Appendix A Net.Commerce Logs

When you run into errors using Net.Commerce you will often need to look at various system options to track the source of the error. You will need to use OS/400 operating system commands to isolate the problem.

- `WRKSPLF` (Work with Spool Files)

  This command presents the Work with Spool Files screen which contains a list of all the spool file entries for which you are authorized. From this display you can manage the spool file entries.

- `DSPLOG` (Display Log)

  This command presents the Display Log screen. On the screen specify `QHST` on the Log field and the approximate time of the error on the Beginning time field.

- `DSPMSG` (Display Messages)

  This command presents the Display Messages screen. On the screen specify `QSYSOPR` on the Log field and the approximate time of the error on the Beginning time field.

For more information about how to use these commands refer to AS/400 online information.

Job Log Names and Paths

Job log files contain information to help you identify the source of the error. For example, the server log contains information about:

- Commands that were successful
- Sequence of the successfully completed command
- Validity of command parameters
- Parameter or data that caused the command to fail
- Overridable API/Macro was used
- Tables accessed by the command
- SQL statement failures

The following table lists the logs produced by each of Net.Commerce components.

Component	Log Name	Path*
HTTP Server Jobs	<job log>	Path: As specified by the MS_LOGPATH parameter in `/QIBM/UserData/NetCommerce/instance/instance_name/logs`
Database creation scripts	<job log>	Path: \ibm\NetCommerce3\instance\<inst.name>\logs User can specify a different log path when database is

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		created manually.
Mass Import	<mall_name>.log For example, demomall.log	Path: `/QIBM/Userdata/NetCommerce/instance/<instance-name>/logs/massimpt.log` User can specify a different log path when massimpt is invoked manually.
Cleanup Utility	User defined. For example, dbclog.txt dbcerr.txt	Path: User-defined. By default, the Database Cleanup utility will write to a log file on the current directory. Make sure the directory is writable, or use the "-log" option to define a new location for the log file.

Note: On the AS/400 you can use spool files and message logs to track down the source of an error or for the items listed in the table above you can use Net.Commerce log files.

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How to Read a Log File

This section shows an example of a log file with directions on how to read it. The lines on the sample log file are numbered for easy reference.

Example 1 -- MS_LOGLEVEL 0

MS_LOGLEVEL 0 logs errors only. In this example cgrfnbr 2222 does not exist in the database.

The sample log file was created by typing the following three commands.

1. ExecMacro/mall_dir.d2w/report
2. CategoryDisplay?cgmenbr=2066&cgrfnbr=2
3. CategoryDisplay?cgmenbr=2066&cgrfnbr=2222

```
1 ==== TRANSACTION START: 1.
2 -- USER: 1152.
3 -- COMMAND: 'ExecMacro_1.000 (IBM,NC)'.
4 ==== TRANSACTION START: 2.
5 -- USER: 1152.
6 -- COMMAND: 'CategoryDisplay_1.000 (IBM,NC)'.
7 ==== TRANSACTION START: 3.
8 -- USER: 1152.
9 -- COMMAND: 'CategoryDisplay_1.000 (IBM,NC)'.
10 ERROR  CMN1029E: Category '2222' does not exist.
11 ERROR  CMN0211E: Failure to run a command for URL'/CategoryDisplay'.
12 ERROR  CMN0208E: Command 'CategoryDisplay_1.000 (IBM,NC)' failed
process.
```

Line 1: TRANSACTION START: 1

The daemon logs each command before processing it and assigns it a transaction number. Since this is the first command the transaction number is 1.

The default value for the MS_TRANS_COUNT parameter is 250. When the transaction number is equal to the value in the MS_TRANS_COUNT parameter in the `ncommerce.ini` file, then the daemon ends and a new daemon starts. A new log corresponding to this new daemon is created.

Each time a daemon ends you will see the message:
`Error CMN0216E: The maximum number of allowed transactions have been reached.`
This error message informs you that there will be no appends to this log and a new daemon process has started.

Line 2: USER: 1152

A unique number is associated with each shopper. Shopper 1152 is associated with the

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command in line 3.

Shopper 1152 comes from the SHRFNBR column of the SHOPPER table, which is uniquely associated with the shopper id column (SHLOGID) of the SHOPPER table.

Each browser session generates a unique value for the SHRFNBR column in the SHOPPER table. These values remain in the SHOPPER table and are not automatically deleted by the system. Administrators can delete these shoppers, if there are not active orders associated with them, using the NCCLEAN utility.

Line 3: COMMAND: 'ExecMacro_1.000 (IBM,NC)'.
This line shows which command was found. The value in single quotes is the name, version, supplier and product associated with the command.

For details, refer to Net.Commerce database schema, CMDS table.

Line 4: TRANSACTION START: 2
This line indicates the start of the second transaction.

Line 5: USER: 1152
Shopper 1152 is associated with the command in line 6.

Line 6: COMMAND: 'CategoryDisplay_1.000 (IBM,NC)'.
This line shows which command was found. The value in single quotes is the name, version, supplier and product associated with the command.

Line 7: TRANSACTION START: 3
This line indicates the start of the third transaction.

Line 8: USER: 1152
Shopper 1152 is associated with the command in line 9.

Line 9: COMMAND: 'CategoryDisplay_1.000 (IBM,NC)'.
This line shows which command was found. The value in single quotes is the name, version, supplier and product associated with the command.

Line 10: CMN1029E: Category '2222' does not exist.
The category reference number does not exist in the database.

Line 11: CMN0211E: Failure to run a command URL '/CategoryDisplay'.
The command that was entered has an error. (Category 2222 does not exist.)

Line 12: CMN0208E: Command 'CategoryDisplay_1.000 (IBM,NC)'
This line shows which command was found. The value in single quotes is the name, version, supplier and product associated with the command.

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Example 2 – MS_LOGLEVEL 1

The sample log file was created by typing the following command:

- ExecMacro/mall_dir.d2w/report

The MS_LOGLEVEL in this sample is 1 which logs status and error messages. In this example there are no errors. All messages are status messages.

```
1 ==== TRANSACTION START: 1.
2 STATUS CMN0201S: Found command 'ExecMacro_1.000 (IBM,NC)'
3 STATUS CMN0203S: Found overridable function 'LogonTransInit_1.000 (IBM,NC)'
4 -- USER: 1002.
5 STATUS CMN0204S: Executed overridable function 'LogonTransInit_1.000 (IBM,NC)'
6 -- COMMAND: 'ExecMacro_1.000 (IBM,NC)'.
7 STATUS CMN0203S: Found overridable function 'CheckAccessMode_1.000 (IBM,NC)'
8 STATUS CMN0204S: Executed overridable function 'CheckAccessMode_1.000 (IBM,NC)'
9 STATUS CMN0203S: Found overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
10 STATUS CMN0204S: Executed overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
11 STATUS CMN0203S: Found overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
12 STATUS CMN0204S: Executed overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
13 STATUS CMN0202S: Executed command 'ExecMacro_1.000 (IBM,NC)'
14 STATUS CMN0203S: Found overridable function 'TransEnd_1.000 (IBM,NC)'
15 STATUS CMN0204S: Executed overridable function 'TransEnd_1.000 (IBM,NC)'
16 STATUS CMN0003S: Database 'demomall' has been committed.
```

Line 1: TRANSACTION START 1

The daemon logs each command before processing it and assigns it a transaction number. Since this is the first command the transaction number is 1.

Line 2: Found command 'ExecMacro_1.000 (IBM,NC)'

Status message.

Line 3: Found overridable function 'LogonTransInit_1.000 (IBM,NC)'

Status message.

Line 4: USER: 1002

Shopper 1002 is associated with the command in line 1.

Line 5: CMN0204S: Executed overridable function 'LogonTransInit_1.000 (IBM,NC)'

Status message.

Line 6: COMMAND: 'ExecMacro_1.000 (IBM,NC)'

Status message.

Line 7: CMN0203S: Found overridable function 'CheckAccessMode_1.000 (IBM,NC)'

Status message.

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Line 8: Executed overridable function 'CheckAccessMode_1.000 (IBM,NC)'
Status message.

Line 9: Found overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
Status message.

Line 10: STATUS CMN0204S: Executed overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
Status message.

Line 11: Found overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
Status message.

Line 12: Executed overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
Status message.

Line 13: Executed command 'ExecMacro_1.000 (IBM,NC)'
Status message.

Line 14: Found overridable function 'TransEnd_1.000 (IBM,NC)'
Status message.

Line 15: Executed overridable function 'TransEnd_1.000 (IBM,NC)'
Status message.

Line 16: Database 'demomall' has been committed.
Status message.

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Example 3 – MS_LOGLEVEL 2

When MS_LOGLEVEL is set to 2, Net.Commerce logs the following information.

- User information (shopper address number)
- Name of the commands processed
- Any errors detected (for example command number 3 in the log below)
- Status information
- Debug information
- HTML response page

Content Scope: A maximum level of information is logged when MS_LOGLEVEL is set to 2.

```
==== TRANSACTION START: 4.
 /ExecMacro/mall_dir.d2w/report
 DEBUG  CMN0201D: Processing server request '/ExecMacro/mall_dir.d2w/report'.
 DEBUG  CMN0202D: Isolated command 'ExecMacro'.
 DEBUG  CMN0203D: Isolated parameters 'mall_dir.d2w/report'.
 STATUS CMN0201S: Found command 'ExecMacro_1.000 (IBM,NC)'
 DEBUG  CMN0205D: Looking for mall overridable function 'TRANS_INIT'.
 STATUS CMN0203S: Found overridable function 'LogonTransInit_1.000 (IBM,NC)'
 DEBUG  CMN0301D: Query "INSERT INTO shopper (shshtyp, shlvstmp, shlogid, shrfnbr) VALUES
('G', {fn now()}, '28776801', 878)"
 DEBUG  CMN0301D: Query "SELECT shshtyp, shcomm, shlvstmp, shlogid, shchaque, shchaans,
shrfnbr, shcntct, shfield1, shlostmp, shfield2, shrstmp, shcstmp, shlustmp, shphlst,
shlpswd FROM shopper WHERE shrfnbr = 878"
 ------------------------------------------------------------------------------------
 -- USER: 878.
 STATUS CMN0204S: Executed overridable function 'LogonTransInit_1.000 (IBM,NC)'
 ------------------------------------------------------------------------------------
 -- COMMAND: 'ExecMacro_1.000 (IBM,NC)'.
 DEBUG  CMN0205D: Looking for mall overridable function 'CHECK_ACCESS_MODE'.
 STATUS CMN0203S: Found overridable function 'CheckAccessMode_1.000 (IBM,NC)'
 DEBUG  CMN0301D: Query "SELECT MAX(acc_mode.ssl), MAX(acc_mode.protect)  FROM acc_mode
WHERE acc_mode.cmd_refnum = 1001 AND (acc_mode.mer_refnum IS NULL)"
 STATUS CMN0204S: Executed overridable function 'CheckAccessMode_1.000 (IBM,NC)'
 DEBUG  CMN0205D: Looking for mall overridable function 'CHECK_ACCESS_CTRL'.
 STATUS CMN0203S: Found overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
 STATUS CMN0204S: Executed overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
 CGI Environment Parameters:
    PATH_TRANSLATED         = G:/IBM/WWW/HTML//ExecMacro/mall_dir.d2w/report
    PATH_INFO               = /ExecMacro/mall_dir.d2w/report
 NetData d2w_env Parameters:
    request_methodd         = GET
    new_path_translated     = G:/IBM/WWW/HTML//mall_dir.d2w//report
    new_path_info           = /mall_dir.d2w//report
    new_query_string        =
?command=ExecMacro&SESSION_ID=28776801&HOST_NAME=syed%2Etorolab%2Eibm%2Ecom
    new_query_string_length = 75
 >>>>>>>>>>>>>>>>>>>>>>>>NETDATA OUTPUT>>>>>>>>>>>>>>>>>>>>>>>>>>>>
<HTML>
<HEAD>
  <META HTTP-EQUIV=Expires CONTENT="Mon, 01 Jan 1996 01:01:01 GMT">
  <TITLE>Mall Directory</TITLE>
<SCRIPT LANGUAGE="JavaScript">
var kDomino = "DOMINO";
var kGoServer = "GO";
var gNCWebServer = kGoServer;
function showhelp (link, picMode)
    var pic ;
```

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```
    var aHref ;
    if (picMode == "1")
    {
        pic = "/nchelp/images/mltlmebt.gif" ;
    }
    else if (picMode == "2")
    {
        pic = "/nchelp/images/ewtlmebt.gif" ;
    }
    else if (picMode == "3")
    {
        pic = "/nchelp/images/owtlmebt.gif" ;
    }
    aHref = '<DIV ALIGN="RIGHT"><P>' ;
    aHref += '<A HREF="#" OnClick="OnShowHelp(\''+ link +'\')">' ;
    aHref += '<IMG SRC="' + pic + '" border=0></A>' ;
    aHref += '</DIV>' ;
//    alert ("the href is " + aHref ) ;
    document.writeln (aHref ) ;
}
function OnShowHelp (link)
{
//    alert ("The help link is " + link) ;
    window.open( link, "TellMeAbout", "resizable=yes,scrollbars=yes,width=700,height=330"
);
}
</SCRIPT>
</HEAD>
<BODY background="/demomall/backmall.gif" TEXT=#000000 LINK=#0000ff VLINK=#008484
ALINK=#ff0000>
<SCRIPT LANGUAGE="JavaScript" >
    var helplink = "/nchelp/panellnk/srmalldr.htm" ;
    var piclink = "1" ;
    showhelp (helplink, piclink) ;
</SCRIPT>
<!-- ============================================================================
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============================================================================== -->
  <center>
    <IMG ALIGN=bottom SRC="/demomall/headmall.gif" ALT="The Metropolitan" WIDTH=596
HEIGHT=131>
    <TABLE WIDTH=600>
      <TR>
        <TD WIDTH=160></TD>
        <TD WIDTH=55 ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/ExecMacro/mall_dir.d2w/report"><IMG SRC="/demomall/met_home.gif"
border=0></A>
        <TD WIDTH=55 ALIGN=CENTER><A HREF="/cgi-bin/ncommerce3/RegisterForm">
<IMG SRC="/demomall/met_reg.gif"  border=0></A>
        <TD WIDTH=55 ALIGN=CENTER><A HREF="/cgi-bin/ncommerce3/AddressForm"> <IMG
SRC="/demomall/met_adbk.gif" border=0></A>
        <TD WIDTH=55 ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/ExecMacro/search.d2w/input"><IMG SRC="/demomall/met_srch.gif"
border=0></A>
        <TD WIDTH=55 ALIGN=CENTER><A HREF="/cgi-bin/ncommerce3/InterestItemDisplay">
<IMG SRC="/demomall/met_cart.gif" border=0></A>
        <TD WIDTH=55 ALIGN=CENTER><A HREF="/cgi-bin/ncommerce3/OrderItemList">
<IMG SRC="/demomall/met_prep.gif" border=0></A>
        <TD WIDTH=55 ALIGN=CENTER><A HREF="/cgi-bin/ncommerce3/OrderList?status=P">
```

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```
<IMG SRC="/demomall/met_plac.gif" border=0></A>
        <TD WIDTH=55 ALIGN=CENTER><A HREF="/cgi-bin/ncommerce3/OrderList?status=C">
<IMG SRC="/demomall/met_stat.gif" border=0></A>
      </TR>
      <TR>
        <TD WIDTH=160></TD>
        <TD WIDTH=55 VALIGN=TOP ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/ExecMacro/mall_dir.d2w/report">Home</A>
        <TD WIDTH=55 VALIGN=TOP ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/RegisterForm">Register</A>
        <TD WIDTH=55 VALIGN=TOP ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/AddressForm">Address<BR>Book</A>
        <TD WIDTH=55 VALIGN=TOP ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/ExecMacro/search.d2w/input">Search</A>
        <TD WIDTH=55 VALIGN=TOP ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/InterestItemDisplay">Shopping Cart</A>
        <TD WIDTH=55 VALIGN=TOP ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/OrderItemList">Prepare Orders</A>
        <TD WIDTH=55 VALIGN=TOP ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/OrderList?status=P">Place Orders</A>
        <TD WIDTH=55 VALIGN=TOP ALIGN=CENTER><A HREF="/cgi-
bin/ncommerce3/OrderList?status=C">Check Order Status</A>
      </TR>
    </TABLE>
 </center>
  <BR><P>
  <CENTER>
    <h1>Mall Directory</h1>
    We have many stores in the mall with a wide selection of goods.<BR>
    Simply click on a store name to view the products and services the<BR>
    merchant has to offer.<P>
    <P>Click <A HREF="/cgi-bin/ncommerce3/ExecMacro/specials.d2w/report">here</A> to see
the current featured specials.<P>
<SCRIPT LANGUAGE="JavaScript">
if (gNCWebServer  == kDomino) {
    document.write
  ('    <P>Click <A HREF="/ncdisdb.nsf?OpenDatabase">here</A> to open a sample Notes
database.<P>') ;
}
</Script>
        <HR width=100>
        <h2>Department Stores</h2>
        <img src="/demomall/6xthsmll.gif"><BR>
        <A HREF="/demomall/base_6th.htm">6ixth Avenue</A><P>
       <p>
        <HR width=100> <BR>
       <img src="/nextgeneration/NG_logo.gif"><BR>
        <A HREF="/nextgeneration/NG_home.html">Next Generation</A><P>
       <p>
         <HR width=100>
        <h2>Housewares</h2>
        <img src="/demomall/nick.gif"><BR>
        <A HREF="/ncsample/base2.htm">Nick's Nacks</A><P>

     <p>
        <HR width=100> <BR>
       <img src="/demomall/jim.gif"><BR>
        <A HREF="/ncsample/base3.htm">Jim's Homeware</A><P>
       <p>
         <HR width=100>
        <h2>Men's Fashion</h2>
        <img src="/demomall/basicsml.gif"><BR>
        <A HREF="/demomall/basebasc.htm">Basics</A><P>
       <p>
        <HR width=100>
        <h2>Services</h2>
        <img src="/demomall/lorne.gif"><BR>
        <A HREF="/ncsample/base1.htm">Lorne's Lawn Care</A><P>
       <p>
         <HR width=100>
        <h2>Travel</h2>
```

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```
        <img src="/demomall/netsmll.gif"><BR>
        <A HREF="/demomall/base_net.htm">NetAway</A><P>
      <p>
  <HR width=100>
  </CENTER>
<!-- ====================================================================
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==================================================================== -->
</BODY>
</HTML>
<!--
 Current Net.Data macro time : 0.6510
 Accumulated times for 3 Net.Data macros (since server was started) : 1.5220
 -->
 >>>>>>>>>>>>>>>>>>>>>>NETDATA OUTPUT>>>>>>>>>>>>>>>>>>>>>>>>>>
 DEBUG  CMN0205D: Looking for mall overridable function 'ENFORCE_ACCESS_MODE'.
 STATUS CMN0203S: Found overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
 STATUS CMN0204S: Executed overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
 STATUS CMN0202S: Executed command 'ExecMacro_1.000 (IBM,NC)'
 DEBUG  CMN0205D: Looking for mall overridable function 'TRANS_END'.
 STATUS CMN0203S: Found overridable function 'TransEnd_1.000 (IBM,NC)'
 STATUS CMN0204S: Executed overridable function 'TransEnd_1.000 (IBM,NC)'
******
STATUS CMN0003S: Database 'demomall' has been commited.
******
++++++++++++++++++++end of ExecMacro++++++++++++++++++++++++++++++++

================================================================================
 ==== TRANSACTION START: 2.
 /CategoryDisplay?cgmenbr=2066&cgrfnbr=2
 DEBUG  CMN0201D: Processing server request '/CategoryDisplay'.
 DEBUG  CMN0202D: Isolated command 'CategoryDisplay'.
 DEBUG  CMN0203D: Isolated parameters ''.
 STATUS CMN0201S: Found command 'CategoryDisplay_1.000 (IBM,NC)'
 DEBUG  CMN0205D: Looking for mall overridable function 'TRANS_INIT'.
 STATUS CMN0203S: Found overridable function 'LogonTransInit_1.000 (IBM,NC)'
 DEBUG  CMN0301D: Query "SELECT shshtyp, shcomm, shlvstmp, shlogid, shchaque, shchaans,
shrfnbr, shcntct, shfield1, shlostmp, shfield2, shrstmp, shcstmp, shlustmp, shphlst,
shlpswd FROM shopper WHERE shrfnbr = 878"
 --------------------------------------------------------------------------------
 -- USER: 878.
 STATUS CMN0204S: Executed overridable function 'LogonTransInit_1.000 (IBM,NC)'
 --------------------------------------------------------------------------------
 -- COMMAND: 'CategoryDisplay_1.000 (IBM,NC)'.
 DEBUG  CMN0205D: Looking for mall overridable function 'CHECK_ACCESS_MODE'.
 STATUS CMN0203S: Found overridable function 'CheckAccessMode_1.000 (IBM,NC)'
 DEBUG  CMN0301D: Query "SELECT MAX(acc_mode.ssl), MAX(acc_mode.protect)  FROM acc_mode
WHERE acc_mode.cmd_refnum = 1007 AND (acc_mode.mer_refnum IS NULL)"
 STATUS CMN0204S: Executed overridable function 'CheckAccessMode_1.000 (IBM,NC)'
 DEBUG  CMN0205D: Looking for mall overridable function 'CHECK_ACCESS_CTRL'.
 STATUS CMN0203S: Found overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
 STATUS CMN0204S: Executed overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
 DEBUG  CMN0301D: Query "SELECT cgrfnbr, cgmenbr, cgfield1, cgfield2, cgpub, cgname FROM
category WHERE cgrfnbr = 2"
 DEBUG  CMN0301D: Query "SELECT mcustinfo.mcsgnbr, mcustinfo.mcustid, mcustinfo.mcmenbr,
mcustinfo.mcfield1, mcustinfo.mcshnbr FROM mcustinfo WHERE mcustinfo.mcmenbr = 2066 AND
mcustinfo.mcshnbr = 878"
 DEBUG  CMN0301D: Query "SELECT cscgnbr, csfield1, csfield2, csdesc, csdisplay, cssgnbr,
csmenbr FROM catesgp WHERE cscgnbr = 2 AND cssgnbr IS NULL AND csmenbr = 2066"
```

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```
 DEBUG  CMN0204D: Looking for merchant '2066' overridable function 'CAT_DSP_2066'.
 DEBUG  CMN0205D: Looking for mall overridable function 'CAT_DSP'.
 STATUS CMN0203S: Found overridable function 'MacroDisplay_1.000 (IBM,NC)'
 DEBUG  CMN2001D: Running macro category/cat_har1.d2w.
 CGI Environment Parameters:
    PATH_TRANSLATED         = G:/IBM/WWW/HTML//CategoryDisplay
    PATH_INFO               = /CategoryDisplay
 NetData d2w_env Parameters:
    request_methodd         = GET
    new_path_translated     = G:/IBM/WWW/HTML//category/cat_har1.d2w/report
    new_path_info           = /category/cat_har1.d2w/report
    new_query_string        =
?cgmenbr=2066&cgrfnbr=2&command=CategoryDisplay&SESSION_ID=28776801&HOST_NAME=syed%2Etoro
lab%2Eibm%2Ecom
    new_query_string_length = 104
 >>>>>>>>>>>>>>>>>>>>>>>NETDATA OUTPUT>>>>>>>>>>>>>>>>>>>>>>>>>>>>
<HTML><head>
  <TITLE>6ixth Avenue</TITLE>
</HEAD>
<BODY BACKGROUND="/demomall/backhard.jpg" BGCOLOR=#ffffff TEXT=#000000 LINK=#0000ff
VLINK=#008484 ALINK=#ff0000>
<!-- ============================================================================
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============================================================================== -->
<CENTER>
<MAP NAME="MapHead">
<AREA SHAPE="RECT" COORDS="1,1,571,70"     HREF="/demomall/base_6th.htm">
<AREA SHAPE="RECT" COORDS="294,87,422,115" HREF="/cgi-
bin/ncommerce3/CategoryDisplay?cgmenbr=2066&cgrfnbr=2">
<AREA SHAPE="RECT" COORDS="163,78,294,107" HREF="/cgi-
bin/ncommerce3/CategoryDisplay?cgmenbr=2066&cgrfnbr=3">
<AREA SHAPE="RECT" COORDS="422,70,555,97"  HREF="/cgi-
bin/ncommerce3/CategoryDisplay?cgmenbr=2066&cgrfnbr=4">
</MAP>
<IMG SRC="/demomall/header1.gif" USEMAP="#MapHead" ALT="Header" WIDTH=573 HEIGHT=126
BORDER=0><BR>
</CENTER>
<BR><BR>
<CENTER>
<TABLE CELLSPACING=0 CELLPADDING=0 WIDTH=580 BORDER=0>
  <TR> <TD WIDTH=1 HEIGHT=1><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD
WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD
WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD
WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD
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WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD
WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD
WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10><TD WIDTH=10></TR>
  <TR> <TD HEIGHT=20><TD WIDTH=290 HEIGHT=280 ROWSPAN=14 COLSPAN=29 align=center
valign=top>
<TABLE BORDER=0>
<TR><TH></TH></TR>
<TR><TD><A HREF="/cgi-bin/ncommerce3/CategoryDisplay?cgrfnbr=5&cgmenbr=2066"><IMG
SRC="/demomall/cat_hat2.gif" BORDER=0></A></TD></TR>
</TABLE>
<TD WIDTH=290 HEIGHT=280 ROWSPAN=14 COLSPAN=29 align=center valign=top>
<TABLE BORDER=0>
```

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```
<TR><TH></TH></TR>
<TR><TD><A HREF="/cgi-bin/ncommerce3/CategoryDisplay?cgrfnbr=6&cgmenbr=2066"><IMG
SRC="/demomall/cat_hat5.gif" BORDER=0></A></TD></TR>
</TABLE>
 </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
<TR> <TD HEIGHT=20> </TR>
</TABLE>
</CENTER>

<!-- ================================================================================
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================================================================================ -->
<BR>
<P>
<P>
<P>
<CENTER>
  <MAP NAME="MapFoot">
    <area shape="rect" coords="4,2,70,24"     href="/cgi-bin/ncommerce3/RegisterForm">
    <area shape="rect" coords="71,2,206,24"   href="/cgi-
bin/ncommerce3/ExecMacro/mall_dir.d2w/report">
    <area shape="rect" coords="207,2,262,22"  href="/cgi-
bin/ncommerce3/ExecMacro/search.d2w/input">
    <area shape="rect" coords="262,2,353,22"  href="/demomall/base_6th.htm">
    <area shape="rect" coords="353,2,483,25"  href="/cgi-
bin/ncommerce3/OrderList?status=C">
    <area shape="rect" coords="42,24,139,43"  href="/cgi-bin/ncommerce3/AddressForm">
    <area shape="rect" coords="140,23,250,44" href="/cgi-bin/ncommerce3/OrderItemList">
    <area shape="rect" coords="248,21,352,45" href="/cgi-
bin/ncommerce3/InterestItemDisplay?merchant_rn=2066">
    <area shape="rect" coords="351,22,443,45" href="/cgi-
bin/ncommerce3/OrderList?status=P">
  </MAP>
  <IMG SRC="/demomall/foot_6th.gif" USEMAP="#MapFoot" ALT="Footer" WIDTH=490 HEIGHT=48
BORDER=0>
</CENTER>
</BODY>
</HTML>
<!--
 Current Net.Data macro time : 1.1120
 Accumulated times for 2 Net.Data macros (since server was started) : 1.5130
 -->
 >>>>>>>>>>>>>>>>>>>>>>>>NETDATA OUTPUT>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
 DEBUG  CMN2002D: Macro was run successfully.
 STATUS CMN0204S: Executed overridable function 'MacroDisplay_1.000 (IBM,NC)'
 DEBUG  CMN0205D: Looking for mall overridable function 'ENFORCE_ACCESS_MODE'.
 STATUS CMN0203S: Found overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
```

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```
 STATUS CMN0204S: Executed overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
 STATUS CMN0202S: Executed command 'CategoryDisplay_1.000 (IBM,NC)'
 DEBUG  CMN0205D: Looking for mall overridable function 'TRANS_END'.
 STATUS CMN0203S: Found overridable function 'TransEnd_1.000 (IBM,NC)'
 STATUS CMN0204S: Executed overridable function 'TransEnd_1.000 (IBM,NC)'

******
STATUS CMN0003S: Database 'demomall' has been commited.
******
++++++++++++++++++++++end of CategoryDisplay command++++++++++++++++++
================================================================================================
=
 ==== TRANSACTION START: 5.
 /CategoryDisplay?cgmenbr=2066&cgrfnbr=2222
 DEBUG  CMN0201D: Processing server request '/CategoryDisplay'.
 DEBUG  CMN0202D: Isolated command 'CategoryDisplay'.
 DEBUG  CMN0203D: Isolated parameters ''.
 STATUS CMN0201S: Found command 'CategoryDisplay_1.000 (IBM,NC)'
 DEBUG  CMN0205D: Looking for mall overridable function 'TRANS_INIT'.
 STATUS CMN0203S: Found overridable function 'LogonTransInit_1.000 (IBM,NC)'
 DEBUG  CMN0301D: Query "SELECT shshtyp, shcomm, shlvstmp, shlogid, shchaque, shchaans,
shrfnbr, shcntct, shfield1, shlostmp, shfield2, shrstmp, shcstmp, shlustmp, shphlst,
shlpswd FROM shopper WHERE shrfnbr = 878"
 ------------------------------------------------------------------------------------------
--
 -- USER: 878.
 STATUS CMN0204S: Executed overridable function 'LogonTransInit_1.000 (IBM,NC)'
 ------------------------------------------------------------------------------------------
--
 -- COMMAND: 'CategoryDisplay_1.000 (IBM,NC)'.
 DEBUG  CMN0205D: Looking for mall overridable function 'CHECK_ACCESS_MODE'.
 STATUS CMN0203S: Found overridable function 'CheckAccessMode_1.000 (IBM,NC)'
 DEBUG  CMN0301D: Query "SELECT MAX(acc_mode.ssl), MAX(acc_mode.protect)  FROM acc_mode
WHERE acc_mode.cmd_refnum = 1007 AND (acc_mode.mer_refnum IS NULL)"
 STATUS CMN0204S: Executed overridable function 'CheckAccessMode_1.000 (IBM,NC)'
 DEBUG  CMN0205D: Looking for mall overridable function 'CHECK_ACCESS_CTRL'.
 STATUS CMN0203S: Found overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
 STATUS CMN0204S: Executed overridable function 'CheckAccessCtrl_1.000 (IBM,NC)'
 DEBUG  CMN0301D: Query "SELECT cgrfnbr, cgmenbr, cgfield1, cgfield2, cgpub, cgname FROM
category WHERE cgrfnbr = 2222"
 ERROR  CMN1029E: Category '2222' does not exist.
 DEBUG  CMN0205D: Looking for mall overridable function 'ENFORCE_ACCESS_MODE'.
 STATUS CMN0203S: Found overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
 STATUS CMN0204S: Executed overridable function 'EnforceAccessMode_1.000 (IBM,NC)'
 ERROR  CMN0211E: Failure to run a command for URL '/CategoryDisplay'.
 ERROR  CMN0208E: Command 'CategoryDisplay_1.000 (IBM,NC)' failed Process.
 DEBUG  CMN0205D: Looking for mall overridable function 'TRANS_END'.
 STATUS CMN0203S: Found overridable function 'TransEnd_1.000 (IBM,NC)'
 STATUS CMN0204S: Executed overridable function 'TransEnd_1.000 (IBM,NC)'

******
STATUS CMN0004S: Database 'demomall' has been rolled back.
******
 STATUS CMN2001S: Redirection URL = http://syed.torolab.ibm.com/ncerror/cmdexe.html
```

Running Net.Commerce in Trace Mode

Occasionally, you may need to run Net.Commerce in trace mode. This is necessary when you have tried to isolate a problem by using tests and reading the log files, but you still require additional information.

To start the Net.Commerce server in trace mode from the command line, type:

```
STRNETCSVR INSTANCE(<INSTANCE_NAME>) HTML(<root_path>)DEBUG(*YES)TRACE(*YES)
```

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Appendix B Net.Commerce System Messages

This section contains all system error messages, warning messages, and information messages for the Net.Commerce administrator or programmer. The first-level text identifies each message with a code and a brief description. The second-level text contains recommended recovery action for resolving the problem.

Messages are listed sequentially by message number. Each message begins with a prefix, either **CMN** or **NC**, which identifies it as a Net.Commerce message. (The Help for the messages uses only the CMN prefixes.) This is followed by a four-digit message number (for example, 0012). A single letter at the end of each message describes its severity. Possible severity levels are:

- **E** indicates an error. For example: CMN0301E: The user <user_name> was not found.
- **S or I** indicate an informational message. For example: CMN0101I: getting the database information …
- **W** indicates a warning. For example: CMN0904W: Cannot write to the time stamp file.
- The following variables will appear as actual values on your screen. Each variable is surrounded by angle brackets (< >) which represent placeholders for the actual values.

Variable	Description
<argument>	Argument within a name-value pair (a parameter containing a name and a value in the format "name = value"). An argument is also referred to as a *value*.
<category_name>	Name of the category, as defined in the CGNAME column in the CATEGORY table.
<column_name>	Name of the column within the specified database table.
<command_name>	Name of the Net.Commerce command.
<configuration_file>	Name of the Net.Commerce configuration file (called **mserver**).
<database_name>	Name of the Net.Commerce database, such as DB2 or Oracle.
<discount_code>	Product discount code, as defined in the DCCODE column of the DISCCODE table. This code is assigned to a product or a group of products to define them for discounting on a common rate scale. Each discount code is unique within a merchant.
<error_code>	Name of Net.Commerce return error code.
<file_name>	Name of the specified file required to run an operation or a transaction.
<key_value>	Value of the primary key of the changed record, if applicable. This value is defined in the STGPKEY column of the STAGLOG table.

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Variable	Description
<net.data_request>	Requests information submitted to Net.Data (the language used in Net.Commerce macros).
<number>	Quantity of the specified variable. For example, the number of rows or the number of shoppers in the database.
<number_sku>	Product number or item SKU (stock keeping unit), as defined in the PRNBR column of the PRODUCT table. Together with column PRMENBR, this is a unique index.
<operation_type>	Type of operation for modifying rows in the database, as defined in the STGOP column of the STAGLOG table. Possible operations are insert (**I**), update (**U**), and delete (**D**).
<option>	Option within a name-value pair (a parameter containing a name and a value in the format "name = value"). An option is also referred to as a *name*. This value is preceded by a dash. For example, -db.
<pid_number>	Process identification (PID) number.
<port_number>	Number of the port descriptor.
<program_name>	Name of the Staging Server program that runs a command for the utility.
<record>	Record containing status information for the specified operation, such as processing the Database Cleanup.
<record_name>	Name of the record containing status information. A source record and destination record together specify a "where" clause in a query. The query identifies which record in the source table is read and which destination table is modified.
<reference_number>	System-defined unique number for identification. Database tables that contain reference numbers designate a separate column for each number. For example, the MERCHANT table contains the column MERFNBR. This column contains the merchant reference number, unique within a mall.
<shipping_code>	Product shipping code as defined in the PSCODE column of the PRSPCODE table. Together with columns PSMENBR and PSSPMTHD, this makes up a unique index in the database.
<shopper_group_name>	Name of the shopper group, as defined in the SGNAME column of the SHOPGRP table.
<shopper_id>	A registered shopper's unique logon ID, as defined in the SHLOGID column of the SHOPPER table.
<signal_name>	Name of the termination signal that causes an operation or application to stop running. For example, in many applications, pressing the Control and X keys together cancels the application.
<socket_number>	Number of the socket (port) on a specified host. A socket is identified by a socket address.
<sql_code>	SQL (Structured Query Language) return code. SQL is a programming language that manipulates information in relational databases. In the Net.Commerce system, SQL statements are embedded into Net.Data

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Variable	Description
	macros for information retrieval. An SQL return code is passed to Net.Commerce as either a positive number (informational or warning message) or negative number (error message), depending on the message type. In most cases, this number will be negative, because most of the system messages with SQL return codes are error messages.
<sql_query>	Name of the SQL (Structured Query Language) query. SQL is a programming language that manipulates information in relational databases.
<sql_statement>	SQL is a programming language that manipulates information in relational databases. In the Net.Commerce system, SQL statements are embedded into Net.Data macros for information retrieval.
<sqlstate_code>	A SQLSTATE code is returned by the database and identifies a particular condition. The code is universal across all databases.
<store_name>	Name of the merchant's company or store, as defined in the MESTNAME column in the MERCHANT table.
<table_name>	Name of the specified Net.Commerce database table.
<transaction_identifier>	For example, `#STORE.`
<transaction_statement>	Mass Import utility transaction statement from the import file; for example, `#STORE;<mestname>`. This statement is a nonstatic string and may contain reasons for the transaction error.
<user_name>	Name of the Net.Commerce user.
<variable_name>	Name of the Net.Commerce configuration file variable.

System Error Pages

There are two types of Net.Commerce errors: errors that are logged and stored in the various Net.Commerce error log files, and system error pages. You can modify system error pages by editing the HTML page. You can change the error message for system error pages, but not for messages that are only logged in log files.. This section describes system error pages.

System error pages are static HTML pages that display a message to shoppers when a Net.Commerce error occurs. Each page corresponds to a particular system error. System error pages are stored in the directory `/ncerror`. You can modify system error pages by editing these HTML pages.

Note: You cannot modify the error messages in the error log files.

CMN0950E: Command structure failure.

Explanation
Unable to complete command. The command syntax is not correct, or parameters required by the system were not passed in.

User response
This message can be modified in the file `/ncerror/cmdinc.html`.

CMN0953E: Data population failure.

Explanation
Data that is expected to be in the database, such as a macro or a task, is not found due to a system configuration problem.

User response
This message can be modified in the file `/ncerror/datapop.html`.

CMN0958E: Configuration failure - Mserver down / setup failure.

Explanation

- Unable to find or open a dynamic library specified by the merchant.
- Unable to find a function in a dynamic library specified by the merchant.
- The base page for the store is not valid or is unobtainable.
- Director is unable to communicate with server.

User response
This message can be modified in the file `/ncerror/config.html`.

CMN0959E: Memory failure.

Explanation
Memory allocation failure.

User response
This message can be modified in the file `/ncerror/oom.html`.

CMN0960E: Environment failure.

Explanation
One or more values are missing in file `mserver.ini`.

User response
This message can be modified in the file `/ncerror/env.html`.

CMN0961E: Command execution failure.

Explanation
Unable to complete the command. A command could not execute.

User response
This message can be modified in the file `/ncerror/cmdexe.html`.

CMN0962E: Authorization failure.

Explanation
A user has attempted to execute an administrative command without being logged on to an administrative user ID.

User response
This message can be modified in the file `/ncerror/auth.html`.

No error number Security verification.

Explanation
A shopper has accessed the site with a browser that is not recognized by Net.Commerce. A page appears asking the shopper to indicate if the browser supports SSL.

User response
This message can be modified in the file `/ncerror/tsslfail.d2w`.

SQL Class Return Codes

Some of the Net.Commerce system messages indicate an SQL return code. These codes are described below.

Class Code	Explanation
-1000	The system failed to allocate sufficient memory for the query results.
-1002	A column number is out of the required range.
-1003	The database is already connected.
-1004	The system failed to allocate sufficient memory resource.
-1005	The system failed to allocate sufficient database connection resource.
-	The system attempted but failed to connect to the database.

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Class Code	Explanation
1006	
-1007	The system did not connect to the database.
-1008	The system failed to commit to the database.
-1009	The system failed to roll back information from the database.
-1011	The system could not read the specified INSERT or UPDATE SQL statement.
-1012	The system failed to prepare an SQL statement for processing.
-1013	No query result is available.
-1014	The system failed to read data for the specified query.
-1015	A mandatory parameter required for setting up connection to the database is missing.
-1016	The system failed to reconnect to the database.
-1017	The specified SQL statement is too long.
-1018	The system did not invoke initialization.
-1019	The system failed to prepare the specified SQL statement.
-1020	The system failed to execute the specified SQL statement.
-1021	The system failed to describe the specified SQL statement.
-1022	The system failed to convert the specified column value to string format.
-1023	The system attempted to perform SQL processing before initialization.
-1101	An attempt was made to connect to either another database or the same database before issuing a COMMIT or ROLLBACK statement. The request cannot be processed within a CONNECT type 1 environment.

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Class Code	Explanation
-1102	The size of the database column is too small to store the input value, or the value of the column is too big to be retrieved into the allocated space.
-1103	The system could not retrieve any data for the specified query.
-1105	The allocated space is insufficient for holding the retrieved value.
-1106	The string representation of a date, time, or times tamp value does not conform to the required syntax.
-1107	The processing of a column function of an arithmetic expression resulted in a division by zero.
-1109	The syntax of the input SQL statement is invalid.
-1112	The execution of the SQL statement is not permitted because it duplicates rows, causing an integrity constraint violation in the database.
-7777	An error occurred while the specified SQL statement was being processed. No specific details were returned.

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Error Messages

CMN1002E: Bad argument <argument>.

Explanation
A name-value pair is a parameter containing a name and a value in the format "name = value." The Net.Commerce system cannot run the Mass Import utility command with the provided argument (or value), since it does not satisfy the name-value pair relationship.

User response
Provide an appropriate argument (or value) for the name-value pair, and run the Mass Import utility command again.

CMN1003E: Bad option <option>.

Explanation
A name-value pair is a parameter containing a name and a value in the format "name = value". The Net.Commerce system cannot run the Mass Import utility command with the provided option (or name), since it does not satisfy the name-value pair relationship.

User response
Provide an appropriate option (or name) for the name-value pair, and run the Mass Import utility command again.

CMN1004E: Error processing the transaction identifier: <transaction_identifier>.

Explanation
The Net.Commerce system does not recognize the specified Mass Import utility transaction identifier (also referred to as a Mass Import utility command), and therefore cannot process the transaction statement.

User response
Verify that the transaction identifier is valid, and run the command again. Possible Mass Import utility transaction identifiers are:

Transaction identifier or command name	Explanation
#COLUMNDELIMITER	Defines a new column delimiter
#ROWDELIMITER	Defines a new row delimiter
#STORE	Specifies the name of the store for which the product and category records are being created
#CATEGORY	Populates the category and category relationship tables
#CATESGP	Populates the shopper group category template table
#PRODUCT	Populates the product table
#CGPRREL	Populates the product category relationship table
#PRODDSTATR	Populates the product distinct attributes table

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#PRODATR	Populates the product attributes table
#PRODPRCS	Populates the product price table
#PRODSGP	Populates the shopper group product template table

CMN1005E: Shopper group name <shopper_group_name> is not present in the table SHOPGRP. <transaction_statement>

Explanation
The Net.Commerce system could not find the specified shopper group name in the SGNAME column of the SHOPGRP table while running the Mass Import utility transaction statement for the shopper group.

This message also provides the Mass Import utility transaction statement that caused the error. This transaction statement is contained in the import file.

User response
- Verify that the shopper group name in the SGNAME column is spelled correctly .
- Ensure that a shopper group record exists in the SHOPGRP table. You need to create the record before you can reference it in a Mass Import table. The Mass Import utility automatically generates reference numbers to prevent referential integrity errors and checks whether or not records exist in the database. If a record exists, the utility updates the record; otherwise, it inserts a new record. Net.Commerce Mass Import tables are product-related tables, including:

  CATEGORY
  CATESGP
  CGRYREL
  PRODUCT
  CGPRREL
  PRODDSTATR
  PRODATR
  PRODPRCS
  PRODSGP
- From the import file, verify that the Mass Import utility transaction statement is correct, and run the command again. Possible Mass Import utility transaction statements that require shopper group name values (sgname) are:

  #CATESGP;<cat_name>[;sgname];<csdisplay>[;csdesc;csfield1;csfield2]
  #PRODPRCS;<prnbr>[;sgname];<ppprc>;<ppcur>[;pppre;ppdeffs;ppdefff;ppfield1;ppfield2]
  #PRODSGP;<prnbr>[;sgname];<psdisplay> [;psdesc;psfield1;psfield2]

CMN1006E: Selecting the shopper group <shopper_group_name> from the table SHOPGRP failed, (SQL class) return code = <sql_code> <sql_statement>

Explanation

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The Mass Import utility encountered an unexpected condition while selecting the specified shopper group from the SHOPGRP table. The shopper group name is defined in the SGNAME column of the SHOPGRP table.

This message also provides the SQL statement generated by the Mass Import utility. This statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response

- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1007E: Store name is not specified => <transaction_statement>

Explanation

The Mass Import utility transaction statement (#STORE;<mestname>) is missing a value for the store name mestname. The transaction cannot be completed without a valid store name.

The #STORE command (transaction identifier) is mandatory, and must be inserted before the product and category transactions begin. An import file must contain at least one #STORE command.

User response

Ensure that the transaction statement contains a store name. This value is defined in the MESTNAME column in the MERCHANT table. Ensure that you use the proper format and syntax for the import file.

CMN1008E: Store name <store_name> does not exist in the table MERCHANT.
<transaction_statement>

Explanation

The Net.Commerce system could not find the specified store name in the MERCHANT table while running the Mass Import utility transaction statement for the store. The store name is defined in the MESTNAME column of the MERCHANT table.

This message also provides the Mass Import utility transaction statement that caused the error. This transaction statement is contained in the import file.

User response

- Verify that the store name in the MESTNAME column is spelled correctly.
- Ensure that a store record exists in the MERCHANT table. You need to create the record before you can reference it in a Mass Import table. The Mass Import utility automatically generates reference numbers to prevent referential integrity errors and checks whether or not records exist in the database. If a record exists, the utility updates the record; otherwise, it inserts a new record. Net.Commerce Mass Import tables are product-related tables, including:

  CATEGORY

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CATESGP
CGRYREL
PRODUCT
CGPRREL
PRODDSTATR
PRODATR
PRODPRCS
PRODSGP

From the import file, verify that the Mass Import utility transaction statement is correct, and run the command again. The Mass Import utility transaction statement that requires a store name value (mestname) is #STORE;<mestname>

CMN1009E: Selecting the store name <store_name> from the table MERCHANT failed, (SQL class) return code = <sql_code>.<sql statement>

Explanation
The Mass Import utility encountered an unexpected condition while selecting the specified store name from the MERCHANT table. This store name is defined in the MESTNAME column of the MERCHANT table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1010E: Program terminated because of error in identifying the store.

Explanation
The Mass Import utility is no longer running, because it failed to retrieve the store name from the MERCHANT table using the transaction statement: #STORE;<mestname>

The store name is defined in the MESTNAME column of the MERCHANT table. This message appears when the errors in CNM1008E and CNM1009E are not resolved.

The store name is defined in the MESTNAME column of the MERCHANT table. This message appears when the errors in CNM1008E and CNM1009E are not resolved.

CMN1011E: Could not connect to database <database_name>, (SQL class) return code = <sql_code>.

Explanation
Possible reason is wrong or missing user id/password or incorrect ODBC data source name for the -db parameter.

User response
Refer to CNM1008E and CMN1009E for more information about store retrieval errors with the Mass Import.

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CMN1012E: Program terminated because of error in setting the column delimiter.

Explanation
The Mass Import utility is no longer running, because it failed to change the existing column delimiter to a new delimiter using the transaction statement:
#COLUMNDELIMITER<col_delim><new_column_delimiter><row _delim>

User response
- Verify that the new column delimiter is one that Net.Commerce accepts, and try the command again. You can specify any character except a number sign (#), an at sign (@), or a space or end-of-file character. The default column delimiter is a semicolon (;).
- Also avoid using the column delimiter as the row delimiter: that is, do not use the same character for both.

CMN1013E: Program terminated because of error in setting the row delimiter.

Explanation
The Mass Import utility is no longer running, because it failed to change the existing row delimiter to a new delimiter using the transaction statement:
#ROWDELIMITER<col_delim><new_row_delimiter><old_row_delim>

User response
- Verify that the new row delimiter is one that Net.Commerce accepts, and try the command again. You can specify any character except a number sign (#), an at sign (@), or a space or end-of-file character. The default is a new-line character, which in most text editors is created by pressing the Enter key.
- Also avoid using the row delimiter as the column delimiter: that is, do not use the same character for both.

CMN1014E: The characters '#' and '@' cannot be used as column and row delimiters.

Explanation
The Mass Import utility does not recognize certain characters as column or row delimiters. When you change a delimiter, you can specify any character except a number sign (#), an at sign (@), or a space or end-of-file character.

The utility could not run the specified transaction statement, and therefore could not change the column or row delimiter with the provided characters.

User response
- Change the column delimiter by using the command:
  #COLUMNDELIMITER<col_delim><new_column_delimiter><row_delim>
  Ensure that you use an accepted character (any character other than #, @, or a space or end-of-file character). The default column delimiter is a semicolon (;).

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- Change the row delimiter by using the command:
  #ROWDELIMITER<col_delim><new_row_delimiter><old_row_delim>
  Ensure that you use an accepted character (any character other than #, @, and a space or end-of- file character). The default is a new-line character, which in most text editors is created by pressing the Enter key.

CMN1015E: Error in opening error log file <file_name>.

Explanation
The Mass Import utility encountered an unexpected condition while opening the error log file. Each Mass Import error has an accompanying log file that explains possible reasons for the error.

User response
- Verify that the error log file exists.
- Verify that the path to the error log file exists. If the path does not exist, one must be created.
- Verify that the path can be written to. If the path is read-only, the error log file cannot be created. Verify that the error log file can be written to. The file must not be read-only.

CMN1016E: Error in opening file <file_name>.

Explanation
The Mass Import utility encountered an error while opening the specified import file or the log file. The import file contains the Mass Import utility transaction statement, and the log file indicates the status of the transaction.

User response
- Verify that the Mass Import utility import file exists
- Verify that the Mass Import utility log file exists

CMN1017E: Product shipping code <shipping_code> does not exist in the table PRSPCODE.<transaction_statement>

Explanation
The Net.Commerce system could not find the specified shipping code in the PRSPCODE table while running the Mass Import utility transaction statement for the product shipping code. The shopper group is defined in the PSCODE column of the PRSPCODE table.

This message also provides the Mass Import utility transaction statement (from the import file) that caused the error.

User response
- Verify that the shipping code in the PSCODE column is spelled correctly.
- Ensure that a shipping code record exists in the PRSPCODE table. You need to create the record before you can reference it in a Mass Import table. The Mass Import utility automatically generates reference numbers to prevent referential integrity errors, and checks whether or not records exist in the database. If a record exists, the utility

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updates the record; otherwise, it inserts a new record. Net.Commerce Mass Import tables are product-related tables, including:

CATEGORY
CATESGP
CGRYREL
PRODUCT
CGPRREL
PRODDSTATR
PRODATR
PRODPRCS
PRODSGP

From the import file, verify that the Mass Import utility transaction statement is correct, and run the command again. The Mass Import utility transaction statement that requires a shipping value (pscode) is:

#PRODUCT;<prnbr>[;parent_prnbr;prsdesc;prldesc1;prldesc2;prldesc3;prthmb;prfull

;prpub;prwght;prwmeas;prlngth;prwidth;prheight;prsmeas;pscode;prpcode;prurl

;prvent;pravdate;prspecial;prstmp;prfield1;prfield2;prfield3;prfield4;prfield5

;dcocode]

CMN1018E: Selecting the product shipping code <> from the table PRSPCODE failed, (SQL class) return code = <sql_code><sql_statement>.

Explanation
The Mass Import utility encountered an unexpected condition while selecting the specified shipping code from the PRSPCODE table. The product shipping code is defined in the PSCODE column of the PRSPCODE table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1019E: Updating the table KEYS failed, (SQL class) return code = <sql_code>.<sql_statement>

The Mass Import utility encountered an unexpected condition while updating one or more rows in the KEYS table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct

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- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1020E: Selecting from the table KEYS failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while selecting one or more rows from the KEYS table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1021E: Inserting category table failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while adding one or more rows in the CATEGORY table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1022E: Updating category table failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while updating one or more rows in the CATEGORY table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

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CMN1023E: #CATEGORY category name is not specified.

Explanation
The Mass Import utility could not process the #CATEGORY command because of a missing category name value (cgname).

User response
Ensure that the transaction statement #CATEGORY;cgname[;cgsdesc;cgldesc;cgdisplay;cgthmb;cgfull;cgpub;cgfield1;cgfield2; {<parent_cat_name>;crseqnbr}...] contains a valid category name. This value is defined in the CGNAME column of the CATEGORY table.

CMN1024E: More than one category of the same name were found when parsing the string <category_name>.

Explanation
The Mass Import utility located more than one category with the same name in the CATEGORY table, while mass-importing files with the specified category name. This name is defined in the CGNAME column of the CATEGORY table. The utility requires the specific category name that you want to import.

User response
Qualify the category name by providing the name and its full path, and try the request again.

CMN1025E: Trying to get reference number for category <category_name> failed.

Explanation
The Mass Import utility failed to map the specified category name with the appropriate category reference number. The category name is defined in the CGNAME column of the CATEGORY table, and the category reference number is defined in the CGRFNBR column of the CATEGORY table. This error occurred because the import file contains the wrong category name.

User response
From the CGNAME column, verify that the category name in the import file is correct, and try the request again.

CMN1026E: Inserting category relation table failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while adding one or more rows to the CGRYREL table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct

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- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1027E: Updating category relation table failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while updating one or more rows in the CGRYREL table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1028E: Category Product Relation table insert failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while adding one or more rows to the CGPRREL table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1029E: Category Product Relation table update failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while updating one or more rows in the CGPRREL table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

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CMN1030E: #CGPRREL product number/item SKU is not specified.

Explanation
The Mass Import utility could not process the #CGPRREL command because of a missing product number or item SKU value (prnbr).

User response
Ensure that the transaction statement #CGPRREL;<cat_name>;<prnbr>[;cpseqnbr] contains a valid product number or item SKU. This value is defined in the PRNBR column of the PRODUCT table.

CMN1031E: Product table insert failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while adding one or more rows into the PRODUCT table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1033E: Product table update failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while updating one or more rows in the PRODUCT table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1034E: Product/update failed.<>

Explanation
User response

CMN1035E: Product <number_sku> does not exist in the table PRODUCT. <transaction_statement>

Explanation

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The Net.Commerce system could not find the specified product number or item SKU in the PRODUCT table while running the Mass Import utility transaction statement for the product or item. The product number or item SKU is defined in the PRNBR column of the PRODUCT table. This message also provides the Mass Import utility transaction statement from the import file that caused the error.

User response

- Verify that the store name in the PRNBR column is spelled correctly.
- Ensure that a store record exists in the PRODUCT table. You need to create the record before you can reference it in a Mass Import table. The Mass Import utility automatically generates reference numbers to prevent referential integrity errors and checks whether or not records exist in the database. If a record exists, the utility updates the record; otherwise, it inserts a new record. Net.Commerce Mass Import tables are product-related tables, including:

  CATEGORY
  CATESGP
  CGRYREL
  PRODUCT
  CGPRREL
  PRODDSTATR
  PRODATR
  PRODPRCS
  PRODSGP

From the import file, verify that the Mass Import utility transaction statement is correct and run the command again. Possible Mass Import utility transaction statements that require a product number or item SKU value (prnbr) are:

#PRODUCT;<prnbr>[;parent_prnbr;prsdesc;prldesc1;prldesc2;prldesc3;prthmb;prfull
;prpub;prwght;prwmeas;prlngth;prwidth;prheight;prsmeas;pscode;prpcode;prurl
;prvent;pravdate;prspecial;prstmp;prfield1;prfield2;prfield3;prfield4;prfield5
;dcocode]
#CGPRREL;<cat_name>;<prnbr>[;cpseqnbr]
#PRODDSTATR;<prnbr>;<pdname>;[;pddesc1;pddesc2;pdseqnbr]
#PRODATR;<prnbr>;<paname>[;paval;pafield1]
#PRODPRCS;<prnbr>[;sgname];<ppprc>;<ppcur>[;pppre;ppdeffs;ppdefff;ppfield1;p
pfield2]
#PRODSGP;<prnbr>[;sgname];<psdisplay>[;psdesc;psfield1;psfield2]

CMN1036E: #PRODUCT product number/item SKU is not specified.

Explanation

The Mass Import utility could not process the #PRODUCT command because of a missing product number or item SKU value (prnbr).

User response

Ensure that the transaction statement #PRODUCT;

<prnbr>[;parent_prnbr;prsdesc;prldesc1;prldesc2
;prldesc3;prthmb;prfull;prpub;prwght;prwmeas;prlngth;prwidth

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;prheight;prsmeas;pscode;prpcode;prurl;prvent;pravdate;prspecial
;prstmp;prfield1;prfield2;prfield3;prfield4;prfield5;dcocode]
contains a valid product number or item SKU. This value is defined in the PRNBR column of the PRODUCT table.

CMN1037E: Selecting the product <reference_number> from the table PRODUCT failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while selecting the specified product reference number from the PRODUCT table. The product reference number is defined in the PRRFNBR column of the PRODUCT table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1038E: Product Attribute table insert failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while adding one or more rows to the PRODATR table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1039E: Product Attribute table update failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while updating one or more rows in the PRODATR table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct

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- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1040E: #PRODATR attribute name is not specified.

Explanation
The Mass Import utility could not process the #PRODATR command because of a missing product attribute name value (paname).

User response
Ensure that the transaction statement #PRODATR;<prnbr>;<paname>[;paval;pafield1] contains a valid product attribute name. This value is defined in the PANAME column of the PRODATR table.

CMN1041E: #PRODATR product number/item SKU is not specified.

Explanation
The Mass Import utility could not process the #PRODATR command because of a missing product number or item SKU value (prnbr).

User response
Ensure that the transaction statement #PRODATR;<prnbr>;<paname>[;paval;pafield1] contains a valid product number or item SKU. This value is defined in the PRNBR column of the PRODUCT table.

CMN1042E: Product Price table insert failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while adding one or more rows to the PRODPRCS table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1043E: Product Price table update failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while updating one or more rows in the PRODPRCS table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

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User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1044E: #PRODPRCS product number/item SKU is not specified.

Explanation
The Mass Import utility could not process the #PRODPRCS command because of a missing product number or item SKU value (prnbr).

User response
Ensure that the transaction statement #PRODPRCS;<prnbr>[;sgname];<ppprc>;<ppcur>[;pppre;ppdeffs;ppdefff;ppfield1;ppfield2] contains a valid product number or item SKU. This value is defined in the PRNBR column of the PRODUCT table.

CMN1045E: #PRODPRCS currency is not specified.

Explanation
The Mass Import utility could not process the #PRODPRCS command because of a missing price currency value (ppcur).

User response
Ensure that the transaction statement #PRODPRCS;<prnbr>[;sgname];<ppprc>;<ppcur>[;pppre;ppdeffs;ppdefff;ppfield1;ppfield2] contains a valid currency. This value is defined in the PPCUR column of the PRODPRCS table.

CMN1046E: Product Shopper Group table insert failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while adding one or more rows to the PRODSGP table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1047E: Shopper Group Product Template update failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while updating one or more rows in the PRODSGP table.

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This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response

- Verify that the import file is correct.
- Look up the SQL return code for details about the error.
- If the error persists, contact your IBM Net.Commerce representative.

CMN1048E: #PRODSGP product number/item SKU is not specified.

Explanation

The Mass Import utility could not process the #PRODSGP command because of a missing product number or item SKU value (prnbr).

User response

Ensure that the transaction statement #PRODSGP;<prnbr>[;sgname];<psdisplay>[;psdesc;psfield1;psfield2] contains a valid product number or item SKU. This value is defined in the PRNBR column of the PRODUCT table.

CMN1049E: #PRODSGP display template is not specified.

Explanation

The Mass Import utility could not process the #PRODSGP command because of a missing shopper group product template path and name value (psdisplay). Each template path and name displays product and item information for a specific shopper group.

User response

Ensure that the transaction statement #PRODSGP;<prnbr>[;sgname];<psdisplay>[;psdesc;psfield1;psfield2] contains a valid shopper group product template path and name. This value is defined in the PSDISPLAY column of the PRODSGP table.

CMN1051E: ProductDistinctAttribute/update failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation

The Mass Import utility encountered an unexpected condition while updating one or more rows in the PRODDSTATR table. This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response

- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1052E: #PRODDSTATR product number/item SKU is not specified.

Explanation

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The Mass Import utility could not process the #PRODDSTATR command because of a missing product number or item SKU value (prnbr).

User response
Ensure that the transaction statement #PRODDSTATR;<prnbr>;<pdname>;[;pddesc1;pddesc2;pdseqnbr] contains a valid product number or item SKU. This value is defined in the PRNBR column of the PRODUCT table.

CMN1053E: #PRODDSTATR attribute name is not specified.

Explanation
The Mass Import utility could not process the #PRODDSTATR command because of a missing distinct (SKU-level) product attribute value (pdname).

User response
Ensure that the transaction statement #PRODDSTATR;<prnbr>;<pdname>;[;pddesc1;pddesc2;pdseqnbr] contains a valid display template path and name. This value is defined in the PDNAME column of the PRODDSTATR table.

CMN1054E: Discount code <discount_code> does not exist in the table DISCCODE: <transaction_statement>

Explanation
The Net.Commerce system could not find the specified discount code in the DISCCODE table while running the Mass Import utility transaction statement for the product discount code. The discount code is defined in the DCCODE column of the DISCCODE table.

This message also provides the Mass Import utility transaction statement from the import file that caused the error.

User response
Verify that the product discount code in the DCCODE column is spelled correctly.

- Ensure that a product discount code record exists in the DISCCODE table. You need to create the record before you can reference it in a Mass Import table. The Mass Import utility automatically generates reference numbers to prevent referential integrity errors, and checks whether or not records exist in the database. If a record exists, the utility updates the record; otherwise, it inserts a new record. Net.Commerce Mass Import tables are product-related tables, including:

  CATEGORY
  CATESGP
  CGRYREL
  PRODUCT
  CGPRREL
  PRODDSTATR
  PRODATR
  PRODPRCS
  PRODSGP

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From the import file, verify that the Mass Import utility transaction statement is correct, and run the command again. The Mass Import utility transaction statement that requires a product discount code value (dccode) is:

#PRODUCT;<prnbr>[;parent_prnbr;prsdesc;prldesc1;prldesc2;prldesc3;prthmb;prfull ;prpub;prwght;prwmeas;prlngth;prwidth;prheight;prsmeas;pscode;prpcode;prurl ;prvent;pravdate;prspecial;prstmp;prfield1;prfield2;prfield3;prfield4;prfield5 ;dcocode]

CMN1055E: Selecting the discount code <discount_code> from the table DISCCODE: failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while selecting the specified shopper group from the SHOPGRP table. The shopper group name is defined in the SGNAME column of the SHOPGRP table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1056E: Shopper Group table insert failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while adding one or more rows to the CATESGP table.

This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response
- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1057E: Category Shopper Group update failed, (SQL class) return code = <sql_code>.<sql_statement>

Explanation
The Mass Import utility encountered an unexpected condition while updating one or more rows in the CATESGP table.

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This message also provides the SQL statement generated by the Mass Import utility. The statement performs the transaction specified in the import file. Once the statement is processed, the system returns an SQL error code.

User response

- Verify that the import file is correct
- Look up the SQL return code for details about the error
- If the error persists, contact your IBM Net.Commerce representative

CMN1058E: #CATESGP category name not specified.

Explanation
The Mass Import utility could not process the #CATESGP command because of a missing shopper group category name value (cat_name).

User response
Ensure that the transaction statement #CATESGP;<cat_name>[;sgname];<csdisplay>[;csdesc;csfield1;csfield2] contains a valid shopper group category name.

CMN1059E: #CATESGP display template is not specified.

Explanation
The Mass Import utility could not process the #PRODSGP command because of a missing custom template path and name value (psdisplay). Each template path and name displays product and item information for a specific shopper group.

User response
Ensure that the transaction statement #PRODSGP;<prnbr>[;sgname];<psdisplay>[;psdesc;psfield1;psfield2] contains a valid display template path and name. This value is defined in the PSDISPLAY column of the PRODSGP table.

CMN1060E: Double quote is not allowed in the input string => <transaction_statement>

Explanation
The Mass Import utility does not accept double quotes (“) within a transaction statement, as they may conflict or be confused with double quotes used to specify other parameters (such as value = “value_name”) within the database. The utility failed to complete the transaction.

User response
Replace the double quotes with a different character (for example, a slash /), and try the request again.

CMN1061E: No parameters are provided for the transaction => <transaction_statement>

Explanation

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The Mass Import utility failed to complete the transaction because the parameters do not contain values. Each Mass Import utility transaction statement must contain:

- A transaction identifier
- Values for each parameter

For example, the transaction
#CATESGP;<cat_name>[;sgname];<csdisplay>[;csdesc;csfield1;csfield2] contains:

The transaction identifier #CATESGP

Values for each parameter:

cat_name is the fully qualified name of the category.
sgname is the name of the shopper group to which the category template applies. This parameter is defined in the SGNAME column of the table SHOPGRP.
csdisplay is the path and name of the custom template that displays:
category and subcategory information for the shopper group
images
This parameter is defined in the CSDISPLAY column of the CATESGP table.

csdesc is the description of the shopper group that is to appear on the category page. This parameter is defined in the CSDESC column of the CATESGP table.
csfield1 and csfield2 are reserved for merchant customization. These parameters are defined in the CSFIELD1 and CSFIELD2 columns of the CATESGP table.

User response
Provide values for each parameter in the transaction statement.

CMN1062E: Missing mandatory argument.

Explanation
A name-value pair is a parameter containing a name and a value in the format “name = value”. The Mass Import utility cannot locate the argument (or value) required to satisfy the name-value pair relationship. The Net.Commerce system requires this argument to run the command.

User response
Provide an appropriate argument (or value) for the name-value pair, and run the Mass Import utility command again.

CMN1201E: Database Cleanup Utility terminated.

Explanation
The Database Cleanup utility encountered an unexpected condition and is no longer running.

User response
Refer to the accompanying error log file for details about this message and reasons for the error.

CMN1202E: Database Cleanup Utility encountered an unexpected error. Please check the error log file for more details.

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Explanation
The Database Cleanup utility encountered an unexpected condition and is no longer running.

User response
Refer to the accompanying error log file for details about this message and reasons for the error.

CMN1203E: Cannot open file <file_name>.

Explanation
The Database Cleanup utility encountered an error while opening the import file or the log file. The import file contains the Database Cleanup utility transaction statement, and the log file indicates the status of the transaction.

User response
Verify that the Database Cleanup utility import file exists

- Verify that the Database Cleanup utility log file exists

CMN1204E: Database not available.

Explanation
The Database Cleanup utility failed to locate an available database. An internal operation to create an object to represent the database was not successful.

User response
Note this system message number and its associated text, and contact your IBM Net.Commerce representative.

CMN1205E: Cannot connect to database. Possible reason may be wrong or missing user id/password or incorrect ODBC data source name for the -db parameter.

Explanation
The Database Cleanup utility failed to connect to the Net.Commerce database because of an error with one of the following:

- The user ID
- The password
- The database source name

The utility cannot delete database files without this information.

User response
- Verify the spelling of the user ID and password
- Verify the validity of the user ID and password
- Verify that the user ID does not exceed 8 characters
- Verify that the password does not exceed 8 characters
- Verify the spelling of the database name

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- Verify the validity of the database name
- Take note of the SQL return code and contact your IBM Net.Commerce representative
- If the error persists, contact your IBM Net.Commerce representative.

CMN1206E: Missing argument.

Explanation
A name-value pair is a parameter containing a name and a value in the format “name = value”. The Database Cleanup utility cannot locate the argument (or value) required to satisfy the name-value pair relationship. The Net.Commerce system requires this argument to run the command.

User response
Provide an appropriate argument (or value) for the name-value pair, and run the Database Cleanup utility command again.

CMN1207E: CMN1207E: Invalid argument.

Explanation
A name-value pair is a parameter containing a name and a value in the format “name = value”. The Net.Commerce system cannot run the Propagate utility command with the provided argument (or value), since it does not satisfy the name-value pair relationship.

User response
Provide an appropriate argument (or value) for the name-value pair, and run the Database Cleanup utility command again.

CMN1208E: Invalid option.

Explanation
A name-value pair is a parameter containing a name and a value in the format “name = value”. The Net.Commerce system cannot run the Propagate utility command with the provided name (or option), since it does not satisfy the name-value pair relationship.

User response
Provide an appropriate name (or option) for the name-value pair, and run the Database Cleanup utility command again.

CMN1209E: Mandatory argument not specified.

Explanation
A name-value pair is a parameter containing a name and a value in the format “name = value”. The Database Cleanup utility cannot locate the argument (or value) required to satisfy the name-value pair relationship. The Net.Commerce system requires this argument to run the command.

User response
Provide an appropriate argument (or value) for the name-value pair, and run the Database Cleanup utility command again.

CMN1210E: Invalid shopper type specified.

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Explanation
User response

CMN1211E: Number of days is required when deleting registered shoppers.

Explanation
User response

CMN1212E: Conflicting arguments specified.

Explanation
User response

CMN1213E: Error attempting to delete shopper <shopper_id> from SHOPPER. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting the specified shopper ID from the SHOPPER table. The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1214E: Error attempting to retrieve shopper <shopper_id> from SHOPPER. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving the specified shopper ID from the SHOPPER table. The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1215E: Prepare of select SQL from SHOPPER failed. SQLSTATE = <sqlstate_code>.

Explanation

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The Database Cleanup utility encountered an unexpected condition while selecting one or more rows from the SHOPPER table. The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1216E: Fetch of a row from SHOPPER failed. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving a row from the SHOPPER table. The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1217E: Error attempting to delete address for shopper <shopper_id> from SHADDR. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting the address from the SHADDR table for the specified shopper. The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1218E: Error attempting to retrieve address for shopper <shopper_id> from SHADDR. SQLSTATE = <sqlstate_code>.

Explanation

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The Database Cleanup utility encountered an unexpected condition while retrieving the address from the SHADDR table for the specified shopper. The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1219E: Error attempting to delete demographics for shopper <shopper_id> from SHADDR. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting address information (such as street, city, or country) from the SHADDR table for the specified shopper . The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce.

CMN1220E: Error attempting to retrieve demographics for shopper <shopper_id> from SHADDR. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving address information (such as street, city, or country) from the SHADDR table for the specified shopper . The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

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CMN1221E: Error attempting to delete shopping cart for shopper <shopper_id> from SHOPPING. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting shopping cart content information from the SHOPPING (Version 1) or SHOPPINGS (Version 2) table for the specified shopper . The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1222E: Error attempting to retrieve shopping cart for shopper <shopper_id> from SHOPPING. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving information about shopping cart content from the SHOPPING (Version 1) or SHOPPINGS (Version 2) table for the specified shopper. The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1223E: Error attempting to delete order for shopper <shopper_id> from ORDERS. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting an order from the ORDERS table for the specified shopper. The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

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For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1224E: Error attempting to retrieve order for shopper <shopper_id> from ORDERS. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving an order from the ORDERS table for the specified shopper. The unique shopper login ID is defined in the SHLOGID column of the SHOPPER table.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1225E: Error attempting to delete address <reference_number> from SHADDR. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting an address reference number from the SHADDR table. The database returned an SQLSTATE class code that identifies conditions for the error. The unique reference number is defined in the SARFNBR column of the SHADDR table.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1226E: Error attempting to retrieve address <reference_number> from SHADDR. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving an address from the SHADDR table. The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

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For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1227E: Prepare of select SQL from SHADDR failed. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while selecting one or more rows from the SHADDR table. The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1228E: Fetch of a row from SHADDR failed. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving a row from the SHADDR table. The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1229E: Error attempting to delete product <number_sku> from PRODUCT. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting the specified product or item from the PRODUCT table. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

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For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce.

CMN1230E: Error attempting to retrieve product <number_sku> from PRODUCT. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving the specified product or item from the PRODUCT table. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1231E: Prepare of select SQL from PRODUCT failed. SQLSTATE = <sqlstate_code>. Explanation

The Database Cleanup utility encountered an unexpected condition while selecting one or more rows from the PRODUCT table. The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1232E: Fetch of a row from PRODUCT failed. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving a row from the PRODUCT table. The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this

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information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1233E: Error attempting to delete attribute for product <number_sku> from PRODATR. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting an attribute from the PRODATR table for the specified product. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1234E: Error attempting to retrieve attribute for product <number_sku> from PRODATR. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving an attribute from the PRODATR table for the specified product. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1235E: Error attempting to delete distinct attribute for product <number_sku> from PRODDSTATR. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting a distinct attribute from the PRODDSTATR table for the specified product. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response

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Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1236E: Error attempting to retrieve distinct attribute for product <number_sku> from PRODDSTATR. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving a distinct attribute from the PRODDSTATR table for the specified product. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1237E: Error attempting to delete price for product <number_sku> from PRODPRC. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting the price from the PRODPRC (Version 1) or PRODPRCS (Version 2) table for the specified product. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1238E: Error attempting to retrieve price for product <number_sku> from PRODPRC. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving the price from the PRODPRC (Version 1) or PRODPRCS (Version 2) table for the specified

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product. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1239E: Error attempting to delete category relationship for product <number_sku> from CGPRREL. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting the category-product relationship record from the CGPRREL table for the specified product or item. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1240E: Error attempting to retrieve category relationship for product <number_sku> from CGPRREL. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving the category-product relationship record from the CGPRREL table for the specified product or item. The product number or item SKU is defined in the PRNBR column of the PRODUCT table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

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CMN1241E: Error attempting to delete shopping cart entry for product <number_sku> from SHOPPING. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting the specified product from the shopping cart. The product reference number is defined in the SBPRNBR column of the SHOPPING (Version 1) or SHOPPINGS (Version 2) table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1242E: Error attempting to retrieve shopping cart entry for product <number_sku> from SHOPPING. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving the specified product from the shopping cart. The product reference number is defined in the SBPRNBR column of the SHOPPING (Version 1) or SHOPPINGS (Version 2) table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1243E: Error attempting to delete order <reference_number> from ORDERS. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting the specified order from the ORDERS table. The unique order reference number is internally generated by the system and is defined in the ORRFNBR column of the ORDERS table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

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For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1244E: Error attempting to retrieve order <reference_number> from ORDERS. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving the specified order from the ORDERS table. The unique order reference number is internally generated by the system and is defined in the ORRFNBR column of the ORDERS table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1245E: Prepare of select SQL from ORDERS failed. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while selecting one or more rows from the ORDERS table. The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1246E: Fetch of a row from ORDERS failed. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving one or more rows from the ORDERS table. The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

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For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1247E: Error attempting to delete order pay for order <reference_number> from ORDERS. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting one or more rows from the ORDERPAY table for the specified order in the ORDERS table. The unique order reference number is internally generated by the system and is defined in the ORRFNBR column of the ORDERS table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1248E: Error attempting to retrieve order pay for order <reference_number> from ORDERS. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving one or more rows from the ORDERPAY table for the specified order in the ORDERS table. The unique order reference number is internally generated by the system and is defined in the ORRFNBR column of the ORDERS table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1249E: Error attempting to delete order pay method for order <reference_number> from ORDERS. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting one or more rows from the ORDPAYMTHD table for the specified order in the ORDERS table.

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The unique order reference number is internally generated by the system and is defined in the ORRFNBR column of the ORDERS table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1250E: Error attempting to retrieve order pay method for order <reference_number> from ORDERS. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving one or more rows from the ORDPAYMTHD table for the specified order in the ORDERS table. The unique order reference number is internally generated by the system and is defined in the ORRFNBR column of the ORDERS table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1251E: Error attempting to delete products shipped for order <reference_number> from SHIPTO. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting shipped products from the SHIPTO table for the specified order in the ORDERS table. The unique order reference number is internally generated by the system and is defined in the ORRFNBR column of the ORDERS table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

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CMN1252E: Error attempting to retrieve products shipped for order <reference_number> from SHIPTO. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving shipped products from the SHIPTO table for the specified order in the ORDERS table. The unique order reference number is internally generated by the system and is defined in the ORRFNBR column of the ORDERS table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1253E: Error attempting to delete from CACHLOG. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while deleting one or more rows from the CACHLOG table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1254E: Error attempting to retrieve log entry from CACHLOG. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving one or more rows from the CACHLOG table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this

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information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1255E: Prepare of select SQL from CACHLOG failed. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while selecting one or more rows from the CACHLOG table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1256E: Fetch of a row from CACHLOG failed. SQLSTATE = <sqlstate_code>.

Explanation
The Database Cleanup utility encountered an unexpected condition while retrieving a row from the CACHLOG table.

The database returned an SQLSTATE class code that identifies conditions for the error.

User response
Look up the SQLSTATE class code for details about the error. If the error persists, contact your IBM Net.Commerce representative.

For more information about this SQLSTATE class code and SQLSTATE messages, refer to *Database 2 Messages Reference for Common Servers*. You can also access this information through the online version, if you have installed DB2 with Net.Commerce. For Oracle, refer to the Oracle documentation for further information.

CMN1261E: Cannot delete orders in pending status

Explanation
User response

CMN1301I: The following transaction completed successfully...<>

Explanation
This is an informational message.

User response
No action is required.

CMN1302I: The following transaction failed: <transaction_statement>.

Explanation

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This is an informational message that is written to the Mass Import utility error log file. The message indicates that the utility detected an unexpected condition while running the specified Mass Import transaction. It also includes the transaction statement, which is stored in the import file.

User response
Refer to the accompanying error log file for details of and possible solutions to this problem.

CMN1303I: Connected successfully to the database.

Explanation
This is an informational message that is written to the Mass Import utility log file. The message indicates that the Mass Import utility did not encounter any problems while connecting to the Net.Commerce database. The utility is now ready to receive requests to mass-import files.

User response
No action is required.

CMN1304I: Started reading input file. Processing began.

Explanation
This is an informational message that is written to the Mass Import utility log file. The message indicates one of the following:

- The Net.Commerce system is reading the input (or import) file containing data for the Mass Import utility.
- The Mass Import utility is running.

User response
No action is required.

CMN1305I: Finished reading input file. Processing completed. Mass Import Utility for Net.Commerce Version 2.0© Copyright IBM Corporation 1997. All rights reserved.

Explanation
This is an informational message that is written to the Mass Import utility log file. The message indicates that the Net.Commerce system finished reading the input (or import) file for the Mass Import utility. The utility automatically terminates once the processing completes.

User response
No action is required.

CMN1307W: Input transaction contains more columns than expected: <>Usage: <> -<> InputFile -<> Database [-<> DbUser -<> DbPassword] [-<> LogFile] [-<> ErrorLogFile]Number of Successful Transactions : <>Number of Failed Transactions : <>

Explanation

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User response

CMN1500I: Row(s) from SHADDR table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1501I: Database Cleanup Utility started.

Explanation
This is an informational message.

User response
No action is required.

CMN1502I: Database Cleanup Utility terminated.

Explanation
This is an informational message.

User response
No action is required.

CMN1503I: Row(s) from SHOPPER table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1504I: There are no shoppers eligible for deletion.

Explanation
This is an informational message.

User response
No action is required.

CMN1505I: There are no addresses eligible for deletion.

Explanation
This is an informational message.

User response
No action is required.

CMN1507I: Row(s) from ORDERS table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

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CMN1508I: Row(s) from SHIPTO table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1509I: Row(s) from SHOPPINGS table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1510I: Row(s) from SHOPDEM table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1511I: Row(s) from ORDERPAY table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1512I: Row(s) from ORDPAYMTHD table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1513I: Row(s) from PRODUCT table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1514I: There are no products eligible for deletion.

Explanation
This is an informational message.

User response
No action is required.

CMN1515I: Row(s) from PRICES table deleted successfully.

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Explanation
This is an informational message.

User response
No action is required.

CMN1516I: Row(s) from PRODATR table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1517I: Row(s) from PRODDSTATR table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1518I: Row(s) from CGRYREL table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1520I: There are no orders eligible for deletion.

Explanation
This is an informational message.

User response
No action is required.

CMN1521I: Row(s) from CACHLOG table deleted successfully.

Explanation
This is an informational message.

User response
No action is required.

CMN1522I: There are no caching log entries eligible for deletion.

Explanation
This is an informational message.

User response
No action is required.

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Appendix C Starting and Stopping Net.Commerce Components

Stopping the Net.Commerce Server

You can stop the Net.Commerce server from either the AS/400 command line or the Web *ADMIN server.

If you start the Net.Commerce server from the command line, you must also stop it from the command line; if you start it from the Web server, you must also stop it from the Web server.

To stop it from the command line, type:
`ENDNETCSVR INSTANCE(<instance_name>)`

To stop it from the Web *ADMIN server, do the following:

1. Open your browser to the following URL:
   http://<your_host_name>2001
2. Enter your AS/400 user ID and password at the prompt.
3. Click on the **IBM Net.Commerce for AS/400** link.
4. Select the Net.Commerce instance you wish to stop, by clicking on its radio button.
5. Click on the **Stop Server** button.
6. To verify that the Net.Commerce server has been stopped successfully, type the following from the AS/400 command line:
   `WRKACTJOB SBS(QSYSWRK)`

If the server has been stopped successfully, you will not see `QNETCOMM` under the Subsystem Job heading and you will not see `<instance_name>` under the User heading.

Starting the Net.Commerce Server

You can stop the Net.Commerce server from either the AS/400 command line or the Web *ADMIN server.

If you start the Net.Commerce server from the command line, you must also stop it from the command line; if you start it from the Web server, you must also stop it from the Web server.

To stop it from the command line, type:
`STARTNETCSVR INSTANCE(<instance_name>)`

To stop it from the Web *ADMIN server, do the following:

1. Open your browser to the following URL:
   http://<your_host_name>2001

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2. Enter your AS/400 user ID and password at the prompt.
3. Click on the **IBM Net.Commerce for AS/400** link.
4. Select the Net.Commerce instance you wish to start, by clicking on its radio button.
5. Click on the **Start Server** button.
6. To verify that the Net.Commerce server has been started successfully, type the following from the AS/400 command line:
   `WRKACTJOB SBS(QSYSWRK)`

If the server has been stopped successfully, you will see `QNETCOMM` under the Subsystem Job heading and you will see `<instance_name>` under the User heading.

Starting the Internet Connection Secure Server Instance

You can start the Net.Commerce ICSS instance from either the command line or the Web *ADMIN server.

To start it from the command line, do the following:

1. Log on to the AS/400 system as an administrator.
2. From the command line, type:
   `STRTCPSVR SERVER(*HTTP) HTTPSVR(QNETCOMM)`
   Note: QNETCOMM is the name of the ICSS instance and its configuration file created during the configuration of the Net.Commerce system.

To start it from the Web browser, do the following:

1. Type the following URL:
   http://<your_server_name>:2001
   where 2001 is the Web configuration server port. If you are using the secure *ADMIN server at port 2010, replace the number in the URL.
2. Click on Internet Connection Server for AS/400.
3. Click on the Configuration and Administration link.
4. Select `QNETCOMM` by clicking on its radio button, and click the Start button.
5. To verify that this has worked, type the following from the AS/400 command line:
   `WRKACTJOB SBS(QSYSWRK)`
   and look for entries for Job/User `QNETCOMM/QTMHHTTP` for `QNETCOMM` under the Subsystem Job heading and `QTMHHTTP` under the User heading.

Stopping the Internet Connection Secure Server Instance

You can stop the Net.Commerce ICSS instance from either the command line or the Web *ADMIN server. To stop it from the command line, do the following:

1. Log on to the AS/400 system as an administrator.
2. From the command line, type:
   `ENDTCPSVR SERVER(*HTTP) HTTPSVR(QNETCOMM)`

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QNETCOMM is the name of the ICSS instance and its configuration file created during the configuration of the Net.Commerce system.

To stop it from the Web browser, do the following:

1. Type the following URL:
   http://<your_server_name>:2001
   If you are using the secure *ADMIN server at port 2010, replace the port number in the URL.
2. Click on Internet Connection Server for AS/400.
3. Click on the Configuration and Administration link.
4. Select the instance `QNETCOMM` by clicking on its radio button, and click the Stop button.
5. To verify that this has worked, type the following from the AS/400 command line:
   `WRKACTJOB SBS(QSYSWRK)`
   and look to make sure there are no entries for `QNETCOMM` under the Subsystem Job heading and `QTMHHTTP` under the User heading.

Starting the Net.Commerce Web *ADMIN Server

To start the *ADMIN Web server instance, do the following:

1. Log on to the AS/400 system as an administrator.
2. From the command line, type the following:
   `STRTCPSVR SERVER(*HTTP) HTTPSVR(*ADMIN)`
3. To verify that this has worked, type the following from the AS/400 command line:
   `WRKACTJOB SBS(QSYSWRK)`
   If the server has been started successfully, you will see ADMIN under the Subsystem Job heading and QTMHHTTP under the User heading.

The *ADMIN server port number is 2001.

Note: Port 2010 is also available for a secure connection for the *ADMIN Web server instance.

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