IBM WebSphere Commerce Fix Pack
IBM WebSphere Commerce − Express Fix Pack

Installation Guide

Version 5.5.04

IBM

Contents

Preface

About this book

This document describes the steps required to apply the IBM® WebSphere®
Commerce 5.5.0.4 fix pack to your WebSphere Commerce Business Edition 5.5,
WebSphere Commerce Professional Edition 5.5 or WebSphere Commerce —
Express.

Conventions used in this book

This book uses the following highlighting conventions:

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

> Business   indicates information specific to WebSphere Commerce Business Edition

> Professional   indicates information specific to WebSphere Commerce Professional
Edition.

> Express   indicates information specific to WebSphere Commerce — Express
Edition.

> AIX   indicates information that is specific to WebSphere Commerce for AIX®.

> Linux   indicates information that is specific to Linux for iSeries™, Linux for
pSeries™, Linux for xSeries™, and Linux for zSeries™.

> 400   indicates information that is specific to WebSphere Commerce for
OS/400® for iSeries.

> Solaris   indicates information that is specific to WebSphere Commerce for the
Solaris Operating Environment software.

> Windows   indicates information that is specific to WebSphere Commerce for
Windows® 2000 and Windows 2003.

Terminology used in this book

cell_name
> This variable represents the name of the WebSphere Application Server
> cell.

host_name
> The fully qualified host name of your WebSphere Commerce machine. For
> example, server.mydomain.ibm.com is fully qualified.

instance_name
> The name of a previously created WebSphere Commerce instance.

pay_instance_name
> The name of a previously created WebSphere Commerce payments instance.

fp_installdir
> The temporary directory where the fix pack has been extracted.

WAS_instance_name
> This variable represents the name of the WebSphere Application Server with which your WebSphere Commerce instance is associated.

Path variables

HttpServer_installdir
> The installation path for the IBM HTTP Server. The default installation directory is:
>
> > `AIX` /usr/IBMHttpServer
>
> > `400` /QIBM/UserData/CommerceServer55/instances/*instance_name*/conf
>
> > `Solaris` `Linux` /opt/IBMHttpServer
>
> > `Windows` c:\Program Files\WebSphere\HttpServer

WAS_installdir
> The installation path for WebSphere Application Server 5. The default installation directory is:
>
> > `AIX` /usr/WebSphere/AppServer
>
> > `400` /QIBM/ProdData/WebAS5/Base
>
> > `Solaris` `Linux` /opt/WebSphere/AppServer
>
> > `Windows` c:\Program Files\WebSphere\AppServer

WAS_userdir
> The directory for all the data that is used by WebSphere Application Server which can be modified or needs to be configured by the user:
>
> > `400` /QIBM/UserData/WebAS5/Base/*WAS_instance_name*

WC_installdir
> The installation path for WebSphere Commerce 5.5. The default installation directory is:
>
> > `AIX` /usr/WebSphere/CommerceServer55
>
> > `400` /QIBM/ProdData/CommerceServer55
>
> > `Solaris` `Linux` /opt/WebSphere/CommerceServer55
>
> > `Windows` c:\Program Files\WebSphere\CommerceServer55

WC_userdir
> The directory for all the data that is used by WebSphere Commerce which can be modified or needs to be configured by the user:

> 400 /QIBM/UserData/CommerceServer55

Instance_dir
  The path for your WebSphere Commerce instance. The default installation directory is:

  > AIX   > Linux   > Solaris   *WAS_installdir*/installedApps/*cell_name*/WC_*instance_name*.ear

  > 400   *WAS_userdir*/installedApps/*cell_name*/WC_*instance_name*.ear

  > Windows   *WAS_installdir*\installedApps*cell_name*\WC_*instance_name*.ear

Pay_instance_dir
  The path for your WebSphere Commerce Payments instance. The default installation directory is:

  > AIX   > Linux   > Solaris   *WAS_installdir*/installedApps/*cell_name*/*pay_instance_name*_Commerce_Payments_App.ear

  > 400   *WAS_userdir*/installedApps/*cell_name*/*pay_instance_name*_Commerce_Payments_App.ear

  > Windows   *WAS_installdir*\installedApps*cell_name**pay_instance_name*_Commerce_Payments_App.ear

Where to find more information

For information on WebSphere Commerce, refer to the following Web sites:

- WebSphere Commerce Library
  (http://www.ibm.com/software/commerce/library/)
- WebSphere Commerce Support
  (http://www.ibm.com/software/commerce/support/)
- Product overview sites:
  – WebSphere Commerce Business Edition
    (http://www.ibm.com/software/webservers/commerce/wc_be/)
  – WebSphere Commerce Professional Edition
    (http://www.ibm.com/software/webservers/commerce/wc_pe/)

Chapter 1. Product editions

WebSphere Commerce editions supported by this fix pack

This fix pack supports WebSphere Commerce Version 5.5 on the following operating systems:

- AIX
- OS/400
- Linux for iSeries
- Linux for pSeries
- Linux for xSeries
- Linux for zSeries
- Solaris
- Windows 2000 and Windows 2003

This fix pack supports WebSphere Commerce — Express on the following operating systems:

- OS/400
- Linux for xSeries
- Windows 2000 and Windows 2003

For the specific requirements on each of the supported operating systems, refer to "Prerequisite software" in the *IBM WebSphere Commerce Version 5.5 Installation Guide* or *IBM WebSphere Commerce — Express Installation Guide*

Chapter 2. New and changed components

Using DB2 for OS/390 and z/OS with WebSphere Commerce and WebSphere Commerce Payments

DB2® for OS/390® and z/OS® Version 7 with WebSphere Commerce and WebSphere Commerce Payments running on Linux for xSeries or Linux for zSeries is now supported with WebSphere Commerce 5.5.0.3 or 5.5.0.4.

For additional information please review the following guides:
- WebSphere Commerce Installation Guide for Linux systems
- WebSphere Commerce Administration Guide
- Programming Guide and Tutorials

Massloader trace logging

In previous releases the Massloader trace logging was turned on by default. In this release it is turned off by default. To turn on the trace logging for the Massloader component do the following:

1. Navigate to the *WC_installdir*/xml/loader directory.
2. Using a text editor open the WCALoggerConfig.xml file.
3. In the WCALoggerConfig.xml file search for the component name `MassLoader`.
4. Change the messageType name from `NONE` to `PUBLIC` as shown in the following XML fragment.

   Change from:
   ```
    <logger type="trace">
         <handler type="file">
           <filePath>MassLoadTrace.log</filePath>
            <filter type="Any">
                 <messageType name="NONE"/>
            </filter>
         </handler>
      </logger>
   ```

   to:
   ```
   <logger type="trace">
         <handler type="file">
            <filePath>MassLoadTrace.log</filePath>
          <filter type="Any">
                 <messageType name="PUBLIC"/>
            </filter>
         </handler>
      </logger>
   ```

Performance improvement by removing case sensitive search

In WebSphere Commerce, we uniquely identify organizational entities based on a numeric identifier, and a distinguished name. The distinguished name has always been assumed to be case-insensitive, which have been handled through functions on the finder for the orgentity bean. Although this method had some inherent benefits, it was not the most efficient.

The new implementation is to ensure that the distinguished names stored for organizational entities in the database are always stored in lowercase, which greatly improves the performance of finders on this attribute. This change has been implemented by a combination of code changes, and database migration scripts. The code changes ensures that any new organizational entity created through the command interface will be created with a distinguished name entirely in lower case. The migration script is for existing customers with organizational entities in their current database, and simply iterates through the table and converts all of the distinguished names to lowercase.

These scripts will be run as part of the fix pack install process; however, if you have additional feeds on the users and orgentity tables it may be helpful to know about these scripts.

DB2 and Windows migration script usage:

WC_installdir\bin\updatedb.db2.d62022.bat *database_name db_user_name db_user_password db_schema_owner*

For example, c:\WebSphere\CommerceServer55\bin\updatedb.db2.d62022.bat WC55 db2admin password db2admin

If using LDAP, then run: *WC_installdir*\bin\updatedb.db2.d62022_ldap.bat *database_name db_user_name db_user_password db_schema_owner*

For example, c:\WebSphere\CommerceServer55\bin\updatedb.db2.d62022_ldap.bat WC55 db2admin password db2admin

DB2 and AIX or OS/400 or Linux or Solaris migration script usage:

WC_installdir/bin/updatedb.db2.d62022.sh *database_name db_user_name db_user_password db_schema_owner*

For example, /opt/WebSphere/CommerceServer55/bin/updatedb.db2.d62022.sh WC55 db2admin password db2admin

If using LDAP, then run: *WC_installdir*/bin/updatedb.db2.d62022_ldap.sh *database_name db_user_name db_user_password db_schema_owner*

For example, /opt/WebSphere/CommerceServer55/bin/updatedb.db2.d62022_ldap.sh WC55 db2admin password db2admin

Oracle and Windows migration script usage:

WC_installdir\bin\updatedb.db2.d62022_ldap.bat *database_name db_user_name db_user_password db_schema_owner*

For example, c:\WebSphere\CommerceServer55\bin\updatedb.db2.d62022_ldap.bat WC55 orcl password orcl

If using LDAP, then run: *WC_installdir*\bin\updatedb.db2.d62022_ldap.bat *database_name db_user_name db_user_password db_schema_owner*

For example, c:\WebSphere\CommerceServer55\bin\updatedb.db2.d62022_ldap.bat WC55 orcl password orcl

Oracle and AIX or Solaris migration script usage:

WC_installdir/bin/updatedb.db2.d62022_ldap.sh *database_name db_user_name db_user_password db_schema_owner*

For example, /opt/WebSphere/CommerceServer55/bin/updatedb.db2.d62022_ldap.sh WC55 orcl password orcl

If using LDAP, then run: *WC_installdir*/bin/updatedb.db2.d62022_ldap.sh *database_name db_user_name db_user_password db_schema_owner*

For example, /opt/WebSphere/CommerceServer55/bin/ updatedb.db2.d62022_ldap.sh WC55 orcl password orcl

As part of the change, the SAR files for the five business models have also been updated. If you have extended one of these SAR files, or created their own SAR file, then you will have to update the orgentity and users bootstrap portion of these files. The following is a list of affected files:

B2C SAR files:
- businessModels/advanceView/consumerDirect/Express/ForeignKeys.dtd
- businessModels/advanceView/consumerDirect/FashionFlow/ForeignKeys.dtd
- businessModels/advanceView/consumerDirect/Pro/ForeignKeys.dtd
- businessModels/consumerDirect/FashionFlow/storeorg_de_DE.xml
- businessModels/consumerDirect/FashionFlow/storeorg_en_US.xml
- businessModels/consumerDirect/FashionFlow/storeorg_es_ES.xml
- businessModels/consumerDirect/FashionFlow/storeorg_fr_FR.xml
- businessModels/consumerDirect/FashionFlow/storeorg_it_IT.xml
- businessModels/consumerDirect/FashionFlow/storeorg_ja_JP.xml
- businessModels/consumerDirect/FashionFlow/storeorg_ko_KR.xml
- businessModels/consumerDirect/FashionFlow/storeorg_pt_BR.xml
- businessModels/consumerDirect/FashionFlow/storeorg_zh_CN.xml
- businessModels/consumerDirect/FashionFlow/storeorg_zh_TW.xml
- businessModels/consumerDirect/ForeignKeys.dtd
- businessModels/consumerDirect/model/modelorg_de_DE.xm
- businessModels/consumerDirect/model/modelorg_en_US.xml
- businessModels/consumerDirect/model/modelorg_es_ES.xml
- businessModels/consumerDirect/model/modelorg_fr_FR.xml
- businessModels/consumerDirect/model/modelorg_it_IT.xml
- businessModels/consumerDirect/model/modelorg_ja_JP.xml
- businessModels/consumerDirect/model/modelorg_ko_KR.xml
- businessModels/consumerDirect/model/modelorg_pt_BR.xml
- businessModels/consumerDirect/model/modelorg_zh_CN.xml
- businessModels/consumerDirect/model/modelorg_zh_TW.xml
- businessModels/consumerDirect/MiniStore/ForeignKeys.dtd

B2B SAR files:
- businessModels/advanceView/businessDirect/ToolTech/ForeignKeys.dtd
- businessModels/businessDirect/ForeignKeys.dtd
- businessModels/businessDirect/model/modelorg_de_DE.xml
- businessModels/businessDirect/model/modelorg_en_US.xml
- businessModels/businessDirect/model/modelorg_es_ES.xml
- businessModels/businessDirect/model/modelorg_fr_FR.xml
- businessModels/businessDirect/model/modelorg_it_IT.xml
- businessModels/businessDirect/model/modelorg_ja_JP.xml
- businessModels/businessDirect/model/modelorg_ko_KR.xml

- businessModels/businessDirect/model/modelorg_pt_BR.xml
- businessModels/businessDirect/model/modelorg_zh_CN.xml
- businessModels/businessDirect/model/modelorg_zh_TW.xml
- businessModels/businessDirect/ToolTech/storeorg_de_DE_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_de_DE.xml
- businessModels/businessDirect/ToolTech/storeorg_en_US_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_en_US.xml
- businessModels/businessDirect/ToolTech/storeorg_es_ES_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_es_ES.xml
- businessModels/businessDirect/ToolTech/storeorg_fr_FR_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_fr_FR.xml
- businessModels/businessDirect/ToolTech/storeorg_it_IT_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_it_IT.xml
- businessModels/businessDirect/ToolTech/storeorg_ja_JP_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_ja_JP.xml
- businessModels/businessDirect/ToolTech/storeorg_ko_KR_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_ko_KR.xml
- businessModels/businessDirect/ToolTech/storeorg_pt_BR_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_pt_BR.xml
- businessModels/businessDirect/ToolTech/storeorg_zh_CN_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_zh_CN.xml
- businessModels/businessDirect/ToolTech/storeorg_zh_TW_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_zh_TW.xml

Indirect model files (indirect model SAR files may also contain B2B or B2C files):
- businessModels/advanceView/demandChannel/CatalogProfile/ForeignKeys.dtd
- businessModels/advanceView/demandChannel/ResellerProfile/ForeignKeys.dtd
- businessModels/demandChannel/CommercePlaza/channelorgrole.xml
- businessModels/demandChannel/ForeignKeys.dtd
- businessModels/demandChannelHosting/CommercePlaza/
  channelorgrole_advanceView.xml
- businessModels/demandChannelHosting/CommercePlaza/channelorgrole.xml
- businessModels/demandChannelHosting/ForeignKeys.dtd
- businessModels/supplyChannel/CommercePlaza/channelorgrole.xml
- businessModels/supplyChannel/ForeignKeys.dtd
- businessModels/supplyChannel/profile/supplier/data/organization.xml

The changes made to these files to resolve this particular problem were simply to replace the distinguished names for bootstrapped users or orgentity entries with lowercase. The recommended strategy for fixing any custom SAR file is to do a comparison with the version that is sent with the fix pack, and ensure that the sections where users/orgentity entries are bootstrapped are updated to match the new version. If you have created custom entries for orgentity or users, then you will have to do a search and replace as we did for the fix. Note that this only applies if you want to republish the SAR, as previously published stores will continue to work without any additional effort.

Look for entries such as:

```
<users users_id="-1003" dn="uid=channeladmin,ou=supplier hub
organization,o=business indirect supplier organization, o=root
organization" registertype="S" profiletype="B" lastsession="2000-11-07-
20.54.54.431670" />
```

or

```
<orgentity orgentity_id="@seller_b2c_orgentity_id" dn="ou=b2c,o=seller
organization,o=root organization" orgentitytype= "OU"
orgentityname="$$$_B2C Organization">
```

Note that the distinguished name portions are now in lowercase. This is the only
thing that you need to change. Note also that there are many other files in the SAR
that reference distinguished names, mostly related to contracts. If they are simply
references to distinguished names, and not bootstrap data, then they do not need
to be modified. You can tell the bootstrap data because, as with the two examples
above, they include the values for all fields to be updated in the database.

WebSphere Commerce Updates

This fix pack includes the following interim fixes (APARs or efixes):

Table 1.

Interim fix #	Description
IY49582	State abbreviation does not support more than two characters.
IY50639	Updated contract re-ordering scenario.
IY50651	Tax Split and Audit issue for TIK.
IY51562	logAllRequests="false" not respected.
IY52795	Populate Taxware audit file with correct date for order.
IY53853	Instance Creation fails if node has been federated.
IY53940	Taxation regression bucket fails due to tax being zero.
IY54157	Command redirect (AUTHENTICATION ='1'), gives null pointer exception.
IY54428	Rewrite Messaging.save() to minimize object written to the database.
IY55156	Improper handling of items without parent product by discount.
IY55515	WebSphere Commerce 5.1 to 5.5 migration on AIX with DB2 fails..
JR19078	Tax calculation breakdown for multiple tax categories N/A after a return.
JR19109	Renaming of files after publishing
JR19111	Account does not list more than 20 accounts.
JR19116	Multiple host support for WebSphere Commerce 5.5.0.2.
JR19204	The catalog.dtd file is missing attributes.
JR19222	WebSphere Application Server version 5.0.1: ConnectionPool running out of channels.
JR19242	SendXMLOrderCmdImpl contain langId parameters, causing a duplicate message.
JR19243	Exception appears in log when GetBaseUnitPrice is used.
JR19244	Quantity measure problem.

Table 1. (continued)

JR19279	JCA JMS resource adapter does not recover from broken JMS connection.
JR19292	Some PMT pages throw error when the cataloged entries are missing.
JR19296	Unable to change item quantity for existing order in Accelerator.
JR19305	Accelerator Order Summary ″Payment Method″ shows ″Not Provided″.
JR19306	Monetary format not correct in Accelerator Orders List
JR19308	Unable to change Payment method for existing orders in Accelerator
JR19313	Accelerator Order Summary ″Credit Card Type″ always shows American Express
JR19322	Update CSRCustomerInfoUpdateCmd to support additional parameters.
JR19364	Correct information display in order summary page when using COD.
JR19385	Descriptive Attribute Sku-resolution error.
JR19428	OrderProcess deletes SubOrderAdjustments.
JR19429	Order processing without WebSphere Commerce Payments generates class not found.
JR19431	acpload fails to load vbv policies.
JR19432	CatalogAssetStore.sar publishing failed with the remote DB2/390.
JR19434	stagecopy with parameter -script_file fails on DB2/390
JR19435	Max logon ID length should not be hardcoded.
JR19480	Problem displaying cross-sell.
JR19528	Discounts fail due to issue with case.
JR19535	Segment cache is causing table scan in MBRGRPMBR table.
JR19547	Order Capture always call WebSphere Commerce Payments without Payments installed.
JR19597	Scheduler threads execute at abnormal intervals.
JR19599	Incorrect item price.
JR19691	Staging copy generate SQL0206N error.
JR19703	Reset password does not work with LDAP.
JR19790	Report page hangs when connected to WCAMART.
JR19791	Cannot add users to workspace from Accelerator on Oracle.
JR19841	Relationship group evaluation needs to be optimized.
JR19873	Fail to publish catalog.csv file.
SE12918	Not serializable exception appears if orb service pass by reference is false.
SE14307	Staging database cannot be created successfully
SE14309	Broken remote configuration client.
SE14313	DB2/390 code impacts dbclean on other platforms.
SE14775	User traffic logging error.

The fix pack is cumulative and includes all fixes from previous fix packs. The following is a list of updates or improvements new to this fix pack only. Please see previous fix pack installation guides for updates and improvements new to that fix pack.

- Campaigns
  - Resolved exception thrown when evaluating initiative by Blaze.
- Catalog
  - Resolved issue where search category returned all categories, not just master catalog's category.
  - Resolved issue when creating a product through Accelerator assigns default fulfillment center, not the one logged in with.
  - Resolved issue where Sales Catalog menu shows up in Accelerator.
- Configuration Manager
  - Resolved issue where Configuration Manager unable to configure IHS version 2 httpd.conf.
  - Resolved issue of failing to find user when enabling OS security on OS/400.
  - Resolved issue where security panel could not be displayed in Configuration Manager.
  - Resolved issue where CHECKV55 JCL failed to run when creating an instance.
- Development
  - Shortened path to EAR location for DevLite package.
  - Corrected DevLite null pointer exception in ShipItems.java stored procedure.
- Messaging
  - Resolved messaging exception when forwarding to JSP.
  - Corrected messaging.java compilation error.
- Migration
  - Added more trace information for the pre-migration script.
  - Resolved issue where Oracle schema creation missed some data inserts from wcs51 tables.
  - Resolved issue where incorrect value inserted for MARKFORDELETE in contract table.
  - Resolved issue where DN entries were not getting updated correctly.
  - Corrected mode value setting for the MQ transport.
  - Resolved WebSphere Commerce 5.4 to 5.5 migration issue where some campaign pages cannot be displayed.
  - Enhanced security.
  - Added more frequent commits in the Schema_ws program.
- Orders
  - Resolved issue where OrderSearchBean does search on Custom Order Status.
  - Resolved issue where a blank page was shown instead of an error page.
  - Resolved issue where a CSR cannot resubmit for payment process if Payment Manager is not used.
  - Resolved issue where a shopper is unable to complete order (MarketPlace).
  - Resolved issue that prevented completion of an order with a VisaNet payment type on the CSA.
- Payment

- – Correct issue when VisaNet cassette receives a response from an SSL gateway with an unsupported content type.
- Runtime
  - – Resolved issue where a new customer gets profile information.
  - – Resolved issue where Channel Manager had no authority to add Approvals for an organization.
  - – Enforced loading of connector project before EJBs.
  - – Removed extraneous ignore value="true" in cachespec_command.xml.
- Staging
  - – Resolved synchronization issue of tables with double-byte data.
- Store Publishing
  - – Resolved issues where store publishing overwrites the store module's MANIFEST.MF.

Chapter 3. Determining installed fix packs and interim fixes

The installer packaged with the fix pack includes options for determining installed WebSphere Commerce fix packs and interim fixes. To use the update installer you must first download and extract the fix pack to a temporary directory which will be denoted by *fp_installdir*. See the section "Preinstallation" on page 17 for instructions on how to do this. Complete the following step before moving on:

> ▶ AIX ▶ Linux ▶ Solaris ▶ Windows Using the command line, navigate to the *fp_installdir* directory.

> ▶ 400   Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to the *fp_installdir* directory.

Determining installed fix packs

To determine installed WebSphere Commerce fix packs do the following:

1. Ensure that you are in the *fp_installdir*.
2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

- This section determines which fix packs have been applied to WebSphere Commerce.

  > ▶ AIX ▶ 400 ▶ Linux ▶ Solaris `./updateSilent.sh fixpack list WC_installdir`

  > ▶ Windows `updateSilent.bat fixpack list WC_installdir`

  Where *WC_installdir* is the installation path for WebSphere Commerce 5.5. The default installation directory is defined in the Preface under the section Path variables on page vi.

  For example,

  > ▶ AIX   `./updateSilent.sh fixpack list /usr/WebSphere/CommerceServer55`

  > ▶ Windows `updateSilent.bat fixpack list c:\WebSphere\CommerceServer55`

- This section determines which fix packs have been applied to your WebSphere Commerce or Payments instance.

  > ▶ AIX ▶ 400 ▶ Linux ▶ Solaris `./updateSilent.sh fixpack list [ Instance_dir | Pay_instance_dir ]`

  > ▶ Windows `updateSilent.bat fixpack list [ Instance_dir | Pay_instance_dir ]`

  Where *Instance_dir* is the path for your WebSphere Commerce instance and *Pay_instance_dir* the path for your WebSphere Commerce Payments instance. The default directories are defined in the Preface under the section Path variables on page vii.

  For example,

  > ▶ 400   `./updateSilent.sh fixpack list /QIBM/UserData/WebAS5/Base/WAS_myserver/installedApps/myhost/WC_demo.ear`

> `Linux`   `./updateSilent.sh fixpack list`
`/opt/WebSphere/AppServer/installedApps/myhost/`
`my_payments_Commerce_Payments_App.ear`

Note: If the WebSphere Commerce or Payments instance was created after the installation of the fix pack then running the above commands against the WebSphere Commerce or Payments instance will not report any installed fix packs. To determine the fix pack level of WebSphere Commerce and Payments instances created after the installation of a fix pack complete the following steps:

1. To determine the fix pack level of the WebSphere Commerce instance, navigate to your *Instance_dir*/properties/version directory or, to determine the fix pack level of the Payments instance, navigate to your *Pay_instance_dir*/properties/version directory.

2. Open the following file in a text editor:

   > `Business`   BE.product

   > `Professional`   PRO.product

   > `Express`   EXPRESS.product

3. Search for the `<version>` tag. In between the version tags is the current fix pack level.

Determining installed interim fixes (APARs or efixes)

1. Ensure that you are in the *fp_installdir*.

2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

- This section determines which interim fixes have been applied to WebSphere Commerce.

   > `AIX` > `400` > `Linux` > `Solaris`   `./updateSilent.sh fix list`
   `WC_installdir`

   > `Windows`   `updateSilent.bat fix list WC_installdir`

   Where *WC_installdir* is the installation path for WebSphere Commerce 5.5. The default installation directory is defined in the Preface under the section Path variables on page vi.

   For example,

   > `AIX`   `./updateSilent.sh fix list /usr/WebSphere/CommerceServer55`

   > `Windows`   `updateSilent.bat fix list c:\WebSphere\CommerceServer55`

- This section determines which interim fixes have been applied to your WebSphere Commerce instance. **Note:** To determine what interim fixes are installed on your Payments instance contact IBM support.

   > `AIX` > `400` > `Linux` > `Solaris`   `./updateSilent.sh fix list`
   `Instance_dir`

   > `Windows`   `updateSilent.bat fix list Instance_dir`

   Where *Instance_dir* is the path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section Path variables on page vii.

   For example,

   > `400`   `./updateSilent.sh fix list`
   `/QIBM/UserData/WebAS5/Base/WAS_myserver/installedApps/myhost/WC_demo.ear`

> `Linux` `./updateSilent.sh fix list`
`/opt/WebSphere/AppServer/installedApps/myhost/WC_demo.ear`

Note: If the WebSphere Commerce instance was created after the installation of an interim fix then running the above commands against the WebSphere Commerce instance will not report any installed interim fixes. To determine installed interim fixes on your WebSphere Commerce instances created after the installation of interim fix complete the following steps:

1. Navigate to the *Instance_dir*/properties/version/history directory.
2. Open the event.history file in a text editor and look between the `<event-history>` tags for information about installed interim fixes.

Chapter 4. Installing the fix pack

Installation overview

The fix pack installation consists of the following sections:

Prerequisites

The WebSphere Commerce and WebSphere Commerce — Express 5.5.0.4 fix pack can be applied to the base level (5.5.0.0), the fix pack 1 level (5.5.0.1), the fix pack 2 level (5.5.0.2), or the fix pack 3 level (5.5.0.3).

WebSphere Application Server prerequisites:
- If you have WebSphere Application Server Version 5.0:
  - ▶ AIX ▶ Linux ▶ Solaris ▶ Windows Upgrade to WebSphere Application Server Version 5.0.1 and download and install the interim fix PQ78690 for WebSphere Application Server Version 5.0.1
- If you have WebSphere Application Server Version 5.0.1:
  - ▶ AIX ▶ Linux ▶ Solaris ▶ Windows Download and install the interim fix PQ78690 for WebSphere Application Server Version 5.0.1
- If you have WebSphere Application Server Version 5.0.2:
  - ▶ AIX ▶ Linux ▶ Solaris ▶ Windows Download and install the interim fix PQ78690 for WebSphere Application Server Version 5.0.2
  - ▶ AIX ▶ Solaris ▶ Windows Download and install the interim fix PQ75634

▶ 400 iSeries customers must ensure that they have applied all Program Temporary Fixes (PTFs). For a list of the PTFs, go to: ftp://ftp.software.ibm.com/software/websphere/commerce/55/en/v55ptf.html. Before applying the PTF, view the PTF cover letter for additional instructions.

Before applying the fix pack

Multinode environments

If you have the various WebSphere Commerce components distributed in a multinode installation, the fix pack must be applied to each node. For example, for a custom 5–node installation that has a Web server node, a WebSphere Commerce Payments server node, a Configuration Manager client node, a WebSphere Commerce Server node, and a Database server node, the fix pack would be applied to the Payments node, the Configuration Manager client node and the WebSphere Commerce Server node. The fix pack would not be applied to the Web server node or the database node. If you are working in a clustered environment the fix pack must also be applied to each WebSphere Commerce Server node in the cluster.

▶ 400 iSeries customers will be required to download and apply the Windows fix pack to the WebSphere Commerce Configuration Manager client node. For the Windows fix pack installation on the Configuration Manager client node, you can choose to use either the silent install method or the graphical user interface install method. This action is in addition to downloading and applying the OS/400 fix pack on the iSeries system where WebSphere Commerce is installed.

Installing new components

If any new components are installed from the base (5.5.0.0) CDs the fix pack must be reapplied to that component in order to bring it up to the 5.5.0.4 level. For example, if the Configuration Manager client is loaded on a node using the base CDs the fix pack must be reapplied to the Configuration Manager client node.

Exporting instances

Any instances exported after the fix pack is applied will no longer be at the fix pack level. The fix pack must be applied to the instance again after exporting it.

Preinstallation

1. Create a temporary directory to download the fix pack into. This temporary directory will be denoted by *fp_installdir* in the remaining sections of this guide.

2. Download the fix pack from the WebSphere Commerce 5.5.0.4 fix pack Web site (http://www.ibm.com/support/docview.wss?uid=swg24006878) into *fp_installdir* directory. The file you download will be denoted by *WC_5504_file_name.jar* in the remaining sections of this guide.

   ▶ 400 ◀ Before moving on to the next step, enter the QShell by typing QSH at the OS/400 command prompt.

3. Extract the files in the *WC_5504_file_name.jar* file by first navigating to the *fp_installdir* directory and then running the following command:

   ▶ AIX ◀ ▶ Linux ◀ ▶ Solaris ◀ `WAS_installdir/java/bin/jar -xvf WC_5504_file_name.jar`

   ▶ 400 ◀ jar -xvf *WC_5504_file_name.jar*

   ▶ Windows ◀ `WAS_installdir\java\bin\jar -xvf WC_5504_file_name.jar`

4. ▶ AIX ◀ ▶ Linux ◀ ▶ Solaris ◀ Run the following command:

   `chmod -R 775 fp_installdir`

   For example, if your temporary directory, *fp_installdir*, is /5504 and the JAR file you have downloaded, *WC_5504_file_name.jar*, is WC_5504_AIX_BE.jar then you would run the following commands:

   `cd /5504`

   `/usr/WebSphere/AppServer/java/bin/jar -xvf WC_5504_AIX_BE.jar`

   `chmod -R 775 /5504`

5. ▶ AIX ◀ ▶ Linux ◀ ▶ Solaris ◀ Ensure that you are logged in as the root user.

   ▶ 400 ◀ Ensure that you are logged in as a user that has QSECOFR authority.

   ▶ Windows ◀ Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.

6. Stop the following:
   - Web server and its respective administration processes.
   - WebSphere Commerce Application Servers. For example, WC_*instance_name*.
   - WebSphere Commerce Configuration Manager server.

   For instructions on how to stop and start these components, refer to the *IBM WebSphere Commerce Version 5.5 Installation Guide* or *IBM WebSphere Commerce — Express Installation Guide*

7. ▶ Windows ◀ Open a new Command Prompt window for each section of the fix pack install process. For example, after completing the section "Updating WebSphere Commerce" close the Command Prompt window and open a new one in order to complete the section "Running the config_ant script". This will ensure that your PATH and CLASSPATH variables are reset.

There are two ways to install this fix pack depending on your operating system.

▶ 400 ◀ Only the silent installation is available.

> AIX > Linux > Solaris > Windows Either the silent installation or the graphical user interface installation may be used.

Silent install

> **Note**: Ensure that you complete all sections in the order that they appear.

Applying the fix pack to WebSphere Commerce

Updating WebSphere Commerce
This section will update WebSphere Commerce.

1. > AIX > Linux > Solaris > Windows Using the command line, navigate to the *fp_installdir* directory.

   > 400 Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to the *fp_installdir* directory.

2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

   > AIX > 400 > Linux > Solaris `./updateSilent.sh fixpack install WC_installdir fixpackID fp_installdir/wc`

   > Windows `updateSilent.bat fixpack install WC_installdir fixpackID fp_installdir\wc`

   When you see any of the following names, substitute your required option or system value as described:

   - *WC_installdir*: The installation path for WebSphere Commerce 5.5. The default installation directory is defined in the Preface under the section Path variables on page vi.
   - *fixpackID*: The name of the fix pack to be installed. For example, wc55BE_fp4_aix.
   - *fp_installdir*: The temporary directory where the fix pack was downloaded into.

   For example,

   > AIX `./updateSilent.sh fixpack install /usr/WebSphere/CommerceServer55 wc55BE_fp4_aix /5504/wc`

   > 400 `./updateSilent.sh fixpack install /QIBM/ProdData/CommerceServer55 wc55BE_fp4_os400 /5504/wc`

   > Linux `./updateSilent.sh fixpack install /opt/WebSphere/CommerceServer55 wc55PRO_fp4_linux /5504/wc`

   > Solaris `./updateSilent.sh fixpack install /opt/WebSphere/CommerceServer55 wc55PRO_fp4_sun /5504/wc`

   > Windows `updateSilent.bat fixpack install c:\WebSphere\CommerceServer55 wc55EXPRESS_fp4_win c:\5504\wc`

3. Ensure that the installer displays the message `Fix pack installation completed successfully`. If you do not get this message the installer will indicate the log files to check.

Running the wc55nonroot script
> AIX > Linux > Solaris

This section will update file permissions on UNIX® systems

1. Navigate to the *WC_installdir*/bin directory.
2. Run the following command:

   ```
   ./wc55nonroot.sh
   ```

Note: If you do not have existing WebSphere Commerce instances or Payments instances, then the fix pack installation is complete; move on to "Post installation steps" on page 24 and complete any applicable steps. If you have existing WebSphere Commerce instances or Payments instances, move on to the next section.

Applying the fix pack to existing WebSphere Commerce and Payments instances

Running the config_ant script

This section will update all existing WebSphere Commerce instance XML files.

1. ► AIX ► Linux ► Solaris Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
2. Navigate to the *WC_installdir*/bin directory.
3. Run the following command:

   ► AIX ► Linux ► 400 ► Solaris `./config_ant.sh -buildfile`
   WC_installdir`/xml/config/updateInstances.xml -DupdateCEP=no`

   ► Windows `config_ant.bat -buildfile`
   WC_installdir`\xml\config\updateInstances.xml -DupdateCEP=no`

To verify that the script was successfully completed look at the updateInstance.log file located under:

► AIX ► Linux ► Solaris ► Windows *WC_installdir*/logs

► 400 *WC_userdir*/logs

Running the updatedb script

This section will update the WebSphere Commerce instance database. Repeat these steps for each WebSphere Commerce instance you have configured on your system.

1. ► AIX ► Linux ► Solaris Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
2. Navigate to the *WC_installdir*/bin directory.
3. Run the following command:

   ► AIX ► 400 ► Linux ► Solaris `./updatedb.sh` *dbname userId password*
   instanceName dbtype dbhost staging platform locale

   ► Windows `updatedb.bat` *dbname userId password instancenName dbtype*
   dbhost staging locale

   When you see any of the following names, substitute your required option or system value as described:

   - *dbname*: The name of the database to be updated.

     ► 400 This is the database name as found in the relational database directory.

   - *userId*: The user ID of the user who owns the database.

▶ 400   The owner of the WebSphere Commerce instance.

- *password*: The password of the user.
- *instanceName*: The name of a previously created WebSphere Commerce instance.
- *dbtype*: Either DB2 or Oracle.
- *dbhost*: The host name of the machine where the database resides.
- *staging*: Either Y or N if your database is for the staging server.
- *platform*: The platform of the database is ws or iSeries.
- *locale*: the default locale of this instance, and is one of: en_US, fr_FR, es_ES, de_DE, it_IT, pt_BR, ko_KR, ja_JP, zh_CN or zh_TW.

To verify that the script was successfully completed look at the schemacreation_fp*.log files located in the *WC_installdir*/logs directory.

Updating existing WebSphere Commerce and Payments instances

This section will update your WebSphere Commerce instance or Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments instance or both you have configured on your system.

▶ 400   **Note:** WebSphere Commerce Payments instances on OS/400 are updated by Program Temporary Fixes (PTFs) and not the fix pack. For a list of the PTFs, go to: ftp://ftp.software.ibm.com/software/websphere/commerce/55/en/v55ptf.html

1. ▶ AIX   ▶ Linux   ▶ Solaris   ▶ Windows   Using the command line, navigate to the *fp_installdir* directory.

   ▶ 400   Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to the *fp_installdir* directory.

2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

   ▶ AIX   ▶ Linux   ▶ Solaris   ./updateSilent.sh fixpack install [*Instance_dir* | *Pay_instance_dir*] *fixpackID fp_installdir*/was

   ▶ 400   ./updateSilent.sh fixpack install *Instance_dir fixpackID fp_installdir*/was

   ▶ Windows   updateSilent.bat fixpack install [*Instance_dir* | *Pay_instance_dir*] *fixpackID fp_installdir*\was

   When you see any of the following names, substitute your required option or system value as described:

   - *Instance_dir*: The path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section Path variables on page vii.
   - *Pay_instance_dir*: The path for your WebSphere Commerce Payments instance. The default directory is defined in the Preface under the section Path variables on page vii.
   - *fixpackID*: The name of the fix pack to be installed. For example, wc55BE_fp4_aix.
   - *fp_installdir*: The temporary directory where the fix pack was downloaded into.

   For example, to apply the fix pack to the WebSphere Commerce instance:

> **AIX** `./updateSilent.sh fixpack install`
`/usr/WebSphere/AppServer/installedApps/myhost/`
`WC_demo.ear wc55BE_fp4_aix /5504/was`

> **400** `./updateSilent.sh fixpack install`
`/QIBM/UserData/WebAS5/Base/WAS_myserver/installedApps/myhost/WC_demo.ear`
`wc55EXPRESS_fp4_os400 /5504/was`

> **Linux** `./updateSilent.sh fixpack install`
`/opt/WebSphere/AppServer/installedApps/myhost/`
`WC_demo.ear wc55PRO_fp4_linux /5504/was`

For example, to apply the fix pack to the Payments instance:

> **Solaris** `./updateSilent.sh fixpack install`
`/opt/WebSphere/AppServer/installedApps/myhost/`
`my_payments_Commerce_Payments_App.ear wc55PRO_fp4_sun /5504/was`

> **Windows** `updateSilent.bat fixpack install`
`c:\WebSphere\AppServer\installedApps\myhost\`
`my_payments_Commerce_Payments_App.ear wc55BE_fp4_win c:\5504\was`

3. Ensure that the installer displays the message `Fix pack installation completed successfully`. If you do not get this message the installer will indicate the log files to check.

4. The fix pack installation is complete; move on to "Post installation steps" on page 24 and complete any applicable steps.

Graphical user interface install

Note: Ensure that you complete all sections in the order that they appear.

Applying the fix pack to WebSphere Commerce

Updating WebSphere Commerce

1. Using the command line, navigate to the *fp_installdir* directory and type the following command based on your operating system:

    > **AIX** > **Linux** > **Solaris** `./updateWizard.sh`

    > **Windows** `updateWizard.bat`

2. Select a language and then click **OK**.

3. Click **Next** to continue.

4. Click **Next** to accept the WebSphere Commerce product found on your computer.

5. Select **Install fix packs**. Click **Next**.

6. Under Fix Pack Directory, type in the following:

    > **AIX** > **Linux** > **Solaris** *fp_installdir*/wc

    > **Windows** *fp_installdir*\wc

    Click **Next**.

7. Click **Next** to accept the fix pack found.

8. Click **Next** to begin installing.

9. Ensure that the installer displays the message `The following fix pack was successfully installed`. If you do not get this message the installer will indicate the log files to check. Click **Finish.**

Running the wc55nonroot script

This section will update file permissions on UNIX systems
1. Navigate to the *WC_installdir*/bin directory.
2. Run the following command:

    ./wc55nonroot.sh

Note: If you do not have existing WebSphere Commerce instances or Payments instances the fix pack installation is complete; move on to "Post installation steps" on page 24 and complete any applicable steps. If you have existing WebSphere Commerce instances or Payments instances move on to the next section.

Applying the fix pack to existing WebSphere Commerce and Payments instances

Running the config_ant script
This section will update all existing WebSphere Commerce instance XML files.

1. ▶ AIX   ▶ Linux   ▶ Solaris Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
2. Navigate to the *WC_installdir*/bin directory.
3. Run the following command:

    ▶ AIX   ▶ Linux   ▶ Solaris ./config_ant.sh -buildfile *WC_installdir*/xml/config/updateInstances.xml -DupdateCEP=no

    ▶ Windows config_ant.bat -buildfile *WC_installdir*\xml\config\updateInstances.xml -DupdateCEP=no

To verify that the script was successfully completed look at the updateInstance.log file located in the *WC_installdir*/logs directory.

Running the updatedb script
This section will update the WebSphere Commerce instance database. Repeat these steps for each WebSphere Commerce instance you have configured on your system.

1. ▶ AIX   ▶ Linux   ▶ Solaris Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
2. Navigate to the *WC_installdir*/bin directory.
3. Run the following command:

    ▶ AIX   ▶ Solaris   ▶ Linux ./updatedb.sh *dbname userId password instancename dbtype dbhost staging platform locale*

    ▶ Windows updatedb.bat *dbname userId password instanceName dbtype dbhost staging locale*

    When you see any of the following names, substitute your required option or system value as described:
    - *dbname*: The name of the database to be updated.
    - *userId*: The user ID of the user who owns the database.
    - *password*: The password of the user.
    - *instanceName*: The name of a previously created WebSphere Commerce instance.

- *dbtype*: Either DB2 or Oracle.
- *dbhost*: The host name of the machine where the database resides.
- *staging*: Either Y or N if your database is for the staging server.
- *platform*: The platform of the database is ws.
- *locale*: the default locale of this instance, and is one of: en_US, fr_FR, es_ES, de_DE, it_IT, pt_BR, ko_KR, ja_JP, zh_CN or zh_TW.

To verify that the script was successfully completed look at the schemacreation_fp*.log files located in the *WC_installdir*/logs directory.

Updating existing WebSphere Commerce and Payments instances

This section will update your WebSphere Commerce instance or Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments instance or both you have configured on your system.

1. ▶ AIX ▶ Linux ▶ Solaris Ensure that you are logged in as the root user.

2. Using the command line, navigate to the *fp_installdir* directory and enter the following commands based on your operating system:

   ▶ AIX ▶ Linux ▶ Solaris ./updateWizard.sh

   ▶ Windows updateWizard.bat

3. Select a language and then click **OK**

4. Click **Next** to continue.

5. Click **Specify product information**, then click **Browse**.

6. Navigate to the *WAS_installdir*/installedApps/*cell_name* directory and do one of the following:

   If you are applying the fix pack to a WebSphere Commerce instance:

   a. Click once on the **WC_*instance_name*.ear** folder.

   b. Click **Open**.

   c. Click **Next** to continue.

   If you are applying the fix pack to a WebSphere Commerce Payments instance:

   a. Click once on the *pay_instance_name*_**Commerce_Payments_App.ear** folder.

   b. Click **Open**.

   c. Click **Next** to continue.

7. Select **Install fix packs**. Click **Next**.

8. Under Fix Pack Directory, type in the following:

   ▶ AIX ▶ Linux ▶ Solaris *fp_installdir*/was

   ▶ Windows *fp_installdir*\was

   Click **Next**.

9. Click **Next** to accept the fix pack found.

10. Click **Next** to begin installing.

11. Ensure that the installer displays the message The following fix pack was successfully installed. If you do not get this message the installer will indicate the log files to check.

12. Click **Finish**. The fix pack installation is complete; move on to "Post installation steps" on page 24 and complete any applicable steps.

Post installation steps

Post install script

> Business   > Professional

This script corrects problems with the online help HTML files and updates property files.

1. ▶ AIX   ▶ Linux   ▶ Solaris   ▶ Windows   Using the command line, navigate to the *fp_installdir* directory.

    ▶ 400   Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to the *fp_installdir* directory.

2. Run the following command:

    ▶ AIX   ▶ 400   ▶ Linux   ▶ Solaris   `./postInstall.sh WC_installdir`

    ▶ Windows   `postInstall.bat "WC_installdir"`

For example, on Windows you might run the following:

```
postInstall.bat "c:\Program Files\WebSphere\CommerceServer55"
```

DB2 on Windows update steps

This step applies to systems with a DB2 database on Windows.

If you have an existing WebSphere Commerce instance then run the following commands from a DB2 command window on your WebSphere Commerce instance database. If you have not created a WebSphere Commerce instance yet, run the following commands after creating a WebSphere Commerce instance on your instance database:

```
db2 reorgchk update statistics on table all
db2rbind db_name all -l logfile
```

Updating EJB isolation levels

If you have existing WebSphere Commerce instances created run the following script to update the EJB isolation levels.

1. ▶ AIX   ▶ Linux   ▶ Solaris   Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.

    ▶ 400   Enter the QShell by typing QSH at the OS/400 command prompt.

2. Navigate to the *WC_installdir*/bin directory.

3. Run the following command:

    Note: Running the script without any parameters will display its usage and give an example.

    ▶ AIX   ▶ Linux   ▶ Solaris   `./fixDeploy.sh WC_installdir/bin/projectList.txt temporary_workspace WAS_installdir cell_name WC_instance_name workstation WC_installdir`

    ▶ Windows   `fixDeploy.bat WC_installdir\bin\projectList.txt temporary_workspace WAS_installdir cell_name WC_instance_name workstation WC_installdir`

    ▶ 400   `fixDeploy.sh WC_installdir/bin/projectList.txt temporary_workspace WAS_userdir cell_name WC_instance_name iSeries WC_installdir`

To verify that the script was successfully completed look at the fixDeploy.log file located in the *WC_installdir*/bin directory. Scroll to the end of fixDeploy.log file. The xmi files that were updated are listed under the last section titled `put the updated files back into Appserver`.

Updating Payments instances

If you have existing WebSphere Commerce Payments instances created complete the following steps.

1. Stop the Payments instance.
2. ▶ AIX ▶ Linux ▶ Solaris Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
3. Navigate to the *WC_installdir*/bin directory.
4. Run the following command:

   ▶ AIX ▶ Linux ▶ Solaris `./redeploypayments.sh [`*pay_instance_name pay_instance_password*`]`

   ▶ Windows `redeploypayments.bat [`*pay_instance_name pay_instance_password*`]`

   The optional parameters, *pay_instance_name* and *pay_instance_password* are only required if a specific payments instance is to be redeployed. If *pay_instance_name* and *pay_instance_password* are not provided, all Payment instances will be redeployed.
5. Start the Payments instance.

For instructions on how to stop and start a Payments instance, refer to the *IBM WebSphere Commerce Version 5.5 Installation Guide* or *IBM WebSphere Commerce — Express Installation Guide*.

Updating the IBM HTTP Server

If you have existing WebSphere Commerce instances created and are using the IBM HTTP server, complete the following steps for each WebSphere Commerce instance you have configured on your system.

1. Navigate to the *HttpServer_installdir*/conf directory and back up the current httpd.conf file.
2. Stop the IBM HTTP Server.
3. Start the WebSphere Commerce Configuration Manager server.
4. Launch the Configuration Manager Client graphical user interface.
5. Select **WebSphere Commerce** —> *cell_name* —>**Commerce** —> **Instance List** —> *instance_name* —> **Instance Properties** —> **Web Server**
6. On the Web Server panel, you do not need to update anything. Click **Apply**. Click **OK** when prompted to restart your web server. Click **OK** when the message `Successfully configured the webserver` is displayed.

   Note: Click **YES** in any message boxes you receive. These messages indicate that the IBM HTTP Server and the configuration file already exists.
7. Exit Configuration Manager.
8. Start the IBM HTTP Server.

These steps do the following for the specific existing instance configuration in the httpd.conf file:

The following lines are removed:

```
<DirectoryMatch "(.*)(WEB-INF|META-INF|xml)(.*)/">
 order allow,deny
deny from all
< /DirectoryMatch>
```

The following lines are added

AIX   Linux   Solaris

```
<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war>
<FilesMatch "\.(jsp|class|jar|xml|properties)">
order allow,deny
deny from all
</FilesMatch></Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/CommerceAccelerator.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/CommerceAccelerator.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/Stores.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/Stores.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/SiteAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/SiteAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war/WEB-INF>
```

```
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>
```

▶ 400

```
<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war>
<FilesMatch "\.(jsp|class|jar|xml|properties)">
order allow,deny
deny from all
</FilesMatch></Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/CommerceAccelerator.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/CommerceAccelerator.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/Stores.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/Stores.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/SiteAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/SiteAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>
```

```
<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>
```

▶ Windows

```
<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/OrganizationAdministration.war>
<FilesMatch "\.(jsp|class|jar|xml|properties)">
order allow,deny
deny from all
</FilesMatch></Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/CommerceAccelerator.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/CommerceAccelerator.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/Stores.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/Stores.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/SiteAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/SiteAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>
```

```
<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/OrganizationAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/OrganizationAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>
```

Chapter 5. Uninstalling the fix pack

Uninstall overview

The fix pack removal consists of the following sections:

- "Before removing the fix pack"
- "Before you uninstall"
- Uninstalling the fix pack using either the silent install or graphical user interface install
  - "Silent uninstall" on page 32
    - "Removing the fix pack from WebSphere Commerce" on page 32
    - "Removing the fix pack from existing WebSphere Commerce and Payments instances" on page 32
  - "Graphical user interface uninstall" on page 33
    - "Removing the fix pack from WebSphere Commerce" on page 33
    - "Removing the fix pack from existing WebSphere Commerce and Payments instances" on page 34

Before removing the fix pack

Uninstalling the fix pack will restore the WebSphere Commerce product back to the level it was at before the fix pack installation was completed. These instructions below also remove the fix pack code from those WebSphere Commerce or WebSphere Commerce Payments instances that were updated at the same time the fix pack was applied to your system.

WebSphere Commerce instances or WebSphere Commerce Payments instances that were created after the installation of the fix pack, will remain at the current fix pack level. Following these instructions will not restore these instances to the previous level. If these instances are required to be at the previous level, contact IBM Support for further assistance.

If you are uninstalling multiple fix packs, the uninstallation of the fix packs must occur in the reverse-order of their installation. For example, if the system has both fix packs 1 and 4 installed and you would like to revert the system to the pre-fix pack 1 level, then you must uninstall fix pack 4 first, then uninstall fix pack 1.

Before you uninstall

1. ▶ AIX ▶ Linux ▶ Solaris Ensure that you are logged in as the root user for WebSphere Commerce.

   ▶ 400 Ensure that you are logged in as a user that has QSECOFR authority.

   ▶ Windows Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.

2. Stop the following:
   - Web server and its respective administration processes.
   - WebSphere Commerce Application Servers. For example, WC_*instance_name*.
   - WebSphere Commerce Configuration Manager server.

For the specific requirements on each of the supported operating systems, refer to "Prerequisite software" in the *IBM WebSphere Commerce Version 5.5 Installation Guide* or *IBM WebSphere Commerce — Express Installation Guide*

There are two ways to uninstall this fix pack, depending on your operating system.

▶ 400 Only the silent uninstall is available.

▶ AIX ▶ Linux ▶ Solaris ▶ Windows Either the silent uninstall or the graphical user interface uninstall may be used.

Silent uninstall

Removing the fix pack from WebSphere Commerce

1. ▶ AIX ▶ Linux ▶ Solaris ▶ Windows Using the command line, navigate to the *fp_installdir* directory.

   ▶ 400 Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to the *fp_installdir* directory.

2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

   ▶ AIX ▶ 400 ▶ Linux ▶ Solaris `./updateSilent.sh fixpack uninstall` *WC_installdir fixpackID*

   ▶ Windows `updateSilent.bat fixpack uninstall` *WC_installdir fixpackID*

   When you see any of the following names, substitute your required option or system value as described:

   - *WC_installdir*: The installation path for WebSphere Commerce 5.5. The default installation directory is defined in the Preface under the section Path variables on page vi.
   - *fixpackID*: The name of fix pack to be uninstalled. For example, wc55BE_fp4_aix.

   For example, to remove the fix pack from WebSphere Commerce:

   ▶ 400 `./updateSilent.sh fixpack uninstall` `/QIBM/ProdData/CommerceServer55 wc55BE_fp4_os400`

   ▶ Windows `updateSilent.bat fixpack uninstall` `c:\WebSphere\CommerceServer55 wc55EXPRESS_fp4_win`

3. Ensure that the installer displays the message `Fix pack uninstallation completed`. If you do not get this message the installer will indicate the log files to check.

Note: If you do not have existing WebSphere Commerce instances or Payments instances, the fix pack uninstallation is complete. If you have existing WebSphere Commerce instances or Payments instances on which the fix pack has been applied, move on to the next section.

Removing the fix pack from existing WebSphere Commerce and Payments instances

This section will remove the fix pack from your existing WebSphere Commerce instance or Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments instance or both you have configured on you system.

1. `▶ AIX` `▶ Linux` `▶ Solaris` `▶ Windows` Using the command line, navigate to the *fp_installdir* directory.

   `▶ 400` Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to the *fp_installdir* directory.

2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

   `▶ AIX` `▶ Linux` `▶ Solaris` `./updateSilent.sh fixpack uninstall [` *Instance_dir* `|` *Pay_instance_dir* `]` *fixpackID*

   `▶ 400` `./updateSilent.sh fixpack uninstall` *Instance_dir fixpackID*

   `▶ Windows` `updateSilent.bat fixpack uninstall [` *Instance_dir* `|` *Pay_instance_dir* `]` *fixpackID*

   When you see any of the following names, substitute your required option or system value as described:

   - *Instance_dir*: The path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section Path variables on page vii.
   - *Pay_instance_dir*: The path for your WebSphere Commerce Payments instance. The default directory is defined in the Preface under the section Path variables on page vii.
   - *fixpackID*: The name of fix pack to be uninstalled. For example, wc55BE_fp4_aix.

   For example, to remove the fix pack from the WebSphere Commerce instance:

   `▶ 400` `./updateSilent.sh fixpack uninstall /QIBM/UserData/WebAS5/Base/WAS_myserver/installedApps/myhost/WC_demo.ear wc55BE_fp4_os400`

   `▶ Windows` `updateSilent.bat fixpack uninstall c:\WebSphere\AppServer\installedApps\myhost\ my_payments_Commerce_Payments_App.ear wc55EXPRESS_fp4_win`

   For example, to remove the fix pack from the Payments instance:

   `▶ AIX` `./updateSilent.sh fixpack uninstall /usr/WebSphere/CommerceServer55/installedApps/myhost/ my_payments_Commerce_Payments_App.ear wc55BE_fp4_aix`

3. Ensure that the installer displays the message `Fix pack uninstallation completed`. If you do not get this message the installer will indicate the log files to check. Uninstallation of the fix pack is complete.

Graphical user interface uninstall

Removing the fix pack from WebSphere Commerce

1. Using the command line, navigate to the *fp_installdir* directory and type the following commands based on your operating system:

   `▶ AIX` `▶ Linux` `▶ Solaris` `./updateWizard.sh`

   `▶ Windows` `updateWizard.bat`

2. Select a language and then click **OK**.
3. Click **Next** to continue.
4. Click **Next** to accept the WebSphere Commerce product found on your computer.

5. Select **Uninstall fix packs**. Click **Next**.
6. Select the fix pack to be uninstalled. Click **Next** to continue
7. Click **Next** to uninstall the fix pack.
8. Ensure that the installer displays the message `The following fix pack was successfully uninstalled`. If you do not get this message the installer will indicate the log files to check. Click **Finish** to exit.

Note: If you do not have existing WebSphere Commerce instances or Payments instances the fix pack uninstallation is complete. If you have existing WebSphere Commerce instances or Payments instances on which the fix pack has been applied, move on to the next section.

Removing the fix pack from existing WebSphere Commerce and Payments instances

This section will remove the fix pack from your existing WebSphere Commerce instance or Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments instance or both you have configured on you system.

1. Using the command line, navigate to the *fp_installdir* directory and type the following commands based on your operating system:

   AIX   Linux   Solaris   `./updateWizard.sh`

   Windows   `updateWizard.bat`

2. Select a language and then click **OK**.
3. Click **Next** to continue.
4. Click **Specify product information**, then click **Browse**.
5. Navigate to the *WAS_installdir*/installedApps/*cell_name* directory and do one of the following:

   If you are removing the fix pack from a WebSphere Commerce instance:

   a. Click once on the **WC_***instance_name***.ear** folder.
   b. Click **Open**.
   c. Click **Next** to continue.

   If you are removing the fix pack from a WebSphere Commerce Payments instance:

   a. Click once on the *pay_instance_name*_**Commerce_Payments_App.ear** folder.
   b. Click **Open**.
   c. Click **Next** to continue.

6. Select **Uninstall fix packs**. Click **Next**. If the installer is unable to locate the installed fix pack, exit the installer and return to step 1.
7. Select the fix pack to be uninstalled. Click **Next** to continue.
8. Click **Next** to uninstall the fix pack.
9. Ensure that the installer displays the message `The following fix pack was successfully uninstalled`. If you do not get this message the installer will indicate the log files to check.
10. Click **Finish**. Uninstallation of the fix pack is complete.

Chapter 6. Troubleshooting

Technotes

The following technote provides a link to all technotes related to this fix pack. Technotes can be found by using the technote number to search the IBM Web site (www.ibm.com).

Table 2. IBM WebSphere Commerce Fix Pack Technotes

Title	Number	Description
WebSphere Commerce 5.5.0.4 Master Technote	1167171	A single technote that contains links to all technotes related to WebSphere Commerce 5.5 and WebSphere Commerce — Express. Technotes addressed by this fix pack, and any new technotes, will be included in this Master Technote. http://www.ibm.com/support/docview.wss? uid=swg21167171

Windows troubleshooting

Spaces in the install path

If you are installing the fix pack onto a Windows machine and your install path contains spaces, you must use the GUI installer.

PATH or CLASSPATH variables are too long

If you encounter either of the following errors:

```
The input line is too long.
The syntax of the command is incorrect.
```

Your PATH or CLASSPATH variables are too long. Close the Command Prompt window you are working in and open a new one in order to reset these variables.

UNIX troubleshooting

Stored procedures fail to create

> DB2

If, during a shopping flow, you encounter a Generic Error page and one or more of the following errors:

- In the HTML source code of the Generic Error page you find an error similar to the following:

  ```
  System Message: The following SQL Exception occurred during processing:
  "[IBM][CLI Driver][DB2/SUN] SQL0444N  Routine "*INVSTORE" (specific name
  "SQL040406192231290") is implemented with code in library or path
  "...function/AVAILINVSTORE", function "AVAILINVSTORE" which cannot be
  accessed.  Reason code: "4".  SQLSTATE=42724.
  ```

- In the SystemOut.log file you find an error similar to the following followed by a stack trace:

```
[4/6/04 19:00:44:425 EDT]   567cee CommerceSrvr A
com.ibm.commerce.fulfillment.commands.StoredProcedureHelperProxy
callAvailI nvStore CMN1011S: Invoking stored procedure "AvailInvStore".
[4/6/04 19:00:44:614 EDT]   567cee CommerceSrvr  E
com.ibm.commerce.fulfillment.commands.CheckInventoryAvailabilityCmdImpl
che ckInventoryAvailabilty CMN0417E: The following SQL Exception occurred
during processing: "[IBM][CLI Driver][DB2/SUN] SQL0444N  Routine
"*INVSTORE" (specific name "SQL040406190044590") is implemented with code
in library or path "...function/AVAILINVSTO RE", function "AVAILINVSTORE"
which cannot be accessed.  Reason code: "4".  SQLSTATE=42724
".COM.ibm.db2.jdbc.DB2Exception: [IBM][CLI Driver][DB2/SUN] SQL0444N
Routine "*INVSTORE" (specific name "SQL040406190044590") is implemented
with code in library or path "...function/AVAILINVSTORE", function
"AVAILINVSTORE" which cannot be accessed. Reason code: "4".
SQLSTATE=42724
```

- In the createsp.log located in the *WC_installdir*/instances/*instance_name*/logs directory, you find an error similar to the following:

```
put routine from availreceipts.spa owner db2inst1 use registers SQL0443N
Routine "SYSFUN.PUT_ROUTINE_SAR" (specific name "PUT_SAR") has returned
an error SQLSTATE with diagnostic text "-970, 55009, ". SQLSTATE=38000
```

Your stored procedures may have failed to create. To workaround this problem drop and re-create your stored procedures by doing the following:

1. Stop your WebSphere Commerce instance and Payments instance.
2. Ensure that the WebSphere Commerce non-root user ID is part of the DB2 instance owner's group (The default group is db2grp1) and is part of the DB2 fenced user's group (The default group is db2fgrp1).
3. Stop and start DB2.
4. Switch to the WebSphere Commerce non-root user ID.
5. Navigate to *WC_installdir*/bin.
6. Run the following script to drop you store procedures:

   ./dropsp.db2.sh *db_name db_user db_password*

   Note: You may see errors here because there are no stored procedures to drop.
7. Run the following script to re-create your stored procedures:

   ./createsp.db2.sh *db_name db_user db_password schema_owner*

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37

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