IBM WebSphere Commerce - Express

IBM

Installation Guide for Linux systems

Version 5.5

About this book

Document description

This installation guide provides information on how to install and configure IBM®
WebSphere® Commerce - Express on Linux operating systems running on Intel®
based systems. It is intended for system administrators or for anyone else
responsible for performing installation and configuration tasks.

Important

Unless otherwise noted, all references to *WebSphere Commerce* in this book
refer to WebSphere Commerce - Express.

Updates to this book

To learn about last-minute changes to the product, refer to the README file in the
root directory of the WebSphere Commerce - Express CD 1. In addition, a copy of
this book, and any updated versions of this book, are available as PDF files from
the WebSphere Commerce technical library Web site:

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

Updated versions of this book are also available from the WebSphere Commerce
Zone at WebSphere Developer Domain:

`http://www.ibm.com/software/wsdd/zones/commerce/`

Support is information is available from the WebSphere Commerce support Web
site:

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

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	Used to emphasize words. Italics also indicate names for which you must substitute the appropriate values for your system.

 This icon marks a Tip - additional information that can help you
complete a task.

Important

These sections highlight especially important information.

> **Attention**
>
> These sections highlight information intended to protect your data.

Path variables

This guide uses the following variables to represent directory paths:

DB2_installdir
> This is the installation directory for DB2 Universal Database™. The default installation directory is `/opt/IBM/db2/V8.1`.

HTTPServer_installdir
> This is the installation directory for IBM HTTP Server. The default installation directory is `/opt/IBMHttpServer`.

WAS_installdir
> This is the installation directory for WebSphere Application Server. The default installation directories is `/opt/WebSphere/AppServer`

WC_installdir
> This is the installation directory for WebSphere Commerce. The default installation directory is `/opt/WebSphere/CommerceServer55`.

Knowledge requirements

This book should be read by for system administrators or anyone else responsible for installing and configuring WebSphere Commerce - Express.

People who are installing and configuring WebSphere Commerce - Express should have knowledge in the following areas:
- Linux
- Basic operating system commands
- DB2 Universal Database
- IBM HTTP Server operation and maintenance
- Basic SQL commands
- The Internet

To create and customize your store, you require knowledge of the following:
- WebSphere Application Server
- DB2 Universal Database
- HTML and XML
- Structured Query Language (SQL)
- Java™ programming

Refer to *WebSphere Commerce Programming Guide and Tutorials* for more information on customizing your store or mall. A copy of this book is included with both WebSphere Commerce and WebSphere Commerce Studio.

Contents

Part 1. Getting ready to install WebSphere Commerce - Express

Chapter 1. Welcome to WebSphere Commerce - Express

This book describes how to install and configure IBM WebSphere Commerce - Express Version 5.5 for Linux. It is intended for system administrators or for anyone else responsible for performing installation and configuration tasks.

> **Important**
>
> Unless otherwise noted, all references to *WebSphere Commerce* in this book refer to WebSphere Commerce - Express.

Products included with WebSphere Commerce - Express

The following products are packaged with WebSphere Commerce - Express:
- WebSphere Commerce - Express:
  - WebSphere Commerce server, which includes:
    - Product Advisor
    - WebSphere Commerce Accelerator
    - WebSphere Commerce Administration Console
    - WebSphere Commerce Organization Administration Console
  - WebSphere Commerce Payments, which includes:
    - WebSphere Commerce Payments Cassette for VisaNet
    - WebSphere Commerce Payments Cassette for BankServACH
    - WebSphere Commerce Payments Cassette for Paymentech
    - WebSphere Commerce Payments CustomOffline Cassette
    - WebSphere Commerce Payments OfflineCard Cassette
  - WebSphere Commerce Analyzer
- DB2 Extenders™, which includes the following:
  - DB2 Universal Database Administration Clients
- IBM HTTP Server Version 1.3.26.2
- IBM WebSphere Application Server Version 5.0.2

> **Important**
>
> All WebSphere Commerce - Express components and the supporting software must run on the same operating system. The operating system must meet the requirements outlined in Chapter 2, "Preinstallation requirements," on page 9.
>
> WebSphere Commerce - Express does not support a heterogeneous operating environment — all nodes in a multiple node topology must run the same version and level of operating system as documented in Chapter 2, "Preinstallation requirements," on page 9.

Components already installed

This section outlines tasks you must perform if you have already installed any of the IBM products that are included with WebSphere Commerce Version 5.5.

IBM HTTP Server Version 1.3.26.2

Preparing Secure Sockets Layer protocol for testing

If you have IBM HTTP Server already installed on your system, you must ensure that SSL is enabled. If SSL is enabled, you should be able to open the following URL in a Web browser:

```
https://host_name
```

where *host_name* is the fully qualified host name of the machine running IBM HTTP Server.

If you cannot open the URL above, you must enable SSL on the Web server. For instructions on enabling SSL, refer to the IBM HTTP Server documentation.

Before you open your store to shoppers, ensure you review *WebSphere Commerce Security Guide*.

IBM HTTP Server Version 1.3.26.2 and IBM WebSphere Application Server Version 5.0.2

If you have IBM HTTP Server Version 1.3.26.2 and IBM WebSphere Application Server Version 5.0.2 already installed, do the following:

1. Check for the existence of the WebSphere Application Server plug-in configuration file. The following is the full path for the plug-in configuration file:

   ```
   WAS_installdir/config/cells/plugin-cfg.xml
   ```

2. Do one of the following, depending on the existence of the `plugin-cfg.xml` file:

   * If the `plugin-cfg.xml` file exists, ensure the plug-in has been applied to the *HTTPServer_installdir*/conf/httpd.conf file. The following four lines should exist in the file:

     ```
     Alias /IBMWebAS/ WAS_installdir/web/
     Alias /WSsamples WAS_installdir/WSsamples/
     LoadModule ibm_app_server_http_module WAS_installdir/bin/
         mod_ibm_app_server_http.so
     WebSpherePluginConfig WAS_installdir/config/cells/plugin-cfg.xml
     ```

     These lines may not appear together — you may have perform a text search on the file to confirm the presence of these lines. If these lines are missing, add them to the end of the file and restart the Web server.

   * If the `plugin-cfg.xml` file does not exist, ensure that the plug-in has *not* been applied to the *HTTPServer_installdir*/conf/httpd.conf file. The following four lines should not exist in the files. If any of the following four lines exist, remove them from the file:

     ```
     Alias /IBMWebAS/ WAS_installdir/web/
     Alias /WSsamples WAS_installdir/WSsamples/
     LoadModule ibm_app_server_http_module WAS_installdir/bin/
         mod_ibm_app_server_http.so
     WebSpherePluginConfig WAS_installdir/config/cells/plugin-cfg.xml
     ```

     These lines may not appear together — you may have perform a text search on the file to confirm the presence of these lines. If any of these lines are present, remove them, save your changes, and restart the Web server.

Supported Web browsers

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

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

- AOL 7 or above for Windows
- Microsoft Internet Explorer:
  - Version 5.5 or higher for Windows
  - Version 5 or higher for Macintosh
- Mozilla Version 1.0 or higher
- Netscape Version 6.0 or higher
- Netscape Navigator Version 4.6 or higher

Port numbers used by WebSphere Commerce - Express

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

For instructions for learning which ports are in use, refer to your operating system documentation.

> **Important**
> This section only lists ports required by the software provided with WebSphere Commerce - Express. For port numbers required by non-IBM software, refer to the documentation for the non-IBM software package.

Port Number
> **Used By**

21   FTP port. This port is required when creating a WebSphere Commerce or WebSphere Commerce Payments instance that uses a remote Web server.

80   IBM HTTP Server.

389   Lightweight Directory Access Protocol (LDAP) Directory Server.

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

1099   WebSphere Commerce Configuration Manager server.

2809   WebSphere Application Server Bootstrap address.

5432   WebSphere Commerce Payments non-secure server.

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

5557   WebSphere Application Server Internal Java Messaging Service server.

5558   WebSphere Application Server Java Messaging Service server queued address.

5559   WebSphere Application Server Java Messaging Service direct address.

7873   WebSphere Application Server DRS client address.

8000   WebSphere Commerce Tools. This secure port requires SSL.

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

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

8008   IBM HTTP Server Administration port.

8880   WebSphere Application Server SOAP Connector address.

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

9080   WebSphere Application Server HTTP Transport.

9090   WebSphere Application Server Administration Console Port.

9443   WebSphere Application Server HTTPS Transport Port.

9501   WebSphere Application Server Secure Association Service.

9502   WebSphere Application Server Common Secure Port.

9503   WebSphere Application Server Common Secure Port.

50000   DB2® server port.

at least one port at 60000 or higher
       DB2 TCP/IP communications.

Locales used by WebSphere Commerce - Express

WebSphere Commerce - Express only uses valid Java locales. Ensure that your systems have the appropriate locale installed for your language. Ensure that any locale-related environment variables are set to include the WebSphere Commerce–supported locale.

Table 1. Linux locale codes supported by WebSphere Commerce - Express

Language	Locale Code	LC_ALL value
German	de_DE	de_DE
English	en_US	en_US
Spanish	es_ES	es_ES
French	fr_FR	fr_FR
Italian	it_IT	it_IT
Japanese	Ja_JP	Ja_JP
Korean	ko_KR	ko_KR
Brazilian Portuguese	pt_BR	pt_BR
Simplified Chinese	zh_CN	zh_CN
Traditional Chinese	zh_TW	zh_TW

Note: SuSE Linux Enterprise Server 8 operating system does not support the following locales:

- Traditional Chinese (zh_TW)

To determine your locale, run one the following commands, depending on the Linux distribution you are using:

Linux distribution	Command
Red Hat	`echo $LANG`
SuSE	`echo $LC_CTYPE`

If your locale is not supported, change your locale properties by running one of the following sets of commands as root user, depending on the Linux distribution you are using:

Linux distribution	Command
Red Hat	`LANG=xx_XX` `export LANG`
SuSE	`LC_CTYPE=xx_XX` `export LC_CTYPE`

Where xx_XX is your four letter locale code with the same capitalization as shown in the above table.

Chapter 2. Preinstallation requirements

This chapter describes the steps you need to perform before you install WebSphere Commerce - Express. To perform the steps described in this publication, you must have `root` user access.

Prerequisite hardware

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

Prerequisite hardware for Linux on Intel based systems

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

- A minimum of 1 GB of random access memory (RAM) per processor

  This requirement is for the initial WebSphere Commerce instance and its associated WebSphere Commerce Payments instance. Each additional WebSphere Commerce instance and its associated WebSphere Commerce Payments instance requires an additional 512 MB of RAM per processor.

- A minimum of 4 GB of free disk space
- A minimum of 1 GB of paging space per processor

  This requirement is for the initial WebSphere Commerce instance and its associated WebSphere Commerce Payments instance. Each additional WebSphere Commerce instance and its associated WebSphere Commerce Payments instance requires an additional 1 GB of paging space per processor.

- A CD-ROM drive
- A graphics capable monitor
- A mouse or other pointing device
- A local area network (LAN) adapter that supports TCP/IP

Prerequisite software

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

Prerequisite software for Linux on Intel based systems

WebSphere Commerce - Express requires one of the following operating systems:

- Red Hat Enterprise Linux AS (formerly Red Hat Linux Advanced Server) Version 2.1

  Ensure the following packages are available on the system:
  - pdksh-5.2.14-13
  - ncurses-5.2-12

- SuSE Linux Enterprise Server 8

  Ensure that the following packages are available on the system:
  - pdksh-5.2.14-532
  - ncurses-5.2-402

You can check the availability of packages by issuing the following command:

```
rpm -qa | grep package_name
```

If the required packages have not been installed, you must install the packages before installing WebSphere Commerce - Express.

Ensure that you have a Netscape Web browser installed. A Netscape Web browser is required to view the information available through the LaunchPad that displays before installing WebSphere Commerce - Express.

Network configuration requirements

In addition to the hardware and software requirements , ensure that the network configuration of the system meets the following requirements:

- The system must have a resolvable domain name.

  The host name combined with the domain name is the fully qualified host name. For example, if the host name is *system1* and the domain is *domain.net*, the fully qualified host name is *system1.domain.net*.

  Issuing the following command from a command prompt session should return the IP address of the system:

  ```
  nslookup 'fully_qualified_host_name'
  ```

  The desired result is a reply with the correct IP address of the system.

- The IP address on the system must resolve to a host name (including a domain). To determine if the IP address is mapped to a fully qualified host name, start a command prompt session and issue the following command:

  ```
  nslookup 'IP_address'
  ```

  The desired result is a reply with the correct fully qualified host name of the system.

- Ensure that all nodes in your configuration can be reached from other computers in the network by pinging the fully-qualified host name of each node in the configuration.

Reviewing the README file

Reviewing the README file is an important prerequisite for installing WebSphere Commerce - Express. The README file contains information about last-minute changes to the product. Last-minute changes may include additional fixes that must be installed before using WebSphere Commerce - Express.

Failure to install any last minute fixes listed in the README file will result in WebSphere Commerce - Express not functioning correctly.

The README file can be found in the root directory of WebSphere Commerce - Express CD 1. The README file name is:

```
readme_language_code.htm
```

where *language_code* is one of the following:

Language	Language code
German	de_DE
English	en_US

Language	Language code
Spanish	es_ES
French	fr_FR
Italian	it_IT
Japanese	ja_JP
Korean	ko_KR
Brazilian Portuguese	pt_BR
Simplified Chinese	zh_CN
Traditional Chinese	zh_TW

Other requirements

You must also do the following:

- Ensure that any Web servers, Java application servers, and any non-essential Java processes are stopped before installing WebSphere Commerce - Express.
- Ensure than any other InstallShield MultiPlatform installers have completed or are stopped before installing WebSphere Commerce - Express.
- If the Apache Web server is installed on the system, uninstall it from the system.
- If you are running Lotus® Notes®, or any other server on your machine, stop the server. If you have a Web server on your machine that is currently using the following port, disable it: 80, 443, 5442, 5443, 8000, 8002, and 8004.

Chapter 3. Recommended topologies

This chapter describes recommended topologies for WebSphere Commerce - Express components and the supporting software, such as the database server and the Web server. The topologies described in this chapter are the most common topologies used with WebSphere Commerce - Express, however other topologies of WebSphere Commerce - Express are still possible.

In all topologies, all nodes must be running the same operating system at the same level. This includes any patches, revisions, service packs or fix packs required by WebSphere Commerce - Express.

In this chapter the following terms are used:

database node
> A node in a topology that only contains the database server used by WebSphere Commerce - Express.

Web server node
> A node in a topology that only contains the Web server used by WebSphere Commerce - Express.

WebSphere Commerce node
> A node in a topology that contains the WebSphere Commerce server. While the node may also contain the database server or Web server, depending on the topology, if a node contains the WebSphere Commerce server, it will be referred to as the WebSphere Commerce node.

One-node topology

In a one-node topology, all WebSphere Commerce - Express components and the supporting software are installed on a single node. This includes your database server, Web server, WebSphere Application Server, WebSphere Commerce Payments, and the WebSphere Commerce server.

Installing WebSphere Commerce - Express in a one-node topology

To install WebSphere Commerce in a one-node topology, you have two options:

Quick installation
> You can only use the quick installation option of the WebSphere Commerce - Express installation wizard to install WebSphere Commerce - Express in a one-node topology if the machine meets the following criteria:
>
> * No version or edition of WebSphere Commerce - Express is installed on the machine.
> * No version or edition of DB2 Universal Database is installed on the machine.
> * No version or edition of WebSphere Application Server is installed on the machine.
> * No version or edition of IBM HTTP Server is installed on the machine.

During a quick installation, you can choose not to install the WebSphere Commerce Payments component, but all other WebSphere Commerce components and supporting software are installed.

A quick installation creates a WebSphere Commerce instance after all components and supporting software have been installed. If you choose to install WebSphere Commerce Payments, a WebSphere Commerce Payments instance is created.

Instructions for completing a quick installation are provided in *WebSphere Commerce - Express Quick Beginnings*.

Custom installation

You can use the custom installation option of the WebSphere Commerce - Express installation wizard to install WebSphere Commerce - Express in a one-node topology as long as the following conditions have been met:

- The node meets the hardware, operating system, and networking requirements for WebSphere Commerce - Express.
- If a database server is already installed on the node, the database server must be a database server supported by WebSphere Commerce - Express and the database server must be at the version level required by WebSphere Commerce - Express.
- If a Web server is already installed on the node, the Web server must be a Web server supported by WebSphere Commerce - Express and the Web server must be at the version level required by WebSphere Commerce - Express.

  If you already have IBM HTTP Server installed on the node, you must do the following on the node before installing WebSphere Commerce - Express:
  - Enable SSL in the Web server
  - Install WebSphere Application Server

    This step is not required if you have IBM HTTP Server installed on the node from installing WebSphere Application Server on the node.

- If WebSphere Application Server is already installed on the node, WebSphere Application Server must be the edition and version of WebSphere Application Server supported by WebSphere Commerce - Express.

  If you have WebSphere Application Server Version 5.0 or Version 5.0.1 installed, it will be upgraded to WebSphere Application Server Version 5.0.2 during the installation of WebSphere Commerce - Express.

A custom installation does not create a WebSphere Commerce instance or a WebSphere Commerce Payments instance. The instances must be created after completing the installation.

Instruction for completing a custom installation are provided in *WebSphere Commerce - Express Installation Guide*.

The following diagram shows a one-node topology:

Note: WebSphere Commerce Configuration Manager consists of two components: a GUI client and a server. The Configuration Manager server and client are always installed on the same node as WebSphere Commerce Server and WebSphere Commerce Payments.

You can run the WebSphere Commerce Configuration Manager client on any workstation capable of displaying graphics.

The WebSphere Commerce Configuration Manager client can be installed separately using the custom installation option of the installation wizard.

Three-node topology

In a three-node topology, all WebSphere Commerce - Express components are installed on one node, the database server is installed on a second node, and the Web server is installed on a third node.

The following diagram shows a three-node topology:
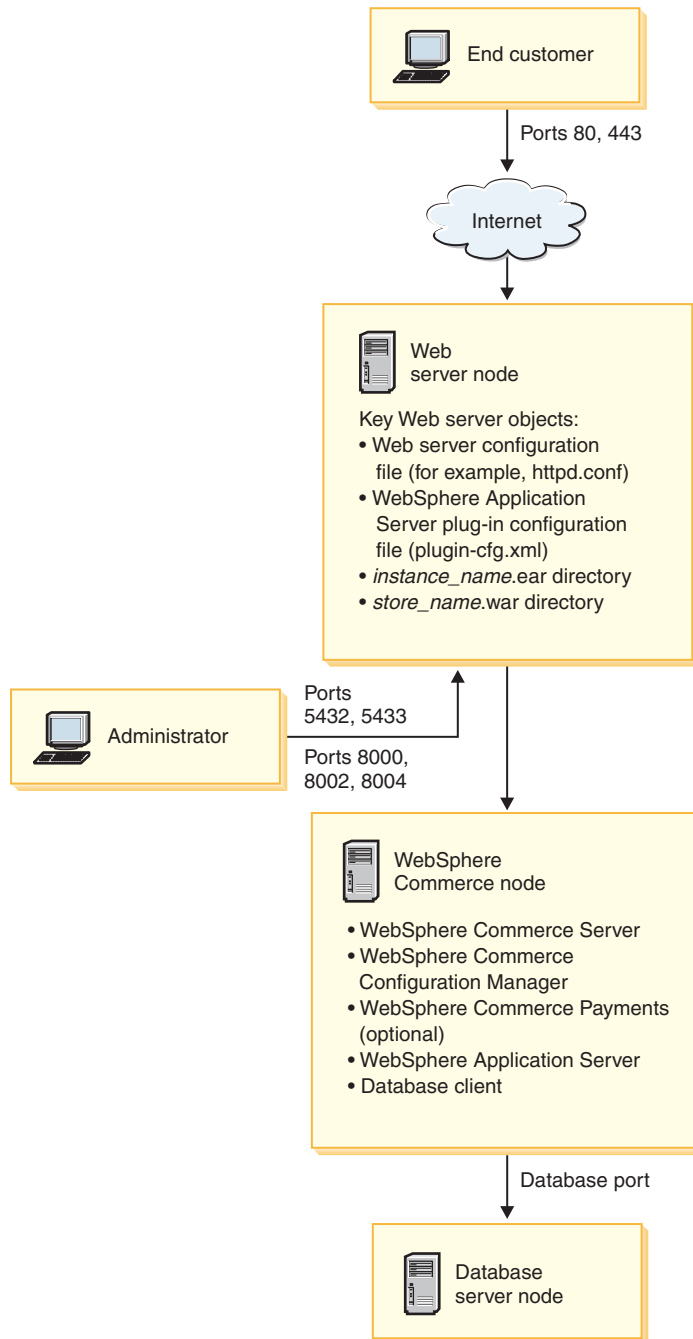
Note: WebSphere Commerce Configuration Manager consists of two components: a GUI client and a server. The Configuration Manager server and client are always installed on the same node as WebSphere Commerce Server and WebSphere Commerce Payments.

You can run the WebSphere Commerce Configuration Manager client on any workstation capable of displaying graphics.

The WebSphere Commerce Configuration Manager client can be installed separately using the custom installation option of the installation wizard.

Installing WebSphere Commerce - Express in a three-node topology

To install WebSphere Commerce - Express in a three-node topology, do the following:

1. Ensure that the following conditions have been met:
   - Each node meets the hardware, operating system, and networking requirements for WebSphere Commerce - Express.
   - If a database server is already installed on the database node, the database server must be a database server supported by WebSphere Commerce - Express and the database server must be at the version level required by WebSphere Commerce - Express.
   - If a Web server is already installed on the Web server node, the Web server must be a Web server supported by WebSphere Commerce - Express and the Web server must be at the version level required by WebSphere Commerce - Express.

     If you already have IBM HTTP Server installed on the node, you must do the following on the node before installing WebSphere Commerce - Express:
     - Enable SSL in the Web server
     - Install the WebSphere Application Server Web server plug-in
     - Apply WebSphere Application Server PTF 2
     - Apply required WebSphere Application Server fixes
   - If WebSphere Application Server is already installed on the WebSphere Commerce node, WebSphere Application Server must be the edition and version supported by WebSphere Commerce - Express.

     If you have WebSphere Application Server Version 5.0 or Version 5.0.1 installed, it will be upgraded to WebSphere Application Server Version 5.0.2 during the installation of WebSphere Commerce - Express.
   - Ensure that no Web servers or database servers are installed on the machine which will become the WebSphere Commerce - Express node. The machine can have a database client installed.

     If a Web server or database server is detected on the machine onto which you are installing WebSphere Commerce – Express, the installation wizard assumes that the Web server or database server found on the machine are the ones to use with WebSphere Commerce – Express.
2. If required, install the database server on the database node.

   To install the database server, perform a custom installation on the database node and select **DB2 Universal Database** from the list of components available.
3. If required, install the Web server on the Web server node.

   To install the Web server, perform a custom installation on the Web server node and select **IBM HTTP Server, including WebSphere Application Server plug-in** from the list of components available.

   If you want to access the WebSphere Commerce - Express online help, ensure that you install it on this node.
4. Install the remaining WebSphere Commerce - Express components on the WebSphere Commerce node.

   To install the remaining WebSphere Commerce - Express components, perform a custom installation on the WebSphere Commerce node and select the following components from the list of components available:
   - **WebSphere Commerce Server**
   - **WebSphere Commerce Payments** (optional)

Installing WebSphere Commerce Payments is optional.

Development environment topologies

The WebSphere Commerce development environment supports the following topologies:

one-node development topology
In this topology, all components of the WebSphere Commerce development environment are installed on a single node.

two-node development topology
In this topology, the database server is installed on one node and all other WebSphere Commerce development environment components are installed on another node.

three-node development topology
In this topology, the database server is installed on one node, WebSphere Commerce Payments is installed on a second node, and the remaining WebSphere Commerce components are installed on a third node.

The three-node development topology is not directly supported by the WebSphere Commerce development environment installation wizard since a full installation of WebSphere Commerce Payments is required — WebSphere Commerce Payments running in the development environment is not supported in this topology.

It is recommend that you install the WebSphere Commerce development environment on a separate node from the nodes that make up the WebSphere Commerce production, testing, or staging environments.

Instructions on installing the development environment are provided in *WebSphere Commerce - Express Developer Edition Installation Guide*.

Chapter 4. How to install WebSphere Commerce - Express

This chapter provides an outline of the steps you must perform to successfully install WebSphere Commerce - Express.

To complete a successful installation and configuration of WebSphere Commerce - Express, do the following:

1. Plan your configuration of WebSphere Commerce - Express.

    In planning your configuration, you should determine the number of machines on which you will install the various components of WebSphere Commerce - Express, including the database and the Web server.

    Review the descriptions of the installation configurations supported by WebSphere Commerce - Express in Chapter 3, "Recommended topologies," on page 13 to help plan your configuration.

2. Ensure that all of the nodes in your planned configuration meet the prerequisites outlined in Chapter 2, "Preinstallation requirements," on page 9.

3. Install and configure the database according to the information available in Part 2, "Installing a database," on page 21.

    Ensure that you review *all* of the chapters in the section before installing and configuring the database.

4. Create the operating system user IDs and groups required by WebSphere Commerce - Express. For details, refer to "Creating required WebSphere Application Server users and groups" on page 29.

5. Gather all of the IDs and other information required to complete the WebSphere Commerce - Express installation wizard. This information is outlined in Chapter 8, "Quick reference to IDs required during installation," on page 31.

6. Complete the pre-installation checklist provided in "Pre-installation checklist" on page 30 to ensure that you are ready to install WebSphere Commerce - Express.

7. Install WebSphere Commerce - Express according to your planned configuration and the information available in Part 3, "Installing WebSphere Commerce - Express," on page 27.

    Ensure you review *all* of the chapters in the section before installing and configuring WebSphere Commerce - Express.

8. Create a WebSphere Commerce instance and a WebSphere Commerce Payments instance according to the information available in Part 4, "Creating a WebSphere Commerce and a WebSphere Commerce Payments instance," on page 43.

> **Important**
>
> When you create a WebSphere Commerce instance, you create a Site
> Administrator user ID and password. It is crucial that you remember this
> user ID and password as after instance creation, this is the only user ID
> that can access the WebSphere Commerce Administration Console,
> WebSphere Commerce Organization Administration Console, and
> WebSphere Commerce Accelerator.
>
> If you forget the Site Administrator password, you can reset the password
> by following the instructions in "Resetting the Site Administrator
> password" on page 74.
>
> If you forget the Site Administrator ID, you can recover the ID by
> following the instructions in "Recovering the Site Administrator ID" on
> page 75.

9. Complete the mandatory post-instance creation tasks outlined in Chapter 14,
   "Mandatory post-instance creation tasks," on page 59.

After completing these steps, you are ready get your store up and running by
following the instructions in *WebSphere Commerce - Express Easy Start Guide*.

Part 2. Installing a database

WebSphere Commerce - Express for Linux supports DB2 Universal Database. The database can be installed on the same node as other WebSphere Commerce - Express components, or it can be installed on a remote node.

If you plan to use a database running on the same node as WebSphere Commerce - Express and WebSphere Commerce Payments, follow the instructions in Chapter 5, "Using a local database with WebSphere Commerce - Express," on page 23.

If you plan to use a database running on a different node from WebSphere Commerce - Express or WebSphere Commerce Payments, follow the instructions in Chapter 6, "Using a remote database with WebSphere Commerce - Express," on page 25.

Chapter 5. Using a local database with WebSphere Commerce - Express

In this configuration, WebSphere Commerce - Express, WebSphere Commerce Payments and the database management system are installed on the same node.

Using DB2 Universal Database as the local WebSphere Commerce - Express database

If you use DB2 Universal Database as the local WebSphere Commerce - Express database, no additional steps are required. DB2 Universal Database is installed and the WebSphere Commerce database is created and configured as part of WebSphere Commerce instance creation.

To install DB2 Universal Database when using the custom installation option of the installation wizard, ensure that you select **DB2 Universal Database** from the list of installable components.

Proceed with your installation of WebSphere Commerce by following the instructions in Part 3, "Installing WebSphere Commerce - Express," on page 27.

The next step

After completing the instructions in this chapter, proceed with your installation of WebSphere Commerce - Express by following the instructions in Part 3, "Installing WebSphere Commerce - Express," on page 27.

Chapter 6. Using a remote database with WebSphere Commerce - Express

In this configuration, WebSphere Commerce - Express and the WebSphere Commerce database are installed on different nodes.

Using DB2 Universal Database as the remote WebSphere Commerce - Express database

If you use DB2 Universal Database as the remote WebSphere Commerce - Express database, no additional steps are required. The WebSphere Commerce - Express installation wizard will install and configure DB2 Administration Client on the WebSphere Commerce node if the **DB2 Universal Database Server** component is not selected. The WebSphere Commerce - Express installation wizard is also used to install DB2 Universal Database on the database server node.

Proceed with your installation of WebSphere Commerce - Express by following the instructions in Part 3, "Installing WebSphere Commerce - Express," on page 27.

The next step

After completing the instructions in this chapter, proceed with your installation of WebSphere Commerce by following the instructions in Part 3, "Installing WebSphere Commerce - Express," on page 27.

Part 3. Installing WebSphere Commerce - Express

Chapter 7. Before installing WebSphere Commerce - Express

This section describes what must be completed before using the WebSphere Commerce - Express installation wizard. Before using the WebSphere Commerce - Express installation wizard, you must do the following:

1. Create the user IDs and groups required by WebSphere Application Server on any machine on which you plan to install WebSphere Commerce - Express or WebSphere Commerce Payments. For instructions, refer to "Creating required WebSphere Application Server users and groups."

2. Complete the pre-installation checklist to ensure the all pre-installation requirements have been met. The pre-installation checklist is provided in "Pre-installation checklist" on page 30.

Creating required WebSphere Application Server users and groups

On any machine onto which you install WebSphere Commerce - Express components including: WebSphere Commerce - Express; WebSphere Commerce Payments; and WebSphere Commerce Configuration Manager client, do the following:

1. Log on as `root`.

2. Create a non-root user ID and give the new user ID a password.

   This user ID must be used to start the WebSphere Commerce - Express and WebSphere Commerce Payments application servers, and the WebSphere Commerce Configuration Manager server and client. Using `root` to start these components causes permissions problems which will cause WebSphere Commerce - Express, WebSphere Commerce Payments, and WebSphere Commerce Configuration Manager to function incorrectly.

   By default, the WebSphere Commerce - Express installation wizard specifies **wasuser** as the non-root WebSphere Commerce user ID and **wasgroup** as the group ID for the non-root WebSphere Commerce user ID. You can either create this user and group or replace the default values in the installation wizard with the user ID and group you create.

3. Create a new user group and add the non-root user ID to the new group.

   Take note of the non-root user ID, user group ID for the non-root user, and the full path of the home directory for the non-root user. This information will be required to complete the WebSphere Commerce - Express installation wizard.

4. Create the user IDs and groups required by the WebSphere Application Server embedded messaging components. These user IDs and groups are required for WebSphere Application Server to install successfully.

   Create the required user IDs and groups as follows:

   a. Create the user ID `mqm` and give the user ID a password.

   b. Create the following user groups:
      - `mqm`
      - `mqbrkrs`

   c. Add the following users to the `mqm` user group:
      - `mqm`
      - `root`

   d. Add the following user to the `mqbrkrs` user group:

- root

    e. Log off.

    f. Log on as `root` to allow the group membership changes to take effect.

For instructions on creating users, creating user groups, and adding users to groups, refer to your operating system documentation.

If these user IDs and groups are not set up correctly before starting the WebSphere Commerce installation wizard, the installation wizard will not proceed past the point where the wizard checks for the existence of the required users and groups.

Pre-installation checklist

Before installing WebSphere Commerce - Express complete the following checklist to ensure that all of the pre-installation requirements have been met:

__ All of the systems in the planned installation meet the hardware and software requirements outlined in Chapter 2, "Preinstallation requirements," on page 9.

__ All of the ports required by WebSphere Commerce - Express are available. The ports required by WebSphere Commerce - Express are listed in "Port numbers used by WebSphere Commerce - Express" on page 5.

__ The correct locale codes are set on the machines on all of the nodes in the planned installation. The locale codes required by WebSphere Commerce - Express are listed in "Locales used by WebSphere Commerce - Express" on page 6.

__ All the IDs, passwords, paths, and other information required to complete the WebSphere Commerce - Express installation wizard have been gathered. The information required to complete the WebSphere Commerce - Express installation wizard is listed in Chapter 8, "Quick reference to IDs required during installation," on page 31.

__ The WebSphere Application Server embedded messaging user ID and groups have been created and configured correctly. The IDs, groups and their configuration is covered in "Creating required WebSphere Application Server users and groups" on page 29.

__ The non-root user ID required to start and run WebSphere Commerce - Express and WebSphere Commerce Payments has been created and the password for this user ID has been set. Details on this user ID are provided in "User IDs required to complete the installation wizard" on page 32.

__ Any pre-installed Web servers are stopped. If a Web server is running on the machine during the WebSphere Commerce - Express installation, the installation will not complete successfully.

__ Any Java application servers, and any non-essential Java processes are stopped.

__ Any other InstallShield MultiPlatform installers have completed or are stopped.

> **Important**
>
> Failure to complete this checklist will result in a failed installation or unexpected behavior in WebSphere Commerce - Express and its components. It is strongly recommended that the systems on which you install WebSphere Commerce - Express and its components meet all the requirements outlined in this checklist.

Chapter 8. Quick reference to IDs required during installation

The WebSphere Commerce - Express installation wizard prompts you for a number of different user IDs and other information in order to complete the installation. Before starting your installation of WebSphere Commerce - Express, fill in the following table so you will have the information handy when you complete the WebSphere Commerce - Express installation wizard:

User ids

Review the descriptions in "User IDs required to complete the installation wizard" on page 32 then fill in this table:

User ID description	User ID	Password	Group	Full path of home directory
DB2 user ID				
Non-root WebSphere Commerce user ID				

For information on creating user IDs, creating groups, and setting passwords, refer to your operating system documentation.

Instructions for creating the WebSphere Commerce - Express non-root user are provided in "Creating required WebSphere Application Server users and groups" on page 29.

By default, the WebSphere Commerce - Express installation wizard specifies **wasuser** as the non-root WebSphere Commerce user ID and **wasgroup** as the group ID for the non-root WebSphere Commerce user ID. You can either create this user and group or replace the default values in the installation wizard with the user ID and group you create.

Other required users and groups

The installation of WebSphere Commerce - Express requires that specific user IDs and groups exist before installing WebSphere Commerce - Express. Create any users and groups that do not exist and ensure that the users are added to the groups before installing WebSphere Commerce - Express.

User ID or group description	User ID	User ID must exist in these groups
root user	root	mqbrkrs, mqm
WebSphere Application Server embedded messaging user	mqm	mqm

Details for creating these user IDs and groups are provided in "Creating required WebSphere Application Server users and groups" on page 29.

Important: The existence of these user IDs and groups is *not* optional. The installation wizard will halt if these specific user IDs and groups do not exist.

If the installation wizard halts because these user IDs and groups do not exist, create the user IDs and groups, then click **Back** and then **Next**. The installation wizard should continue.

User IDs required to complete the installation wizard

To complete the installation of WebSphere Commerce - Express, you will need the following IDs defined:

User ID	Description
DB2 database user ID	This operating system ID is required if you want WebSphere Commerce - Express to install DB2 Universal Database. This ID must not exist before installing DB2 Universal Database through the WebSphere Commerce - Express installation wizard. As part of the installation of DB2 Universal Database, the user ID under which all DB2 processes run is created. To create the DB2 user, the following information will be required: • User ID • password • Group to which the user ID will belong • Full path to the home directory for the user ID Ensure that the `.profile` script for the user ID does not contain any errors. **Note:** The user ID must meet DB2 Universal Database user ID requirements outlined in "DB2 Universal Database user ID requirements."
WebSphere Commerce non-root user ID	This ID is required to start the WebSphere Commerce - Express and WebSphere Commerce Payments application servers. This ID must exist before installing WebSphere Commerce - Express. Ensure that you set the password for this user ID. This prevents any security exposures that may occur from running the application servers as a user with root privileges. To create the non-root WebSphere Commerce user ID, the following information will be required: • User ID • Group the user ID belongs to • Full path of the home directory for the user ID Also, this information is required to complete the WebSphere Commerce - Express installation wizard.

Instructions for creating the WebSphere Commerce non-root ID are provided in "Creating required WebSphere Application Server users and groups" on page 29.

DB2 Universal Database user ID requirements

DB2 requires that the user IDs and passwords for database administrators and database users adhere to the following rules:
- They cannot be more than 8 characters in length.
- They can contain only the characters a to z and 0 to 9 (upper-case letters are not permitted).
- They cannot begin with an underscore (_).
- The user ID cannot be any of the following, in upper, lower, or mixed case: USERS, ADMINS, GUESTS, PUBLIC, LOCAL.

- The user ID cannot begin with any of the following in upper, lower, or mixed case: IBM, SQL, SYS.

Chapter 9. Completing a custom installation

When you perform a custom installation, each of the following components can be installed on a separate node:

WebSphere Commerce components

WebSphere Commerce Server

This component provides all of the function of WebSphere Commerce - Express except for WebSphere Commerce Payments.

Selecting this component installs the following on the node:
- WebSphere Commerce server
- WebSphere Commerce Configuration Manager server
- WebSphere Commerce Configuration Manager client
- WebSphere Commerce online help
- WebSphere Commerce sample stores
- WebSphere Application Server base product
- DB2 Universal Database application development client (if required)

If you plan to use a local DB2 Universal Database with the WebSphere Commerce server component and DB2 Universal Database is not yet installed, ensure that you also select the **DB2 Universal Database** component when you select the WebSphere Commerce server component in the installation wizard.

If you plan to use a remote DB2 Universal Database with the WebSphere Commerce Server component, no extra steps are required when installing the WebSphere Commerce Server component.

WebSphere Commerce example files

This component provides various sample files, including those for Product Advisor, Web Services and Payments.

WebSphere Commerce online help

This component installs the online help files for WebSphere Commerce (including WebSphere Commerce Payments). Installing this component copies the online help files to a location you select in the installation wizard, but it does not install a Web server to view the files over HTTP — the files can only be viewed by opening the files from the node's file system.

If you are using a multiple node topology, install this component on the Web server node.

WebSphere Commerce Payments

This component installs all of the function of WebSphere Commerce Payments.

Selecting this component installs the following on the node:
- WebSphere Commerce Payments
- WebSphere Commerce Configuration Manager server

- WebSphere Commerce Configuration Manager client
- WebSphere Commerce online help
- WebSphere Application Server base product
- DB2 Universal Database application development client (if required)

If you plan to use a remote or local DB2 Universal Database with the WebSphere Commerce Payments component, no extra steps are required when installing the WebSphere Commerce Payments component.

Note: If you plan to publish the FashionFlow sample store in WebSphere Commerce - Express, you must install WebSphere Commerce Payments. For more information on the FashionFlow sample store, refer to *WebSphere Commerce Sample Store Guide*.

WebSphere Commerce Payments is not required to publish the ExpressStore.sar store archive file. For more information on the Express store, refer to *WebSphere Commerce - Express Easy Start Guide*.

Remote WebSphere Commerce Configuration Manager client
This component allows you to create instances and configure WebSphere Commerce and WebSphere Commerce Payments from a node remote from both the WebSphere Commerce and WebSphere Commerce Payments nodes.

Supporting software

DB2 Universal Database
Selecting this component installs and configures DB2 Universal Database Express Edition . Selecting this component will not install the DB2 Administration Client on a node.

IBM HTTP Server
Selecting this component installs and configures IBM HTTP Server. It also installs the WebSphere Application Server plug-in for IBM HTTP Server.

WebSphere Application Server Web server plug-in
This option is only available if IBM HTTP Server is detected on the system.

Selecting this component installs the WebSphere Application Server Web server plug-in for IBM HTTP Server.

Performing a custom installation

In order to install all of the WebSphere Commerce components in a custom configuration, repeat the steps in this section on each node in your configuration.

To perform a custom installation on a node, do the following:
1. Ensure that you are logged onto your system as root.
2. From a terminal session, issue the following command:
   ```
   export DISPLAY=host_name:0.0
   ```

where *host_name* is the fully qualified host name of the machine from which
you want to run the installation wizard.

> **Note:** If you are running the installation wizard in an X client, the X client
> may need to be authorized to access the X server using the `xhost`
> command. To authorize an X client, issue the following command from
> the system console as `root`:
>
> `xhost +host_name`
>
> where *host_name* is the fully qualified host name of the machine from
> which you want to run the installation wizard.

3. Insert WebSphere Commerce Disk 1 CD into the CD-ROM drive of the node.
   Mount the CD-ROM drive, but do not change directory to the mount point.
   Changing directories to the mount point will lock the CD drive and prevent
   you from being able to swap CDs.

4. Issue the following command to start the WebSphere Commerce - Express
   LaunchPad:

   `mount_point/startRun.sh`

   where *mount_point* is the CD-ROM mount point, for example, /mnt/cdrom0.

5. Select the language to use for the WebSphere Commerce - Express LaunchPad.

   The LaunchPad provides the following options:

   ReadMe File
   > This option displays the WebSphere Commerce - Express README
   > file.

   Quick Beginnings Guide
   > This option opens the PDF version of *WebSphere Commerce - Express
   > Quick Beginnings* if Adobe Acrobat Reader is installed on the system
   > on which you are running the LaunchPad.

   Install Product
   > This option starts the WebSphere Commerce - Express installation
   > wizard.

   Product Library
   > This option opens your default Web browser to display the
   > WebSphere Commerce Library Web site.

   Support
   > This option opens your default Web browser to display the
   > WebSphere Commerce Support Web site.

   Exit This option exits the LaunchPad.

6. If you have not started the installation wizard from the launch pad, issue one
   of the following commands as `root`:

   `mount_point/setup_linux`

   or

   `mount_point/setup_linux -console`

   where *mount_point* is the CD-ROM mount point. For example, /mnt/cdrom0.

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

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

> Do not switch directories to the CD-ROM mount point. This will prevent you from switching the CDs in the CD-ROM drive when prompted to do so by the installation wizard.

7. Select the language and click **OK**.

Important: The language selected here become the default language for the WebSphere Commerce instance. Attempting to create a WebSphere Commerce instance with a default language different from the language selected here will cause the WebSphere Commerce instance to be populated with invalid data.

8. On the Welcome panel, click **Next**.

9. The Software License Agreement page displays. Review the terms of the license agreement in the Software License Agreement page.

   If you accept the terms of the license agreement, select **I accept the terms in the license agreement** and click **Next** to accept the terms of the license agreement.

   If you decline the terms of the license agreement, select **I do not accept the terms in the license agreement** and click **Next**. Declining the terms of the License agreement exits the install program.

10. If you accept the terms of the license agreement, the install type panel displays. Select **Custom Installation**. Click **Next** to continue.

11. Select the components you want to install on the node. Click **Next** to continue.

    Descriptions of each component are provided at the beginning of this chapter.

12. Depending on the components you selected, the remaining panels of the installation wizard will prompt you for various information. Complete the information in the fields on each panel, clicking **Next** to move to the next panel.

    Descriptions of the values required to complete the installation wizard are provided in Chapter 8, "Quick reference to IDs required during installation," on page 31.

    After you have completed the panels requesting information, the confirmation page displays.

13. On the confirmation page, review the components being installed and their location. To make any changes, use the **Back** button to return to the panel where you want to make changes.

    To begin installing the components listed on the confirmation page, click **Next**.

14. Insert the CDs as prompted, and enter the location of the CDs.

    As components are being installed, panels display showing the progress of the installation of the component. Follow any additional prompts that may display at this time.

Notes:

    a. Do not specify locations of the CD or CD image as UNC paths (For example, \\system1\destination). You may use mapped drive letters.

    b. The WebSphere Application Server CD must be available in the local CD-ROM drive or as an image on the local hard drive. Specifying a network location for the WebSphere Application Server CD will cause the installation to fail.

15. The installation of the selected components is complete when the summary panel displays. Click **Next** to continue.

16. Click **Finish** to exit the installation wizard.

17. Reenable any virus checking software that was disabled before starting the installation wizard.

The next step

After completing a custom installation, do the following:

1. If you have not yet done so, review the README file and install any additional fixes mentioned in the README file. For more information about the read me file, refer to "Reviewing the README file" on page 10.

2. Verify your installation by following the instructions in Chapter 10, "Verifying your installation," on page 41.

Chapter 10. Verifying your installation

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

- "DB2 Universal Database installation log."
- "WebSphere Application Server installation log" on page 42
- "WebSphere Commerce - Express installation log" on page 42

To confirm the installation of any non-IBM software, refer to the documentation provided with the non-IBM software package.

DB2 Universal Database installation log

This log contains messages generated during the installation of DB2 Universal Database. The default location for this log file is *WC_installdir*/logs/db2setup.log

DB2 Universal Database installed successfully if all of the components listed near the end of the log file have a status of Success. As an example, here is the end section of the log file from a successful DB2 Universal Database installation:

```
.
.
.
Installing DB2 file sets:.......Success
Registering DB2 licenses:.......Success
Setting default global profile registry variables:.......Success
Creating the DB2 Administration Server:.......Success
The Fast Connection Manager (FCM) base port was not specified for the instance "db2inst1".
Default parameters will be used.

Initializing instance list:.......Success
Customizing DB2 instance configuration:.......Success
Command to be run:
"/opt/IBM/db2/V8.1/instance/db2icrt -a server -s ese -u db2fwc1 -p db2c_db2inst1 db2inst1".
The instance "db2inst1" has been created successfully.

The value "SVCENAME=db2c_db2inst1" was set in the DBM CFG file for the "db2inst1" instance.

The value "DB2AUTOSTART=YES" was set in the Profile Registry for the "db2inst1" instance.

Creating DB2 instances:.......Success
Registering DB2 licenses:.......Success
Configuring the DB2 Administration Server:.......Success
Updating global profile registry:.......Success

DB2 Setup log file finished at: date time
```

The content of your log file may be different.

If the log file contains any components with a status of Failure, examine the installation log file carefully to see where errors occurred during installation. Refer to the DB2 Universal Database documentation to correct any errors that occurred.

Correct any DB2 Universal Database installation errors before continuing with the instructions in this book.

WebSphere Application Server installation log

The WebSphere Application Server installation log file the following file:

`WAS_installdir/logs/log.txt`

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

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

`INSTFIN: The WebSphere 5.0 install is complete.`

WebSphere Commerce - Express installation log

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

`WC_installdir/logs/install_timestamp.log`

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

The next step

Continue your installation and configuration of WebSphere Commerce - Express by creating a WebSphere Commerce instance and a WebSphere Commerce Payments instance. For instructions on creating instances, follow the instructions in Part 4, "Creating a WebSphere Commerce and a WebSphere Commerce Payments instance," on page 43.

Part 4. Creating a WebSphere Commerce and a WebSphere Commerce Payments instance

Once you have installed all the required software, you can create a WebSphere Commerce instance WebSphere Commerce Payments instance. These instances can be created through the Configuration Manager.

This section contains the following chapters:

Chapter 11. Before you create or modify an instance with Configuration Manager

Before you start the Configuration Manager server or before you create or modify an instance with Configuration Manager, do the following:

1. Ensure that you have installed any fixes mentioned in the README file. For more information about the README file, refer to "Reviewing the README file" on page 10.
2. Ensure that you meet the prerequisites for starting Configuration Manager. The prerequisites are listed in "Configuration Manager prerequisites."
3. Start the Configuration Manager by following the instructions in "Starting the Configuration Manager."

Important

You should only modify the following Web server properties, as well as any Commerce-related properties, through the Configuration Manager GUI (and not through the Web server GUI nor the WebSphere Application Server Administrative Console):

- SSL (enabling or disabling)
- Web server instance name or port number
- SSL port number
- System IP address (Payments server host)

This will ensure that all configuration files, not just the Web server configuration files, are updated properly with the correct information.

Configuration Manager prerequisites

Before starting the WebSphere Commerce Configuration Manager, complete the following checklist to ensure that you meet all the prerequisites:

__   The systems on which you are starting the Configuration Manager server and the Configuration Manager client use a supported locale as described in "Locales used by WebSphere Commerce - Express" on page 6.

__   You are using the Korn shell.

__   The database server is running.

__   The Web server is running, if it is installed on the same machine as WebSphere Commerce.

__   Ensure that the DB2 Fenced user group is assigned to the DB2 user ID.

Starting the Configuration Manager

To start WebSphere Commerce Configuration Manager, do the following:

1. Log in as the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
2. Depending on the instance you are creating or modifying, start the server by doing the following on the WebSphere Commerce node or WebSphere Commerce Payments node:

a. Open a terminal window.

b. Issue the following commands:

```
cd WC_installdir/bin
./config_server.sh
```

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

Notes:

1) Do not close the terminal window you entered the config_server command in or the Configuration Manager server will stop.

2) Do not run the Configuration Manager server as a background process – this is a potential security risk.

3) The Configuration Manager server is now listening on port 1099 for a connection. To have the Configuration Manager server listen on a different port, issue the following command instead of the `./config_server.sh` command:

```
./config_server.sh -port port_number
```

where *port_number* is the port on which the Configuration Manager server will listen for a connection.

3. Start the client by doing one the following:

- To run the WebSphere Commerce Configuration Manager on the local machine, do the following:

   a. Open another terminal window.

   b. As the non-root user ID created before installing WebSphere Commerce, issue the following commands:

   ```
   export DISPLAY=host_name:0.0
   cd WC_installdir/bin
   ./config_client.sh [-port cm_port]
   ```

   where the variables are defined as follows:

   cm_port

   > The port specified when starting the Configuration Manager server.
   >
   > The -port parameter is optional. If you do not specify the -port parameter, the Configuration Manager client attempts to connect to the Configuration Manager server using port 1099.

   Note: The X client may need to be authorized to access the X server using the xhost command. To authorize an X client, issue the following command from the system console as root:

   ```
   xhost +host_name
   ```

   where *host_name* is the fully qualified host name of the machine from which you want to run the installation wizard.

   c. Log in to Configuration Manager. The initial ID is **webadmin** and the initial password is **webibm**. If this is the first time you are logging in to Configuration Manager, you will be asked to change the password.

- To run the WebSphere Commerce Configuration Manager client on a remote machine, do the following:

   a. Log on to the remote machine as the non-root user ID created before installing WebSphere Commerce.

b. Open a terminal window.

c. Issue the following commands:
```
export DISPLAY=host_name:0.0
cd WC_installdir/bin
```

d. Do one of the following, depending on how the Configuration Client was installed on the remote system:

– If the remote system has both a Configuration Manager server and a client, issue the following command:
```
./config_client.sh -hostname cm_hostname [-port cm_port]
```

– If the Configuration Client was installed on the remote system using the custom installation option of the WebSphere Commerce installation wizard, issue the following command:
```
./configClient.sh -hostname cm_hostname [-port cm_port]
```

where the variables are defined as follows:

hostname
> The fully qualified host name of the machine from which you want to access the Configuration Manager.

cm_hostname
> The fully qualified host name of the Configuration Manager server machine.

cm_port
> The port specified when starting the Configuration Manager server.
>
> The -port parameter is optional. If you do not specify the -port parameter, the Configuration Manager client attempts to connect to the Configuration Manager server using port 1099.

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

Note: The X client may need to be authorized to access the X server using the xhost command. To authorize an X client, issue the following command from the system console as root:
```
xhost +host_name
```

where *host_name* is the fully qualified host name of the machine from which you want to run the installation wizard.

e. Log in to Configuration Manager. The initial ID is **webadmin** and the initial password is **webibm**. If this is the first time you are logging in to Configuration Manager, you will be asked to change the password.

The next step

After completing the steps in this section, continue with the following sections:

- Chapter 12, "Creating a WebSphere Commerce instance," on page 49.
- Chapter 13, "Creating a WebSphere Commerce Payments instance," on page 53.

Chapter 12. Creating a WebSphere Commerce instance

This chapter describes how to create a WebSphere Commerce instance. For information on modifying a WebSphere Commerce instance, refer to "Modifying a WebSphere Commerce or WebSphere Commerce Payments instance" on page 63.

Creating a new WebSphere Commerce instance

To create a new WebSphere Commerce instance, do the following:

1. Start the WebSphere Commerce Configuration Manager. For details, refer to "Starting the Configuration Manager" on page 45.
2. Under **WebSphere Commerce**, expand your *hostname*.
3. Expand **Commerce**.
4. Right-click on **Instance List**.
5. From the resulting pop-up menu, select **Create Instance**. The Instance Creation wizard starts.
6. Complete the Instance Creation wizard.

> For help on completing the panels and fields in the instance creation wizard, click **Help** on the Instance creation wizard. A **Help** button is available on each panel of the wizard. The help panels apply to all supported WebSphere Commerce platforms.

7. When you have completed the necessary information in the panels, the **Finish** button is enabled. Click **Finish** to create the WebSphere Commerce instance.

The time required to create an instance depends on the speed of your system. The progress bar that displays when you start creating the instance will indicate when the process has finished.

8. When instance creation is complete, a dialog box appears containing a summary. Click **OK** to close the dialog box.
9. Other dialog boxes may display containing additional instructions, ensure that you review the contents of the dialog boxes before dismissing them.
10. Exit Configuration Manager by clicking on **Console** and **Exit**.

You can now verify the creation of the WebSphere Commerce instance by following the instructions in "Verifying the instance creation."

Verifying the instance creation

The configuration information for the new WebSphere Commerce instance is stored in the following file:

WC_installdir/instances/*instance_name*/xml/*instance_name*.xml

where default values for *WC_installdir* are listed in "Path variables" on page iv and *instance_name* is the name of WebSphere Commerce instance.

Confirm that this file exists before checking the log files produced during instance creation.

Creating a WebSphere Commerce instance produces the following log files:

- auction.log
- createdb.log
- createdb.db2.log
- createdb.production.log
- createsp.log
- createsp.err.log
- EnterpriseApp.log
- GenPluginCfg.log
- populatedb.err.log
- populatedb.log
- populatedb2.err.log
- populatedb2.log
- populatedbnl.err.log
- populatedbnl.log
- reorgdb2.log
- reorgdb2.err.log
- trace.txt
- sec_check.log
- WASConfig.log
- WASConfig.err.log

The files are located in the following directory:

WC_installdir/instances/*instance_name*/logs

where default values for *WC_installdir* are listed in "Path variables" on page iv and *instance_name* is the name of WebSphere Commerce instance.

The database population part of instance creation is successful if the following logs are empty:
- createsp.err.log
- populatedb.err.log
- populatedb2.err.log
- populatedbnl.err.log
- reorgdb2.err.log
- WASConfig.err.log

Also, review the contents of the following logs to confirm they do not contain any errors:
- createdb.log
- createsp.log
- createdb.db2.log

The next step

After you have configured your WebSphere Commerce instance, you can continue by creating a WebSphere Commerce Payments instance. Instructions for creating a WebSphere Commerce Payments are provided in Chapter 13, "Creating a WebSphere Commerce Payments instance," on page 53. WebSphere Commerce Payments is an optional component and not required to publish or run your store.

If you plan to publish the FashionFlow sample store in WebSphere Commerce -
Express, you must install WebSphere Commerce Payments. For more information
on the FashionFlow sample store, refer to *WebSphere Commerce Sample Store Guide*.

WebSphere Commerce Payments is not required to publish the ExpressStore.sar
store archive file. For more information on the Express store, refer to *WebSphere
Commerce - Express Easy Start Guide*.

Chapter 13. Creating a WebSphere Commerce Payments instance

This chapter describes how to create a WebSphere Commerce Payments instance. For information on modifying a WebSphere Commerce Payments instance, refer to "Modifying a WebSphere Commerce or WebSphere Commerce Payments instance" on page 63.

WebSphere Commerce Payments is an optional component of WebSphere Commerce - Express. It is not required to publish the ExpressStore.sar store archive file, however it is required if you plan to publish the FashionFlow sample store.

Refer to the WebSphere Commerce Payments cassette supplements for more information about using a particular WebSphere Commerce Payments cassette. To use a WebSphere Commerce Payments cassette with a WebSphere Commerce sample store, refer to *WebSphere Commerce Store Development Guide*.

Note: You should only change WebSphere Commerce Payments ports through the WebSphere Commerce Configuration Manager, as stated in Chapter 11, "Before you create or modify an instance with Configuration Manager," on page 45 and not through the WebSphere Application Server Administrative Console. This ensures that all properties and files are updated with the same information.

Creating a new WebSphere Commerce Payments instance

To create a new WebSphere Commerce Payments instance, do the following:

1. Start the WebSphere Commerce Configuration Manager. For details, see "Starting the Configuration Manager" on page 45.

   In cases where WebSphere Commerce Payments is on a separate node from WebSphere Commerce, ensure that the Configuration Manager server on the WebSphere Commerce Payments node is started.

2. Expand **WebSphere Commerce**.
3. Expand your host name.
4. Expand **Payments**.
5. Right-click on **Instance List**.
6. From the resulting pop-up menu, select **Create Payments Instance**. The Payments Instance Creation wizard starts.
7. Complete the Payments instance creation wizard information.

For help on completing the panels and fields in the Payments instance creation wizard, click **Help** on the instance creation wizard. A **Help** button is available on each panel of the wizard. The Help panels apply to all supported WebSphere Commerce platforms.

Important: When completing the WebSphere Commerce Payments instance creation wizard, ensure that the value you enter in the **Site Admin ID** field is the WebSphere Commerce Site Administrator ID. The WebSphere Commerce Site Administrator ID was created when you created the WebSphere Commerce instance and it was the

value entered in the **Site Admin ID** field of the WebSphere Commerce instance creation wizard.

8. When you have completed all the necessary information in all the panels, the **Finish** button is enabled. Click **Finish** to create the WebSphere Commerce Payments instance.

9. If you chose to use an existing DB2 database, you are asked if you want to populate the database. Select **Yes** if you want your database to be populated, or **No** if you do not want your database to be populated.

The time required to create an instance depends on the speed of your system. The progress bar that displays when you start creating the instance will indicate when the process has finished.

10. When instance creation is complete, a dialog appears containing a summary. Click **OK** to close the dialog window.

    Ensure that you review contents of the dialog. It may contain additional instructions you must perform before using the instance.

11. Exit Configuration Manager by clicking on **Console** and **Exit**.

You can now verify the creation of the WebSphere Commerce Payments instance by following the instructions in "Verifying the instance creation."

Verifying the instance creation

The configuration information for the new WebSphere Commerce Payments instance is stored in the following file:

WC_installdir/instances/*instance_name*/xml/*instance_name*.xml

where default values for *WC_installdir* are listed in "Path variables" on page iv and *instance_name* is the name of WebSphere Commerce Payments instance.

Confirm that this file exists before checking the log files produced during instance creation.

Creating a WebSphere Commerce Payments instance produces the following log files:
- createdb.log
- createdb.err.log

The files are located in the following directory:

WC_installdir/instances/*instance_name*/logs

where default values for *WC_installdir* are listed in "Path variables" on page iv and *instance_name* is the name of WebSphere Commerce Payments instance.

Check the `createdb.err.log` file for any errors.

Also, review the contents of the createdb.log log file to confirm that it does not contain any errors.

The next step

After you have configured your WebSphere Commerce Payments instance, you can continue by following the instructions in Part 5, "Last steps," on page 57.

If you are using a remote Web server, you must follow the instructions in Chapter 14, "Mandatory post-instance creation tasks," on page 59.

Part 5. Last steps

This section outlines the mandatory tasks you must perform after creating a WebSphere Commerce and WebSphere Commerce Payments instance.

After completing the tasks in this section, you are ready get your store up and running by following the instructions in *WebSphere Commerce - Express Easy Start Guide*.

Chapter 14. Mandatory post-instance creation tasks

Depending on your WebSphere Commerce - Express topography, perform the tasks in one of the following sections after creating WebSphere Commerce and WebSphere Commerce Payments instances:

- "Local Web server post-instance creation tasks"
- "Remote Web server post-instance creation tasks"

Local Web server post-instance creation tasks

If the Web server is installed on the same node as WebSphere Commerce and WebSphere Commerce Payments you must stop and restart the Web server after creating WebSphere Commerce and WebSphere Commerce Payments instances.

Remote Web server post-instance creation tasks

If the Web server is installed on a different node from WebSphere Commerce and WebSphere Commerce Payments, do the following after creating a WebSphere Commerce or a WebSphere Commerce Payments instance:

1. Copy the `plugin-cfg.xml` from the WebSphere Commerce node to the Web server node. For instructions, refer to "Copying the plugin-cfg.xml file to Web server" on page 69.
2. If WebSphere Commerce and WebSphere Commerce Payments are installed on different nodes, merge the contents of the `plugin-cfg.xml` file on the WebSphere Commerce Payments node with the `plugin-cfg.xml` on the Web server node. For instructions, refer to "Merging the WebSphere Commerce Payments plugin-cfg.xml file" on page 69.
3. If it does not exist, create a directory on the Web server node that matches the *WAS_installdir* directory on the WebSphere Commerce node.
4. Copy the following directory from the WebSphere Commerce node to the Web server node:

   WAS_installdir/installedApps/*cell_name*/WC_*instance_name*.ear

   where the variables are defined as follows:

   WAS_installdir
   > Default values for this variables are listed in "Path variables" on page iv

   cell_name
   > This is the short host name of the machine on which WebSphere Commerce and WebSphere Commerce Payments are installed.

   Commerce_instance_name
   > This is the name of the WebSphere Commerce instance.

   Ensure that the full paths on the Web server node and the WebSphere Commerce node are the same. You may need to create the directories that make up this path on the Web server node.

> **Important**
>
> It is recommended that you remove any JSP and JAR files from the
> WC_*instance_name*.ear directory on the Web server. Only static-content
> files should be in the WC_*instance_name*.ear directory on the Web server.

5. Ensure that the following lines are uncommented in the `httpd.conf` file:

   ```
   AddModule mod_ibm_ssl.c
   Listen 80
   ```

6. Ensure that the path for the WebSphere Application Server plug-in is shown
   correctly in the `httpd.conf` file on the Web server node.

   To check the path, open the `httpd.conf` file in a text editor and search for the
   following:

   ```
   WebSpherePluginConfig
   ```

   This entry should contain the full path to the `plugin-cfg.xml` file on the Web
   server node. If the path is incorrect, change the path, save the `httpd.conf` file,
   and restart the Web server.

7. Stop and restart the Web server.

Part 6. Installation and administration tasks

This sections contains instructions for various tasks you must perform during the installation and administration of WebSphere Commerce.

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Chapter 15. WebSphere Commerce tasks

This section provides instructions for WebSphere Commerce tasks you may need to complete while installing and administering WebSphere Commerce.

Starting or stopping a WebSphere Commerce instance

To start or stop a WebSphere Commerce instance, do the following:

1. Ensure that the database management system is started.
2. Ensure that the Web server is started.
3. Start, stop, or restart the application server for the WebSphere Commerce instance you want to start. Instructions for starting and stopping an application server are provided in "Starting or stopping an application server" on page 67.

Note: The first time you start an instance, it will take a long time to start. This delay results from the caching of information about Java programs. While the delay can be lengthy, it improves the start-up time in subsequent attempts.

Starting or stopping a WebSphere Commerce Payments instance

To start or stop a WebSphere Commerce Payments instance, do the following:

1. Ensure that the database management system is started.
2. Ensure that the Web server is started.
3. Start Configuration Manager. For instructions on starting Configuration Manager, refer to "Starting the Configuration Manager" on page 45.
4. In Configuration Manager, under **WebSphere Commerce**, expand *hostname* ➔ **Payments** ➔ **Instance List**.
5. Right-click the name of the WebSphere Commerce Payments instance you want to start or stop and do one of the following:
   - To start the WebSphere Commerce Payments instance, select **Start Payments Instance** from the pop-up menu. After receiving the Instance started successfully dialog, click **OK** to dismiss the dialog.
   - To stop the WebSphere Commerce Payments instance, select **Stop Payments Instance** from the pop-up menu.

Note: The first time you start an instance, it will take a long time to start. This delay results from the caching of information about Java programs. While the delay can be lengthy, it improves the start-up time in subsequent attempts.

Modifying a WebSphere Commerce or WebSphere Commerce Payments instance

If you want to change any of the configuration settings for your WebSphere Commerce instance, you can do so from the Configuration Manager.

To update a WebSphere Commerce instance using the Configuration Manager, do the following:

1. Ensure the database management system is started.
2. Start Configuration Manager. For instructions on starting Configuration Manager, refer to "Starting the Configuration Manager" on page 45.
3. From the list of instances, select the instance you want to configure and select the node for which you want to alter the settings. Refer to the online help for the Configuration Manager for information about the various fields and panels of Configuration Manager.
4. After you update your instance, click **Apply** to apply your changes.
5. When the changes have been successfully applied, exit the Configuration Manager client. This also terminates the Configuration Manager server.
6. Restart the instance you have modified.

Deleting a WebSphere Commerce instance

To delete a WebSphere Commerce instance, do the following:

1. Ensure that WebSphere Commerce is stopped. For instructions on stopping WebSphere Commerce, refer to "Starting or stopping a WebSphere Commerce instance" on page 63.
2. Backup any critical or customized files found in the following directories:

   ```
   WC_installdir/instances/instance_name
   WAS_installdir/logs/WC_instance_name
   WAS_installdir/installedApps/hostname/WC_instance_name.ear
   ```

   where *instance_name* is the name of the WebSphere Commerce instance you want to delete.
3. Delete the WebSphere Commerce instance from Configuration Manager by doing the following:
   a. Start Configuration Manager. For instructions on starting Configuration Manager, refer to "Starting the Configuration Manager" on page 45.
   b. In Configuration Manager, under **WebSphere Commerce**, expand *hostname* → **Commerce** → **Instance List**.
   c. Right-click the instance you want to delete and select **Delete instance**.
   d. Exit Configuration Manager when the process completes.
4. Drop the WebSphere Commerce database associated with the WebSphere Commerce instance you want to delete.

   If the WebSphere Commerce database associated with the WebSphere Commerce instance you want to delete is a remote database, issue the following command from a DB2 command session:

   ```
   db2 attach to remote_db_node_name
   ```

   To drop the WebSphere Commerce database, issue the following command from a DB2 command window:

   ```
   db2 drop db db_name
   db2 uncatalog db db_name
   ```

   where *db_name* is the name of the WebSphere Commerce database.
5. If any of the following directories exist, delete them:

   ```
   WC_installdir/instances/instance_name
   WAS_installdir/logs/WC_instance_name
   ```

   where *instance_name* is the name of the WebSphere Commerce instance you deleted.

6. (Optional) If you plan to later create a new WebSphere Commerce with the same name as the instance you are deleting, delete the following directory if it still exists:

   WAS_installdir/installedApps/*hostname*/WC_*instance_name*.ear

7. Remove any WebSphere Commerce information from the IBM HTTP Server httpd.conf file by doing the following:

   a. Open httpd.conf in a text editor.

   b. Remove all sections delimited by the following text:

      # IBM WebSphere Commerce (Do not edit this section) #

      # End of IBM WebSphere Commerce (Do not edit this section) #

      There will be multiple sections in the file delimited by the text.

   c. Save the changes and exit the text editor.

   d. If the IBM HTTP Server node is remote from the WebSphere Commerce node, delete the following directory on the IBM HTTP Server node:

      WAS_installdir/installedApps/*hostname*/WC_*instance_name*.ear

      where *instance_name* is the name of the WebSphere Commerce instance you are deleting.

   e. Restart the Web server.

8. If you plan to use other WebSphere Application Server application servers after deleting the WebSphere Commerce instance, you must regenerate the WebSphere Application Server plug-in configuration file. For information on regenerating the WebSphere Application Server plug-in configuration file, refer to "Regenerating the WebSphere Application Server Web server plug-in configuration file" on page 68.

Deleting a WebSphere Commerce Payments instance

To delete a WebSphere Commerce Payments instance, do the following:

1. Ensure that WebSphere Commerce Payments is stopped. For instructions, refer to "Starting or stopping a WebSphere Commerce Payments instance" on page 63.

2. Delete the WebSphere Commerce Payments instance from Configuration Manager by doing the following:

   a. Start Configuration Manager. For instructions on starting Configuration Manager, refer to "Starting the Configuration Manager" on page 45.

   b. In Configuration Manager, under **WebSphere Commerce** expand *hostname* → **Payments** → **Instance List**.

   c. Right-click the instance you want to delete and select **Delete Payments Instance**.

   d. Exit Configuration Manager when the process completes.

   This step also deletes the WebSphere Commerce Payments application server.

3. Drop the WebSphere Commerce Payments database associated with the WebSphere Commerce Payments instance you want to delete.

   If the WebSphere Commerce Payments database associated with the WebSphere Commerce Payments instance you want to delete is a remote database, issue the following command from a DB2 command session:

   db2 attach to *remote_db_node_name*

To drop the WebSphere Commerce Payments database, issue the following command from a DB2 command window:

```
db2 drop db db_name
db2 uncatalog db db_name
```

where *db_name* is the name of the WebSphere Commerce Payments database.

4. Delete the following directories if they exist:

```
WC_installdir/instances/instance_name
WC_installdir/payments/instances/instance_name
WAS_installdir/logs/instance_name_Commerce_Payments_Server
WAS_installdir/installedApps/hostname/instance_name_Commerce_Payments_App.ear
```

where *instance_name* is the name of the WebSphere Commerce Payments instance you want to delete.

5. Remove any WebSphere Commerce Payments information from the IBM HTTP Server httpd.conf file by doing the following:

   a. Open httpd.conf in a text editor.

   b. Remove all sections delimited by the following text:

   ```
   # IBM WebSphere Payments (Do not edit this section) #
   ```

   ```
   # End of IBM WebSphere Payments (Do not edit this section) #
   ```

   There will be multiple sections in the file delimited by the text.

   c. Save the changes and exit the text editor.

6. If you plan to use other WebSphere Application Server application servers after deleting the WebSphere Commerce Payments instance, you must regenerate the WebSphere Application Server plug-in configuration file. For information on regenerating the WebSphere Application Server plug-in configuration file, refer to "Regenerating the WebSphere Application Server Web server plug-in configuration file" on page 68.

Chapter 16. WebSphere Application Server tasks

This section provides instructions for WebSphere Application Server tasks you may need to complete while installing and administering WebSphere Commerce.

Starting or stopping an application server

To start or stop an application server, do the following:

1. Ensure that your database management system is started.
2. Type the following commands in a terminal window:

   ```
   su - non_root_user
   cd WAS_installdir/bin
   ```

   non_root_user
   > is the non-root user ID created before installing WebSphere Commerce.

   WAS_installdir
   > is the installation directory for WebSphere Application Server. Default values for *WAS_installdir* are listed in "Path variables" on page iv.

3. Do one of the following:
   - To start an application server, enter the following command:

     ```
     ./startServer.sh application_server_name
     ```

   - To stop an application server, enter the following command:

     ```
     ./stopServer.sh application_server_name
     ```

   where:

   application_server_name
   > is the name of the application server you want to start.

Application server name	Description
WC_*instance_name*	WebSphere Commerce application server
server1	Default WebSphere Application Server application server

   where *instance_name* is the name of the WebSphere Commerce instance.

Starting the WebSphere Application Server Administrative Console

Before starting the WebSphere Application Server Administrative Console, you must start the default WebSphere Application Server application server (server1). For instructions, refer to "Starting or stopping an application server."

Open the WebSphere Application Server Administrative Console by opening a web browser and entering the following URL:

```
http://hostname:port/admin
```

or

```
https://hostname:port/admin
```

where *hostname* is the fully qualified TCP/IP name of the machine running WebSphere Application Server and *port* is the TCP/IP port for the WebSphere Application Server Administrative Console.

The default port for the WebSphere Application Server Administrative Console depends on the protocol specified in the URL. For the http protocol, the default port is 9090. For the https protocol, the default port is 9043.

Regenerating the WebSphere Application Server Web server plug-in configuration file

Perform™ all tasks in this section as the non-root user created before installing WebSphere Commerce.

To regenerate the Web server plug-in, do the following on the WebSphere Commerce node:

1. Stop the Web server according the documentation provided with the Web server.
2. If it is not started, start the default application server — server1. Refer to "Starting or stopping an application server" on page 67 for instructions.
3. Open the WebSphere Application Server Administrative Console. For instructions, refer to "Starting the WebSphere Application Server Administrative Console" on page 67.
4. In the Navigation area, expand **Environment** and click **Update Web Server Plugin**.
5. Click **OK** to generate a new plugin-cfg.xml file.
6. Exit the WebSphere Application Server Administrative Console.
7. If WebSphere Commerce Payments is on a separate node, repeat all of these steps on the WebSphere Commerce Payments node.

If the Web server node is remote from the WebSphere Commerce node or the WebSphere Commerce Payments node, you will need to do the following:

1. Copy the plug-in from the WebSphere Commerce node to the Web server node.
2. If WebSphere Commerce and WebSphere Commerce Payments are on separate nodes, merge the WebSphere Commerce Payments plug-in with the WebSphere Commerce plug-in.

Chapter 17. Remote Web server tasks

This sections describes tasks that must be performed if you use a Web server running on a different node than WebSphere Commerce.

Copying the plugin-cfg.xml file to Web server

To copy the `plugin-cfg.xml` file to the remote Web server, do the following:

1. Stop the Web server according the documentation provided with the Web server.
2. Copy the following file on the WebSphere Commerce node to the same location on the Web Server node:

   WAS_installdir/config/cells/plugin-cfg.xml

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

   Important: The `plugin-cfg.xml` file contains directory-specific information. If you do not copy the file to the exact same directory structure on the Web server node, the Web server will not function correctly and WebSphere Commerce will be inaccessible.

3. Ensure that the path for the WebSphere Application Server plug-in is shown correctly in the `httpd.conf` file on the Web server node.

   To check the path, open the `httpd.conf` file in a text editor and search for the following:

   `WebSpherePluginConfig`

   This entry should contain the full path to the `plugin-cfg.xml` file on the Web server node. If the path is incorrect, change the path, save the `httpd.conf` file.

4. Start the Web server according to the documentation provided with the Web server.

If you are working on a custom installation with WebSphere Commerce and WebSphere Commerce Payments on separate nodes, continue with "Merging the WebSphere Commerce Payments plugin-cfg.xml file."

Merging the WebSphere Commerce Payments plugin-cfg.xml file

To merge the WebSphere Commerce Payments `plugin-cfg.xml` file with the Web server `plugin-cfg.xml` file , do the following:

1. Stop the Web server according the documentation provided with the Web server.
2. On the Web server node, open the `plugin-cfg.xml` file in a text editor. The full path of the `plugin-cfg.xml` file is the following:

   WAS_installdir/config/cells/plugin-cfg.xml

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

3. Open the `plugin-cfg.xml` file from the WebSphere Commerce Payments node in a text editor. The full path of the `plugin-cfg.xml` file is the following:

   WAS_installdir/config/cells/plugin-cfg.xml

4. Locate the following text in the WebSphere Commerce Payments `plugin-cfg.xml` file:

```
<VirtualHostGroup Name="VH_PYM_instance_name">
    <VirtualHost Name="short_host_name:5432"/>
    <VirtualHost Name="short_host_name:5433"/>
    <VirtualHost Name="host_name:5432"/>
    <VirtualHost Name="host_name:5433"/>
</VirtualHostGroup>
```

where the variables defined as follows:

instance_name
> This is the name of the WebSphere Commerce Payments instance.

short_host_name
> This is the short host name of the WebSphere Commerce Payments node.

host_name
> This is the fully qualified host name of the WebSphere Commerce Payments node.

5. Copy this section to the Web server `plugin-cfg.xml` file. Ensure that you insert this section below existing entries of the same type.

6. Locate the following text in the WebSphere Commerce Payments `plugin-cfg.xml` file:

```
<ServerCluster Name="instance_name_Commerce_Payments_Server_short_host_name_Cluster">
    <Server Name="instance_name_Commerce_Payments_Server">
        <Transport Hostname="IP_address" Port="9081" Protocol="http">
        <Transport Hostname="IP_address" Port="9091"Protocol="http">
    </Server>
    <PrimaryServers>
        <Server Name="instance_name_Commerce_Payments_Server">
    </PrimaryServers>
</ServerCluster>
```

where the variables are defined as follows:

instance_name
> This is the name of the WebSphere Commerce Payments instance.

short_host_name
> This is the short host name of the WebSphere Commerce Payments node.

IP_address
> This is the TCP/IP address of the WebSphere Commerce Payments node.

7. Copy this section to the Web server `plugin-cfg.xml` file. Ensure that you insert this section below existing entries of the same type.

8. Locate the following text in the WebSphere Commerce Payments `plugin-cfg.xml` file:

```
<UriGroup Name="VH_PYM_instance_name_instance_name_Commerce_Payments_Server_short_host_name_Cluster_URIs">
    <Uri AffinityCookie="JSESSIONID" Name="/webapp/SampleCheckout/*">
    <Uri AffinityCookie="JSESSIONID" Name="/webapp/PaymentManager/*">
</UriGroup>
```

where the variables are defined as follows:

instance_name
> This is the name of the WebSphere Commerce Payments instance.

short_host_name
> This is the short host name (not fully-qualified) of the WebSphere Commerce Payments machine.

9. Copy this section to the Web server `plugin-cfg.xml` file. Ensure that you insert this section below existing entries of the same type.

10. Locate the following text in the WebSphere Commerce Payments `plugin-cfg.xml` file:

```
<Route ServerCluster="instance_name_Commerce_Payments_Server_short_host_name_Cluster"
    UriGroup="VH_PYM_instance_name_instance_name_Commerce_Payments_Server_short_host_name_Cluster_URIs"
    VirtualHostGroup="VH_PYM_instance_name"/>
```

> where the variables are defined as follows:

instance_name
> This is the name of the WebSphere Commerce Payments instance.

short_host_name
> This is the short host name (not fully-qualified) of the WebSphere Commerce Payments machine.

11. Copy this section to the Web server `plugin-cfg.xml` file. Ensure that you insert this section below existing entries of the same type.

12. Save your changes and exit the text editor.

13. Start the Web server according to the documentation provided with the Web server.

Post-Store publishing tasks

If you are using a remote Web server, you must do the following every time you publish a store in WebSphere Commerce:

1. Replace the contents of the `Stores.war` directory on the Web server node with the contents of the `Stores.war` directory on the WebSphere Commerce.

   The full path to the `Stores.war` directory on both nodes is the following:

   `WAS_installdir/installedApps/node_name/WC_instance_name.ear/Stores.war`

   where the variables are defined as follows:

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

   node_name
   > This is the short host name of the WebSphere Commerce node.

   instance_name
   > This is the name of the WebSphere Commerce instance.

   The `WC_instance_name.ear` directory should have been copied to the Web server node after the creation of the WebSphere Commerce instance.

Chapter 18. Setting and changing passwords

Most components in WebSphere Commerce use user IDs and passwords that are validated by the operating system. For information on changing those passwords, refer to you operating system documentation. This chapter covers how to set and change passwords for WebSphere Commerce components that do not validate user IDs and passwords through the operating system.

Changing your Configuration Manager password

You can change the Configuration Manager password when you launch the Configuration Manager by clicking **Modify** in the window where you enter your user ID and password.

Alternately, to change the Configuration Manager user ID or password issue the following commands in a command window:

```
WC_installdir/bin/config_env.sh
```

```
java com.ibm.commerce.config.server.PasswordChecker -action action type
    -pwfile password_file -userid user_ID
    -password password [-newpassword new_password]
```

where the parameters are as follows:

action type
> Valid actions types are Add, Check, Delete or Modify

password_file
> The path to the file where the file will be stored. The default path is *WC_installdir*/bin.

user_ID
> This is this user ID for which you want to add, create, delete, or modify the password.

password
> This is password that you want to add, create, delete, or modify.

new_password
> This parameter is only require if you specify Modify as the action type.
>
> This is the new password to assign to the user ID.

Changing the WebSphere Commerce Site Administrator password

You can change your password using the WebSphere Commerce Administration Console.

To change your password using WebSphere Commerce Administration Console, do the following:
1. Start the WebSphere Commerce Administration Console.
2. Log on with the Site Administrator ID and password created when the WebSphere Commerce instance was created.
3. Select the **Change password** check box and click **Log On**. The Change Password page displays.

4. In the **Old Password** field, type your current Administration Console logon password. This field accepts up to 128 alphanumeric characters.

5. In the **New Password** field, type a new logon password. This field accepts up to 128 alphanumeric characters.

6. In the **New password confirmation** field, re-type the password.

7. Click **Change** to save the new password. The Select Store and Language page displays.

8. Exit the WebSphere Commerce Administration Console.

Resetting the Site Administrator password

If you forget the Site Administrator password and want to reset the password, do the following:

1. Start a command prompt session.

   Ensure you are not using the Bourne shell. WebSphere Commerce commands will not work in the Bourne shell. The Korn shell is recommended for running WebSphere Commerce commands.

2. Issue the following command:

   ```
   WC_installdir/bin/wcs_password.sh password SALT merchant_key
   ```

   where the variables are defined as follows:

   password
   > The new password that you want to assign to the Site Administrator ID.

   SALT This is any random 12–digit random that you want to use. This number seeds the encryption of the password.

   > Record this number as you must update the WebSphere Commerce database USERREG table entry for the Site Administrator with this number later.

   merchant key
   > This is the merchant key defined when the WebSphere Commerce instance was created. The merchant key also seeds the encryption of the password.

   The following is an example of the output from the command:

   ```
   IBM*
    Licensed Materials - Property of IBM
    5697-A16
    (C) Copyrights by IBM and by other(s) 1978, 1997. All Rights Reserved.
    * Trademark of International Business Machines Corp.
    === WCS Encrypted Password ===
    ASCII Format: pArp97jT4NOXN6MyWswTQpwaPbIFsEWQGwfeu08yIyM=
    Hex Format: 7041727039376a54344e4f584e364d79577377545170776d
   ```

   Record the ASCII format value of the encrypted password.

3. Connect to the WebSphere Commerce database.

   Depending on the database management system being used for WebSphere Commerce, issue one of the commands below:

   ```
   db2 connect to db_name user user_name using password
   ```

   where the variables are defined as follows:

db_name
> The name of your WebSphere Commerce database.

user_name
> The DB2 database user ID for the WebSphere Commerce database.

password
> The password associated with the DB2 database user ID.

4. Update the SALT and LOGONPASSWORD columns in the USERREG table for the Site Administrator ID by issuing the following commands:

```
db2 "update USERREG set LOGONPASSWORD='ASCII_encrypted_string'
 where LOGONID='site_admin_id'"
db2 "update USERREG set SALT='SALT' where LOGONID='site_admin_id'"
```

where the variable are defined as follows:

ASCII_encrypted_string
> This is the ASCII format value obtained from the `wcs_password.sh` command.

SALT This is the random 12–digit number you used to seed the `wcs_password.sh` command.

site_admin_id
> This is the Site Administrator ID for which you are resetting the password.

Recovering the Site Administrator ID

If you forget the Site Administrator ID defined when the WebSphere Commerce instance was created and you have no other IDs authorized as Site Administrators, you can recover the Site Administrator ID by doing the following:

1. Depending on the database management system being used for WebSphere Commerce, issue the commands below:

```
db2 connect to db_name user user_name using password
db2 select LOGONID from USERREG where USERS_ID=-1000
```

where the variables are defined as follows:

db_name
> The name of your WebSphere Commerce database.

user_name
> The DB2 database user ID for the WebSphere Commerce database.

password
> The password associated with the DB2 database user ID.

These commands should return the Site Administrator ID.

Chapter 19. General administrative tasks

This chapter describes some of the general administrative tasks you may need to perform as you use WebSphere Commerce.

Command line configuration tasks

Through the command line you can:

- Update an instance:

  ```
  WC_installdir/bin/config_client.sh -startCmdLineConfig
    updateInstance xml_file
  ```

- Delete an instance:

  ```
  WC_installdir/bin/config_client.sh -startCmdLineConfig
    deleteInstance instance_name
  ```

- List existing instances:

  ```
  WC_installdir/bin/config_client.sh -startCmdLineConfig
   getInstances
  ```

- Find information about an instance:

  ```
  WC_installdir/bin/config_client.sh -startCmdLineConfig
    getInstanceInfo instance_name
  ```

- Print configuration information for an instance to a file:

  ```
  WC_installdir/bin/config_client.sh -startCmdLineConfig
    getInstanceConfig instance_name print_to_file_name
  ```

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

Note: The commands in this sections appear on multiple lines for display purposes only. Enter these commands on one line.

Cataloging a Remote DB2 Database

Enable the database client/server connection, and catalog the node and the database on the client by entering the following commands on a DB2 command window from the database client machine:

```
db2 catalog tcpip node node_name remote host_name server port_num
db2 catalog db db_name at node node_name
```

The variable information in the commands is defined as follows:

node_name
> A unique name of your choice that DB2 will use to identify the TCP/IP node. To ensure that your name is unique, you can enter the following command in a DB2 command window:
>
> ```
> db2 list node directory
> ```
>
> and look for the name in the response. If the name is *not* listed, you can use it as your node name.

host_name
> The fully qualified host name of the machine on which the WebSphere Commerce database resides.

port_num

The port number that identifies the TCP/IP connection. To determine the port number, do the following from the database server machine:

1. In a DB2 command session on the database node, issue the following command:

   ```
   db2 get dbm cfg
   ```

   and note the value of SVCENAME (which is also identified by the text TCP/IP Service Name).

2. On the machine running your database, open the Services file \etc\services and look for the line that begins with the name you noted in the previous step. The port number appears in the second column of the same line (with the string /tcp appended to it). The default port number for DB2 Universal Database is 50000.

db_name

The name of the remote database.

The name of the default WebSphere Commerce database is Mall.

The name of the default WebSphere Commerce Payments database is wpm.

Chapter 20. User IDs required when administering WebSphere Commerce

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

Configuration Manager user ID

The Configuration Manager tool's graphical interface allows you to modify the way WebSphere Commerce is configured. The default Configuration Manager user ID and password are `webadmin` and `webibm`.

You can access Configuration Manager from your WebSphere Commerce machine, or any machine on the same network as WebSphere Commerce which supports a graphical user interface, and has the Configuration Manager client installed.

If you apply any WebSphere Commerce fix packs in the future, ensure that both the WebSphere Commerce Configuration Manager server and client machines are at the same fix pack level.

Important: Both the Configuration Manager server and the Configuration Manager client must be started under the WebSphere Commerce non-root user ID. Also, the Configuration Manager server or client cannot be started in the Bourne-shell.

WebSphere Commerce Site Administrator

The Site Administrator user ID and password apply to the following WebSphere Commerce tools:

WebSphere Commerce Accelerator

To access the WebSphere Commerce Accelerator from a machine running a Windows operating system, open your Internet Explorer Web browser, and type the following URL:

`https://host_name:8000/accelerator`

WebSphere Commerce Administration Console

To access the WebSphere Commerce Administration Console from a machine running a Windows operating system, open your Internet Explorer Web browser, and type the following URL:

`https://host_name:8002/adminconsole`

WebSphere Commerce Organization Administration Console

To access the WebSphere Commerce Organization Administration Console from a machine running a Windows operating system, open your Internet Explorer Web browser, and type the following URL:

`https://host_name:8004/orgadminconsole`

The initial Site Administrator user ID and password are specified during the creation of a WebSphere Commerce instance. WebSphere Commerce requires that the Site Administrator password adhere to the following rules:

- The password must be at least 8 characters in length.

- The password must include at least 1 numeric digit.
- The password does not contain more than 4 occurrences of the same character.
- The password does not repeat the same character more than 3 times.

Part 7. Appendixes

Appendix A. Known problems and limitations

This section covers known problems and limitations with WebSphere Commerce. Refer to the README file for any late-breaking problems or limitations.

Additional troubleshooting information can be gathered by turning on the trace feature for WebSphere Commerce in WebSphere Application Server. For more information on the trace feature, refer to *WebSphere Commerce Administration Guide*.

General problems and limitation

Error received when issuing WebSphere Commerce command

On Linux running on Intel processor-based servers, you may receive the following error messages when issuing WebSphere Commerce commands:

```
bash: ulimit: cannot modify limit: Operation not permitted
```

This error message can be safely ignored.

Installation problems and limitations

Free space message does not change when installing in console mode

If you change the installation directory when running the installation wizard in console mode, the message displaying the free space available in the directory is not updated to reflect the free space in the selected location.

If there is not enough free space to install the product in the new location, you will receive an error when you click **Next**.

Installation problems introduced by a previous DB2 Universal Database installation on a machine

If DB2 Universal Database was previously installed on the machine and is now uninstalled, ensure that the following conditions are met before using the WebSphere Commerce installation wizard to install DB2 Universal Database:

- Ensure that all previous databases were properly dropped and uncataloged.
- Ensure that all database IDs have been dropped using the `dasdrop` and `db2idrop` commands.

  For information on these commands and their use, refer to the DB2 Universal Database documentation.
- Ensure that any DB2 ports have been removed from the `/etc/services` file.
- Ensure that the following users do not exist on the system:
  - db2fwc1
  - daswc1
- Ensure that the following groups do not exist on the system:
  - daswcg1
  - db2fwcg1

Web server problems and limitations

Secure (HTTPS) URLs do not work

If any of the secure URLs for WebSphere Commerce do not work, the SSL certificate for the Web server may be missing or expired.

Refer to the Web server documentation for information on installing or updating the SSL certificate.

WebSphere Commerce instance problems and limitations

createsp.log file contains errors

If the createsp.log file contains errors, you may be able to correct these errors by following the procedure in this sections.

The createsp.log file can be found in the following directory:

`WC_installdir/instances/instance_name/logs`

where default values for *WC_installdir* are listed in "Path variables" on page iv and *instance_name* is the name of WebSphere Commerce instance.

If the createsp.log file contains errors, do the following:

1. Ensure the operating system ID that owns the DB2 Universal Database instance belongs to the DB2 fenced user group.

   If it does not belong to the group, add it.

2. Restart DB2 Universal Database. For instructions, refer to the DB2 Universal Database documentation.

3. Start a terminal session. Ensure you are using the Korn shell.

4. Change directories to the following:

   `WC_installdir/bin`

5. Run the following commands:

   ```
   ./dropsp.db2.sh db_name db_user_ID db_user_password
   ./createsp.db2.sh db_name db_user_ID db_user_password dbschema
   ```

where the variables are defined as follows:

db_name
: The name of the WebSphere Commerce database. The default name of the WebSphere Commerce database is `mall`.

db_user_ID
: The operating system ID that owns the DB2 Universal Database instance.

db_user_password
: The password associated with *db_user_ID*.

Creating a WebSphere Commerce instance with a default language other than the WebSphere Commerce installation language

During WebSphere Commerce installation, the language selected for the installation wizard sets the default language used when creating a WebSphere Commerce

instance. The creation of an instance with a default language other than the installation language will create an instance populated with data that is invalid for the chosen language.

When creating an instance with a default language other than the installation language, do the following:

1. Open a text editor to edit the following files:

   ```
   WC_installdir/schema/wcs.schema.ws_ml_db2.input
   WC_installdir/schema/wcs.schema2.ws_ml_db2.input
   ```

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

2. Replace all occurrences of the locale code for the installation language with the locale code for the new default instance language. Locale codes used by WebSphere Commerce are listed in "Valid locale codes for instance creation."

3. Save your changes and exit the text editor.

4. Create a new WebSphere Commerce instance ensuring you specify the new default language. Instructions for creating a WebSphere Commerce instance are provided in Part 4, "Creating a WebSphere Commerce and a WebSphere Commerce Payments instance," on page 43.

Valid locale codes for instance creation

The following are the valid locale codes to use when updating the instance creation files:

Language	Locale Code
German	de_DE
English	en_US
Spanish	es_ES
French	fr_FR
Italian	it_IT
Japanese	ja_JP
Korean	ko_KR
Brazilian Portuguese	pt_BR
Simplified Chinese	zh_CN
Traditional Chinese	zh_TW

Out of memory error occurs during instance creation

If instance creation fails, you may be receiving a java.lang.OutOfMemory exception during instance creation. Check the following log file for a java.lang.OutOfMemory exception:

```
WC_installdir/instances/WCSconfig.log
```

To correct the out of memory error, do the following:

1. Open the following file in a text editor:

   ```
   WC_installdir/bin/config_server.sh
   ```

2. Search the file for the following text:

   ```
   if [ $OS_NAME != "OS400" ]; then
       MAX_HEAP=-Xmx256m
   fi
   ```

3. Increase the value for `MAX_HEAP`. For example, change 256 to 512.
4. Save your changes.
5. Create your instance again.

WebSphere Commerce instance does not start when logged in as a non-root user

Once WebSphere Commerce instance was started as `root`, you will not be able to start the WebSphere Commerce instance as the non-root user.

In order to again be able to start the WebSphere Commerce instance as the non-root user, do the following:

1. Log in as `root` and start a terminal session.
2. Stop WebSphere Commerce. For instructions, refer to "Starting or stopping a WebSphere Commerce instance" on page 63.
3. Run the following command:

   `WC_installdir/bin/wc55nonroot.sh`

   Default values for *WC_installdir* are listed in "Path variables" on page iv.
4. Switch to the non-root user ID.
5. Start WebSphere Commerce. For instructions, refer to "Starting or stopping a WebSphere Commerce instance" on page 63.

Viewing port conflicts in the log

Attempting to start your WebSphere Commerce instance may result in the following message:

`EJB6121: Application server did not start`

Check the `SystemOut.log` file found in the following directory:

`WAS_installdir/logs/WC_instance_name`

where *instance_name* is the name of the WebSphere Commerce instance that failed to start.

The `SystemOut.log` may indicate a port that is already in use. The message will be similar to:

`SRVE0146E: Failed to Start Transport on host, port xxxx.`

The likely cause of this message is that the port is already in use. Please ensure that no other applications are using this port and restart the server.

WebSphere Commerce Payments instance problems and limitations

Remote WebSphere Commerce Payments instance does not work

If a remote WebSphere Commerce Payments instance does not work, the WebSphere Commerce Payments instance may be configured incorrectly.

To check the configuration of WebSphere Commerce Payments, do the following:

1. On the WebSphere Commerce node, open the following file in a text editor:

```
WC_installdir/instances/WC_instance_name/xml/
  WC_instance_name.xml
```

where *WC_instance_name* is the name of the WebSphere Commerce instance.

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

2. Search for the following text:

   ```
   <PaymentManager
   ```

3. Ensure that the `Hostname` entry under the found text points to the Web server node used by WebSphere Commerce Payments.

   The entry should contain the fully qualified host name of the Web server node.

4. Save any changes and exit the text editor.

5. On the WebSphere Commerce Payments node, open the following file in a text editor:

   ```
   WC_installdir/instances/Payments_instance_name/xml/
     Payments_instance_name.xml
   ```

   where *payments_instance_name* is the name of the WebSphere Commerce Payments instance.

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

6. Search for the following text:

   ```
   <PMWCSRealm
   ```

7. Ensure that the `Hostname` entry under the found text points to the Web server node used by WebSphere Commerce.

   The entry should contain the fully qualified host name of the Web server node.

8. Save any changes and exit the text editor.

9. Restart WebSphere Commerce and WebSphere Commerce Payments. For instructions, refer to Chapter 15, "WebSphere Commerce tasks," on page 63.

WebSphere Commerce Payments instance does not start

The WebSphere Commerce Payments instance will not start if WebSphere Application Server is configured to use a port other than port 9090.

To confirm that this the cause of the problem, do the following:

1. Open the following in a text editor:

   ```
   WAS_installdir/logs/payments_instance_name_Commerce_Payments_Server/
     SystemOut.log
   ```

   where *payments_instance_name* is the name of the WebSphere Commerce Payments instance.

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

2. Search the file for the following message:

   ```
   SRVE0146E: Failed to Start Transport on host *, port 9090.
   ```

If you have this error message, change the WebSphere Commerce Payments port. For instructions, refer to "Changing WebSphere Commerce Payments ports" on page 88.

If you do not have this error message, contact your IBM support representative.

Changing WebSphere Commerce Payments ports

To change WebSphere Commerce Payments ports, do the following:

1. Start WebSphere Commerce Configuration Manager. For instructions, refer to .

2. Under **WebSphere Commerce**, expand your *hostname*.

3. Expand **Payments** → **Instance List** → *payments_instance_name* → **Instance Properties**.

4. Click on the **Webserver** tab.

5. Update the desired ports.

6. Click **Apply** to apply your changes.

Note: All Payments ports should be changed through the Configuration Manager, as stated in Chapter 11, "Before you create or modify an instance with Configuration Manager," on page 45 and not through the WebSphere Application Server Administration Console. This ensures that all properties and files are updated with the same information.

WebSphere Commerce Payments instance does not start when logged in as a non-root user

Once the WebSphere Commerce Payments instance was started as `root`, you will not be able to start the WebSphere Commerce Payments instance as the non-root user.

In order to again be able to start the WebSphere Commerce Payments instance as the non-root user, do the following:

1. Log in as `root` and start a terminal session.

2. Stop WebSphere Commerce Payments. For instructions, refer to "Starting or stopping a WebSphere Commerce Payments instance" on page 63.

3. Delete the following directory:

   `WAS_installdir`/logs/`instance_name`_Commerce_Payments_Server/

   where *instance_name* is the name of the WebSphere Commerce Payments instance.

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

4. Run the following command:

   `WC_installdir`/bin/wc55nonroot.sh

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

5. Switch to the non-root user ID.

6. Start WebSphere Commerce Payments. For instructions, refer to "Starting or stopping a WebSphere Commerce Payments instance" on page 63.

Appendix B. Uninstalling WebSphere Commerce components

WebSphere Commerce components must be uninstalled in the reverse order from which they were installed. Uninstall WebSphere Commerce components in the following order:

1. WebSphere Commerce, WebSphere Commerce Payments, and the WebSphere Commerce Configuration Manager server and client

   These components should be removed from all nodes on which they are installed before uninstalling any other components.

2. WebSphere Application Server
3. Web server
4. Database

Uninstalling WebSphere Commerce, WebSphere Commerce Payments, or the WebSphere Commerce Configuration Manager client

To uninstall WebSphere Commerce, WebSphere Commerce Payments, or the WebSphere Commerce Configuration Manager client from a node, do the following:

1. Stop WebSphere Commerce as described in "Starting or stopping a WebSphere Commerce instance" on page 63.
2. Stop WebSphere Commerce Payments as described in "Starting or stopping a WebSphere Commerce Payments instance" on page 63.
3. Delete any WebSphere Commerce instances following the instructions provided in "Deleting a WebSphere Commerce instance" on page 64.
4. Delete any WebSphere Commerce Payments instances following the instructions provided in "Deleting a WebSphere Commerce Payments instance" on page 65.
5. If you have created or customized any files in the *WC_installdir* directory or its subdirectories, and you wish to retain them, back them up to a directory that is not used by any WebSphere Commerce component.

   Default values for *WC_installdir* are listed in "Path variables" on page iv.
6. While logged in as `root`, start the uninstallation wizard by issuing one the following commands:

   ```
   WC_installdir/_uninst/uninstall_linux.jar
   ```

   or

   ```
   WC_installdir/_uninst/uninstall_linux.jar -console
   ```

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

For a distributed installation of WebSphere Commerce, run the uninstallation wizard on the WebSphere Commerce node, the WebSphere Commerce Payments node, and the WebSphere Commerce Configuration Manager client node.

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

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

7. Complete the uninstallation wizard by following the prompts.

   Wait for the uninstallation wizard to complete before continuing.

8. If the *WC_installdir* directory still exists on the node, remove it.

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

Repeat the instructions on each node where you have WebSphere Commerce, WebSphere Commerce Payments, or the WebSphere Commerce Configuration Manager client installed.

Uninstalling WebSphere Application Server

For information on uninstalling WebSphere Application Server, refer to *IBM WebSphere Application Server Version 5 Getting Started*. This publication is available through the WebSphere Application Server library:

`http://www.ibm.com/software/webservers/appserv/was/library/`

Uninstalling IBM HTTP Server

If IBM HTTP Server is installed on the same node as WebSphere Application Server, IBM HTTP Server will be uninstalled automatically when you uninstall WebSphere Application Server.

For information on uninstalling IBM HTTP Server, refer to the IBM HTTP Server V1.3.26 powered by Apache Installation file available through the following URL:

`http://www.ibm.com/software/webservers/httpservers/library.html`

Uninstalling DB2 Universal Database

For information on uninstalling DB2 Universal Database, refer to *IBM DB2 Universal Database Quick Beginnings for DB2 Universal Database Express Edition*. This publication is available through the DB2 Universal Database library:

`http://www.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/v8pubs.d2w/en_main`

Note: The DB2 Universal Database CD provided with WebSphere Commerce contains a .tar file. To follow the instructions in the DB2 Universal Database documentation, you must untar the contents of the CD to a temporary location. Run any commands that are to be run from the DB2 Universal Database CD from this temporary location instead. After uninstalling DB2 Universal Database, delete the temporary location.

Appendix C. Where to find more information

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

WebSphere Commerce information

The following are the sources of WebSphere Commerce information:
* WebSphere Commerce online help
* WebSphere Commerce technical library

WebSphere Commerce online help

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

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

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

WebSphere Commerce technical library

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

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

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

WebSphere Commerce Payments information

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

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

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

or

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

Where the variables are defined as follows:

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

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

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

If WebSphere Commerce Payments is SSL-enabled, you can use either URL. If IWebSphere Commerce Payments is not SSL-enabled, you can only use the non-secure URL (http).

Help is also available at the following URL:

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

or

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

Where the variables are defined as follows:

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

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

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

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

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

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

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

IBM HTTP Server information

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

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

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

WebSphere Application Server information

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

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

DB2 Universal Database information

The HTML documentation files are available under the /doc/*locale*/html subdirectory, where *locale* is the language code for your locale (for example, *en* for American English). Any documentation that is not available in a national language is shown in English.

Additional DB2 information is available at the DB2 Technical Library:

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

Other IBM publications

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

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