WebSphere® Commerce Analyzer

IBM

Version 5.6.0.1

Installation Guide for fix pack 5.6.0.1

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> **Note:**
>
> Before using this information and the product it supports, be sure to read the general information under "Notices" on page 19.

First Edition (July 2004)

This edition of this book applies to version 5.6 of the WebSphere Commerce Analyzer and to all subsequent releases and modifications until otherwise indicated in new editions:

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Preface

About this book

This document describes the steps required to apply the IBM® WebSphere®
Commerce Analyzer 5.6.0.1 fix pack to the base level (5.6.0.0) of the of WebSphere
Commerce Analyzer.

Conventions used in this book

This book uses the following highlighting conventions:

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

Path variables

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

WCA_installdir
    The installation path for WebSphere Commerce Analyzer. The default
    installation directory is:

    c:\Program Files\IBM\WCA

Product editions

WebSphere Commerce Analyzer editions supported by this fix pack

This fix pack supports WebSphere Commerce Analyzer Version 5.6 on the following operating systems:

- Windows® 2000
- Windows 2003

For the specific requirements on each of the supported operating systems, refer to "Prerequisite software" in the *IBM WebSphere Commerce Version 5.6 Additional Software Guide* .

New and changed

The following is a list of updates or improvements new to this fix pack only.

- Configuration Manager
  - Fixed slight truncation of some text fields in Data Warehouse configuration panel
  - Improve usability by checking if the capture program is running on TWSA server
- Correction to period calculations for leap year
- Improvements to extraction and pruning of data from the IWHWSA.BROWSER table
- Change the Unique Index to Non-Unique Index
- Resolved the "X MINE Mining Model Training" step hanging problem
- Avoid incomplete WCA report when one or more of the ETL steps are missed
- Force user to load financial periods during initial wca configuration
- Improve ease of use by disabling continuous replication check box by default
- Improvement of promotion error checking
- Resolved issue where TWSA replication time window is not updated properly, and correcting problem with missing data in some of the clickstream reports
- Improvement of usability by disabling the Warehouse Control Database name field
- Warn user of Check Reference failure
- Corrected repeating appearance of DB connect prompt
- Corrected the order of ETL steps.
- Enable user to apply WebSphere Commerce Analyzer fix pack 1 updates
- Corrected problem that occured during Warehouse step promotion when using WebSphere Commerce v5.5 with Oracle
- Improve usability by displaying more relevant error message when TWSA project does not exist
- Setup replication for source database page
- Enable proper warning if failure to complete promotion
- Enable recovery from the capture program starting in cold mode on the twsa server
- Updated the load status for the iwhwsa.hit_facts table, allowing additional sql tracing for the data inserted into the wsa.hit_facts table to facilitate PD
- Corrected problem where WCA.FACT_CPGN_STATS table is always empty
- Correct the exception thrown during the WCA configuration
- Corrected problem in populating WCA.FACT_INTEREST_LIST table
- Corrected problem with missing data in the wca.fact_orderitems table on German machines
- Improved replication reliability by increasing support for longer name and description fields
- Enhanced performance with reduction of the execution time of the WCSc Product Hierarchy step
- Improved error checking to avoid problems with promoting steps

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- – Check XTServer is running before promoting steps
- – Check steps promoted successfully before continuing with configuration
- Corrected problem with insufficient table space size after recreation of data mart
- Corrected the default abandoned order status setting which will only include pending orders
- Removed occasional Oracle error reporting a failure when none had occurred
- Corrected error in populating types of Marketing and Promotion campaigns

Determining installed fix packs

The installer packaged with the fix pack includes options for determining installed WebSphere Commerce Analyzer fix packs. To use the update installer you must first download and extract the fix pack to a temporary directory which will be denoted by *fp_installdir*. See the section "Preinstallation" on page 9 for instructions on how to do this.

Determining installed fix packs

To determine installed WebSphere Commerce Analyzer fix packs do the following:

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

- `updateSilent.bat fixpack list WCA_installdir`

   Where *WCA_installdir* is the installation path for WebSphere Commerce Analyzer. The default installation directory is defined in the Preface under the section, "Path variables", on page v.

   For example,

   `updateSilent.bat fixpack list c:\Progra~1\IBM\WCA"`

Prerequisites

Read over this chapter and complete any of the following sections that are applicable to your WebSphere Commerce Analyzer installation.

DB2 Hotfix

DB2 hotfixes 10176 and 10769 are required before installing the WebSphere Commerce Analyzer 5.6 fix pack. Please download them from the DB2 hotfixes web site (ftp.software.ibm.com/software/websphere/commerce/56/wca/5601/db2_8.1_FP5_hotfixes), and follow the instructions below for installation.

1. Close any DB2 applications.
2. Stop all DB2 services:
   a. From the **Start** menu, select **Settings** > **Control Panel**>**Administrative Tools** > **Services**.
   b. Stop all DB2 services.
3. Install DB2® Hotfix 10176.
   a. Unzip the hotfixpkg_10176.exe file to a temporary directory.
   b. At a DB2 command prompt, change the directory to the temporary directory. Type hotfix -f.

      DB2 processes are shut down and the hotfix is installed.
4. Install DB2 Hotfix 10769.
   a. Unzip the hotfixpkg_10769.exe file to a temporary directory.
   b. At a command prompt, change the directory to the temporary directory. Type hotfix -f.

      DB2 processes are shut down and the hotfix is installed.

Installing the fix pack

Preinstallation

1. Create a temporary directory to download the fix pack into. This temporary directory will be denoted by *fp_installdir* in the remaining sections of this guide.
2. Download the fix pack from the WebSphere Commerce Analyzer Support Web site (http://www.ibm.com/support/docview.wss?uid=swg24007422) into *fp_installdir* directory.
3. Navigate to the *fp_installdir* and then extract the files in the wca_5601.jar archive by using a extraction program such as Winzip.
4. Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.
5. Close the WebSphere Commerce Analyzer Configuration Manager, if it is open.

Either the silent installation or the graphical user interface installation may be used.

Silent install

Applying the fix pack to WebSphere Commerce Analyzer

Updating WebSphere Commerce Analyzer

This section will update WebSphere Commerce Analyzer.

1. Using the command line, navigate to the *fp_installdir* directory.
2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce Analyzer installation.

   ```
   updateSilent.bat fixpack install "WCA_installdir" fixpackID
   fp_installdir
   ```

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

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

   For example,

   ```
   updateSilent.bat fixpack install "C:\Progra~1\IBM\WCA" WCA c:\5601
   ```

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

Graphical user interface install

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

Applying the fix pack to WebSphere Commerce Analyzer

Updating WebSphere Commerce Analyzer

1. Using the command line, navigate to the *fp_installdir* directory and type the following command:

   `updateWizard.bat`

2. Select a language and then click **OK**.
3. Click **Next** to continue.
4. Click **Next** to accept the WebSphere Commerce Analyzer product found on your computer.
5. Select **Install fix packs**. Click **Next**.
6. Under Fix Pack Directory, type in the following:

   fp_installdir

   Click **Next**.
7. Click **Next** to accept the fix pack found.
8. Click **Next** to begin installing.
9. Ensure that the installer displays the message `The following fix pack was successfully installed`. If you do not get this message the installer will indicate which log files to check. Click **Finish.**

Post installation steps

Complete the following sections only if you are updating an existing WebSphere Commerce Analyzer installation where configuration cannot be re-run. If you have just installed WebSphere Commerce Analyzer and are about to configure, you are finished installing the fix pack and can return to the Additional Software Guide instructions.

Apply fix to the data mart Database

The 'applyfixes' utility must be used to apply the fixes to the WebSphere Commerce Analyzer data mart database to resolve the following issues:

- Change unique indexes to non-unique
- Remove TIME_CUT_OFF_PREV from process_row
- WCA.FACT_CPGN_STATS table is always empty

Using the DB2 command window, navigate to the *WCA_installdir*/services and type the following command:

`applyfixes` *dbname userID password*,

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

- *dbname*: The name of the data mart database (eg. WCAMART)
- *userID*: The userid of the user who owns the database (eg. mart_user)
- *password*: The password of the user (eg. martuser)

WebSphere Commerce Analyzer 5.6 ETL Flow Reorder

We have changed the ETL flow in IBM WebSphere Commerce Analyzer version 5.6.0.1 fix pack.

The changes can be picked up by re-configuring WebSphere Commerce Analyzer. If you re-configure, you can skip all the steps below this heading. However, you can not re-configure WebSphere Commerce Analyzer if you have customized the control database flow already, or if you have data in the data mart that you cannot lose. In those cases we recommend you follow the instructions below to make the changes manually, thereby not disturbing your existing data or previous customizations.

Flow Change Diagram:
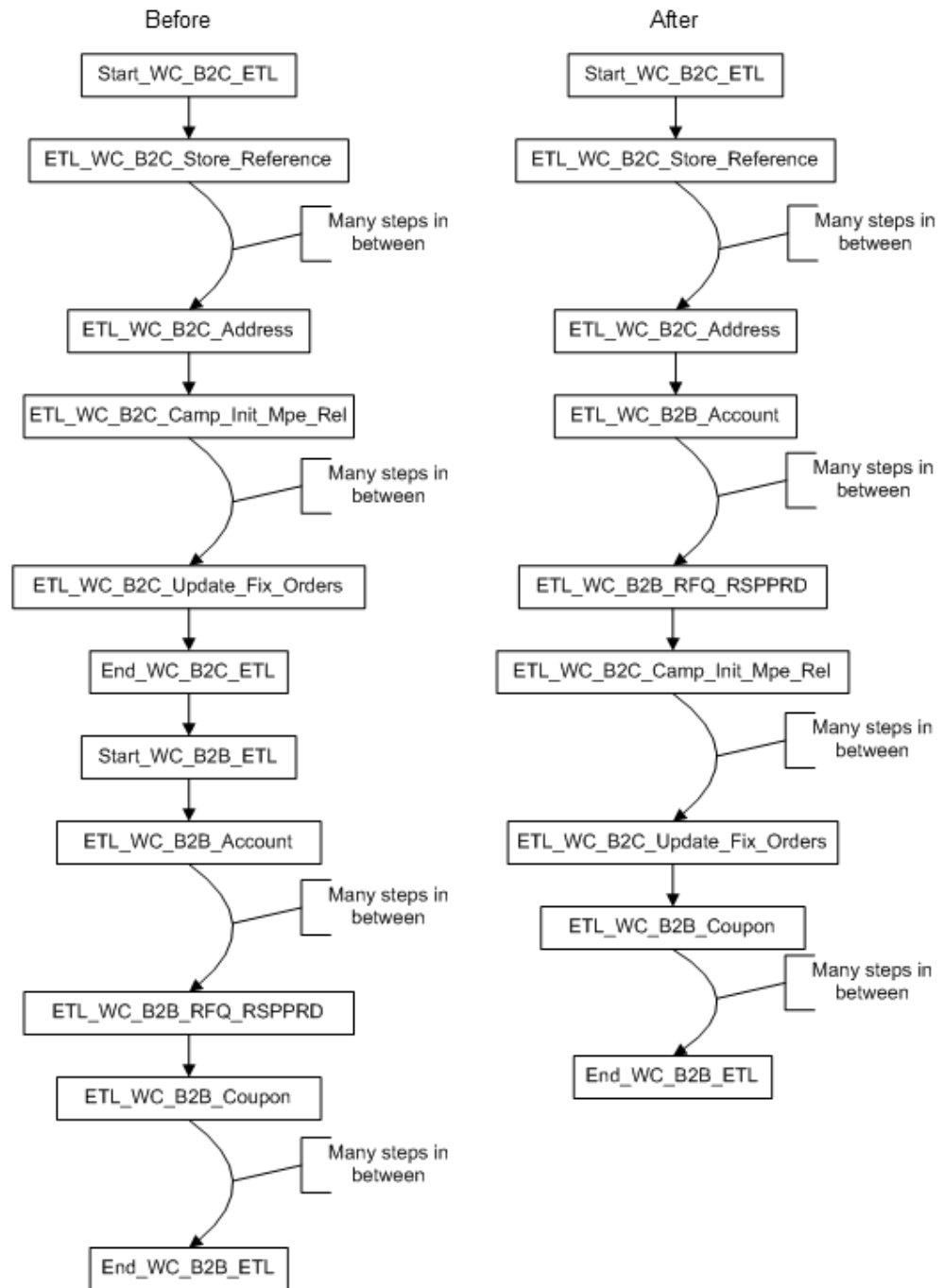
1. These changes are made in IBM DB2 Data Warehouse Center. From the desktop, click **Start > Programs > IBM DB2 > Business Intelligence Tools > Data Warehouse Center**. Log on using the default userid and password (ctrluser/ctrluser) or your userid and password.

2. For each change, you must set the step mode to 'Development'. To do this, after locating the step, right-click the step and select **Mode > Development**. After each change, you will use the same method to set the step mode back to **Production**.

3. We will use step 1 as example to change the next step of "ETL_WC_B2C_Address" from "ETL_WC_B2C_Camp_Init_Mpe_Rel" to "ETL_WC_B2B_Account". Do the following:

   - In Data Warehouse Center, navigate to **Subject Areas > ETL_WC_B2C > Processes >ETL_WC_B2C_Address**

   - In the right panel, right click on **X WC_B2C_Address** and select **Mode > Development**

   - In the left panel, double-click on **ETL_WC_B2C_Address**. This will open the Process Model window.

     Note: The green arrow (**On Success** connector) represents the control flow, which determines the order in which steps run. We can see that normally, the next step to run after "ETL_WC_B2C_Address" is "ETL_WC_B2C_Camp_Init_Mpe_Rel". We will break this flow and insert our new step here.

   - **IMPORTANT**: make note the direction of the green arrow leading to the "ETL_WC_B2C_Camp_Init_Mpe_Rel" icon.

     – Click the icon "ETL_WC_B2C_Camp_Init_Mpe_Rel" in this process and delete it

   - In the toolbar menu, click the shortcut icon , then in the Process Model window, click where the deleted step had been.

   - In the dialog that pops up, navigate to **Subject Areas > ETL_WC_B2B > Processes >ETL_WC_B2B_Account > X WC_B2B_Account** and click on the select button. Click **OK**

   - To join the two steps, click the arrow icon , choose **On Success**, click on the Address, hold the left mouse button, and drag to the Account step. The

process should now look like this:
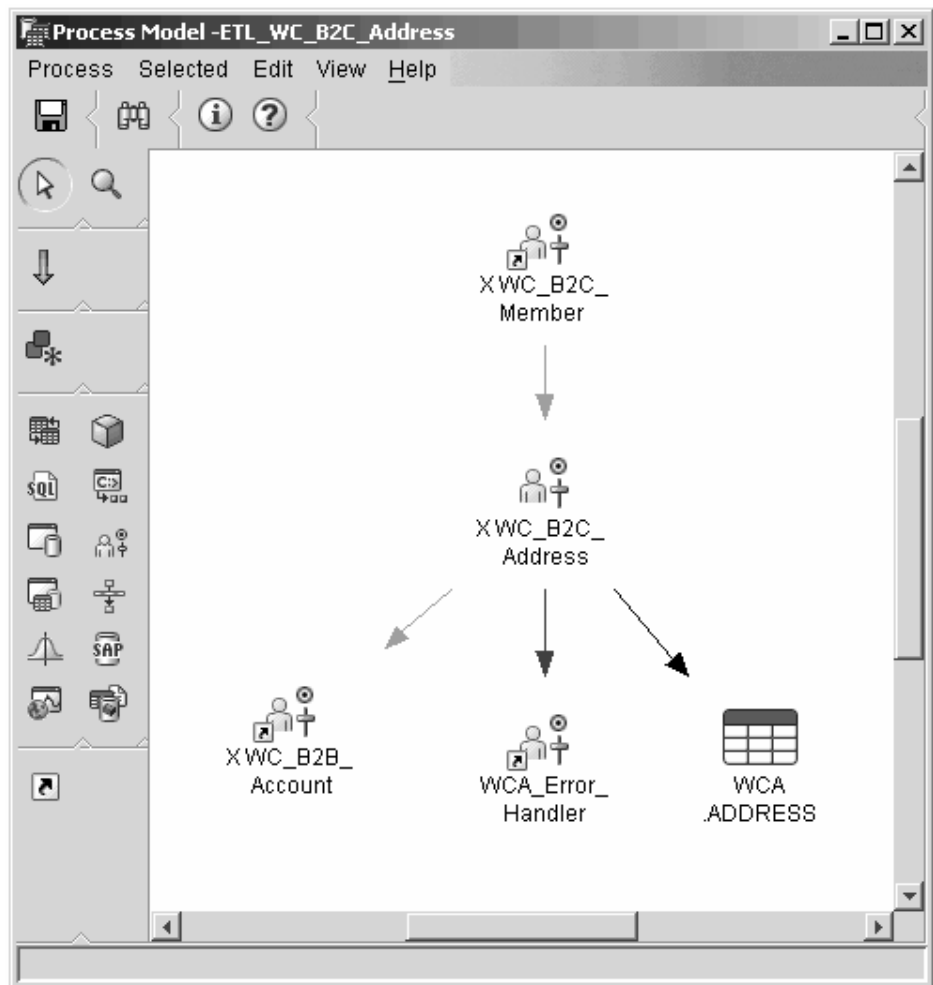
- Save the process by selecting the **Save** option from the **Process** menu
- Close the Process Model window

4. In the right panel, right-click the step and select **Mode > Production**
5. Use the above instructions and the following chart to change the remaining processes. In each you will have to remove a shortcut to a step, and in three you will add a shortcut. Ensure that you only remove or add the correct one. Notice that the **Subject Area** to expand will always be the capitalized prefix to the process name.

Process to change	Shortcut to remove	Shortcut to add
ETL_WC_B2C_Address	ETL_WC_B2C_Camp_Init_Mpe_Rel	X WC_B2B_Account
ETL_WC_B2B_Account	Start_WC_B2B_ETL	N/A
ETL_WC_B2B_RFQ_RSPPRD	ETL_WC_B2B_Coupon	X WC_B2C_Camp_Init_Mpe_Rel
ETL_WC_B2C_Update_Fix_Orders	End_WC_B2C_ETL	X WC_B2B_Coupon

Replication_TWSA > Start_TWSA_Replication	IWH.LOGMSGS (source table)	Use the source/target table icon to find Warehouse Sources > Tivoli Web Site Analyzer > Tables > *<SCHEMA_NAME>*.WEB _NODES (source table)

6. Now you must delete an entire step. Navigate to **Subject Areas > ETL_WC_B2C > Processes > END_WC_B2C_ETL**. On the right panel, right-click step **END_WC_B2C_ETL** and select **Mode > Development**. Right click the same step again and choose **Remove** to delete the step. Then on the left panel, right-click process **END_WC_B2C_ETL** and choose **Remove**. Click **OK** in the confirmation window.

7. Remove step **START_WC_B2B_ETL** in the same way.

Uninstalling the fix pack

Before removing the fix pack

Uninstalling the fix pack will restore the WebSphere Commerce Analyzer back to the level it was at before the fix pack installation was completed.

Before you uninstall

1. Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.
2. Close the WebSphere Commerce Analyzer Configuration Manager, if it is open.

   For the specific requirements on the supported operating system, refer to "Prerequisite software" in the *IBM WebSphere Commerce Version 5.6 Additional Software Guide*

   There are two ways to uninstall this fix pack. Either the silent uninstall or the graphical user interface uninstall may be used.

Silent uninstall

Removing the fix pack from WebSphere Commerce Analyzer

1. Using the command line, navigate to the *fp_installdir* directory.
2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce Analyzer installation.

   `updateSilent.bat fixpack uninstall WCA_installdir fixpackID`

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

   - *WCA_installdir*: The installation path for WebSphere Commerce Analyzer 5.6. The default installation directory is defined in the Preface under the section Path variables on page v.
   - *fixpackID*: The name of fix pack to be uninstalled. For example, WCA.

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

   `updateSilent.bat fixpack uninstall c:\Progra~1\IBM\WCA WCA`

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

Graphical user interface uninstall

Removing the fix pack from WebSphere Commerce Analyzer

1. Using the command line, navigate to the *fp_installdir* directory and type the following command:

   `updateWizard.bat`

2. Select a language and then click **OK**.
3. Click **Next** to continue.

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

Troubleshooting

Windows troubleshooting

Spaces in the install path

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

PATH or CLASSPATH variables are too long

If you encounter either of the following errors:

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

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

DB2 Warehouse

If you install WebSphere Commerce Analyzer on the same machine as WebSphere Commerce and do not have DB2 Warehouse installed, then DB2 must be reinstalled. By default, WebSphere Commerce does not install DB2 Warehouse and it is available with DB2 Enterprise Server Edition.

Note that DB2 must be uninstalled prior to reinstallation and must reside in the same directory as before. Any existing databases will have to be re-cataloged with the new install.

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