

*IBM(R) Content Manager for Multiplatforms Version 8.2  
(Program Number 5724-B19)*

*IBM(R) Enterprise Information Portal for Multiplatforms Version 8.2  
(Program Number 5724-B43)*

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## 1 About this readme file

This readme contains new information, known problems, and updates to the documentation in support of

- Content Manager Version 8.2,
- Enterprise Information Portal Version 8.2,

This fix pack contains APARs from previous fix packs as well as new fixes that are only found in this fix pack.

The latest version of this readme document is available at this Web site:

[ftp://ftp.software.ibm.com/ps/products/content\\_manager/](ftp://ftp.software.ibm.com/ps/products/content_manager/)

### 1.1 Introduction

This readme document is the first document to read when setting up and installing fix packs for Version 8.2 Content Manager, Version 8.2 Enterprise Information Portal, Version 8.2 Content Manager eClient, or Version 8.2 Content Manager Client for Windows.

This readme has four categories:

- Installation - describes installation restrictions and considerations.
- Known problems - has area topics, describes code restrictions and problems, and provides workaround solutions.
- New information - has topics, provides additional information, not found elsewhere in the documentation.
- Updated documentation - contains references to the documentation, provides corrections and additional information.

### DB2 Fix Pack Information

The following DB2 restrictions apply to machines with the library server installed:

- **Restriction for DB2 UDB Version 7 customers:** You must be at DB2 FP10 and run db2rbind to restore enforcement of referential constraint before installing Content Manager fix pack 2 to avoid library server data corruption.
- **Restriction for DB2 UDB Version 8 customers:** You must be at DB2 FP2 or higher before installing Content Manager fix pack 2.

### 1.2 Customer technical support: WBTS - Support web site

For any questions, concerns, or problems related to Content Manager for Multiplatforms, visit this web site:

[www.ibm.com/software/data/cm/cmgr/mp/support.html](http://www.ibm.com/software/data/cm/cmgr/mp/support.html)

For any questions, concerns, or problems related to Enterprise Information Portal, visit this web site:

[www.ibm.com/software/data/eip/support.html](http://www.ibm.com/software/data/eip/support.html)

There you will be able to browse or search many technical documents, including Frequently Asked Questions (FAQs), Hints and Tips, defects (APARs), and other important information.

## **1.3 Pre-requisites**

### **1.3.1 Content Manager/Enterprise Information Portal**

Content Manager/Enterprise Information Portal must be at the 8.2 Fix Pack 2 level before applying this fix.

### **1.3.2 DB2**

Recommended level is DB2 v7.2 FP10+, DB2 v8.1 FP2+

For running Content Manager against zOS backends: DB2v7.2 FP9 or FP10, DB2v8.1 FP2 or FP3

### **1.3.3 Websphere Application Server**

Minimum Websphere Application Server (WAS) Version 4.0.5

### **1.3.4 Operating System**

- Windows 2000

### **1.3.5 JVM/JDK**

Minimum JVM/JDK Version 1.3.1

### **1.3.6 C++ Compiler**

Required C++ compilers are Visual C++ 6 and 7

### **1.3.7 Tivoli Storage Manager**

Tivoli Storage Manager (TSM) Version 5.1 setup: Tivoli Storage Manager 32 bit API client is the only client supported with Content Manager resource manager. The TSM V5 32 bit API client package for AIX V5 is labeled as the 32 bit API client for AIX 4.3, but this package works perfectly fine.

## 2 Installation information for all Content Management 8.2 fix packs

The fix pack install and uninstall instructions are organized by operating system and by product. Go to the appropriate section for your operating system and follow the instructions.

**Restriction:** Before installing the fix pack on any operating system, you must:

- Stop WebSphere Application Server
- Stop all running resource manager processes
- Stop all library server processes
- Stop and restart the DB2 instance

**License Requirements (not optional):**

- AIX - requires Visual Age C++
- SUN - requires Sun Forte Compiler

### 2.1 Windows operating system

#### 2.1.1 Content Manager and EIP for Windows

#### Preparing for the fix pack

**IBM recommends that you backup your system before applying any maintenance.**

**Restriction:** Before installing the Content Manager and EIP fix pack on any operating system, you must:

- Stop WebSphere Application Server
- Stop all running resource manager processes
- Stop all library server processes
- Stop and restart the DB2 instance

\_\_\_ 1. Stop WebSphere Application Server:

**To stop WebSphere Advanced Edition Version 5:**

Run %WAS Home%\bin\stopServer.bat <App Server> where  
%WAS Home% is C:\WebSphere\AppServer by default  
and  
App Server is icmrm by default

**To stop WebSphere Advanced Edition Version 4 AE):**

Stop the service IBM WebSphere Application Server.

**To stop WebSphere Advanced Single Server Edition Version 4 AES):**

Run %WAS Home%\bin\stopServer.bat where  
WAS Home is C:\WebSphere\AppServer by default

\_\_\_ 2. If you have any resource manager processes running, stop all of them:

For each resource manager, stop these four services:

- ICM Migrator *DBNAME*
- ICM Purger *DBNAME*
- ICM Replicator *DBNAME*
- ICM Stager *DBNAME*

- \_\_\_ 3. If you have a library server process running, stop it before continuing:  
Stop service – ICM LS Monitor *DBNAME*.
- \_\_\_ 4. Stop the DB2 instance where the Content Manager databases are installed:  
Exit all DB2 applications, then run  
`db2stop`
- \_\_\_ 5. If you have DB2 TIE installed, run  
`db2text stop`  
to stop it. You should see the following message: CTE0001 Operation completed successfully.
- \_\_\_ 6. Start the DB2 instance:
  - \_\_\_ a. Run  
`db2start`  
  
You should see the following message:  
SQL1063N DB2START processing was successful.
  - \_\_\_ b. Run  
`db2text start`  
  
You should see the following message:  
CTE0001 Operation completed successfully.
- \_\_\_ 7. You can set the UPDATEDIR environment variable to identify an alternate location for the fix pack installation. **Restriction:** UPDATEDIR must be set to a different location for different product and different fix pack level. It is highly recommended to have the product and fix pack level included in the UPDATEDIR path. For example, for Content Manager fix pack 1, set UPDATEDIR to  
`/tmp/CMFixpack01`

## Running the fix pack installation program

This section describes how to run the Content Manager and Enterprise Information Portal fix pack installation program.

## Running the Content Manager fix pack installation program

To run the Content Manager fix pack installation program, complete the following steps:

- \_\_\_ 1. From the command line, type:  
`Update_CM_win_ENU`

After you run the command, the Installer window opens.

- \_\_\_ 2. In the Installer window, click **Next**. If the library server is installed, you are directed to the LS Info window to type information about your library server, including library server database name, library server schema name, library server database administration ID, and password.

After you type information about your library server, click **Next**. If resource manager is installed, you are directed to the RM info window appears and you are prompted to type the number of your local resource manager Web applications.

- \_\_\_ 3. Type the number of your local resource manager Web applications, and click **Next**. The next window prompts you to type information about each resource manager Web application.

- \_\_\_ 4. Type information about your first resource manager Web application including: WebSphere home directory, application server name, Web application name, and context root. After you type the information, click **Next**.

\_\_ 5. Type your resource manager database location, and enter information about your first resource manager database, including resource manager database name, database administration ID, and password. After you type the information, click **Next**.

\_\_ 6. The last window of the fix pack installation program displays the location where the product update temporary files are installed. Click **Next**.

## Running the Enterprise Information Portal fix pack installation program

To run the Enterprise Information Portal fix pack installation program, complete the following steps:

\_\_ 1. From the command line, type:  
`Update_EIP_win_ENU`

After you type the command, the Installer window opens.

\_\_ 2. In the Installer window, click **Next**. If the EIP administration database is installed, you are directed to a window that prompts you to type information about your EIP database, including database name, schema name, user ID and password:

After you type information about your EIP database, click **Next**. You are directed to the last window of the fix pack installation program.

\_\_ 3. The last window of the fix pack installation program displays the location where the product update temporary files are installed. Click **Next**.

## Running the fix pack uninstall program

### Running the Content Manager fix pack uninstall program

#### Before you run the fix pack uninstallation program:

- Go through the steps described in **Preparing for fix pack**. For example, make sure that DB2 applications and services have been stopped correctly.
- Do not remove the CM Update entry from the Add/Remove Program list on Windows systems. Fix pack installation cannot start if CM Update is removed.
- You must be in the directory where the fix pack is installed to start the fix pack uninstallation program.
  - If UPDATEDIR is not set, the fix pack is installed to <Product>\Fixpack<fp#>\  
Example: C:\ProgramFiles\IBM\CM82\Fixpack01\ for Content Manager Fix pack 1
  - If UPDATEDIR set, the fix pack is installed to UPDATEDIR\Fixpack<fp#>\  
Example: C:\temp\fixpack01\ if UPDATEDIR set to C:\Temp

To run the Content Manager fix pack uninstallation program enter the following command from the fix pack install directory from a command prompt:

```
UpdateUninstall.bat
```

## Running the Enterprise Information Portal fix pack uninstall program

#### Before you run the fix pack uninstallation program:

- Go through the steps described in **Preparing for fix pack**. For example, make sure that DB2 applications and services have been stopped correctly.
- Do not remove the EIP Update entry from the Add/Remove Program list on Windows systems. Fix pack installation cannot start if EIP Update is removed.
- You must be in the directory where the fix pack is installed to start the fix pack uninstallation program.
  - If UPDATEDIR is not set, the fix pack is installed to <Product>\Fixpack<fp#>\  
Example: C:\ProgramFiles\IBM\CM82\Fixpack01\ for Content Manager Fix pack 1
  - If UPDATEDIR set, the fix pack is installed to UPDATEDIR\Fixpack<fp#>\  
Example: C:\temp\fixpack01\ if UPDATEDIR set to C:\Temp

To run the Enterprise Information Portal fix pack uninstallation program enter the following command from the fix pack install directory at the command prompt:  
updateUninstall.bat

## Verifying that the products function correctly

### SysAdmin Client

When bringing up the SysAdmin client, if receiving the following pop-up error:

```
COM.ibm.db2.jdbc.app.DB2Driver
```

Perform the following steps:

```
cd /d %CMSYSADMIN%
```

```
edit cadmin81.bat
```

look for the line:

```
set DB2JAR="%DB2HOME%\java12\db2java.zip";"%DB2HOME%\java\db2java.zip"
```

and delete all the double quotes, so it becomes

```
set DB2JAR=%DB2HOME%\java12\db2java.zip;%DB2HOME%\java\db2java.zip
```

After you install each of the components, use the information available in *Planning and Installing Your Content Management System Version 8 Release 2* to walk you through the verification process.

### Chapters from Planning and Installing Your Content Management System

Platform	Product	Chapters from Planning and Installing Your Content Management System
Windows	Content Manager Enterprise Information Portal	Chapter 11 Chapter 13