

IBM Content Manager for Multiplatforms



Upgrade from Version 8.1 to Version 8.2 Guide

Version 8 Release 2

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Note

Before using this information and the product it supports, read the information in "Notices" on page 37.

First Edition (April 2003)

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Chapter 1. About this guide

This document provides information that is needed to install and configure the IBM® Content Manager, Enterprise Information Portal, and VideoCharger™ Version 8.2 upgrade installation on the following platforms:

- AIX®
- Sun Solaris Operating Environment (hereafter referred to as Solaris)
- Windows®

The latest version of this document is available on the eSupport Web site. To view the latest version:

1. Go to www.ibm.com/software/data/cm/cmgr/mp/support.html
2. Search for
Upgrading from Version 8.1 to Version 8.2

Who should use this guide

Use this document if you are an existing Content Manager, Enterprise Information Portal, eClient, Client for Windows, or VideoCharger Version 8.1 customer who is upgrading to Version 8.2.

Skills that are required

Depending on the configuration of your Content Manager system, you should be familiar with one or more of the following operating systems:

- AIX
- Solaris
- Windows

Support available on the Web

Product support is available on the Web. Click **Support** from the product Web sites at:

www.ibm.com/software/data/cm/

www.ibm.com/software/data/eip/

Chapter 2. Choosing your upgrade method for Content Manager and Enterprise Information Portal

You can achieve Content Manager and Enterprise Information Portal Version 8.2 functionalities by using one of the following methods:

- Using the upgrade installation program
- Installing the full Version 8.2 as a new installation only if you do not want to keep your Version 8.1 data

If you choose to install the full Version 8.2 as a new installation, see *Planning and Installing Your Content Management System Version 8 Release 2* for more information. If you choose to use the upgrade installation, read the following considerations carefully, and proceed to Chapter 3, “Upgrading Content Manager or Enterprise Information Portal from Version 8.1 to Version 8.2”, on page 5.

Consider the following items before you upgrade:

- If you use the upgrade installation program to upgrade Content Manager and Enterprise Information Portal Version 8.2, you cannot use the upgrade installation program or the Version 8.2 installation program to add selectable product components on that machine. The term “component” refers to separately-installable features of the product. For example, Content Manager has three main components: library server, resource manager, and system administration client. If your machine A has Content Manager Version 8.1 with library server installed and then you upgrade machine A to Content Manager Version 8.2, you cannot add the resource manager component to this machine at a later time. However, you can use the Content Manager Version 8.2 installation program to install the resource manager component on another machine to connect to your upgraded system.

Note: IBM support is available to help you in this activity.

- If you want to migrate your Version 8.1 data to Version 8.2, you must use the upgrade installation.
- After upgrading to Version 8.2, you cannot return to Version 8.1.
- Content Manager and Enterprise Information Portal product shortcuts are not upgraded.
- If you have Content Manager and Enterprise Information Portal installed on the same machine, you must upgrade both products.
- **For your library servers or Enterprise Information Portal databases:** If your system has more than one Content Manager library server or Enterprise Information Portal database, you must upgrade all of them before you can use the system. To upgrade the databases, run the upgrade installation program for each of them.
- **For your resource managers:** If your system has more than one Content Manager resource manager database, you must upgrade all of them before you can use the system. To upgrade the resource manager databases, run the upgrade installation program. You can choose to upgrade one or more (up to ten) resource manager databases in a single session.
- The upgrade installation program does not update the version number shown in the system registry or database. To determine what version of Content Manager or Enterprise Information Portal that you have installed, you can run the `cm\level` file. Table 1 on page 4 describes the location of `cm\level` files for Content

Manager and Enterprise Information Portal on all platforms.

Table 1. Location of `cmlevel` files for Content Manager and Enterprise Information Portal on all platforms

Product	Windows	AIX	Solaris
Content Manager	%ICMROOT%\bin\ cmlevel.exe	\$ICMROOT/bin/ cmlevel	\$ICMROOT/bin/ cmlevel
Enterprise Information Portal	%CMBROOT%\ cmlevel.exe	\$CMBROOT/bin/ cmlevel	\$CMBROOT/bin/ cmlevel

Note:

1. For Windows, the values of ICMROOT and CMBROOT are at user discretion.
2. For AIX, the value of CMBROOT is `/usr/lpp/cmb`, and the value of ICMROOT is `/usr/lpp/icm`. For example, the location of the `cmlevel` file for Content Manager on AIX is `/usr/lpp/icm/bin/cmlevel`.
3. For Solaris, the value of CMBROOT is `/opt/IBMcmb`, and the value of ICMROOT is `/opt/IBMicm`. For example, the location of the `cmlevel` file for Content Manager on Solaris is `/opt/IBMicm/bin/cmlevel`.

Chapter 3. Upgrading Content Manager or Enterprise Information Portal from Version 8.1 to Version 8.2

The upgrading process consists of the following steps:

- __ 1. “Step 1: Obtaining the upgrade installation program”
- __ 2. “Step 2: Verifying and upgrading your prerequisites”
 - Note:** Do not attempt to upgrade to DB2[®] UDB Version 8 or WebSphere[®] Application Server Version 5.0 before upgrading Content Manager or Enterprise Information Portal to Version 8.2 and verifying that it is working properly. For more information, see “Step 2: Verifying and upgrading your prerequisites”. After the upgrade is completed, see “Optional: Updating DB2 UDB and WebSphere Application Server to their latest levels” on page 24.
- __ 3. “Step 3: Collecting information” on page 12
- __ 4. “Step 4: Preparing for the upgrade” on page 12
- __ 5. “Step 5: Running the upgrade installation program” on page 15
- __ 6. “Step 6: Content Manager on Windows only: Registering the replicator process as a service” on page 19
- __ 7. “Step 7: Verifying that the products function correctly” on page 19

Step 1: Obtaining the upgrade installation program

Where: You can download the appropriate Version 8.2 upgrade packages from the following addresses:

- **For Content Manager:**
ftp://ftp.software.ibm.com/ps/products/content_manager/
- **For Enterprise Information Portal:**
ftp://ftp.software.ibm.com/ps/products/enterprise_information_portal/

Note: Downloading the upgrade installation program can be time-consuming.

Step 2: Verifying and upgrading your prerequisites

Table 2 describes the prerequisites that are required by Content Manager and Enterprise Information Portal on Windows, AIX, and Solaris.

Table 2. Prerequisites required by Content Manager and Enterprise Information Portal

Product	Component	Prerequisites
Content Manager	Library server	<ul style="list-style-type: none">• DB2 UDB Version 7.2 fix pack 8• For Content Manager Version 8.2 Lan Cache only: DB2 UDB Version 7.2 fix pack 10• Optional: DB2 Text Information Extender (TIE) fix pack 2

Table 2. Prerequisites required by Content Manager and Enterprise Information Portal (continued)

Product	Component	Prerequisites
Content Manager	Resource manager	<ul style="list-style-type: none"> • DB2 UDB Version 7.2 fix pack 8 • For Content Manager Version 8.2 Lan Cache only: DB2 UDB Version 7.2 fix pack 10 • WebSphere Application Server Version 4.0.5
Enterprise Information Portal	Administration database	<ul style="list-style-type: none"> • DB2 UDB Version 7.2 fix pack 8 • Optional: DB2 TIE fix pack 2

Verifying and upgrading your prerequisites on Windows

On Windows, you need to have DB2 UDB Version 7.2 fix pack 8, DB2 TIE fix pack 2, and WebSphere Application Server Version 4.0.5.

1. DB2 UDB Version 7.2 fix pack 8 or higher, up to but not including DB2 UDB Version 8

To determine your DB2 fix pack level, run

```
db2level
```

If you have the correct fix pack level, you should see a response that is similar to

```
DB21085I Instance "DB2" uses DB2 code release "SQL07026" with level
identifier "03070105" and informational tokens "DB2 v7.1.0.72", "n021110" and
"WR21314"
```

where the last two digits of the first informational token should be 72 or higher. In our example above, DB2 v7.1.0.72.

If you need to upgrade to DB2 fix pack 8 for Version 7.2, complete these steps:

- a. Obtain the fix pack from: www-3.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/v7fphist.d2w/report
 - b. Stop WebSphere Application Server.
 - c. Stop DB2 TIE. To stop DB2 TIE, perform steps 2 and 3 in “Step 4: Preparing for the upgrade” on page 12.
 - d. Download the readme file and carefully follow the instructions for installing the fix pack.
2. DB2 TIE fix pack 2

To determine if you have DB2 TIE 7.2 fix pack 2, run the `ctelevel.bat` command from the `bin` directory of your DB2 installation directory. For example, `C:\Program Files\SQLLIB\bin`. This file is not added by earlier TIE fix packs. If you have DB2 TIE 7.2 fix pack 2, you should see a response similar to the following after running `ctelevel.bat`.

```
DB2 UDB Text Information Extender Version 7.2.0.2
-----
FixPak 2
```

PTF number : UG03915
uses internal TIE level tx72_FP2_1
uses internal GT9 level R1-57
uses internal COS level R4-49
Build 10092002

To determine DB2 Net Search Extender Version 8.1 version information, run `db2text level` from a DB2 command window.

If you need to upgrade to DB2 TIE fix pack 2, complete these steps:

- ___ a. Obtain the fix pack from:
`ftp://ftp.software.ibm.com/ps/products/db2extenders/fixes/`
 - ___ b. Download the code and the readme file.
 - ___ c. Follow the instructions in the readme file to uncompress, install, and update your DB2 instances and recreate your text indexes.
- ___ 3. WebSphere Application Server Version 4.0.5 or higher, up to but not including Version 5.0

To check your WebSphere Application Server version, view the file `WAS Home\properties\com\ibm\websphere\product.xml` where `WAS Home` is by default `C:\WebSphere\AppServer`, and look for version information. If you have WebSphere Application Server Version 4.0.5, you should see the following near the beginning of the file: `<version>4.0.5</version>`

If you need to install the WebSphere Application Server Version 4.0.5 PTF, follow these steps:

- ___ a. Download the fix from:
`http://www.ibm.com/support/docview.wss?uid=swg24003627`
- ___ b. Stop the HTTP server by stopping the Windows service through the Services panel.
- ___ c. Stop WebSphere Application Server.

To stop WebSphere Advanced Edition (AE): Stop the service IBM WebSphere Application Server

To stop WebSphere Advanced Single Server Edition (AEs): Run
`WAS Home\bin\stopServer.bat`

where

WAS Home

`C:\WebSphere\AppServer` by default

- ___ d. Follow the instructions in the readme file to install 4.0.5 PTF.
Note: As part of the PTF upgrade, make sure that you upgrade WebSphere Application Server, IBM HTTP Server, and WebSphere JDK as part of the PTF.
- ___ e. Apply cumulative WebSphere Application Server plug-in fix:
Download the cumulative WebSphere Application Server plug-in fix and the readme file from: `http://www-1.ibm.com/support/docview.wss?uid=swg24001801`. Follow the instructions in the readme file to apply the plug-in fix.

Verifying and upgrading your prerequisites on AIX

On AIX, you need to have DB2 UDB fix pack 8, DB2 TIE fix pack 2, and WebSphere Application Server Version 4.0.5.

- ___ 1. DB2 UDB Version 7.2 fix pack 8 or higher, up to but not including DB2 UDB Version 8

To determine your DB2 fix pack level, run

```
db2level
```

If you have the correct fix pack level, you should see a response that is similar to

```
DB21085I Instance "db2inst1" uses DB2 code release "SQL07026" with level
identifier "03070105" and informational tokens "DB2 v7.1.0.72", "s021110"
"U484610".
```

where the last two digits in the first informational token should be 72 or higher. In our example above, DB2 v7.1.0.72.

If you need to upgrade to DB2 Version 7.2 fix pack 8, complete these steps:

- ___ a. Obtain the fix pack from: www.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/v7fphist.d2w/report
 - ___ b. Stop WebSphere Application Server.
 - ___ c. Stop DB2 TIE. To stop DB2 TIE, perform steps 2 and 3 in “Step 4: Preparing for the upgrade” on page 12.
 - ___ d. Download the readme file and carefully follow the instructions for installing the fix pack. As part of the upgrading, you should have completed the following steps:
 - ___ 1) db2iupdt (for each instance)
 - ___ 2) dasiupdt
 - ___ 3) db2 BIND
- ___ 2. DB2 TIE fix pack 2

To determine your DB2 TIE level, run

```
# ls1pp -l | grep db2tie
```

If you have the correct fix pack level, you should see a response that is similar to

```
db2_07_01.db2tie      7.2.0.2  COMMITTED  Text Information Extender
```

where the last digit in the information token should be 2 or higher. In our example above, 7.2.0.2.

If you need to upgrade to DB2 TIE fix pack 2, complete these steps:

- ___ a. Obtain the fix pack from:
ftp://ftp.software.ibm.com/ps/products/db2extenders/fixes/v72aix/FP2_TIE_UG03916/
 - ___ b. Download the code and the readme file: FP2_TIE_UG03916.tar.Z and readme.txt
 - ___ c. Follow the instructions in the readme file to uncompress, install, and update your DB2 instances and recreate your text indexes.
- ___ 3. WebSphere Application Server Version 4.0.5 or higher, up to but not including Version 5.0

To check your WebSphere Application Server version, view this file `/usr/WebSphere/AppServer/properties/com/ibm/websphere/product.xml` and look for version information. If you have WebSphere Application Server Version 4.0.5, you should be able to see `<version>4.0.5</version>`

If you need to install the WebSphere Application Server Version 4.0.5 PTF, follow these steps:

- ___ a. Download the fix from:
<http://www.ibm.com/support/docview.wss?uid=swg24003627>
- ___ b. Stop the HTTP server. To stop the HTTP server, run the following commands:

```
/usr/HTTPServer/bin/apachectl stop
/usr/HTTPServer/bin/adminctl stop
```
- ___ c. Stop WebSphere Application Server.
 - **To stop WebSphere Advanced Edition (AE):**
 - ___ 1) As root, run this command

```
#/usr/WebSphere/AppServer/bin/wscp.sh -c "Node list"
```

to determine the node name.
 - ___ 2) As root, run this command

```
/usr/WebSphere/AppServer/bin/wscp.sh -c "Node stop
/Node:node_name/"
```

where
node_name
The node where the resource manager is deployed.
This is typically the name of your machine.
 - **To stop WebSphere Advanced Single Server Edition (AEs):**
Run this command `/usr/WebSphere/AppServer/bin/stopServer.sh`
- ___ d. Follow the instructions in the readme file to install 4.0.5 PTF.
Note: As part of the PTF upgrade, make sure that you upgrade WebSphere Application Server, IBM HTTP Server, and WebSphere JDK as part of the PTF.
- ___ e. Apply cumulative WebSphere Application Server plug-in fix:
Download the cumulative WebSphere Application Server plug-in fix and the readme file from: <http://www-1.ibm.com/support/docview.wss?uid=swg24001801>. Follow the instructions in the readme file to apply the plug-in fix.
- ___ 4. IBM Java Runtime Environment (JRE) 1.3.1 or higher must be in the path.
To determine your JRE level, run

```
java -version
```

If you have the correct JRE version, you should see a response that is similar to

```
java version "1.3.1"
Java(TM) 2 Runtime Environment, Standard Edition (build 1.3.1)
Classic VM (build 1.3.1, J2RE 1.3.1 IBM AIX build ca131-20020706
(JIT enabled: jitc))
```

Verifying and upgrading your prerequisites on Solaris

On Solaris, you need to have DB2 UDB fix pack 8, DB2 TIE fix pack 2, and WebSphere Application Server Version 4.0.5.

- ___ 1. DB2 UDB Version 7.2 fix pack 8 or higher, up to but not including DB2 UDB Version 8

To determine your DB2 fix pack level, run

```
db2level
```

If you have the correct fix pack level, you should see a response that is similar to

```
DB21085I Instance "db2inst2" uses DB2 code release "SQL07026" with level
identifier "03070105" and informational tokens "DB2 v7.1.0.72", "s021110"
"U484610".
```

where the last two digits in the first informational token should be 72 or higher. In our example above, DB2 v7.1.0.72.

If you need to upgrade to DB2 Version 7.2 fix pack 8, complete these steps:

- ___ a. Obtain the fix pack from: www.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/v7fphist.d2w/report
 - ___ b. Stop WebSphere Application Server.
 - ___ c. Stop DB2 TIE. To stop DB2 TIE, perform steps 2 and 3 in “Step 4: Preparing for the upgrade” on page 12.
 - ___ d. Download the readme file and carefully follow the instructions for installing the fix pack. As part of the upgrading, you should have run the following steps as documented below:
 - 1) db2iupdt (for each instance)
 - 2) dasiupdt
- ___ 2. DB2 TIE fix pack 2

To determine your DB2 TIE level, run

```
pkginfo -l db2tie72
```

If you have the correct fix pack level, you should see a response that is similar to

```
PKGINST: db2tie72
  NAME: Text Information Extender
  CATEGORY: application
  ARCH: sparc
  VERSION: 7.2.0.2
  BASEDIR: /opt
  VENDOR: IBM Corporation
  DESC: DB2 Text Information Extender for Solaris
  PSTAMP: IBMSWSD2001001
  INSTDATE: Feb 21 2003 13:45
  HOTLINE: Please call IBM Software Support centre
  STATUS: completely installed
  FILES: 143 installed pathnames
         124 shared pathnames
         27 directories
         21 executables
         21874 blocks used (approx)
```

where the last digit of the version should be 2 or higher. In our example above, 7.2.0.2.

If you need to upgrade to DB2 TIE fix pack 2, complete these steps:

- ___ a. Obtain the fix pack from:
ftp://ftp.software.ibm.com/ps/products/db2extenders/fixes/v72sun/FP2_TIE_UG03917/
 - ___ b. Download the code and the readme file: FP2_TIE_UG03917.tar.Z and readme.txt
 - ___ c. Follow the instructions in the readme file to uncompress, install, and update your DB2 instances and recreate your text indexes.
- ___ 3. WebSphere Application Server Version 4.0.5 or higher, up to but not including Version 5.0

To check your WebSphere Application Server version, view this file `/opt/WebSphere/AppServer/properties/com/ibm/websphere/product.xml`, and look for version information. If you have WebSphere Application Server Version 4.0.5, you should be able to see `<version>4.0.5</version>`.

If you need to install the WebSphere Application Server Version 4.0.5 PTF, follow these steps:

- ___ a. Download the fix from:
`http://www.ibm.com/support/docview.wss?uid=swg24003627`
- ___ b. Stop the HTTP server. To stop the HTTP server, run the following commands:
`/opt/HTTPServer/bin/apachectl stop`
`/opt/HTTPServer/bin/adminctl stop`
- ___ c. Stop WebSphere Application Server.
 - **To stop WebSphere Advanced Edition (AE):**
 - ___ 1) As root, run this command
`#!/opt/WebSphere/AppServer/bin/wscp.sh -c "Node list"` to determine the node name.
 - ___ 2) As root, run this command
`/opt/WebSphere/AppServer/bin/wscp.sh -c "Node stop /Node:node_name/"` where
node_name
The node where the resource manager is deployed.
This is typically the name of your machine.
 - **To stop WebSphere Advanced Single Server Edition (AEs):**
Run this command `/opt/WebSphere/AppServer/bin/stopServer.sh`
- ___ d. Follow the instructions in the readme file to install 4.0.5 PTF.
Note: As part of the PTF upgrade, make sure that you upgrade WebSphere Application Server, IBM HTTP Server, and WebSphere JDK as part of the PTF.
- ___ e. Apply cumulative WebSphere Application Server plug-in fix:
Download the cumulative WebSphere Application Server plug-in fix and the readme file from: `http://www-1.ibm.com/support/docview.wss?uid=swg24001801`. Follow the instructions in the readme file to apply the plug-in fix.
- ___ 4. Sun Java Runtime Environment (JRE) 1.3.1 or higher must be in the path.
To determine your JRE level, run
`java -version`

If you have the correct JRE version, you should see a response that is similar to

```
java version "1.3.1_04"  
Java(TM) 2 Runtime Environment, Standard Edition (build 1.3.1_04-b02)  
Java HotSpot(TM) Client VM (build 1.3.1_04-b02, mixed mode)
```

Other requirements

To complete the upgrade, additional disk space is needed to copy new files in your product directory and in your system's temporary directory. For example, the following are the system's temporary directories:

- NT: user %TEMP% directory
- AIX: /tmp
- Solaris: /var/tmp

The upgrade installation program checks to ensure that you have sufficient disk space free in the product directory and the temporary directory. If you do not

have enough disk space in the temporary directory, you can set the environment variable, `UPDATEDIR`, to point to another directory. The update program places the temporary files in that location instead.

Note: Before you set `UPDATEDIR` to point to another directory, make sure that directory exists and that all users have read and write access to that directory.

For additional information about the prerequisites, refer to *Planning and Installing Your Content Management System Version 8 Release 2* (available on the documentation CD), chapters 8 and 9 for Windows, chapters 16 and 17 for AIX, and chapters 23 and 24 for Solaris.

Step 3: Collecting information

You may need the following information during the upgrade process:

- ___ 1. **For Content Manager library server or EIP administration database:**
 - ___ a. Database name
 - ___ b. Schema name
 - ___ c. User ID
 - ___ d. Password
- ___ 2. **For Content Manager only:** Number of local resource manager Web applications.
- ___ 3. **For Content Manager only:** Resource manager WebSphere Application Server information for each resource manager database:
 - ___ a. WebSphere Application Server home directory
 - ___ b. WebSphere Application Server application server name (for example, `icmrmsrv1`)
 - ___ c. Web application name (for example, `icmrm1`)
 - ___ d. WebSphere Application Server context root (for example, `/icmrm1`)
- ___ 4. **For Content Manager only:** For each resource manager database, collect the following information:
 - ___ a. Resource manager database name
 - ___ b. Resource manager administration ID
 - ___ c. Password

Step 4: Preparing for the upgrade

Before you run the upgrade installation program, you must backup your databases and all necessary data, stop WebSphere Application Server, stop all running resource manager processes, stop and restart the DB2 instance.

Note:

- On AIX and Solaris, make sure that you run the upgrade installation program as root.
- Run the DB2 profile of the instance where the Content Manager database is installed. For example, on AIX, run
 - ___ `./home/db2inst1/sqllib/db2profile`

and on Solaris, run

___ `./export/home/db2inst1/sqllib/db2profile`

- ___ 1. Backup your databases and all necessary data including:

- ___ a. WebSphere Application Server configuration database (for example, WAS40)
- ___ b. Library server database (for example, ICMNLSDB)
- ___ c. Resource manager database (for example, RMDB)
- ___ d. On Windows, all *.ini and *.properties files (if they exist) are located in your %CMCOMMON% directory. On AIX and Solaris, the *.ini and *.properties files for Content Manager are located in the \$ICMROOT/cmgmt directory, and the *.ini and *.properties files for Enterprise Information Portal are located in the \$CMBROOT/cmgmt directory.

For more information about database backup, see DB2 Information Center. You can access DB2 Information Center at: <http://www-3.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/v8infocenter.d2w/report?target=mainFrame&fn=c0008880.htm>

___ 2. Stop WebSphere Application Server:

- **On Windows:**

- To stop WebSphere Advanced Edition (AE):**

- Stop the service IBM WebSphere Application Server.

- To stop WebSphere Advanced Single Server Edition (AEs):**

- Run WAS Home\bin\stopServer.bat where

- WAS Home**

- C:\WebSphere\AppServer by default

- **On AIX:**

- To stop WebSphere Advanced Edition (AE):**

- As root, run this command `#/usr/WebSphere/AppServer/bin/wscp.sh -c "Node list"` to determine the node name.

- As root, run this command `/usr/WebSphere/AppServer/bin/wscp.sh -c "Node stop /Node:node_name/"` where

- node_name**

- The node where the resource manager is deployed. This is typically the name of your machine.

- To stop WebSphere Advanced Single Server Edition (AEs):**

- As root, run this command `/usr/WebSphere/AppServer/bin/stopServer.sh`

- **On Solaris:**

- To stop WebSphere Advanced Edition (AE):**

- ___ As root, run this command `#/opt/WebSphere/AppServer/bin/wscp.sh -c "Node list"` to determine the node name.

- ___ As root, run `#/opt/WebSphere/AppServer/bin/wscp.sh -c "Node stop /Node:node_name/"`

- To stop WebSphere Advanced Single Server Edition (AEs):**

- As root, run this command `# /opt/WebSphere/AppServer/bin/stopServer.sh`

___ 3. If you have any resource manager processes running, stop all of them:

- **On Windows:**

- For each resource manager, stop three services -- ICM Migrator *DBNAME*, ICM Purger *DBNAME*, and ICM Stager *DBNAME*.

- **On AIX:**
 - ___ Run
 - # /etc/rc.cmrmproc stop
 - **On Solaris:**
 - ___ Run
 - # /etc/rc.cmrmproc stop
- ___ 4. Stop the DB2 instance where the Content Manager databases are installed:
- **On Windows:**
 - Exit all DB2 applications, then run
 - db2stop
 - **On AIX:**
 - ___ Run
 - su - *user ID of the DB2 instance*

An example of *user ID of the DB2 instance* is db2inst1.
 - **On Solaris:**
 - ___ a. As root, run
 - # su - db2inst1
 - ___ b. Run
 - \$ db2stop

You should see
SQL1064N DB2STOP processing was successful.
- ___ 5. If you have DB2 TIE installed, run
db2text stop
- to stop it. You should see
CTE0001 Operation completed successfully.
- ___ 6. Start the DB2 instance:
- **On Windows:**
 - ___ a. Run
 - db2start

You should be able to see this message
SQL1063N DB2START processing was successful.
 - ___ b. Run
 - \$ db2text start
- You should see
CTE0001 Operation completed successfully.
- **On AIX:**
 - ___ a. As root, run
 - # su - db2inst1
 - ___ b. Run
 - db2start

You should be able to see this message
SQL1063N DB2START processing was successful.

___ c. Run
\$ db2text start

You should see
CTE0001 Operation completed successfully.

___ d. Run
\$ exit

to exit.

• **On Solaris:**

___ a. As root, run
su - db2inst1

___ b. Run
\$ db2start

You should see
SQL1063N DB2START processing was successful.

___ c. Run
\$ db2text start

You should see
CTE0001 Operation completed successfully.

___ d. Run
\$ exit

to exit.

- ___ 7. If you are using the UPDATEDIR environment variable to identify an alternate location for the upgrade installation on AIX or Solaris, perform the following steps to ensure that the Content Manager database administrator user IDs (typically icmadmin and radmin) have the proper permissions to access UPDATEDIR. For example, if UPDATEDIR is set to "/home/user1/tmp", enter the following commands:

```
# su - icmadmin
$ touch /home/user1/tmp/file_name
$ touch: /home/user1/tmp/file_name cannot create
$ exit
# chmod 777 /home/user1/tmp
```

Repeat the above steps for the radmin user ID.

Step 5: Running the upgrade installation program

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

During the process, no progress bar is displayed. You can check progress by searching for new entries in the logs. See “Logging and tracing” on page 25 for more information about log files.

Content Manager only: The upgrade process might take a significant amount of time while updating the timestamp of the resource manager objects. The length of time depends on the number of objects in the database. The log of the timestamp upgrade is written to the icmmr.logfile file. The location of this log file is defined

in the WAS_HOME/installedApps/<rmappname>.ear/icmrm.war/icmrm_logging.xml file on AIX or Solaris and %WAS_HOME%\installedApps\<rmappname>.ear\icmrm.war\icmrm_logging.xml on Windows.

If you encounter problems during the upgrade process, see Chapter 5, “Troubleshooting Content Manager and Enterprise Information Portal upgrade”, on page 25 for more information.

Running the Content Manager upgrade installation program

Before you run the upgrade installation program:

- On AIX and Solaris, you need to be in the directory where you downloaded the image to run the upgrade installation program.

To run the Content Manager upgrade installation program on Windows, AIX, and Solaris, complete the following steps:

1. From the command line, enter:

```
Update_CM_Operating system_Language locale
```

where

Operating system

win for Windows

aix for AIX

sun for Solaris

Language locale

The locale for your language. For example, ENU for English, and DEU for German.

For example, if you want to run Content Manager upgrade installation program in English on Solaris, enter

```
Update_CM_sun_ENU
```

Note: If you run the upgrade installation program for any of the following locales: Arabic (ARA), Hebrew (HEB), Slovak (SKY), Slovenian (SLO), Thai (THA), or Turkish (TRK), you must pass an additional parameter to the program:

```
-W exitWrongLocale.active=false
```

For example, if you run the upgrade installation program on Windows, and your language locale is Slovenian(SLO), you need to enter this command:

```
Update_CM_win_SLO -W exitWrongLocale.active=false
```

After you run the command, the Installer panel opens.

2. In the Installer panel, click **Next**. If the library server is installed, you are directed to the following panel to enter information about your library server including library server database name, library server schema name,

library server database administration ID, and password:

After you enter information about your library server, click **Next**. If the resource manager is installed, you are directed to the panel to enter the number of your local resource manager Web applications. If you encounter a warning message, see “Message 1: Warning message about database connection” on page 26 for more information.

- ___ 3. Enter the number of your local resource manager Web applications, and click **Next**. You are directed to the panel to enter information about each resource manager Web application.
- ___ 4. Enter information about your first resource manager Web application including: WebSphere home directory, application server name, Web application name, and context root. After you enter the information, click **Next**.
- ___ 5. Enter 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 enter the information, click **Next**.

Note: If you enter your resource manager database location as Remote, the upgrade installation program does not upgrade the database, and you need to manually configure it. For more information about manually configuring remote resource manager databases, see “Manually updating remote resource manager databases” on page 21. If you entered 1 in Step 3, you are directed to the last panel. If you entered a number larger than 1 in Step 3, you are directed to the panel where you enter information about your next resource manager Web application and then database.
- ___ 6. The last panel of the upgrade installation program displays the location where the product update temporary files are installed. Click **Next**. If you encounter an error message, see “Message 2: Error message at the end of the process” on page 26.

Running the Enterprise Information Portal upgrade installation program

To run the Enterprise Information Portal upgrade installation program on Windows, AIX, and Solaris, complete the following steps:

- ___ 1. **For Windows:** From the command line, enter:

```
Update_EIP_win_Language locale
```

where

Language locale

The locale for your language. For example, ENU for English, and DEU for German.

For example, if you want to run the English version Enterprise Information Portal upgrade installation program on Windows, enter

```
Update_EIP_win_ENU
```

Note: If you run the upgrade installation program for any of the following locales: Polish (PLK), Arabic (ARA), Hebrew (HEB), Slovak (SKY), Slovenian (SLO), Thai (THA), or Turkish (TRK), you must pass an additional parameter to the program:

```
-W exitWrongLocaleEIP.active=false
```

For example, if you run the upgrade installation program on Windows, and your language locale is Slovenian(SLO), you need to enter this command:

```
Update_EIP_win_SLO -W exitWrongLocaleEIP.active=false
```

- For AIX and Solaris:** From the command line, enter:

```
Update_EIP_Operating system
```

where

Operating system

aix for AIX

sun for Solaris

For example, if you want to run Enterprise Information Portal upgrade installation program on Solaris, enter

```
./Update_EIP_sun
```

Note: If you run the upgrade installation program for any of the following locales: Slovak (SKY) or Slovenian (SLO), you must pass an additional parameter to the program:

```
-W exitWrongLocaleEIP.active=false
```

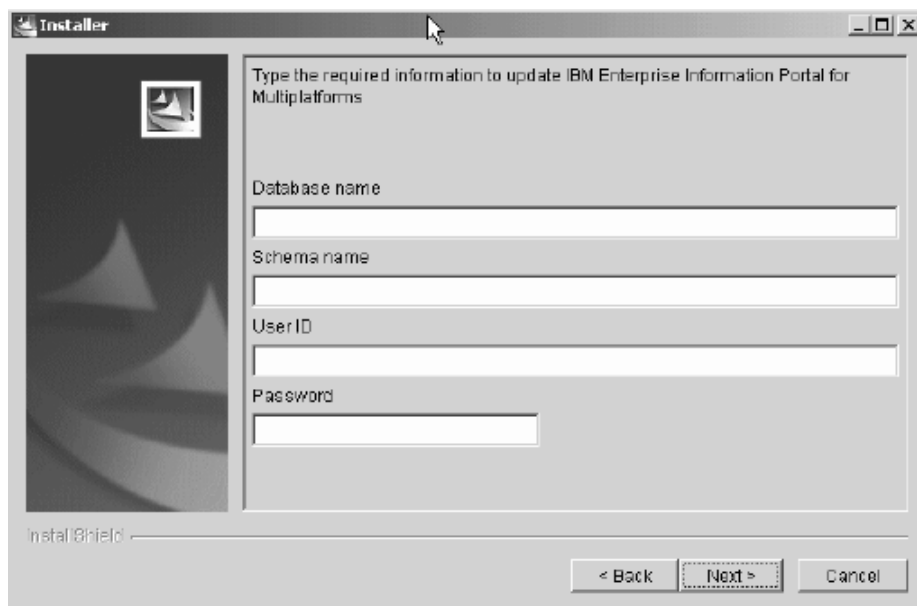
For example, if you run the upgrade installation program on AIX, you need to enter this command:

```
Update_EIP_aix -W exitWrongLocaleEIP.active=false
```

After you run the command, the Installer panel opens.

- ___ 2. In the Installer panel, click **Next**. If the EIP administration database is installed, you are directed to the following panel to enter information about your EIP database including database name, schema name, user ID and

password:



After you enter information about your EIP database, click **Next**. You are directed to the last panel of the upgrade installation program.

3. The last panel of the upgrade installation program displays the location where the product update temporary files are installed. Click **Next**. If you encounter an error message, see “Message 2: Error message at the end of the process” on page 26.

Step 6: Content Manager on Windows only: Registering the replicator process as a service

To register the replicator process as a service, from a command prompt, run this utility %ICMROOT%\bin\icmnsvin.exe after the upgrade is completed.

This utility prompts for the parameters, and completes the service registration.

Step 7: Verifying that the products function correctly

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.

Table 3. Chapters from *Planning and Installing Your Content Management System*

Platform	Product	Chapters from Planning and Installing Your Content Management System
Windows	Content Manager	Chapter 11
	Enterprise Information Portal	Chapter 13
AIX	Content Manager	Chapter 19
	Enterprise Information Portal	Chapter 21
Solaris	Content Manager	Chapter 26
	Enterprise Information Portal	Chapter 28

If you are running resource manager asynchronous recovery utilities, or you have remote resource manager databases, see Chapter 4, “Advanced configuration”, on page 21.

Chapter 4. Advanced configuration

This section discusses issues that you should understand if you are planning on advanced configuration.

Manually updating remote resource manager databases

If you have a resource manager database that resides on a separate machine from your resource manager Web application server, you must manually update the resource manager databases by completing the two steps defined below:

Step 1: Updating the resource manager database

1. **On Windows:** From the %ICMROOT%\config directory of your local system (i.e., the system that your resource manager is deployed), copy updateRMDB.bat, updateRMDB.ddl and icmprepenv.exe to any directory of the remote system where the databases reside on.

On AIX and Solaris: From the \$ICMROOT/config directory of your local system (i.e., the system that your resource manager is deployed), copy updateRMDB.sh, updateRMDB.ddl and icmprepenv to any directory of the remote system where the databases reside on.

Note:

- On AIX and Solaris, icmprepenv has no file extension.
 - Make sure that the updateRMDB.sh program is executable.
2. On Windows, execute this command:

```
UpdateRMDB dbname userid password
```

On AIX and Solaris, execute this command:

```
updateRMDB.sh dbname userid password
```

dbname

The database name of the Content Manager Version 8.1 resource manager that the user is upgrading

userid Resource manager administrative user ID

password

Resource manager administrative userid password

Note: On AIX and Solaris, you must run UpdateRMDB.sh as the DB2 instance system administrator user ID -- the ID that you used before to create the resource manager database. For example, icmadmin or radmin.

Step 2: Converting the timestamps format in resource manager database to GMT format

1. On your local system (i.e., the system where your resource manager is installed, change your directory to %ICMROOT%\config or \$ICMROOT/config.
2. Execute a script that converts the timestamp in the resource manager database to GMT format.
 - **On Windows:** Execute
icmupdrmts.bat -was washome -app rmapname
 - **On AIX or Solaris:** Execute

```
icmupdrmts.sh -was washome -app rmappname -insthome /home/db2inst1
```

For example,

```
icmupdrmts.sh -was /usr/WebSphere/AppServer -app icrmm1
-insthome /home/db2inst1
```

Note:

- The variables in the scripts that are mentioned in Step 2 are explained here:

washome

Installation directory of WebSphere Application Server

rmappname

Resource manager application name

instpath

Home directory of the instance user where the resource manager database resides

/home/db2inst1

Home directory of the instance user where the resource manager database resides

- On Windows, if *washome* contains space, it must be placed in double quotation marks. For example, "C:\Program Files\WebSphere"
- On AIX or Solaris, you must run `icmupdrmts.sh` from the root user ID.
- During the remote resource manager database upgrade process, `UpdateRMDB.bat` and `UpdateRMDB.sh` files generate `updateRMDB_dbname.log`. This log file is resides in the `%TMP%` directory on Windows, and the `/tmp` directory on AIX and Solaris.

Resource manager asynchronous recovery utilities interface parameter changes

The asynchronous recovery (AR) resource manager utilities (Transaction Reconciliation and Deletion Reconciliation) have different parameters in Content Manager Version 8.2 from those in Content Manager Version 8.1. The parameters, when they are specified, are to enable the resource manager to run in different Web application instances and different DB2 instances. If you are running the AR utilities stand-alone (i.e. on Windows, `icmrmtx.bat` or `icmrmdel.bat`; `icmrmtx.sh` or `icmrmdel.sh` on AIX or Solaris), then you need to update the parameters that are passed in so that they can be used with Version 8.2. These parameter enhancements are made to provide more granular control to start and stop the utilities on the command line.

Content Manager Version 8.1 parameters to the AR utilities are positional and become tagged/tokenized in Content Manager Version 8.2.

Table 4. AR resource manager utilities parameters

Platform	Version	AR resource manager utilities parameters
Windows	Version 8.1	<ul style="list-style-type: none"> • <code>icmrmtx.bat rmappname</code> • <code>icmrmdel.bat rmappname</code>
Windows	Version 8.2	<ul style="list-style-type: none"> • <code>icmrmtx.bat -app rmappname</code> • <code>icmrmdel.bat -app rmappname</code>

Table 4. AR resource manager utilities parameters (continued)

Platform	Version	AR resource manager utilities parameters
AIX or Solaris	Version 8.1	<ul style="list-style-type: none"> icmrmx.sh <i>rmapname</i> <i>db2instance</i> icmrmdel.sh <i>rmapname</i> <i>db2instance</i> <p>If you set DB2INSTANCE environment variable, you might use:</p> <ul style="list-style-type: none"> icmrmx.sh <i>rmapname</i> icmrmdel.sh <i>rmapname</i> <p>For example: icmrmx.sh icmrml db2inst1</p>
AIX or Solaris	Version 8.2	<ul style="list-style-type: none"> icmrmx.sh -app <i>rmapname</i> -insthome <i>instpath which includes db2instance</i> icmrmdel.sh -app <i>rmapname</i> -insthome <i>instpath which includes db2instance</i> <p>For example: icmrmx.sh -app icmrml -insthome /home/db2inst1</p>

Note: rmapname is your resource manager Web application name.

Refer to Chapter 6 "Managing resource manager utilities and services" in *System Administration Guide Version 8 Release 2* for detailed information about the parameter enhancements for running the resource manager Migrator, Purger, Stager, and Replicator processes.

How to continue using LDAP with Version 8.2

If you enabled LDAP with Content Manager or Enterprise Information Portal Version 8.1, and you want to continue using this feature with Version 8.2, you must complete the following steps manually using the library server user (icmadmin):

- **For Content Manager on AIX and Solaris:** Run

```
cp $ICMROOT/ldap/ICMXLSLG.DLL $ICMDLL/db name/d11
```

where

db name

Name of your library server database

- **For Content Manager on Windows:** Copy %ICMROOT%\ldap\ICMXLSLG.DLL %ICMROOT%\db name\d11 where

db name

Name of your library server database

- **For Enterprise Information Portal on AIX and Solaris:** Run

```
cp %CMBROOT%\dap\ICMXLSLG.DLL %ICMDLL%\db name\dll
```

where

db name

Name of your EIP administration database

- **For Enterprise Information Portal on Windows:** Copy
%CMBROOT%\stash\icmxlslg.dll %CMBROOT%\db name\dll where

db name

Name of your EIP administration database

Optional: Updating DB2 UDB and WebSphere Application Server to their latest levels

Note: This step can only be completed after you have successfully completed the upgrade installation process and verified that all products' functions are working properly.

You can manually upgrade to WebSphere Application Server Version 5.0 and DB2 UDB Version 8.

For information about upgrading to DB2 UDB Version 8, see *Migration* in the DB2 Information Center.

For information about upgrading to WebSphere Application Server Version 5.0, see WebSphere Application Server InfoCenter. You can access WebSphere Application Server InfoCenters at: www-3.ibm.com/software/webservers/appserv/infocenter.html

Chapter 5. Troubleshooting Content Manager and Enterprise Information Portal upgrade

If you encounter errors during the upgrade, complete the following steps:

- ___ 1. Check the log files for error information and possible corrective action.
- ___ 2. Take appropriate corrective action.
- ___ 3. Re-run the upgrade installation program.

Logging and tracing

During the upgrade process of Content Manager and Enterprise Information Portal, multiple log files are generated. Table 5 describes the log file names, the product that they are generated for, and file location.

In this section, TMP is the temporary directory on your system. See “Other requirements” on page 11 for the default value for TMP.

The UPDATEDIR location is used if you specified this environment variable before running the upgrade installation program. See “Other requirements” on page 11 for more information about UPDATEDIR .

Table 5. Log files

Log file name	Product	Location	Description
update.log	Content Manager	TMP/updateCM/logs/update.log or UPDATEDIR/logs/update.log	<ul style="list-style-type: none">• Primary log file for Content Manager upgrade
file_copy_timestamp.log	Content Manager	TMP/updateCM/logs/ file_copy_timestamp.log or UPDATEDIR/logs/file_copy_timestamp.log	<ul style="list-style-type: none">• Log file for Content Manager file copy details• If an error occurs, this file might be in TMP/updateCM/Source/update.log or UPDATEDIR/Source/update.log
update.log	Enterprise Information Portal	TMP/updateEIP/logs/update.log or UPDATEDIR/logs/update.log	<ul style="list-style-type: none">• Primary log file for Enterprise Information Portal upgrade
file_copy_timestamp.log	Enterprise Information Portal	TMP/updateEIP/logs/file_copy_timestamp.log or UPDATEDIR/logs/file_copy_timestamp.log	<ul style="list-style-type: none">• Log file for Enterprise Information Portal file copy details• If an error occurs, this file might be in TMP/updateEIP/Source/update.log or UPDATEDIR/Source/update.log

In addition, you can review the library server log ICMSERVER.LOG for information. See Content Manager Information Center for more information about this log file.

Error and warning messages from the upgrade installation program GUI

The following error and warning messages might be displayed while you are running the Content Manager and Enterprise Information Portal upgrade installation program.

Message 1: Warning message about database connection

Example message text:

Could not connect to the specified database. Please see log file /tmp/updateCM/logs/update.log for more information. Do you want to skip the upgrade of this database?

Explanation: This message might be displayed after you fill out library server or EIP database information during the upgrade process. It might be caused by the following reasons:

- You did not enter information about your library server or EIP database.
- Incorrect information is entered for your library server or EIP database.

Action:

- **Typical action:** Review the log file that is listed in the message, and search for the keyword `DBCConnectionCheck` to identify the cause of the problem. Fix the problem, and click **No** in the message box. The message box is closed, and you are back in the previous window. Provide the correct information for your library server or EIP database, and click **Next**.
- **Advanced action:** Review the log file that is listed in the message to identify the cause of the problem. If you do not need to upgrade your library server or EIP database (for example, the database has already been upgraded), click **Yes**. The upgrade continues, but the upgrade of the database is skipped.

Note: You must upgrade all CM and EIP databases on your system before you can run the product.

Message 2: Error message at the end of the process

Example message text:

Errors occurred during update. Please see log file /tmp/updateCM/logs/update.log for more information.

Explanation: An error occurred during the upgrade process. The error might be caused by multiple reasons, and you need to read the log file to diagnose the problem.

Action: See `update.log` for more information, take appropriate corrective action, and re-run the program

Errors in update.log file

The following are several common errors that are displayed in the `update.log` file.

Error 1: Insufficient space allocated to the TMP directory

Example error message:

IBM Content Manager for Multiplatforms: Upgrade from Version 8.1 to Version 8.2 Guide (Apr 22, 2003 9:41:08 PM), UpdateSetup, ShowMessageAndExit, err, The system does not have enough disk space. Space is needed in the temporary directory location

and the product install location. You can change the location of the temporary directory location by setting the environment variable, UPDATEDIR, to another directory before running the update again.

Explanation: This error indicates that there is not enough space allocated to the temporary directory and/or the product directory.

A few lines earlier, this log file lists how much space is needed and how much space was detected. For example,

```
UpdateSetup, ExternalPreReqWizardAction, msg2, spaceRequiredSource = 641077850
UpdateSetup, ExternalPreReqWizardAction, msg2, spaceRequiredInstall = 291399023
UpdateSetup, ExternalPreReqWizardAction, msg2, iPartitionName = C:\
UpdateSetup, ExternalPreReqWizardAction, msg2, sPartitionName = C:\
UpdateSetup, ExternalPreReqWizardAction, msg2, iSpaceAvailable = 459961088
UpdateSetup, ExternalPreReqWizardAction, msg2, sSpaceAvailable = 459961088
```

Table 6 clarifies the meaning of the log entries:

Table 6. Description of log entries in update.log

Log entry	Description
spaceRequiredSource	Amount of disk space that is needed in the temporary directory partition.
spaceRequiredInstall	Amount of disk space that is needed in the product install directory partition.
iPartitionName	Partition for the product install directory.
sPartitionName	Partition for the temporary directory. You can change it by setting the UPDATEDIR environment variable.
iSpaceAvailable	Amount of disk space that is available in the product install directory partition.
sSpaceAvailable	Amount of disk space that is available in the temporary directory partition.

Action:

- **On AIX or Solaris:** Allocate more file system space in the location that needs more space. See “Other requirements” on page 11 for more information about your system’s temporary directory on Windows, AIX and Solaris. If you use the UPDATEDIR environment variable to set another location, make sure that your DB2 administrator IDs (for example, icmadmin and radmin), have permissions to access this directory.
- **On Windows:** If you need more space in the temporary directory location, set UPDATEDIR to another drive that contains more space. Otherwise, clean up your drive by deleting unneeded files to make more space available.

After you correct the disk space problem, rerun the Content Manager or Enterprise Information Portal upgrade installation program.

Error 2: RC=1 error from updateLS.sh

Example error message:

```
2003/04/22 22:19:31> call to updateEIPcfg, EIP configuration begins.
2003/04/22 22:19:32> /newtmp/update/logs/update.log already exists...
2003/04/22 22:19:32> EIP configuration steps begins.
2003/04/22 22:19:32> call to /usr/lpp/cmb/config/updateLS.sh script.
UpdateLS completed with exit code 1
2003/04/22 22:19:34> ERROR: /usr/lpp/cmb/config/updateLS.sh script failed with R
C=1
```

```
/newtmp/update/updateEIPcfg: /usr/lpp/cmb/config/updateLS.sh script failed with RC=1 (1)
```

```
2003/04/22 22:19:34> ERROR: /usr/lpp/cmb/config/updateLS.sh script failed with RC=1
```

```
2003/04/22 22:19:34> /newtmp/update/updateEIPcfg failed with RC=1  
(Apr 22, 2003 10:19:34 PM), UpdateSetup, RunMainScript, msg2, Returned from /newtmp/update/updateProduct with rc=30
```

```
(Apr 22, 2003 10:19:35 PM), UpdateSetup, RunMainScript, msg2, Return code=30 from /newtmp/update/updateProduct
```

Explanation: The RC=1 error from updateLS.sh indicates that the database administration user ID (typically icmadmin) cannot read the configuration file. In the example above, the configuration file is /newtmp/update/updateEIPcfg.

Action: If you use the UPDATEDIR environment variable to identify an alternate install upgrade temp location, make sure that the DB2 administrator user IDs (for example, icmadmin and rmadmin) can access this directory. After the access permissions have been corrected, or you have identified a new location, re-run the Upgrade install program.

Error 3: Upgrade fails with return code 20 in update.log

Example error message:

```
2003/05/12 17:04:18> C:/Temp/updateCM/updateFiles failed with RC=1  
(May 12, 2003 5:04:18 PM), UpdateSetup, RunMainScript, msg2, Returned from C:/Temp/updateCM/updateProduct with rc=20
```

```
(May 12, 2003 5:04:18 PM), UpdateSetup, RunMainScript, msg2, Return code=20 from C:/Temp/updateCM/updateProduct
```

Problem: The upgrade process failed while the upgrade installation program was copying files.

Explanation: A return code of 20 from updateProduct indicates that an error occurred while the program was copying files. If it is not clear what the problem is from the text in the log, you need to further troubleshoot the program. To further troubleshoot the program, look a few lines earlier in the log for the return code (RC) that updateFiles returns. In the example above, updateFiles failed with RC=1. Open the file copy log. The file copy log file is either logs/file_copy_timestamp.log or Source/update.log. Table 5 on page 25 shows where this log file might be located. Run a search in this log file for the return code that updateFiles returned. In our example, we do a search for "rc=1". If you find a matching entry, read the surrounding text to determine what the problem might be.

Action: If the file copy log indicates that the file is being accessed by another process or cannot be accessed, make sure that you do not have any programs running that are accessing the named file. Make sure that you stopped and restarted DB2, and no clients are accessing your machine. Also, check the attributes of the file. For example, on Windows, make sure that the file is not marked read-only. You can also check by trying to copy over the named file or renaming it manually. If you are able to do this, then the upgrade program should be able to overwrite the file.

Miscellaneous

Content Manager only: Ensuring that necessary processes and services are running

After you successfully upgrade Content Manager, complete the following steps to ensure that necessary processes and services are running:

___ • **For AIX and Solaris:**

Run this command to check whether the library server monitor is running

```
/etc/rc.cmlsproc -status  
echo $?
```

If the return code is 0, the library server monitor process is running. If the return code is not 0, start the process.

Restart the library server monitor process, run this command as root

```
/etc/rc.cmlsproc &
```

___ • **For Windows:**

Examine NT services, and check whether the ICM LS MONITOR <DB_NAME> service is running. If it is not running, open a command prompt, change to the Config directory of ICMROOT. For example, CD /D %ICMROOT%\Config. Run

```
regLSMonitor.bat <DB_NAME> <DB_USER> <DB_PASSWD>
```

How to remove files after uninstalling products

If you install Content Manager or Enterprise Information Portal by using the upgrade installation program and uninstall the products after that, some files stay in your product directories. You can delete those files manually. However, if you want to save any configuration for a future installation, do not delete your user data files.

Translation limitation for Enterprise Information Portal upgrade installation program

For Enterprise Information Portal, there is a known translation limitation for the upgrade installation program on Windows. During the upgrade process, the user input panel for the EIP administration database shows the names of the input fields in English for Danish, Dutch, Finnish, Norwegian, and Swedish.

Manual step required to use the Enterprise Information Portal Advanced Workflow feature

If you plan to use the feature "Advanced Workflow" after you upgrade to Enterprise Information Portal Version 8.2, you need to perform the following steps on the system where the EIP database is installed:

- ___ 1. Log on to your DB2 system.

On Windows:

Start a DB2 command window.

On AIX and Solaris:

Log on to the ICM ADMIN user ID (for example, icmadmin).

- ___ 2. After successful logon, run the following commands:

```
db2 connect to db name user db user using password
db2 insert into icmstnlskeywords values (28, 'ENU', 1, 'Prompt1x', 'Start on Workflow')
db2 update icmstactions set actionpromptid = 1 where actioncode = 1
```

where

db name

Name of your upgraded EIP database

db user

A user that can modify the database

password

Password for *db user*

__ 3. Log off your DB2 system.

DB2 UDB Version 7.2 fix pack 10 or higher required for Content Manager Version 8.2 Lan Cache functionality

The Content Manager Version 8.2 Lan Cache function requires DB2 UDB Version 7.2 fix pack 10 or higher or DB2 UDB Version 8.1 fix pack 2 or higher. If you want to utilize the Content Manager Lan Cache functionality, make sure that you have the right version of DB2.

Chapter 6. Upgrading from eClient Version 8.1 to Version 8.2

To upgrade from eClient Version 8.1 to eClient Version 8.2, you need to complete the following steps:

- ___ 1. If you want to apply to eClient Version 8.2 any custom code that you applied to Version 8.1, make sure that you back up the code.
- ___ 2. If you want to use configuration information from your eClient Version 8.1 installation, you must backup your existing Version 8.1 `IDM.properties` file. After you install eClient Version 8.2, merge your backup copy of `IDM.properties` with the version that is installed by the eClient Version 8.2 installation program. Save the `IDMadminDefaults.properties` file.
- ___ 3. Remove eClient Version 8.1. See "Removing the eClient" in *Installing, Configuring, and Managing the eClient Version 8 Release 1* for more information.
- ___ 4. Make sure that both the eClient application and the eClient server are removed from WebSphere Application Server.
- ___ 5. Remove the installation directory for the eClient.
- ___ 6. **Windows only:** Make sure that you have a directory named `C:\temp` on your system before you run the eClient installation program.
- ___ 7. Install eClient Version 8.2. See *Installing, Configuring, and Managing the eClient Version 8 Release 2* for more information.

For information about configuring eClient Version 8.2, see "Configuring the eClient" in *Installing, Configuring, and Managing the eClient Version 8 Release 2*.

For information about verifying eClient Version 8.2 installation and configuration, see "Verifying the eClient installation and configuration" in *Installing, Configuring, and Managing the eClient Version 8 Release 2*.

Chapter 7. Upgrading from Client for Windows Version 8.1 to Version 8.2

To upgrade from Content Manager Client for Windows Version 8.1 to Version 8.2, complete all steps that you need to complete as if you are installing Client for Windows Version 8.2 as a new installation. See "Chapter 15. Installing the Content Manager Client for Windows" in *Planning and Installing Your Content Management System Version 8 Release 2* for more information.

For information about validating the installation, see "Chapter 15. Installing the Content Manager Client for Windows" in *Planning and Installing Your Content Management System Version 8 Release 2*.

Chapter 8. Upgrading from VideoCharger Version 8.1 to Version 8.2

This section contains information about upgrading from VideoCharger Version 8.1 to Version 8.2 on Windows and AIX.

Upgrading VideoCharger on Windows

To upgrade from VideoCharger Version 8.1 to Version 8.2 on Windows, complete all steps that you need to complete as if you are installing VideoCharger Version 8.2 as a new installation. See "Chapter 10. Installing VideoCharger on Windows" in *Planning and Installing VideoCharger Version 8 Release 2* for more information.

Upgrading VideoCharger on AIX

To upgrade to VideoCharger Version 8.2 on AIX, use the following recommended procedure:

- ___ 1. Stop the VideoCharger Server by entering `stopsrc -g vs .`
- ___ 2. Insert the CD-ROM into the drive.
- ___ 3. Install VideoCharger using bundles (to get new filesets) as described in "Installing the VideoCharger bundles" in *Planning and Installing VideoCharger Version 8 Release 2*.
- ___ 4. Enter `smitty update_all` to upgrade any other optional filesets. The Update Installed Software to Latest Level (Update All) window displays.
- ___ 5. Press **F4** to select the CD-ROM drive.
- ___ 6. Press Enter twice to confirm the update.

Using this procedure will ensure that you install all the new filesets for Version 8.2. You can also install the Player from the `player` subdirectory on the CD-ROM or from www.ibm.com/software/data/videocharger

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