



IBM WebSphere Commerce FixPak

for AIX, Solaris Operating Environment, Linux,  
Windows NT, and Windows 2000

## Installation Guide

*Version 5.4.0.4*

**Note:**

Before using this information and the product it supports, be sure to read the general information in the “Notices” section.

**First Edition, First Revision (January 2003)**

This edition applies to version 5.4 of the following products:

- IBM WebSphere Commerce Business Edition for AIX
- IBM WebSphere Commerce Professional Edition for AIX
- IBM WebSphere Commerce Business Edition for Solaris Operating Environment software
- IBM WebSphere Commerce Professional Edition for Solaris Operating Environment software
- IBM WebSphere Commerce Business Edition for Linux Operating Environment software
- IBM WebSphere Commerce Professional Edition for Linux Operating Environment software
- IBM WebSphere Commerce Business Edition for Windows NT and Windows 2000
- IBM WebSphere Commerce Professional Edition for Windows NT and Windows 2000
- IBM WebSphere Commerce Professional Entry Edition for the Windows NT and Windows 2000
- IBM WebSphere Commerce Business Edition for Linux for IBM @server zSeries and S/390
- IBM WebSphere Commerce Studio, Business Developer Edition for Windows NT and Windows 2000
- IBM WebSphere Commerce Studio, Professional Developer Edition for Windows NT and Windows 2000

It also applies to all subsequent releases and modifications until otherwise indicated in new editions. Ensure that you are using the correct edition for the level of the product.

Order publications through your IBM representative or the IBM branch office serving your locality. Publications are not stocked at the address given below.

IBM welcomes your comments. You can send your comments by any one of the following methods:

1. Electronically to the e-mail address listed below. Be sure to include your entire network address if you wish a reply.

Internet: `torrcf@ca.ibm.com`

2. By regular mail to the following address:

IBM Canada Ltd. Laboratory  
B3/KB7/8200/MKM  
8200 Warden Avenue  
Markham, Ontario, Canada L6G 1C7

When you send information to IBM, you grant IBM a nonexclusive right to use or distribute the information in any way it believes appropriate without incurring any obligation to you.

**© Copyright International Business Machines Corporation 2003. All rights reserved.**

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

## Before you begin


### 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, buttons, or menu choices.

Monospaced type indicates examples of text you enter exactly as shown, as well as directory paths.

*Italic type* is used for emphasis and variables for which you substitute your own values.


 indicates information that is specific to WebSphere Commerce for Windows NT and Windows 2000.

 indicates information that is specific to WebSphere Commerce for AIX.

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

 indicates information specific to the following products:

- WebSphere Commerce Business Edition for Linux
- WebSphere Commerce Professional Edition for Linux
- WebSphere Commerce Business Edition for Linux for IBM @server zSeries and S/390

 indicates information that is specific to DB2 Universal Database.

 indicates information that is specific to Oracle.

### Default installation paths

When this book refers to installation paths, it uses the following default paths:

- *wc\_installdir*: the WebSphere Commerce root directory. For example, the default path for AIX is:  
`/usr/WebSphere/CommerceServer`
- *wcstudio\_installdir*: the WebSphere Commerce Studio root directory. For example, the default path is:  
`drive:\WebSphere\CommerceServerDev`
- *was\_installdir*: the WebSphere Application Server root directory. For example, the default path for AIX is:  
`/usr/WebSphere/AppServer`

- *WC\_APPLICATION\_HOME*: the name of the WebSphere Commerce enterprise application. The default name for AIX is:  
`WC_Enterprise_App_instance_name.ear`
- *VAJ\_installdir*: is the VisualAge for Java installation directory. For example, the default path is:  
`drive:\VAJava`

<b>Before you begin</b> .....	3
Conventions used in this book .....	3
Default installation paths .....	3
<b>Chapter 1 Introduction</b> .....	6
<b>Chapter 2 Product editions</b> .....	7
WebSphere Commerce editions supported by this FixPak .....	7
WebSphere Commerce Studio users .....	7
<b>Chapter 3 New and changed components</b> .....	8
Software stack updates .....	8
WebSphere Commerce updates .....	8
Additions to the Load command .....	9
Duplicate record checking with ID resolution .....	11
Additions to the Organization Approval .....	12
<b>Chapter 4 Installing and uninstalling the FixPak</b> .....	13
Preinstallation .....	14
Preinstallation requirements for WebSphere Application Server .....	14
Preinstallation requirements for DB2 Universal Database .....	16
Installation .....	17
Installing the FixPak on AIX .....	17
Installing the FixPak on Solaris .....	20
Installing the FixPak on Linux .....	22
Installing the FixPak on Windows NT or Windows 2000 .....	24
Installing the FixPak on WebSphere Commerce Studio .....	27
Postinstallation .....	30
Staging server users .....	30
Postinstallation steps for all platforms .....	30
Platform-specific postinstallation steps .....	33
Uninstallation .....	34
Preparing to uninstall the FixPak .....	34
Uninstalling the FixPak from AIX .....	34
Uninstalling the FixPak from Solaris .....	36
Uninstalling the FixPak from Linux .....	37
Uninstalling the FixPak from Windows NT or Windows 2000 .....	38
Uninstalling the FixPak from WebSphere Commerce Studio .....	40
<b>Chapter 5 Troubleshooting guide</b> .....	42
Technical Notes .....	42
All platforms for WebSphere Commerce .....	42
Platform-specific for WebSphere Commerce .....	44
<b>Chapter 6 Notices</b> .....	45

## **Chapter 1 Introduction**

This document describes the steps required to apply the IBM® WebSphere® Commerce 5.4.0.4 FixPak to your WebSphere Commerce Business Edition 5.4, WebSphere Commerce Professional Edition 5.4, or WebSphere Commerce Professional Entry Edition 5.4 system. It also describes how to apply the FixPak to WebSphere Commerce Studio Business Developer Edition 5.4, or WebSphere Commerce Studio Professional Developer Edition, 5.4.

WebSphere Commerce fixes and features included in this FixPak are also listed in this document.

Before applying this FixPak to a WebSphere Commerce 5.4 system, you must do the upgrades listed in Preinstallation on page 14. It is recommended that you read this document in its entirety, before installing the FixPak. If you have installed any WebSphere Commerce fixes prior to this FixPak, and have any concerns regarding the removal of those fixes, please contact WebSphere Commerce support.

## **Chapter 2 Product editions**

### **WebSphere Commerce editions supported by this FixPak**

This FixPak supports the following WebSphere Commerce Version 5.4 editions:

- Business Edition
- Professional Edition
- Professional Entry Edition

This FixPak supports WebSphere Commerce Version 5.4 on the operating systems listed below. For the specific requirements on each of the supported operating systems, refer to “Prerequisite software” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.

- AIX®
- Solaris
- Linux
- Windows NT® or Windows® 2000 Server

The WebSphere Commerce 5.4.0.4 FixPak can be applied to the 5.4 base level (5.4.0.0) or a system with the 5.4.0.1, 5.4.0.2, or 5.4.0.3 FixPaks applied.

### **WebSphere Commerce Studio users**

For more information on how to install the WebSphere Commerce FixPak Version 5.4.0.4 on your WebSphere Commerce Studio machine, refer to page 27.

## Chapter 3 New and changed components

### Software stack updates

This FixPak requires updates to the following components of the software stack:

- DB2® Universal Database™
- WebSphere Application Server

For complete details about these updates, refer to Preinstallation on page 14.

### WebSphere Commerce updates

This release includes improvements or updates to the following areas:

- Access control
- Catalog
- Catalog Manager
- Collaboration
- Contracts
- Installation
- Loader
- Migration
- Updated store models
- Orders
- Performance
- Search
- Security
- Tools framework
- Web Editor

The WebSphere Commerce 5.4.0.4 FixPak includes the following fixes:

APAR#	Abstract
IY33258	Invocation Exception on creating new DynamicKitAccessBean
JR17319	When a catentry has "published" set to 0, the product/item still shows up in the shopping flow
IY32110	Bug in OfferBeanFinderHelper
IY33936	Allow population of existing DB2 databases
JR17236	Remove Domino as LDAP server for member subsystem
JR17290	Site Administration tool has poor performance with large number of users/organizations
IY33175	Support HTML e-mail
JR17050	When running OrderStatusUpdate XML inbound messages, only the last orderitem status gets a 'G' as expected, while the rest of the orderitems associated with the order do not get updated to a 'G'.
IY33179	ç character causes messages to truncate
JR17288	Bug in error reporting in shopping cart.jsp



IY33200	OrderCopy NullPointerException when copying OrderItemComponent
JR17274	Order by clause used in pushdownquery on ordAcbean causes problems
IY33183	Select contract price logic defect; the wrong price is selected according to offer.precedence
JR17057	The close bracket (>) is missing from HTML output when executing a JSP file in Product Advisor
JR17112	Drop constraint when no result found in search
IY33178	Update to performance fix for dynamic tree
IY33176	Unable to highlight node when dynamic tree is expanded
JR16936	Accelerator cannot handle large catentry_id values
IY30331	Auction - control rule using imprecise double comparisons fails
JR17049	Changing Stores WebPath from '/webapp/wcs/stores/servlet' to '/servlet' causes some e-mail to fail.
JR17233	Poor performance in SendWCSOrderCmdImpl
JR17385	Prevent HTTP cookie from being added to HTTP response
JR17610	eMarketingSpot.setMaximumNumberOfCollateral command not working
IY35015	When importing contract there are duplicate entries in summary
IY35964	Fix problem in CustomPricingTCDataBean.java when handling multiple price list
IY34859	Fix performance problem due to CustomProductSetDataBean
JR17526	Call DB2 updateCofnig after loading DB2smartguide
IY36116	Productset ejb does not throw exception when XML file is too large
JR17356	ScheduledOrderProcessCmdImpl Defect
IY34892	AccessControlJDBC Helper problems
JR17409	Fix an instance creation problem
JR17386	When an outbound MQ-Message (eg. Predefined Messages - Report_
JR17657	Implement audit flag

## Additions to the Load command

To improve performance during instance creation, the following two items have been added as options, starting from WebSphere Commerce 5.4.0.2, for the -method parameter of the Load command:

### **-method createonly**

Use the createonly option with the -method parameter to create massload data (MLD) files without loading the data into the database. The files that are created when you use this option (.mld and .cmd files) are placed in a directory named `MassLoadOutputFiles`. This directory is created as a subdirectory under the directory from which you run the Load command (under your working directory); therefore, your working directory must be writable.

The following example runs the Load command using the createonly option with the -method parameter on a Windows system:

```
massload -dbname mall -dbuser db2admin -dbpwd db2admin
-infile c:\WebSphere\CommerceServer\data\example.xml
-method createonly
```

You can subsequently use your native database load utility to load the MLD files that you created into a WebSphere Commerce database by running the Load command using the loadonly option with the -method parameter as described next.

**Note:** The program obtains information about the native database load utility that your database product uses from the customizer property file. For more information on the customizer property file, see the *IBM WebSphere Commerce 5.4 Catalog Manager User's Guide*.

**-method loadonly -directory *fullpathdir***

Use the loadonly option with -method parameter to load MLD files that were created using the createonly option with the -method parameter as described previously. When you use the loadonly option, you must also use the -directory parameter or an error will result.

**Note:** The -directory parameter replaces the -infile parameter that you would specify if you were using any other option with the -method parameter.

For the value of the -directory parameter, you must specify the fully qualified path of the MassLoadOutputFiles directory that was created using the createonly option; in addition, the MassLoadOutputFiles directory and the files within it must be writable.

The following example runs the Load command using the loadonly option with the -method parameter (and the required -directory parameter) on a Windows system:

```
massload -dbname mall -dbuser db2admin -dbpwd db2admin -method
loadonly -directory
c:\WebSphere\CommerceServer\bin\MassLoadOutputFiles -schemaname
wcsadmin
```

Always specify the name of the target database schema using the -schemaname parameter when you run the Load command using this option. Otherwise, the program uses the name of the database schema obtained when the MassLoadOutputFiles directory and its files were originally created.

Use the loadonly option with the -method parameter only for instance creation. If you use it at any other time, the result may not be desirable.

When you use the `loadonly` option with the `-method` parameter, errors and other messages are saved in files that have a `.log` extension. These log files are written to the `MassLoadOutputFiles` directory specified for the `-directory` parameter.

For more information on the `Load` command, including information on other options that can be used with the `-method` parameter, see the *IBM WebSphere Commerce 5.4 Catalog Manager User's Guide*.

## Duplicate record checking with ID resolution

Previously, the Loader package resolved IDs and loaded data without inspecting the incoming data for duplication of what already existed in the target database. Consequently, database tables could be updated without actually changing the contents of the database. This had performance implications -- the Loader spent time reloading data that already existed.

In order to improve performance, the Loader package now eliminates duplicate XML elements early in the process -- during ID resolution. You do not need to use any new parameters to utilize this feature. When you use the `update` or `mixed` method with the `ID Resolve` command, the ID Resolver automatically recognizes XML elements being resolved that are duplicates of records that already exist in the database. The duplicates are not written to the output file specified by the `-outfile` option; but the Loader package Error Reporter writes them to the `xxx.error.xml` file (where `xxx` is the input XML file name without the file extension). The entries in the `xxx.error.xml` file are made without counting the duplicates as actual errors.

Each element is checked for duplication by comparing that element's attributes to the corresponding columns in the database table. An element must always contain all of the attributes required by the DTD. However, elements may also contain optional attributes. In checking for duplicates, therefore, the ID Resolver uses all of the attributes contained by each element; if any attribute is different, the element is not considered to be a duplicate.

When you use the `mixed` method with the `ID Resolve` command, only elements already determined to be noncandidates for insertion are further processed to check for duplicates. This increases the efficiency of the process.

Duplicate record checking is not performed by the ID Resolver when you use the `load` method because the loadable elements should not already exist in the database when you use the `load` method.

**Note:** Relationship elements (such as `cattogrp` and `catgrprel`) may not be reported as duplicates.

## Additions to the Organization Approval

To allow an organization to override the parent organization's approval requirement, the disable member groups have been added to the list of approval levels for the organization. The Site Administrator can logon to the WebSphere Commerce Administration Console, select **Sites > Access Management > Organizations** to view all organizations. From this list, the Site Administrator can select an organization and click **Approval** to view a list of approval groups for the organization and select approval groups from this list and move them to the Selected roles list. The default available approval groups, including the new disable member groups, are as follows:

- Contract Submit Approvals
- Order Process Approvals
- RFQ Response Approvals
- User Registration Approvals
- DisableInherited Contract Submit Approvals (new)
- DisableInherited Order Process Approvals (new)
- DisableInherited RFQ Response Approvals (new)
- DisableInherited User Registration Approvals (new)

By default, the root organization has the User Registration Approvals group added to the Selected roles list and the default organization has the DisabledInherited User Registration Approvals group added to the Selected roles list. The implication of this default setting is:

- A user registering to any organization except the default organization requires approval, unless this organization explicitly disables the approval.
- A user registering to the default organization does not require approval.

## **Chapter 4 Installing and uninstalling the FixPak**

To apply this FixPak, your WebSphere Commerce version must be at a 5.4, 5.4.0.1, 5.4.0.2 or 5.4.0.3 level on the AIX, Solaris, Linux, Windows NT, or Windows 2000 operating system. If you have installed any other WebSphere Commerce fixes prior to applying this FixPak, contact WebSphere Commerce support.

Ensure that you back up your database before applying this FixPak. For instructions on how to back up your database, see your database software documentation.

## Preinstallation

### Preinstallation requirements for WebSphere Application Server

**Notes:** These WebSphere Application Server steps are not required if you are applying the FixPak to WebSphere Commerce Studio. In this case, proceed to Upgrading DB2 Universal Database on page 16.

For WebSphere Commerce Business Edition for Linux for IBM @server zSeries and S/390 only, proceed to upgrade WebSphere Application Server to version 4.0.4 on page 16.

If you are running WebSphere Application Server Version 4.0.2, you must remove any previously installed fixes from the machine and then upgrade to at least WebSphere Application Server Version 4.0.3 with the fixes.

As such, you must perform the following steps:

- Uninstalling previous WebSphere Application Server fixes
- Installing WebSphere Application Server Version 4.0.3
- Applying fixes to WebSphere Application Server 4.0.3

The details of each step are provided in subsequent sections.

### Uninstalling previous WebSphere Application Server 4.0.2 fixes

This section describes how to remove previously applied WebSphere Application Server fixes. The following WebSphere Application Server fixes must be removed if they are currently installed on your system:

**WIN** If WebSphere Application Server is installed on Windows, the following fixes must be removed:

- PQ54291 - Add support for WebSphere Commerce Suite caching
- PQ55771 - Command line utilities do not work when using JCE package
- PQ57814 - WebSphere Application Server security fails after a period of time due to excessive file handles being opened for wsserver.key
- PQ58443 - When installing an EAR with enterprise beans in version 4.0.2 and choosing to regenerate the deployed code, performance issues occur

**AIX** **SOLARIS** **Linux** If WebSphere Application Server is installed on AIX, Solaris, or on Linux, the following fixes must be removed:

- PQ54291 - Add support for WebSphere Commerce Suite caching
- PQ57814 - WebSphere Application Server security fails after a period of time due to excessive file handles being opened for wsserver.key
- PQ58443 - When installing an EAR with enterprise beans in version 4.0.2 and choosing to regenerate the deployed code, performance issues occur
- PQ58038 - Performing an export via XMLConfig puts an additional CRLF into the exported file at <application-server-full-name>. This only applies to Linux platform.

You must uninstall any WebSphere Application Server fixes in the reverse order that you installed them.

To determine which fixes are installed and the order in which they were installed, do the following:

1. Using a text editor, open the following file:  
`WAS_installdir/properties/com/ibm/websphere/product.xml`
2. You must make note of each fix that has been applied. Each fix is surrounded by `<event></event>` tags and has a type of `<type>Fix</type>`. Note the date and time of each fix to determine the order in which they were installed (this is not necessarily the order they are listed in the file).
3. Determine which fixes were already removed. Each removed fix has an `<event>` type of `<type>backout</type>`.
4. To uninstall the remaining fixes in the reverse order that they were installed, do the following:
  - a. Change directory to the fix location, as follows:  
`WAS_installdir/eFix/PQ#`
  - b. Stop WebSphere Application Server and IBM HTTP services.
  - c. Run the backup JAR file using the following command. Note that the JAR file name is case-sensitive. As such, ensure that you type the exact file name.  
`WAS_installdir/java/jre/bin/java -jar PQ#_eFix_backup.jar`

### Installing WebSphere Application Server Version 4.0.3

After removing the fixes for WebSphere Application Server 4.0.2, the next step is to install the WebSphere Application Server 4.0.3 PTF. This can be found at the following Web address:

<http://www.ibm.com/support/docview.wss?uid=swg24001292>

When installing the PTF, follow the instructions included in the accompanying README file. Ensure WebSphere Application Server and IBM HTTP services (both server and administration server) have been stopped before applying the PTF.

### Applying fixes to WebSphere Application Server 4.0.3

After WebSphere Application Server 4.0.3 is installed, you must apply the following fixes:

- PQ63116 - When the administration server is stopped and restarted, various clients get authentication errors (note that this fix is included in the Cumulative Security eFix).
- PQ61462 - Associate a naming issue after install.
- Cumulative WebSphere Plug-in eFix 4.0.2/4.0.3/4.0.4.
- PQ67506 - IIS plugin truncates certificates (note that this is for IIS users only).

To apply these fixes, do the following on the next page:

1. Using a Web browser, navigate to the following Web page:  
<http://www.ibm.com/software/webservers/appserv/support.html>
2. For each of the preceding listed fixes, enter the fix number (for example, PQ63116) or enter `plugin cumulative` as the search keyword to search and download the fix. Install all fixes according to their corresponding README files, and in the exact order as shown in the preceding list.
3. Apply the workaround for the potential problems listed at:  
<http://www.ibm.com/support/docview.wss?rs=494&uid=swg21054765>

### **Installing WebSphere Application Server Version 4.0.4**

 **For Linux for IBM @server zSeries and S/390 only**

1. Ensure you already have the WebSphere Application Server 4.0.2 installed without fixes as part of the initial product installation.
2. Install the WebSphere Application Server 4.0.4 PTF, this can be found at the following Web address:  
<http://www-1.ibm.com/support/docview.wss?rs=180&context=SSEQTP&q=fixpak&uid=swg24001635>

When installing the WebSphere Application Server 4.0.4 PTF, follow the instructions included in the accompanying README file. Ensure WebSphere Application Server and IBM HTTP services (both server and administration server) have been stopped before applying the PTF.

### **Preinstallation requirements for DB2 Universal Database**

A memory leak existed in the version of DB2 (7.1.0.55) that was shipped with WebSphere Commerce 5.4. The issue has been addressed with DB2 Version 7 with FixPack 6 (7.1.0.60). Refer to the DB2 APAR IY26608 at the following Web address:

<http://www.ibm.com/support/manager.wss?rs=0&rt=0&org=SW&doc=1049150>

If you are running the version of DB2 that was originally shipped with WebSphere Commerce 5.4, you must upgrade to at least DB2 version 7.1.0.60. Note that a BIND is required for all databases; see the DB2 FixPak README for details.

DB2 Version 7 FixPaks can be found at:

<http://www.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/v7fphist.d2w/report>



## Installation

This section provides information about how to install the FixPak. It is divided into different sections, depending upon the operating system to which you are installing the FixPak. Refer to the appropriate section for your configuration.

**Important:** Prior to installing the WebSphere Commerce Version 5.4.0.4 FixPak, ensure you have completed the Preinstallation steps on page 14. If you experience problems while installing the WebSphere Commerce Version 5.4.0.4 FixPak, do not attempt to reinstall the FixPak before you run the uninstall script. For instructions on how to uninstall the FixPak, refer to Uninstallation on page 34.

Note that the installation scripts are case sensitive. As such, ensure that you review the examples carefully.

### Installing the FixPak on AIX

**AIX** To install the WebSphere Commerce Version 5.4.0.4 FixPak, complete the following steps:

1. Download the FixPak from the IBM Web site and extract the files into a temporary directory. This directory must be writable.
2. Ensure that you are logged in as the root user for WebSphere Commerce.
3. Stop the following:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
4. Run `slibclean` on the command line to release library resources.
5. You must run the `install_wc.sh` command. Do the following:
  - a. Using the command line, navigate to the temporary directory, and enter  
`./install_wc.sh WC_installdir WAS_installdir WC_EDITION WC_DBTYPE`

**DB2**

For example:

```
./install_wc.sh /usr/WebSphere/CommerceServer /usr/WebSphere/AppServer  
Business db2
```

**Oracle**

For example:

```
./install_wc.sh /usr/WebSphere/CommerceServer /usr/WebSphere/AppServer  
Pro oracle
```

- b. When prompted to indicate if you have stopped the following processes, enter `1` (yes) to continue the FixPak installation.
  - Web server services and their respective administration processes
  - WebSphere Application Server service
  - WebSphere Commerce Configuration Manager Server service
- c. When prompted to indicate if the install information entered is correct, enter `1` (yes) to continue the FixPak installation.

6. If you have previously created instances, you must run the following script for each instance:

```
./install_was.sh WC_installdir WAS_installdir WC_APPLICATION_HOME  
WC_EDITION WC_DBTYPE
```

For example:

```
./install_was.sh /usr/WebSphere/CommerceServer /usr/WebSphere/AppServer  
WC_Enterprise_App_instance_name.ear Business db2
```

7. Confirm that the WebSphere Commerce 5.4.0.4 FixPak installation was successful by checking the `WC_installdir/service/fixpack/5404/WCfixpack5404_wc_AIX.log` file. The text “Completed WebSphere Commerce 5.4.0.4 Fixpack Installation with no errors.” should display near the end of the log file.

If you have previously created an instances, check the following log for each instance:

```
WC_installdir/service/fixpack/5404/WC_Enterprise_App_instance_name.ear.log
```

8. If you have previously created instances, add new bootstrap data for each instance by running the following script from the `WC_installdir/bin` directory:

```
updatedb.sh database user password schemaowner infile dbtype dbuserhome  
locale
```

 For example:

```
updatedb.sh mall db2inst1 db2inst1 DB2INST1 wcs.updateFP.bootstrap.xml DB2  
/home/db2inst1 en_US
```

 For example:

```
updatedb.sh o817 wcsuser wcsuser WCSUSER wcs.updateFP.bootstrap.xml ORACLE  
/home/oracle en_US
```

9. Confirm that the `updatedb.sh` command was successful by checking the `WC_installdir/logs/updatedb.log` file. The file should not contain error messages.

10. Complete the Postinstallation steps on page 30 and apply the applicable fixes.

11. Run the `wcpostinstall.sh` script from the `WC_installdir/bin` directory. Ignore the error messages `unsupported HTTPVERSION: 1.3.19.2, unsupported WASVERSION: looking for 4.0.2` in the `WC_installdir/logs/wcpostinstall.log` file.

12. Restart the following:

- Web server and its respective administration processes
  - WebSphere Application Server
- For instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.

## Installing the FixPak on Solaris

**SOLARIS** To install the WebSphere Commerce Version 5.4.0.4 FixPak, complete the following steps:

1. Download the FixPak from the IBM Web site and extract the files into a temporary directory. This directory must be writable.
2. Ensure that you are logged in as the root user for WebSphere Commerce.
3. Stop the following:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
4. You must run the `install_wc.sh` command. Do the following:

- a. Using the command line, navigate to the temporary directory, and enter  
`./install_wc.sh WC_installdir WAS_installdir WC_EDITION WC_DBTYPE`

**DB2** For example:

```
./install_wc.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer  
Business db2
```

**Oracle** For example:

```
./install_wc.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer  
Pro oracle
```

- b. When prompted to indicate if you have stopped the following processes, enter `1` (yes) to continue the FixPak installation.
    - Web server services and their respective administration processes
    - WebSphere Application Server service
    - WebSphere Commerce Configuration Manager Server service
  - c. When prompted to indicate if the install information entered is correct, enter `1` (yes) to continue the FixPak installation.
5. If you have previously created instances, run the following command from the temporary directory for each instance:  
`./install_was.sh WC_installdir WAS_installdir WC_APPLICATION_HOME  
WC_EDITION WC_DBTYPE`

**DB2** For example:

```
./install_was.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer  
WC_Enterprise_App_instance_name.ear Business db2
```



For example:

```
./install_was.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer  
WC_Enterprise_App_instance_name.ear Pro oracle
```

- 6 Confirm that the WebSphere Commerce 5.4.0.4 FixPak installation was successful by checking the `WC_installdir/service/fixpack/5404/WCfixpack5404_wc_SUN.log` file. The text “Completed WebSphere Commerce 5.4.0.4 Fixpack Installation with no errors.” should display near the end of the log file.

If you have previously created instances, check the following log for each instance:

`WC_installdir/service/fixpack/5404/WC_Enterprise_App_instance_name.ear.log`

- 7 If you have previously created instances, add new bootstrap data by running the following script from the `WC_installdir/bin` directory to add new bootstrap data:

```
updatedb.sh database user password schemaowner infile dbtype dbuserhome  
locale
```



For example:

```
updatedb.sh mall db2inst1 db2inst1 DB2INST1 wcs.updateFP.bootstrap.xml DB2  
/home/db2inst1 en_US
```



For example:

```
updatedb.sh o817 wcsuser wcsuser WCSUSER wcs.updateFP.bootstrap.xml ORACLE  
/export/home/Oracle en_US
```

- 8 Confirm that the `updatedb.sh` command was successful by checking the `WC_installdir/logs/updatedb.log` file does not contain error messages.
- 9 Complete the Postinstallation steps on page 30 and apply the applicable fixes.
- 10 Run the `wcpostinstall.sh` script from the `WC_installdir/bin` directory. Ignore the error messages `unsupported HTTPVERSION: 1.3.19.2, unsupported WASVERSION: looking for 4.0.2` in the `WC_installdir/logs/wcpostinstall.log` file.
- 11 Restart the following:
  - Web server services and their respective administration services
  - WebSphere Application Server serviceFor instructions on how to stop and start these processes, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.

## Installing the FixPak on Linux

**Linux** To install the WebSphere Commerce Version 5.4.0.4 FixPak, complete the following steps:

1. Download the FixPak from the IBM Web site and extract the files into a temporary directory. This directory must be writable.
2. Ensure you are logged in as the root user for WebSphere Commerce.
3. Stop the following:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager ServerFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
4. You must run the `install_wc.sh` command. Do the following:

- a. Using the command line, navigate to the temporary directory, and enter  
`./install_wc.sh WC_installdir WAS_installdir WC_EDITION WC_DBTYPE`

**DB2** For example:


```
./install_wc.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer  
Business db2
```

**Oracle** Oracle is not support in this release.

- b. When prompted to indicate if you have stopped the following processes, enter `1` (yes) to continue the FixPak installation.
    - Web server services and their respective administration processes
    - WebSphere Application Server service
    - WebSphere Commerce Configuration Manager Server service
  - c. When prompted to indicate if the install information entered is correct, enter `1` (yes) to continue the FixPak installation.
5. If you have previously created instances, run the following command from the temporary directory for each instance:  
`./install_was.sh WC_installdir WAS_installdir WC_APPLICATION_HOME  
WC_EDITION WC_DBTYPE`

**DB2** For example:

```
./install_was.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer  
WC_Enterprise_App_instance_name.ear Business db2
```

 Oracle is not supported in this release.

6. Confirm that the WebSphere Commerce 5.4.0.4 FixPak installation was successful by checking the following log file:
  - for Linux, `WC_installdir/service/fixpack/5404/WC_fixpack5404_wc_LINUX.log`
  - for zLinux,  
`WC_installdir/service/fixpack/5404/WC_fixpack5404_wc_zLINUX.log`

The text “Completed WebSphere Commerce 5.4.0.4 Fixpack Installation with no errors.” should display near the end of the log file.


If you have previously created instances, check the following log for each instance:

```
WC_installdir/service/fixpack/5404/WC_Enterprise_App_instance_name.ear.log
```

7. If you have previously created instances, add new bootstrap data for each instance by running the following script from the `WC_installdir/bin` directory:  
`updatedb.sh database user password schemaowner infile dbtype dbuserhome locale`


 For example:

```
updatedb.sh mall db2inst1 db2inst1 DB2INST1 wcs.updateFP.bootstrap.xml DB2  
/home/db2inst1 en_US
```

 Oracle is not supported in this release.

8. Confirm that the `updatedb.sh` command was successful by checking the `WC_installdir/logs/updatedb.log` file. The file should not contain error messages.
9. Complete the Postinstallation steps page 30 and apply the applicable fixes.
10. Run the `wcpostinstall.sh` script from the `WC_installdir/bin` directory. Do not use the `wcb.sh` script as it has been superseded by the `wcpostinstall.sh` script.
11. Restart the following:
  - Web server services and their respective administration services
  - WebSphere Application Server serviceFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.

## Installing the FixPak on Windows NT or Windows 2000

 To install the WebSphere Commerce Version 5.4.0.4 FixPak on your WebSphere Commerce machine, complete the following steps:


1. Download the FixPak from the IBM Web site and extract the files into a temporary directory. This directory must be writable.
2. Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.
3. In the Services panel, stop the following services:
  - Web server services and their respective administration processes
  - WebSphere Application Server service
  - WebSphere Commerce Configuration Manager Server serviceFor instructions on how to stop and start services, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
4. You must run the `install_wc` command. Do the following:
  - a. Using the command line, navigate to the temporary directory, and enter `install_wc`.
  - b. When prompted, enter `no` to indicate that you are not applying the FixPak to WebSphere Commerce Studio.
  - c. When prompted, enter `proceed` to indicate you have stopped the following processes
    - Web server services and their respective administration processes
    - WebSphere Application Server service
    - WebSphere Commerce Configuration Manager Server service
  - d. Enter the directory where WebSphere Commerce is installed. For example, enter `C:\Program Files\WebSphere\CommerceServer`.
  - e. Enter the directory where WebSphere Application Server is installed. For example, enter `C:\Program Files\WebSphere\AppServer`.
  - f. Enter the edition of WebSphere Commerce that you have installed: `Business` or `Pro`.
  - g. When prompted to indicate if the information entered is correct, enter `1` (yes) to continue the FixPak installation.
5. If you have previously created instances, you must run the `install_was` command for each instance that was created before applying this FixPak. To run this command, do the following:



- a. Navigate to the temporary directory for the instance, and enter `install_was`.
  - b. Enter the directory where WebSphere Commerce is installed. For example, enter `C:\Program Files\WebSphere\CommerceServer`.
  - c. Enter the directory where WebSphere Application Server is installed. For example, enter `C:\Program Files\WebSphere\AppServer`.
  - d. Enter the type of database used with WebSphere Commerce: `DB2` OR `Oracle`.
  - e. Enter the edition of WebSphere Commerce that you have installed: `Business` OR `Pro`.
  - f. Enter the directory where your application is installed in the `WAS_installdir\InstalledApps` directory. For example, enter `WC_Enterprise_App_instance_name.ear`.
  - g. Repeat steps a through e for each instance.
6. Confirm that the WebSphere Commerce 5.4.0.4 FixPak installation was successful by checking the `WC_installdir\service\fixpack\5404\WCfixpack5404_wc_WIN.log` file. Ensure that no errors were reported. The text “Completed WebSphere Commerce 5.4.0.4 FixPak Installation with no errors.” should display near the end of the log file.

If you have previously created instances, check the following log for each instance:  
`WC_installdir\service\fixpack\5404\WC_Enterprise_App_instance_name.ear.log`

7. If you have previously created instances, add new bootstrap data by running the following script from a DB2 command window, in the `WC_installdir\bin` directory:  
`updatedb.bat database user password schemaowner infile dbtype locale`

 For example:

```
updatedb.bat mall build build BUILD wcs.updateFP.bootstrap.xml DB2 en_US
```

 For example:

```
updatedb.bat o817 wcsuser wcsuser WCSUSER wcs.updateFP.bootstrap.xml oracle
en_US
```

8. Confirm that `updatedb.bat` command was successful by checking the `WC_installdir\logs\updatedb.log` file. The file should not contain error messages.
9. Complete the Postinstallation steps on page 30 and apply the applicable fixes.
10. Restart the following services:

- Web server services and their respective administration services

- WebSphere Application Server service  
For instructions on how to stop and start services, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.

## Installing the FixPak on WebSphere Commerce Studio

To install the WebSphere Commerce Version 5.4.0.4 FixPak on your WebSphere Commerce Studio machine, complete the following steps:

1. Download the FixPak from the IBM Web site and extract the files into a temporary directory. This directory must be writable.
2. Ensure that you are logged in with a Windows user ID that is a member of the Administrators group.
3. Shut down VisualAge® for Java™.
4. Modify the *instance\_name.xml* for the WebSphere Commerce Studio instance to ensure that the instance name in *WCSTUDIO\_installdir\instances\instance\_name\xml\instance\_name.xml* is correct.

For example, if the instance name is VAJ\_Demo, you must modify the *VAJ\_Demo.xml* file by replacing the instance name in the entry `InstanceName="demo"` with the correct instance name as `InstanceName="VAJ_Demo"`.

5. You must run the `install_wc` command. To run this command, do the following:
  - a. Using the command line, navigate to the temporary directory, and enter `install_wc`.
  - b. When prompted, enter `yes` to indicate that you are applying the FixPak to WebSphere Commerce Studio.
  - c. When prompted, enter `proceed` to indicate you have stopped the VisualAge for Java process.
  - d. Enter the directory where WebSphere Commerce Studio is installed. For example, enter `C:\WebSphere\CommerceServerDev`.
  - e. Enter the directory where `java.exe` is located. For example, enter `D:\WebSphere\WebSphereStudio4\bin`.
  - f. Enter the edition of WebSphere Commerce Studio that you have installed: `Business` or `Pro`.
  - g. When prompted to indicate if the information entered is correct, enter `1` (yes) to continue the FixPak installation.
6. Confirm that the WebSphere Commerce 5.4.0.4 FixPak installation was successful by checking the *WCSTUDIO\_installdir\service\fixpack\5404\WCfixpack5404\_wc\_WIN.log* file.

Ensure that no errors were reported. The text “Completed WebSphere Commerce 5.4.0.4 Fixpack Installation with no errors.” should display near the end of the log file.

7. Add new bootstrap data by running the following script from a DB2 command window, in the *WCSTUDIO\_installdir\bin* directory:

```
updatedb.bat database user password schemaowner infile dbtype locale
```

 For example:

```
updatedb.bat mall build build BUILD wcs.updateFP.bootstrap.xml DB2 en_US
```

 For example:

```
updatedb.bat o817 wcsuser wcsuser WCSUSER wcs.updateFP.bootstrap.xml Oracle  
en_US
```

8. Confirm that `updatedb.bat` command was successful by checking the *WCSTUDIO\_installdir\logs\updatedb.log* file. The file should not contain error messages.
9. Copy the *WCSTUDIO\_installdir\instances\default\xml\search.xml* file into your *WCSTUDIO\_installdir\instances\instance\_name\xml* directory.
10. If you are using VisualAge for Java, you must copy files updated in the *WCSTUDIO\_installdir\wc.ear* directory to the VisualAge for Java's WebSphere Test Environment directory as follows:
  - a. Backup any customized files in the *VAJ\_installdir\ide\project\_resources\IBM WebSphere Test Environment\hosts\default\_host\default\_app\web* directory.
  - b. Copy the content of the *WCSTUDIO\_installdir\wc.ear\wcstores.war* directory, except for the subdirectories `META-INF`, `WEB-INF`, and any published store directory (for example, `InFashion`) into the *VAJ\_installdir\ide\project\_resources\IBM WebSphere Test Environment\hosts\default\_host\default\_app\web* directory.
  - c. Copy the content of the *WCSTUDIO\_installdir\wc.ear\wctools.war* directory, except for the subdirectories `META-INF` and `WEB-INF`, into the *VAJ\_installdir\ide\project\_resources\IBM WebSphere Test Environment\hosts\default\_host\default\_app\web* directory.
  - d. Add and merge the previous customized code into the newly copied files in WebSphere Test Environment directory.
11. If you are using VisualAge for Java to create customized WebSphere Commerce code, you must do one of the following:

- a. If you are going to apply the Commerce Enhancement Pack (October 2002), proceed directly to the portions of the *Commerce Enhancement Pack (October 2002) Getting Started Guide* that apply to WebSphere Commerce Studio. After installing the Commerce Enhancement Pack, you must then import the corresponding WebSphere Commerce code repository, according to the instructions in the *Commerce Enhancement Pack (October 2002) Code Transition Guide*.
- b. If you are not applying the Commerce Enhancement Pack (October 2002), then follow the instructions in the *WebSphere Commerce FixPak 5.4.0.4 Code Transition Guide*. This guide is available in the `repository.zip` package.

## Postinstallation

This section describes steps that must be performed after the 5.4.0.4 FixPak has been applied to a WebSphere Commerce machine. These steps are not required for WebSphere Commerce Studio machines.


Postinstallation information is divided into the following subsections:

- Staging server user information
- Postinstallation steps for all platforms

Ensure that you complete all of the appropriate postinstallation steps for your configuration.

### Staging server users

An error in the `WC_installdir/schema/oracle/wcs.stage.trigger.sql` file for Oracle users causes the trigger USTG\_TRDDESC to work incorrectly with staging databases.

 If you are using an Oracle database, do the following to correct the USTG\_TRDDESC trigger:

1. Using SQLPLUS, connect to the staging database with the user ID that WebSphere Commerce instance uses to connect to the database (for example, WC).
2. Run the following command from the `WC_installdir/schema/oracle` directory:  

```
sqlplus wcs/wcs@o817 < wcs.stage.trigger.sql
```

where `/wcs` is the user ID and `o817` is the database name.

### Postinstallation steps for all platforms

The following postinstallation steps must be performed for all WebSphere Commerce machines, regardless of the operating system that you are using:

- Correcting the missing search.xml file
- Enabling SSL for QuickPlace (if you are using QuickPlace)
- Enabling the double click feature
- Correcting the store publishing problem
- Configuring an administrator ID to use with Payment Manager

Each topic is described in more detail in subsequent sections.

#### Correcting the missing search.xml file

After applying the FixPak 5.4.0.4, do the following:

1. Navigate to the `WC_installdir\instances\default\xml\` directory.
2. From this directory, copy the `search.xml` file into your `WC_installdir/instances/instance_name/xml` directory.

## Enabling SSL for QuickPlace

After you have completed installing the FixPak 5.4.0.4 and all services have been restarted, additional steps are required if you need to enable SSL for QuickPlace. For each instance that has already been created or for any created in the future, you must update the class path, as follows:

1. Start the WebSphere Application Server Administration Console. Refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce version 5.4 Installation Guide*.
2. Stop WebSphere Commerce.
3. From the **Tools** menu, select **Application Assembly Tool**.
4. In a text editor, open the `WAS_installdir/installedApps/WC_Enterprise_App_instance_name.ear/wcstores.war` file.
5. Add `lib/sslite.zip` to the class path, then click **Apply**.
6. In a text editor, open the `WAS_installdir/installedApps/WC_Enterprise_App_instance_name.ear/wctools.war` file.
7. Add `lib/sslite.zip` to the class path, then click **Apply**.
8. Close the Application Assembly Tool.
9. Restart WebSphere Commerce.

After updating these class path values, refer to *IBM QuickPlace User Guide* for information about enabling SSL for QuickPlace. In particular, refer to the “Setting Up the QuickPlace Server to Use or Stop Using SSL” section in Chapter 5, “Administering a QuickPlace Server”.

## Enabling the double click feature

**Important:** For a detailed description of this feature, refer to the technical note listed in the Troubleshooting Section. You should review the technical note before you enable this feature.

After you have completed installing the FixPak 5.4.0.4 and all services have been restarted, do the following to enable the double click feature:

1. Stop the following services:
  - Web server services and their respective administration processes,
  - WebSphere Application Server service,
  - WebSphere Commerce Configuration Manager Server services.

For instructions on how to stop and start services, refer to "Starting and Stopping WebSphere Commerce Components" in the *WebSphere Commerce Version 5.4 Installation Guide*.

- 2 Before running the double click feature, confirm the setting in the `instance_name.xml` file for your WebSphere Commerce instance is set correctly as follow:
  - a. In a text editor, open the `WC_installdir/instances/instance_name/xml/instance_name.xml` file.
  - b. search for the `EnableDoubleClickHandler` string. Ensure that the value is set to `true`.
- 3 Restart your system.

### Configuring an administrator ID to use with Payment Manager

If you have Payment Manager installed on your local WebSphere Commerce machine, you must follow the steps below to configure a WebSphere Commerce administrator ID to use with Payment Manager. Note that the newest version of Payment Manager is known as WebSphere Commerce Payments:

1. Logon to the WebSphere Commerce Administration Console as `wcsadmin`.
2. Select **Sites > Access Management > Users** to define a new user, for example `mySpecialPMAAdminID`, and assign the user to the Site Administrator role.
3. Select **Payments > Users**. The **User Search** page displays.
4. Enter the newly defined ID in the **User Name** field and click **Search**. The new user ID will be listed in the results screen.
5. Click the new user ID to display the **Users** screen.
6. Ensure that the **Merchant** list is cleared, and select **Payment Manager Administrator** as the role for the new ID. Click **Update** to complete the assignment.
7. Log off from the WebSphere Commerce Administration Console.
8. Stop WebSphere Commerce instance from the WebSphere Application Server Administration Console.
9. In a text editor, open the `WC_installdir/instances/instance_name/xml/instance_name.xml` file.
10. Locate the `<PaymentManager>` node, and change the value specified for the `PaymentManager` attribute `PMAAdminId` to the new ID.
11. Save and close the `WC_installdir/instances/instance_name/xml/instance_name.xml` file.
12. Restart the WebSphere Commerce instance from the WebSphere Application Server Administration Console.



## Platform-specific postinstallation steps

### Correcting the store publishing problem

Store publishing fails with the error message `java.lang.NullPointerException at com.ibm.wca.MassLoader.Formatter.JDBCFormatter$FormatWorker.run(JDBCFormatter.java(Compiled Code))` in the `WC_installdir/instances/instance_name/logs/wcs.log` file. To correct the problem, do the following after you have created the instance:

1. In a text editor, open the `adminserver.bat` file.
2. Set the `JITC_COMPILEOPT` environment variable by inserting the lines that are displayed in bold as shown in the following file excerpt. Note that the examples below for setting the environment variable is split across several lines for presentation purposes only. It should be added to the file on a single line with no spaces between the methods and classes.

...

```
SET CONSOLE_ENCODING=-Dws.output.encoding=console
```

```
SET JITC_COMPILEOPT=
```

```
SKIP{com/ibm/wca/MassLoader/Formatter/JDBCFormatter$FormatWorker}{run}
```

...

## Uninstallation

If you experience problems during the installation of this FixPak, do not attempt to reinstall the FixPak before you run the uninstall script. The directory that contains the uninstall scripts is `WC_installdir/service/fixpack/5404`. Reinstalling the FixPak, without first uninstalling it, will overwrite the backup JAR files in the `WC_installdir/service/fixpack/5404` directory, which were created during the initial installation.

### Preparing to uninstall the FixPak

Before uninstalling the FixPak, you must stop the Web server and WebSphere Application Server. If you do not stop these components, you will see errors as described in “Chapter 5 Troubleshooting guide” on page 42.

### Uninstalling the FixPak from AIX

 To uninstall the WebSphere Commerce Version 5.4.0.4 FixPak, complete the following steps:

1. Ensure you are logged in as the root user for WebSphere Commerce.
2. Stop the following:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
3. Navigate to the `WC_installdir/service/fixpack/5404` directory and run the `uninstall_wc.sh` command, as follows:

```
./uninstall_wc.sh WC_installdir WAS_installdir
```

For example, enter:

```
./uninstall_wc.sh /usr/WebSphere/CommerceServer /usr/WebSphere/AppServer
```
4. If you have previously created instances and you have applied the FixPak you must run the `uninstall_was.sh` command for each instance. To run this command, do the following:
  - a. Ensure that you are in the `WC_installdir/service/fixpack/5404` directory.
  - b. Enter the following command:

```
./uninstall_was.sh WAS_installdir WC_APPLICATION_HOME
```

For example, enter:

```
./uninstall_was.sh  
/usr/WebSphere/AppServer WC_Enterprise_App_instance_name.ear
```
  - c. Repeat the preceding step for each instance.

5. Confirm that the WebSphere Commerce 5.4.0.4 FixPak uninstallation was successful by checking the following files in the `WC_installdir/service/fixpack/5404` directory:  
`UninstallWC_Enterprise_App_instance_name.ear.log`  
`UninstallWCfixpack5404_wc_AIX.log`

Ensure that no errors were reported.

6. Rename the `WC_installdir/service/fixpack/5404` directory to a backup directory (for example, `WC_installdir/service/fixpack/backup`) before you reinstall the FixPak.

## Uninstalling the FixPak from Solaris

**SOLARIS** To uninstall the WebSphere Commerce Version 5.4.0.4 FixPak, complete the following steps:

1. Ensure you are logged in as the root user for WebSphere Commerce.
2. Stop the following:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
3. Navigate to the `WC_installdir/service/fixpack/5404` directory and run the `uninstall_wc.sh` command, as follows:

```
./uninstall_wc.sh WC_installdir WAS_installdir
```

For example, enter:

```
./uninstall_wc.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer
```
4. If you have previously created instances and you have applied the FixPak you must run the `uninstall_was.sh` command for each instance. To run this command, do the following:
  - a. Ensure that you are in the `WC_installdir/service/fixpack/5404` directory.
  - b. Enter the following command:

```
./uninstall_was.sh WAS_installdir WC_APPLICATION_HOME
```

For example, enter:

```
./uninstall_was.sh /opt/WebSphere/AppServer WC_Enterprise_App_instance_name.ear
```
  - c. Repeat the preceding step for each instance.
5. Confirm that the WebSphere Commerce 5.4.0.4 FixPak uninstallation was successful by checking the following files in the `WC_installdir/service/fixpack/5404` directory:

```
UninstallWC_Enterprise_App_instance_name.ear.log
```

```
UninstallWCfixpack5404_wc_SUN.log
```

Ensure that no errors were reported.
6. Rename the `WC_installdir/service/fixpack/5404` directory to a backup directory (for example, `WC_installdir/service/fixpack/backup`) before you reinstall the FixPak.

## Uninstalling the FixPak from Linux

 To uninstall the WebSphere Commerce Version 5.4.0.4 FixPak, complete the following steps:

1. Ensure you are logged in as the root user for WebSphere Commerce.
2. Stop the following:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
3. Navigate to the `WC_installdir/service/fixpack/5404` directory and run the `uninstall_wc.sh` command, as follows:

```
./uninstall_wc.sh WC_installdir WAS_installdir
```

For example, enter:

```
./uninstall_wc.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer
```
4. If you have previously created instances and you have applied the FixPak you must run the `uninstall_was.sh` command for each instance. To run this command, do the following:
  - a. Ensure that you are in the `WC_installdir/service/fixpack/5404` directory.
  - b. Enter the following command:

```
./uninstall_was.sh WAS_installdir WC_APPLICATION_HOME
```

For example, enter:

```
./uninstall_was.sh /opt/WebSphere/AppServer WC_Enterprise_App_instance_name.ear
```
  - c. Repeat the preceding step for each instance.
5. Confirm that the WebSphere Commerce 5.4.0.4 FixPak uninstallation was successful by checking the following files in the `WC_installdir/service/fixpack/5404` directory:

```
UninstallWC_Enterprise_App_instance_name.ear.log
```

For Linux, `UninstallWCfixpack5404_wc_LINUX.log`  
For zLinux, `UninstallWCfixpack5404_wc_zLINUX.log`  
  
Ensure that no errors were reported.
6. Rename the `WC_installdir/service/fixpack/5404` directory to a backup directory (for example, `WC_installdir/service/fixpack/backup`) before you reinstall the FixPak.

## Uninstalling the FixPak from Windows NT or Windows 2000

**WIN** To uninstall the WebSphere Commerce Version 5.4.0.4 FixPak, complete the following steps:

1. Ensure you are logged in with a Windows user ID that is a member of the Administrator group.
2. In the Services panel, stop the following services:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
3. You must run the `uninstall_wc` command, by doing the following:
  - a. Using the command line, navigate to the following directory:  
`wc_installdir\service\fixpack\5404`
  - b. Enter the following command:  
`uninstall_wc`
  - c. When prompted to indicate if you are uninstalling this FixPack from WebSphere Commerce Studio, enter `no`.
  - d. Enter the directory where WebSphere Commerce is installed. For example, enter `C:\Program Files\WebSphere\CommerceServer`.
  - e. Enter the directory where WebSphere Application Server is installed. For example, enter `C:\Program Files\WebSphere\AppServer`.
4. If you have previously created instances, you must run the `uninstall_was` command for each instance. To run this command, do the following:
  - a. Using a command line, navigate to the following directory:  
`wc_installdir\service\fixpack\5404`
  - b. Enter the following command:  
`uninstall_was`
  - c. Enter the directory where WebSphere Application Server is installed. For example, enter `C:\Program Files\WebSphere\AppServer`.

- d. Enter the directory where your application is installed in the `WAS_installdir\InstalledApps` directory. For example, enter `WC_Enterprise_App_instance_name.ear`.
  - e. Repeat steps b through d for each instance.
5. Confirm that the WebSphere Commerce 5.4.0.4 FixPak uninstallation was successful by checking the following files in the `WC_installdir\service\fixpack\5404` directory:  
`UninstallWC_Enterprise_App_instance_name.ear.log`  
`UninstallWCfixpack5404_wc_WIN.log`  
  
Ensure that no errors were reported.
  6. Rename the `WC_installdir\service\fixpack\5404` directory to a backup directory (for example, `WC_installdir\service\fixpack\backup`) before you reinstall the FixPak.

## Uninstalling the FixPak from WebSphere Commerce Studio

To uninstall the WebSphere Commerce Version 5.4.0.4 FixPak from your WebSphere Commerce Studio machine, complete the following steps:

1. Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.
2. Shut down VisualAge for Java.
3. You must run the `uninstall_wc` command, by doing the following:
  - a. Using the command line, navigate to the following directory:  
`WCSTUDIO_installdir\service\fixpack\5404`
  - b. Enter the following command:  
`uninstall_wc`
  - c. When prompted to indicate if you are uninstalling this FixPak from WebSphere Commerce Studio, enter *yes*.
  - d. Enter the directory where WebSphere Commerce Studio is installed. For example, enter  
`C:\WebSphere\CommerceServerDev`
  - e. Enter the directory where `java.exe` is located. For example, enter  
`C:\WebSphere\WebSphereStudio4\bin`
4. Confirm that the WebSphere Commerce 5.4.0.4 FixPak uninstallation was successful by checking the following file in the `WCSTUDIO_installdir\service\fixpack\5404` directory:

```
UninstallWCfixpack5404_wc_WIN.log
```

Ensure that no errors were reported.

5. Rename the `WCSTUDIO_installdir\service\fixpack\5404` directory to a backup directory (for example, `WCSTUDIO_installdir\service\fixpack\backup`) before you reinstall the FixPak.

### Restoring code in your VisualAge for Java workspace

When you uninstall FixPak 5.4.0.4 from your WebSphere Commerce Studio machine, you must also restore the level of code contained in your VisualAge for Java workspace to the level that it was at before you imported the `WC_5404.dat` file.

To restore the level of code in your workspace, use the tools provided by VisualAge for Java to replace the WebSphere Commerce projects with the versions that you created in the “Backing up



your WebSphere Commerce assets” section of the *WebSphere Commerce FixPak 5.4.0.4 Code Transition Guide*.

## Chapter 5 Troubleshooting guide

For general troubleshooting information, see the *IBM WebSphere Commerce Version 5.4 Installation Guide*. The following information is specific to this FixPak.

### Technical Notes

Refer to the following technical notes if the abstract applies to your system. You can find this information using the Technotes link at the following Web site:

[www.ibm.com/software/webservers/commerce/wc\\_be/support.html](http://www.ibm.com/software/webservers/commerce/wc_be/support.html)


[www.ibm.com/software/webservers/commerce/wc\\_pe/support.html](http://www.ibm.com/software/webservers/commerce/wc_pe/support.html)

Technote	Abstract
#1053492	Some constraints are missing in Product Advisor database tables causing FashionFlow store publish to fail
#1053765	Product Advisor performance improvement
#1054327	How search schema optimization parameters improve performance using DB2 or Oracle
#1054760	IDRESGEN does not resolve CPPMN_ID from CPPMNDESC table, causing the FashionFlow store publish to fail
#1054765	Upgrading to WebSphere Application Server 4.0.3
#1055289	Errors from the Scheduler EJB beans at shutdown
#1055304	Running database scripts and logging exceptions after running wcpinstall.sh again
#1055305	Permission and access denied for trace.txt and message.txt
#1055308	Files have incorrect ownership permissions
#1079765	Setting up the 3-tier Web server plug-in cache
#1079766	Enabling the double click feature

### All platforms for WebSphere Commerce

#### Web server or WebSphere Application Server (or both) not stopped

Before uninstalling this FixPak, you must stop the Web server and WebSphere Application Server. For example, if the Web server is left running you will see the following error:

 Example error on Windows:

```
2002/09/13 12:17:46 Error 79 -- Unable to open destination file:
d:\WebSphere\CommerceServer\bin\wccache.dll :
d:\WebSphere\CommerceServer\bin\wccache.dll (The
process cannot access the file because it is being used by another process)
2002/09/13 12:17:46 Error 18 -- Extraction failed:
D:\WebSphere\CommerceServer\bin\wccache.dll
```

In this case, the FixPak installation could not overwrite the file. To remedy this error, you must stop the Web server, unzip the `wccache` file from the FixPak file and replace the file in `WC_installdir\bin` directory. The platform specific instructions for this fix are provided next.

**WIN** Update the `wccache.dll` file by doing the following:

1. At a command prompt, enter the following command:  
`unzip WCfixpack5404_wc_WIN.zip`
2. Copy the `wccache.dll` file to the `WC_installdir\bin` directory.

**AIX** Update the `libwccache.a` file by doing the following:

1. At a command prompt, enter the following commands:  
`tar -xvf WCfixpack5404_wc_AIX.tar`  
`jar -xvf WCfixpack5404_wc_AIX.jar`
2. Copy the `libwccache.a` file to the `WC_installdir/bin` directory.

**SOLARIS** Update the `libwccache.so` file by doing the following:

1. At a command prompt, enter the following commands:  
`tar -xvf WCfixpack5404_wc_SUN.tar`  
`jar -xvf WCfixpack5404_wc_SUN.jar`
2. Copy the `libwccache.so` file to the `WC_installdir/bin` directory.

**Linux** Update the `libwccache.so` file by doing the following:

1. At a command prompt, enter the following commands:

For Linux,

```
tar -xvf WCfixpack5404_wc_LINUX.tar
jar -xvf WCfixpack5404_wc_LINUX.jar
```

For zLinux,

```
tar -xvf WCfixpack5404_wc_zLINUX.tar
jar -xvf WCfixpack5404_wc_zLINUX.jar
```

2. Copy the `libwccache.so` file to the `WC_installdir/bin` directory.

## Unable to publish large stores

**DB2** If you are using a DB2 database

If you are using a DB2 database and you are unable to publish a large stores (for example, the sample FashionFlow store) for instances created after applying the FixPak 5.4.0.3 or 5.4.0.4. Run the following SQL statements to modify the database configuration each time after a new instance is created:

```
db2 "update database configuration for database_name using applheapsz
16384"
```

```

db2 "update database configuration for database_name using stmtheap 60000"
db2 "update database configuration for database_name using app_ctl_heap_sz
8192"
db2 "update database configuration for database_name using locklist 400"
db2 "update database configuration for database_name using indexrec
RESTART"
db2 "update database configuration for database_name using logfilsiz 1000"
db2 "update database configuration for database_name using logprimary 12"
db2 "update database configuration for database_name using logsecond 10"

```

Where *database\_name* is the instance database name, for example, mall.

## Platform-specific for WebSphere Commerce

### FixPak installation fails if wcpinstall script was not run

If you are installing this FixPak on a new WebSphere Commerce 5.4 system, ensure that you run the WebSphere Commerce 5.4 wcpinstall script from the base package in the *wc\_installdir/bin* directory as part of the initial WebSphere Commerce 5.4 installation. If you attempt to install this FixPak before the wcpinstall.sh script has been run, the FixPak installation will fail.

### Exception error while creating an instance

Ignore the following exception errors when you are creating an instance from the Configuration Manager:

```

COM.ibm.db2.jdbc.DB2Exception: [IBM][CLI Driver] CLI0116E Invalid transaction
state. SQLSTATE=25000
at
COM.ibm.db2.jdbc.app.SQLExceptionGenerator.throwSQLException(SQLExceptionGene
rator.java:184)
at
COM.ibm.db2.jdbc.app.SQLExceptionGenerator.check_return_code(SQLExceptionGener
ator.java:441)
at COM.ibm.db2.jdbc.app.DB2Connection.close2(DB2Connection.java:875)
at COM.ibm.db2.jdbc.app.DB2Connection.close(DB2Connection.java:827)
at COM.ibm.db2.jdbc.app.DB2Connection.finalize(DB2Connection.java:936)
at java.lang.ref.Finalizer.invokeFinalizeMethod(Native Method)
at java.lang.ref.Finalizer.runFinalizer(Finalizer.java(Compiled Code))
at java.lang.ref.Finalizer$FinalizerThread.run(Finalizer.java(Compiled Code))
at java.lang.ref.Finalizer$FinalizerThread.run(Finalizer.java(Compiled Code))

```

## Chapter 6 Notices

This information was developed for products and services offered in the USA.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any

functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

Any reference to an IBM licensed program in this publication is not intended to state or imply that only IBM's licensed program may be used. Any functionally equivalent product, program, or service that does not infringe any of IBM's intellectual property rights may be used instead of the IBM product, program, or service. Evaluation and verification of operation in conjunction with other products, except those expressly designated by IBM, is the user's responsibility.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing  
IBM Corporation  
North Castle Drive  
Armonk, NY 10504-1785  
USA

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

IBM World Trade Asia Corporation  
Licensing  
2-31 Roppongi 3-chome, Minato-ku  
Tokyo 106, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Canada Ltd.  
Office of the Lab Director  
8200 Warden Avenue  
Markham, Ontario  
L6G 1C7  
Canada

Such information may be available, subject to appropriate terms and conditions, including in some cases payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurement may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

### **Trademarks**

The following terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

AIX	DB2	DB2 Universal Database
IBM	WebSphere	VisualAge

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. In the United States, other countries, or both.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks or registered trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Other company, product or service names may be the trademarks or service marks of others.





