IBM WebSphere Commerce Fix Pack

IBM

Installation Guide

Version 5.5.0.2

> **Note:**
> Before using this information and the product it supports, be sure to read the general information under "Notices" on page 29.

Third Edition, October 2003

This edition applies to IBM WebSphere Commerce Business Edition Version 5.5 and IBM WebSphere Commerce Professional Edition Version 5.5 (product number 5724-A18), and to all subsequent releases and modifications until otherwise indicated in new editions.

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

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Preface

About this book

This document describes the steps required to apply the IBM® WebSphere®
Commerce 5.5.0.2 fix pack to your WebSphere Commerce Business Edition 5.5 or
WebSphere Commerce Professional Edition 5.5.

Conventions used in this book

This book uses the following highlighting conventions:

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

> Business indicates information specific to WebSphere Commerce Business Edition

> Professional indicates information specific to WebSphere Commerce Professional
Edition.

> AIX indicates information that is specific to WebSphere Commerce for AIX®.

> 400 indicates information that is specific to WebSphere Commerce for
OS/400® for iSeries™.

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

> Windows indicates information that is specific to WebSphere Commerce for
Windows® 2000.

> Linux indicates information that is specific to Linux for iSeries, Linux for
pSeries™, Linux for xSeries™, and Linux for zSeries™.

Terminology used in this book

cell_name
> This variable represents the name of the WebSphere Application Server
> cell.

host_name
> The fully qualified host name of your WebSphere Commerce machine. For
> example, server.mydomain.ibm.com is fully qualified.

instance_name
> The name of a previously created WebSphere Commerce instance.

pay_instance_name
> The name of a previously created WebSphere Commerce payments instance.

wcfp2_installdir
> The temporary directory where the fix pack has been extracted.

WAS_instance_name
> This variable represents the name of the WebSphere Application Server with which your WebSphere Commerce instance is associated.

Path variables

HttpServer_installdir
> The installation path for the IBM HTTP Server. The default installation directory is:
>
> ▶ AIX /usr/IBMHttpServer
>
> ▶ 400 /QIBM/UserData/CommerceServer55/ instances/*instance_name*/conf
>
> ▶ Solaris ▶ Linux /opt/IBMHttpServer
>
> ▶ Windows c:\Program Files\WebSphere\HttpServer

WAS_installdir
> The installation path for WebSphere Application Server 5. The default installation directory is:
>
> ▶ AIX /usr/WebSphere/AppServer
>
> ▶ 400 /QIBM/ProdData/WebAS5/Base
>
> ▶ Solaris ▶ Linux /opt/WebSphere/AppServer
>
> ▶ Windows c:\Program Files\WebSphere\AppServer

WAS_userdir
> The directory for all the data that is used by WebSphere Commerce which can be modified or needs to be configured by the user:
>
> ▶ 400 /QIBM/UserData/WebAS5/Base/*WAS_instance_name*

WC_installdir
> The installation path for WebSphere Commerce 5.5. The default installation directory is:
>
> ▶ AIX /usr/WebSphere/CommerceServer55
>
> ▶ 400 /QIBM/ProdData/CommerceServer55
>
> ▶ Solaris ▶ Linux /opt/WebSphere/CommerceServer55
>
> ▶ Windows c:\Program Files\WebSphere\CommerceServer55

Where to find more information

For information on WebSphere Commerce, refer to the following Web sites:
- WebSphere Commerce Library
  (http://www.ibm.com/software/commerce/library/)

- WebSphere Commerce Support
  (http://www.ibm.com/software/commerce/support/)
- Product overview sites:
  - WebSphere Commerce Business Edition
    (http://www.ibm.com/software/webservers/commerce/wc_be/)
  - WebSphere Commerce Professional Edition
    (http://www.ibm.com/software/webservers/commerce/wc_pe/)

Chapter 1. Product editions

WebSphere Commerce editions supported by this fix pack

This fix pack supports the following WebSphere Commerce Version 5.5 editions:

- IBM WebSphere Commerce Business Edition
- IBM WebSphere Commerce Professional Edition

This fix pack supports WebSphere Commerce Version 5.5 on the operating systems listed below.

- AIX
- OS/400
- Linux for iSeries
- Linux for pSeries
- Linux for xSeries
- Linux for zSeries
- Solaris
- Windows 2000

For the specific requirements on each of the supported operating systems, refer to "Prerequisite software" in the *IBM WebSphere Commerce Version 5.5 Installation Guide.*

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Chapter 2. New and changed components

Determining the fix pack level

To determine what fix pack level you have installed complete the following steps:

1. Navigate to *WC_installdir*/properties/version.

2. ▶ Business Using any text editor, open the file BE.product.

   ▶ Professional Using any text editor, open the file PRO.product.

3. Search for the <version> tag. In between the version tags is the current fix pack level.

Performance improvement by removing case sensitive search

In WebSphere Commerce, we uniquely identify organizational entities based on a numeric identifier, and a distinguished name. The distinguished name has always been assumed to be case-insensitive, which have been handled through functions on the finder for the orgentity bean. Although this method had some inherent benefits, it was not the most efficient.

The new implementation is to ensure that the distinguished names stored for organizational entities in the database are always stored in lowercase, which greatly improves the performance of finders on this attribute. This change has been implemented by a combination of code changes, and database migration scripts. The code changes ensures that any new organizational entity created through the command interface will be created with a distinguished name entirely in lower case. The migration script is for existing customers with organizational entities in their current database, and simply iterates through the table and converts all of the distinguished names to lowercase.

These scripts will be run as part of the fix pack 2 install process; however, if you have additional feeds on the users and orgentity tables it may be helpful to know about these scripts.

DB2® and Windows migration script usage:

> *WC_installdir*\schema\db2\updatedb.db2.d62022.bat *database_name db_user_name db_user_password db_schema_owner*

> For example,
> c:\WebSphere\CommerceServer55\schema\db2\updatedb.db2.d62022.bat
> WC55 db2admin password db2admin

> If using LDAP, then run:
> *WC_installdir*\schema\db2\updatedb.db2.d62022_ldap.bat *database_name db_user_name db_user_password db_schema_owner*

> For example, c:\WebSphere\CommerceServer55\schema\db2\
> updatedb.db2.d62022_ldap.bat WC55 db2admin password db2admin

DB2 and AIX or OS/400 or Linux or Solaris migration script usage:

> *WC_installdir*/schema/db2/updatedb.db2.d62022.sh *database_name db_user_name db_user_password db_schema_owner*

For example, /opt/WebSphere/CommerceServer55/schema/db2/
updatedb.db2.d62022.sh WC55 db2admin password db2admin

If using LDAP, then run:
WC_installdir/schema/db2/updatedb.db2.d62022_ldap.sh *database_name*
db_user_name db_user_password db_schema_owner

For example, /opt/WebSphere/CommerceServer55/schema/db2/
updatedb.db2.d62022_ldap.sh WC55 db2admin password db2admin

Oracle and Windows migration script usage:

WC_installdir\schema\oracle\updatedb.db2.d62022_ldap.bat *database_name*
db_user_name db_user_password db_schema_owner

For example, c:\WebSphere\CommerceServer55\schema\oracle\
updatedb.db2.d62022_ldap.bat WC55 orcl password orcl

If using LDAP, then run:
WC_installdir\schema\oracle\updatedb.db2.d62022_ldap.bat *database_name*
db_user_name db_user_password db_schema_owner

For example, c:\WebSphere\CommerceServer55\schema\oracle\
updatedb.db2.d62022_ldap.bat WC55 orcl password orcl

Oracle and AIX or Solaris migration script usage:

WC_installdir/schema/oracle/updatedb.db2.d62022_ldap.sh *database_name*
db_user_name db_user_password db_schema_owner

For example, /opt/WebSphere/CommerceServer55/schema/oracle/
updatedb.db2.d62022_ldap.sh WC55 orcl password orcl

If using LDAP, then run:
WC_installdir/schema/oracle/updatedb.db2.d62022_ldap.sh *database_name*
db_user_name db_user_password db_schema_owner

For example, /opt/WebSphere/CommerceServer55/schema/oracle/
updatedb.db2.d62022_ldap.sh WC55 orcl password orcl

As part of the change, the SAR files for the five business models have also been
updated. If you have extended one of these SAR files, or created their own SAR
file, then you will have to update the orgentity and users bootstap portion of these
files. The following is a list of affected files:

B2C SAR files:
- businessModels/advanceView/consumerDirect/Express/ForeignKeys.dtd
- businessModels/advanceView/consumerDirect/FashionFlow/ForeignKeys.dtd
- businessModels/advanceView/consumerDirect/Pro/ForeignKeys.dtd
- businessModels/consumerDirect/FashionFlow/storeorg_de_DE.xml
- businessModels/consumerDirect/FashionFlow/storeorg_en_US.xml
- businessModels/consumerDirect/FashionFlow/storeorg_es_ES.xml
- businessModels/consumerDirect/FashionFlow/storeorg_fr_FR.xml
- businessModels/consumerDirect/FashionFlow/storeorg_it_IT.xml
- businessModels/consumerDirect/FashionFlow/storeorg_ja_JP.xml
- businessModels/consumerDirect/FashionFlow/storeorg_ko_KR.xml
- businessModels/consumerDirect/FashionFlow/storeorg_pt_BR.xml
- businessModels/consumerDirect/FashionFlow/storeorg_zh_CN.xml
- businessModels/consumerDirect/FashionFlow/storeorg_zh_TW.xml

- businessModels/consumerDirect/ForeignKeys.dtd
- businessModels/consumerDirect/model/modelorg_de_DE.xm
- businessModels/consumerDirect/model/modelorg_en_US.xml
- businessModels/consumerDirect/model/modelorg_es_ES.xml
- businessModels/consumerDirect/model/modelorg_fr_FR.xml
- businessModels/consumerDirect/model/modelorg_it_IT.xml
- businessModels/consumerDirect/model/modelorg_ja_JP.xml
- businessModels/consumerDirect/model/modelorg_ko_KR.xml
- businessModels/consumerDirect/model/modelorg_pt_BR.xml
- businessModels/consumerDirect/model/modelorg_zh_CN.xml
- businessModels/consumerDirect/model/modelorg_zh_TW.xml
- businessModels/consumerDirect/MiniStore/ForeignKeys.dtd

B2B SAR files:
- businessModels/advanceView/businessDirect/ToolTech/ForeignKeys.dtd
- businessModels/businessDirect/ForeignKeys.dtd
- businessModels/businessDirect/model/modelorg_de_DE.xml
- businessModels/businessDirect/model/modelorg_en_US.xml
- businessModels/businessDirect/model/modelorg_es_ES.xml
- businessModels/businessDirect/model/modelorg_fr_FR.xml
- businessModels/businessDirect/model/modelorg_it_IT.xml
- businessModels/businessDirect/model/modelorg_ja_JP.xml
- businessModels/businessDirect/model/modelorg_ko_KR.xml
- businessModels/businessDirect/model/modelorg_pt_BR.xml
- businessModels/businessDirect/model/modelorg_zh_CN.xml
- businessModels/businessDirect/model/modelorg_zh_TW.xml
- businessModels/businessDirect/ToolTech/storeorg_de_DE_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_de_DE.xml
- businessModels/businessDirect/ToolTech/storeorg_en_US_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_en_US.xml
- businessModels/businessDirect/ToolTech/storeorg_es_ES_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_es_ES.xml
- businessModels/businessDirect/ToolTech/storeorg_fr_FR_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_fr_FR.xml
- businessModels/businessDirect/ToolTech/storeorg_it_IT_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_it_IT.xml
- businessModels/businessDirect/ToolTech/storeorg_ja_JP_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_ja_JP.xml
- businessModels/businessDirect/ToolTech/storeorg_ko_KR_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_ko_KR.xml
- businessModels/businessDirect/ToolTech/storeorg_pt_BR_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_pt_BR.xml
- businessModels/businessDirect/ToolTech/storeorg_zh_CN_advanceView.xml
- businessModels/businessDirect/ToolTech/storeorg_zh_CN.xml
- businessModels/businessDirect/ToolTech/storeorg_zh_TW_advanceView.xml

- businessModels/businessDirect/ToolTech/storeorg_zh_TW.xml

Indirect model files (indirect model SAR files may also contain B2B or B2C files):
- businessModels/advanceView/demandChannel/CatalogProfile/ForeignKeys.dtd
- businessModels/advanceView/demandChannel/ResellerProfile/ForeignKeys.dtd
- businessModels/demandChannel/CommercePlaza/channelorgrole.xml
- businessModels/demandChannel/ForeignKeys.dtd
- businessModels/demandChannelHosting/CommercePlaza/
  channelorgrole_advanceView.xml
- businessModels/demandChannelHosting/CommercePlaza/channelorgrole.xml
- businessModels/demandChannelHosting/ForeignKeys.dtd
- businessModels/supplyChannel/CommercePlaza/channelorgrole.xml
- businessModels/supplyChannel/ForeignKeys.dtd
- businessModels/supplyChannel/profile/supplier/data/organization.xml

The changes made to these files to resolve this particular problem were simply to replace the distinguished names for bootstrapped users or orgentity entries with lowercase. The recommended strategy for fixing any custom SAR file is to do a comparison with the version that is sent with the fix pack, and ensure that the sections where users/orgentity entries are bootstrapped are updated to match the new version. If you have created custom entries for orgentity or users, then you will have to do a search and replace as we did for the fix. Note that this only applies if you want to republish the SAR, as previously published stores will continue to work without any additional effort.

Look for entries such as:

```
<users users_id="-1003" dn="uid=channeladmin,ou=supplier hub
organization,o=business indirect supplier organization, o=root
organization" registertype="S" profiletype="B" lastsession="2000-11-07-
20.54.54.431670" />
```

or

```
<orgentity orgentity_id="@seller_b2c_orgentity_id" dn="ou=b2c,o=seller
organization,o=root organization" orgentitytype= "OU"
orgentityname="$$$_B2C Organization">
```

Note that the distinguished name portions are now in lowercase. This is the only thing that you need to change. Note also that there are many other files in the SAR that reference distinguished names, mostly related to contracts. If they are simply references to distinguished names, and not bootstrap data, then they do not need to be modified. You can tell the bootstrap data because, as with the two examples above, they include the values for all fields to be updated in the database.

WebSphere Commerce updates

This release includes improvements or updates to the following areas:
- Approvals
  - Corrected issue where you cannot disable reseller registration approvals.
  - Corrected issue where the Organization Administration Console Find Approvals option throws a null pointer exception.

- Campaigns
  - Corrected issue with the cross-sell and up-sell campaign initiative when set at the product level.
- Catalog
  - Corrected issue where the catalog display pages were not shown according to the rank.
  - Corrected issue where Access Control does not work with Catalog Management commands due to store path Access Control enablement.
  - Corrected the issue that occurs when the bundle has many items and each item has many attributes, you will not be able to add to shop cart.
  - Corrected issue where Finder method does not allow the interest item function to work with a large user ID.
  - Corrected issue where customers do not get the expected resequenced subcategory.
  - Disallowed HTML tag as a category name.
  - Enhance the pricing UI to be able to set the list price.
  - Limited the number of results returned by the executeQuery method from ServerJDBCHelper bean.
  - Hide `Register Customer Care` button in the Organization Administration Console if the Customer Care feature is not enabled in demo.xml.
- Configuration Manager
  - ▶ Solaris Eliminate the use of the PWD variable which is not supported on the bourne shell.
  - ▶ 400 Improve performance of HTTP Server.
  - ▶ 400 Corrected inability to create the Payments instance using federated nodes.
  - ▶ 400 Corrected issue where createVirtualHosts.sh makes reference to Windows type directories.
  - Corrected issue where users have to go to the WebSphere Application Server Administration Console to update their database properties in addition to updating them in the Configuration Manager.
  - Corrected issue where users need to manually change the value of the Web controller ID to match their site administration ID during instance creation.
  - ▶ 400 Corrected issue where wcsadmin user ID is hardcoded in USERS and ADDRESS table.
  - ▶ 400 Restrict the PUBLIC authority to RX on the Payments ear.
  - ▶ 400 Corrected issue where user is unable to access Payments tab in the Administration Console when using a non-default site administration ID.
  - Corrected issue of NoClassDefFoundError when changing Payments instance property.
  - Reduce length of classpath on Windows, which may cause problem running the updatedb script.
- Contracts
  - Corrected issue where Commerce Plaza does not by default allow you to transfer orders placed on hosted stores into the Commerce Plaza.
  - Corrected issue where products are displayed that are not for sale under the entitled contract.

- Coupons
  - Provided a better handling of an unregistered customer accepting a coupon, and subsequently becoming a registered user.
  - Corrected HTTP Server starting problem on double-byte machines.
- Member Subsystem
  - HTML Encoder modified to handle double-byte characters.
  - Corrected issue when WC_USER trace is enabled, user passwords will show up in the trace file
- Messaging
  - Avoid null pointer exception when `jsp:include` is used in custom JSP files.
- Migration
  - ▶ `400` Support coexistence migration.
  - Support for migration from WebSphere Commerce Suite 5.1 and WebSphere Commerce 5.4.
- Models
  - Corrected issue where Fashion Flow JSP files use some deprecated APIs, resulting in a warning message displayed in log.
  - Corrected issue where sender e-mail address of the wish list e-mail is hardcoded with `info@FashionFlow.xxx`.
  - ▶ `400` Remove the Configuration->Tracing menu in the Professional Edition Site Administration Console.
  - Resolve issue where null pointer exception thrown in ResolveFulfillmentCenterCmdImpl.java when an optional parameter is specified.
  - Corrected Fashion Flow issue when the number of quantity entered does not match the value displayed in shopping cart page if the quantity is very large.
  - Corrected issue where the `Apply Permanently` button in the Change Flow tool will not work.
  - Prevented customer's' credit card information from appearing in the trace.log file.
  - Corrected the invalidation of the MallDirectory page after Hosting caching enablement.
  - Allow the user to move freely between the hosting hub and the store directory using two browsers coming from the same session.
  - Corrected issue where store directory can only list 20 hosted stores.
- Orders
  - Allow execution of OrderProcess followed by another OrderProcess using the same request properties with UBF enabled.
  - Allow users to dynamically set the LDAP user indicator when they set LDAP up to use an indicator other than "uid=xxxx".
  - Allow customer to purchase under the terms and conditions of a base contract.
- Payments
  - Enhanced error handling when the cassette for VisaNet receives a response from SSL gateway with an unsupported content type.
  - Allow migrated Payments instances to show up in the Configuration Manager.

- – ▶ `400` Corrected issue where a database failure occurs when removing a cassette and some of the cassette tables remain in the database.
  - – Prevent Payments from attempting to redeploy an instance if an instance's application server does not appear to exist.
  - – Corrected issue where user will not be able to create the first Payments instance with the necessary cassettes on it.
  - – You will not have to re-edit customized files each time you redeploy your instances.
  - – ▶ `400` The corrected version of jar files will be picked up after a redeploy.
- Performance
  - – Enabled MarketPlace Edition dynamic caching.
- Policy Manager
  - – ▶ `400` Corrected issue where you cannot run acpload.sh from the /qibm/proddata/commerceserver55/bin directory.
- Promotions
  - – Corrected issue where duplicating an existing product discount does not save long description in database table.
  - – Corrected the link to the create promotion wizard help file.
  - – Corrected issue where the category search function does not support double-byte data as the search criteria.
  - – Prevent user from creating a discount name with any special character.
  - – Allowed customers to read the promotion description and see the expiring date associated with a category in store home page.
  - – Corrected issue where the contents of GWP panel are not saved when going to search page.
- Returns
  - – Corrected issue where the ReturnCreditAndCloseScan method will not work for all outstanding returns waiting to be credited.
- Runtime
  - – Corrected a timing and synchronization problem which can result in a null pointer exception.
  - – Enable caching for the hub & hosted stores.
  - – Corrected the AddJob command so it will return properly when invalid parameters are specified.
- Shipping
  - – Corrected issue so that when applying flat shipping tax to any category, the flat rate is applied to all items ordered from the Web page.
- Stores
  - – ▶ `400` Corrected issue where ExpressStore publish failed due to authority issue.
  - – ▶ `400` Corrected issue where you could no use the WebSphere Commerce Accelerator GUI to update the store logo.
  - – Enable the AlternativeLanguageRegistry to return the alternative languages for a dynamically created store.
  - – Flag a warning message when user enters a subject of 254 characters while sending a broadcast e-mail.

- Corrected issue where the open and close function in WebSphere Commerce Accelerator gives an exception whenever there is no store name for a particular language supported by the store.
- Support
  - Support for WebSphere Studio Application Developer 5.1.
  - Support for WebSphere Application Server 5.0.2.
- Tools Framework
  - Corrected issue where tools controller command throws exception if the URL parameter, XML, is an empty string.
- Utilities
  - Improved scalability of Database Cleanup utility by closing open cursors.

Chapter 3. Installing the fix pack

Prerequisites

The WebSphere Commerce 5.5.0.2 fix pack can be applied to the base level (5.5.0.0) or the fix pack 1 level (5.5.0.1). This fix pack does not require any updates to the WebSphere Commerce software stack.

Multi-node environments

If you have the various WebSphere Commerce components distributed in a multi-node installation, the fix pack must be applied to each node. For example, for a custom 5–node installation that has a Web server node, a WebSphere Commerce Payments server node, a Configuration Manager client node, a WebSphere Commerce Server node, and a Database server node, the fix pack would be applied to the Payments node, the Configuration Manager client node and the WebSphere Commerce Server node. If you are working in a clustered environment the fix pack must also be applied to each WebSphere Commerce Server node in the cluster.

Installing new components

If any new components are installed from the base (5.5.0.0) CDs the fix pack must be reapplied to that component in order to bring it up to the 5.5.0.2 level. For example, if the Configuration Manager client is loaded on a node using the base CDs the fix pack must be reapplied to the Configuration Manager client node.

Exporting instances

Any instances exported after fix pack 2 is applied will no longer be at the fix pack 2 level. Fix pack 2 must be applied to the instance again after exporting it.

iSeries program temporary fixes

iSeries customers must ensure that they have applied all Program Temporary Fixes (PTFs). For a list of the PTFs, go to:
ftp://ftp.software.ibm.com/software/websphere/commerce/55/ en/v55ptf.html.
After applying the PTF, view the PTF cover letter for additional instructions.

To view a PTF cover letter:
1. From an iSeries command line run the following command:
   ```
   DSPPTF LICPGM(5733PYS) SELECT(PTF_number) COVERONLY(*YES)
   ```

   Where *PTF_number* is the number of the PTF whose cover letter you want to view.
2. Press F3 to exit.

To view a list of PTF cover letters:
1. From an iSeries command line run the following command:
   ```
   DSPPTF LICPGM(5733PYS)
   ```
2. Place an 8 on the line next to the PTF whose cover letter you want to view.

3. Press F3 to exit.

Before you install

1. Create a temporary directory to download the fix pack into. This temporary directory will be denoted by: *wcfp2_installdir* in the remaining sections of this guide.
2. Download the fix pack from the WebSphere Commerce Support web site (http://www-1.ibm.com/support/docview.wss?uid=swg24005628) into *wcfp2_installdir*. The file you download will be denoted by: *WC_5502_file_name.jar* in the remaining sections of this guide.

    ▶ 400 Before moving on to the next step, enter the QShell by typing QSH at the OS/400 command prompt.

3. Extract the files in *WC_5502_file_name.jar* by first navigating to *wcfp2_installdir* and then running the following command:

    ▶ AIX ▶ Linux ▶ Solaris `WAS_installdir/java/bin/jar -xvf WC_5502_file_name.jar`

    ▶ 400 jar -xvf *WC_5502_file_name.jar*

    ▶ Windows `WAS_installdir\java\bin\jar -xvf WC_5502_file_name.jar`

4. ▶ AIX ▶ Linux ▶ Solaris Run the following command:

    `chmod -R 775 wcfp2_installdir`

    For example, if your temporary directory, *wcfp2_installdir*, is /5503 and the JAR file you have downloaded, *WC_5502_file_name.jar*, is WC_5502_AIX_BE.jar then you would run the following commands:

    `cd /5503`

    `/usr/WebSphere/AppServer/java/bin/jar -xvf WC_5502_AIX_BE.jar`

    `chmod -R 775 /5503`

5. ▶ AIX ▶ Linux ▶ Solaris Ensure that you are logged in as the root user for WebSphere Commerce.

    ▶ 400 Ensure that you are logged in as a user that has QSECOFR authority.

    ▶ Windows Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.

6. Stop the following:
    - Web server and its respective administration processes.
    - WebSphere Commerce Application Servers. For example, WC_*instance_name*.
    - WebSphere Commerce Configuration Manager server.

    For instructions on how to stop and start these components, refer to the *IBM WebSphere Commerce Version 5.5 Installation Guide.*

Installation steps

There are two ways to install this fix pack depending on your operating system.

▶ 400 Only the silent installation is available.

▶ AIX ▶ Linux ▶ Solaris ▶ Windows Either the silent installation or the graphical user interface installation may be used.

Silent installation

1. `▶ AIX` `▶ Linux` `▶ Solaris` `▶ Windows` Using the command line, navigate to *wcfp2_installdir*.

   `▶ 400` Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to *wcfp2_installdir.*

2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

   `▶ AIX` `▶ 400` `▶ Linux` `▶ Solaris` `./updateSilent.sh fixpack [ install | uninstall | list ] wcinstallDir [ fixpackID ] [ installFixpackDir ]`

   `▶ Windows` `updateSilent.bat fixpack [ install | uninstall | list ] wcinstallDir [ fixpackID ] [ installFixpackDir ]`

   When you see any of the following names, substitute your required option or system value as described:
   - *install*: The option for installing the fix pack.
   - *uninstall*: The option for uninstalling the fix pack.
   - *list*: The option for listing installed interim fixes and fix packs.
   - *wcinstallDir*: The installation path for WebSphere Commerce 5.5.
   - *fixpackID*: The name of fix pack to be installed. For example, wc55BE_fp2_aix.
   - *installfixpackDir*: The directory where fix pack is located for the commerce side. For example, *wcfp2_installdir*/wc.

   For example,

   `▶ AIX` `./updateSilent.sh fixpack install WC_installdir wc55BE_fp2_aix /wcfp2_installdir/wc`

   `▶ 400` `./updateSilent.sh fixpack install WC_installdir wc55BE_fp2_os400 /wcfp2_installdir/wc`

   `▶ Linux` `./updateSilent.sh fixpack install WC_installdir wc55PRO_fp2_linux /wcfp2_installdir/wc`

   `▶ Solaris` `./updateSilent.sh fixpack install WC_installdir wc55PRO_fp2_sun /wcfp2_installdir/wc`

   `▶ Windows` `updateSilent.bat fixpack install WC_installdir wc55PRO_fp2_win \wcfp2_installdir\wc`

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

4. `▶ AIX` `▶ Linux` `▶ Solaris`

   a. Navigate to *WC_installdir*/bin.

   b. Run the following command:

      `./wc55nonroot.sh`

5. If you do not have any previously created WebSphere Commerce instances or WebSphere Commerce Payments instances the fix pack installation is complete. Otherwise, continue to step 6.

6. This step must be completed in order to update instance XML files to the fix pack 2 level. If you have more than one WebSphere Commerce instance use only one of your instance names for the variable *instance_name*. The script will update all existing instances.

   a. ▶ AIX ▶ Linux ▶ Solaris Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.

   b. Navigate to *WC_installdir*/bin.

   c. Run the following command:

   ▶ AIX ▶ Linux ▶ 400 ▶ Solaris `./config_ant.sh -buildfile`
   WC_installdir`/xml/config/updateInstances.xml -DupdateCEP=no`
   `-Duninstall=no -DinstName=`*instance_name*

   ▶ Windows `config_ant.bat -buildfile`
   WC_installdir`\xml\config\updateInstances.xml -DupdateCEP=no`
   `-Duninstall=no -DinstName=`*instance_name*

7. Repeat this step for each WebSphere Commerce instance you have configured on your system.

   a. ▶ AIX ▶ Linux ▶ Solaris Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.

   b. Navigate to *WC_installdir*/bin

   c. Run the following command

   ▶ AIX ▶ 400 ▶ Linux ▶ Solaris `./updatedb.sh `*dbname userId*
   password instanceName dbtype dbhost platform

   ▶ Windows `updatedb.bat `*dbname userId password instancenName dbtype*
   dbhost

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

   • *dbname*: The name of the database to be updated.

     ▶ 400 This is the database name as found in the relational database directory.

   • *userId*: The user ID of the user who owns the database.

     ▶ 400 The instance user profile.

   • *password*: The password of the user.

   • *instanceName*: The name of a previously created WebSphere Commerce instance.

   • *dbtype*: Either `DB2` or `Oracle`.

   • *dbhost*: The host name of the machine where the database resides.

   • *platform*: The platform of the database is `ws` or `iSeries`.

8. Repeat this step for each WebSphere Commerce instance or WebSphere Commerce Payments instance you have configured on your system.

   Ensure you are the root user. Run the silent installation again with the following definition changes:

   • *wcinstallDir*: The installation path for your WebSphere Commerce or WebSphere Commerce Payments instances.

     ▶ AIX ▶ Linux ▶ Solaris

     – Default WebSphere Commerce instance path:
       WAS_installdir/installedApps/*cell_name*/
       WC_*instance_name*.ear

– Default Payments instance path: *WAS_installdir*/installedApps/*cell_name*/
*pay_instance_name*_Commerce_Payments_App.ear

> `400`

– Default WebSphere Commerce instance path:
WAS_userdir/installedApps/*cell_name*/
WC_*instance_name*.ear

– **Note:** For Payments on OS/400 you must get the required Payments
Program Temporary Fixes (PTFs). For a list of the PTFs, go to:
ftp://ftp.software.ibm.com/software/websphere/commerce/55/
en/v55ptf.html

> `Windows`

– Default WebSphere Commerce instance path:
WAS_installdir\installedApps*cell_name*\
WC_*instance_name*.ear

– Default Payments instance path: *WAS_installdir*\installedApps*cell_name*\
*pay_instance_name*_Commerce_Payments_App.ear

• *installfixpackDir*: The directory where fix pack is located for the WebSphere
Application Server side. For example, *wcfp2_installdir*/was.

For example, to update the WebSphere Commerce instance:

> `AIX`   `./updateSilent.sh fixpack install`
`WAS_installdir/installedApps/cell_name/WC_instance_name.ear`
`wc55BE_fp2_aix /wcfp2_installdir/was`

> `400`   `./updateSilent.sh fixpack install`
`WAS_userdir/installedApps/cell_name/`
`WC_instance_name.ear wc55BE_fp2_os400 /wcfp2_installdir/was`

> `Linux`   `./updateSilent.sh fixpack install`
`WAS_installdir/installedApps/cell_name/WC_instance_name.ear`
`wc55PRO_fp2_linux /wcfp2_installdir/was`

> `Solaris`   `./updateSilent.sh fixpack install`
`WAS_installdir/installedApps/cell_name/WC_instance_name.ear`
`wc55PRO_fp2_sun /wcfp2_installdir/was`

> `Windows`   `updateSilent.bat fixpack install`
`WAS_installdir\installedApps\cell_name\`
`WC_instance_name.ear wc55PRO_fp2_win \wcfp2_installdir\was`

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

Graphical user interface installation

1. > `AIX` > `Linux` > `Solaris` > `Windows` Using the command line, navigate to
wcfp2_installdir and type the following command based on your operating
system:

> `AIX` > `Linux` > `Solaris` `./updateWizard.sh`

> **Windows** `updateWizard.bat`

2. Select a language and then click **OK**.

3. Click **Next** to continue.

4. Click **Next** to accept the WebSphere Commerce product found on your computer.

5. Select **Install fix packs**. Click **Next**.

6. Click **Browse**. Navigate to the *wcfp2_installdir* directory. Click the wc folder once and then click **Open**. Click **Next**.

7. Click **Next** to accept the fix pack found.

8. Click **Next** to begin installing.

9. Ensure that the installer displays the message `The following fix pack was successfully installed.` If you do not get this message the installer will indicate the log files to check. Click **Finish.**

10. > **AIX** > **Linux** > **Solaris**

    a. Navigate to *WC_installdir*/bin.

    b. Run the following command:

    `./wc55nonroot.sh`

11. If you do not have any previously created WebSphere Commerce instances or WebSphere Commerce Payments instances, the installation is complete. Otherwise, continue to step 12.

12. This step must be completed in order to update instance XML files to the fix pack 2 level. If you have more than one WebSphere Commerce instance use only one of your instance names for the variable *instance_name*. The script will update all existing instances.

    a. > **AIX** > **Linux** > **Solaris** Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.

    b. Navigate to *WC_installdir*/bin.

    c. Run the following command:

    > **AIX** > **Linux** > **400** > **Solaris** `./config_ant.sh -buildfile`
    `WC_installdir/xml/config/updateInstances.xml -DupdateCEP=no`
    `-Duninstall=no -DinstName=instance_name`

    > **Windows** `config_ant.bat -buildfile`
    `WC_installdir\xml\config\updateInstances.xml -DupdateCEP=no`
    `-Duninstall=no -DinstName=instance_name`

13. Repeat this step for each WebSphere Commerce instance you have configured on your system.

    a. > **AIX** > **Linux** > **Solaris** Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.

    b. Navigate to *WC_installdir*/bin.

    c. Run the following command:

    > **AIX** > **Solaris** > **Linux** `./updatedb.sh dbname userId password`
    `instancename dbtype dbhost platform`

    > **Windows** `updatedb.bat dbname userId password instanceName dbtype`
    `dbhost`

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

    - *dbname*: The name of the database to be updated.

- *userId*: The user ID of the user who owns the database.
- *password*: The password of the user.
- *instanceName*: The name of a previously created WebSphere Commerce instance.
- *dbtype*: Either DB2 or Oracle.
- *dbhost*: The host name of the machine where the database resides.
- *platform*: The platform of the database is ws.

Note: Repeat steps 14 to 23 for each WebSphere Commerce instance and WebSphere Commerce Payments instance you have configured on your system.

14. Ensure you are the root user. Using the command line, navigate to *wcfp2_installdir* and enter the following commands based on your operating system:

    `AIX` `Linux` `Solaris` `./updateWizard.sh`

    `Windows` `updateWizard.bat`

15. Select a language and then click **OK**
16. Click **Next** to continue.
17. Click **Specify product information**, then click **Browse**.
18. Navigate to the directory *WAS_installdir*/installedApps/*cell_name* and do one of the following:
    - Apply the fix pack to a WebSphere Commerce instance. Click once on the **WC_***instance_name***.ear** folder, then click **Open**.
    - Apply the fix pack to a Payment instance. Click once on the *pay_instance_name_***Commerce_Payments_App.ear** folder, then click **Open**.

    Click **Next** to continue.
19. Select **Install fix packs**. Click **Next**.
20. Click **Browse**. Navigate to the *wcfp2_installdir* directory. Click the was folder once and then click **Open**. Click **Next**.
21. Ensure the fix pack you want to install is selected and click **Next**.
22. Click **Next** to begin installing.
23. Ensure that the installer displays the message `The following fix pack was successfully installed`. If you do not get this message the installer will indicate the log files to check.
24. Click **Finish** to complete the installation.

Post installation steps

Installing APAR JR19116

Install APAR JR19116. The APAR can be downloaded from the Support Web site (http://www-1.ibm.com/support/docview.wss?uid=swg24005628). This APAR will correct a problem with creating multiple instances.

After installing the APAR, ensure the following steps have been completed:
1. Start the WebSphere Application Server server1.
2. Launch WebSphere Application Server administration console. The default Administration Console URL is http://*host_name*:9090/admin.
3. Enter your user ID.

4. In the left window pane, expand Environment.

5. Under Environment, click **Virtual Hosts**.

6. In the right window pane, under Name, click **default_host**.

7. Under Additional Properties click **Host Aliases**.

8. **Note:** Do not remove the * entry for port 80.
   Under **Host Name**, if there are any entries for port 80 with a host name or the fully qualified host name, select those and click **Delete**.

9. Save your configuration changes.

10. In the left window pane, expand Environment.

11. Click **Update Web Server Plugin**.

12. In the right window click **OK** to update the plugin configuration file.

For instructions on how to stop and start a WebSphere Application Server, refer to the *IBM WebSphere Commerce Version 5.5 Installation Guide*.

Updating Payments instances

If you have existing Payments instances created and are using VisaNet cassettes, the following steps must be completed in order to update the Payments instances. Repeat the following steps for each existing Payments instance that uses VisaNet cassettes.

1. Stop the WebSphere Commerce Payments instance.

2. ▶ AIX ▶ Linux ▶ Solaris Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.

3. ▶ AIX ▶ Linux ▶ Solaris Copy the jar file eTillVisaNet.jar from the directory *WC_installdir*/payments/cassettes/VisaNet/lib to the directory *WAS_installdir*/installedApps/cell_name/ *pay_instance_name*_Commerce_Payments_App.ear/lib.

   ▶ Windows Copy the jar file eTillVisaNet.jar from the directory *WC_installdir*\payments\cassettes\VisaNet\lib to the directory *WAS_installdir*\installedApps\cell_name\ *pay_instance_name*_Commerce_Payments_App.ear\lib.

4. Start the WebSphere Commerce Payments instance.

For instructions on how to stop and start a WebSphere Commerce Payments instance, refer to the *IBM WebSphere Commerce Version 5.5 Installation Guide*.

Configuring the IBM HTTP Server

If you have existing WebSphere Commerce instances created and are using the IBM HTTP server, complete the following steps for each WebSphere Commerce instance you have configured on your system.

1. Navigate to the *HttpServer_installdir*/conf directory and back up the current httpd.conf file.

2. Stop the IBM HTTP Server.

3. Start the WebSphere Commerce Configuration Manager server.

4. Launch the Configuration Manager Client graphical user interface.

5. Select **WebSphere Commerce** —> *cell_name* —>**Commerce** —> **Instance List** —> *instance_name* —> **Instance Properties** —> **Web Server**

6. On the Web Server panel, you do not need to update anything. Click **Apply**. Click **OK** when prompted to restart your web server. Click **OK** when the message `Successfully configured the webserver` is displayed.

   Note: Click **YES** in any message boxes you receive. These messages indicate that the IBM HTTP Server and the configuration file already exists.

7. Ensure that the following section has been added to the httpd.conf file:

   ▶ AIX   ▶ Linux   ▶ Solaris

```
<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war>
<FilesMatch "\.(jsp|class|jar|xml|properties)">
order allow,deny
deny from all
</FilesMatch></Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/CommerceAccelerator.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/CommerceAccelerator.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/Stores.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/Stores.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/SiteAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/SiteAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>
```

```
<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war>
<FilesMatch "\.(jsp|class|jar|xml|properties)">
order allow,deny
deny from all
</FilesMatch></Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/CommerceAccelerator.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/CommerceAccelerator.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/Stores.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/Stores.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/SiteAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/SiteAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_userdir/installedApps/cell_name/
WC_instance_name.ear/OrganizationAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>
```

```
<Directory WAS_installdir\installedApps\cell_name\
WC_instance_name.ear/OrganizationAdministration.war>
<FilesMatch "\.(jsp|class|jar|xml|properties)">
order allow,deny
deny from all
</FilesMatch></Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_ instance_name.ear/CommerceAccelerator.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_ instance_name.ear/CommerceAccelerator.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_ instance_name.ear/Stores.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_ instance_name.ear/Stores.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_ instance_name.ear/SiteAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_ instance_name.ear/SiteAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_ instance_name.ear/OrganizationAdministration.war/WEB-INF>
order allow,deny
deny from all
</Directory>

<Directory WAS_installdir\installedApps\cell_name\
WC_ instance_name.ear/OrganizationAdministration.war/META-INF>
order allow,deny
deny from all
</Directory>
```

8. Exit Configuration Manager.
9. Start the IBM HTTP Server.

Chapter 4. Uninstalling the fix pack

Before you uninstall

1. ▷ **AIX** ▷ **Linux** ▷ **Solaris** Ensure that you are logged in as the root user for WebSphere Commerce.

   ▷ **400** Ensure that you are logged in as a user that has QSECOFR authority.

   ▷ **Windows** Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.

2. Stop the following:
   - Web server and its respective administration processes.
   - WebSphere Commerce Application Servers. For example, WC_*instance_name*.
   - WebSphere Commerce Configuration Manager server.

   For instructions on how to stop and start these components, refer to the *IBM WebSphere Commerce Version 5.5 Installation Guide.*

Uninstall steps

Uninstalling the fix pack will restore the WebSphere Commerce product back to the level it was at before the fix pack installation was completed. The instructions below will also remove the fix pack code from those WebSphere Commerce or WebSphere Commerce Payments instances that were updated at the same time the fix pack was applied to your system.

WebSphere Commerce instances or WebSphere Commerce Payments instances that were created after the installation of the fix pack, will remain at the current fix pack level. Following the instructions below will not restore these instances to the previous level. If these instances are required to be at the previous level, contact IBM Support for further assistance.

There are two ways to uninstall this fix pack depending on your operating system.

▷ **400** Only the silent uninstall is available.

▷ **AIX** ▷ **Linux** ▷ **Solaris** ▷ **Windows** Either the silent uninstall or the graphical user interface uninstall may be used.

Uninstall steps using the silent install

1. ▷ **AIX** ▷ **Linux** ▷ **Solaris** ▷ **Windows** Using the command line, navigate to *wcfp2_installdir*.

   ▷ **400** Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to *wcfp2_installdir*

2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

   ▷ **AIX** ▷ **400** ▷ **Linux** ▷ **Solaris** `./updateSilent.sh fixpack uninstall` *wcinstallDir* [*fixpackID*]

   ▷ **Windows** `updateSilent.bat fixpack uninstall` *wcinstallDir* [*fixpackID*]

Where the italicized variables have been defined in step 2 on page 13 of the silent install section.

For example,

> 400 `./updateSilent.sh fixpack uninstall` *`WC_installdir`* `wc55BE_fp2_os400`

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

4. If you do not have any previously created WebSphere Commerce instances, WebSphere Commerce Payments instances or have not applied the fix pack to any previously created instances the uninstall is complete. Otherwise, continue to step 5.

5. Repeat this step for only those WebSphere Commerce instances or WebSphere Commerce Payments instances that were updated at the time when the fix pack was applied to your system.

   Run the silent uninstall again with the definition changes as described in step 8 on page 14 of the silent install section.

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

   > 400 `./updateSilent.sh fixpack uninstall` *`WAS_userdir`*`/installedApps/`*`cell_name`*`/WC_`*`instance_name`*`.ear wc55BE_fp2_os400`

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

Uninstall steps using the graphical user interface

1. Using the command line, navigate to *wcfp2_installdir* and type the following commands based on your operating system:

   > AIX > Linux > Solaris `./updateWizard.sh`

   > Windows `updateWizard.bat`

2. Select a language and then click **OK**.

3. Click **Next** to continue.

4. Click **Next** to accept the WebSphere Commerce product found on your computer.

5. Select **Uninstall fix packs**. Click **Next**.

6. Select the fix pack to be uninstalled. By default, it should already be selected. Click **Next** to continue

7. Click **Next** to uninstall the fix pack.

8. Ensure that the installer displays the message `The following pack was successfully uninstalled`. If you do not get this message the installer will indicate the log files to check. Click **Finish** to exit.

9. If you do not have any previously created instances or have not applied the fix pack to any previously created instances the uninstall is complete.

   Note: If you have previously created instances then repeat steps 10 to 18 on page 25 only for those WebSphere Commerce instances and WebSphere Commerce Payments instances that were updated at the time when the fix pack was applied to your system.

10. Using the command line, navigate to *wcfp2_installdir* and type the following commands based on your operating system:

AIX Linux Solaris `./updateWizard.sh`

Windows `updateWizard.bat`

11. Select a language and then click **OK**.
12. Click **Next** to continue.
13. Click **Specify product information**, then click **Browse**.
14. Navigate to the directory *WAS_installdir*/installedApps/*cell_name* and do one of the following:
    - Remove the fix pack from a WebSphere Commerce instance. Click once on the **WC_***instance_name***.ear** folder, then click **Open**.
    - Remove the fix pack from a Payment instance. Click once on the *pay_instance_name_***Commerce_Payments_App.ear** folder, then click **Open**.

    Click **Next** to continue.
15. Select **Uninstall fix packs**. Click **Next**. If the installer is unable to locate the installed fix pack, exit the installer and return to step 10 on page 24.
16. Select the fix pack to be uninstalled. By default, it should already be selected. Click **Next** to continue.
17. Click **Next** to uninstall the fix pack.
18. Ensure that the installer displays the message `The following pack was successfully uninstalled`. If you do not get this message the installer will indicate the log files to check.
19. Click **Finish**.

Chapter 5. Troubleshooting

General troubleshooting

If you are installing onto a Windows machine and your install path contains spaces, you must use the GUI installer.

Technotes

The following technote provides a link to all technotes related to WebSphere Commerce 5.5. Technotes can be found by using the technote number to search the IBM Web site (www.ibm.com).

Table 1. IBM WebSphere Commerce Fix Pack Technotes

Title	Number	Description
WebSphere Commerce 5.5.0.2 Master Technote	1140262	A single technote that contains links to all technotes related to WebSphere Commerce 5.5. Technotes addressed by this fix pack, and any new technotes, will be included in this Master Technote.

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