IBM WebSphere Commerce - Express

Installation Guide
for Windows 2000

Version 5.5

> **Note:**
> Before using this information and the product it supports, be sure to read the general information under "Notices" on page 91

First Edition, September 2003

This edition applies to WebSphere Commerce - Express Version 5.5 and to all subsequent releases. Ensure that you are using the correct edition for the level of the product.

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http://www.ibm.com/software/webservers/commerce/rcf.html

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About this book

Document description

This installation guide provides information on how to install and configure IBM®
WebSphere® Commerce - Express on Windows®. It is intended for system
administrators or for anyone else responsible for performing installation and
configuration tasks.

Updates to this book

To learn about last-minute changes to the product, refer to the README file in the
root directory of WebSphere Commerce - Express CD 1. In addition, a copy of this
book, and any updated versions of this book, are available as PDF files from the
WebSphere Commerce technical library Web site:

`http://www.ibm.com/software/commerce/library/`

Updated versions of this book are also available from the WebSphere Commerce
Zone at WebSphere Developer Domain:

`http://www.ibm.com/software/wsdd/zones/commerce/`

Support is information is available from the WebSphere Commerce support Web
site:

`http://www.ibm.com/software/commerce/support/`

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	Used to emphasize words. Italics also indicate names for which you must substitute the appropriate values for your system.

This icon marks a Tip - additional information that can help you
complete a task.

> **Important**
> These sections highlight especially important information.

> **Attention**
> These sections highlight information intended to protect your data.

Path variables

This guide uses the following variables to represent directory paths:

DB2_installdir
>This is the installation directory for DB2 Universal Database™. The default installation directory for DB2 Universal Database is `C:\Program Files\WebSphere\SQLLIB`.

HTTPServer_installdir
>This is the installation directory for IBM HTTP Server. The default installation directory for IBM HTTP Server is `C:\Program Files\WebSphere\IBMHttpServer`.

WAS_installdir
>This is the installation directory for WebSphere Application Server. The default installation directory for WebSphere Application Server is `C:\Program Files\WebSphere\AppServer`.

WC_installdir
>This is the installation directory for WebSphere Commerce. The default installation directory for WebSphere Commerce is `C:\Program Files\WebSphere\CommerceServer55`.

Knowledge requirements

This book should be read by system administrators or anyone else responsible for installing and configuring WebSphere Commerce.

People who are installing and configuring WebSphere Commerce should have knowledge in the following areas:
- Windows 2000 Server or Advanced Server
- Basic operating system commands
- DB2 Universal Database Express Edition
- IBM HTTP Server
- Basic SQL commands
- The Internet

Refer to *WebSphere Commerce Administration Guide* and *WebSphere Commerce Security Guide* for more information on configuring and administering WebSphere Commerce.

To create and customize your store, you require knowledge of the following:
- WebSphere Application Server
- DB2 Universal Database Express Edition
- HTML and XML
- Structured Query Language (SQL)
- Java™ programming

Refer to *WebSphere Commerce Programming Guide and Tutorials* for more information on customizing your store or mall.

Contents

Part 1. Getting ready to install WebSphere Commerce

Chapter 1. Welcome to WebSphere Commerce - Express

This book describes how to install and configure WebSphere Commerce - Express Version 5.5 for Windows 2000. It is intended for system administrators or for anyone else responsible for performing installation and configuration tasks.

> **Important**
>
> Unless otherwise noted, all references to *WebSphere Commerce* in this book refer to WebSphere Commerce - Express.

Products included with WebSphere Commerce - Express

The following products are packaged with WebSphere Commerce - Express:

- WebSphere Commerce - Express:
  - WebSphere Commerce server, which includes:
    - Product Advisor
    - WebSphere Commerce Accelerator
    - WebSphere Commerce Administration Console
    - WebSphere Commerce Organization Administration Console
  - WebSphere Commerce Payments, which includes:
    - WebSphere Commerce Payments Cassette for VisaNet
    - WebSphere Commerce Payments Cassette for BankServACH
    - WebSphere Commerce Payments Cassette for Paymentech
    - WebSphere Commerce Payments CustomOffline Cassette
    - WebSphere Commerce Payments OfflineCard Cassette
  - WebSphere Commerce Analyzer, Version 5.5
- IBM DB2 Universal Database Version 8.1.2 Express Edition, which includes the following:
  - DB2 Universal Database Administration Clients
- IBM HTTP Server Version 1.3.26
- WebSphere Application Server Version 5.0

> **Important**
>
> All WebSphere Commerce - Express components and the supporting software must run on the same operating system. The operating system must meet the requirements outlined in Chapter 2, "Preinstallation requirements," on page 7.
>
> WebSphere Commerce - Express does not support a heterogeneous operating environment — all nodes in a multiple node topology must run the same version and level of operating system as documented in Chapter 2, "Preinstallation requirements," on page 7.

Components already installed

This section outlines tasks you must perform if you have already installed any of the IBM products that are included with WebSphere Commerce Version 5.5.

IBM HTTP Server Version 1.3.26

Preparing Secure Sockets Layer protocol for testing

If you have IBM HTTP Server already installed on your system, you must ensure that SSL is enabled. If SSL is enabled, you should be able to open the following URL in a Web browser:

```
https://host_name
```

where *host_name* is the fully qualified host name of the machine running IBM HTTP Server.

If you cannot open the URL above, you must enable SSL on the Web server. For instructions on enabling SSL, refer to the IBM HTTP Server documentation.

Before you open your store to shoppers, ensure you review *WebSphere Commerce Security Guide*.

IBM HTTP Server Version 1.3.26 and WebSphere Application Server Version 5.0

If you have IBM HTTP Server Version 1.3.26 and WebSphere Application Server Version 5.0 already installed, do the following:

1. Check for the existence of the WebSphere Application Server plug-in configuration file. The following is the full path for the plug-in configuration file:

   ```
   WAS_installdir/config/cells/plugin-cfg.xml
   ```

2. Do one of the following, depending on the existence of the plugin-cfg.xml file:

   - If the plugin-cfg.xml file exists, ensure the plug-in has been applied to the *HTTPServer_installdir*/conf/httpd.conf file. The following four lines should exist in the file:

     ```
     Alias /IBMWebAS/ WAS_installdir/web/

     Alias /WSsamples WAS_installdir/WSsamples/

     LoadModule ibm_app_server_http_module WAS_installdir/bin/
         mod_ibm_app_server_http.dll

     WebSpherePluginConfig WAS_installdir/config/cells/plugin-cfg.xml
     ```

     These lines may not appear together — you may have perform a text search on the file to confirm the presence of these lines. If these lines are missing, add them to the end of the file and restart the Web server.

   - If the plugin-cfg.xml file does not exist, ensure that the plug-in has *not* been applied to the *HTTPServer_installdir*/conf/httpd.conf file. The following four lines should not exist in the files. If any of the following four lines exist, remove them from the file:

     ```
     Alias /IBMWebAS/ WAS_installdir/web/

     Alias /WSsamples WAS_installdir/WSsamples/

     LoadModule ibm_app_server_http_module WAS_installdir/bin/
         mod_ibm_app_server_http.dll

     WebSpherePluginConfig WAS_installdir/config/cells/plugin-cfg.xml
     ```

These lines may not appear together — you may have perform a text search on the file to confirm the presence of these lines. If any of these lines are present, remove them, save your changes, and restart the Web server.

Supported Web browsers

You can only access the WebSphere Commerce tools and online help using Microsoft® Internet Explorer 6.0 from a machine running a Windows operating system on the same network as your WebSphere Commerce machine. You must use Internet Explorer full version 6.0 (also known as Internet Explorer 6.0 Service Pack 1 and Internet Tools) or later with the latest critical security updates from Microsoft — prior versions do not support full functionality of WebSphere Commerce tools.

Shoppers can access Web sites by using any of the following Web browsers, all of which have been tested with WebSphere Commerce:

- AOL 7 or above for Windows
- Microsoft Internet Explorer:
  - Version 5.5 or higher for Windows
  - Version 5 or higher for Macintosh
- Mozilla Version 1.0 or higher
- Netscape Version 6.0 or higher
- Netscape Navigator Version 4.6 or higher

Port numbers used by WebSphere Commerce - Express

The following is a list of the default port numbers used by WebSphere Commerce - Express or its component products. Ensure that you do not use these ports for non-WebSphere Commerce - Express applications. If you have a firewall configured in your system, ensure that you can access these ports.

For instructions for learning which ports are in use, refer to your operating system documentation.

> **Important**
>
> This section only lists ports required by the software provided with WebSphere Commerce - Express. For port numbers required by non-IBM software, refer to the documentation for the non-IBM software package.

Port Number
> **Used By**

21   FTP port. This port is required when creating a WebSphere Commerce or WebSphere Commerce Payments instance that uses a remote Web server.

80   IBM HTTP Server.

389   Lightweight Directory Access Protocol (LDAP) Directory Server.

443   IBM HTTP Server – secure port. This secure port requires SSL.

1099   WebSphere Commerce Configuration Manager server.

2809   WebSphere Application Server Bootstrap address.

5432   WebSphere Commerce Payments non-secure server.

5433	WebSphere Commerce Payments secure server. This secure port requires SSL.
5557	WebSphere Application Server Internal Java Messaging Service server.
5558	WebSphere Application Server Java Messaging Service server queued address.
5559	WebSphere Application Server Java Messaging Service direct address.
7873	WebSphere Application Server DRS client address.
8000	WebSphere Commerce Tools. This secure port requires SSL.
8002	WebSphere Commerce Administration Console. This secure port requires SSL.
8004	WebSphere Commerce Organization Administration Console. This secure port requires SSL.
8008	IBM HTTP Server Administration port.
8880	WebSphere Application Server SOAP Connector address.
9043	WebSphere Application Server Administration Console Secure Port. This secure port requires SSL.
9080	WebSphere Application Server HTTP Transport.
9090	WebSphere Application Server Administration Console Port.
9443	WebSphere Application Server HTTPS Transport Port.
9501	WebSphere Application Server Secure Association Service.
9502	WebSphere Application Server Common Secure Port.
9503	WebSphere Application Server Common Secure Port.
50000	DB2® server port.

at least one port at 60000 or higher
DB2 TCP/IP communications.

Chapter 2. Preinstallation requirements

This chapter describes the steps you need to perform before you install WebSphere Commerce.

Prerequisite hardware

You must ensure that you meet the following minimum hardware requirements before installing WebSphere Commerce - Express Version 5.5:

You require a dedicated Intel® Pentium® III 733 MHz (1 GHz or higher recommended for a production environment) IBM-compatible personal computer with the following:

- A minimum of 1 GB of RAM per processor for the first WebSphere Commerce instance with optional WebSphere Commerce Payments instance. Each additional WebSphere Commerce instance with optional WebSphere Commerce Payments instance will require an additional 512 MB of RAM per processor.
- A minimum of 2 GB of free disk space on your target installation drive.
  - You also need an additional 300 MB on the C: drive. If your machine is formatted with FAT partitioning and the partition is over 1.024 GB, you will need twice as much free disk space. The installation will check for adequate free disk space and will warn you if there is not enough space.
  - If your machine is formatted with FAT partitioning and the partition is over 2.049 GB, you will need three times as much free disk space.
- The paging file size should be double the size of the RAM. For example, 512 MB RAM should have a 1024 MB paging file.

  The paging file size is adjusted in the **Virtual Memory** window. Access the **Virtual Memory** window by doing the following:

  1. Select **Start > Settings > Control Panel > System**.
  2. In **System Properties**, select the **Advanced** tab.
  3. Click **Performance Options**.
  4. In **Performance Options**, under **Virtual memory**, click **Change**.
- A CD-ROM drive.
- A graphics-capable monitor with a color depth of at least 256 colors.
- A mouse or other pointing device. (optional)
- A local area network (LAN) adapter that is supported by the TCP/IP protocol.

Prerequisite software

You must ensure that you meet the following minimum software requirements before installing WebSphere Commerce:

- Windows 2000 Server or Advanced Server Edition with Service Pack 3 installed. You can obtain the service pack at the following URL:

  http://www.microsoft.com
- Ensure that the system is DNS enabled so that there is a host name and domain present. Pure IP address environments are not supported by WebSphere Commerce.

- Ensure that you disable any virus scanning software active on the system. Virus scanning software often interferes with the installation causing the installation to fail when changing CDs during the installation.

  You can reenable the virus scanning software immediately after completing the installation.

Network configuration requirements

In addition to the hardware and software requirements , ensure that the network configuration of the system meets the following requirements:

- The system must have a resolvable domain name.

  The host name combined with the domain name is the fully qualified host name. For example, if the host name is *system1* and the domain is *ibm.com*®, the fully qualified host name is *system1.ibm.com*.

  Issuing the following command from a command prompt session should return the IP address of the system:

  `nslookup '`*fully_qualified_host_name*`'`

  The desired result is a reply with the correct IP address of the system.

- The IP address on the system must resolve to a host name (including a domain). To determine if the IP address is mapped to a fully qualified host name, start a command prompt session and issue the following command:

  `nslookup '`*IP_address*`'`

  The desired result is a reply with the correct fully qualified host name of the system.

- Ensure that all nodes in your configuration can be reached from other computers in the network by pinging the fully-qualified host name of each node in the configuration.

Reviewing the README file

Reviewing the README file is an important prerequisite for installing WebSphere Commerce. The README file contains information about last-minute changes to the product. Last-minute changes may include additional fixes that must be installed before using WebSphere Commerce.

Failure to install any last minute fixes listed in the README file will result in WebSphere Commerce not functioning correctly.

The README file can be found in the root directory of WebSphere Commerce CD 1. The README file name is:

`readme_`*language_code*`.htm`

where *language_code* is one of the following:

Language	Language code
German	de_DE
English	en_US
Spanish	es_ES
French	fr_FR
Italian	it_IT

Language	Language code
Japanese	ja_JP
Korean	ko_KR
Brazilian Portuguese	pt_BR
Simplified Chinese	zh_CN
Traditional Chinese	zh_TW

Other requirements

You must also do the following:

- Ensure that the Windows administration user ID has the following user rights:
  - Act as part of the operating system
  - Create a token object
  - Increase quotas
  - Log on as a service
  - Replace a process level token

To grant user rights to a user ID, do the following:

1. Select **Start > Settings > Control Panel > Administrative Tools > Local Security Settings**.
2. Expand **Local Policies** and select **User Rights Assignment**.
3. For each user right you want to grant a user ID, do the following:
   a. Right-click the policy and select **Security**.
   b. Click **Add**.

      Additional dialogs may display to allow you to select the user ID from a list.
   c. After granting the user ID the user rights, click **OK**.
4. After granting the required user rights, reboot the system for the updated user rights to take effect.

After rebooting the system, confirm that the required user rights have taken effect by doing the following:

1. Select **Start > Settings > Control Panel > Administrative Tools > Local Security Settings**.
2. Expand **Local Policies** and select **User Rights Assignment**.

For each required right, the user ID should appear in both the **Local Setting** and **Effective Setting** columns.

If the user ID does not appear in the **Effective Setting** column, the user has not been granted the right. If the system is part of a Windows domain, the domain settings will override local settings.

If the system is part of a Windows domain, you can grant a user ID user rights by adding the user ID to groups that have been granted the required user rights. You can add a user ID to a group in the Computer Management console. To access the Computer Manager console, select **Start > Control Panel > Administrative Tools > Computer Management**.

If no groups have been granted the required user rights, contact your domain administrator for information on granting the necessary user rights to a user ID.

Important

The installation of WebSphere Commerce will fail if the user ID under which the installation is performed does not have the required user rights.

Also, the required user rights may not be assigned to an ID unless the system is rebooted.

- If you have any applications running, stop them. You will need to restart your machine during the installation process, which can cause running applications to lose data.
- Ensure that any Lotus® Notes® server, Web servers, Java application servers, and any non-essential Java processes are stopped before installing WebSphere Commerce.
- Ensure than any other InstallShield MultiPlatform installers have completed or are stopped before installing WebSphere Commerce
- If you have a Web server on your machine that is currently using the following port, disable it: 80, 443, 5442, 5443, 8000, 8002, and 8004.
- If you plan to use IBM HTTP Server as your Web server, do the following:
  - Ensure that the host name of your Web server does not contain an underscore (_). IBM HTTP Server does not support machines with an underscore in their host name.
  - Uninstall IIS or stop the following services:
    - IIS Admin Service
    - World Wide Web Publishing Service
    - Simple Mail Transport Protocol (SMTP)

    You should also set these services to disabled, rather than manual or automatic so that they do not start when you restart your system

    Service settings are changed from the Services panel. To access the Services panel, select **Start > Settings > Control Panel > Administrative Tools > Services**.

Chapter 3. Recommended topologies

This chapter describes recommended topologies for WebSphere Commerce - Express components and the supporting software, such as the database server and the Web server. The topologies described in this chapter are the most common topologies used with WebSphere Commerce - Express, however other topologies of WebSphere Commerce - Express are still possible.

In all topologies, all nodes must be running the same operating system at the same level. This includes any patches, revisions, service packs or fix packs required by WebSphere Commerce - Express.

In this chapter the following terms are used:

database node
> A node in a topology that only contains the database server used by WebSphere Commerce - Express.

Web server node
> A node in a topology that only contains the Web server used by WebSphere Commerce - Express.

WebSphere Commerce node
> A node in a topology that contains the WebSphere Commerce server. While the node may also contain the database server or Web server, depending on the topology, if a node contains the WebSphere Commerce server, it will be referred to as the WebSphere Commerce node.

One-node topology

In a one-node topology, all WebSphere Commerce - Express components and the supporting software are installed on a single node. This includes your database server, Web server, WebSphere Application Server, WebSphere Commerce Payments, and the WebSphere Commerce server.

Installing WebSphere Commerce - Express in a one-node topology

To install WebSphere Commerce in a one-node topology, you have two options:

Quick installation
> You can only use the quick installation option of the WebSphere Commerce - Express installation wizard to install WebSphere Commerce - Express in a one-node topology if the machine meets the following criteria:
>
> * No version or edition of WebSphere Commerce - Express is installed on the machine.
> * No version or edition of DB2 Universal Database is installed on the machine.
> * No version or edition of WebSphere Application Server is installed on the machine.
> * No version or edition of IBM HTTP Server is installed on the machine.

During a quick installation, you can choose not to install the WebSphere
Commerce Payments component, but all other WebSphere Commerce
components and supporting software are installed.

A quick installation creates a WebSphere Commerce instance after all
components and supporting software have been installed. If you choose to
install WebSphere Commerce Payments, a WebSphere Commerce Payments
instance is created.

Instructions for completing a quick installation are provided in *WebSphere
Commerce - Express Quick Beginnings*.

Custom installation

You can use the custom installation option of the WebSphere Commerce -
Express installation wizard to install WebSphere Commerce - Express in a
one-node topology as long as the following conditions have been met:

- The node meets the hardware, operating system, and networking
  requirements for WebSphere Commerce - Express.
- If a database server is already installed on the node, the database server
  must be a database server supported by WebSphere Commerce -
  Express and the database server must be at the version level required by
  WebSphere Commerce - Express.
- If a Web server is already installed on the node, the Web server must be
  a Web server supported by WebSphere Commerce - Express and the
  Web server must be at the version level required by WebSphere
  Commerce - Express.

  If you already have IBM HTTP Server installed on the node, you must
  do the following on the node before installing WebSphere Commerce -
  Express:

  – Enable SSL in the Web server
  – Install WebSphere Application Server

    This step is not required if you have IBM HTTP Server installed on
    the node from installing WebSphere Application Server on the node.
- If WebSphere Application Server is already installed on the node,
  WebSphere Application Server must be the edition and version of
  WebSphere Application Server supported by WebSphere Commerce -
  Express.

  If you have WebSphere Application Server Version 5.0 or Version 5.0.1
  installed, it will be upgraded to WebSphere Application Server Version
  5.0.2 during the installation of WebSphere Commerce - Express.

A custom installation does not create a WebSphere Commerce instance or a
WebSphere Commerce Payments instance. The instances must be created
after completing the installation.

Instruction for completing a custom installation are provided in *WebSphere
Commerce - Express Installation Guide*.

The following diagram shows a one-node topology:

Note: WebSphere Commerce Configuration Manager consists of two components: a GUI client and a server. The Configuration Manager server and client are always installed on the same node as WebSphere Commerce Server and WebSphere Commerce Payments.

You can run the WebSphere Commerce Configuration Manager client on any workstation capable of displaying graphics.

The WebSphere Commerce Configuration Manager client can be installed separately using the custom installation option of the installation wizard.

Three-node topology

In a three-node topology, all WebSphere Commerce - Express components are installed on one node, the database server is installed on a second node, and the Web server is installed on a third node.

The following diagram shows a three-node topology:
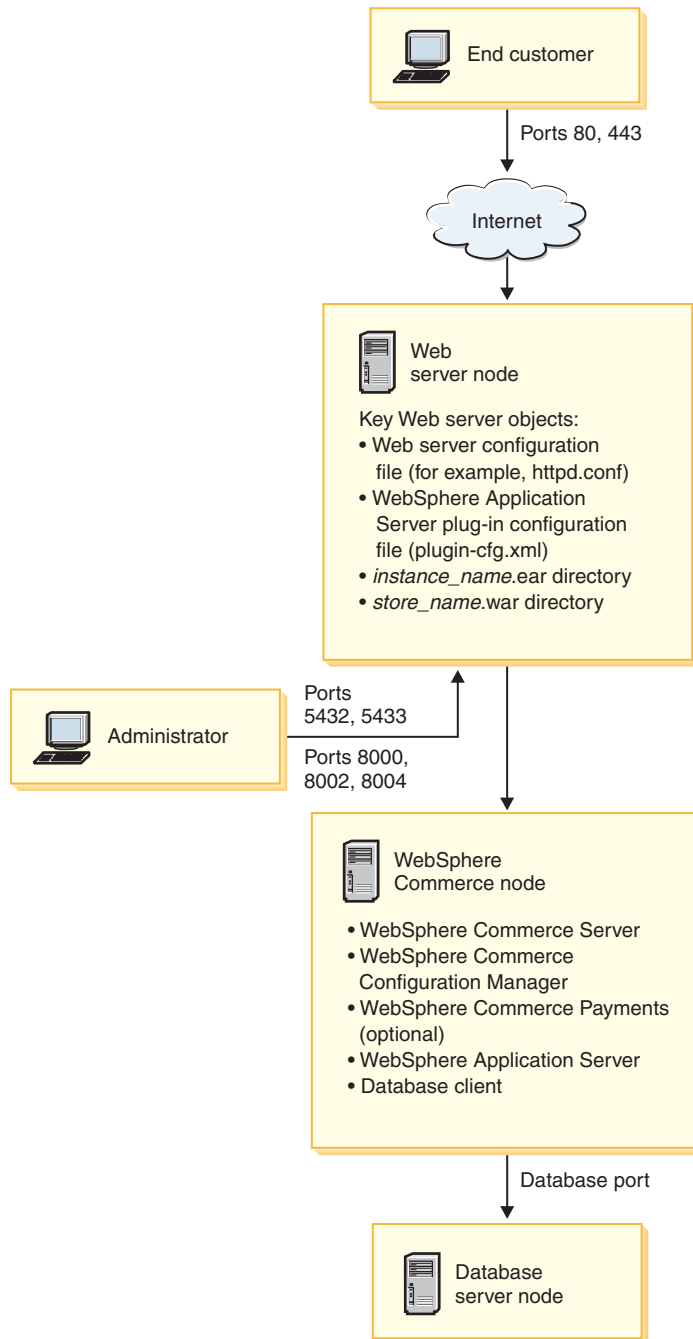
Note: WebSphere Commerce Configuration Manager consists of two components: a GUI client and a server. The Configuration Manager server and client are always installed on the same node as WebSphere Commerce Server and WebSphere Commerce Payments.

You can run the WebSphere Commerce Configuration Manager client on any workstation capable of displaying graphics.

The WebSphere Commerce Configuration Manager client can be installed separately using the custom installation option of the installation wizard.

Installing WebSphere Commerce - Express in a three-node topology

To install WebSphere Commerce - Express in a three-node topology, do the following:

1. Ensure that the following conditions have been met:
   - Each node meets the hardware, operating system, and networking requirements for WebSphere Commerce - Express.
   - If a database server is already installed on the database node, the database server must be a database server supported by WebSphere Commerce - Express and the database server must be at the version level required by WebSphere Commerce - Express.
   - If a Web server is already installed on the Web server node, the Web server must be a Web server supported by WebSphere Commerce - Express and the Web server must be at the version level required by WebSphere Commerce - Express.

     If you already have IBM HTTP Server installed on the node, you must do the following on the node before installing WebSphere Commerce - Express:
     - Enable SSL in the Web server
     - Install the WebSphere Application Server Web server plug-in
     - Apply WebSphere Application Server PTF 2
     - Apply required WebSphere Application Server fixes
   - If WebSphere Application Server is already installed on the WebSphere Commerce node, WebSphere Application Server must be the edition and version supported by WebSphere Commerce - Express.

     If you have WebSphere Application Server Version 5.0 or Version 5.0.1 installed, it will be upgraded to WebSphere Application Server Version 5.0.2 during the installation of WebSphere Commerce - Express.
   - Ensure that no Web servers or database servers are installed on the machine which will become the WebSphere Commerce - Express node. The machine can have a database client installed.

     If a Web server or database server is detected on the machine onto which you are installing WebSphere Commerce – Express, the installation wizard assumes that the Web server or database server found on the machine are the ones to use with WebSphere Commerce – Express.

2. If required, install the database server on the database node.

   To install the database server, perform a custom installation on the database node and select **DB2 Universal Database** from the list of components available.

3. If required, install the Web server on the Web server node.

   To install the Web server, perform a custom installation on the Web server node and select **IBM HTTP Server, including WebSphere Application Server plug-in** from the list of components available.

   If you want to access the WebSphere Commerce - Express online help, ensure that you install it on this node.

4. Install the remaining WebSphere Commerce - Express components on the WebSphere Commerce node.

   To install the remaining WebSphere Commerce - Express components, perform a custom installation on the WebSphere Commerce node and select the following components from the list of components available:
   - **WebSphere Commerce Server**
   - **WebSphere Commerce Payments** (optional)

Installing WebSphere Commerce Payments is optional.

Development environment topologies

The WebSphere Commerce development environment supports the following topologies:

one-node development topology
> In this topology, all components of the WebSphere Commerce development environment are installed on a single node.

two-node development topology
> In this topology, the database server is installed on one node and all other WebSphere Commerce development environment components are installed on another node.

three-node development topology
> In this topology, the database server is installed on one node, WebSphere Commerce Payments is installed on a second node, and the remaining WebSphere Commerce components are installed on a third node.
>
> The three-node development topology is not directly supported by the WebSphere Commerce development environment installation wizard since a full installation of WebSphere Commerce Payments is required — WebSphere Commerce Payments running in the development environment is not supported in this topology.

It is recommend that you install the WebSphere Commerce development environment on a separate node from the nodes that make up the WebSphere Commerce production, testing, or staging environments.

Instructions on installing the development environment are provided in *WebSphere Commerce - Express Developer Edition Installation Guide*.

Chapter 4. How to install WebSphere Commerce - Express

This chapter provides an outline of the steps you must perform to successfully install WebSphere Commerce - Express.

To complete a successful installation and configuration of WebSphere Commerce - Express, do the following:

1. Plan your configuration of WebSphere Commerce - Express.

   In planning your configuration, you should determine the number of machines on which you will install the various components of WebSphere Commerce - Express, including the database and the Web server.

   Review the descriptions of the installation configurations supported by WebSphere Commerce - Express in Chapter 3, "Recommended topologies," on page 11 to help plan your configuration.

2. Ensure that all of the nodes in your planned configuration meet the prerequisites outlined in Chapter 2, "Preinstallation requirements," on page 7.

3. Install and configure the database according to the information available in Part 2, "Installing a database," on page 19.

   Ensure that you review *all* of the chapters in the section before installing and configuring the database.

4. Gather all of the IDs and other information required to complete the WebSphere Commerce - Express installation wizard. This information is outlined in Chapter 8, "Quick reference to IDs required during installation," on page 29.

5. Complete the pre-installation checklist provided in "Pre-installation checklist" on page 27 to ensure that you are ready to install WebSphere Commerce - Express.

6. Install WebSphere Commerce - Express according to your planned configuration and the information available in Part 3, "Installing WebSphere Commerce," on page 25.

   Ensure you review *all* of the chapters in the section before installing and configuring WebSphere Commerce - Express.

7. Create a WebSphere Commerce instance and a WebSphere Commerce Payments instance according to the information available in Part 4, "Creating a WebSphere Commerce and a WebSphere Commerce Payments instance," on page 41.

> **Important**
>
> When you create a WebSphere Commerce instance, you create a Site
> Administrator user ID and password. It is crucial that you remember this
> user ID and password as after instance creation, this is the only user ID
> that can access the WebSphere Commerce Administration Console,
> WebSphere Commerce Organization Administration Console, and
> WebSphere Commerce Accelerator.
>
> If you forget the Site Administrator password, you can reset the password
> by following the instructions in "Resetting the Site Administrator
> password" on page 70.
>
> If you forget the Site Administrator ID, you can recover the ID by
> following the instructions in "Recovering the Site Administrator ID" on
> page 71.

8. Complete the mandatory post-instance creation tasks outlined in Chapter 14,
   "Mandatory post-instance creation tasks," on page 55.

After completing these steps, you are ready get your store up and running by
following the instructions in *WebSphere Commerce - Express Easy Start Guide*.

Part 2. Installing a database

WebSphere Commerce supports DB2 Universal Database Express Edition. The database can be installed on the same node as other WebSphere Commerce components, or it can be installed on a remote node.

If you plan to use a database running on the same node as WebSphere Commerce and WebSphere Commerce Payments, follow the instructions in Chapter 5, "Using a local database with WebSphere Commerce - Express," on page 21.

If you plan to use a database running on a different node from WebSphere Commerce or WebSphere Commerce Payments, follow the instructions in Chapter 6, "Using a remote database with WebSphere Commerce - Express," on page 23.

Chapter 5. Using a local database with WebSphere Commerce - Express

In this configuration, WebSphere Commerce - Express, WebSphere Commerce Payments and the database management system are installed on the same node.

Using DB2 Universal Database as the local WebSphere Commerce - Express database

If you use DB2 Universal Database as the local WebSphere Commerce - Express database, no additional steps are required. DB2 Universal Database is installed and the WebSphere Commerce database is created and configured as part of WebSphere Commerce instance creation.

To install DB2 Universal Database when using the custom installation option of the installation wizard, ensure that you select **DB2 Universal Database** from the list of installable components.

Proceed with your installation of WebSphere Commerce by following the instructions in Part 3, "Installing WebSphere Commerce," on page 25.

The next step

After completing the instructions in this chapter, proceed with your installation of WebSphere Commerce - Express by following the instructions in Part 3, "Installing WebSphere Commerce," on page 25.

Chapter 6. Using a remote database with WebSphere Commerce - Express

In this configuration, WebSphere Commerce - Express and the WebSphere Commerce database are installed on different nodes.

Using DB2 Universal Database as the remote WebSphere Commerce - Express database

If you use DB2 Universal Database as the remote WebSphere Commerce - Express database, no additional steps are required. The WebSphere Commerce - Express installation wizard will install and configure DB2 Administration Client on the WebSphere Commerce node if the **DB2 Universal Database Server** component is not selected. The WebSphere Commerce - Express installation wizard is also used to install DB2 Universal Database on the database server node.

Proceed with your installation of WebSphere Commerce - Express by following the instructions in Part 3, "Installing WebSphere Commerce," on page 25.

The next step

After completing the instructions in this chapter, proceed with your installation of WebSphere Commerce by following the instructions in Part 3, "Installing WebSphere Commerce," on page 25.

Part 3. Installing WebSphere Commerce

Chapter 7. Before installing WebSphere Commerce

This section describes what must be completed before using the WebSphere Commerce installation wizard. Before using the WebSphere Commerce installation wizard, you must do the following:

1. Complete the pre-installation checklist to ensure the all pre-installation requirements have been met. The pre-installation checklist is provided in "Pre-installation checklist."

Pre-installation checklist

Before installing WebSphere Commerce complete the following checklist to ensure that all of the pre-installation requirements have been met:

__ All of the systems in the planned installation meet the hardware and software requirements outlined in Chapter 2, "Preinstallation requirements," on page 7.

__ All of the ports required by WebSphere Commerce are available. The ports required by WebSphere Commerce are listed in "Port numbers used by WebSphere Commerce - Express" on page 5.

__ The user ID you are logged in as has Administrative authority and the additional advanced user rights outlined in "User IDs required to complete the installation wizard" on page 30.

__ All the IDs, passwords, paths, and other information required to complete the WebSphere Commerce installation wizard have been gathered. The information required to complete the WebSphere Commerce installation wizard is listed in Chapter 8, "Quick reference to IDs required during installation," on page 29.

__ Ensure that you disable any virus scanning software active on the system. Virus scanning software often interferes with the installation causing the installation to fail when changing CDs during the installation.

You can reenable the virus scanning software immediately after completing the installation.

__ Any pre-installed Web servers are stopped. If a Web server is running on the machine during the WebSphere Commerce installation, the installation will not complete successfully.

__ Any Java application servers, and any non-essential Java processes are stopped.

__ Any other InstallShield MultiPlatform installers have completed or are stopped.

> **Important**
>
> Failure to complete this checklist will result in a failed installation or unexpected behavior in WebSphere Commerce and its components. It is strongly recommended that the systems on which you install WebSphere Commerce and its components meet all the requirements outlined in this checklist.

Chapter 8. Quick reference to IDs required during installation

The WebSphere Commerce - Express installation wizard prompts you for a number of different user IDs and other information in order to complete the installation. Before starting your installation of WebSphere Commerce - Express, fill in the following table so you will have the information handy when you complete the WebSphere Commerce - Express installation wizard:

User ids

> Review the descriptions in "User IDs required to complete the installation wizard" on page 30 then fill in this table:

User ID description	User ID	Password
Local Windows user ID		

For information on creating user IDs and setting passwords, refer to your operating system documentation.

User IDs required to complete the installation wizard

To complete the installation of WebSphere Commerce - Express, you will need the following IDs defined:

User ID	Description
Local Windows user ID	This ID is required to install WebSphere Commerce - Express. This ID will also be assigned start the services for the following WebSphere Commerce - Express components during the installation: • DB2 Universal Database (if installed by the WebSphere Commerce installation wizard) • IBM HTTP Server (if installed by the WebSphere Commerce installation wizard) • WebSphere Commerce Configuration Manager server • Any WebSphere Application Server services To install WebSphere Commerce - Express, the user ID must have Administrative authority and the following advanced user rights: • Act as part of the operating system • Create a token object • Increase quotas • Log on as a service • Replace a process level token Refer to "Other requirements" on page 9 for more information on granting user rights. The machine must be rebooted after adding the advanced users rights for any new rights to take effect. If your Windows user ID does *not* have Administrator authority or is more than 20 characters in length, or is not defined on the local machine, you will be notified of the problem and will not be able to proceed with the installation. **Notes:** 1. Windows IDs must be defined on the local machine. IDs defined on a Windows domain server are not supported by the WebSphere Commerce - Express installation wizard. 2. If you want to use DB2 Universal Database with WebSphere Commerce, this user ID must also meet the DB2 Universal Database user ID requirements outlined in "DB2 Universal Database user ID requirements."

DB2 Universal Database user ID requirements

DB2 requires that the user IDs and passwords for database administrators and database users adhere to the following rules:

- The user ID cannot be more than 20 characters in length.
- The password cannot be more than 14 characters in length.
- They can contain only the characters A to Z, a to z, 0 to 9
- They cannot begin with an underscore (_).
- The user ID cannot be any of the following, in upper, lower, or mixed case: USERS, ADMINS, GUESTS, PUBLIC, LOCAL.
- The user ID cannot begin with any of the following in upper, lower, or mixed case: IBM, SQL, SYS.

- The user ID cannot be the same as any Windows service name.
- The user ID must be defined on the local machine, and belong to the Local Administrator's group.
- The user ID must have the following advanced user rights:
  - Act as part of the operating system
  - Create a token object
  - Increase quotas
  - Log on as a service
  - Replace a process level token

You can perform the installation without the *Act as part of the operating system* advanced user right, however, the DB2 setup program will be unable to validate the database administrator ID. It is recommended that any user account used to install DB2 has this advanced user right.

Chapter 9. Completing a custom installation

When you perform a custom installation, each of the following components can be installed on a separate node:

WebSphere Commerce components

WebSphere Commerce Server
This component provides all of the function of WebSphere Commerce - Express except for WebSphere Commerce Payments.

Selecting this component installs the following on the node:
- WebSphere Commerce server
- WebSphere Commerce Configuration Manager server
- WebSphere Commerce Configuration Manager client
- WebSphere Commerce online help
- WebSphere Commerce sample stores
- WebSphere Application Server base product
- DB2 Universal Database application development client (if required)

> If you plan to use a local DB2 Universal Database with the WebSphere Commerce server component and DB2 Universal Database is not yet installed, ensure that you also select the **DB2 Universal Database** component when you select the WebSphere Commerce server component in the installation wizard.
>
> If you plan to use a remote DB2 Universal Database with the WebSphere Commerce Server component, no extra steps are required when installing the WebSphere Commerce server component.

WebSphere Commerce example files
This component provides various sample files, including those for Product Advisor, Web Services and Payments.

WebSphere Commerce online help
This component installs the online help files for WebSphere Commerce (including WebSphere Commerce Payments). Installing this component copies the online help files to a location you select in the installation wizard, but it does not install a Web server to view the files over HTTP — the files can only be viewed by opening the files from the node's file system.

If you are using a multiple node topology, install this component on the Web server node.

WebSphere Commerce Payments
This component installs all of the function of WebSphere Commerce Payments.

Selecting this component installs the following on the node:
- WebSphere Commerce Payments
- WebSphere Commerce Configuration Manager server

- WebSphere Commerce Configuration Manager client
- WebSphere Commerce online help
- WebSphere Application Server base product
- DB2 Universal Database application development client (if required)

> If you plan to use a local DB2 Universal Database with the WebSphere Commerce Payments component and DB2 Universal Database is not yet installed, ensure that you also select the **DB2 Universal Database** component when you select the WebSphere Commerce Payments component in the installation wizard.
>
> If you plan to use a remote DB2 Universal Database with the WebSphere Commerce Payments component, no extra steps are required when installing the WebSphere Commerce Payments component.

Note: If you plan to publish the FashionFlow sample store in WebSphere Commerce - Express, you must install WebSphere Commerce Payments. For more information on the FashionFlow sample store, refer to *WebSphere Commerce Sample Store Guide*.

WebSphere Commerce Payments is not required to publish the ExpressStore.sar store archive file. For more information on the Express store, refer to *WebSphere Commerce - Express Easy Start Guide*.

Remote WebSphere Commerce Configuration Manager client
This component allows you to create instances and configure WebSphere Commerce and WebSphere Commerce Payments from a node remote from both the WebSphere Commerce and WebSphere Commerce Payments nodes.

Supporting software

DB2 Universal Database
Selecting this component installs and configures DB2 Universal Database Express Edition . Selecting this component will not install the DB2 Administration Client on a node.

IBM HTTP Server
Selecting this component installs and configures IBM HTTP Server. It also installs the WebSphere Application Server plug-in for IBM HTTP Server.

WebSphere Application Server Web server plug-in
This option is only available if IBM HTTP Server is detected on the system.

Selecting this component installs the WebSphere Application Server Web server plug-in for IBM HTTP Server.

Performing a custom installation

In order to install all of the WebSphere Commerce components in a custom configuration, repeat the steps in this section on each node in your configuration.

To perform a custom installation on a node, do the following:

1. Ensure that you are logged onto your system as a user with Administrative authority.
2. Insert WebSphere Commerce CD 1 into the CD-ROM drive of the node.

   The WebSphere Commerce - Express LaunchPad starts. Select the language for the LaunchPad and click **OK** to continue.

   Note: The language selection is only available in the National Language version of WebSphere Commerce - Express and not available for the English version.

   The LaunchPad provides the following options:

   ReadMe File
   > This option displays the WebSphere Commerce - Express README file.

   Quick Beginnings Guide
   > This option opens the PDF version of *WebSphere Commerce - Express Quick Beginnings* if Adobe Acrobat Reader is installed on the system on which you are running the LaunchPad.

   Install Product
   > This option starts the WebSphere Commerce - Express installation wizard.

   Product Library
   > This option opens your default Web browser to display the WebSphere Commerce Library Web site.

   Support
   > This option opens your default Web browser to display the WebSphere Commerce Support Web site.

   Exit   This option exits the LaunchPad.

   If the LaunchPad does not start automatically when you insert the CD, do the following:

   a. Start a command prompt session.
   b. Switch directories to the WebSphere Commerce CD 1 CD-ROM drive.
   c. Enter the following command:
      ```
      autorun.exe
      ```
3. If you have not started the installation wizard from the LaunchPad, run `setup` or enter the following command at a command prompt:
   ```
   setup -is:javaconsole -console
   ```

   Using the `-is:javaconsole -console` parameter starts a text-based installation wizard. The steps in the text-based installation wizard and the GUI-based installation wizard are the same, but the methods of selection options and continuing in the installation wizard differ.

In this section, instructions for selecting options and continuing are provided only for the GUI-based installation wizard. To select options and continue when using the text-based installation wizard, follow the prompts provided by the text-based installation wizard.

> **Important**
>
> You cannot install WebSphere Commerce from a network mapped drive from a remote session on Windows 2000 Terminal Server edition.

4. Select the language and click **OK**.

Important: The language selected here become the default language for the WebSphere Commerce instance. Attempting to create a WebSphere Commerce instance with a default language different from the language selected here will cause the WebSphere Commerce instance to be populated with invalid data.

5. On the Welcome panel, click **Next**.

6. The Software License Agreement page displays. Review the terms of the license agreement in the Software License Agreement page.

   If you accept the terms of the license agreement, select **I accept the terms in the license agreement** and click **Next** to accept the terms of the license agreement.

   If you decline the terms of the license agreement, select **I do not accept the terms in the license agreement** and click **Next**. Declining the terms of the License agreement exits the install program.

7. If you accept the terms of the license agreement, the install type panel displays. Select **Custom Installation**. Click **Next** to continue.

8. Select the components you want to install on the node. Click **Next** to continue.

   Descriptions of each component are provided at the beginning of this chapter.

9. Depending on the components you selected, the remaining panels of the installation wizard will prompt you for various information. Complete the information in the fields on each panel, clicking **Next** to move to the next panel.

   Descriptions of the values required to complete the installation wizard are provided in Chapter 8, "Quick reference to IDs required during installation," on page 29.

   After you have completed the panels requesting information, the confirmation page displays.

10. On the confirmation page, review the components being installed and their location. To make any changes, use the **Back** button to return to the panel where you want to make changes.

    To begin installing the components listed on the confirmation page, click **Next**.

    Notes:

    a. Do not specify destination directories as UNC paths (For example, \\system1\destination). You may use mapped drive letters.

11. Insert the CDs as prompted, and enter the location of the CDs.

    As components are being installed, panels display showing the progress of the installation of the component. Follow any additional prompts that may display at this time.

Notes:

    a. Do not specify locations of the CD or CD image as UNC paths (For example, \\system1\destination). You may use mapped drive letters.

    b. The WebSphere Application Server CD must be available in the local CD-ROM drive or as an image on the local hard drive. Specifying a network location for the WebSphere Application Server CD will cause the installation to fail.

12. The installation of the selected components is complete when the summary panel displays. Click **Next** to continue.

13. Click **Finish** to exit the installation wizard.

14. Reenable any virus checking software that was disabled before starting the installation wizard.

The next step

After completing a custom installation, do the following:

1. If you have not yet done so, review the README file and install any additional fixes mentioned in the README file. For more information about the read me file, refer to "Reviewing the README file" on page 8.

2. Verify your installation by following the instructions in Chapter 10, "Verifying your installation," on page 39.

Chapter 10. Verifying your installation

During the installation of WebSphere Commerce and its components, log files are generated. Examine the following log files to ensure that your installation was successful:

- "DB2 Universal Database installation log"

  Only check this log file if you installed DB2 Universal Database using the WebSphere Commerce installation wizard.
- "WebSphere Application Server installation log"
- "WebSphere Commerce installation log" on page 40

To confirm the installation of any non-IBM software, refer to the documentation provided with the non-IBM software package.

DB2 Universal Database installation log

This log contains messages generated during the installation of DB2 Universal Database. Check the following directory for the log file:

```
drive:\Documents and Settings\user_id\Local Settings\Temp
```

This directory is hidden by default. You may have to change the folder options in order view this directory.

If you cannot find the log file in this location, use the Windows search facility to find the file.

If the last line in the log file contains the following text, DB2 Universal Database installed successfully:

```
Product: DB2 Express Edition --
Installation operation completed successfully.
```

The message has been formatted to fit the page. This message should appear on a single line in the log file.

WebSphere Application Server installation log

In a distributed installation of WebSphere Commerce, the WebSphere Application Server installation log appears on the Web server node, the WebSphere Commerce node and the WebSphere Commerce Payments node.

This log contains messages generated during the installation of WebSphere Application Server. The default location for this log file is:

```
WAS_installdir\logs\log.txt
```

Default values for *WAS_installdir* are listed in "Path variables" on page iv.

The WebSphere Application Server installation is complete if the following message appears in the log file:

```
INSTFIN: The WebSphere 5.0 install is complete.
```

WebSphere Commerce installation log

In a distributed installation of WebSphere Commerce, the WebSphere Commerce installation log appears on the WebSphere Commerce node, WebSphere Commerce Payments node, and the WebSphere Commerce Configuration Manager client node.

This log contains messages generated by the WebSphere Commerce installation wizard. The default location for this log file is:

`WC_installdir\logs\install_date_time.log`

Default values for *WC_installdir* are listed in "Path variables" on page iv.

Review this log to ensure that all components of WebSphere Commerce installed successfully.

If this log file cannot be found in its default location, look for the log file in the following directory:

`drive:\Documents and Settings\user_ID`

The WebSphere Commerce installation is complete if the following message appears in the log file:

`WebSphere Commerce installation Complete.`

The next step

After verifying your installation, continue by creating a WebSphere Commerce and WebSphere Commerce Payments instance by following the instructions in Part 4, "Creating a WebSphere Commerce and a WebSphere Commerce Payments instance," on page 41.

Part 4. Creating a WebSphere Commerce and a WebSphere Commerce Payments instance

Once you have installed all the required software, you can create a WebSphere Commerce instance and a WebSphere Commerce Payments instance. These instances can be created through the Configuration Manager.

This section contains the following chapters:

Chapter 11. Before you create or modify an instance with Configuration Manager

Before you start the Configuration Manager server or before you create or modify an instance with Configuration Manager, do the following:

1. Ensure that you have installed any fixes mentioned in the README file. For more information about the README file, refer to "Reviewing the README file" on page 8.

2. Ensure that you meet the prerequisites for starting Configuration Manager. The prerequisites are listed in "Configuration Manager prerequisites."

3. Start the Configuration Manager by following the instructions in "Starting the Configuration Manager."

> **Important**
>
> You should only modify the following Web server properties, as well as any Commerce-related properties, through the Configuration Manager GUI (and not through the Web server GUI nor the WebSphere Application Server Administrative Console):
>
> - SSL (enabling or disabling)
> - Web server instance name or port number
> - SSL port number
> - System IP address (Payments server host)
>
> This will ensure that all configuration files, not just the Web server configuration files, are updated properly with the correct information.

Configuration Manager prerequisites

Before starting the WebSphere Commerce Configuration Manager, complete the following checklist to ensure that you meet all the prerequisites:

__ The database server is running.

__ The Web server is running, if it is installed on the same machine as WebSphere Commerce.

Starting the Configuration Manager

To start WebSphere Commerce Configuration Manager on Windows, do the following:

1. Ensure that the IBM WC Configuration Manager server process is running by selecting **Start→ Settings → Control Panel → Administrative Tools → Services** and check that the IBM WC Configuration Manager service has a status of Started.

   If the IBM WC Configuration Manager service has a status of Stopped, right-click the service name and select **Start** from the pop-up menu.

> **Important**
>
> Leaving the IBM WC Configuration Manager server service running could potentially pose a security problem. Stop the WC Configuration Manager server service when you are not using the Configuration Manager.
>
> To prevent potential security problems, you should also ensure that the IBM WC Configuration Manager server is set for manual startup, not automatic.

When you start the Configuration Manager server as a service, it listens on port 1099 for a connection. To have the Configuration Manager server listen on a different port, do the following:

a. Ensure that the IBM WC Configuration Manager service is stopped.

b. Start a command prompt session and issue the following command:

```
WC_installdir/bin/config_server -port port_number
```

where *port_number* is the port on which the Configuration Manager server will listen for a connection.

Closing the command prompt session will shut down the Configuration Manager server.

2. Do one of the following:

For a local WebSphere Commerce Configuration Manager client:
>   Select **Start → Programs → IBM WebSphere Commerce → Configuration**.

For a remote WebSphere Commerce Configuration Manager client:
>   On the Configuration Manager client machine, enter the following command from a command prompt session:
>
>    ```
>    WC_installdir/bin/configClient -hostname cm_hostname [-port cm_port]
>    ```
>
>   where the variables are defined as follows:
>
>   *cm_hostname*
>   The fully qualified host name of the Configuration Manager server machine.
>
>   *cm_port*
>   The port specified when starting the Configuration Manager server.
>
>   The -port parameter is optional. If you do not specify the -port parameter, the Configuration Manager client attempts to connect to the Configuration Manager server using port 1099.

3. Log in to Configuration Manager. The initial ID is **webadmin** and the initial password is **webibm**. If this is the first time you are logging in to Configuration Manager, you will be asked to change the password.

The next step

After completing the steps in this section, continue with the following sections:

- Chapter 12, "Creating a WebSphere Commerce instance," on page 45.
- Chapter 13, "Creating a WebSphere Commerce Payments instance," on page 49.

Chapter 12. Creating a WebSphere Commerce instance

This chapter describes how to create a WebSphere Commerce instance. For information on modifying a WebSphere Commerce instance, refer to "Modifying a WebSphere Commerce or WebSphere Commerce Payments instance" on page 60.

Creating a new WebSphere Commerce instance

To create a new WebSphere Commerce instance, do the following:

1. Start the WebSphere Commerce Configuration Manager. For details, refer to "Starting the Configuration Manager" on page 43.
2. Under **WebSphere Commerce**, expand your *hostname*.
3. Expand **Commerce**.
4. Right-click on **Instance List**.
5. From the resulting pop-up menu, select **Create Instance**. The Instance Creation wizard starts.
6. Complete the Instance Creation wizard.

> For help on completing the panels and fields in the instance creation wizard, click **Help** on the Instance creation wizard. A **Help** button is available on each panel of the wizard. The help panels apply to all supported WebSphere Commerce platforms.

7. When you have completed the necessary information in the panels, the **Finish** button is enabled. Click **Finish** to create the WebSphere Commerce instance.
8. If you chose to use an existing DB2 Universal Database database, you are asked if you want to populate the database. Select **Yes** if you want your database to be populated, or **No** if you do not want your database to be populated.

The time required to create an instance depends on the speed of your system. The progress bar that displays when you start creating the instance will indicate when the process has finished.

9. When instance creation is complete, a dialog box appears containing a summary. Click **OK** to close the dialog box.
10. Other dialog boxes may display containing additional instructions, ensure that you review the contents of the dialog boxes before dismissing them.
11. Exit Configuration Manager by clicking on **Console** and **Exit**.

You can now verify the creation of the WebSphere Commerce instance by following the instructions in "Verifying the instance creation."

Verifying the instance creation

The configuration information for the new WebSphere Commerce instance is stored in the following file:

WC_installdir/instances/*instance_name*/xml/*instance_name*.xml

where default values for *WC_installdir* are listed in "Path variables" on page iv and *instance_name* is the name of WebSphere Commerce instance.

Confirm that this file exists before checking the log files produced during instance creation.

Creating a WebSphere Commerce instance produces the following log files:
- auction.log
- createdb.log
- createdb.db2.log
- createdb.production.log
- GenPluginCfg.log
- populatedb.err.log
- populatedb.log
- populatedb2.err.log
- populatedb2.log
- populatedbnl.err.log
- populatedbnl.log
- reorgdb2.log
- reorgdb2.err.log
- trace.txt
- WASConfig.log
- WASConfig.err.log

The files are located in the following directory:

`WC_installdir`/instances/`instance_name`/logs

where default values for *WC_installdir* are listed in "Path variables" on page iv and *instance_name* is the name of WebSphere Commerce instance.

The database population part of instance creation is successful if the following logs are empty:
- populatedb.err.log
- populatedb2.err.log
- populatedbnl.err.log
- reorgdb2.err.log
- WASConfig.err.log

Also, review the contents of the following logs to confirm they do not contain any errors:
- createdb.log
- createdb.db2.log

The next step

After you have configured your WebSphere Commerce instance, you can continue by creating a WebSphere Commerce Payments instance. Instructions for creating a WebSphere Commerce Payments are provided in Chapter 13, "Creating a WebSphere Commerce Payments instance," on page 49. WebSphere Commerce Payments is an optional component and not required to publish or run your store.

If you plan to publish the FashionFlow sample store in WebSphere Commerce - Express, you must install WebSphere Commerce Payments. For more information on the FashionFlow sample store, refer to *WebSphere Commerce Sample Store Guide*.

WebSphere Commerce Payments is not required to publish the ExpressStore.sar store archive file. For more information on the Express store, refer to *WebSphere Commerce - Express Easy Start Guide*.

Chapter 13. Creating a WebSphere Commerce Payments instance

This chapter describes how to create a WebSphere Commerce Payments instance. For information on modifying a WebSphere Commerce Payments instance, refer to "Modifying a WebSphere Commerce or WebSphere Commerce Payments instance" on page 60.

WebSphere Commerce Payments is an optional component of WebSphere Commerce - Express. It is not required to publish the ExpressStore.sar store archive file, however it is required if you plan to publish the FashionFlow sample store.

Refer to the WebSphere Commerce Payments cassette supplements for more information about using a particular WebSphere Commerce Payments cassette. To use a WebSphere Commerce Payments cassette with a WebSphere Commerce sample store, refer to *WebSphere Commerce Store Development Guide*.

Note: You should only change WebSphere Commerce Payments ports through the WebSphere Commerce Configuration Manager, as stated in Chapter 11, "Before you create or modify an instance with Configuration Manager," on page 43 and not through the WebSphere Application Server Administrative Console. This ensures that all properties and files are updated with the same information.

Creating a new WebSphere Commerce Payments instance

To create a new WebSphere Commerce Payments instance, do the following:

1. Start the WebSphere Commerce Configuration Manager. For details, see "Starting the Configuration Manager" on page 43.

   In cases where WebSphere Commerce Payments is on a separate node from WebSphere Commerce, ensure that the Configuration Manager server on the WebSphere Commerce Payments node is started.

2. Expand **WebSphere Commerce**.

3. Expand your host name.

4. Expand **Payments**.

5. Right-click on **Instance List**.

6. From the resulting pop-up menu, select **Create Payments Instance**. The Payments Instance Creation wizard starts.

7. Complete the Payments instance creation wizard information.

> For help on completing the panels and fields in the Payments instance creation wizard, click **Help** on the instance creation wizard. A **Help** button is available on each panel of the wizard. The Help panels apply to all supported WebSphere Commerce platforms.

Important: When completing the WebSphere Commerce Payments instance creation wizard, ensure that the value you enter in the **Site Admin ID** field is the WebSphere Commerce Site Administrator ID. The WebSphere Commerce Site Administrator ID was created when you created the WebSphere Commerce instance and it was the

value entered in the **Site Admin ID** field of the WebSphere Commerce instance creation wizard.

8. When you have completed all the necessary information in all the panels, the **Finish** button is enabled. Click **Finish** to create the WebSphere Commerce Payments instance.

9. If you chose to use an existing DB2 database, you are asked if you want to populate the database. Select **Yes** if you want your database to be populated, or **No** if you do not want your database to be populated.

The time required to create an instance depends on the speed of your system. The progress bar that displays when you start creating the instance will indicate when the process has finished.

10. When instance creation is complete, a dialog appears containing a summary. Click **OK** to close the dialog window.

   Ensure that you review contents of the dialog. It may contain additional instructions you must perform before using the instance.

11. Exit Configuration Manager by clicking on **Console** and **Exit**.

You can now verify the creation of the WebSphere Commerce Payments instance by following the instructions in "Verifying the instance creation."

Verifying the instance creation

The configuration information for the new WebSphere Commerce Payments instance is stored in the following file:

WC_installdir/instances/*instance_name*/xml/*instance_name*.xml

where default values for *WC_installdir* are listed in "Path variables" on page iv and *instance_name* is the name of WebSphere Commerce Payments instance.

Confirm that this file exists before checking the log files produced during instance creation.

Creating a WebSphere Commerce Payments instance produces the following log files:
- createdb.log
- createdb.err.log

The files are located in the following directory:

WC_installdir/instances/*instance_name*/logs

where default values for *WC_installdir* are listed in "Path variables" on page iv and *instance_name* is the name of WebSphere Commerce Payments instance.

Check the createdb.err.log file for any errors.

Also, review the contents of the createdb.log log file to confirm that it does not contain any errors.

The next step

After you have configured your WebSphere Commerce Payments instance, you can continue by following the instructions in Part 5, "Last steps," on page 53.

If you are using a remote Web server, you must follow the instructions in Chapter 14, "Mandatory post-instance creation tasks," on page 55.

Part 5. Last steps

This section outlines the mandatory tasks you must perform after creating a WebSphere Commerce and WebSphere Commerce Payments instance.

After completing the tasks in this section, you are ready get your store up and running by following the instructions in *WebSphere Commerce - Express Easy Start Guide*.

Chapter 14. Mandatory post-instance creation tasks

Depending on your WebSphere Commerce - Express topography, perform the tasks in one of the following sections after creating WebSphere Commerce and WebSphere Commerce Payments instances:

- "Local Web server post-instance creation tasks"
- "Remote Web server post-instance creation tasks"

Local Web server post-instance creation tasks

If the Web server is installed on the same node as WebSphere Commerce and WebSphere Commerce Payments you must stop and restart the Web server after creating WebSphere Commerce and WebSphere Commerce Payments instances.

Remote Web server post-instance creation tasks

If the Web server is installed on a different node from WebSphere Commerce and WebSphere Commerce Payments, do the following after creating a WebSphere Commerce or a WebSphere Commerce Payments instance:

1. Copy the `plugin-cfg.xml` from the WebSphere Commerce node to the Web server node. For instructions, refer to "Copying the plugin-cfg.xml file to Web server" on page 65.
2. If WebSphere Commerce and WebSphere Commerce Payments are installed on different nodes, merge the contents of the `plugin-cfg.xml` file on the WebSphere Commerce Payments node with the `plugin-cfg.xml` on the Web server node. For instructions, refer to "Merging the WebSphere Commerce Payments plugin-cfg.xml file" on page 65.
3. If it does not exist, create a directory on the Web server node that matches the *WAS_installdir* directory on the WebSphere Commerce node.
4. Copy the following directory from the WebSphere Commerce node to the Web server node:

   WAS_installdir/installedApps/*cell_name*/WC_*instance_name*.ear

   where the variables are defined as follows:

   WAS_installdir
   > Default values for this variables are listed in "Path variables" on page iv

   cell_name
   > This is the short host name of the machine on which WebSphere Commerce and WebSphere Commerce Payments are installed.

   Commerce_instance_name
   > This is the name of the WebSphere Commerce instance.

   Ensure that the full paths on the Web server node and the WebSphere Commerce node are the same. You may need to create the directories that make up this path on the Web server node.

> **Important**
>
> It is recommended that you remove any JSP and JAR files from the
> WC_*instance_name*.ear directory on the Web server. Only static-content
> files should be in the WC_*instance_name*.ear directory on the Web server.

5. Ensure that the path for the WebSphere Application Server plug-in is shown
   correctly in the `httpd.conf` file on the Web server node.

   To check the path, open the `httpd.conf` file in a text editor and search for the
   following:

   ```
   WebSpherePluginConfig
   ```

   This entry should contain the full path to the `plugin-cfg.xml` file on the Web
   server node. If the path is incorrect, change the path, save the `httpd.conf` file,
   and restart the Web server.

6. Stop and restart the Web server.

Part 6. Installation and administration tasks

This sections contains instructions for various tasks you must perform during the installation and administration of WebSphere Commerce.

Chapter 15. WebSphere Commerce tasks

This section provides instructions for WebSphere Commerce tasks you may need to complete while installing and administering WebSphere Commerce.

Starting or stopping a WebSphere Commerce instance

To start or stop a WebSphere Commerce instance, do the following:

1. Ensure that the database management system is started.
2. Ensure that the Web server is started.
3. Start, stop, or restart the application server for the WebSphere Commerce instance you want to start. Instructions for starting and stopping an application server are provided in "Starting or stopping an application server" on page 63.

A WebSphere Commerce instance can also be started and stopped from the Services panel by starting or stopping the following service:

```
IBM WebSphere Application Server V5 - WC_instance_name
```

where *instance_name* is the name of the WebSphere Commerce instance.

Note: The first time you start an instance, it will take a long time to start. This delay results from the caching of information about Java programs. While the delay can be lengthy, it improves the start-up time in subsequent attempts.

Starting or stopping a WebSphere Commerce Payments instance

To start or stop a WebSphere Commerce Payments instance, do the following:

1. Ensure that the database management system is started.
2. Ensure that the Web server is started.
3. Start Configuration Manager. For instructions on starting Configuration Manager, refer to "Starting the Configuration Manager" on page 43.
4. In Configuration Manager, under **WebSphere Commerce**, expand *hostname* ➔ **Payments** ➔ **Instance List**.
5. Right-click the name of the WebSphere Commerce Payments instance you want to start or stop and do one of the following:
   - To start the WebSphere Commerce Payments instance, select **Start Payments Instance** from the pop-up menu. After receiving the Instance started successfully dialog, click **OK** to dismiss the dialog.
   - To stop the WebSphere Commerce Payments instance, select **Stop Payments Instance** from the pop-up menu.

Note: The first time you start an instance, it will take a long time to start. This delay results from the caching of information about Java programs. While the delay can be lengthy, it improves the start-up time in subsequent attempts.

Modifying a WebSphere Commerce or WebSphere Commerce Payments instance

If you want to change any of the configuration settings for your WebSphere Commerce instance, you can do so from the Configuration Manager.

To update a WebSphere Commerce instance using the Configuration Manager, do the following:

1. Ensure the database management system is started.
2. Start Configuration Manager. For instructions on starting Configuration Manager, refer to "Starting the Configuration Manager" on page 43.
3. From the list of instances, select the instance you want to configure and select the node for which you want to alter the settings. Refer to the online help for the Configuration Manager for information about the various fields and panels of Configuration Manager.
4. After you update your instance, click **Apply** to apply your changes.
5. When the changes have been successfully applied, exit the Configuration Manager client. This also terminates the Configuration Manager server.
6. Restart the instance you have modified.

Deleting a WebSphere Commerce instance

To delete a WebSphere Commerce instance, do the following:

1. Ensure that WebSphere Commerce is stopped. For instructions on stopping WebSphere Commerce, refer to "Starting or stopping a WebSphere Commerce instance" on page 59.
2. Backup any critical or customized files found in the following directories:

   ```
   WC_installdir/instances/instance_name
   WAS_installdir/logs/WC_instance_name
   WAS_installdir/installedApps/hostname/WC_instance_name.ear
   ```

   where *instance_name* is the name of the WebSphere Commerce instance you want to delete.
3. Delete the WebSphere Commerce instance from Configuration Manager by doing the following:

   a. Start Configuration Manager. For instructions on starting Configuration Manager, refer to "Starting the Configuration Manager" on page 43.

   b. In Configuration Manager, under **WebSphere Commerce**, expand *hostname* → **Commerce** → **Instance List**.

   c. Right-click the instance you want to delete and select **Delete instance**.

   d. Exit Configuration Manager when the process completes.
4. Drop the WebSphere Commerce database associated with the WebSphere Commerce instance you want to delete.

   If the WebSphere Commerce database associated with the WebSphere Commerce instance you want to delete is a remote database, issue the following command from a DB2 command session:

   ```
   db2 attach to remote_db_node_name
   ```

   To drop the WebSphere Commerce database, issue the following command from a DB2 command window:

   ```
   db2 drop db db_name
   db2 uncatalog db db_name
   ```

where *db_name* is the name of the WebSphere Commerce database.

5. If any of the following directories exist, delete them:

   ```
   WC_installdir/instances/instance_name
   WAS_installdir/logs/WC_instance_name
   ```

   where *instance_name* is the name of the WebSphere Commerce instance you deleted.

6. (Optional) If you plan to later create a new WebSphere Commerce with the same name as the instance you are deleting, delete the following directory if it still exists:

   ```
   WAS_installdir/installedApps/hostname/WC_instance_name.ear
   ```

7. Remove any WebSphere Commerce information from the IBM HTTP Server httpd.conf file by doing the following:

   a. Open httpd.conf in a text editor.

   b. Remove all sections delimited by the following text:

      ```
      # IBM WebSphere Commerce (Do not edit this section) #
      ```

      ```
      # End of IBM WebSphere Commerce (Do not edit this section) #
      ```

      There will be multiple sections in the file delimited by the text.

   c. Save the changes and exit the text editor.

   d. If the IBM HTTP Server node is remote from the WebSphere Commerce node, delete the following directory on the IBM HTTP Server node:

      ```
      WAS_installdir/installedApps/hostname/WC_instance_name.ear
      ```

      where *instance_name* is the name of the WebSphere Commerce instance you are deleting.

   e. Restart the Web server.

8. If you plan to use other WebSphere Application Server application servers after deleting the WebSphere Commerce instance, you must regenerate the WebSphere Application Server plug-in configuration file. For information on regenerating the WebSphere Application Server plug-in configuration file, refer to "Regenerating the WebSphere Application Server Web server plug-in configuration file" on page 64.

Deleting a WebSphere Commerce Payments instance

To delete a WebSphere Commerce Payments instance, do the following:

1. Ensure that WebSphere Commerce Payments is stopped. For instructions, refer to "Starting or stopping a WebSphere Commerce Payments instance" on page 59.

2. Delete the WebSphere Commerce Payments instance from Configuration Manager by doing the following:

   a. Start Configuration Manager. For instructions on starting Configuration Manager, refer to "Starting the Configuration Manager" on page 43.

   b. In Configuration Manager, under **WebSphere Commerce** expand *hostname* → **Payments** → **Instance List**.

   c. Right-click the instance you want to delete and select **Delete Payments Instance**.

   d. Exit Configuration Manager when the process completes.

   This step also deletes the WebSphere Commerce Payments application server.

3. Drop the WebSphere Commerce Payments database associated with the WebSphere Commerce Payments instance you want to delete.

   If the WebSphere Commerce Payments database associated with the WebSphere Commerce Payments instance you want to delete is a remote database, issue the following command from a DB2 command session:

   ```
   db2 attach to remote_db_node_name
   ```

   To drop the WebSphere Commerce Payments database, issue the following command from a DB2 command window:

   ```
   db2 drop db db_name
   db2 uncatalog db db_name
   ```

   where *db_name* is the name of the WebSphere Commerce Payments database.

4. Delete the following directories if they exist:

   ```
   WC_installdir/instances/instance_name
   WC_installdir/payments/instances/instance_name
   WAS_installdir/logs/instance_name_Commerce_Payments_Server
   WAS_installdir/installedApps/hostname/instance_name_Commerce_Payments_App.ear
   ```

   where *instance_name* is the name of the WebSphere Commerce Payments instance you want to delete.

5. Remove any WebSphere Commerce Payments information from the IBM HTTP Server httpd.conf file by doing the following:

   a. Open httpd.conf in a text editor.

   b. Remove all sections delimited by the following text:

   ```
   # IBM WebSphere Payments (Do not edit this section) #
   ```

   ```
   # End of IBM WebSphere Payments (Do not edit this section) #
   ```

   There will be multiple sections in the file delimited by the text.

   c. Save the changes and exit the text editor.

6. If you plan to use other WebSphere Application Server application servers after deleting the WebSphere Commerce Payments instance, you must regenerate the WebSphere Application Server plug-in configuration file. For information on regenerating the WebSphere Application Server plug-in configuration file, refer to "Regenerating the WebSphere Application Server Web server plug-in configuration file" on page 64.

Chapter 16. WebSphere Application Server tasks

This section provides instructions for WebSphere Application Server tasks you may need to complete while installing and administering WebSphere Commerce.

Starting or stopping an application server

To start or stop an application server, do the following:

1. Log on using Windows user ID with Administrator authority.
2. Start a command prompt session.
3. Issue the following command:

   ```
   cd WAS_installdir\bin
   ```

   where *WAS_installdir* is the installation directory for WebSphere Application Server or WebSphere Application Server Network Deployment. Default values for *WAS_installdir* are listed in "Path variables" on page iv.
4. Do one of the following:
   - To start an application server, enter the following command:
     ```
     startServer application_server_name
     ```
   - To stop an application server, enter the following command:
     ```
     stopServer application_server_name
     ```

   where:

   application_server_name

   > is the name of the application server you want to start.

Application server name	Description
WC_*instance_name*	WebSphere Commerce application server
server1	Default WebSphere Application Server application server

   where *instance_name* is the name of the WebSphere Commerce instance.

Starting the WebSphere Application Server Administrative Console

Before starting the WebSphere Application Server Administrative Console, you must start the default WebSphere Application Server application server (server1). For instructions, refer to "Starting or stopping an application server."

Open the WebSphere Application Server Administrative Console by opening a web browser and entering the following URL:

```
http://hostname:port/admin
```

or

```
https://hostname:port/admin
```

where *hostname* is the fully qualified TCP/IP name of the machine running WebSphere Application Server and *port* is the TCP/IP port for the WebSphere Application Server Administrative Console.

The default port for the WebSphere Application Server Administrative Console depends on the protocol specified in the URL. For the http protocol, the default port is 9090. For the https protocol, the default port is 9043.

Regenerating the WebSphere Application Server Web server plug-in configuration file

To regenerate the Web server plug-in, do the following on the WebSphere Commerce node:

1. Stop the Web server according the documentation provided with the Web server.
2. If it is not started, start the default application server — `server1`. Refer to "Starting or stopping an application server" on page 63 for instructions.
3. Open the WebSphere Application Server Administrative Console. For instructions, refer to "Starting the WebSphere Application Server Administrative Console" on page 63.
4. In the Navigation area, expand **Environment** and click **Update Web Server Plugin**.
5. Click **OK** to generate a new `plugin-cfg.xml` file.
6. Exit the WebSphere Application Server Administrative Console.
7. If WebSphere Commerce Payments is on a separate node, repeat all of these steps on the WebSphere Commerce Payments node.

If the Web server node is remote from the WebSphere Commerce node or the WebSphere Commerce Payments node, you will need to do the following:

1. Copy the plug-in from the WebSphere Commerce node to the Web server node.
2. If WebSphere Commerce and WebSphere Commerce Payments are on separate nodes, merge the WebSphere Commerce Payments plug-in with the WebSphere Commerce plug-in.

Chapter 17. Remote Web server tasks

This sections describes tasks that must be performed if you use a Web server running on a different node than WebSphere Commerce.

Copying the plugin-cfg.xml file to Web server

To copy the `plugin-cfg.xml` file to the remote Web server, do the following:

1. Stop the Web server according the documentation provided with the Web server.
2. Copy the following file on the WebSphere Commerce node to the same location on the Web Server node:

   WAS_installdir/config/cells/plugin-cfg.xml

   Default values for *WAS_installdir* are listed in "Path variables" on page iv.

   Important: The `plugin-cfg.xml` file contains directory-specific information. If you do not copy the file to the exact same directory structure on the Web server node, the Web server will not function correctly and WebSphere Commerce will be inaccessible.

3. Ensure that the path for the WebSphere Application Server plug-in is shown correctly in the `httpd.conf` file on the Web server machine. The `httpd.conf` file is in the *HTTP_Server*/conf directory.

   To check the path, open the `httpd.conf` file in a text editor and search for the following:

   `WebSpherePluginConfig`

   This entry should contain the full path to the `plugin-cfg.xml` file on the Web server node. If the path is incorrect, change the path, save the `httpd.conf` file.

4. Start the Web server according to the documentation provided with the Web server.

If you are working on a custom installation with WebSphere Commerce and WebSphere Commerce Payments on separate nodes, continue with "Merging the WebSphere Commerce Payments plugin-cfg.xml file."

Merging the WebSphere Commerce Payments plugin-cfg.xml file

To merge the WebSphere Commerce Payments `plugin-cfg.xml` file with the Web server `plugin-cfg.xml` file , do the following:

1. Stop the Web server according the documentation provided with the Web server.
2. On the Web server node, open the `plugin-cfg.xml` file in a text editor. The full path of the `plugin-cfg.xml` file is the following:

   WAS_installdir/config/cells/plugin-cfg.xml

   Default values for *WAS_installdir* are listed in "Path variables" on page iv.

3. Open the `plugin-cfg.xml` file from the WebSphere Commerce Payments node in a text editor. The full path of the `plugin-cfg.xml` file is the following:

   WAS_installdir/config/cells/plugin-cfg.xml

4. Locate the following text in the WebSphere Commerce Payments plugin-cfg.xml file:

```
<VirtualHostGroup Name="VH_PYM_instance_name">
    <VirtualHost Name="short_host_name:5432"/>
    <VirtualHost Name="short_host_name:5433"/>
    <VirtualHost Name="host_name:5432"/>
    <VirtualHost Name="host_name:5433"/>
</VirtualHostGroup>
```

where the variables defined as follows:

instance_name
> This is the name of the WebSphere Commerce Payments instance.

short_host_name
> This is the short host name of the WebSphere Commerce Payments node.

host_name
> This is the fully qualified host name of the WebSphere Commerce Payments node.

5. Copy this section to the Web server `plugin-cfg.xml` file. Ensure that you insert this section below existing entries of the same type.

6. Locate the following text in the WebSphere Commerce Payments plugin-cfg.xml file:

```
<ServerCluster Name="instance_name_Commerce_Payments_Server_short_host_name_Cluster">
    <Server Name="instance_name_Commerce_Payments_Server">
        <Transport Hostname="IP_address" Port="9081" Protocol="http">
        <Transport Hostname="IP_address" Port="9091"Protocol="http">
    </Server>
    <PrimaryServers>
        <Server Name="instance_name_Commerce_Payments_Server">
    </PrimaryServers>
</ServerCluster>
```

where the variables are defined as follows:

instance_name
> This is the name of the WebSphere Commerce Payments instance.

short_host_name
> This is the short host name of the WebSphere Commerce Payments node.

IP_address
> This is the TCP/IP address of the WebSphere Commerce Payments node.

7. Copy this section to the Web server `plugin-cfg.xml` file. Ensure that you insert this section below existing entries of the same type.

8. Locate the following text in the WebSphere Commerce Payments plugin-cfg.xml file:

```
<UriGroup Name="VH_PYM_instance_name_instance_name_Commerce_Payments_Server_short_host_name_Cluster_URIs">
    <Uri AffinityCookie="JSESSIONID" Name="/webapp/SampleCheckout/*">
    <Uri AffinityCookie="JSESSIONID" Name="/webapp/PaymentManager/*">
</UriGroup>
```

where the variables are defined as follows:

instance_name
> This is the name of the WebSphere Commerce Payments instance.

> *short_host_name*
>> This is the short host name (not fully-qualified) of the WebSphere Commerce Payments machine.

9. Copy this section to the Web server `plugin-cfg.xml` file. Ensure that you insert this section below existing entries of the same type.

10. Locate the following text in the WebSphere Commerce Payments `plugin-cfg.xml` file:

```
<Route ServerCluster="instance_name_Commerce_Payments_Server_short_host_name_Cluster"
    UriGroup="VH_PYM_instance_name_instance_name_Commerce_Payments_Server_short_host_name_Cluster_URIs"
    VirtualHostGroup="VH_PYM_instance_name"/>
```

> where the variables are defined as follows:

> *instance_name*
>> This is the name of the WebSphere Commerce Payments instance.

> *short_host_name*
>> This is the short host name (not fully-qualified) of the WebSphere Commerce Payments machine.

11. Copy this section to the Web server `plugin-cfg.xml` file. Ensure that you insert this section below existing entries of the same type.

12. Save your changes and exit the text editor.

13. Start the Web server according to the documentation provided with the Web server.

Post-Store publishing tasks

> If you are using a remote Web server, you must do the following every time you publish a store in WebSphere Commerce:

> 1. Replace the contents of the `Stores.war` directory on the Web server node with the contents of the `Stores.war` directory on the WebSphere Commerce.

>> The full path to the `Stores.war` directory on both nodes is the following:

>> `WAS_installdir/installedApps/node_name/WC_instance_name.ear/Stores.war`

>> where the variables are defined as follows:

>> *WAS_installdir*
>>> Default values for *WAS_installdir* are listed in "Path variables" on page iv.

>> *node_name*
>>> This is the short host name of the WebSphere Commerce node.

>> *instance_name*
>>> This is the name of the WebSphere Commerce instance.

>> The `WC_instance_name.ear` directory should have been copied to the Web server node after the creation of the WebSphere Commerce instance.

Chapter 18. Setting and changing passwords

Most components in WebSphere Commerce use user IDs and passwords that are validated by the operating system. For information on changing those passwords, refer to you operating system documentation. This chapter covers how to set and change passwords for WebSphere Commerce components that do not validate user IDs and passwords through the operating system.

Changing your Configuration Manager password

You can change the Configuration Manager password when you launch the Configuration Manager by clicking **Modify** in the window where you enter your user ID and password.

Alternately, to change the Configuration Manager user ID or password issue the following commands in a command window:

WC_installdir/bin/config_env

```
java com.ibm.commerce.config.server.PasswordChecker -action action type
   -pwfile password_file -userid user_ID
   -password password [-newpassword new_password]
```

where the parameters are as follows:

action type
     Valid actions types are Add, Check, Delete or Modify

password_file
     The path to the file where the file will be stored. The default path is *WC_installdir*/bin.

user_ID
     This is this user ID for which you want to add, create, delete, or modify the password.

password
     This is password that you want to add, create, delete, or modify.

new_password
     This parameter is only require if you specify Modify as the action type.

     This is the new password to assign to the user ID.

Changing the WebSphere Commerce Site Administrator password

You can change your password using the WebSphere Commerce Administration Console.

To change your password using WebSphere Commerce Administration Console, do the following:
1. Start the WebSphere Commerce Administration Console.
2. Log on with the Site Administrator ID and password created when the WebSphere Commerce instance was created.
3. Select the **Change password** check box and click **Log On**. The Change Password page displays.

4. In the **Old Password** field, type your current Administration Console logon password. This field accepts up to 128 alphanumeric characters.
5. In the **New Password** field, type a new logon password. This field accepts up to 128 alphanumeric characters.
6. In the **New password confirmation** field, re-type the password.
7. Click **Change** to save the new password. The Select Store and Language page displays.
8. Exit the WebSphere Commerce Administration Console.

Resetting the Site Administrator password

If you forget the Site Administrator password and want to reset the password, do the following:

1. Start a command prompt session.
2. Issue the following command:

   WC_installdir/bin/wcs_password *password SALT merchant_key*

   where the variables are defined as follows:

   password
   > The new password that you want to assign to the Site Administrator ID.

   SALT This is any random 12–digit random that you want to use. This number seeds the encryption of the password.

   > Record this number as you must update the WebSphere Commerce database USERREG table entry for the Site Administrator with this number later.

   merchant key
   > This is the merchant key defined when the WebSphere Commerce instance was created. The merchant key also seeds the encryption of the password.

   The following is an example of the output from the command:

   ```
   IBM*
    Licensed Materials - Property of IBM
    5697-A16
    (C) Copyrights by IBM and by other(s) 1978, 1997. All Rights Reserved.
    * Trademark of International Business Machines Corp.
    === WCS Encrypted Password ===
    ASCII Format: pArp97jT4NOXN6MyWswTQpwaPbIFsEWQGwfeuO8yIyM=
    Hex Format: 7041727039376a54344e4f584e364d79577377545170776d
   ```

   Record the ASCII format value of the encrypted password.
3. Connect to the WebSphere Commerce database.

   Depending on the database management system being used for WebSphere Commerce, issue one of the commands below:

   db2 connect to *db_name* user *user_name* using *password*

   where the variables are defined as follows:

   db_name
   > The name of your WebSphere Commerce database.

user_name
>> The DB2 database user ID for the WebSphere Commerce database.

password
>> The password associated with the DB2 database user ID.

4. Update the SALT and LOGONPASSWORD columns in the USERREG table for the Site Administrator ID by issuing the following commands:

```
db2 "update USERREG set LOGONPASSWORD='ASCII_encrypted_string'
 where LOGONID='site_admin_id'"
db2 "update USERREG set SALT='SALT' where LOGONID='site_admin_id'"
```

where the variable are defined as follows:

ASCII_encrypted_string
>> This is the ASCII format value obtained from the `wcs_password` command.

SALT This is the random 12–digit number you used to seed the `wcs_password` command.

site_admin_id
>> This is the Site Administrator ID for which you are resetting the password.

Recovering the Site Administrator ID

If you forget the Site Administrator ID defined when the WebSphere Commerce instance was created and you have no other IDs authorized as Site Administrators, you can recover the Site Administrator ID by doing the following:

1. Depending on the database management system being used for WebSphere Commerce, issue the commands below:

```
db2 connect to db_name user user_name using password
db2 select LOGONID from USERREG where USERS_ID=-1000
```

where the variables are defined as follows:

db_name
>> The name of your WebSphere Commerce database.

user_name
>> The DB2 database user ID for the WebSphere Commerce database.

password
>> The password associated with the DB2 database user ID.

These commands should return the Site Administrator ID.

Chapter 19. Administrative Tasks

This chapter contains a variety of tasks that an administrative user may have to perform during the installation and maintenance of WebSphere Commerce.

Other command line configuration tasks

Through the command line you can:

- Update an instance:

  ```
  config_client -startCmdLineConfig updateInstance <xml_file>
  ```

- Delete an instance:

  ```
  config_client -startCmdLineConfig deleteInstance <instance_name>
  ```

- List existing instances:

  ```
  config_client -startCmdLineConfig getInstances
  ```

- Find information about an instance:

  ```
  config_client -startCmdLineConfig getInstanceInfo <instance_name>
  ```

- Print configuration information for an instance to a file:

  ```
  config_client -startCmdLineConfig getInstanceConfig
      instance_name print_to_file_name
  ```

Cataloging a Remote DB2 Universal Database Database

Enable the database client/server connection and catalog the node and the database on the client by entering the following commands on a DB2 command window from the database client machine:

```
db2 catalog tcpip node node_name remote host_name server port_number
db2 catalog db db_name at node node_name
```

The variable information in the commands is defined as follows:

node_name
> A unique name of your choice that DB2 will use to identify the TCP/IP node. To ensure that your name is unique, you can enter the following command in a DB2 command window:
>
> ```
> db2 list node directory
> ```
>
> and look for the name in the response. If the name is *not* listed, you can use it as your node name.

host_name
> The fully qualified host name of the machine on which the WebSphere Commerce database resides.

port_number
> The port number that identifies the TCP/IP connection. To determine the port number, do the following from the database server machine:
>
> 1. On a DB2 command window on the machine running your database, enter the following command:
>
>    ```
>    db2 get dbm cfg
>    ```
>
>   and note the value of SVCENAME (which is also identified by the text TCP/IP Service Name).

2. On the machine running your database, open the file
   drive:\winnt\system32\drivers\etc\services and look for the line
   that begins with the name you noted in the previous step. The port
   number appears in the second column of the same line (with the string
   /tcp appended to it). The default port number for DB2 Universal
   Database is 50000.

db_name

The name of the remote database.

The name of the default WebSphere Commerce database is Mall.

The name of the default WebSphere Commerce Payments database is wpm.

Chapter 20. User IDs required when administering WebSphere Commerce

Administration in the WebSphere Commerce environment requires a variety of user IDs. These user IDs along with their requisite authorities are described in the list below. For the WebSphere Commerce user IDs, the default passwords are identified.

Windows User ID

Refer to "User IDs required to complete the installation wizard" on page 30 for a description of this ID.

> If you need to create a user ID fitting the above criteria, you can find information on creating a Windows user ID in the Windows online help.

Configuration Manager user ID

The Configuration Manager tool's graphical interface allows you to modify the way WebSphere Commerce is configured. The default Configuration Manager user ID and password are `webadmin` and `webibm`.

You can access Configuration Manager from your WebSphere Commerce machine, or any machine on the same network as WebSphere Commerce which supports a graphical user interface, and has the Configuration Manager client installed.

If you apply any WebSphere Commerce fix packs in the future, ensure that both the WebSphere Commerce Configuration Manager server and client machines are at the same fix pack level.

WebSphere Commerce Site Administrator

The Site Administrator user ID and password apply to the following WebSphere Commerce tools:

WebSphere Commerce Accelerator

To access the WebSphere Commerce Accelerator from a machine running a Windows operating system, open your Internet Explorer Web browser, and type the following URL:

`https://host_name:8000/accelerator`

You can also access WebSphere Commerce Accelerator by selecting **Start > Programs > IBM WebSphere Commerce > WebSphere Commerce Accelerator**

WebSphere Commerce Administration Console

To access the WebSphere Commerce Administration Console from a machine running a Windows operating system, open your Internet Explorer Web browser, and type the following URL:

`https://host_name:8002/adminconsole`

You can also access WebSphere Commerce Administration Console by selecting **Start > Programs > IBM WebSphere Commerce > Administration Console**

WebSphere Commerce Organization Administration Console

To access the WebSphere Commerce Organization Administration

Console from a machine running a Windows operating system, open your Internet Explorer Web browser, and type the following URL:

```
https://host_name:8004/orgadminconsole
```

You can also access WebSphere Commerce Organization Administration Console by selecting **Start > Programs > IBM WebSphere Commerce > Organization Administration Console**

The initial Site Administrator user ID and password are specified during the creation of a WebSphere Commerce instance. WebSphere Commerce requires that the Site Administrator password adhere to the following rules:

- The password must be at least 8 characters in length.
- The password must include at least 1 numeric digit.
- The password does not contain more than 4 occurrences of the same character.
- The password does not repeat the same character more than 3 times.

Part 7. Appendixes

Appendix A. Known problems and limitations

This section covers known problems and limitations with WebSphere Commerce. Refer to the README file for any late-breaking problems or limitations.

Additional troubleshooting information can be gathered by turning on the trace feature for WebSphere Commerce in WebSphere Application Server. For more information on the trace feature, refer to *WebSphere Commerce Administration Guide*.

Installation problems and limitations

Free space message does not change when installing in console mode

If you change the installation directory when running the installation wizard in console mode, the message displaying the free space available in the directory is not updated to reflect the free space in the selected location.

If there is not enough free space to install the product in the new location, you will receive an error when you click **Next**.

Web server problems and limitations

Secure (HTTPS) URLs do not work

If any of the secure URLs for WebSphere Commerce do not work, the SSL certificate for the Web server may be missing or expired.

Refer to the Web server documentation for information on installing or updating the SSL certificate.

WebSphere Commerce instance problems and limitations

Configuration Manager does not accept mapped network drive

When the Configuration Manager server is started from the Services panel, it may not accept the mapped network drive location of a Web server. If this occurs, do the following:

1. Exit Configuration Manager and ensure that the Configuration Manager server service is stopped.
2. Start the Configuration Manager from a command prompt session by issuing the following command:

   WC_installdir/bin/configServer
3. Start the Configuration Manager client by selecting **Start → IBM WebSphere Commerce → Configuration**.

Creating a WebSphere Commerce instance with a default language other than the WebSphere Commerce installation language

During WebSphere Commerce installation, the language selected for the installation wizard sets the default language used when creating a WebSphere Commerce instance. The creation of an instance with a default language other than the installation language will create an instance populated with data that is invalid for the chosen language.

When creating an instance with a default language other than the installation language, do the following:

1. Open a text editor to edit the following files:

   WC_installdir/schema/wcs.schema.ws_ml_db2.input
   WC_installdir/schema/wcs.schema2.ws_ml_db2.input

   Default values for *WC_installdir* are listed in "Path variables" on page iv.

2. Replace all occurrences of the locale code for the installation language with the locale code for the new default instance language. Locale codes used by WebSphere Commerce are listed in "Valid locale codes for instance creation."

3. Save your changes and exit the text editor.

4. Create a new WebSphere Commerce instance ensuring you specify the new default language. Instructions for creating a WebSphere Commerce instance are provided in Part 4, "Creating a WebSphere Commerce and a WebSphere Commerce Payments instance," on page 41.

Valid locale codes for instance creation
The following are the valid locale codes to use when updating the instance creation files:

Language	Locale Code
German	de_DE
English	en_US
Spanish	es_ES
French	fr_FR
Italian	it_IT
Japanese	ja_JP
Korean	ko_KR
Brazilian Portuguese	pt_BR
Simplified Chinese	zh_CN
Traditional Chinese	zh_TW

Instance creation wizard fails when selecting Remote Configuration in the Web Server panel

If you receive a Java exception message when clicking **Next** after entering the remote Web server information, do the following:

1. Exit Configuration Manager and ensure that the Configuration Manager server service is stopped.

2. Ensure the FTP service is installed on the Web server node and that the FTP service is running.
3. Start Configuration Manager and create the WebSphere Commerce instance.

Internal Server Error received when accessing the WebSphere Commerce tools

If you start WebSphere Commerce from the Windows Services panel, you may receive **Internal Server Error** when accessing the WebSphere Commerce tools (Administration Console, Organization Administration Console, Accelerator).

This error will occur if you start the WebSphere Commerce tools immediately after starting WebSphere Commerce from the Services panel. There is a delay between when the Services panel indicates that WebSphere Commerce is started and when WebSphere Commerce is fully initialized and ready to receive requests.

Before accessing the WebSphere Commerce tools, check the following log file to ensure that WebSphere Commerce is started file:

WAS_installdir/logs/WC_*instance_name*/startServer.log

where the variables are defined as follows:

WAS_installdir
      Default values for *WAS_installdir* are listed in "Path variables" on page iv.

instance_name
      This is the name of the WebSphere Commerce instance.

If you receive **Internal Server Error**, do the following:
1. Exit any Web browsers with which you are accessing the WebSphere Commerce tools.
2. Check the `startServer.log` file and ensure that WebSphere Commerce is started.
3. Restart the Web server.

After restarting the Web server, you should be able to access the WebSphere Commerce tools successfully.

Viewing port conflicts in the log

Attempting to start your WebSphere Commerce instance may result in the following message:

```
EJB6121: Application server did not start
```

Check the `SystemOut.log` file found in the following directory:

WAS_installdir/logs/WC_*instance_name*

where *instance_name* is the name of the WebSphere Commerce instance that failed to start.

The `SystemOut.log` may indicate a port that is already in use. The message will be similar to:

```
SRVE0146E: Failed to Start Transport on host, port xxxx.
```

The likely cause of this message is that the port is already in use. Please ensure that no other applications are using this port and restart the server.

WebSphere Commerce Payments instance problems and limitations

Remote WebSphere Commerce Payments instance does not work

If a remote WebSphere Commerce Payments instance does not work, the WebSphere Commerce Payments instance may be configured incorrectly.

To check the configuration of WebSphere Commerce Payments, do the following:

1. On the WebSphere Commerce node, open the following file in a text editor:

   WC_installdir/instances/*WC_instance_name*/xml/
      WC_instance_name.xml

   where *WC_instance_name* is the name of the WebSphere Commerce instance.

   Default values for *WC_installdir* are listed in "Path variables" on page iv.

2. Search for the following text:

   `<PaymentManager`

3. Ensure that the `Hostname` entry under the found text points to the Web server node used by WebSphere Commerce Payments.

   The entry should contain the fully qualified host name of the Web server node.

4. Save any changes and exit the text editor.

5. On the WebSphere Commerce Payments node, open the following file in a text editor:

   WC_installdir/instances/*Payments_instance_name*/xml/
      Payments_instance_name.xml

   where *payments_instance_name* is the name of the WebSphere Commerce Payments instance.

   Default values for *WC_installdir* are listed in "Path variables" on page iv.

6. Search for the following text:

   `<PMWCSRealm`

7. Ensure that the `Hostname` entry under the found text points to the Web server node used by WebSphere Commerce.

   The entry should contain the fully qualified host name of the Web server node.

8. Save any changes and exit the text editor.

9. Restart WebSphere Commerce and WebSphere Commerce Payments. For instructions, refer to Chapter 15, "WebSphere Commerce tasks," on page 59.

WebSphere Commerce Payments instance does not start

The WebSphere Commerce Payments instance will not start if WebSphere Application Server is configured to use a port other than port 9090.

To confirm that this the cause of the problem, do the following:

1. Open the following in a text editor:

   WAS_installdir/logs/*payments_instance_name*_Commerce_Payments_Server/
      SystemOut.log

   where *payments_instance_name* is the name of the WebSphere Commerce Payments instance.

Default values for *WAS_installdir* are listed in "Path variables" on page iv.

2. Search the file for the following message:

   `SRVE0146E: Failed to Start Transport on host *, port 9090.`

   If you have this error message, change the WebSphere Commerce Payments port. For instructions, refer to "Changing WebSphere Commerce Payments ports."

   If you do not have this error message, contact your IBM support representative.

Changing WebSphere Commerce Payments ports

To change WebSphere Commerce Payments ports, do the following:

1. Start WebSphere Commerce Configuration Manager. For instructions, refer to "Starting the Configuration Manager" on page 43.

2. Under **WebSphere Commerce**, expand your *hostname*.

3. Expand **Payments → Instance List →** *payments_instance_name* **→ Instance Properties**.

4. Click on the **Webserver** tab.

5. Update the desired ports.

6. Click **Apply** to apply your changes.

Note: All Payments ports should be changed through the Configuration Manager, as stated in Chapter 11, "Before you create or modify an instance with Configuration Manager," on page 43 and not through the WebSphere Application Server Administration Console. This ensures that all properties and files are updated with the same information.

Appendix B. Uninstalling WebSphere Commerce components

WebSphere Commerce components must be uninstalled in the reverse order from which they were installed. Uninstall WebSphere Commerce components in the following order:

1. WebSphere Commerce, WebSphere Commerce Payments, and the WebSphere Commerce Configuration Manager server and client

   These components should be removed from all nodes on which they are installed before uninstalling any other components.

2. WebSphere Application Server

3. Web server

4. Database

Uninstalling WebSphere Commerce, WebSphere Commerce Payments, or the WebSphere Commerce Configuration Manager client

To uninstall WebSphere Commerce, WebSphere Commerce Payments, or the WebSphere Commerce Configuration Manager client from a node, do the following:

1. Stop WebSphere Commerce as described in "Starting or stopping a WebSphere Commerce instance" on page 59.

2. Stop WebSphere Commerce Payments as described in "Starting or stopping a WebSphere Commerce Payments instance" on page 59.

3. Delete any WebSphere Commerce instances following the instructions provided in "Deleting a WebSphere Commerce instance" on page 60.

4. Delete any WebSphere Commerce Payments instances following the instructions provided in "Deleting a WebSphere Commerce Payments instance" on page 61.

5. Ensure the `IBM WC Configuration Manager` service is stopped by checking the Windows services panel.

6. If you have created or customized any files in the *WC_installdir* directory or its subdirectories, and you wish to retain them, back them up to a directory that is not used by any WebSphere Commerce component.

   Default values for *WC_installdir* are listed in "Path variables" on page iv.

7. Start the uninstallation wizard by starting a command prompt session and issuing the following command:

   ```
   WC_installdir\_uninst\uninstall
   ```

   For a distributed installation of WebSphere Commerce, run the uninstallation wizard on the WebSphere Commerce node, the WebSphere Commerce Payments node, and the WebSphere Commerce Configuration Manager client node.

8. Complete the uninstallation wizard by following the prompts.

   Wait for the uninstallation wizard to complete before continuing.

9. If the *WC_installdir* directory still exists on the node, remove it.

   Default values for *WC_installdir* are listed in "Path variables" on page iv.

Repeat the instructions on each node where you have WebSphere Commerce, WebSphere Commerce Payments, or the WebSphere Commerce Configuration Manager client installed.

Uninstalling WebSphere Application Server

For information on uninstalling WebSphere Application Server, refer to *IBM WebSphere Application Server Version 5 Getting Started*. This publication is available through the WebSphere Application Server library:

`http://www.ibm.com/software/webservers/appserv/was/library/`

Uninstalling IBM HTTP Server

If IBM HTTP Server is installed on the same node as WebSphere Application Server, IBM HTTP Server will be uninstalled automatically when you uninstall WebSphere Application Server.

For information on uninstalling IBM HTTP Server, refer to the IBM HTTP Server V1.3.26 powered by Apache Installation file available through the following URL:

`http://www.ibm.com/software/webservers/httpservers/library.html`

Uninstalling DB2 Universal Database

For information on uninstalling DB2 Universal Database, refer to *IBM DB2 Universal Database Quick Beginnings for DB2 Universal Database Express Edition*. This publication is available through the DB2 Universal Database library:

`http://www.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/v8pubs.d2w/en_main`

Appendix C. Where to find more information

More information about the WebSphere Commerce system and its components is available from a variety of sources in different formats. The following sections indicate what information is available and how to access it.

WebSphere Commerce information

The following are the sources of WebSphere Commerce information:
* WebSphere Commerce online help
* WebSphere Commerce technical library

WebSphere Commerce online help

The WebSphere Commerce online information is your primary source of information for customizing, administering, and reconfiguring WebSphere Commerce. After you have installed WebSphere Commerce, you can access topics in the online information by visiting the following URL:

```
https://host_name:8000/wchelp/
```

where *host_name* is the fully qualified TCP/IP host name of the machine on which WebSphere Commerce is installed.

WebSphere Commerce technical library

The WebSphere Commerce technical library is available at the following URL:

```
http://www.ibm.com/software/commerce/library/
```

A copy of this book, and any updated versions of this book, are available as PDF files from the Library section of the WebSphere Commerce Web site. In addition, new and updated documentation may also be available from the WebSphere Commerce technical library Web site.

WebSphere Commerce Payments information

Help for WebSphere Commerce Payments is available by clicking the following help icon:

This help icon displays on the WebSphere Commerce Payments user interface within the WebSphere Commerce Administration Console and WebSphere Commerce Accelerator and in the standalone WebSphere Commerce Payments user interface at the following URL:

```
http://host_name:http_port/webapp/PaymentManager
```

or

```
https://host_name:ssl_port/webapp/PaymentManager
```

Where the variables are defined as follows:

host_name

The fully qualified TCP/IP host name of the Web server associated with WebSphere Commerce Payments.

http_port

The HTTP port used by WebSphere Commerce Payments. The default HTTP port is 5432.

ssl_port

The SSL port used by WebSphere Commerce Payments. The default SSL port is 5433.

If WebSphere Commerce Payments is SSL-enabled, you can use either URL. If IWebSphere Commerce Payments is not SSL-enabled, you can only use the non-secure URL (http).

Help is also available at the following URL:

`http://`*`host_name`*`:`*`http_port`*`/webapp/PaymentManager/`*`language`*`/docenter.html`

or

`https://`*`host_name`*`:`*`ssl_port`*`/webapp/PaymentManager/`*`language`*`/docenter.html`

Where the variables are defined as follows:

host_name

The fully qualified TCP/IP host name of the Web server associated with WebSphere Commerce Payments.

http_port

The HTTP port used by WebSphere Commerce Payments. The default HTTP port is 5432.

ssl_port

The SSL port used by WebSphere Commerce Payments. The default SSL port is 5433.

language

A language code for the language in which the help page will be displayed. It is two letters for most languages. The language codes are as follows:

Language	Code
German	de
English	en
Spanish	es
French	fr
Italian	it
Japanese	ja
Korean	ko
Brazilian Portuguese	pt
Simplified Chinese	zh
Traditional Chinese	zh_TW

More information about WebSphere Commerce Payments and the Payments Cassettes is available at the WebSphere Commerce Technical Library:

http://www.ibm.com/software/commerce/library/

IBM HTTP Server information

IBM HTTP Server information is available at the IBM HTTP Server Web site:

http://www.ibm.com/software/webservers/httpservers/

The documents are in HTML format, PDF files, or both.

WebSphere Application Server information

WebSphere Application Server information is available at the WebSphere Application Server InfoCenter:

http://www.ibm.com/software/webservers/appserv/infocenter.html

DB2 Universal Database information

DB2 information is available on your system after you install DB2. To access the DB2 Information Center, select **Start → Programs → IBM DB2 → Information → Information Center**.

Additional DB2 information is available at the DB2 Technical Library:

http://www.ibm.com/software/data/db2/library/

Other IBM publications

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