



Installation Guide

Note:

Before using this information and the product it supports, be sure to read the general information under “Notices” on page 43.

Edition Notice

This edition of this book applies to version 5.6 of the following editions of WebSphere Commerce and to all subsequent releases and modifications until otherwise indicated in new editions:

- IBM WebSphere Commerce Business Edition (5724-i38)
- IBM WebSphere Commerce Professional Edition (5724-i40)
- IBM WebSphere Commerce - Express (5724-i36)

Make sure you are using the correct edition for the level of the product.

Order publications through your IBM representative or the IBM branch office serving your locality.

IBM welcomes your comments. You can send your comments by using the online IBM WebSphere Commerce documentation feedback form, available at the following URL: <http://www.ibm.com/software/webservers/commerce/rcf.html>

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

© Copyright International Business Machines Corporation 1996, 2006. All rights reserved.

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

Contents

Preface	v	WebSphere Commerce on OS/400 and i5/OS with a remote staging server database	31
About this book	v	Precompiling JSPs on OS/400 or i5/OS	31
Update History	v	Updating the WebSphere Commerce Help files	31
Conventions used in this book	v	Updating the WebSphere Commerce documentation	31
Terminology used in this book	vi	Upgrading Taxware Sales and Use Tax Solution to 3.5.2 or higher	32
Path variables.	vi		
Chapter 1. Product editions	1	Chapter 5. Uninstalling the fix pack	33
WebSphere Commerce editions supported by this fix pack	1	Before removing the fix pack	33
		Before you uninstall	33
Chapter 2. New and changed.	3	Silent uninstall	33
WebSphere Commerce Updates	3	Removing the fix pack from WebSphere Commerce.	33
		Removing the fix pack from existing WebSphere Commerce and Payments instances	34
Chapter 3. Prerequisites	13	Graphical user interface uninstall	35
Master Technote	13	Removing the fix pack from WebSphere Commerce.	35
WebSphere Application Server prerequisites	13	Removing the fix pack from existing WebSphere Commerce and Payments instances	36
Encoded JSP parameter needs to be parsed.	13		
iSeries prerequisites	13	Chapter 6. Troubleshooting	37
Linux prerequisites	13	Exceptions occur when using massload with an Oracle database	37
WebSphere Commerce – Express prerequisites.	14	Compiler synchronization needed when using largebranch	37
Remote DB2/390 Version 8 prerequisites.	14	Solution to "Internal Server Error" with CacheMonitor	38
Solution for failure to execute DELETE SQL statement in staging DB	14	Solution to "code too large" error compiling JSP	38
		Error running acpload.cmd - The input line is too long.	38
Chapter 4. Installing the fix pack	15	Error updating EJB isolation levels	38
Before applying the fix pack.	15	Problems with WebSphere Commerce Payments after migration	39
Multinode environments	15	Store pages do not display completely; parts of pages are missing	39
Installing new components	17	WebSphere Commerce Payments instance creation fails to create an entry in the Digital Certificate Manager	39
Exporting instances.	17	Troubleshooting for Linux	40
Preinstallation	17	Problem installing WebSphere Application Server Version 5.0.2 Cumulative Fix 3 on Red Hat Enterprise Linux AS or ES, Version 3.0 for Linux on Intel based systems.	40
Silent install	18	Database users do not have authority to perform operations on objects when using remote DB2/390 Version 8 server.	41
Applying the fix pack to WebSphere Commerce	18	Failure to execute DELETE SQL statement in staging DB when using a remote DB2/390 Version 8 server	41
Applying the fix pack to existing WebSphere Commerce and Payments instances	19	Deadlocks when purchasing orders with many users in a B2B store.	41
Graphical user interface install	22		
Applying the fix pack to WebSphere Commerce	23		
Applying the fix pack to existing WebSphere Commerce and Payments instances	23		
Post installation steps	25		
Advisory	25		
Restore file permissions	25		
Updating Channel Manager access control policies	26		
Running the fixDeploy tool	27		
Implementing changes for WebSphere Commerce Performance Monitor	28		
Implementing changes for WebSphere Commerce Accelerator	28		
Updating the triggers in the staging server's database	29		
Creating 64-bit stored procedures on a remote DB2 database.	29		

Notices 43

Trademarks 44

Preface

About this book

This document describes the steps required to apply the IBM® WebSphere® Commerce 5.6.0.6 fix pack to version 5.6 of the following editions of WebSphere Commerce:

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

The WebSphere Commerce 5.6.0.6 fix pack can be applied to the base level (5.6.0.0) and existing fix pack levels (5.6.0.1, 5.6.0.2, 5.6.0.3, 5.6.0.4, and 5.6.0.5).

Update History

This section provides an outline of the history of changes to this book:


Edition	Date	Updates
First edition	April 2006	• Original publication of this document

Conventions used in this book

This book uses the following highlighting conventions:


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

 indicates information specific to WebSphere Commerce Business Edition

 indicates information specific to WebSphere Commerce Professional Edition.

 indicates information specific to WebSphere Commerce – Express Edition.

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

 indicates information that is specific to WebSphere Commerce for Linux™ for iSeries™, WebSphere Commerce for Linux for pSeries®, WebSphere Commerce for Linux for xSeries®, and WebSphere Commerce for Linux for zSeries® and S/390®.

 indicates information that is specific to WebSphere Commerce for OS/400® or i5/OS™ for iSeries.

▶ 390 indicates information that is specific to OS/390®.

▶ Solaris indicates information that is specific to WebSphere Commerce for the Solaris Operating System.

▶ Windows indicates information that is specific to WebSphere Commerce for Windows® 2000 and Windows 2003.

▶ z/OS indicates information that is specific to z/OS®.

Terminology used in this book

cell_name

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

host_name

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

instance_name

The name of a previously created WebSphere Commerce instance.

pay_instance_name

The name of a previously created WebSphere Commerce payments instance.

fp_installdir

The temporary directory where the fix pack has been extracted.

WAS_instance_name

This variable represents the name of the WebSphere Application Server instance under which you create your WebSphere Commerce instance. This variable applies to OS/400 and i5/OS only.

Path variables

HttpServer_installdir

The installation path for the IBM HTTP Server. The default installation directory is:

▶ AIX /usr/IBMHttpServer

▶ Solaris ▶ Linux /opt/IBMHttpServer

▶ Windows C:\Program Files\WebSphere\IBMHttpServer

WAS_installdir

The installation path for WebSphere Application Server version 5 or version 5.1. The default installation directory is:

▶ AIX /usr/WebSphere/AppServer

▶ iSeries /QIBM/ProdData/WebAS5/Base

▶ Solaris ▶ Linux /opt/WebSphere/AppServer

▶ Windows C:\Program Files\WebSphere\AppServer

WAS_userdir

The directory for all the data that is used by WebSphere Application Server that can be modified or needs to be configured by the user:

 /QIBM/UserData/WebAS5/Base/WAS_instance_name

WC_installdir

The installation path for WebSphere Commerce. The default installation directory is:

 /usr/WebSphere/CommerceServer56

 /QIBM/ProdData/CommerceServer56

  /opt/WebSphere/CommerceServer56

 C:\Program Files\WebSphere\CommerceServer56




WC_userdir

The directory for all the data that is used by WebSphere Commerce which can be modified or needs to be configured by the user:

 /QIBM/UserData/CommerceServer56

Instance_dir

The path for your WebSphere Commerce instance. The default installation directory is:



   WAS_installdir/installedApps/cell_name/
WC_instance_name.ear

 WAS_userdir/installedApps/cell_name/WC_instance_name.ear

 WAS_installdir\installedApps\cell_name\WC_instance_name.ear

Pay_instance_dir

The path for your WebSphere Commerce Payments instance. The default installation directory is:

   WAS_installdir/installedApps/cell_name/
pay_instance_name_Commerce_Payments_App.ear

 WAS_userdir/installedApps/cell_name/
pay_instance_name_Commerce_Payments_App.ear

 WAS_installdir\installedApps\cell_name\
pay_instance_name_Commerce_Payments_App.ear

Chapter 1. Product editions

WebSphere Commerce editions supported by this fix pack

This fix pack supports WebSphere Commerce Version 5.6 on the following operating systems:

- AIX
- i5/OS
- Linux for iSeries
- Linux for pSeries
- Linux for xSeries
- Linux for zSeries
- Solaris
- Windows 2000 and Windows 2003

This fix pack supports WebSphere Commerce — Express Version 5.6 on the following operating systems:

- OS/400
- i5/OS
- Linux for xSeries
- Windows 2000 and Windows 2003

For the specific requirements on each of the supported operating systems, refer to "Prerequisite software" in the *IBM WebSphere Commerce Version 5.6 Installation Guide* or *IBM WebSphere Commerce — Express Version 5.6 Installation Guide*.

Chapter 2. New and changed

WebSphere Commerce Updates

WebSphere Commerce fix packs include all fixes included in the previous fix pack. This fix pack contains the additional new interim fixes (APARs) listed below:

Interim fix #	Description
IY61404	Add extra debug statements to classes
IY67821	Recycling Fee addition to TIK
IY69062	Provide recycling fee functionality to the tax integration kit.
IY74361	Product Set publish fails with 400+ categories
IY76176	SQL performance
IY76505	Massload completion
IY76507	Organization* SQL Slow Performance
IY76589	Subtotal is \$0 when using Ad Copy (add to shopping cart)
IY76834	fix access intents for product.getChildCatalogEntries().
IY76834	Fixdeploy update
IY76886	WCAccelerator hangs searching by a catgroup name
IY77045	Select statements used by dynacache invalidation to be modified
IY77725	Filter behavior when refer to deleted category
IY77789	Inclusion tc with Filter tc
IY77798	OrderItemMove calls MiscCmdLockItemSpecs when ATP is not enable
IY78613	Modify Search Code to use the correct Standard Price definition
IY79531	DynaCacheInvalidationCmd to store marker in DB
IY79680	Free Gift set as Nonbuyable creates NullPointer and Generic Err
IY79778	DC_langId differs to langId req param
IY79778	Payment manager cannot logon in.
IY79858	Profile Type incorrectly set to 'C' when logging in via LDAP
IY79886	Error in the Accelerator when finding a product not in the catalog filter
IY80068	add flush() in the sendToTrashCan() method
IY80223	JMSReplyTo was not set for SendTransactedMsg
IY80486	Poor performing SQL causes stage copy process to hang
IY80583	Cannot add product to a category if it belongs to many catalogs
IY80849	Cannot add product with vertical lines to campaign using Browse
IY81200	Massloader fails when large CLOB is loaded with Oracle Thin driver
IY82039	Add a configurable rounding system into promotion engine.
JR22108	CSA order item discount is not calculated properly in some case
JR22330	When cookie acceptance test is enabled through the Config Manager
JR22412	Catalog filter base contract adjustment
JR22418	Marketing Initiative not working properly with Customer Profile
JR22442	Long catentry_id gets truncated in Accelerator.

JR22511	Product Name/Description showing -9999 in WCA reports
JR22514	Improve interface for contract selection
JR22536	Password Required for startup cannot be cleared in Config Manager
JR22573	ProcessBackorders messes up order information in ORDPAYINFO
JR22574	MassExtract utility extracts passwords incorrectly from Oracle.
JR22594	SupplierHub reset password fails if no challengeAnswer given
JR22701	Do not store contract XML in the database for buyer contracts
JR22762	In com.ibm.commerce.order.commands.OrderProcessCmdImpl.reverse
JR22786	getParentProductDataBean() method in ItemDataBean does not work
JR22868	resultOrder of ESPOT_RESULT_ORDER_ORIGINAL not functioning
JR22882	Can add an item to the cart if no inventory, and backorderable='N'
JR22892	Change Tax page of Accelerator does not load
JR22893	Lowest Contracted Price incorrect.
JR22920	Non-US # format in Accelerator causes error in Edit of Orders
JR22942	Original store promo not work if segment is from related store
JR22988	Dialog boxes in Accelerator (WC Tools) are empty
JR23005	fixDeploy not able to execute when there are spaces in the path
JR23139	TAXAUDIT file record gets written before Payment approval
JR23139	TAXAUDIT file record gets written before Payment approval
JR23150	Resolve sku method is not returning the correct sku for the product
JR23155	Wrong sets of master prices lists are returned
JR23203	The ConsumerDirect store automatically changed from ATP store to non-ATP store
JR23232	New method to get actual name from language and country abbrev.
JR23243	Freeshipping promotion fails w/t multiskufilter with only 1 sku
LI70597	Taxware enhancement on getting Tax Rate
LI70827	Correct PM_UPDATE_ERROR
LI70916	notifyOrderSubmitted e-mail not sent when using DoPaymentSimple
LI70922	CodeDrivenAgendaBuilder for promotions
LI70934	Product desc field length does not comply with TF standard
LI70965	Deadlock on store creation org/pay mgr
LI70967	Add ability to disable database call to SUBORDERS table
LI71031	Deleted requisition lists are assigned a member ID of 0
LI71090	Delete a shippingmode in Accelerator deletes related orderitems
LI71096	Estimated shipping date does not show the actual date
LI71098	Shipping charge of \$0 not allowed at JSP level
LI71173	User should not be able to register to a rejected Org
PMR	'L' state order changes after running DoPayment cmd.
PMR	Stage Prop does not propogate ACPOLGRP tables
PMR	Generic Error occur while submitting RFQ using firefox browser
PMR	B2B store does not display the attributes of each product
SE22167	OrdersMgpPersistListener is disabled but code runs regardless.

SE22938	class not found exception when running massload.sh and massextract.sh
SE23533	Payments user roles cannot be assigned for many merchants
SI21283	User traffic data not capturable with dynacache enabled

Note: If you have installed any other APARs that are not listed above, you must reinstall them after applying this fix pack. Before reinstalling older APAR packages please contact WebSphere Commerce support to discuss their compatibility with this fix pack.

In addition, the following is a list of updates or improvements:

- Update to Channel Manager access control ³
- Improvements to Migration^{1,2,5}
- Correction of Staging Server defects ^{1,2}
- Enhanced B2C store models ease of use ¹
- Java™ doc updates ^{1,2,4,5}
- Support for 64 bit DB2® Database on AIX and Solaris ¹
- Performance enhancements ^{1,2,5,6}
- Improvements to Staging Server ^{2,5,6}
- Improvements to security ^{2,4,5,6}
- Improvements to DBClean ⁴
- Improved Analytics Reports ^{5,6}
- Improvements to Orders Support for WebSphere Application Server with an iSeries remote database ⁵
- Java doc updates ⁶
- Sun Java System Directory Server Enterprise Edition v5.2 Support ⁶
- Approvals
 - Corrected issue where ActiveOrganization in command context was not updated upon registration ²
 - Removed unnecessary approval JSP files on Stores.war\tools\approvals directory ²
- B2B Models
 - Resolved issue where migrated B2B users were not able to signon to ToolTech store ¹
 - Resolved issue where "Order Status" button gives blank page ²
 - Corrected display of text ad copy ²
 - Resolved issue where subcategory images were hard coded in JSP ²
 - Corrected errors with MultipleShipping[Address/Method] view ²
 - Corrected Euro currency symbol display on order status page ²
 - Corrected issue where HTML tags showed onSelect Shipping Method page ²
 - Added back mechanism from item info page to order summary ²
 - Order Summary page fails to display some currency symbols ²
 - Resolved issue where OrderDetail is empty ²
 - Resolved issue where shopping cart tried to modify completed order, not new order ²
 - Updated ConsumerDirect to work with the preview tooling ²
 - Corrected store JSPs to respect HTML tags on accelerator description ⁵

- Corrected can not add a big requisition list to shopping cart issue ⁵
- Corrected recommended Sales Category does not appear in the eSpot issue ⁶
- B2C Models
 - Resolved issue where quick checkout fails in ConsumerDirect store ¹
 - Corrected JSP pages for preview tools ¹
 - Corrected issue when publishing SAR 2nd time with the same catalog ⁴
 - Corrected HTML tags being displayed in MultipleShippingAddressView issue ⁵
 - Corrected issue loading catalog pages in ConsumerDirect store ⁵
 - Corrected CachedSidebarDisplay.jsp (style1 and 2)-resultType issue ⁵
 - Corrected index.jsp cannot be launched by "Run on Server" option in WebSphere Application Server issue ⁵
 - Corrected complete an order on Host Store issue ⁵
 - Corrected issue cannot create an Order under DemanChainB2C Store issue ⁶
- Campaigns
 - Corrected display issue with category list ¹
 - Resolved issue where campaign runtime command may return results from other stores ¹
 - Corrected issue where catalog tree in campaign may return duplicate entries ²
 - Corrected promotion content filtering issue for Category promotion ²
 - Corrected issue in showing cross-sell product based on shopcart's contents. ⁴
 - Corrected EMarketingSpot.getCatalogIds returns too many catalogs issue ⁵
 - Corrected purchase history condition in web activity does not work in esites issue ⁵
 - Corrected campaign pages failed to load if a URL contains '%' issue ⁵
 - Corrected API compatibility issues between WebSphere Commerce 5.5 and WebSphere Commerce 5.6 ⁵
 - Replaced literals in SQL in CampaignInitiativeEvaluateCmdImpl.getPurchaseHistoryOrderItems ⁶
 - Corrected improper behavior for Web activity with the current shopping cart contains category if the category deleted ⁶
 - Corrected an issue where the category was added to the list but the typed name is not cleared from the text field ⁶
 - Corrected issue where collateral save cmd does not handle and return error properly ⁶
 - Corrected issue where multiple category gift with purchase promotional Ad copy does not work as expected with entitlement Filter on ⁶
 - Corrected an exception during invocation of "findByCatalogGroupParentId" ⁶
- Catalog
 - Corrected problem where product long description cannot exceed 4k on an Oracle database ¹
 - Allow product weight to be set to non-integer value ¹
 - Resolved issue where catalog filter could not update a product if there are missing columns ²
 - Corrected issue where sales catalog browsing fails if catalog filter inclusion used ²
- Configuration Manager

- Resolved issue where instance creation fails in oracle/2 node/remote web server configuration ¹
- Resolved SUN/Oracle/2Node/Remote web server instance start error ¹
- Added "successful" message at the end of WCIM running ¹
- Corrected issue where redundant datasource was created when changing usr/pwd in Configuration Manager ²
- Corrected error when clicking WebSphere Commerce Analyzer in Configuration Manager ²
- Removed hard coding of WebSphere Application Server install paths on iSeries ²
- Corrected java.lang.NoClassDefFoundError when clicking security tab in Configuration Manager ²
- Corrected a Configuration Manager issue accepting no existing db home directory ⁶
- Corrected EJB descriptor for configurator to be DB2400 in ejb-jar.xml ⁶
- Contracts
 - Resolved CommandContext - allowed setting non entitled contracts ²
 - Resolved StoreCreationWizard failure with Sales Catalog in CPS Store ²
 - Resolved issue where unsynchronized inclusion/exclusion caused blank catalog displayed in hosted B2B store ²
 - Corrected missing Organization element in exported file for hosted store issue ⁵
 - Corrected unable to update catalog filter for suspended contract issue ⁵
 - Corrected catalog filter should order catalog objects "by sequence" issue ⁵
 - Corrected blank page on cancel submitted for approval contract issue ⁵
 - Corrected issue creating Hosted store in SupplyChain ⁵
 - Corrected null in PriceTCMasterCatalogWithFiltering issue ⁶
- Coupons
 - Corrected exception in SchedCouponCmdImpl when starting server ⁶
- Database
 - Oracle version of ExpectedInv modified to correctly handle date string ⁵
- Developer
 - Added 'FOR FETCH ONLY' support for Cloudscape™ ¹
 - Corrected CSA reports to work on Cloudscape ¹
 - Corrected issue where idresgen and massload don't handle spaces in directory names ¹
 - Resolved issue where JSPInvokerConnection.java throws errors when compiled in JDK 1.4 ¹
 - Corrected java.sql.DataTruncation when sending email ²
 - Added new version of WCA reports for lite environment ²
 - Revised JSP Preview Tool setup documentation ⁴
 - Corrected path for toolsgeneralconfig datasource.properties ⁴
 - Corrected setdbtype.bat correctly setting the ServerName issue ⁵
 - Corrected access control load script for iSeries ⁵
 - Corrected acpextract script on Toolkit gives end of file error ⁵
- E-mail Activity
 - Corrected issue where marketing manager had no authority for command ¹

- "CheckForBouncedEmail" ¹
- Made the campaignId parameter optional ²
- Hosting Model
 - Added dependency IDs for DC_contract (storePath) ²
 - Removed redundant cacheable commands cache entry specification ²
 - Corrected OrgAdminConsole:Roles not showing for Asset Store Organization issue ⁵
 - Corrected SupplierHub reset password fails if challengeAnswer given issue ⁶
- Marketing
 - Corrected issue creating segment in Accelerator, if the last check box of a constrain is selected, all are ⁵
- Messaging
 - Corrected error with sample OrderStatus.wsdl ¹
 - Resolved issue where order status updated even though expired SupplierCookie used ¹
 - Corrected issue where NPE appeared between server restarts if ME commands are used ¹
 - Corrected Portal Alert messaging missing JSP file ¹
 - Corrected NullPointerException when MSGTYPES.DESCRPTION column is null ⁵
- Massload
 - Corrected issue where updatedb.sh fails on subsequent executions ⁴
 - Corrected Massload issue loading xml needed for contracts ⁵
 - Corrected optimizer statistics regeneration issue ⁵
 - Corrected idresolver doesn't properly detect an AS/400 connection issue ⁵
 - Corrected SQL type and open cursor issues with Oracle 9.2.0.4 ⁵
 - Corrected SAXParseException on Oracle 9201 ⁶
 - Corrected massextract cmd on Windows issue ⁶
 - Corrected Demo instance creation failure when system locale is Turkish issue ⁶
- Orders
 - Corrected issue where PreProcessOrderCmdImpl does not update promised availability times ¹
 - Corrected issue where OrderItemMove does not move coupon attachments and attributes ¹
 - Resolved ExtendOrderItemProcessCmdImpl API compatibility issue ²
 - Corrected number format exception ²
 - Resolved issue where OrderListDB.setFetchCurrentPendingOrder(boolean) was not working ²
 - Resolved OrderNotifyCmdImpl exception if langid was null ²
 - Corrected OutOfStockOrderItems null pointer exception ²
 - Corrected issue where no eligible trading agreements can be found for user ⁴
 - Corrected error when invoking OrderPrepare command ⁴
 - Updated OrderProcess command to change backorder status from "B" to "M" ⁴
 - Corrected OrderProcessCmdImpl.ReverseUpdateInventory does extra query issue.

- Corrected free gift promotion is not applied in shopcart issue ⁵
- Corrected order command for shipping promotion issue ⁵
- Corrected deleting an orderitem already having been deleted issue ⁵
- Corrected order the created static kits with quantity issue ⁵
- Corrected ShopCart 'GenericErr' if administrator with existing order issue ⁵
- Corrected exception generating message in SystemOut.log when order not found ⁵
- Corrected static kit purchase issue ⁵
- Corrected Search Order by userid performs LIKE comparison for Exact Match issue ⁵
- Corrected shoppingcart miscalculate if promotions returns catentryId=null issue ⁵
- Updated OrderSearchBean.java ⁵
- Corrected OrderAdjustmentDescriptionBeanBase ejbCreate initialization incorrect issue ⁵
- Corrected JavaScript error on Shipping->Define Charge Details page ⁵
- Corrected issue placing guest order in Accelerator for multiple organizations ⁵
- Provided additional info on the pop-up error message CMN3101E ⁶
- Corrected an issue with FreeShipping promotion ⁶
- Corrected 'L' state order changes after running DoPayment cmd issue ⁶
- Corrected an issue where a Registered customer cannot logon after a guest order ⁶
- Corrected an Order Add Product Details Page not showing the price details issue ⁶
- Payments
 - Resolved issue where a payments instance could not be created through configuration manager ¹
 - Corrected issue where wrong WebSphere node parameter creates difficult-to-trace exception ¹
 - Corrected issue when creating Payments DB without "encoding Unicode" ¹
 - Corrected issue of Payments instance creation reported successful if wrong Oracle DB name specified ²
 - Corrected Create Payments with Toolbox failure for remote iSeries DB with IASP ²
 - Corrected createPaymentsVirtualHost script on iSeries ²
 - Resolved issue where iSeries Express configuration manager fails on remote Payments ²
 - Added pop-up error for wrong site administrator ID in WPM instance ²
 - Corrected issue where wrong WebSphere node parameter creates difficult to trace exception ²
 - Corrected misleading message when starting Payment instance ⁵
 - Corrected issue when starting Payments on iSeries with IBMPayServer command ⁵
 - Corrected an issue removing 3rd party cassettes ⁵
 - Corrected a no debug trace output for updateAdminUser method issue ⁵
 - Added ChangePassword script to createimage.xml ⁶
 - Corrected a password required for startup cannot be cleared in ConfigManagr issue ⁶

- Corrected a logon payment server when Turkish locale used issue ⁶
- Portal
 - Corrected registering a new user on portal change the portal admin userID issue ⁵
- Pricing
 - Check in item/product offer correction ¹
 - Corrected a contract product set inclusion pricing issue ⁶
 - Created a unified friendly ErrPage for restricted preview ⁶
- Promotions
 - Corrected description in free gift promotion ¹
 - Resolved failure to create a promotion in Original Store targeting to the Customer Segment created in the Asset Store ²
 - Removed unnecessary messages in SystemOut created when listing Promotions in Accelerator ⁴
 - Corrected promoted item doesn't belong to current store issue ⁵
 - Corrected currency conversion is wrong for product percent off promotion issue ⁵
 - PurchaseCondition Pattern updated to allow for better customization ⁵
 - Corrected SchedCouponCmd to use StoreRegistry to get StoreAccessBean ⁵
 - Corrected an issue where all users are implicitly included when creating promotions ⁶
 - Corrected a special chars not allowed in query in ListUserInMemberGroupCmd issue ⁶
 - Corrected an issue where recommended product can be seen by the registered user, but user not listed in the segment ⁶
 - Corrected a discount amount is wrong for items with multiple ranged prices issue ⁶
- Returns
 - Resolved issue where a user had no authority to display return records ¹
 - Corrected issue where receiver see "%= comm.endDlistTable() %>" on return page ¹
 - Corrected issue where the user had no authority to display return records ¹
 - Resolved issue where returns could not be created in B2B hosted stores ¹
- Runtime
 - ECTrace performance improvements ¹
 - Resolved issue where Logon command did not respect PasswordInvalidation flag ¹
 - Corrected problems redirecting from Commerce to external system ²
 - Resolved issue where ProductINfo gets version from wrong location ²
 - Corrected servlet initialization failed exception in SystemOut.log ²
 - Resolved issue where SSLAcceleratorOption and tools did not work ²
 - Resolved issue where loop in error notification if msgtype not properly assigned ²
 - Filtered out the explicitly excluded member groups from calls to the MemberGroupMemberAccessBean ²
 - Corrected null pointer exceptions in ConverterKey ²

- Resolved issue where add new address form didn't verify user input properly²
- Corrected confused Roles button in Users List Panel in OAC²
- Resolved issue where OrgEntityDataBean did not sync org with LDAP on refresh²
- Update to cookie handling with dynamic caching⁴
- Resolved issuing a close on a null connection object⁴
- Improve the logic for caching store object⁵
- Corrected issue with simultaneous requests causing I/O exception and transaction rollback⁵
- Corrected OrgEntityDataBean doesn't sync org with LDAP on refresh issue⁵
- Corrected issue when viewing Users page in orgadminconsole⁵
- Corrected org selection in User creation panel can't accept '\ ' issue⁵
- Corrected find customer does not work if not using wcsadmin issue⁵
- Search
 - Corrected an issue where find categories fails on iSeries⁶
- Shipping
 - Corrected JSP compile error^{1\}
 - Corrected equals comparison in CalcCodeSaveControllerCmdImpl.validateParameters⁵
- Store Creation
 - Corrected store creation problems in hosting eSites¹
 - Corrected can not remove the published status jobs issue⁵
 - Corrected help file linked broken when publish fails issue⁵
 - Corrected command line publish of ConsumerDirect fails issue⁵
 - Corrected category and product number is zero in StoreFrontUsage report issue⁵
- Taxation
 - Made user interface more consistent²
 - Corrected issue where returning an item from the catalog did not work with Taxware²
 - Corrected issue where taxes do not display as part of the product price⁵
 - Corrected removing a category and then recreating it resulting in a Generic Error issue⁵
- Trading
 - Real-time evaluation function in auction component⁶
 - Corrected an issue preventing selection of a credit card with new bid⁶
 - Corrected an issue where response can be submitted without substitute product and item⁶
 - Corrected an issue creating a bid for an auction⁶
- Tools
 - Resolved issue not creating products in Hosting Catalog Asset Store¹
 - Corrected Guided Sell sorting issue⁴
 - Corrected gotoAndHighlightNode goes to infinite loop when childrenUrlParam is not null issue⁵
 - Corrected length of name for duplicate promotion issue⁵
 - Allow user to click any where in the column header to sort⁵

- Corrected can not decheck header check box properly in the framework issue⁵
- Utilities
 - Corrected no user/passwr in dbclean command throwing exception issue⁵
 - Corrected performance monitor unable to register due to duplicate name issue⁵
 - Corrected an issue where stagingprop is not refreshing the result set before retry⁶

¹ Indicates updates or improvements introduced in fix pack 5.6.0.1.

² Indicates updates or improvements introduced in fix pack 5.6.0.2.

³ Indicates updates or improvements introduced in fix pack 5.6.0.3.

⁴ Indicates updates or improvements introduced in fix pack 5.6.0.4.

⁵ Indicates updates or improvements introduced in fix pack 5.6.0.5.

⁶ Indicates updates or improvements introduced in fix pack 5.6.0.6.

Chapter 3. Prerequisites

Complete any of the sections in this chapter that apply to your WebSphere Commerce installation.





Master Technote

IBM WebSphere Commerce Support maintains a web page that links to several fix pack related documents. This page, known as the 'WebSphere Commerce 5.6 fix pack master technote' is a central resource for information related to WebSphere Commerce Version 5.6 fix packs. The master technote summarizes the known fix pack issues, and the version of the fix packs they apply to. It also provides information on how to sign up for automatic notification of new fix packs and flashes. Technotes can be found by using the technote number to search the IBM Web site (www.ibm.com). To view the WebSphere Commerce Version 5.6 fix pack master technote, click the following link:

<http://www.ibm.com/support/docview.wss?uid=swg21173312>


WebSphere Application Server prerequisites

Encoded JSP parameter needs to be parsed

    If you have installed WebSphere Application Server versions 5.0.2.5 to 5.0.2.7, 5.1.1 or 5.1.1.1, you must install an additional fix. Download and install the WebSphere Application Server interim fix P093388 from the following URL:


<http://www.ibm.com/support/docview.wss?uid=swg24007848>

iSeries prerequisites

 iSeries customers must apply the most recent Program Temporary Fixes (PTFs). For a list of the PTFs, navigate to the following location:

<ftp://ftp.software.ibm.com/software/websphere/commerce/56/en/v56ptf.html>

Linux prerequisites

 If you have Red Hat Enterprise Linux AS Version 3.0, Red Hat Enterprise Linux ES Version 3.0, or SUSE LINUX Enterprise Server 9, do the following.

Before you run the `updatedb`, `updatedbGUI`, or the `acpload` script, you must complete the following steps:

1. Log on as the non-root user.
2. Set the following environment variables in your shell. The following example is given for the korn shell (ksh):

```
export LD_ASSUME_KERNEL=2.4.19
export RPM_FORCE_NPTL=1
```

WebSphere Commerce – Express prerequisites

Express If you are using WebSphere Commerce – Express and have a WebSphere Commerce instance created then complete the following steps:

1. **iSeries** Copy the `WAS_installdir/properties/version/EXPRESS.product` file to the following directory
`WAS_userdir/installedApps/cell_name/WC_instance_name.ear/properties/
version`
2. **Linux** **Windows** Copy the `WC_installdir/properties/version/
EXPRESS.product` file to the following directory
`WAS_installdir/installedApps/cell_name/WC_instance_name.ear/properties/
version`

Remote DB2/390 Version 8 prerequisites

Solution for failure to execute DELETE SQL statement in staging DB

DB2 for **390** To issue a DELETE SQL statement in WebSphere Commerce staging database using a remote DB2/390 Version 8 server, you must apply a fix on the DB2/390 server. Contact your DB2/390 administrator to download and apply the DB2/390 PTF Q86276/UQ86546. Download the fixes from the following URL:

<http://techsupport.services.ibm.com/server/390.ShopCart?add=true&ptfs=UQ86546>

For more information about this fix, review interim fix P086276 at the following link:

<http://www.ibm.com/support/docview.wss?uid=swg1PQ86276>

Chapter 4. Installing the fix pack

Before applying the fix pack

Important:

Make note of the following important information:

- If you also use WebSphere Commerce Developer, ensure that WebSphere Commerce and WebSphere Commerce Developer are at the same fix pack level. WebSphere Commerce fix packs apply to both WebSphere Commerce Developer and WebSphere Commerce.
- If you are updating an existing WebSphere Commerce instance, please note that once you have installed the fix pack to update your existing WebSphere Commerce instance configuration files and database, you will not be able to revert to previous configurations. Ensure that you back up your instance configuration files, and your database before applying this fix pack. The instance configuration files are located in the following location:
`WC_installdir/instances/instance_name/xml`
- If you have applied APAR IY76505, you must backup your scripts that use this functionality and restore them after applying the fix pack.
- If you have any WebSphere Commerce APARs that are not listed as part of this fix pack, you must reapply them. Before reinstalling older APAR packages, please contact WebSphere Commerce support to discuss their compatibility with this fix pack.

Multinode environments

If you have WebSphere Commerce components distributed in a multinode installation, the fix pack must be applied to each node that has a WebSphere Commerce component. For example, for a custom 5-node installation that has a Web server node, a WebSphere Commerce Payments server node, a Configuration Manager client node, a WebSphere Commerce Server node, and a Database server node, the fix pack would be applied to the Payments node, the Configuration Manager client node and the WebSphere Commerce Server node. The fix pack would not be applied to the Web server node or the database node.

If you are working in a clustered environment, the fix pack must be applied to each WebSphere Commerce Server node in the cluster. However, you do not need to run the `updatedb` script on a node if the following is true:

- The WebSphere Commerce instance's database is remote.
- The WebSphere Commerce instance's database is managed on another cluster member (node).

You must run the `updatedb` script on the node where the database is managed.

Installing the WebSphere Commerce fix pack on a vertical cluster

If you are installing the WebSphere Commerce fix pack on a vertical cluster, all nodes must be stopped before you start the database update. Ensure that the fix pack level for the database and the WebSphere Commerce application match at all times. To install on a cluster environment, you must designate a *reference node* that is updated first, then the WebSphere Commerce application that resides on the

WebSphere Application Server Network Deployment node is updated. Once the WebSphere Application Server Network Deployment node is updated the update is distributed to all other nodes automatically.

To install the WebSphere Commerce fix pack on the *reference node*, complete the following sections:

1. Chapter 3, “Prerequisites,” on page 13
2. “Preinstallation” on page 17
3. Depending on the type of installation you are performing, complete one of the install types:
 - For a silent install, complete the following section “Silent install” on page 18.
 - For a graphical install, complete the following section “Graphical user interface install” on page 22.
4. “Post installation steps” on page 25
5. On the *reference node* you must collapse the WebSphere Commerce instance directory into a single EAR file. Use this EAR file to update the WebSphere Commerce application that resides on the WebSphere Application Server Network Deployment. For more information on updating the EAR file, refer to the WebSphere Application Server Network Deployment information center:

http://publib.boulder.ibm.com/infocenter/wasinfo/v5r0/index.jsp?topic=/com.ibm.websphere.nd.doc/info/welcome_nd.html

Complete the following steps on the other WebSphere Commerce nodes:

- For a silent install, complete the following sections:
 1. “Updating WebSphere Commerce” on page 18
 2. Replace the *WC_installdir/instances* directory on your target machine, with the *WC_installdir/instances* directory from your *reference node*.
 3. Use the WebSphere Application Server Network Deployment file synchronization capabilities to update the WebSphere Commerce applications on the appropriate nodes. Refer to the WebSphere Application Server Network Deployment. For more information, refer to the WebSphere Application Server Network Deployment information center:

http://publib.boulder.ibm.com/infocenter/wasinfo/v5r0/index.jsp?topic=/com.ibm.websphere.nd.doc/info/welcome_nd.html

- For a graphical install, complete the following sections:
 1. “Updating WebSphere Commerce” on page 23
 2. Use the WebSphere Application Server Network Deployment file synchronization capabilities to update the WebSphere Commerce applications on the appropriate nodes. Refer to the WebSphere Application Server Network Deployment. For more information, refer to the WebSphere Application Server Network Deployment information center:

http://publib.boulder.ibm.com/infocenter/wasinfo/v5r0/index.jsp?topic=/com.ibm.websphere.nd.doc/info/welcome_nd.html

iSeries iSeries customers will be required to download and apply the Windows fix pack to the WebSphere Commerce Configuration Manager client node. For the Windows fix pack installation on the Configuration Manager client node, you can choose to use either the silent install method or the graphical user interface install method. This action is in addition to downloading and applying the OS/400 and i5/OS fix pack on the iSeries system where WebSphere Commerce is installed.

Installing new components

If any new components are installed from the base (5.6.0.0) CDs the fix pack must be reapplied to that component in order to bring it to the 5.6.0.6 level. For example, if the Configuration Manager client is loaded on a node using the base CDs the fix pack must be reapplied to the Configuration Manager client node.

Exporting instances

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

Preinstallation

1. Create a temporary directory to download the fix pack into. This temporary directory is denoted by *fp_installdir* in the remaining sections of this guide.
2. Download the fix pack from the WebSphere Commerce 5.6.0.6 fix pack Web site and save it to the *fp_installdir*:

<http://www-1.ibm.com/support/docview.wss?uid=swg24011928>

The download is denoted by *WC_5606_file_name* in the remaining sections of this guide.

iSeries Before moving on to the next step, enter the QShell by typing QSH at the OS/400 or i5/OS command prompt.

3. Navigate to the *fp_installdir* and extract the files in the *WC_5606_file_name* archive. For example, run the following command:

AIX

Linux **Solaris**

```
WAS_installdir/java/bin/jar -xvf WC_5606_file_name
```

iSeries

```
jar -xvf WC_5606_file_name
```

Windows

```
WAS_installdir\java\bin\jar -xvf WC_5606_file_name
```

For example, if your temporary directory is named /5606 and the JAR file you have downloaded is named WC_5606_AIX_BE.jar, run the following commands:

```
cd /5606
```

```
/usr/WebSphere/AppServer/java/bin/jar -xvf WC_5606_AIX_BE.jar
```

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

```
chmod -R 775 fp_installdir
```

For example,

```
chmod -R 775 /5606
```

5. **AIX** **Linux** **Solaris** Ensure that you are logged in as the root user.

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





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

6. Stop the following:

- WebSphere Commerce Application Servers. For example, *WC_instance_name*.









- WebSphere Commerce Configuration Manager server.
- Web server and its respective administration processes. For example, the IBM HTTP Server and the IBM HTTP Administration Server.

For instructions on how to stop and start these components, refer to the *IBM WebSphere Commerce Version 5.6 Installation Guide* or *IBM WebSphere Commerce — Express Version 5.6 Installation Guide*

7.  Open a new Command Prompt window for each section of the fix pack install process. For example, after completing the section "Updating WebSphere Commerce" close the Command Prompt window and open a new one in order to complete the section "Running the config_ant script". This will ensure that your PATH and CLASSPATH variables are reset.
8.    Before continuing for the installation, run the following command:


```
. WAS_installdir/bin/setupCmdLine.sh
```

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

-   for   Only the silent installation is available.
-     Either the silent installation or the graphical user interface installation may be used.





Silent install

Note: Ensure that you complete all sections in the order that they appear.

Applying the fix pack to WebSphere Commerce


Updating WebSphere Commerce

This section will update the WebSphere Commerce product.

1. Ensure you have reviewed and completed all the necessary steps in Chapter 3, "Prerequisites," on page 13
2.     Using the command line, navigate to the *fp_installdir* directory.
 3. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

 Enter the QShell by typing QSH at the OS/400 or i5/OS command prompt. Navigate to the *fp_installdir* directory.

    `./updateSilent.sh fixpack install WC_installdir fixpackID fp_installdir`

 `updateSilent.bat fixpack install WC_installdir fixpackID fp_installdir`

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

- *WC_installdir*: The installation path for WebSphere Commerce. The default installation directory is defined in the Preface under the section Path variables on page vii.

- *fixpackID*: The name of the fix pack to be installed. For example:

Table 1.

Edition	Platform	fixpackID
Business	AIX	wc56BE_fp6_aix
	xLinux	wc56BE_fp6_linux
	OS/400	wc56BE_fp6_os400
	pLinux/iLinux	wc56BE_fp6_plinux
	Solaris	wc56BE_fp6_sun
	Windows	wc56BE_fp6_win
	zLinux	wc56BE_fp6_zlinux
	xLinux w/ DB390	wc56BE_fp6_390_linux
	zLinux w/ DB390	wc56BE_fp6_390_zlinux
Professional	AIX	wc56PRO_fp6_aix
	xLinux	wc56PRO_fp6_linux
	OS/400	wc56PRO_fp6_os400
	Solaris	wc56PRO_fp6_sun
	Windows	wc56PRO_fp6_win
Express	xLinux	wc56EXPRESS_fp6_linux
	OS/400	wc56EXPRESS_fp6_os400
	Windows	wc56EXPRESS_fp6_win




- *fp_installdir*: The temporary directory where the fix pack was downloaded.
4. Ensure that the installer displays the message Fix pack installation completed successfully. If you do not get this message the installer will indicate which log files to check.





Note: If you do not have existing WebSphere Commerce instances or Payments instances, then the fix pack installation is complete; move on to “Post installation steps” on page 25 and complete any applicable steps. If you have existing WebSphere Commerce instances or Payments instances, move on to the next section.

Applying the fix pack to existing WebSphere Commerce and Payments instances

Running the config_ant script

This section will update all existing WebSphere Commerce instance XML files. It is not required if only WebSphere Payments instance exists and no WebSphere Commerce instance has been created.

1.    Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
2. Navigate to the *WC_installdir/bin* directory.
3. Run the following command:

```
    ./config_ant.sh -buildfile
WC_installdir/xml/config/updateInstances.xml -DupdateCEP=no
[-DinstName=instanceName]
```

```
Windows config_ant.bat -buildfile WC_installdir\xml\config\
updateInstances.xml -DupdateCEP=no
```

Note: The [-DinstName=*instanceName*] parameter is optional. The parameter can be used to specify a single instance in the case that multiple instances are configured and you do not want all instances updated. If the parameter is not specified, all configured WebSphere Commerce version 5.6 instances will be updated.




To verify that the script was completed successfully, review the `WC_installdir/logs/updateInstance.log` file. For iSeries machines, review the `WC_userdir/logs/updateInstance.log` file.

Running the updatedb script

This section will update the WebSphere Commerce instance database. Repeat these steps for each WebSphere Commerce instance you have configured on your machine. If your WebSphere Commerce instance is running in a clustered environment, ensure that the server is stopped on nodes before continuing.

Important

If your WebSphere Commerce instance is running in a clustered environment, ensure that the server is stopped on all nodes before continuing. The updatedb step must be completed before applying the fix pack to the corresponding WebSphere Commerce instance EAR file. Note that these steps must be performed on a WebSphere Commerce node that contains the configuration information for the WebSphere Commerce instance.




1.    Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
2. Navigate to the `WC_installdir/bin` directory.
3. Run the following command:



```
AIX iSeries Linux Solaris ./updatedb.sh dbname userId password
instance_name dbtype dhost staging platform locale earPath [migFrom]
```

```
Windows updatedb.bat dbname userId password instance_name dbtype
dhost staging locale earPath [migFrom]
```

```
DB2 for 390 z/OS ./updatedb.sh dbname userId password
instance_name DB2390 dhost staging ws locale earPath schemaowner
[migFrom]
```

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

- *dbname*: The name of the database to be updated.
 -  This is the database name as found in the relational database directory.
- *userId*: The user ID of the user who owns the database.
 -  The owner of the WebSphere Commerce instance.
- *password*: The password of the user who owns the database.
 -  The password of the owner of the WebSphere Commerce instance.
- *instance_name*: The name of a previously created WebSphere Commerce instance.

- *dbtype*: Either DB2 or Oracle.
- *dbhost*: The fully qualified host name of the machine where the database resides.
- *staging*: Either Y or N if your database is for the staging server.
- *platform*: The platform of the database is ws or iSeries.
- *locale*: The default locale of this instance, and is one of: en_US, fr_FR, es_ES, de_DE, it_IT, pt_BR, ko_KR, ja_JP, zh_CN or zh_TW.
- *earPath*: Path of the ear of the previously created WebSphere Commerce instance.
-   *schemaowner*: The schema owner of the database.
- *migFrom*: This parameter must be specified if a previously migrated WebSphere Commerce instance is being updated. For example, if a WebSphere Commerce instance has been migrated from version 5.5 to version 5.6, then specify a value of 5.6.0.0 for this parameter. If the WebSphere Commerce instance was created at any level of WebSphere Commerce version 5.6, then this parameter should not be specified.

For example,

```
./updatedb.sh mall db2inst1 db2inst1 demo DB2 myHost N ws en_US /usr/WebSphere/
AppServer/installedApps/myCellName/WC_demo.ear
```



```
./updatedb.sh AS400sys demo demopwd demo DB2 myHost N iSeries en_US /qibm/
userdata/webas5/base/WAS_instance_name/installedApps/myCellName/WC_demo.ear
```

To verify that the script was successfully completed, review the `schemacreation_fp6_<dbtype>_<time_stamp>.log` file located in the `WC_installdir/logs` directory.



The session that you ran the `updatedb.sh` script indicates a directory to check to view the log files. The logs files are not be located in this directory. Refer to the `WC_installdir/logs` directory for the appropriate log files.


Note: If the `migFrom` parameter was specified in the `updatedb.sh` command, additional log files are created in directory `WC_installdir/logs` with names of: `schemacreation_fpX_<dbtype>_<time_stamp>.log` file where `X=1, 2, 3, 4, 5`.

Updating existing WebSphere Commerce and Payments instances

This section will update your WebSphere Commerce instance or Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments instance or both you have configured on your system.

1. Ensure that you are logged in as the root user.

2.     Using the command line, navigate to the `fp_installdir` directory.

 Enter the QShell by typing `QSH` at the OS/400 or i5/OS and command prompt. Navigate to the `fp_installdir` directory.

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

```

▶ AIX ▶ iSeries ▶ Linux ▶ Solaris ./updateSilent.sh fixpack install [
Instance_dir | Pay_instance_dir ] fixpackID fp_installdir

```

```

▶ Windows updateSilent.bat fixpack install [ Instance_dir |
Pay_instance_dir ] fixpackID fp_installdir

```

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

- *Instance_dir*: The path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section Path variables on page vii.
- *Pay_instance_dir*: The path for your WebSphere Commerce Payments instance. The default directory is defined in the Preface under the section Path variables on page vii.
- *fixpackID*: The name of the fix pack to be installed. For example:

Table 2.

Edition	Platform	fixpackID
Business	AIX	wc56BE_fp6_aix
	xLinux	wc56BE_fp6_linux
	OS/400	wc56BE_fp6_os400
	pLinux/iLinux	wc56BE_fp6_plinux
	Solaris	wc56BE_fp6_sun
	Windows	wc56BE_fp6_win
	zLinux	wc56BE_fp6_zlinux
Professional	AIX	wc56PRO_fp6_aix
	xLinux	wc56PRO_fp6_linux
	OS/400	wc56PRO_fp6_os400
	Solaris	wc56PRO_fp6_sun
	Windows	wc56PRO_fp6_win
Express	xLinux	wc56EXPRESS_fp6_linux
	OS/400	wc56EXPRESS_fp6_os400
	Windows	wc56EXPRESS_fp6_win

- *fp_installdir*: The temporary directory where the fix pack was downloaded into.
- Ensure that the installer displays the message Fix pack installation completed successfully. If you do not get this message the installer will indicate which log files to check.
 - The fix pack installation is complete; move on to “Post installation steps” on page 25 and complete any applicable steps.

Graphical user interface install

Note: Ensure that you complete all sections in the order that they appear.


Applying the fix pack to WebSphere Commerce

Updating WebSphere Commerce

This section will update the WebSphere Commerce product.


1. Ensure you have reviewed and completed all the necessary steps in Chapter 3, “Prerequisites,” on page 13
2. Using the command line, navigate to the *fp_installdir* directory and type the following command based on your operating system:

   `./updateWizard.sh`

 `updateWizard.bat`

3. Select a language and then click **OK**.
4. On the Welcome panel, review the information and click **Next** to continue.
5. Click **Next** to accept the WebSphere Commerce product found on your computer.
6. Select **Install fix packs**. Click **Next**.
7. Under Fix Pack Directory, type in the following:

   `fp_installdir`

 `fp_installdir`

Click **Next**.

8. Click **Next** to accept the fix pack found.
9. Click **Next** to begin installing.
10. Ensure that the installer displays the message The following fix pack was successfully installed. If you do not get this message the installer will indicate which log files to check. Click **Finish**.

Note: If you do not have existing WebSphere Commerce instances or Payments instances, then the fix pack installation is complete; move on to “Post installation steps” on page 25 and complete any applicable steps. If you have existing WebSphere Commerce instances or Payments instances, move on to the next section.









Applying the fix pack to existing WebSphere Commerce and Payments instances

Update the WebSphere Commerce instance database and configuration

This section will update the WebSphere Commerce instance database and configuration files to fix pack 5.6.0.6 level. Repeat these steps for each WebSphere Commerce instance you have configured on your system. If your WebSphere Commerce instance is running in a clustered environment, ensure that the server is stopped on nodes before continuing.

Important

If your WebSphere Commerce instance is running in a clustered environment, ensure that the server is stopped on all nodes before continuing. The updatedb step must be completed before applying the fix pack to the corresponding WebSphere Commerce instance EAR file. Note that these steps must be performed on a WebSphere Commerce node that contains the configuration information for the WebSphere Commerce instance.








1.    Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
2. Navigate to the `WC_installdir/bin` directory.
3. Run the following command:
   `./updatedbGUI.sh`
 `preinstall.bat`
4. After the GUI window appears, select the commerce instance you wish to upgrade.
5. Check the staging field if the database is a staging database.
6. Select the instance locale.
7. Enter the instance ear path or the `Instance_dir`.
For example,
 `C:\WebSphere\AppServer\installedApps\myCellName\WC_demo.ear`
8. Click **Update** to trigger the update process.
Note: This step updates the database and may take a long time to process. While the database is being updated, the GUI window may look frozen. However, this appearance is intended for the duration of the update and operation will return to normal after the process is complete.
9. When the process completes, click **Cancel** to close the program.

To verify that the script was completed successfully, review the following log files:


```
schemacreation_fpX_<dbtype>_<time_stamp>.log  
WC_installdir/logs/updateInstance.log
```

Updating existing WebSphere Commerce and Payments instances

This section will update your WebSphere Commerce instance or Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments instance or both you have configured on your system. These steps are not needed if only WebSphere Commerce Payments instance exists and no WebSphere Commerce instance has been created.

1.    Ensure that you are logged in as the root user.
2. Using the command line, navigate to the `fp_installdir` directory and enter the following commands based on your operating system:
   `./updateWizard.sh`
 `updateWizard.bat`
3. Select a language and then click **OK**
4. Click **Next** to continue.
5. Check the **Specify product information** check box, then click **Browse**.

6. Navigate to the `WAS_installdir/installedApps/cell_name` directory and do one of the following:
 - If you are applying the fix pack to a WebSphere Commerce instance:
 - a. Click once on the `WC_instance_name.ear` folder.
 - b. Click **Open**.
 - c. Click **Next** to continue.
 - If you are applying the fix pack to a WebSphere Commerce Payments instance:
 - a. Click once on the `pay_instance_name_Commerce_Payments_App.ear` folder.
 - b. Click **Open**.
 - c. Click **Next** to continue.
7. Select **Install fix packs**. Click **Next**.
8. Under Fix Pack Directory, type in the following:



The screenshot shows a graphical user interface for selecting an operating system. There are four buttons: 'AIX' (green), 'Linux' (orange), 'Solaris' (blue), and 'Windows' (red). Below the buttons, the text 'fp_installdir' is entered into a text field.

Click **Next**.
9. Click **Next** to accept the fix pack found.
10. Click **Next** to begin installing.
11. Ensure that the installer displays the message The following fix pack was successfully installed. If you do not get this message the installer will indicate which log files to check.
12. Click **Finish**. The fix pack installation is complete; move on to “Post installation steps” and complete any applicable steps.

Post installation steps

Read over this section and complete any of the following sections that are applicable to your WebSphere Commerce installation.

Advisory

Note: New step required when creating new WebSphere Commerce instance.

You must manually update the Channel Manager access control policies any time you create a new WebSphere Commerce instance after WebSphere Commerce 5.6 fix pack 6 is installed.

Anytime you create a new WebSphere Commerce at 5606 level, please ensure that you complete the steps described in the “Updating Channel Manager access control policies” on page 26.

Restore file permissions



This section will update file ownership and permissions on UNIX[®] and i5/OS systems.

- For Solaris, AIX, or Linux users:
 1. Switch to the root user.
 2. Navigate to the `WC_installdir/bin` directory.
 3. Run the following command:

```
./wcnonroot.sh
```

- For i5/OS users:
 1. Open a QSH session.
 2. Navigate to the `WC_installdir/bin` directory.
 3. Run the following command:

```
iSeriesFileAuth.sh
```

Updating Channel Manager access control policies

Note: You must update the access control policies if you have any existing instance or every time you create a new instance. However, if you have WebSphere Commerce fix pack 3 applied, then you do not need to update the access control policies on the existing instances again.

Before loading the specified access control policy file, please ensure that you have not customized the specified policy below. Otherwise, please contact WebSphere Commerce Support for assistance.

1. There are scripts provided to update the Channel Manager access control policies. You must check that your database does not have any customization before running the scripts. Otherwise your customization would be overwritten. Please execute the following SQL commands and compare the output. The commands may be too long for your environment. Please add them to .sql script files if that is the case.
 - a. Connect to the server database
 - b. Ensure that the existing policies have not changed by running the following SQL queries:
 - 1)

```
select mbrgrpname, groupname, grpname from acpolicy p, mbrgrp m,
acactgrp a, acresgrp r where policyname in
('ChannelManagersExecuteStoreStateChangeCommandsOnStore
Resource') and p.member_id = -2001 and p.mbrgrp_id = m.mbrgrp_id
and p.acactgrp_id = a.acactgrp_id and p.acresgrp_id = r.acresgrp_id
```

If there is no customization then this command will return the following:

 - MBRGRPNAME is 'ChannelManagers'
 - GROUPNAME is 'StoreStateChangeCmdActionGroup'
 - GRPNAME is 'StoreDataResourceGroup'
 - 2)

```
select mbrgrpname, groupname, grpname from acpolicy p, mbrgrp m,
acactgrp a, acresgrp r where policyname in
('ChannelManagersExecuteOrgEntityLockCommandsOnOrgResource')
and p.member_id = -2001 and p.mbrgrp_id = m.mbrgrp_id and
p.acactgrp_id = a.acactgrp_id and p.acresgrp_id = r.acresgrp_id
```

If there is no customization then this command will return the following:

 - MBRGRPNAME is 'ChannelManagers'
 - GROUPNAME is 'OrgEntityLockActionGroup'
 - GRPNAME is 'OrganizationDataResourceGroup'
 - 3)

```
select mbrgrpname, groupname, grpname from acpolicy p, mbrgrp m,
acactgrp a, acresgrp r where policyname in
('ChannelManagersExecuteStoreCategoryUpdateCommandsOnStore
```

DataResourceGroup') and p.member_id = -2001 and p.mbrgrp_id = m.mbrgrp_id and p.actgrp_id = a.actgrp_id and p.acresgrp_id = r.acresgrp_id




If there is no customization then this command will return the following:

- MBRGRPNAME is 'ChannelManagers'
- GROUPNAME is 'StoreCategoryUpdateCommands'
- GRPNAME is 'StoreEntityDataResourceGroup'


If all of the SQL results are as shown, please continue with step 2, otherwise please contact WebSphere Commerce Support for assistance.

2. To load policy updates to the database, complete the following steps:
 - a. Ensure that the d88838ChMgrAccessControlPolicies.xml file is in the following location:

WC_installdir/xml/policies/xml

- b.    Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
- c. Run the following command:

    *WC_installdir/bin/acpload.sh dbname userID password d88838ChMgrAccessControlPolicies.xml [schema_name]*




 *WC_installdir\bin\acpload.cmd dbname userID password d88838ChMgrAccessControlPolicies.xml [schema_name]*

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

- *dbname*: The name of the database to be updated.
 - *userId*: The user ID of the user who owns the database.
 - *password*: The password of the user who owns the database.
 - *schema_name*: The name of your database schema.
- d. Ensure that the script was successfully completed, do the following:
 - Ensure that no errors are found in *WC_installdir/logs/acpload.log* file. For iSeries machines, the file is *WC_userdir/instances/acpload.log*.
 - Ensure that there is no generated file with the word "error" in the file name located in the *WC_installdir/xml/policies/xml* directory. For iSeries machines, the log file is located in the *WC_userdir/instances/instance_name/xml/policies/xml* directory.
 - e. Restart the WebSphere Commerce Server for changes to come into effect.

Running the fixDeploy tool

Please follow these steps to update Enterprise Java Beans for each existing WebSphere Commerce instance. Repeat the steps for each instance:

1. Create a temporary directory with 100MB of free space. We will refer to this directory as *temp_dir*.
2. Open a command prompt window
3.    Switch to the WebSphere Commerce non-root user ID. This ID was created before installing WebSphere Commerce.
4. Switch to the *WC_installdir/bin* directory
5. Run the following command:

- ▶ AIX
▶ Linux
▶ Solaris
`./fixDeploy.sh temp_dir WAS_dir instance_name`

For example,

```
./fixDeploy.sh /tmp/workspace /usr/WebSphere/AppServer demo
```

- ▶ iSeries
`./fixDeploy.sh temp_dir WAS_dir instance_name`

For example,

```
./fixDeploy.sh /QIBM/tmp/workspace /QIBM/UserData/WebAS5/Base/default demo
```

- ▶ Windows
`fixDeploy.bat temp_dir WAS_dir instance_name`

For example,

```
fixDeploy.bat C:\temp\workspace C:\WebSphere\AppServer demo
```

Where

temp_dir

The temporary directory created in the first step.

▶ AIX
▶ Linux
▶ Solaris
▶ AIX
▶ Linux
▶ Solaris
WAS_dir

The WebSphere Application Server installation directory.

▶ iSeries
WAS_dir

This is the directory for all the data that is used by WebSphere Application Server which can be modified or needs to be configured by a user.

instance_name

The WebSphere Commerce instance name. For example, if your instance name is demo this appears demo.

To verify that the script was completed successfully, review the following log file:

/WC_installdir/logs/fixDeploy.log

Implementing changes for WebSphere Commerce Performance Monitor

To implement all of the changes to the WebSphere commerce Performance Monitor, please do the following:

1. Copy the *WC_installdir/lib/wcspmi.jar* file to the *WAS_installdir/classes*.
2. Copy the *WC_installdir/xml/pmi/pmijmxMapperExtension.xml* file to the *WAS_installdir/properties* directory.
3. Restart the WebSphere Commerce Performance Monitor.

Implementing changes for WebSphere Commerce Accelerator

Recompile these two JSPs for WebSphere Commerce Accelerator:

- *CommerceAccelerator/Web Content/tools/catalog/ItemUpdateDetail.jsp*
- *CommerceAccelerator/Web Content/tools/catalog/ProductUpdateDetail.jsp*

To recompile the JSPs, do the following:

1.
 ▶ AIX
▶ Solaris
▶ Linux
▶ Windows
 Delete the *WAS_installdir/temp/cell_name/WC_instance_name/WC_instance_name/CommerceAccelerator.war* directory

- ▶ **iSeries** Delete the `WAS_userdir/temp/cell_name/WC_instance_name/WC_instance_name/CommerceAccelerator.war` directory
 - 2. Navigate to the `WAS_installdir/bin` directory
 - 3. Run the following command:
 - ▶ **AIX** ▶ **Solaris** ▶ **Linux** `./JspBatchCompiler.sh -enterpriseapp.name WC_instance_name -cell.name cell_name -node.name node_name -webmodule.name CommerceAccelerator.war -server.name WC_instance_name`
 - ▶ **iSeries** `JspBatchCompiler -enterpriseapp.name WC_instance_name -node.name cell_name -webmodule.name module_name -instance WAS_instance_name -server.name WC_instance_name`
 - ▶ **Windows** `JspBatchCompiler.bat enterpriseapp.name WC_instance_name -cell.name cell_name -node.name node_name -webmodule.name CommerceAccelerator.war -server.name WC_instance_name`
- For example,
- ```
JspBatchCompiler.bat -enterpriseapp.name WC_demo -cell.name MyCell
-node.name MyNode -webmodule.name CommerceAccelerator.war
-server.name WC_demo
```

## Updating the triggers in the staging server's database

▶ **DB2** ▶ **Oracle**

If you have an existing DB2 or Oracle staging server database, then complete the following steps to update the triggers.

1. Connect to the staging server database.
2. Run the following commands against your staging server database:

▶ **DB2**

- `db2 -td# -vf WC_installdir/schema/db2/wcs.d81146.sql`
- `db2 -td# -vf WC_installdir/schema/db2/wcs.d81041.sql`
- `db2 -td# -vf WC_installdir/schema/db2/wcs.d82610.sql`

▶ **Oracle**

- `@WC_installdir/schema/oracle/wcs.d81146.sql;`
- `@WC_installdir/schema/oracle/wcs.d82610.sql ;`

## Creating 64-bit stored procedures on a remote DB2 database

▶ **Business** ▶ **Professional**

▶ **DB2**

▶ **AIX** ▶ **Solaris**

This section is optional. If you are using a remote DB2 64-bit database on AIX or Solaris you can now create 64-bit stored procedures. There are two scenarios where 64-bit stored procedures can be used. You have a remote DB2 64-bit database and have not yet created a WebSphere Commerce instance or, you have a remote DB2 32-bit database and have an existing WebSphere Commerce instance.

If you have a remote DB2 64-bit database and have not yet created a WebSphere Commerce instance complete the following steps to use the 64-bit stored procedures.

1. On your WebSphere Commerce node, do the following:
  - a. Switch to the non-root user.
  - b. Copy all the files in the `WC_installdir/schema/db2/storedprocedure/64bit` directory to the `WC_installdir/schema/db2/storedprocedure` directory.
  - c. **Solaris** Ensure that the DB2 instance owner is part of the fenced user's primary group.
  - d. Create the WebSphere Commerce instance.
  - e. Check the stored procedure creation logs located in the `WC_installdir/instances/instance_name/logs` to see if the stored procedure creation was successful.

If you have a remote DB2 32-bit database and have an existing WebSphere Commerce instance complete the following steps to use the 64-bit stored procedures.

1. On your WebSphere Commerce node, stop the WebSphere Commerce instance.
2. On your database node, migrate the 32-bit instance to a 64-bit instance. Refer to your DB2 documentation for instructions.
3. On your WebSphere Commerce node, drop the current stored procedures.
  - a. Switch to the non-root user.
  - b. Navigate to `WC_installdir/bin`.
  - c. Run the following command:

```
./dropsp.db2.sh db_name db_user db_password
```

Where `db_name` is your database name, `db_user` is the database user name and `db_password` is the database user name password.
4. On the database node, run the following command to set the permissions for stored procedure creation:

```
chmod -R 777 instance_home/sql1lib/function
```

Where `instance_home` is the home directory of the instance owner. For example,

```
chmod -R 777 /home/db2inst1/sql1lib/function
```
5. On the WebSphere Commerce node, re-create 64-bit stored procedures.
  - a. Switch to the non-root user.
  - b. Copy all the files in the `WC_installdir/schema/db2/storedprocedure/64bit` directory to the `WC_installdir/schema/db2/storedprocedure` directory.
  - c. Navigate to `WC_installdir/bin`.
  - d. Run the following command:

```
./createsp.db2.sh db_name db_user db_password db_schema
```

Where `db_name` is your database name, `db_user` is the database user name, `db_password` is the database user name password and `db_schema` is your database schema.
  - e. Check the stored procedure creation logs located in the `WC_installdir/instances/instance_name/logs` to see if the stored procedure creation was successful.
6. On the database node, run the following command to reset the correct permissions on the function directory

```
chmod -R 7775 instance_home/sql1lib/function
```

Where `instance_home` is the home directory of the instance owner. For example,

```
chmod -R 7775 /home/db2inst1/sqllib/function
```

For instructions on how to create a WebSphere Commerce instance, start a WebSphere Commerce instance or stop a WebSphere Commerce instance refer to the instructions in the *IBM WebSphere Commerce Version 5.6 Installation Guide*.

## WebSphere Commerce on OS/400 and i5/OS with a remote staging server database

iSeries

When running WebSphere Commerce on OS/400 or i5/OS with a remote staging server database, you must use the toolbox JDBC driver. Three parameters for the staging commands `stagingcopy.sh`, `stagingprop.sh` and `stagingcheck.sh` have been expanded to support the toolbox JDBC provider. Please see the Information Center for the new values for the parameters: `sourcedb`, `destdb` and `dbtype`.

## Precompiling JSPs on OS/400 or i5/OS

iSeries

If you are running WebSphere Commerce on OS/400 or i5/OS, precompile your JSP's before launching your store by completing the following steps:

1. Backup and delete the `WAS_userdir/Base/WAS_instance_name/temp/cell_name/WC_instance_name/WC_instance_name/Stores.war` directory.
2. Start a QShell session (STRQSH) and navigate to the `WAS_installdir/bin` directory.
3. Run the following command:

```
JspBatchCompiler -enterpriseapp.name WC_instance_name -node.name cell_name
-webmodule.name module_name -instance WAS_instance_name
-server.name WC_instance_name
```

For example,

```
JspBatchCompiler -enterpriseapp.name WC_demo -node.name HOSTNAME1
-webmodule.name Stores.war -instance default
-server.name WC_demo 1> /qibm/pre_compile.log 2>&1
```

## Updating the WebSphere Commerce Help files

This fix pack updates your WebSphere Commerce help files. To enable this update, you must restart the WebSphere Commerce Information Center. For detail instructions, refer to the Online WebSphere Commerce Information Center (<http://publib.boulder.ibm.com/infocenter/wc56help/index.jsp?topic=/com.ibm.commerce.admin.doc/tasks/tsrwcic.htm>).

## Updating the WebSphere Commerce documentation

For updated information go to the WebSphere Commerce Library page (<http://www.ibm.com/software/genservers/commerce/library/>); select the edition of WebSphere Commerce that you are using. On the Edition-specific Library page select **Version 5.6** under the Technical Documents section. On the page that displays, select **Information center** (Download a local copy); then follow the installation directions.

## **Upgrading Taxware Sales and Use Tax Solution to 3.5.2 or higher**

If you use Taxware you must update it after you have installed the WebSphere Commerce 5.6 Fixpack. For information on updating Taxware refer to the following URL:

<http://www.ibm.com/support/docview.wss?uid=swg21239266>



---

## Chapter 5. Uninstalling the fix pack

---






### Before removing the fix pack

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

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

---

### Before you uninstall

-    Ensure that you are logged in as the root user for WebSphere Commerce.  
 Ensure that you are logged in as a user that has QSECOFR authority.  
 Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.
- Stop the following:
  - WebSphere Commerce Application Servers. For example, *WC\_instance\_name*.
  - WebSphere Commerce Configuration Manager server.
  - Web server and its respective administration processes. For example, the IBM HTTP Server and the IBM HTTP Administration Server.

For the specific requirements on each of the supported operating systems, refer to "Prerequisite software" in the *IBM WebSphere Commerce Version 5.6 Installation Guide* or *IBM WebSphere Commerce – Express Version 5.6 Installation Guide*

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






 Only the silent uninstall is available.

    Either the silent uninstall or the graphical user interface uninstall may be used.

---

### Silent uninstall

#### Removing the fix pack from WebSphere Commerce

-     Using the command line, navigate to the *fp\_installdir* directory.  
 Enter the QShell by typing QSH at the OS/400 or i5/OS command prompt. Navigate to the *fp\_installdir* directory.
- Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

```
▶ AIX ▶ iSeries ▶ Linux ▶ Solaris ./updateSilent.sh fixpack uninstall
WC_installdir fixpackID
```

```
▶ Windows updateSilent.bat fixpack uninstall WC_installdir fixpackID
```

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

- *WC\_installdir*: The installation path for WebSphere Commerce 5.6. The default installation directory is defined in the Preface under the section Path variables on page vii.
- *fixpackID*: The name of fix pack to be uninstalled. For example, wc56BE\_fp6\_aix.

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

```
▶ iSeries ./updateSilent.sh fixpack uninstall /QIBM/ProdData/
CommerceServer56 wc56BE_fp6_os400
```

```
▶ Windows updateSilent.bat fixpack uninstall C:\WebSphere\
CommerceServer56 wc56EXPRESS_fp6_win
```

3. Ensure that the installer displays the following message:

- ▶ AIX ▶ Linux ▶ Solaris ▶ Windows Fix pack uninstallation completed, please check /WC\_installdir/logs/update/timestamp\_wc56edition\_fp6\_operating\_system\_uninstall.log
- ▶ iSeries WUPD0037I: Fix pack uninstallation completed, please check /WAS\_userdir/installedApps/cell\_name/WC\_instance.ear/logs/update/timestamp\_wc56edition\_fp6\_os400\_uninstall.log for any errors.

The message contains the location of the log file created during uninstall. The uninstall of the fix pack is complete.

- Note:** If you do not have existing WebSphere Commerce instances or Payments instances, the fix pack uninstallation is complete. If you have existing WebSphere Commerce instances or Payments instances on which the fix pack has been applied, move on to the next section.

## Removing the fix pack from existing WebSphere Commerce and Payments instances

Repeat these steps for each WebSphere Commerce and WebSphere Commerce Payments instance that you have configured on your system.

1. ▶ AIX ▶ Linux ▶ Solaris ▶ Windows Using the command line, navigate to the *fp\_installdir* directory.

```
▶ iSeries Enter the QShell by typing QSH at the OS/400 or i5/OS command
prompt. Navigate to the fp_installdir directory.
```

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

```
▶ AIX ▶ Linux ▶ Solaris ./updateSilent.sh fixpack uninstall [
Instance_dir | Pay_instance_dir] fixpackID
```

```
▶ iSeries ./updateSilent.sh fixpack uninstall Instance_dir fixpackID
```

```
▶ Windows updateSilent.bat fixpack uninstall [Instance_dir |
Pay_instance_dir] fixpackID
```

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

- *Instance\_dir*: The path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section Path variables on page vii.
- *Pay\_instance\_dir*: The path for your WebSphere Commerce Payments instance. The default directory is defined in the Preface under the section Path variables on page vii.
- *fixpackID*: The name of fix pack to be uninstalled. For example, wc56BE\_fp6\_aix.

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

```
iSeries ./updateSilent.sh fixpack uninstall /QIBM/UserData/WebAS5/Base/WAS_myserver/installedApps/cell_name/ WC_demo.ear wc56BE_fp6_os400
```

```
Windows updateSilent.bat fixpack uninstall C:\WebSphere\AppServer\installedApps\cell_name\ pay_instance_name_Commerce_Payments_App.ear wc56BE_fp6_win
```

For example, to remove the fix pack from the Payments instance:

```
AIX ./updateSilent.sh fixpack uninstall /usr/WebSphere/AppServer/installedApps/cell_name/ pay_instance_name_Commerce_Payments_App.ear wc56BE_fp6_aix
```

3. Ensure that the installer displays the following message:

```
Fix pack uninstillation completed, please check /WC_installdir/logs/update/timestamp_wc56edition_fp6_operating_system_uninstall.log
```

The message contains the location of the log file created during uninstall.

---

## Graphical user interface uninstall

### Removing the fix pack from WebSphere Commerce

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

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

```
Windows updateWizard.bat
```

2. Select a language and then click **OK**.
3. On the Welcome page, click **Next** to continue.
4. Click **Next** to accept the WebSphere Commerce product found on your computer.
5. Select **Uninstall fix packs**. Click **Next**.
6. Select the fix pack to be uninstalled. Click **Next** to continue
7. Click **Next** to uninstall the fix pack.
8. Ensure that the installer displays the message The following fix pack was successfully uninstalled. If you do not get this message the installer will indicate which log files to check. Click **Finish** to exit.


**Note:** If you do not have existing WebSphere Commerce instances or Payments instances the fix pack uninstillation is complete. If you have existing WebSphere Commerce instances or Payments instances on which the fix pack has been applied, move on to the next section.

## Removing the fix pack from existing WebSphere Commerce and Payments instances

This section will remove the fix pack from your existing WebSphere Commerce instance or Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments instance or both you have configured on your system.

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

   ./updateWizard.sh

 updateWizard.bat

2. Select a language and then click **OK**.
3. Click **Next** to continue.
4. Check the **Specify product information** check box, then click **Browse**.
5. Navigate to the *WAS\_installdir/installedApps/cell\_name* directory and do one of the following:
  - If you are removing the fix pack from a WebSphere Commerce instance:
    - a. Click once on the *WC\_instance\_name.ear* folder.
    - b. Click **Open**.
    - c. Click **Next** to continue.
  - If you are removing the fix pack from a WebSphere Commerce Payments instance:
    - a. Click once on the *pay\_instance\_name\_Commerce\_Payments\_App.ear* folder.
    - b. Click **Open**.
    - c. Click **Next** to continue.
6. Select **Uninstall fix packs**. Click **Next**. If the installer is unable to locate the installed fix pack, exit the installer and return to step 1.
7. Select the fix pack to be uninstalled. Click **Next** to continue.
8. Click **Next** to uninstall the fix pack.
9. Ensure that the installer displays the message The following fix pack was successfully uninstalled. If you do not get this message the installer will indicate which log files to check.
10. Click **Finish**. Uninstallation of the fix pack is complete.

---

## Chapter 6. Troubleshooting

---

### Exceptions occur when using massload with an Oracle database

When running massload commands with an Oracle 9.2.0.1 database, you may experience errors similar to the following:

```
Io exception: SO Exception was generated
Exception in thread "main" java.sql.SQLException: Io exception: SO Exception
was generated
 at oracle.jdbc.dbaccess.DBError.throwSQLException(DBError.java:134)
 at oracle.jdbc.dbaccess.DBError.throwSQLException(DBError.java:179)
 at oracle.jdbc.dbaccess.DBError.throwSQLException(DBError.java:333)
 at oracle.jdbc.driver.OracleConnection.<init>(OracleConnection.java:404)
 at oracle.jdbc.driver.OracleDriver.getConnectionInstance(OracleDriver
.java:468)
 at oracle.jdbc.driver.OracleDriver.connect(OracleDriver.java:314)
 at java.sql.DriverManager.getConnection(DriverManager.java:512)
 at java.sql.DriverManager.getConnection(DriverManager.java:171)
 at com.ibm.wca.dbconnect.DbConnectionImpl.connect(Unknown Source)
 at com.ibm.wca.MassLoader.MassLoad.loadDbConnection(Unknown Source)
 at com.ibm.wca.MassLoader.MassLoad.<init>(Unknown Source)
 at com.ibm.wca.MassLoader.MassLoad.main(Unknown Source)
```

If you experience these errors, you must download the appropriate Oracle maintenance. There is a known problem with Oracle 9.2.0.1, please obtain maintenance through Oracle support.

---


### Compiler synchronization needed when using largebranch

If you experience a `javac.err.branch.too.big` Java Server pages compilation problem complete the following section.

**Note:** There are two parts to this section. The first part is to apply a WebSphere Application Server APAR. After the APAR is applied you must create the custom property `com.sun.tools.javac.main.largebranch` as outlined in this section.

    Download and apply the following interim fix PQ86604):

<http://www.ibm.com/support/docview.wss?uid=swg1PQ86604>

     After the code fix for APAR PQ86604 is applied, complete the following steps to enable the largebranch option:





1. Start the WebSphere Application Server server1.
2. Launch the WebSphere Application Server administration console.
3. Enter your user ID.
4. Expand **Servers** and select **Application Servers**.
5. Select **WC\_instance\_name**.
6. Under the heading **Additional Properties** select **Process Definition**.
7. Under the heading **Additional Properties** select **Java Virtual Machine**.
8. Under the heading **Additional Properties** select **Custom Properties**.
9. Click **New**.

10. Under the heading **General Properties**, in the **Name** field enter:  
com.sun.tools.javac.main.largebranch
11. Enter true in the **Value** field.
12. Click **OK**.
13. Click **Save**.
14. When asked to save to master configuration, click **Save** again.
15. Logout of the WebSphere Application Server administration console.

For instructions on how to stop and start a WebSphere Application Server, refer to the *IBM WebSphere Commerce Version 5.6 Installation Guide*.

---





## Solution to "Internal Server Error" with CacheMonitor

    If you have installed WebSphere Application Server version 5.0.2.9 or 5.1.1.3, you must install an additional fix. Download and install the WebSphere Application Server interim fix PQ99045 from the following URL:

<http://www.ibm.com/support/docview.wss?uid=swg24008836>

---

## Solution to "code too large" error compiling JSP

    If you have installed WebSphere Application Server version 5.1.1.1 or 5.1.1.2, you must install an additional fix. Download and install the WebSphere Application Server interim fix PQ96576 from the following URL:

<http://www.ibm.com/support/docview.wss?uid=swg24008289>

---

## Error running acpload.cmd - The input line is too long

You may encounter an error claiming "The input line is too long" when executing the acpload.cmd post-installation step. The commands called in the acpload.cmd script are too long for the Windows command line because of large variables used. This is usually caused by a large CLASSPATH variable.

To resolve the problem, you must redefine the CLASSPATH variable in your command (DOS) environment to reduce its size. Ensure that you do not remove entries for your database software. In your command window, you can reset the CLASSPATH variable with the set command.

For example:

```
C:\WebSphere\CommerceServer\bin\>set CLASSPATH='...'
```

Where '...' represents the path entries you choose to use in your class path. After the CLASSPATH variable is redefined, run the acpload.cmd again as documented in the post-installation section of the document.

---

## Error updating EJB isolation levels

You may receive an error when updating EJB isolation levels using the fixDeploy tool. The exception is similar to the one below.

```
parsing ejbJarXmlFile : /opt/WebSphere/AppServer/config/cells/redbud/applications
/WC_demo.ear/deployments/WC_demo/Catalog-ProductManagementData.jar/META-INF/
ejb-jar.xml java.net.ConnectException: Connection timed out
```

When parsing the ejb-jar.xml file, the fixDeploy tool needs to refer to the dtd file that is located on the sun web site. If the machine cannot connect to this external site, the process fails. To work around this problem, make sure that the machine is able to make connection to external sites.

---

## Problems with WebSphere Commerce Payments after migration

If you install WebSphere Commerce 5.6 with WebSphere Commerce Payments, and you want to change the payment method during migration, you might run into the following problem:

```
Error: File C:\WEBSPH~1\COMMER~1\xml/migration\backupwcm.xml does not exist.
Terminate WCIM.
```

To resolve the problem apply the interim fix JR20173 which can be found on the WebSphere Commerce 5.6.0.1 download page.

---

## Store pages do not display completely; parts of pages are missing

If you see one of the following error messages in the SystemOut.log file, follow the instructions for the corresponding solution.

| Error/Exception                                                                                                                                  | Solution                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>JAVAC MESSAGE FILE IS BROKEN:<br/>key=javac.err.branch.too.big,<br/>arguments=null, null, null</li> </ul> | Download the WebSphere Application Server interim fix PQ86604. For details on how to install the interim fix, please refer to Chapter 3, "Prerequisites," on page 13 of this installation guide.                                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>Illegal target of jump or<br/>branchjavax.servlet.ServletException</li> </ul>                             | Workaround <ol style="list-style-type: none"> <li>Clear the cached/compiled jsp classes out of /opt/WebSphere/AppServer/temp/<br/>%node%/instance_name/instance_name/Stores.war</li> <li>Navigate to WAS_installdir/bin</li> <li>Precompile the JSPs<br/>./JspBatchCompiler.sh<br/>-enterpriseapp.name instance_name<br/>-cell.name %CELL% -node.name %NODE% -server.name instance_name</li> </ol> |

---

## WebSphere Commerce Payments instance creation fails to create an entry in the Digital Certificate Manager

During WebSphere Commerce Payments instance creation, the QIBM\_HTTP\_SERVER\_pay\_instance entry may not be created within Digital Certificate Manager. This problem is only seen when SSL is configured for the WebSphere Commerce Payments instance. To correct the problem, review the information contained in this section.

- The cause of this problem may originate in the QBATCH subsystem. On the machine where you have installed WebSphere Commerce Payments, check the settings in the QBATCH subsystem:
  1. Ensure that the QBATCH subsystem is running. To ensure that the subsystem is running, use the following command:  
WRKACTJOB
  2. The WebSphere Commerce Configuration Manager submits a job to the QBATCH subsystem in order to add an entry into Digital Certificate Manager. The job may be held or may not be able to run. Use the following OS/400 commands to increase the entries:  
CHGSBSD QBATCH  
  
This command allows you to alter the MAXJOBS parameter.  
CHGJOBQE QBATCH  
  
This command allows you to alter the MAXACT parameter.  
  
**Note:** Increasing one or both of these entries should release the job that creates the entry in the Digital Certificate Manager.
- The cause of the problem may originate in the user profile settings. On the machine where you have installed WebSphere Commerce Payments, complete the following:
  1. Run the following command:  
DSPUSRPRF <F4>
  2. In the User Profile field, enter the profile ID that starts the Configuration Manager server.
  3. Record the value of the Job Description and Library fields and return to the command line.
  4. Run the following command:  
CHGJOBBD <F4>
  5. Enter the values recorded in 3.
  6. Press the F9 and F10 keys to display additional parameters.
  7. Change the HOLD field to \*NO.
  8. Ensure that the user profile that starts the Configuration Manager logs off and then logs back onto the system.
  9. If needed, restart the Configuration Manager server and create a new WebSphere Commerce Payments instance.

---

## Troubleshooting for Linux

### **Problem installing WebSphere Application Server Version 5.0.2 Cumulative Fix 3 on Red Hat Enterprise Linux AS or ES, Version 3.0 for Linux on Intel based systems**

To resolve the problems installing WebSphere Application Server Version 5.0.2 Cumulative Fix 3 on Red Hat Enterprise Linux AS or ES, Version 3.0 for Linux on Intel<sup>®</sup> based systems, refer to *Appendix A. Installing WebSphere Commerce on Red Hat Enterprise Linux, Version 3.0* in the most recent edition of *WebSphere Commerce Version 5.6 Installation Guide for Linux*.



## Database users do not have authority to perform operations on objects when using remote DB2/390 Version 8 server

When you purchase orders in a B2B direct store using remote DB2/390 Version 8 server, you will see a 'Generic Error' web page and receive the following error message in the SystemOut.log file.

```
COM.ibm.db2.jdbc.DB2Exception: [IBM][CLI Driver][DB2] SQL0551N "TUSERXX"
does not have the privilege to perform operation "DELETE" on object
"TGUSERXX.TMPRCTLIST". SQLSTATE=42501
```

To resolve the problem, please contact your DB2/390 administrator. DB2/390 SYSADM privilege should be granted to database users with following command:

```
GRANT SYSADM TO TUSERxx in the DB2I
```

Where TUSERXX means the database user to be granted SYSADM privilege

## Failure to execute DELETE SQL statement in staging DB when using a remote DB2/390 Version 8 server

When you execute a DELETE SQL statement in staging database using a remote DB2/390 Version 8 server, the statement will fail and you will receive the following error message:

```
DB21034E The command was processed as an SQL statement because it was not a
valid Command Line Processor command. During SQL processing it returned:
SQL0723N An error occurred in a triggered SQL statement in trigger
"XXXX.STAGXXXX". Information returned for the error includes SQLCODE
"42895", SQLSTATE "001," and message tokens "3". SQLSTATE=09000
```

To resolve the problem, PQ86276/UQ86546 should be applied to the DB2/390 server. For more information about how to apply the PTF, please contact your DB2/390 administrator. Please download the PTF from this link:

```
http://techsupport.services.ibm.com/server/390.ShopCart?add=true&ptfs=UQ86546.
```

For more information about this fix, review interim fix PQ86276 at the following URL:

```
http://www.ibm.com/support/docview.wss?uid=swg1PQ86276
```

## Deadlocks when purchasing orders with many users in a B2B store

If you install WebSphere Commerce 5.6 on zLinux and use remote DB2/390 version 8 server, you might run into deadlocks on tables such as TMPBOLIST, TMPAMPLIST, TMPFFCLIST, TMPRADTL, TMPRCTLIST, SUBORDADJ, ORDADJUST, ORDADJDSC. This usually happens when you purchase orders with many users in a B2B store.

To resolve the problem, apply the APAR LI70683 and follow the readme file to apply it. Please download the fix from this link: [ftp://ftp.software.ibm.com/software/websphere/commerce/56/interimfix/LI70683\\_5604\\_Linux.zip](ftp://ftp.software.ibm.com/software/websphere/commerce/56/interimfix/LI70683_5604_Linux.zip)



---

## Notices

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

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

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

IBM Director of Licensing  
IBM Corporation  
North Castle Drive  
Armonk, NY 10504-1785  
U.S.A.

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

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

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

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

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be

incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

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

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

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

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

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

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

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

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

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

---

## Trademarks

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

- AIX

- Cloudscape
- DB2
- IBM
- iSeries
- i5/OS
- pSeries
- xSeries
- zSeries
- OS/390
- OS/400
- S/390
- WebSphere
- z/OS

Windows is a trademark of Microsoft® Corporation in the United States, other countries, or both.

Intel is a trademark of Intel Corporation in the United States, other countries, or both.

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

Linux is a trademark of Linus Torvalds in the United States, other countries, or both.

UNIX is a trademark of The Open Group in the United States, other countries, or both.

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







Printed in USA