IBM® WebSphere® Commerce

FixPak Version 5.4.0.1

For **AIX®/Solaris™ Operating Environment**

software/Windows NT® and Windows® 2000

Product and Installation Guide

Note:

Before using this information and the product it supports, be sure to read the general information under "Notices" on page 16.

First Edition, revision 1 (April 2002)

This edition applies to version 5.4 of IBM WebSphere Commerce Business Edition for AIX, IBM WebSphere Commerce Professional Edition for AIX, IBM WebSphere Commerce Business Edition for Solaris, IBM WebSphere Commerce Professional Edition for Solaris, IBM WebSphere Commerce Business Edition for Windows NT and Windows 2000 and IBM WebSphere Commerce Professional Edition for Windows NT and Windows 2000 and to all subsequent releases and modifications until otherwise indicated in new editions. Make sure you are using the correct edition for the level of the product.

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Chapter 1 Introduction

This document describes the steps required to apply the WebSphere Commerce 5.4.0.1 FixPak to your WebSphere Commerce Business Edition 5.4 or WebSphere Commerce Professional Edition 5.4 system. WebSphere Commerce fixes and features included in this FixPak are also listed in this document.

The WebSphere Commerce 5.4.0.1 FixPak contains:
- The WebSphere Commerce 5.4.0.1 Product and Installation Guide
- WebSphere Commerce eFixes

This FixPak requires upgrades to the supporting software stack. This document should be read in it's entirety, before installing the FixPak. If you have installed any WebSphere Commerce eFixes prior to this FixPak, and have any concerns regarding those eFixes, please contact WebSphere Commerce Support.

Chapter 2 Product Editions

Versions supported by this FixPak

WebSphere Commerce 5.4 Version	NT/Windows 2000	AIX	Solaris
Business Edition English	Yes	Yes	Yes
Professional Edition English	Yes	Yes	Yes
Business Edition NLV	Yes	Yes	Yes
Professional Edition NLV	Yes	Yes	Yes

Chapter 3 New and Changed Components

Updates

This release incorporates the following updates:

- WebSphere Application Server eFix requirements
- DB2 FP6 requirement

Fixes

This FixPak contains the fixes to the following defects :
- Collaboration
  - Admin Password is send in clear text behind firewall
- Installation
  - logging error in wc54wasefixunix.sh
  - minor corrections needed to wc54aixpreq.sh
  - typos in user messages from wc54wasefixunix.sh
  - Payment Manager issue with the <instancename>/xml/payment dir.
- Migration
  - encrypt WCS 5111 credit card information
  - migration:Publish store failed on Sun/Oracle
  - register a new user failed after migration from wcs5111
  - multi-attrvalue feature should allow use of '_' -compatibility
  - incorrect Access Control
  - failed to submit orders in the new published store after migration
  - WCSmigrate54Pro_BE.xml not included
- Other Areas
  - can't display users in scaled database
  - AddressAdd does not return the addressID of the updated address
  - after change in logon ID user cannot access existing orders
  - Reduce frequency of rollback exceptions when 4 WC clones started at the same time
  - the creation of the Cipher object causes performance problems with the cookie code
  - USRTRAFFIC table stores URLs with clear text passwords
  - ECSAXParser fails when incoming message doesn't contain version
  - snapshot logs were not deleted when removing summary tables using Config Manager
  - ToolTech publishing failed on SUN/Oracle/iPlanet staging server
  - checkIsAllowed should allow any action to be checked
  - password protected cmd feature fails with WC tools
  - missing "publishstore.sh" in Solaris Driver
  - OrderProcess doesn't update the billaddress even if it is old

Visual Age For Java Users

Visual Age for Java users can update the customer repository (WC_54.dat) by importing the following jar files:

- wcslivehelp.jar
- wcslogging.jar
- wcsmcruntime.jar
- wcsmigration.jar
- wcsorder.jar
- wcsruntime.jar
- wcsuser.jar
- wcsejbimpl.jar

Chapter 4 Installation

Verification of your WebSphere Commerce level

This PTF is intended to be applied to the base level of WebSphere Commerce 5.4 installed on either the AIX, Solaris, Windows NT, or Windows 2000 operating system.   If you have installed any WebSphere Commerce eFixes prior to this FixPak, please contact WebSphere Commerce Support.

The application of this FixPak requires that installation scripts be run to apply the changes to the WC and WAS application. These changes need to be applied to at least the WC directory tree if no instances have been created. If one or more instances have been created then the second script needs to be run on each instance created under the <WAS HOME>/installedApps directory. These directories are automatically created at instance creation time.

The script names are as follows:

- WCfixpack<version>5401_wc_<OS>.*ext*
- WCfixpack<version>5401_was_<OS>.*ext*

WCfixpack<version>5401_wc_<OS>.*ext*

This package needs to be installed on all WebSphere Commerce systems. The installation script needs to be run only once.

WCfixpack<version>5401_was_<OS>.*ext*

This package needs to be installed if you have already created instances within your WebSphere Commerce system. The installation script needs to be run once for each instance that exists prior to running WCfixpack<version>5401_wc_<OS>.*ext*. Instances created after the application of WCfixpack<version>5401_wc_<OS>.*ext*, do not require that the WCfixpack<version>5401_was_<OS>.*ext* be applied.

FixPak Installation

All platforms

- Please ensure you have a current backup before applying this FixPak. Back up your database as described in the information included with your database software.
- We require the application of the following WebSphere Application Server eFixes to you WebSphere Commerce system:

    PQ58584 - EJB Container cumulative eFix and workaround for problem with reflection api

    <u>AIX Users Only:</u> PQ59010 - 4.0.x: Out of memory failure on AIX with WebSphere security

    WebSphere Application Server eFixes can be found at:
    http://www.ibm.com/software/webservers/appserv/support.html
    in the *Support Downloads* section, *All efixes, fixpaks and tools* link.

- A memory leak has been discovered with the version of DB2 (7.1.0.55) that was originally shipped with Webshpere Commerce 5.4. The issue has been addressed with DB2 FP6 (7.1.0.60). Ref: DB2 APAR IY26608 at:
    http://www.ibm.com/support/manager.wss?rs=0&rt=0&org=SW&doc=1049150
    If you are running the version DB2 that was originally shipped with WebSphere Commerce 5.4, we require that you upgrade. Please note BIND is required for all databases, see the DB2 FixPak readme for details.
    DB2 v7 FixPaks can be found at:
    http://www.ibm.com/cgi-bin/db2www/data/db2/udb/winos2unix/support/v7fphist.d2w/report

Oracle users

An error in the <WC_HOME>schema/oracle/ wcs.stage.trigger.sql file, caused the trigger USTG_TRDDESC to not work with Oracle databases. For customers with an existing Oracle staging database who wish to apply the fix, please complete the following steps, after the 5.4.0.1 FixPak has been applied:

- Using SQLPLUS, connect to your staging database with the userid that WebSphere Commerce instance uses to connect to the database e.g. WCS
- Run **`sqlplus wcs/wcs@o817 < wcs.stage.trigger.sql`** from the WCS_HOME directory, where wcs/wcs is the userid, and o817 is the database name.

Both the production and staging server should have the fix applied.

The trigger, USTG_TRDDESC, will work correctly for Oracle users creating a staging database after this FixPak has been applied.

AIX

To install the WebSphere Commerce version 5.4.0.1 FixPak, complete the following steps:

1. Download the FixPak from the IBM Web site and and extract the files into a temporary directory.
2. Ensure you are logged in as the operational user for WebSphere Commerce.
3. Stop the following services:
   - Web server services and their respective administration services
   - WebSphere Application Server service
   - WebSphere Commerce Configuration Manager Server services

   For instructions on how to stop and start services, refer to "Starting and Stopping WebSphere Commerce Components" in the *IBM WebSphere Commerce version 5.4 Installation Guide.*
4. As previously discussed, there can be two parts to the installation of this fixpack depending on if an instance(s) has been created.

   For all installations, from the temporary directory, type:

   `./install_wc.sh <WC_HOME>  <WAS_HOME>`

   For example: ./install_wc.sh /usr/WebSphere/CommerceServer /usr/WebSphere/AppServer

   If you have previously created an instance(s) then for each instance, from the temporary directory, type:

   `./install_was.sh <WAS_HOME>  <WC_APPLICATION_HOME>`

   For example: ./install_was.sh /usr/WebSphere/AppServer /usr/WebSphere/AppServer/installedApps/WC_Enterprise_App_[instance_name].ear
5. Confirm that the WebSphere Commerce 5.4.0.1 FixPak installation was successful by checking the following log file:

   /usr/WebSphere/CommerceServer/service/fixpack/5401/WCfixpack*<edition>*5401_wc_AIX.log

   As well, for each instance, verify the logs for the WebSphere Application Server's WC application:

   /usr/WebSphere/AppServer/installedApps/WC_Enterprise_App_[instance_name].ear/service/fixpack/5401/WCfixpack<edition>5401_was_AIX.log

   where [instance_name] is the deployed WC instance name. Ensure that no errors were reported. The text "Completed WebSphere Commerce 5.4.0.1 Fixpack Install with no errors." should be shown at the end of the log file.

7. On a three tier system, `ftp` and then `untar` the file /usr/WebSphere/CommerceServer/service/fixpack/5401/wc54wasefixunix.tar to the web server machine. Then run the script wc54wasefixunix.sh, which will apply the updated WebSphere Application Server plugin efix to the web server. The script will require that the IBM WebSphere Commerce, <edition> Edition version 5.4 disk 2 be inserted into the web server's cdrom drive.

8. Restart:
   - Web server services and their respective administration services
   - WebSphere Application Server service
   - WebSphere Commerce Configuration Manager Server services

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

Solaris

To install the WebSphere Commerce version 5.4.0.1 FixPak, complete the following steps:

1. Download the FixPak from the IBM Web site and extract the files into a temporary directory.
2. Ensure you are logged in as the operational user for WebSphere Commerce .
3. Stop the following services:
   - Web server services and their respective administration services
   - WebSphere Application Server service
   - WebSphere Commerce Configuration Manager Server services

   For instructions on how to stop and start services, refer to "Starting and Stopping WebSphere Commerce Components" in the *IBM WebSphere Commerce version 5.4 Installation Guide.*
4. As previously discussed, there can be two parts to the installation of this fixpack depending on if an instance(s) has been created.

   For all installations, from the temporary directory, type:

   ./install_wc.sh *<WC_HOME>* *<WAS_HOME>*

   For example: ./install_wc.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer

   If you have previously created an instance(s) then for each instance, from the temporary directory, type:

   ./install_was.sh *<WAS_HOME>* *<WC_APPLICATION_HOME>*

   For example: ./install_was.sh /opt/WebSphere/AppServer /opt/WebSphere/AppServer/installedApps/WC_Enterprise_App_[instance_name].ear
5. Confirm that the WebSphere Commerce 5.4.0.1 FixPak installation was successful by checking the following log file:

   /opt/WebSphere/CommerceServer/service/fixpack/5401/WCfixpack *<edition>*5401_wc_SUN.log

   As well, for each instance, verify the logs for the WebSphere Application Server's WC application: /opt/WebSphere/AppServer/installedApps/WC_Enterprise_App_[instance_name].ear/service/fixpack/5401/WCfixpack*<edition>*5401_was_SUN.log

   where [instance_name] is the deployed WC instance name. Ensure that no errors were reported. The text "Completed WebSphere Commerce 5.4.0.1 Fixpack Install with no errors." should be shown at the end of the log file.

6. Confirm that On a three tier system, `ftp` then `untar` the file /opt/WebSphere/CommerceServer/service/fixpack/5401/wc54wasefixunix.tar to the web server machine. Then run the script wc54wasefixunix.sh, which will apply the updated WebSphere Application Server plugin efix to the web server. The script will require that the IBM WebSphere Commerce, <edition> Edition version 5.4 disk 2 be inserted into the web server's cdrom drive.

7. Restart:
   - Web server services and their respective administration services
   - WebSphere Application Server service
   - WebSphere Commerce Configuration Manager Server services

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

Windows NT/2000

To install the WebSphere Commerce v5.4.0.1 FixPak, complete the following steps:

1. Download the FixPak from the IBM Web site and extract the files into a temporary directory.
2. Ensure you are logged in with a Windows user ID that is a member of the Administrators group.
3. In the services panel, stop the following services:
   - Web server services and their respective administration services
   - WebSphere Application Server service
   - WebSphere Commerce Configuration Manager Server services

   For instructions on how to stop and start services, refer to "Starting and Stopping WebSphere Commerce Components" in the *IBM WebSphere Commerce version 5.4 Installation Guide*.
4. As previously discussed, there can be two parts to the installation of this fixpack depending on if an instance(s) has been created. For All installations, temporary directory type:
   ```
   install_wc <WC_HOME>  <WAS_HOME>
   ```
   For example: install C:\Program Files\WebSphere\CommerceServer C:\Program Files\WebSphere\AppServer
   If you have previously created an instance(s) then for each instance, from the temporary directory, type:
   ```
   install_was <WAS_HOME>  <WC_APPLICATION_HOME>
   ```
   For example: install C:\Program Files\WebSphere\AppServer C:\Program Files\WebSphere\AppServer\InstalledApps\WC_Enterprise_App_[instance_name].ear
5. Confirm that the WebSphere Commerce 5.4.0.1 FixPak installation was successful by checking the following log file: <WC_HOME>\service\fixpack\5401\WCfixpack<edition>5401_wc_WIN.log. As well, for each instance, verify the logs for the WebSphere Application Server's WC application: <WAS_HOME>\installedApps\WC_Enterprise_App_[instance_name].ear\service\fixpack\5401\ WCfixpack*<edition>*5401_was_WIN.log.
   where [instance_name] is the deployed WC instance name. Ensure that no errors were reported. The text "Completed WebSphere Commerce 5.4.0.1 Fixpack Install with no errors." should be shown at the end of the log file.
1. Restart:
   > Web server services and their respective administration services
   > WebSphere Application Server service
   > WebSphere Commerce Configuration Manager Server services

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

Chapter 5 Troubleshooting Guide

Please reference your WebSphere Commerce install guide for general troubleshooting information. The information provided below is specific to this FixPak.

If you should experience problems installing this FixPak, do not reinstall it before you run the uninstall script. Reinstalling the FixPak, without first uninstalling it, will overwrite your original JAR files. See below for the directories that contain the uninstall scripts and the backup JAR files.

AIX

/usr/WebSphere/AppServer/installedApps/WC_Enterprise_App_[instance_name].ear/service/fixpack/5401

/usr/WebSphere/CommerceServer/service/fixpack/5401/

Solaris

/opt/WebSphere/AppServer/installedApps/WC_Enterprise_App_[instance_name].ear/service/fixpack/5401

/opt/WebSphere/CommerceServer/service/fixpack/5401

Windows NT/ Windows 2000

drive:\WebSphere\AppServer\installedApps\WC_Enterprise_App_[instance_name].ear\service\fixpack\5401

drive:\WebSphere\CommerceServer\service\fixpack\5401

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