



IBM WebSphere Commerce FixPak
for AIX, Solaris Operating Environment, Linux,
Windows NT and Windows 2000

Installation Guide

Version 5.4.0.3

Note:

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

First Edition, second revision (December 2002)

This edition applies to version 5.4 of the following products:

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

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

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Before you begin

Conventions used in this book

This book uses the following highlighting conventions:

Boldface type indicates commands or graphical user interface (GUI) controls such as names of fields, buttons, or menu choices.

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

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

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

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

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

Linux indicates information specific to the following products:

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

DB2 indicates information that is specific to DB2 Universal Database.

Oracle indicates information that is specific to Oracle.

Default installation paths

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

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

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

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Chapter 1 Introduction

This document describes the steps required to apply the IBM® WebSphere® Commerce 5.4.0.3 FixPak to your WebSphere Commerce Business Edition 5.4, WebSphere Commerce Professional Edition 5.4, or WebSphere Commerce Professional Entry Edition 5.4 system. It also describes how to apply the FixPak to WebSphere Commerce Studio Business Developer Edition 5.4, or WebSphere Commerce Studio Professional Developer Edition, 5.4.

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

Before applying this FixPak to a WebSphere Commerce 5.4 system, you must do the upgrades listed in Pre-installation on page 13. It is recommended that you read this document in its entirety, before installing the FixPak. If you have installed any WebSphere Commerce fixes prior to this FixPak, and have any concerns regarding the removal of those fixes, please contact WebSphere Commerce support.

Chapter 2 Product editions

WebSphere Commerce editions supported by this FixPak

This FixPak supports the following WebSphere Commerce Version 5.4 editions:

- Business Edition
- Professional Edition
- Professional Entry Edition

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

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

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

WebSphere Commerce Studio users

For more information on how to install the WebSphere Commerce FixPak Version 5.4.0.3 on your WebSphere Commerce Studio machine, refer to page 25.

Chapter 3 New and changed components

Software stack updates

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

- DB2® Universal Database™
- WebSphere Application Server

For complete details about these updates, refer to Preinstallation on page 13.

WebSphere Commerce updates

This release includes improvements or updates to the following areas:

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

The WebSphere Commerce 5.4.0.3 FixPak includes the following fixes:

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

IY33200	OrderCopy NullPointer when copying OrderItemComponent
JR17274	Order by clause used in pushdownquery on ordAcbean causes problems
IY33183	Select contract price logic defect; the wrong price is selected according to offer.precedence
JR17057	The close bracket (>) is missing from HTML output when executing a JSP file in Product Advisor
JR17112	Drop constraint when no result found in search
IY33178	Update to performance fix for dynamic tree
IY33176	Unable to highlight node when dynamic tree is expanded

Additions to the Load command

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

-method createonly

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

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

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

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

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

-method loadonly -directory fullpathdir

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

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

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

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

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

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

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

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

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

Duplicate record checking with ID resolution

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

In order to improve performance, the Loader package now eliminates duplicate XML elements early in the process -- during ID resolution. You do not need to use any new parameters to utilize this feature. When you use the `update` or `mixed` method with the `ID Resolve` command, the ID Resolver automatically recognizes XML elements being resolved that are duplicates of records that already exist in the database. The duplicates are not written to the output file specified by the `-outfile` option; but the Loader package Error Reporter writes them to the `xxx.error.xml`

file (where `xxx` is the input XML file name without the file extension). The entries in the `xxx.error.xml` file are made without counting the duplicates as actual errors.

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

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

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

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

Chapter 4 Installing and uninstalling the FixPak

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

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

Preinstallation

Preinstallation requirements for WebSphere Application Server

Note: These WebSphere Application Server steps are not required if you are applying the FixPak to WebSphere Commerce Studio. In this case, proceed to Upgrading DB2 Universal Database on page 15.

For WebSphere Commerce Business Edition for Linux for IBM ^ zSeries and S/390 only, you should have installed WebSphere Application Server Version 4.0.2, proceed to upgrade WebSphere Application Server to version 4.0.4 on page 15.

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

As such, you must perform the following steps:

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

The details of each step are provided in subsequent sections.

Uninstalling previous WebSphere Application Server fixes

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

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

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

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

- PQ54291 - Add support for WebSphere Commerce Suite caching
- PQ57814 - WebSphere Application Server security fails after a period of time due to excessive file handles being opened for wsserver.key
- PQ58443 - When installing an EAR with enterprise beans in version 4.0.2 and choosing to regenerate the deployed code, performance issues occur

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

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

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

Installing WebSphere Application Server Version 4.0.3

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

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

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

Applying fixes to WebSphere Application Server 4.0.3

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

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

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

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

Linux **To upgrade WebSphere Application Server Version 4.0.4 for WebSphere Commerce Business Edition for Linux for IBM ^ zSeries and S/390 only**

1. Install the WebSphere Application Server 4.0.4 PTF, this can be found at the following Web address:
<http://www-1.ibm.com/support/docview.wss?rs=180&context=SSEQTP&q=fixpak&uid=swg24001635>

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

2. After WebSphere Application Server 4.0.4 is installed, you must apply the workaround for
 - the MassLoder property file not found
 - When accessing the tools pages, a blank page will be generated and the log file will say ‘error detected when initializing “EJBproperty”’.

the workaround for the potential problems above are listed at:

<http://www.ibm.com/support/docview.wss?rs=494&uid=swg21054765>

DB2 **Upgrading DB2 Universal Database**

A memory leak existed in the version of DB2 (7.1.0.55) that was shipped with WebSphere Commerce 5.4. The issue has been addressed with DB2 FP6 (7.1.0.60). Refer to the DB2 APAR IY26608 at the following Web address:

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

If you are running the version of DB2 that was originally shipped with WebSphere Commerce 5.4, you must upgrade to DB2 version 7.1.0.60 or higher. Note that a BIND is required for all databases; see the DB2 FixPak README for details. DB2 V.7 FixPaks can be found at:

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

Installation

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

Important: Prior to installing the WebSphere Commerce Version 5.4.0.3 FixPak, ensure you have completed the pre-installation steps on page 13. If you experience problems while installing the WebSphere Commerce Version 5.4.0.3 FixPak, do not attempt to reinstall the FixPak before you run the uninstall script. For instructions on how to uninstall the FixPak, refer to Uninstallation on page 32.

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

Installing the FixPak on AIX

AIX To install the WebSphere Commerce Version 5.4.0.3 FixPak, complete the following steps:

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

```
./install_wc.sh WC_installdir WAS_installdir WC_EDITION WC_DBTYPE
```

DB2 For example:

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

Oracle For example:

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


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

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

For example:

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

7. Confirm that the WebSphere Commerce 5.4.0.3 FixPak installation was successful by checking the following log file:

```
/usr/WebSphere/CommerceServer/service/fixpack/5403/WCfixpack5403_wc_AIX.log
```

The text “Completed WebSphere Commerce 5.4.0.3 Fixpack Install with no errors.” should display at the end of the log file.

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

```
/usr/WebSphere/CommerceServer/service/fixpack/5403/WC_Enterprise_App_  
instance_name.ear.log
```

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

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

 For example:

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

 For example:

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

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

10. Complete the postinstallation steps on page 28 and apply the applicable fixes.

11. Restart the following:

- Web server and its respective administration processes
- WebSphere Application Server
- WebSphere Commerce Configuration Manager server

For instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.

Installing the FixPak on Solaris

SOLARIS To install the WebSphere Commerce Version 5.4.0.3 FixPak, complete the following steps:

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

4. Run the following command from the temporary directory:

```
./install_wc.sh WC_installdir WAS_installdir WC_EDITION WC_DBTYPE
```

DB2 For example:

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

Oracle For example:

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

5. If you have previously created instances, run the following command from the temporary directory for each instance:

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

DB2 For example:

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

Oracle For example:

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

6. Confirm that the WebSphere Commerce 5.4.0.3 FixPak installation was successful by checking the following log file:


```
/opt/WebSphere/CommerceServer/service/fixpack/5403/WCfixpack5403_wc_SUN.log
```

The text “Completed WebSphere Commerce 5.4.0.3 Fixpack Install with no errors.” should display at the end of the log file.


If you have previously created instances, check the following log for each instance:
`/opt/WebSphere/CommerceServer/service/fixpack/5403/WC_Enterprise_App_
instance_name.ear.log`

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

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

 For example, for DB2:


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

 For example, for Oracle:

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

8. Confirm that `updatedb.sh` command was successful by checking the file `WC_installdir/logs/updatedb.log` does not contain error messages.
9. Complete the postinstallation steps on page 28 and apply the applicable fixes.
10. Restart the following:
 - Web server services and their respective administration services
 - WebSphere Application Server service
 - WebSphere Commerce Configuration Manager server servicesFor instructions on how to stop and start these processes, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.

Installing the FixPak on Linux

 To install the WebSphere Commerce Version 5.4.0.3 FixPak, complete the following steps:

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

4. Run the following command from the temporary directory:

```
./install_wc.sh WC_installdir WAS_installdir WC_EDITION WC_DBTYPE
```

 For example:

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

 For example:

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

5. If you have previously created instances, run the following command from the temporary directory for each instance:

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

 For example:

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

 For example:

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

6. Confirm that the WebSphere Commerce 5.4.0.3 FixPak installation was successful by checking the following log file:

For Linux, `/opt/WebSphere/CommerceServer/service/fixpack/5403/WC_fixpack5403_wc_LINUX.log`

For zLinux, `/opt/WebSphere/CommerceServer/service/fixpack/5403/WC_fixpack5403_wc_zLinux.log`

The text “Completed WebSphere Commerce 5.4.0.3 Fixpack Install with no errors.” should display at the end of the log file.


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

`/opt/WebSphere/CommerceServer/service/fixpack/5403/WC_Enterprise_App_instance_name.ear.log`

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

 For example:

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

 For example:

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

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

9. Complete the postinstallation steps page 28 and apply the applicable fixes.

10. Restart the following:

- 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 these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.

Installing the FixPak on Windows NT or Windows 2000



To install the WebSphere Commerce Version 5.4.0.3 FixPak on your WebSphere Commerce machine, complete the following steps:

1. Download the FixPak from the IBM Web site and extract the files into a temporary directory. This directory must be writable.
2. Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.
3. In the services panel, stop the following services:
 - Web server services and their respective administration processes
 - WebSphere Application Server service
 - WebSphere Commerce Configuration Manager Server servicesFor instructions on how to stop and start services, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
4. You must run the `install_wc` command. To run this command, do the following:
 - a. Using the command line, navigate to the temporary directory, and enter `install_wc`.
 - b. When prompted, enter `no` to indicate that you are not applying the FixPak to WebSphere Commerce Studio.
 - c. Enter the directory where WebSphere Commerce is installed. For example, enter `C:\Program Files\WebSphere\CommerceServer`.
 - d. Enter the directory where WebSphere Application Server is installed. For example, enter `C:\Program Files\WebSphere\AppServer`.
 - e. Enter the type of database used with WebSphere Commerce. Enter either `DB2` or `Oracle`.
 - f. Enter the edition of WebSphere Commerce that you have installed. Enter either `Business` or `Pro`.
 - g. When prompted to indicate if the existing backup JAR file should be overwritten, enter `yes`.
5. If you have previously created instances, you must run the `install_was` command for each instance that was created before applying this FixPak. To run this command, do the following:
 - a. Navigate to the temporary directory for the instance, and enter `install_was`.


- b. Enter the directory where WebSphere Commerce is installed. For example, enter
C:\Program Files\WebSphere\CommerceServer.
 - c. Enter the directory where WebSphere Application Server is installed. For example, enter
C:\Program Files\WebSphere\AppServer.
 - d. Enter the type of database used with WebSphere Commerce. Enter either DB2 or Oracle.
 - e. Enter the directory where your application is installed in the
WC_installdir\InstalledApps directory. For example, enter
WC_Enterprise_App_instance_name.ear.
 - f. Repeat steps a through e for each instance.
6. Confirm that the WebSphere Commerce 5.4.0.3 FixPak installation was successful by checking the following log file:
WC_installdir\service\fixpack\5403\WCfixpack5403_wc_WIN.log
Ensure that no errors were reported. The text “Completed WebSphere Commerce 5.4.0.3 FixPak Install with no errors.” should display at the end of the log file.

If you have previously created instances, check the following log for each instance:
WC_installdir\service\fixpack\5403\WC_Enterprise_App_instance_name.ear.log

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

 For example:

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

 For example:

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

8. Confirm that `updatedb.bat` command was successful by checking the file  
*WC\_installdir\logs\updatedb.log*. The file should not contain error messages.
9. Complete the postinstallation steps on page 28 and apply the applicable fixes.
10. Restart 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*.



## Installing the FixPak on WebSphere Commerce Studio

To install the WebSphere Commerce Version 5.4.0.3 FixPak on your WebSphere Commerce Studio machine, complete the following steps:

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

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

5. You must run the `install_wc` command. To run this command, do the following:
  - a. Using the command line, navigate to the temporary directory, and enter `install_wc`.
  - b. When prompted, enter `yes` to indicate that you are not applying the FixPak to WebSphere Commerce Studio.
  - c. Enter the directory where WebSphere Commerce Studio is installed. For example, enter `C:\WebSphere\CommerceServerDev`.
  - d. Enter the Java home directory. For example, enter `D:\WebSphere\WebSphereStudio4\bin`.
  - e. Enter the edition of WebSphere Commerce Studio that you have installed. Enter either `Business` or `Pro`.
6. Confirm that the WebSphere Commerce 5.4.0.3 FixPak installation was successful by checking the following log file:

*WCSTUDIO\_installdir\service\fixpack\5403\WCfixpack5403\_wc\_WIN.log*

Ensure that no errors were reported. The text “Completed WebSphere Commerce 5.4.0.3 Fixpack Install with no errors.” should display at the end of the log file.

7. Add new bootstrap data by running the following script from the `WCSTUDIO_installdir\bin` directory:

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

 For example:

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

 For example:

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

8. Confirm that `updatedb.bat` command was successful by checking the file `WCSTUDIO_installdir\logs\updatedb.log`. The file should not contain error messages.
9. Copy the `WCSTUDIO_installdir\instances\default\xml\search.xml` file into your `WCSTUDIO_installdir\instances\instance_name\xml` directory.
10. If you are using VisualAge for Java, you must copy files updated in the `WCSTUDIO_installdir\wc.ear` directory to the VisualAge for Java's WebSphere Test Environment directory as follows:
  - a. Backup any customized files in the `VAJ_installdir\ide\project_resources\IBM WebSphere Test Environment\hosts\default_host\default_app\web` directory.
  - b. Copy the content of the `WCSTUDIO_installdir\wc.ear\wcstores.war` directory, except for the subdirectories `META-INF` and `WEB-INF`, and any published store directory (for example, `InFashion`) into the `VAJ_installdir\ide\project_resources\IBM WebSphere Test Environment\hosts\default_host\default_app\web` directory.
  - c. Copy the content of the `WCSTUDIO_installdir\wc.ear\wctools.war` directory, except for the subdirectories `META-INF` and `WEB-INF`, into the `VAJ_installdir\ide\project_resources\IBM WebSphere Test Environment\hosts\default_host\default_app\web` directory.
  - d. Add and merge the previous customized code into the newly copied files in WebSphere Test Environment directory.
11. If you are using VisualAge for Java to create customized WebSphere Commerce code, you must do one of the following:
  - a. If you are going to apply the Commerce Enhancement Pack (October 2002), proceed directly to the portions of the *Commerce Enhancement Pack (October 2002) Getting Started Guide* that apply to WebSphere Commerce Studio. After installing the enhancement pack, you must then import the corresponding WebSphere Commerce code

repository, according to the instructions in the *Commerce Enhancement Pack (October 2002) Code Transition Guide*.

- b. If you are not applying the Commerce Enhancement Pack (October 2002), then follow the instructions in the *WebSphere Commerce FixPak 5.4.0.3 Code Transition Guide*. This guide is available in the `repository.zip` package.

## Postinstallation

This section describes steps that must be performed after the 5.4.0.3 FixPak has been applied to a WebSphere Commerce machine. These steps are not required for WebSphere Commerce Studio machines.

Postinstallation information is divided into the following subsections:

- Staging server user information
- Postinstallation steps for all platforms
- Platform-specific postinstallation steps

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

### Staging server users

An error in the `WC_installdir/schema/oracle/wcs.stage.trigger.sql` file for Oracle users, or `WC_installdir/schema/db2/wcs.stage.trigger.sql` file for DB2 users, causes the trigger `USTG_TRDDESC` to work incorrectly with staging databases.

**DB2** If you are using a DB2 database, do the following to correct the `USTG_TRDDESC` trigger:

1. Using a DB2 Command Window, enter the following command:  

```
db2 -tvf WC_installdir/schema/db2/wcs.stage.trigger.sql
```
2. Due to the fact that the DB2 version of the `wcs.cache.trigger.sql` file has been modified in 5.4.0.3 FixPak, enter the following command:  

```
db2 -td# -f WC_installdir/schema/db2/wcs.cache.trigger.sql
```

**Oracle** If you are using an Oracle database, do the following to correct the `USTG_TRDDESC` trigger:

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

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

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

### Platform-specific postinstallation steps

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

- Correcting the missing `search.xml` file
- Enabling SSL for QuickPlace (if you are using QuickPlace)

Each of the preceding topics is described in more detail in subsequent sections.

### Correcting the missing search.xml file

After applying the FixPak 5.4.0.3, the `search.xml` file is not located in the `WC_installdir/instances/instance_name/xml` directory. To correct this, do the following:

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

### Enabling SSL for QuickPlace

After you have completed installing the FixPak 5.4.0.3 and all services have been restarted, additional steps are required if you need to enable SSL for QuickPlace. For each instance that has already been created or for any created in the future, you must update the class path, as follows:

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

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

## Enabling the double click feature

**Important:** For detail description of this feature, refer to the technical note listed in chapter 5, Troubleshooting guide. You should review the technical note before you enable this feature.

To enable the double click feature, do the following:

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

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

2. Before running the double click feature, confirm the setting in the `instance_name.xml` file for your WebSphere Commerce instance is set correctly. In a text editor, open the `instance.xml` file in the `WC_installdir/instances/instance_name/xml/instance_name.xml` file and search for the `EnableDoubleClickHandler` string. Ensure that the value is set to true.
3. Unzip the `WC_installdir/wc.ear/lib/wcsruntime.jar` file and extract the `RequestServlet.class` file to a temporary directory.
4. Copy the `RequestServlet.class` file to the following directories:  
`WC_installdir/wc.ear/wcstores.war/WEB-INF/classes/com/ibm/commerce/server/`  
and  
`WAS_installdir/installedApps/WC_Enterprise_App_demo.ear/wcstores.war/WEB-INF/classes/com/ibm/commerce/server.`
5. Restart your system.

## Postinstallation steps for platform-specific

The following postinstallation steps are divided into subsections, depending upon the operating system used in your configuration.

### **Correcting the WCALoggerConfig.xml file**

For UNIX® platforms, after the FixPak 5.4.0.3 has been applied, the `WCALoggerConfig.xml` file is replaced. The fully-qualified path names of `message.txt` and `trace.txt` that were put in by the `wcpostinstall.sh` originally, are now changed back to the file names alone. To correct this,

you can either run the `wcpostinstall.sh` script again or manually edit the `WCALoggerConfig.xml` file.

To manually edit the `WCALoggerConfig.xml` file, do the following:

1. Using a text editor, open the following file:  
`WC_installdir/xml/loader/WCALoggerConfig.xml`
2. Replace every instance of “`trace.txt`” and “`messages.txt`” with the following values:

**AIX** Values for AIX:

- `/usr/WebSphere/CommerceServer/xml/loader/trace.txt`
- `/usr/WebSphere/CommerceServer/xml/loader/messages.txt`

**SOLARIS** **Linux** Values for Solaris and Linux:

- `/opt/WebSphere/CommerceServer/xml/loader/trace.txt`
- `/opt/WebSphere/CommerceServer/xml/loader/messages.txt`

If you choose to run the `wcpostinstall.sh` script again, ignore the following error messages in the `WC_installdir/logs/wcpostinstall.log` file:

```
"ERROR: Detected unsupported HTTPVERSION: 1.3.19.2.
....
ERROR: Detected unsupported WASVERSION: Looking for 4.0.2."
```

**Linux** Correcting the `startupServer.sh` file

The `/opt/WebSphere/AppServer/bin/startupServer.sh` file must be corrected as displayed in the following file excerpt, insert the lines that are displayed in bold.

```
#!/bin/ksh

binDir=`dirname $0`

. $binDir/setupCmdLine.sh
JITC_COMPILEOPT=NINLINING
export JITC_COMPILEOPT
WAS_installdir=/opt/WebSphere/AppServer/

export WAS_installdir

...
```

Save the file and restart the services as outlined in step 10 of the instructions for installing this FixPak on Linux.

## Uninstallation

If you experience problems during the installation of this FixPak, do not attempt to reinstall the FixPak before you run the uninstall script. The directory that contains the uninstall scripts is `WC_installdir/service/fixpack/5403`. Reinstalling the FixPak, without first uninstalling it, will overwrite the backup JAR files in the `WC_installdir/service/fixpack/5403` directory, which were created during the initial installation.

### Preparing to uninstall the FixPak

Before uninstalling the FixPak, you must stop the Web server and WebSphere Application Server. If you do not stop these components, you will see errors as described in “Chapter 5 Troubleshooting guide” on page 40.

### Uninstalling the FixPak from AIX

**AIX** To uninstall the WebSphere Commerce Version 5.4.0.3 FixPak, complete the following steps:

1. Ensure you are logged in as the root user for WebSphere Commerce.
2. Stop the following:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
3. Navigate to the `WC_installdir/service/fixpack/5403` directory and run the `uninstall_wc.sh` command, as follows:

```
uninstall_wc.sh WC_installdir WAS_installdir
```

For example, enter:

```
uninstall_wc.sh /usr/WebSphere/CommerceServer /usr/WebSphere/AppServer
```
4. If you have previously created instances and you have applied the FixPak you must run the `uninstall_was.sh` command for each instance. Do run this command, do the following:
  - a. Ensure that you are in the `WC_installdir/service/fixpack/5403` directory
  - b. Enter the following command:

```
uninstall_was.sh WAS_installdir WC_APPLICATION_HOME
```

For example, enter:

```
./uninstall_was.sh
/usr/WebSphere/AppServer WC_Enterprise_App_instance_name.ear
```



- c. Repeat the preceding step for each instance.
5. Confirm that the WebSphere Commerce 5.4.0.3 FixPak uninstallation was successful by checking the following files in the `WC_installdir/service/fixpack/5403` directory:  
`UninstallWC_Enterprise_App_instance_name.ear.log`  
`UninstallWCfixpack5403_wc_AIX.log`

Ensure that no errors were reported.

6. Rename `WC_installdir/service/fixpack/5403` to a backup directory (for example, `WC_installdir/service/fixpack/backup`) before you reinstall the FixPak.

## Uninstalling the FixPak from Solaris

**SOLARIS** To uninstall the WebSphere Commerce Version 5.4.0.3 FixPak, complete the following steps:

1. Ensure you are logged in as the root user for WebSphere Commerce.
2. Stop the following:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
3. Navigate to the `WC_installdir/service/fixpack/5403` directory and run the `uninstall_wc.sh` command, as follows:  
`uninstall_wc.sh WC_installdir WAS_installdir`  
For example, enter:  
`uninstall_wc.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer`
4. If you have previously created instances and you have applied the FixPak you must run the `uninstall_was.sh` command for each instance. Do run this command, do the following:
  - a. Ensure that you are in the `WC_installdir/service/fixpack/5403` directory
  - b. Enter the following command:  
`uninstall_was.sh WAS_installdir WC_APPLICATION_HOME`  
For example, enter:  
`./uninstall_was.sh`  
`/opt/WebSphere/AppServer WC_Enterprise_App_instance_name.ear`
  - c. Repeat the preceding step for each instance.
5. Confirm that the WebSphere Commerce 5.4.0.3 FixPak uninstallation was successful by checking the following files in the `WC_installdir/service/fixpack/5403` directory:  
`UninstallWC_Enterprise_App_instance_name.ear.log`  
`UninstallWCfixpack5403_wc_SUN.log`  
  
Ensure that no errors were reported.
6. Rename `WC_installdir/service/fixpack/5403` to a backup directory (for example, `WC_installdir/service/fixpack/backup`) before you reinstall the FixPak.

## Uninstalling the FixPak from Linux

 To uninstall the WebSphere Commerce Version 5.4.0.3 FixPak, complete the following steps:

1. Ensure you are logged in as the root user for WebSphere Commerce.
2. Stop the following:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
3. Navigate to the `WC_installdir/service/fixpack/5403` directory and run the `uninstall_wc.sh` command, as follows:

```
uninstall_wc.sh WC_installdir WAS_installdir
```

For example, enter:

```
uninstall_wc.sh /opt/WebSphere/CommerceServer /opt/WebSphere/AppServer
```
4. If you have previously created instances and you have applied the FixPak you must run the `uninstall_was.sh` command for each instance. Do run this command, do the following:
  - a. Ensure that you are in the `WC_installdir/service/fixpack/5403` directory
  - b. Enter the following command:

```
uninstall_was.sh WAS_installdir WC_APPLICATION_HOME
```

For example, enter:

```
./uninstall_was.sh
/opt/WebSphere/AppServer WC_Enterprise_App_instance_name.ear
```
  - c. Repeat the preceding step for each instance.
5. Confirm that the WebSphere Commerce 5.4.0.3 FixPak uninstallation was successful by checking the following files in the `WC_installdir/service/fixpack/5403` directory:

```
UninstallWC_Enterprise_App_instance_name.ear.log
```

For Linux, `UninstallWCfixpack5403_wc_LINUX.log`  
For zLinux, `UninstallWCfixpack5403_wc_zLINUX.log`  
  
Ensure that no errors were reported.
6. Rename `WC_installdir/service/fixpack/5403` to a backup directory (for example, `WC_installdir/service/fixpack/backup`) before you reinstall the FixPak.

## Uninstalling the FixPak from Windows NT or Windows 2000

**WIN** To uninstall the WebSphere Commerce Version 5.4.0.3 FixPak, complete the following steps:

1. Ensure you are logged in with a Windows user ID that is a member of the Administrator group.
2. In the services panel, stop the following services:
  - Web server and its respective administration processes
  - WebSphere Application Server
  - WebSphere Commerce Configuration Manager serverFor instructions on how to stop and start these components, refer to “Starting and Stopping WebSphere Commerce Components” in the *IBM WebSphere Commerce Version 5.4 Installation Guide*.
3. You must run the `uninstall_wc` command, by doing the following:
  - a. Using the command line, navigate to the following directory:  
`wc_installdir\service\fixpack\5403`
  - b. Enter the following command:  
`uninstall_wc`
  - c. When prompted to indicate if you are uninstalling this FixPack from WebSphere Commerce Studio, enter `no`.
  - d. Enter the directory where WebSphere Commerce is installed. For example, enter `C:\Program Files\WebSphere\CommerceServer`.
  - e. Enter the directory where WebSphere Application Server is installed. For example, enter `C:\Program Files\WebSphere\AppServer`.
4. If you have previously created instances, you must run the `uninstall_was` command for each instance. To run this command, do the following:
  - a. Using a command line, navigate to the following directory:  
`wc_installdir\service\fixpack\5403`
  - b. Enter the following command:  
`uninstall_was`
  - c. Enter the directory where WebSphere Application Server is installed. For example, enter `C:\Program Files\WebSphere\AppServer`.

- d. Enter the directory where your application is installed in the `WAS_installdir\InstalledApps` directory. For example, enter `WC_Enterprise_App_instance_name.ear`.
  - e. Repeat steps b through d for each instance.
5. Confirm that the WebSphere Commerce 5.4.0.3 FixPak uninstallation was successful by checking the following files in `WC_installdir\service\fixpack\5403` directory:  
`UninstallWC_Enterprise_App_instance_name.ear.log`  
`UninstallWCfixpack5403_wc_WIN.log`  
  
Ensure that no errors were reported.
  6. Rename `WC_installdir\service\fixpack\5403` to a backup directory (for example, `WC_installdir\service\fixpack\backup`) before you reinstall the FixPak.

## Uninstalling the FixPak from WebSphere Commerce Studio

To uninstall the WebSphere Commerce Version 5.4.0.3 FixPak from your WebSphere Commerce Studio machine, complete the following steps:

1. Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.
2. Shut down VisualAge for Java.
3. You must run the `uninstall_wc` command, by doing the following:
  - a. Using the command line, navigate to the following directory:  
`WCSTUDIO_installdir\service\fixpack\5403`
  - b. Enter the following command:  
`uninstall_wc`
  - c. When prompted to indicate if you are uninstalling this FixPak from WebSphere Commerce Studio, enter *yes*.
  - d. Enter the directory where WebSphere Commerce Studio is installed. For example, enter  
`C:\WebSphere\CommerceServerDev`
  - e. Enter the Java home directory. For example, enter  
`C:\WebSphere\WebSphereStudio4\bin`
4. Confirm that the WebSphere Commerce 5.4.0.3 FixPak uninstallation was successful by checking the following file in the `WCSTUDIO_installdir\service\fixpack\5403` directory:

```
UninstallWCfixpack5403_wc_WIN.log
```

Ensure that no errors were reported.

5. Rename `WCSTUDIO_installdir\service\fixpack\5403` to a backup directory (for example, `WCSTUDIO_installdir\service\fixpack\backup`) before you reinstall the FixPak.

### Restoring code in your VisualAge for Java workspace

When you uninstall FixPak 5.4.0.3 from your WebSphere Commerce Studio machine, you must also restore the level of code contained in your VisualAge for Java workspace to the level that it was at before you imported the `WC_5403.dat` file.

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

your WebSphere Commerce assets” section of the *WebSphere Commerce FixPak 5.4.0.3 Code Transition Guide*.

## Chapter 5 Troubleshooting guide

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

### Technical Notes

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

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


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

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

### All platforms for WebSphere Commerce

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

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

 Example error on Windows:

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



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

#### **WIN** Updating the `wccache` file on Windows

The `wccache` file is `wccache.dll`. Perform the following steps:

1. At a command prompt, enter the following command:  
`unzip WCfixpack5403_wc_WIN.zip`
2. Copy the `wccache.dll` file to the `WC_installdir\bin` directory.

#### **AIX** Updating the `wccache` file on AIX

The `wccache` file is `libwccache.a`. Perform the following steps:

1. At a command prompt, enter the following commands:  
`tar -xvf WCfixpack5403_wc_AIX.tar`  
`jar -xvf WCfixpack5403_wc_AIX.jar`
2. Copy the `libwccache.a` file to the `WC_installdir/bin` directory.

#### **SOLARIS** Updating the `wccache` file on Solaris

The `wccache` file is `libwccache.so`. Perform the following steps:

1. At a command prompt, enter the following commands:  
`tar -xvf WCfixpack5403_wc_SUN.tar`  
`jar -xvf WCfixpack5403_wc_SUN.jar`
2. Copy the `libwccache.so` file to the `WC_installdir/bin` directory.

#### **Linux** Updating the `wccache` file on Linux

The `wccache` file is `libwccache.so`. Perform the following steps:

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

For Linux,

```
tar -xvf WCfixpack5403_wc_LINUX.tar
jar -xvf WCfixpack5403_wc_LINUX.jar
```

For zLinux,

```
tar -xvf WCfixpack5403_wc_zLINUX.tar
jar -xvf WCfixpack5403_wc_zLINUX.jar
```

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

#### **Unable to publish large stores**

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

```
db2 "update database configuration for database_name using applheapsz
16384"
db2 "update database configuration for database_name using stmtheap 60000"
db2 "update database configuration for database_name using app_ctl_heap_sz
8192"
db2 "update database configuration for database_name using locklist 400"
db2 "update database configuration for database_name using indexrec
RESTART"
db2 "update database configuration for database_name using logfilsiz 1000"
db2 "update database configuration for database_name using logprimary 12"
db2 "update database configuration for database_name using logsecond 10"
```

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

#### **wcpostinstall script was not run**

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

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