IBM WebSphere Commerce Fix Pack

IBM

Installation Guide

Version 5.5.0.1

> **Note:**
> Before using this information and the product it supports, be sure to read the general information under "Notices" on page 15.

Contents

Preface

About this book

This document describes the steps required to apply the IBM® WebSphere® Commerce 5.5.0.1 fix pack to your WebSphere Commerce Business Edition 5.5 or WebSphere Commerce Professional Edition 5.5.

Conventions used in this book

This book uses the following highlighting conventions:

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

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

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

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

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

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.

wcfp1_installdir
: The temporary directory where the fix pack has been extracted.

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

Path variables

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

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

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

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

Where to find more information

For information on WebSphere Commerce, refer to the following Web sites:

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

Chapter 1. Product editions

WebSphere Commerce editions supported by this fix pack

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

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

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

- AIX
- OS/400
- Solaris
- Windows 2000

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

Chapter 2. New and changed components

WebSphere Commerce updates

This release includes improvements or updates to the following areas:

- Store models
  - Corrected problems with creating and submitting auction bids.
  - Improved supply chain model performance for ItemDisplay response time as the number of supplier hosted stores increases.
  - Improved the performance of Fashion Flow JSP files for caching hosted store.
  - Corrected listing of categories and products without the short description.
  - Improved performance by enabling dynamic caching for the hosted stores.
  - Allow customer to easily enable dynamic caching for the hosting model for performance improvement.
  - Improved performance by making hosting channel store JSP files cachable.
  - Enable new merchant registration in the hosting sample store when using LDAP.
  - Corrected the problem with publishing a Consumer Direct store.
- Database schema
  - Improved the performance of a catalog database query.
- Configuration Manager
  - Corrected the security exposure by updating the IBM HTTP Server configuration file.
  - ▶ 400 Corrected the problem of changing JDBC driver from the Configuration Manager.
  - Corrected a problem of listing partner sites from the WebSphere Commerce Accelerator.
- Orders
  - Implemented single sign on to Payments instance so that the customer can log on to Payments from the WebSphere Commerce Accelerator.
  - Corrected changing orders that use credit line with one time purchase order number.
  - Corrected the problem of resubmitting the RFQ (Request for Quote).
- Catalog
  - Improved the loading time of catalog data into the Product Management tools within the WebSphere Commerce Accelerator.
  - Allow the supply chain model Market Manager to browse the catalog in Product Management tools within the WebSphere Commerce Accelerator.
- Payments
  - You can create a store in hosted environment with Payments.
  - ▶ 400 Corrected the problem of starting a Payments instance created using a WebSphere Commerce Quick Install.
  - Enabled Payments instance creation on a federated WebSphere Application Server node using Configuration Manager.
- Reports

- – `400` Enable customer to generate reports with the correct data.
- Security
  - – `Solaris` Corrected the security scripts.
- Messaging
  - – Enabled user to set the e-mail content type from the WebSphere Commerce Administration Console.
  - – Corrected a problem with Ariba integration.
  - – Corrected the problem of registering a requisitions list user with Ariba integration.
- Contracts
  - – Corrected a contract scenario where the customer cannot purchase items.
  - – Corrected a problem in the TemplateReferralContact.xml file.
- Migration
  - – `400` Corrected a problem in the migration script.
- Documentation
  - – Added the latest Japanese version of the help for the Configuration Manager panels.
- Loader
  - – `AIX` `400` `Solaris` Corrected displaying the uploaded catalog in the hosted store.
- Installation
  - – `400` Included the TextTrans.cmd and XSLEditor.cmd commands.

Chapter 3. Installing and uninstalling the fix pack

Prerequisites

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

Multi-node environments

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

Installing new components

If any new components are installed from the base (5.5.0.0) CDs the fix pack must be reapplied to that component in order to bring it up to the fix pack 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.

Before you install

1. Ensure that you have downloaded the fix pack from the WebSphere Commerce Support Web site (http://www-1.ibm.com/support/docview.wss?uid=swg24005022) and have extracted the files into a temporary directory. This temporary directory will be denoted by: *wcfp1_installdir* in the remaining sections of this guide.

2. ▶ AIX   ▶ Solaris   Run the following command:

   ```
   chmod -R 775 wcfp1_installdir
   ```

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

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

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

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

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

Installation steps

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

> 400   For OS/400 only the silent installation is available.

> AIX   > Solaris   > Windows   For AIX, Solaris or Windows either the silent installation or the graphical user interface installation may be used.

If you are working in a clustered environment the fix pack must be applied to each node in the cluster.

Silent installation

1. > AIX   > Solaris   > Windows   Using the command line, navigate to *wcfp1_installdir*.

   > 400   Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to *wcfp1_installdir*.

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

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

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

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

   - *install*: The option for installing fix pack.
   - *uninstall*: The option for uninstalling fix pack.
   - *list*: The option for listing installed fixes and fix packs.
   - *wcinstallDir*: The installation path for WebSphere Commerce 5.5.
   - *fixpackID*: The name of fix pack to be installed. For example, wc55PRO_fp1_win.
   - *installfixpackDir*: The directory where fix pack is located for the commerce side. For example, *wcfp1_installdir*/wc.

   For example,

   > AIX   `./updateSilent.sh install WC_installdir wc55BE_fp1_aix /wcfp1_installdir/wc`

   > 400   `./updateSilent.sh install WC_installdir wc55BE_fp1_os400 /wcfp1_installdir/wc`

   > Solaris   `./updateSilent.sh install WC_installdir wc55PRO_fp1_sun /wcfp1_installdir/wc`

   > Windows   `updateSilent.bat install WC_installdir wc55PRO_fp1_win \wcfp1_installdir\wc`

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

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

5. **Note:** Repeat this step for each WebSphere Commerce instance or WebSphere Commerce Payments instance you have configured on your system.

   Run the silent installation again with the following definition changes:

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

     > **AIX**   > **Solaris**

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

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

     > **400**

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

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

     > **Windows**

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

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

   - *installfixpackDir*: The directory where fix pack is located for the WebSphere Application Server side. For example, /*wcfp1_installdir*/was.

   For example, to update the WebSphere Commerce instance,

   > **AIX**   `./updateSilent.sh install`
   `WAS_installdir/installedApps/cell_name/WC_instance_name.ear`
   `wc55BE_fp1_aix /wcfp1_installdir/was`

   > **400**   `./updateSilent.sh install WAS_userdir/installedApps/cell_name/`
   `WC_instance_name.ear  wc55BE_fp1_os400 /wcfp1_installdir/was`

   > **Solaris**   `./updateSilent.sh install`
   `WAS_installdir/installedApps/cell_name/WC_instance_name.ear`
   `wc55PRO_fp1_sun /wcfp1_installdir/was`

   > **Windows**   `updateSilent.bat install`
   `WAS_installdir\installedApps\cell_name\`
   `WC_instance_name.ear wc55PRO_fp1_win \wcfp1_installdir\was`

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

Graphical user interface installation

1. `AIX` `Solaris` `Windows` Using the command line, navigate to *wcfp1_installdir* and run the following command based on your operating system:

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

   `Windows` `updateWizard.bat`

2. Click **OK** for English.

3. Click **Next** to continue.

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

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

6. Click **Browse**. Navigate to the *wcfp1_installdir* directory. Click the wc folder once and then click **Open**. Click **Next**.

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

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

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

10. If you do not have any previously created WebSphere Commerce instances the installation is complete. Otherwise, continue to the next step.

    Note: Repeat steps 11 to 20 for each WebSphere Commerce instance and WebSphere Commerce Payments instance you have configured on your system.

11. Using the command line, navigate to *wcfp1_installdir* and run the following commands based on your operating system:

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

    `Windows` `updateWizard.bat`

12. Click **OK** for English.

13. Click **Next** to continue.

14. Click **Specify product information**, then click **Browse**.

15. Navigate to the directory *WAS_installdir*/installedApps/*cell_name* and do one of the following:

    a. Apply the fix pack to a commerce instance. Click once on the **WC_*instance_name*.ear** folder, then click **Open**.

    b. Apply the fix pack to a payment instance. Click once on the *pay_instance_name*_**Commerce_Payments_App.ear** folder, then click **Open**.

    Click **Next** to continue.

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

17. Click **Browse**. Navigate to the *wcfp1_installdir* directory. Click the was folder once and then click **Open**. Click **Next**.

18. Ensure the fix pack you want to install is selected and click **Next**.

19. Click **Next** to begin installing.

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

21. Click **Finish** to complete the installation.

Post installation steps

Updating file ownership

> AIX   > Solaris

1. Navigate to *WC_installdir*/bin.
2. Run the following script:

   ```
   ./wc55nonroot.sh
   ```

Updating the instance xml file

If you have existing WebSphere Commerce instances created, the following steps must be completed in order to update the *instance_name*.xml file:

1. Open the *instance_name*.xml file located in the directory:

   > AIX   > Solaris   *WC_installdir*/instances/*instance_name*/xml

   > 400   /QIBM/UserData/CommerceServer55/instances/*instance_name*/xml

   > Windows   *WC_installdir*\instances*instance_name*\xml

2. Search for the line:

   ```
   DistributorProxyOrgDN="ou=Distributor Proxy Organization,o=Manufacturer
   Organization,o=Root Organization"
   ```

3. Replace this line with:

   ```
   DistributorProxyOrgDN="ou=Distributor Proxy Organization,o=Demand Chain
   Management Organization,o=Root Organization"
   ```

4. Save and close the file.

Configuring the IBM HTTP Server

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

1. Navigate to the *HttpServer_installdir*/conf directory and back up the current httpd.conf file.
2. Stop the IBM HTTP Server.
3. Start the WebSphere Commerce Configuration Manager server.
4. Launch the Configuration Manager Client graphical user interface.
5. Select **WebSphere Commerce** —> *cell_name* —>**Commerce** —> **Instance List** —> *instance_name* —> **Instance Properties** —> **Web Server**
6. On the Web Server panel, you do not need to update anything. Click **Apply**. Click **OK** when prompted to restart your web server. Click **OK** when the message `Successfully configured the webserver` is displayed.

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

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

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

<Directory *WAS_userdir*/installedApps/*cell_name*/
WC_*instance_name*.ear/OrganizationAdministration.war>
<FilesMatch ″\.(jsp|class|jar|xml|properties)″>
order allow,deny
deny from all
</FilesMatch></Directory>

<Directory *WAS_installdir*\installedApps*cell_name*\
WC_*instance_name*.ear\OrganizationAdministration.war>
<FilesMatch ″\.(jsp|class|jar|xml|properties)″>
order allow,deny
deny from all
</FilesMatch></Directory>

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

Before you uninstall

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

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

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

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

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

Uninstall steps

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

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

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

400 For OS/400 only the silent uninstall is available.

> `AIX` `Solaris` `Windows` For AIX, Solaris or Windows either the silent uninstall, or the graphical user interface uninstall may be used.

Uninstall steps using the silent install

1. `AIX` `Solaris` `Windows` Using the command line, navigate to *wcfp1_installdir*.

   `400` Enter the QShell by typing QSH at the OS/400 command prompt. Navigate to *wcfp1_installdir*

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

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

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

   Where the italicized variables have been defined in step 2 on page 6 of the silent install section.

   For example,

   `400` `./updateSilent.sh uninstall *WC_installdir* wc55BE_fp1_os400`

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

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

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

   Run the silent uninstall again with the definition changes as described in step 5 on page 7 of the silent install section.

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

   `400` `./updateSilent.sh uninstall`
   `*WAS_userdir*/installedApps/*cell_name*/WC_*instance_name*.ear`
   `wc55BE_fp1_os400`

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

Uninstall steps using graphical user interface

1. Using the command line, navigate to *wcfp1_installdir* and run the following command based on your operating system:

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

   `Windows` `updateWizard.bat`

2. Click **OK** for English.

3. Click **Next** to continue.

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

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

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

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

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

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

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

10. Using the command line, navigate to *wcfp1_installdir* and run the following command based on your operating system:

    ▶ AIX ▶ Solaris `./updateWizard.sh`

    ▶ Windows `updateWizard.bat`

11. Click **OK** for English.

12. Click **Next** to continue.

13. Click **Specify product information**, then click **Browse**.

14. Navigate to the directory *WAS_installdir*/installedApps/*cell_name* and do one of the following:

    a. Remove the fix pack from a commerce instance. Click once on the **WC_*instance_name*.ear** folder, then click **Open**.

    b. Remove the fix pack from a payment instance. Click once on the *pay_instance_name*_**Commerce_Payments_App.ear** folder, then click **Open**.

    Click **Next** to continue.

15. Select **Uninstall fix packs**. Click **Next**. Note: If the installer is unable to locate the installed fix pack, exit the installer and return to step 10.

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

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

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

19. Click **Finish**.

Chapter 4. Troubleshooting

General troubleshooting

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

Technotes

The following technotes were not included in the 5.5.0.1 fix pack. These technotes can be found by using the technote number to search the IBM Web site (www.ibm.com).

Table 1. IBM WebSphere Commerce Fix Pack Technotes

Component	Number	Description
Technote	1114579	A single technote that contains links to all technotes related to WebSphere Commerce 5.5. Technotes addressed by this fix pack, technotes listed below, as well as any new technotes, will be included in this Master Technote.
Getting Started	1114702	WCA data overwritten on Multiple Instances iSeries systems.
Install/Config	1113433	Instance creation fails due to insufficient disk space.
Install/Config	1113434	SSL in IBM HTTP Server is not enabled after WebSphere commerce Payments instance creation.
Install/Config	1114587	Cannot start the WebSphere Commerce Payments server from the Configuration Manager.
Install/Config	1114621	ServletException when configuring transport under the WebSphere Commerce Administration Console.
Install/Config	1114653	Enabling dynamic cache for the hosting business model.
Install/Config	1114698	Installing WebSphere Commerce 5.5 on nodes with WebSphere Application Server 5.0.1 or greater.
Install/Config	1114710	IsolationLevelChangeException can occur when using certain EJBs.
Utilities/Tools	1114586	Misleading usage information for ejbDeploy.bat.
Configuration	1114654	Virtual host not created after running createPaymentsVirtualHost script.

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