WebSphere® Commerce Fix Pack
Commerce – Express Fix Pack

Version 5.6.0.2

IBM

Installation Guide

> **Note:**
> Before using this information and the product it supports, be sure to read the general information under "Notices" on page 35.

Second Edition (March 2005)

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

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

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

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

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Preface

About this book

This document describes the steps required to apply the IBM® WebSphere®
Commerce 5.6.0.2 fix pack to version 5.6 of the following editions of WebSphere
Commerce:

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

The WebSphere Commerce 5.6.0.2 fix pack can be applied to the base level (5.6.0.0)
and existing fix pack level (5.6.0.1).

Update History

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

Edition	Date	Updates
First edition	October 07 2004	• Original publication of this document

Conventions used in this book

This book uses the following highlighting conventions:

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

▶ Business indicates information specific to WebSphere Commerce Business Edition

▶ Professional indicates information specific to WebSphere Commerce Professional
Edition.

▶ Express indicates information specific to WebSphere Commerce — Express
Edition.

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

▶ Linux indicates information that is specific to WebSphere Commerce for Linux
for iSeries™, WebSphere Commerce for Linux for pSeries™, WebSphere Commerce
for Linux for xSeries™, and WebSphere Commerce for Linux for zSeries™.

▶ 400 indicates information that is specific to WebSphere Commerce for
OS/400® for iSeries.

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

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

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

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

Terminology used in this book

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

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

instance_name
> The name of a previously created WebSphere Commerce instance.

pay_instance_name
> The name of a previously created WebSphere Commerce payments instance.

fp_installdir
> The temporary directory where the fix pack has been extracted.

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

Path variables

HttpServer_installdir
> The installation path for the IBM HTTP Server. The default installation directory is:
>
> `AIX` /usr/IBMHttpServer
>
> `Solaris` `Linux` /opt/IBMHttpServer
>
> `Windows` c:\Program Files\WebSphere\IBMHttpServer

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

WAS_userdir

The directory for all the data that is used by WebSphere Application Server 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. The default installation directory is:

> **AIX** /usr/WebSphere/CommerceServer56

> **400** /QIBM/ProdData/CommerceServer56

> **Solaris** > **Linux** /opt/WebSphere/CommerceServer56

> **Windows** c:\Program Files\WebSphere\CommerceServer56

WC_userdir

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

> **400** /QIBM/UserData/CommerceServer56

Instance_dir

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

> **AIX** > **Linux** > **Solaris** *WAS_installdir*/installedApps/*cell_name*/WC_*instance_name*.ear

> **400** *WAS_userdir*/installedApps/*cell_name*/WC_*instance_name*.ear

> **Windows** *WAS_installdir*\installedApps*cell_name*\WC_*instance_name*.ear

Pay_instance_dir

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

> **AIX** > **Linux** > **Solaris** *WAS_installdir*/installedApps/*cell_name*/*pay_instance_name*_Commerce_Payments_App.ear

> **400** *WAS_userdir*/installedApps/*cell_name*/*pay_instance_name*_Commerce_Payments_App.ear

> **Windows** *WAS_installdir*\installedApps*cell_name**pay_instance_name*_Commerce_Payments_App.ear

Chapter 1. Product editions

WebSphere Commerce editions supported by this fix pack

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

- AIX
- OS/400
- Linux for iSeries
- Linux for pSeries
- Linux for xSeries
- Linux for zSeries
- Solaris
- Windows 2000 and Windows 2003

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

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

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

Chapter 2. New and changed

WebSphere Commerce Updates

This fix pack includes the following interim fixes (APARs):

Interim fix #	Description
IY58058	Corrected help pages
IY58905	Updates to Sales Catalog and PMT tools
IY59199	Corrections to fixDeploy and EJBExtension tools
IY59583	Corrected JSPHelper.uncacheable issue
IY60949	Address caching of blank pages
JR19965	Corrected issue where user's business profile can't be updated to null
JR20090	Corrected Create_WCS_Customer cannot create valid customer for B2B issue
JR20096	Corrected issue where UserRegistrationDataBean.setUserId(userId) accepts only String data type
JR20173	Additional WCP migration files
JR20174	Corrected missing drop-downs in Accelerator for create customer on migrated store
JR20207	Added field to Update_WCS_Customer message
JR20223	Corrected Quick Checkout Profile Migration issue
JR20227	Corrected WDME where deploy to another store redeployed Ts&Cs;
JR20286	Corrected issue where RFQ orders could not be released to Fulfillments
JR20333	Corrected issues where Catalog Import is not populating attrvalue table completely
JR20367	Corrected NullPointerException in pricing
SI15093	Corrected issue where massextract script fails to find user defined customizer file

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

* Updates or improvements introduced in fix pack 5.6.0.1[1] and in fix pack 5.6.0.2 [2]
- Improvements to Migration [1,2]
- Correction of Staging Server defects [1,2]
- Enhanced B2C store models ease of use [1]
- Javadoc updates [1,2]
- Support for 64 bit DB2 Database on AIX and Solaris [1]
- Performance enhancements [1,2]
- Improvements to Staging Server [2]
- Improvements to security [2]
- Approvals
  - Corrected issue where ActiveOrganization in commandcontext was not updated upon registration [2]

- Removed unnecessary approval JSP files on Stores.war\tools\approvals directory [2]
- B2B Models
  - Resolved issue where migrated B2B users were not able to signon to ToolTech store [1]
  - Resolved issue where "Order Status" button gives blank page [2]
  - Corrected display of text ad copy [2]
  - Resolved issue where subcategory images were hard coded in JSP [2]
  - Corrected errors with MultipleShipping[Address/Method] view [2]
  - Corrected Euro currency symbol display on order status page [2]
  - Corrected issue where HTML tags showed onSelect Shipping Method page [2]
  - Added back mechanism from item info page to order summary [2]
  - Order Summary page fails to display some currency symbols [2]
  - Resolved issue where OrderDetail is empty [2]
  - Resolved issue where shopping cart tried to modify completed order, not new order [2]
  - Updated the ConsumerDirect to work with the preview tooling [2]
- B2C Models
  - Resolved issue where quick checkout fails in Consumer Direct store [1]
  - Corrected JSP pages for preview tools [1]
- Campaigns
  - Corrected display issue with category list [1]
  - Resolved issue where campaign runtime command may return results from other stores [1]
  - Corrected issue where catalog tree in campaign may return duplicate entries [2]
  - Corrected promotion content filtering issue for Category promotion [2]
- Catalog
  - Corrected problem where product long description cannot exceed 4k on and Oracle database [1]
  - Allow product weight to be set to non-integer value [1]
  - Resolved issue where catalog filter could not update a product if there are missing columns [2]
  - Corrected issue where sales catalog browsing fails if catalog filter inclusion used [2]
- Configuration Manager
  - Resolved issue where instance creation fails in oracle/2 node/remote web server configuration [1]
  - Resolved SUN/Oracle/2Node/Remote web server instance start error [1]
  - Added "successful" message at the end of WCIM running [1]
  - Corrected issue where redundant datasource was created when change usr/pwd in Configuration Manager [2]
  - Corrected error when click WebSphere Commerce Analyzer in Configuration Manager [2]
  - Removed hard coding of WebSphere Application Server install paths on iSeries [2]
  - Corrected á java.lang.NoClassDefFoundError when clicking security tab in Configuration Manager [2]

- Contracts
  - Resolved CommandContext - allowed setting non entitled contracts [2]
  - Resolved StoreCreationWizard failure with Sales Catalog in CPS Store [2]
  - Resolved issue where unsynchronized inclusion/exclusion t&c; caused blankcatalog displayed in hosted B2B store [2]
- Developer
  - Corrected java.sql.DataTruncation when sending email [2]
  - Added new version of WCA reports for lite environment [2]
- E-mail Activity
  - Corrected issue where marketing manager had no authority for command [1]
  - "CheckForBouncedEmail" [1]
  - Made the campaignId parameter optional [2]
- Messaging
  - Corrected error with sample OrderStatus.wsdl [1]
  - Resolved issue where order status updated even though expired SupplierCookie used [1]
  - Corrected issue where NPE appeared between server restarts if ME commands are used [1]
  - Corrected Portal Alert messaging missing JSP file [1]
- Model Hosting
  - Added dependency IDs for DC_contract (storePath) [2]
  - Removed redundant cacheable commands cache entry specification [2]
- Development Environment
  - Added 'FOR FETCH ONLY' support for Cloudscape™ [1]
  - Corrected CSA reports to work on Cloudscape [1]
  - Corrected issue where idresgen and massload don't handle spaces in directory names [1]
  - Resolved issue where JSPInvokerConnection.java throws errors when compiled in JDK 1.4 [1]
- Orders
  - Corrected issue where PreProcessOrderCmdImpl does not update promised availability times [1]
  - Corrected issue where OrderItemMove does not move coupon attachments and pattributes [1]
  - Resolved ExtendOrderItemProcessCmdImpl API compatibility issue [2]
  - Corrected number format exception [2]
  - Resolved issue where OrderListDB. setFetchCurrentPendingOrder(boolean) was not working [2]
  - Resolved OrderNotifyCmdImpl exception if langid was null [2]
  - Corrected OutOfStockOrderItems null pointer exception [2]
- Payments
  - Resolved issue where a payments instance could not be created through configuration manager [1]
  - Corrected issue where wrong WebSphere node parameter creates difficult-to-trace exception [1]
  - Corrected issue when creating Payments DB without "encoding Unicode" [1]

- – Corrected issue of Payments instance creation reported successful if wrong Oracle DB name specified [2]
- – Corrected Create Payments with Toolbox failure for remote iSeries DB with IASP [2]
- – Corrected createPaymentsVirtualHost script on iSeries [2]
- – Resolved issue where iSeries Express configuration manager fails on remote Payments [2]
- – Added pop-up error for wrong site administrator ID in WPM instance [2]
- – Corrected issue where wrong WebSphere node parameter creates difficult to trace exception [2]
- Pricing
  - – Check in item/product offer correction [1]
- Promotions
  - – Corrected description in free gift promotion [1]
  - – Resolved failure to create a promotion in Original Store targeting to the Customer Segment created in the Asset Store [2]
- Returns
  - – Resolved issue where a user had no authority to display return records [1]
  - – Corrected issue where receiver see "%= comm.endDlistTable() %>" on return page [1]
  - – Corrected issue where the user had no authority to display return records [1]
  - – Resolved issue where returns could not be created in B2B hosted stores [1]
- Runtime
  - – ECTrace performance improvements [1]
  - – Resolved issue where Logon command did not respect PasswordInvalidation flag [1]
  - – Corrected problems redirecting from Commerce to external system [2]
  - – Resolved issue where ProductINfo gets version from wrong location [2]
  - – Corrected servlet initialization failed exception in SystemOut.log [2]
  - – Resolved issue where SSLAcceleratorOption and tools did not work [2]
  - – Resolved issue where loop in error notification if msgtype not properly assigned [2]
  - – Filtered out the explicitly excluded member groups from calls to the MemberGroupMemberAccessBean [2]
  - – Corrected null pointer exceptions in ConverterKey [2]
  - – Resolved issue where add new address form didn't verify user input properly[2]
  - – Corrected confused Roles button in Users List Panel in OAC [2]
  - – Resolved issue where OrgEntityDataBean did not sync org with LDAP on refresh [2]
- Shipping
  - – Corrected JSP compile error [1]
- Store Creation
  - – Corrected store creation problems in hosting eSites [1]
- Taxation
  - – Made user interface more consistent [2]

- Corrected issue where returning an item from the catalog did not work with Taxware [2]
- Tools
  - Resolved issue not creating products in Hosting Catalog Asset Store [1]

Chapter 3. Determining installed fix packs and interim fixes

The installer packaged with the fix pack includes options for determining installed WebSphere Commerce fix packs and interim fixes. To use the update installer you must first download and extract the fix pack to a temporary directory which will be denoted by *fp_installdir*. See the section "Preinstallation" on page 18 for instructions on how to do this. Complete the following step before moving on:

> ▶ AIX ▶ Linux ▶ Solaris ▶ Windows Using the command line, navigate to the *fp_installdir* directory.

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

Determining installed fix packs

To determine installed WebSphere Commerce fix packs do the following:

1. Ensure that you are in the *fp_installdir*.
2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

- This section determines which fix packs have been applied to WebSphere Commerce.

  ▶ AIX ▶ 400 ▶ Linux ▶ Solaris `./updateSilent.sh fixpack list WC_installdir`

  ▶ Windows `updateSilent.bat fixpack list WC_installdir`

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

  For example,

  ▶ AIX `./updateSilent.sh fixpack list /usr/WebSphere/CommerceServer56`

  ▶ Windows `updateSilent.bat fixpack list c:\WebSphere\CommerceServer56`

- This section determines which fix packs have been applied to your WebSphere Commerce or Payments instance.

  ▶ AIX ▶ 400 ▶ Linux ▶ Solaris `./updateSilent.sh fixpack list [ Instance_dir | Pay_instance_dir ]`

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

  Where *Instance_dir* is the path for your WebSphere Commerce instance and *Pay_instance_dir* the path for your WebSphere Commerce Payments instance. The default directories are defined in the Preface under the section , "Path variables", on page vii.

  For example,

  ▶ 400 `./updateSilent.sh fixpack list /QIBM/UserData/WebAS5/Base/WAS_myserver/installedApps/myhost/WC_demo.ear`

`Linux` `./updateSilent.sh fixpack list`
`/opt/WebSphere/AppServer/installedApps/myhost/`
`my_payments_Commerce_Payments_App.ear`

Note: If the WebSphere Commerce or Payments instance was created after the installation of the fix pack, then running the above commands against the WebSphere Commerce or Payments instance will not report any installed fix packs. To determine the fix pack level of WebSphere Commerce and Payments instances created after the installation of a fix pack, complete the following steps:

1. To determine the fix pack level of the WebSphere Commerce instance, navigate to your *Instance_dir*/properties/version directory or, to determine the fix pack level of the Payments instance, navigate to your *Pay_instance_dir*/properties/version directory.

2. Open the following file in a text editor:

   `Business` BE.product

   `Professional` PRO.product

   `Express` EXPRESS.product

3. Search for the `<version>` tag. In between the version tags is the current fix pack level.

Determining installed interim fixes (APARs)

1. Ensure that you are in the *fp_installdir*.

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

- This section determines which interim fixes have been applied to WebSphere Commerce.

  `AIX` `400` `Linux` `Solaris` `./updateSilent.sh fix list`
  `WC_installdir`

  `Windows` `updateSilent.bat fix list WC_installdir`

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

  For example,

  `AIX` `./updateSilent.sh fix list /usr/WebSphere/CommerceServer56`

  `Windows` `updateSilent.bat fix list c:\WebSphere\CommerceServer56`

- This section determines which interim fixes have been applied to your WebSphere Commerce instance. **Note:** To determine what interim fixes are installed on your Payments instance contact IBM support.

  `AIX` `400` `Linux` `Solaris` `./updateSilent.sh fix list`
  `Instance_dir`

  `Windows` `updateSilent.bat fix list Instance_dir`

  Where *Instance_dir* is the path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section , "Path variables", on page vii.

  For example,

  `400` `./updateSilent.sh fix list`
  `/QIBM/UserData/WebAS5/Base/WAS_myserver/installedApps/myhost/WC_demo.ear`

> `Linux`   `./updateSilent.sh fix list`
`/opt/WebSphere/AppServer/installedApps/myhost/WC_demo.ear`

Note: If the WebSphere Commerce instance was created after the installation of an interim fix, then running the above commands against the WebSphere Commerce instance will not report any installed interim fixes. To determine which interim fixes are installed on any WebSphere Commerce instance that you created after the installation of any interim fixes, please complete the following steps:

1. Navigate to the *Instance_dir*/properties/version/history directory.
2. Open the event.history file in a text editor and look between the `<event-history>` tags for information about installed interim fixes.

Chapter 4. Prerequisites

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

Technotes

The following technote provides a link to all technotes related to the WebSphere Commerce 5.6.0.2 fix pack. Technotes can be found by using the technote number to search the IBM Web site (www.ibm.com). The link to the WebSphere Commerce 5.6 Master Technote is:

http://www-1.ibm.com/support/docview.wss?uid=swg21173312

WebSphere Application Server prerequisites

Note: If you are installing from existing fix pack level (5.6.0.1), then the interim fix is already applied. Move on to the next section and complete any applicable steps.

> AIX   > 400   > Linux   > Solaris   > Windows

If you have WebSphere Application Server Version 5.0.2.3, download and install the WebSphere Application Server interim fix PQ86604. The link to PQ86604: http://www.ibm.com/support/docview.wss?uid=swg24007050

Note: If you are using iSeries machine or have WebSphere Application Server Version 5.0.2.6 and above, you do not need to download the PQ86604 fix. However, you still need to follow the instructions below to enable the largebranch option.

After installing the interim fix PQ86604, the largebranch option in the JSP compiler must be enabled. To enable the largebranch option complete the following steps:

1. Start the WebSphere Application Server server1.
2. Launch the WebSphere Application Server administration console.
3. Enter your user ID.
4. In the left window pane expand **Servers** and click on **Application Servers**.
5. In the right window pane, under the heading **Name**, click on **WC_*instance_name*.**
6. Under the heading **Additional Properties** click on **Process Definition**.
7. Under the heading **Additional Properties** click on **Java Virtual Machine**.
8. Under the heading **Additional Properties** click on **Custom Properties**.
9. Click **New**.
10. Under the heading **General Properties**, in the **Name** field enter:

    ```
    com.sun.tools.javac.main.largebranch
    ```

    in the **Value** field enter:

    ```
    true
    ```
11. Click **OK**.
12. Click **Save**.

13. When asked to save to master configuration, click **Save** again.
14. Logout of the WebSphere Application Server administration console.

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

iSeries prerequisites

▶ 400

iSeries customers must ensure that they have applied all Program Temporary Fixes (PTFs). For a list of the PTFs, go to: ftp://ftp.software.ibm.com/software/websphere/commerce/56/en/v56ptf.html. Before applying the PTF, view the PTF cover letter for additional instructions.

Red Hat Linux prerequisites

▶ Linux

Copy the file Common/RHEL3/WASV5_patchScript_linuxUnified.zip from WebSphere Application Server fixes CD to temporary directory (for example: ″/data/patch″) and extract it by running the following command:

```
unzip -a /data/patch/WASV5_patchScript_linuxUnified.zip -d /data/patch
```

If you are using Red Hat Enterprise Linux AS or ES, Version 3.0, for xSeries systems and has JDK131 SR5 installed, copy all files from /data/patch/sr6_jdk_i386 to fp_installdir/java_tmp directory by running the follow command:

```
cp -rf /data/patch/sr6_jdk_i386/* fp_installdir/java_tmp
```

If you are using Red Hat Enterprise Linux AS or ES, Version 3.0, for zSeries or S/390® systems, copy all files from /data/patch/sr6_jdk_s390 to fp_installdir/java_tmp directory by running the follow command:

```
cp -rf /data/patch/sr6_jdk_s390/* fp_installdir/java_tmp
```

Before you start the update installer run the following commands as the root user:

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

Before you run the updatedb or updatedbGUI script, run the following commands as the non-root user:

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

WebSphere Commerce – Express prerequisites

▶ Express

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

> 400   Copy the *WAS_userdir*/properties/version/EXPRESS.product file to the *WAS_installdir*/installedApps/*cell_name*/WC_*instance_name*.ear/properties/version directory.

> Linux   > Windows   Copy the *WC_installdir*/properties/version/EXPRESS.product file to the *WAS_installdir*/installedApps/*cell_name*/WC_*instance_name*.ear/properties/version directory.

Chapter 5. Installing the fix pack

Before applying the fix pack

> **Important:**
> If you also use WebSphere Commerce Developer, ensure that WebSphere Commerce and WebSphere Commerce Developer are at the same fix pack level. If you apply a fix pack to WebSphere Commerce, apply the same level of fix pack to WebSphere Commerce Developer. WebSphere Commerce fix packs apply to both WebSphere Commerce Developer and WebSphere Commerce.

Multinode environments

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

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

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

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

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

Installing new components

If any new components are installed from the base (5.6.0.0) CDs the fix pack must be reapplied to that component in order to bring it up to the 5.6.0.2 level. For example, if the Configuration Manager client is loaded on a node using the base CDs the fix pack must be reapplied to the Configuration Manager client node.

Exporting instances

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

Preinstallation

1. Create a temporary directory to download the fix pack into. This temporary directory will be denoted by *fp_installdir* in the remaining sections of this guide.

2. Download the fix pack from the WebSphere Commerce 5.6.0.2 fix pack Web site (http://www.ibm.com/support/docview.wss?uid=swg24007334) into *fp_installdir* directory. The file you download will be denoted by *WC_5602_file_name* in the remaining sections of this guide.

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

3. Navigate to the *fp_installdir* and then extract the files in the *WC_5602_file_name* archive by running the following command:

   > `AIX` > `Linux` > `Solaris` *WAS_installdir*/java/bin/jar -xvf *WC_5602_file_name*

   > `400` jar -xvf *WC_5602_file_name*

   > `Windows` *WAS_installdir*\java\bin\jar -xvf *WC_5602_file_name*

   For example, if your temporary directory, *fp_installdir*, is /5602 and the JAR file you have downloaded, *WC_5602_file_name*, is WC_5602_AIX_BE.jar then you would run the following commands:

   ```
   cd /5602
   /usr/WebSphere/AppServer/java/bin/jar -xvf WC_5602_AIX_BE.jar
   ```

4. > `AIX` > `Linux` > `Solaris` Run the following command:

   ```
   chmod -R 775 fp_installdir
   ```
   For example,
   ```
   chmod -R 775 /5602
   ```

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

   > `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.

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

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

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

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

> `400` `DB2` for > `390` > `z/OS` Only the silent installation is available.

AIX **Linux** **Solaris** **Windows** Either the silent installation or the graphical user interface installation may be used.

Silent install

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

Applying the fix pack to WebSphere Commerce

Updating WebSphere Commerce
This section will update WebSphere Commerce.

1. **AIX** **Linux** **Solaris** **Windows** Using the command line, navigate to the *fp_installdir* directory.

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

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

   AIX **400** **Linux** **Solaris** `./updateSilent.sh fixpack install`
   `WC_installdir fixpackID fp_installdir`

   Windows `updateSilent.bat fixpack install WC_installdir fixpackID`
   `fp_installdir`

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

   - *WC_installdir*: The installation path for WebSphere Commerce. The default installation directory is defined in the Preface under the section Path variables on page vii.
   - *fixpackID*: The name of the fix pack to be installed. For example, wc56BE_fp2_os400.
   - *fp_installdir*: The temporary directory where the fix pack was downloaded into.

   For example,

   AIX `./updateSilent.sh fixpack install`
   `/usr/WebSphere/CommerceServer56 wc56BE_fp2_aix /5602`

   400 `./updateSilent.sh fixpack install`
   `/QIBM/ProdData/CommerceServer56 wc56BE_fp2_os400 /QIBM/5602`

   Linux `./updateSilent.sh fixpack install`
   `/opt/WebSphere/CommerceServer56 wc56PRO_fp2_linux /5602`

   Solaris `./updateSilent.sh fixpack install`
   `/opt/WebSphere/CommerceServer56 wc56PRO_fp2_sun /5602`

   Windows `updateSilent.bat fixpack install c:\WebSphere\CommerceServer56`
   `wc56EXPRESS_fp2_win c:\5602`

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

Running the wcnonroot script
AIX **Linux** **Solaris**

This section will update file ownership and permissions on UNIX® systems.

1. Switch to the root user.
2. Navigate to the *WC_installdir*/bin directory.
3. Run the following command:

   ./wcnonroot.sh

Note: If you do not have existing WebSphere Commerce instances or Payments instances, then the fix pack installation is complete; move on to "Post installation steps" on page 24 and complete any applicable steps. If you have existing WebSphere Commerce instances or Payments instances, move on to the next section.

Applying the fix pack to existing WebSphere Commerce and Payments instances

Running the config_ant script

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

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

   ▶ AIX ▶ 400 ▶ Linux ▶ Solaris ./config_ant.sh -buildfile
   WC_installdir/xml/config/updateInstances.xml -DupdateCEP=no
   [-Dinstname=*instanceName*]

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

To verify that the script was successfully completed look at the updateInstance.log file located in the *WC_installdir*/logs directory.

Running the updatedb script

This section will update the WebSphere Commerce instance database. Repeat these steps for each WebSphere Commerce instance you have configured on your machine.

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

   ▶ AIX ▶ 400 ▶ Linux ▶ Solaris ./updatedb.sh dbname *userId password*
   instance_name dbtype dbhost staging platform locale earPath

   ▶ Windows updatedb.bat dbname *userId password instance_name dbtype*
   dbhost staging locale earPath

   ▶ DB2 for ▶ 390 ▶ z/OS ./updatedb.sh dbname *userId password*
   instance_name DB2390 *dbhost staging* ws *locale earPath schemaowner*

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

   - *dbname*: The name of the database to be updated.

> 400 This is the database name as found in the relational database directory.

- *userId*: The user ID of the user who owns the database.

   > 400 The owner of the WebSphere Commerce instance.

- *password*: The password of the user who owns the database.

   > 400 The password of the owner of the WebSphere Commerce instance.

- *instance_name*: The name of a previously created WebSphere Commerce instance.
- *dbtype*: Either DB2 or Oracle.
- *dbhost*: The fully qualified host name of the machine where the database resides.
- *staging*: Either Y or N if your database is for the staging server.
- *platform*: The platform of the database is ws or iSeries.
- *locale*: The default locale of this instance, and is one of: en_US, fr_FR, es_ES, de_DE, it_IT, pt_BR, ko_KR, ja_JP, zh_CN or zh_TW.
- *earPath*: Path of the ear of the previously created WebSphere Commerce instance.
- *schemaowner::* The schema owner of the database.

To verify that the script was successfully completed, look at the schemacreation_fp2_<*dbtype*>_<*time_stamp*>.log and the updateInstance.log files located in the *WC_installdir*/logs directory.

Updating existing WebSphere Commerce and Payments instances

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

1. > AIX > Linux > Solaris > Windows Using the command line, navigate to the *fp_installdir* directory.

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

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

   > AIX > 400 > Linux > Solaris ./updateSilent.sh fixpack install [*Instance_dir* | *Pay_instance_dir*] *fixpackID fp_installdir*

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

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

   - *Instance_dir*: The path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section Path variables on page vii.
   - *Pay_instance_dir*: The path for your WebSphere Commerce Payments instance. The default directory is defined in the Preface under the section Path variables on page vii.
   - *fixpackID*: The name of the fix pack to be installed. For example, wc56BE_fp2_os400.

- *fp_installdir*: The temporary directory where the fix pack was downloaded into.

For example, to apply the fix pack to the WebSphere Commerce instance:

▶ AIX   ./updateSilent.sh fixpack install
/usr/WebSphere/AppServer/installedApps/myhost/
WC_demo.ear wc56BE_fp2_aix /5602

▶ 400   ./updateSilent.sh fixpack install
/QIBM/UserData/WebAS5/Base/default/installedApps/MYHOST/WC_demo.ear
wc56EXPRESS_fp2_os400 /QIBM/5602

▶ Linux   ./updateSilent.sh fixpack install
/opt/WebSphere/AppServer/installedApps/myhost/
WC_demo.ear wc56PRO_fp2_linux /5602

For example, to apply the fix pack to the Payments instance:

▶ 400   ./updateSilent.sh fixpack install
/QIBM/UserData/WebAS5/Base/default/installedApps/MYHOST/
wpm_Commerce_Payments_App.ear wc56BE_fp1_os400 /QIBM/5602

▶ Windows   updateSilent.bat fixpack install
c:\WebSphere\AppServer\installedApps\myhost\
wpm_Commerce_Payments_App.ear wc56BE_fp2_win c:\5602

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

4. The fix pack installation is complete; move on to "Post installation steps" on page 24 and complete any applicable steps.

Graphical user interface install

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

Applying the fix pack to WebSphere Commerce

Updating WebSphere Commerce

This section will update WebSphere Commerce.

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

▶ AIX ▶ Linux ▶ Solaris ./updateWizard.sh

▶ Windows updateWizard.bat

2. Select a language and then click **OK**.

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. Under Fix Pack Directory, type in the following:

▶ AIX ▶ Linux ▶ Solaris *fp_installdir*

▶ Windows *fp_installdir*

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 which log files to check. Click **Finish.**

Running the wcnonroot script

`▶ AIX` `▶ Linux` `▶ Solaris`

This section will update file ownership and permissions on UNIX systems.

1. Switch to the root user.
2. Navigate to the *WC_installdir*/bin directory.
3. Run the following command:

   `./wcnonroot.sh`

Note: If you do not have existing WebSphere Commerce instances or Payments instances, then the fix pack installation is complete; move on to"Post installation steps" on page 24 and complete any applicable steps. If you have existing WebSphere Commerce instances or Payments instances, move on to the next section.

Applying the fix pack to existing WebSphere Commerce and Payments instances

Update the WebSphere Commerce instance database and configuration

This section will update the WebSphere Commerce instance database and configuration files to fix pack 5.6.0.2 level. Repeat these steps for each WebSphere Commerce instance you have configured on your system.

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

   `▶ AIX` `▶ Solaris` `▶ Linux`   `./updatedbGUI.sh`

   `▶ Windows` `preinstall.bat`
4. After the GUI window appears, select the commerce instance you wish to upgrade.
5. Check the staging field if the database is a staging database.
6. Select the instance local
7. Enter the instance ear path.
8. Click "update" button to trigger the update.
9. When finished, click "cancel" to close the program

To verify that the script was successfully completed, look at the schemacreation_fp2_<*dbtype*>_<*time_stamp*>.log and the updateInstance.log files located in the *WC_installdir*/logs directory.

Updating existing WebSphere Commerce and Payments instances

This section will update your WebSphere Commerce instance or Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments

instance or both you have configured on your system. These steps are not needed if only WebSphere Commerce Payments instance exists and no WebSphere Commerce instance has been created.

1. > AIX > Linux > Solaris Ensure that you are logged in as the root user.

2. Using the command line, navigate to the *fp_installdir* directory and enter the following commands based on your operating system:

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

   > Windows `updateWizard.bat`

3. Select a language and then click **OK**

4. Click **Next** to continue.

5. Check the **Specify product information** check box, then click **Browse**.

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

   If you are applying the fix pack to a WebSphere Commerce instance:

   a. Click once on the **WC_***instance_name***.ear** folder.

   b. Click **Open**.

   c. Click **Next** to continue.

   If you are applying the fix pack to a WebSphere Commerce Payments instance:

   a. Click once on the *pay_instance_name*_**Commerce_Payments_App.ear** folder.

   b. Click **Open**.

   c. Click **Next** to continue.

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

8. Under Fix Pack Directory, type in the following:

   > AIX > Linux > Solaris *fp_installdir*

   > Windows *fp_installdir*

   Click **Next**.

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

10. Click **Next** to begin installing.

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

12. Click **Finish**. The fix pack installation is complete; move on to "Post installation steps" and complete any applicable steps.

Post installation steps

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

Updating the triggers in the staging server's database

> DB2 > Oracle

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

1. Connect to the staging server database.

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

> DB2

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

> Oracle

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

Creating 64-bit stored procedures on a remote DB2 database

> Business   > Professional

> DB2

> AIX   > Solaris

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

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

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

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

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

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

      Where *db_name* is your database name, *db_user* is the database user name and *db_password* is the database user name password.

4. On the database node, run the following command to set the permissions for stored procedure creation:

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

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

```
chmod -R 777 /home/db2inst1/sqllib/function
```

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

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

   Where *db_name* is your database name, *db_user* is the database user name, *db_password* is the database user name password and *db_schema* is your database schema.

   e. Check the stored procedure creation logs located in the *WC_installdir*/instances/*instance_name*/logs to see if the stored procedure creation was successful.

6. On the database node, run the following command to reset the correct permissions on the function directory

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

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

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

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

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

▶ 400

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

Precompiling JSPs on OS/400

▶ 400

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

1. Backup and delete the *WAS_userdir*/Base/default/temp/*cell_name*/WC_*instance_name*/WC_*instance_name*/Stores.war directory.
2. Navigate to the *WAS_installdir*/bin directory.
3. Run the following command:

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

For example,

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

Updating the WebSphere Commerce Help files

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

Updating the WebSphere Commerce documentation

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

Chapter 6. Uninstalling the fix pack

Before removing the fix pack

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

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

Before you uninstall

1. ▶ AIX ▶ Linux ▶ 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:
   - WebSphere Commerce Application Servers. For example, WC_*instance_name*.
   - WebSphere Commerce Configuration Manager server.
   - Web server and its respective administration processes. For example, the IBM HTTP Server and the IBM HTTP Administration Server.

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

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

   ▶ 400 Only the silent uninstall is available.

   ▶ AIX ▶ Linux ▶ Solaris ▶ Windows Either the silent uninstall or the graphical user interface uninstall may be used.

Silent uninstall

Removing the fix pack from WebSphere Commerce

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

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

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

29

> AIX > 400 > Linux > Solaris `./updateSilent.sh fixpack uninstall` *WC_installdir fixpackID*

> Windows `updateSilent.bat fixpack uninstall` *WC_installdir fixpackID*

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

- *WC_installdir*: The installation path for WebSphere Commerce 5.6. The default installation directory is defined in the Preface under the section Path variables on page vii.
- *fixpackID*: The name of fix pack to be uninstalled. For example, wc56BE_fp2_aix.

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

> 400 `./updateSilent.sh fixpack uninstall`
`/QIBM/ProdData/CommerceServer56 wc56BE_fp2_os400`

> Windows `updateSilent.bat fixpack uninstall`
`c:\WebSphere\CommerceServer56 wc56EXPRESS_fp2_win`

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

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

Removing the fix pack from existing WebSphere Commerce and Payments instances

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

1. > AIX > Linux > Solaris > Windows Using the command line, navigate to the *fp_installdir* directory.

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

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

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

   > 400 `./updateSilent.sh fixpack uninstall` *Instance_dir fixpackID*

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

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

   - *Instance_dir*: The path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section Path variables on page vii.
   - *Pay_instance_dir*: The path for your WebSphere Commerce Payments instance. The default directory is defined in the Preface under the section Path variables on page vii.

- *fixpackID*: The name of fix pack to be uninstalled. For example, wc56BE_fp2_aix.

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

> `400` `./updateSilent.sh fixpack uninstall`
`/QIBM/UserData/WebAS5/Base/WAS_myserver/installedApps/myhost/WC_demo.ear`
`wc56BE_fp2_os400`

> `Windows` `updateSilent.bat fixpack uninstall`
`c:\WebSphere\AppServer\installedApps\myhost\`
`my_payments_Commerce_Payments_App.ear wc56EXPRESS_fp2_win`

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

> `AIX` `./updateSilent.sh fixpack uninstall`
`/usr/WebSphere/CommerceServer56/installedApps/myhost/`
`my_payments_Commerce_Payments_App.ear wc56BE_fp2_aix`

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

Graphical user interface uninstall

Removing the fix pack from WebSphere Commerce

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

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

> `Windows` `updateWizard.bat`

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

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

Removing the fix pack from existing WebSphere Commerce and Payments instances

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

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

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

> **Windows** `updateWizard.bat`

2. Select a language and then click **OK**.

3. Click **Next** to continue.

4. Check the **Specify product information** check box, then click **Browse**.

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

   If you are removing the fix pack from a WebSphere Commerce instance:

   a. Click once on the **WC_***instance_name***.ear** folder.

   b. Click **Open**.

   c. Click **Next** to continue.

   If you are removing the fix pack from a WebSphere Commerce Payments instance:

   a. Click once on the *pay_instance_name*_**Commerce_Payments_App.ear** folder.

   b. Click **Open**.

   c. Click **Next** to continue.

6. Select **Uninstall fix packs**. Click **Next**. If the installer is unable to locate the installed fix pack, exit the installer and return to step 1 on page 31.

7. Select the fix pack to be uninstalled. Click **Next** to continue.

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

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

10. Click **Finish**. Uninstallation of the fix pack is complete.

Chapter 7. Troubleshooting

Problems with WebSphere Commerce Payments after migration

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

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

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

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

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

Error/Exception	Solution
• JAVAC MESSAGE FILE IS BROKEN: key=javac.err.branch.too.big, arguments=null, null, null	Download the WebSphere Application Server interim fix PQ86604. For details on how to install the interim fix, please refer to Chapter 4, "Prerequisites," on page 13 of this installation guide.
• Illegal target of jump or branchjavax.servlet.ServletException	Workaround 1. Clear the cached/compiled jsp classes out of /opt/WebSphere/AppServer/temp/ %node%/*instance_name*/*instance_name*/ Stores.war 2. Navigate to WAS_*installdir*/bin 3. Precompile the JSPs ./JspBatchCompiler.sh -enterpriseapp.name *instance_name* -cell.name %CELL% -node.name %NODE% -server.name *instance_name*

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

To resolve the problem, refer to the newest edition of WebSphere Commerce Version 5.6 Installation Guide for Linux, page 219 for further details.

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