



**Installation Guide
for i5/OS**



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for i5/OS**

Note:

Before using this information and the product it supports, be sure to read the general information under “Notices” on page 27.

Edition Notice

This edition of this book applies to version 6.0.0.1 of the following editions of WebSphere Commerce and to all subsequent releases and modifications until otherwise indicated in new editions:

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

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

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Preface

About this book

This document describes the steps required to apply the IBM® WebSphere® Commerce 6.0.0.1 fix pack to version 6.0 of the following editions of WebSphere Commerce:

- IBM WebSphere Commerce Enterprise
- IBM WebSphere Commerce Professional
- IBM WebSphere Commerce - Express

Note: The IBM WebSphere Commerce 6.0.0.1 fix pack cannot be applied to IBM WebSphere Commerce Developer.

Update history

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

Edition	Updates
First edition	• 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.

 Enterprise Indicates information specific to WebSphere Commerce Enterprise

 Professional Indicates information specific to WebSphere Commerce Professional.

 Express Indicates information specific to WebSphere Commerce – Express.

 i5 Indicates information that is specific to WebSphere Commerce for i5/OS™ for iSeries™.

Path variables

HttpServer_installdir

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

WAS_installdir

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

`/QIBM/ProdData/WebSphere/AppServer/V6/edition/`

WAS_userdir

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

`/QIBM/UserData/WebSphere/AppServer/V6/edition/`

WC_installdir

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

`/QIBM/ProdData/CommerceServer60`

WC_userdir

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

`/QIBM/UserData/CommerceServer60`

WC_profiledir

This directory is created for the WebSphere Application Server profile that is used by a WebSphere Commerce instance. For example:

`WAS_userdir/profiles/profile_name/`

UPDI_installdir

The installation path for the WebSphere Commerce Update Installer. For example:

`/QIBM/ProdData/WebSphere/UpdateInstaller/V61/UPDI`

fp_tempdir

The temporary location that is used to store the fix pack download *.pak file.

Other variables used in this book

cell_name

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

host_name

This variable represents the fully qualified host name of your WebSphere Commerce server (for example, server.mydomain.ibm.com is fully qualified).

instance_name

This variable represents the name of the WebSphere Commerce instance with which you are working (for example, demo).

payments_instance_name

This variable represents the name of the WebSphere Commerce Payments instance with which you are working.

profile_name

This variable represents the name of the WebSphere Application Server profile that is created for your WebSphere Commerce instance. This variable has the same name as your WebSphere Commerce instance.

Product editions

WebSphere Commerce editions supported by this fix pack

This fix pack supports WebSphere Commerce Enterprise, Version 6.0 on the following operating systems:

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

This fix pack supports WebSphere Commerce Professional Version 6.0 on the following operating systems:

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

This fix pack supports WebSphere Commerce– Express Version 6.0 on the following operating systems:

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

For the specific requirements on each of the supported operating systems, refer to the WebSphere Commerce version profiles and prerequisite technote #1224147 page.

Prerequisites

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

Master Technote

The master technote summarizes the known fix pack issues, and which version of the fix packs they apply to. It provides information on how to sign up for automatic notification of new fix packs and flashes. Refer to the WebSphere Commerce 6.0 Master Technote #1246009 for more information.

iSeries

Ensure the required Program Temporary Fixes (PTFs) have been applied to the WebSphere Commerce system(s). Refer to PTF Tables by version for WebSphere Commerce technote #1239904.

Before applying any PTFs, view the PTF cover letters for any additional instructions.

Installing the fix pack

Before applying the fix pack

Important:

- You must apply all fix pack changes from the machine where you have created your WebSphere Commerce instances.
- The WebSphere Commerce Help Server must be stopped when applying the fix pack.
- It is recommended that you backup the WebSphere Commerce instance application and database before you apply the fix pack. The database updates included in this fix pack can not be undone. If you wish to undo the database update after applying the WebSphere Commerce fix pack, you must restore your database backup. Refer to your database documentation for information on backing up your database. To backup the Commerce application, refer to the WebSphere Application Server Information Center documentation on backing up applications.

- Fix packs always update the database version number. Check the *WC_profiledir/logs/server1/SystemOut.log* to ensure that the database version is at the same level as the EAR version. If the versions are not the same errors can occur. For example, search for a message similar to:

```
0000000a SystemOut 0 WC.SERVER: Enterprise 6.0.0.0 / Database: ENT 6.0.0.0
```

The “Enterprise 6.0.0.0” is the EAR version, the “Database: ENT 6.0.0.0” is the Database version. The EAR version is retrieved from the *WC_profiledir/installedApps/cell_name/WC_instance_name.ear/properties/version/COMMERCE.product*. The Database version is retrieved from the SITE table.

- The WebSphere Commerce Configuration Manager server must be stopped before applying the Fix Pack.
- If you have installed a firewall on your machine, it can interfere with the application of the fix pack. Before applying the fix pack ensure you have disabled your firewall, or have allowed access to the WebSphere Application Server administrative server.
- If you also use WebSphere Commerce Developer, ensure that WebSphere Commerce and WebSphere Commerce Developer are at the same fix pack level.

Fix pack installation overview

The WebSphere Commerce fix pack is installed using the WebSphere Commerce Update Installer. The Update Installer is a tool that is used to apply maintenance to WebSphere Commerce and WebSphere Commerce Payments instances.

Note: During the application of maintenance to the WebSphere Commerce instance, the Update Installer stops the WebSphere Commerce application automatically. If WebSphere Commerce is configured in a clustered environment, the Update Installer will stop all of the nodes during the instance update. Updating the WebSphere Commerce instance can take 40 minutes or more to complete depending on the size of your application and

the speed of your system.

To minimize downtime, you should apply the fix pack to your configuration at a time that will least impact the operation of your business. If you have customized your WebSphere Commerce instance, ensure that you have followed the documented deployment procedure in the WebSphere Commerce Information Center. If you have not, your customizations may be removed when the fix pack is installed. For more information on customized code, refer to Customized code deployment

Additionally, you should apply the fix pack to your non-production environment first, to ensure that you do not negatively impact your production environment. The following list is a high level overview of the fix pack application process:

1. Install the Update Installer software on your machine.
2. Download the appropriate fix pack.
3. Use the Update Installer to apply the fix pack to your WebSphere Commerce installation directory. Once the fix pack is installed your installation is at the appropriate fix pack level. New instances are created at this new fix pack level. Existing instances are not updated automatically.
4. For each WebSphere Commerce or WebSphere Commerce Payments instance that you have created before applying the fix pack, you must complete the following steps:
 - a. Ensure that your management server is started:
 - If WebSphere Commerce is managed by WebSphere Application Server Deployment Manager (dmgr), ensure that this server is started.
 - If WebSphere Commerce is not managed by WebSphere Application Server Deployment Manager (dmgr), ensure that your WebSphere Application Server server1 is started.
 - b. Ensure that your database server is started.
 - c. Using the Update Installer, update the WebSphere Commerce or WebSphere Commerce Payments instance. To update the instance you must know the following information:
 - The WebSphere Commerce or WebSphere Commerce Payments instance name.
 - If the associated database will be updated.
 - If you have WebSphere Application Server security enabled for your WebSphere Commerce Payments instance you must know the following information:
 - The global security user ID.
 - The global security password.
 - d. During the WebSphere Commerce or WebSphere Commerce Payments instance update, the Update Installer stops the WebSphere Commerce application. If the instance is part of a clustered environment, the WebSphere Application Server deployment manager ensures that all nodes in that cluster are updated with the fix pack changes. For the Deployment Manager to distribute the application to all nodes, you must ensure that you have not disabled application distribution. Distribution requires that your node agents are running.
 - e. After the Update Installer has updated the instance, you must restart the WebSphere Commerce application.
 - f. To ensure that all of your instances are updated, repeat these steps for each instance that exists on your machine.

If you have installed the WebSphere Commerce remote management utilities on a separate node from your WebSphere Commerce server, ensure that you also install the fix pack on that machine. If you do not install the fix pack on that machine, you may not be able to use the WebSphere Commerce Configuration Manager client.

Backing up your profile file

Before applying the fix pack to your machine, you should back up your profile. To back up your profile refer to Backing up and recovering the application serving environment.

This fix pack overwrites certain JSP pages files related to the WebSphere Commerce tools pages. Refer to the text file `tools_jsps_changed.txt` available on the WebSphere Commerce Version 6.0.0.1 Download Page technote #4013056 for a list of the JSP files that are overwritten.

If you have customized any of these files then you must reapply your customizations after the fix pack is applied. Please ensure that you have created backup copies of any files that you have customized prior to applying the fix pack.

Installing new components

If any new components are installed from the WebSphere Commerce base (6.0) CDs the fix pack must be reinstalled in order to upgrade that component to the 6.0.0.1 level. For example, if the Configuration Manager client is loaded on a node using the base CDs the fix pack must be reinstalled to the Configuration Manager client node.

Preparing your system to run the fix pack installer

Important:

Refer to Appendix B, “New and changed,” on page 23 for information on the APARs that are included in this fix pack. If you have installed APARs that are not included in this fix pack you must reinstall them after the fix pack is installed.

1. Download and install the WebSphere Commerce Update Installer technote #4013502.
2. Open the WebSphere Commerce Version 6.0.0.1 Download Page technote #4013056.
3. Download the fix pack file `6.0.0-WS-WCServer-FP001.pak` and save it to a temporary directory. The download location is denoted by `fp_tempdir` in the remaining sections of this guide.

Next step

Install the fix pack by completing the following section:

- “Silent install” on page 8.

Silent install

Complete this section to silently install the WebSphere Commerce fix pack. If you have already created a WebSphere Commerce or WebSphere Commerce Payments instance, you must apply the fix pack to the WebSphere Commerce product first. After the fix pack is applied to the product, you must then apply it to your instances.

Refer to the following sections:

- “Updating your WebSphere Commerce installation directory.”
- “Updating your WebSphere Commerce or WebSphere Commerce Payments instance” on page 9.

Updating your WebSphere Commerce installation directory

This section updates the WebSphere Commerce product.

1. Ensure you have reviewed and completed all the necessary steps in “Prerequisites” on page 3
2. Ensure you have reviewed and completed all the necessary steps in “Preparing your system to run the fix pack installer” on page 7.
3. Ensure that your user has *SECOFR authority.
4. Download the appropriate maintenance from the following Web site to the *UPDI_installdir*/maintenance directory:

WebSphere Commerce 6.0.0.1 Download Page technote #4013056

5. Enter the QShell by typing QSH at the i5/OS command prompt.
6. Navigate to the *UPDI_installdir*/responsefiles directory and open the install.txt file in a text editor.
7. Edit the install.txt file, ensuring the following sections are edited appropriately and are not commented out:
 - The **-W maintenance.package** contains the full path name for the fix pack. For example:

```
-W maintenance.package="/QIBM/ProdData/WebSphere/UpdateInstaller/V61/UPDI/maintenance/6.0.0-WS-WCServer-FP001.pak"
```
 - The **-W product.location** contains the full path name of the WebSphere Commerce installation directory. For example:

```
-W product.location="/QIBM/ProdData/CommerceServer60"
```

Verify that the **-W update.instanceName** and **-W update.db** entries do not exist or are commented out. Save the file and exit.

Note: If you have an WebSphere Commerce instance created, you must first update your WebSphere Commerce product. After you have update the product, you must re-edit the response file, and run the Update installer again.

8. Run the following command from the *UPDI_installdir*:

```
update -devkit14 -options UPDI_installdir/responsefiles/install.txt
```
9. Refer to the log files in the following directory to verify that your install was successful:
WC_installdir/logs/update

If problems are encountered during the update process, refer to Appendix A, “Troubleshooting,” on page 17.

If you do not have an existing WebSphere Commerce or WebSphere Commerce Payments instance then the installation of the fix pack is complete.

Updating your WebSphere Commerce or WebSphere Commerce Payments instance

Important:

If you are applying the fix pack to a WebSphere Commerce Payments instance that has WebSphere Application Server global security enabled, you must install interim fix IY90010 before continuing.

Refer to the WebSphere Commerce 6.0 Fix Pack Master Technote #1246009 for more information.

This section updates a WebSphere Commerce or WebSphere Commerce Payments instance:

1. Ensure you have reviewed and completed all the necessary steps in "Prerequisites" on page 3.
2. Ensure you have reviewed and completed all the necessary steps in "Preparing your system to run the fix pack installer" on page 7.
3. Ensure that your user has *SECOFR authority.
4. Enter the QShell by typing QSH at the i5/OS command prompt.
5. Ensure your database server is started.
6. Ensure that your WebSphere Commerce administrative server is started. For example:
 - If WebSphere Commerce is managed by WebSphere Application Server Deployment Manager (dmgr), ensure that the server is started.
 - If WebSphere Commerce is not managed by WebSphere Application Server Deployment Manager (dmgr), ensure that your WebSphere Application Server server1 is started.

Note: During the application of maintenance to the WebSphere Commerce instance, the Update Installer stops the WebSphere Commerce application automatically.

7. Navigate to the *UPDI_installdir*/responsefiles directory and open the install.txt file in a text editor.
8. To update a WebSphere Commerce or WebSphere Commerce Payments instance:

Note: If you have an instance created, you must first update your WebSphere Commerce product. After you have update the product, you must re-edit the response file, and run the Update installer again.

- a. Update the **-W maintenance.package** entry with the name of the maintenance package.
- b. Update the **-W product.location** with the location of the WebSphere Commerce install.
- c. Complete one of the following steps if you are updating an instance:
 - If you are updating a WebSphere Commerce instance, add the following lines to the end of the install.txt file:

```
-W update.instancename="instance_name"  
-W update.db="true"
```

Note: If you set **-W update.db="false"** you must update the database manually. To update the database manually, refer to “Updating your WebSphere Commerce database manually.”

- If you do not have WebSphere Application Server security enabled with your WebSphere Commerce Payments instance, add the following lines to the end of the `install.txt` file:

```
-W update.instancename="payments_instance_name"  
-W update.db="true"
```

Note: If you set **-W update.db="false"** you must update the database manually. To update the database manually, refer to “Updating your WebSphere Commerce database manually.”

- If you have WebSphere Application Server security enabled with your WebSphere Commerce Payments instance, add the following lines to the end of the `install.txt` file:

```
-W update.instancename="payments_instance_name"  
-W update.db="true"  
-W update.wassecurityenable="true"  
-W update.wasuserid="WAS_user"  
-W update.wasuserpassword="WAS_password"
```

Note: If you set **-W update.db="false"** you must update the database manually. To update the database manually, refer to “Updating your WebSphere Commerce database manually.”

9. Run the following command from the `UPDI_installdir`:

```
update -devkit14 -options UPDI_installdir/responsefiles/install.txt
```

10. Refer to the log files in the following directory to verify that your install was successful:

```
WC_installdir/logs/update
```

11. Complete the following steps based on the type of instances you have configured on your machine:

- If you have a WebSphere Commerce instance created, restart the WebSphere Commerce application from within the WebSphere Application Server Administration Console.

- If you have a WebSphere Commerce Payments instance created, restart the WebSphere Commerce Payments application from within the WebSphere Application Server Administration Console. If your WebSphere Commerce Payments instance has security enabled:

- a. Navigate to the `WC_installdir/payments/bin` directory.

- b. Run the following command:

```
IBMPayServer payment_user payment_password
```

Note: If you have additional instances created, you can update them by updating the response file, and repeating the following section:

- “Updating your WebSphere Commerce or WebSphere Commerce Payments instance” on page 9.

Post installation steps

Updating your WebSphere Commerce database manually

If you did not choose to update your database automatically during the application of the WebSphere Commerce fix pack, you must manually update your database.

On the machine where you have applied the fix pack, complete the steps in this section to manually update your database:

Note: Ensure that you have backed up your database.

1. From a command prompt launch the following command:

```
WC_install\dir\bin\updatedb instance_name
```

Where *instance_name* is the name of the instance to be updated.

2. When the update is complete, review the output displayed in the console window and ensure that you have successfully updated the database to the correct fix pack level. For example:

```
UpdateSiteTable:
[EchoNL] Updating database fixpack level ...
[eCDatabaseVersionInfo] UPDATE SITE SET EDITION='ENT', VERSION=6,
RELEASE=0, MOD=0, FIXPACK=1 WHERE COMPNAME='BASE'
[eCDatabaseVersionInfo] SELECT COUNT(*) FROM SITE
[eCDatabaseVersionInfo] SELECT * FROM SITE
[eCDatabaseVersionInfo] Columns in SITE table:
[eCDatabaseVersionInfo] COMPNAME=BASE
[eCDatabaseVersionInfo] EDITION=ENT
[eCDatabaseVersionInfo] VERSION=6
[eCDatabaseVersionInfo] RELEASE=0
[eCDatabaseVersionInfo] MOD=0
[eCDatabaseVersionInfo] FIXPACK=1
[eCDatabaseVersionInfo] Updated SITE table successfully.
[EchoNL] Completed database fixpack update.
```

```
BUILD SUCCESSFUL
```

Precompiling JSP files

Precompile your JSP files before launching your store. To compile your JSP files, refer to:Compiling on WebSphere Commerce

Uninstalling the fix pack

Before removing the fix pack

Uninstalling the fix pack restores the WebSphere Commerce product files to the previous level. These instructions 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. Once the fix pack is applied to your system, you cannot revert your database configurations to their previous states.

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. Ensure that you are logged in as a user that has QSECOFR authority.
2. Complete one of the following steps:
 - To remove the fix pack from the WebSphere Commerce product:
 - Stop the following servers:
 - WebSphere Commerce Help server.
 - WebSphere Commerce Configuration Manager server.
 - To remove the fix pack from the WebSphere Commerce or WebSphere Commerce Payments instance only:
 - Start the following servers:
 - WebSphere Commerce Application Server. For example, *server1* or *DMGR*.
 - WebSphere Commerce database server.
 - If you have a federated environment, ensure that the WebSphere Application Server nodeagents are started.

Next step

Uninstall the fix pack by completing the following section:

- “Silent uninstall.”

Silent uninstall

Complete this section to silently uninstall the WebSphere Commerce fix pack. If you have applied the fix pack to your WebSphere Commerce or WebSphere Commerce Payments instance, you must uninstall the fix pack from that instance before uninstalling the fix pack from the WebSphere Commerce product.

Refer to the following sections:

- “Removing the fix pack from the WebSphere Commerce or WebSphere Commerce Payments instance” on page 14.

- “Removing the fix pack from the WebSphere Commerce installation directory.”

Removing the fix pack from the WebSphere Commerce or WebSphere Commerce Payments instance

Note: If you have created your instance **after** applying the fix pack, you cannot uninstall the fix pack from that instance.

1. Ensure that you are logged in as a user that has QSECOFR authority.
2. Enter the QShell by typing QSH at the i5/OS command prompt.
3. Navigate to the *UPDI_installdir*/responsefiles directory and open the *uninstall.txt* file in a text editor.
4. Complete the following steps:
 - To remove the fix pack from a WebSphere Commerce instance:
 - a. Update the **-W backup.package** entry with the name of the maintenance package that you want to uninstall.

Note: If the **-W backup.package** is not specified, the most recently installed fix pack is uninstalled.

- b. Update the **-W product.location** with the location of the WebSphere Commerce install.
- c. Add the following lines to the end of the *uninstall.txt* file:


```
-W update.instancename="instance_name"
```

Where *instance_name* is the name of your WebSphere Commerce instance or WebSphere Commerce Payments instance.

- To remove the fix pack from a WebSphere Commerce Payments instance when WebSphere Application Server security is enabled:
 - a. Update the **-W backup.package** entry with the name of the maintenance package that you want to uninstall.

Note: If the **-W backup.package** is not specified, the most recently installed fix pack is uninstalled.

- b. Update the **-W product.location** with the location of the WebSphere Commerce install.
- c. Add the following lines to the end of the *uninstall.txt* file:


```
-W update.instancename="payments_instance_name"
-W update.was.security.enable="true"
-W update.wasuserid="was_user_ID"
-W update.wasuserpassword="was_user_password"
```

5. Run the following command:


```
update -devkit14 -options UPDI_installdir/responsefiles/uninstall.txt
```
6. Refer to the log files in the following directory to verify that your uninstall was successful:


```
WC_installdir/logs/update
```

Removing the fix pack from the WebSphere Commerce installation directory

Note: If you have applied the fix pack to a WebSphere Commerce or WebSphere Commerce Payments instance, you must refer to “Removing the fix pack

from the WebSphere Commerce or WebSphere Commerce Payments instance" on page 14 before uninstalling the fix pack from your WebSphere Commerce product.

1. Ensure that you are logged in as a user that has QSECOFR authority.
2. Enter the QShell by typing QSH at the i5/OS command prompt.
3. Navigate to the *UPDI_installdir/responsefiles* directory and open the *uninstall.txt* file in a text editor.
4. To remove the fix pack from the WebSphere Commerce product:
 - a. Update the **-W backup.package** entry with the name of the maintenance package that you want to uninstall.

Note: If the **-W backup.package** is not specified, the most recently installed fix pack is uninstalled.

- b. Update the **-W product.location** with the location of the WebSphere Commerce install.
 - c. Ensure that the following line does not exist or is commented out of the *uninstall.txt* file:

```
-W update.instancename="instance_name"
```

Where *instance_name* is the name of your WebSphere Commerce instance or WebSphere Commerce Payments instance.

5. Run the following command:

```
update -devkit14 -options UPDI_installdir/responsefiles/uninstall.txt
```
6. Refer to the log files in the following directory to verify that your uninstall was successful:

```
WC_installdir/logs/update
```
7. Restart your WebSphere Commerce or WebSphere Commerce Payments instance.

+

+ Appendix A. Troubleshooting

+

+ Troubleshooting general WebSphere Commerce fix pack issues

+

Unable to find the fix pack log file

+

If the fix pack application failed, and you are unable to find the WebSphere Commerce log file in the *WC_installdir/logs/update* directory, refer to the following location:

+

UPDI_installdir/logs/tmp

+

WebSphere Commerce pages are not accessible after applying the fix pack

+

After applying the WebSphere Commerce Fix Pack and restarting the WebSphere Commerce application, some WebSphere Commerce pages may not be accessible.

+

The following error may be displayed in the *SystemErr.log* file:

+

```
java.io.InvalidClassException
```

+

This error can be caused by a mismatch between a class file in the WebSphere Commerce EAR and a class file stored in the Dynacache. To resolve the problem, restart the application server (for example, *server1*) that is associated with the WebSphere Commerce application.

+

+

+

+

+

Accessing backup files

+

The WebSphere Commerce fix pack update installer makes a backup of all the files modified during the fix pack installation. The backups made while installing the fix pack on the WebSphere Commerce product directory can be found in a .pak file at the following directory

+

WC_installdir/properties/version/update/backup

+

The backups made while installing the fix pack on your WebSphere Commerce instance can be found in a .pak file at the following location:

+

*WC_userdir/instances/instance_name/properties/version/
update/backup*

+

+

+

+

+

+ Troubleshooting the install and uninstall of the WebSphere Commerce fix pack on your installation directory

+

Error encountered when completing a silent installation

+

Error encountered when referencing an incorrect .pak file location

+

When completing a silent installation, you encounter an error message similar to:

+

```
(Sep 21, 2006 2:21:27 PM), Install, com.ibm.ws.install.ni.ismp.actions.  
UPDIMaintenanceInformationAction,  
err, No such path or directory. /QIBM/ProdData/WebSphere/UpdateInstaller/  
V61/UPDI/maintenance/maintenance.xml
```

+

```
(Sep 21, 2006 2:21:27 PM), Install, com.ibm.ws.install.ni.ismp.actions.  
UPDIMaintenanceInformationAction,  
err, No such path or directory. /QIBM/ProdData/WebSphere/UpdateInstaller/
```

+

+

+

+

```

+
+      V61/UPDI/maintenance/maintenance.xml
+      (Sep 21, 2006 2:21:27 PM), Install, com.ibm.ws.install.ni.ismp.actions.
+      UPDIMaintenanceInformationAction,
+      err, java.io.FileNotFoundException: No such path or directory.
+
+      /QIBM/ProdData/WebSphere/UpdateInstaller/V61/UPDI/maintenance/maintenance.xml
+      at java.lang.Throwable.<init>(Throwable.java:195)
+      at java.lang.Exception.<init>(Exception.java:41)
+      at java.io.IOException.<init>(IOException.java:40)
+      at java.io.FileNotFoundException.<init>(FileNotFoundException.java:46)
+      at java.io.FileInputStream.open(Native Method)
+      at java.io.FileInputStream.<init>(FileInputStream.java:106)
+      at com.ibm.ws.install.ni.framework.io.DiskFileSystem.readEntry
+      (DiskFileSystem.java:87)
+      at com.ibm.ws.install.ni.framework.io.FileSystemEntry.getInputStream
+      (FileSystemEntry.java:231)
+      at com.ibm.ws.install.ni.framework.xml.XMLUtils.
+      getSimpleXMLParserFromFileSystemEntry(XMLUtils.java:91)
+      at com.ibm.ws.install.ni.ismp.actions.UPDIMaintenanceInformationAction.execute
+      (UPDIMaintenanceInformationAction.java:60)
+      at com.installshield.wizard.StandardWizardListener.execute
+      (StandardWizardListener.java:123)
+      at com.installshield.wizard.StandardWizardListener.currentBeanChanged
+      (StandardWizardListener.java:106)

```

+ If you encounter this error edit your response file and ensure that you are
+ referencing the correct location for the WebSphere Commerce Fix Pack .pak file.

+ **The installer is unable to update a .jar file on the system**

+ If you receive an error message indicating that the installer is unable to update a
+ .jar file on the system, refer to the *WC_installdir/logs/update/maintenance_name/*
+ *updatetrace.log* file. Search this log file for an error message similar to the
+ following:

```

+      Installer has pro2006.09.25 12:04:30.328 EDT java.lang.NullPointerException
+      at com.ibm.ws.install.ni.framework.io.ZIPFileSystem.copyZipEntry
+      (ZIPFileSystem.java:2010)
+      at com.ibm.ws.install.ni.framework.io.ZIPFileSystem.copyZipEntry
+      (ZIPFileSystem.java:1995)
+      at com.ibm.ws.install.ni.framework.io.ZIPFileSystem.copyThisEntryInThisSource
+      ToThisZipFileWithThisName(ZIPFileSystem.java:989)
+      at com.ibm.ws.install.ni.framework.io.ZIPFileSystem.applyZIPFileOperationsTo
+      ZIPFile(ZIPFileSystem.java:2112)
+      at com.ibm.ws.install.ni.framework.io.ZIPFileSystem.performAllZIPOperationsFor
+      ThisTargetFile(ZIPFileSystem.java:88)
+      at com.ibm.ws.install.ni.framework.fileactions.ZIPFileOperationController.
+      performAllZIPOperations(ZIPFileOperationController.java:108)
+      at com.ibm.commerce.install.updi.product.wc.WCUpdateComponent.execute
+      (WCUpdateComponent.java:119)

```

+ If you receive this error message, check if the path to the fix pack (maintenance)
+ pak file contains spaces. If there are spaces in the path, move the fix pack file to a
+ path that does not contain spaces and complete the following steps:

- + 1. Rerun the Update Installer to uninstall the fix pack from the system.
- + 2. Reapply the fix pack to the system.

+ **Errors encountered when uninstalling the WebSphere Commerce fix pack.**

+ When the uninstall of the WebSphere Commerce fix pack fails and you encounter
+ the following error message:

+ CWUPI0010E: Cannot uninstall an installed maintenance package. No corresponding
+ maintenance backup package is available in the product maintenance backup directory.

+ Ensure that you have removed all dependant software, such as the WebSphere
+ Commerce Feature Packs, from the machine and attempt to uninstall the fix pack
+ again.

+ Troubleshooting the install and uninstall of the WebSphere Commerce + fix pack on your instance

+ The fix pack failed to update the WebSphere Commerce + instance during install or uninstall

+ Prerequisite checking fails during the application of the fix pack

+ **Check the log files:** If the prerequisite checking failed during the application of
+ the fix pack, the following message is produced:

+ Failed to export the WebSphere Commerce instance to *user_temp_dir*/wupdate
+ directory. For more information, see the log file: "*WC_installdir*/logs/update/
+ actions/install/exportear_*instance_name*.log".

+ If the prerequisite checking failed during uninstall, the following message is
+ produced:

+ Failed to export the WebSphere Commerce instance to *user_temp_dir*/wupdate
+ directory. For more information, see the log file: "*WC_installdir*/logs/update/
+ actions/uninstall/exportear_*instance_name*.log".

+ Ensure that the WebSphere Application Server Administrative server is started, and
+ attempt the install or uninstall again.

+ **Search for specific error codes in the log files:** Search for the WASX7023E error
+ code in the *exportear_instance_name.log* file under the stopWCApplctions or
+ stopPMApplctions target. For example:

+ stopPMApplctions:

+ [wsadmin] WASX7023E: Error creating "SOAP" connection to host "localhost";
+ exception information: com.ibm.websphere.management.exception.
+ ConnectorNotAvailableException: com.ibm.websphere.management.exception.
+ ConnectorNotAvailableException: Failed to get a connection with IP
+ address associated with hostname localhost

+ [wsadmin] WASX7213I: This scripting client is not connected to a server
+ process; please refer to the log file C:\Program Files\IBM\WebSphere\AppServer\
+ profiles\wpm\logs\wsadmin.traceout for additional information.

+ [wsadmin] WASX8011W: AdminTask object is not available.

+ [wsadmin] WASX7303I: The following options are passed to the scripting
+ environment and are available as argument that is stored in the argv variable:
+ "[wpm_Commerce_Payments_App]"

+ [wsadmin] WASX7017E: Exception received while running file "C:/Program Files/
+ IBM/WebSphere/CommerceServer60/config/deployment/scripts/stopApps.jacl";
+ exception information: com.ibm.ws.scripting.ScriptingException: AdminControl
+ service not available

+ Ensure that the WebSphere Application Server Administrative server is started, and
+ attempt the install or uninstall again.

+ **Incomplete log files:** If the last message in the *exportear_instance_name.log* is
+ stopWCApplctions or stopPMApplctions, check the following log file for a
+ WSPProfileException error:

+ *UPDI_installdir*/logs/tmp/updatetrace.log

+ For example:
+ 2006.09.25 17:04:45.984 EDT Failed to export the WebSphere
+ Commerce instance to C:\DOCUME~1\user\LOCALS~1\Temp\wcupdate
+ directory.
+ 2006.09.25 17:04:46.015 EDT C:\WebSphere\CommerceServer60\config\
+ deployment\xml\exportEar.xml:55: The following error occurred while
+ executing this line:
+ C:\WebSphere\CommerceServer60\config\deployment\xml\exportEar.xml:145:
+ WSPprofileException profileName=wpm

+ If you experience this error message, run the following command to ensure that
+ your profile is registered:

- + • `WAS_installdir/bin/wasprofile -listProfiles`

+ If the profile is not listed in the output of this command, contact WebSphere
+ Commerce Support.

+ **Problem deploying the WebSphere Commerce application**

+ If installer failed to deploy the WebSphere Commerce instance application back to
+ your WebSphere Application Server configuration, refer to the following log file:

- + • Install:

+ `WC_installdir/logs/update/actions/install/deployear_instance_name.log`

- + • Uninstall:

+ `WC_installdir/logs/update/actions/uninstall/deployear_instance_name.log`

+ If a problem with the `deployear_instance_name` task is indicated in these log files,
+ check the following trace file for details:

+ `WC_profiledir/logs/wsadmin.traceout.log`

+ To reapply the fix pack update:

- + 1. You must remove the fix pack backup information. Delete the following
+ location:

+ `WC_userdir/instances/instance_name/properties/version/
+ upate/backup`

- + 2. Delete the following location:

+ `WC_userdir/instances/instance_name/properties/version/update/confighistory`

- + 3. If the following directory exists:

+ `WC_userdir/instances/instance_name/properties/version/update/backup.save`

+ Rename the directory to:

+ `WC_userdir/instances/instance_name/properties/version/update/backup`

- + 4. If the following directory exists:

+ `WC_userdir/instances/instance_name/properties/version/update/
+ confighistory.save`

+ Rename the directory to:

+ `WC_userdir/instances/instance_name/properties/version/update/confighistory`

- + 5. Restart the update installer, and reapply the fix pack to your instance.

+ **The updatedb script fails during the application of the fix pack**

+ If updatedb process fails during fix pack update, complete the following steps:

- + 1. Review the log files in the following locations:

- + • `WC_userdir/instance/instance_name/logs/trace.txt`

- + • `WC_userdir/instance/instance_name/logs/messages.txt`

- + Review these error messages with your database administrator to ensure there
- + are no data errors.
- + 2. Navigate to the *WC_installdir/bin* directory.
- + 3. Complete one of the following:
 - + • Run the updatedb command again. Refer to “Updating your WebSphere
 - + Commerce database manually” on page 10 for more information.
 - + • Restore the original database and run the updatedb command. Refer to
 - + “Updating your WebSphere Commerce database manually” on page 10 for
 - + more information.
- + 4. If this problem cannot be resolved, contact IBM WebSphere Commerce Support.

Error encountered when completing a silent installation

Error encountered when referencing an incorrect .pak file location

When completing a silent installation, you encounter an error message similar to:

```
(Sep 21, 2006 2:21:27 PM), Install, com.ibm.ws.install.ni.ismp.actions.
UPDIMaintenanceInformationAction,
err, No such path or directory. /QIBM/ProdData/WebSphere/UpdateInstaller/
V61/UPDI/maintenance/maintenance.xml
(Sep 21, 2006 2:21:27 PM), Install, com.ibm.ws.install.ni.ismp.actions.
UPDIMaintenanceInformationAction,
err, No such path or directory. /QIBM/ProdData/WebSphere/UpdateInstaller/
V61/UPDI/maintenance/maintenance.xml
(Sep 21, 2006 2:21:27 PM), Install, com.ibm.ws.install.ni.ismp.actions.
UPDIMaintenanceInformationAction,
err, java.io.FileNotFoundException: No such path or directory.

/QIBM/ProdData/WebSphere/UpdateInstaller/V61/UPDI/maintenance/maintenance.xml
at java.lang.Throwable.<init>(Throwable.java:195)
at java.lang.Exception.<init>(Exception.java:41)
at java.io.IOException.<init>(IOException.java:40)
at java.io.FileNotFoundException.<init>(FileNotFoundException.java:46)
at java.io.FileInputStream.open(Native Method)
at java.io.FileInputStream.<init>(FileInputStream.java:106)
at com.ibm.ws.install.ni.framework.io.DiskFileSystem.readEntry
(DiskFileSystem.java:87)
at com.ibm.ws.install.ni.framework.io.FileSystemEntry.getInputStream
(FileSystemEntry.java:231)
at com.ibm.ws.install.ni.framework.xml.XMLUtils.
getSimpleXMLParserFromFileSystemEntry(XMLUtils.java:91)
at com.ibm.ws.install.ni.ismp.actions.UPDIMaintenanceInformationAction.execute
(UPDIMaintenanceInformationAction.java:60)
at com.installshield.wizard.StandardWizardListener.execute
(StandardWizardListener.java:123)
at com.installshield.wizard.StandardWizardListener.currentBeanChanged
(StandardWizardListener.java:106)
```

If you encounter this error edit your response file and ensure that you are referencing the correct location for the WebSphere Commerce Fix Pack .pak file.

The installer is unable to update a .jar file on the system

If you receive an error message indicating that the installer is unable to update a .jar file on the system, refer to the *WC_installdir/logs/update/maintenance_name/* *updatetrace.log* file. Search this log file for an error message similar to the following:

```
Installer has pro2006.09.25 12:04:30.328 EDT java.lang.NullPointerException
at com.ibm.ws.install.ni.framework.io.ZipFileSystem.copyZipEntry
(ZipFileSystem.java:2010)
```

```
+ at com.ibm.ws.install.ni.framework.io.ZipFileSystem.copyZipEntry
+ (ZipFileSystem.java:1995)
+ at com.ibm.ws.install.ni.framework.io.ZipFileSystem.copyThisEntryInThisSource
+ ToThisZipFileWithThisName(ZipFileSystem.java:989)
+ at com.ibm.ws.install.ni.framework.io.ZipFileSystem.applyZipFileOperationsTo
+ ZipFile(ZipFileSystem.java:2112)
+ at com.ibm.ws.install.ni.framework.io.ZipFileSystem.performAllZipOperationsFor
+ ThisTargetFile(ZipFileSystem.java:88)
+ at com.ibm.ws.install.ni.framework.fileactions.ZipFileOperationController.
+ performAllZipOperations(ZipFileOperationController.java:108)
+ at com.ibm.commerce.install.updi.product.wc.WCUpdateComponent.execute
+ (WCUpdateComponent.java:119)
```

+ If you receive this error message, check if the path to the fix pack (maintenance)
+ pak file contains spaces. If there are spaces in the path, move the fix pack file to a
+ path that does not contain spaces and complete the following steps:

- + 1. Rerun the Update Installer to uninstall the fix pack from the system.
- + 2. Reapply the fix pack to the system.

Appendix B. New and changed

WebSphere Commerce updates

This fix pack contains the interim fixes (APARs) for the WebSphere Commerce Telesales client:

Interim fix #	Description
APAR#IY85624	Corrected MANIFEST_ID field not updated in ORDITEMCONF table issue.
APAR#IY85624	Corrected SalesContainerItemsPageManager customization issue.
APAR#IY86085	Corrected an issue where, after cloning order GUI isn't receiving model change events.
APAR#IY86085	Corrected customer not cleared from stores view when closed issue.
APAR#IY86085	Corrected an issue where editors do not scroll when tab through fields.
APAR#IY86085	Corrected FindDialog stops search when=0, but resultSetSize not reached issue.
APAR#IY86085	Corrected inconsistency and UI issues of the Contact history view.
APAR#IY86085	Corrected prodcompeditor does not close window when clear store clicked issue.
APAR#JR22550	Corrected customer editor update button enablement.

Note: If you have installed other APARs that are not listed above, you will need to reinstall them after applying this fix pack.

This fix pack contains the interim fixes (APARs) below:

Interim fix #	Description
APAR#IY79965	Corrected an error returned due to serialization problems in data misleading issue.
APAR#IY83748	Corrected an unable to delete template that is assigned to a category in Accelerator issue.
APAR#IY83823	Corrected PricingDataBean using commitCopyHelper() issue.
APAR#IY83995	Corrected an issue where the DN should be able to handle \,.
APAR#IY84162	Performance improvement for Manage Files page of Accelerator
APAR#IY84389	PCI enablement.
APAR#IY84484	Addressed findApplicableByOrgEntity SQL performance.
APAR#IY84567	Corrected an available languages for a store contains a "selected" entry issue.
APAR#IY85030	Corrected an issue where WCA access continues to work after MSC logoff.
APAR#IY85033	Corrected a content sensitive help of Blocked Order report page issue.
APAR#IY85037	Corrected a contract export/import using Accelerator issue.
APAR#IY85624	Corrected a MANIFEST_ID field not updated in ORDITEMCONF table issue.
APAR#IY85624	DataBean for partial shipment.

APAR#IY85624	Corrected a NullPointerException if setup TAXJCRULE with no FFMCenter issue.
APAR#IY85929	Corrected an issue where the promotion engine gets protected context attribute and add protected context attribute.
APAR#IY86088	Corrected an extra space in org field of custTerritoryGroup page issue.
APAR#IY86468	Corrected javascript error on Criteria page.
APAR#IY86472	Corrected a find store (store name) ignoreCaseBegin is case sensitive issue.
APAR#IY86715	Corrected a blank page issue when using search with double quotes.
APAR#IY86766	Corrected a payment methods issue in SupplyMarketplace for auction.
APAR#IY86766	Corrected aSubmit a AutoBid issue.
APAR#IY86769	Corrected a duplicate category issue when browsing catalog during promotion creation.
APAR#IY87038	Corrected a valid offer does not get picked up for a pending order issue.
APAR#IY88549	Provided Web Service invocation update for OpenWebServicesComponent.
APAR#IY89093	Corrected a parameter value in log file issue.
APAR#IY89489	Enhanced security.
APAR#JR22709	Corrected an issue where the optimizer statistics are destroyed and regenerated with estimate option.
APAR#JR23657	Corrected a catalog search tool not support nonbuyable items/products issue.
APAR#JR23680	Corrected a date range message persistence in Contract Activity issue.
APAR#JR23688	Corrected an issue of not assigning shipping codes to products, only items.
APAR#JR23695	Corrected a Daily Sales, see report for team not assigned issue.
APAR#JR23771	Corrected an issue where the Find Quote finds Orders as well.
APAR#JR23844	Corrected an AddressDataBean does not populate for address of status 'T' issue.
APAR#JR24147	Corrected a Requisition List requires User's Organization issue.
APAR#JR24205	Corrected a Null Pointer Exception when enabling persistent sessions issue.
APAR#JR24243	Corrected an issue where the guest shopping cart does not merge with registered user's cart.
APAR#JR24312	Corrected an issue where the session code didn't extract the storeId from the body of a post request.
APAR#JR24336	Corrected a List of Files displayed should be sorted by alphabetical order issue.
APAR#JR24385	Corrected limitation with pricing component call.
APAR#JR24681	Corrected a SSL Accelerator fails when using default port # issue.
APAR#LI71252	Corrected an issue where 2 order cancellation emails are sent to shoppers.
APAR#LI71288	Corrected a deadlock in INVENTORY in repeated Scheduled Orders.
APAR#LI71315	Corrected an issue of displaying issue sales catalog instead of the master catalog.
APAR#LI71375	Corrected a validating Commerce XHTML issue.

APAR#SI23474	Store DN as uppercase to avoid multiple toUpper calls.
--------------	--

Note: If you have installed other APARs that are not listed above, you will need to reinstall them after applying this fix pack.

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