Installing Commerce Server 2000

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Installing Commerce Server 2000

This document provides detailed instructions for installing Microsoft® Commerce Server 2000 on a single computer. It is recommended that you read through this document completely before installing Commerce Server. The following topics are addressed:

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Deployment Notes

These instructions are for installing Commerce Server 2000 on a single computer for evaluation purposes. They do not explain how to set up a multi-computer production environment. For information about installing Commerce Server in a multi-computer configuration, see "Deploying Your Site" in Commerce Server 2000 Help.

Upgrading a Commerce Server 2000 Evaluation Edition

Perform the following steps to upgrade a Commerce Server 2000 Evaluation Edition installation to Commerce Server 2000.

1. Install Commerce Server 2000 on the same computer as the Evaluation Edition installation. You do not need to uninstall the Evaluation Edition.

2. Restart your computer.

3. After the computer restarts, you will be prompted for the Commerce Server 2000 25-character Product key.

Upgrading a Commerce Server Beta or Final Preview Release

To upgrade a Commerce Server Beta installation to Commerce Server 2000, you must first upgrade to Commerce Server Final Preview. For information about upgrading a Beta installation to Final Preview, see

"Upgrading a Commerce Server Beta Installation" available at
http://support.microsoft.com/support/commerceserver/2000/install/beta_upgrade.asp.

To upgrade a Commerce Server Final installation to Commerce Server 2000, you use three programs that are available on the Commerce Server 2000 CD: RC0Export.vbs, RTMImport.vbs, and cs2kRTMUpgrade.exe. For instructions about upgrading an Final Preview installation to Commerce Server 2000, see "Upgrading a Commerce Server Final Preview Installation" available at
http://support.microsoft.com/support/commerceserver/2000/install/cs_upgrade.asp.

Migrating from Site Server 3.0 to Commerce Server

For information about migrating a Microsoft Site Server 3.0 or Site Server 3.0 Commerce Edition installation to Commerce Server 2000, see the following documentation:

- "Migrating from Site Server 3.0" in the "Planning Your Commerce Server Installation" section of Commerce Server 2000 Help. This section provides an overview of the migration process.

- "Migrating the Membership Directory" in the "Developing Your Site" section of Commerce Server 2000 Help. You use the Directory Migration Toolbox to migrate the Site Server 3.0 Membership Directory to Active Directory and/or to a SQL Server database for Commerce Server.

- Chapter 11, "Migrating from Site Server to Commerce Server 2000" in the *Microsoft Commerce Server 2000 Resource Kit*. This chapter provides information about migration strategies and scenarios.

You can install Site Server 3.0 and Commerce Server 2000 on the same computer. For more information, see "Installing Commerce Server and Site Server on One Computer" later in this document.

Do not install on a SQL Server 7.0 Cluster

You cannot install Commerce Server 2000 on a Microsoft® SQL Server™7.0 cluster that contains Microsoft® Data Access Components (MDAC) 2.6.

Hardware Requirements

This section lists the hardware requirements for Commerce Server, Administration tools, and the Commerce Server Business Desk client.

Commerce Server Hardware Requirements

The hardware requirements for a Commerce Server 2000 server installation are:

- 400 MHz or faster Pentium-compatible CPU

- 256 MB of RAM (128 MB of RAM is adequate for a development environment)

- 100 MB of hard disk space

- CD-ROM drive

- Network adapter card

- VGA or Super VGA monitor

- Microsoft Mouse or compatible pointing device

In your production environment, the volume of traffic on your Web site may dictate more stringent hardware requirements for Web servers.

Administration Tools Hardware Requirements

The hardware requirements for a Commerce Server 2000 installation with Administration tools only are:

- 266 MHz or faster Pentium-compatible CPU
- 128 MB of RAM
- 20 MB of hard disk space
- CD-ROM drive
- Network adapter card
- VGA or Super VGA monitor set to 800 by 600 pixels resolution or higher
- Microsoft Mouse or compatible pointing device

Business Desk Client Hardware Requirements

The hardware requirements for a Commerce Server Business Desk client are:

- 266 MHz or faster Pentium-compatible CPU
- 5 MB of hard disk space
- CD-ROM or DVD-ROM drive
- VGA or higher-resolution monitor set to 800 by 600 pixels resolution or higher
- Microsoft Mouse or compatible pointing device

Software Requirements

This section lists the software requirements for Commerce Server, SQL Server, and the Commerce Server Business Desk client.

For detailed information about configuring a multi-computer production environment, see "Deploying Your Site" in Commerce Server 2000 Help.

> **Note**   The recommended configuration for Web servers is Microsoft® Windows® 2000 and Service Pack 1.

Commerce Server Software Requirements

Before you install Commerce Server 2000, you must install the following software on your server, in the order listed:

> **Important**   This is the only platform supported by Microsoft Professional Support Services. Pre-release versions of Windows 2000 are not supported.

1. Microsoft Windows 2000 Server or Advanced Server

   If you want to install only the Administration tools or online Help, you can use Microsoft Windows 2000 Professional.

2. Windows 2000 Server Service Pack 1

3. Microsoft Windows 2000 Hotfixes

   These hotfixes apply to Microsoft Windows 2000 Server, Microsoft Windows Advanced Server, and Microsoft Windows 2000 Professional.

In addition, you must also have an installation of Microsoft® SQL Server™ 2000 or SQL Server 7.0 available to Commerce Server on the same network. For the SQL Server software requirements, see "SQL Server Software Requirements."

SQL Server Software Requirements

Commerce Server requires access to either Microsoft SQL Server 2000 or SQL Server 7.0 on the same network. When you install SQL Server 2000 or SQL Server 7.0, you must also install the following software.

SQL Server 2000 Software Requirements

- SQL Server 2000 Client Tools
- SQL Server 2000 Analysis Services
- SQL Server 2000 Analysis Services Client Tools

The SQL Server 2000 Client Tools are installed by default when you install the SQL Server 2000 components. SQL Server 2000 Client Tools include MDAC 2.6.

SQL Server 7.0 Software Requirements

- Microsoft SQL Server 7.0 Client Tools
- Microsoft SQL Server 7.0, Service Pack 2
- Microsoft SQL Server 7.0 OLAP Services
- Microsoft SQL Server 7.0 OLAP Services, Service Pack 2
- OLAP Add-in Manager
- OLAP Server Client Tools
- MDAC 2.6

    Note   Commerce Server does not support a mixed SQL Server 7.0 and SQL Server 2000 configuration for the Data Warehouse and online analytical processing (OLAP) server databases.

Remote SQL Server Requirements

If you do not have SQL Server 7.0 or SQL Server 2000 installed locally, you must install MSXML2.DLL on the Commerce Server computer. You can install this file by installing one of the following:

- SQL Server 2000 Client Tools, included on the SQL Server 2000 CD
- MDAC 2.6, included on the Commerce Server CD

Commerce Server Direct Mailer must be installed on the same computer as SQL Server.

Business Desk Client Software Requirements

Before you install the Commerce Server Business Desk client, you must install the following software:

- Microsoft® Windows® 98, Microsoft® Windows® Millennium Edition, Microsoft® Windows® NT 4.0, Windows 2000 Professional, Windows 2000 Server, or Windows 2000 Advanced Server
- Internet Explorer 5.5
- Microsoft Office 2000 **or** SQL Server 2000 Client Tools

    If you are accessing a SQL Server 7.0 database, you must install the SQL Server 7.0 Client Tools **and** the OLAP Server Client Tools. These tools are available on the SQL Server 7.0 CD.

Both Microsoft Office 2000 and SQL Server 2000 Client Tools install MDAC 2.6 and the executables (dCube files) that are required to build a cube in memory on the Business Desk client computer.

Installing Prerequisite Software

This section provides an overview of how to install software required by Commerce Server, Administration tools, and the Commerce Server Business Desk client.

This section contains:

- Installing Windows 2000 Server or Advanced Server
- Installing SQL Server 2000 or SQL Server 7.0
- Installing Internet Explorer 5.5

Installing Windows 2000 Server or Advanced Server

1. Insert the Windows 2000 Server or Windows 2000 Advanced Server CD.

2. Run the **Windows 2000 Server Setup** program and follow the online instructions. Observe the following requirements:

   - Format the partition with Windows NTFS file system (NTFS). Commerce Server requires that you install Commerce Server to an NTFS volume but not every volume on your computer needs to be NTFS.

   - Use only alphanumeric characters in the computer name (Microsoft SQL Server 7.0 supports a limited character set for server names).

   - In the **Windows 2000 Components** screen, leave all default settings, and then click **Next**.

   - In the **Network Settings** screen, click **Typical Settings**.

   - Complete the Setup wizard.

     Note You can install Microsoft® Active Directory™ and use it with your Profiles data stores. For information about setting up your Active Directory servers, see "Setting Up Your Active Directory Servers" in Commerce Server 2000 Help. For information about adding profile data sources, see "Running the Profiles Resource" in Commerce Server 2000 Help.

Installing Windows 2000 Service Pack 1

1. Use your Web browser to navigate to http://www.microsoft.com/windows2000/downloads/default.asp.

2. Download Windows 2000 Service Pack 1, and follow the online installation instructions.

Installing Windows 2000 Hotfixes

Hotfixes are used to distribute individual product updates. At a later date, these hotfixes will be bundled into Service Pack 2 for Windows 2000. It is recommended that you install these hotfixes now so that your site can benefit from the added functionality.

Hotfix Q271976: Performance Degradation When Heap is Fragmented

1. Use your Web browser to navigate to http://support.microsoft.com/support/kb/articles/Q271/9/76.asp.

2. Download the **Q271976_W2K_SP2_x86** file in the language of your Windows 2000 installation, and follow the online installation instructions.

Hotfix Q275455: Memory Leak When Calling Between Configured Components

Hotfix Q275455 is a requirement for Commerce Server 2000.

1. Insert the **Commerce Server Server 2000** CD.

2. Navigate to the \support folder, and double-click the **Q275455_W2K_SP2_x86_en** file.

Hotfix Q274172: Performance Degradation with ADSI

1. Use your Web browser to navigate to http://support.microsoft.com/support/kb/articles/q274/1/72.asp.

2. Download the **Q27412_W2K_SP2_x86** file and follow the online installation instructions.

Installing SQL Server 2000 or SQL Server 7.0

Microsoft SQL Server 2000 is the recommended database management system for Commerce Server 2000. SQL Server 7.0 is also supported as an alternative configuration. If you plan to use full-text search in a SQL Server cluster, you must use SQL Server 2000.

> **Note** If you have SQL Server running on a LAN or WAN elsewhere in your organization, you do not have to install the server components of either SQL Server 2000 or SQL Server 7.0 on the same computer as Commerce Server 2000. However, the server components of SQL Server must be on the same computer as Direct Mailer.

After you install either SQL Server 2000 or SQL Server 7.0 and the required software, proceed to Installing Commerce Server 2000.

Installing SQL Server 2000

1. Insert the **Microsoft SQL Server 2000** CD.

2. Run the **SQL Server 2000 Setup** program using the **Custom** setup option and follow the online instructions. Observe the following requirements:

   - In the **Select Install Method** screen, select **Local Install**.

   - In the **Select Components** screen, select **Full-Text Search**.

   - In the **Authentication Mode** screen, select **Mixed Mode** (Windows Authentication and SQL Server Authentication). Mixed Mode authentication is the only mode supported by Commerce Server.

   - In the **Network Libraries** screen, verify that the **TCP/IP Sockets** option is selected.

     > **Note** When SQL Server Setup detects that a computer is running the U.S. English locale, SQL Server Setup automatically selects the following SQL collation: **Dictionary order**, **case-insensitive**, **for use with 1252 character set**. Do not change this to case-sensitive. Commerce Server Setup will complete if you are using **accent-sensitive**, but will fail if the collation is **binary** or **case-sensitive**.

3. Complete the Setup wizard.

4. To start **SQL Server Agent**, point to **Start**, click **Programs**, click **SQL Server**, and then click **Service Manager**. In the **Services** box, select **SQL Server Agent**, and then click **Start/Continue**.

   > **Note** If you plan to install Commerce Server Direct Mailer, SQL Server Agent must be started.

Installing SQL Server 2000 Client Tools

The SQL Server 2000 Client Tools must be installed locally on your Commerce Server computer if Commerce Server must connect to a remote SQL Server computer. The SQL Server 2000 Client Tools are installed by default when you install the SQL Server 2000 components. The SQL Server 2000 Client Tools include MDAC 2.6.

On the Commerce Server Business Desk client, if you have not installed Microsoft Office 2000, you must install SQL Server 2000 Client Tools. Both Microsoft Office 2000 and SQL Server 2000 Client Tools install MDAC 2.6 and the executables (dCube files) that are required to build a cube in memory on the Business Desk client computer.

Perform the following steps if you have not already installed the SQL Server 2000 Client Tools on the local computer.

1. Insert the **Microsoft SQL Server 2000** CD.

2. Run the **SQL 2000 Server Setup** program.

3. In the **Installation Selection** screen, select **Create a new instance of SQL Server**.

4. In the **Installation Definition** screen, select **Client Tools Only**.

5. In the **Select Components** screen, clear all check boxes except **Client Connectivity**.

6. Complete the Installation wizard.

Installing SQL Server 2000 Analysis Services

Analysis Services must be installed on the Analysis server used by the Data Warehouse. Perform the following steps if you have not already installed the SQL Server 2000 Analysis Services.

1. Insert the **Microsoft SQL Server 2000** CD.

2. Run the **Analysis Services Setup** program and follow the online instructions.

   Note   In order to unpack the Data Warehouse resource, you must use Commerce Server Site Packager on the same computer that Analysis Services is installed on. The Analysis database does not need to be on the same computer.

Installing SQL Server 2000 Analysis Services Client Tools

Analysis Services Client tools must be installed on each Commerce Server computer. The Analysis Services Client Tools are installed by default when you install Analysis Services. Perform the following steps if you have not already installed the SQL Server 2000 Analysis Services Client tools.

1. Insert the **Microsoft SQL Server 2000** CD.

2. Run the **Analysis Services Client Tools Setup** program and follow the online instructions.

Installing SQL Server 7.0

1. Insert the **Microsoft SQL Server 7.0** CD.

   Note   If you have already installed SQL Server 7.0 but did not install full-text search support, you must reinstall SQL Server 7.0.

2. Run the **SQL Server Setup** program using the **Custom** setup option and follow the online instructions. Observe the following requirements:

   • In the **Select Install Method** screen, select **Local Install**.

   • In the **Select Components** screen, select **Full-Text Search**.

   • To use the Data Warehouse feature in Commerce Server 2000, in the **Character Set/Sort order/Unicode Collation** screen, set SQL Server to **case-insensitive**.

   • In the **Network Libraries** screen, verify that the **TCP/IP Sockets** option is selected.

3. Restart the computer and log on using your domain user account.

Note If you plan to install the Commerce Server Administration database on the same computer on which you installed SQL Server, you must configure SQL Server for mixed mode security. To set up mixed mode security, see the SQL Server Books Online.

4. To start **SQL Server Agent**, click **Start**, point to **Program Files**, point to **SQL Server**, and then click **Service Manager**. In the **Services** box, select **SQL Server Agent**, and then click **Start/Continue**.

Note If you plan to install Commerce Server Direct Mailer, SQL Server Agent must be started.

Installing Required Software for SQL Server 7.0

Install the remaining required software in the order shown, following the online instructions:

1. SQL Server 7.0 Client Tools, available on the SQL Server 7.0 CD

2. SQL Server 7.0, Service Pack 2, available from http://www.microsoft.com/SQL/downloads/sp2.htm

3. SQL Server 7.0 OLAP Services, including OLAP Server Client Tools

4. SQL Server 7.0 OLAP Services, Service Pack 2, available from http://www.microsoft.com/SQL/downloads/sp2.htm

5. OLAP Manager Add-in Kit, available from http://www.microsoft.com/sql/downloads/OLAPaddin.htm

6. MDAC 2.6, available from http://www.microsoft.com/Data/download.htm

   As a convenience, MDAC 2.6 also available on the Commerce Server 2000 CD in the \mdac folder.

   Install MDAC 2.6 on your Web servers and database servers. If Commerce Server is accessing a remote SQL Server 7.0 database, you must also install MDAC 2.6 on the local Commerce Server computer.

   On the Business Desk client computer, you must install the SQL Server 7.0 Client Tools **and** the OLAP Server Client Tools.

Setting SQL Connections

When you install Microsoft SQL Server, by default the number of SQL Server connections is set to zero (0), indicating that you can have an unlimited number of connections. Changing this setting is not recommended.

If you choose to change the number of connections, allocate four connections for each computer in your Commerce Server installation.

Note To unpack a site, it is recommended that you have 20 connections available.

Perform the following two procedures only if you have changed the number of SQL Server connections from zero, and you now need to determine how many SQL connections are currently in use and set the number of SQL connections you need. These instructions apply to both SQL Server 2000 and SQL Server 7.0.

To determine the number of SQL connections currently in use

1. Click **Start**, point to **Programs**, point to **Microsoft SQL Server**, and then click **Query Analyzer**.

2. Type the following query in the open window:

   select * from master..sysprocesses where hostname <>''
   where '' is two single quotes.

3. Click the **Execute Query** toolbar button (or press F5).

Query Analyzer displays the number of SQL connections currently in use. The number of rows equals the number of SQL connections.

To set SQL connections

1. Click **Start**, point to **Programs**, point to **Microsoft SQL Server**, and then click **Enterprise Manager**.

2. Right-click the SQL Server to which you want to add connections, click **Properties**, and then click the **Connections** tab.

3. In the **Maximum concurrent user connections (0 = unlimited)** box, type the number of connections you need, and then click **OK**.

Installing Internet Explorer 5.5

The Commerce Server Business Desk client requires Internet Explorer 5.5. In a single-computer installation in which the server is also being used as the Business Desk client, you must Internet Explorer 5.5. However, in a typical multi-computer environment in which the Business Desk client and Commerce Server are on different computers, you will not need to install Internet Explorer on the computer running Commerce Server.

1. Insert the **Commerce Server 2000** CD.

2. Navigate to the \support\IE folder, double-click **ie5setup.exe**, and then follow the online installation instructions.

About the Installation Process

Before you install Commerce Server, you must have first installed either SQL Server 2000 and Analysis Services (OLAP) or SQL Server 7.0 and several other applications. For a complete list of the required software and the order of installation, see "Software Requirements."

Before you start the Commerce Server 2000 Setup, make sure your Windows 2000 logon account is a member of the Administrators group on the installation computer. For more information about Windows 2000 logon accounts, see the Windows 2000 online documentation.

   Note   To install Commerce Server from within Windows Terminal Services, you must use a Uniform Naming Convention (UNC) path rather than a mapped drive.

This section contains:

- Types of Installation

- Where Commerce Server Components are Installed

- Administration Database

Types of Installation

Three types of server installation are available:

- **Web Server**. Installs the most common program features required to run a Commerce Server Web server, including the Commerce Server components and Commerce Server Manager. The Predictor resource, Direct Mailer, and Software Development Kit (SDK) are not installed.

- **Complete**. Installs all Commerce Server features, including the SDK.

- **Custom**. Enables you to select any of the following Commerce Server features and their components for installation:

Feature	Components
Run-time Objects	- Commerce Server components
Analysis and Data Warehouse	- Data Warehouse components
Predictor Resource	- Predictor Windows 2000 service
	- Predictor components

Feature	Components
Direct Mailer Service	• Direct Mailer Windows 2000 service
	• Direct Mailer components
	• List Manager Windows 2000 service
	• List Manager components
SDK	• Software Development Kit
Administration Tools	• Microsoft Management Console (MMC) framework and extension snap-ins and supporting objects
	• Extension snap-ins for the Data Warehouse, the Predictor resource, and the Profiles resource
	• Pipeline Editor
Online Documentation	• Commerce Server 2000 Help

Where Commerce Server Components are Installed

The following table lists where Commerce Server Setup installs its components:

Location	Commerce Server Component
System Environment Variable	• COMMERCE_SERVER_ROOT
Program Files	• \Program Files\Microsoft Commerce Server
Registry	• Windows Installer values
	• Encrypted Administration database connection string
Local or remote SQL Server	• Widgets IIS virtual directory for Commerce Server Business Desk
	• Global resources for Direct Mailer and Predictor resource
Local SQL Server	• Direct Mailer database

Administration Database

The Administration database is created during the first installation of Commerce Server. During installation, you must specify the name of the SQL Server computer where the Administration database is created. When you install Commerce Server on additional computers, during setup you point the computers to the Administration database. By setting up all the computers to point to this central database, you can manage all the Commerce Server computers from a central console.

If you choose to install Direct Mailer, you will be prompted for information about where its database is located.

Installing Commerce Server on One Computer

This procedure describes how to install Commerce Server on one computer using the **Complete** installation option. You must close all other applications before proceeding.

Note the following:

- When you install Microsoft Commerce Server 2000, do not use "localhost" as the computer name in the URL or when you are prompted for the SQL Server name.

- You must install Direct Mailer on a local SQL Server. Before installing Direct Mailer, verify that SQL Server Agent is started. If it is not started, Direct Mailer will not install.

- Installing the Business Desk client is a separate step performed after you unpack a site. For instructions, see "Installing the Business Desk Client" later in this document.

To install Commerce Server on one computer

1. Insert the **Commerce Server 2000** CD into the appropriate drive. The Commerce Server 2000 Setup program starts.

   If the original equipment manufacturer (OEM) pre-installed Commerce Server on your computer, navigate to the \CS2000 folder on your computer, and double-click **Setup.exe**. The Commerce Server 2000 Setup program starts.

2. Click the **Commerce Server Installation** link, and then follow the online prompts.

3. In the **Customer Information** screen, type the 25-character **Product key**, and then click **Next**.

4. In the **Destination Folder** screen, accept the default installation folder, or click **Change** to specify a different folder. Click **Next**.

5. In the **Setup Type** screen, select **Complete**, and then click **Next**.

6. In the **Administration Database Configuration** screen, do the following:

Use this	To do this
SQL Server computer	Type the SQL Server computer name for your Administration database. If SQL Server was installed locally, the local computer name is displayed.
User	Type the user account for the Administration database.
	Note For security purposes, do not use the **sa** login for access to the Administration database. To change the login information for the Administration database after it is created, use SQL Server Enterprise Manager.
Password	Type the login password for the Administration database.

   If you are creating the Administration database, in the **User** and **Password** boxes type a SQL Server login that has permissions on the master database to create a new database. To view the permissions for the SQL Server login for the master database, use Enterprise Manager.

   If the Administration database already exists, in the **User** and **Password** boxes type a SQL Server login that has full permissions on the existing Administration database.

7. Click **Next**.

8. In the **Direct Mailer Database Configuration** screen, do the following:

Use this	To do this
SQL Server computer	Type the local computer name. Direct Mailer requires a local SQL Server. If the local computer is a virtual node of a SQL Server cluster, type the name of the virtual node.
User	Type the user account for the Direct Mailer database.
	Note For security purposes, do not use the **sa** login for access to the Direct Mailer database. To change the login information for the Direct

Use this	To do this
	Mailer database after it is created, use SQL Server Enterprise Manager.
Password	Type the login password for the Direct Mailer database.

If you are creating the Direct Mailer database, in the **User** and **Password** boxes type a SQL Server login that has permissions on the master database to create a new database. To view the permissions for the SQL Server login for the master database, use Enterprise Manager.

9. Click **Next**.

10. In the **Services Accounts** screen, specify **Windows 2000 account(s)**, and then click **Next**.

Commerce Server Setup automatically grants the **logon as a service** right to the account(s) you specify. The Commerce Server 2000 Direct Mailer, List Manager service, Predictor resource, and Event Logging require an account for security and network access.

> **Note** Use a permanent account. If this account is disabled at a later date, or if the password is changed, Commerce Server will stop working. For instructions about changing a service account or password, see "Changing a Service Account or Password" in Commerce Server 2000 Help.

11. Click **Install** to begin the installation process.

12. Click **Finish** to exit the Setup program. The **PuP Packages** window opens and displays the **Blank Solution Site**. For instructions about unpacking the Blank site, see "Unpacking the Blank Solution Site" later in this document.

It is recommended that you restart your computer after installing Commerce Server.

Post-Installation Recommendations

After you install Commerce Server, it is recommended that you perform the following steps:

*   Apply security patch MS00-057 located at: http://www.microsoft.com/technet/security/bulletin/MS00-057.asp.

*   Install the Commerce Server Solution Sites and unpack a Solution Site, such as the Blank site.

*   Install the Business Desk Client. You must perform this step for all computers from which you want to access Commerce Server Business Desk, including the computer running Commerce Server.

*   Back up your newly created Administration database with a different name. You can use this back up to roll back any changes that are made later.

*   Secure your site and your Commerce Server and application files. For more information, see "Securing Your Site" in the "Deploying Your Site" section of Commerce Server 2000 Help.

*   Review the hotfix, Q281151 - Error 0x800A0CC1 When You Delete Category in Business Desk, available from http://support.microsoft.com/support/kb/articles/Q281/1/51.ASP.

*   On your Commerce Server computer, create a share named **CommerceCatalogs**. You can map the CommerceCatalogs share to any accessible directory on the Commerce Server computer. CommerceCatalogs is the default share used for importing and exporting catalog XML and CSV files using Commerce Server Business Desk.

    By creating the CommerceCatalogs share, you enable Business Desk users to import and export catalog files that are on the Commerce Server computer, without specifying the full server path. For example, to import the file SpringCatalog.xml located in the CommerceCatalogs share, Business Desk users simply type **SpringCatalog.xml** when prompted. Commerce Server finds the CommerceCatalogs share, regardless of the directory.

Installing Commerce Server Solution Sites

Commerce Server provides one Solution Site in the box, the Blank site, which includes all the resources for a site developer to build a retail site or a supplier site. You can also download and install two more Solution Sites from http://www.microsoft.com/commerceserver/solutionsites. The following instructions explain how to download and install these Solution Sites.

To install Commerce Server Solutions Sites

1. Download the Solution Sites from http://www.microsoft.com/commerceserver/solutionsites.

2. Use Windows Explorer to navigate to the folder that contains the Solution Sites, and then double-click **SolutionSites.exe**.

   The Commerce Server 2000 Solution Sites Setup program starts.

3. Follow the online instructions to install the Solution Sites.

After you install the Solution Sites, you can unpack them. For instructions about unpacking the Blank site, see the next topic, "Unpacking the Blank Solution Site." For detailed instructions about unpacking the Retail and Supplier Solution Sites, see "Using Site Packager" in Commerce Server 2000 Help.

For detailed instructions about installing Commerce Server and unpacking a site in a multi-computer environment, see "Deploying Your Site" in Commerce Server 2000 Help.

Unpacking the Blank Solution Site

You use Commerce Server Site Packager to unpack a site or a subset of site features onto one or more computers. You can run Site Packager from the Start menu, from Commerce Server Manager, or from the command line.

The following instructions explain how to install the Blank Solution Site on one computer using the Quick mode of Site Packager. To unpack a site onto more than one computer, or to unpack a site onto a virtual directory other than the default, you must use the Custom mode of Site Packager. For detailed instructions about using the Custom mode, see the topic "Using Site Packager" in Commerce Server 2000 Help.

> **Important**   Before you unpack a Solution Site, verify that you are logged on as a member of the OLAP Administrators group.

> **Note**   Site Packager is designed for use only with Commerce Server installations. You cannot use Site Packager to package or unpack applications on non-Commerce Server installations.

To unpack the Data Warehouse resource, the computer on which you are running Site Packager must have Analysis Services installed. (If you are using SQL Server 7.0, you must have OLAP server installed.) You do not need to have the Analysis database on the same computer on which you have unpacked the solution site.

If you cancel the unpacking process, databases that were created during the unpacking process may not be deleted. For instructions about deleting these databases, see "Uninstalling Commerce Server 2000" later in this document.

To unpack the Blank Solution Site

If you have not restarted your computer since installing Commerce Server, it is recommended that you do so now, before unpacking a site.

1. Click **Start**, point to **Programs**, point to **Microsoft Commerce Server 2000**, and then click **Solution Sites**.

2. Double-click the **Blank.pup** package.

3. In the **Unpack** dialog box, select **Quick unpack** to make this computer a Web server, and to add all of your database files on one SQL Server. Click **Next**.

4. In the **Quick Unpack** dialog box, do the following:

Use this	To do this
Site name	Type a name for the site, if you want to change it from BlankSite.
IIS Web site	Select the name of the Internet Information Services (IIS) 5.0 Web site where the applications will be installed.
SQL Server computer	Type the name of the SQL Server you want the site databases to be created on.
SQL user name	Type a SQL Server login user name that has permissions on the SQL Server on which the site databases are to be created.
SQL password	Type the SQL Server login password.

5. Click **Next**.

6. In the **Data Warehouse** dialog box, do the following:

Use this	To do this
Name	Type the name you want to give to the pointer to the global Data Warehouse resource.
Server	Type the name of the OLAP or Analysis server that the Data Warehouse will use.
Database	Specify the name of the Data Warehouse OLAP or Analysis database.

7. Click **OK**.

8. In the first **Profiling System** dialog box, accept the default .xml files, and then click **Next**.

9. In the second **Profiling System** dialog box, accept the default connection string and schema definition scripts, and then click **OK**.

10. In the **Unpacking is complete** dialog box, review the list of SQL Server databases and IIS applications that were created. To review the list of events in the Site Packager log file, click **View Log File**.

11. To close Site Packager, click **Finish**.

To access Commerce Server Business Desk for the Blank site, you must install the Business Desk client. For instructions, see"Installing the Business Desk Client."

Installing the Business Desk Client

After you unpack a site, you can install the Commerce Server Business Desk client by connecting to the Uniform Resource Locator (URL) for the Business Desk application. You must perform this step for all computers from which you want to access Business Desk, including the computer running Commerce Server.

Business managers can also download and install the Business Desk client. Before installing the Business Desk client, the following software must be installed on the client computer:

- Microsoft Internet Explorer 5.5

- Microsoft Office 2000 **or** SQL Server 2000 Client Tools

   If you are accessing a SQL Server 7.0 database, you must install the SQL Server 7.0 Client Tools **and** the OLAP Server Client Tools on the Business Desk client computer. These tools are available on the SQL Server 7.0 CD.

   Both Microsoft Office 2000 and SQL Server 2000 Client Tools install MDAC 2.6 and the executables (dCube files) that are required to build a cube in memory on the Business Desk client computer.

Requirements

Note the following requirements for installing and using Business Desk:

- If you are using the Windows 2000 operating system, you must have local Administrator access rights to install the Business Desk client.

- To view dynamic reports using the Reports module in Business Desk, you must have SQL Server administrator (read/write) privileges to access data in a SQL Server database. For instructions, see "Providing Access to Commerce Server Resources" in Commerce Server 2000 Help.

- It is strongly recommended that your client computer have a high-speed connection to your Business Desk server.

To install the Business Desk client

1. Click **Start**, point to **Programs**, and then click **Internet Explorer**.

2. In the **Address** box, type the URL for your installation of the Business Desk (for example, http://<computername>/BusinessDesk), and then press **Enter**.

3. In the **Browse for Folder** dialog box, accept the default folder, or select another folder to store the HTML Application (HTA) file, and then click **OK**.

   The Business Desk Client Setup begins. In the upper section of the Business Desk Client Setup screen, troubleshooting tips are displayed for downloading the Microsoft® ActiveX® controls needed to install the Business Desk Client.

   In the lower section of the screen, check marks appear when each task is complete. When all four tasks are complete, the Business Desk installation is complete. A link to Business Desk is displayed at the bottom of the screen.

   > **Note**   If you are unable to download the ActiveX controls, follow the instructions on the Business Desk Client Setup screen.

4. When you have completed the Business Desk installation, close Internet Explorer. The Business Desk icon now appears as a shortcut on your desktop, as well as a shortcut on the **Start** menu.

To start Business Desk

- Double-click the **Business Desk** icon on your desktop or click **Start**, and then click the **Business Desk** shortcut.

   > **Notes**   You can run two Business Desk clients for different sites at the same time on your computer.

   > You cannot open two instances of the same Business Desk client for the same site on your computer.

Silent Installation

Commerce Server allows automated electronic software distribution or silent installation. Silent installation is designed to install Commerce Server in an automated way on computers that have identical configurations. It is designed for system administrators who want to install Commerce Server on remote computers without user intervention. With a silent installation, there is no need for a user to monitor the installation and provide input.

To perform a silent installation, use the command line options provided to suppress all interaction and provide parameters for all options.

When you perform a silent installation, no messages are displayed. Instead, a log file captures the installation information, including whether the installation was successful. You can then review the log file and determine the results of the installation.

To install Commerce Server using silent installation

1. Insert the **Commerce Server 2000** CD.

2. To open the command prompt window, click **Start**, point to **Programs**, point to **Accessories**, and then click **Command Prompt**.

3. To start the silent installation, at the command prompt, type:

   msiexec /I <*package*>**.msi**

   For example, to install Commerce Server from your CD, type:

   msiexec /I "<*drive letter*>:\Commerce Server 2000.msi"

   where "Commerce Server 2000" is the name of the .msi package.

   The following table shows the Windows 2000 command line options that are useful for a Commerce Server silent installation.

Option	Parameters	Description
/I	{*package*}	Installs the product.
/q	{**n|b|r|f**}	Sets user interface level.
		qn - No user interface.
		qb - Basic user interface.
		qr - Reduced user interface with a modal dialog box displayed at the end of the installation.
		qf - Full user interface with a modal dialog box displayed at the end of the installation.
/L	[**i**][**w**][**e**][**a**][**r**][**u**][**c**][**m**][**p**][**v**][*]	Specifies the path to the log file. The following flags indicate which information to log:
		i - Status messages
		w - Nonfatal warnings
		e - All error messages
		a - Startup of actions
		r - Action-specific records
		u - User requests
		c - Initial user interface parameters
		m - Out-of-memory
		p - Terminal properties
		v – Verbose output
		* - All

   For more information about Windows 2000 command line options, see the Windows 2000 Server online documentation.

4. To set the installation type, type **INSTALLLEVEL=<type of installation>** on the command line. Below are the two types of silent installations and their corresponding parameters:

   • **Web Server** - 100

- **Complete** - 200

For example, to perform a **Web Server** installation, type **INSTALLLEVEL=100**.

5. To specify the product ID, type **PIDKEY=<25-character product identification number>**.

6. To specify the SQL Server computer name and login credentials for the Administration database, use the following commands:

    CS_ADMIN_SERVER = <computer name of SQL Server>: Use this command if the SQL Server is remote
    CS_ADMIN_UID = <user ID>
    CS_ADMIN_PASSWORD = <password>

7. To specify the SQL Server computer name and login credentials for the Direct Mailer database, use the following commands:

    CS_DML_UID = <user ID>
    CS_DML_PASSWORD = <password>

8. To add any of the Commerce Server features to the installation, type the feature command followed by "=1". For example, to add the Predictor resource to your installation, type **ADD_PREDICTOR=1**.

    Following are the commands to add individual features:

    - ADD_CORE
    - ADD_ADMIN (Commerce Server Manager)
    - ADD_RUNTIME_OBJECTS
    - ADD_SITE_PACKAGES
    - ADD_ANALYSIS_DW
    - ADD_PREDICTOR
    - ADD_DIRECT_MAILER
    - ADD_DEBUG (Debugging files)
    - ADD_SDK
    - ADD_SDK_SAMPLES
    - ADD_DOCS

    At the time of initial installation, **ADD** can be replaced by **DEL** in any of the above entries to remove the corresponding feature.

    > **Note** Removing parent features results in the children features being removed. For example, deleting the parent CORE feature removes its children features, such as PREDICTOR and DIRECT_MAILER.

9. To enter the user account and password for Predictor, Direct Mailer, and List Manager, type:

    *<resource abbreviation>*_**SERVICE_UID=<user ID>**
    *<resource abbreviation>*_**SERVICE_PWD=<password>**
    *<resource abbreviation>*_**SERVICE_DOM=<NT domain>**

    where *<resource abbreviation>* is:

    - **ALL** to assign the same logon information to all the services
    - **DML** for Direct Mailer
    - **PRED** for Predictor
    - **LM** for List Manager

- **EVLOG** for Event Logging

10. To verify that the installation was successful, view the setup log file, which was specified after the **/L** command line option.

Sample Silent Installation Command

The following is a sample command for a silent **Complete** installation, which installs all of the services. To customize this sample for your own use, replace <XXX> with information specific for your installation.

```
echo off

echo [INFO] SetupTst Start

if not exist setuplogs mkdir setuplogs


REM -- Complete Install

set InstallMode=i

set DropLoc=\\<XXX>\Commerce Server 2000.Msi

set InstallLevel=200

set SERVICE_UID=<XXX>

set SERVICE_PWD=<XXX>

set SERVICE_DOM=<XXX>

set SQL_ADMIN_UID=<XXX>

set SQL_ADMIN_PWD=<XXX>

set SQL_DML_UID=<XXX>

set SQL_DML_PWD=<XXX>

set PIDKEY=<XXXXXXXXXXXXXXXXXXXXXXXXX>


msiexec /%InstallMode% "%DropLoc%" /qb /l*v setuplogs\msiproduct.log INSTALLLEVEL=
%InstallLevel% ALL_SERVICE_UID=%SERVICE_UID% ALL_SERVICE_PWD=%SERVICE_PWD
% ALL_SERVICE_DOM=%SERVICE_DOM% CS_ADMIN_SERVER=%COMPUTERNAME%
CS_DML_SERVER=%COMPUTERNAME% CS_ADMIN_UID=%SQL_ADMIN_UID%
CS_ADMIN_PASSWORD="%SQL_ADMIN_PWD%" CS_DML_UID=%SQL_DML_UID%
CS_DML_PASSWORD="%SQL_DML_PWD%" PIDKEY=%PIDKEY%


echo [INFO] SetupTst Done.
```

Installing Administration Tools

After you have installed Commerce Server 2000 on at least one computer, you may also set up an "administration-only" console on a separate computer. An administration-only computer includes only Commerce Server Manager, and it connects to the existing Administration database.

You may want to use an administration-only computer if:

- You want to use your existing computer with minimal upgrades. An administration-only computer has fewer software and configuration requirements than does a computer used for a full Commerce Server

installation. It can run Microsoft Windows 2000 Professional rather than Microsoft Windows 2000 Server.

- You want the option of administering Commerce Server from different locations. However, they must be in a trusted domain or in the same domain as Commerce Server.

To install Administration Tools

1. On the computer you have selected to be administration-only, run **Commerce Server 2000 Setup**, and then select **Custom Installation**.

2. Verify that the **Administration Tools** option is selected for this installation, and clear all other options.

3. In the **Administration Database Configuration** screen, do the following:

Use this	To do this
SQL Server computer	Type the name of the SQL Server you want the Administration database to be created on.
SQL user name	Type a SQL Server login user name that has permissions on the SQL Server on which the Administration database is to be created.
SQL password	Type the SQL Server login password.

4. Click **Next**, and then click **Install**.

Commerce Server Manager is installed on your computer.

To enable administration through a proxy server or firewall

- Open port 1433 between SQL Server and the administration-only computer.

By default, SQL Server listens on port 1433. For instructions about changing the port number, see SQL Server Books Online.

> **Notes**   Although you can use Commerce Server Manager through a proxy or firewall, you cannot use the Internet Services Manager feature of Microsoft Internet Information Services (IIS) 5.0 through a proxy or firewall. To add IIS administration capability to an administration-only computer located on the far side of a firewall, you can use the browser-based IIS or Microsoft Terminal Services.
>
> For more information about using IIS, see the IIS 5.0 documentation. For information about using Microsoft Terminal Services, see "Client Services" in the Windows 2000 documentation.

Uninstalling Commerce Server 2000

To uninstall Commerce Server 2000 and all of its components, you must perform the following steps in the order shown. For instructions about uninstalling individual components, such as a site, resource, Web server, or application, see "Administering Commerce Server" in Commerce Server 2000 Help.

1. Remove the Commerce Server 2000 Solution Sites. Perform this step to remove the Blank site, or other Solution Sites you may have downloaded from http://www.microsoft.com/commerceserver/solutionsites. This step removes the Solutions Sites from the Microsoft Commerce Server\PuP Packages folder so you cannot unpack these sites again. It does not remove the unpacked Solution Sites.

2. Remove the Commerce Server 2000 platform. Perform this step to remove the Commerce Server Run-time objects, Administration tools, Predictor resource, and Direct Mailer.

3. Delete the Commerce Server 2000 installation folder.

4. Delete the Commerce Server 2000 databases. Perform this step to delete the Direct Mailer database, the Administration database, the Commerce database, and the Data Warehouse.

5. Delete the Commerce Server 2000 Analysis server databases (called OLAP Server in SQL Server 7.0).

5. Delete the Commerce Server 2000 site virtual directories. Perform this step only if you have unpacked a site.

6. Delete the ISAPI filter (CSAuthFilter) from IIS. Perform this step only if you have set Autocookie or changed the Authentication Filter setting on a Commerce Server application from the default set by the Solution Site packages.

7. Delete the Commerce Server 2000 site folders and files. Perform this step only if you have unpacked a site.

8. Delete the direct mail jobs in SQL Server. Perform this step only if you installed Direct Mailer and created Direct Mailer jobs. If you do not perform this step and you re-install Direct Mailer at a later date, the old direct mail jobs will be enabled.

After performing these steps, it is recommended that you restart your computer.

The following procedures provide detailed instructions for performing each of these steps.

Step 1: Remove the Commerce Server Solution Sites

1. Click **Start**, point to **Settings**, and then click **Control Panel**.

2. Double-click **Add/Remove Programs**.

3. In the **Add/Remove Programs** dialog box, click **Commerce Server Solution Sites Remove**.

Step 2: Remove the Commerce Server 2000 platform

1. Click **Start**, point to **Settings**, and then click **Control Panel**.

2. Double-click **Add/Remove Programs**.

3. In the **Add/Remove Programs** dialog box, click **Commerce Server 2000 Remove**.

4. Click **Yes** to confirm that you want to remove Commerce Server 2000.

5. Click **Yes** to restart your computer if prompted.

Step 3: Delete the Commerce Server 2000 installation folder

1. Using Windows Explorer, navigate to the folder where Commerce Server is installed (for example, C:\ Program Files\Microsoft Commerce Server).

2. Right-click the folder you want to delete, and then click **Delete**.

3. Click **Yes** to confirm the deletion.

Step 4: Delete the Commerce Server 2000 databases

1. Click **Start**, point to **Programs**, point to **Microsoft SQL Server** or **Microsoft SQL Server 7.0** (depending on your installed database), and then click **Enterprise Manager**.

    a. **Note** In SQL Server Enterprise Manager, make sure that SQL Server is running (the icon in the Enterprise Manager window displays a green light). If it is not running, right-click the name of the SQL Server computer, and then click **Start**.

2. Expand the nodes to the following path: **\Microsoft SQL Servers\SQL Server Group\SQL Server Name\Databases**.

3. Right-click the database you want to delete, and then click **Delete**.

4. Repeat this step for each database you want to delete.

Step 5: Delete the Commerce Server 2000 Analysis server databases (called OLAP Server in SQL Server 7.0)

1. Click **Start**, point to **Programs**, point to **Microsoft SQL Server**, point to **Analysis Services**, and then click **Analysis Manager**.

2. Expand the nodes to the following path: **\Analysis Servers\SQL Server Name**.

3. Right-click the database you want to delete, and then click **Delete**.

4. Click **Yes** to confirm the deletion.

5. Repeat Steps 3 and 4 for each database you want to delete.

Step 6: Delete the Commerce Server 2000 site virtual directories

1. Click **Start**, point to **Administrative Tools**, and then click **Internet Services Manager**.

2. Expand the nodes to the following path: **\<computer name>\<IIS Web site name>**.

3. Right-click the virtual directories you want to delete (for example, Retail or Supplier), and then click **Delete**.

4. Click **Yes** to confirm the deletion.

5. Repeat Steps 3 and 4 for each virtual directory you want to delete.

Step 7: Delete the ISAPI filter (CSAuthFilter) from IIS

1. Click **Start**, point to **Administrative Tools**, and then click **Internet Services Manager**.

2. Expand the nodes to the following path: **\<computer name>\<IIS Web site name>** (for example, CSServer1\Default Web Site).

3. Right-click the IIS Web site, and then click **Properties**.

4. In the **ISAPI Filters** tab, select **CSAuthFilter**, and then click **Remove**.

Step 8: Delete the Commerce Server 2000 site folders and files

1. Using Windows Explorer navigate to the directory where the site files were installed (for example, C:\Inetpub\wwwroot).

2. Right-click the folder you want to delete, and then click **Delete**.

3. Click **Yes** to confirm the deletion.

4. Repeat Steps 2 and 3 for each folder you want to delete.

Step 9: Delete the Direct Mailer jobs in SQL Server

1. Click **Start**, point to **Programs**, point to **Microsoft SQL Server** or **Microsoft SQL Server 7.0** (depending on your installed database), and then click **Enterprise Manager**.

2. Expand the nodes to the following path: **\Microsoft SQL Servers\SQL Server Group\SQL Server Name\Management\SQL Server Agent\Jobs**.

3. The Direct Mailer jobs appear in the right pane of the SQL Server Enterprise Manager.

4. Select the Direct Mailer job(s) you want to delete, and then click the **Delete** button on the toolbar.

After uninstalling Commerce Server, it is recommended that you restart your computer.

Uninstalling the Business Desk Client

To uninstall the Commerce Server Business Desk client

1. Click **Start**, point to **Settings**, and then click **Control Panel**.

2. Double-click **Add/Remove Programs**.

3. Select **Commerce Server 2000 Business Desk** (application name), and then click **Change/Remove**.

The Business Desk client is now removed from your computer.

Distributed Installation and Licensing

To install Commerce Server in a distributed environment, you need one Commerce Server license per CPU on which Commerce Server is installed. With each license you can install an unlimited number of Business Desk clients.

You do not need additional licenses for computers on which you only install the Commerce Server Data Warehouse.

Installing Commerce Server and Site Server on One Computer

If you already have Site Server 3.0 or Site Server 3.0 Commerce Edition installed, you can install Commerce Server on the same computer.

You must install Site Server 3.0 before installing Commerce Server. Note the following:

- If you try to re-install Site Server 3.0 or Site Server 3.0 Commerce Edition on the same computer where you installed Commerce Server, Site Server un-registers the MSCSAspHelp.dll file. You will receive the error message "MSCS.Page type libraries not registered." Re-register the .dll using the Regsvr32 program.

- If you install Site Server 3.0 on the same computer where you installed Commerce Server, Site Server 3.0 overwrites the MSCSAspHelp.dll file in Commerce Server. However, if you perform a repair installation, Commerce Server does **not** overwrite (un-register) the .dll that Site Server 3.0 installs.

Troubleshooting Commerce Server Installation

This section describes problems you might encounter while installing or uninstalling Commerce Server and offers possible solutions.

- Applications do not work after installing Visual Studio Service Pack 4

- MSCSResource.DLL not found

- Msmdarch.exe not found

- Cannot configure Administration Database

- Cannot save Direct Mail jobs after reinstalling Commerce Server

- PredServ.exe Application Error

- Creating a new Administration database without reinstalling Commerce Server

- Delete Analysis server databases before reinstalling

- Cannot manually initialize OLAP Cubes

For troubleshooting information about packaging and unpacking a Commerce Server Solution Site, see "Troubleshooting Site Packager" in Commerce Server 2000 Help.

Applications do not work after installing Visual Studio Service Pack 4

After you install Microsoft® Visual Studio® Service Pack 4, you cannot access Business Desk or your applications. You may get the following message: "An error occurred while creating object g_MSCSAdminEventLog."

Solution

After you install Visual Studio Service Pack 4, change the permissions on the \winnt\system32\msvbvm60.dll file to "Everyone."

MSCSResource.DLL not found

After installing Commerce Server, the following message appears: "The dynamic-link library mscsresource.DLL could not be found in the specified path."

Solution

Restart your computer.

Msmdarch.exe not found

Commerce Server Setup cannot locate the Msmdarch.exe program on the server. The OLAP cubes will not be created.

Solution

Click **Skip** so you do not install the Data Warehouse at this time. After you install Commerce Server, refer to the SQL Server Software Requirements software requirements for Commerce Server to verify that your OLAP installation is correct, and then install the Data Warehouse.

Cannot configure Administration Database

The Administration database configuration screen displays an error message beginning with "Execution of the TSQL command,..." and you cannot proceed.

Solution

1. Verify that SQL Server Agent service is running on the SQL Server.

2. If you are beginning a new installation of Commerce Server 2000, and you have used Enterprise Manager to verify that no MSCS_Admin or DirectMailer database exists on your SQL Server, then verify that your SQL Server 7.0 or SQL Server 2000 Data directory does not contain the following files:

   - mscs_admin.mdf
   - mscs_admin.ldf
   - directmailer.mdf
   - directmailer.ldf

3. Verify that you have purchased an adequate number of licenses for your SQL Server installation.

4. Verify that you are not using a pre-release version of SQL Server 2000.

Cannot save Direct Mail jobs after reinstalling Commerce Server

If you have uninstalled and reinstalled Commerce Server and cannot save Direct Mailer jobs, you may need to first delete the old Direct Mailer jobs. If you have tried to add new Direct Mailer jobs and you still have old jobs scheduled, you may receive "Job Step" error messages. These messages appear when you try to save the new Direct Mailer job.

Solution

Delete any scheduled Direct Mailer jobs from SQL Server.

To delete the Direct Mailer jobs in SQL Server

1. Click **Start**, point to **Programs**, point to **Microsoft SQL Server** or **Microsoft SQL Server 7.0** (depending on your installed database) and then click **Enterprise Manager**.

2. Expand the nodes to the following path: **\Microsoft SQL Servers\SQL Server Group\<SQL Server Name>\Management\SQL Server Agent**.

3. Click **Jobs**. The Direct Mailer jobs appear in the right pane of the SQL Server Enterprise Manager.

4. Select the Direct Mailer jobs you want to delete, and then click the **Delete** button on the toolbar.

PredServ.exe Application Error

When you install the Predictor resource, you receive a dialog box that displays the following message: "The application failed to initialize properly (0xc0000022). Click on OK to terminate."

Solution

Verify that the account you are using for the Predictor resource has adequate privileges so the Predictor resource can logon as a service. Do not use a GUEST account.

Creating a new Administration database without reinstalling Commerce Server

You may need to roll back to a previous administration database or create a new one, and you cannot reinstall Commerce Server. Running Commerce Server setup in Repair Mode does not accomplish this either.

Solution

Create a new database named MSCS_Admin and then run the **admin_schema.sql** script on it with SQL Query Analyzer. A new administration database is created. When you run the script, the schema of the administration database is populated but no resources are created.

To create a new administration database

1. Delete or rename your existing administration database if necessary.

2. Click **Start**, point to **Programs**, point to **Microsoft SQL Server**, and then click **Enterprise Manager**.

3. Expand the nodes to the following path: **Microsoft SQL Servers/SQL Server Group/<SQL Server Name>/Databases**.

4. Right click **Databases**, and then select **New Database**.

5. On the **General Tab**, type **MSCS_Admin** in the **Name** box.

6. Click **OK**.

Your new database is created. Run the admin_schema.sql script.

To run the script from SQL Query Analyzer

1. Click **MSCS_Admin database** to select it.

2. On the **Tools** menu, select **SQL Query Analyzer**, and then click the **Open** button on the toolbar.

3. Browse to **Program Files\Microsoft Commerce Server\admin_schema.sql**, select the script file, and then click **Open**.

4. Click the **Execute Query** button on the toolbar or press F5.

You will need to unpack your sites again and reinstall Direct Mailer and the Predictor resource using Commerce Server Setup.

Delete Analysis server databases before reinstalling

If you have not deleted the Analysis server databases before reinstalling Commerce Server the following error appears:

The OLAP database <database name> may be in use by some other site, using this database might potentially break the reports for that site. Do you want to continue?

Solution

You must delete the Commerce Server Analysis server databases before reinstalling Commerce Server. Perform a complete uninstall of Commerce Server. Follow the uninstall instructions in Uninstalling Commerce Server.

Cannot manually initialize OLAP Cubes

For testing purposes, you attempt to initialize a blank database with the Data Warehouse schema. This is not a supported scenario.