



Siebel Installation Guide for Microsoft Windows

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Contents

Chapter 1: What's New in This Release

Chapter 2: Preparing to Install Siebel Business Applications

About the Deployment Planning Worksheet	21
About Installing Siebel Releases	21
About Installing in Upgrade Environments	23
About Windows and UNIX Platforms	24
Overview of Installing Siebel Business Applications	25
General Considerations in Planning Your Siebel Deployment	26
Planning Topologies	27
Preparing the Hardware	28
Planning Siebel Server Load Balancing	28
Planning Disk Space Requirements	29
Planning RDBMS Installation and Configuration	29
Managing Siebel Image Directories and Media Files	31
Managing Temporary Disk Space Required by Siebel Installers and Wizards	31
The Language in Which Siebel Installers and Wizards Run	32
Installing Multiple Instances of Siebel Business Applications	33
Specifying the Locale for Siebel Applications	34
Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server	35
Restrictions on Names for Siebel Enterprise Server and Siebel Server	36
File and Directory Naming Conventions	36
Creating the Siebel File System	37
Creating the Siebel Service Owner Account	41

Chapter 3: Configuring the RDBMS

Overview of Database Configuration	43
Configuring an Oracle Database for Siebel Applications	45
Guidelines for Selecting a Language for Oracle Database	46
Guidelines for Configuring Settings in the init.ora File	47
Guidelines for Sizing Redo Logs for an Oracle Database	49
Guidelines for Creating Oracle Table Spaces	49

Guidelines for Sizing the Oracle Database	50
Guidelines for Creating Temporary Oracle Table Spaces	51
Guidelines for Defining Oracle Rollback Segments	51
Guidelines for Overriding Oracle Default Table Spaces for Database Objects	52
Guidelines for Creating Oracle Database Objects	53
Guidelines for Ongoing Oracle Database Administration	53
Guidelines for Using Real Application Clusters for an Oracle Database	54
Configuring an IBM DB2 UDB Database for Siebel Applications	54
Guidelines for Setting DB2 UDB Database Manager Configuration Parameters	55
Guidelines for Selecting a Language for DB2 UDB	57
Guidelines for Creating the DB2 UDB Database	58
Guidelines for Setting DB2 UDB Configuration Parameters	59
Guidelines for Setting Up DB2 UDB Bufferpools	62
Guidelines for Creating DB2 UDB Table Spaces	62
Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects	64
Guidelines for Preventing DB2 UDB from Running Out of ODBC Statement Handles	65
Guidelines for Determining DB2 UDB Log Space	66
Guidelines for Archiving DB2 UDB Log Files	66
Guidelines for Creating DB2 UDB Database Objects	66
Guidelines for Managing DB2 UDB Fragmentation	67
Configuring a Microsoft SQL Server Database for Siebel Applications	68
Guidelines for Configuring MS SQL Server Parameters	68
Guidelines for Selecting a Language for MS SQL Server	69
Guidelines for Creating the MS SQL Server Database	70
Guidelines for Allocating MS SQL Server Database Log Space	70
Guidelines for Overriding MS SQL Server Default Table Spaces for Database Objects	71
Guidelines for Creating MS SQL Server Database Objects	71
Guidelines for Ongoing MS SQL Server Administration	72

Chapter 4: Creating the Siebel Installation Image on the Network

Obtaining Siebel Installation Media Files	75
Siebel Installation Media Contents	76
Preparing to Create a Siebel Installation Image	78
Determine Location for Siebel Media Files and Siebel Images	78
Requirements for Siebel Image Directories	80
Cross-Platform Issues in Creating Siebel Image Directories	81
Requirements for Running Image Creator Utility	81
Creating a Siebel Installation Image	82
Running Siebel Image Creator in GUI Mode	83

Running Siebel Image Creator in Console Mode	85
Troubleshooting Siebel Image Creation	86
Chapter 5: Installing Siebel Enterprise Server and Related Components	
Overview of Installing and Configuring Servers in a Siebel Deployment	89
Process of Installing and Configuring Servers in a Siebel Deployment	91
Determining Your Installation and Configuration Method	92
Small to Medium-Sized Deployments	92
Medium-Sized Deployments	93
Large Deployments	93
Requirements for Siebel Enterprise Server Installation and Configuration	94
General Requirements for Siebel Enterprise Server Installation and Configuration	95
Requirements for Siebel Gateway Name Server Installation and Configuration	97
Requirements for Siebel Server Installation and Configuration	97
Requirements for Siebel EAI Connector Installation	100
About Installing and Deploying with Multiple Languages	100
Installing and Deploying All Required Languages Once	102
Installing All Required Languages But Deploying Some Languages Later	103
Installing and Deploying Additional Languages	105
Configuring Connectivity to the Siebel Database	106
Verifying Network Connectivity for the Siebel Server Machine	107
Installing Siebel Enterprise Server Components	108
Reviewing the Siebel Enterprise Server Installation	116
Reviewing the Installation for Siebel Gateway Name Server	116
Reviewing the Installation for Siebel Server	117
Reviewing the Installation for the Database Configuration Utilities	118
Installing Using the Siebel FastTrack Wizard	120
Installing Siebel Management Agent and Siebel Management Server	122
About Siebel Management Agent and Siebel Management Server	122
Requirements for Installing Siebel Management Agent and Siebel Management Server	123
Installing Siebel Management Agent	124
Installing Siebel Management Server	126
Command-Line Options for Siebel Installers and Wizards	128

Chapter 6: Configuring Siebel Enterprise Server and Related Components

About Configuring Siebel Enterprise Server and Related Components	131
Configuration Wizard Differences in Release 8.0	132
Configuration Wizards Associated with Installable Components	134
Configuration Wizards and Associated Model Files	137
Launching the Siebel Configuration Wizard	138
Procedures for Launching Configuration Wizards	139
Configuration Wizard Syntax Elements	140
Commands for Launching Configuration Wizards	143
Performing Configuration Tasks	144
Performing Tasks for Configuring Siebel Gateway Name Server, Siebel Enterprise, and SWSE Logical Profile	145
Performing Tasks for Configuring the Siebel Server	146
Performing Tasks for Configuring the Siebel Database	147
Performing Tasks for Configuring the SWSE	147
Verifying the Siebel Gateway Name Server Has Started	148
Postinstallation Tasks for Siebel Server	149
Starting the Siebel Server Services	149
Verifying the ODBC Data Source	150
Verifying the ODBC Data Source for Oracle	150
Verifying the ODBC Data Source for DB2 UDB	151
Verifying the ODBC Data Source for MS SQL Server	152
Establishing Network Connectivity for Mobile Users	153
Preparing to Run Siebel Server Components After Installing	153
Enabling and Disabling Server Components	154
Enabling and Disabling Language-Specific AOMs and Adding Languages	154
Synchronizing Batch Components	154
Saving Component Job Definitions in an Upgrade Scenario	155
Migrating Siebel Enterprise Server and Siebel Server Parameter Settings	155
Configuring Load Balancing for Siebel Applications	155
Generating the Load Balancing Configuration File (lbconfig.txt)	156
Setting Up Third-Party HTTP Load Balancers	157
Setting the Load Balancer Connection Time-Out	159
Monitoring Servers with Siebel Native Load Balancer or Third-Party HTTP Load Balancers	159
Installing Additional Siebel Servers for an Existing Siebel Enterprise Server	160
Troubleshooting Siebel Enterprise Server Installation and Configuration	161

Troubleshooting Siebel Gateway Name Server Installation and Configuration	161
Troubleshooting Siebel Server Installation and Configuration	162
Troubleshooting the ODBC Data Source Connection	162
Configuring Siebel Management Agent and Siebel Management Server	163
About Configuring Siebel Management Agents and Siebel Management Server	164
Creating the Siebel User for Siebel Diagnostic Tool	165
Configuring Siebel Management Agent	166
Configuring Siebel Management Server	169
Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM	173
Restarting Siebel Management Server After Installation and Configuration	176

Chapter 7: Configuring the Siebel Database

About the Siebel Database and the Database Configuration Utilities	177
Process of Configuring the Siebel Database	178
Requirements for Siebel Database Configuration	179
Setting Up Your Environment to Support Global Time Zone	181
Creating Table Owner and Administrator Accounts	182
Installing the Stored Procedures and User-Defined Functions on DB2 UDB	184
Configuring the Siebel Database on the RDBMS	185
Installing the Siebel Database Components	186
Reviewing the Log Files for Siebel Database Installation	191
Verifying System Preferences and Other Settings for Database Code Page	193
Populating the Siebel File System	194
Importing a Siebel Repository into the Siebel Database	194
Importing a Siebel Repository	195
Reviewing the Log Files for Repository Import for the Siebel Database	197

Chapter 8: Installing and Configuring the Siebel Web Server Extension

About Siebel Web Server Extension (SWSE)	199
Process of Installing and Configuring the SWSE	200
Requirements for SWSE Installation and Configuration	201
Installing the Web Server	204
Installing the SWSE	205
Configuring the SWSE	207

Creating the SWSE Logical Profile	208
Applying the SWSE Logical Profile	213
Postinstallation Tasks for the SWSE and the Web Server	215
Reviewing the Installation for the SWSE	215
Reviewing the Log Files for the SWSE	216
Verifying Virtual Directories on the Web Server	217
Creating Custom Virtual Directories	217
Supporting ASP Pages and Siebel Applications on the Same Web Server	217
Setting SWSE and Virtual Directory Permissions	218
Enabling HTTP Compression for Siebel Applications	218
Editing the SWSE Configuration File (eapps.cfg)	219
Configuring the Default HTTP and HTTPS Ports for the Web Server	220
Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token	221
Troubleshooting SWSE Installation	222

Chapter 9: Installing Siebel Mobile Web Clients

About Installing the Siebel Client	225
About Customizing the Siebel Client Installer	226
Process of Installing the Siebel Client	227
Preinstallation Tasks for the Siebel Client	227
Installing the Siebel Mobile Web Client and Developer Web Client	230
Installing the Siebel Sample Database	235
Importing Non-ENU Repository and Seed Data into the Siebel Sample Database	238
Postinstallation Tasks for the Siebel Client	239
Configuring the Siebel Client When Siebel VB or Siebel eScript Is Not Licensed	239
Verifying the Siebel Client Directory Structure	239
Verifying ODBC Data Sources for Siebel Mobile Web Client and Developer Web Client	240
Logging in to Your Siebel Application	242
Siebel Client Shortcuts and Start-Up Options	244
Siebel Client Shortcuts	244
Siebel Client Start-Up Options	246
Creating Custom Siebel Application Shortcuts	247
Using Siebel QuickStart with the Siebel Mobile Web Client	248

Chapter 10: Installing Siebel Tools

About Siebel Tools	253
--------------------	-----

Process of Installing Siebel Tools	253
Requirements for Siebel Tools Installation	254
Installing the Siebel Tools Client	255
Postinstallation Tasks for Siebel Tools	258
Verifying Successful Installation of Siebel Tools	258
Verifying the Siebel Tools Directory Structure	259
Verify Read/Write Access to Siebel Tools Directories	260
Verify Siebel Tools ODBC Data Sources	261

Chapter 11: Installing Siebel Charts

Process of Installing Siebel Charts	263
Installing Siebel Charts	263
Configuring Siebel Charts	264
Changing the Siebel Charts Server Used by Web Clients	265

Chapter 12: Installing and Configuring in Unattended and Console Modes

About Unattended or Console Mode Installation and Configuration	267
Descriptions of Unattended or Console Mode Installation	268
Products for Unattended or Console Mode Installation	268
Combinations of Installation and Configuration Modes	269
About Installation and Configuration Response Files	273
Installing and Configuring in Unattended Mode	274
Generating Installation and Configuration Response Files	275
Editing siebel.ini Files for Unattended Installation and Configuration	275
Running Unattended Installation from the Command Line	278
Installing and Configuring in Console Mode	279
Editing siebel.ini Files for Console Mode Installation	279
Running Console Installation from the Command Line	280

Chapter 13: Verifying Your Server Environment

About the Environment Verification Tool (EVT)	281
About the EVT Configuration File	282
Launching the EVT Utility	284
Running EVT in Query Mode	285
Optional EVT Command Line Flags	286

Available EVT Output Formats 288

Changing EVT Output Text 288

Chapter 14: Uninstalling Siebel Business Applications

About Uninstalling Siebel Applications 291

Uninstalling Earlier Versions of Siebel Applications 293

Uninstalling Siebel Enterprise Server Software 293

Uninstalling Siebel Web Server Extension and Strong Encryption Pack 296

Uninstalling Siebel Management Server 298

Uninstalling Siebel Management Agent 298

Uninstalling Siebel Clients 298

Uninstalling Siebel Tools 298

Uninstalling Siebel Charts 299

Troubleshooting Uninstallation 299

Appendix A: Deployment Planning Worksheet

Team Lead Summary 301

Enterprise Server Names and Installation Directories 302

Siebel Accounts, Host Names, and Static IP Addresses 303

Cluster Deployment Data 304

Ports and RDBMS Details Data 304

Index

1

What's New in This Release

Siebel Installation Guide for Microsoft Windows covers the installation and initial configuration of all essential core products for Oracle's Siebel Business Applications product family, including Siebel Industry Applications. Installation and configuration is covered for Siebel Enterprise Server software, Siebel Web Server Extension, Siebel Mobile Web Clients, Siebel Tools, and other product modules.

NOTE: For more information about third-party products, such as supported operating systems or RDBMS platforms, Web servers, Visual Mining NetCharts, and so on, see also *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

What's New in the Siebel Installation Guide for Microsoft Windows, Version 8.0, Rev. B

Table 2 lists some of the changes in this version of the documentation to support release 8.0 of the software.

Table 1. What's New in Siebel Installation Guide for Microsoft Windows, Version 8.0, Rev. B

Topic	Description
Various locations	Removed content that described products that are no longer provided, and changed the names of certain other products.
"Installing Siebel Reports Server"	Deleted this chapter and all references to this product, which is no longer provided. Customers are advised to use Oracle Business Intelligence Publisher instead.
"Installing on Multiple Servers Using Siebel Update Server"	Deleted this chapter and all references to this product, which is no longer provided.

What's New in the Siebel Installation Guide for Microsoft Windows, Version 8.0, Rev. A

Table 2 lists some of the changes in this version of the documentation to support release 8.0 of the software. The presentation sequence for some information was also changed for this revision.

Table 2. What's New in Siebel Installation Guide for Microsoft Windows, Version 8.0, Rev. A

Topic	Description
"About Installing Siebel Releases" on page 21	Clarified that a full installation can be performed for version 8.0. Throughout this guide, changed examples of a base release version number to 8.0. Added recommendation to install available patch releases before adding a language to a database.
"About Windows and UNIX Platforms" on page 24 <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network	In addition to the Linux operating systems mentioned for Siebel Enterprise Server in Table 3 on page 14 , Oracle Enterprise Linux is also supported for Siebel Business Applications server environments. (Information about Linux is provided in <i>Siebel Installation Guide for UNIX</i> .)
"Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server" on page 35	New topic addresses requirements for host names on which Siebel software is to be installed. This requirement is related to, but distinct from, issues covered in "Restrictions on Names for Siebel Enterprise Server and Siebel Server" on page 36 .
Chapter 3, "Configuring the RDBMS"	The order in which RDBMS platforms are presented has changed in this chapter (Oracle is now presented first). Similar changes were made in other parts of this guide.
"Guidelines for Partitioning an Oracle Database"	Deleted topic. Using partitioning in an Oracle database is not supported for Siebel deployments.
"Overview of Installing and Configuring Servers in a Siebel Deployment" on page 89	Added new topic and diagrams to illustrate the general process of installing and configuring servers in a Siebel deployment and the basic architecture of a Siebel deployment.
"About Installing and Deploying with Multiple Languages" on page 100	Added new topic, which identifies requirements and scenarios for installing and deploying multiple Siebel Language Packs. Some of this information was previously in <i>Siebel Global Deployment Guide</i> .
"Command-Line Options for Siebel Installers and Wizards" on page 128	Clarified that certain command-line options apply to Siebel Configuration Wizards and the Siebel Image Creator utility as well as to Siebel installers.
"Launching the Siebel Configuration Wizard" on page 138	Included information about launching Configuration Wizards in console mode as well as GUI mode.

Table 2. What's New in Siebel Installation Guide for Microsoft Windows, Version 8.0, Rev. A

Topic	Description
“Enabling and Disabling Language-Specific AOMs and Adding Languages” on page 154	Moved some information into “About Installing and Deploying with Multiple Languages” on page 100 .
“Installing the Siebel Database Components” on page 186	Clarified that, when you install the Siebel Database, seed data and Siebel Repository data is inserted for the primary language only. For each non-primary language deployed, these tasks must be performed separately.
“Importing a Siebel Repository into the Siebel Database” on page 194	New topic (updated content from pre-8.0 version of this guide). For each non-primary language you deploy in a multilingual deployment, the task to import the Siebel Repository must be performed separately. (This task applies <i>only</i> to multilingual deployments.)
Chapter 8, “Installing and Configuring the Siebel Web Server Extension” <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network	In addition to the Linux operating systems mentioned for Web server support in Table 3 on page 14 , Oracle Enterprise Linux is also supported for the Web server environment (for Oracle HTTP Server) and Siebel Web Server Extension. Also, IBM HTTP Server is supported for Red Hat Enterprise Linux and Novell SUSE Linux Enterprise, as well as for AIX. (Information about Linux is provided in <i>Siebel Installation Guide for UNIX</i> .)
“Requirements for SWSE Installation and Configuration” on page 201	Updated topic for enhanced usability. Added information about configuring SWSE in some heterogeneous environments. Updated stated requirements for permissions on SWSE installation directories. Added information about specifying anonymous users for high interactivity and standard interactivity applications. Clarified requirements for binary coexistence for multiple SWSE instances.
“Postinstallation Tasks for the SWSE and the Web Server” on page 215	Updated topic for enhanced usability. Also added more information about deployments with Oracle HTTP Server.
“Uninstalling Siebel Enterprise Server Software” on page 293	Clarified requirements for removing configuration data as part of uninstalling Siebel Enterprise Server software.
“Uninstalling Siebel Charts” on page 299	Added Siebel Charts uninstallation instructions.
Appendix A, “Deployment Planning Worksheet”	Made minor updates for the types of data to be recorded.

What's New in the Siebel Installation Guide for Microsoft Windows, Version 8.0

Table 3 lists some of the changes in this version of the documentation to support release 8.0 of the software. Some document content has been reorganized to better support customer tasks.

Table 3. New Product Features in Siebel Installation Guide for Microsoft Windows, Version 8.0

Topic	Description
"About Windows and UNIX Platforms" on page 24 <i>Siebel System Requirements and Supported Platforms on Oracle Technology Network</i>	<p>Additional information is provided about the differences between the Windows and UNIX versions of this guide.</p> <p>The following Linux operating systems are now supported for Siebel Business Applications server environments:</p> <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux ■ Novell SUSE Linux Enterprise <p>NOTE: See also Table 2 on page 12, which mentions that Oracle Enterprise Linux is also supported in this context.</p> <p>Supported versions of other operating system platforms have changed. (Information about Linux is provided in <i>Siebel Installation Guide for UNIX</i>.)</p>
"Planning RDBMS Installation and Configuration" on page 29 "Verifying the ODBC Data Source" on page 150	<p>The ODBC data source naming convention changed from <code>siebsrvr_EnterpriseName</code> to <code>EnterpriseName_DSN</code>.</p>
"The Language in Which Siebel Installers and Wizards Run" on page 32	<p>Updated topic to describe new mechanisms for specifying the language for the Configuration Wizards.</p>
"Creating the Siebel File System" on page 37	<p>The Siebel File System can now be configured to use multiple directories that may exist on separate devices or partitions.</p> <p>Before you configure the Siebel Enterprise, at least one file system directory must exist that you can designate for use by the Siebel File System.</p>
Chapter 3, "Configuring the RDBMS" <i>Siebel System Requirements and Supported Platforms on Oracle Technology Network</i>	<p>Supported versions of RDBMS platforms have changed. For example: Oracle Database Server 9i is no longer supported (10g is supported), and Microsoft SQL Server 2005 is supported instead of SQL Server 2000.</p>

Table 3. New Product Features in Siebel Installation Guide for Microsoft Windows, Version 8.0

Topic	Description
"Guidelines for Partitioning an Oracle Database"	<p>Siebel deployments using an Oracle Database can now use database partitioning.</p> <p>NOTE: Update—<i>this topic has been deleted. Using partitioning in an Oracle database is not supported for Siebel deployments. See Table 2 on page 12.</i></p>
"Guidelines for Using Real Application Clusters for an Oracle Database" on page 54	Siebel deployments using Siebel Remote with an Oracle Database can now use either Active/Active or Active/Passive RAC (RAC choice is not limited to Active/Passive).
Chapter 4, "Creating the Siebel Installation Image on the Network"	<p>Siebel product media are now provided from the Oracle E-Delivery Web site using ZIP files, from which JAR files are extracted. (JAR files are used to create the network image.)</p> <p>Siebel Image Creator now uses a single set of JAR files for both horizontal and vertical applications. You specify which type of image to create when you run Image Creator.</p> <p>Image Creator can now run on supported Linux platforms.</p> <p>Product layouts within the network image have changed. In Image Creator, the list of available products has changed to reflect new or renamed products and dropped products.</p>
<p>Chapter 5, "Installing Siebel Enterprise Server and Related Components"</p> <p><i>Siebel System Requirements and Supported Platforms on Oracle Technology Network</i></p>	<p>This chapter now consolidates instructions for installation tasks for Siebel Enterprise Server components.</p>
"Installing Siebel Enterprise Server Components" on page 108	<p>The EAI Connector for OLE DB and the EAI Connector for Microsoft BizTalk Server, optional parts of EAI Connector installation in previous releases, are not supported in this release.</p> <p>NOTE: In the event that support for EAI Connector for Microsoft BizTalk Server is added in a future release, updated support status information will be provided. See 475472.1 (Article ID) on My Oracle Support. This document was previously published as Alert 1319. See also <i>Siebel System Requirements and Supported Platforms on Oracle Technology Network</i>.</p>

Table 3. New Product Features in Siebel Installation Guide for Microsoft Windows, Version 8.0

Topic	Description
"Installing Using the Siebel FastTrack Wizard" on page 120	<p>The Siebel FastTrack Wizard provides a simplified means to install and configure Siebel Business Applications for a small deployment or for test purposes.</p> <p>The FastTrack Wizard is available for supported Microsoft Windows server platforms only.</p>
"Installing Siebel Management Agent and Siebel Management Server" on page 122 "Configuring Siebel Management Agent and Siebel Management Server" on page 163	<p>Added topics on installing and configuring Siebel Management Server and Siebel Management Agent.</p> <p>These products are infrastructure components that support the Siebel Application Deployment Manager (ADM) and Siebel Diagnostic Tool features. These components collectively are also referred to as the Siebel Management Framework.</p>
"Command-Line Options for Siebel Installers and Wizards" on page 128	<p>Moved topic into a different chapter.</p> <p>Added new option for running installers in record mode, which generates an updated siebel.ini file to be used for unattended installation.</p>

Table 3. New Product Features in Siebel Installation Guide for Microsoft Windows, Version 8.0

Topic	Description
Chapter 6, "Configuring Siebel Enterprise Server and Related Components"	<p>This chapter now consolidates instructions for configuration tasks for Siebel Enterprise Server components.</p> <p>The Siebel Configuration Wizard (formerly the Siebel Software Configuration Wizard) has been significantly restructured and enhanced for better usability.</p> <ul style="list-style-type: none"> ■ The Siebel Configuration Wizard now supports a Java-based GUI for both Windows and UNIX. Wizards for most products support multiple tasks. ■ The Siebel Enterprise is now configured after you install and configure the Siebel Gateway Name Server, rather than when you configure the first installed Siebel Server. ■ After configuring the Enterprise, you configure a logical profile for the Siebel Web Server Extension. When you configure each installed SWSE, you specify the location of the SWSE logical profile. ■ When using load balancing, you now copy the lbconfig.txt file you generated into the SWSE logical profile folder, before applying the logical profile to each installed SWSE. ■ Offline configuration is supported (record mode) for certain configuration tasks. Execute mode applies a configuration previously saved into a configuration response file using record mode. ■ Unattended installation can also launch unattended configuration, for both Windows and UNIX. See Chapter 12, "Installing and Configuring in Unattended and Console Modes." ■ Uninstallation now invokes Configuration Wizard tasks for removing configuration data. See Chapter 14, "Uninstalling Siebel Business Applications."
"Disabling Language-Specific Application Object Managers"	<p>Deleted topic due to changes in the Siebel Server Configuration Wizard.</p> <p>For related information, including topics pertaining to adding languages to a Siebel Server, see expanded content in "Preparing to Run Siebel Server Components After Installing" on page 153.</p>

Table 3. New Product Features in Siebel Installation Guide for Microsoft Windows, Version 8.0

Topic	Description
Chapter 7, "Configuring the Siebel Database"	<p>The database-related software you install on a Siebel Server has been renamed from Siebel Database Server to Database Configuration Utilities.</p> <p>Database Configuration Utilities is part of Siebel Enterprise Server installation, which is now described in Chapter 5, "Installing Siebel Enterprise Server and Related Components."</p> <p>The Database Configuration Wizard now uses the same framework as the Siebel Configuration Wizard and supports a Java-based GUI for both Windows and UNIX (console mode is also supported).</p> <p>Installing the Siebel Database no longer requires a separate step to import the Siebel Repository (for the primary language).</p>
Chapter 8, "Installing and Configuring the Siebel Web Server Extension" <i>Siebel System Requirements and Supported Platforms on Oracle Technology Network</i>	<p>Siebel Web Server Extension (SWSE) can now be installed on supported versions of Linux operating systems (Red Hat Enterprise Linux and Novell SUSE Linux Enterprise), to work with Oracle HTTP Server (Web server) on those platforms.</p> <p>NOTE: See also Table 2 on page 12, which mentions that Oracle Enterprise Linux is also supported in this context (for Oracle HTTP Server). Also, IBM HTTP Server is supported for Red Hat Enterprise Linux and Novell SUSE Linux Enterprise, as well as for AIX.</p> <p>(Information about Linux is provided in <i>Siebel Installation Guide for UNIX</i>.)</p> <p>The default installation directory for SWSE has changed, relative to previous versions.</p> <p>Configuring an installed SWSE now requires that an SWSE logical profile must first have been created after configuring the Siebel Enterprise.</p> <p>Settings for parameters in the eapps.cfg file derive from creating the SWSE logical profile or from applying the logical profile.</p> <p>On Microsoft Windows, Siebel application virtual directories on the Microsoft IIS Web server are now created using a batch file generated with the SWSE logical profile. Customers can edit the batch file before configuring the SWSE, to change which virtual directories are created.</p>

Table 3. New Product Features in Siebel Installation Guide for Microsoft Windows, Version 8.0

Topic	Description
“Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token” on page 221	The Web Update Protection Key is now called the Siebel Enterprise Security Token. The corresponding eapps.cfg parameter WebUpdatePassword is now SiebEntSecToken. This value is specified during SWSE logical profile configuration.
“Installing the Siebel Mobile Web Client and Developer Web Client” on page 230	The file predeploy.htm is now installed into the bin directory. It is no longer installed into separate language-specific directories. This file applies to Siebel clients that use high interactivity mode. (It is also installed with the SWSE, for use with the Siebel Web Client.)
“Logging in to Your Siebel Application” on page 242	License keys for Siebel Business Applications are now obtained from Oracle's license codes site.
“Using Siebel QuickStart with the Siebel Mobile Web Client” on page 248 “Siebel Client Shortcuts and Start-Up Options” on page 244	The Siebel QuickStart feature has been enhanced and now uses a Windows service rather than a shortcut in the startup group.
Chapter 10, “Installing Siebel Tools”	The Siebel Business Rules Developer, based on a third-party product from Haley Systems, is now installed with Siebel Tools.
“Verifying Successful Installation of Siebel Tools” on page 258	License keys for Siebel Business Applications are now obtained from Oracle's license codes site.
Chapter 11, “Installing Siebel Charts”	Siebel Charts uses a different product from Visual Mining than in previous releases: NetCharts Server is used instead of ChartWorks Server. Some aspects of installing and configuring Siebel Charts have changed.
Chapter 12, “Installing and Configuring in Unattended and Console Modes”	<p>Product changes in this area include:</p> <ul style="list-style-type: none"> ■ Installers for some products now support record mode, which generates response files (siebel.ini files) for unattended installation. ■ Configuration Wizards for some products now provide offline and execute modes, which are used in tandem to perform unattended configuration. <p>Unattended configuration can be launched from the command line or from unattended installation, and is handled similarly on Windows and UNIX.</p> <p>Specialized siebel.ini files are no longer used for unattended configuration on UNIX.</p>

Table 3. New Product Features in Siebel Installation Guide for Microsoft Windows, Version 8.0

Topic	Description
Chapter 13, "Verifying Your Server Environment" <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network	The Environment Verification Tool and evt.ini file have been modified to reflect updated requirements for Siebel 8.0 environments.
Chapter 14, "Uninstalling Siebel Business Applications"	Deleted obsolete topic about using the srvredit command, which is no longer supported. Deleted topic about uninstalling Resonate Central Dispatch (refer to version 7.8 of this guide). Added background information about uninstallations, including scenarios when uninstallation may be appropriate. For Siebel Enterprise Server components and SWSE, uninstallation now includes a step for removing configuration data for products you are uninstalling. <i>Full uninstall</i> options are provided for several Siebel products.
Appendix A, "Deployment Planning Worksheet"	Made minor updates to reflect product changes.

2

Preparing to Install Siebel Business Applications

This chapter provides information to help you prepare for installing Siebel Business Applications software. This chapter includes the following topics:

- "About the Deployment Planning Worksheet" on page 21
- "About Installing Siebel Releases" on page 21
- "About Installing in Upgrade Environments" on page 23
- "About Windows and UNIX Platforms" on page 24
- "Overview of Installing Siebel Business Applications" on page 25
- "General Considerations in Planning Your Siebel Deployment" on page 26

About the Deployment Planning Worksheet

The Deployment Planning Worksheet is an integral part of the installation process.

Before proceeding, go to [Appendix A, "Deployment Planning Worksheet,"](#) and make a copy of the worksheet. Using the copy, the deployment team fills out the first section. Members of the team fill out the information in the sections for which they are responsible. As you work through the preparation steps in this chapter, you are prompted to record information you will need while installing and configuring Siebel Business Applications.

In subsequent chapters, you will be prompted to refer to the Deployment Planning Worksheet for specific information about your site and deployment. You will also use it to record other important information for future installations, upgrades, reconfiguration, and expansion of your deployment.

About Installing Siebel Releases

Each Siebel Business Applications software release from Oracle has a specific version or release level. A full installation can be performed from a two-digit release (version 8.0). The full installation represents your base product installation. If a version 8.0.x three-digit release is available, it can also be installed as a full installation.

NOTE: No version 8.0.x three-digit releases are planned, as of this writing. References to version numbers other than version 8.0 are for illustrative purposes. You must verify the availability of any specific post-8.0 releases. See also *Siebel Maintenance Release Guide* on My Oracle Support.

The procedures in this guide are for performing full installations of the base products. Server products are then configured using the Siebel Configuration Wizards. Typically, configuration is done immediately after installation.

Additional releases are provided subsequently that can be installed on top of your existing base product installation. Such releases are collectively known as *maintenance releases*. (Maintenance releases are sometimes called *patch releases*.)

If you already have a base product installation, and a subsequent three-digit release is available, it can be installed as a maintenance release. For example, version 8.0.1, if available, could be installed on top of an existing installation of version 8.0 or version 8.0.0.x.

Releases that can *only* be installed as maintenance releases include Fix Pack releases (four-digit releases, such as 8.0.0.1 or 8.0.0.2) and Quick Fix releases.

Before installing a maintenance release, observe all documented requirements in this guide, in the applicable *Siebel Maintenance Release Guide* on My Oracle Support, or in other documents on My Oracle Support.

For example, before installing a maintenance release for Siebel Enterprise Server, you must shut down services for Siebel Server or Siebel Gateway Name Server, and shut down any running instances of `svrmgr`. Before installing a maintenance release for Siebel Web Server Extension, you must stop the Web server.

Typically, no configuration tasks are associated with installing a maintenance release. You generally do not need to run the Siebel Configuration Wizard. However, requirements for a given maintenance release, or for using particular supported languages or features, may vary.

You can set up your installations so that a Fix Pack or Quick Fix release will be automatically installed immediately following a full installation of the base products, in a chained fashion. This type of installation is sometimes referred to as *slipstream installation*. For example, if the current base release level is 8.0 and Fix Pack release 8.0.0.1 is available, you can install these releases together, in sequence. *Before you install the base products*, note whether maintenance releases are also available and consider whether to install your releases together in this manner.

All Siebel products used within a given Siebel Enterprise must share the same release level, such as 8.0.0.1 or 8.0.0.2.

If you have added any languages to your deployment since you initially installed any maintenance release, all applicable maintenance releases must be reinstalled in order to bring the new languages up to the same release level as the rest of the installed software.

If you are installing or deploying a language for the first time in an existing installation, it is recommended to install all current maintenance releases before you add the language to the Siebel Database using the Database Configuration Wizard. See [“About Installing and Deploying with Multiple Languages” on page 100](#). See also [Chapter 7, “Configuring the Siebel Database.”](#)

In general, if you reinstall a maintenance release for any reason, existing files previously delivered for this maintenance release are not overwritten. Any missing files will, however, be redelivered. (If you are aware of any corrupt file for which an updated file is delivered as part of a maintenance release, remove the corrupt file before reinstalling.)

For information about obtaining Siebel media files, see [“Obtaining Siebel Installation Media Files” on page 75](#).

Installation of Siebel product modules is described in later chapters in this guide, such as [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

A maintenance release may in some cases be uninstalled without performing a full uninstallation of the base products. Uninstallation of Siebel product modules is described in [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

After any Siebel release is installed, including a base release or a maintenance release, the browser health check (if enabled) will run when a user logs in for the first time. For details on browser configuration and related requirements, see *Siebel System Administration Guide*. See also *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For detailed information about installing maintenance releases (including slipstream installation), about uninstalling maintenance releases, about the features or other changes provided in all applicable maintenance releases for your products, and about configuration requirements for such features, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

About Installing in Upgrade Environments

When you install Siebel Business Applications products, you may be creating a new deployment or you may be installing updated software to be used in a deployment that is being upgraded from a previous release of the Siebel applications—such as an upgrade from version 7.8.x to version 8.0.

You install your new Siebel software *before* upgrading the Siebel Database.

For detailed information about upgrading the Siebel Database, and about tasks you perform before installing or upgrading, see *Siebel Database Upgrade Guide* or *Siebel Database Upgrade Guide for DB2 UDB for z/OS*. See also any relevant documents on My Oracle Support. *Review all applicable documentation before you install or upgrade.*

CAUTION: As part of installing Siebel software in an upgrade environment, in general, you do not perform any database-related tasks described in this guide.

In an upgrade environment:

- You *do install* the component called *Database Configuration Utilities* on a Siebel Server, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)
- You *do not create* the database instance on the RDBMS, as described in [Chapter 3, “Configuring the RDBMS.”](#) (After the upgrade is complete, you may need to modify database parameters for your RDBMS platform to match settings described in that chapter.)
- You *do not perform* the tasks described in [Chapter 7, “Configuring the Siebel Database.”](#)

After installing and upgrading, some additional tasks may apply which do not apply for new installations. Some of these tasks are described in *Siebel Application Deployment Manager Guide* and *Going Live with Siebel Business Applications*. See also [“Preparing to Run Siebel Server Components After Installing” on page 153.](#)

When you install Siebel Business Applications in some upgrade scenarios, you may in some cases be able to install different versions of a Siebel product on the same machine, if this scenario is valid for particular products and may be helpful to you. For more information, see [“Installing Multiple Instances of Siebel Business Applications” on page 33.](#)

After installing the base Siebel software (such as version 8.0), you can install any applicable patch releases (such as Fix Pack or Quick Fix releases). In general, you install such patch releases *before* you initiate the upgrade process. After upgrading, you can install additional patch releases when they become available.

CAUTION: After you have started upgrading, do not install any patch releases until the upgrade is complete.

For information about installing patch releases for version 8.0, see [“About Installing Siebel Releases” on page 21](#) and refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

Instructions in this guide apply both for new installations and upgrades, except where noted.

About Windows and UNIX Platforms

The *Siebel Installation Guide* for the operating system you are using is provided in separate versions for Microsoft Windows or UNIX platforms:

- *Siebel Installation Guide for Microsoft Windows* (this book)
- *Siebel Installation Guide for UNIX*

Supported UNIX platforms (operating systems) include IBM AIX, HP-UX, Linux, and Oracle Solaris.

Linux platforms include Oracle Enterprise Linux, Red Hat Enterprise Linux, and Novell SUSE Linux Enterprise. Information about supported Linux operating systems is provided in *Siebel Installation Guide for UNIX*. Linux is treated as a UNIX operating system. Supported Linux operating systems are usually discussed in generic terms and are not differentiated. However, some information in this guide may apply only to particular Linux operating systems.

NOTE: For all operating system support details, including supported versions and product support exceptions, refer to *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Both the Windows and UNIX versions of this guide contain information about installing client-based modules, such as Siebel Tools or the Siebel Mobile Web Client, on Microsoft Windows platforms.

In general, *Siebel Installation Guide for UNIX* does not contain detailed information about installing server-based modules on Windows platforms, particularly Siebel Enterprise Server and Siebel Web Server Extension (SWSE).

NOTE: Siebel Management Server is available only on Windows and is documented in both versions of this guide. However, some information relevant to configuring this product is provided only in *Siebel Installation Guide for Microsoft Windows*.

Siebel Installation Guide for UNIX does not contain information about either Microsoft SQL Server or Microsoft IIS (Web server).

Siebel Installation Guide for Microsoft Windows does not contain information about UNIX-based Web servers.

In this guide, the term *Windows* refers to all Microsoft Windows operating systems listed as a supported server or client platform (for applicable Siebel product modules) for this release in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Likewise, *MS SQL Server* refers to the versions of the Microsoft SQL Server database referenced in the same document.

References in this guide (primarily in *Siebel Installation Guide for UNIX*) to UNIX operating systems are sometimes in placeholder form, such as *UNIX_OS*. Such references, which are explained in context, may refer to an operating system name (for example, HP-UX) or to a directory or file name element that corresponds to an operating system (for example, HP-UX or hp).

Overview of Installing Siebel Business Applications

The server installation process requires multiple tasks that you perform in the following general sequence. For an illustration of part of this task flow, see [“Overview of Installing and Configuring Servers in a Siebel Deployment” on page 89](#).

- 1 Planning your deployment. See *Siebel Deployment Planning Guide*.
For example, you might install and configure server clustering software.
- 2 Determining your load-balancing strategy. See *Siebel Deployment Planning Guide* and see [“Configuring Load Balancing for Siebel Applications” on page 155](#).
- 3 Creating your database instance. See [Chapter 3, “Configuring the RDBMS.”](#)
NOTE: You can create the database instance at any point before you run the Database Configuration Wizard and perform the tasks noted in [Step 9 on page 26](#).
- 4 Obtaining Siebel media and creating a Siebel installation image on the network, from which installs will be performed. See [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)
- 5 Installing required third-party products. See *Siebel System Requirements and Supported Platforms* on Oracle Technology Network and the *Siebel Business Applications Third-Party Bookshelf*.
- 6 Creating directories for Siebel software and the Siebel File System. See [“General Considerations in Planning Your Siebel Deployment” on page 26](#).
- 7 Creating the required Siebel accounts. See [“Creating the Siebel Service Owner Account” on page 41](#).
- 8 Installing and configuring the Siebel Enterprise Server components.
You install Siebel Gateway Name Server, Siebel Server, and Database Configuration Utilities. Then you run the Siebel Configuration Wizard to configure the Siebel Gateway Name Server, Siebel Enterprise, Siebel Web Server Extension (SWSE) logical profile, and Siebel Server. See:
 - [Chapter 5, “Installing Siebel Enterprise Server and Related Components”](#)
 - [Chapter 6, “Configuring Siebel Enterprise Server and Related Components”](#)
 - [“Configuring the SWSE” on page 207](#) (task for configuring SWSE logical profile)

- 9 Running the Database Configuration Wizard on the Siebel Server machine where you installed Database Configuration Utilities. The task to install the Siebel Database creates the schema on the RDBMS and (for the primary language only) adds seed data and Siebel repository data. See [Chapter 7, “Configuring the Siebel Database.”](#)
NOTE: This task does not apply if you have an existing Siebel Database, such as in an upgrade scenario.
- 10 Installing your Web server, and installing and configuring the SWSE—applying the SWSE logical profile. See [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#)
- 11 (Optional) Installing Siebel Search products.
NOTE: For specific guidelines and requirements about installing search products, see *Siebel Search Administration Guide*.
- 12 (Optional) Installing Siebel Mobile Web Clients or Developer Web Clients. See [Chapter 9, “Installing Siebel Mobile Web Clients.”](#)
- 13 Installing Siebel Tools for developers. See [Chapter 10, “Installing Siebel Tools.”](#)
- 14 (Optional) Installing additional Siebel products. See:
 - [Chapter 11, “Installing Siebel Charts”](#)
- 15 Verifying your environment using EVT. See [Chapter 13, “Verifying Your Server Environment.”](#)
- 16 (Optional) Installing and configuring additional Siebel Server instances, or additional Web server and SWSE instances, if required for your deployment.

General Considerations in Planning Your Siebel Deployment

You must plan where to install the various Siebel components on your servers. This topic contains several subtopics about issues you must consider.

- [“Planning Topologies” on page 27](#)
- [“Preparing the Hardware” on page 28](#)
- [“Planning Siebel Server Load Balancing” on page 28](#)
- [“Planning Disk Space Requirements” on page 29](#)
- [“Planning RDBMS Installation and Configuration” on page 29](#)
- [“Managing Siebel Image Directories and Media Files” on page 31](#)
- [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#)
- [“The Language in Which Siebel Installers and Wizards Run” on page 32](#)
- [“Installing Multiple Instances of Siebel Business Applications” on page 33](#)
- [“Specifying the Locale for Siebel Applications” on page 34](#)
- [“Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server” on page 35](#)

- ["Restrictions on Names for Siebel Enterprise Server and Siebel Server" on page 36](#)
- ["File and Directory Naming Conventions" on page 36](#)
- ["Creating the Siebel File System" on page 37](#)
- ["Creating the Siebel Service Owner Account" on page 41](#)

Planning Topologies

This topic is part of ["General Considerations in Planning Your Siebel Deployment" on page 26](#).

Consider running specialized components on dedicated machines. Whether you do so depends on considerations that include available resources, overall load, and performance.

NOTE: All Siebel products used within a given Siebel Enterprise must share the same release level. For additional information about Siebel releases, see ["About Installing Siebel Releases" on page 21](#). Third-party products must use supported release levels as documented in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

See also the following topics later in this chapter:

- ["Installing Multiple Instances of Siebel Business Applications" on page 33](#)
- ["Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server" on page 35](#)
- ["Restrictions on Names for Siebel Enterprise Server and Siebel Server" on page 36](#)
- ["File and Directory Naming Conventions" on page 36](#)
- ["Creating the Siebel File System" on page 37](#)

Record the machine names and installation directory names you decide on in your copy of the worksheet in [Appendix A, "Deployment Planning Worksheet."](#)

For more information about planning your topologies, see *Siebel Deployment Planning Guide*. See also *Siebel Performance Tuning Guide*.

Planning the Web Server Topology

Before you install the Siebel Web Server Extension (SWSE), as described in [Chapter 8, "Installing and Configuring the Siebel Web Server Extension,"](#) you must decide how you will distribute the Web servers and other components.

- **Single-node.** Installation of Siebel Enterprise Server components and your Web server and SWSE on a single machine or node. (If you do this, use separate installation directories to avoid file permission problems at installation time.)
- **Distributed.** Distribution of the preceding components, where multiple Web servers connect to multiple Siebel Servers in the Siebel Enterprise. These Web servers can be dynamically balanced across Application Object Manager components on different Siebel Server machines.

Each deployment choice involves trade-off. However, in enterprise-sized deployments, it is strongly recommended that you use a distributed node deployment, for the following reasons:

- **Less resource contention.** Distributing the Web server and the Siebel Server (with Application Object Manager) on different machines eliminates contention for CPU and other server resources. However, to take advantage of the performance improvement, you must have a high-speed network connection between the two machines.
- **Higher fault tolerance.** Operating multiple instances of components on multiple machines reduces downtime and the impact of failure on any one machine.
- **Greater flexibility with firewalls.** Putting the Web components of the Siebel Business Applications on a different machine from the Siebel Server with Application Object Managers lets you deploy your Web server in the DMZ while keeping the Enterprise Server behind a secure firewall.
- **High availability.** A multinode configuration is required for deployments that support large numbers of concurrent users or where high availability is an operating requirement.

For more information, see *Siebel Deployment Planning Guide*. See also *Siebel Security Guide*.

Preparing the Hardware

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

Verify that the hardware you have chosen meets all requirements for running your Siebel Business Applications as well as the required third-party software. Verify also that the hardware is able to support the RDBMS and the Siebel Database, the Siebel File System, Siebel Gateway Name Server, Siebel Server, and other Siebel software. Also plan to support Siebel Tools developer workstations and Siebel Mobile Web Clients, where applicable.

For more information, see subsequent chapters for installing the modules above. See also *Siebel Deployment Planning Guide*.

For size limitations and information on required third-party software, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Planning Siebel Server Load Balancing

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

Before you install your Siebel Enterprise Server components, determine your load balancing strategy for Siebel Servers. For more information, see [“Configuring Load Balancing for Siebel Applications” on page 155](#). See also *Siebel Deployment Planning Guide* and *Siebel System Administration Guide*.

Planning Disk Space Requirements

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26.](#)

Before you install, you must anticipate your disk space requirements for each installable product. Each Siebel installer displays the required disk space for the installed product before files are copied.

You must also anticipate the disk space required for Siebel image directories. For more information, see [“Managing Siebel Image Directories and Media Files” on page 31](#) and [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)

Siebel installers also have temporary disk space requirements, as described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31.](#)

Planning RDBMS Installation and Configuration

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26.](#)

Note the following guidelines for installing and configuring the Relational Database Management System (RDBMS) on which you will create the Siebel Database.

For more information about configuring the RDBMS, see [Chapter 3, “Configuring the RDBMS.”](#) For more information about configuring the Siebel Database after installing Siebel Enterprise Server, see [Chapter 7, “Configuring the Siebel Database.”](#)

- Make sure that this release of Siebel Business Applications supports the exact version of your chosen RDBMS, as specified in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network, and that the RDBMS has been installed on its designated server. This server will hold the database tables containing your business data, such as sales (personnel, territories, opportunities, and activities), marketing, and customer service information.
- Verify that the network name of the server that will support the Siebel Database is properly recorded in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)
- The Siebel Enterprise Server installer creates the ODBC data source name during installation, using the name *EnterpriseName_DSN*. For example, if your Siebel Enterprise Server name is SBA_80, the ODBC data source name will be SBA_80_DSN. Using this pattern, determine what your ODBC data source name will be and record it in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)

NOTE: In most cases, do not change any of the default ODBC settings or parameters. Otherwise, you will encounter problems using the ODBC. For example, setting *OptimizeLongPerformance* to *enable* corrupts all scripts in the repository during import or export processes. See also topics for verifying the ODBC data source for your RDBMS platform, such as those in [“Verifying the ODBC Data Source” on page 150.](#)

Siebel client installers also create ODBC data source names during installation. The naming convention is different than ODBC data source names created by the Siebel Enterprise Server installer. For more information, see [Chapter 9, “Installing Siebel Mobile Web Clients,”](#) and [Chapter 10, “Installing Siebel Tools.”](#)

About Database Code Pages and Locale Support

In a database environment that is enabled for Unicode, you can install any of the available Siebel Language Packs.

However, in a database environment that is not enabled for Unicode, you must consider the correlation of the Language Packs you want to install and the characters supported by your database code page.

For example, in a Western European code page database, you can only install Western European Language Packs, such as English, French, Spanish, or German Language Packs. In a Japanese code page database, you can only install Japanese or U.S. English Language Packs.

The code page of the operating system on which your Siebel Server runs must match that of your Siebel Database instance. The languages installed on each must also match.

For a list of supported code pages and encoding strategies, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. See also *Siebel Global Deployment Guide*.

See also [“Specifying the Locale for Siebel Applications” on page 34](#).

See also the topics that apply to your RDBMS platform in [Chapter 3, “Configuring the RDBMS.”](#)

Planning Database Connectivity

Use the ODBC driver versions listed in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network for your chosen RDBMS for Siebel Servers, Siebel Tools clients, and Siebel Developer Web Clients (if applicable). Make sure that ODBC connectivity uses TCP/IP as the transport layer protocol for your Siebel Servers, Siebel Tools clients, and Siebel Developer Web Clients.

How to Use This Guide If Your Database Is IBM DB2 UDB for z/OS

This guide describes installation of core Siebel products for each supported RDBMS, with the exception of IBM DB2 UDB for z/OS (formerly referred to in *Siebel Bookshelf* documentation as *IBM DB2 UDB for z/OS and OS/390*).

Customers for DB2 UDB for z/OS will require this guide (*Siebel Installation Guide* for the operating system you are using) and will require *Implementing Siebel Business Applications on DB2 UDB for z/OS*. Both of these guides are available on the *Siebel Bookshelf*.

NOTE: In this guide, [Chapter 3, “Configuring the RDBMS,”](#) and [Chapter 7, “Configuring the Siebel Database,”](#) do not apply to customers using DB2 UDB for z/OS. Instead, refer to *Implementing Siebel Business Applications on DB2 UDB for z/OS* for database-related content. If you are upgrading on this platform, see also *Siebel Database Upgrade Guide for DB2 UDB for z/OS*.

Implementing Siebel Business Applications on DB2 UDB for z/OS includes, but is not limited to, topics such as special security issues for this RDBMS, installing the Siebel schema, performance guidelines for use of this RDBMS with Siebel Business Applications, and specific procedures for moving data from development to production. Also consult all other applicable *Siebel Bookshelf* documentation, such as *Siebel Security Guide*.

Managing Siebel Image Directories and Media Files

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26.](#)

All products are installed from a Siebel image you create on the network using the Siebel Image Creator utility. Each Siebel release has its own version-specific network image, whether it is a base release or a patch release.

You will need to allocate space on the network for Siebel images that are to be used as the source location for Siebel installations. Retain all network images until they no longer apply.

Also retain all Siebel media files, including any ZIP files you obtain and the JAR files you use to create the Siebel image on the network.

For complete information about obtaining Siebel media and using Siebel Image Creator, see [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)

Managing Temporary Disk Space Required by Siebel Installers and Wizards

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26.](#)

Siebel installer programs (for server-based software), the Siebel Image Creator utility, and Siebel Configuration Wizards all require the use of temporary disk space while operating. Disk space required varies by platform. The location of temporary directories is specified using the TEMP and TMP environment variables. Set these variables the same: to a valid existing directory that contains adequate space.

It is recommended to periodically clear out the temporary directory you are using. You may need to do this as part of resolving installer or wizard problems. On Microsoft Windows, the temporary directory used by default is C:\Documents and Settings\username\Local Settings\Temp.

CAUTION: A nondefault temporary directory name you specify must not include spaces, in order to avoid problems associated with the operating system returning a long path name when a short path name is requested. Installers or wizards may fail if this problem is encountered.

When you run a Siebel installer or wizard, you can optionally specify the temporary directory the program will use in place of the directory specified by TEMP and TMP. For example, when installing Siebel Enterprise Server on Windows, you can use a command like the following:

```
setup.exe -i s: tempdir temp_directory_location
```

For more information about command-line options for Siebel installers, see [“Command-Line Options for Siebel Installers and Wizards” on page 128.](#)

The user running the installer or wizard must have privileges that include write permission for the temporary directory.

Table 4 on page 32 shows the minimum disk space required by Siebel installers and wizards (by operating system platform), along with the default temporary directory locations.

Table 4. Temporary Disk Space Required by Siebel Installers and Wizards

Operating System	Minimum Required Space	Default Location
Windows	65–100 MB	System drive (usually C:)

To verify the name of your temporary directory

- From a DOS command prompt, enter the commands `set temp` and `set tmp`.

The Language in Which Siebel Installers and Wizards Run

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

When you launch Siebel installer programs, the Siebel Image Creator utility, or Siebel Configuration Wizards, the program launches with a user interface in one of the Siebel supported languages.

For installers and Siebel Image Creator, the language in which the program launches is determined by the language for the locale of your operating system—if this language and locale are supported for the current version of Siebel Business Applications.

For Configuration Wizards, the language in which the program launches is determined by the following, in order of priority:

- The setting of the LANG argument for the wizard, if specified. When the Configuration Wizard is launched by the installer, the installer launches the wizard with the LANG argument set to the language the installer ran in. For details, see [“Configuration Wizard Syntax Elements” on page 140](#).
- The setting of the SIEBEL_LANGUAGE environment variable, if defined.
- The language for the locale of your operating system, if this language and locale are supported for the current version of Siebel Business Applications.

These programs can run in all languages corresponding to the available Siebel Language Packs, with the exceptions of Arabic, Hebrew, and Thai. You must use a different user interface language, as outlined above.

For installers or Siebel Image Creator, you must change the current operating system language and locale. Make sure the language setting under the regional option of your operating system is set to the desired choice of your language.

If the current locale is not supported and another language is not specified (where applicable), then, when you launch the program, you are prompted for the language in which to run the program.

Installers for Siebel client products always include a prompt for the language in which to run the installer.

For information about installing Language Packs for Siebel Business Applications, see [“About Installing and Deploying with Multiple Languages” on page 100](#) and other relevant topics.

Installing Multiple Instances of Siebel Business Applications

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

This topic describes issues in installing multiple instances of similar or dissimilar versions of Siebel Business Applications on the same machine.

Installing Multiple Instances of Similar Versions of Siebel Business Applications

By default, the Siebel installers automatically install Siebel software in unique directory names that will not conflict with other Siebel software components that you install on the same machine. To install another instance of the same version of a product on a single machine (where applicable), specify a custom installation path.

However, installing multiple instances of some products may cause problems. For example:

- You cannot install multiple instances of the same version of Siebel Gateway Name Server on the same machine. The reason for this is that installing and configuring the Siebel Gateway Name Server creates a service which cannot coexist in multiple instances for different installations.
- Restrictions apply for installing multiple instances of SWSE. For details, see [“Requirements for SWSE Installation and Configuration” on page 201](#).
- Restrictions apply for installing multiple instances of Siebel Tools, where Siebel Business Rules Developer is also installed. For details, see [“Requirements for Siebel Tools Installation” on page 254](#).

For related considerations, see also [“About Installing Siebel Releases” on page 21](#) and [“Planning Topologies” on page 27](#).

NOTE: In this context, *same version* refers to all releases sharing the same first two digits—such as 8.0, 8.0.0.1, 8.0.0.2, 8.0.1 (if available), and so on. Each product instance of the same version would be installed to the same default installation path, unless you specify a custom path. A three-digit release can be installed as a maintenance release if the prior release of the same series is already installed. For example, if available, 8.0.1 could be installed as a maintenance release if 8.0 or 8.0.0.x is already installed.

Components of the same Siebel Enterprise Server that you install on the same machine *must* be installed into the same root directory. These components include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector. See also [“File and Directory Naming Conventions” on page 36](#).

NOTE: You cannot install additional Siebel Enterprise Server components into a root directory after applying a patch. You can install additional languages into a root directory after applying a patch, but you must reapply the patch afterwards.

Installing Multiple Instances of Dissimilar Versions of Siebel Business Applications

Multiple versions of some Siebel components can be installed on the same machine. Sometimes you may need to do this as part of some upgrade scenarios. For more information about upgrading, see *Siebel Database Upgrade Guide*.

Use naming conventions for your installation directories that reflect the component and the version number being installed (the default installation directories already do this).

- Each Siebel Gateway Name Server must be installed on a separate machine, regardless of the version.

For installation instructions, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

- If you install multiple versions of the Siebel Server on the same machine, you must install them in different directories (default installation directories are already different between versions).

For installation instructions, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

- Restrictions apply for installing multiple instances of SWSE. For details, see [“Requirements for SWSE Installation and Configuration” on page 201.](#)

Specifying the Locale for Siebel Applications

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26.](#)

When a Siebel application component (Siebel Server, Siebel Tools client, or Siebel Developer Web Client) opens a connection to the Siebel Database, the locale is automatically determined on a per-session basis for the connection. This setting overrides settings that may be defined elsewhere.

Do not explicitly set the NLS_LANG (Oracle-specific) or SIEBEL_CODEPAGE environment variables for Siebel applications. Windows Registry settings for these variables may be defined, but these settings are not used for the database connection. Settings in the Windows Registry affect any software that runs on that machine—except for the Siebel applications themselves.

For deployments using an Oracle database, the NLS_LANG variable determines default behaviors that can be overridden using other variables, such as NLS_SORT, that are *not* set automatically for Siebel applications using an Oracle database connection. Therefore, settings you make for NLS_SORT will affect any software that runs in the Siebel environment—including the Siebel applications.

CAUTION: For development environments, Siebel Business Applications support only binary sort order. Therefore, for Oracle databases, when you are setting the locale for your development environment, either do not set NLS_SORT at all, or set it to BINARY. In production environments, this restriction does not apply. (In this guide, *sort order* and *collation sequence* are used interchangeably, even though these terms may not always mean the same thing.)

You can explicitly set the locale to be used by a Siebel Server (or Application Object Manager component) by setting the Locale Code parameter for the Siebel Server. For more information about creating or configuring this type of locale, see *Siebel Applications Administration Guide* and *Siebel Global Deployment Guide*.

For more information, see:

- [“Planning RDBMS Installation and Configuration” on page 29](#)
- The topics that apply to your RDBMS platform in [Chapter 3, “Configuring the RDBMS”](#)

Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

See also [“Restrictions on Names for Siebel Enterprise Server and Siebel Server” on page 36](#), which is about names for Siebel entities that you specify during configuration.

This topic describes restrictions for host names for server machines on which you will install Siebel Gateway Name Server or Siebel Server.

The Siebel Gateway Name Server name is defined automatically based on the server machine's host name. However, problems may arise during configuration of the Siebel products unless the following requirements are observed:

- Host names for Siebel Gateway Name Server or Siebel Server must not include dashes (hyphens). It is recommended to use an underscore if a separator character is required. For example, host_sba80 is acceptable, but host-sba80 is not.

NOTE: A dash may not cause problems in every scenario, but problems have been observed in many specific scenarios, as noted in 477993.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1067. (Workarounds described in the alert, involving substitute *.scm files, do not apply to the current software version.) In any case, similar restrictions for naming a Siebel Enterprise or Siebel Server are noted in [“Restrictions on Names for Siebel Enterprise Server and Siebel Server” on page 36](#).

- The host name for Siebel Gateway Name Server must be no longer than 15 characters.

The Siebel Configuration Wizard task for configuring the Siebel Gateway Name Server cannot execute successfully if the host name is longer than 15 characters.

(Configuration Wizard tasks for configuring the Siebel Enterprise and the Siebel Server also validate that the name of the Siebel Gateway Name Server, which would have been previously configured, is no longer than 15 characters.)

- In general, it is recommended not to define the host name for the Siebel Gateway Name Server machine to include domain information, as may be common in some UNIX environments. The entire host name is subject to the 15-character limit mentioned above.

Restrictions on Names for Siebel Enterprise Server and Siebel Server

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26.](#)

This topic describes restrictions to observe when planning names you will give the Siebel Enterprise Server and Siebel Server instances during Siebel product configuration.

See also [“Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server” on page 35.](#)

Siebel Configuration Wizard tasks that specify or refer to the Siebel Enterprise name or the Siebel Server name validate for some of the requirements below, such as the 12-character limit. More validations are performed in live mode than in offline mode. Observe all documented restrictions regardless of validation behavior.

Siebel Enterprise Server Naming Restrictions

The following restrictions apply to naming Siebel Enterprise Servers:

- Names must be no longer than 12 characters.
- Names cannot be *server* or *enterprise*. (Names such as *enterprise1* are acceptable.)

Siebel Server Naming Restrictions

When planning the names of Siebel Server instances within a Siebel Enterprise, the following restrictions apply:

- Names must contain only alphabetic characters, numerals, underscores, or a combination thereof. For example, do not use dashes (hyphens) in naming Siebel Server instances.
- Names must lead with an alphabetic character.
- Names must be unique within the Siebel Enterprise.
- Names must be no longer than 12 characters.
- Names cannot be *server* or *enterprise*. (Names such as *server1* are acceptable.)

File and Directory Naming Conventions

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26.](#)

Use lowercase for all file names, directory names, path names, parameters, flags, and command-line commands, unless you are instructed otherwise.

Directory names or file names may not contain special characters, including periods, apostrophes, accents, number (pound or hash) signs, or ampersands. Underscores are acceptable. Spaces are not allowed for server installs on Windows (though the OS may otherwise allow it). Spaces are acceptable for client installs on Windows.

How This Guide Refers to Your Installation Directories

This guide uses the following variable-naming conventions to refer to the installation directories either created by the installers or to which users navigate to access files and executable programs.

SIEBEL_ROOT. Generally, this refers to the main directory in which software for each Siebel Enterprise Server component has been installed. The installers for the Enterprise Server components install into the top-level directory C:\sba80 by default. Generally, this directory is what *SIEBEL_ROOT* represents in this guide.

SIEBEL_HOME. The installation or root directory for Siebel Business Applications software in general, or of a specific module such as the Siebel Gateway Name Server or the Siebel Server—depending on the context. Many scripts contain variables with this name; its meaning is most often derived from the context.

SIEBSVR_ROOT. The installation or root directory for Siebel Server. By default, it is installed in C:\sba80\siebsvr.

SIEBEL_GATEWAY_ROOT. The installation or root directory for Siebel Gateway Name Server. By default, it is installed in C:\sba80\gtwysrvr.

DBSRVR_ROOT. The directory into which you install the Siebel Database Configuration Utilities (formerly referred to as the *Siebel Database Server*). By default, these utilities are installed in C:\sba80\dbsrvr (on a Siebel Server machine).

SWSE_ROOT. The directory into which you install the Siebel Web Server Extension (SWSE). By default, it is installed in C:\sba80\SWEApp.

SIEBEL_CLIENT_ROOT. The directory into which you install the Siebel Mobile Web Client or Siebel Developer Web Client. By default, it is installed in C:\Program Files\Siebel\8.0\web client.

SIEBEL_TOOLS_ROOT. The directory into which you install the Siebel Tools Client. By default, it is installed in C:\Program Files\Siebel\8.0\Tools.

Creating the Siebel File System

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

The *Siebel File System* is a shared directory, or set of directories, that is network-accessible to the Siebel Server and that can store files such as attachments for use by Siebel applications. Siebel File System directories may optionally exist on separate devices or partitions.

Each File System directory may be created on a server machine where you have installed a Siebel Server, or on another network server that can share the directory, so that it is available to the Siebel Server. Consult your third-party documentation for requirements for networked file systems.

A primary Siebel File System directory must be created before you configure the Siebel Enterprise. You specify this location during configuration. The location must be specified using UNC format, such as \\machine_name\FS. If this directory is located on the same machine where you are installing and configuring Siebel software, the directory must be created as a shared directory. The user running the Siebel Configuration Wizard must have write permission in this directory.

Creating multiple Siebel File System directories in different locations can enable you to store larger volumes of data. As new file attachments are inserted, they are evenly distributed across the multiple File System directories. If you create multiple File System directories, you must include all directory locations, delimited by commas, when you specify the File System location during configuration of your Siebel environment. Each File System directory location must be uniquely named within the network context where it will be accessed.

For information about migrating an existing Siebel File System deployment to use multiple File System directories, see *Siebel System Administration Guide*.

The ability to use multiple directories and devices for the Siebel File System does not apply to Siebel Mobile Web Clients, for which the Siebel File System must use a single directory on the client machine.

NOTE: If the operating systems of the machines hosting the Siebel Server and a File System directory are different (for example, one Windows and one UNIX) you may need to deploy a third-party cross-platform networking tool, such as Samba, to allow both machines to share the directory. Refer to your third-party documentation for details.

You must create a completely separate Siebel File System for each Siebel Enterprise Server. For example, if you have development and test databases, you must have two separate Siebel Enterprise Servers, and therefore two Siebel File Systems.

Each Siebel Server accesses its Enterprise's Siebel File System by means of a dedicated server component, called File System Manager (FSM). Individual Web clients require no direct knowledge of the locations of the Siebel File System directories, because they connect to FSM through the Application Object Manager (AOM) component on the Siebel Server to request file uploads or downloads. The AOM passes such requests to the FSM component, which processes the requests through interaction with the File System directories.

Because the Siebel Server is the sole access mechanism to the Siebel File System, the user with administrative privileges for the Siebel Server, and no other user, must have access privileges to the File System directories. This precaution protects the File System from direct physical access by all other users.

Some Siebel Server components may access the Siebel File System directly, without using File System Manager.

The Siebel File System parameter defines the particular directory or set of directories you are using for the Siebel File System. Specify multiple File System directories delimited by commas.

The Siebel File System parameter can be defined at the Enterprise level, Siebel Server level, or server component level. Use Server Manager to individually modify the parameter at the Siebel Server or component level, if the File System that is to be used by a particular Siebel Server or applicable component has different directory locations than are defined for the Enterprise.

NOTE: Verify that the network names of servers that will support the Siebel File System are properly recorded in your copy of the worksheet in [Appendix A, "Deployment Planning Worksheet."](#) Use the machine names, not the IP addresses, for the Siebel File System names. IP addresses are not supported.

Two utilities are available to help you manage your Siebel File System directories: `sfscleanup` and `sfspartition`.

For more information about the File System Manager component, about the Siebel File System parameter, and about Siebel File System management tasks using sfscleanup and sfspartition, see *Siebel System Administration Guide*.

For more information about deployment options for the Siebel File System, see *Siebel Deployment Planning Guide*.

For information about populating the Siebel File System with files such as correspondence templates, see ["Populating the Siebel File System" on page 194](#).

Naming a Siebel File System Directory

Each Siebel File System directory name must be alphanumeric, must begin with an alphabetic character, and cannot contain special characters or spaces. Underscores are permitted. For example, you might name a directory something like this:

\\server\siebel

Such a directory may be referred to using the following notation:

\\SiebelFS\siebel8x

where:

- *SiebelFS* = The host name of the machine (for example, where a dedicated machine is used for the Siebel File System).
- *siebel8x* = The name of the shared directory.

You need to specify all applicable UNC sharenames (delimited by commas) when configuring the Siebel Enterprise. These shared directories must be available to all Siebel Servers in the Enterprise.

As part of the Siebel Server installation, File System Manager automatically generates a set of subdirectories under each Siebel File System root directory, as described in [Table 5 on page 39](#).

NOTE: When you create a Siebel File System shared directory, only the associated Siebel Servers must be allowed to create subdirectories in that location. Do not manually create subdirectories in that location.

Table 5. Siebel File System Subdirectories

Subdirectory	Purpose
att	Main subdirectory for attachments
atttmp	Temporary directory for attachments
ei m	Siebel transaction files for Siebel EIM
Marketi ng	Main subdirectory for Siebel Marketing
red	Rule edit cache for Siebel Configurator
ssp	Session preferences
userpref	Siebel user preferences

For more information about these subdirectories, see *Siebel System Administration Guide*.

Setting Up the Siebel File System

Use the following procedures to set up the Siebel File System directories.

NOTE: In addition to the steps below, you must install the third-party software required to view standard attachment types, such as Microsoft Word, Excel, or Lotus Notes, on client machines where users will run the Siebel applications.

To set up the Siebel File System

- 1 Create each directory on the applicable server and record the path in the copy you made of the worksheet in [Appendix A, "Deployment Planning Worksheet."](#)
- 2 Under Windows Explorer, select the directory, and then choose File, Properties, and then Sharing. Select Share this folder.
- 3 Type a name for the Share name.

NOTE: When you want to add a client or new user to this share, you click Add under the Security tab to browse for the user or group name.

You may want to type the number of the Siebel release you are installing in the Comments field for future identification. However, completion of the field is not required.

NOTE: When installing a new File System directory, do not change the default setting for Maximum Allowed.

- 4 To grant UNC access to the Siebel administrator, click Permissions and choose the appropriate user or group name. When you want to add a client or new user to this share, you click Add to browse for the user or group name.

NOTE: Only the system administrator for the Siebel Server, and no other user, must have access privileges to the Siebel File System directories.

- 5 From the Permissions list, make sure Full Control is selected.
- 6 Click OK to finish.
- 7 Grant Windows access to each Siebel Server and client:
 - a On the Security tab, select the appropriate user or group name and make sure Full Control is selected on the Permissions list.
 - b Click Advanced.
 - c On the Access Control Settings dialog box, make sure you check the option to allow inheritable permissions from the parent to propagate to this object.
- 8 To close the Permissions and File Properties dialog boxes, click OK.

Clustering Prerequisites for the Siebel File System

If you will be operating a File System directory as part of a cluster for failover purposes, you must create the directory on a clustered disk drive with a clustered network share resource. For information about clustering your servers, see *Siebel Deployment Planning Guide*.

Creating the Siebel Service Owner Account

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

The Siebel Enterprise Server requires that you create a standard Windows system user account. This account must be available on each Siebel Server in your Enterprise under which Siebel services and components operate.

Use the following guidelines to create the Siebel service owner account:

- The Siebel service owner account must be defined or available on each applicable server machine: on the Siebel Gateway Name Server, on each Siebel Server in the Enterprise, and on any machine on which the Siebel File System exists.
- The Siebel service owner account must be part of a Windows domain, so that services will be operated under the same account on all Windows servers.
- If you are using a local account instead, then you must set up that account to be identical on each server, using the same login ID and password.
- The Siebel service owner account must be part of the administrator group. The Siebel service owner account may be the same administrator account under which the Siebel modules are installed, or a different account that is part of the administrator group.
- The Siebel service owner account must have the following Windows rights and privileges:
 - Log on as a Service
 - Act as part of the operating system
- Determine what the Siebel service owner account name and password will be, and record this information in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#) (For security reasons, you may prefer not to record the password.) See also *Siebel Security Guide*.
- The Siebel service owner account password must not require a change on next logon and must be set not to expire.
- The Siebel service owner account name or password cannot contain any spaces.

3

Configuring the RDBMS

This chapter provides guidelines for configuring the third-party RDBMS and creating the database instance you will use for the Siebel Database. It includes the following topics:

- [“Overview of Database Configuration” on page 43](#)
- [“Configuring an Oracle Database for Siebel Applications” on page 45](#)
- [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#)
- [“Configuring a Microsoft SQL Server Database for Siebel Applications” on page 68](#)

NOTE: If your database is IBM DB2 UDB for z/OS, refer to *Implementing Siebel Business Applications on DB2 UDB for z/OS* instead of this chapter. See also the relevant information under [“Planning RDBMS Installation and Configuration” on page 29](#).

Overview of Database Configuration

In general, each customer must follow these general steps for each supported RDBMS platform described in this chapter. For more information, see your third-party vendor documentation, guidelines presented in this chapter for each RDBMS, and other applicable parts of this guide.

This chapter is intended for use by database administrators (DBAs) and by others who can perform the RDBMS configuration tasks described.

CAUTION: *Do not perform any tasks mentioned in this chapter in an upgrade environment (or in another environment where you have an existing Siebel Database). In particular, you do not create the database instance on the RDBMS. However, after the upgrade is complete, you may need to modify database parameters for your RDBMS platform to match settings described in this chapter. For more information, see [“About Installing in Upgrade Environments” on page 23](#).*

For non-upgrade deployments (where there is no existing Siebel Database), after creating the database instance and installing the Siebel Business Applications software, you use scripts and utilities provided with the Database Configuration Utilities installation to create the Siebel Database—that is, to load the Siebel schema and seed data into the database instance. For details, see [Chapter 7, “Configuring the Siebel Database.”](#)

See also [“Planning RDBMS Installation and Configuration” on page 29](#).

In this guide, *DBSRVR_ROOT* refers to the installation directory of the Siebel Database Configuration Utilities. For more information, see [“File and Directory Naming Conventions” on page 36](#).

NOTE: In general, it is easier to configure and administer a Siebel Database that does not share a database instance with other applications. This approach is considered a best practice. However, some customers may decide to include multiple applications in a single database instance. The implications of this choice may differ by RDBMS type: for example, the term *database instance* has a different meaning for an Oracle Database than it does for DB2 UDB. The shared database instance must be configured according to requirements described here.

CAUTION: Changing the Siebel schema requires changing referential integrity rules for business components and Siebel EIM interface tables, using Siebel Tools. Failure to make the appropriate changes in the Siebel schema can lead to data corruption. Changing the Siebel schema also requires changing assignment objects, dock objects (for data access or visibility), import objects, and integration objects, also using Siebel Tools. Failure to make the appropriate changes can lead to functional deficiencies in the application and, in severe cases, may prevent you from starting the application. Customers must always use Siebel Expert Services when planning to modify the standard Siebel schema.

After you have completed configuring your database as described in this chapter, you can perform all Siebel installation and configuration tasks, including those described in:

- Chapter 5, “Installing Siebel Enterprise Server and Related Components”
- Chapter 6, “Configuring Siebel Enterprise Server and Related Components”
- Chapter 7, “Configuring the Siebel Database”
- Chapter 8, “Installing and Configuring the Siebel Web Server Extension”

Process of Configuring the Database

The process of configuring the database is outlined below. The exact process depends on your deployment requirements.

- 1 Install the RDBMS software:
 - Install RDBMS server software on the appropriate server machines.
 - Install RDBMS client software on machines where you will install Siebel Server, Siebel Tools, or other products that will connect to the Siebel Database.
- 2 Create the database instance.
- 3 Configure parameters for the database instance.
- 4 (DB2 UDB and MS SQL Server) Create the database, and configure parameters for the database.
- 5 Configure storage settings, logspace, and other elements for the Siebel Database.
- 6 Install the Siebel Enterprise Server software, including the Database Configuration Utilities. Database Configuration Utilities must be installed on a Siebel Server machine. You also configure the Siebel Gateway Name Server, the Siebel Enterprise, the Siebel Web Server Extension logical profile, and the Siebel Server.

See [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)
- 7 On the machine where you installed the Database Configuration Utilities, run the Database Configuration Wizard to install the Siebel schema in the database instance. See [“Configuring the Siebel Database on the RDBMS” on page 185.](#)

This step creates Siebel objects (tables and indexes) in the Siebel Database and imports seed data for the primary language. It also adds the Siebel Repository to the Siebel Database.
- 8 Perform other tasks described in [Chapter 7, “Configuring the Siebel Database.”](#)

- 9 Install and configure the Siebel Web Server Extension and perform additional installation and configuration tasks required for your deployment. See [Chapter 8, “Installing and Configuring the Siebel Web Server Extension,”](#) and subsequent chapters.

About Using Sample Scripts for Creating Siebel Database Objects

Sample scripts provided with the Database Configuration Utilities installation can optionally be used to create the Siebel Database. *These scripts are for testing purposes in small, nonproduction environments only.* If you intend to use such a script, first perform the tasks above, through [Step 6 on page 44](#), but omit [Step 4](#) and [Step 5](#).

For more information about the scripts, see:

- [“Guidelines for Creating Oracle Database Objects” on page 53](#)
- [“Guidelines for Creating DB2 UDB Database Objects” on page 66](#)
- [“Guidelines for Creating MS SQL Server Database Objects” on page 71](#)

Configuring an Oracle Database for Siebel Applications

This topic contains guidelines for obtaining optimum performance from an Oracle database. These guidelines will be useful to a broad segment of customers. Choose values for the parameters described in this guide that reflect conditions in your particular environment. For additional information, refer to Oracle Database technical documentation.

For additional relevant information, see [“Overview of Database Configuration” on page 43](#).

NOTE: When Database Configuration Utilities scripts are executed in an Oracle database, as described in [Chapter 7, “Configuring the Siebel Database,”](#) sequences are generated with the CACHE option. Do not drop these sequences and regenerate them with the NOCACHE option, or performance may be adversely affected and database contention may occur.

Collect statistics for the tables, indexes, and histograms for the columns where the data shape is skewed. Recollect these statistics whenever a large amount of data have been updated, deleted, or inserted. For performance reasons, do not collect statistics for empty tables; for more information, see 478242.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1162. For details on how to collect statistics, see Oracle Database administration manuals.

Guidelines for Configuring an Oracle Database

Various kinds of guidelines are presented for configuring an Oracle database:

- [“Guidelines for Selecting a Language for Oracle Database” on page 46](#)
- [“Guidelines for Configuring Settings in the init.ora File” on page 47](#)
- [“Guidelines for Sizing Redo Logs for an Oracle Database” on page 49](#)
- [“Guidelines for Creating Oracle Table Spaces” on page 49](#)

- [“Guidelines for Sizing the Oracle Database” on page 50](#)
- [“Guidelines for Creating Temporary Oracle Table Spaces” on page 51](#)
- [“Guidelines for Defining Oracle Rollback Segments” on page 51](#)
- [“Guidelines for Overriding Oracle Default Table Spaces for Database Objects” on page 52](#)
- [“Guidelines for Creating Oracle Database Objects” on page 53](#)
- [“Guidelines for Ongoing Oracle Database Administration” on page 53](#)
- [“Guidelines for Using Real Application Clusters for an Oracle Database” on page 54](#)

Guidelines for Selecting a Language for Oracle Database

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45](#).

When creating your database, you must specify the character set at the database level. You specify other language characteristics at the database client level.

See also [“Planning RDBMS Installation and Configuration” on page 29](#) and [“Specifying the Locale for Siebel Applications” on page 34](#).

See also [“Verifying System Preferences and Other Settings for Database Code Page” on page 193](#).

To specify the character set of your database

- Run the following command to specify the character set for your database:

```
CREATE DATABASE INSTANCE_NAME CHARACTER SET CHARACTER_SET_NAME
```

where:

- *INSTANCE_NAME* = The name of your Oracle database instance
- *CHARACTER_SET_NAME* = The textual name of the character set you want to run; for example, WE8MSWIN1252.

National character sets are not required for Siebel installation because the Siebel application does not use the three data types that can store data in the national character set (NCHAR, NVARCHAR2, NCLOB).

Sort Order and Date Format

Follow documented Oracle Database guidelines for client-level settings for the NLS_SORT and NLS_DATE_FORMAT parameters.

Guidelines for Configuring Settings in the init.ora File

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45](#).

The init.ora file contains parameters that have a major impact on the performance of Siebel applications.

Use the following settings as guidelines for your initial configuration. Your final settings will vary based on the hardware configuration, the number of users, and the type of workload.

In the init.ora file, default parameter values are provided for small, medium, and large Oracle database configurations. Unless the configuration parameters are specified in the following settings, set them to the large database values. Refer to Oracle Database documentation for detailed descriptions of each of the parameters and their effects on database performance and system resource utilization.

Brief descriptions follow for several parameters for which you may need to adjust values:

- **CURSOR_SHARING.** This parameter is set to EXACT by default and must not be changed. *Changing this value may lead to failure of some Siebel Server components.*
- **DB_BLOCK_SIZE.** Small block size leads to high levels of row chaining and large numbers of levels in B*tree indexes, creating serious performance problems. Set the block size to a minimum of 8 KB to prevent excessive row chaining and performance degradation with Siebel EIM.
- **DB_CACHE_SIZE.** The minimum recommended value is 10,000 blocks (assuming a block size of 8 KB). This value yields 80 MB of block buffers. If significant I/O activity occurs, you can increase this value, if enough RAM is available.

In a production system, it is recommended that you assign this parameter a minimum value of 400 MB. Also, your system must have a minimum of 1 GB RAM.

NOTE: This parameter does not apply if the DBA has set SGA_TARGET.

- **DB_FILE_MULTIBLOCK_READ_COUNT.** The database buffer cache parameter dictates the number of data blocks read in a single Oracle I/O operation during a table scan.
For most implementations, set this value between 16 and 32 blocks, and adjust as necessary. You may want to set an initial value of 32. If you are using NAS storage (such as a NetApp Filer), set the value to 8 or 16 to reduce potential network traffic problems.
- **NLS_DATE_FORMAT.** Set the NLS_DATE_FORMAT parameter as needed. (The default setting is DD-MON-YY.) For information about the formats supported, consult your Oracle Database documentation. For more information, see [“Specifying the Locale for Siebel Applications” on page 34](#).
- **NLS_SORT.** The sort order is specified during the initial installation of a database and defines the way in which the database sorts character data. Sort order support depends on both the code page of the database and whether it will be used in a development or a production environment. For more information, see [“Specifying the Locale for Siebel Applications” on page 34](#).

- **Development environment databases.** Repository object names in your development environment database must sort using binary sort order, because Siebel Tools uses this sort order internally.

NOTE: Binary sort order is the simplest and fastest sort order to perform in the database. Binary sorting is case-sensitive and based on the numeric values (for example, 0 through 255 for an 8-bit character set) of characters in the installed character set.

Specify the same sort order at the database client level, so that output there does not need to be resorted.

Customers are responsible for making sure that their data is backed up and restored correctly.

- **Production environment databases.** For information on production environment database restrictions, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Also refer to your Oracle Database documentation.
- **OPEN_CURSORS.** This parameter controls the amount of spaces that will be reserved for the maximum number of cursors (a cursor being the same as an open query). The minimum open cursor requirement for Oracle Database support is 1000 and the maximum is 2000. This parameter may be adjusted according to observed usage patterns.

Setting this number higher than 2000 commits more memory for the database server, thereby affecting performance. Setting it lower than 1000 can cause an error that prevents you from continuing.

- **OPTIMIZER_INDEX_COST_ADJ.** Set this parameter to 1. Use it to tune the optimizer to use index access path over a full table scan.
- **OPTIMIZER_MODE.** Set this parameter to ALL_ROWS, for the Cost-Based Optimizer (CBO).

NOTE: For more information about CBO, see 781927.1 (Article ID) on My Oracle Support.

- **SHARED_POOL_SIZE.** Start with a minimum value of 200 MB in your production environment. The DBA can adjust this value upward based on the available physical memory of the hardware and based on performance.

Siebel Business Applications make heavy demands on the dictionary cache for columns. For an Oracle database, you cannot explicitly set the size of the column cache. Instead, column cache is set as a fixed percentage of the shared pool size. By setting a large SHARED_POOL_SIZE, you set a large column cache size.

The number of repositories active in your Siebel schema also adds to dictionary overhead because Siebel Business Applications maintain a record for each column in each table for each repository. As a result, if you have six active repositories, the Siebel dictionary is six times larger than it needs to be.

NOTE: This parameter does not apply if the DBA has set SGA_TARGET.

- **SORT_AREA_RETAINED_SIZE.** Use the default recommended by Oracle. See Oracle Database documentation for details.

NOTE: This parameter does not apply if the DBA has set PGA_AGGREGATE_TARGET.

- **SORT_AREA_SIZE.** This value is specified in bytes, and may be adjusted according to the number of users, the amount of RAM available, and the size of sorted queries. Start with an initial value of 1,000,000 (1 MB). Optimal performance can be achieved for the Dictionary Managed TEMP table spaces if the extents are uniform and a multiple of the SORT_AREA_SIZE.

NOTE: This parameter does not apply if the DBA has set PGA_AGGREGATE_TARGET.

Guidelines for Sizing Redo Logs for an Oracle Database

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45.](#)

If redo logs are too small, frequent log switches occur, creating resource-intensive Oracle Database check-pointing in which all dirty buffers are flushed. A range of 10 to 15 minutes or longer for log switching is preferable under a normal OLTP (Online Transaction Processing) load. However, during periods of heavy DML (data manipulation language) activity (for example, during large EIM loads or upgrades), the logs may switch more frequently than every two minutes. When this occurs, overall database performance will suffer as a result.

You can check the frequency of this operation either in the alert log or by querying v\$loghist. It is best to use verification when there is the greatest activity and the heaviest load on the database.

If this activity occurs too frequently, drop and re-create individual redo log groups with larger sizes. A suggested minimum size is 300 MB.

To achieve optimum performance, placing subsequent log file groups on alternative devices is critical. This precaution prevents the archiver process (ARCH) and the log writer process (LGWR) from competing for I/Os on the same device, because ARCH reads from the previous group, while LGWR is writing to the current group. This process causes the read-write head of the device to move back and forth, contributing to inefficient I/O. When log file groups are located on separate devices, the speed of both processes improves as they do not contend for the same hardware resource.

Guidelines for Creating Oracle Table Spaces

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45.](#)

Initial (minimum) table space allocation recommendations are as follows:

- Data—5 GB
- Index—5 GB
- Temp—2 GB
- System—2 GB
- Sysaux—1 GB

This allocation is enough for a fresh installation of Oracle Database (Unicode-enabled or non-Unicode-enabled).

The following additional guidelines will help you in creating table spaces:

- To improve performance on your production system, create at least two table spaces for Siebel implementation—one for indexes and one for data.
- Distribute objects that you anticipate to be large or points of contention by creating additional separate table spaces (preferably on separate disk devices).
- Be sure that you, or whoever is responsible for setting up permissions, grant the Siebel tableowner account the privilege and sufficient quota to create tables and indexes in these table spaces.

Besides the tableowner, the database user ID used for Siebel Marketing also requires additional rights at the database level within the OLTP schema. You must grant drop table, drop index, create table, and create index rights to this user. For more details, see *Siebel Marketing Installation and Administration Guide*.

- Set storage parameters for your data and index table spaces. The Siebel installation procedure does not set storage parameters for the objects it creates. The storage configuration for each object follows the default storage parameters of its table space. It is recommended to create locally managed tablespaces using the following syntax:

```
extent management local autoallocate segment space management auto;
```

- In a development or test environment, multiple Siebel Business Applications installations can coexist on one Oracle Database instance. Install each Siebel Database under a separate tableowner, so that each schema owner will be unique. For example, more than one test environment can share one Oracle Database instance.
- Function-based indexes based on expressions that require `QUERY_REWRITE_ENABLED = TRUE` are not supported. However, DESC (descending) indexes are supported, as in a standard schema.

Guidelines for Sizing the Oracle Database

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45](#).

Use these guidelines to do initial sizing of your Oracle database:

- Set the initial extent to a very small size (the minimum is one database block), so that empty tables and indexes do not consume large amounts of space. For example, start with either two or four blocks (in other words, 16 KB or 32 KB with an 8-KB block size). This allocation promotes less fragmentation.

Even if you have 10,000 objects, this number of objects uses only 312 MB, which is far less space required than for some standard office software packages.

- Set the default next extent for your data and index table spaces to a minimum of 100 KB.
- Monitor object growth and fragmentation carefully and alter the storage parameters as required.

Guidelines for Creating Temporary Oracle Table Spaces

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45](#).

Modify all user temporary table space definitions from the default of SYSTEM to the name of the temporary table space; for example, TEMP.

To find out which users are assigned to which temporary table spaces, query the TEMPORARY_TABLESPACE column of DBA_USERS, and if any users are assigned to a table space other than the one allocated for temporary sort-type operations, correct the situation.

Guidelines for Defining Oracle Rollback Segments

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45](#).

NOTE: The rollback segment concept has been replaced with the Undo tablespace, since Oracle 9i. However, customers can still use rollback segments if desired.

Rollback segments (RBS) may be used when a process is performing inserts, updates, or deletions (data manipulation language, or DML).

Oracle Database assigns each transaction to a rollback segment. As a rule of thumb, the total number of rollback segments required is based on four concurrent transactions per rollback segment. The DBA must monitor the database and configure rollback segments based on the requirements of the Siebel applications running.

Use the following guidelines to make sure there are sufficient rollback segments for large implementations:

- Create multiple rollback segments, each with multiple extents, at least, initially.
- Calculate 5–10 active transactions (user activity consisting of an insert, update, or deletion) per extent, and from 2–6 extents per rollback segment.

Use the following guidelines to make sure there are sufficient rollback segments for smaller implementations:

- Create a single, much larger rollback segment for Siebel Server components, such as Enterprise Integration Mgr (alias EIM), for Siebel EIM. Siebel Server components can point directly to this rollback segment when performing long-running queries.
- To promote optimal system performance, create your rollback segments in a dedicated table space on a dedicated disk. Rollback segments typically support high I/O rates, so this action improves system performance measurably.

Guidelines for Overriding Oracle Default Table Spaces for Database Objects

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45](#).

Siebel Business Applications provide the option of overriding the default storage parameters for the table spaces in which specific tables or indexes are created. You created these table spaces using the instructions under [“Guidelines for Creating Oracle Table Spaces” on page 49](#). To override these parameters, edit the `ddl.ctl` file located in the `DBSRVR_ROOT\oracle` directory.

NOTE: The `ddl.ctl` file must not be modified except by a qualified DBA.

For each Siebel object (table or index), you can specify a table space by using the `Table Space` parameter. In the following example, the table space for the table `S_APP_VIEW` is set to `DATA1`. As provided by the Siebel application, the `.ctl` file does not set storage parameters for the objects it creates, so that they default to the parameters of the table spaces in which they are created. However, the `Table Space` parameter only works under the following conditions:

- The table does not yet exist (for example, when you are performing a new database installation).
- The table needs to be rebuilt. In other words, there are schema changes made to the table such that an `ALTER TABLE` command is not sufficient to implement the schema changes, requiring that the Siebel application drop and re-create the table.

The following example illustrates the use of the `Table Space` parameter to set storage values for specific tables.

```
[Object 219]
Type = Table
Name = S_APP_VIEW
Column 1 = ROW_ID VARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY VARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 5 = LAST_UPD_BY VARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22, 7) DEFAULT 0
Column 7 = MODIFICATION_NUM NUMERIC(10, 0) NOTNULL DEFAULT 0
Column 8 = CONFLICT_ID VARCHAR(15) NOTNULL DEFAULT '0'
Column 9 = NAME VARCHAR(50) NOTNULL
Column 10 = DESC_TEXT VARCHAR(255)
Column 11 = LOCAL_ACCESS_FLG CHAR(1)
Table Space = data1
```

If you use locally managed table spaces and want to change the storage parameters, see your Oracle Database technical documentation.

For an example (DB2 UDB) of overriding the defaults for specific tables and indexes, see [“Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects” on page 64](#).

Guidelines for Creating Oracle Database Objects

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45](#).

Siebel Business Applications provide sample scripts (CrBlankOracleSiebelDEMO.sql and CrBlankOracleSiebelDEMOPostCrDB.sql), located in the *DBSRVR_ROOT\Oracle* directory. Use these scripts as a reference to help you create your own scripts for creating a blank Siebel Database based on your deployment's requirements.

Use the settings as guidelines for your initial configuration. Your final settings will vary based on the server hardware configuration, the number of users, and the type of workload. Use a small, nonproduction environment for testing purposes.

Before using these scripts, read the file CrBlankOracleSiebelDEMOReadMe.txt. See also [“Overview of Database Configuration” on page 43](#).

After you install the Database Configuration Utilities on the Siebel Server machine, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) you can modify the database table and index creation scripts to specify the table space names you created for Siebel tables and indexes. For more information, see [“Guidelines for Overriding Oracle Default Table Spaces for Database Objects” on page 52](#).

Additional information on Oracle Database configuration is available from Oracle, the hardware vendor, and other sources. Also refer to Oracle Database documentation for more information on tuning options.

Guidelines for Ongoing Oracle Database Administration

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 45](#).

After your Siebel Business Applications installation is up and running, monitor the following areas on a regular basis:

- **Insertion rates on tables.** You will probably want to set the `INI_TRANS` value for tables with high insertion rates to a value higher than 1; a typical setting is 4.

This parameter determines how many simultaneous inserts can occur on the database blocks that store data for those tables and, therefore, can affect performance in an intensive data-entry environment. Use multiple freelists for the table `S_DOCK_TXN_LOG`, because this table receives numerous inserts.

- **SGA cache hits.** Determine whether SGA parameters need to be adjusted for your system.
- **The extents used by each object.** A large number of extents on a table or index creates response time degradation for transactions that access the table or index.

- **Siebel tables that are subject to frequent INSERT and DELETE operations.** This transaction mixture can cause some databases to become fragmented over time.

If you are using Siebel Remote, your DBA must monitor space utilization and fragmentation of the tables listed below, and perform regular database maintenance procedures as recommended by your database vendor. Monitor the following tables in particular, because they will have frequent changes when transaction logging is enabled:

S_DOCK_TXN_LOG
S_DOCK_TXN_LOGT
S_DOCK_TXN_SET
S_DOCK_TXN_SETT
S_DOCK_INST
S_DOCK_INITITEM

Your DBA may also choose to monitor all tables and indexes in the Siebel schema, reorganizing them when required.

Guidelines for Using Real Application Clusters for an Oracle Database

This topic is part of [“Configuring an Oracle Database for Siebel Applications”](#) on page 45.

Siebel applications support Real Application Clusters (RAC) failover configurations for Oracle Database. Both Active/Passive and Active/Active RAC are supported.

For more information, see:

- 473859.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 635.
- 478215.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2220.
- *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- Concepts documentation for Oracle Real Application Clusters software, on Oracle Technology Network.

Configuring an IBM DB2 UDB Database for Siebel Applications

This topic contains guidelines for obtaining optimal performance from the DB2 Universal Database for use with Siebel Business Applications. These guidelines will be useful to a broad segment of customers. Choose values for the parameters described in this guide that reflect conditions in your particular environment. For additional information, refer to IBM DB2 UDB technical documentation.

NOTE: In this guide, the terms *DB2 UDB* or *DB2 UDB for UNIX and Windows* are often used to refer to the database platform IBM DB2 Universal Database for Linux, UNIX, and Windows. This database platform may be referred to using other terms than these in some Siebel software contexts.

For additional relevant information, see [“Overview of Database Configuration” on page 43](#).

When you use DB2 UDB, the DB2 UDB Application Development Client must be installed on the RDBMS machine where the Siebel Database is located. Verify that the Application Development Client is installed before proceeding. For more information, see *Siebel Database Upgrade Guide*.

Guidelines for Configuring an IBM DB2 UDB Database

Various kinds of guidelines are presented for configuring an IBM DB2 UDB database:

- [“Guidelines for Setting DB2 UDB Database Manager Configuration Parameters” on page 55](#)
- [“Guidelines for Selecting a Language for DB2 UDB” on page 57](#)
- [“Guidelines for Creating the DB2 UDB Database” on page 58](#)
- [“Guidelines for Setting DB2 UDB Configuration Parameters” on page 59](#)
- [“Guidelines for Setting Up DB2 UDB Bufferpools” on page 62](#)
- [“Guidelines for Creating DB2 UDB Table Spaces” on page 62](#)
- [“Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects” on page 64](#)
- [“Guidelines for Preventing DB2 UDB from Running Out of ODBC Statement Handles” on page 65](#)
- [“Guidelines for Determining DB2 UDB Log Space” on page 66](#)
- [“Guidelines for Archiving DB2 UDB Log Files” on page 66](#)
- [“Guidelines for Creating DB2 UDB Database Objects” on page 66](#)
- [“Guidelines for Managing DB2 UDB Fragmentation” on page 67](#)

Guidelines for Setting DB2 UDB Database Manager Configuration Parameters

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#).

You can set the database configuration parameters using the update database manager configuration command of the DB2 Command Line Processor or using the DB2 Control Center.

For more information on modifying these configuration parameters, see the IBM DB2 UDB technical documentation.

[Table 6 on page 56](#) describes DB2 UDB database manager configuration parameters that differ from the default settings. Set these parameters for each DB2 UDB instance. Use the configuration information in [Table 6](#) for the listed parameters. For parameters not listed in this table, accept the default settings.

Table 6. DB2 UDB Database Manager Configuration Parameters

Parameter	Explanation	Setting/Comment
SHEAPTHRES	Sort heap threshold (4 KB)	200000 Deployments with 3,000 or more concurrent users and using over 5 GB of RAM can increase this to 300000.
DIR_CACHE	Directory cache support	YES
ASLHEAPSZ	Application support layer heap size	15
RQRI_OBLK	Maximum requester I/O block size (bytes)	65535
MON_HEAP_SZ	Database monitor heap size (4 KB)	128 (minimum)
QUERY_HEAP_SZ	Query heap size (4 KB)	16384
KEEPFENCED	Keep Fenced process	YES
MAXAGENTS	Maximum number existing agents	20000 (minimum)
NUM_INITIAL_AGENTS	Initial number agents in pool	10
NUM_POOLAGENTS	Number of agents in the agent pool kept active at all times	80
MAX_COORDAGENTS	Maximum number coordinating agents	MAXAGENTS
INDEXREC	Index re-creation time	RESTART
INTRA_PARALLEL	Enable intra-partition parallelism	NO
INSTANCE_MEMORY	Amount of memory to be reserved for instance management	automatic

DB2set Parameters

Use the db2set command to set the parameters (for example, db2set DB2_HASH_JOIN = NO) referenced in [Table 7 on page 57](#). Under Windows, you access this command through the DB2 Command Line Processor.

Table 7. db2set Parameters

Parameter	Explanation	Setting
DB2_CORRELATED_PREDICATES	When set to YES, the optimizer is able to determine whether predicates in a query are related, which permits DB2 to calculate the filter factor more accurately.	YES
DB2_HASH_JOIN	When set to NO, turns off hash joins in the optimizer, as may be generally suitable for OLTP deployments.	NO
DB2_INTERESTING_KEYS	Limits the number of execution plans generated by the DB2 optimizer.	ON
DB2_PARALLEL_IO	Useful when using RAID devices. For more information, see your DB2 vendor documentation.	*
DB2_PIPELINED_PLANS	Tells the DB2 optimizer to favor pipeline execution plans—plans that are left deep and have no temporary result sets.	MODE2
DB2_REDUCED_OPTIMIZATION	Controls optimization techniques used at specific optimization levels.	IXOROFNR
DB2_STRIPPED_CONTAINERS	Useful when using RAID devices. For more information, see your DB2 vendor documentation.	ON

Guidelines for Selecting a Language for DB2 UDB

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#).

As part of database creation, you must set the language characteristics of your database, even if you deploy in only one language.

To do this, you must know in which of the Siebel-supported languages your database runs, the codeset your database uses, the territory for your language, and the sort order (also known as collation sequence) your users prefer.

For a DB2 UDB production environment database, you can use any sort order. For a development environment database, you must use binary (identity) sort order.

Setting the language characteristics of the database is part of the sample script in the *DBSRVR_ROOT\DB2UDB* directory.

For supported Siebel language codes, territories, and codesets for your database, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

See also [“Planning RDBMS Installation and Configuration” on page 29](#) and [“Specifying the Locale for Siebel Applications” on page 34](#).

See also [“Verifying System Preferences and Other Settings for Database Code Page” on page 193](#).

Codeset

DB2 UDB distinguishes between a code page (also known as a character set) and a codeset. A *codeset* is defined as a textual string that describes the character encoding standard used for the database, whereas a *code page* is a numeric representation of the same standard.

Territory

The *territory*, or region, is a combination of the language and the locale; for example, French would be a language example, while Canada or France would be locales in which French is used with regional differences. So, an example of a territory is Canadian French.

Sort Order

The sort order is specified during the initial installation of a database and defines the way in which the database sorts character data. Sort order support depends on both the code page of the database and whether it will be used in a development or a production environment.

For more information on supported sort orders, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

- **Development environment databases.** Repository object names in your development environment database must sort in the same order that they would under the UTF-16 binary sort order, because Siebel Tools uses this sort order internally.

NOTE: Binary sort order is the simplest and fastest sort order to perform in the database. Binary sorting is case-sensitive and based on the numeric values (for example, 0 through 255 for an 8-bit character set) of characters in the installed character set.

Customers are responsible for making sure that their data is backed up and restored correctly.

- **Production environment databases.** For information on production environment database restrictions, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Also refer to your IBM DB2 UDB documentation.

Guidelines for Creating the DB2 UDB Database

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#).

If you are installing a database that is to be enabled for Unicode, you must specify UTF-8 as the codeset (including the hyphen). UTF-8 is the parameter used for Unicode implementations on DB2 UDB, although the actual processing will use UCS-2. When you specify UTF-8 as the encoding for the VARCHAR type, the encoding for the VARGRAPHIC type is automatically set to UCS-2, even though UCS-2 is not specified as the parameter.

Verify that your data is exported and imported correctly.

To create the DB2 UDB database

- 1 Locate the primary (base) language your database will use, the territory for your language, and the applicable codeset.

For the values that apply to your language, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

- 2 Using the DB2 UDB Command Line Processor, enter the following command:

```
db2 create database dbname using codeset territory collate using identity
```

where:

- *dbname* = The alias for your database
- *codeset* = The textual representation of your code page
- *territory* = The territory for the language your database runs in, under that codeset

Guidelines for Setting DB2 UDB Configuration Parameters

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#).

The database configuration parameters can be set using the update database configuration command of the DB2 Command Line Processor or using the DB2 Control Center.

For more information on modifying these configuration parameters, see the IBM DB2 UDB technical documentation.

[Table 8 on page 59](#) describes DB2 database configuration parameters that differ from the default settings. However, these descriptions are guidelines only.

Set these parameters for *each* database within an instance on which you run your Siebel application. For other parameters, accept the default settings.

Table 8. DB2 UDB Configuration Parameters

Parameter	Explanation	Setting
DFT_DEGREE	Degree of parallelism (1=turn query parallelism off).	1
DFT_QUERYOPT	Default query optimization class. This parameter only takes effect on the database server and affects the Siebel Server components, such as Siebel EIM or Siebel Remote. Queries run through the UI are not affected by this setting. They take the value of the Siebel system preference DB2: Default Opt Level, or you can override them at the business component level using Siebel Tools.	3

Table 8. DB2 UDB Configuration Parameters

Parameter	Explanation	Setting
DBHEAP	Database heap (4 KB).	10000
CATALOGCACHE_SZ	Catalog cache size (4 KB).	8000
LOGBUFSZ	Log buffer size (4 KB).	256
LOCKLIST	Maximum storage for lock list (4 KB).	25000 The setting must never be smaller than this, but may be increased.
APP_CTL_HEAP_SZ	Maximum applications control heap size (4 KB). Controls the number of users that can be included within one connection to the database.	900 For customers using Siebel connection pooling, increment the parameter by 1200 for each 10 users per connection for best scalability.
SORTHEAP	Sort list heap (4 KB). Use lower values for development environments; use higher values for production. However, increasing this value can lead to insufficient memory on the database server. Also, this parameter may need to be set below the recommended range if you have a high number of Siebel users. Therefore, you need to always monitor database server memory and performance to find the best setting for your environment.	5000
STMTHEAP	Minimum setting. If needed, increment this parameter in 1048 blocks.	40960
STAT_HEAP_SZ	Statistics heap size (4 KB).	20000
MAXLOCKS	Percentage of lock lists per application.	30
LOCKTIMEOUT	Lock time out (seconds).	300
CHNGPGS_THRESH	Changed pages threshold.	30
NUM_IOCLEANERS	Number of asynchronous page cleaners.	Number of CPUs.
INDEXSORT	Index sort flag.	YES
SEQDETECT	Sequential detect flag.	YES
DFT_PREFETCH_SZ	Default prefetch size (4 KB).	32

Table 8. DB2 UDB Configuration Parameters

Parameter	Explanation	Setting
LOGRETAI N	Sequential or circular log files. Set this parameter to RECOVERY in a <i>production environment</i> . Otherwise, you will lose data if your database crashes. When LOGRETAI N is set to RECOVERY, you must also activate USEREXI T or implement another method to manage the archived logs, so that LOGPATH does not fill up.	RECOVERY
MAXAPPLS	Maximum number of active applications.	Twice the number of users.
AVG_APPLS	Average number of active applications.	Depends on the environment.
MAXFI LOP	Maximum DB files open per application.	500
LOGFI LSI Z	Log file size (in 4 KB increments).	40000 (minimum)
LOGPRI MARY	Number of primary log files.	25–50 The value of LOGPRI MARY and LOGSECOND together may not exceed 256.
LOGSECOND	Number of secondary log files.	Up to 103 The value of LOGPRI MARY and LOGSECOND together may not exceed 256.
ESTORE_SEG_SZ	Deployments with servers with more than 4 GB of RAM can take advantage of this extended storage parameter. Use of this parameter also improves application sorting. Attach 4-KB and 16-KB buffer pools. NOTE: Performance testing is strongly recommended for this setting.	Initially 0 but can be up to 65536.
SOFTMAX	Percent log file reclaimed before soft checkpoint.	80
APPLHEAPSZ	Default application heap (4 KB).	2500
PCKCACHESZ	Package cache size (4 KB).	40000
NUM_I OSERVERS	Number of disks on which the database resides.	Number of disks.

Guidelines for Setting Up DB2 UDB Bufferpools

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54.](#)

A *bufferpool* is an area of main system memory that is used for holding pages of data that have been fetched from the table space. In DB2 UDB, each table space is associated with a bufferpool. Adding more space to a bufferpool enhances the performance of the database.

You must have at least three bufferpools for the Siebel table spaces. You can use the default bufferpool (called IBMDEFAULTBP) to buffer data pages from all the Siebel 4-KB table spaces.

You must also create additional bufferpools with 16-KB and 32-KB page sizes for sorting and other SQL processing. A sample configuration is shown in [Table 9 on page 62.](#)

Table 9. Sample Bufferpool Configuration

Bufferpool	Suggested Bufferpool Size	Page Size
IBMDEFAULTBP	50% of available memory	4 KB
BUF16K	25% of available memory	16 KB
BUF32K	32 MB	32 KB

Different operating systems support different maximum amounts of DB2 addressable memory. Depending on the memory configuration of a given server, the suggested pool sizes for IBMDEFAULTBP and BUF16K bufferpools may exceed these maximums, requiring you to allocate a smaller percentage. To determine optimal bufferpool sizes, use DB2 monitoring features.

Guidelines for Creating DB2 UDB Table Spaces

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54.](#)

The Siebel Database installation process described in [Chapter 7, “Configuring the Siebel Database,”](#) specifies the table spaces in which to store your Siebel tables and indexes.

A Siebel Database on DB2 UDB requires at least four table spaces using database-managed space (DMS). Each table space can have one or more table space containers to store the data. Create a *minimum* of four DB2 UDB table spaces to hold your tables and indexes: a 4-KB, a 16-KB, and a 32-KB table space, for your various sized tables, and an additional table space to hold your indexes. The table spaces must be created as database-managed space.

Use a small, nonproduction environment for testing purposes.

Observe the following guidelines when creating table spaces:

- Create at least four DB2 UDB table spaces for tables of various sizes, as shown in [Table 10 on page 63](#). Using the default table space names is recommended.

Table 10. DB2 UDB Table Space Values for Non-Unicode and Unicode-Enabled Databases

DB2 UDB Table Space Name	Bufferpool Name	Recommended Value	Description
Non-Unicode Database			
SI EBEL_4K	I BMDEFAULTBP	2 GB	Table space name for tables with row sizes less than 4006 bytes.
SI EBEL_16K	BUF16K	300 MB	Table space name for tables with row sizes from 4006 bytes through 16,293 bytes.
SI EBEL_32K	BUF32K	100 MB	Table space name for tables with row sizes greater than 16,293 bytes.
Unicode-Enabled Database			
SI EBEL_4K	I BMDEFAULTBP	3 GB	Table space name for tables with row sizes less than 4006 bytes.
SI EBEL_16K	BUF16K	700 MB	Table space name for tables with row sizes from 4006 bytes through 16,293 bytes.
SI EBEL_32K	BUF32K	100 MB	Table space name for tables with row sizes greater than 16,293 bytes.

- Create additional table spaces as required for individual tables, such as S_DOCK_TXN_LOG. If you expect to have large, heavily used tables, put these in their own table space.
- Create at least a 4-KB, 16-KB, and 32-KB temporary table space to use for sorting and other SQL processing as described in the following topics. If you do not create them, your database will experience serious performance and stability problems. Use system-managed space (SMS) for all temporary table spaces. Make sure these temporary table spaces are expandable to 2 GB for storage purposes.
- If you intend to use the DB2 Load utility to populate EIM tables, this method makes the table space in which the EIM table resides unavailable for the duration of the load. Placing the EIM tables in one or more separate table spaces allows concurrent activity on the database while the load utility is running.
- To override default storage parameters, such as the table space definitions, see ["Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects" on page 64](#).
- Record the table space names in [Appendix A, "Deployment Planning Worksheet."](#)

Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#).

Siebel Business Applications provide the option of overriding the default storage parameters for the table spaces in which specific tables or indexes are created. You created these table spaces using the instructions under [“Guidelines for Creating DB2 UDB Table Spaces” on page 62](#). To override these defaults, edit the `ddl.ctl` file located in the `DBSRVR_ROOT\DB2UDB` directory.

NOTE: The `ddl.ctl` file must not be modified except by a qualified DBA.

For each Siebel table, you can specify a table space by using the `Table Space` parameter. In the following example, the table space for the table `S_APP_VIEW` is set to `DATA1`.

As provided, the `.ctl` file does not set storage parameters for the objects it creates, so they default to the parameters of the table spaces in which they are created. However, the `Table Space` parameter only works under the following conditions:

- The table does not yet exist (for example, when you are performing a new database installation).
- The table needs to be rebuilt. In other words, there are schema changes made to the table such that an `ALTER TABLE` command is not sufficient to implement the schema changes, requiring that the Siebel application drop and re-create the table.

As shown in the following example, you can use the `Table Space` parameter to set storage parameters for specific tables.

```
[Object 219]
Type = Table
Name = S_APP_VIEW
Column 1 = ROW_ID VARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY VARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 5 = LAST_UPD_BY VARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22,7) DEFAULT 0
Column 7 = MODIFICATION_NUM NUMERIC(10,0) NOTNULL DEFAULT 0
Column 8 = CONFLICT_ID VARCHAR(15) NOTNULL DEFAULT '0'
Column 9 = NAME VARCHAR(50) NOTNULL
Column 10 = DESC_TEXT VARCHAR(255)
Column 11 = LOCAL_ACCESS_FLG CHAR(1)
Table Space = data1
```

The following example illustrates how to override the defaults for specific tables and indexes.

```
[Object 7135]
Type = Table
Name = S_EVT_ACT
Group = Activity-1
Append Mode = Yes
Column 1 = ROW_ID WVARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY WVARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
```



```
Column 5 = LAST_UPD_BY WVARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22, 7) DEFAULT 0
Column 7 = MODIFICATION_NUM NUMERIC(10, 0) NOTNULL DEFAULT 0
Column 8 = CONFLICT_ID WVARCHAR(15) NOTNULL DEFAULT '0'
Column 9 = ACTIVITY_UID WVARCHAR(30) NOTNULL DEFAULT 'x'
...
Column 166 = TODO_CD WVARCHAR(30)
Column 167 = USER_MSG_ID WVARCHAR(15)
Column 168 = WC_START_VIEW WVARCHAR(250)
Column 169 = WC_TYPE_CD WVARCHAR(30)
```

```
[Object 7136]
Type = Index
Name = S_EVT_ACT_F1
Table = S_EVT_ACT
Column 1 = CON_PRDINT_ID ASC
Index Space = S_EVT_ACT_TBS_IDX
```

```
[Object 7137]
Type = Index
Name = S_EVT_ACT_F10
Table = S_EVT_ACT
Allow Reverse Scans = Yes
Column 1 = TARGET_OU_ID ASC
Column 2 = APPT_START_DT DESC
Column 3 = ROW_ID ASC
```

```
[Object 7138]
Type = Index
Name = S_EVT_ACT_F11
Table = S_EVT_ACT
Column 1 = PAR_EVT_ID ASC
Index Space = S_EVT_ACT_TBS_IDX
```

Guidelines for Preventing DB2 UDB from Running Out of ODBC Statement Handles

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications”](#) on page 54.

IBM DB2 UDB can quickly run out of ODBC statement handles, depending on the number of business objects your enterprise uses. Because it is difficult to know how many business objects your users actually use, increase this number automatically each time you install the DB2 UDB client, or when rebinding database utilities.

Increase the number of CLI packages to 6 by rebinding the CLI packages, using the special DB2 CLI PKG bind option.

To rebind the CLI packages

- 1 Navigate to sqllib/bnd (C:\sqllib\bnd from a DB2 Command window) in the DB2 instance home directory, using a method appropriate to your operating system.

- 2 Connect to the DB2 UDB database, and enter the following command:

```
db2 bind @db2cli.lst blocking all grant public clipkg 30
```

For more information about the DB2 bind command and the CLIPKG option, see IBM documentation such as the *DB2 UDB Administration Guide*.

Guidelines for Determining DB2 UDB Log Space

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#).

You must create database transaction logs large enough to support various large transactions used by the Siebel software. On DB2 UDB, three parameters affect the amount of log space reserved:

- **LOGFILSIZ.** The size of the log file.
- **LOGPRIMARY.** The number of log files to preallocate and use.
- **LOGSECOND.** Extra log files that are allocated only if they are needed for a large transaction.

To run on a large system, allocate 4–8 GB of total log space, as needed. Create 25–50 primary log files of 160 MB each, by setting the LOGFILSIZ database configuration parameter to 40000 and the LOGPRIMARY parameter to 25–50. To support very large transactions, set the LOGSECOND parameter to 128 minus the value of LOGPRIMARY. Smaller systems may use less log space.

Guidelines for Archiving DB2 UDB Log Files

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#).

The database parameter LOGRETAIN is not enabled by default; this parameter may be important to you. When LOGRETAIN is set to OFF, the log files are reused in a circular fashion, and roll-forward recovery cannot be used. When LOGRETAIN is set to RECOVERY, all log files are kept on the system for the administrator to archive and delete.

If LOGRETAIN is set to NO, you can do only backup (restore) recovery and cannot do roll-forward recovery. This restriction may have implications for your disaster recovery process related to your production environment database.

Have your DBA review the setting for this parameter as well as the USEREXIT parameter. For more information on these parameters, see IBM documentation.

Guidelines for Creating DB2 UDB Database Objects

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#).

Siebel Business Applications provide a sample script (CrBlankDB2UDBSiebelIDEMO.sql), located in the *DBSRVR_ROOT\DB2UDB* directory. Use this script as a reference to help you create your own scripts for creating a blank Siebel Database based on your deployment's requirements.

Use the settings as guidelines for your initial configuration. Your final settings will vary based on the server hardware configuration, the number of users, and the type of workload. Use a small, nonproduction environment for testing purposes.

Before using this script, read the file CrBlankDB2UDBSiebelIDEMOReadMe.txt. See also [“Overview of Database Configuration” on page 43](#).

After you install the Database Configuration Utilities on the Siebel Server machine, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) you can modify the database table and index creation scripts to specify the table space names you created for Siebel tables and indexes. For more information, see [“Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects” on page 64](#).

Additional information on IBM DB2 UDB configuration is available from IBM, the hardware vendor, and other sources. Also refer to IBM DB2 UDB documentation for more information on tuning options.

Guidelines for Managing DB2 UDB Fragmentation

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 54](#).

No strict guidelines can be offered as to which tables and indexes may be fragmented due to the variety in application and customer operation variables at any given customer site. However, DBAs must pay attention to the status of large or heavily used tables, because fragmentation of these tables can affect performance significantly. For a list of these Siebel tables, see *Siebel Deployment Planning Guide*.

Do not reorganize S_ESCL_LOG, S_DOCK_INI_T_ITEM, S_ESCL_ACTN_REQ, S_APSRVR_REQ, and all S_DOCK_INI_TM_%% tables (where % is a digit), because these tables are defined to be in append mode.

Use the following strategy to manage table fragmentation:

- Run REORGCHK on heavily used tables, and then review the resulting reports and extract list of any fragmented objects.
- Based on the results of REORGCHK, reorganize any tables, as needed, by running REORG TABLE. For details on how to reorganize tables or indexes, see:
 - 477378.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2072.
 - 477402.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2073.
- After table reorganization, update statistics by using the runstats utility on any reorganized tables with the following minimum parameters:

```
runstats on table tablename with distribution and detailed indexes all shrlevel  
change
```

You may add other parameters as required, but use the shrlevel change parameter to allow concurrent access to your tables while runstats executes.

CAUTION: Because the runstats utility overwrites statistics loaded by Siebel applications, if you use runstats, always execute loadstats.sql afterwards, using either DB2 CLP or odbcsql . Otherwise, valuable statistics will be lost.

To run loadstats.sql using odbcsql , use the following command:

```
odbcsql /s DATASOURCE_NAME /u username /p password /v separator siebel_root/  
dbsrvr/db2udb/l loadstats.sql TABLEOWNER_NAME
```

Configuring a Microsoft SQL Server Database for Siebel Applications

This topic contains guidelines for obtaining optimal performance from the Microsoft SQL Server database for use with Siebel Business Applications. These guidelines will be useful to a broad segment of customers. Choose values for the parameters described in this guide that reflect conditions in your particular environment. For additional information, refer to Microsoft SQL Server technical documentation.

For additional relevant information, see [“Overview of Database Configuration” on page 43](#).

Guidelines for Configuring a Microsoft SQL Server Database

Various kinds of guidelines are presented for configuring an MS SQL Server database:

- [“Guidelines for Configuring MS SQL Server Parameters” on page 68](#)
- [“Guidelines for Selecting a Language for MS SQL Server” on page 69](#)
- [“Guidelines for Creating the MS SQL Server Database” on page 70](#)
- [“Guidelines for Allocating MS SQL Server Database Log Space” on page 70](#)
- [“Guidelines for Overriding MS SQL Server Default Table Spaces for Database Objects” on page 71](#)
- [“Guidelines for Creating MS SQL Server Database Objects” on page 71](#)
- [“Guidelines for Ongoing MS SQL Server Administration” on page 72](#)

Guidelines for Configuring MS SQL Server Parameters

This topic is part of [“Configuring a Microsoft SQL Server Database for Siebel Applications” on page 68](#).

Guidelines for setting the Microsoft SQL Server parameters for maximum performance follow. For more information, see your Microsoft SQL Server technical documentation. Review the descriptions of the following parameters and reset as appropriate to your deployment.

- **max degree of parallelism.** This option specifies whether query plans are generated for parallel execution on multiple processors or for execution on a single processor.
 - A value of 0 means that each query plan is generated so the query executes on all available processors on the database server machine. In general, parallel query execution is not recommended, because of its effect on scalability.

- A value of 1 means that each query plan is generated so the query executes on only one processor. In other words, this value turns off parallelism for query execution. Using one processor for query execution is recommended. For this option, in the SQL Server Properties screen select the Processor tab, and in the Parallelism section select Use 1 processor.

Also use a single processor for query execution for the component Enterprise Integration Mgr (alias EIM), for Siebel EIM—even when you are using parallel EIM threads.

- **auto create statistics.** This option allows SQL Server to create new statistics for database columns as needed to improve query optimization. Enable this option.
- **auto update statistics.** This option allows Microsoft SQL Server to automatically manage database statistics and update them as necessary to promote proper query optimization. Enable this option.

Turn both auto create statistics and auto update statistics off when running concurrent Siebel EIM threads and performing a full scan of your tables. For information about running full scans, see [“Updating MS SQL Server Statistics” on page 72](#).

- **tempdb.** This option specifies the database that Microsoft SQL Server uses for temporary space needed during execution of various queries. Set the initial size of your TEMPDB to a minimum of 100 MB, and configure it to allow auto-growth to allow SQL Server to expand the temporary database as needed to accommodate your activity.

Guidelines for Selecting a Language for MS SQL Server

This topic is part of [“Configuring a Microsoft SQL Server Database for Siebel Applications” on page 68](#).

As part of database creation, you must set the language characteristics of your database, even if you deploy in only one language.

See also [“Planning RDBMS Installation and Configuration” on page 29](#) and [“Specifying the Locale for Siebel Applications” on page 34](#).

See also [“Verifying System Preferences and Other Settings for Database Code Page” on page 193](#).

Sort Order

The sort order is a characteristic that requires special consideration regarding the Siebel Database. On MS SQL Server, the sort order of a database instance is specified during database creation and defines the way in which the instance will sort character data.

Although each SQL Server system database and each object within a database can have its own unique sort order, you must set the sort order at the database instance level only.

The Siebel application’s support for a given sort order depends both on the code page of the database and on whether it will be used in a development or a production environment.

For more information on supported sort orders, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

- **Development environment databases.** Repository object names in your development environment database must sort using binary sort order, because Siebel Tools uses this sort order internally.

CAUTION: When MS SQL Server is installed, the instance is set by default to dictionary sort order and, if this is not changed, every database inherits this setting. The master database cannot be changed without rebuilding the instance. Therefore, it is strongly recommended that the instance sort order be set to binary at installation time. Consult your Microsoft SQL Server documentation for instructions on setting this sort order.

NOTE: Binary sort order is the simplest and fastest sort order to perform in the database. Binary sorting is case-sensitive and based on the numeric values (for example, 0 through 255 for an 8-bit character set) of characters in the installed character set.

Customers are responsible for making sure that their data is backed up and restored correctly.

- **Production environment databases.** Binary or dictionary sort orders can be used in production environment databases. Binary sort order may give improved performance. For information on production environment database restrictions, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Also refer to your MS SQL Server documentation.

Guidelines for Creating the MS SQL Server Database

This topic is part of [“Configuring a Microsoft SQL Server Database for Siebel Applications” on page 68](#).

To help you create your database instance, the MS SQL Server code pages supported for Siebel applications are listed in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Use a small, nonproduction environment for testing purposes.

After you install the Database Configuration Utilities on the Siebel Server machine, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) you can modify the database table and index creation scripts to specify the table space names you created for Siebel tables and indexes. For more information, see [“Guidelines for Overriding MS SQL Server Default Table Spaces for Database Objects” on page 71](#).

Guidelines for Allocating MS SQL Server Database Log Space

This topic is part of [“Configuring a Microsoft SQL Server Database for Siebel Applications” on page 68](#).

You must place your log on a disk large enough to hold the log as it expands. Monitor the disk regularly for its level of utilization. Very large transactions may, for example, require at least 1 GB.

Guidelines for Overriding MS SQL Server Default Table Spaces for Database Objects

This topic is part of [“Configuring a Microsoft SQL Server Database for Siebel Applications” on page 68.](#)

Siebel Business Applications provide the option of overriding the default storage parameters for the table spaces you create to hold specific tables or indexes. To do this, edit the `ddl.ctl` file located in the `DBSRVR_ROOT\MSSQL` directory.

NOTE: The `ddl.ctl` file must not be modified except by a qualified DBA.

For each Siebel table, you can specify a table space by using the `Table Space` parameter. In the following example, the table space for the table `S_APP_VIEW` is set to `DATA1`. As provided, the `.ctl` file does not set storage parameters for the objects it creates, so objects default to the parameters of the table spaces in which they are created.

As shown in the example that follows, you can use the `Table Space` parameter to set storage parameters for specific tables.

```
[Object 219]
Type = Table
Name = S_APP_VIEW
Column 1 = ROW_ID VARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY VARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 5 = LAST_UPD_BY VARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22, 7) DEFAULT 0
Column 7 = MODIFICATION_NUM NUMERIC(10, 0) NOTNULL DEFAULT 0
Column 8 = CONFLICT_ID VARCHAR(15) NOTNULL DEFAULT '0'
Column 9 = NAME VARCHAR(50) NOTNULL
Column 10 = DESC_TEXT VARCHAR(255)
Column 11 = LOCAL_ACCESS_FLG CHAR(1)
Table Space = data1
```

For an example (DB2 UDB) of overriding the defaults for specific tables and indexes, see [“Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects” on page 64.](#)

Guidelines for Creating MS SQL Server Database Objects

This topic is part of [“Configuring a Microsoft SQL Server Database for Siebel Applications” on page 68.](#)

Siebel Business Applications provide sample scripts (`CrBlankMSSQLSiebelIDEMO.sql` and `CrBlankMSSQLSiebelIDEMO.bat`), located in the `DBSRVR_ROOT\MSSQL` directory. Use these scripts as a reference to help you create your own scripts for creating a blank Siebel Database based on your deployment's requirements.

Use the settings as guidelines for your initial configuration. Your final settings will vary based on the server hardware configuration, the number of users, and the type of workload. Use a small, nonproduction environment for testing purposes.

Before using these scripts, read the file CrBlankMSSQLSiebelDEMOReadMe.txt. See also [“Overview of Database Configuration” on page 43](#).

After you install the Database Configuration Utilities on the Siebel Server machine, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) you can modify the database table and index creation scripts to specify the table space names you created for Siebel tables and indexes. For more information, see [“Guidelines for Overriding MS SQL Server Default Table Spaces for Database Objects” on page 71](#).

Additional information on Microsoft SQL Server configuration is available from Microsoft, the hardware vendor, and other sources. Also refer to Microsoft SQL Server documentation for more information on tuning options.

Guidelines for Ongoing MS SQL Server Administration

This topic is part of [“Configuring a Microsoft SQL Server Database for Siebel Applications” on page 68](#).

After you have installed your Siebel applications on Microsoft SQL Server, some other tasks must be performed on a periodic basis. These are in addition to such common database administration tasks as monitoring and backing up.

Updating MS SQL Server Statistics

The cost-based optimizer in Microsoft SQL Server uses statistics about tables and indexes to compute the most efficient access plans. When statistics become inaccurate, as can happen for tables with high insertion or deletion rates and for their associated indexes, the performance of database operations can degrade dramatically.

Perform a full scan of all tables under the following circumstances, even if you implement automatic statistics updating:

- After installing the Siebel Database and before starting Siebel Business Applications.
- After running concurrent EIM threads.
- After inserting, updating, or deleting large amounts of data.

Using Query Analyzer, perform a full scan of each table by entering the following command:

```
update statistics Table Name with full scan
```

It is strongly recommended that you enable the automatic creation and updating of statistics, using the parameters documented in [“Configuring a Microsoft SQL Server Database for Siebel Applications” on page 68](#). This way, statistics are automatically kept up to date and the administrative overhead of updating them manually is removed.

If you do not implement automatic statistics updating, then periodically perform the full scan described in this topic.

Managing MS SQL Server Fragmentation

Use the following Microsoft SQL Server command to determine whether a clustered index and its associated tables are highly fragmented:

```
DBCC SHOWCONTIG
```

If this command returns a value for scan density of less than 60%, use the following Microsoft SQL Server command to defragment tables without having to drop indexes:

```
DBCC INDEXDEFRAG
```

You may want to use this option periodically against the entire database.

If DBCC SHOWCONTIG returns a value of less than 30%, or when you suspect that indexes might be interleaved on the disk, consider rebuilding the index, using:

```
DBCC DBREINDEX
```

For more information about monitoring fragmentation, see the appropriate Microsoft SQL Server documentation.

4

Creating the Siebel Installation Image on the Network

This chapter describes how to create a network image from which you install Siebel software. It includes the following topics:

- "Obtaining Siebel Installation Media Files" on page 75
- "Siebel Installation Media Contents" on page 76
- "Preparing to Create a Siebel Installation Image" on page 78
- "Creating a Siebel Installation Image" on page 82
- "Troubleshooting Siebel Image Creation" on page 86

Obtaining Siebel Installation Media Files

This chapter describes how to use the Siebel Image Creator utility to create a network image from which you install Business Applications software.

Siebel Business Applications releases are provided by Oracle through the Oracle E-Delivery Web site. Files are provided in ZIP file format. Use a standard unpacking tool such as WinZip to extract from each ZIP file a set of JAR files that serve as the Siebel media files. The JAR files are compressed files using the Java Archive format. Siebel Business Applications releases are also available on DVD.

NOTE: Siebel Business Applications software must be installed from a network image created using Siebel Image Creator. You cannot install directly from JAR files or DVDs.

Download the ZIP files representing products or languages you will require into one or more target locations. Before you download, review the ZIP file sizes. Also provided are the Image Creator executable program and the files it requires. Extract the JAR files from the ZIP files in a single flat directory on your network, then run the Siebel Image Creator utility from this same directory.

You use Image Creator to create a network image from which you will later install Siebel Business Applications. All product installations must be performed from the network image, for each software version. Product installation is described in subsequent chapters.

The same set of JAR files supports two application types: one for horizontal applications and one for vertical applications. When you run Image Creator, you specify the application type for the image you are creating, based on the software you have purchased. For horizontal applications, choose Siebel Business Applications (SBA). For vertical applications, choose Siebel Industry Applications (SIA). The siebel.ini file created for each product records the application type. You cannot change an existing image from one type to the other.

The JAR file names include the designation *SBA*. As noted, these files apply to both horizontal and vertical applications.

NOTE: For more information about obtaining Siebel media files, see the Oracle E-Delivery Web site (<http://edelivery.oracle.com>).

For more information about the contents and organization of the Siebel media files, see [“Siebel Installation Media Contents” on page 76](#).

Before you download the ZIP files to your network, see [“Preparing to Create a Siebel Installation Image” on page 78](#).

Siebel Media Files Provided on DVD

Siebel JAR media files may be provided on DVD. These JAR files are the same as those you can extract from ZIP files obtained online.

Accessing Siebel media JAR files provided on DVD requires a compatible DVD drive (+R compatible).

Copy the media files for each DVD representing products or languages you will require into one or more target locations. Review the JAR file sizes before you copy them. Each DVD uses up to 5 GB of storage.

For more information about the contents and organization of the Siebel media files, see [“Siebel Installation Media Contents” on page 76](#).

Before you copy the JAR files to your network, see [“Preparing to Create a Siebel Installation Image” on page 78](#).

Siebel Installation Media Contents

For each product release, the Siebel products include the base products and Language Extension Pack files for all applicable languages, which are also referred to as Language Packs or language media. Encryption media is also available.

Base media requires one or more Language Packs for successful installation. All Siebel product deployments include base and language media. The use of encryption media is optional. Most Siebel products based on third-party products do not use Siebel language media. Media for ancillary third-party products are also provided with base media.

As the Siebel image is created, each JAR file is extracted and the corresponding product's directories and files are copied to the image.

See also [“Obtaining Siebel Installation Media Files” on page 75](#).

Base Media

The base media for Siebel products are organized by platform, product category, and product name. For most products, language support is delivered separately through language media. Media platforms are:

- Windows
- AIX
- HP-UX
- Linux

■ Solaris

For detailed support information about the above platforms, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Base media for the above platforms are provided as described in [“Obtaining Siebel Installation Media Files” on page 75](#). Note the following points regarding base media file organization:

- Client and client ancillary base media files are available for Windows only, and may apply for customers on all server platforms. Example client products include Siebel Web Client (Siebel Mobile Web Client) and Siebel Tools.
- Windows server base media files for some products are included with server base media for UNIX platforms, as well as provided separately. An example product is Siebel Management Server.
- Ancillary third-party server media files are included with base media for your platform, where applicable. Windows server ancillary products are provided with UNIX base media, where these products run natively on Windows and are not available on UNIX.

Ancillary media files provide installable third-party software modules that work with the Siebel applications. Third-party software modules provided through ancillary media are not installed through Siebel installers. They may be documented in this guide (*Siebel Installation Guide* for the operating system you are using), in other books on the *Siebel Bookshelf*, or in third-party documentation provided on the *Siebel Business Applications Third-Party Bookshelf*. Language media provided for the Siebel base media do not apply to ancillary products.

NOTE: As noted, Siebel client products and some server and server-ancillary products are for Windows only. To be able to select these products, you must select the Windows platform when you run Image Creator. You can select Windows and UNIX platforms in the same Image Creator session, or add products for each platform you require in a separate session.

For more information about platform issues in creating network images, see [“Cross-Platform Issues in Creating Siebel Image Directories” on page 81](#).

Language Media

Language Extension Pack media, also known as Language Packs or language media, provide language support for Siebel applications.

When you run Image Creator to create a Siebel image or add products to an existing image, you specify languages for all products you include in the image. Alternatively, you can also add languages for all products in an existing image.

When you install Siebel products, you can include languages when you install. Languages may also be specified elsewhere during configuration. For example, the Siebel Server Configuration Wizard presents a step to specify which languages you are deploying.

To add languages to an existing installation, run the main product installer, choose the option to add languages, and specify which languages. For more information, see [“About Installing and Deploying with Multiple Languages” on page 100](#) and other relevant topics.

Adding languages to installed products may, for some releases, require installing a patch release. (Each patch release requires a separate Siebel image.)

For more information about supported languages and about deploying languages, see:

- *Siebel System Requirements and Supported Platforms* on Oracle Technology Network
- *Siebel Global Deployment Guide*
- *Siebel Maintenance Release Guide* on My Oracle Support (where applicable)

For Siebel Tools, a base JAR file and a U.S. English (ENU) language JAR file are provided. Support for other languages is provided through separate JAR files. When using Siebel Image Creator to add Siebel Tools to your network image, you must select ENU and any other desired languages to proceed with extracting the base JAR file for Siebel Tools. When you later install Siebel Tools, you must select U.S. English (ENU) and optionally any other languages that are part of the network image.

Encryption Media

The encryption media provides the Siebel Strong Encryption Pack, which offers encryption support for server and client products, and is installed following installation of the base products. Language Packs are associated only with the base products and not with the Strong Encryption Pack.

NOTE: The Siebel Strong Encryption Pack is available on separate distribution media, and requires a separate installation into your existing Siebel Server environment. The Strong Encryption Pack is available by request only. For more information, see *Siebel Security Guide*. When you run Image Creator, select the Encryption product only if you have received media files for this option.

Preparing to Create a Siebel Installation Image

Before you create a Siebel installation image on your network, review the issues presented in this topic. It includes the following subtopics:

- [“Determine Location for Siebel Media Files and Siebel Images” on page 78](#)
- [“Requirements for Siebel Image Directories” on page 80](#)
- [“Cross-Platform Issues in Creating Siebel Image Directories” on page 81](#)
- [“Requirements for Running Image Creator Utility” on page 81](#)

Determine Location for Siebel Media Files and Siebel Images

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 78](#).

It is strongly recommended to download or copy all Siebel media files to a central location on your network where you have sufficient disk space. This location may be the same location where you will create your Siebel image, a subdirectory of this location, or some other location.

The default top-level names used by Image Creator for the Siebel image directory are C:\Siebel_Install_Image on Windows or /Siebel_Install_Image on UNIX.

For example, if you will create Siebel images for version 8.0 on a Windows system, you might create a directory D:\Siebel_Install_Image, in which you will store all of your Siebel media files and Siebel images.

You might then create subdirectories ZIP_8.0.0.0 and JAR_8.0.0.0, in which you will place all Siebel media ZIP files and the JAR files you will use to create a Siebel image for version 8.0.

In this scenario, when you run Image Creator, specify D:\Siebel_Install_Image as the top-level directory.

Image Creator will automatically create another subdirectory (8.0.0.0) to contain the installable Siebel products, organized by platform, that you choose to include in the image. So, your applicable directories would be as shown in [Table 11 on page 79](#).

Table 11. Siebel Image Directories

Directory Function	Directory Location (Example)	Comments
ZIP files directory	D:\Siebel_Install_Image\ZIP_8.0.0.0	Create this subdirectory to contain ZIP files you download.
JAR files directory	D:\Siebel_Install_Image\JAR_8.0.0.0	Create this subdirectory to contain JAR files you extract from ZIP files, or JAR files you copy from DVDs. NOTE: This directory must also include the files for the Siebel Image Creator utility.
Siebel image directory	D:\Siebel_Install_Image\8.0.0.0	Image Creator utility creates version-specific subdirectory.

NOTE: Siebel Business Applications and Siebel Industry Applications cannot both reside in the same Siebel image. If you will create network images for both of these sets of applications, it is recommended to specify a top-level directory name that indicates the image's application type—for example, by appending SBA (for horizontal products) or SIA (for vertical products) at the end of the top-level directory name. You also specify the type when you run Image Creator, which stores this information internally. The same set of ZIP files and JAR files are used to create network images for both SBA and SIA types. However, a few of the JAR files apply to one type only, because the product is not available for the other type. For more information about the application type, see [“Obtaining Siebel Installation Media Files” on page 75](#).

Requirements for Siebel Image Directories

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 78](#).

The directory in which you will create a Siebel image, or the directory that you will specify as the location for Siebel media files, must meet the following requirements:

- The user creating the network image must have write permission in the Siebel image directory.

Users who need to access the Siebel image directory in order to perform installations must have read and execute permissions. Users who need to modify `siebel.ini` files to support console or unattended installation modes, or use other installation features requiring modification to `siebel.ini` files, must also have write permission.

Using the FastTrack Wizard to install the Siebel Enterprise Server and Siebel Web Server Extension on a single server machine requires that the user running the wizard has write permission in the `Siebel_Enterprise_Server` and `Siebel_Web_Server_Extension` directories. For more information, see [“Installing Using the Siebel FastTrack Wizard” on page 120](#).

See also [Chapter 2, “Preparing to Install Siebel Business Applications,”](#) and [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

- Any directory you specify for creating the Siebel image must contain sufficient disk space for all Siebel products and languages you will include in the Siebel image. Each DVD uses up to 5 GB of storage.
- Any directory you specify for adding products or languages must contain an existing Siebel image. For example, if you are adding products or languages to a version 8.0 Siebel image, the directory you specify, such as `D:\Siebel_Install_Image`, must contain a subdirectory `8.0.0.0`, which must contain an existing Siebel image.
- Any directory you specify for creating the Siebel image must follow the conventions described in [“File and Directory Naming Conventions” on page 36](#). For example, on Windows, a directory name must not contain spaces or number (pound or hash) signs.
- Any specified directory must have a drive letter assigned to it. Image Creator does not recognize mounted network drives (UNC paths) without a drive letter assigned to them.
- If a Siebel image will include any client component, such as Siebel Mobile Web Client or Siebel Tools installation files, the target directory structure must not include the word *disk1* anywhere in the directory path.
- Do not copy or move any Siebel image subdirectories. Create each Siebel image and all of its directories by running Image Creator. It is acceptable to move or rename the top-level directory in which the Siebel image was created.

Cross-Platform Issues in Creating Siebel Image Directories

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 78](#).

Each network image you create will contain directories representing specified operating system platforms you will support, such as Windows, AIX, and so on. The image itself can reside on any supported platform. Image Creator can run natively on Windows, AIX, HP-UX, Linux, and Solaris.

Many customers support multiple platforms. For example, any customer who will install server products on UNIX may still need to install client or server products that run only on Windows, such as Siebel Web Client (Mobile Web Client), Siebel Tools, Siebel Management Server, and so on. For more information, see [“Siebel Installation Media Contents” on page 76](#).

If you support multiple platforms (such as Windows and one of the supported UNIX platforms), use one or more of the following strategies in creating your Siebel images:

- Create a single multi-platform Siebel image on one of your platforms. Use a cross-platform networking tool, such as Samba, to make the Siebel image accessible from platforms other than the one where the image was created.

For example, run Image Creator on Windows, and include all Windows and applicable UNIX platforms and all products for applicable platforms. Before you run Image Creator, make sure you have all the JAR files in one location. In order to install products on UNIX machines (in this example), you must be able to access the Windows-based Siebel image files.

This approach is generally recommended, because it consolidates all products and platforms in a single image.

- Create a separate Siebel image for each platform that includes the products that will be installed on that platform.

For example, run Image Creator on Windows, and include only the Windows platform and the products that will be installed on Windows; separately run Image Creator on Solaris, and include only the Solaris platform and the products that will be installed on Solaris.

Before you run Image Creator, make sure you have *all the JAR files for the applicable platform* in one location. In order to install products (in this example), cross-platform tools would not be necessary to access the Siebel image files, because they already reside on the platform on which you are installing each product.

Requirements for Running Image Creator Utility

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 78](#).

Before you run Image Creator for your chosen platform, consider the following requirements:

- For products downloaded as ZIP files from the Oracle E-Delivery Web site, make sure you have extracted all JAR files from the ZIP files.

- Place the product JAR files and the Image Creator utility files in the same directory. This directory is the JAR files directory described in [“Determine Location for Siebel Media Files and Siebel Images” on page 78](#).

You must place at least one JAR file representing a Siebel product in the directory where you run Image Creator, referred to here as the JAR files directory. Doing so enables the utility to determine the Siebel version of the image to be created.

It is strongly recommended that all the product JAR files for the same version be located in the same directory (the JAR files directory). Optionally, some JAR files may be located in one or more other directories you specify while running Image Creator.

- The Siebel Image Creator utility includes the following files, which must be present in the JAR files directory where you run the utility. Do not modify these files.
 - The Image Creator executable program for the platform on which you run the utility
 - imagecreator.jar
 - media.inf
 - siebel.ini
- Image Creator can run in either GUI mode or console mode.
- If you click Cancel while running Image Creator, you may need to rerun Image Creator. For more information, see [“Troubleshooting Siebel Image Creation” on page 86](#).
- An Image Creator session may take a long time to complete. While files are being extracted or copied, you cannot click Cancel to cancel an Image Creator session. Be sure of your selections before you begin creating the Siebel image.
- If necessary, you can force overwriting existing image files during an Image Creator session, such as if you are recovering from a failed image creation. For more information, see [“Troubleshooting Siebel Image Creation” on page 86](#).

Creating a Siebel Installation Image

You use the Siebel Image Creator utility to create the Siebel installation image on the network for all Siebel products delivered through Siebel media described in [“Siebel Installation Media Contents” on page 76](#).

The procedures in this topic describes running the Image Creator utility to create a new Siebel image or running the utility to add products or languages to an existing Siebel image. When you add products or languages to an existing image, some steps do not apply.

You can run Image Creator in either GUI mode or console mode, as described in the topics that follow.

Installations of Siebel products from a Siebel image can be launched in GUI, console, or unattended modes, depending on the platform and product.

For Image Creator procedures, see one of the following:

- [“Running Siebel Image Creator in GUI Mode” on page 83](#)
- [“Running Siebel Image Creator in Console Mode” on page 85](#)

See also [“Troubleshooting Siebel Image Creation” on page 86](#).

Running Siebel Image Creator in GUI Mode

This topic is part of [“Creating a Siebel Installation Image” on page 82](#).

This topic describes how to run Siebel Image Creator in GUI mode. See also [“Running Siebel Image Creator in Console Mode” on page 85](#).

To create a Siebel installation image

- 1 Review the information presented in [“Obtaining Siebel Installation Media Files” on page 75](#) and [“Siebel Installation Media Contents” on page 76](#).
- 2 Review the issues described in [“Preparing to Create a Siebel Installation Image” on page 78](#). In particular, determine where the Siebel media files reside and where to create the Siebel image.
- 3 (For download customers) Obtain the Siebel media ZIP files, as described in [“Obtaining Siebel Installation Media Files” on page 75](#). Then extract the JAR files from the ZIP files.
- 4 Log on to the server on which you will run the Siebel Image Creator utility.
- 5 Navigate to the directory where you placed the Siebel media JAR files and the Image Creator utility and its related files. For example, you might navigate to a directory like D:\Siebel_Install_Image\JAR_8.0.0.0 (on Windows) or /export/home/Siebel_Install_Image/JAR_8.0.0.0 (on UNIX).
- 6 Run the Image Creator utility from the JAR files directory.
 - On Windows, run Windows_ImageCreator.exe.
 - On UNIX platforms, run *UNIX_OS_ImageCreator*, where *UNIX_OS* is AIX, HP-UX, Linux, or Solaris.

NOTE: If you need to force overwriting of existing files in a Siebel Image Creator session, run the utility from a command line and include the options `-args Overwrite=yes`. (The default behavior is equivalent to using `Overwrite=no`.) See also [“Troubleshooting Siebel Image Creation” on page 86](#).

The utility displays the message Welcome to the InstallShield Wizard for the Siebel Image Creator Utility.

- 7 Click Next to proceed.
- 8 Specify whether you will create a new image (or add products to an existing image) or add languages to an existing image. Click Next.

- 9 Specify the directory in which the image is to be created. For example, you might navigate to a directory like D:\Siebel_Install_Image. You can enter a directory (which must be an absolute path) or click Browse to specify the directory. Click Next.

For guidelines for creating directories for Siebel images, see [“Preparing to Create a Siebel Installation Image” on page 78](#).

- 10 If applicable, specify the version for the Siebel image.

The image version is automatically derived from the presence of one or more Siebel media JAR files for Siebel products in the directory from which you are running Image Creator. (If JAR files exist representing multiple versions, then you can specify one of the applicable versions.)

The version determines the version-specific subdirectory in which the image will be created or added to, such as 8.0.0.0.

If you are adding products to an existing image, go to [Step 12 on page 84](#).

If you are adding languages to an existing image, go to [Step 14 on page 85](#).

- 11 Specify the application type for this network image:

- For horizontal applications, choose Siebel Business Applications (SBA).
- For vertical applications, choose Siebel Industry Applications (SIA).

For more information about the application type, see [“Obtaining Siebel Installation Media Files” on page 75](#).

- 12 Specify one or more platforms to include in your version-specific Siebel image. You can specify Windows, AIX, HP-UX, Linux, and Solaris. Click Next.

You can specify one or more platforms to include in your image. In general, include all platforms for which you will implement one or more Siebel products. You can add platforms and products to the image later. See also [“Cross-Platform Issues in Creating Siebel Image Directories” on page 81](#).

For more information about contents of the Siebel media, see [“Siebel Installation Media Contents” on page 76](#).

- 13 Specify the products to include in your version-specific Siebel image. Click Next.

Each product can be selected by clicking its checkbox. The list of products that appears applies to the application type you specified in [Step 11 on page 84](#). The listed products represent the superset of client and server products, including third-party products, that are supported for all platforms by this version of the Image Creator utility.

Selected products will be included in the image for each platform to which they apply. Some products do not apply to certain platforms. For example, Siebel Tools applies only to Windows.

For more information about the contents of the Siebel media, see [“Siebel Installation Media Contents” on page 76](#).

- 14** Specify all languages you want to include in the Siebel image. When you are ready to begin creating the Siebel installation image based on your selections, click Next.

Languages are included for each selected or existing product, where they apply. Languages do not apply to some products, such as Siebel Encryption, or third-party products. For information about Siebel Tools and the ENU Language Pack, see [“Siebel Installation Media Contents” on page 76](#).

NOTE: If you are adding products to an existing image, you must specify all languages previously included in the image, in order to be able to install these products correctly.

Image Creator now processes all Siebel media JAR files in the current directory, and includes all selected products and languages in the version-specific Siebel image subdirectory of the directory specified in [Step 9 on page 84](#). Image Creator displays the current processing status.

- If all Siebel media JAR files matching your selections were found in the current directory, Image Creator completes creating or adding to the Siebel image. Go to [Step 16 on page 85](#).
- If one or more JAR files matching your selections were not found in the current directory, the utility prompts for the location of the next file. Go to [Step 15 on page 85](#).

- 15** Specify the location of the indicated Siebel media JAR file. You can enter a directory (must be an absolute path) or click Browse to specify the directory. Click Next.

For example, assume, for a version 8.0 image, that you selected the Windows platform and the Siebel Charts product (which is based on Visual Mining NetCharts), but Image Creator could not locate the file `SBA_8.0.0.0_Base_Windows_Visual_Mining_Netcharts_Server.jar`. Specify the location of this file, and click Next. If the file is found, it will be processed and the product it represents will be included in your image.

If you do not have the current media JAR file, you may need to obtain required Siebel media from Oracle before proceeding. Place the JAR file in the specified directory before clicking Next. If all remaining Siebel media files matching your selections were found in the current directory, Image Creator completes creating or adding to the Siebel image.

If you decide that you do not require the product or language represented by the current media file to be included in the image at this time, click Next again. You will be prompted to either skip the file (Skip) or look for the file in another directory (Select). You may need to rerun Image Creator later to add items that were previously skipped because of missing JAR files. See also [“Troubleshooting Siebel Image Creation” on page 86](#).

- 16** After all products or languages have been added to the Siebel image, or skipped, Image Creator indicates that the Siebel image has been successfully created. Click Finish.

Running Siebel Image Creator in Console Mode

This topic is part of [“Creating a Siebel Installation Image” on page 82](#).

This topic describes how to run Siebel Image Creator in console mode. See also [“Running Siebel Image Creator in GUI Mode” on page 83](#).

To run Siebel Image Creator in console mode

- 1 Review the information presented in [“Obtaining Siebel Installation Media Files” on page 75](#) and [“Siebel Installation Media Contents” on page 76](#).
- 2 Review the issues described in [“Preparing to Create a Siebel Installation Image” on page 78](#). In particular, determine where the Siebel media files reside and where to create the Siebel image.
- 3 (For download customers) Obtain the Siebel media ZIP files, as described in [“Obtaining Siebel Installation Media Files” on page 75](#). Then extract the JAR files from the ZIP files.
- 4 Log on to the server on which you will run the Siebel Image Creator utility.
- 5 From a DOS prompt, navigate to the directory where you placed the Siebel media JAR files and the Image Creator utility and its related files.
- 6 Execute the following command:

```
Windows_ImageCreator.exe -i s:j avaconsol e -consol e
```

The console mode user interface for Image Creator appears. For details about each prompt, see [“Running Siebel Image Creator in GUI Mode” on page 83](#).

NOTE: If you need to force overwriting of existing files in a Siebel Image Creator session, include the options `-args Overwrite=yes`. There must be no spaces before and after the equals sign in the command. (The default behavior is equivalent to using `Overwrite=no`.) See also [“Troubleshooting Siebel Image Creation” on page 86](#).

Troubleshooting Siebel Image Creation

When you run Image Creator, the utility validates the integrity of each JAR file it processes as it creates the Siebel image. Consequently, it is unnecessary to validate JAR files beforehand.

If a JAR file is invalid for some reason, Image Creator displays a message to this effect. Obtain a new copy of the JAR file and rerun Image Creator in order to include the content in the image. Rerunning Image Creator may be necessary in some other cases, which are identified below.

When you run Image Creator and create an image successfully, the files in the image have the same timestamp as the corresponding files that were included in the JAR files.

When you rerun Image Creator, by default it will not replace any files that have the same or a newer timestamp. In order to force replacing files that have the same or a newer timestamp, run Image Creator at the command line and include the parameter setting `Overwrite=yes`. For details, see [“Running Siebel Image Creator in GUI Mode” on page 83](#) or [“Running Siebel Image Creator in Console Mode” on page 85](#).

TIP: Running Image Creator with `Overwrite=yes` will re-create the Siebel image, including all selected platforms, products, and languages. The Image Creator log file can help you isolate products that were not extracted completely. Select only those items that you require to correct problems, rather than reselecting all items and overwriting all the files in an existing image.

Rerunning Image Creator may be necessary in the following cases:

- If you have deleted a Siebel image, or any part of a Siebel image, in error.
- If a JAR file is invalid, and you have since obtained a new version of the JAR file.

- If you skipped a missing JAR file during an Image Creator session, and have since obtained the missing JAR file.
- If you ended an Image Creator session by clicking Cancel. (You can click Cancel before you have processed any JAR files, or when you are prompted to specify the location of a JAR file. You cannot click Cancel while Image Creator is currently processing a JAR file.)
- If an Image Creator session ended through power outage or some other failure. (In this case, run Image Creator at the command line and include the parameter setting `Overwrite=yes`.)

TIP: Keep track of the platforms, products, and languages in your Siebel image for the applicable version. If you need to rerun Image Creator, reselect the options you will need to complete the Siebel image.

Image Creator Logging

Image Creator logs details about its processing in the file `log.txt`, which is created in the top-level directory you specified for the Siebel image (for example, `D:\Siebel_Install_Image`). You can review the log file to identify where problems may have occurred when creating the Siebel image.

- Image Creator logs a message like the following after each JAR file has been successfully extracted. (If a JAR file is only partially extracted, this message will not have been written.)

Extracted SBA_8.0.0.0_Base_Windows_Siebel_Enterprise_Server.jar

- Image Creator logs a message like the following when a JAR file has been skipped.

Skipped *JAR_file_name* - Please run Siebel Image Creator again and add *product_name* to the network image, once all image files are available.

Installer Errors and the Siebel Image

You must validate that the Siebel image was created correctly for all applicable products. However, installation errors may sometimes indicate problems in the Siebel image.

If, when you run a Siebel product installer, errors are returned about missing or corrupt files, then you might need to run Image Creator again, using `Overwrite=yes`.

Installation requirements and troubleshooting information are provided in chapters for installing particular Siebel modules.

5

Installing Siebel Enterprise Server and Related Components

This chapter explains how to install the Siebel Enterprise Server, using the GUI installation method. Use the Siebel Enterprise Server installer to install Siebel Gateway Name Server, Siebel Server, Siebel Database Configuration Utilities, and EAI Connector support files. Installation is also described for Siebel Management Server and Siebel Management Agent.

This chapter includes the following topics:

- [“Overview of Installing and Configuring Servers in a Siebel Deployment” on page 89](#)
- [“Process of Installing and Configuring Servers in a Siebel Deployment” on page 91](#)
- [“Determining Your Installation and Configuration Method” on page 92](#)
- [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#)
- [“About Installing and Deploying with Multiple Languages” on page 100](#)
- [“Configuring Connectivity to the Siebel Database” on page 106](#)
- [“Verifying Network Connectivity for the Siebel Server Machine” on page 107](#)
- [“Installing Siebel Enterprise Server Components” on page 108](#)
- [“Reviewing the Siebel Enterprise Server Installation” on page 116](#)
- [“Installing Using the Siebel FastTrack Wizard” on page 120](#)
- [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#)
- [“Command-Line Options for Siebel Installers and Wizards” on page 128](#)

For more information on the role of all the Siebel Enterprise Server components within the Siebel environment, see *Siebel Deployment Planning Guide*, *Siebel System Administration Guide*, and other applicable documentation.

Overview of Installing and Configuring Servers in a Siebel Deployment

[Figure 1 on page 90](#) illustrates the general process of installing and configuring the main server elements in a Siebel Business Applications deployment. Note the following:

- You can install each item in sequence and perform its associated configuration tasks, or install all items and then configure them.
- Database Configuration Utilities are installed once, typically with the first Siebel Server installed.
- Multiple instances of Siebel Server and Siebel Web Server Extension (SWSE) are typically installed for medium-sized or larger deployments.

For more details, see [“Process of Installing and Configuring Servers in a Siebel Deployment” on page 91](#), [“Determining Your Installation and Configuration Method” on page 92](#), and other topics.

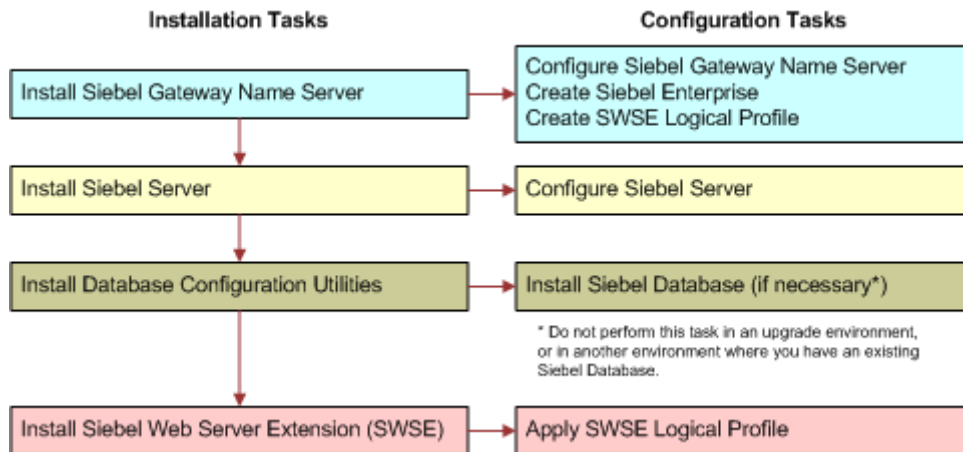


Figure 1. Installing and Configuring Servers in a Siebel Deployment

[Figure 2 on page 90](#) illustrates a simplified architecture for the server elements in your Siebel deployment, after you have installed and configured the software. For a more detailed illustration, see *Siebel Deployment Planning Guide*.

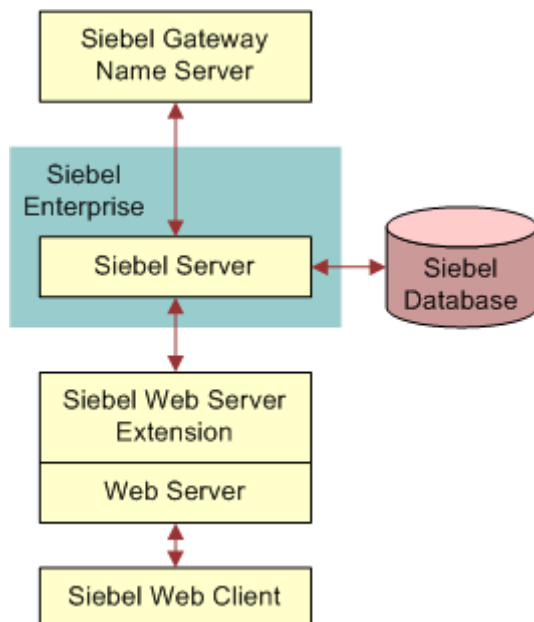


Figure 2. Simplified Architecture for a Siebel Deployment

Process of Installing and Configuring Servers in a Siebel Deployment

The Siebel Enterprise Server installation and configuration process requires multiple tasks that you perform in the following general sequence. For a general illustration of this process and of the Siebel architecture, see [“Overview of Installing and Configuring Servers in a Siebel Deployment” on page 89](#).

Installation tasks for Siebel Enterprise Server are described in this chapter. Configuration tasks and postinstallation tasks are described in [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

- 1 Review Siebel Enterprise Server installation requirements. See [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#).
- 2 (Strongly recommended for production environments) Configure clustering for the server on which you will install the Siebel Gateway Name Server. For more information, see *Siebel Deployment Planning Guide*.
- 3 Verify connectivity to the Siebel Database. See [“Configuring Connectivity to the Siebel Database” on page 106](#).
- 4 Verify Siebel Server network access. See [“Verifying Network Connectivity for the Siebel Server Machine” on page 107](#).
- 5 Install and configure the Siebel Enterprise Server components. See [“Installing Siebel Enterprise Server Components” on page 108](#).

Installation and configuration may be done together or separately, and may follow any of several methods, depending on your deployment requirements.

The major installation and configuration tasks are:

- Install and configure Siebel Gateway Name Server
- Configure Siebel Enterprise
- Configure Siebel Web Server Extension (SWSE) logical profile
- Install and configure Siebel Server
- Install Database Configuration Utilities on the Siebel Server (typically installed with the first Siebel Server)
- Install the Siebel Database (not applicable for upgrade environments or other environments with an existing Siebel Database)
- For Siebel native load balancing, generate the load balancing configuration file (lbconfig.txt) and place it in the SWSE logical profile directory
- Install and configure SWSE (apply the SWSE logical profile)

Determining Your Installation and Configuration Method

You can use any of several different overall methods for installing and configuring Siebel Business Applications software. Use the information in the subtopics below to help you determine which overall method, or combination of methods, is most suitable for your deployment requirements.

■ [“Small to Medium-Sized Deployments” on page 92](#)

■ [“Medium-Sized Deployments” on page 93](#)

■ [“Large Deployments” on page 93](#)

See also [Chapter 2, “Preparing to Install Siebel Business Applications.”](#) Also refer to *Siebel Deployment Planning Guide*, *Siebel System Requirements and Supported Platforms* on Oracle Technology Network, *Siebel Security Guide*, and other relevant documents.

Tasks for installing Siebel Enterprise Server are described in this chapter. Tasks for configuring Siebel Enterprise Server, and postinstallation tasks, are described in [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

Tasks for configuring (installing) the Siebel Database are described in [Chapter 7, “Configuring the Siebel Database.”](#)

Tasks for installing and configuring the Siebel Web Server Extension (SWSE) are described in [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#)

Small to Medium-Sized Deployments

This topic is part of [“Determining Your Installation and Configuration Method” on page 92.](#)

Do you require a small to medium-sized deployment? For smaller deployments, including some test or demonstration deployments, you may require all server-based Siebel software to be installed on the same machine.

In this scenario, after you have created the Siebel Database instance and installed the Web server, you install the Siebel Enterprise Server components and the Siebel Web Server Extension (SWSE) on the Web server machine. Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, and Database Configuration Utilities.

You can use the Siebel Enterprise Server installer and the SWSE installer to install these products in GUI mode.

After installation, the Configuration Wizard launches automatically so you can configure the components you installed. Optionally, you can cancel configuration and perform Configuration Wizard tasks later. In this case, first configure the Siebel Gateway Name Server, then the Siebel Enterprise, then the SWSE logical profile. Configure the physical SWSE after SWSE installation.

Alternatively, on Microsoft Windows only, you can use the FastTrack Wizard to perform initial installation and configuration tasks for Siebel Business Applications components (Siebel Enterprise Server and SWSE). For more information about using the FastTrack Wizard, see [“Installing Using the Siebel FastTrack Wizard” on page 120.](#)

The Siebel Database may be located on the same machine as the Siebel Enterprise Server and the Web server with the SWSE, or on a different machine.

Medium-Sized Deployments

This topic is part of [“Determining Your Installation and Configuration Method” on page 92](#).

Do you require a medium-sized deployment? Will you install all Siebel Enterprise Server components on the same machine? Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, and Database Configuration Utilities.

Where Siebel Enterprise Server components are to be installed on the same machine, but the Web server and Siebel Web Server Extension (SWSE) are to be installed on a different machine, use the Siebel Enterprise Server installer (after you have created the Siebel Database instance) to install the Enterprise Server components.

You can install in GUI or console mode, or use unattended installation. (See the discussion of large deployments for information about unattended installation.)

After GUI installation, the Configuration Wizard launches automatically so you can configure all Siebel Enterprise Server components. Optionally, you can cancel configuration and perform Configuration Wizard tasks later. In this case, first configure the Siebel Gateway Name Server, then the Siebel Enterprise, then the SWSE logical profile.

NOTE: If you are installing in console mode, you must modify the `siebel.ini` file to prevent the Configuration Wizard from launching after installation. Launch the Configuration Wizard manually after installing. See also [“Editing siebel.ini Files for Console Mode Installation” on page 279](#).

After installing and configuring the Siebel Enterprise Server components, you configure the Siebel Database. The Siebel Database itself is generally located on a different machine than the Siebel Enterprise Server software.

You install and configure the SWSE on the Web server machine, which includes applying the SWSE logical profile.

Large Deployments

This topic is part of [“Determining Your Installation and Configuration Method” on page 92](#).

Do you require a relatively large deployment? Will you use multiple servers to deploy your Siebel Enterprise Server components? Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, and Database Configuration Utilities.

If you must support many users or multiple Siebel applications and have multiple servers available, you will probably install the Siebel Gateway Name Server on a different machine than the Siebel Server.

A large deployment usually requires multiple Siebel Servers running on different machines. Each Siebel Server may be configured to run a particular application or set of applications. Or, multiple Siebel Servers may be part of a pool of similarly configured servers participating in load balancing. Install and configure one Siebel Server first, then add Siebel Servers after completing the remaining installation and configuration tasks.

Use the Siebel Enterprise Server installer (after you have created the Siebel Database instance) to install the Enterprise Server components.

You install the Database Configuration Utilities with one of the Siebel Servers. The Siebel Database itself is located on a different machine than the Siebel Enterprise Server software.

You can install in GUI or console mode, or use unattended installation.

After GUI installation, the Configuration Wizard launches automatically so you can configure all Siebel Enterprise Server components. Optionally, you can cancel configuration and perform Configuration Wizard tasks later. In this case, first configure the Siebel Gateway Name Server, then the Siebel Enterprise, then the SWSE logical profile.

NOTE: If you are installing in console mode, you must modify the `siebel.ini` file to prevent the Configuration Wizard from launching after installation. Launch the Configuration Wizard manually after installing. See also [“Editing siebel.ini Files for Console Mode Installation” on page 279](#).

After installing and configuring the Siebel Enterprise Server components, you configure the Siebel Database.

You install and configure the SWSE on the Web server machine, which includes applying the SWSE logical profile.

Options that can help you install and configure Siebel software efficiently include:

- As an alternative to GUI or console mode installation, you may prefer to perform unattended installation. For more information, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)
- You may want to separate installation and configuration tasks. After basic deployment decisions are made, installations can be done under the supervision of administrators who are most familiar with Siebel Business Applications. Such specialized administrators may perform all Siebel Configuration Wizards tasks.
- You can perform offline configuration, which can save you time, provide greater flexibility, and reduce error, compared to manually configuring each installed component separately. Offline configuration prepares a response file for running the Configuration Wizard in execute mode (unattended configuration). Any installation mode can be configured to automatically launch unattended configuration.

Requirements for Siebel Enterprise Server Installation and Configuration

Review the requirements and guidelines in the following topics before installing and configuring the Siebel Enterprise Server:

- [“General Requirements for Siebel Enterprise Server Installation and Configuration” on page 95](#)

- ["Requirements for Siebel Gateway Name Server Installation and Configuration" on page 97](#)
- ["Requirements for Siebel Server Installation and Configuration" on page 97](#)
- ["Requirements for Siebel EAI Connector Installation" on page 100](#)

For requirements specific to the Siebel Database Configuration Utilities, see [Chapter 7, "Configuring the Siebel Database."](#)

General Requirements for Siebel Enterprise Server Installation and Configuration

This topic is part of ["Requirements for Siebel Enterprise Server Installation and Configuration" on page 94.](#)

Review the information in this topic before installing and configuring Siebel Enterprise Server components. See also the topics about individual components.

- Review *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Also check for applicable alerts and other articles on My Oracle Support.
- Review [Chapter 2, "Preparing to Install Siebel Business Applications."](#)
- All machines on which the Siebel Enterprise Server software will be installed must meet the hardware and software requirements detailed in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. The Siebel Enterprise Server installer verifies not only that you have the required software for installation of Siebel 8.x, but that the software is the necessary version level.
- In general, you must have installed all third-party products you will require for the Siebel Enterprise Server software you are installing. Some products can be installed after Siebel software. Such products are listed in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- You must have created a Siebel installation image that includes all products you require, and you must have appropriate permissions to the network directories where the Siebel image is located. For information about creating the Siebel installation image, see [Chapter 4, "Creating the Siebel Installation Image on the Network."](#)

Using the FastTrack Wizard to install the Siebel Enterprise Server and Siebel Web Server Extension on a single server machine requires that the user running the wizard has write permission in the Siebel_Enterprise_Server and Siebel_Web_Server_Extension directories. For more information, see ["Installing Using the Siebel FastTrack Wizard" on page 120.](#)

- When multiple components of the Siebel Enterprise Server, such as Siebel Gateway Name Server and Siebel Server, are installed on the same machine, they are installed into a common root directory—for example, C:\sba80. Installation directories must meet the requirements described in the topic about file and directory naming in ["General Considerations in Planning Your Siebel Deployment" on page 26.](#)
- If you will be clustering the Siebel Gateway Name Server or Siebel Server, plan your use of clustering or redundant disk arrays (RAID) to configure against a single point of failure. For more information on this topic, see *Siebel Deployment Planning Guide*.

- Each machine that supports Siebel Enterprise Server software must have TCP/IP network connectivity to other machines that are part of or that work with the Siebel Enterprise Server. For example, the Siebel Gateway Name Server machine requires connectivity to all Siebel Server machines. Verify connectivity between all such machines, using the `ping` utility. For more information, see [“Verifying Network Connectivity for the Siebel Server Machine” on page 107](#).
- Verify that the network names of the servers that will support the Siebel Gateway Name Server and all Siebel Servers are recorded in [Appendix A, “Deployment Planning Worksheet.”](#) You will need this information when configuring the Siebel Servers.
- If you intend to use Secure Sockets Layers (SSL) with any Siebel products described in this guide, you must review all applicable information before you install and configure the software. For details, see *Siebel Security Guide*.
 - If you are not yet ready to configure SSL for Siebel Enterprise Server (and Siebel Web Server Extension), you can either postpone installation or configuration until you are fully ready to configure SSL, or you can configure these components without SSL and reconfigure them to use SSL later.
 - If you are not yet ready to configure SSL for Siebel Management Agent and Management Server, it is strongly recommended to postpone installation or configuration of these components until you are fully ready to configure SSL. See [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#) and [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).
- Review the issues described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#). For example, make sure you have adequate disk space.
- Verify that you have created a Siebel installation image that includes all products you require, and that users who will run Siebel installers or modify `siebel.ini` files have the necessary permissions to the network directories where the Siebel image is located. For more information, see [“Preparing to Create a Siebel Installation Image” on page 78](#).
- You cannot install additional products into a Siebel Enterprise Server root directory after applying a patch release.
- It is recommended to install and deploy all languages you expect to require. You can also add languages to an existing installation. *Additional steps are required for deploying and implementing new languages in your Siebel deployment.* See all relevant topics, including:
 - [“About Installing Siebel Releases” on page 21](#)
 - [“Planning RDBMS Installation and Configuration” on page 29](#)
 - [“Siebel Installation Media Contents” on page 76](#)
 - [“About Installing and Deploying with Multiple Languages” on page 100](#)
 - [“Performing Configuration Tasks” on page 144](#)
 - [“Preparing to Run Siebel Server Components After Installing” on page 153](#)

- Review documented information about the configuration process and applicable requirements.

The Siebel Configuration Wizard launches automatically after installation, although you can cancel the wizard and configure later. Release 8.x provides greater flexibility in the configuration framework for Siebel software than previous releases. However, customers must manage the configuration process carefully to ensure success.

For more information, see [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

- Before you configure Siebel Enterprise Server components, you must have created the Siebel File System. It must meet all criteria described in [“Creating the Siebel File System” on page 37.](#)

Requirements for Siebel Gateway Name Server Installation and Configuration

This topic is part of [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94.](#)

Review the information in this topic before installing and configuring the Siebel Gateway Name Server.

- Install the Siebel Gateway Name Server once for each Siebel Enterprise Server. If needed, multiple Siebel Enterprises can be supported by a single Siebel Gateway Name Server. Installing multiple instances of the same version of Siebel Gateway Name Server on the same machine is not supported.

For more information, see [“Installing Multiple Instances of Siebel Business Applications” on page 33.](#) See also 477770.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 531.

- Siebel Gateway Name Server uses port 2320 by default. If necessary, you can select any port number (32767 or lower) that is free on the machine where the Siebel Gateway Name Server is running. Do not use port number 2321, which is the default port number for the SCBroker (Siebel Connection Broker) component, or any other port already in use on the server.

Requirements for Siebel Server Installation and Configuration

This topic is part of [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94.](#)

Review the information in this topic before installing and configuring the Siebel Server.

- A Siebel Gateway Name Server must be installed and running and the Siebel Enterprise must be configured in order to configure a Siebel Server in live mode.

- After you install the Siebel Gateway Name Server, you are prompted to configure the Siebel Enterprise. All Siebel Servers you install that are part of the same Siebel Enterprise, regardless of operating system platform, must connect to the same Siebel Database. For most deployments, all Siebel Servers connecting to this database will belong to the same Siebel Enterprise.

Additional Siebel Servers you install and configure inherit parameters from the Siebel Enterprise. You configure each Siebel Server using the Siebel Server Configuration Wizard.

- When you run the Siebel Server Configuration Wizard for each Siebel Server, all component groups are listed and you must enable the ones you need for this server. If you do not enable component groups during Siebel Server configuration, you can enable them manually after installation, using Server Manager.

For more information about component groups and about using Server Manager, see *Siebel System Administration Guide*. See also [“Preparing to Run Siebel Server Components After Installing” on page 153](#).

- The Siebel Server software needs to be installed only once on each machine. For test or development purposes only, you can configure multiple Siebel Servers based on a single installed Siebel Server. For more information, see [“Installing Additional Siebel Servers for an Existing Siebel Enterprise Server” on page 160](#).
- Depending on the requirements of your business, you may deploy one or more Siebel Enterprise Servers. For information on deploying multiple Siebel Enterprise Servers, see *Siebel Deployment Planning Guide*. See also 477770.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 531.

NOTE: In special cases such as for some very large deployments, a single Siebel Database may support multiple Siebel Enterprises. Such a deployment must be planned very carefully. For details, see 477829.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 544.

Clustering for the Siebel Server

The Siebel installer allows you to install all servers at once for which you have a license. If you will be operating certain servers as part of a cluster, it is strongly recommended to install and configure the Siebel Gateway Name Server and the Siebel Server on separate resource groups. For information about clustering, see *Siebel Deployment Planning Guide*.

Language and Locale Requirements

Make sure you have the appropriate locales installed on the machines on which you intend to deploy Siebel Server. Siebel log and configuration files use UTF-8 with Byte Order Mark as the default encoding. If these files contain any non-ASCII characters, proper viewing and editing requires a UTF-8 locale.

For more information on supported locales, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

The locale can affect how dates and times are displayed. For more information, see *Siebel Global Deployment Guide*.

Guidelines for Installing Multiple Language Packs on the Siebel Server

If you will be installing multiple language versions of Siebel Business Applications on your Siebel Servers, review the following configuration guidelines:

- For multilingual deployment scenarios, see [“About Installing and Deploying with Multiple Languages” on page 100](#). See also *Siebel Global Deployment Guide*.
- When you run the Siebel Server Configuration Wizard to configure a Siebel Server, Application Object Manager (AOM) components are created for every language that has been installed on that Siebel Server. For information about enabling and disabling language-specific AOMs, see [“Preparing to Run Siebel Server Components After Installing” on page 153](#).
- If multiple languages are installed on a Siebel Gateway Name Server or Siebel Server, you will be prompted for the primary (base) language. The primary (base) language is the language in which you want your server to run and in which you normally want to read messages. If you want to change the language in which you bring up your server, you must change this setting.

Adding a New Siebel Enterprise Component to an Existing Installation

When you add a new Siebel Enterprise Server product to an existing installation, you do not need to specify which languages to install. The new product is installed with the same languages you installed previously.

Because all Siebel Enterprise Server components share the same root directory (for example, the directory C:\sba80), they are treated by the installer as one product in terms of subsequent installations for patch releases and new languages you are adding to the installation.

After an installation directory is patched, a new product cannot be added to that directory. In that case, either uninstall the Siebel Enterprise Server software and reinstall with the products you require, or install a new instance of the Siebel Enterprise Server software on a different machine. Then install the applicable patch releases.

NOTE: All Siebel Enterprise Server components must be at the same release and patch level.

Search Products

A Siebel Server machine can be configured to execute searching using a locally installed search server or can be pointed to a remote search server to handle search execution tasks.

NOTE: For specific guidelines and requirements about installing search products, see *Siebel Search Administration Guide*.

Database Requirements

Make sure your database administrator has installed the RDBMS your site will be using and created the Siebel Database instance and that you meet all database connectivity requirements. For more information, see [Chapter 3, “Configuring the RDBMS.”](#) See also [“Configuring Connectivity to the Siebel Database” on page 106](#).

The RDBMS you are using must support the same languages and code pages that you will install on the Siebel Servers. For code pages and languages supported both for Siebel Servers and the RDBMS, refer to *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Third-Party Software Requirements

Make sure that you have already installed the appropriate version of all third-party software products required. Otherwise, the Required Software Components prompt appears. For more information, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Temporary Disk Space

Review the issues described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#). For example, make sure you have adequate disk space.

Requirements for Siebel EAI Connector Installation

This topic is part of [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#).

Review the information in this topic before you install the EAI Connector support files.

Additional application configuration is required if you plan to use Siebel Connector for Oracle Applications against multiple instances of the Oracle back-office applications.

For a list of supported platforms for EAI connectors, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For information about configuring and using Siebel EAI Connector software, refer to Siebel documentation on the appropriate connector:

- *Siebel Connector for Oracle Applications*
- *Siebel Connector for Siebel Business Applications*
- *Siebel Connector for SAP R/3*

NOTE: The Siebel Connector for SAP R/3 is available with Siebel Server installations and does not require installing EAI Connector files. For more information, see *Siebel Connector for SAP R/3*.

About Installing and Deploying with Multiple Languages

Multiple languages may be installed and deployed as part of Siebel Business Applications installation and configuration. This topic outlines three scenarios for deploying the software with more than one language, and identifies some of the requirements for and implications of each approach. This information is presented for your consideration when planning multilingual deployments.

Detailed information about many of the tasks identified in this topic and its subtopics are found in multiple parts of this document. For more information, see *Siebel Global Deployment Guide*, *Siebel System Administration Guide*, and other applicable documentation. See also [“General Requirements for Siebel Enterprise Server Installation and Configuration” on page 95](#) and other relevant topics.

NOTE: It is strongly recommended that the same set of language files be installed on each physical server. Doing so will help ensure maximum compatibility between physical servers, so the system can be reconfigured easily to meet ongoing requirements. Oracle only tests configurations where the same set of language files are installed on each physical server used in a single Siebel Enterprise.

If you include multiple languages with a Siebel Enterprise Server installation, you designate one language as the primary language to be used for server messages. The same primary language is typically also used for the Siebel Database, which cannot be changed after database installation.

When you configure each installed instance of Siebel Server and Siebel Web Server Extension (SWSE), you specify which languages to deploy, from among the installed languages. It is possible to deploy a subset of the installed languages. Which languages you deploy on a given server depends on the uses to which you will put that server.

On each Siebel Server, the set of deployed languages determines which language-specific components such as Application Object Managers (AOMs) are created on that server. It is recommended to deploy all languages installed in the enterprise and optionally to disable AOMs you do not require. See [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

On each instance of SWSE, you must deploy the superset of all languages required by the AOMs that connect to it. It is recommended to deploy all languages installed in the enterprise. See [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#)

In addition to software installation tasks, for each installed language besides the primary language, you must perform the following Siebel Database operations, using the Database Configuration Wizard. You perform these tasks after installing the Siebel Database. For more information about these tasks, see [Chapter 7, “Configuring the Siebel Database.”](#)

- Adding the language (including seed data) to the Siebel Database
- Importing the repository into the Siebel Database
- Running the MLOV (multilingual LOV) conversion utility

In general, it is recommended to install the latest patch releases before you install the Siebel Database or add languages to the Siebel Database. For information specific to version 8.0.0.x fix pack releases, see the *Siebel Maintenance Release Guide* on My Oracle Support. See also [“About Installing Siebel Releases” on page 21.](#)

If you are localizing a language for which a Siebel Language Pack is not provided, see also the content about localizing an unshipped language in *Siebel Global Deployment Guide*.

Consider the following scenarios for installing and deploying multiple Siebel Language Packs:

- **Install and deploy all languages you require once.** For customers who are installing and deploying languages shipped with Siebel Business Applications version 8.0, and who *do not* plan to deploy other languages at a later date. This option is easiest but may not be suitable for phased language deployments.

For details, see [“Installing and Deploying All Required Languages Once” on page 102.](#)

- **Install all languages you will require, but deploy some languages later.** For customers who are installing and deploying languages shipped with Siebel Business Applications version 8.0, but who plan to deploy some of the installed languages at a later date. This option may be suitable for phased language deployments.

For details, see [“Installing All Required Languages But Deploying Some Languages Later” on page 103.](#)

- **Install and deploy additional languages in an existing deployment.** For customers who are installing and deploying languages shipped with Siebel Business Applications version 8.0, and who plan to install and deploy additional languages at a later date. This option may be suitable for some phased language deployments.

You can install languages at any time to meet changing business needs. However, deploying languages is easier if you include them when you first install and configure the Siebel software.

NOTE: This scenario also applies for any Language Packs that are not available with the initial Siebel product release, but that ship subsequently and require a minimum patch release to be installed and deployed (*for applicable releases and languages only*).

For details, see [“Installing and Deploying Additional Languages” on page 105.](#)

Installing and Deploying All Required Languages Once

This topic is part of [“About Installing and Deploying with Multiple Languages” on page 100.](#)

The following scenario is intended for customers who are deploying languages shipped with the current release of Siebel Business Applications (version 8.0), and who are installing all the languages their enterprise will require during initial installation and configuration.

To deploy multiple languages shipped with the current release

- 1 Install Siebel Enterprise Server software on all servers, with all the languages you will require for the enterprise.
- 2 Configure the Siebel Gateway Name Server and configure the Siebel Enterprise. Also configure the SWSE logical profile.
- 3 Configure each Siebel Server, using the Siebel Server Configuration Wizard.
- 4 During Siebel Server configuration, specify to deploy all the installed languages.

NOTE: If you do not deploy all the installed languages on a given server, and later want to deploy additional languages on this server, you must perform the steps in [“Installing All Required Languages But Deploying Some Languages Later” on page 103.](#)

- 5 If applicable patch releases are available, install them on all components in your Siebel deployment.
- 6 Install the Siebel Database. This task installs seed data for the primary language into the Siebel Database.

- 7 For each additional installed (non-primary) language: add the language to the Siebel Database, import the Siebel Repository, and run the MLOV conversion utility.

You can perform Siebel Database installation tasks after installing Database Configuration Utilities with a Siebel Server.
- 8 Install SWSE software on all Web servers, with all the languages you will require for the enterprise.
- 9 Configure each SWSE, using the SWSE Configuration Wizard.
- 10 During SWSE configuration, specify to deploy all the installed languages.

NOTE: If you do not deploy all the installed languages on a given server, and later want to deploy additional languages on this server, you must perform the steps in [“Installing All Required Languages But Deploying Some Languages Later”](#) on page 103.
- 11 As applicable, install additional patch releases when they become available.

Installing All Required Languages But Deploying Some Languages Later

This topic is part of [“About Installing and Deploying with Multiple Languages”](#) on page 100.

The following scenario is intended for customers who are deploying languages shipped with the current release of Siebel Business Applications (version 8.0), but who plan to deploy some languages at a later date on particular instances of Siebel Server or SWSE.

This scenario assumes you include all required languages with your initial installation. If you install additional languages later, see [“Installing and Deploying Additional Languages”](#) on page 105.

There are two variations of this scenario that can achieve the desired result. Review each option and decide which one works best for your situation. See [“Installing and Deploying All Required Languages Once”](#) on page 102 for more details for some tasks.

To deploy multiple languages now and at a later date (Option 1—preferred)

- 1 Perform the tasks described in [“Installing and Deploying All Required Languages Once”](#) on page 102.
 - Install all languages you will deploy now and at a later date.
 - When you configure each Siebel Server and SWSE, specify that you want to deploy all installed languages.
- 2 For each Siebel Server, disable language-specific Application Object Manager components you do not yet require.
- 3 When you are ready to deploy additional installed languages, re-enable any language-specific AOMs that you previously disabled.
- 4 As applicable, install patch releases when they become available.

To deploy multiple languages now and at a later date (Option 2)

- 1** Complete the tasks described in [“Installing and Deploying All Required Languages Once”](#) on page 102.
 - Install all languages you will deploy now and at a later date.
 - When you configure each Siebel Server and SWSE, optionally specify that you want to deploy only a subset of the installed languages.
- 2** If applicable patch releases are available, install them on all components in your Siebel deployment.
- 3** Install the Siebel Database. This task installs seed data for the primary language into the Siebel Database.
- 4** For each additional installed (non-primary) language: add the language to the Siebel Database, import the Siebel Repository, and run the MLOV conversion utility.
- 5** Install SWSE software on all Web servers, with all the languages you will require for the enterprise.
- 6** Configure each SWSE, using the SWSE Configuration Wizard.
- 7** During SWSE configuration, specify to deploy all the installed languages.
- 8** When you are ready to deploy additional installed languages, perform the following for each applicable Siebel Server:
 - a** Shut down the Siebel Server.
 - b** Launch the Siebel Server Configuration Wizard.
 - c** Remove the configuration for this Siebel Server from the Siebel Gateway Name Server.
 - d** Re-create the configuration for this Siebel Server. Specify that you want to deploy all languages previously deployed, and any additional languages you are now deploying.
- 9** Perform the following for each applicable SWSE:
 - a** Stop the Web server.
 - b** Launch the SWSE Configuration Wizard.
 - c** Re-create the configuration for this SWSE, using the same SWSE logical profile you used when you initially configured this SWSE. Specify that you want to deploy all languages previously deployed, and any additional languages you are now deploying.
- 10** If applicable patch releases are available, install them on all components in your Siebel deployment.
- 11** For each additional installed language you are deploying: add the language to the Siebel Database, import the Siebel Repository, and run the MLOV conversion utility.
- 12** Restart the Web servers and the Siebel Servers.
- 13** As applicable, install additional patch releases when they become available.

Installing and Deploying Additional Languages

This topic is part of [“About Installing and Deploying with Multiple Languages” on page 100](#).

The following scenario is intended for customers who determine they require additional languages not previously installed and deployed.

This scenario may apply (*for applicable releases and languages*) for any languages that shipped after Siebel Business Applications version 8.0.

This topic describes adding new languages to your existing Siebel deployment and existing physical resource allocation. As part of expanding language support, you also might install components on new servers that will include new languages.

NOTE: In order to add languages not previously installed or include them in a new installation, the languages must be present in the Siebel network image. Where necessary, you must add languages to the network image using the Siebel Image Creator utility.

For detailed requirements and other information about running Siebel installers, Configuration Wizards, and Siebel Image Creator, see applicable chapters in this guide. Where applicable, see also the *Siebel Maintenance Release Guide* on My Oracle Support for version 8.0.0.x.

To add new Language Packs to your existing physical resource allocation

- 1 Complete the tasks described in [“Installing and Deploying All Required Languages Once” on page 102](#) or [“Installing All Required Languages But Deploying Some Languages Later” on page 103](#).
- 2 Verify that the new language is included in the Siebel network image for each product.
- 3 When you are ready to install and deploy additional languages, run the installer program on each physical server where Siebel product components are installed.
 - When prompted, specify that you are adding one or more languages to an existing installation. Also specify the location to which you are adding languages, and specify the languages you are adding.
- 4 Perform the following for each installed Siebel Server:
 - a Shut down the Siebel Server.
 - b Launch the Siebel Server Configuration Wizard.
 - c Remove the configuration for this Siebel Server from the Siebel Gateway Name Server.
 - d Re-create the configuration for this Siebel Server. Specify that you want to deploy all languages previously deployed, and any additional languages you have just installed and are now deploying.
- 5 Perform the following for each installed SWSE:
 - a Stop the Web server.
 - b Launch the SWSE Configuration Wizard.
 - c Re-create the configuration for this SWSE, using the same SWSE logical profile you used when you initially configured this SWSE. Specify that you want to deploy all languages previously deployed, and any additional languages you have just installed and are now deploying.

- 6 If applicable patch releases are available, install them on all components in your Siebel deployment.
- 7 For each additional installed language you are deploying for the first time: add the language to the Siebel Database, import the Siebel Repository, and run the MLOV conversion utility. For each new language, this step is done only once for each Siebel Database and Siebel Enterprise.
- 8 Restart the Web servers and the Siebel Servers.
- 9 As applicable, install additional patch releases when they become available.

Configuring Connectivity to the Siebel Database

Review the information in this topic to configure connectivity to the Siebel Database from the machine where you will install Siebel Server.

For database connectivity software requirements for your platform, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Oracle. Verify that the Oracle database connectivity software is installed on each machine, according to the Oracle Database documentation.

Siebel Server connections to the Oracle Database are made through dedicated server processes rather than through Oracle MTS; the use of MTS may negatively affect performance.

Use Oracle's Easy Configuration utility to define a database alias with the proper connection information for your Siebel Database. Record the connect string in [Appendix A, "Deployment Planning Worksheet."](#) You specify this connect string when installing the Siebel Server.

DB2 UDB for UNIX and Windows. Define a database alias with the proper connection information for your database. This alias will be the connect string used when installing the Siebel Server. Record the connect string in [Appendix A, "Deployment Planning Worksheet."](#) You specify this connect string when installing the Siebel Server.

Use either the DB2 Client Configuration Assistant or the Command Line Processor (CLP) to define your database alias. For more information, see IBM documentation such as *DB2 Universal Database for Windows* or *DB2 Universal Database Command Reference*.

DB2 UDB for z/OS. For information on configuring database connectivity for DB2 UDB for z/OS, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

Microsoft SQL Server. No configuration is required after the Microsoft SQL Server ODBC driver, as specified in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network, has been installed on each machine.

Siebel Business Applications automatically create an ODBC data source using connectivity parameters that you specify during installation of the Siebel Server. Record this data source in [Appendix A, "Deployment Planning Worksheet."](#)

NOTE: For Microsoft SQL Server deployments, the correct version of Microsoft Data Access Components (MDAC) and Microsoft SQL Native Client (SNAC) must be installed before you install the Siebel Server. See *Siebel System Requirements and Supported Platforms* on Oracle Technology Network for version information.

Verifying Network Connectivity for the Siebel Server Machine

The Siebel Server must have network access to other Siebel Enterprise components, such as the Siebel Gateway Name Server and the Siebel Database on the RDBMS. Use the following procedure to verify that the Siebel Server can access other Siebel Enterprise components.

The Siebel Configuration Wizard sets the TCP/IP registry values as follows:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters
```

```
TcpTimedWaitDelay = 30
```

```
MaxUserPort = 65534
```

```
MaxFreeTcbs = 10000
```

```
MaxHashTableSize = 2048
```

The Configuration Wizard saves the original registry values in the registry file *SIEBEL_ROOT\siebsrvr\admin\tcp_bak.reg*. If you want to reset them to the values prior to the Siebel installation, you can import them from this registry file.

NOTE: For information on verifying network connectivity for DB2 UDB for z/OS, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

To verify network connectivity for the Siebel Server

- 1 Verify network connectivity to the Siebel Gateway Name Server and the Siebel Database from the Siebel Server machine, using the test utility for your network type.
For TCP/IP networks, use the ping utility to verify network connectivity.
- 2 For Oracle Database, verify connectivity to the Siebel Database, then go to [Step 5 on page 108](#).
Use the tnsping utility and Oracle database connectivity alias, as appropriate to your database, from a Command Prompt window to make sure that you can connect to the database, using the network connect string that you defined.
- 3 For DB2 UDB for UNIX and Windows, verify connectivity to the Siebel Database, then go to [Step 5 on page 108](#).

Open a DB2 Command Window to make sure that you can connect to your database.

CAUTION: Be sure to use the DB2 Command Window, not the Command Line Processor, to enter these commands, because the Command Line Processor window uses different syntax. The commands in this procedure do not work unless issued in a DB2 Command Window.

- a** Choose Start, All Programs, IBM DB2, Command Line Tools, and then Command Window. Enter:
- ```
db2 connect to database_alias user user_ID using password
```

where:

- *database\_alias* = Your database alias
- *user\_ID* = A valid user name on DB2
- *password* = The password for that *user\_ID*

If your connection is valid, you will see a message that looks like the following:

Database Connection Information

```
Database Server = DB2/NT x.x.x
SQL authorization ID = SADMIN
Database alias = DB_Alias
```

If your connection is not valid, verify your configuration.

- b** To close the connection, type `db2 terminate`. You can also use the DB2 Command Center GUI tool to terminate.
- 4** For MS SQL Server, verify connectivity to the Siebel Database, then go to the next step. Navigate to Control Panel, Administrative Tools, then Data Sources (ODBC).
- 5** Provide network connections from the Siebel Server to all applicable Siebel File System directories.
- Do not use a mapped network drive as this network connection. Instead, use a UNC share. The sharename syntax must be in this form: `\\Siebel_Server_Name\Sharename`.
- For more information, see [“Creating the Siebel File System” on page 37](#).
- 6** Verify that the Siebel File System directories are visible and that the Siebel service owner account has the necessary permissions on these directories.

If you are clustering the Siebel File System, use the Network IP resource or Network Hostname Resource assigned to that cluster file share.

## Installing Siebel Enterprise Server Components

This topic provides instructions for installing the Siebel Enterprise Server modules as part of standard Siebel Business Applications deployment. Use the information you recorded in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)

Before proceeding, review the requirements described in [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#). See also [“Determining Your Installation and Configuration Method” on page 92](#) and any other applicable topics.

The Siebel Enterprise Server installer verifies not only that you have the required software for installation of the Siebel version you are installing, but that the software is at the version level necessary.

After you install the Siebel Enterprise Server, or in conjunction with installing, you configure the software. For detailed configuration tasks and postinstallation tasks, see [Chapter 6, "Configuring Siebel Enterprise Server and Related Components."](#)

For small deployments, you can alternatively install using the FastTrack Wizard. For details, see ["Installing Using the Siebel FastTrack Wizard" on page 120.](#)

If you are installing in unattended or console mode, see also [Chapter 12, "Installing and Configuring in Unattended and Console Modes."](#)

**NOTE:** The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide on My Oracle Support*. See also ["About Installing Siebel Releases" on page 21.](#)

### ***To install Siebel Enterprise Server components***

- 1 Log on to the server, using the Siebel Service Owner Account that you recorded in the copy you made earlier of the worksheet in [Appendix A, "Deployment Planning Worksheet."](#)

Whether you log on using the Siebel Service Owner Account or using another account, the account you use must belong to the Windows domain of the Siebel Enterprise Server and must have full write permissions to the Siebel File System.

- 2 Shut down all open programs running on the server.
- 3 Stop any active Siebel Server Windows services. If you previously installed the Siebel Gateway Name Server on this machine, and are now installing the Siebel Server, do not stop the Siebel Gateway Name Server service.
- 4 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to *Siebel\_Image\Windows\Server\Siebel\_Enterprise\_Server*.

where:

- *Siebel\_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel\_Install\_Image\8.0.0.0.

- 5 To start the Siebel Enterprise Server installer, double-click setup.exe.

The Siebel Enterprise Server installer's welcome screen appears.

- 6 Click Next to proceed.

If you have installed other Siebel components of the same version on the same machine, the installer displays the message that an existing installation has been found. Proceed to [Step 7 on page 110.](#) Otherwise, click Next and proceed to [Step 8 on page 110.](#)

- 7 Depending on whether you want to install a new instance of Siebel software or add a new language to an existing instance, take the appropriate action:
- To install the Siebel Enterprise Server software in a new instance, or to add new components to an existing Siebel Enterprise Server installation, select None as the default and click Next. Proceed to [Step 8 on page 110](#).
  - To install a new language in an existing instance, select the displayed instance and click Next. Proceed to [Step 11 on page 113](#).

For additional information about installing multiple Language Packs, see [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#).

The Installer Path screen appears.

- 8 Select the directory in which you want to install Siebel Enterprise Server components and click Next.

By default, setup installs in the C:\sba80 directory. If desired, you may choose a different installation directory by either clicking Browse to choose a different directory or typing the drive and directory location. Make sure the installation directory is recorded in a copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)

**CAUTION:** If you are adding components to an existing Siebel Enterprise Server, you must install into the same root directory, such as D:\sba80, or else the installer may assume you are trying to create a new Siebel Enterprise Server.

**NOTE:** The directory name must use standard alphanumeric characters, including the underscore. No other characters or spaces are allowed.

The installer prompts you to select the product or products you want to install.

- 9 Choose the Siebel Enterprise Server components you want to install. Choose one or more of the following options and click Next:
- Gateway Name Server
  - Siebel Server
  - Database Configuration Utilities
  - EAI Connector

The Database Configuration Utilities must be installed with a Siebel Server, or on the same machine where a Siebel Server is already installed. You cannot install Database Configuration Utilities without Siebel Server on the same machine.

This procedure generally assumes you are installing a new instance of Siebel Enterprise Server. Enterprise Server components you do not install now can be installed later. Components that have already been installed for this instance are unavailable for selection.

If you install more than one Siebel Enterprise Server component at once, the installer and the Configuration Wizard will prompt you for the installation parameters of each component individually, and in the necessary sequence. If you cancel configuration, you must run the Configuration Wizards later to configure all components in the correct sequence.

For more information about different ways of deploying Siebel Enterprise Server components, see *Siebel Deployment Planning Guide*. See also [“Determining Your Installation and Configuration Method” on page 92](#).

**NOTE:** Before proceeding, review the installation requirements for each component you plan to install and perform any necessary preinstallation tasks. See [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#) and other applicable topics.

**10** Choose the type of installation to execute from the following options and click Next.

- **Typical.** Installs all components.
- **Compact.** Installs a minimum set of components.
- **Custom.** Lets you choose which specific components you want to install.

The items installed or available to be installed for each of these choices are listed in the tables below, for each Siebel Enterprise Server component.

- For Gateway Name Server, all choices are the same and install one mandatory item only.
- Siebel Server installable components are listed in the following table:

| Installation Option | Products                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Typical             | <ul style="list-style-type: none"> <li>■ Object Manager Component—Object Managers for Siebel applications</li> <li>■ Handheld Synchronization</li> <li>■ Data Quality Connector—Used to configure Data Quality with FirstLogic software</li> <li>■ Remote Search Support—Files supporting Siebel Remote Search functionality</li> <li>■ Java Integrator</li> <li>■ Siebel Management Agent</li> </ul> <p><b>NOTE:</b> Before installing, it is recommended to review <a href="#">“Installing Siebel Management Agent and Siebel Management Server” on page 122</a>.</p> |

| Installation Option | Products                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compact             | <ul style="list-style-type: none"> <li>■ Object Manager Component</li> <li>■ Remote Search Support</li> <li>■ Java Integrator</li> </ul>                                                                                                                                                                                                                                                                                                                                                  |
| Custom              | <ul style="list-style-type: none"> <li>■ Object Manager Component</li> <li>■ Handheld Synchronization</li> <li>■ Data Quality Connector</li> <li>■ Remote Search Support</li> <li>■ Java Integrator</li> <li>■ PIM Server Integration—Files supporting Siebel Server Sync</li> <li>■ Siebel Management Agent</li> </ul> <p><b>NOTE:</b> Before installing, it is recommended to review <a href="#">“Installing Siebel Management Agent and Siebel Management Server”</a> on page 122.</p> |

- Database Configuration Utilities installable components are listed in the following table:

| Installation Option      | Products                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Typical, Compact, Custom | <ul style="list-style-type: none"> <li>■ Sample Database Support—File attachments for Siebel seed data.</li> <li>■ Oracle Database Enterprise Edition—Database scripts for the Siebel Database on Oracle. See also <a href="#">“Guidelines for Creating Oracle Database Objects”</a> on page 53.</li> <li>■ IBM DB2 UDB for Unix and Windows—Database scripts for the Siebel Database on DB2 UDB for UNIX and Windows. See also <a href="#">“Guidelines for Creating DB2 UDB Database Objects”</a> on page 66.</li> <li>■ IBM DB2 UDB for z/OS—Database scripts for the Siebel Database on DB2 UDB for z/OS. (This platform is described in <i>Implementing Siebel Business Applications on DB2 UDB for z/OS</i>.)</li> <li>■ Microsoft SQL Server—Database scripts for the Siebel Database on MS SQL Server. See also <a href="#">“Guidelines for Creating MS SQL Server Database Objects”</a> on page 71.</li> </ul> <p><b>NOTE:</b> If you select Custom installation, be sure to also select Sample Database support. When Sample Database support is installed, additional files are copied to a directory in the Siebel File System after configuration. These files are required to read attachments. For more information, see <a href="#">“Populating the Siebel File System”</a> on page 194.</p> |



- EAI Connector installable components are listed in the following table:

| Installation Option | Products                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Typical             | <ul style="list-style-type: none"> <li>■ EAI Connector for Oracle</li> <li>■ EAI Connector for COM Data Control</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Compact             | <ul style="list-style-type: none"> <li>■ EAI Connector for COM Data Control</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Custom              | <ul style="list-style-type: none"> <li>■ EAI Connector for Microsoft BizTalk Server</li> <li>■ EAI Connector for Oracle</li> <li>■ EAI Connector for COM Data Control</li> <li>■ EAI Connector for Java Data Bean</li> </ul> <p><b>NOTE:</b> EAI Connector for Microsoft BizTalk Server is not supported for version 8.0. In the event that support is added in a future release, updated support status information will be provided. See 475472.1 (Article ID) on My Oracle Support. This document was previously published as Alert 1319. See also <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network.</p> |

In general, using Typical is recommended for each Siebel Enterprise Server component, unless you are certain that your requirements differ from what is included in a Typical install.

For example, if you will be using Siebel Server Sync, you must install Siebel Server with a Custom installation type and select PIM Server Integration. See also *Siebel Server Sync Guide*.

**NOTE:** It is not possible to add items later for a Siebel Enterprise Server component if they were not part of the initial installation—you must uninstall and reinstall the component to add such items later.

If you chose Custom installation, select the components that you want to install and click Next.

For a new installation, proceed to [Step 11 on page 113](#). If you are adding products to an existing installation, go to [Step 12 on page 114](#).

- 11** Select the language or languages you are installing for your Siebel Enterprise Server and click Next.

Servers are installed with at least one language. Languages must be installed in order to run applications using these languages. The first language you install also functions as the primary (base) language for your Siebel Enterprise Server, in which your server messages and logs will display.

If you install multiple languages, when you configure the Siebel Server you can specify which installed languages to deploy and which installed language is to be the primary language.

You can install additional languages at a later date. If you add languages to an existing installation, you must also reinstall any patch releases that may have been installed after the base installation.

For more information about installing and deploying languages, see:

- [“Planning RDBMS Installation and Configuration” on page 29](#)
- [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#)
- [“About Installing and Deploying with Multiple Languages” on page 100](#)
- [“Preparing to Run Siebel Server Components After Installing” on page 153](#)
- *Siebel Global Deployment Guide*

The installer program performs a validation check to make sure that installation prerequisites are met. If they are not, a prompt appears, stating which installation requirement is not met. Exit the installer, satisfy the requirements, and restart the installation process.

For a new installation into this install directory, the Program Folder screen appears. Go to the next step.

If you are adding languages to an existing installation, proceed to [Step 15 on page 115](#).

- 12** Click Next to accept the default folder name for Siebel Enterprise Server configuration shortcuts, or modify the folder name as desired, and click Next.

The following shortcuts will be created:

- Siebel Enterprise Configuration (created with Siebel Gateway Name Server installation)
- Siebel Server Configuration (created with Siebel Server installation)
- Database Server Configuration (created with Database Configuration Utilities installation)
- Management Agent Configuration (created with Siebel Server installation, if you included this component)

By default, shortcuts are created in Siebel Enterprise Server Configuration 8.0, for a U.S. English (ENU) installation.

The default program group name and shortcut names are in the language in which the installer ran. Also, the Configuration Wizard commands defined in the shortcuts have the LANG argument set to the language in which the installer ran.

For more information about the LANG argument, see [“Configuration Wizard Syntax Elements” on page 140](#). See also [“The Language in Which Siebel Installers and Wizards Run” on page 32](#).

The installer displays the location into which it will install the Siebel Enterprise Server components, identifies which components you elected to install, and displays the disk space required for the software you are installing.

- 13** Click Next to copy the files for the selected products into the installation location. Alternatively, to change any settings, click Back, adjust your selections, and click Next to return to this screen.

The installer proceeds to install the specified files and indicates its progress.

After all Siebel Enterprise Server files are installed, depending on which Siebel Enterprise Server components you installed, the installer may launch one or more wizards in succession, each representing a Configuration Wizard task.

**14** Perform one of the following actions:

- Continue with configuring the components you installed (in sequence).
  - For installations that include Siebel Gateway Name Server, the wizard launches that is equivalent to the shortcut Siebel Enterprise Configuration.
  - For installations that include Siebel Server, the wizard launches that is equivalent to the shortcut Siebel Server Configuration.
  - For Siebel Server installations that also include Siebel Management Agent, the wizard launches that is equivalent to the shortcut Management Agent Configuration.

If you installed multiple components, you can configure all installed components or just some of them, provided you meet configuration requirements.

For detailed information about configuration, see ["Performing Configuration Tasks" on page 144](#).

- Exit all applicable Siebel Configuration Wizards and configure later. Note that you cannot operate the Siebel Enterprise Server components until they are configured.

After you complete or cancel configuration, the installer displays the following message:

The InstallShield Wizard has successfully installed Siebel Enterprise Server.  
Choose Finish to exit the wizard.

**15** To exit the installer, click Finish.

**To review installation log files**

- If you would like to review events that occurred during the installation, you can access log files generated by the installer. Log files are located at *SIEBEL\_ROOT\log.txt*, *SIEBSRVR\_ROOT\LOG*, *SIEBEL\_GATEWAY\_ROOT\LOG*, or similar locations.

**To verify the installation**

- 1** Navigate to *SIEBEL\_GATEWAY\_ROOT*, *SIEBSRVR\_ROOT*, or another product directory.
- 2** Using a text editor like WordPad, open the *base.txt* file. It identifies the version number for the installation just completed, for example:

8.0 [20405]

See ["Reviewing the Siebel Enterprise Server Installation" on page 116](#). For other verification, configuration, and postinstallation tasks, see [Chapter 6, "Configuring Siebel Enterprise Server and Related Components."](#)

# Reviewing the Siebel Enterprise Server Installation

This topic contains the following topics:

- [“Reviewing the Installation for Siebel Gateway Name Server” on page 116](#)
- [“Reviewing the Installation for Siebel Server” on page 117](#)
- [“Reviewing the Installation for the Database Configuration Utilities” on page 118](#)

## Reviewing the Installation for Siebel Gateway Name Server

This topic is part of [“Reviewing the Siebel Enterprise Server Installation” on page 116](#).

After installation and configuration, verify that the following Siebel Gateway Name Server folders and files now exist under the *SIEBEL\_ROOT* directory you specified during the installation.

```
_uninst\
 ses
gtwysrvr\
 ADMIN\
 BIN\
 LOCALE\
 LOG\
```

**\_uninst.** The files required to uninstall the program. It contains uninstall information for all products installed into the top-level directory (*SIEBEL\_ROOT*).

**ses.** Contains files required to uninstall the product.

**gtwysrvr.** Top-level directory for Siebel Gateway Name Server.

**ADMIN.** The template files used for scripts that control the running and configuration of the Siebel Gateway Name Server.

**BIN.** Siebel Gateway Name Server start script, stop script, and executable programs. Contains *ssincfgw.exe*, used to launch the Siebel Configuration Wizard.**LOCALE.** Language-specific files and scripts. These are not configurable.

**language(s).** Language-specific files and scripts. These are not configurable.

**LOG.** Siebel Gateway Name Server logs.

## Reviewing the Installation for Siebel Server

This topic is part of [“Reviewing the Siebel Enterprise Server Installation” on page 116.](#)

The following minimum directories are created for the Typical selection for a Siebel Server installation. These directories, the files and subdirectories they contain, and various other files are created in the siebsrvr subdirectory, under the root directory you specified during the installation; for example, D:\sba80.

**admin.** The template files used for scripts that control the running and configuration of Siebel Server.

**bin.** Binary file directory, containing executables, scripts, and language subdirectories related to language-specific server components. Also contains files used by Siebel Technical Support for installation workarounds.

**bscripts.** Web server-related files.

**classes.**

**dbtempl.** Contains dictionary and local database files required by Siebel Remote for regional users and Mobile Web Client users.

**docking.** Contains transaction files, visibility, and other databases required by Siebel Remote.

**help.** Contains help files.

**input.** Contains files related to Siebel Remote.

**isstempl.** Contains templates for Customer Order Management CDA application and engine files for newly created projects. Do not modify any files in the directories isstempl\lang\EngineSourceFiles or isstempl\lang\NewProjectDefault, unless directed to do so by Oracle engineers.

**lex.** Language-related files.

**locale.** Contains language-specific files.

**log.** Contains client and utility log files.

**logarchive.** Archive of client and utility log files.

**mgmtagent.** Stores files related to Siebel Management Agent, if installed with Siebel Server.

**msgtempl.** Stores language-specific files for mail merge.

**nlp.** Contains natural-language processing files.

**objects.** Contains language-specific Siebel Repository files.

**NOTE:** Monitoring of any SRF file by virus scanning software may significantly degrade Siebel Server performance. If you have virus scanning software installed on your computers, configure it to skip SRF files. Because these files are binary data files, the risk of virus infection is low, and so excluding these files from scanning is usually acceptable. Alternatively, you may choose to scan SRF files, but less frequently than other files.

**output.** Contains files related to Siebel Remote.

**reports.** Contains the report executable programs used by Siebel Proposals to include reports in proposals.

**SDQConnector.** Contains the DLLs, configuration files, and other files necessary to connect the Siebel Data Quality Universal Connector to one or more external data quality products. An external data quality product is certified through the Siebel Alliance program.

**search.** Contains the indexes and scripts used to administer and execute searches.

**sqltempl.** Contains SQL statements used by Siebel Server components. Do not modify these files.

**temp.** Stores temporary files for use by the Siebel Server.

**upgrade.** Contains files and scripts related to version upgrades of Siebel Business Applications. Also holds temporary, backup, and state log files used during an upgrade.

**webmaster.** Contains files (including CSS files, IMG files, JS files, and others) that are updated to the Web server when the Web server is restarted, or when an administrator uses the SWE command `UpdateWebImages` to manually refresh the files on the Web server.

For more information, see [“Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token” on page 221](#). See also the topic about adding a password for updating Web server static files, located in *Siebel Security Guide*.

**webtempl.** Contains Siebel Web templates that support the applets and views required for any type of Web client for the Siebel applications.

**xml.** Web server-related files.

**base.txt.** Contains version information for this installation.

**language.txt.** Contains version and language information, where *language* is the three-letter code for an installed language, such as *enu*, *cht*, and so on.

**upgrade.log.** Contains information logged from upgrading.

## Reviewing the Installation for the Database Configuration Utilities

This topic is part of [“Reviewing the Siebel Enterprise Server Installation” on page 116](#).

Review the directory structure created by the Database Configuration Utilities installation, as illustrated in this topic. The example that follows results from performing a Custom installation.

The Database Configuration Utilities are installed in the *DBSRVR\_ROOT* directory within the Siebel root directory you specified during Siebel Server installation; by default, it is installed in `C:\sba80\dsrvr`. The *DBSRVR\_ROOT* directory contains the following subdirectories:

**BIN.** Contains files for internal use.

**COMMON.** Contains database platform-independent files.

**DB\_SERVER (ORACLE, DB2UDB, DB2390, or MSSQL).** Contains scripts specific to your database, including upgrade scripts for previous versions of Siebel applications.

**DBOUTPUT (DB2 for z/OS only).** Contains subdirectories in which DDL is deposited by the installer for later transfer to the DB2 host when the Siebel Schema installation option, Generate DDL Into Files, is chosen.

**SIEBPROC (DB2 UDB only).** Contains User Defined Functions (UDFs) and stored procedures for DB2 UDB for UNIX and Windows, by OS platform. See also [“Installing the Stored Procedures and User-Defined Functions on DB2 UDB” on page 184](#).

**AIX.** UDFs and stored procedures for DB2 UDB on AIX.

**HPUX.** UDFs and stored procedures for DB2 UDB on HP-UX.

**LINUX.** UDFs and stored procedures for DB2 UDB on Linux.

**SOLARIS.** UDFs and stored procedures for DB2 UDB on Solaris.

**WIN32.** UDFs and stored procedures for DB2 UDB on Windows.

**SQLPROC (DB2 UDB only).** Contains subdirectories that contain the binary files required to install stored procedures. These stored procedures perform data migration as part of an upgrade.

**AIX.** Stored procedures for DB2 UDB on AIX.

**HPUX.** Stored procedures for DB2 UDB on HP-UX.

**LINUX.** Stored procedures for DB2 UDB on Linux.

**SOLARIS.** Stored procedures for DB2 UDB on Solaris.

**WIN32.** Stored procedures for DB2 UDB on Windows.

**STORPROC (DB2 for z/OS only).** Contains stored procedures for DB2 for z/OS.

**UPGRADE.** Directories containing files to enable upgrading from specific versions of Siebel Business Applications that are supported for upgrade to the current release.

**LANGUAGE.** Contains language- and database-specific files for the ancestor repository and supporting files. For example, ENU would contain language-specific files for U.S. English, and DEU would contain language-specific files for German.

**FILES.** This directory contains sample file attachments and is created if you install Sample File Attachments. You must copy these files to the appropriate subdirectory of the Siebel File System. See [“Populating the Siebel File System” on page 194](#).

**LOCALE.** Contains translation files (used by Oracle only).

## Installing Using the Siebel FastTrack Wizard

As an alternative to the main product installers described in this guide, the Siebel FastTrack Wizard provides a simplified user interface for installing and configuring all the major elements of a Siebel deployment on a single Windows machine:

- Siebel Enterprise Server components: Siebel Gateway Name Server, Siebel Server, and Database Configuration Utilities
- Siebel Web Server Extension (SWSE)

The FastTrack Wizard is suitable for small to medium businesses (SMB). It may also facilitate setting up simple test or demonstration environments. The FastTrack Wizard is available for supported Microsoft Windows platforms only. This wizard assumes you are using the Microsoft IIS Web server.

The Siebel Database instance must be created on a Microsoft SQL Server database. The same Siebel Database requirements apply for SMB products as for standard Siebel Business Applications.

Installation prerequisites are the same as for installations using the main installers. See [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#) and [“Requirements for SWSE Installation and Configuration” on page 201](#). For example, during configuration you are prompted to provide the Siebel Server name, which must meet documented requirements.

For most deployments, it may be best to use the main installers, which allow you to configure features that may not apply for an SMB or demo environment.

**NOTE:** To add languages to an existing installation created using the FastTrack Wizard, you must use the main installers for each applicable product.

In general, the FastTrack Wizard presents a subset of the screens you would see in the main installers and Configuration Wizards. For more information, see applicable topics in this chapter and in [Chapter 6, “Configuring Siebel Enterprise Server and Related Components,”](#) and [“Configuring the SWSE” on page 207](#).

**NOTE:** During installation, when the FastTrack Wizard prompts for the network image location, specify the directory containing the Siebel\_Enterprise\_Server and Siebel\_Web\_Server\_Extension directories. For example, this directory might be D:\Siebel\_Install\_Image\8.0.0.0\Windows\Server. The user running the FastTrack Wizard (smb.exe) *must have write permission* in the Siebel\_Enterprise\_Server and Siebel\_Web\_Server\_Extension directories. See also [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)

The default top-level installation directory is C:\sba80.



### *To run the Siebel FastTrack Wizard*

- 1 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to *Siebel\_Image*\Windows\Server\Siebel\_FastTrack\_Wizard.

where:

- *Siebel\_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel\_Install\_Image\8.0.0.0.
- 2 Double-click *smb.exe*.
  - 3 Follow the prompts to complete installation and configuration.

If you installed multiple components, you can configure all installed components or exit the Configuration Wizards and configure later in the required sequence. Note that you cannot operate the Siebel Business Applications products until they are configured. If you cancel configuration and need to complete this process later, see the procedure below.

You can run each Configuration Wizard only once to perform the applicable configuration tasks.

For detailed information about configuration, see [Chapter 6, "Configuring Siebel Enterprise Server and Related Components."](#)

### *To complete configuration you have canceled*

- After the FastTrack Wizard has completed installation, if you canceled the configuration process, you can start the Configuration Wizards separately later. To do this, choose Start, All Programs, then Siebel Enterprise Server Configuration 8.0 (or navigate to the program group you specified when installing).

Available configuration shortcuts include:

- Siebel Gateway Name Server Configuration
- Siebel Enterprise Configuration (includes task to create SWSE logical profile)
- Siebel Server Configuration
- Database Server Configuration (Siebel Database)
- Management Agent Configuration (configure this product only if you are using Siebel Management Server and Management Agent in your deployment)
- Siebel Web Server Extension Configuration (includes applying SWSE logical profile)

**CAUTION:** In general, you must configure components in the above order. However, Management Agent could be configured after SWSE. See also [Figure 1 on page 90](#).

**NOTE:** All shortcuts, except Management Agent Configuration, run the Configuration Wizards in a manner different from those created by the main installers—they run the wizards using SMB visibility mode. The main installers do not create the shortcut Siebel Gateway Name Server Configuration. For more information about visibility mode, see ["Configuration Wizard Syntax Elements" on page 140](#).

# Installing Siebel Management Agent and Siebel Management Server

This topic provides instructions for installing Siebel Management Agent and Siebel Management Server. Management Server includes Siebel Diagnostic Tool. It includes the following subtopics:

- [“About Siebel Management Agent and Siebel Management Server” on page 122](#)
- [“Requirements for Installing Siebel Management Agent and Siebel Management Server” on page 123](#)
- [“Installing Siebel Management Agent” on page 124](#)
- [“Installing Siebel Management Server” on page 126](#)

## About Siebel Management Agent and Siebel Management Server

This topic is part of [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#).

Siebel Management Agent and Siebel Management Server are infrastructure components that support the Siebel Application Deployment Manager (ADM) and Siebel Diagnostic Tool features. These components collectively are also referred to as the Siebel Management Framework.

The Siebel Management Server installation includes Siebel Diagnostic Tool, which makes use of Management Server. Management Server needs to be installed only once, usually on a dedicated management station. You can use the same Management Server with one or more Siebel Enterprises.

Siebel Management Agent must be installed on all servers that are to be used with Siebel ADM or Siebel Diagnostic Tool. Management Agent is installed with Siebel Server by default.

For all deployments of Siebel Management Server and Management Agent, Management Server communicates with installed instances of Management Agent.

For detailed information about ADM, including postinstallation tasks for ADM deployments, see *Siebel Application Deployment Manager Guide*.

For detailed information about Siebel Diagnostic Tool, see *Siebel System Monitoring and Diagnostics Guide*.

For detailed information about supported platforms for Management Agent and Management Server, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For security-related information, see *Siebel Security Guide*.

## Requirements for Installing Siebel Management Agent and Siebel Management Server

This topic is part of [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#).

This topic describes requirements and prerequisite tasks for installing Siebel Management Agent or Siebel Management Server.

- Using Siebel Image Creator, create a Siebel installation image on your network that includes the files required to install Siebel Management Agent and Siebel Management Server for all applicable platforms.
  - Siebel Management Agent can be installed on either Microsoft Windows or supported UNIX platforms.
  - Siebel Management Server can only be installed on Microsoft Windows.

**NOTE:** It is recommended to include Siebel Management Agent for each applicable platform in your installation image, even if you intend to install Management Agent with Siebel Server rather than install it separately.

For more information about using Image Creator, see [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)

- Machines that host Siebel Management Agent or Management Server must have the correct version of JRE or J2SE installed. For details, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- If you will be using Perl scripts as part of the configuration process described in [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 173](#), then the machines that host Siebel Management Agent or Management Server must have a recent version of Perl installed. The Perl installation directory must be correctly referenced in the PATH environment variable.
- If you intend to use Secure Sockets Layers (SSL) with Siebel Management Agent or Management Server, you must review all applicable information before you install and configure the software. For details, see *Siebel Security Guide*.

**NOTE:** If you are not yet ready to configure SSL, it is strongly recommended to postpone installation or configuration of Management Agent and Management Server until you are fully ready to configure SSL for these components.
- Determine your installation and configuration strategy for your Siebel Servers, Siebel Management Agents, and Siebel Management Server. Review the remaining points in this topic.
- Siebel Management Agent can be installed on Siebel Server machines on all supported Windows and UNIX operating systems.
  - For a typical Siebel Server install type, Siebel Management Agent is installed with Siebel Server automatically. In this scenario, the Configuration Wizard for Management Agent launches after you install and configure the Siebel Server. For Siebel Server installation instructions, see [“Installing Siebel Enterprise Server Components” on page 108](#).

- For a custom Siebel Server install type, you can include Siebel Management Agent or deselect it to exclude it from the installation. If you exclude Siebel Management Agent but require it, you must install it separately. In this scenario, the Management Agent Configuration Wizard launches after you install Management Agent separately. For separate Management Agent installation instructions, see [“Installing Siebel Management Agent” on page 124](#).
- Uninstallation options for Siebel Management Agent are different for each of the above approaches. See also [Chapter 14, “Uninstalling Siebel Business Applications.”](#)
  - If you install Management Agent as part of Siebel Server installation, you cannot uninstall it separately. Uninstalling Siebel Server uninstalls this instance of Management Agent.
  - If you install Management Agent separately onto a Siebel Server machine, then you can uninstall it independently of Siebel Server.
- Siebel Management Server can only be installed on Microsoft Windows.

One instance of Siebel Management Server can support one or more Siebel Enterprises.

The Management Server Configuration Wizard launches after you install Management Server. For installation instructions, see [“Installing Siebel Management Server” on page 126](#).
- Before you install and configure Siebel Management Server, you must install and configure at least one instance of Siebel Management Agent. Ideally, you will have installed all your Siebel Servers and Management Agents. The Management Server Configuration Wizard can register one or two Management Agents with the Management Server. You can register additional Management Agents by using Perl scripts provided with the software.
- For Siebel Management Agent and Management Server configuration tasks, see:
  - [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#)
  - [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#)
  - [“Launching the Siebel Configuration Wizard” on page 138](#)
- Using Siebel Diagnostic Tool requires that you license Oracle Application Management Pack for Siebel. For more information about this management pack, see the Enterprise Manager Licensing Guide in the documentation library for Oracle Enterprise Manager 10g Release 3 (10.2.0.3). You can access this library on the Oracle Technology Network at <http://www.oracle.com/technology>.

## Installing Siebel Management Agent

This topic is part of [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#).

This topic describes how to install Siebel Management Agent in a Siebel environment, in a separate installation.

Before you start the installation tasks described here, review the requirements and make sure you adhere to those that apply for the installation of Siebel Management Agent. For details, see [“Requirements for Installing Siebel Management Agent and Siebel Management Server” on page 123](#).

Siebel Management Agent can be installed in a Siebel environment that is hosted in a supported Windows or UNIX environment. If your Siebel environment contains multiple Siebel Servers, you can install Siebel Management Agent on all servers that are deployed to by Siebel ADM or monitored with the Siebel Diagnostic Tool.

**NOTE:** By default, Siebel Management Agent is installed when you install Siebel Server. If you install an instance of Siebel Management Agent as part of Siebel Server installation, you can ignore the content in this topic and proceed to configuring Management Agent, as described in [“Configuring Siebel Management Agent” on page 166](#).

This topic describes how to install Siebel Management Agent if you *did not* install it as part of the Siebel Server installation.

**NOTE:** The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support. See also [“About Installing Siebel Releases” on page 21](#).

### To install Siebel Management Agent

- 1 Log on to the machine that hosts the Siebel Server where you want to install Siebel Management Agent.
- 2 Navigate to the Siebel image location that contains the installer for Siebel Management Agent. For example, navigate to:

*Siebel\_Image\Operating\_System\Server\Siebel\_Management\_Agent*

where:

- *Siebel\_Image* = The directory for your Siebel network image, such as D:\Siebel\_Install\_Image\8.0.0.0 on Microsoft Windows.
  - *Operating\_System* = The directory name that corresponds to the name of the operating system for which you want to obtain the installation files. For example, Solaris for Oracle Solaris, Windows for Microsoft Windows, and so on.
- 3 Execute the appropriate command, as shown in the following table:

| For this operating system | Execute this file |
|---------------------------|-------------------|
| Microsoft Windows         | setup.exe         |
| AIX                       | setupaix          |
| HP-UX                     | setuphp           |
| Linux                     | setuplinux        |
| Solaris                   | setupsol          |

**NOTE:** For more information on supported platforms, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

The screen Welcome to InstallShield Wizard for Siebel Management Agent appears.

**4** Click Next to proceed.

A screen appears that asks you to specify the location where you install Siebel Management Agent.

**5** Accept the default directory location proposed by the installer or enter an alternative directory to install Siebel Management Agent, then click Next.

The default installation directory is C:\sba80\mgmtagent on Microsoft Windows, or /siebel/mgmtagent on UNIX platforms.

**NOTE:** The installation directory location must not contain spaces; underscores are allowed.

The installer displays the location into which it will install the Siebel Management Agent, and displays the disk space required for the installation.

**6** Review the information and take the appropriate action:

- If the information is incorrect, click Back to correct the installation location.
- If the information is correct, click Next.

The InstallShield Wizard starts installation of Siebel Management Agent.

On completion of the installation, a configuration wizard appears: Siebel Configuration Wizard – Siebel Management Agent Configuration.

**7** Either configure the Management Agent now, or cancel the wizard and configure it later.

For information on the values to enter in this wizard, see [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

**8** Click Finish to close the installer wizard.

**9** After installation is complete, review the installer log file to make sure no errors occurred during installation.

On both Microsoft Windows and UNIX platforms, the installer writes output to a log file, log.txt, which is stored in the Siebel Management Agent installation directory.

## Installing Siebel Management Server

This topic is part of [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#).

This topic describes how to install Siebel Management Server on a Microsoft Windows server in a Siebel environment.

Before you start the installation tasks described here, review the requirements and make sure you adhere to those that apply for the installation of Siebel Management Server. For details, see [“Requirements for Installing Siebel Management Agent and Siebel Management Server” on page 123](#).

**NOTE:** The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide on My Oracle Support*. See also [“About Installing Siebel Releases” on page 21](#).

### *To install Siebel Management Server*

- 1 Log on to the Microsoft Windows server machine where you want to install Siebel Management Server.

- 2 Navigate to the Siebel image location that contains the installer for Siebel Management Server. For example, navigate to:

*Siebel\_Image\Windows\Server\Siebel\_Management\_Server*

where:

- *Siebel\_Image* = The directory for your Siebel network image, such as:

D:\Siebel\_Install\_Image\8.0.0.0

- 3 Double-click setup.exe.

The screen Welcome to InstallShield Wizard for Siebel Management Server with Diagnostic Tool appears.

- 4 Click Next to proceed.

A screen appears that asks you to specify the location where you install Siebel Management Server.

- 5 Accept the default directory location proposed by the installer or enter an alternative directory to install Siebel Management Server, then click Next.

The default installation directory is C:\sba80\mgmtsrvr.

**NOTE:** The installation directory location must not contain spaces; underscores are allowed.

The installer displays the location into which it will install the Siebel Management Server, and displays the disk space required for the installation.

- 6 Review the information and take the appropriate action:

- If the information is incorrect, click Back to correct the installation location.
- If the information is correct, click Next.

The InstallShield Wizard starts installation of Siebel Management Server.

On completion of the installation, a configuration wizard appears: Siebel Configuration Wizard – Siebel Management Server Configuration.

- 7 Either configure the Management Server now, or cancel the wizard and configure it later.

For information on the values to enter in this wizard, see [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

- 8 Click Finish to close the installer wizard.

- 9 After installation is complete, review the installer log file to make sure no errors occurred during installation.

The installer writes output to a log file, log.txt, which is stored in the Siebel Management Server installation directory.

## Command-Line Options for Siebel Installers and Wizards

Siebel Business Applications installer programs, Siebel Configuration Wizards, and the Siebel Image Creator utility, can be run at the command line with any of the following flags optionally appended to the installer command. For additional Configuration Wizard options, see [“Launching the Siebel Configuration Wizard” on page 138](#).

### Options for All Wizards

The options below apply to Siebel installers, Configuration Wizards, and Image Creator.

- `-i s:log logfile`

where:

- `logfile` = The full path name and the name of a log file to be generated (for example, C:\temp\gateway.log)

Generates an additional log file. The logging information in the file is limited to initialization errors, such as those relating to the JRE. Use this flag for debugging or for troubleshooting when you cannot invoke the installer.

**NOTE:** The default log file that records status errors during installation is created in the *SIEBEL\_ROOT* directory.

- `-i s:javaconsole -console`

Generates a script-type (non-GUI) user interface called console mode. This method is most useful when installing or configuring over a WAN or VPN, or where the text display of console mode is preferable to GUI mode for other reasons. For more information, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#) See also [“Creating a Siebel Installation Image” on page 82](#) and [“Launching the Siebel Configuration Wizard” on page 138](#).

- `-i s:tempdir temp_directory_location`

Directs the installer to the location to use for temporary installation-related files. If the default directory is not suitable or does not have the required free space, you can designate another location. For more information, see [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#).



## Options for Installers

The options below apply to Siebel installers (server products only).

- `-args RECORD=full_path_to_installation_response_file`

Runs the installer in record mode. Record mode does not perform actual installation, but rather outputs a siebel.ini file that includes changes based on inputs made during the installer session.

You would use this siebel.ini file as part of an unattended installation.

After you create a siebel.ini file using record mode, you must place the file in the correct product directory where the installer program is located. Or, you can place the file in some other location, and run the installer using the `-args SS_SETUP_INI` argument (described below) to point to the location of the file you created using record mode.

Validations are performed in record mode as if the installer were running in live mode (normal installation). It is strongly recommended to run the installer on a machine that has similar resources and configuration settings as the target machine on which the actual installation will be performed.

**NOTE:** There must be no spaces before and after the equals sign in the command.

See also [Chapter 12, "Installing and Configuring in Unattended and Console Modes."](#)

- `-args SS_SETUP_INI=full_path_to_installation_response_file`

Runs the installer using a siebel.ini file at a location you designate. If this option is not used, then the installer uses the siebel.ini file located in the same product directory where the installer program is located.

**NOTE:** There must be no spaces before and after the equals sign in the command.

See also [Chapter 12, "Installing and Configuring in Unattended and Console Modes."](#)



# 6

## Configuring Siebel Enterprise Server and Related Components

This chapter explains how to configure the Siebel Enterprise Server components, and describes important tasks you must perform after installing and configuring. It includes the following topics:

- [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#)
- [“Launching the Siebel Configuration Wizard” on page 138](#)
- [“Performing Configuration Tasks” on page 144](#)
- [“Verifying the Siebel Gateway Name Server Has Started” on page 148](#)
- [“Postinstallation Tasks for Siebel Server” on page 149](#)
- [“Starting the Siebel Server Services” on page 149](#)
- [“Verifying the ODBC Data Source” on page 150](#)
- [“Establishing Network Connectivity for Mobile Users” on page 153](#)
- [“Preparing to Run Siebel Server Components After Installing” on page 153](#)
- [“Configuring Load Balancing for Siebel Applications” on page 155](#)
- [“Installing Additional Siebel Servers for an Existing Siebel Enterprise Server” on page 160](#)
- [“Troubleshooting Siebel Enterprise Server Installation and Configuration” on page 161](#)
- [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#)

### About Configuring Siebel Enterprise Server and Related Components

This topic provides important background information about configuring Siebel Enterprise Server components and certain other installable components of Siebel Business Applications. Configuration tasks are performed after installation, using the Siebel Configuration Wizard.

For instructions for launching the Siebel Configuration Wizard, see [“Launching the Siebel Configuration Wizard” on page 138](#).

The Siebel Enterprise Server components you can install include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector (support files). Installation for these components is described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

Configuration of Siebel Gateway Name Server, Siebel Enterprise, and Siebel Server are described in this chapter. Configuration of the Siebel Database using the Database Configuration Wizard (part of Database Configuration Utilities) is described in [Chapter 7, “Configuring the Siebel Database.”](#) EAI Connector files require no configuration.

After you install one or more Siebel Enterprise Server components, the Siebel Configuration Wizard launches automatically so you can perform tasks to configure the components you installed. Optionally, you can exit the Configuration Wizard and configure these components later. Some Configuration Wizards can be run multiple times, while others must be run only once.

Configuration of the Siebel Web Server Extension (SWSE) logical profile and of each physical SWSE is described in [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#) You must configure at least one logical profile before you configure individual SWSE instances.

The Configuration Wizard framework supports configuration tasks for multiple components in the Siebel Business Applications, including Siebel Enterprise Server, SWSE, Siebel Management Agent, Siebel Management Server, and other items.

Management Agent may be installed as part of a Siebel Server installation, or installed separately. See [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#) and [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

If you installed using the FastTrack Wizard, the Configuration Wizards for most components launch automatically and run in a limited mode (SMB visibility mode). In this mode, wizards display fewer screens and several assumptions are made about configuration settings. In general, this chapter assumes that you installed using the main installers, for which the Configuration Wizards run in Enterprise visibility mode instead. For more information about the FastTrack Wizard, see [“Installing Using the Siebel FastTrack Wizard” on page 120](#).

**NOTE:** This guide generally refers to the *Siebel Configuration Wizard* for the overall wizard used for any or all configuration contexts. Depending on the context, this guide may instead refer to a wizard using a more specific name, such as the Siebel Server Configuration Wizard.

This topic includes the following subtopics:

- [“Configuration Wizard Differences in Release 8.0” on page 132](#)
- [“Configuration Wizards Associated with Installable Components” on page 134](#)
- [“Configuration Wizards and Associated Model Files” on page 137](#)

## Configuration Wizard Differences in Release 8.0

This topic is part of [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#).

The Siebel Configuration Wizards have changed significantly for Siebel Business Applications release 8.0. In other ways, the wizards function similarly to previous releases. Note the following capabilities and characteristics:

- For many installable components, the Configuration Wizard can be launched from program group shortcuts, as in previous releases. You use the shortcut Siebel Enterprise Configuration for configuring the Siebel Gateway Name Server, creating the Siebel Enterprise, and creating logical profiles for configuring the SWSE.
- The FastTrack Wizard is now available, which supports streamlined installation and configuration of both Siebel Enterprise Server and Siebel Web Server Extension on a single server machine. For more information, see [“Installing Using the Siebel FastTrack Wizard” on page 120](#).

- For certain components, you can launch the Configuration Wizard multiple times to perform different tasks and in some cases to reconfigure components previously configured.
- Configuration Wizards display more explanatory text than in previous releases. For some details formerly documented in this guide, refer to the wizard text itself.
- Configuration for some components can optionally be done in offline mode (also known as record mode). Using offline mode generates a response file in XML format that can be executed later (in execute mode) to perform actual configuration. Otherwise, configuration is done in real time using live mode (the default). For Siebel Enterprise Server configuration tasks using live mode, you must be connected to the Siebel Gateway Name Server.

Using response files also facilitates configuration of multiple servers that are to be similarly configured. For example, you can copy a response file created for configuring one Siebel Server, modify the host name and port number details to be suitable for another Siebel Server that is to be similarly configured, and then execute the response file to configure this second Siebel Server.

Running the Configuration Wizard in execute mode requires that you launch it from the command line (or launch it using Windows shortcuts you created or customized for this purpose).

**NOTE:** For several components, the Configuration Wizard can run in live mode only—including the Database Configuration Wizard and the Configuration Wizards for Management Server (Windows only) and Management Agent.

Running the Configuration Wizards in offline mode can allow you to practice or rehearse your configuration tasks. Some requirements or validations that may apply in live mode (such as the ability to connect to the Siebel Gateway Name Server or the need to specify an existing defined Siebel Enterprise) do not apply in offline mode.

- The command-line syntax for running the Configuration Wizard has changed. The syntax is now similar for both Windows and UNIX platforms, because the underlying framework (the configuration engine) is now similar for both platforms. The wizard uses the executable program ssincfgw.exe (Windows) or ssincfgw (UNIX platforms).
- SWSE logical profiles enable some configuration to be done separately from physical configuration of installed instances of Siebel Web Server Extension (SWSE). SWSE is initially configured through a logical profile, which is then used for physical configuration.

Before you run the Configuration Wizard for the SWSE, you must have created an SWSE logical profile using the Configuration Wizard available from installing the Siebel Enterprise Server (when Siebel Gateway Name Server is included). When you configure each SWSE instance, you specify the location of the SWSE logical profile you created.

- Configuration on UNIX platforms has changed. New environment files are generated when you install: cfigenv.csh (for C shell) and cfigenv.sh (for Bourne shell or Korn shell). On UNIX platforms, before you run the Configuration Wizard to manually configure a Siebel product, you must source the appropriate environment file for your shell type. This step applies only when you manually launch the Configuration Wizard.
- Secure Sockets Layer (SSL) configuration is now part of Siebel Enterprise Server, Siebel Server, or SWSE configuration tasks. No separate wizards are invoked for this purpose.
- LDAP/ADSI security adapter configuration is now part of Siebel Enterprise Server or Siebel Server configuration. No separate wizard is used for this purpose.

## Configuration Wizards Associated with Installable Components

This topic is part of “[About Configuring Siebel Enterprise Server and Related Components](#)” on page 131.

For a list of the Configuration Wizards associated with selected installable server-based components in Siebel Business Applications, see [Table 12 on page 134](#).

Table 12. Configuration Wizards for Siebel Business Applications Components

| Component Installed                                              | Associated Configuration Wizard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Siebel Enterprise Server:<br>Siebel Gateway Name<br>Server       | <p>The Siebel Configuration Wizard is the wizard associated with this component. The wizard's title bar displays the name Siebel Business Applications Configuration Wizard. This wizard is described in this chapter.</p> <p>The associated Windows shortcut is <i>Siebel Enterprise configuration</i>. The shortcut runs a command similar to the following:</p> <pre>C:\sba80\gtwysrvr\BIN\ssincfgw.exe -args LANG=<i>language</i> MODEL_FILE=C:\sba80\gtwysrvr\admin\enterprise_console.scm</pre> <p>This wizard is launched automatically following installation. You perform tasks to configure the Siebel Gateway Name Server, the Siebel Enterprise, and the SWSE logical profile. Alternatively, you can cancel the wizard and launch the wizard again later to configure.</p> |
| Siebel Enterprise Server:<br>Siebel Server                       | <p>The Siebel Server Configuration Wizard is the wizard associated with this component. This wizard is described in this chapter.</p> <p>The associated Windows shortcut is <i>Siebel Server configuration</i>. The shortcut runs a command similar to the following:</p> <pre>C:\sba80\siebsrvr\BIN\ssincfgw.exe -args LANG=<i>language</i> VISIBILITY=ENTERPRISE MODEL_FILE=C:\sba80\siebsrvr\admin\siebel_server.scm</pre> <p>This wizard is launched automatically following installation. You perform tasks to configure the Siebel Server. Alternatively, you can cancel the wizard and launch the wizard again later to configure.</p>                                                                                                                                           |
| Siebel Enterprise Server:<br>Database Configuration<br>Utilities | <p>The Database Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in <a href="#">Chapter 7, “Configuring the Siebel Database.”</a></p> <p>The associated Windows shortcut is <i>Database Server configuration</i>. The shortcut runs a command similar to the following:</p> <pre>C:\sba80\siebsrvr\BIN\ssincfgw.exe -args LANG=<i>language</i> VISIBILITY=ENTERPRISE MODE=LIVE MODEL_FILE=C:\sba80\siebsrvr\admin\dbsrvr.scm</pre> <p>This wizard is <i>not</i> launched automatically following installation.</p>                                                                                                                                                                                                             |

Table 12. Configuration Wizards for Siebel Business Applications Components

| Component Installed                                                                   | Associated Configuration Wizard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Siebel Web Server Extension (SWSE)                                                    | <p>The Siebel Web Server Extension Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in <a href="#">Chapter 8, "Installing and Configuring the Siebel Web Server Extension."</a></p> <p>The associated Windows shortcut is <i>Siebel Web Server Extension configuration</i>. The shortcut runs a command similar to the following:</p> <pre>C:\sba80\SWEApp\BIN\ssincfgw.exe -args LANG=<i>language</i> VISIBILITY=ENTERPRISE MODEL_FILE=C:\sba80\SWEApp\admin\swse_server.scm</pre> <p>This wizard is launched automatically following SWSE installation. You perform tasks to configure the SWSE. Alternatively, you can cancel the wizard and launch the wizard again later to configure. Before configuring, you must have created an SWSE logical profile.</p> |
| Siebel Management Agent (when installed with Siebel Enterprise Server: Siebel Server) | <p>The Management Agent Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in <a href="#">"Configuring Siebel Management Agent" on page 166.</a></p> <p>The associated Windows shortcut is <i>Management Agent configuration</i>. This shortcut is created only when Management Agent is installed with Siebel Server. The shortcut runs a command similar to the following:</p> <pre>C:\sba80\siebsrvr\mgmtagent\bin\ssincfgw.exe -args LANG=<i>language</i> MODEL_FILE=C:\sba80\siebsrvr\mgmtagent\admin\mgmtagent_ses.scm</pre> <p>This wizard is launched automatically following installation. Alternatively, you can cancel the wizard and launch the wizard again later to configure. This wizard must only be run once per installed component.</p>          |

Table 12. Configuration Wizards for Siebel Business Applications Components

| Component Installed                                    | Associated Configuration Wizard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Siebel Management Agent<br>(when installed separately) | <p>The Management Agent Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in <a href="#">“Configuring Siebel Management Agent” on page 166</a>.</p> <p>No Windows shortcut is created when Management Agent is installed separately. If you need to launch the wizard manually, use a command similar to the following:</p> <pre>C:\sba80\mgmtagent\bin\ssincfgw.exe -args LANG=<i>language</i> REPEAT=FALSE MODEL_FILE=C:\sba80\mgmtagent\admin\mgmtagent_only.scm</pre> <p>This wizard is launched automatically following installation. Alternatively, you can cancel the wizard and launch the wizard again later to configure. This wizard must only be run once per installed component.</p>               |
| Siebel Management Server                               | <p>The Management Server Configuration Wizard is the Configuration Wizard associated with this component (available only on Windows). This wizard is described in <a href="#">“Configuring Siebel Management Server” on page 169</a>.</p> <p>No Windows shortcut is created when Management Server is installed. If you need to launch the wizard manually, use a command similar to the following:</p> <pre>C:\sba80\mgmtsrvr\bin\ssincfgw.exe -args LANG=<i>language</i> REPEAT=FALSE MODEL_FILE=C:\sba80\mgmtsrvr\admin\mgmtserver.scm</pre> <p>This wizard is launched automatically following installation. Alternatively, you can cancel the wizard and launch the wizard again later to configure. This wizard must only be run once per installed component.</p> |
| Siebel Enterprise Server: EAI Connector                | Not applicable. No Configuration Wizard is associated with this component.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Siebel Charts Server                                   | <p>Not applicable. No Configuration Wizard is associated with this component (which uses a third-party installer). Siebel Charts configuration is part of installation. You specify configuration-related information before files are copied to the target machine.</p> <p>For details, see <a href="#">Chapter 11, “Installing Siebel Charts.”</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Siebel Strong Encryption Pack                          | Not applicable. No Configuration Wizard is associated with this component.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



## Configuration Wizards and Associated Model Files

This topic is part of “[About Configuring Siebel Enterprise Server and Related Components](#)” on page 131.

Each Configuration Wizard corresponds to a model file (extension .scm), which controls the screens that are displayed. For a list of Configuration Wizards and the main model files they use, see [Table 13 on page 137](#).

- If you run the wizard using a shortcut (for Windows only), the applicable model file is automatically specified.
- If you run the wizard at the command line, you specify which model file to use.
- If you do not specify a model file, you can select the model file from a menu after the wizard launches. Options listed correspond to the entries in the Model Name column in the table below.

Some model files call additional model files, including common.scm and mgmtagent.scm. The model files listed below are those which are directly used when launching a Configuration Wizard.

**NOTE:** Some model files are used only for Siebel Business Applications (horizontal products) or only for Siebel Industry Applications (vertical products). Model files with file names containing “\_sia” are used only for Siebel Industry Applications.

Table 13. Configuration Wizards and Associated Model Files

| Displayed Title of Configuration Wizard                      | Model Name                             | Model File                                                                                          |
|--------------------------------------------------------------|----------------------------------------|-----------------------------------------------------------------------------------------------------|
| Siebel Business Applications Configuration Wizard            | Enterprise Configuration               | enterprise_console.scm<br>enterprise_console_sia.scm                                                |
| Siebel Server Configuration Wizard                           | Siebel Server Configuration            | siebel_server.scm<br>siebel_server_sia.scm                                                          |
| Database Configuration Wizard                                | Database Configuration Utilities       | dbsrvr.scm                                                                                          |
| Siebel Web Server Extension Configuration Wizard             | Siebel Web Server Configuration        | swse_server.scm                                                                                     |
| Siebel Management Agent Configuration Wizard                 | Siebel Management Agent Configuration  | mgmtagent_ses.scm (if installed with Siebel Server)<br>mgmtagent_only.scm (if installed separately) |
| Siebel Management Server Configuration Wizard (Windows only) | Siebel Management Server Configuration | mgmtserver.scm                                                                                      |
| Siebel FastTrack Wizard (Windows only)                       | Siebel Enterprise Configuration        | gtwysmbwrapper.scm<br>enterprisesmbwrapper_sia.scm                                                  |

# Launching the Siebel Configuration Wizard

This topic describes how to launch the Siebel Configuration Wizard.

For more information about this wizard and how it is used by various installable Siebel products, see [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#).

After you install the Siebel Gateway Name Server, Siebel Server, or Siebel Web Server Extension, the Configuration Wizard starts automatically. If you exited the wizard after installation, you can relaunch it, as described in this topic.

Any wizard that is not launched automatically can be run later. For example, the Database Configuration Wizard does not launch automatically. After installation, you must perform certain tasks before you manually launch this wizard.

The Configuration Wizard displays in its title bar the name *Siebel Configuration Wizard*, followed by an additional title that identifies what you are configuring. Which title and which screens display depends on what you are configuring. See also [“Configuration Wizards Associated with Installable Components” on page 134](#) and [“Configuration Wizards and Associated Model Files” on page 137](#).

The Siebel Configuration Wizard automatically runs in the language you are currently using, so make sure you have the correct language set at the operating system level. For more information, see [“The Language in Which Siebel Installers and Wizards Run” on page 32](#).

**NOTE:** You cannot operate any Siebel Enterprise Server components until you have configured them. Also, you must be running the Siebel Gateway Name Server in order to configure the Siebel Enterprise or the Siebel Server.

For instructions for configuring particular components, see:

- [“Performing Configuration Tasks” on page 144](#)
- [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#)
- [“Configuring the Siebel Database on the RDBMS” on page 185](#)
- [“Configuring the SWSE” on page 207](#)

**CAUTION:** The Siebel Configuration Wizards support initial configuration of Siebel Business Applications and provide limited capability to reconfigure components that have already been configured. For example, you can use the wizard to modify Siebel Enterprise Server settings. However, to reconfigure an existing Siebel Server, you can remove an existing Siebel Server configuration and then re-create it. Alternatively, to modify existing Siebel Enterprise or Siebel Server settings, use Siebel Server Manager. For more information about the tasks each wizard supports, see [“Performing Configuration Tasks” on page 144](#).

Use the Control Panel to change whether a Siebel service starts automatically or manually, or to change the user name or password under which the service runs.

This topic includes the following subtopics:

- [“Procedures for Launching Configuration Wizards” on page 139](#)
- [“Configuration Wizard Syntax Elements” on page 140](#)
- [“Commands for Launching Configuration Wizards” on page 143](#)

## Procedures for Launching Configuration Wizards

This topic is part of [“Launching the Siebel Configuration Wizard” on page 138](#).

Procedures are presented below for launching the Siebel Configuration Wizard from Windows shortcuts (where applicable) or from the command line.

For UNIX-based procedures, see *Siebel Installation Guide for UNIX*.

**NOTE:** Siebel Management Agent requires Siebel Management Server, which is available for Windows only.

### *To launch a wizard using Windows shortcuts*

- Navigate to Start, All Programs, Siebel Enterprise Server Configuration 8.x, then *Config\_Type*.

where:

- *Config\_Type* = The type of configuration you want to perform, such as:
  - Siebel Enterprise Configuration
  - Siebel Server Configuration
  - Database Server Configuration
  - Siebel Web Server Extension Configuration
  - Management Agent Configuration (shortcut available if Management Agent was installed with Siebel Server)

### *To launch a wizard from a DOS command*

- 1 Open a DOS command window and navigate to the BIN subdirectory of the installed component you want to configure within your *SIEBEL\_ROOT* directory.
  - For Siebel Gateway Name Server and Siebel Enterprise, navigate to a directory like C:\sba80\gtwysrvr\BIN. Also navigate here if you will configure an SWSE logical profile.
  - For Siebel Server or Database Configuration Utilities, navigate to a directory like C:\sba80\siebsrvr\BIN.
  - For Siebel Web Server Extension (SWSE), navigate to a directory like C:\sba80\SWEApp\BIN.
  - For Siebel Management Agent (if installed with Siebel Server), navigate to a directory like C:\sba80\siebsrvr\mgmtagent\BIN.

- For Siebel Management Agent (if installed separately), navigate to a directory like C:\sba80\mgmtagent\BIN.
- For Siebel Management Server, navigate to a directory like C:\sba80\mgmtsrvr\BIN.

- 2** Enter a command similar to the following for configuring in live mode or offline mode:

**GUI mode:**

```
ssi ncfgw. exe -args LANG=language VISIBILI TY=visibi l i ty_mode MODE=mode
MODEL_FI LE=model_ fi l e
```

**Console mode:**

```
ssi ncfgw. exe -args LANG=language VISIBILI TY=visibi l i ty_mode MODE=mode
MODEL_FI LE=model_ fi l e -i s: j avaconsol e -consol e
```

For more information about console mode, see [“Command-Line Options for Siebel Installers and Wizards” on page 128](#) and [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

- 3** Enter a command similar to the following for executing a configuration response file (execute mode):

**GUI mode:**

```
ssi ncfgw. exe -args LANG=language VISIBILI TY=visibi l i ty_mode MODE=mode
IN_RESPONSE_FI LE=response_ fi l e
```

**Console mode:**

```
ssi ncfgw. exe -args LANG=language VISIBILI TY=visibi l i ty_mode MODE=mode
IN_RESPONSE_FI LE=response_ fi l e -i s: j avaconsol e -consol e
```

For descriptions of syntax elements and examples for launching the Configuration Wizard from a command line, see [“Configuration Wizard Syntax Elements” on page 140](#) and [“Commands for Launching Configuration Wizards” on page 143](#).

## Configuration Wizard Syntax Elements

This topic is part of [“Launching the Siebel Configuration Wizard” on page 138](#).

This topic describes the command-line syntax for launching the Configuration Wizard.

**NOTE:** For additional command-line options, see [“Command-Line Options for Siebel Installers and Wizards” on page 128](#).

The command-line syntax for launching the Configuration Wizard includes the following elements:

- **LANG=***language*. The language code (such as FRA for French) in which you want to run the Configuration Wizard. The language must be one of those you installed with the software.

If the LANG flag is not used, the language for the Configuration Wizard session comes from the setting of the SIEBEL\_LANGUAGE environment variable. Otherwise, the language comes from the current operating system locale.

**NOTE:** Configuration Wizard shortcuts created on Windows include this flag, which is set to the language in which the installation was performed.

See also [“The Language in Which Siebel Installers and Wizards Run” on page 32](#).

- **VISIBILITY=***visibility\_mode*. Either ENTERPRISE (for Enterprise mode) or SMB (for SMB mode, for small-to-medium businesses). Enterprise visibility mode is the default.

**NOTE:** SMB visibility mode is not supported for Configuration Wizards for Siebel Management Agent or Siebel Management Server. These wizards always run in Enterprise visibility mode. For more information about SMB mode, see [“Installing Using the Siebel FastTrack Wizard” on page 120](#).

- **MODE=***mode*. LIVE (for live mode, the default), RECORD (for offline mode, also known as record mode), or EXECUTE (for execute mode).

**NOTE:** Offline mode and execute mode are not supported for the Database Configuration Wizard, Management Agent Configuration Wizard, or Management Server Configuration Wizard. These wizards always run in live mode.

- **Live mode.** Live mode is the default. In live mode, wizards for configuring Siebel Enterprise Server components connect directly to the Siebel Gateway Name Server (for products that also support offline mode).
- **Offline mode.** Offline mode saves your configuration into an XML response file, which you can execute later using execute mode.

In offline mode, you are prompted to save a configuration response file with one of the following default file names (derived from the model file names):

- Siebel Configuration Wizard (Enterprise Configuration) = default\_enterprise\_console.xml
- Siebel Server Configuration Wizard = default\_siebel\_server.xml
- SWSE Configuration Wizard = default\_swse\_server.xml

- **Execute mode.** Execute mode (also referred to as unattended configuration mode) executes an XML response file you previously saved using offline mode. Running the Configuration Wizard in execute mode requires you to specify the name of the configuration response file you are executing. Screens that would normally display are not displayed, because the applicable data is already stored in the response file.

To run the Configuration Wizard in execute mode, launch it from the command line with the necessary arguments, as shown in the example in [“Procedures for Launching Configuration Wizards” on page 139](#). You can also use a Windows shortcut that you created or customized for this purpose.

To run the wizard in execute mode automatically after unattended installation, you would edit the product’s siebel.ini file to launch configuration using the specified configuration response file. For more information, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

**NOTE:** A response file you save in offline mode does not store the visibility mode. When you run the Configuration Wizard in execute mode, the visibility mode must be consistent with the visibility mode used when you generated the response file in offline mode. Enterprise visibility mode is the default.

- `IN_RESPONSE_FILE=response_file`. The name of the configuration response file you are executing. This option is used only for execute mode, where supported. In offline mode, you save a configuration response file to be executed later in execute mode.

**NOTE:** The `IN_RESPONSE_FILE` option is never used in conjunction with the `MODEL_FILE` option.

- `MODEL_FILE=model_file`. The name of the model file, which controls the screens displayed in the wizard. If no model file is specified, when the wizard starts you are prompted to specify which model file to use.

For details on the available options, see [“Configuration Wizards and Associated Model Files” on page 137](#).

- `REPEAT=TRUE` (default) or `REPEAT=FALSE`. The Configuration Wizard runs by default in repeat mode (`REPEAT=TRUE`), so you can perform multiple configuration tasks in the same session.

For example, after installing the Siebel Gateway Name Server, you can configure the Gateway Name Server, and then configure the Siebel Enterprise and the SWSE logical profile, before you exit the wizard.

If `REPEAT=FALSE`, the wizard exits after a configuration task completes. This setting may be appropriate to use if you edit the siebel.ini file to automatically launch unattended configuration (where the Configuration Wizard runs using execute mode) after installation. For more information, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

For the Management Agent and Management Server Configuration Wizards, `REPEAT=FALSE` is recommended.

## Commands for Launching Configuration Wizards

This topic is part of [“Launching the Siebel Configuration Wizard” on page 138](#).

This topic describes commands for launching the Configuration Wizard at the command line.

Some syntax elements are optional or are used only in particular contexts. For detailed descriptions of the syntax elements, see [“Configuration Wizard Syntax Elements” on page 140](#).

Use commands similar to the following for launching specific Configuration Wizards in GUI or console mode.

**NOTE:** For execute mode (unattended configuration), omit `MODEL_FILE` and use `MODE=EXECUTE IN_RESPONSE_FILE=response_file`. For information about automatically launching unattended configuration after installation, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

- Siebel Configuration Wizard (Siebel Enterprise Configuration):

```
ssi ncfgw. exe -args LANG=language VI SI BI LI TY=vi si bi li ty_mode MODE=mode
MODEL_FI LE=SI EBEL_ROOT\gtwysrvr\admi n\enterpri se_consol e. scm
```

- Siebel Server Configuration Wizard:

```
ssi ncfgw. exe -args LANG=language VI SI BI LI TY=vi si bi li ty_mode MODE=mode
MODEL_FI LE=SI EBEL_ROOT\si ebsrvr\admi n\si ebel _server. scm
```

- Database Configuration Wizard:

```
ssi ncfgw. exe -args LANG=language VI SI BI LI TY=vi si bi li ty_mode
MODEL_FI LE=SI EBEL_ROOT\si ebsrvr\admi n\dbsrvr. scm
```

- Siebel Web Server Extension Configuration Wizard:

```
ssi ncfgw. exe -args LANG=language VI SI BI LI TY=vi si bi li ty_mode MODE=mode
MODEL_FI LE=SWSE_ROOT\admi n\swse_server. scm
```

- Siebel Management Agent Configuration Wizard (if installed with Siebel Server):

```
ssi ncfgw. exe -args LANG=language REPEAT=FALSE
MODEL_FI LE=SI EBEL_ROOT\si ebsrvr\mgmtagent\admi n\mgmtagent_ses. scm
```

- Siebel Management Agent Configuration Wizard (if installed separately):

```
ssi ncfgw. exe -args LANG=language REPEAT=FALSE
MODEL_FI LE=SI EBEL_ROOT\mgmtagent\admi n\mgmtagent_onl y. scm
```

- Siebel Management Server Configuration Wizard (Windows only):

```
ssi ncfgw. exe -args LANG=language REPEAT=FALSE
MODEL_FI LE=SI EBEL_ROOT\mgmtsrvr\admi n\mgmtserver. scm
```

where:

- *language* = The language code (such as FRA for French) in which you want to run the Configuration Wizard. The language must be one of those you installed with the software.

- *SIEBEL\_ROOT* = The top-level root directory for the Siebel Enterprise Server installation (such as C:\sba80). The individual Enterprise Server components are installed in separate subdirectories of this directory.
- *SWSE\_ROOT* = The root directory for the SWSE installation (such as C:\sba80\SWSEApp).

## Performing Configuration Tasks

This topic describes the tasks you perform for configuring the Siebel Enterprise Server components and the Siebel Web Server Extension (SWSE).

Each Configuration Wizard supports different tasks. Within each task, most of the screens provide explanatory information about the settings you are prompted to make.

For applicable wizards, the wizard initially presents the choice to configure in live mode or to configure for offline deployment. Live mode, offline mode, and execute mode are discussed in [“Configuration Wizard Syntax Elements” on page 140](#).

First, you must perform Siebel Configuration Wizard tasks for configuring the Siebel Gateway Name Server, creating the Siebel Enterprise, and creating the SWSE logical profile. You can perform all of these tasks using the software you installed for Siebel Gateway Name Server.

**NOTE:** Keep track of which configuration tasks you have performed and which you have not yet performed. Some configuration tasks have dependencies on other tasks having been performed. Do not perform tasks to remove configuration data where a product was not previously configured. When uninstalling products, you must remove configurations that were previously created for the products. See also [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

Tasks for configuring the Siebel Enterprise let you configure authentication using Siebel security adapters, SSL encryption, and related settings. You can also modify these settings for an existing Enterprise. In addition, you can configure many of these settings in the Siebel Server Configuration Wizard, to override Enterprise-level settings for the current Siebel Server. Many security settings also apply to configuring the SWSE logical profile. For detailed information about security settings in the Configuration Wizards, see *Siebel Security Guide*.

Topics below describe the configuration tasks in the order in which you perform them:

- [“Performing Tasks for Configuring Siebel Gateway Name Server, Siebel Enterprise, and SWSE Logical Profile” on page 145](#)
- [“Performing Tasks for Configuring the Siebel Server” on page 146](#)
- [“Performing Tasks for Configuring the Siebel Database” on page 147](#)
- [“Performing Tasks for Configuring the SWSE” on page 147](#)



## Performing Tasks for Configuring Siebel Gateway Name Server, Siebel Enterprise, and SWSE Logical Profile

This topic is part of [“Performing Configuration Tasks” on page 144](#).

After you install Siebel Gateway Name Server, you run the Siebel Configuration Wizard (Siebel Enterprise Configuration). This wizard includes the tasks listed below. Perform the tasks under Create New Configuration in the order shown.

**NOTE:** If you have uninstalled all instances of Siebel Server and SWSE, you can perform applicable Remove tasks, where appropriate or required.

### ■ Create New Configuration

- **Configure a New Gateway Name Server.** Configures the Siebel Gateway Name Server you have installed.
- **Configure a New Enterprise in a Gateway Name Server.** Creates a new Siebel Enterprise configuration on the Gateway Name Server.

Before you perform this task in live mode, the Siebel Gateway Name Server must have already been installed and configured, and must be running.

- **Configure a New Siebel Web Server Extension Logical Profile.** Creates and saves an SWSE logical profile in a location you designate. The logical profile stores settings that typically would apply to multiple SWSE installations. The logical profile also includes editable files that will automatically create the Siebel application virtual directories on the Web server when you apply the SWSE logical profile.

When you configure an installed instance of SWSE, you apply an SWSE logical profile. This task updates the eapps.cfg file on the SWSE with settings from the SWSE logical profile and other settings specific to this SWSE instance. It also creates the virtual directories. See also [“Performing Tasks for Configuring the SWSE” on page 147](#).

For details on creating and applying the SWSE logical profile, see [“Configuring the SWSE” on page 207](#).

### ■ Modify Existing Configuration

- **Modify an Existing Enterprise.** Modifies configuration settings for a Siebel Enterprise you previously configured.

Alternatively, you can modify the Siebel Enterprise configuration using Siebel Server Manager, as described in *Siebel System Administration Guide*.

### ■ Remove Existing Configuration

- **Remove a Physical Gateway Name Server.** Removes the Siebel Gateway Name Server service, for a Siebel Gateway Name Server you have installed and configured.

**NOTE:** Do not remove the physical Gateway Name Server unless you have uninstalled all installed instances of SWSE and Siebel Server. When you uninstall the Gateway Name Server, the Configuration Wizard launches automatically. You must perform the task Remove a Physical Gateway Name Server. For more information, see [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

- **Remove an Enterprise from the Gateway Name Server.** Removes a Siebel Enterprise you have configured on the Siebel Gateway Name Server.

**NOTE:** Do not remove the Siebel Enterprise unless you have uninstalled all installed instances of SWSE and Siebel Server. For more information, see [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

- **Remove a Siebel Web Server Extension Profile Directory.** Removes an SWSE logical profile you previously created.

**NOTE:** Configuration data saved in an SWSE logical profile is used only when the profile is applied to an installed SWSE instance. However, even if you have configured all installed SWSE instances, it is strongly suggested to retain any SWSE logical profile you have created and applied.

Removing an SWSE logical profile deletes all files in the directory created with the logical profile, including files that are used in creating Siebel application virtual directories on any SWSE instance to which you apply the logical profile. The load balancing configuration file `lbconfig.txt` is also placed in this location before you apply the logical profile. Back up the files in this directory before you remove it, in case you may need any of the files later.

- **Exit Configuration.** Exits the Configuration Wizard.

## Performing Tasks for Configuring the Siebel Server

This topic is part of [“Performing Configuration Tasks” on page 144.](#)

Running the Siebel Server Configuration Wizard assumes that you have performed all prerequisite configuration tasks: configuring the Siebel Gateway Name Server, Siebel Enterprise, and SWSE logical profile.

After you install Siebel Server, you run the Siebel Server Configuration Wizard to perform the Create New Configuration task as shown. This wizard includes the tasks listed below.

**NOTE:** If you run the Siebel Server Configuration Wizard in live mode, the wizard validates that the Siebel Gateway Name Server is running. If it is not, the wizard will not let you proceed with configuration. Go to [“Performing Tasks for Configuring Siebel Gateway Name Server, Siebel Enterprise, and SWSE Logical Profile” on page 145.](#)

After you have already configured a Siebel Server, you can modify the Siebel Server configuration using Siebel Server Manager, as described in *Siebel System Administration Guide*.

- **Create New Configuration.** Creates a new Siebel Server configuration on the Gateway Name Server.
- **Remove Existing Configuration.** Removes a Siebel Server configuration on the Gateway Name Server.

**NOTE:** When you uninstall a Siebel Server, the Configuration Wizard launches automatically so you can perform the Remove Existing Configuration task. For more information, see [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

Sometimes you may need to remove a Siebel Server configuration and re-create it. Performing this task does not necessarily require uninstallation of the Siebel Server. For more information, see [“Preparing to Run Siebel Server Components After Installing” on page 153.](#)

- **Exit Configuration.** Exits the Configuration Wizard.

## Performing Tasks for Configuring the Siebel Database

This topic is part of [“Performing Configuration Tasks” on page 144.](#)

Running the Database Configuration Wizard assumes that you have performed all prerequisite configuration tasks: configuring the Siebel Gateway Name Server, Siebel Enterprise, SWSE logical profile, and Siebel Server. You must also have created the Siebel Database instance, as described in [Chapter 3, “Configuring the RDBMS.”](#)

After you install Database Configuration Utilities, you run the Database Configuration Wizard to perform the Install Database task. For details, see [Chapter 7, “Configuring the Siebel Database.”](#)

**NOTE:** Installing the Siebel Database automatically imports the Siebel Repository. Do not separately import the Siebel Repository, as was required in previous versions.

Most of the other tasks in this wizard are described in *Siebel Database Upgrade Guide* or *Siebel Database Upgrade Guide for DB2 UDB for z/OS* and are not part of installation.

## Performing Tasks for Configuring the SWSE

This topic is part of [“Performing Configuration Tasks” on page 144.](#)

Running the SWSE Configuration Wizard is done on each Siebel Web Server Extension (SWSE) instance, after SWSE installation.

Running this wizard assumes that you have performed all prerequisite configuration tasks: configuring the Siebel Gateway Name Server, Siebel Enterprise, SWSE logical profile, and Siebel Server. You would also have installed the Siebel Database using the Database Configuration Wizard.

After you install SWSE, you run the SWSE Configuration Wizard to apply the SWSE logical profile you previously created. For detailed information about creating and applying the SWSE logical profile, see [“Configuring the SWSE” on page 207.](#)

This wizard includes the tasks listed below:

- **Apply an SWSE Logical Profile.** Specifies the location of an SWSE logical profile you previously created using the Siebel Configuration Wizard and applies the settings to this installed instance of SWSE, along with other settings you specify using this task. This task updates the SWSE configuration file, `eapps.cfg` file.

The `eapps.cfg` file is located in `SWSE_ROOT\bin`, where `SWSE_ROOT` is the SWSE installation directory.

Applying an SWSE logical profile also creates (or re-creates) on the Web server the virtual directories required for the Siebel applications.

On Microsoft Windows (with Microsoft IIS Web server), you can edit a batch file to remove entries for virtual directories you do not need, or to customize virtual directories. Do this before you apply the SWSE logical profile using the SWSE Configuration Wizard. The virtual directories are created by the batch file `eapps_virdirs.bat` or `eapps_virdirs_sia.bat` (for Siebel Industry Applications). These files are located in the specified SWSE logical profile directory. See also the discussion of SWSE configuration in heterogeneous environments, in [“Requirements for SWSE Installation and Configuration” on page 201](#).

If you are using Siebel native load balancing, generate the configuration file `lbconfig.txt` and place it in the SWSE logical profile location before you apply the logical profile. For more information about configuring load balancing, see [“Configuring Load Balancing for Siebel Applications” on page 155](#).

- **Remove the SWSE Configuration.** Removes the physical configuration from the SWSE. This task removes the `eapps.cfg` file and removes the Siebel application virtual directories that were created when the SWSE logical profile was applied. This task automatically stops and restarts the Web server.

**NOTE:** When you uninstall an SWSE, the wizard launches automatically so you can perform the Remove task. For more information, see [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

- **Exit.** Exits the Configuration Wizard.

## Verifying the Siebel Gateway Name Server Has Started

If, during configuration, you selected manual start for the Siebel Gateway Name Server, you must make sure that the Siebel Gateway Name Server is started when you:

- Create and configure the Siebel Enterprise.
- Configure a new Siebel Server.
- Operate any of the Siebel Business Applications.

### *To start the Siebel Gateway Name Server manually on Windows*

- 1 Navigate to Control Panel, Administrative Tools, then Services.
- 2 If Siebel Gateway Name Server is not started, click Action, then Start.

## Postinstallation Tasks for Siebel Server

Perform the following tasks after installing and configuring the Siebel Server:

- [“Starting the Siebel Server Services” on page 149](#)
- [“Verifying the ODBC Data Source” on page 150](#)
- [“Establishing Network Connectivity for Mobile Users” on page 153](#)
- [“Preparing to Run Siebel Server Components After Installing” on page 153](#)
- [“Configuring Load Balancing for Siebel Applications” on page 155](#)
- [“Installing Additional Siebel Servers for an Existing Siebel Enterprise Server” on page 160](#)
- [“Troubleshooting Siebel Enterprise Server Installation and Configuration” on page 161](#)
- [“Troubleshooting the ODBC Data Source Connection” on page 162](#)

## Starting the Siebel Server Services

This topic is part of [“Postinstallation Tasks for Siebel Server” on page 149](#).

If you did not select automatic Siebel Server start-up, you must start the Siebel Server services manually after you finish installation of the Siebel Server.

If you will be clustering a particular server, you must start and stop it using the Cluster Administrator, rather than using the following procedure.

This procedure is not necessary if you selected automatic start-up during configuration.

### *To manually start the Siebel Server service*

- 1 Navigate to Control Panel, Administrative Tools, then Services.
- 2 On the Services dialog box, scroll to the Siebel Server service. The name of the service has the following format:

Siebel Server *siebelenterprise\_siebelserver*

where:

- *siebelenterprise* = The name of your Siebel Enterprise
  - *siebelserver* = The name of the Siebel Server you have just installed and configured
- 3 To start the service, select Action, then Start.

**NOTE:** If the Siebel Server service does not start, look in the installation logs for error messages. The installation log is called SVRsetup.log and is located in the Siebel Server root directory. You can also check log\sw\_cfg\_util.log.

## Verifying the ODBC Data Source

This topic is part of [“Postinstallation Tasks for Siebel Server” on page 149](#).

This topic provides information about verifying the ODBC data source for your database platform. It includes the following subtopics:

- [“Verifying the ODBC Data Source for Oracle” on page 150](#)
- [“Verifying the ODBC Data Source for DB2 UDB” on page 151](#)
- [“Verifying the ODBC Data Source for MS SQL Server” on page 152](#)

### Verifying the ODBC Data Source for Oracle

This topic is part of [“Verifying the ODBC Data Source” on page 150](#).

The Siebel Server installation program automatically creates an ODBC system data source name (DSN) that it uses to connect to the Siebel Database on the RDBMS. Prior to verifying the Siebel Server ODBC data source, make sure that the Siebel Server service is started.

Information in this topic applies also to virtual ODBC data sources in a clustered environment.

**CAUTION:** In general, do not change the default settings created automatically with the ODBC data source. However, if you have upgraded from Oracle 8i or 9i (RBO) to Oracle 10g (CBO), or if you manually created your ODBC, it is critical that you check your ODBC settings, as shown in the following procedure.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 29](#).

#### *To verify the ODBC data source for Oracle (on Windows)*

- 1 Navigate to Control Panel, Administrative Tools, then Data Sources (ODBC).
- 2 On the ODBC Data Source Administrator dialog box, select the System DSN tab.
- 3 Review the data source name; its default name is *EnterpriseName\_DSN*, where *EnterpriseName* is the name you gave the Siebel Enterprise during its configuration.
- 4 Record the name of the ODBC data source in [Appendix A, “Deployment Planning Worksheet,”](#) if you have not already done so.
- 5 Select the data source *EnterpriseName\_DSN*, and click Configure.

The ODBC Oracle Driver Setup screen appears.

- 6 To test the connection, click Test Connect.

If the connection is valid, you will see a message box confirming the connection.

If the connection could not be made, see [“Verifying Network Connectivity for the Siebel Server Machine” on page 107](#) and [“Troubleshooting the ODBC Data Source Connection” on page 162](#).

- 7 In the Windows registry, locate the following registry entry:

[HKEY\_LOCAL\_MACHINE\SOFTWARE\ODBC\ODBC.INI\EnterpriseName\_DSN]

Verify that the following registry keys are set as shown. These values are required in order for the ODBC driver to behave correctly.

PacketSize = 0  
EnableScrollableCursors = 0  
ColumnsAsChar = 1  
ColumnSizeAsCharacter = 1

## Verifying the ODBC Data Source for DB2 UDB

This topic is part of [“Verifying the ODBC Data Source” on page 150](#).

The Siebel Server installation program automatically creates an ODBC system data source name (DSN) that it uses to connect to the Siebel Database on the RDBMS. Prior to verifying the Siebel Server ODBC data source, make sure that the Siebel Server service is started.

Information in this topic applies also to virtual ODBC data sources in a clustered environment.

**CAUTION:** Do not change the default settings created automatically with the ODBC data source.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 29](#).

**NOTE:** For information about verifying the ODBC data source for DB2 UDB for z/OS, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

### To verify the ODBC data source for DB2 UDB for UNIX and Windows (on Windows)

- 1 Navigate to Control Panel, Administrative Tools, then Data Sources (ODBC).
- 2 On the ODBC Data Source Administrator dialog box, select the System DSN tab.
- 3 Review the data source name; its default name is *EnterpriseName\_DSN*, where *EnterpriseName* is the name you gave the Siebel Enterprise during its configuration.
- 4 Record the name of the ODBC data source in [Appendix A, “Deployment Planning Worksheet,”](#) if you have not already done so.
- 5 Select the data source *EnterpriseName\_DSN*, and click Configure.

A DB2 Message box appears to let you know your connection status.

If you are not connected, you will be prompted about whether you want to connect now to the data source.

- 6 Click Yes.

The Connect to DB2 Database screen appears.

- 7 Type your user ID and passwords into the applicable fields and click OK.

If the connection is valid, you will see a message box confirming the connection.

If the connection could not be made, see [“Verifying Network Connectivity for the Siebel Server Machine” on page 107](#) and [“Troubleshooting the ODBC Data Source Connection” on page 162](#).

- 8 From the Windows command prompt, navigate to *SIEBEL\_ROOT\siebsrvr\BIN* and execute the following command:

```
odbcsql /s ODBC_DSN /u database_account_name /p password
```

where:

- *ODBC\_DSN* = The ODBC data source name, in the form *EnterpriseName\_DSN*, where *EnterpriseName* is the name of your Siebel Enterprise
- *database\_account\_name* = A valid database account name
- *password* = The corresponding database account password

When you connect, a confirmation message appears.

## Verifying the ODBC Data Source for MS SQL Server

This topic is part of [“Verifying the ODBC Data Source” on page 150](#).

The Siebel Server installation program automatically creates an ODBC system data source name (DSN) that it uses to connect to the Siebel Database on the RDBMS.

Information in this topic applies also to virtual ODBC data sources in a clustered environment.

**CAUTION:** Do not change the default settings created automatically with the ODBC data source.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 29](#).

### To verify the ODBC data source for MS SQL Server

- 1 Navigate to Control Panel, Administrative Tools, then Data Sources (ODBC).
- 2 On the ODBC Data Source Administrator dialog box, select the System DSN tab.
- 3 Review the data source name; its default name is *EnterpriseName\_DSN*, where *EnterpriseName* is the name you gave the Siebel Enterprise during its configuration.
- 4 Record the name of the ODBC data source in [Appendix A, “Deployment Planning Worksheet,”](#) if you have not already done so.
- 5 Select the data source *EnterpriseName\_DSN*, and click Configure.  
The Microsoft SQL Server DSN Configuration screen appears.
- 6 Click Next, then click Client Configuration.  
The Edit Network Library Configuration screen appears.



- 7 Verify that the port number for the database is correct.
- 8 If the port number is incorrect, edit it (to do so, you may need to first select and then unselect the check box Dynamically determine port). To continue, click OK.  
The Microsoft SQL Server DSN Configuration screen appears.
- 9 Select verification with SQL Server using a valid database login ID and password you enter in the Login ID and Password fields, then click Next.  
The program tests the connection:
  - If the connection is valid, you will see a message box confirming the connection.
  - If the connection could not be made, see [“Verifying Network Connectivity for the Siebel Server Machine” on page 107](#) and [“Troubleshooting the ODBC Data Source Connection” on page 162](#).

## Establishing Network Connectivity for Mobile Users

This topic is part of [“Postinstallation Tasks for Siebel Server” on page 149](#).

Siebel Mobile Web Client users must be able to connect to the Siebel Remote Server, using TCP/IP, to synchronize with the master database. Make sure that you have the correct network software and hardware installed to support this connectivity and that your remote users are able to establish a TCP/IP connection to the server, using the ping utility.

See also *Siebel Remote and Replication Manager Administration Guide*.

## Preparing to Run Siebel Server Components After Installing

This topic is part of [“Postinstallation Tasks for Siebel Server” on page 149](#).

This topic describes tasks you may need to do after Siebel Server installation and configuration before you run Siebel Server components. It includes the following subtopics:

- [“Enabling and Disabling Server Components” on page 154](#)
- [“Enabling and Disabling Language-Specific AOMs and Adding Languages” on page 154](#)
- [“Synchronizing Batch Components” on page 154](#)
- [“Saving Component Job Definitions in an Upgrade Scenario” on page 155](#)
- [“Migrating Siebel Enterprise Server and Siebel Server Parameter Settings” on page 155](#)

**NOTE:** For detailed information about enabling or disabling components after installing, synchronizing batch components, creating server component job definitions, using Server Manager, and related topics, see *Siebel System Administration Guide*.

## Enabling and Disabling Server Components

This topic is part of [“Preparing to Run Siebel Server Components After Installing” on page 153](#).

When you installed and configured your Siebel Server, you specified which server components to enable. Before you deploy your Siebel Server, verify that server components you require are enabled. It is also recommended to disable any server components you do not require.

Because server components must be explicitly enabled when you configure the Siebel Server, you may only rarely need to disable components after installation and configuration.

See also [“Enabling and Disabling Language-Specific AOMs and Adding Languages” on page 154](#).

## Enabling and Disabling Language-Specific AOMs and Adding Languages

This topic is part of [“Preparing to Run Siebel Server Components After Installing” on page 153](#).

When you installed the Siebel Business Applications software you would have included one or more languages as part of one of the overall scenarios described in [“About Installing and Deploying with Multiple Languages” on page 100](#). That topic also describes optional approaches to deploying languages in a phased approach.

If you install the Siebel Server with multiple languages and specify these languages as deployed languages when you configure the Siebel Server, then language-specific Application Object Manager (AOM) components are created for each deployed language. If you decide that you do not require AOMs for one or more of these deployed languages, you can use Server Manager to disable such components prior to deployment.

If you install multiple languages, it is recommended to deploy all installed languages when you run the Siebel Server Configuration Wizard. As stated, you can disable any language-specific components you do not require.

For more information about performing tasks in the Siebel Server Configuration Wizard, see [“Performing Configuration Tasks” on page 144](#).

For information about additional tasks for deploying Siebel Business Applications in a multilingual, global environment, see *Siebel Global Deployment Guide*.

See also [“About Installing Siebel Releases” on page 21](#) and [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#).

## Synchronizing Batch Components

This topic is part of [“Preparing to Run Siebel Server Components After Installing” on page 153](#).

After installing and configuring the Siebel Server, you must synchronize any batch components before you can operate them. Do this after upgrading the Siebel Database, where applicable.

## Saving Component Job Definitions in an Upgrade Scenario

This topic is part of [“Preparing to Run Siebel Server Components After Installing”](#) on page 153.

In an upgrade scenario, after you install and configure Siebel Servers and after you upgrade the Siebel Database, the S\_SRM\_ACTION and S\_SRM\_ACT\_PARAM tables are truncated, with the result that component job definitions are deleted. To help you re-create these definitions, it is recommended that you save component job definitions before you upgrade.

For example, you can export data from the S\_SRM\_ACTION table using Siebel EIM, then import this data into the same table after upgrading the database and synchronizing batch components. For more information about using Siebel EIM, see *Siebel Enterprise Integration Manager Administration Guide*.

## Migrating Siebel Enterprise Server and Siebel Server Parameter Settings

This topic is part of [“Preparing to Run Siebel Server Components After Installing”](#) on page 153.

Siebel Enterprise Server and Siebel Server parameter settings can be migrated from one Siebel application environment to another by using the configuration upgrade utility (cfgmerge). Other customized application data can be migrated by using the Application Deployment Manager (ADM).

For detailed information about using these utilities, see *Siebel Application Deployment Manager Guide* and *Going Live with Siebel Business Applications*.

## Configuring Load Balancing for Siebel Applications

This topic is part of [“Postinstallation Tasks for Siebel Server”](#) on page 149.

This topic describes configuring load balancing for your Siebel applications. Both native Siebel load balancing and third-party load balancing are supported.

**NOTE:** This topic describes initial configuration of load balancing. For additional information about managing load balancing for your deployment, see *Siebel Deployment Planning Guide* and *Siebel System Administration Guide*. For more information about implementing third-party load balancing, see 477835.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 540.

See also [“Configuring the SWSE”](#) on page 207.

This topic includes the following subtopics:

- [“Generating the Load Balancing Configuration File \(lbconfig.txt\)”](#) on page 156
- [“Setting Up Third-Party HTTP Load Balancers”](#) on page 157
- [“Setting the Load Balancer Connection Time-Out”](#) on page 159

- [“Monitoring Servers with Siebel Native Load Balancer or Third-Party HTTP Load Balancers” on page 159](#)

## Generating the Load Balancing Configuration File (lbconfig.txt)

This topic is part of [“Configuring Load Balancing for Siebel Applications” on page 155](#).

You must generate a load balancing configuration file (lbconfig.txt) in the following situations:

- Before configuring the Siebel Web Server Extension (SWSE), when you are using Siebel native load balancing. Configuring the SWSE means applying the SWSE logical profile you created as part of Siebel Enterprise configuration.
- To provide URLs for routing rules as part of configuring a third-party HTTP load balancer.
- When you add or remove a Siebel Server and you are using either Siebel native load balancing or a third-party load balancer.

After you generate the lbconfig.txt file, copy it to the SWSE logical profile folder. When you apply the SWSE logical profile to each installed SWSE, the SWSE Configuration Wizard retrieves the lbconfig.txt file from the logical profile folder. For more information about creating and applying the SWSE logical profile, see [“Configuring the SWSE” on page 207](#).

The load balancing configuration file provides virtual server definitions for Siebel load balancing. It also provides URLs for writing connection rules for third-party HTTP load balancers.

**Prerequisites.** Generating the file has the following prerequisites:

- Verify that all the Siebel Servers for which you want to provide load balancing are running.
- On each Siebel Server, verify that the Application Object Managers (AOMs) you want to load balance are enabled. Disable any AOMs that will not be used. Note the AOMs that are to be load balanced, so you can later remove or comment out any disabled AOMs that appear in the lbconfig.txt file you generate.

**NOTE:** If you have optimized the existing lbconfig.txt by creating multiple virtual server definitions, you will lose these changes when you generate the file. To prevent this, save the optimized file under another name before you regenerate the file. Then copy your optimization changes to the new file.

### *To generate the lbconfig.txt file*

- 1 On a Siebel Server, start the Server Manager at the enterprise level (do not use the /s option) and enter the following command:

```
generate lbconfig
```

This step generates the lbconfig.txt file. The file is stored in the admin subdirectory of the Siebel Server installation directory.

- 2 Review the generated lbconfig.txt file to verify that virtual server definitions do not include any Siebel Servers that will not participate in load balancing. (If documented prerequisites were observed, you will not see this.)

- 3 Manually edit the lbconfig.txt file to remove or comment out any AOMs that were disabled.
- 4 Configure the SWSE logical profile to be used with Web servers that will participate in Siebel native load balancing.
- 5 Copy the lbconfig.txt file to the SWSE logical profile folder.
- 6 Configure the installed SWSE by applying the SWSE logical profile.
- 7 Restart the Web server.

## Setting Up Third-Party HTTP Load Balancers

This topic is part of [“Configuring Load Balancing for Siebel Applications” on page 155](#).

Third-party load balancers receive SISNAPI messages from the Web server. The load balancer routes these messages based on the URL that they contain. To configure an HTTP load balancer, you must write connection rules that route these messages to the correct Siebel Servers.

Siebel applications include a command that generates these rules: `generate lbconfig`. The command reviews the configuration of the Siebel Servers, then generates a file that pairs connection strings included in SISNAPI messages with paths to the correct Siebel Servers. The rules are stored in the load balancing configuration file (lbconfig.txt). Use this file to help configure the load balancer.

The file provides three types of connection rules: component rules, server rules, and round-robin rules. These rule types are mandatory. You must include all three types when you configure the load balancer.

- Not configuring round-robin rules can cause login failures.
- Not configuring server rules can cause unexpected session termination.

Most load balancers allow you to associate a virtual IP (VIP) address and port number with a group of load balancing rules. They also allow you to define servers as resources and to create groups for them. The procedure below outlines general steps for setting up load balancers for Siebel Servers.

### Prerequisites

Observe the following requirements for setting up a third-party HTTP load balancer:

- The third-party HTTP load balancer must be validated for use with Siebel Business Applications. For more information, see 477835.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 540.
- If you use a noncertified load balancer, it must have the following characteristics:
  - Must be an HTTP load balancer capable of level 7 HTTP routing. Must be able to parse URLs in HTTP headers.
  - Must allow end-points to manage TCP connections. Specifically, must allow one-to-one mapping between client and server TCP sessions. Also, must not do back-end connection pooling, such as reverse proxy server pooling.
- Verify that all the Siebel Servers for which you want to provide load balancing are running.

- On each Siebel Server, verify that the Application Object Managers (AOMs) you want to load balance are enabled. Disable any AOMs that will not be used.
- Prior to configuring the Siebel Web Server Extension, select an unallocated, static VIP address and port number for the load balancer.
- Generate the load-balancing configuration file (lbconfig.txt). Review the HTTP load balancer rule types: component rules, server rules, and round-robin rules.
- Install the Siebel Web Server Extension on the desired Web servers. The SWSE Configuration Wizard will ask you to choose Siebel load balancing or third-party load balancing. Choose third-party load balancing and enter the VIP address and port number for the load balancer. For more information, see [“Configuring the SWSE” on page 207](#).
- At least one Siebel Server must be installed and running.

### *To set up a third-party HTTP load balancer*

- 1 Install and complete initial configuration of the third-party HTTP load balancer.  
Refer to the vendor documentation for details.
- 2 Verify that the load balancer can work with the machines that will host the Siebel Servers.  
Refer to the vendor documentation for networking requirements.
- 3 Add the desired Siebel Servers to the load balancer as pools of resources.  
Typically, each resource is defined as a combination of hostname or IP address, and TCP Port. Use the hostname or IP address of the Siebel Server, and the SCBroker port (by default, this is port 2321).
- 4 Create load balancing rules or content rules in the load balancer.  
Load balancing rules are mappings between URLs and pools of resources. For each line in the lbconfig.txt file, create one such mapping or rule in the load balancer.  
  
For more information, see 477835.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 540.  
  
**NOTE:** You must configure the HTTP load balancer to handle all three types of rules: component, server, and round-robin.
- 5 For each group of load balancing rules, define the desired load balancing scheme.  
For component rules, use any preferred load balancing scheme.  
For server and round-robin rules, a round-robin load balancing scheme is recommended.
- 6 Define a VIP address and virtual port for all the load balancing rules.  
The VIP and virtual port must match the VIP and virtual port specified in the object manager connect strings of the Siebel Web Server Extension configuration file (eapps.cfg).  
  
This file is located in `SWSE_ROOT\bin`, where `SWSE_ROOT` is the Siebel Web Server Extension installation directory.

- 7 If the load balancer has a configurable TCP connection time-out, adjust the time-out so that it is greater than the value of the parameter `SISNAPI_Connecti on Maxi mum I dl e Ti me` (alias `Connl dl eTi me`). Doing so prevents the load balancer from disconnecting active SISNAPI sessions.

For more information on setting `Connl dl eTi me`, see [“Setting the Load Balancer Connection Time-Out” on page 159](#). See also *Siebel System Administration Guide*.

## Setting the Load Balancer Connection Time-Out

This topic is part of [“Configuring Load Balancing for Siebel Applications” on page 155](#).

Many third-party HTTP load balancers allow you to set a connection time-out. When the time-out occurs, the SISNAPI connection to the Application Object Manager (AOM) on the Siebel Server is terminated.

In addition, AOMs have a configurable time-out parameter, `SISNAPI_Connecti on Maxi mum I dl e Ti me` (alias `Connl dl eTi me`). When a session is idle for the specified time, the AOM closes the session.

Set the load balancer time-out to be slightly longer than the `Connl dl eTi me` of the AOMs for which it will provide load balancing.

For example, if `Connl dl eTi me` is 600 seconds, set the load balancer connection time-out to 601 seconds or higher.

Avoid setting `Connl dl eTi me` to be greater than the load balancer connection time-out. Doing so can cause login screen delays and communications performance problems.

## Monitoring Servers with Siebel Native Load Balancer or Third-Party HTTP Load Balancers

This topic is part of [“Configuring Load Balancing for Siebel Applications” on page 155](#).

The Siebel native load balancer and most third-party HTTP load balancers support server health monitoring. To set up Siebel Server monitoring, configure the load balancer to send an HTTP GET to the server URL. Here is an example URL:

```
//SiebSrvr1:2321/SBA_80/SCBroker
```

where:

- `SiebSrvr1` = The Siebel Server host name or IP address
- `2321` = The port number for the Siebel Connection Broker (SCBroker). The default is 2321.
- `SBA_80` = The Siebel Enterprise Server name
- `SCBroker` = The Siebel Connection Broker server component

If the Siebel Server and Siebel Connection Broker are running, Siebel Connection Broker returns the string: `SCBroker OK`.

This step confirms that the Siebel Server is running on the specified platform and that SCBroker is listening at the specified port. This health check does not verify that specific Application Object Managers (AOMs) or other server components are running on the platform.

**CAUTION:** Do not use TCP Health Check. It may connect to SCBroker and remain connected until the SCBroker component parameter `ConnRequestTimeout` expires. During this period, SCBroker cannot handle new user-session requests.

## Best Practices for Setting Up Monitoring

Implement the following best practices when you set up server monitoring:

- On the Siebel Servers you want to monitor, set the `DefaultTasks` and `MaximumTasks` parameters for SCBroker to 2. These settings provide two instances of SCBroker, which helps prevent monitoring requests from delaying handling of user requests.
- Use HTTP 1.0 to do health checks. It terminates connections to SCBroker quickly.

# Installing Additional Siebel Servers for an Existing Siebel Enterprise Server

This topic is part of [“Postinstallation Tasks for Siebel Server” on page 149](#).

You can install and configure multiple Siebel Servers for a Siebel Enterprise.

Typically, before installing and configuring additional Siebel Servers, you will complete installation and configuration for the Siebel Web Server Extension, as described in [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#)

Run the Siebel Enterprise Server installer to install each additional Siebel Server on another server machine, and run the Siebel Server Configuration Wizard to configure this Siebel Server.

Alternatively, you can use the Siebel Server Configuration Wizard to configure an additional Siebel Server on a single machine where Siebel Server is already installed and configured.

**NOTE:** Creating multiple Siebel Server configurations for a single installed Siebel Server instance is typically done *only for test or development purposes*. In your production environment, it is strongly recommended to configure only one Siebel Server per machine.

Do not create multiple Siebel Server configurations for a single installed Siebel Server instance where Siebel Remote is to be deployed.



# Troubleshooting Siebel Enterprise Server Installation and Configuration

This topic is part of [“Postinstallation Tasks for Siebel Server” on page 149](#).

This topic presents troubleshooting information related to installation and configuration of Siebel Enterprise Server components. It contains the following topics:

- [“Troubleshooting Siebel Gateway Name Server Installation and Configuration” on page 161](#)
- [“Troubleshooting Siebel Server Installation and Configuration” on page 162](#)
- [“Troubleshooting the ODBC Data Source Connection” on page 162](#)

## Troubleshooting Siebel Gateway Name Server Installation and Configuration

This topic is part of [“Troubleshooting Siebel Enterprise Server Installation and Configuration” on page 161](#).

This topic describes potential errors that can result from a faulty installation or configuration of Siebel Gateway Name Server. Such problems can have any of several causes.

Causes listed below are among the most common:

- **Problem:** The Siebel Gateway Name Server does not start.  
**Solution:** If you find that you are not able to start the Siebel Gateway Name Server, you may not have privileges as the Siebel Service Owner. Review the instructions in [“Creating the Siebel Service Owner Account” on page 41](#).  
**NOTE:** If you cannot start the Siebel Gateway Name Server, you will not be able to configure a Siebel Enterprise or configure and start a Siebel Server.
- **Problem:** You cannot start Siebel Gateway Name Server service on `\\MACHINE NAME`.  
Error XXX: The service did not start due to logon failure.  
**Solution:** Navigate to Control Panel, Administrative Tools, then Services. Select the Siebel Gateway Name Server. Right-click and choose Properties. In the Log On tab, specify the user name and password to use for this service.
- **Problem:** You receive an error at system startup that a driver is missing.  
**Solution:** This problem can occur if you uninstall earlier Siebel Business Applications versions without first stopping the Siebel Server. If the services are no longer visible within the Services menu, call Siebel Technical Support for instructions.

## Troubleshooting Siebel Server Installation and Configuration

This topic is part of [“Troubleshooting Siebel Enterprise Server Installation and Configuration” on page 161](#).

This topic describes potential errors that can result from a faulty installation or configuration of Siebel Server. Such problems can have any of several causes.

Causes listed below are among the most common:

- **Insufficient user privileges.** For information about setting up appropriate administrative user privileges to install, see [Chapter 2, “Preparing to Install Siebel Business Applications.”](#)
- **Trying to install or configure the Siebel Server out of sequence.** For the required installation sequence, see [Chapter 2, “Preparing to Install Siebel Business Applications.”](#)
- **Failure to install required hardware or software.** Installation errors related to software requirements are logged in the Siebel Enterprise Server installer log file. For prerequisites, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- **Problem:** The following error messages occur in an Enterprise supported by an MS SQL Server database:
  - In the SVRsetup.log file: "5000: Bad key name., exiting..."
  - In Microsoft SQL Server DSN configuration: "completed with error(s): 2000046," in the server field.

**Solution:** You used brackets in the name you gave to one or more of your Siebel Servers or to your Siebel Enterprise Server. Remove the applicable configurations and re-create them with new names.

- **Problem:** The Siebel Server does not start after configuration.

**Solution a:** Verify that the Siebel Gateway Name Server was started. Start it if it was stopped.

**Solution b:** Verify that the values input during configuration were valid.

**Solution c:** Verify that you have sufficient system privileges to start the service. For more information, see [“Creating the Siebel Service Owner Account” on page 41](#).

## Troubleshooting the ODBC Data Source Connection

This topic is part of [“Troubleshooting Siebel Enterprise Server Installation and Configuration” on page 161](#).

This topic describes troubleshooting steps for your ODBC data source connection.

**NOTE:** If your database is DB2 UDB for z/OS, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

## Oracle Database

Complete the following instructions to troubleshoot Oracle connection problems on Windows.

### *To troubleshoot a failed ODBC connection*

- 1 Verify that the ODBC driver was correctly installed by reviewing the file structure under `SIEBSRVR_ROOT\BIN`.
- 2 If the files have been correctly copied to the BIN subdirectory, verify that the Oracle connect string that you entered during Siebel Server configuration was valid.

## Microsoft SQL Server

Complete the following instructions to troubleshoot Microsoft SQL Server connection problems on Windows.

### *To troubleshoot a failed ODBC connection*

- 1 Verify that the ODBC driver was correctly installed by reviewing the file structure under `SIEBSRVR_ROOT\BIN`.
- 2 If the files have been correctly copied to the BIN subdirectory, verify that the data source name (`EnterpriseName_DSN`) that you entered during Siebel Server configuration was valid. Also verify that the SQL Server database is up and running and validate the ODBC connectivity.

# Configuring Siebel Management Agent and Siebel Management Server

This topic provides instructions for configuring Siebel Management Agent and Siebel Management Server, including tasks you perform after configuration. It includes the following subtopics:

- [“About Configuring Siebel Management Agents and Siebel Management Server” on page 164](#)
- [“Creating the Siebel User for Siebel Diagnostic Tool” on page 165](#)
- [“Configuring Siebel Management Agent” on page 166](#)
- [“Configuring Siebel Management Server” on page 169](#)
- [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 173](#)
- [“Restarting Siebel Management Server After Installation and Configuration” on page 176](#)

You perform these configuration tasks after installation, which is described in [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#).

## About Configuring Siebel Management Agents and Siebel Management Server

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

This topic provides background information about configuring Siebel Management Agents and Siebel Management Server.

**NOTE:** Configuring Siebel Management Agents and Management Server includes steps for specifying Secure Sockets Layer (SSL) encryption for communications between components. Before configuring, review topics about SSL encryption in *Siebel Security Guide*.

The following port numbers are used by default by components of the Siebel Management Framework, and can be changed in the Configuration Wizard for Siebel Management Agent or Management Server:

- Siebel Management Agent: port 1199 (RMI registry)
- Siebel Management Server: port 1099 (RMI registry)
- Siebel Diagnostic Tool: port 8080

Anticipate whether you may have port number conflicts with other components on individual machines and take steps to avoid conflicts. For example, the Siebel Charts server also uses port 1099. For more information, see [“Installing Siebel Charts” on page 263](#).

**NOTE:** As noted in [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 173](#), XML files output by Perl scripts assume the default Management Agent port number of 1199.

## Process of Configuring Siebel Management Agents and Management Server

Configuring Siebel Management Agents and Siebel Management Server consists of the following activities:

- 1 (For Siebel Diagnostic Tool deployments only) Create the Siebel user for Siebel Diagnostic Tool. See [“Creating the Siebel User for Siebel Diagnostic Tool” on page 165](#).
- 2 Run the Management Agent Configuration Wizard after installing each instance of Management Agent. See [“Configuring Siebel Management Agent” on page 166](#).
- 3 Run the Management Server Configuration Wizard after installing Management Server. Part of this task means registering each Management Agent with the Management Server.
  - You can register up to two instances of Management Agent in the Siebel Enterprise using the Management Server Configuration Wizard. See [“Configuring Siebel Management Server” on page 169](#).
  - If you have more than two instances of Management Agent installed, or have Management Agents in different Enterprises, first register at least one Management Agent using the Management Server Configuration Wizard. Then use Perl scripts to register remaining Management Agents. For details, see [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 173](#).

## Creating the Siebel User for Siebel Diagnostic Tool

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

This topic describes requirements for creating the Siebel user for Siebel Diagnostic Tool. Part of this task is performed by a database administrator (DBA). *If you will not be using Diagnostic Tool, you can skip this task.*

When you configure Siebel Management Server, as described in [“Configuring Siebel Management Server” on page 169](#), you are prompted to provide details about the Siebel user for the Siebel Diagnostic Tool.

- If you will not be using Diagnostic Tool functionality, you do not need to specify the Diagnostic Tool user in the Configuration Wizard.
- However, if you will use Diagnostic Tool, then the Diagnostic Tool user must already exist as a Siebel user in the Siebel Database in order to successfully configure Management Server. In order to use Diagnostic Tool, this user must have the necessary permissions. For more information about Siebel Diagnostic Tool, see *Siebel System Monitoring and Diagnostics Guide*.

## Creating the Diagnostic Tool User in the Database and Granting Permissions

For example, assume you will create a user named diagtool, with password abcd. In this case, the DBA must connect to the Siebel Database and enter a command like this:

```
GRANT CONNECT ON DATABASE TO USER DIAGTOOL IDENTIFIED BY 'abcd'
```

Now the DBA must grant limited permissions to this user, by entering a command like this:

```
GRANT SELECT ON TABLE SIEBEL.S_SRM_TASK_HIST TO USER DIAGTOOL
```

**NOTE:** If the commands above do not work in your database, work with your DBA to perform the necessary tasks.

Note the user name and password for later access.

## Assigning Siebel User Responsibilities

Now the Siebel Administrator must assign a responsibility to the Siebel Diagnostic Tool user. The procedure below is performed by the Siebel Administrator.

### *To assign responsibilities to the Diagnostic Tool user*

- 1 Log in as the Siebel Administrator to the Siebel application, such as Siebel Call Center.
- 2 Navigate to the Administration - Users screen.
- 3 Create a record for the Siebel Diagnostic Tool user (diagtool, in the example).
- 4 Assign the MgmtSrvr-Monitor responsibility to this user, and save the record.

## Specifying the Diagnostic Tool User When Configuring Siebel Management Server

When you configure Siebel Management Server, as described in [“Configuring Siebel Management Server” on page 169](#), specify the Siebel user name and password for the newly created user when prompted for the Diagnostic Tool user.

When you run Siebel Diagnostic Tool, you will log in as this user. For details, see *Siebel System Monitoring and Diagnostics Guide*.

## Changing the Password for the Diagnostic Tool User

The Siebel user name and password for the Siebel Diagnostic Tool user are stored in the file `tomcat-users.xml`, which is located in the `tomcat\conf` subdirectory of the Siebel Management Server installation directory. For details on how to change passwords in this file, see *Siebel Security Guide*.

If you change the password, you must stop and restart the Siebel Management Server. For details, see *Siebel System Administration Guide*.

## Configuring Siebel Management Agent

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

This topic describes how you configure the Siebel Management Agent after installation. You configure using the Siebel Configuration Wizard – Siebel Management Agent Configuration (the Management Agent Configuration Wizard).

In general, this topic assumes that you configure Siebel Management Agent immediately after you install it (whether you install it with Siebel Server or install it separately). Optionally, you can cancel configuration and launch it later.

Installation of Management Agent (when it is not included with a Siebel Server installation) is described in [“Installing Siebel Management Agent” on page 124](#).

**NOTE:** On Microsoft Windows, if you are using database authentication, in order to select the Configuration Wizard option to start the Management Agent immediately, you must have already installed the Siebel Database schema and seed data. For details on performing these tasks, see [Chapter 7, “Configuring the Siebel Database.”](#)

### To configure Siebel Management Agent

- 1 If necessary, launch the Siebel Management Agent Configuration Wizard.

For more information, see [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#) and [“Launching the Siebel Configuration Wizard” on page 138](#). Specific command-line examples are shown in [“Commands for Launching Configuration Wizards” on page 143](#).

If you installed Management Agent as part of Siebel Server installation, go to [Step 3](#). If you installed Management Agent separately, go to [Step 2](#).

- 2 The wizard requests the location of the home directory for the Siebel Server on the machine where you install the Siebel Management Agent. For example, on Windows this could be:

C: \sba80\si ebsrvr

Enter the location of the home directory for the Siebel Server, then click Next.

A screen appears that requests the account details of the Siebel user who accesses Siebel Management Agent.

- 3 Enter the Siebel user name and password, confirm the password, then click Next.

The wizard requests the location of the JRE home directory.

- 4 Click Browse to navigate to the JRE home directory. Select the directory, then click Next.

The wizard displays a check box that allows you to enable RC2 encryption for the Siebel user account you specified in [Step 3](#). By default, the check box is clear. For more information about RC2 encryption, see *Siebel Security Guide*.

- 5 Take the appropriate action:

- Select the check box to enable RC2 encryption of the Siebel user's password, then click Next. Specify or verify the full path to the RC2 key file.
- Leave the check box clear, then click Next to leave the Siebel user's password encoded in base64 Content-Transfer-Encoding.

The wizard requests the port number for the RMI Registry. Requests to connect to this Siebel Management Agent use this port number (default 1199).

- 6 Enter the port number for the RMI Registry or accept the default, then click Next.

The wizard requests the type of authentication to deploy for Siebel Management Agent. You must select the same type of authentication for both Siebel Management Server and any Siebel Management Agents that connect to this Siebel Management Server. For more information about authentication types, see *Siebel Security Guide*.

- 7 Select the type of authentication, then click Next.

- If you selected LDAP or Database, go to [Step 8](#) and specify the path to the security adapter file. Use one of these options for production deployments.
- If you selected None, go to [Step 9](#). This option is not suitable for production deployments.

**NOTE:** For deployments using Siebel ADM, None will allow ADM to perform deployments without any authentication credentials (anyone with access to the ADM server installation directory can run deployments).

- 8 Specify the path to the security adapter file (located in the bin subdirectory of the Management Agent installation directory), then click Next.

- For LDAP, specify the file secadp.cfg.
- For database authentication, specify the file odbccadp.cfg.

For database authentication, after you configure the software you must edit the file `odbcsecadp.cfg` before operation so it contains values like the following. Set `DSConnectString` to your ODBC data source name (such as `SBA_80_DSN`, where `SBA_80` is the name of the Siebel Enterprise). Set `DSTableOwner` to the owner of the Siebel schema (such as `siebel`).

```
[ServerDataSrc]
DSConnectString = SBA_80_DSN
DSTableOwner = siebel
```

The wizard asks if you want to deploy the Secure Sockets Layer (SSL) protocol for Siebel Management Agent. For more information about SSL, see *Siebel Security Guide*.

**9** Take the appropriate action:

- To deploy SSL, select the check box, then click Next. Proceed to [Step 10](#).
- Leave the check box clear if you do not want to deploy SSL, then click Next.
  - On Microsoft Windows, the wizard requests the Microsoft Windows account details for the machine that hosts the Siebel Management Agent. Proceed to [Step 13](#).
  - On UNIX, proceed to [Step 15](#).

**10** Take the appropriate action:

- Select Client to use the SSL protocol for communication from the client, then click Next. (In this context, the *client* is the Siebel Management Server.) The wizard requests the name of the Truststore file. Proceed to [Step 12](#).
- Select Dual to use the SSL protocol for communications in both directions (between the Management Server and the Management Agents), then click Next. The wizard requests the Private Key File Name and Private Key File Password. Proceed to [Step 11](#).

**11** Enter values for the Private Key File Name and Private Key File Password, then click Next.

The wizard requests the name of the Truststore file.

**12** Enter the name of the Truststore file, then click Next.

- On Microsoft Windows, proceed to [Step 13](#).
- On UNIX, proceed to [Step 15](#).

**13** Enter the Windows User Account and the Windows User Account Password, confirm the password, then click Next.

The wizard asks if you want to start Siebel Management Agent.

**14** Take the appropriate action:

- To start Siebel Management Agent when configuration completes, select the check box and click Next.

**NOTE:** On Microsoft Windows, if you are using database authentication, in order to select this option, you must have already installed the Siebel Database schema and seed data. For details on performing these tasks, see [Chapter 7, "Configuring the Siebel Database."](#)

- To start Siebel Management Agent at a later time, leave the check box clear and click Next.

The wizard summarizes the selections you have made.



**15** Review this information and take the appropriate action:

- If the information is correct, click Next to complete the configuration. A dialog box appears that asks if you want to execute the configuration. Proceed to [Step 16](#).
- If the information is incorrect, click Back to return to the parameter you need to modify.

**16** Click OK to execute the configuration and complete the configuration of the Siebel Management Agent.

**17** If you launched the Configuration Wizard from the installer, return to [“Installing Siebel Management Agent” on page 124](#) to complete the installation.

After you have configured all Management Agents:

- Go to [“Installing Siebel Management Server” on page 126](#) to install Management Server (if it is not yet installed), or
- Go to [“Configuring Siebel Management Server” on page 169](#) to configure Management Server (if it is already installed).

## Configuring Siebel Management Server

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

This topic describes how you configure Siebel Management Server after installation. You configure using the Siebel Configuration Wizard – Siebel Management Server Configuration (the Management Server Configuration Wizard).

When you configure the Management Server, you are also registering one or two Management Agents with the Management Server.

Some settings in the Management Server Configuration Wizard apply only to Siebel Diagnostic Tool or only to Siebel ADM.

If you are deploying Siebel ADM, note the following requirements for the ADM package directory, which you specify while configuring Siebel Management Server:

- Users who deploy ADM packages must have read and write permissions in this directory.
- The directory must be a shared network resource that will be available to all the machines where Siebel Management Agent is installed. For UNIX deployments, where Management Agent is installed on UNIX machines, a cross-platform networking tool such as Samba may be required to help provide such access to Siebel Management Server on Windows.

In general, this topic assumes that you configure Siebel Management Server immediately after you install it. Optionally, you can cancel configuration and launch it later. Installation is described in [“Installing Siebel Management Server” on page 126](#).

**NOTE:** If you are using database authentication, in order to select the Configuration Wizard option to start the Management Server immediately, you must have already installed the Siebel Database schema and seed data. For details on performing these tasks, see [Chapter 7, “Configuring the Siebel Database.”](#)

### *To configure Siebel Management Server*

- 1 If necessary, launch the Siebel Management Server Configuration Wizard.

For more information, see [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#) and [“Launching the Siebel Configuration Wizard” on page 138](#).

The wizard requests the name of the Siebel Enterprise for which you will be using Siebel Management Server.

- 2 Enter the name of the Siebel Enterprise, then click Next.

The wizard requests the name of the machine that hosts the Siebel Gateway Name Server. It also requests the port number (default 2320) on which the Gateway Name Server listens for requests.

- 3 Enter the name of the machine that hosts the Siebel Gateway Name Server and its port number, then click Next.

**NOTE:** Make sure the Siebel Gateway Name Server is running.

The wizard requests the account details of the Siebel user who administers the Siebel Management Server.

- 4 Enter the Siebel user name and password, confirm the password, then click Next.

The wizard requests the account details of the Siebel user who accesses Siebel Diagnostic Tool. See also [“Creating the Siebel User for Siebel Diagnostic Tool” on page 165](#). For more information about Siebel Diagnostic Tool, see *Siebel System Monitoring and Diagnostics Guide*.

- 5 Enter the Siebel user name and password for the Siebel user who accesses the Diagnostic Tool, confirm the password, then click Next.

The wizard displays a check box that allows you to enable RC2 encryption for the Siebel user account you specified in [Step 4](#). By default, the check box is clear. For more information about RC2 encryption, see *Siebel Security Guide*.

- 6 Take the appropriate action:

- Select the check box to enable RC2 encryption of the Siebel user’s password, then click Next. Specify or verify the full path to the RC2 key file.
- Leave the check box clear, then click Next to leave the Siebel user’s password in base64 Content-Transfer-Encoding.

The wizard requests the port numbers for the RMI Registry and the Diagnostic Tool. The RMI Registry port number (default 1099) is the port number where Siebel Management Server listens for requests. The port number for the Diagnostic Tool (default 8080) is the port number where it listens for requests.

- 7 Enter the port numbers for the RMI Registry and the Diagnostic Tool or accept the defaults, then click Next.

The wizard requests the location of the JRE home directory.

- 8 Click Browse to navigate to the JRE home directory. Select the directory, then click Next.

The wizard requests the type of authentication to deploy for Siebel Management Server. You must select the same type of authentication for both Siebel Management Server and any Siebel Management Agents that connect to this Siebel Management Server. For more information about the authentication types, see *Siebel Security Guide*.

- 9 Select the type of authentication, then click Next.

- If you selected LDAP or Database, go to [Step 10](#) and specify the path to the security adapter file. Use one of these options for production deployments.

- If you selected None, go to [Step 11](#). This option is not suitable for production deployments.

**NOTE:** For deployments using Siebel ADM, None will allow ADM to perform deployments without any authentication credentials (anyone with access to the ADM server installation directory can run deployments).

- 10 Specify the path to the security adapter file (located in the bin subdirectory of the Management Server installation directory), then click Next.

- For LDAP, specify the file secadp.cfg.

- For database authentication, specify the file odbccsecadp.cfg.

For database authentication, after you configure the software you must edit the file odbccsecadp.cfg before operation so it contains values like the following. Set DSConnectionString to your ODBC data source name (such as SBA\_80\_DSN, where SBA\_80 is the name of the Siebel Enterprise). Set DSTableOwner to the owner of the Siebel schema (such as siebel).

```
[ServerDataSrc]
DSConnectionString = SBA_80_DSN
DSTableOwner = siebel
```

The wizard asks if you want to deploy the Secure Sockets Layer (SSL) protocol for the Siebel Management Server. For more information about SSL, see *Siebel Security Guide*.

- 11 Take the appropriate action:

- To deploy SSL, select the check box, then click Next. Proceed to [Step 12](#).

- Leave the check box clear if you do not want to deploy SSL, then click Next. The wizard requests the Microsoft Windows account details for the machine that hosts Siebel Management Server. Proceed to [Step 15](#).

- 12 Take the appropriate action:

- Select Client to use the SSL protocol for communication from the client, then click Next. (In this context, the *client* is the Siebel Management Agent.) The wizard requests the name of the Truststore file. Proceed to [Step 14](#).

- Select Dual to use the SSL protocol for communications in both directions (between the Management Server and the Management Agents), then click Next. The wizard requests the Private Key File Name and Private Key File Password. Proceed to [Step 13](#).

- 13 Enter values for the Private Key File Name and Private Key File Password, then click Next.

The wizard requests the name of the Truststore file.

- 14** Enter the name of the Truststore file, then click Next.

The wizard requests the Microsoft Windows account details for the machine that hosts Siebel Management Server.

- 15** Enter the Windows User Account and the Windows User Account Password, confirm the password, then click Next.

The wizard requests the default location of the ADM package directory—the directory that stores packages prior to deployment in the target environment. For more information, see *Siebel Application Deployment Manager Guide*.

- 16** (For Siebel ADM deployments only) Click Browse to navigate to the directory, select it, then click Next.

If you do not intend to use ADM, leave the default ADM package directory empty, then click Next.

The wizard requests the host name and port number (default 1199) of the machine with the first Siebel Management Agent you want to register with the Management Server.

- 17** Enter the host name of the machine that hosts the monitored Siebel Server (where the first Siebel Management Agent is installed) and the port number on which Management Agent listens, then click Next.

The wizard requests the name of the monitored Siebel Server.

- 18** Enter the name of the Siebel Server, then click Next.

The wizard asks you to select the type of monitored server.

- 19** Take the appropriate action:

- To monitor a Siebel Server, select the Siebel Server check box, then click Next.
- To monitor another type of server, select the Generic Server check box, then click Next. For more information about this option, see *Siebel Application Deployment Manager Guide*.

The wizard asks if you want to register a second Siebel Management Agent with this Management Server.

- 20** Take the appropriate action:

- Select the check box if you have two Siebel Servers with Siebel Management Agent and are registering the second Management Agent. Repeat [Step 17](#) through [Step 19](#) to register the second Management Agent.
- Clear the check box, then click Next, if you do not want to register a second Siebel Management Agent at this time.

For example, clear the check box if you only have one Siebel Server with a Management Agent, or if you have more than two Siebel Servers with Management Agents. To register more than two Management Agents, you must run Perl scripts as described in [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 173](#).

The wizard asks if you want to start Siebel Management Server.

**21** Take the appropriate action:

- To start Siebel Management Server when configuration is complete, select the check box and click Next.

**NOTE:** On Microsoft Windows, if you are using database authentication, in order to select this option, you must have already installed the Siebel Database schema and seed data. For details on performing these tasks, see [Chapter 7, “Configuring the Siebel Database.”](#)

- To start Siebel Management Server at a later time, leave the check box clear and click Next.

The wizard summarizes the selections you have made.

**22** Review this information and take the appropriate action:

- If the information is correct, click Next to complete the configuration. A dialog box appears that asks if you want to execute the configuration. Proceed to [Step 23](#).
- If the information is incorrect, click Back to return to the parameter you need to modify.

**23** Click OK to execute the configuration and complete the configuration of the Siebel Management Server.

**24** If you launched the Configuration Wizard from the installer, return to [“Installing Siebel Management Server” on page 126](#) to complete the installation.

**NOTE:** If necessary, after you have configured Management Server using the Configuration Wizard, go to [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 173](#).

## Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

This topic describes how to execute a series of Perl scripts provided with Siebel Business Applications to register additional instances of Siebel Management Agent with Siebel Management Server and to configure Siebel ADM (where Management Agent is on Windows).

If you have more than two instances of Management Agent installed, first register at least one of them (up to two) using the Management Server Configuration Wizard. Then follow the first procedure in this topic to register the remaining Management Agents with the Management Server.

If you have Siebel ADM (where Management Agent is on Windows), also follow the second procedure in this topic.

Executing these Perl scripts invokes the `srvrmgr` executable to retrieve information from the Siebel Gateway Name Server about installed Siebel Servers and Management Agents, then generates XML files containing data needed by Management Server.

After verifying or updating port numbers in these files, you then copy the XML files to the Management Server (updating existing files).

You would also use the Perl scripts if your Management Server needs to work with more than one Siebel Enterprise, such as if you are monitoring multiple Enterprises using Siebel Diagnostic Tool.

**NOTE:** If you add more Siebel Servers with Management Agents later, perform this task again to register them with the Management Server.

The Perl scripts provided are:

- `getservers.pl`
- `makeagentconfig.pl`
- `admconfig.pl` (for ADM) – provided with Management Agent on Windows only, not UNIX

The Perl scripts are provided as part of both the Management Agent and Management Server installations. They are located in:

- `MgmtAgentInstallDir\bin` (Management Agent installation directory, on Windows or UNIX)
- `MgmtSrvrInstallDir\bin` (Management Server installation directory, on Windows only)

**NOTE:** Executing the Perl scripts must be done on a machine on which you have installed a Siebel Server. In general, this topic assumes that you execute the Perl scripts on a Management Agent machine, because it is also a Siebel Server machine.

### To register additional Management Agents

- 1 Copy the file `configuration.globals.xml` from the Management Server installation to the directory where you will be executing the Perl scripts.

If you are executing the Perl scripts on the Management Agent machine, copy the file from `MgmtSrvrInstallDir\pref\system` (on the Management Server machine) to `MgmtAgentInstallDir\bin` (on the Management Agent machine).

- 2 Navigate to the directory `MgmtAgentInstallDir\bin` (on the Management Agent machine).
- 3 Execute `getservers.pl`. From the command line, execute the following command:

```
perl getservers.pl -g GatewayServerHostname: GatewayServerPortNumber -e
SiebelEnterpriseName -u SiebelUsername -p SiebelUserPassword -l
DeploymentLanguage
```

For example, enter:

```
perl getservers.pl -g sdchs21n044: 4330 -e sieb80 -u sadmin -p db2 -l enu
```

**NOTE:** Specifying the port number (and preceding colon) is optional if the Gateway Name Server uses the default port of 2320.

The following appears in the output window (where `sieb80` is the name of the Enterprise):

```
Running SrvrMgr
Parsing output from SrvrMgr
Writing output to sieb80
Generating configuration globals XML file
Renaming configuration globals XML file
```

The command above invokes `svrmgr` and retrieves data from the Gateway Name Server, then writes output to the `configuration.globals.xml` file and to a file named for the Siebel Enterprise—for example, `sieb80` (do not rename this file).

- 4 Execute `makeagentconfig.pl`. From the command line, execute the following command:

```
perl makeagentconfig.pl Siebel EnterpriseName
```

The following appears in the output window:

```
Writing configuration.agents.xml
```

- 5 Copy the following files to the directory `MgmtSrvrInstallDir\pref\system` (on the Management Server machine):

- `configuration.globals.xml`
- `configuration.agents.xml`
- `sieb80` (where `sieb80` is the name of your Siebel Enterprise)

- 6 Open the file `configuration.agents.xml` and verify that it contains an entry key for each Management Agent, in the following format:

```
<entry key="Siebel ServerName"
value="Siebel ServerName: Siebel Server: Siebel EnterpriseName: service:jmx:rmi://
HostofAgent/jndi/rmi://HostofAgent:PortofAgent/jmx/siebel/agent" />
```

For example, it may contain an entry similar to the following:

```
<entry key="SDCHS21N008"
value="sdchs21n008: Siebel Server: sieb80: service:jmx:rmi://SDCHS21N008/jndi/rmi://
SDCHS21N008: 1199/jmx/siebel/agent" />
```

- 7 If necessary, update the Management Agent port numbers in `configuration.agents.xml`.

The file `configuration.agents.xml` is generated with the RMI registry port for Management Agents assumed as the default of 1199. If any of the Management Agents use a port number other than 1199, then you must manually edit the entries in this file to use the correct port numbers.

- 8 (For Siebel Diagnostic Tool deployments only) Copy the `configuration.agents.xml` file from this folder:

```
MgmtSrvrInstallDir\pref\system
```

to this folder:

```
MgmtSrvrInstallDir\tomcat\webapps\DiagTool\WEB-INF
```

**NOTE:** The target folder above is created after you run Management Server for the first time.

### To execute *admconfig.pl*

- 1 (For Siebel ADM deployments only) Execute *admconfig.pl*. From the command line, execute the following command.

**NOTE:** This step is necessary only for Siebel ADM deployments where Siebel Management Agent is installed on Windows. Execute this script multiple times if Siebel ADM must support multiple Siebel Enterprises.

```
perl admconfig.pl -e SiebelEnterpriseName -s SCBrokerPortNumber -p
ADMDefaultPackageLocation -r MgmtSrvrInstallDir
```

For example, enter:

```
perl admconfig.pl -e sieb80 -s 2321 -p C:\sba80\mgmtsrvr\adm\packages -r
C:\sba80\mgmtsrvr
```

The following information appears in the output window (where *sieb80* is the name of the Siebel Enterprise):

```
Creating deploy_sieb80.bat
Creating entprofile_sieb80.xml
```

The above command creates the file *deploy\_sieb80.bat* in the *MgmtSrvrInstallDir\pref\system* directory and the file *entprofile\_sieb80.xml* in the *MgmtSrvrInstallDir\adm* directory.

## Restarting Siebel Management Server After Installation and Configuration

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

After configuring Siebel Management Server as described in previous topics, you must stop and restart the Siebel Management Server.

For details on performing this task, see *Siebel System Administration Guide*.



# 7

## Configuring the Siebel Database

This chapter is written for administrators who run the Database Configuration Wizard and for database administrators (DBAs) who perform related tasks on the RDBMS. It includes the following topics:

- [“About the Siebel Database and the Database Configuration Utilities” on page 177](#)
- [“Process of Configuring the Siebel Database” on page 178](#)
- [“Requirements for Siebel Database Configuration” on page 179](#)
- [“Setting Up Your Environment to Support Global Time Zone” on page 181](#)
- [“Creating Table Owner and Administrator Accounts” on page 182](#)
- [“Installing the Stored Procedures and User-Defined Functions on DB2 UDB” on page 184](#)
- [“Configuring the Siebel Database on the RDBMS” on page 185](#)
- [“Verifying System Preferences and Other Settings for Database Code Page” on page 193](#)
- [“Populating the Siebel File System” on page 194](#)
- [“Importing a Siebel Repository into the Siebel Database” on page 194](#)

**NOTE:** If your database is IBM DB2 UDB for z/OS, refer to *Implementing Siebel Business Applications on DB2 UDB for z/OS* instead of this chapter. See also the relevant information under [“Planning RDBMS Installation and Configuration” on page 29](#).

## About the Siebel Database and the Database Configuration Utilities

**CAUTION:** In an upgrade environment, or in another environment where you have an existing Siebel Database, you generally *do not perform any tasks mentioned in this chapter*. For more information, see [“About Installing in Upgrade Environments” on page 23](#).

The *Siebel Database* on the RDBMS stores the data used by Siebel Business Applications. Siebel Server components (particularly Application Object Managers supporting Siebel Web Clients), Siebel Tools clients, and Siebel Developer Web Clients connect directly to the Siebel Database and make changes in real time.

(Siebel Mobile Web Clients download a subset of the server data to use locally, and periodically synchronize with the Siebel Database through the Siebel Remote components on the Siebel Server, to update both the local database and the Siebel Database.)

The *Database Configuration Utilities* (formerly called the *Siebel Database Server*) refers to a set of files that you install on a Siebel Server machine using the Siebel Enterprise Server installer. These files are accessed when you run the Database Configuration Wizard and the Siebel Upgrade Wizard in order to configure the Siebel Database on the RDBMS.

**NOTE:** In the Database Configuration Wizard, the main database configuration task is called *installing* the Siebel Database. This guide generally refers to the same task as *configuring* the Siebel Database.

For instructions on installing Database Configuration Utilities, Siebel Server, and other Siebel Enterprise Server components, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

**NOTE:** This chapter assumes that you have already created the database instance. It also assumes that you have already installed the Database Configuration Utilities on the same machine as a Siebel Server, and in the same top-level installation directory. It is recommended to install the Siebel Server and the Database Configuration Utilities at the same time. Database Configuration Utilities need only be installed once, on a single Siebel Server machine.

For information about tasks you must perform in the RDBMS before you install the Database Configuration Utilities, see [Chapter 3, “Configuring the RDBMS.”](#)

The Database Configuration Utilities installed software has no run-time role in managing database operations for users running Siebel Business Applications.

Some of the tasks you can perform with the Database Configuration Wizard are for upgrade scenarios only, and are described in *Siebel Database Upgrade Guide*.

This chapter describes running the Database Configuration Wizard to configure the Siebel Database. For more information about the wizards provided for configuring Siebel software, see [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#) and related topics.

## Process of Configuring the Siebel Database

Configuring the Siebel Database on the RDBMS requires multiple tasks that you perform in the sequence described below. Some of these topics will have already been performed as described in other chapters, and are identified here to provide contextual information. Additional installation and configuration tasks also apply, which are described in other applicable chapters.

- 1 Review [“About the Siebel Database and the Database Configuration Utilities” on page 177](#).
- 2 Fill out your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet,”](#) with all RDBMS-specific information.
- 3 Create and configure the database instance. You would have already performed this task, as described in [Chapter 3, “Configuring the RDBMS.”](#)

**CAUTION:** In an upgrade environment, or in another environment where you have an existing Siebel Database, you generally do not perform any of the tasks mentioned in the above chapter. In particular, you do not create the database instance on the RDBMS. However, after the upgrade is complete, you may need to modify database parameters for your RDBMS platform to match settings described in the above chapter. For more information, see [“About Installing in Upgrade Environments” on page 23](#).

- 4 Review the information provided in [“Requirements for Siebel Database Configuration” on page 179](#).

- 5 Install the Database Configuration Utilities software on the Siebel Server and review the installation. You would have already performed these tasks, as described in [Chapter 5, "Installing Siebel Enterprise Server and Related Components."](#)
- 6 If required for your multilingual deployment, reset the Global Time Zone parameter. See ["Setting Up Your Environment to Support Global Time Zone" on page 181.](#)
- 7 Create the table owner and administrator accounts. See ["Creating Table Owner and Administrator Accounts" on page 182.](#)
- 8 **(DB2 UDB only)** Install stored procedures and user-defined functions on the RDBMS. See ["Installing the Stored Procedures and User-Defined Functions on DB2 UDB" on page 184.](#)
- 9 Run the Database Configuration Wizard to configure the Siebel Database on the RDBMS, and perform related tasks. See ["Configuring the Siebel Database on the RDBMS" on page 185.](#)
  - a Install tables, indexes, and seed data in the Siebel Database. See ["Installing the Siebel Database Components" on page 186.](#) This task also installs the Siebel Repository. The seed data and repository data installed using this task are for the primary language only.
  - b Review the database installation log for errors. See ["Reviewing the Log Files for Siebel Database Installation" on page 191.](#)
- 10 Review the setting for the system preference Enterprise DB Server Code Page. See ["Verifying System Preferences and Other Settings for Database Code Page" on page 193.](#)
- 11 If you are deploying multiple languages, install multilingual seed data into the Siebel Database. Do this for each language in your deployment. See the information about adding a language to an existing Siebel Database in ["Installing the Siebel Database Components" on page 186.](#)
- 12 If you are deploying multiple languages, import multilingual repository data into the repository tables in the Siebel Database. Do this for each language in your deployment. See the information about adding a language to an existing repository in ["Importing a Siebel Repository into the Siebel Database" on page 194.](#)
- 13 Populate the Siebel File System. See ["Populating the Siebel File System" on page 194.](#)

## Requirements for Siebel Database Configuration

Before you configure the Siebel Database, review the following information:

- Review ["Process of Configuring the Siebel Database" on page 178.](#)
- Obtain the services of a qualified database administrator (DBA) to assist you with your installation and, where applicable, upgrade.
- For new installations, make sure that the Siebel Database instance has been created and is properly configured, as documented in [Chapter 3, "Configuring the RDBMS."](#)
- Complete the appropriate RDBMS-specific information in your copy of the worksheet in [Appendix A, "Deployment Planning Worksheet,"](#) as shown below.

## Oracle Database

Make sure the following elements are defined for your Siebel Database:

- **Oracle SQLNet alias connect string.** You need this to connect to your Oracle database.
- **Table owner account (schema) name and password.** Using an Oracle Database requires that you assign a user name and password to any database tables you create. The term *table owner* refers to the schema that owns the database objects, such as tables, indexes, views, and triggers. SIEBEL is the default Table Owner Account user name and password for Siebel applications.

Prior to installing the Siebel Database components, you need to edit the grantusr.sql script, enter this and related information, and execute the script. See [“Creating Table Owner and Administrator Accounts” on page 182](#).

- **Siebel data table space.** The name of the default table space on the Oracle Database server where the Siebel data tables are stored.
- **Siebel index table space.** The name of the default table space on the Oracle Database server where the Siebel indexes are stored.
- Install Oracle database client software onto the machine where you will install the Database Configuration Utilities.

**NOTE:** Oracle database client and Oracle database versions must be the same. For supported versions of Oracle, see *Siebel System Requirements and Supported Platforms on Oracle Technology Network*.

## DB2 UDB

Make sure the following elements are defined for your Siebel Database:

- **Database alias.** The DB2 database alias that you created when you installed the DB2 software.
- **Table owner/database owner account user name and password.** DB2 UDB requires that you assign a user name and password to each database you create. SIEBEL is the default table owner account user name and password for Siebel applications.

Before installing the table spaces and indexes, you will be prompted to edit the grantusr.sql script, enter this and related information, and execute the script. See [“Creating Table Owner and Administrator Accounts” on page 182](#).

- **Siebel index table space.** The name of the table space on the DB2 UDB server where the Siebel indexes are stored.
- **Siebel 4-KB table space.** The name of the table space on the DB2 UDB server where the 4 KB Siebel data tables are stored.
- **Siebel 16-KB table space.** The name of the table space on the DB2 UDB server where tables reside whose row length is equal to or greater than 4005 bytes, but less than 16384 bytes.
- **Siebel 32-KB table space.** The name of the table space on the DB2 UDB server where tables reside whose row length is 32768 bytes.

- Statistics are generated automatically during table, index, and seed data installation, and during the repository import process. However, it is recommended that statistics be kept up to date through standard database administration procedures.
- Make sure you have installed the required IBM fix pack on your database server machine. For more information, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- Make sure that IBM DB2 UDB is properly configured and you have allocated disk space appropriate to your installation requirements.

## MS SQL Server

Make sure the following elements are defined for your Siebel Database:

- **Database name.** The name of the SQL Server database that you created for the Siebel applications.
- **Table owner account user name and password.** SQL Server requires that you assign a user name and password to any database tables you create. SIEBEL is the default table owner account user name and password for Siebel applications.

Before installing the Siebel Database components, you need to edit the `grantusr.sql` script, enter this and related information, and execute the script. See [“Creating Table Owner and Administrator Accounts” on page 182](#).

# Setting Up Your Environment to Support Global Time Zone

Global deployments typically span multiple time zones, making it difficult to manage time-sensitive information that must be exchanged among customers and employees working around the world. You can use the Global Time Zone feature to monitor the transfer of tasks between sites in different time zones.

The Global Time Zone feature converts and stores date and time data, using the Universal Time Coordinated (UTC) standard, which is equivalent to Greenwich Mean Time, but without daylight savings time.

You also need to make sure that time on all your machines are in sync.

If you intend to operate your deployment with the Global Time Zone feature enabled, you must also set the operating system of your database servers to UTC time, or its equivalent. It is recommended that you change the time zone for the hosted application and not for the entire server. To change the operating system time, consult the vendor documentation for your operating system.

For more information on enabling Global Time Zone, see *Siebel Global Deployment Guide*.

For restrictions on installing and configuring UTC on DB2 UDB for z/OS, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

**NOTE:** The Global Time Zone parameter (Universal Time Coordinated system preference) is enabled (set to TRUE) by default. If you do not want to enable the Global Time Zone feature, you must reset this system preference to FALSE by navigating to Administration - Application, then System Preferences.

## Creating Table Owner and Administrator Accounts

Create the table owner and administrator accounts according to the guidelines provided for each database platform identified in this topic. These accounts are created using the `grantusr.sql` script.

**NOTE:** For each applicable database platform, if you are planning to use Siebel Marketing, also grant drop table, drop index, create table, and create index rights at the database level within the OLTP schema to the table owner or the database user ID used for Siebel Marketing. For more information, see *Siebel Marketing Installation and Administration Guide*.

**CAUTION:** It is strongly recommended not to change the name of the Siebel administrator account, SADMIN. This account must be created for you to log in to Siebel Business Applications as the Siebel administrator. For information about changing the password for this account, see *Siebel Security Guide*.

**NOTE:** Before you execute the `grantusr.sql` script, confirm that this script will create all the users you will require. For example, for information about special-purpose user names you specify when configuring the Siebel Web Server Extension, see [“Requirements for SWSE Installation and Configuration” on page 201](#).

### Oracle Database

Before configuring the Siebel Database, your DBA must review and modify (if necessary) the `grantusr.sql` script. The administrator must then execute the `grantusr.sql` script against your Siebel Database to create the Siebel table owner (default: SIEBEL), Siebel administrator account (default: SADMIN), LDAPUSER account, and the role SSE\_ROLE, and grant them the appropriate privileges.

Before executing `grantusr.sql`, the DBA must copy the following command in the script, so it is defined once for each table space (for data or indexes) in your Siebel implementation:

```
alter user SIEBEL quota unlimited on table_space_name;
```

If necessary, the quota value can be adjusted to an appropriate value for each corresponding table space.

The `grantusr.sql` script is located in the `DBSRVR_ROOT\ORACLE` subdirectory.

The `grantusr.sql` script performs the following functions:

- Creates the role SSE\_ROLE and grants create session privilege to this role.
- Creates the user SIEBEL (the Siebel table owner) and grants other appropriate privileges to SIEBEL.

- Creates the users SADMIN (the Siebel administrator) and LDAPUSER and grants the role SSE\_ROLE to them.

The default user name and password for the login are listed in the `grantusr.sql` script. If you want another login, edit the `grantusr.sql` script and change all the references to your preferred name. Keep in mind that the length and allowable characters for the login ID and password depend on the rules of your underlying RDBMS platform. For instructions, see your Oracle Database documentation.

### To run the `grantusr.sql` script on Oracle

- 1 Run the `grantusr.sql` script from SQL\*Plus, using an account with DBA privileges, and using the following command:

```
@c: \SIEBEL_ROOT\dsrvr\oracle\grantusr.sql
```

**NOTE:** You must specify the full path to the file above.

- 2 Enter the table space name listed in [Appendix A, "Deployment Planning Worksheet."](#)

## IBM DB2 UDB

Your DBA must manually create the Siebel table owner account (default: SIEBEL), the Siebel administrator account (default: SADMIN), and the SSE\_ROLE group. The DBA must then add the Siebel administrator account to the SSE\_ROLE group at the operating system level.

After your database is created and before it is configured, execute the `grantusr.sql` script against your database server to grant the appropriate privileges to these users. The `grantusr.sql` script must be run before you configure the Siebel Database. The `grantusr.sql` script is located in the `DBSRVR_ROOT\DB2UDB` subdirectory.

Your DBA must review and run this script, which performs the following functions:

- Grants DBA administration (DBADM) privileges to table owner SIEBEL.
- Grants CONNECT privileges to the SSE\_ROLE.

You cannot create the LDAPUSER account by running `grantusr.sql`. This account must belong to the SSE\_ROLE group and be created by the DBA or the Windows network administrator, as appropriate. For more information about LDAP security adapter authentication, see *Siebel Security Guide*.

### To run the `grantusr.sql` script on DB2 UDB

- 1 Execute the `grantusr.sql` script from a DB2 Command Window, using an account with DBA privileges.

The usual DB2 System Administration account will be called `db2admin` for this procedure.

**CAUTION:** Be sure to use the DB2 Command Window, not the Command Line Processor, to enter these commands, because the Command Line Processor window uses different syntax. The commands in this procedure do not work unless issued in a DB2 Command Window.

- 2 Enter the following commands:

```
db2 connect to DB2database_alias user instance_owner_username using password
```

```
db2 -vf SIEBEL_ROOT\DBSRVR\DB2UDB\grantusr.sql
```

where:

- *DB2database\_alias* = The DB2 alias you use
- *instance\_owner\_username* = The login ID of the instance owner
- *password* = The password for the database instance (length and allowable characters depend on the rules of your underlying RDBMS platform)
- *SIEBEL\_ROOT* = The full path to the Siebel root directory

The script prompts you for the default table space in which your Siebel objects are to be created.

- 3 Enter the table space name you recorded in the copy you made of [Appendix A, "Deployment Planning Worksheet,"](#) and then exit.

Before starting database configuration, proceed to ["Installing the Stored Procedures and User-Defined Functions on DB2 UDB" on page 184.](#)

## MS SQL Server

Your DBA must run the grantusr.sql script to set up minimum security so that the Siebel installation can start. Your DBA must review, modify, and run the grantusr.sql script before you configure the Siebel Database. The grantusr.sql script is located in the *DBSRVR\_ROOT*\MSSQL subdirectory.

The grantusr.sql script performs the following functions:

- Creates logins for SADMIN (Siebel administrator), SIEBEL (table owner), and LDAPUSER.
- Creates users for each of these logins, except for SIEBEL, which will be turned into a dbo by the stored procedure sp\_changedbowner.
- Grants SSE\_ROLE to each user, except dbo.

To change the login or the name of the database, edit the grantusr.sql script to change all references to the login or the database name. Keep in mind that the length and allowable characters of the login ID and password depend on the rules of your underlying RDBMS platform. See your Microsoft documentation for instructions.

### *To run the grantusr.sql script on MS SQL Server*

- 1 Open grantusr.sql in MS Query Analyzer.
- 2 Execute the script.

## Installing the Stored Procedures and User-Defined Functions on DB2 UDB

On DB2 UDB, after installing the Database Configuration Utilities, you must copy stored procedures and user-defined functions (UDFs) from the Database Configuration Utilities installation to the DB2 UDB database server.



Any method that transfers the necessary files to the correct location on the database server is acceptable.

To copy the stored procedure code, complete the procedure that follows. Use the steps appropriate to the operating systems for the Database Configuration Utilities and the RDBMS.

For information on how to perform basic DB2 UDB tasks, see IBM's *Quick Beginnings* guide.

### *To copy and install the stored procedures*

- 1 Log on to the Siebel Server machine on which you installed the Database Configuration Utilities.
- 2 Navigate to the following subdirectory in the Database Configuration Utilities installation directory:

`DBSRVR_ROOT\DB2UDB\SI EBPROC\DBSRVR_OS`

where:

- `DBSRVR_ROOT` = The Database Configuration Utilities component subdirectory of your Siebel Business Applications installation directory (`SIEBEL_ROOT\dbsrvr`)
  - `DBSRVR_OS` = The operating system your database server (RDBMS) runs on, such as WIN32
- 3 Copy the file `siebproc.dll` to the `FUNCTION` subdirectory within the DB2 UDB instance directory on the RDBMS machine where DB2 UDB is installed.

For example, on Windows, this location might be `C:\SQLLIB\FUNCTION` or `C:\Program Files\SQLLIB\FUNCTION`.

**NOTE:** If you are deploying with DB2 UDB v8 64-bit, then you need to copy the `siebproc64.dll` library file to the `SQLLIB\FUNCTION` directory and rename it to `siebproc.dll`.

- 4 Proceed to [“Configuring the Siebel Database on the RDBMS” on page 185](#).

## Configuring the Siebel Database on the RDBMS

Configuring the Siebel Database requires these tasks:

- [“Installing the Siebel Database Components” on page 186](#)
- [“Reviewing the Log Files for Siebel Database Installation” on page 191](#)

You will perform configuration tasks using the Database Configuration Wizard, which is available on the machine on which you installed the Database Configuration Utilities.

**CAUTION:** In an upgrade environment, you install the Database Configuration Utilities on the Siebel Server, as described in Chapter 5, [“Installing Siebel Enterprise Server and Related Components,”](#) but you do not perform any of the other tasks mentioned in this chapter. For more information, see [“About Installing in Upgrade Environments” on page 23](#).

## Installing the Siebel Database Components

When you choose Install Database from the Siebel Database Operation screen in the Database Configuration Wizard, the utility performs several tasks within the database instance you created in [Chapter 3, “Configuring the RDBMS.”](#)

The Install Database task does the following:

- Creates the Siebel schema (tables and indexes) in a specified table space.
- Inserts Siebel seed data specific to your database, and installs views, packages, and procedures for your database. This task inserts seed data for the primary language only.
- Imports the Siebel Repository. This task imports the Repository for the primary language only.
- Sets system preferences.

Some steps in the procedure in this topic pertain to adding a language to an existing Siebel Database, also using the Database Configuration Wizard. Adding a language to an existing Siebel Database installs seed data to support that language. Each language other than the primary language must be installed separately.

In order to add a new language to previously installed Siebel applications, you must have installed its Language Pack on the Siebel Server using the Siebel Enterprise Server installer. See also [“Preparing to Run Siebel Server Components After Installing” on page 153.](#)

After adding a language you also need to import the Siebel Repository for this language. For details, see [“Importing a Siebel Repository into the Siebel Database” on page 194.](#)

After you have added a language to the Siebel Database, your seed data is multilingual. You must enable the multilingual list of values (MLOV) capability for Siebel Business Applications, and must enable individual LOVs associated with the language. For more information, see:

- *Configuring Siebel Business Applications*
- *Siebel Global Deployment Guide*
- Any applicable documents on this issue on My Oracle Support

For a list of languages supported by Siebel Business Applications in this release, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

### ***To install Siebel Database components***

- 1 Launch the Database Configuration Wizard, using any method described in [“Launching the Siebel Configuration Wizard” on page 138.](#)

The Gateway Name Server Address screen appears.

- 2 Type the following values as you recorded them in your copy of the worksheet in [Appendix A, "Deployment Planning Worksheet,"](#) and click Next.

**Gateway Name Server Address.** The domain name and alias of the host on which you installed the Siebel Gateway Name Server.

**Enterprise Server Name.** The name you gave to your Siebel Enterprise Server, for example, SBA\_80.

The Siebel Server Directory screen appears.

- 3 On the Siebel Server Directory screen, do one of the following and click Next:
- Accept the default value displayed in the Siebel Server Directory field. (This location is the *SIEBSVR\_ROOT* directory, for example, D:\sba80\siebsvr.)
  - Use the Browse button to select an alternate directory path to a different Siebel Server on that machine.

The Database Configuration Utilities Directory screen appears.

- 4 On the Database Configuration Utilities Directory screen, do one of the following and click Next:
- Accept the default path displayed in the Database Configuration Utilities Directory field. (This location is the *DBSRVR\_ROOT* directory, for example, D:\sba80\dbsrvr.)
  - Use the Browse button to select an alternate directory.

The RDBMS Platform screen appears.

- 5 Select the appropriate RDBMS platform and click Next.

IBM DB2 UDB for Windows and UNIX  
IBM DB2 UDB for z/OS  
Microsoft SQL Server  
Oracle Database Enterprise Edition

The Siebel Database Operation screen appears.

- 6 Select Install Database and click Next.

The Siebel User/Role Creation screen appears.

- 7 Confirm that you have already run the grantusr.sql script to set up table owner and administrator accounts.

**NOTE:** These accounts must be in place or you will not be able to complete installation of your tables, indexes, and seed data.

- If you already ran grantusr.sql, click Next.
- If you did not already run grantusr.sql, exit the Database Configuration Wizard and run the script now. When the script has finished executing, restart the Configuration Wizard.

- 8 On the Select Installation Operation screen, click Install Siebel Database, and then click Next.
- The Install Siebel Database option creates the Siebel schema and inserts seed data at the end of the configuration session.

(If you instead selected Add a language to an existing Siebel Database, proceed to [Step 10 on page 188](#), and specify the base language for the Siebel Database.)

- 9 On the Database Encoding screen, identify the appropriate database encoding method:

- UNI CODE
- Non-UNI CODE

**CAUTION:** Choose the correct option for your database to prevent installation of the wrong data types. The database will not be able to create Unicode data types on a non-Unicode page setting, so check this setting carefully before choosing the option.

If you are installing a new Siebel Database, proceed to [Step 11 on page 188](#).

- 10 On the Base Language screen, specify which language serves as the primary language (base language) for the Siebel Database, and click Next.

The primary language is the language in which you already installed the Siebel Database (the first installed language). This screen appears only if you are adding a language to an existing Siebel Database. However, the screen does not appear if the existing database has only one language.

The languages listed in this screen are those for which you previously installed Siebel Language Packs on the Siebel Server.

**NOTE:** Before you install Language Packs, see the information about code pages in “[Planning RDBMS Installation and Configuration](#)” on page 29.

- 11 On the Language Selection screen, choose the language in which you want to run your database (for an install database operation), or choose the language you want to add (for an add language operation). Click Next.

For an install database operation, the language you select will be the primary (base) language for your database (the first language installed).

The languages listed in this screen are those for which you previously installed Siebel Language Packs on the Siebel Server.

The ODBC Data Source Name screen appears.

- 12 Indicate the name for the ODBC data source, such as SBA\_80\_DSN, and then click Next.

For more information about the ODBC data source, see “[Planning RDBMS Installation and Configuration](#)” on page 29.

- 13 On the Database User Name screen, indicate the following about your database and click Next:

**Database User Name.** Type the user name of the Siebel administrator; for example, sadmi n.

**Database Password.** Type the password for the Siebel administrator.

**Database Password (confirm).** Retype the password to confirm it.

- 14** On the Database Table Owner screen, indicate the following about your database, and then click Next:

**Database Table Owner.** Type the name of the Siebel Database table owner, or the account that will own the Siebel objects; for example, ora\*\*\* for Oracle and si ebel for DB2 UDB and MS SQL Server.

**Database Table Owner Password.** Type the password for the Siebel Database table owner.

**Database Table Owner Password (confirm).** Retype the password to confirm it.

- 15 (DB2 UDB only)** On the Database Server OS screen, select the platform on which your database server runs, and click Next.

AIX  
HP-UX  
Solaris  
Windows  
Linux

- 16 (DB2 UDB only)** On the Index Table Space Name screen, indicate the following values, and click Next to continue:

**Index Table Space Name.** Type the name for your index table space; for example, SBL\_I NDX.

**4K Table Space Name.** Type the name for your 4-KB table space; for example, TBS\_4K.

**NOTE:** Table space names must not contain spaces; underscores are allowed.

- 17 (DB2 UDB only)** On the 16K Table Space Name screen, indicate the following values, and click Next to continue:

**16K Table Space Name.** Type the name for your 16-KB table space; for example, TBS\_16K.

**32K Table Space Name.** Type the name for your 32-KB table space; for example, TBS\_32K.

**NOTE:** Table space names must not contain spaces; underscores are allowed.

- 18 (Oracle only)** On the Index Table Space Name screen, indicate the following values, and click Next to continue:

**Index Table Space Name.** Type the name for your index table space; for example, DATA01.

**Table Space Name.** Type the name for your table space; for example, DATA02.

**NOTE:** Table space names must not contain spaces; underscores are allowed.

- 19 (Oracle only)** In the Oracle Parallel Index screen, specify the appropriate environment for your installation, and click Next to continue:

- I am not running with Parallel Indexing On
- I am running with Parallel Indexing On

If you have a single-CPU environment, choose the first option. If you have a multiple-CPU environment, choose the first or second option, depending on whether you are running with parallel indexing on.

- 20** In the Log Output Directory screen, accept the default log directory, or enter a new directory name, and click OK.

By default, logging will occur in the *SIEBSRVR\_ROOT\log\operation\output* directory, where *operation* corresponds to the operation you are performing, such as *install* for Install Database or *install\_lang* for Add language.

A dialog box appears with the message:

The configuration is complete: your output has been saved to <\$MasterFile>. Would you like to deploy the process you configured to the database now or later?

Yes apply configuration changes now.

No I will apply configuration changes later.

**NOTE:** Check the *Siebel Release Notes* on Siebel SupportWeb for the current release. If this document describes any tasks you must perform to modify the generated SQL files, modify the generated SQL as necessary before you execute the SQL in the Upgrade Wizard.

- 21** Respond to the choice in one of the following ways:

- **Yes apply configuration changes now.** Choose this option if you want the generated SQL to be executed in the Siebel Upgrade Wizard.
- **No I will apply configuration changes later.** Choose this option if you do *not* want the generated SQL to be executed in the Siebel Upgrade Wizard. In this case, you will need to run the Upgrade Wizard manually at a later time in order to execute the generated SQL.

If you choose to apply configuration changes later, the command line to apply the configuration later is:

```
SIEBEL_ROOT\siebsrvr\bin\siebug.exe /m master_operation.ucf
```

where, for this procedure, *operation* may be *install* or *install\_lang*.

**NOTE:** If you ran the Database Configuration Wizard previously, SQL files may already have been generated by the *sqlgen.exe* program. In this case, this program will not run again in the current session. Whether *sqlgen.exe* runs depends on the existence of the file *DBSRVR\_ROOT\COMMON\sqlgen.usg*. If this file does not exist, *sqlgen.exe* will run and SQL files will be regenerated. If you need to force *sqlgen.exe* to run, you can manually delete *sqlgen.usg*.

The Configuration Parameter Review screen appears.

- 22** Review the configuration values you entered on the previous screens in the Database Configuration Wizard:

- If you need to change any values, use the Previous and Next buttons to access the screens on which to change entries, and then to return to this screen.
- Alternatively, you can click Cancel to cancel the Database Configuration Wizard session, then relaunch the wizard and reconfigure with different values.
- When you have verified the configuration values, click Finish. Doing so generates SQL files that you will then apply to the database. When all SQL has been generated, a message appears, stating "The configuration changes were applied successfully." Click OK.

If you chose No in [Step 21 on page 190](#), the Siebel Upgrade Wizard does not appear. You must run it manually, after reviewing the generated SQL.

If you chose Yes in [Step 21 on page 190](#), the Siebel Upgrade Wizard appears.

**NOTE:** When you run the Upgrade Wizard, if a program or system error occurs, you can rerun the wizard, starting at the point at which the wizard failed. For details, see *Siebel Database Upgrade Guide*.

When the Siebel Upgrade Wizard finishes running, the Siebel Upgrade Wizard Complete screen appears. You have now finished installing the Siebel Database components.

## Reviewing the Log Files for Siebel Database Installation

Installing Siebel Database components on the RDBMS creates several log files within the `SIEBEL_ROOT\log` subdirectory. You must review the files in this subdirectory for any errors.

For example, log files created may be named `upgwiz.log` (the most recently created), `upgwiz_01.log`, `upgwiz_02.log`, and so.

**NOTE:** For information about reviewing log files using the `logparse` utility, see *Siebel Database Upgrade Guide*.

Some other files generated for selected supported RDBMS are listed below.

**Oracle Database.** For Oracle, the following log files are also generated when you create tables, indexes, and seed data:

```
ddl_ctl.log
dataimp_prim.log
dataimp_prim_lang.log
ddlseq.log
ddlora.log
ddlview.log
ddlview_sia.log (for SIA)
seedssa.log
seedver.log
pkgseq.log
pkgldel.log
seedora.log
pkgvis.log
trgreset.log
ifstrg.log
ifindxstrg.log
set_utc_on.log
month_fn.log
```

**IBM DB2 UDB.** For DB2 UDB, the following log files are also generated when you create tables, indexes, and seed data:

```
ddl_ctl.log
dataimp_prim.log
dataimp_prim_lang.log
db2ddl.log
```

```
siebproc.log
seeddb2.log
seedver.log
seedssa.log
ddlview.log
ddlview_sia.log (for SIA)
grantstat.log
updatestats.log
loadstats.log
set_utc_on.log
```

**MS SQL Server.** For MS SQL Server, the following log files are also generated when you create tables, indexes, and seed data:

```
helpsort.log
ddl_ctl.log
dataimp_prim.log
dataimp_prim_lang.log
pkgseq.log
seedmss.log
ddlms.log
trgreset.log
seedver.log
seedssa.log
ddlview.log
ddlview_sia.log (for SIA)
set_utc_on.log
```

### Acceptable Errors for Siebel Database Installation

The log files may include errors that are expected and benign. Compare any error messages found in the log files to the sample error messages in the errors.rtf file, which is located in the installation subdirectory for your database platform, for example, ORACLE or MSSQL. If a log file is not listed in the errors.rtf file, then there are no acceptable error messages for that log file. No further action is required if the log files contain errors listed in the errors.rtf file.

**NOTE:** Only one of each type of error occurring in a particular log file appears in the errors.rtf file.

If you find errors not listed in the errors.rtf file, correct the condition that caused the errors, and rerun the Upgrade Wizard. The wizard will restart from the point where it left off.

Do not review only the error numbers, because these may have changed following installation of a new driver version. Instead, compare the actual error descriptions to find out which are acceptable errors for this platform.

**CAUTION:** Although other errors are rarely encountered, this review is critical. Certain errors, such as a failure to create indexes, may result in performance problems or anomalous behavior in Siebel Business Applications.

You can view a log summary generated using the logparse utility. For more information, see *Siebel Database Upgrade Guide*.



## Troubleshooting Siebel Database Installation

Typically, problems during database installation result from insufficient storage space having been allocated, or from the installer having improper user privileges.

# Verifying System Preferences and Other Settings for Database Code Page

After you complete installing Database Configuration Utilities and configuring the Siebel Database, you must verify system preferences and other settings for the Siebel application that indicate whether you are using Unicode, and indicate the code page you are using.

For more information about code pages, see [“Planning RDBMS Installation and Configuration” on page 29](#) and [Chapter 3, “Configuring the RDBMS.”](#) See also *Siebel System Requirements and Supported Platforms* on Oracle Technology Network and *Siebel Global Deployment Guide*.

The procedure below assumes you have already installed Siebel Tools and entered license key information.

- For information about installing Siebel Tools, see [“Installing Siebel Tools” on page 253](#).
- For information about starting Siebel Tools and entering license key information, see [“Verifying Successful Installation of Siebel Tools” on page 258](#).

### To verify system preferences and other settings

- 1 Launch Siebel Tools and navigate to Screens, System Administration, then System Preferences.
- 2 Look for System Preference Name = Enterprise DB Server Code Page. Verify that the value has been set correctly, based on the value that you selected during installation of the database server components (see [“Installing the Siebel Database Components” on page 186](#)).

**NOTE:** The value of Enterprise DB Server Code Page must be in lowercase, for example, utf-8 or utf-16.

Possible values for the system preference are listed in the table below:

| Value                             | Language         | Database               |
|-----------------------------------|------------------|------------------------|
| utf-8 <sup>1</sup> (for Unicode)  | All              | Oracle                 |
| utf-16 <sup>2</sup> (for Unicode) | All              | DB2 UDB, MS SQL Server |
| cp932 (or equivalent)             | Japanese         | Oracle, DB2 UDB        |
| cp1252 (or equivalent)            | Western European | All                    |

1. The Oracle database character set may have a different value, although the value entered must be utf-8.
2. Also known as UCS-2, although the value entered must be utf-16.

- 3 Verify that the column UNI CD\_DATATYPS\_FLG in the table S\_APP\_VER is set correctly. The flag value must be in uppercase. Possible values for UNI CD\_DATATYPS\_FLG are listed in the table below:

| Code Page             | Database      | Value |
|-----------------------|---------------|-------|
| Non-Unicode code page | All           | N     |
| Unicode               | Oracle        | 8     |
| Unicode               | DB2 UDB       | Y     |
| Unicode               | MS SQL Server | Y     |

## Populating the Siebel File System

After you complete installing Database Configuration Utilities and configuring the Siebel Database, you must populate the Siebel File System.

Specific files needed to use the Siebel File System, such as correspondence templates and Siebel Marketing files, are provided with the Database Configuration Utilities software. A subdirectory called *files* is created when you install the Database Configuration Utilities.

The Siebel administrator must populate the att directory in the File System with these files after installing the Database Configuration Utilities, and before running the Siebel Web Client.

For information about creating the Siebel File System, see [“Creating the Siebel File System” on page 37](#).

### *To populate the Siebel File System directory*

- 1 Copy the appropriate files from the files subdirectory of the Database Configuration Utilities software to the att subdirectory of the Siebel File System.
- 2 Verify that the files are in the correct location.

## Importing a Siebel Repository into the Siebel Database

As of version 8.0, installing the Siebel Database as described in [“Installing the Siebel Database Components” on page 186](#) automatically imports the Siebel Repository for the primary language (only). *No separate step to import the repository is needed, except for each non-primary language in a multilingual deployment.*

The content in this topic is provided for customers with multilingual deployments or who have some other reason to import a Siebel Repository.

This topic includes the following subtopics:

- [“Importing a Siebel Repository” on page 195](#)
- [“Reviewing the Log Files for Repository Import for the Siebel Database” on page 197](#)

## Importing a Siebel Repository

This topic is part of [“Importing a Siebel Repository into the Siebel Database” on page 194](#).

You can import the Siebel Repository using the Database Configuration Wizard. This task populates the repository tables in the Siebel Database with new object definitions. You import the Siebel Repository separately for each non-primary language in a multilingual deployment. This task does not apply for the Siebel Repository for the primary language.

Regardless of how many Siebel Business Applications you are using (for example, Siebel Call Center, Siebel Sales, Siebel Service, and Siebel Marketing), you will load the repository tables only once for each language.

**NOTE:** When you import data into the Siebel Repository tables, a commit is performed once for each table into which repository data is imported. Alternatively, the commit frequency can be set to a specified number of rows by including the command-line option `/h num_rows_per_commit` when the `repimexp.exe` utility is invoked.

Some steps in the procedure in this topic pertain to the task of adding a language to an existing repository, also using the Database Configuration Wizard. By adding a new language to a repository, you populate rows of localized user interface strings for repository objects, which allows Siebel Business Applications to display the UI in the new language.

In order to add a new language to an existing repository, you must have installed its Language Pack on the Siebel Server using the Siebel Enterprise Server installer. Also, you must have added the language to the Siebel Database. For more information, see [“Installing the Siebel Database Components” on page 186](#).

For more information about multilingual deployments, see [“About Installing and Deploying with Multiple Languages” on page 100](#).

### To import the Siebel Repository

- 1 Launch the Database Configuration Wizard as described in [“Installing the Siebel Database Components” on page 186](#). Respond to the wizard prompts in the same way you did for the Install Database task described in that topic, up to the Siebel Database Operation screen.

- 2 On the Siebel Database Operation screen, select Import/Export Repository, and then click Next.

- 3 On the Select Repository Operation screen, choose one of the following options:

**Import Repository.** This option imports the Siebel Repository for the first time with a primary (base) language. Click Next and proceed to [Step 4 on page 196](#). *(This task does not apply if you are importing Siebel Repository data into an existing Repository for any non-primary language.)*

**Add language to an existing Repository.** This option adds a new language to your existing Siebel Repository (imports Siebel Repository data for that language). Click Next and proceed to [Step 6 on page 196](#).

**Export Repository.** This option exports the Siebel Repository data into a platform-independent file that can be sent to Siebel Technical Support for analysis if needed. *(This task is not described in this topic.)*

- 4 On the Import Selection screen, specify that you want to import the standard Siebel 8.x repository, and then click Next.
- 5 On the Language Selection screen, specify the language. For an import repository operation, this is the primary language (base language), the first language installed in [“Installing the Siebel Database Components” on page 186](#). For an add language operation, this is the language you want to add to the Repository.

The languages listed in this screen are those for which you previously installed Siebel Language Packs on the Siebel Server.

- 6 On the ODBC Data Source Name screen, indicate the name for the ODBC data source, such as SBA\_80\_DSN, and then click Next.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 29](#).

- 7 On the Database User Name screen, indicate the following about your database, and then click Next:

**Database User Name.** Type the user name of the Siebel administrator, for example, sadmi n for Oracle and DB2 UDB, or SADMIN for MS SQL Server.

**Database Password.** Type the password for the Siebel administrator.

**Database Password (confirm).** Retype the password to confirm it.

- 8 On the Database Table Owner screen, indicate the following about your database, and then click Next:

**Database Table Owner.** The Siebel Database table owner, or the account that will own the Siebel objects; for example, ora\*\*\* for Oracle or siebel for DB2 UDB and MS SQL Server.

**Database Table Owner Password.** Type the Siebel Database table owner password.

**Database Table Owner Password (confirm).** Retype the password to confirm it.

- 9 On the Import Repository Name screen, type the following values, and click Next:

**Import Repository Name.** Accept the default name (Siebel Repository) or type another valid name.

**Repository File Name/Localized Repository File Name.** If you are importing your repository for the first time, this field is named Repository File Name. If you are adding a language to an existing repository, this field is named Localized Repository File Name. Accept the default installation path and file name for this repository or type another valid installation path.

For Oracle, proceed to [Step 10 on page 196](#). For DB2 UDB or MS SQL Server, proceed to [Step 11 on page 197](#).

- 10 **(Oracle only)** In the Oracle Parallel Index screen, specify the appropriate environment for your installation, and click Next to continue:

- I am not running with Parallel Indexing On
- I am running with Parallel Indexing On

If you have a single-CPU environment, choose the first option. If you have a multiple-CPU environment, choose the first or second option, depending on whether you are running with parallel indexing on.

- 11 In the Log Output Directory screen, accept the default log directory, or enter a new directory name, and click OK.

By default, logging will occur in the *SIEBSRVR\_ROOT\log\operation\output* directory, where *operation* corresponds to the operation you are performing, such as *imprep* for Import Repository or *imprep\_lang* for Add language to an existing Repository.

The Configuration Parameter Review screen appears.

- 12 Review the configuration values you entered on the previous Configuration Wizard screens:
  - If you need to change any values, use the Previous and Next buttons to access the screens on which to change entries, and then to return to this screen.
  - When you have verified the configuration values, click Finish. A message box appears with the prompt:

To apply the configuration now, press OK.

To apply the configuration later, press Cancel.

The command line to apply the configuration later is

```
SIEBEL_ROOT\siebsrvr\bin\siebug.exe /m master_operation.ucf
```

where, for this procedure, *operation* may be *imprep* or *imprep\_lang*.

The Siebel Upgrade Wizard appears, displaying the items to be executed or imported.

**NOTE:** If a program or system error occurs and you need to rerun the Siebel Upgrade Wizard, you can do so, starting at the point at which the wizard failed. For details, see *Siebel Database Upgrade Guide*.

- 13 To begin, click OK.

A window appears, displaying information about Siebel Upgrade Wizard repository import activities. The Upgrade Wizard displays a message when the operation is complete.

To verify that the import was successful, review the log files. See [“Reviewing the Log Files for Repository Import for the Siebel Database” on page 197](#).

## Reviewing the Log Files for Repository Import for the Siebel Database

This topic is part of [“Importing a Siebel Repository into the Siebel Database” on page 194](#).

The repository import process creates several log files within the *SIEBEL\_ROOT\log* subdirectory. Review the files in this subdirectory for any errors.

For more information, see [“Reviewing the Log Files for Siebel Database Installation” on page 191](#).

### Acceptable Errors for Repository Import for the Siebel Database

The log files may include errors that are expected and benign. Compare any error messages found in the log files to the sample error messages in the errors.rtf file, which is located in the database server platform subdirectory, for example, oracle. If a log file is not listed in the errors.rtf file, then there are no acceptable error messages for that log file. No further action is required if the log files contain errors listed in the errors.rtf file.

**NOTE:** Only one of each type of error occurring in a particular log file appears in the errors.rtf file.

If you find errors not listed in the errors.rtf file, correct the condition that caused the errors, and rerun the Upgrade Wizard. Do not review only the error numbers, because these may have changed following installation of a new driver version. Instead, compare the actual error descriptions to find out which are acceptable errors for this platform.

**CAUTION:** Although other errors are rarely encountered, this review is critical. Certain errors, such as a failure to create indexes, may result in performance problems or anomalous behavior in Siebel Business Applications.

### Troubleshooting Siebel Repository Import for the Siebel Database

Typical problems that may occur at this stage consist of the following:

- Importing a repository with the same name as an existing repository.
- Database runs out of table space pages and cannot allocate new data pages which can be resolved by increasing the table space sizes.
- **(DB2 UDB only)** Errors regarding the settings for DB2 configuration parameters, such as APP\_CTL\_HEAP\_SZ. These must be reset, in most cases, to higher values, because Oracle guidelines suggest only minimum values.

The preceding errors may appear in the log files produced by the repository import process.

# 8

## Installing and Configuring the Siebel Web Server Extension

The chapter is written for system administrators or Webmasters who will install and configure the Siebel Web Server Extension (SWSE) on their Web servers. It includes the following topics:

- ["About Siebel Web Server Extension \(SWSE\)" on page 199](#)
- ["Process of Installing and Configuring the SWSE" on page 200](#)
- ["Requirements for SWSE Installation and Configuration" on page 201](#)
- ["Installing the Web Server" on page 204](#)
- ["Installing the SWSE" on page 205](#)
- ["Configuring the SWSE" on page 207](#)
- ["Postinstallation Tasks for the SWSE and the Web Server" on page 215](#)
- ["Troubleshooting SWSE Installation" on page 222](#)

For alternative installation methods, refer to [Chapter 12, "Installing and Configuring in Unattended and Console Modes."](#)

### About Siebel Web Server Extension (SWSE)

Siebel Web Server Extension (SWSE) enables communication between Siebel Web Clients and Siebel Servers. The Siebel Business Applications are a family of Web-based applications that users access through a standard Web browser. Several components work together to deliver the applications to end users:

- **Siebel Web Client.** The Siebel application client running in the browser on the end user's machine.
- **Web server.** Client Web browsers connect to Web servers to access Siebel applications. Supported Web servers and operating systems include:
  - Microsoft IIS (on Microsoft Windows)
  - IBM HTTP Server (on AIX and supported Linux platforms)
  - HP Apache Web Server (on HP-UX)
  - Oracle HTTP Server (on supported Linux platforms)
  - Oracle iPlanet Web Server (on Oracle Solaris)

**NOTE:** For details about Web server platform support, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. It is critical that you use the exact supported version of the Web server. If you are using Oracle HTTP Server, see also 475370.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1317.

Depending on the operating system of the Web server machine, specific Web servers are discussed in this chapter in either the Windows version or the UNIX version of this guide—the *Siebel Installation Guide* for the operating system you are using.

- **Siebel Web Server Extension (SWSE).** A plug-in extension that runs within the Web server and that communicates with the Siebel Web Engine (which is part of an Application Object Manager component, such as Call Center Object Manager) on the Siebel Server. This chapter describes installing and configuring the SWSE on the Web server machine.
- **Siebel Web Engine (Application Object Manager/Siebel Server).** The Siebel Web Engine is part of the Application Object Manager (AOM) component on the Siebel Server, such as Call Center Object Manager. The AOM provides access to Siebel applications data and logic.

For information on supported hardware, operating system platforms, Web servers, and Web browsers, refer to *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

## Process of Installing and Configuring the SWSE

Installing and configuring Siebel Web Server Extension (SWSE) consists of multiple tasks, which are performed by the system administrator in the following order:

- 1 Review requirements for installing the SWSE. See [“Requirements for SWSE Installation and Configuration” on page 201](#). See also [“Planning Topologies” on page 27](#).
- 2 Install and configure your desired load-balancing solution, if you are using a third-party load balancer.  
  
For more information, see [“Configuring Load Balancing for Siebel Applications” on page 155](#).
- 3 Install the Web server. See [“Installing the Web Server” on page 204](#).
- 4 After you create the Siebel Enterprise, you create one or more SWSE logical profiles. You must do this before you can configure an SWSE instance you install. See [“Configuring the SWSE” on page 207](#).
- 5 (Optional) Uninstall your existing SWSE. See [“Requirements for SWSE Installation and Configuration” on page 201](#) and [“Uninstalling Siebel Web Server Extension and Strong Encryption Pack” on page 296](#).
- 6 Install the SWSE on the Web server. See [“Installing the SWSE” on page 205](#).
- 7 Configure the installed SWSE instance by applying the SWSE logical profile. See [“Configuring the SWSE” on page 207](#).
- 8 Complete any appropriate postinstallation tasks. See [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).



# Requirements for SWSE Installation and Configuration

Before installing and configuring the SWSE, review the requirements listed in this topic.

**CAUTION:** Do not install Siebel Business Applications without first reviewing *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

## General Requirements

- Review the issues described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#). For example, make sure you have adequate disk space.
- You must have installed a supported Web server as identified in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network for the current release. See also [“Installing the Web Server” on page 204](#).

Make sure that the Web server machine on which you will install the SWSE meets all the hardware and software platform requirements documented in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

- You must have installed all key Siebel Enterprise Server components, including the Siebel Gateway Name Server, at least one Siebel Server, and the Database Configuration Utilities.

You must have configured the Siebel Gateway Name Server, created and configured the Siebel Enterprise, created the SWSE logical profile, and configured the Siebel Server.

Application Object Manager components must be enabled for the Siebel applications you purchased and intend to use. For information about enabling server components, see *Siebel System Administration Guide*.

**NOTE:** Wait to install additional Siebel Servers until after you have completed installation of the SWSE software and verified the connection from the Web server to the initial Siebel Server.

- You can deploy multiple Language Packs on one Web server and one SWSE instance. The Siebel Server and the Web server do not need to be operated in the same language. However, the Siebel Server, the Web server, and all other server components must use the same character set. For more information, see *Siebel Global Deployment Guide*. See also [“About Installing and Deploying with Multiple Languages” on page 100](#).
- At least one SWSE is required for each Siebel Enterprise Server.
- Note that uninstalling an SWSE instance you have configured removes the associated Siebel application virtual directories. See also [“Uninstalling Siebel Web Server Extension and Strong Encryption Pack” on page 296](#).

## Requirements for Heterogeneous Environments

Configuration for SWSE in some heterogeneous environments may involve particular steps not otherwise applicable.

If you installed the Siebel Gateway Name Server on a UNIX or Linux machine, and installed the Web server and SWSE on a Windows machine, then applying an SWSE logical profile previously created on UNIX or Linux may not succeed.

To configure the physical SWSE in an environment like this, create the SWSE logical profile on a Windows machine (same as the SWSE machine). You can install an instance of the Siebel Gateway Name Server on Windows just to be able to perform this task. When the Configuration Wizard launches, do not configure the Gateway Name Server or the Siebel Enterprise. Perform the configuration task to create the SWSE logical profile. As may suit your needs, you can move the logical profile folder to another machine before configuring the physical SWSE.

For more information, see 475502.1 (Article ID) on My Oracle Support. This document was previously published as Alert 1316.

### Requirements for Siebel Load Balancing

If you will use Siebel native load balancing, you must generate the load-balancing configuration file (lbconfig.txt) and place the file in the SWSE logical profile folder after creating the profile. Do this before you apply the SWSE logical profile to each installed SWSE instance. The SWSE Configuration Wizard copies the lbconfig.txt file to the installed SWSE.

For more information, see [“Configuring Load Balancing for Siebel Applications” on page 155](#).

### Requirements for User Permissions

Some requirements are described below for permissions that affect installation or operation of the SWSE software and the Siebel virtual directories on the Web server.

The user that will run the SWSE plug-in must have read, write, and execute permissions on the *SWSE\_ROOT\public\language* directories and their subdirectories (where *SWSE\_ROOT* is the directory in which the SWSE is installed and *language* is a language directory such as ENU, FRA, CHT, and so on). On Windows, grant these permissions to the IWAM\_ *machinename* and IUSR\_ *machinename* user accounts. These permissions allow static public files to be cached on the Web server. These folders are created during SWSE installation and configuration. In general, Siebel administrators require full access to *SWSE\_ROOT* and all of its subdirectories.

The Web server administrator and all Siebel users and groups must have read and execute permission on all the virtual directories for the Siebel applications. The virtual directories are created on the Web server during SWSE configuration. If these permissions are not granted, login pages will not be rendered properly.

See also [“Setting SWSE and Virtual Directory Permissions” on page 218](#).

### Requirements for Configuring Anonymous Users

As noted in [“Creating the SWSE Logical Profile” on page 208](#), when you configure the SWSE logical profile, you are prompted for user names and passwords of Siebel users that will serve as anonymous users for high interactivity and standard interactivity applications, respectively. You must meet the configuration requirement in a manner appropriate for your deployment. For details about configuring anonymous users, see *Siebel Security Guide*.

- **High interactivity user.** The anonymous user for high interactivity applications starts the anonymous session that displays the login page to an end user for an employee application.

The user GUEST already exists in the seed data as a Siebel user and may be specified as the high interactivity anonymous user, assuming it meets your requirements. Alternatively, you can create another user for this purpose.

- **Standard interactivity user.** The anonymous user for standard interactivity applications starts the anonymous session that displays the login page to an end user for a customer application, and allows anonymous navigation within the application. This user must be defined as a user and must have access to any public view in the application.

The user GUESTCST already exists in the seed data as a Siebel user and may be specified as the standard interactivity anonymous user, assuming it meets your requirements. Alternatively, you can create another user for this purpose.

- If, after initial configuration, you change the password for the database account you are using, or decide to specify a different anonymous user, you can either edit the eapps.cfg file manually or re-create and reapply the SWSE logical profile to each physical SWSE.

To manually edit the eapps.cfg file after configuration to update anonymous user settings, you update values for the parameters AnonUserName and AnonPassword. For more information, see *Siebel Security Guide*. Note the following:

- Although access is limited for anonymous users, it is strongly recommended to change any default passwords prior to configuration or deployment.
- If password encryption is in effect, you must use the encryptstring utility to encrypt any password before inserting it into eapps.cfg as a value for AnonPassword. See also 475381.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1306.
- The anonymous user for high interactivity applications that you configure in the wizard is defined in eapps.cfg as a default that applies to all applications of this type. The AnonUserName and AnonPassword parameters are defined once, in the [defaults] section.
- The anonymous user for standard interactivity applications that you configure in the wizard is defined in eapps.cfg separately for each application of this type. The AnonUserName and AnonPassword parameters are defined in application-specific sections.
- To use separate application-specific anonymous users, you must define AnonUserName and AnonPassword in separate application-specific sections of eapps.cfg. Example applications include Siebel Partner Relationship Management (PRM), which can use GUESTCP, and Siebel Employee Relationship Management (ERM), which can use GUESTERM.
- Optionally, you can create new database users before initial configuration through editing the grantusr.sql script, which you execute before configuring the Siebel Database. (In general, it is recommended to review grantusr.sql before you execute it.) You still must add corresponding Siebel users. See also [“Creating Table Owner and Administrator Accounts” on page 182](#).

## Requirements for Binary Coexistence

If you will *not* require side-by-side installations of the same or different versions of SWSE on the same machine, uninstall the existing version of SWSE before installing the current version. See [“Uninstalling Siebel Web Server Extension and Strong Encryption Pack” on page 296](#).

Side-by-side installations of the same or different versions of SWSE on the same machine (sometimes referred to as *binary coexistence*) may be helpful in some upgrade scenarios or for development or testing purposes. In general, however, it is recommended to install only instance of SWSE on each Web server machine.

For more information about creating and applying the SWSE logical profile, see [“Configuring the SWSE” on page 207](#).

**NOTE:** Scalability and performance implications must be taken into consideration when running multiple instances of SWSE on a single Web server machine.

Binary coexistence scenarios may be subject to limitations for your operating system and Web server platform. Note the following considerations and limitations applicable to binary coexistence:

- **Oracle Solaris platforms using Oracle iPlanet Web Server.** You can install multiple instances (virtual server instances) of the Oracle iPlanet Web Server on the same machine. You can also install multiple instances of SWSE to run against these virtual server instances. Configure each SWSE instance to communicate with a separate virtual server instance using a different port.
- **UNIX platforms (including Linux) using Apache-based Web server.** You can install multiple instances of an Apache-based Web server on the same machine. You can also install multiple instances of SWSE to run against these Web server instances. Configure each SWSE instance to communicate with a separate Web server instance using a different port.
- **Microsoft Windows platforms using IIS.** You can install only a single instance of the Web server on the same machine. You can install multiple instances of SWSE on this machine, but you cannot run multiple instances of SWSE simultaneously, unless you configure them to run in separate memory spaces.

Before you configure a new installed instance of SWSE where another instance is already installed and configured, you must edit the batch file that creates the virtual directories for the Siebel applications so the virtual directory names for the new instance will be unique. The virtual directories are created by the batch file `eapps_virdirs.bat` or `eapps_virdirs_sia.bat` (for Siebel Industry Applications). These files are in the SWSE logical profile directory.

You can also edit the applicable batch file before configuring the SWSE to remove entries for virtual directories you do not need.

## Installing the Web Server

Before installing the SWSE, you need to install, configure, and start the supported Web server software on the designated machine. Follow the vendor documentation for this task, and also refer to relevant information in this chapter.

For the best performance and scalability, put the Web server on a dedicated machine.

Some Web server configuration tasks are also included in [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

## Installing the SWSE

This topic provides instructions for installing the SWSE on your Web server machine.

The installation program sets up the Siebel directory structures and copies required files and components to the target location on the Web server.

Before proceeding, review the requirements and tasks described in [“Requirements for SWSE Installation and Configuration” on page 201](#) and [“Installing the Web Server” on page 204](#). See also [“Determining Your Installation and Configuration Method” on page 92](#) and any other applicable topics.

After installation, the SWSE Configuration Wizard launches, so you can apply the SWSE logical profile and configure the SWSE instance.

For information about creating the SWSE logical profile and about configuring the SWSE instance after installing, see [“Configuring the SWSE” on page 207](#).

For small deployments, you can alternatively install using the FastTrack Wizard. For details, see [“Installing Using the Siebel FastTrack Wizard” on page 120](#).

If you are installing in unattended or console mode, see also [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

**NOTE:** The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide on My Oracle Support*. See also [“About Installing Siebel Releases” on page 21](#).

### To install the SWSE

- 1 Log on to the Web server machine as the OS administrator.
- 2 (Optional) Uninstall your existing SWSE. For more information, see [“Requirements for SWSE Installation and Configuration” on page 201](#). See also [Chapter 14, “Uninstalling Siebel Business Applications.”](#)
- 3 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to *Siebel\_Image\Windows\Server\Siebel\_Web\_Server\_Extension*.

where:

- *Siebel\_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel\_Install\_Image\8.0.0.0.

- 4 To start the SWSE installer, double-click setup.exe.

The screen Welcome to the InstallShield Wizard for Siebel Web Server Extension appears.

**5** Click Next to proceed.

If you have installed other Siebel components of the same version on the same machine, the installer displays the message that an existing installation has been found. Otherwise, go to [Step 7 on page 206](#).

**6** Depending on whether you are installing your SWSE for the first time or adding a new language to an existing instance, take the appropriate action:

- To install a new instance of the SWSE software, select None (the default) and click Next.
- To install a new language in an existing instance, select the displayed instance and click Next. Proceed to [Step 8 on page 206](#).

**7** Confirm the default installation directory or specify a different one, and click Next.

The default SWSE installation directory is C:\sba80\SWEApp.

**CAUTION:** Do not specify the Web server installation directory as the directory in which to install SWSE.

**8** Select the language or languages you are installing for the SWSE and click Next.

SWSE is installed with at least one language. Languages must be installed in order to run applications using these languages. The first language you install serves as the primary (base) language, in which your server messages and logs will display.

If you install multiple languages, when you configure the SWSE you can specify which installed languages to deploy and which installed language is to be the primary language.

You can install additional languages at a later date. If you add languages to an existing installation, you must also reinstall any patch releases that may have been installed after the base installation.

For more information about installing and deploying languages, see:

- [“Planning RDBMS Installation and Configuration” on page 29](#)
- [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 94](#)
- [“About Installing and Deploying with Multiple Languages” on page 100](#)
- *Siebel Global Deployment Guide*

The installer program performs a validation check to make sure that installation prerequisites are met. If they are not, a prompt appears, stating which installation requirement is not met. Exit the installer, satisfy the requirements, and restart the installation process.

**NOTE:** If you did not install the Microsoft IIS software on this machine, a prompt appears, indicating that metabaseedit.exe was unable to launch. Click Cancel or Next and the installer will quit. Install the IIS software, and then restart the SWSE installation.

If you are adding languages to an existing installation, proceed to [Step 12 on page 207](#).

- 9 On the Program Folder screen, click Next to accept the default program shortcut location or modify the program folder name to a desired name and then click Next.

By default, the shortcut is created in Siebel Enterprise Server Configuration 8.0, for a U.S. English (ENU) installation.

The default program group name and shortcut name are in the language in which the installer ran. Also, the Configuration Wizard command defined in the shortcut sets the LANG argument to the language in which the installer ran.

For more information about the LANG argument, see [“Configuration Wizard Syntax Elements” on page 140](#). See also [“The Language in Which Siebel Installers and Wizards Run” on page 32](#).

The installer displays the location into which it will install the SWSE. It also displays the disk space required for the software you are installing.

- 10 Click Next to copy the SWSE files into the installation location. Alternatively, to change any settings, click Back, adjust your selections, and click Next to return to this screen.

The installer proceeds to install the specified files and indicates its progress.

After all SWSE files are installed, the installer launches the Siebel Configuration Wizard for Siebel Web Server Extension (also called the SWSE Configuration Wizard).

- 11 Perform one of the following actions:

- Continue with configuring the SWSE (to apply the SWSE logical profile). For detailed instructions, see [“Configuring the SWSE” on page 207](#).
- Exit the SWSE Configuration Wizard and configure later. Note that you cannot operate the SWSE until it is configured.

After you complete or cancel configuration, the installer displays the following message:

The InstallShield Wizard has successfully installed Siebel Web Server Extension.  
Choose Finish to exit the Wizard.

- 12 To exit the installer, click Finish.

## Configuring the SWSE

This topic describes how to configure the SWSE for operation. You configure the SWSE in two distinct phases:

- **Create and configure the SWSE logical profile.** This task is available in the Siebel Configuration Wizard, and is performed after you configure the Siebel Gateway Name Server and configure the Siebel Enterprise. This wizard is created when you install the Siebel Gateway Name Server, and launches automatically after installation. See [“Creating the SWSE Logical Profile” on page 208](#).
- **Apply the SWSE logical profile to the installed SWSE.** This task is available in the SWSE Configuration Wizard. This wizard is created when you install the SWSE, and launches automatically after SWSE installation. See [“Applying the SWSE Logical Profile” on page 213](#).



You can use the same SWSE logical profile with multiple SWSE instances. You can also create multiple SWSE logical profiles for use with sets of SWSE instances with different configuration requirements. It is strongly suggested to retain all SWSE logical profiles and to document the SWSE instances to which you applied each profile.

To change a setting that was specified in the SWSE logical profile, perform the SWSE logical profile configuration task again, specifying the same or a different name. If you configure an SWSE logical profile and specify the location of an existing logical profile, the existing profile is replaced with the new one.

**NOTE:** It is possible and sometimes desirable to manually edit settings in the `eapps.cfg` file. However, this file may then become out of sync with the SWSE logical profile. If the SWSE logical profile is re-created or reapplied, your manual changes to the `eapps.cfg` file may be lost.

If you create the SWSE logical profile in live mode directly after configuring the Siebel Enterprise, the profile derives the encryption type from temporary data defined during the previous task.

If you create the SWSE logical profile in offline mode, the encryption type is set to `None` in the `ConnectionString` parameters in the `eapps.cfg` file. `None` is compatible with Enterprise configuration encryption type choices of `None`, `SISNAPI Without Encryption` (same as `None`), `SISNAPI Using SSL 3.0`, or `SISNAPI Using Enhanced SSL`.

**NOTE:** If you configured the Enterprise with encryption type set to `RSA` or `Microsoft Crypto`, it is strongly recommended to create the SWSE logical profile in live mode, so encryption settings will be compatible between the Siebel Servers and the SWSE (as required).

For more information about encryption type and Secure Sockets Layer (SSL) settings, see *Siebel Security Guide*.

Before proceeding, review [“Requirements for SWSE Installation and Configuration” on page 201](#). See also:

- [“Determining Your Installation and Configuration Method” on page 92](#)
- [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#)
- [“Launching the Siebel Configuration Wizard” on page 138](#)
- [“Performing Configuration Tasks” on page 144](#)

## Creating the SWSE Logical Profile

This procedure describes the steps for creating an SWSE logical profile. The same steps apply whether you are creating the first SWSE logical profile, re-creating the same profile with different settings, or creating any additional profile.

This task is part of [“Configuring the SWSE” on page 207](#). Refer to that topic for important background information for this task.

### *To create the SWSE logical profile*

- 1 If you exited the Siebel Configuration Wizard after Siebel Enterprise Server installation, relaunch it, using any method described in [“Launching the Siebel Configuration Wizard” on page 138](#).



- 2 Specify whether to configure in live mode or offline mode, and click Next.  
Configuring in offline mode saves your configuration into an XML file to be applied later. This mode performs limited validation of your selections. For more information, see [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#).
- 3 Choose Create New Configuration, and click Next.
- 4 Choose the task Configure a New Siebel Web Server Extension Logical Profile, and click Next.
- 5 Provide input as described in the subtopic below. Click Next to move to the next screen until configuration is complete.

## Parameters for Creating the SWSE Logical Profile

[Table 14 on page 209](#) lists the parameters requested in the Siebel Configuration Wizard for creating the SWSE logical profile. The wizard displays help text with more information about these settings.

For additional information about these parameters and other parameters in the eapps.cfg file, see:

- *Siebel Security Guide*
- *Siebel System Administration Guide*

See also the topics in [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

Table 14. Parameters for SWSE Logical Profile

| Parameter in Siebel Configuration Wizard | Parameter in eapps.cfg File           | Comment / Description                                                                                                                                                                                                                                                                    |
|------------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SWSE Logical Profile Name                | N/A                                   | By default, this location is the admin\Webserver folder under the home directory of the installed Siebel Enterprise Server product (such as Siebel Gateway Name Server).<br><br>For example, on Windows, the default SWSE logical profile location is C:\sba80\gtwysrvr\admin\Webserver. |
| Siebel Enterprise Name                   | [/SiebelApp_lang]<br>ConnectionString | Part of the ConnectString value represents the Siebel Enterprise name.                                                                                                                                                                                                                   |
| Language for Server Messages and Logs    | [swe]<br>Language                     | The primary language, used for server messages and logs. Specify the same primary language you selected when configuring the Siebel Enterprise Server software.<br><br>See also <a href="#">“About Installing and Deploying with Multiple Languages” on page 100</a> .                   |

Table 14. Parameters for SWSE Logical Profile

| Parameter in Siebel Configuration Wizard             | Parameter in eapps.cfg File           | Comment / Description                                                                                                                                                                                           |
|------------------------------------------------------|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Collect Application-Specific Statistics              | [swe]<br>AllowStats                   | Indicates whether to collect application-specific statistics.                                                                                                                                                   |
| Compression Type                                     | [/SiebelApp_lang]<br>ConnectionString | Specify the type of compression to use for communications between the SWSE and the Siebel Servers.<br><br>Part of the ConnectString value represents the compression type.<br><br>Possible values: None or ZLIB |
| HTTP 1.1-Compliant Firewall / Enable Web Compression | [defaults]<br>DoCompression           | For more information, see <a href="#">"Enabling HTTP Compression for Siebel Applications" on page 218.</a>                                                                                                      |
| Login Session Timeout Value                          | [defaults]<br>GuestSessionTimeout     | Default value: 900                                                                                                                                                                                              |
| Active Session Timeout Value                         | [defaults]<br>SessionTimeout          | Default value: 300                                                                                                                                                                                              |
| HTTP Port Number                                     | [defaults]<br>HTTPPort                | Specify the port number this Web server uses for Web browser connections.<br><br>Default value: 80                                                                                                              |
| HTTPS Port Number                                    | [defaults]<br>HTTPSPort               | Specify the port number this Web server uses for secure Web browser connections.<br><br>Default value: 443                                                                                                      |
| Fully Qualified Domain Name                          | [defaults]<br>EnableFQDN<br>FQDN      | If you specify an FQDN in the wizard, the value is stored in the FQDN parameter, and EnableFQDN is set to TRUE.                                                                                                 |

Table 14. Parameters for SWSE Logical Profile

| Parameter in Siebel Configuration Wizard                       | Parameter in eapps.cfg File                       | Comment / Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------------|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High Interactivity or Employee User Login Name and Password    | [defaults]<br>AnonUserName<br>AnonPassword        | <p>The Siebel user ID that will start the anonymous session from which an end user is shown the login page for an employee application.</p> <p>Employee applications use these parameters defined in the [defaults] section.</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about anonymous users, see <a href="#">“Requirements for SWSE Installation and Configuration” on page 201</a>.</p>                                                                                                                                                                                                                                               |
| Password Encryption                                            | [defaults]<br>EncryptedPassword                   | <p>Specifies whether to encrypt all passwords stored in the eapps.cfg file. By default, EncryptedPassword is TRUE.</p> <p>For more information about managing encrypted passwords, see <i>Siebel Security Guide</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Standard Interactivity or Contact User Login Name and Password | [/SiebelApp_lang]<br>AnonUserName<br>AnonPassword | <p>The Siebel user ID that will start the anonymous session from which an end user is shown the login page for a customer application.</p> <p>This anonymous user must have access to any public view in the Siebel application.</p> <p>For customer applications only, these parameters are defined in application-specific sections of the eapps.cfg file. These values override the values defined in the [defaults] section (which are used by employee applications).</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about anonymous users, see <a href="#">“Requirements for SWSE Installation and Configuration” on page 201</a>.</p> |

Table 14. Parameters for SWSE Logical Profile

| Parameter in Siebel Configuration Wizard                               | Parameter in eapps.cfg File                  | Comment / Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Siebel Enterprise Security Token                                       | [/SiebelApp_lang]<br>SiebEntTrustToken       | <p>A password used to refresh static files on the Web server.</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about this token, see <a href="#">“Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token” on page 221</a>.</p>                                                                                                                                                                                                  |
| Web Server-Specific Statistics: Default Statistics Page for Web Server | [defaults]<br>statspage                      | <p>Default value: _stats.swe</p> <p>It is recommended to change the default value, so Web server statistics are saved into a different file name.</p>                                                                                                                                                                                                                                                                                                                                                                                           |
| Deploy Secure Sockets Layer (SSL) in the Enterprise                    | N/A                                          | <p>Indicates if you are using SSL for communication between Siebel Servers and the SWSE. SSL settings for SWSE must be compatible with those for Siebel Servers that connect to this Web server.</p> <p>For more information, see <a href="#">“Creating the SWSE Logical Profile” on page 208</a>.</p> <p>The wizard prompts for remaining SSL-related parameters only if you select this option.</p> <p>For more information about SSL and the SSL-related parameters defined in the [ConnMgmt] section, see <i>Siebel Security Guide</i>.</p> |
| Certificate File Name                                                  | [ConnMgmt]<br>CertFileName                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Certification Authority (CA) Certificate File Name                     | [ConnMgmt]<br>CACertFileName                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Private Key File Name and Password                                     | [ConnMgmt]<br>KeyFileName<br>KeyFilePassword |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Enable Peer Authentication                                             | [ConnMgmt]<br>PeerAuth                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Validate Peer Authentication                                           | [ConnMgmt]<br>PeerCertValidation             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## Applying the SWSE Logical Profile

This procedure describes the steps for applying a logical profile to a specific installed instance of SWSE. You perform the same procedure for each SWSE.

This task is part of [“Configuring the SWSE” on page 207](#). Refer to that topic for important background information for this task.

### *To apply the SWSE logical profile*

- 1 Determine which SWSE logical profile to use for this installed instance of SWSE.
- 2 If you will be using load balancing, make sure you created the lbconfig.txt file and placed it in the SWSE logical profile folder. For more information, see [“Configuring Load Balancing for Siebel Applications” on page 155](#).
- 3 If you exited the SWSE Configuration Wizard after SWSE installation, relaunch it, using any method described in [“Launching the Siebel Configuration Wizard” on page 138](#).
- 4 Specify whether to configure in live mode or offline mode, and click Next.  
Configuring in offline mode saves your configuration to be applied later. This mode performs limited validation of your selections. For more information, see [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#).
- 5 Choose the task to apply the SWSE logical profile, and click Next.
- 6 Provide input as described in the subtopic below. Click Next to move to the next screen until configuration is complete.

**NOTE:** When the task to apply the SWSE logical profile is complete, the Web server is stopped and restarted automatically.

### Parameters for Applying the SWSE Logical Profile

[Table 15 on page 214](#) lists the parameters requested in the SWSE Configuration Wizard for configuring the SWSE—applying the SWSE logical profile. The wizard displays help text with more information about these settings.

For additional information about these settings and other parameters in the eapps.cfg file, see:

- *Siebel Security Guide*
- *Siebel System Administration Guide*

Table 15. Parameters for SWSE Configuration

| Parameter in SWSE Configuration Wizard                        | Comment / Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deployed Languages                                            | <p>Each language you select must be an installed language. For each deployed language and each application, a separate section is created in the eapps.cfg file. For example, Siebel Call Center uses the sections named [/callcenter_<i>lang</i>].</p> <p>Part of the ConnectString value represents the three-letter code for the deployed language.</p> <p>See also <a href="#">“About Installing and Deploying with Multiple Languages” on page 100</a>.</p>                                                                                                                                                                                                                                                                                                                                          |
| Select a Load Balancer                                        | <p>Specify whether you are using Siebel native load balancing, third-party load balancing, or no load balancing (for a single Siebel Server deployment).</p> <p>For more information, see <a href="#">“Configuring Load Balancing for Siebel Applications” on page 155</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Application Server Host Name (Siebel Server)                  | The host name of the Siebel Server machine. Specify this for a single Siebel Server deployment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Siebel Connection Broker Port                                 | <p>The Siebel Connection Broker (SCBroker) port on the Siebel Server machine. Specify this for a single Siebel Server deployment. The default port number for SCBroker is 2321.</p> <p><b>NOTE:</b> This port is used for all communications between the Web server and the Siebel Server. Make sure the port you specify for SCBroker is not occupied by any other applications, other Siebel components (such as Siebel Gateway Name Server), or other Siebel Server instances.</p> <p>For more information on the SCBroker component, see <i>Siebel Deployment Planning Guide</i> and <i>Siebel System Administration Guide</i>.</p> <p>If you need to change an SCBroker port number later, use Siebel Server Manager to specify a value for the Static Port Number parameter (alias PortNumber).</p> |
| Host Name or Virtual IP Address for Third-Party Load Balancer | Specify this if you are using third-party load balancing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Network Port Number for Third-Party Load Balancer             | Specify this if you are using third-party load balancing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Siebel Web Server Extension Logical Profile Location          | The location of the SWSE logical profile you created in <a href="#">“Creating the SWSE Logical Profile” on page 208</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

# Postinstallation Tasks for the SWSE and the Web Server

Perform the following postinstallation tasks, as required by your deployment:

- [“Reviewing the Installation for the SWSE” on page 215](#)
- [“Reviewing the Log Files for the SWSE” on page 216](#)
- [“Verifying Virtual Directories on the Web Server” on page 217](#)
- [“Creating Custom Virtual Directories” on page 217](#)
- [“Supporting ASP Pages and Siebel Applications on the Same Web Server” on page 217](#)
- [“Setting SWSE and Virtual Directory Permissions” on page 218](#)
- [“Enabling HTTP Compression for Siebel Applications” on page 218](#)
- [“Editing the SWSE Configuration File \(eapps.cfg\)” on page 219](#)
- [“Configuring the Default HTTP and HTTPS Ports for the Web Server” on page 220](#)
- [“Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token” on page 221](#)

## Reviewing the Installation for the SWSE

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

Review the physical directories created during installation of the Siebel Web Server Extension on the Web server host to familiarize yourself with the locations of files such as the eapps.cfg configuration file.

The following list shows some of the physical directories and files created after you install the SWSE on the Web server. Some of these folders are not created until the first login. In the list, *language* represents languages you have installed, such as ENU for U.S. English.

```
\SWEApp\
 _uninst\
 admin\
 bin\
 language\
 eapps.cfg
 sweiis.dll
 issrun\
 locale\
 language\
 log\
 public\
```

```
language\
 cepatch\
 demo\
 files\
 images\
 lms\
 webeditor\
base.txt
language.txt
log.txt
upgrade.log
```

**\_uninst.** Contains files required for uninstallation of the product.

**ADMIN.** Contains model files used during configuration of the SWSE.

**BIN.** Contains the SWSE configuration file (eapps.cfg) and the libraries needed for the SWSE functionality.

**ISSRUN.** Contains the files for Customer Order Management CDA run time. CDA run time is used most commonly for Siebel Advisor and sometimes for catalogs or product configuration.

**LOCALE.** Contains resource files with information about any run-time errors.

**LOG.** Reports communication errors between the SWSE and the Application Object Managers in the Siebel Servers.

**PUBLIC.** Each language-specific subdirectory contains the default HTML file (default.htm) used to redirect the browser to the SWSE and subdirectories of the Siebel Server.

## Reviewing the Log Files for the SWSE

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

SWSE generates one or more log files as a result of connection attempts with the Siebel Server. These log files reside in *SWSE\_ROOT*\log.

Depending on the logging level you choose, these files record errors, warnings, and general information. Events such as Web server failures or invalid configuration of the SWSE are captured in these logs. Analyzing the log files can provide clues for troubleshooting SWSE problems.

For more information about reviewing log files and monitoring Web servers and SWSE, see *Siebel System Monitoring and Diagnostics Guide*.



## Verifying Virtual Directories on the Web Server

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

Review the virtual directories created during configuration of the Siebel Web Server Extension. Virtual directories are installed on the Web server for installed Siebel Business Applications. For example, there is an `eservice_enu` directory for Siebel eService using U.S. English (ENU).

### *To verify the virtual directories on Microsoft IIS*

- 1 On the Microsoft IIS machine, navigate to Control Panel, Administrative Tools, then Internet Information Service.
- 2 Double-click *machine\_name* (local computer) in the left panel.
- 3 Double-click Web Sites in the right panel.
- 4 Double-click Default Web Site in the right panel.

All the virtual directories created on this machine will be listed in the right panel.

## Creating Custom Virtual Directories

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

Virtual directories are created automatically when you apply the SWSE logical profile to an installed SWSE. However, you may in some cases want to create your own virtual directory—for example, to be able to test features like Web Single Sign-On (Web SSO)—and point to an existing Application Object Manager.

On Microsoft Windows (with Microsoft IIS Web server), you can customize virtual directories before you apply the SWSE logical profile. For more information, see [“Performing Tasks for Configuring the SWSE” on page 147](#).

## Supporting ASP Pages and Siebel Applications on the Same Web Server

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

In general, it is recommended not to host ASP pages and Siebel applications on the same Microsoft IIS Web server. If you want to deploy both ASP pages and Siebel applications on the same Web server, you must isolate the ASP pages from the Siebel applications. Doing so may reduce performance and scalability.

Place all Siebel applications (virtual directories) in an Application Pool that is separate from the Application Pool containing the ASP pages.

For more information about supported versions of Microsoft IIS, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

## Setting SWSE and Virtual Directory Permissions

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

You must set permissions as outlined in [“Requirements for SWSE Installation and Configuration” on page 201](#).

## Enabling HTTP Compression for Siebel Applications

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

You can specify whether, or when, the SWSE will compress HTTP traffic by setting the value of the DoCompressi on parameter in the eapps.cfg file. Compressing HTTP traffic, where it is feasible to do so, substantially reduces bandwidth consumption. This feature is supported on HTTP 1.1, and is not supported on HTTP 1.0.

For detailed information about setting values for the DoCompressi on parameter, see *Siebel Security Guide*.

## Compressing Static Content for Microsoft IIS

The Siebel compression filter compresses dynamic content only.

If you plan to compress static Web content in IIS on any Web server used for Siebel Business Applications, make sure that you set the IIS properties as listed in the following example:

```
HcSendCacheHeaders FALSE
hcNoCompressi onForProxi es TRUE
HcNoCompressi onForHtt p10 TRUE
```

For more information about enabling static compression and setting properties on IIS, see your vendor documentation.

The example that follows illustrates a script that you can run on your IIS Web servers to enable static compression, after editing it to fit your site requirements.

```
rem -----
rem run this on webserver si te
rem make sure the di rectories c:\i netpub\Admi nScri pts\ are correct.
rem -----
c:
cd \
cd i netpub
cd Admi nScri pts
```

```
cscript.exe adsutil.vbs set W3Svc/Filters/Compression/GZIP/HcFileExtensions "htm"
"html" "txt" "css" "js"

cscript.exe adsutil.vbs set W3Svc/Filters/Compression/DEFLATE/HcFileExtensions
"htm" "html" "txt" "css" "js"

cscript.exe adsutil.vbs set W3Svc/Filters/Compression/Parameters/HcSendCacheHeaders
"FALSE"

cscript.exe adsutil.vbs set W3Svc/Filters/Compression/Parameters/
HcNoCompressionForProxies "TRUE"

cscript.exe adsutil.vbs set W3Svc/Filters/Compression/Parameters/
HcNoCompressionForHttp10 "TRUE"

rem -----

rem Verify the settings

rem -----

cscript.exe adsutil.vbs get W3Svc/Filters/Compression/GZIP/HcFileExtensions

cscript.exe adsutil.vbs get W3Svc/Filters/Compression/DEFLATE/HcFileExtensions
```

**CAUTION:** Setting these properties for static compression will affect all applications served on that Web server. Therefore, carefully review your vendor documentation and your site requirements before making a decision to enable this type of compression. Also, make sure to review all available vendor information about static file compression for IIS, including any applicable issues or hotfixes.

## Editing the SWSE Configuration File (eapps.cfg)

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

The SWSE configuration process updates the eapps.cfg file in *SWSE\_ROOT\bin*. The same file is used for all applications. (Additional files, such as eapps\_sia.cfg, may also be used.)

The eapps.cfg file contains configuration information that you entered during the configuration of the SWSE, including identity and connectivity information for the Application Object Managers, and login and security settings.

You can modify settings in the eapps.cfg file by re-creating and reapplying the SWSE logical profile, or in some cases just reapplying the SWSE logical profile. For more information, see [“Configuring the SWSE” on page 207](#).

Alternatively, you can add or modify selected optional parameters manually to affect all Siebel applications, or selected applications. For example, you might do this to tune the performance of Siebel applications.

For detailed information about the structure and parameters of the eapps.cfg file, see *Siebel System Administration Guide*. See also *Siebel Security Guide*.

### *To edit the eapps.cfg file*

- 1 Open the eapps.cfg file, located in `SWSE_ROOT\bin`, using a text editor such as Notepad. (Do not use WordPad.)
- 2 Make the desired changes. Save and close the file.
- 3 Stop and restart the following:
  - Stop the IIS Administration service
  - Stop the World Wide Web Publishing service.
  - Start the World Wide Web Publishing service.
  - Start the IIS Administration service.

See also the information about starting and stopping the Web server in [“Requirements for SWSE Installation and Configuration” on page 201](#).

For information about security and authentication parameters in the eapps.cfg file, see *Siebel Security Guide*.

## **Configuring the Default HTTP and HTTPS Ports for the Web Server**

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

The default HTTP and HTTPS ports for the Web server are port 80 and 443, respectively. When you deploy SWSE onto the Web server, you might want to use non-default port numbers. The following procedure provides steps to configure these ports.

### *To configure the default ports for HTTP and HTTPS*

- 1 Open the eapps.cfg file.
- 2 Locate the [default ts] section.
- 3 Change the port number for HTTPPort and HTTPSPort to a desired port number. For example:

```
HTTPPort = 81
HTTPSPort = 444
```

**NOTE:** Alternatively, update these ports by re-creating and reapplying the SWSE logical profile.

- 4 Configure the Web server:
  - a On the Microsoft IIS machine, navigate to Control Panel, Administrative Tools, then Internet Information Services.
  - b In the right panel, double-click on the local computer name.
  - c In the right panel, double-click Web Sites.
  - d In the right panel, right-click Default Web Site, and choose Properties.

- e In the Web Site tab, change the values for the TCP Port and SSL Port to the same values you set in [Step 3 on page 220](#).

## Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 215](#).

The Siebel Enterprise Security Token is the password your Siebel administrator uses to refresh static files, such as application image files or cascading style sheet files, on your Web server. Your developers may have placed updated versions of these files on the Siebel Server (in the webmaster subdirectory) after customizing the Siebel application with Siebel Tools.

The Web server contacts the Siebel Server, refreshing these static files each time the administrator restarts the Web server. However, administrators can refresh the static files by entering this token in a command line, particularly when deploying multiple Web servers.

You set the value of the Siebel Enterprise Security Token during configuration of the SWSE logical profile, as described in [“Creating the SWSE Logical Profile” on page 208](#). This value is defined as the value for the `Si ebEntSecToken` parameter in the `eapps.cfg` file for your SWSE installation. By default, this value is encrypted.

**NOTE:** If passwords are encrypted in `eapps.cfg`, to change the value, you must either reconfigure the SWSE and specify the new password in the SWSE Configuration Wizard, or use the `encryptstri ng` utility to encrypt the password before you add it manually to the `eapps.cfg` file. Directly editing passwords in the `eapps.cfg` file is suitable only when encryption is not used.

For more information about managing encrypted passwords in the `eapps.cfg` file, see *Siebel Security Guide*.

It is not necessary to restart the Web server every time the Web server static files in the SWSE directory must be refreshed. Instead, you can use the Siebel Enterprise Security Token you specified when you configured the SWSE, as described below.

For each language-specific application, the directory on the SWSE where the static files are cached is determined by the setting of the `WebPubl i cRootDi r` parameter in the `eapps.cfg` file.

**NOTE:** The Siebel Enterprise Security Token was formerly known as the Web Update Protection Key, and the corresponding parameter name (now `Si ebEntSecToken`) was formerly `WebUpdatePassword`.

### To refresh the static files on the Web server

- 1 Start a Web browser session.
- 2 Type the following URL into the browser:

```
http://host:port/appl i cation/
start.swe?SWECmd=UpdateWebI mages&SWEPassword=Enterpri seSecuri tyToken
```

where:

- `host` = The name of the Web server machine.

- *port* = The Web server listen port (not required if using the default port, 80).
- *application* = Any Siebel application hosted by this Web server (such as callcenter\_enu, sales\_deu, and so on).
- *EnterpriseSecurityToken* = The unencrypted version of the Siebel Enterprise Security Token, which is defined in the eapps.cfg file by the SiebelEntSecToken parameter.

For example:

`http://siebel:81/sales_deu/start.swe?SWECmd=UpdateWebImages&SWEPassword=siebel`

## Troubleshooting SWSE Installation

This topic provides suggestions for troubleshooting problems you may encounter when installing and configuring the SWSE.

- **Problem:** After installation, when launching the Siebel Web Client, a message appears, stating:

Page Cannot be displayed

**Cause:** Any of the following:

- The Web server instance is down.
- Virtual directories were not installed or configured properly.
- The Web server port is incorrectly specified in the eapps.cfg file.
- Siebel Server components or component groups may not be enabled.

**Solution:** Check the following items, in sequence, to resolve the problem:

- Make sure the Web server instance is running.
- Refresh the connection between your browser and the Web site.
- Verify that the Web server port information in the eapps.cfg file is correct.
- Make sure that the Local Path for the virtual directories is correct and resembles the following:

`SWSE_ROOT\PUBLIC\language`

- If you are testing a self-created virtual directory, make sure you added the sweiis.dll parameter to your virtual directory. This parameter allows communication with the Siebel Server. For information, see [“Creating Custom Virtual Directories” on page 217](#).
- Make sure that anonymous users specified in the eapps.cfg file (AnonUserName and AnonPassword parameters) are also defined in the Siebel Database with the correct responsibilities. Otherwise, end users cannot access the home page. See also [“Requirements for SWSE Installation and Configuration” on page 201](#).
- Make sure that the connect string for the Siebel application is correct. The value resembles the following (where load balancing is not deployed):

`ConnectString = siebel.TCPIP.none.none://SiebelServerHost:2321/  
EnterpriseServerName/ProductObjMgr_language`

- Make sure the necessary Siebel Server components and component groups are enabled.
- **Problem:** Your Siebel application hangs, displays a blank page or page not found, or times out.  
**Cause:** Appropriate parameters are not available within the [defaults] section of the eapps.cfg file for the Siebel Business Applications.  
**Solution:** Make sure that the [defaults] section of the eapps.cfg file contains valid AnonUserName, AnonPassword, HTTPPort, and HTTPSPort values. Also make sure that SessionTimeout and GuestSessionTimeout have appropriate values. For information about configuring these and other parameters, see ["Creating the SWSE Logical Profile" on page 208](#).
- **Problem:** After stopping the IIS Administration service, an error message appears:  
The service did not respond to the start or control request in a timely fashion  
**Cause:** Stopping the IIS Administration service from Control Panel, Administrative Tools, then Services creates an error.  
**Solution:** Open a DOS command window and issue the following command to release all resources used by this service, such as inetinfo.exe and dllhost.exe:  

```
IISRESET /START
```

  
If, after doing this, you still cannot start the Siebel applications, you must restart the machine.
- **Problem:** Inability to access the Siebel Web Client. The browser status bar may display errors, such as SWESubmitOnEnter is undefined, and the login page may appear to hang. Or, the Siebel Web Client login page does not display properly; for example, images may be missing.  
**Cause:** The IWAM\_*machinename* and IUSR\_*machinename* user accounts do not have proper permissions to the *SWSE\_ROOT\public\lang* directory.  
**Solution:** Stop the Web server (for more information, see ["Requirements for SWSE Installation and Configuration" on page 201](#)). Make sure that permissions meet the requirements described in ["Requirements for SWSE Installation and Configuration" on page 201](#). Restart the Web server.





# 9

## Installing Siebel Mobile Web Clients

This chapter provides information about how to install the Siebel Mobile Web Client, Siebel Developer Web Client, and Siebel Sample Database, and about how to start Siebel applications. It includes the following topics:

- [“About Installing the Siebel Client” on page 225](#)
- [“About Customizing the Siebel Client Installer” on page 226](#)
- [“Process of Installing the Siebel Client” on page 227](#)
- [“Preinstallation Tasks for the Siebel Client” on page 227](#)
- [“Installing the Siebel Mobile Web Client and Developer Web Client” on page 230](#)
- [“Installing the Siebel Sample Database” on page 235](#)
- [“Importing Non-ENU Repository and Seed Data into the Siebel Sample Database” on page 238](#)
- [“Postinstallation Tasks for the Siebel Client” on page 239](#)
- [“Logging in to Your Siebel Application” on page 242](#)
- [“Siebel Client Shortcuts and Start-Up Options” on page 244](#)
- [“Using Siebel QuickStart with the Siebel Mobile Web Client” on page 248](#)

For the uninstallation procedure, see [“Uninstalling Siebel Clients” on page 298](#).

### About Installing the Siebel Client

Siebel Mobile Web Client and Developer Web Client installations are supported on the operating systems and hardware described in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. These clients are installed and run on supported Microsoft Windows platforms only.

This guide assumes that installations are performed by administrators, not end users.

**NOTE:** You can install or run multiple instances of the Siebel client on the same system. ActiveX controls used in high-interactivity applications are versioned differently for each Siebel product release, including maintenance releases. Except for maintenance releases, which are applied to an existing base installation, you must install each different version in a separate location.

To support Mobile Web Client users after installation, you also verify connection to the Siebel Remote Server. For more information, see [“Postinstallation Tasks for Siebel Server” on page 149](#). See also *Siebel Remote and Replication Manager Administration Guide*.

For information about customizing the Siebel client installer, see [“About Customizing the Siebel Client Installer” on page 226](#).

For information about uninstalling Siebel client software, see [“Uninstalling Siebel Clients” on page 298](#).

## About Customizing the Siebel Client Installer

Most of the topics in this chapter focus on installations using default installation parameters set for the Siebel applications. However, you can modify installer behavior in certain ways.

If you want to prepare custom software installation packages for distribution to end users, you install the Siebel client as a model installation. After completing client installation and configuration, you run the Siebel Packager utility. A model client installation serves as the basis for a package. For details about using Siebel Packager, see *Going Live with Siebel Business Applications*.

Whether or not you use Siebel Packager, you can modify the behavior of the client installer by updating the siebel.ini and setup.ini files for the Siebel client installer. These files are part of the Siebel image you created in [Chapter 4, "Creating the Siebel Installation Image on the Network."](#)

The siebel.ini file controls Siebel settings for the install session.

For more information about the function of the siebel.ini file and how you can modify it, see comments contained within the siebel.ini file itself, see installation topics on My Oracle Support, and see *Going Live with Siebel Business Applications*.

Although unattended or console installation is not supported for the Siebel client installer, some information in [Chapter 12, "Installing and Configuring in Unattended and Console Modes,"](#) is also relevant to modifying the siebel.ini file for the client installer.

In general, do not modify values in the siebel.ini file for the client installer that contain variables. Some specific values of this type are described below.

- The values \$(Mobi l eCl i ent)=no or \$(Mobi l eCl i ent)=yes contain variables and must not be modified.
  - \$(Mobi l eCl i ent)=no means that the parameter applies if you are installing the Developer Web Client and does not apply if you are installing the Mobile Web Client.
  - \$(Mobi l eCl i ent)=yes means that the parameter applies if you are installing the Mobile Web Client and does not apply if you are installing the Developer Web Client.
- The value \$(Sl i pstream)=no contains a variable and must not be modified. This value means that the parameter applies if the current Siebel product is *not* being installed using slipstream installation. For more information about slipstream installation, see ["About Installing Siebel Releases" on page 21](#) and see the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

After you install the Siebel client, the file predeploy.htm is loaded. This file downloads ActiveX controls to the client machine. For information about suppressing the loading of this file by editing the siebel.ini file, see ["Installing the Siebel Mobile Web Client and Developer Web Client" on page 230](#).

When Enabl eLangDI g is set to Y (the default) in the [Star tup] section of the siebel.ini file, the dialog box for selecting Language Packs to install will be displayed. If you want a client installer to be used only for adding particular Language Packs to existing installations, set Enabl eLangDI g to N. Then, in the [Defaul ts. LanguageSel ecti on] section of the file, set each language to be installed to yes.

The setup.ini file controls InstallShield settings for the install session. When EnableLangDlg is set to Y (the default) in the [Startup] section of the setup.ini file, the dialog box for choosing the installer language (labeled *Choose Setup Language*) will be displayed. If EnableLangDlg is set to N, the installer runs in the language for the user's locale or in the default language defined in setup.ini (usually English). For more information, see [“The Language in Which Siebel Installers and Wizards Run” on page 32](#).

## Process of Installing the Siebel Client

The Siebel client installation and setup consists of the following tasks, which are performed by the Siebel administrator:

You can choose to install the Mobile Web Client or the Developer Web Client. When you install the Siebel client or the Sample Database, you also install Language Packs.

- 1 Review the preinstallation tasks. See [“Preinstallation Tasks for the Siebel Client” on page 227](#).
- 2 Install the Siebel client. See [“Installing the Siebel Mobile Web Client and Developer Web Client” on page 230](#).
- 3 (Optional) Install the Siebel Sample Database. See [“Installing the Siebel Sample Database” on page 235](#).
- 4 Verify the installation. See [“Postinstallation Tasks for the Siebel Client” on page 239](#).
- 5 As necessary, modify values for configuration parameters for the Mobile Web Client or Developer Web Client. For more information, see *Siebel System Administration Guide*.
- 6 Log in to the Siebel application. See [“Logging in to Your Siebel Application” on page 242](#).

## Preinstallation Tasks for the Siebel Client

Review the issues and tasks in this topic before running the Siebel client installer.

### Administrative Rights for Installation

Administrative rights are required for installation or uninstallation of the Siebel Mobile Web Client or Developer Web Client.

For information on setting administration rights, consult the operating system manuals for the version of Microsoft Windows on which you are installing the Siebel client software.

For information about uninstalling Siebel client software, see [“Uninstalling Siebel Clients” on page 298](#).

### Directory Naming Conventions

By default, the Siebel client installer assumes an installation directory of C:\Program Files\Siebel\8.0\Web Client. You can specify to install in a different location, but the default location is generally recommended.

Use installation directory names that describe both the version number and the component being installed. The directory name can use any characters appropriate for Windows-compatible long file names.

In this guide, the directory into which you install the Siebel client is often referred to as *SIEBEL\_CLIENT\_ROOT*. If you install into a directory other than the default, make appropriate substitutions through the remainder of this chapter.

Installation paths are in some cases represented in application configuration files or application shortcuts using the MS-DOS "8.3" file-naming convention. For more information, see ["Siebel Client Start-Up Options" on page 246](#).

**CAUTION:** Do not install other Siebel components, such as Siebel Tools, into the same directory where you have installed the Siebel client, such as C:\Program Files\Siebel\8.0\Web Client. Install each component into a separate directory, or into a subdirectory of the top-level directory, such as a subdirectory of C:\Program Files\Siebel\8.0. However, if you install the Sample Database, you *must* do so in the same directory as the Siebel client. If you install multiple Siebel components on the same machine (that will access different data sources), determine your directory-naming convention before you begin installing.

For Siebel Tools installation, see [Chapter 10, "Installing Siebel Tools."](#)

For Siebel Sample Database installation, see ["Installing the Siebel Sample Database" on page 235](#).

## Requirements and Recommendations for the Siebel Client

Before beginning Siebel client installation, review the requirements and recommendations for hardware, system software, and third-party software described in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

## Restricted Support for Siebel Developer Web Client

*The Siebel Developer Web Client is not supported for end-user deployment.* This client type is supported only for development, troubleshooting, and limited administration usage scenarios.

**NOTE:** In 7.x versions through version 7.7, the Developer Web Client was known as the Dedicated Web Client.

## Database Connectivity Software for the Developer Web Client

Siebel Developer Web Client computers connecting directly to the Siebel Database must have the correct vendor-specific database connectivity software installed. See *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

**NOTE:** The correct version of database connectivity software must be installed before installing the Siebel client (assuming that the relevant siebel.ini file settings have not been modified).

For additional information, see ["Postinstallation Tasks for the Siebel Client" on page 239](#).

When you have installed your database connectivity software, configure it as follows:

- For Oracle Database, you install and configure the Oracle client software to connect to the Siebel Database. Record the connect string and table owner information on the worksheet in [Appendix A, "Deployment Planning Worksheet."](#) Use the driver version specified in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For an Oracle client, use a binary sort order for development environment databases. This setting is required for adequate performance from the Developer Web Client.

For more information, see ["Specifying the Locale for Siebel Applications" on page 34](#). See also ["Configuring an Oracle Database for Siebel Applications" on page 45](#) and *Siebel Database Upgrade Guide*.

- For IBM DB2 UDB for UNIX and Windows, you install and configure the DB2 client software to connect to the Siebel Database. Record the connect string and table owner information on the worksheet in [Appendix A, "Deployment Planning Worksheet."](#) Use the ODBC driver version specified in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- For IBM DB2 UDB for z/OS, you use DB2 Connect to connect from the Developer Web Client to the Siebel Database. For details, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.
- For Microsoft SQL Server deployments, the correct version of Microsoft Data Access Components (MDAC) and Microsoft SQL Native Client (SNAC) must be installed before you install the Siebel client. For version information, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

The Siebel client uses these drivers, but creates its own ODBC data source during installation. Record this data source on the worksheet in [Appendix A, "Deployment Planning Worksheet."](#)

## Other Third-Party Software

Your Siebel application may require some third-party software products to be installed on the local client, for full functionality. For more information about third-party software, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For information about requirements for the Web browser environment for running Siebel Web Clients, see also *Siebel System Administration Guide*.

**NOTE:** Remember to install on the client machines all software required to view any standard attachment types your deployment may use within the Siebel implementation.

## Closing Browser Sessions

Before you install the Siebel client software, it is recommended that you close any browser sessions on the client machine.

For information about requirements for the Web browser environment for running Siebel Web Clients, see also *Siebel System Administration Guide*.

# Installing the Siebel Mobile Web Client and Developer Web Client

This topic describes how to install the Siebel Mobile Web Client and Developer Web Client. The software installed on the user's machine for Siebel Mobile Web Client and Developer Web Client is identical. Therefore, a single installer provides the software necessary to install and run either type of client.

For general information about these Siebel client types, see *Siebel Deployment Planning Guide*.

Before you begin installation, review ["Preinstallation Tasks for the Siebel Client" on page 227](#).

Each Siebel client is designed to support only a single Siebel Enterprise. To support multiple Enterprises on a single machine for testing purposes, be sure to install clients in separate directories. For more information, see ["Directory Naming Conventions" on page 227](#).

## Siebel Client Installer Flow

The standard Siebel Mobile Web Client and Developer Web Client installer performs the following:

- Checks the client computer to verify whether required components have already been installed.
- Creates all required ODBC data sources.
- Installs the Siebel client software and specified Language Packs.
- Creates Siebel application and utility shortcuts.
- Allows the installation log file to be viewed.
- Predeploys ActiveX controls used by the Siebel client.

## Predeploying ActiveX Controls

After the Siebel client installation described later in this topic completes, the file `predeploy.htm` is loaded in a browser window. This file downloads ActiveX controls used by the Siebel client, which uses high interactivity mode.

The `predeploy.htm` file is located in the directory `SIEBEL_CLIENT_ROOT\bin`, where `SIEBEL_CLIENT_ROOT` is the directory where the client is installed.

**NOTE:** You can specify to turn off loading `predeploy.htm` prior to installation. To do this, edit the file `Siebel_Image\Windows\Client\Siebel_Web_Client\siebel.ini`, where `Siebel_Image` is the Siebel installation image location on the network. In the `[PreDeploy]` section of this file, set `Condition = no`.

For more information about the ActiveX controls used by the Siebel client, related browser settings, and the `predeploy.htm` file, see the browser configuration chapter in *Siebel System Administration Guide*.

## Procedure for Installing the Siebel Client

Complete the following steps to install the Siebel Mobile Web Client or Developer Web Client and specified Language Packs.

**NOTE:** The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support. See also [“About Installing Siebel Releases”](#) on page 21.

### To install the Siebel Mobile Web Client or Developer Web Client software

- 1 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to *Siebel\_Image*\Windows\Client\Siebel\_Web\_Client.

where:

- *Siebel\_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel\_Install\_Image\8.0.0.0.

**CAUTION:** You must run this installation program from a network drive mapped to a drive letter. If you attempt to install from an unmapped network drive, the installer may be unable to locate files it needs to proceed and may fail.

- 2 Double-click install.exe to start the Siebel client installer.
- 3 In the Choose Setup Language screen, choose the language in which to conduct the installation, then click OK.

The default installation language is the one that corresponds to the current regional settings on the installation machine.

- 4 If you have an existing Siebel client installation, you can choose to add Language Packs to this installation. If you do not have an existing installation, go to the next step.

- If you are installing a new instance of the Siebel client, click Next.
- If you are adding languages to an existing Siebel client installation:
  - Select the check box next to the line identifying the existing installation to which you are adding languages, then click Next.
  - Select the check box next to each language you are installing, then click Next.
  - Proceed to [Step 9 on page 232](#).

- 5 In the Welcome screen, click Next.
- 6 In the Setup Type screen, verify that the Siebel client installation directory listed is correct. The default directory is C:\Program Files\Siebel\8.0\Web Client. Perform one of the following:
  - Accept the default directory.
  - Edit the directory text, such as to append the build number to the Siebel directory level, or to specify another drive such as D:.
  - Click Browse and select a different destination directory.

For details on pathname requirements, see [“Directory Naming Conventions” on page 227](#).

- 7 While still in the Setup Type screen, select the type of installation to perform, and click Next:
  - **Typical.** Installs all base Siebel client components, plus the following optional components: Help Files, Third-Party Help Files, and Packager Utility. This option is recommended for most users. Proceed to [Step 9 on page 232](#).
  - **Compact.** Installs all base Siebel client components. Proceed to [Step 9 on page 232](#).
  - **Custom.** Installs all base Siebel client components and lets you specify whether to install any or all optional components. Some of these options are preselected by default. Proceed to [Step 8 on page 232](#).

**NOTE:** It is recommended that Siebel administrators install Server Manager and the Siebel Packager utility.

- 8 For a custom installation, select from the Select Components screen the optional components you want to install. This screen appears only if you chose Custom installation in [Step 7 on page 232](#).
- 9 In the Choose Languages screen, select the languages (that is, Language Packs) to install. The language in which you are performing the installation, specified in [Step 3 on page 231](#), is preselected as a default. You must specify at least one language to install.

If you are installing Language Packs for an existing Siebel client installation, go to [Step 20 on page 234](#).

Verify that your destination machine has sufficient disk space for the installation, then click Next.

**NOTE:** The installer displays space requirements for only one drive. The drive that contains the TEMP directory requires at least 10 MB free prior to installation. Also, pay attention to your hard drive file system configuration. Using a FAT configuration with a 64-KB allocation unit is not recommended, because this may leave insufficient space for installation of all necessary components and cause the installation to fail. Configure file systems using NTFS instead.

- 10 In the Select Client Type screen, specify if you are installing the Mobile Web Client or the Developer Web Client, then click Next.

**NOTE:** Some of the remaining installation steps in this procedure apply only if you are installing the Mobile Web Client, or only if you are installing the Developer Web Client.

For Mobile Web Client installations, go to [Step 14 on page 233](#).

- 11 *Developer Web Client installations only:* In the Server Database screen, select the type of server database on which you are implementing your Siebel application. Choose one of the following, then click Next:
  - Oracle Database Server 10g (CBO)
  - IBM DB2 UDB for Windows and UNIX
  - IBM DB2 UDB for z/OS
  - Microsoft SQL Server



**NOTE:** Based on your choice, the Siebel client installer validates that the correct database connectivity software has been installed. If not, you must exit the Siebel client installer, install the required software, then restart the client installer.

- 12** *Developer Web Client installations only:* In the Database Information screen, enter the following information, then click Next. Specify information for the database you specified in the Server Database screen in [Step 11 on page 232](#):

- For Oracle Database, specify the Database Alias and Table Owner.
- For IBM DB2 UDB for UNIX and Windows, specify the Database Alias and Table Owner.
- For IBM DB2 UDB for z/OS, specify the Database Alias (as defined in DB2 Connect) and Table Owner or Schema Qualifier.
- For Microsoft SQL Server, specify the Database Server Hostname and Database Instance Name.

- 13** *Developer Web Client installations only:* In the File System Server Information screen, either accept the default value or enter the directory path for a network-based Siebel File System, then click Next.

**NOTE:** If you specify a nondefault value for the Siebel File System directory path, you can use a UNC share name (for example, \\SRV1\\siebfile) or a mapped drive (for example, K:\siebelFS).

- 14** *Siebel Mobile Web Client installations only:* In the Remote Server Information screen, enter your Siebel Remote Server connectivity information, then click Next. Go to [Step 18 on page 234](#).

For the Developer Web Client, click Next to accept the default.

- 15** *Developer Web Client installations only:* In the Enterprise Server Information screen, specify the address of the Siebel Gateway Name Server and the name of the Enterprise Server to which this client will connect for administration.

The Gateway Name Server Address is the network name or the IP address of the machine on which the Siebel Gateway Name Server is installed. To enter a specific port number, append the Gateway Name Server Address string with a colon and the desired port number.

The Enterprise Server name is the name under which the Siebel Servers that support this client's server database were installed.

- 16** *Developer Web Client installations only:* In the Server Request Broker Information screen, specify the Request Server Name, then click Next. This value is the name of the Siebel Server on which the Server Request Broker component is operating. This component is used for dynamic assignment and other interactive operations.

- 17** *Developer Web Client installations only:* In the Search Server Information screen, if you will use a search server product, enter the following for the server machine where the search server operates, then click Next:

- Hostname
- Port Number (if using nondefault port number)

**NOTE:** For system requirements and other information on implementing search server products, see *Siebel Search Administration Guide*.

- 18** In the Select Program Folder screen, enter the name of the program folder that will contain your Siebel shortcuts, then click Next.

The default name is Siebel Web Client 8.0. You can use spaces and use the backslash (\) in folder names to create a folder hierarchy.

Clicking Next in this step initiates file transfer. The setup program copies files to the local hard disk. A status bar in the Setup Status dialog box indicates the progress of the installation.

The setup program copies files to the local hard disk for each specified language, in addition to those that were installed for the base installation.

A status bar in the Setup Status dialog box indicates the progress of the installation.

If you have installed all specified Language Packs, proceed to the next step. Alternatively, if you have installed Language Packs for an existing client installation, the installer exits. Skip the rest of this procedure.

- 19** After installation, the file predeploy.htm is loaded in a browser window, as noted earlier in this topic. When the page displays the following message, indicating that ActiveX downloading is finished, close the browser window:

The download is complete, you may close the window.

- 20** Review the information presented in the Event Log screen, then click Next.

This log provides details of the steps the installer has performed during your Siebel client installation.

**NOTE:** Write down the name of the installation directory as shown in this screen, for future reference.

- 21** Review the information presented in the Registry Log screen, then click Next.

This log provides details of the registry information the installer has performed during your Siebel client installation.

- 22** Click Finish in the InstallShield Wizard Complete screen.

The Siebel client installation is now finished. Siebel application shortcuts are created in the program folder specified in [Step 18 on page 234](#). For more information, see [“Siebel Client Shortcuts” on page 244](#).

- 23** Review the installation log to verify that all components installed successfully.

If you are installing the Siebel Sample Database, see [“Installing the Siebel Sample Database” on page 235](#).

To verify successful installation, see [“Postinstallation Tasks for the Siebel Client” on page 239](#).

## Installing the Siebel Sample Database

The Sample Database contains example data of various kinds to help you understand how the Siebel Business Applications work. You install the Sample Database for the Siebel Mobile Web Client. This database, like the local database used with the Siebel Mobile Web Client, is based on SQL Anywhere.

**NOTE:** Installation of the Siebel Sample Database is optional and applies to the Siebel Mobile Web Client. Before you can install the Sample Database, you install the Mobile Web Client, as described in [“Installing the Siebel Mobile Web Client and Developer Web Client” on page 230](#). (The Sample Database can also be installed with the Developer Web Client.)

The value of the `ConnectString` parameter in the [Sample] section of application configuration files, such as `uagent.cfg` for Siebel Call Center (located in `SIEBEL_CLIENT_ROOT\bin\enu`), resembles the following example (all on one line). This example assumes the Sample Database was installed in the Siebel Mobile Web Client installation directory.

```
ConnectString = C:\PROGRAM~1\SIEBEL~1\8.0\WEBCLI~1\sampl e\UTF8\sse_samp. dbf
-q -m -x NONE -gp 4096 -c40m -ch60m
```

A Sample Database installed with the Mobile Web Client can also be used with Siebel Tools. To configure this, copy the value of the `ConnectString` parameter from the [Sample] section of the application configuration file, then paste this value for the equivalent parameter in the `tools.cfg` file (located in `SIEBEL_TOOLS_ROOT\bin\enu`). Alternatively, you can install the Sample Database into the Siebel Tools directory instead of the Mobile Web Client directory. For information about installing Siebel Tools, see [Chapter 10, “Installing Siebel Tools.”](#)

For platform requirements for installing and using Siebel clients and the Siebel Sample Database, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

After you have installed the Sample Database, you can run Siebel Demo applications, such as those described in [“Siebel Client Shortcuts and Start-Up Options” on page 244](#). You can also customize shortcuts, as described in the same topic.

See also the subtopic on directory names in [“Preinstallation Tasks for the Siebel Client” on page 227](#).

If you install a non-ENU Language Pack, see also [“Importing Non-ENU Repository and Seed Data into the Siebel Sample Database” on page 238](#).

**NOTE:** The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support. See also [“About Installing Siebel Releases” on page 21](#).

### To install the Siebel Sample Database

- 1 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to *Siebel\_Image*\Windows\Client\Siebel\_Sample\_Database.

where:

- *Siebel\_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel\_Install\_Image\8.0.0.0.

**CAUTION:** You must run this installation program from a network drive mapped to a drive letter. If you attempt to install from an unmapped network drive, the installer may be unable to locate files it needs to proceed and may fail.

- 2 Double-click install.exe to start the Sample Database installer.
- 3 In the Choose Setup Language screen, choose the language in which to conduct the installation, then click OK.

The default installation language is the one that corresponds to the current regional settings on the installation machine.

- 4 If you have an existing Sample Database installation, you can choose to add Language Packs to this installation. If you do not have an existing installation, go to the next step.

- If you are installing a new instance of the Siebel Sample Database (into a Siebel client installation that does not already have the Sample Database), click Next, then go to [Step 5 on page 236](#).
- If you are adding languages to an existing Siebel Sample Database installation:
  - Select the check box next to the line identifying the existing Sample Database installation to which you are adding languages, then click Next.
  - Select the check box next to each language you are installing, then click Next.
  - Proceed to [Step 9 on page 237](#).

- 5 In the Welcome screen, click Next.
- 6 In the Setup Type screen, verify that the Sample Database installation directory listed is correct. The default directory is C:\Program Files\Siebel\8.0\Web Client.

**CAUTION:** You must install the Sample Database in the same location where you installed the Siebel Mobile Web Client.

- Click Next to accept the default directory.
- Click Browse to select a different destination directory (if you installed the Siebel client in a nondefault location), then click Next.

For details on pathname requirements, see [“Directory Naming Conventions” on page 227](#).

- 7 While still in the Setup Type screen, select the type of installation to perform:
  - **Typical.** Installs the Sample Database plus optional components. This option is recommended for most users. Proceed to [Step 9 on page 237](#).

- **Compact.** Installs the Sample Database plus optional components. Proceed to [Step 9 on page 237](#).
- **Custom.** Installs the Sample Database and lets you specify whether to install the following optional components: Sample Files and Sample Search Index. These options are selected by default. Proceed to [Step 8 on page 237](#).

**NOTE:** For the standard installer for the Siebel Sample Database, the Setup Type options currently install the same components. In a customized installation, these options may install different elements.

- 8 For a custom installation, select from the Select Components screen the optional components you want to install. This screen appears only if you chose Custom installation in [Step 7 on page 236](#).

- 9 In the Choose Languages screen, select the languages (that is, Language Packs) to install.  
If you are installing Language Packs for an existing Siebel client installation, go to [Step 11 on page 237](#).

Verify that your destination machine has sufficient disk space for the installation, then click Next.

**NOTE:** After you install the Sample Database, you may need to import repository data and seed data for a specified non-ENU language, depending on your requirements. For details, see [“Importing Non-ENU Repository and Seed Data into the Siebel Sample Database” on page 238](#).

- 10 In the Select Program Folder screen, enter the name of the program folder that will contain your Siebel shortcuts, then click Next.

The default name is Siebel Web Client 8.0. You can use spaces and use the backslash (\) in folder names to create a folder hierarchy.

Clicking Next in this step initiates file transfer. The setup program copies files to the local hard disk. A status bar in the Setup Status dialog box indicates the progress of the installation.

The setup program copies files to the local hard disk for each specified language, in addition to those that were installed for the base Sample Database installation.

A status bar in the Setup Status dialog box indicates the progress of the installation.

If you have installed all specified Language Packs, proceed to the next step. Alternatively, if you have installed Language Packs for an existing Sample Database installation, the installer exits. Skip the rest of this procedure.

- 11 Review the information presented in the Event Log screen, then click Next.

This log provides details of the steps the installer has performed during your Sample Database installation.

- 12 Click Finish in the Setup Complete screen.

The Siebel Sample Database installation is now finished. Siebel Demo application shortcuts (for example, Siebel Call Center Demo - ENU) are created in the program folder specified in [Step 10 on page 237](#). For more information, see [“Siebel Client Shortcuts” on page 244](#).

To verify successful installation, see [“Postinstallation Tasks for the Siebel Client” on page 239](#).

## Importing Non-ENU Repository and Seed Data into the Siebel Sample Database

By default, the SRF file installed with each Language Pack you install for the Siebel Mobile Web Client contains the appropriate localization strings to display correct field labels for this language. In addition, demo user data is installed for each Language Pack you install for the Siebel Sample Database.

However, the Sample Database contains only ENU repository data and seed data, even after you have installed a non-ENU language for the Siebel client and for the Sample Database. You cannot launch the Mobile Web Client with the Sample Database in the non-ENU language.

To work with any non-ENU language in the Sample Database, you must import non-ENU data (for a given language) into the Sample Database.

After you have imported the non-ENU data, you can launch the Mobile Web Client with the Sample Database in the non-ENU language and view the non-ENU seed data in a Siebel application context. You can also view the non-ENU repository data by connecting to the Sample Database using the Siebel Tools Client.

To import non-ENU localization strings, you run the samp.bat batch file.

**CAUTION:** The samp.bat batch file first *deletes* the ENU repository data and seed data, and then inserts the repository data and seed data for the language you specify.

The file samp.bat is installed in *SIEBEL\_CLIENT\_ROOT*\sample\UTF8, where *SIEBEL\_CLIENT\_ROOT* is the directory where you installed the Siebel client and the Sample Database.

The syntax for using the samp.bat batch file is as follows:

```
samp SIEBEL_CLIENT_ROOT ODBC_DATA_SOURCE LANGUAGE
```

where:

- *SIEBEL\_CLIENT\_ROOT* = The directory where you installed the Siebel client and the Sample Database.
- *ODBC\_DATA\_SOURCE* = The ODBC data source you are using for the Sample Database. See also [“Verifying ODBC Data Sources for Siebel Mobile Web Client and Developer Web Client” on page 240.](#)
- *LANGUAGE* = The three-letter code for the language for which you are installing repository data and seed data.

For example, run samp.bat in a DOS command window using a command like the following:

```
samp "C:\Program Files\Siebel\8.0\web client" "SEAW Samp Db default instance" DEU
```

**NOTE:** Before you import repository data and seed data into the Sample Database, make sure the SQL Anywhere database engine is running. It is running if you have started a Siebel Demo application after initially installing the Sample Database with U.S. English.

The SQL Anywhere database engine starts when the Siebel Mobile Web Client initially connects to the Sample Database during a Windows session. If the configuration parameter `AutoStopDB` is `FALSE` (default), the database engine continues to run after the user logs out of the Siebel application. If `AutoStopDB` is `TRUE`, the database engine exits when the user logs out. `AutoStopDB` is defined in the [Sample] section of the application configuration file, such as `uagent.cfg` for Siebel Call Center.

For more information about Siebel application configuration parameters, see *Siebel System Administration Guide*.

## Postinstallation Tasks for the Siebel Client

Review the following issues and perform the related tasks after running the Siebel client installer, to verify a successful Siebel client installation:

- [“Configuring the Siebel Client When Siebel VB or Siebel eScript Is Not Licensed” on page 239](#)
- [“Verifying the Siebel Client Directory Structure” on page 239](#)
- [“Verifying ODBC Data Sources for Siebel Mobile Web Client and Developer Web Client” on page 240](#)

Then you can start the Siebel application, as described in [“Logging in to Your Siebel Application” on page 242](#).

## Configuring the Siebel Client When Siebel VB or Siebel eScript Is Not Licensed

By default, the Siebel client has Siebel VB or Siebel eScript enabled. The parameter `Enabl eScri pti ng` is set to `TRUE` in the application configuration files. If this parameter is `TRUE`, but neither Siebel VB nor Siebel eScript is licensed, the client does not start. An error message is returned, indicating that you must turn off Siebel VB or Siebel eScript before running the client.

### *To configure Siebel client when Siebel VB or Siebel eScript is not licensed*

- Set `Enabl eScri pti ng` to `FALSE` in the configuration file used by your Siebel client, such as `uagent.cfg` for Siebel Call Center. This configuration file resides in the directory `SIEBEL_CLIENT_ROOT\bin\LANGUAGE`.

## Verifying the Siebel Client Directory Structure

The Siebel client installer creates directories on each Siebel client. Use Windows Explorer to verify the directory structure on your computer. Following are an example of the directory structure of a typical Siebel client installation and descriptions of individual directories.

**NOTE:** The objects folder contains the SRF file. Monitoring of any SRF file by virus scanning software may significantly degrade Siebel client performance. If you have virus scanning software installed on your computers, configure it to skip SRF files. Because these files are binary data files, the risk of virus infection is low, and so excluding these files from scanning is usually acceptable. Alternatively, you may choose to scan SRF files, but less frequently than other files.

- **SIEBEL\_CLIENT\_ROOT.** The directory for the Siebel client installation, such as C:\Program Files\Siebel\8.0\Web Client (the default). This installation directory contains the directories identified here. You can change the name during the installation process. For more information, see [“Directory Naming Conventions” on page 227](#).
- **bin.** Contains all binary files (\*.exe, \*.dll, and so on), configuration files (\*.cfg), user preference files, and language-specific files.
- **charts.** Contains files for generating charts.
- **fonts.** Contains font files.
- **isstempl.** Contains templates for the Customer Order Management CDA application and engine files for newly created projects.
- **jar.** Contains JAR files (these are not used with Microsoft Internet Explorer).
- **lex.** Contains dictionary files used by the spelling checker.
- **local.** Where the local database is stored.
- **locale.** Stores language-specific files.
- **log.** Stores the log files from client operations, such as synchronization.
- **msgtempl.** Stores message files used by the client.
- **objects.** Contains compiled Siebel repository (SRF) files and language-specific files.
- **packager.** Stores files used by the Siebel Packager utility.
- **public.** Contains HTML, ActiveX, Java, and JavaScript files, and image files used by the client.
- **reports.** Contains all report files.
- **sample.** Where the Sample Database is installed.
- **sqltemp.** Contains SQL scripts. Do not modify these files.
- **temp.** Contains working report files.
- **upgrade.** Will contain Siebel Anywhere upgrade files retrieved by the user.
- **webtempl.** Contains Siebel application Web templates.

## Verifying ODBC Data Sources for Siebel Mobile Web Client and Developer Web Client

Based on settings defined in the siebel.ini file for the Siebel client, the client installer creates the ODBC data sources shown in [Table 16 on page 241](#).



By default, these are created as user data sources, which are visible only to the user account under which the Siebel client is installed. If two or more users need to log in using the same Windows client machine, install the client using the SystemDSN parameter instead of the UserDSN parameter in the siebel.ini file.

For each data source name, an optional DSN suffix may be defined to allow multiple DSN instances to be referenced from the siebel.ini file. Using suffixes for multiple DSN instances is required if you will install multiple instances of the Siebel software on the same machine, each of which will access a different data source.

In the data sources shown in [Table 16 on page 241](#), the DSN suffix is represented as *optional\_DSN\_suffix*. In the siebel.ini file, the suffix is specified using the parameter DsnSuffix. Usually, this parameter is set to either *default instance* or *\$(EnterpriseServer)*. If you require additional instances of this DSN to be defined in the siebel.ini file, set this parameter to an appropriate string value for each additional DSN instance.

In [Table 16 on page 241](#), another optional string, the DSN prefix, is represented as *optional\_DSN\_prefix*. The DSN prefix comes before the DSN suffix. The ODBC data sources for the Sample Database and the local database use the values *Samp Db* and *Local Db*, respectively.

For more information about creating custom client installer packages using the Packager utility, see *Going Live with Siebel Business Applications*.

**NOTE:** Make sure to use the ODBC drivers described in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Table 16. Siebel Client ODBC Data Sources

| Data Source                                                      | When It Is Used                                                                      |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| SEAW<br><i>optional_DSN_prefix</i><br><i>optional_DSN_suffix</i> | For IBM DB2 installations only (Developer Web Client), connects to the DB2 database. |
| SEAW Local Db<br><i>optional_DSN_suffix</i>                      | Connects to the local database (SQL Anywhere).                                       |
| SEAW Samp Db<br><i>optional_DSN_suffix</i>                       | Connects to the Siebel Sample Database (SQL Anywhere).                               |

Table 16. Siebel Client ODBC Data Sources

| Data Source                                                      | When It Is Used                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SEAW<br><i>optional_DSN_prefix</i><br><i>optional_DSN_suffix</i> | For Microsoft SQL Server installations only (Developer Web Client), connects to the Microsoft SQL Server database.                                                                                                                                                                                                                                                                   |
| SEAW<br><i>optional_DSN_prefix</i><br><i>optional_DSN_suffix</i> | <p>For Oracle installations only (Developer Web Client), connects to the Oracle database.</p> <p>This data source is used only by the Siebel administrator when creating Siebel Anywhere upgrade kits.</p> <p>This data source must include the following settings, which are specified in the applicable registry entry:</p> <p>ColumnsAsChar = 1<br/>ColumnSizeAsCharacter = 1</p> |

## Logging in to Your Siebel Application

This topic provides basic instructions for logging in to your Siebel application through these Siebel client types:

- Siebel Developer Web Client
- Siebel Mobile Web Client
- Siebel Web Client

Before logging in, review requirements described in this guide or related documents. Also note the following issues:

- User rights to read and write in Siebel client installation directories are required for running the Siebel Mobile Web Client or Developer Web Client.

For information on setting user rights, consult the operating system manuals for the version of Microsoft Windows on which the application is installed.

- After the Siebel Database has been installed, users will be unable to use the Siebel application until the license key for a base Siebel application has been entered into the Siebel Database.

You enter license keys initially by using the Siebel Developer Web Client or Siebel Tools Client. Additional licenses or licenses for optional modules can be entered subsequently using the Siebel Web Client, Siebel Developer Web Client, or Siebel Tools Client.

**NOTE:** You can find license key information for your Siebel Business Applications products at Oracle's license codes site. For details, see <http://licensecodes.oracle.com/siebel.html>. See also *Siebel Applications Administration Guide*.

- The user name and password used to log in to Siebel applications must be those of an employee with a valid position and division defined in the Siebel Database. You must log in to the Siebel applications (using the Server database option in the login screen) as the Siebel administrator before anyone else can log in. Log in using the SADMIN user name or using other credentials as defined by your database administrator. Then you or other administrators can set up more users as employees with defined positions and responsibilities and other settings suitable for your access control policies.

For more information on setting up employees, see *Siebel Security Guide*.

- The Web browser must be correctly configured to run the Siebel application. High-interactivity and standard-interactivity applications have different requirements. High-interactivity applications can use the client health check feature to verify that requirements have been met.

For more information on configuring the browser for high interactivity and standard interactivity, see *Siebel System Administration Guide*. See also *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

- Each Siebel high-interactivity application session must be launched in the browser within its own Internet Explorer process. This requirement stems from the way Siebel applications use browser sessions and manage the session cookie.

Opening a link or shortcut that launches a Siebel application in a new window is not supported, because the new window runs in the same browser process as the original browser window. The application URL can be directly pasted into the address field, or a link or shortcut can be opened in the same browser window—as long as the target window does not share the process with another browser window. If you use browser scripts, it is not supported to launch the application using the `window.open` method. Using the `window.location.href` method is allowed, however.

### **To log in to your Siebel application using the Siebel Developer Web Client**

- 1 Double-click one of the Siebel shortcuts in the program folder, such as Siebel Call Center.
- 2 Log in using a valid user ID and password.
- 3 Specify the Server database and click OK.

**NOTE:** The first time you log in to the Server database, you are prompted to enter your site's license key number. You can find license key information for your Siebel Business Applications products at Oracle's license codes site. For details, see <http://licensecodes.oracle.com/siebel.html>. See also *Siebel Applications Administration Guide*.

- 4 Enter your license key number in the dialog box that appears and click OK.

If you see a warning message dialog box, click OK, and then enter your license key number in the dialog box that appears.

**NOTE:** If you need to access license keys at a later time, such as to enter additional license keys, you can do so from the License Keys view. To access this view, navigate to Administration - Application, then License Keys.

### **To log in to your Siebel application using the Siebel Mobile Web Client**

- 1 Double-click one of the Siebel shortcuts in the program folder, such as Siebel Call Center.

2 Log in using a valid user ID and password.

3 Specify the Local database and click OK.

**NOTE:** When logging in to a local database for the first time, users are automatically prompted to connect to the Siebel Server and download the local database. Users must attempt this only after a local database has been extracted for them.

For more information on Siebel Remote and extracting local databases, see *Siebel Remote and Replication Manager Administration Guide*.

### *To log in to your Siebel application using the Siebel Web Client*

1 Open your Web browser.

2 Go to the URL for your Siebel application.

3 Log in using a valid user ID and password.

The Siebel application you are connecting to is already configured to work with a specific database. You do not need to specify a database to connect to.

## Siebel Client Shortcuts and Start-Up Options

This topic provides information about the shortcuts installed in the Siebel program folder when you install the Siebel client, and about command-line options used in these shortcuts.

It also provides information about creating custom shortcuts to access Siebel applications using demo users other than those specified in the predefined shortcuts installed with the Siebel Sample Database.

For lists of demo users provided with the Siebel Sample Database, by Siebel application, see *Siebel Demo Users Reference*.

## Siebel Client Shortcuts

The Siebel client and Sample Database installers create shortcuts in the Siebel program folder for the modules you have installed. For Siebel applications, separate shortcuts are installed for each installed language. Which shortcuts are installed depends on your installation choices and is also subject to the settings in the siebel.ini file. Most shortcuts are installed in the program group; some are installed in the start-up group.

For information about customizing the shortcuts, see [“Siebel Client Start-Up Options” on page 246](#).

Siebel application shortcuts installed by the client installer are listed here. When you run a shortcut to start a Siebel application, you can connect to the Siebel Database (for LAN-connected users of the Siebel Developer Web Client), to an initialized local database on the local machine (for Mobile Web Client), or to the Sample Database on the local machine (if it has been installed). The Demo application shortcuts connect to the Sample Database using predefined demonstration users.

Each application shortcut loads the Siebel configuration file for that application—for example, Siebel Call Center uses the file `uagent.cfg`.

### Siebel Application Shortcuts

The following are the Siebel application shortcuts installed in the Siebel client program group for Siebel Business Applications. Different application shortcuts are installed for Siebel Industry Applications. All Demo applications use the Sample Database.

- **Siebel Call Center**
- **Siebel Call Center Demo**
- **Siebel Employee Relationship Management Administration**
- **Siebel Employee Relationship Management**
- **Siebel Employee Relationship Management Demo**
- **Siebel Marketing**
- **Siebel Marketing Demo**
- **Siebel Partner Manager**
- **Siebel Partner Manager Demo**
- **Siebel Partner Portal**
- **Siebel Sales**
- **Siebel Sales Demo**
- **Siebel Service**
- **Siebel Service Demo**

### Utility and Synchronization Program Shortcuts

The following are additional shortcuts installed in the Siebel client program group for Siebel Business Applications. These shortcuts run utilities such as Siebel Packager or synchronization programs. Additional synchronization shortcuts are installed for Siebel Industry Applications handheld products.

- **Siebel Packager.** Starts the Siebel Packager utility. For more information, see *Going Live with Siebel Business Applications*.
- **Siebel Patch Utility.** Starts the Siebel Patch utility (`siebpatch.exe`). For more information, see *Siebel Anywhere Administration Guide*.
- **Siebel Remote.** Starts the Siebel Remote stand-alone synchronization program (`siebsync.exe`). For more information, see *Siebel Remote and Replication Manager Administration Guide*.
- **Siebel TrickleSync.** Starts the Siebel TrickleSync program (`autosync.exe`). This shortcut is created in both the program group and the start-up group. For more information, see *Siebel Remote and Replication Manager Administration Guide*.
- **Siebel Sales Handheld Sync.** Starts the Siebel Sales Handheld Sync synchronization program (`syncmanager.exe`).

- **Siebel Service Handheld Sync.** Starts the Siebel Service Handheld Sync synchronization program (syncmanager.exe).

## Siebel Client Start-Up Options

The application shortcuts described in [“Siebel Client Shortcuts” on page 244](#) run an executable program called siebel.exe, followed by various start-up options. For example, the shortcut for Siebel Call Center - ENU may be defined as shown in the following example (depending on your installation location). For this example, the only option used is /c, to specify the configuration file.

```
"C:\Program Files\Siebel\8.0\web client\BIN\siebel.exe" /c CFG_FILE_PATH\uagent.cfg
```

The Demo application shortcuts also specify the Sample Database and user and password information. For example, the shortcut for Siebel Call Center Demo - ENU may be defined as shown in the following:

```
"C:\Program Files\Siebel\8.0\web client\BIN\siebel.exe" /c CFG_FILE_PATH\uagent.cfg
/d sample /u CCHENG /p CCHENG
```

In the preceding examples, *CFG\_FILE\_PATH* represents the full path to the configuration file, using the MS-DOS “8.3” file-naming convention. This file is located in BIN\LANGUAGE in the *SIEBEL\_CLIENT\_ROOT* directory, such as BIN\ENU for U.S. English.

For example, the actual target definition for the Siebel Call Center - ENU shortcut may resemble the following example:

```
"C:\Program Files\Siebel\8.0\web client\BIN\siebel.exe" /c
"C:\PROGRA~1\SIEBEL~1\8.0\WEBCLI~1\bin\ENU\uagent.cfg"
```

The siebel.exe program may also be run from an MS-DOS window. In this case, the start-up options may be entered directly on the command line. For information about creating custom shortcuts, see [“Creating Custom Siebel Application Shortcuts” on page 247](#).

The available start-up options are described in [Table 17 on page 246](#).

Table 17. Siebel Client Start-Up Options

| Start-Up Option       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| /c <i>config_file</i> | Required. Specifies the path and file name for the configuration file to use, such as siebel.cfg for Siebel Sales or uagent.cfg for Siebel Call Center.                                                                                                                                                                                                                                                                                                                   |
| /d <i>data_source</i> | Specifies the data source to connect to, as defined in the configuration file. The Demo shortcuts specify “/d sample” to access the Sample Database. <ul style="list-style-type: none"> <li>■ If you do not use /u and /p to specify a valid Siebel user, and do not use /d to specify a valid data source, then you can specify the data source from the login screen.</li> <li>■ If you use /u and /p but do not use /d, then the local database is assumed.</li> </ul> |

Table 17. Siebel Client Start-Up Options

| Start-Up Option       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>/l language</i>    | <p>Specifies the three-letter code for the language to use for this client session, such as ENU for U.S. English. The applicable Language Pack must have been installed for the client.</p> <p>If you do not use <i>/l</i> to specify a valid language, the language is obtained from the configuration file.</p>                                                                                                                                                                                                                                                                                                                                                                                          |
| <i>/u username</i>    | <p>Specifies the user name. The Demo shortcuts specify predefined demo users using <i>/u</i> and <i>/p</i> options.</p> <p>If you do not use <i>/u</i> and <i>/p</i> to specify a valid Siebel user, you must log in from a login screen.</p> <p>For lists of demo users provided with the Siebel Sample Database, by Siebel application, see <i>Siebel Demo Users Reference</i>.</p> <p><b>CAUTION:</b> Security issues must be considered in using <i>/u</i> and <i>/p</i> options (in particular <i>/p</i>) to access a live production system. These values are not encrypted.</p>                                                                                                                     |
| <i>/p password</i>    | Specifies the password for the user specified using <i>/u</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <i>/cti sim</i>       | Runs the Communications Simulator. Use this option with predefined Demo shortcuts that specify it, such as Siebel Call Center Demo. For more information, see <i>Siebel Communications Server Administration Guide</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <i>/b browser_exe</i> | <p>Specifies the path and file name for the browser executable program to use for the Siebel client session.</p> <p>The <i>/b</i> option is needed only if a browser that is not supported for the Siebel application is currently the default browser. For example, if you are running a high-interactivity application, such as Siebel Call Center, you must use a supported version of Microsoft Internet Explorer. If this browser is not the default browser, use <i>/b</i> to specify the browser explicitly.</p> <p>For more information about supported browsers for Siebel Business Applications, see <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network.</p> |
| <i>/s spool_file</i>  | Specifies spooling SQL to a specified output file. This option may be useful for troubleshooting purposes. For more information, see <i>Siebel Performance Tuning Guide</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## Creating Custom Siebel Application Shortcuts

If you need to customize the Siebel Business Applications shortcuts described in “[Siebel Client Shortcuts](#)” on page 244, you can do so by modifying shortcut properties, and changing the value for the Target field. Generally, rather than modifying existing shortcuts or creating them from scratch, it may be best to copy existing ones and rename and modify the copies.

You must observe the following requirements for creating or modifying shortcuts:

- Do not modify the location displayed in the shortcut property labeled *Start in*. Doing so may cause problems when the Upgrade Wizard is run.
- When defining the Target value for a shortcut, follow the guidelines for using the options described in [“Siebel Client Start-Up Options” on page 246](#).

The Siebel Sample Database, which is accessed by using one of the Demo shortcuts described in [“Siebel Client Shortcuts” on page 244](#), contains many predefined demo users. For example, CCHENG is the demo user for the Siebel Call Center Demo shortcut. Many other demo users are available in the Sample Database that are not represented in the existing Demo shortcuts. Each demo user is intended to illustrate a particular Siebel application as it would appear for a user with certain predefined responsibilities.

For lists of demo users provided with the Siebel Sample Database, by Siebel application, see *Siebel Demo Users Reference*.

For more information about users and responsibilities, see the access control content in *Siebel Security Guide*.

### **To view all available responsibilities**

- Navigate to Administration - Application, then Responsibilities.

## Using Siebel QuickStart with the Siebel Mobile Web Client

Siebel QuickStart is an application feature for the Siebel Mobile Web Client that, when enabled, preloads the Siebel application on a mobile user's machine at start-up, reducing the time required to launch the client. Siebel QuickStart is enabled and loaded for the first time from the Siebel application login screen. If it is enabled, it affects all subsequent login and Siebel application sessions for the same application.

Siebel QuickStart has two main components:

- **Siebel QuickStart agent.** The agent represents the Siebel application that is preloaded when the user logs into Windows, or that remains loaded after logging out of the application.
- **Siebel QuickStart Service.** This Windows service launches the QuickStart agent when the user logs into Windows. This service runs automatically by default. If the user selected Enable Siebel QuickStart in the login screen in a previous Siebel application session (and in a previous Windows session), the service launches the Siebel QuickStart agent to preload the Siebel application.

**NOTE:** Siebel QuickStart can be used with the Siebel Mobile Web Client when connecting to the local database only. It does not apply to the Sample Database, and it does not apply to the Siebel Web Client or Developer Web Client.

Siebel QuickStart applies to subsequent instances of the same type of Siebel application session—running the same application as the same user and with the same start-up options. Before enabling Siebel QuickStart for a different type of Siebel application session, users must disable Siebel QuickStart for an existing application session.



The speed increase provided by QuickStart does not take effect on the initial Siebel login. Subsequent logins of the same type of Siebel application session benefit from QuickStart, until the user disables QuickStart.

The Windows service Siebel QuickStart Service shuts down during the application session, to conserve resources. The service restarts the next time Windows is restarted. The QuickStart agent remains running during the Windows session unless the user has disabled QuickStart, as described in this topic. The QuickStart agent runs under the Local System account and stays running even if the user logs out of Windows and logs back in again, unless the user has logged out of the Siebel application and disabled QuickStart from the Siebel icon in the system tray.

If Siebel QuickStart (agent) is enabled but the Windows service Siebel QuickStart Service is disabled, the Siebel application remains loaded after the user exits the application, providing quick access when the user relaunches the application. However, if the user logs out of Windows, the Siebel application does not preload when the user logs back in to Windows.

The QuickStart agent runs, and remains running at least for the rest of the user's Windows session, in the following Siebel Mobile Web Client usage cases—unless the user disables QuickStart or logs out of the Siebel application. All cases apply only when Siebel QuickStart Service is set to either Automatic or Manual.

- After the user has launched the Siebel application for the first time and initialized the local database.
- After the user has launched the Siebel application by supplying login credentials from the command line.
- After the user has launched the Siebel application and checked Enable QuickStart in the login screen.
- After the user has logged into Windows when Enable QuickStart was specified in a previous Siebel application session (and in a previous Windows session).

Siebel QuickStart stores the encrypted Siebel user name and password in the file `mwc_storage.cfg`, located in `SIEBEL_CLIENT_ROOT\bin`. Do not modify this file yourself. For more information about the encryption used in this file, see *Siebel Remote and Replication Manager Administration Guide*.

## Enabling and Disabling Siebel QuickStart

Instructions are provided in the following procedures for enabling and disabling Siebel QuickStart agent and the Windows service Siebel QuickStart Service.

### To enable Siebel QuickStart

- 1 Start a Siebel application with the Mobile Web Client and the local database. For example, double-click the shortcut for Siebel Call Center for your applicable language.
- 2 In the Siebel login screen, check the Enable Siebel QuickStart check box, and log in.

The QuickStart agent is loaded into memory for the rest of the Windows session, and is loaded again when the user logs into Windows subsequently, unless the user disables it. If you disable the service Siebel QuickStart Service, the agent stays loaded into memory for the rest of the Windows session only.

### *To disable Siebel QuickStart from the login screen*

- 1 Start a Siebel application with the Mobile Web Client. For example, double-click the shortcut for Siebel Call Center for your applicable language.
- 2 In the Siebel login screen, clear the Enable Siebel QuickStart check box (if it is checked), and log in.

The QuickStart agent is not loaded for this Siebel application session, and does not load subsequently unless it is explicitly specified. You may also choose to disable the service Siebel QuickStart Service.

### *To disable Siebel QuickStart from the system tray*

- Right-click the Siebel icon in the system tray and select Disable On Startup. This option is available only if the Siebel application is not running, or was not started using QuickStart.

The QuickStart agent exits. The agent does not load subsequently unless it is explicitly specified. You may also choose to disable the service Siebel QuickStart Service.

### *To disable the Windows service Siebel QuickStart Service*

- 1 Navigate to Control Panel, Administrative Tools, then Services.
- 2 Select Siebel QuickStart Service and click Action, then Properties.
- 3 Change the startup type for this service from Automatic to Disabled.

The service Siebel QuickStart Service will no longer run automatically when you log in. If you want to reenable it, change the startup type back to Automatic.

## **Options for the Siebel Icon in the System Tray**

When the Siebel application is running or the QuickStart agent is loaded, an icon appears in the system tray. Right-clicking this icon displays several choices:

- **Exit.** Exits the QuickStart agent for the current Windows session. This option is available only when the QuickStart agent is loaded and the Siebel application is *not* running. If QuickStart is enabled, the agent loads again the next time the user starts the Siebel application the same way, or starts Windows.
- **Disable On Startup.** Disables Siebel QuickStart the next time the user starts the Siebel application or starts Windows. Also exits the QuickStart agent, in the manner described in the previous topic. This option is available only when the QuickStart agent is loaded and the Siebel application is not running or was not started using Siebel QuickStart Service. This option also disables Siebel QuickStart Service.
- **About.** Displays information about Siebel applications. This option is available when the Siebel application or the QuickStart agent are running, or both.
- **Help.** Displays *Siebel Online Help*. This option is available when the Siebel application or the QuickStart agent are running, or both.

## Using View Precaching with Siebel QuickStart

When the QuickStart agent is loaded, views specified using the parameters in the [Preload] section of the configuration file, such as `siebel.cfg`, are preloaded (precached) during start-up of the Siebel application. In subsequent application sessions, navigating to a precached view is faster.

In the [Preload] section, specify the names of the views to be precached as the values for configuration parameters named `View1`, `View2`, and so on.

For more information about specifying configuration file parameters, see *Siebel System Administration Guide*.

## QuickStart and AutoStopDB Configuration Parameter

When you are using Siebel QuickStart, you may also decide to set the configuration parameter `AutoStopDB` to `FALSE` for the local database. Both of these features have a similar performance benefit when the Siebel application is started and exited multiple times within the same Windows session.

The `AutoStopDB` parameter is specified in the [Local] section of the application configuration file, such as `uagent.cfg` for Siebel Call Center. For more information, see *Siebel System Administration Guide*.



# 10 Installing Siebel Tools

This chapter explains how to install Siebel Tools in a Windows environment. It includes the following topics:

- [“About Siebel Tools” on page 253](#)
- [“Process of Installing Siebel Tools” on page 253](#)
- [“Requirements for Siebel Tools Installation” on page 254](#)
- [“Installing the Siebel Tools Client” on page 255](#)
- [“Postinstallation Tasks for Siebel Tools” on page 258](#)

For the uninstallation procedure, see [“Uninstalling Siebel Tools” on page 298](#).

## About Siebel Tools

Siebel Tools is an integrated environment for configuring Siebel applications. When you install the Siebel Tools Client, as described in this chapter, the Siebel Business Rules Developer is also installed.

For more information about Siebel Tools and the Siebel Business Rules Developer, see the following books on *Siebel Bookshelf*:

- *Using Siebel Tools*
- *Configuring Siebel Business Applications*
- *Siebel Business Rules Administration Guide*

## Process of Installing Siebel Tools

The Siebel Tools installation process has multiple tasks that you perform in the following sequence:

- 1 Verify installation requirements. See [“Requirements for Siebel Tools Installation” on page 254](#).
- 2 Install Siebel Tools. See [“Installing the Siebel Tools Client” on page 255](#).
- 3 Perform postinstallation tasks. See [“Postinstallation Tasks for Siebel Tools” on page 258](#).
  - a Connect to the Siebel Database and enter the license key. See [“Verifying Successful Installation of Siebel Tools” on page 258](#).
  - b Verify the installation directory structure. See [“Verifying the Siebel Tools Directory Structure” on page 259](#).
  - c Verify read/write access to the Siebel Tools directories. See [“Verify Read/Write Access to Siebel Tools Directories” on page 260](#).
  - d Verify ODBC data sources. See [“Verify Siebel Tools ODBC Data Sources” on page 261](#).

# Requirements for Siebel Tools Installation

Before you install Siebel Tools, check the following requirements:

- Your client platform must meet the requirements defined in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- You must have all the third-party software required for your implementation installed, including the database connectivity software for your chosen RDBMS. See *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- You must have installed and configured the Siebel Enterprise Server software, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)
- You must have created the Siebel Database and installed the Siebel schema and seed data, as described in [Chapter 3, “Configuring the RDBMS,”](#) and [Chapter 7, “Configuring the Siebel Database.”](#) This database stores the Siebel Tools project repositories.

A local database can also be initialized for each developer user, as applicable. For more information, see *Configuring Siebel Business Applications* and *Using Siebel Tools*.

**NOTE:** The Siebel Tools Client can also access demonstration data in the Siebel Sample Database, which you can install with the Siebel Mobile Web Client. For more information, see [“Installing the Siebel Sample Database” on page 235 and related topics.](#)

- For Microsoft SQL Server deployments, the correct version of Microsoft Data Access Components (MDAC) and Microsoft SQL Native Client (SNAC) must be installed before you install the Siebel Tools Client. For version information, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

The Siebel Tools Client uses these drivers, but creates its own ODBC data source during installation. Record this data source on the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)

- To create system data sources, you must modify the SystemDSN parameter in the siebel.ini file before running the Siebel Tools installation. For information about how to modify the SystemDSN parameter in the siebel.ini file, see [“Verifying ODBC Data Sources for Siebel Mobile Web Client and Developer Web Client” on page 240.](#)
- The sort order for the Siebel Database for development environments must be set to binary. If it is set otherwise, you cannot compile or merge repositories.
- The Siebel Business Rules Developer, which is based on the HaleyAuthority product from Haley Systems, is installed by default with Siebel Tools. It can be excluded from an installation if you choose the Custom install type and deselect the Siebel Business Rules Developer option. *You cannot add Siebel Business Rules Developer later to an existing installation of Siebel Tools.* You must install a new instance of Siebel Tools that includes Siebel Business Rules Developer.
- Only one instance of the Siebel Business Rules Developer can be installed on a machine at the same time. *If Siebel Tools was previously installed with Siebel Business Rules Developer, do not attempt to install another instance of Siebel Tools with Siebel Business Rules Developer on the same machine.*

- After you have installed Siebel Tools with the Siebel Business Rules Developer, the Add or Remove Programs panel lists the underlying HaleyAuthority product as a separate item. It is recommended to use this option if you need to uninstall the HaleyAuthority product, whether or not you are also uninstalling Siebel Tools. See also [“Uninstalling Siebel Tools” on page 298](#).
- Administrative rights are required for installation or uninstallation of the Siebel Tools Client. For information on setting administration rights, consult the operating system manuals for the version of Microsoft Windows on which you are installing the Siebel client software.

For information about uninstalling Siebel Tools Client software, see [“Uninstalling Siebel Tools” on page 298](#).

## Installing the Siebel Tools Client

This topic describes how to install the Siebel Tools Client.

**NOTE:** The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide on My Oracle Support*. See also [“About Installing Siebel Releases” on page 21](#).

### To install Siebel Tools

- 1 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to *Siebel\_Image\Windows\Client\Siebel\_Tools*.

where:

- *Siebel\_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel\_Install\_Image\8.0.0.0.
- 2 Double-click *install.exe* to start the Siebel Tools Client installer.  
The Choose Setup Language screen appears.
  - 3 Select the language in which you would like to run the installer.  
The default installation language is the one that corresponds to the current language of the operating system.
  - 4 If you have an existing Siebel Tools installation, you can choose to add Language Packs to this installation. If you do not have an existing installation, go to the next step.
    - If you are installing a new instance of the Siebel Tools client, click Next.
    - If you are adding languages to an existing Siebel Tools installation:
      - Select the check box next to the line identifying the existing installation to which you are adding languages, then click Next.
      - Select the check box next to each language you are installing, then click Next.
      - Proceed to [Step 7 on page 256](#).

The Welcome screen appears.

5 Click Next to proceed.

6 On the Setup Type screen, perform the following:

a Choose the type of installation to execute from the following options:

- ❑ **Typical.** Installs all Siebel Tools components. This option is recommended for most users. This option does not install the report source code which is required for creating custom reports.
- ❑ **Compact.** Installs all modules except the help files and report source code.
- ❑ **Custom.** Lets you customize your installation by choosing among different components. Total required disk space is shown for all selected options, along with the available space on the target drive. This option is recommended for experienced administrators only. If you want to create custom reports you must perform a custom setup and check the report source code component.

**NOTE:** A warning appears if there is insufficient disk space to install Siebel Tools on the target drive. In this case, you must free some disk space before continuing with the installation.

b Select a destination directory and click Next.

By default, setup installs in the directory C:\Program Files\Siebel\8.0\Tools. If desired, you may choose a different drive for installation by clicking Browse. If you specify a directory other than C:\Program Files\Siebel\8.0\Tools, make the appropriate substitutions as you read this chapter.

The Siebel Business Rules Developer is installed in the Rules subdirectory.

**CAUTION:** Do not install Siebel Tools in the same directory as the Siebel client. Doing so may cause memory conflicts and program crashes.

The Choose Languages screen appears.

7 Select the language you want to install and click Next.

**NOTE:** Siebel Tools must be installed with the U.S. English (ENU) Language Pack. If you need to customize non-ENU reports, you can install other Language Packs as well. The files specific to the languages chosen in this step are copied to your workstation.

The Server Database screen appears.

8 Select the database client and server, and click Next.

**NOTE:** The installer checks that the prerequisite database software is installed on the machine. If it is not, the installer will not proceed.

The File System Server Information screen appears.

9 Type the Siebel File System directory path. Use either the UNC name of the Siebel File System directory or a drive letter mapped to it.

The Remote Server Information screen appears.



- 10** Type the Siebel Remote Server host name (network name or the machine name) to which this client will connect.

Record the information you provided in [Step 9 on page 256](#) and [Step 10 on page 257](#) in your copy of the worksheet in [Appendix A, "Deployment Planning Worksheet."](#)

The Database Information screen appears.

- 11** Specify the database identification in the worksheet in [Appendix A, "Deployment Planning Worksheet."](#)

**NOTE:** For a development environment database, make sure you are using binary sort order. For details, see the guidelines for selecting a language for your RDBMS, in [Chapter 3, "Configuring the RDBMS."](#)

■ **Oracle**

- **Database Alias.** Type the connect string for your Siebel Database, as recorded in the worksheet.
- **Table Owner.** Type the name of the database account that owns the Siebel tables, as recorded in the worksheet.

■ **DB2 UDB**

- **Database Alias.** Type the database alias for your Siebel Database, as recorded in the worksheet.
- **Table Owner.** Type the name of the database account that owns the Siebel tables, as recorded in the worksheet.

■ **Microsoft SQL Server**

- **Database Server Hostname.** Type the server name for your Database Server (RDBMS), as recorded in the worksheet.
- **Database Instance Name.** Type the name of the database owner account, as recorded in the worksheet.

**NOTE:** Microsoft SQL Server is case-sensitive; all information must be entered exactly as it exists on the SQL Server database.

- 12** In the Enterprise Server Information screen, specify the address of the Siebel Gateway Name Server and the name of the Enterprise Server to which this Siebel Tools client will connect.

The Gateway Name Server Address is the network name or the IP address of the machine on which the Siebel Gateway Name Server is installed. To enter a specific port number, append the Gateway Name Server Address string with a colon and the desired port number.

The Enterprise Server name is the name under which the Siebel Servers that support this Siebel Tools client's server database were installed.

- 13** Select the program folder where you want the Siebel Tools icons to be installed. The default is Siebel Tools 8.x. If you want to change the default, you have the following options:

- Select a folder from the list.
- Type in a new program folder name.

Clicking Next in this step initiates file transfer. The setup program copies files to the local hard disk. A status bar in the Setup Status dialog box indicates the progress of the installation.

The Event Log dialog box appears after the installer starts copying files. It describes the steps the installer completes during your Siebel Tools installation.

A message appears, stating that language files are being installed.

The installer completes the installation and displays the Event Log screen.

- 14 Review the information on this screen and in the file SSD8.0\_setup.log, created in the Siebel Tools installation directory. If necessary, take appropriate action to address the errors and rerun the installation. Otherwise, click Next to complete the installation.

## Postinstallation Tasks for Siebel Tools

Perform the following tasks after running the Siebel Tools installation program:

- “Verifying Successful Installation of Siebel Tools” on page 258
- “Verifying the Siebel Tools Directory Structure” on page 259
- “Verify Siebel Tools ODBC Data Sources” on page 261

## Verifying Successful Installation of Siebel Tools

Verify that installation was successful by connecting to the Siebel Database and entering your license key for Siebel Tools.

### *To verify that the installation completed successfully*

- 1 Start Siebel Tools and log on to the Siebel Database.

The first time you log on, the system prompts you to enter a license key number, if you have not done so already.

**NOTE:** You can find license key information for your Siebel Business Applications products at Oracle's license codes site. For details, see <http://licensecodes.oracle.com/siebel.html>. See also *Siebel Applications Administration Guide*.

- 2 If you have not yet done so, type your license key number in the dialog box that appears, and click OK.

## Verifying the Siebel Tools Directory Structure

The following minimum directories are created for the Typical selection for a Siebel Tools installation. These directories, the files and subdirectories they contain, and various other files are created in the directory you specified during the installation, such as D:\Program Files\Siebel\8.0\Tools.

**NOTE:** The objects folder contains the SRF file. Monitoring of any SRF file by virus scanning software may significantly degrade Siebel Tools Client performance. If you have virus scanning software installed on your computers, configure it to skip SRF files. Because these files are binary data files, the risk of virus infection is low, and so excluding these files from scanning is usually acceptable. Alternatively, you may choose to scan SRF files, but less frequently than other files.

|                 |                                                                                                                                                                             |                                            |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <b>adm</b>      | Stores SIF files created in Siebel Tools that are used by Siebel ADM.                                                                                                       |                                            |
| <b>admpkgr</b>  | The ADM packager utility.                                                                                                                                                   |                                            |
| <b>bin</b>      | All binary files (.exe, .dll, .cfg, .dsn, .enu, .bat), configuration files, and user preference files.                                                                      |                                            |
|                 | <i>language</i>                                                                                                                                                             | Language-specific DLL files.               |
|                 | <i>dll</i>                                                                                                                                                                  | Siebel Tools program library files.        |
|                 | <i>bin</i>                                                                                                                                                                  | Siebel Tools binary files.                 |
|                 | <i>exe</i>                                                                                                                                                                  | Siebel Tools executable files.             |
| <b>classes</b>  | Java code files.                                                                                                                                                            |                                            |
|                 | <i>examples</i>                                                                                                                                                             |                                            |
|                 | <i>examples\src</i>                                                                                                                                                         |                                            |
|                 | <i>examples\src\com</i>                                                                                                                                                     |                                            |
|                 | <i>examples\src\com\siebel</i>                                                                                                                                              |                                            |
|                 | <i>examples\src\com\extra</i>                                                                                                                                               |                                            |
|                 | <i>examples\src\com\integration</i>                                                                                                                                         |                                            |
|                 | <i>examples\src\com\integration\mq</i>                                                                                                                                      | Examples of Java code files.               |
|                 | <i>examples\src\com\integration\servlet</i>                                                                                                                                 | Examples of Java code files.               |
| <b>ddktempl</b> | Dynamic Developer Kit (DDK) files. For more information, see <i>Siebel Web UI Dynamic Developer Kit Guide</i> .                                                             |                                            |
| <b>help</b>     | Siebel Tools help files.                                                                                                                                                    |                                            |
|                 | <i>language</i>                                                                                                                                                             | Help files for the language you installed. |
| <b>local</b>    | The local, extracted database.                                                                                                                                              |                                            |
|                 | <i>files</i>                                                                                                                                                                | Local file attachments.                    |
|                 | <i>inbox</i>                                                                                                                                                                | Not used for Siebel Tools.                 |
|                 | <i>outbox</i>                                                                                                                                                               | Not used for Siebel Tools.                 |
| <b>locale</b>   | Text files for installed languages containing product version information.                                                                                                  |                                            |
| <b>log</b>      | Log files from Siebel Tools operations.                                                                                                                                     |                                            |
| <b>msgtempl</b> | Message files.                                                                                                                                                              |                                            |
| <b>objects</b>  | Location of the siebel.srf file, the compiled definition file used by Siebel Tools. Also the default location for SRF files created using the Siebel Tools object compiler. |                                            |

|                 |                                                                                                                                                                                                                                                                   |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>public</b>   | HTML and graphics files for uploading and cascading style sheet files.                                                                                                                                                                                            |
| <b>reports</b>  | Location of all report files.                                                                                                                                                                                                                                     |
|                 | <i>language</i> Version for the language you installed.                                                                                                                                                                                                           |
| <b>reppatch</b> | Location of the XML files used by the maintenance update wizard. All log files generated by the maintenance wizard are also created under reppatch\log.<br><br>The same folder is used for configuration of the postupgrade wizard rules and log file generation. |
| <b>rule</b>     | Location where Siebel Business Rules Engine is installed.                                                                                                                                                                                                         |
| <b>sample</b>   | Location where the Sample Database (sse_samp.dbf) is installed, if you installed it.<br>files Where the sample file attachments are installed.                                                                                                                    |
|                 | inbox Not used for Siebel Tools.                                                                                                                                                                                                                                  |
|                 | outbox Not used for Siebel Tools.                                                                                                                                                                                                                                 |
| <b>scripts</b>  | Location of Java scripts.                                                                                                                                                                                                                                         |
| <b>sqltempl</b> | SQL statement fragments used by certain Siebel Tools operations.                                                                                                                                                                                                  |
| <b>temp</b>     | Temporary working area.                                                                                                                                                                                                                                           |
| <b>upgrade</b>  | Not used for Siebel Tools.                                                                                                                                                                                                                                        |
| <b>webtempl</b> | Location of Siebel Web Template (.swt) files.                                                                                                                                                                                                                     |

## Verify Read/Write Access to Siebel Tools Directories

After installing Siebel Tools, verify that the Siebel Tools user has sufficient permissions to read and write data to the Tools directory.

### *To verify permission settings*

- 1 Select the Siebel Tools root directory and right-click on it.
- 2 Choose Properties and go to the Sharing tab.
- 3 Make sure the Siebel Tools user has read/write access.

In addition, in user account properties, the Siebel Tools user must not be defined as a restricted user in the group membership section.

## Verify Siebel Tools ODBC Data Sources

The Siebel Tools installer creates the ODBC data sources described in [Table 18 on page 261](#). By default, these are created as system data sources, which are visible to all user accounts on the machine where Siebel Tools is installed.

Table 18. Siebel Tools ODBC Data Sources

| Data Source                   | Use                                                      |
|-------------------------------|----------------------------------------------------------|
| SSD Local Db default instance | Connects to the local SQL Anywhere database.             |
| SSD                           | Connects to the DB2 database.                            |
| SSD default instance          | Connects to the Microsoft SQL Server or Oracle database. |

For Oracle, verify that the following registry keys are set as shown. These values are required in order for the ODBC driver to behave correctly.

PacketSize = 0  
EnableScrollableCursors = 0  
ColumnsAsChar = 1  
ColumnSizeAsCharacter = 1



# 11 Installing Siebel Charts

This chapter describes installation and postinstallation tasks for Siebel Charts for use with Siebel Business Applications. This chapter includes the following topics:

- [“Process of Installing Siebel Charts” on page 263](#)
- [“Installing Siebel Charts” on page 263](#)
- [“Configuring Siebel Charts” on page 264](#)
- [“Changing the Siebel Charts Server Used by Web Clients” on page 265](#)

## Process of Installing Siebel Charts

Siebel Charts, which uses the third-party product NetCharts Server from Visual Mining, provides functionality for generating and displaying charts in Siebel Business Applications.

Installing the Siebel Charts server consists of multiple tasks that you perform in the following sequence:

- 1 Review preinstallation requirements. For general requirements, see [Chapter 2, “Preparing to Install Siebel Business Applications.”](#) See also the *NetCharts Server Installation Guide* by Visual Mining, Inc., on the *Siebel Business Applications Third-Party Bookshelf*.
- 2 Install the Siebel Charts server. See [“Installing Siebel Charts” on page 263](#).
- 3 Configure the Siebel Charts server. See [“Configuring Siebel Charts” on page 264](#).
- 4 (Optional) Change the Siebel Charts server specified for a Web client. See [“Changing the Siebel Charts Server Used by Web Clients” on page 265](#).

## Installing Siebel Charts

You can install Siebel Charts on any server machine that your Siebel Servers can connect to through HTTP. Typically, it is installed on a Siebel Server machine. If Siebel Charts is not installed on a Siebel Server machine, install it on the same subnet as the Siebel Servers. No additional license key is required for Siebel Charts.

**NOTE:** The information in this topic supplements the installation instructions provided by Visual Mining, Inc., which are provided in the *Siebel Business Applications Third-Party Bookshelf*. It is not intended to replace them.

The Siebel Charts server requires that certain ports be available. If these ports are used by any other application, then the Charts server will not start correctly.

Ports that are used by default by the Siebel Charts server are identified below:

- **8001.** This port is used by Web browsers connecting to the Siebel Charts server. This port is specified during installation and can be changed.
- **8002.** This port is used for shutdown requests. The port that is actually used is the port number specified during installation plus one—by default, this is 8001 + 1 (8002).
- **1099.** This port is used for administration console access (using Java RMI).

By default, port 1099 is also used by Siebel Management Server. If you are using both Siebel Management Server and the Siebel Charts server, you must either install them on different machines or specify a different port number when you install and configure Siebel Management Server. For more information about configuring Management Server, see [“Configuring Siebel Management Agent and Siebel Management Server” on page 163](#).

Siebel Charts software is installed with the Siebel Mobile Web Client. The associated Windows service starts automatically when a chart is accessed within the client.

### *To install Siebel Charts*

- 1 Review preinstallation requirements. See *NetCharts Server Installation Guide* by Visual Mining, Inc., on the *Siebel Business Applications Third-Party Bookshelf*.
- 2 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to  
*Siebel\_Image\Windows\Server\_Ancillary\Visual\_Mining\_Netcharts\_Server\language\windows*.

where:

- *Siebel\_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel\_Install\_Image\8.0.0.0.
  - *language* = The three-letter code for the language of your Siebel Business Applications product; for example, enu for U.S. English.
- 3 To start the NetCharts Server installer, double-click NetChartsServer4.6SiebelEdition.exe.
  - 4 As you proceed from screen to screen using the installer, accept all applicable defaults and accept all license agreements.
  - 5 Restart your computer.

## Configuring Siebel Charts

When you configure the Siebel Enterprise, you are prompted to set certain parameters related to communications with the Siebel Charts server (NetCharts).

For instructions on installing and configuring the Siebel Enterprise, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

Following installation of Siebel Charts software, you must configure the Siebel Charts server.



### *To configure Siebel Charts*

- 1 In Windows Explorer, navigate to your installation directory for Siebel Charts; for example:  
D:\Program Files\Visual Mining\NetCharts Server 4.6 Siebel Edition\Server\root\projects
- 2 Create a new subdirectory called Siebel.chart.
- 3 Within the new Siebel.chart subdirectory, create a new file, using Windows Notepad, and type the following three characters in uppercase but without a carriage return:  
CDL
- 4 Save the file as Siebel.cdx.
- 5 Make sure the DefaultChartFont parameter in your configuration file and the Application Default Chart Font parameter for your Application Object Manager component are set to a font that is available on your machine.

## Changing the Siebel Charts Server Used by Web Clients

The installation script prompts for the Siebel Charts server location and provides the default value of the localhost. You can change the Siebel Charts server specified for an Enterprise by using the Server Administration UI after you install client applications.

**NOTE:** Some Siebel Enterprise settings related to using charts can be set initially or modified using the Siebel Configuration Wizard. For more information, see ["Performing Configuration Tasks" on page 144](#).

### *To specify the Siebel Charts server for Web clients*

- 1 Log in as the Siebel Administrator.
- 2 Navigate to Administration - Server Configuration, then Enterprises.
- 3 Click the Profile Configuration view tab.
- 4 Select the named subsystem Server Datasource (ServerDataSrc).
- 5 In the Profile Parameters list at the bottom of the screen, set the value of the parameter DSChartServer to the name of the machine on which you are running the Siebel Charts server. This parameter specifies the Siebel Charts server connect string.

You initially specify the Siebel Charts server connect string when you configure the Siebel Server, as described in [Chapter 6, "Configuring Siebel Enterprise Server and Related Components."](#)

- 6 Set the value of the parameter DSChartImageFormat to png, jpg, or gif. The default is png.

You initially specify the chart image format when you configure the Siebel Server, as described in [Chapter 6, "Configuring Siebel Enterprise Server and Related Components."](#)

**NOTE:** For a Siebel Mobile Web Client, set the equivalent parameter, ChartImageFormat, in the configuration file for the Siebel application, such as uagent.cfg for Siebel Call Center.



# 12 Installing and Configuring in Unattended and Console Modes

This chapter provides instructions for installing without the installation GUI, that is, by using unattended mode or console mode. It includes the following topics:

- [“About Unattended or Console Mode Installation and Configuration” on page 267](#)
- [“Installing and Configuring in Unattended Mode” on page 274](#)
- [“Installing and Configuring in Console Mode” on page 279](#)

## About Unattended or Console Mode Installation and Configuration

For performance, security, or other reasons, you may choose to install the Siebel Business Applications server products using either unattended or console mode, instead of GUI mode. Unattended and console modes can also apply to configuration.

Instructions for installing and configuring in GUI mode are provided in earlier chapters, including [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

See also [“Command-Line Options for Siebel Installers and Wizards” on page 128.](#)

This topic includes the following topics:

- [“Descriptions of Unattended or Console Mode Installation” on page 268](#)
- [“Products for Unattended or Console Mode Installation” on page 268](#)
- [“Combinations of Installation and Configuration Modes” on page 269](#)
- [“About Installation and Configuration Response Files” on page 273](#)

## Descriptions of Unattended or Console Mode Installation

This topic is part of [“About Unattended or Console Mode Installation and Configuration”](#) on page 267.

Descriptions of unattended mode and console mode follow.

- **Unattended mode.** You can use unattended installation mode, sometimes referred to as silent installation mode, for better performance when installing multiple servers. Or, you might use unattended mode if user input during installation is not allowed in your environment, as may be the case in some secure environments.

Unattended installation prepackages all required parameters so that you only need to execute a command to perform installation.

Optionally, you can also perform configuration in unattended mode. If unattended configuration is not set up for a product requiring configuration, then you must launch the Configuration Wizard manually (using GUI mode or console mode) after unattended-mode installation.

**CAUTION:** Unattended installation and configuration provides no feedback or error notification. Therefore, it is vital that you test your settings in a development environment before system-wide deployment in a production environment. It is strongly recommended for you to become thoroughly familiar with GUI installation and configuration for any products for which you intend to perform unattended installation, optionally including unattended configuration.

- **Console mode.** You can use console installation mode for better performance when installing multiple servers, or when installing over a WAN or VPN.

Depending on your environment, installing in GUI mode can use large amounts of bandwidth, which could result in undesirable lag times during GUI installation over WAN or VPN. Console-mode installation provides a text-only user interface that lets you bypass the Java-based GUI.

**CAUTION:** If you perform console-mode installation, you must modify siebel.ini file settings to prevent the Configuration Wizard from launching, or else the installer will hang. After installation, you can manually launch the Configuration Wizard in any applicable mode.

## Products for Unattended or Console Mode Installation

This topic is part of [“About Unattended or Console Mode Installation and Configuration”](#) on page 267.

You can perform unattended or console mode installation for many server-based Siebel products, including those listed below.

You can perform unattended or console mode installation for the products listed below. Configuration-related information in this chapter applies only to these products. The primary focus of this chapter is on Siebel Enterprise Server and Siebel Web Server Extension (SWSE).

- Siebel Enterprise Server

Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector. (Enterprise Server configuration issues discussed in this chapter do not apply to Database Configuration Utilities or EAI Connector.)

- Siebel Web Server Extension (SWSE)
- Siebel Management Agent
- Siebel Management Server (Windows only)

**NOTE:** For Siebel client-based products (such as Siebel Mobile Web Client or Siebel Tools), you must install in GUI mode.

## Combinations of Installation and Configuration Modes

This topic is part of [“About Unattended or Console Mode Installation and Configuration” on page 267](#).

[Table 19 on page 270](#) presents information about possible combinations of installation and configuration modes, and identifies requirements for each combination. Some combinations may be more suitable than others, depending on your needs.

Table 19. Combinations of Installation and Configuration Modes

| Installation Mode | Configuration Mode             | Comments / Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GUI mode          | GUI mode                       | <p>GUI mode is the default method of installing and configuring Siebel Business Applications.</p> <p>GUI installation uses the product's siebel.ini file, either default or edited. <i>(All installation modes require the siebel.ini file.)</i></p> <p>GUI configuration launches automatically after installation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                   | Console mode                   | <p>GUI installation uses the product's siebel.ini file, either default or edited.</p> <p><b>NOTE:</b> Cancel GUI configuration after it launches. Alternatively, edit the product's siebel.ini file before installing to disable launching GUI configuration.</p> <p>Console configuration must be launched manually after installation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                   | Unattended mode (execute mode) | <p>GUI installation uses the product's siebel.ini file, either default or edited.</p> <p><b>NOTE:</b> Cancel GUI configuration after it launches. Alternatively, edit the product's siebel.ini file before installing to disable launching GUI configuration or to configure automatically launching unattended configuration.</p> <p>Unattended configuration requires a configuration response file (XML).</p> <ul style="list-style-type: none"> <li>■ To launch unattended configuration manually after installation, launch the Configuration Wizard in execute mode from the command line, and specify the configuration response file.</li> <li>■ To launch unattended configuration automatically after installation, you must have edited the siebel.ini file to launch the Configuration Wizard in execute mode and specify the configuration response file.</li> </ul> |

Table 19. Combinations of Installation and Configuration Modes

| Installation Mode | Configuration Mode             | Comments / Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Console mode      | GUI mode                       | <p>Console installation uses the product's siebel.ini file.</p> <p><b>NOTE:</b> You must edit the product's siebel.ini file before installing to disable launching GUI configuration.</p> <p>GUI configuration must be launched manually after installation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                   | Console mode                   | <p>Console installation uses the product's siebel.ini file.</p> <p><b>NOTE:</b> You must edit the product's siebel.ini file before installing to disable launching GUI configuration.</p> <p>Console configuration must be launched manually after installation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                   | Unattended mode (execute mode) | <p>Console installation uses the product's siebel.ini file.</p> <p><b>NOTE:</b> You must edit the product's siebel.ini file before installing to disable launching GUI configuration or to configure automatically launching unattended configuration.</p> <p>Unattended configuration requires a configuration response file (XML).</p> <ul style="list-style-type: none"> <li>■ To launch unattended configuration manually after installation, launch the Configuration Wizard in execute mode from the command line, and specify the configuration response file.</li> <li>■ To launch unattended configuration automatically after installation, you must have edited the siebel.ini file to launch the Configuration Wizard in execute mode and specify the configuration response file.</li> </ul> |

Table 19. Combinations of Installation and Configuration Modes

| Installation Mode | Configuration Mode             | Comments / Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unattended mode   | GUI mode                       | <p>Unattended installation requires an installation response file (siebel.ini) you create using the installer's record mode.</p> <p><b>NOTE:</b> Generating the installation response file disables launching GUI configuration.</p> <p>GUI configuration must be launched manually after installation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                   | Console mode                   | <p>Unattended installation requires an installation response file (siebel.ini) you create using the installer's record mode.</p> <p><b>NOTE:</b> Generating the installation response file disables launching GUI configuration.</p> <p>Console configuration must be launched manually after installation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                   | Unattended mode (execute mode) | <p>Unattended installation requires an installation response file (siebel.ini) you create using the installer's record mode.</p> <p><b>NOTE:</b> Generating the installation response file disables launching GUI configuration.</p> <p>Unattended configuration requires a configuration response file (XML).</p> <ul style="list-style-type: none"> <li>■ To launch unattended configuration manually after installation, launch the Configuration Wizard in execute mode from the command line, and specify the configuration response file.</li> <li>■ To launch unattended configuration automatically after installation, you must have edited the siebel.ini file to launch the Configuration Wizard in execute mode and specify the configuration response file.</li> </ul> <p><b>NOTE:</b> For unattended configuration for a product that was just installed, you may need to use a configuration response file you generated from a different product installation session.</p> |



## About Installation and Configuration Response Files

This topic is part of [“About Unattended or Console Mode Installation and Configuration” on page 267](#).

This topic provides background information about installation response files (siebel.ini files) and configuration response files.

### Installation Response Files (siebel.ini Files)

Installers for Siebel Business Applications products read data from a siebel.ini file to control and provide input to the installation. Default files are provided, which are suitable for GUI installation.

Alternatively, you can generate response files for installation, which are siebel.ini files that are automatically set up for use in unattended installations. You generate an installation response file by running the installer in record mode and specifying an output file. Generating the installation response file disables launching the Configuration Wizard in GUI mode for applicable products. When you run an installer in record mode, no actual installation is performed.

Generally, after you run an installer in record mode to generate an updated siebel.ini file, you can use this file to perform unattended installation without making manual edits to the siebel.ini file. However, if you want to launch unattended configuration automatically, you must edit the siebel.ini file to launch the Configuration Wizard in execute mode and to specify the configuration response file to use.

For more information about running the installer in record mode, see [“Command-Line Options for Siebel Installers and Wizards” on page 128](#).

You can also edit the default siebel.ini file used for GUI or console installation. For example, you can edit the file to launch unattended configuration. For console installation, you must edit the default siebel.ini file to disable launching GUI configuration.

For more information about manually editing siebel.ini files, see [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 275](#).

For each product, the siebel.ini file reflects the type of Siebel network image you created, as noted in [“Obtaining Siebel Installation Media Files” on page 75](#). The image type is either Siebel Business Applications (horizontal applications) or Siebel Industry Applications (vertical applications).

If you manually modify a siebel.ini file, do not modify values containing variables. For example, the value \$(Slipstream)=no contains a variable and must not be modified. This value means that the parameter applies if the Siebel product is *not* being installed using slipstream installation. For more information about slipstream installation, see [“About Installing Siebel Releases” on page 21](#) and see the *Siebel Maintenance Release Guide* on My Oracle Support.

**NOTE:** Make a copy of each siebel.ini file you plan to modify, and save it in a unique location that identifies the module it pertains to. Preserve each copy in case you may need it for later reference. This recommendation applies both to generating siebel.ini files using the installer record mode and to manually editing siebel.ini files.

## Configuration Response Files

You can optionally perform unattended configuration (running the Configuration Wizard in execute mode) for applicable products such as Siebel Enterprise Server or Siebel Web Server Extension (SWSE). For example, unattended installation may often be accompanied by unattended configuration.

Unattended configuration uses XML configuration response files. You generate a configuration response file by running the Configuration Wizard in offline mode.

- For unattended configuration you launch manually, you launch the Configuration Wizard in execute mode from the command line and specify the location of the configuration response file.
- For unattended configuration that is launched automatically from unattended installation, the installation response file (siebel.ini) must launch the Configuration Wizard in execute mode and specify the location of the configuration response file. You must manually modify the siebel.ini file to configure this.

For more information about running the Configuration Wizards, including using offline mode and execute mode, see [“About Configuring Siebel Enterprise Server and Related Components” on page 131](#) and related topics.

# Installing and Configuring in Unattended Mode

This topic provides instructions for installing and configuring Siebel products in unattended mode.

Several configuration scenarios are possible with unattended mode installation. Unattended installation may be performed with or without unattended configuration. Unattended configuration may also be invoked from GUI or console installation, or launched from the command line.

Before you begin setting up unattended installation for a Siebel Business Applications product, you must determine your requirements for installation and configuration. Review [“About Unattended or Console Mode Installation and Configuration” on page 267](#). For example, the information presented in [Table 19 on page 270](#) may help you determine your overall process.

See also [“Installing and Configuring in Console Mode” on page 279](#).

## Process of Unattended Installation and Configuration

Unattended installation and configuration requires multiple tasks that you perform in the following sequence:

- 1 [“Generating Installation and Configuration Response Files” on page 275](#).
- 2 (Optional) [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 275](#).
- 3 [“Running Unattended Installation from the Command Line” on page 278](#).
- 4 If unattended configuration is not configured in the siebel.ini file, the overall process also requires launching the Configuration Wizard manually. See [“Launching the Siebel Configuration Wizard” on page 138](#).

## Generating Installation and Configuration Response Files

This topic is part of [“Installing and Configuring in Unattended Mode” on page 274](#).

Before you perform unattended installation for a product, you generate an installation response file. For unattended configuration, you also need to generate a configuration response file.

- To generate an installation response file, run the installer in record mode. You will use the siebel.ini file that is output from this task to perform the unattended installation. By default, the siebel.ini file output from using record mode disables launching the Configuration Wizard.
- To generate a configuration response file, you run the Configuration Wizard in offline mode. You will use the XML file that is output from this task to perform unattended configuration (running the Configuration Wizard in execute mode).

If you want unattended installation to launch unattended configuration automatically, you must make further edits to the siebel.ini file before installing.

For more information about installation response files (siebel.ini files) and configuration response files, see [“About Installation and Configuration Response Files” on page 273](#). See also the information presented in [Table 19 on page 270](#).

## Editing siebel.ini Files for Unattended Installation and Configuration

This topic is part of [“Installing and Configuring in Unattended Mode” on page 274](#).

This topic describes how to edit siebel.ini files for various purposes.

For unattended installation, if you have generated the siebel.ini file (installation response file) using record mode, and you plan to run the Configuration Wizard manually after installation, you can skip this task. The siebel.ini file output from record mode stores settings you made while running the installer, and has the following changes to support unattended installation:

- In the [Dialog] section, all keys are set to no, except the ones beginning with *Uninst*. These settings disable all prompts.
- In the [Behavior] section, the *Silent* key is set to yes. This setting logs all errors instead of displaying them.
- All configuration-related keys are set to no, so the Configuration Wizards will not launch. The procedure below describes how to manually make this change, for console mode installation.

If necessary, you can manually edit portions of the siebel.ini file for the product you are installing.

For example, to automatically launch unattended configuration, then you must modify the siebel.ini file to specify the location of the configuration response file and launch the Configuration Wizard in execute mode.

For console mode installation, you must modify the siebel.ini file to disable configuration.

For Siebel Enterprise Server, for example, the siebel.ini file is located in *Siebel\_Image\Windows\Server\Siebel\_Enterprise\_Server*.

where:

- *Siebel\_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel\_Install\_Image\8.0.0.0.

### To modify the siebel.ini file

- 1 Navigate to the Siebel image location for the current software version. Then navigate to the product directory where the installer and the siebel.ini file are located. Within the Siebel image, the siebel.ini files for Siebel Enterprise Server and SWSE are here:

- **Siebel Enterprise Server.** Windows\Server\Siebel\_Enterprise\_Server\siebel.ini
- **Siebel Web Server Extension.** Windows\Server\Siebel\_Web\_Server\_Extension\siebel.ini

- 2 Make a backup copy of the existing siebel.ini file.
- 3 Using a text editor, modify the siebel.ini file for the product you are installing, to make changes such as those described in the rest of this procedure.

**CAUTION:** When you modify a siebel.ini file, make sure that you enter the correct values, because your entries are not validated by the installer.

- 4 If you want to change the product installation root directory from what is currently defined in the siebel.ini file, locate the [Default ts. Windows] section and set RootDirectory to the desired directory.

**CAUTION:** The path specified must be a network drive mapped to a drive letter. If you attempt to install to a location specified using an unmapped network drive, the installer may be unable to locate files it needs to proceed and may fail.

**NOTE:** If you are installing a full product installation, specify the location where you will install the product. If you are installing a maintenance release (sometimes called a patch release), specify the location of the existing installation to which you are applying the patch. If you are installing a patch, and there are multiple existing installations, also set RootDirectory under [Default ts. Instance] to the instance you are patching. For more information about patch installation, see the *Siebel Maintenance Release Guide* on My Oracle Support.

- 5 If you want to change the products to be installed from what is currently defined in the siebel.ini file, locate the [Default ts. ProductSelection] section and set those products you want to install to yes.
- 6 If you want to change the languages to be installed from what is currently defined in the siebel.ini file, locate the [Default ts. LanguageSelection] section and set the languages you want to install to yes. For example, if you want to install both U.S. English and French, include the following lines:

```
[Default ts. LanguageSelection]
ENU = yes
FRA = yes
```

- 7 For console installation, you must turn off configuration to specify that the Configuration Wizard will *not* be invoked when installation is complete. Locate the relevant sections identified under [RunAfter.Wi ndows] in the siebel.ini file you are updating, and set keys starting with *Config*. (Do not make this change for any other keys.)

**NOTE:** The changes below are not necessary for unattended installation because they are made automatically when you run the installer in record mode to generate the installation response file. For console installation, you must make the changes below. For GUI installation, these changes are optional.

For example, set the following keys:

- Siebel Enterprise Server (where Siebel Management Agent is installed with Siebel Server)

```
[RunAfter.Wi ndows]
ConfigGateway.Wi ndows = no
ConfigServer.Wi ndows = no
ConfigAgent.Wi ndows = no
```

- Siebel Web Server Extension

```
[RunAfter.Wi ndows]
Config.SWSE.Wi ndows = no
```

**NOTE:** After installing, to configure the individual modules controlled by these keys, you must run the Configuration Wizard manually. For details, see [“Launching the Siebel Configuration Wizard” on page 138](#).

- 8 For unattended configuration, locate the relevant sections identified under [RunAfter.Wi ndows] in the siebel.ini file you are updating, and modify the keys shown below. You set these keys to launch the Configuration Wizard in execute mode. For example, set the following keys:

- Siebel Enterprise Server (where Siebel Management Agent is installed with Siebel Server)

```
[ConfigGateway.Wi ndows]
Execute = $(Siebel Root)\gtwysrvr\bin\ssincfgw.exe
Arg = -args MODE=EXECUTE REPEAT=FALSE
IN_RESPONSE_FILE=full_path_to_XML_configuration_response_file
```

```
[ConfigServer.Wi ndows]
Execute = $(Siebel Root)\siebsrvr\bin\ssincfgw.exe
Arg = -args MODE=EXECUTE REPEAT=FALSE
IN_RESPONSE_FILE=full_path_to_XML_configuration_response_file
```

```
[ConfigAgent.Wi ndows]
Execute = $(Siebel Root)\siebsrvr\mgmtagent\bin\ssincfgw.exe
Arg = -args MODE=EXECUTE REPEAT=FALSE
IN_RESPONSE_FILE=full_path_to_XML_configuration_response_file
```

- Siebel Web Server Extension

```
[Config.SWSE.Wi ndows]
Execute = $(Siebel Root)\bin\ssincfgw.exe
Arg = -args MODE=EXECUTE REPEAT=FALSE
IN_RESPONSE_FILE=full_path_to_XML_configuration_response_file
```

## Running Unattended Installation from the Command Line

This topic is part of [“Installing and Configuring in Unattended Mode” on page 274](#).

This topic describes how to run the unattended installation from the command line. After you have confirmed that the siebel.ini files are ready to be used, run the unattended installation from the command line. Before you do so, note the following guidelines:

- You must have a Siebel image created to use for installation. (The default siebel.ini file and the installer software is located in the Siebel image.) For more details on creating a Siebel image, see [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)
- Any data entry error that you make during installation is captured in the installation log file log.txt, located in the *SIEBEL\_ROOT* directory. Consider using the `-l og /ogfi /e` option to create an additional setup initialization log file.
- Optionally, you can configure unattended configuration to be launched by the installer, as described in [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 275](#).

**NOTE:** These instructions are for installing Siebel Enterprise Server or SWSE using unattended mode. Installation in unattended mode of other server products, where applicable, is similar.

**CAUTION:** When using Terminal Services on Microsoft Windows to perform an unattended installation, make sure you set the mode to installation. Otherwise, the install process will not create the Siebel ODBC data source name (DSN) and you will not be able to bring up the server.

### To install in unattended mode

- 1 From a DOS prompt, navigate to the product folder in the network image. Enter:

```
setup.exe -i s:j avaconsol e -console -args SS_SETUP_I NI =i nstal l er_si ebel . i ni_path
```

where:

- *installer\_siebel.ini\_path* = The full path, including the file name, to the installer siebel.ini file

For example, for Siebel Enterprise Server:

```
setup.exe -i s:j avaconsol e -console -args
SS_SETUP_I NI =D: \Si ebel _I nstal l _I mage\8. 0. 0\Wi ndows\Server\
Si ebel _Enterpri se_Server\si ebel _unattend. i ni
```

- 2 If unattended configuration is not configured in the siebel.ini file, you must launch the Configuration Wizard manually. See [“Launching the Siebel Configuration Wizard” on page 138](#).

# Installing and Configuring in Console Mode

This topic provides instructions for installing and configuring Siebel products in console mode.

Several configuration scenarios are possible with console mode installation. In general, this topic assumes you will disable launching GUI configuration, and will launch GUI or console configuration manually after installation.

Before you begin setting up console mode installation for a Siebel Business Applications product, you must determine your requirements for installation and configuration. Review [“About Unattended or Console Mode Installation and Configuration” on page 267](#). For example, the information presented in [Table 19 on page 270](#) may help you determine your overall process.

**NOTE:** Prompts for console mode installation or configuration are identical to those of the Java-based GUI, described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and other chapters. However, because console-mode installation and configuration does not provide GUI controls, such as a Browse button, you must substitute appropriate command-line responses instead of GUI-based responses such as *Click Next*.

See also [“Installing and Configuring in Unattended Mode” on page 274](#).

## Process of Installing and Configuring in Console Mode

Console-mode installation and configuration requires multiple tasks that you perform in the following sequence:

- 1 [“Editing siebel.ini Files for Console Mode Installation” on page 279](#).
- 2 [“Running Console Installation from the Command Line” on page 280](#).
- 3 If unattended configuration is not configured in the siebel.ini file, the process also includes launching the Configuration Wizard manually. See [“Launching the Siebel Configuration Wizard” on page 138](#).

## Editing siebel.ini Files for Console Mode Installation

This topic is part of [“Installing and Configuring in Console Mode” on page 279](#).

Before starting console installation, you must disable portions of the siebel.ini file to disable automatically launching configuration in GUI mode. If you do not perform this step, the installer will hang. Alternatively, you can configure the siebel.ini file to automatically launch unattended configuration.

For instructions on modifying the siebel.ini file, see [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 275](#).

If you disabled configuration, then after installation you launch the Configuration Wizard in console mode or GUI mode. See [“Launching the Siebel Configuration Wizard” on page 138](#).

## Running Console Installation from the Command Line

This topic is part of [“Installing and Configuring in Console Mode” on page 279](#).

This topic describes how to run the unattended installation from the command line.

The following procedure describes the installation of the Siebel application in console mode. This topic applies to Siebel Enterprise Server and Siebel Web Server Extension.

Optionally, you can configure unattended configuration to be launched by the installer, as described in [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 275](#).

### To install in console mode

- 1 From a DOS prompt, navigate to the Siebel image directory for the current software version. Then navigate to the directory where the main installer is located.

For example, navigate to *Siebel\_Image\Windows\Server\Siebel\_Enterprise\_Server*.

where:

- *Siebel\_Image* = The directory for your version-specific Siebel network image, such as *D:\Siebel\_Install\_Image\8.0.0.0*.

- 2 Execute the following command:

```
setup.exe -i s:javaconsole -console -args SS_SETUP_INI=installer_siebel.ini_path
```

where:

- *installer\_siebel.ini\_path* = The full path, including the file name, to the installer siebel.ini file you edited in [“Editing siebel.ini Files for Console Mode Installation” on page 279](#).

**NOTE:** There must be no spaces before and after the equals sign in the command.

For example, you might enter:

```
setup.exe -i s:javaconsole -console -args
SS_SETUP_INI=D:\Siebel_Install_Image\8.0.0.0\Windows\Server\
Siebel_Enterprise_Server\siebel.ini
```

Optionally, you can append additional flags to your command. For more information, see [“Command-Line Options for Siebel Installers and Wizards” on page 128](#).

The console mode installation user interface appears. For information about specific prompts, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and other chapters.

- 3 If unattended configuration is not configured in the siebel.ini file, you must launch the Configuration Wizard manually. See [“Launching the Siebel Configuration Wizard” on page 138](#).



# 13 Verifying Your Server Environment

This chapter provides information about verifying your system using the Environment Verification Tool (EVT). It includes the following topics:

- [“About the Environment Verification Tool \(EVT\)” on page 281](#)
- [“About the EVT Configuration File” on page 282](#)
- [“Launching the EVT Utility” on page 284](#)
- [“Running EVT in Query Mode” on page 285](#)
- [“Optional EVT Command Line Flags” on page 286](#)
- [“Available EVT Output Formats” on page 288](#)
- [“Changing EVT Output Text” on page 288](#)

## About the Environment Verification Tool (EVT)

The Environment Verification Tool (EVT) is a tool intended to help system administrators verify the configuration of the Siebel Business Applications environment. System administrators can use the EVT utility to identify errors and potential problems in the Siebel Enterprise after installation in a development or test environment, or following rollout or upgrades.

It is recommended to use EVT to verify your Siebel applications environment.

The EVT utility is included with the installed software for Siebel Server, Siebel Gateway Name Server, and Siebel Web Server Extension (SWSE). It is provided for each supported Siebel Enterprise Server platform.

EVT uses various operating systems utilities and Siebel command-line utilities to query information about Siebel components' installation and configuration settings.

EVT verifies that the machines running Siebel software are configured correctly and according to *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

### What Products Can EVT Check?

You can run EVT against Siebel Business Applications modules and some third-party products.

- Siebel Gateway Name Server
- Siebel Server
- Siebel Web Server Extension

- Web server (Microsoft IIS, IBM HTTP Server, HP Apache Web Server, Oracle HTTP Server, or Oracle iPlanet Web Server)
- Database

### EVT Check Groups

The EVT engine is driven by a configuration file (evt.ini). This file is specific for each version of the Siebel Business Applications, and cannot be used to run the utility against an earlier or a later version of the software. This file identifies the default checks that need to be run, and also provides the dependency logic, such as operating system-specific checks or database-specific checks, between different checks. The evt.ini file can be customized to check for other issues as well.

If you want to create customized checks, create a copy of the original evt.ini file for this purpose, so that you do not accidentally affect EVT functionality.

You can use EVT to validate configuration settings in the following check groups:

- Environment checks (ENV)
- Siebel Server checks (SVR)
- Database client checks (DBC)
- Web server checks (WEB)
- Database server (RDBMS) checks (DBS)
- Internal checks (INT)
- Network settings checks (NET)
- Operating settings checks (OS)
- Other checks (OTH)

## About the EVT Configuration File

EVT uses a configuration file (evt.ini) to determine what checks it needs to perform and, for each check, what settings it will check for. Each Siebel release has a corresponding configuration file specific for that release. This file resides under the bin subdirectory of the *SIEBSRVR\_ROOT* directory on the Siebel Server, or of the *SWSE\_ROOT* directory on the SWSE.

In the evt.ini file, the [CheckX] sections contain check definitions for different check groups. Refer to the evt.ini file for descriptions of parameters used for each check section. A check definition can have the parameters shown in [Table 20 on page 283](#). Not shown in the table are check-dependent parameters, such as PARAMNAME and PARAMVALUE.

Table 20. EVT Check Definition Format

| Parameter  | Description                                                                                                                                                                                                                                                                                                                                                       |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CHECKID    | Unique identifier for each check definition.                                                                                                                                                                                                                                                                                                                      |
| CHECKGROUP | The area of the application environment that is verified by this check.                                                                                                                                                                                                                                                                                           |
| CHECKNAME  | Name of the check to run.                                                                                                                                                                                                                                                                                                                                         |
| SERVERTYPE | <p>The server type on which the check can be run—either Siebel Server, Siebel Gateway Name Server, Web server with SWSE, or Database Server (RDBMS). For values, see <a href="#">“Optional EVT Command Line Flags” on page 286</a>.</p> <p>SERVERTYPE can have multiple delimited values separated by commas, for example, SERVERTYPE=DBSERVER,SIEBSRVR,SWSE.</p> |
| OSTYPE     | <p>The operating system applicable to this check. OSTYPE can have multiple delimited values separated by commas, for example, OSTYPE=AIX,HPUX,LINUX,SOL,W32.</p> <p>For a list of supported operating systems for the current release, see <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network.</p>                            |
| DEPENDENCY | <p>This feature is used to implement conditional logic in the .ini file, for example, checking for the right Oracle client version if Oracle is the RDBMS in use.</p> <p>DEPENDENCY can have multiple delimited values separated by commas, for example, DEPENDENCY=Check1,Check231.</p>                                                                          |
| PRIMARY    | Determines whether this check must be printed as part of the output. Checks implemented only to fulfill a dependency are not printed in the output if they prevent the next check from succeeding.                                                                                                                                                                |

Table 20. EVT Check Definition Format

| Parameter  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RESULTMODE | <p>The value of RESULTMODE specifies how the check will be evaluated. Use one of the following values:</p> <ul style="list-style-type: none"> <li>■ <b>evaluate.</b> Performs a text comparison and returns TRUE if the values are the same.</li> <li>■ <b>inverted.</b> The opposite of evaluate. Returns FALSE where evaluate would return TRUE.</li> <li>■ <b>versioncheck.</b> Evaluates version strings, including dotted version strings.</li> <li>■ <b>invertedversioncheck.</b> The opposite of versioncheck. Returns FALSE where versioncheck would return TRUE.</li> </ul> |
| ERRORLEVEL | <p>This parameter uses two values—WARN and FAIL—to determine whether the failure of a particular check constitutes a critical failure or just a warning.</p> <p>Critical failures are misconfigurations that would result in the failure of Siebel software in one form or another, whereas warnings apply to misconfigurations that may result in reduced performance, but not necessarily a software failure.</p>                                                                                                                                                                  |

Parameters in the .ini file must be set to the alias and not to the actual value; for example, PARAMNAME=Lang and PARAMVALUE=ENU.

You can use # (pound sign) in the evt.ini file to comment out specific lines.

You can also add new checks to the .ini file based on your business requirements using the parameters described in [Table 20 on page 283](#). If you decide to do so, make a copy of the file and make your modifications in the new file. Then run EVT using the -f option, as described in [“Optional EVT Command Line Flags” on page 286](#), to direct EVT to use the new configuration file.

## Launching the EVT Utility

The EVT executable program is installed under the bin subdirectory of *SIEBSRVR\_ROOT*. The command name is evt.exe for Windows or evt for UNIX operating systems.

You can run this executable with different options selected, based on what part of your environment you want to check.

On Windows, in order to be able to run EVT, *SIEBSRVR\_ROOT\BIN* must be included in the environment path.

**NOTE:** For more information about using EVT, see 477105.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 467.

Review the following topics to determine how to edit the evt.ini file and how to use command-line options:

- [“About the EVT Configuration File” on page 282](#)
- [“Optional EVT Command Line Flags” on page 286](#) (includes command examples)
- [“Available EVT Output Formats” on page 288](#)
- [“Changing EVT Output Text” on page 288](#)

The evt.ini file contains all the approved checks. If you need to add any checks or modify any of the existing checks, make a copy of the file and make your modification in the new file. Then run EVT using the -f option to direct EVT to use the new configuration file.

### *To launch EVT*

- 1 Open a DOS command window.
- 2 Navigate to the `SIEBSRVR_ROOT\BIN` directory and run evt.exe with any valid flags, as described in [“Optional EVT Command Line Flags” on page 286](#).

## Running EVT in Query Mode

EVT can also be run in query mode. This mode is intended to interface with other utilities that need to query the installation for information.

To run in query mode, you use the -q flag. The -q flag must be accompanied by a properly formatted query string.

**NOTE:** In query mode, EVT ignores all other options (except -h).

The query string consists of *name=value* pairs delimited by the plus sign (+).

The output of EVT in this mode is either `pass[]` or `fail []`, with the current value of the parameter in brackets, where applicable. Examples for UNIX are shown below.

### Example

```
% evt -q "Checkname=VAR+ParamName=SI EBEL_ASSERT_MODE+ParamValue=0"
fail []
```

This command returns `fail []` because `SI EBEL_ASSERT_MODE` is not set to 0 and its current value is `[NULL]`.

### Example

```
% evt -q "Checkname=UNDEFVAR+ParamName=SI EBEL_ASSERT_MODE"
pass[]
```

This command returns `pass[]`. Because `SI EBEL_ASSERT_MODE` is not defined, `UNDEFVAR` checks whether the variable is defined. As expected, this check passes and the current value is still `[NULL]`.

## Optional EVT Command Line Flags

You can run the EVT utility with various options as described in [Table 21 on page 286](#).

**NOTE:** If you do not provide `-e`, `-g`, `-s`, `-u`, and `-p` options, EVT tries to query information from the configuration files under the ENU directory. On Windows, `-r` is a required flag; all other flags are optional.

Table 21. Command-Line Flags Used with EVT

| Flag | Description                                                                                                                                                                                                                                                                                                    |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -h   | Prints a help message with a list of all the flags you can use with the EVT utility.                                                                                                                                                                                                                           |
| -g   | Name of the Siebel Gateway Name Server. If not provided, EVT picks up the name of the Siebel Gateway Name Server from the Siebel Server configuration file; for example, <code>enu\siebel.cfg</code> .                                                                                                         |
| -s   | Name of the Siebel Server. If not provided, EVT tries to determine the name of the server from the <code>siebenv.bat</code> file.                                                                                                                                                                              |
| -e   | Name of the Enterprise Server. If not provided, EVT determines the name of the Enterprise Server from the Siebel Server configuration file; for example, <code>enu\siebel.cfg</code> .                                                                                                                         |
| -u   | Username to use to log in to Server Manager. The default username is <code>sadmi n</code> .                                                                                                                                                                                                                    |
| -p   | Password to log in to Server Manager. The default password is <code>sadmi n</code> .<br><br><b>NOTE:</b> If any <code>srvrmgr</code> parameters are provided incorrectly, EVT will not be able to check Siebel Server parameters. To print the details of root cause, use the <code>-d SHOWERRORS</code> flag. |
| -r   | Required. Specifies the path to the <code>SIEBEL_ROOT</code> directory.                                                                                                                                                                                                                                        |
| -o   | Format of the output. EVT can generate outputs in several formats: TEXT (default), TEXTFILE, HTML, and HTMLFILE. For details, see <a href="#">“Available EVT Output Formats” on page 288</a> .                                                                                                                 |

Table 21. Command-Line Flags Used with EVT

| Flag | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -d   | <p>Run the script in debug mode. Supported debug levels are shown in order of verbosity, starting with the least verbose level (see examples of this flag as follows):</p> <p><b>DEFAULT.</b> (Default) Prints only check for pass/fail/not executed.</p> <p><b>EXPLAIN.</b> Prints description of what has been checked and why. If a check could not be run, no explanation is given. If a check executed and found an error, it would report the corrective actions to be taken.</p> <p><b>SHOWERRORS.</b> Prints the same information as EXPLAIN, but, in addition, prints any errors encountered that prevented a check from executing. For example, if the check included verification of a particular file having been executed, but the file does not exist, SHOWERRORS provides the error that prevented execution.</p> <p><b>SHOWCOMMENTS.</b> Prints the same output as SHOWERRORS, but, in addition, prints more detailed information about how the check was implemented. The output is essentially debug information, for example: Got value <i>A</i> from file <i>X</i>.</p> <p><b>EVTLOG.</b> Prints the same output as SHOWCOMMENTS, but, in addition, prints the execution log for EVT. This output is primarily useful to EVT developers.</p> |
| -l   | Output directory to which reports are written.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| -t   | <p>Type of server to check:</p> <ul style="list-style-type: none"> <li>■ Siebel Server [SIEBSRVR]</li> <li>■ Siebel Gateway Name Server [GTWYNS]</li> <li>■ Database Server (RDBMS) [DBSERVER]</li> <li>■ Siebel Web Server Extension [SWSE]</li> </ul> <p>For example, if -t SWSE is specified, then EVT runs only Web server-related checks (and those checks that can be run on any type of server, such as for JRE).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| -f   | Location of the evt.ini file. When EVT is launched, it verifies the existence of this file. By default, the evt.ini file is located in the same directory as the EVT executable program. If the evt.ini file is located in a different directory, or has a different name, you must use this flag to specify the location of the evt.ini file.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| -q   | Run EVT in query mode. See <a href="#">“Running EVT in Query Mode” on page 285</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| -w   | Location of the Web server installation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

**Example 1**

Launching EVT using a custom .ini file and generating HTML output:

```
evt.exe -f evt_cust.ini -o HTML -r SIEBEL_ROOT_DIR > output.htm
```

**Example 2**

Launching EVT using a custom .ini file and generating HTML output with details on what commands were run, what files were opened, and so on:

```
evt.exe -f evt_cust.ini -o HTML -d SHOWCOMMENTS -r SIEBEL_ROOT_DIR >
output_debug.htm
```

## Available EVT Output Formats

EVT supports the following output formats:

- **TEXT.** Prints all output directly to the console, terminal, or DOS window. This format is the only mode of operation when EVT is executed in query mode by giving the -q option. For an explanation of flags that can be used with EVT, see [“Optional EVT Command Line Flags” on page 286](#).
- **TEXTFILE.** Prints all output to a log file. The file name format is *evt.hostname.timestamp.log*. The log is created in the current directory. To create the log in a specified directory, use the option -l *log\_dir*, where *log\_dir* is the path to the desired directory.
- **HTML.** Prints HTML output to the console, terminal, or DOS window. This format is mainly for redirecting the output to another program or utility that can consume the output or redirect it to a file.
- **HTMLFILE.** HTMLFILE output format creates an HTML file in the current directory. The file name takes the form *evt.hostname.timestamp.htm*.

where:

- *hostname* = Machine name from where you are running EVT.
- *timestamp* = Number of epoch seconds (starting from January 1, 1970). This value is used solely to maintain the uniqueness of file names.

It is recommended to delete previously generated output files on a regular basis.

## Changing EVT Output Text

EVT supports user-specified strings in output reports. By default, EVT output reports are generated using a message template. However, the user can specify any other string to be used as part of the report.

The following user-defined output tags are supported:

- **USERPASSEDSTRING.** Overrides the internal message template and allows you to specify your own message, in case this check passes.
- **USERFAILEDSTRING.** Overrides the internal message template and allows you to specify your own message, in case this check fails.
- **USERNOTEXESTRING.** Overrides the internal message template and allows you to specify your own message, in case this check is not executed.



The user-defined message can contain some placeholders which are defined by EVT. Such placeholders are specified by using two underscores on each side. During execution of the checks, these placeholders are substituted. When the check runs, the following placeholders are defined:

- **CURRENTVALUE.** The current value of the parameter being checked.
- **PASSEDSTRING.** The system-defined “check passed” message.
- **FAILEDSTRING.** The system-defined failure or error message.
- **NOTEXESTRING.** The system-defined “check is not executed” message.
- **CHECKID.** The ID number of the currently executing check.

## Example

For example, assume a user-defined check like the following:

```
[Check241]

CHECKNAME=OSVERSION
OSTYPE=AIX
PARAMVALUE=5200-02

USERFAILEDSTRING=[__CHECKID__] Version __CURRENTVALUE__ is not supported anymore.
Please contact Mr. John Smith (j.smith@yourcompanyhere.com) to get your system
upgraded to __PARAMVALUE__.
```

In this example, when the placeholders are filled by values when the check executes, the error defined above for the USERFAILEDSTRING tag appears in the output report as follows:

```
[Check241] Version 5100-02 is not supported anymore. Please contact Mr. John Smith
(j.smith@yourcompanyhere.com) to get your system upgraded to 5200-02.
```



# 14 Uninstalling Siebel Business Applications

This chapter provides instructions for uninstalling Siebel applications. It includes the following topics:

- [“About Uninstalling Siebel Applications” on page 291](#)
- [“Uninstalling Earlier Versions of Siebel Applications” on page 293](#)
- [“Uninstalling Siebel Enterprise Server Software” on page 293](#)
- [“Uninstalling Siebel Web Server Extension and Strong Encryption Pack” on page 296](#)
- [“Uninstalling Siebel Management Server” on page 298](#)
- [“Uninstalling Siebel Management Agent” on page 298](#)
- [“Uninstalling Siebel Clients” on page 298](#)
- [“Uninstalling Siebel Tools” on page 298](#)
- [“Uninstalling Siebel Charts” on page 299](#)
- [“Troubleshooting Uninstallation” on page 299](#)

## About Uninstalling Siebel Applications

Topics in this chapter describe how to uninstall Siebel Business Applications software. Separate instructions are provided for various server-based and client-based software modules. You must observe all applicable requirements for uninstalling each module.

**CAUTION:** To successfully uninstall, you must use the supported methods documented in this chapter. Do not attempt to uninstall Siebel products by deleting product directories.

In general, this chapter describes how to uninstall the current software, version 8.0 (or any applicable version 8.0.x.x). For information about uninstalling previous releases, see [“Uninstalling Earlier Versions of Siebel Applications” on page 293](#).

After a full uninstallation has completed successfully, you may need to reboot your machine. Afterwards, you can safely delete remaining installation directories.

For troubleshooting suggestions, see [“Troubleshooting Uninstallation” on page 299](#).

### Scenarios for Uninstalling

Uninstallation may be necessary or appropriate for a variety of reasons. For example:

- You installed the software mainly for the purpose of understanding the installation and configuration process, and now you need to remove this software before you can install software to be used for purposes such as development.
- You made a mistake during installation that can be corrected by uninstalling and reinstalling.

- You previously installed a software component (such as a Siebel Server) that you no longer require, or you have upgraded your hardware and are moving software to a new server.
- You included languages or optional products during initial installation that you do not require. All installed items entail maintenance costs in the form of disk space and volume of data included in future patch releases.

Although languages and some optional products (for example, optional components of the Siebel Server) cannot be selectively uninstalled, it may be desirable to do a full uninstallation and reinstall without the unneeded items. Note that such uninstallations may not be feasible or worthwhile if multiple products have already been installed.

**NOTE:** If you installed and deployed languages you do not require, you can alternatively remove and re-create a Siebel Server configuration with fewer deployed languages, or re-create an SWSE logical profile with fewer deployed languages and reapply it to each installed SWSE instance. *For these tasks you do not need to uninstall.* See also [“Preparing to Run Siebel Server Components After Installing” on page 153](#), [“Configuring the SWSE” on page 207](#), and related topics.

**CAUTION:** Determining whether or not it is appropriate or necessary to uninstall an existing installation is beyond the scope of this chapter. Some uninstallation scenarios may present critical factors that must be considered in order to avoid loss of configuration data or other problems.

When moving to a new version of Siebel Business Applications (upgrading), also refer to the instructions in *Siebel Database Upgrade Guide*. If you are migrating to a new database platform, consult Siebel Expert Services.

Clustered nodes present special requirements that may change part of the installation and uninstallation process from what is described in this guide. For more information, see *Siebel Deployment Planning Guide*.

For additional information about deployment scenarios or tasks that may include uninstallation, see *Going Live with Siebel Business Applications*, *Siebel System Administration Guide*, and other relevant documentation.

Patch releases (also called maintenance releases) may in some cases be uninstalled separately from the base installation. In other cases, certain restrictions may apply and it may not be possible to uninstall a previously installed patch release. Full uninstallation is always possible for any existing installation. For more information about uninstalling patch releases, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

### Limitations for Uninstalling

Some items cannot be uninstalled selectively, for example:

- Installable components that may be selected individually using the Custom installation type (or that are included with a Typical or Compact installation) cannot be selectively uninstalled.

If you want to uninstall a particular component of this type, you must uninstall the software where it was installed and reinstall with the components you require. Or, you can disable any component you do not need and deploy your applications using only those components you require.

**NOTE:** Siebel Management Agent, if included as part of Siebel Server installation, cannot be selectively uninstalled. To be able to uninstall Siebel Management Agent, exclude it from your Siebel Server installations, and install it separately. See also [“Uninstalling Siebel Management Agent” on page 298](#).

For more information about enabling and disabling Siebel Server components, see *Siebel System Administration Guide*.

- Siebel Language Packs cannot be selectively uninstalled.

If you want to uninstall a particular Language Pack, you must uninstall the software where it was installed and reinstall with the Language Packs you require.

Or, you can ignore any Language Pack you do not need and deploy your applications using only those languages you require. For example, at stated earlier in this topic, you can remove and re-create Siebel Server or SWSE configurations in order to specify fewer deployed languages.

You can add Language Packs to existing installations later as your requirements change.

For more information about multilingual deployments, see [“About Installing and Deploying with Multiple Languages” on page 100](#). See also *Siebel Global Deployment Guide*.

## Uninstalling Earlier Versions of Siebel Applications

To uninstall an earlier version of Siebel Business Applications, you must use the documented uninstallation method for that version, as follows:

- For uninstallation information for version 7.8.x or 7.7.x, see version 7.8 or 7.7 of the *Siebel Installation Guide* for the operating system you are using.
- For uninstallation information for Resonate Central Dispatch (which is no longer used as of version 7.7), see version 7.8 or 7.7 of the *Siebel Installation Guide* for the operating system you are using, or earlier versions of *Siebel Server Installation Guide* for your platform.
- For uninstallation information for versions 6.x.x, 7.0.x, and 7.5.x, see the appropriate version of the *Siebel Server Installation Guide* for your platform. See also the *Siebel Web Client Administration Guide*, *Siebel Tools Reference*, or other applicable titles for these earlier versions.

## Uninstalling Siebel Enterprise Server Software

This topic describes how to uninstall Siebel Enterprise Server software for version 8.0. The Siebel Enterprise Server software components you can uninstall are the same as those you can install: Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector.

Before you uninstall, see also [“About Uninstalling Siebel Applications” on page 291](#).

Siebel Enterprise Server components may have been installed on a single machine, or different components may have been installed on multiple machines.

Uninstalling a Siebel Server also requires that corresponding physical configuration data be removed from the Siebel Gateway Name Server. Observe the following requirements:

- When you uninstall a Siebel Server, the Siebel Server service running on this machine must be stopped, and the Siebel Gateway Name Server service must be running (on the machine where it was installed).

The uninstaller launches the Siebel Server Configuration Wizard. The wizard task to remove an existing configuration safely removes Siebel Server configuration data from the Gateway Name Server and removes the Siebel Server service from the local server machine.

- If you are uninstalling an entire Siebel Enterprise Server, the Siebel Gateway Name Server service must be running during all uninstalls. The Siebel Gateway Name Server must be uninstalled last. The uninstaller automatically stops the Siebel Gateway Name Server.

The uninstaller launches the Siebel Configuration Wizard. The wizard option to remove an existing configuration includes multiple tasks, which you perform in the following order, where applicable:

- A task to remove a Siebel Web Server Extension logical profile directory. (This option is provided as a convenience. If you may require any of the files, do not use this option, or back up the directory before proceeding.)
- A task to remove Siebel Enterprise Server configuration data from the Gateway Name Server. (Choose this option only when all Siebel Servers have been uninstalled and unconfigured.)
- A task to remove the physical Siebel Gateway Name Server. This task removes the Siebel Gateway Name Server service from the local server machine. (Choose this option only when all other Siebel Enterprise Server components have been uninstalled and unconfigured.)
- Sometimes an uninstallation may be performed when Siebel Enterprise Server components have not been fully configured. Depending on which items have or have not been configured, when the uninstaller launches the Siebel Configuration Wizard, you can cancel this wizard and proceed safely with uninstallation. Remove any configurations for items that have been configured.

**NOTE:** If the Siebel Gateway Name Server has not yet been configured, the corresponding service will not have been created, and so the requirement that the Siebel Gateway Name Server service must be running does not apply. If you previously configured the Siebel Gateway Name Server, then uninstalling without unconfiguring will not remove the corresponding service.

- If you are uninstalling an entire Siebel Enterprise Server, uninstall the Siebel Server where you also installed Database Configuration Utilities *last*, before you uninstall the Siebel Gateway Name Server. Uninstall Database Configuration Utilities at the same time you uninstall this Siebel Server.

**NOTE:** Before you uninstall Database Configuration Utilities and Siebel Server, it may be advisable to back up files such as `summary.html` and `summary.txt` in the `DBSRVR_ROOT` directory and files in the log directory under `SIEBSRVR_ROOT`.

- When Siebel Server and Database Configuration Utilities are installed on the same machine, do not uninstall Siebel Server without also uninstalling Database Configuration Utilities. Database Configuration Utilities cannot operate without an installed Siebel Server on the same system. Uninstall Database Configuration Utilities at the same time you uninstall this Siebel Server.

- Because the EAI Connector component is optional and may be installed on more than one machine, it is generally safe to uninstall this component at any time, if you do not require it. If you are uninstalling an entire Siebel Enterprise Server, uninstall EAI Connector components before you uninstall the last Siebel Server and the Siebel Gateway Name Server. Or, uninstall EAI Connector at the same time you uninstall Siebel Enterprise Server components installed on the same machine.
- If you are uninstalling Siebel Enterprise Server software for version 8.0, use one of the following methods to invoke the uninstaller, as described in the procedure that follows:
  - Use Add or Remove Programs
  - Use the uninstaller.exe executable program
- For Siebel Enterprise Server installation information, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

### ***To uninstall Siebel Enterprise Server components***

- 1 If you are uninstalling a Siebel Server, stop the Siebel Server service.
- 2 Verify that the Siebel Gateway Name Server process is running.
- 3 Launch the Siebel Enterprise Server uninstaller. Do one of the following:
  - Use Add or Remove Programs:
    - Choose Start, then Control Panel. Double-click Add or Remove Programs.
    - Select the Siebel Enterprise Servers full uninstall item for the server you want to remove and click Change/Remove.
  - Use uninstaller.exe:
    - In Windows Explorer, navigate to the *SIEBEL\_ROOT\\_uninst\ses* directory.
    - Double-click uninstaller.exe.
- 4 In the screen Welcome to the InstallShield Wizard for Siebel Enterprise Server, click Next.
- 5 Select the products from the menu that you want to uninstall and click Next. Depending on what components are installed in *SIEBEL\_ROOT*, you can choose one or more of these items:
  - Gateway Name Server
  - Siebel Server
  - Database Configuration Utilities
  - EAI Connector

**NOTE:** You can choose to uninstall all installed products at the same time, or you can choose to uninstall products individually, subject to the guidelines presented earlier in this topic.

The uninstaller displays the location and the name of each product you selected for uninstallation.

- If not correct, click Back and select a different product on the previous screen. (This screen is also your last chance to cancel uninstallation. Once you click Next here, you must allow uninstallation to proceed without canceling.)
- If this is correct, click Next.

The Uninstaller Progress screen appears, showing the progress of file removal.

If you are uninstalling Siebel Gateway Name Server or Siebel Server, Siebel Configuration Wizard screens display, to allow you to remove configuration data. For more information, see the guidelines presented earlier in this topic.

- 6 Remove configuration data, as appropriate for the components you are uninstalling. If this task is not required, click Cancel.

After configuration data has been removed, the uninstaller displays the following message:

The InstallShield Wizard has successfully uninstalled Siebel Enterprise Server.  
Choose Finish to exit the wizard.

- 7 Click Finish.
- 8 If prompted to do so, restart your server.

## Uninstalling Siebel Web Server Extension and Strong Encryption Pack

The process for uninstalling Siebel Web Server Extension (SWSE) or the Siebel Strong Encryption Pack (SSEP) is similar to the uninstallation of the Siebel Server.

Note that uninstalling SWSE also removes the Web server virtual directories for Siebel applications, which were created when you configured the SWSE. For SWSE installation information, see [Chapter 8, "Installing and Configuring the Siebel Web Server Extension."](#)

When you uninstall an SWSE, the uninstaller launches the SWSE Configuration Wizard, from which you choose the wizard task to remove an existing SWSE configuration.

Siebel Strong Encryption Pack may be installed into an existing installed instance of Siebel Server or Siebel Web Server Extension. For SSEP installation information, see *Siebel Security Guide*.

### ***To uninstall Siebel Web Server Extension***

- 1 Launch the Siebel Web Server Extension uninstaller. Do one of the following:
  - Use Add or Remove Programs:
    - Choose Start, then Control Panel. Double-click Add or Remove Programs.
    - Select the Siebel Web Server Extension full uninstall option that applies to the server you want to remove and click Change/Remove.
  - Use uninstaller.exe:
    - In Windows Explorer, navigate to the `SWSE_ROOT\uninst\eappweb` directory.



- Double-click `uninstaller.exe`.
- 2 In the screen Welcome to the InstallShield Wizard for Siebel Web Server Extension, click Next.
- 3 Select the option for Siebel Web Server Extension and click Next.

The uninstaller displays the location and the name of each product you selected for uninstallation. This screen is your last change to cancel uninstallation. Once you click Next here, you must allow uninstallation to proceed without canceling.
- 4 Click Next to continue removing the Siebel Web Server Extension.

The SWSE Configuration Wizard displays, to allow you to remove configuration data.
- 5 Remove configuration data, as appropriate. If this task is not required, click Cancel.

After configuration data has been removed, the uninstaller displays the following message:

The InstallShield Wizard has successfully uninstalled Siebel Web Server Extension. Choose Finish to exit the wizard.
- 6 Click Finish.
- 7 If prompted to do so, restart your server.

### ***To uninstall Siebel Strong Encryption Pack***

- 1 Launch the Siebel Strong Encryption Pack uninstaller. Do one of the following:
  - Use Add or Remove Programs:
    - Choose Start, then Control Panel. Double-click Add or Remove Programs.
    - Select the Siebel Strong Encryption Pack full uninstall option that applies to the server you want to remove and click Change/Remove.
  - Use `uninstaller.exe`:
    - In Windows Explorer, navigate to the `SIEBSRVR_ROOT\uninst\encryption` directory, or to the `SWSE_ROOT\uninst\encryption` directory—depending on where you installed the SSEP.
    - Double-click `uninstaller.exe`.
- 2 In the screen Welcome to the InstallShield Wizard for Siebel Strong Encryption Pack, click Next.
- 3 Select the option for Siebel Strong Encryption Pack and click Next.

The uninstaller displays the location and the name of each product you selected for uninstallation. This screen is your last change to cancel uninstallation. Once you click Next here, you must allow uninstallation to proceed without canceling.

The uninstaller displays the following message:

The InstallShield Wizard has successfully uninstalled Siebel Strong Encryption Pack. Choose Finish to exit the wizard.
- 4 Click Finish.

## Uninstalling Siebel Management Server

To uninstall Siebel Management Server (on Windows platforms), navigate to Add or Remove Programs, and select Siebel Management Server with Diagnostic Tool full uninstall. Click Change/Remove. Follow the prompts to complete uninstallation.

For installation information, see [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#).

## Uninstalling Siebel Management Agent

This topic describes how to uninstall Siebel Management Agent.

**NOTE:** Instructions in this topic apply only to uninstalling an instance of Siebel Management Agent that you installed separately. If you installed Siebel Management Agent as part of Siebel Server installation, you cannot separately uninstall Management Agent. Uninstalling the Siebel Server also uninstalls Management Agent.

To uninstall Siebel Management Agent on Windows platforms, navigate to Add or Remove Programs, and select Siebel Management Agent full uninstall. Click Change/Remove. Follow the prompts to complete uninstallation.

For installation information, see [“Installing Siebel Management Agent and Siebel Management Server” on page 122](#).

## Uninstalling Siebel Clients

To uninstall Siebel application client software (Siebel Mobile Web Client, Siebel Developer Web Client, or Siebel Sample Database), run the Siebel Uninstallation Manager from the Windows Add or Remove Programs panel.

Any file that is updated by a user after installation is not deleted. After uninstallation, files remaining in the client installation directory can be safely deleted at the discretion of the administrator.

**NOTE:** If you installed the Siebel Sample Database, you must uninstall it separately before you uninstall the Siebel client where you installed the Sample Database. Otherwise you will be unable to uninstall the Sample Database. You can uninstall the Sample Database and the Siebel client at the same time, using the Siebel Uninstallation Manager.

For installation information, see [Chapter 9, “Installing Siebel Mobile Web Clients.”](#)

## Uninstalling Siebel Tools

To uninstall Siebel Tools, run the Siebel Uninstallation Manager from the Windows Add or Remove Programs panel.

Any file that is updated by a user after installation is not deleted. After uninstallation, files remaining in the directory can be safely deleted, at the discretion of the administrator.

**NOTE:** After you have installed Siebel Tools with the Siebel Business Rules Developer, Add or Remove Programs lists the underlying HaleyAuthority product as a separate item. It is recommended to use this option if you need to uninstall the HaleyAuthority product, whether or not you are also uninstalling Siebel Tools.

For installation information, see [Chapter 10, “Installing Siebel Tools.”](#)

## Uninstalling Siebel Charts

This topic describes how to uninstall Siebel Charts (Visual Mining NetCharts).

To uninstall Siebel Charts on Windows, choose Start, Control Panel, Add or Remove Programs, then Visual Mining NetCharts Server 4.6 Siebel Edition. Then restart the machine.

For installation information, see [Chapter 11, “Installing Siebel Charts.”](#)

## Troubleshooting Uninstallation

Uninstallation is usually straightforward when the previous installation instructions have been followed correctly. This topic describes how to recover from a failed uninstallation.

### Recovering from a Failed Uninstallation

For server-based Siebel products, if you encounter any issue with the uninstallation process, you can run the uninstallation again. Doing so uses the backup made by the uninstaller under the backup directory (ses\_BAK, for Siebel Enterprise Server) to reconstruct your original installation. You can then address the cause of the failure and run the uninstallation for a third time to complete the uninstallation process.

**NOTE:** The recovery mechanism can be used only if the uninstallation process fails. It cannot be used to undo a successful uninstallation.

### Full Uninstall Options on Microsoft Windows

Server-based Siebel products on Microsoft Windows platforms, including Siebel Enterprise Server and Siebel Web Server Extension, all have a “full uninstall” option available in the Add or Remove Programs panel. If, for whatever reason, you have installed multiple instances of the same product on the same machine, then only a single “full uninstall” option may be available, corresponding to the most recently installed software instance.

If you want to uninstall a product instance but the “full uninstall” option is not available for this purpose, use the uninstaller.exe option instead, which is specific to each installed instance.



# A

## Deployment Planning Worksheet

Each time you install a new Siebel Enterprise Server in your deployment of Oracle's Siebel Business Applications product family, you must make copies of this worksheet for each member of the deployment team. This worksheet includes the following topics:

- "Team Lead Summary" on page 301
- "Enterprise Server Names and Installation Directories" on page 302
- "Siebel Accounts, Host Names, and Static IP Addresses" on page 303
- "Cluster Deployment Data" on page 304
- "Ports and RDBMS Details Data" on page 304

**CAUTION:** Customers are responsible for ensuring the security of sensitive information, such as account passwords, that may be recorded in this worksheet or in similar documents or information stores created or employed by the customer.

## Team Lead Summary

### Section 1: Deployment Team Members

|                        |  |
|------------------------|--|
| Deployment Team Lead   |  |
| Siebel Administrator   |  |
| System Administrator   |  |
| Database Administrator |  |
|                        |  |

### Section 2: Deployment Overview

| Component Name            | Version | Codepage /Unicode | Owner | Number of Users | Server OS |
|---------------------------|---------|-------------------|-------|-----------------|-----------|
| Database Server (RDBMS: ) |         |                   |       |                 |           |
| Siebel Servers            |         |                   |       |                 |           |
| Web Server                |         |                   |       |                 |           |
|                           |         |                   |       |                 |           |

# Enterprise Server Names and Installation Directories

Make a copy for *each* Siebel Enterprise Server you install.

ODBC data sources are created automatically by the Siebel Enterprise Server installer. For more information, see [“Planning RDBMS Installation and Configuration” on page 29](#).

## Section 3: Server Names

|                                                        |                                                                                                                                                                |                                                                                                                                 |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Siebel Enterprise Name</b>                          |                                                                                                                                                                |                                                                                                                                 |
| <b>ODBC Data Source Name</b>                           |                                                                                                                                                                |                                                                                                                                 |
| <b>Primary Language</b>                                |                                                                                                                                                                |                                                                                                                                 |
| <b>Other Deployed Languages</b>                        | <p><b>NOTE:</b> Different languages may be deployed on different servers. Keep track of all languages deployed and the servers on which they are deployed.</p> |                                                                                                                                 |
| <b>Component Name</b>                                  | <b>Network Host Name</b>                                                                                                                                       | <b>Installation Directory</b>                                                                                                   |
| <b>Siebel Gateway Name Server</b>                      |                                                                                                                                                                |                                                                                                                                 |
| <b>Siebel Server</b>                                   |                                                                                                                                                                |                                                                                                                                 |
| <b>Database Configuration Utilities</b>                |                                                                                                                                                                |                                                                                                                                 |
| <b>Web Server / Siebel Web Server Extension (SWSE)</b> |                                                                                                                                                                | <p><b>NOTE:</b> Also record the locations of all SWSE logical profiles you create for configuring installed SWSE instances.</p> |
| <b>Siebel File System Directories</b>                  |                                                                                                                                                                |                                                                                                                                 |

# Siebel Accounts, Host Names, and Static IP Addresses

Make a copy for *each* Enterprise you install.

**NOTE:** Requirements vary for user accounts mentioned in this topic. For example, the high interactivity or employee user must be defined as an employee within the Siebel Database.

## Section 4: Siebel Account Information

|                                        | Login/User ID | Password |
|----------------------------------------|---------------|----------|
| Siebel Service Owner                   |               |          |
| Siebel Administrator                   | SADMIN        |          |
| Anonymous User                         |               |          |
| High Interactivity or Employee User    |               |          |
| Standard Interactivity or Contact User |               |          |
| Security User (LDAP)                   |               |          |
| Siebel Diagnostic Tool User            |               |          |
|                                        |               |          |
|                                        |               |          |
|                                        |               |          |

## Section 5: Host Name and Static IP Addresses

| Server Name                                                    | Static IP/Host Name | Subnet Mask |
|----------------------------------------------------------------|---------------------|-------------|
| Siebel Gateway Name Server                                     |                     |             |
| Load balancer virtual IP, if third-party load balancer is used |                     |             |
| Siebel Server                                                  |                     |             |
|                                                                |                     |             |
|                                                                |                     |             |
|                                                                |                     |             |

## Cluster Deployment Data

Make a copy for *each* partition of your shared disk (for example: H:\, I:\, J:\, and so on). (Choice of resource groups clustered is optional.)

### Section 6: Cluster Node Network Names and IP Addresses

|                                      |  |
|--------------------------------------|--|
| Cluster Node Network Name 1          |  |
| Cluster Node Network Name 2          |  |
| Cluster Node 1 IP Addresses          |  |
| Cluster Node 2 IP Address            |  |
| Subnet Mask for All Sample Addresses |  |
| Physical Disk Name (example: D)      |  |

### Section 7: Resource Group Configuration

| Resource Group Name      | Physical Disk Name | IP Addresses | Network Names | Generic Service/File Share/IIS Server Instance |
|--------------------------|--------------------|--------------|---------------|------------------------------------------------|
| Siebel Gateway Group     |                    |              |               |                                                |
| Siebel File System Group |                    |              |               |                                                |
| Siebel Server Group      |                    |              |               |                                                |
| Web Server Group         |                    |              |               |                                                |

## Ports and RDBMS Details Data

### Section 8: Port Numbers

Make a copy for *each* Enterprise you install.

**NOTE:** If your database is IBM DB2 UDB for z/OS, a Deployment Planning Worksheet dedicated to the Siebel Database installation is provided in *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

|                                          |  |
|------------------------------------------|--|
| Siebel Gateway Name Server               |  |
| Synchronization Manager for Remote Users |  |
| Request Manager (optional)               |  |



|                                 |  |
|---------------------------------|--|
| <b>Siebel Connection Broker</b> |  |
| <b>Siebel Management Server</b> |  |
| <b>Other Ports</b>              |  |

## Section 9: Database Information

| <b>Items (if applicable)</b>                                  | <b>Value</b> |
|---------------------------------------------------------------|--------------|
| <b>RDBMS OS Platform, Version and Patch</b>                   |              |
| <b>RDBMS Platform, Version, and Patch</b>                     |              |
| <b>Database Server</b>                                        |              |
| <b>Host Instance Name</b>                                     |              |
| <b>Database Name</b>                                          |              |
| <b>Port #</b>                                                 |              |
| <b>Table Owner and Password</b>                               |              |
| <b>Table Space Name, Usage (Data or Index), and Page Size</b> |              |
| <b>Table Space Name, Usage (Data or Index), and Page Size</b> |              |
| <b>Table Space Name, Usage (Data or Index), and Page Size</b> |              |



# Index

## A

- ActiveX controls** 230
- ADM** *See* **Siebel Application Deployment Manager (ADM)**
- auto create statistics parameter for MS SQL Server** 69
- auto update statistics parameter for MS SQL Server** 69
- AutoStopDB configuration parameter** 251

## C

- Cluster Deployment Data worksheet** 304
- clustering**
  - file system prerequisites 41
  - Siebel Server requirements 98
- codeset, code page difference** 58
- command line, running unattended install** 278
- console mode**
  - about installation and configuration 279
  - editing siebel.ini files for console-mode install 279
  - installing in console mode 280
  - process of installation and configuration 279
- CURSOR\_SHARING parameter** 47

## D

- Database Configuration Utilities**
  - about 177
  - configure Siebel Database steps 178
  - preinstallation tasks 179
  - process of installing 178
  - reviewing installation 118
  - uninstalling 296
- Database Configuration Wizard, configuring Siebel Database** 177
- database connectivity, configuring** 106
- DB\_BLOCK\_SIZE parameter** 47
- DB\_CACHE\_SIZE parameter** 47
- DB\_FILE\_MULTIBLOCK\_READ\_COUNT parameter** 47
- DB2 UDB**
  - about database objects 66
  - configuring guidelines 54
  - creating database 58
  - creating database objects 66

- creating table spaces 62
- database manager configuration parameter guidelines 55
- DB2set parameters 56
- installing stored procedures and user-defined functions 184
- log file archive guidelines for database objects 66
- log space guidelines for database objects 66
- managing fragmentation 67
- overriding default storage parameters 64
- process of configuring 55
- running out of ODBC statement handles 65
- selecting language 57
- setting configuration parameters 59
- setting up bufferpools for database objects 62

## DB2 UDB for z/OS

- about Deployment Planning worksheet 304
- using guide 30

## Dedicated Web Client. *See* **Developer Web Client**

## Deployment Planning worksheet

- Cluster Deployment Data 304
- Enterprise Server Names and Installation Directories Data 302
- Ports and RDBMS Details Data 304
- Siebel Account, Host Name, and Static IPs Data 303
- Team Lead Summary Data 301

## Developer Web Client

- creating custom shortcuts 247
- installing 230
- issues before logging in to 242
- logging in to 243
- shortcuts 244
- start-up options 246
- uninstalling 298
- utility and synchronization program shortcuts 245
- verifying ODBC data sources 240

## development environment database, sorting repository names 58

## directories naming conventions 36

## E

- eapps.cfg, editing** 219

**Enterprise Server Names and Installation**

Directories Data worksheet 302

**Environment Verification Tool**

- about 281
- available EVT output formats 288
- EVT check groups 282
- EVT configuration file 282
- EVT optional command line flags 286
- launching 284
- products EVT checks 281
- running in Query mode 285

**EVT**

See Environment Verification Tool

**F****file system**

- about creating 37
- clustering prerequisites 41
- naming the file system directory 39

**files**

- naming conventions 36

**G****Global Time Zone**

- supporting 181

**guidelines, for MS SQL Server**

administration 72

**guidelines, for Oracle administration** 53**H****hardware, preparing for installation** 28**help**

- troubleshooting Database Configuration Utilities installation 193
- troubleshooting repository import 198
- troubleshooting Siebel Gateway Name Server installation 161
- troubleshooting Siebel Server installation 162
- troubleshooting uninstall process 299
- troubleshooting Web Server Extension installation 222

**HP Apache Web Server** 199**HTTP**

- configuring port for Siebel Web Server 220
- enabling compression for Siebel applications 218

**HTTPS, configuring port for Siebel Web Server** 220**I****IBM DB2 UDB. See DB2 UDB****IBM HTTP Server** 199**Image Creator utility See Siebel Image Creator utility****installation directories, referred by guide** 37**installation, non-GUI**

- console-mode installation and configuration 279
- editing siebel.ini files 275
- editing siebel.ini files for console-mode install 279
- exiting or hanging installer 267
- flags for installation commands 128
- installing in console mode 280
- process of console-mode install 279
- process of unattended installation and configuration 274
- reasons for 267
- running install from command line 278

**L****language**

- importing new language to repository 194
- selecting for DB2 UDB 57
- selecting for MS SQL Server 69
- selecting for Oracle 46
- Siebel Server language requirement 98

**lbconfig.txt**

- generating file 156

**Linux**

- Novell SUSE Linux Enterprise 13
- Oracle Enterprise Linux 12, 13
- Red Hat Enterprise Linux 13

**load balancing, third-party**

- monitoring servers 159
- setting up 157

**locales**

- language Siebel Configuration Wizard uses 32

**log files**

- acceptable errors for repository import on Oracle 198
- reviewing for repository import on Oracle 197
- reviewing for Siebel Web Server Extension 216
- reviewing the log files for database server install 191

**logical profile, SWSE** 207**M****max** 68**max degree of parallelism parameter for MS**

- SQL Server** 68
- media, obtaining for install** 75
- Microsoft IIS** 199
- Microsoft SQL Server. See MS SQL Server**
- migrating**
  - migrating to a new version of Siebel Business Applications 292
- Mobile Web Client**
  - creating custom shortcuts 247
  - enabling/disabling Siebel QuickStart 249
  - installing 230
  - logging in to 242, 243
  - QuickStart and AutoStopDB configuration parameters 251
  - shortcuts 244
  - Siebel Icon options in system tray 250
  - start-up options 246
  - uninstalling 298
  - using Siebel QuickStart 248
  - using view precaching with Siebel QuickStart 251
  - utility and synchronization program shortcuts 245
  - verifying ODBC data sources 240
- MS SQL Server**
  - managing fragmentation 73
- MS SQL Server database**
  - administration guidelines 72
  - configuring 68
  - configuring database objects 71
  - configuring parameters 68
  - creating 70
  - guidelines for sort order 69
  - process of configuring 68
  - selecting language for 69
  - updating statistics 72
- multilingual seed data**
  - installing on Siebel Database 186

## N

- NetCharts. See Siebel Charts server**
- network connectivity, verifying** 107
- NLS\_DATE\_FORMAT parameter** 47
- NLS\_LANG environment variable** 34
- NLS\_SORT environment variable** 34
- NLS\_SORT parameter** 47
- non-GUI installation**
  - console-mode installation and configuration 279
  - editing siebel.ini files for console-mode install 279
  - editing siebel.ini files for unattended install 275

- exiting or hanging installer 267
- flags for installation commands 128
- installing in console mode 280
- process of console-mode install 279
- process of unattended installation and configuration 274
- reasons for 267
- running install from command line 278

## O

- OPEN\_CURSORS parameter** 48
- OPTIMIZER\_INDEX\_COST\_ADJ parameter** 48
- OPTIMIZER\_MODE parameter** 48
- Oracle Database**
  - process of configuring 45
- Oracle database**
  - about configuring 45
  - active/passive RAC support 54
  - administration guidelines 53
  - collecting optimizer statistics 45
  - configuring database objects 53
  - configuring init.ora file 47
  - creating table spaces 49
  - creating temporary table spaces 51
  - defining rollback segments 51
  - guidelines for sort order and date format 46
  - overriding default storage parameters 52
  - parameters 48
  - reviewing log files for installation 191
  - selecting language 46
  - sizing database 50
  - sizing redo logs 49
- Oracle HTTP Server** 199
- Oracle iPlanet Web Server** 199

## P

- PATH environment variable** 123
- Ports and RDBMS Details Data worksheet** 304
- predeploy.htm file** 230
- preferences**
  - See system preferences

## R

- RDBMS**
  - planning database connectivity 30
  - planning install and configuration 29
- RDBMS, configuring**
  - collecting optimizer statistics for Oracle 45
  - configuring DB2 UDB 54
  - configuring MS SQL Server 68
  - configuring MS SQL Server database

- objects 71
- configuring Oracle database 45
- configuring Oracle database objects 53
- creating DB2 UDB database 58
- creating DB2 UDB database objects 66
- creating DB2 UDB table spaces 62
- creating MS SQL Server database 70
- creating Oracle table spaces 49
- creating temporary Oracle table spaces 51
- database connectivity for Siebel Server 106
- database manager configuration parameter guidelines 55
- DB2 UDB process 55
- DB2set parameters 56
- defining Oracle rollback segments 51
- managing DB2 UDB fragmentation 67
- managing MS SQL Server fragmentation 73
- MS SQL Server administration guidelines 72
- MS SQL Server guidelines for sort order 69
- MS SQL Server process 68
- Oracle active/passive support 54
- Oracle administration guidelines 53
- Oracle database process 45
- Oracle guidelines for sort order and date format 46
- overriding DB2 UDB default storage parameters 64
- overriding MS SQL Server default storage parameters 71
- overriding Oracle default storage parameters 52
- preventing DB2 UDB from running out of ODBC statement handles 65
- selecting language for DB2 UDB 57
- selecting language for MS SQL Server 69
- selecting language for Oracle 46
- setting DB2 UDB configuration parameters 59
- sizing Oracle database 50
- updating statistics for MS SQL Server 72
- redo logs, sizing** 49
- region (territory), about** 58
- repository**
  - acceptable errors for repository import on Oracle 198
  - importing 194
  - importing a new language 194
  - reviewing log files for import 197
  - troubleshooting repository import 198

## S

- samp.bat batch file** 238
- servers, naming conventions** 36

- SHARED\_POOL\_SIZE parameter** 48

### Siebel 8.0

- uninstalling 293

- Siebel Accounts, Host Names, and Static IPs**
- Data worksheet** 303

- Siebel Application Deployment Manager (ADM)** 122

### Siebel Business Applications

- about installing multiple versions 26
- about installing one version 26
- migrating to a new version 292
- process of installing 25

### Siebel Business Applications, uninstalling

- about 291
- Database Configuration Utilities 296
- Developer Web Clients 298
- EAI Connector files 296
- Mobile Web Clients 298
- Siebel 8.0 293
- Siebel Charts 299
- Siebel Management Agent 298
- Siebel Management Server 298
- Siebel Tools 298
- Siebel Web Server Extension 296

### Siebel Business Rules Developer 253

### Siebel Charts server, installing

- changing Siebel Charts server for a Web client 265
- configuring 264
- installing 263
- process of installing 263

### Siebel Charts server, uninstalling 299

### Siebel Client

- about installing 225
- administrative rights for installation 227
- configuring when Siebel VB or Siebel eScript is not licensed 239
- creating custom shortcuts 247
- database connectivity software 228
- directory naming conventions 227
- importing non-ENU data in Siebel Sample Database 238
- installing Mobile Web Client and Developer Web Client 230
- installing the Siebel Sample Database 235
- logging in to 242
- postinstallation tasks 239
- preinstallation tasks 227
- process of installing 227
- requirements and recommendations 228
- shortcuts and start-up options 244
- third-party software 229
- verifying directory structure 239
- verifying ODBC data sources for Mobile Web

- Client and Developer Web Client 240
- Siebel Configuration Wizard, about language used** 32
- Siebel Database**
  - acceptable errors for repository import 198
  - acceptable installation errors 192
  - configuring the Siebel Database 185
  - creating tableowner and administrator accounts 182
  - importing a new language to repository 194
  - importing the repository 194
  - installing database server components 186
  - installing multilingual seed data 186
  - installing stored procedures and user-defined functions on DB2 UDB 184
  - populating the Siebel File System 194
  - reviewing installation 118
  - reviewing log files for installation 191
  - reviewing log files for repository import 197
  - supporting Global Time Zone 181
  - troubleshooting installation 193
  - troubleshooting repository import 198
  - verifying system preferences 193
- Siebel Dedicated Web Client. See Developer Web Client**
- Siebel Developer Web Client. See Developer Web Client**
- Siebel Diagnostic Tool** 122
- Siebel directory structure, planning**
  - creating a file system 37
  - creating a Siebel image 82
  - creating Siebel Service Owner Account 41
  - file and directory naming conventions 36
  - installing Siebel Business Applications versions 26
  - language Siebel Configuration Wizard uses 32
  - planning RDBMS install and configuration 29
  - server naming conventions 36
  - setting up the Siebel File System 40
- Siebel EAI Connector, installing**
  - verifying server requirements 100
- Siebel Enterprise Security Token, about** 221
- Siebel Enterprise Server, installing**
  - process of 91
  - reviewing log files 115
  - verifying installation 115
  - verifying server requirements 94
- Siebel FastTrack Wizard, installing using** 120
- Siebel File System**
  - populating for Siebel Database 194
  - setting up 40
- Siebel Gateway Name Server, installing**
  - list of postinstall tasks 116
  - reviewing software installation 116
  - starting the server 148
  - troubleshooting installation 161
  - verifying server requirements 97
- Siebel Image Creator utility**
  - about 75
- Siebel image, creating for install** 82
- Siebel installation media, obtaining** 75
- Siebel Language Packs**
  - installing on the Siebel Server 99
- Siebel Management Agent**
  - configuring 163
- Siebel Management Agent, installing** 122
- Siebel Management Agent, uninstalling** 298
- Siebel Management Server**
  - configuring 163
- Siebel Management Server, installing** 122
- Siebel Management Server, uninstalling** 298
- Siebel Mobile Web Client. See Mobile Web Client**
- Siebel QuickStart**
  - about 248
  - configuration parameters 251
  - enabling/disabling 249
  - using view precaching 251
- Siebel Sample Database**
  - importing non-ENU data 238
  - installing 235
- Siebel Server, installing**
  - adding new product to an existing install 99
  - clustering requirements 98
  - configuring database connectivity 106
  - database requirements 99
  - language locale requirements 98
  - multiple Siebel Language Packs 99
  - search products 99
  - temporary disk space 100
  - third-party applications 100
  - troubleshooting installation 162
  - verifying network connectivity 107
  - verifying server requirements 97
- Siebel Service Owner Account, creating** 41
- Siebel Tools, installing**
  - administrative rights 255
  - installing Siebel Tools 255
  - postinstallation tasks 258
  - process of installing 253
  - requirements 254
  - verifying directory structure 259
  - verifying read/write access to directories 260
  - verifying successful installation 258
  - verifying tools ODBC data sources 261



**Siebel Tools, uninstalling** 298

**Siebel Web Client**

logging in to 244

**Siebel Web Server Extension**

logical profile 207

**Siebel Web Server Extension Configuration Wizard** 207

**Siebel Web Server Extension, installing**

about the Siebel Enterprise Security

Token 221

configuring default HTTP and HTTPS ports 220

creating a new virtual directory 217

editing configuration file 219

enabling HTTP compression 218

installation requirements 201

installing Siebel Web Server Extension 205

postinstallation tasks 215

process of installing and configuring 200

recommended Web server topology 27

refreshing the SWSE directory without

cycling 221

reviewing install directories 215

reviewing log files 216

setting SWSE directory permissions 202

troubleshooting installation 222

uninstalling the Web server 204

verifying Siebel Gateway Name Server and Enterprise Server 201

verifying virtual directories 217

verifying Web server requirements 201

Web clients serviced 199

**Siebel Web Server Extension, uninstalling** 296

**siebel.ini files**

editing for console-mode installation 279

editing for unattended installation 275

installing in console mode 280

**SIEBEL\_CODEPAGE environment variable** 34

**SIEBEL\_HOME** 37

**SIEBEL\_LANGUAGE environment variable** 32, 141

**SIEBEL\_ROOT** 37

**SIEBEL\_SERVER\_ROOT** 37

**SMB (small to medium businesses)** 120

**sort order, about** 58

**SORT\_AREA\_RETAINED\_SIZE parameter** 48

**SORT\_AREA\_SIZE parameter** 49

**storage parameters**

overriding DB2 UDB default storage parameters 64

overriding MS SQL Server default storage parameters 71

overriding Oracle default storage parameters 52

**system preferences**

verifying for Siebel Database install 193

## T

**Team Lead Summary Data worksheet** 301

**TEMP environment variable** 31

**tempdb parameter for MS SQL Server** 69

**territory, about** 58

**third-party software**

Siebel Client 229

Siebel Server 100

**TMP environment variable** 31

**troubleshooting**

repository import 198

Siebel Database installation 193

Siebel Gateway Name Server installation 161

Siebel Server installation 162

Siebel Web Server Extension installation 222

uninstall process 299

## U

**unattended install**

console-mode install and configuration 279

editing siebel.ini files 275

editing siebel.ini files for console-mode install 279

flags for installation commands 128

installing in console mode 280

process of 274

process of console-mode install 279

running install from command line 278

**uninstalling**

Database Configuration Utilities 296

Developer Web Clients 298

earlier Siebel releases 293

migrating to a new version of Siebel Business Applications 292

Mobile Web Clients 298

Siebel 8.0 293

Siebel Business Applications 291

Siebel Charts 299

Siebel Management Agent 298

Siebel Management Server 298

Siebel Tools 298

Siebel Web Server Extension 296

troubleshooting uninstallation process 299

Web server 204

**Universal Time Coordinated (UTC)** 181

**UTC** 181



**V**

**Visual Mining NetCharts.** *See Siebel Charts server*

**W**

**worksheet**

*See Deployment Planning worksheet*

**Z**

**z/OS, DB2 UDB for**  
using guide 30

