



# Documentation Update for *Siebel Server Installation Guide for UNIX*

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This Documentation Update applies to the following versions of *Siebel Server Installation Guide for UNIX*.

**Document Version:**

Siebel 7, [All 7.0.x Versions](#)

Siebel 7, [Version 7.0.4](#)

Siebel 7, [Version 7.0.2](#)

**Software Version:** Siebel 7, v7.0, v7.0.2, v7.0.3, v7.0.4

# All 7.0.x Versions

## General

**July 7, 2003**

*Some scripts described in the guide are not executable. You need to first open the shell you are using and then enter the command line. For example, if you are using `ksh`, you need to type `ksh` at the beginning of the command line as shown below.*

Enter `ksh ./dbsrvr_config` to rerun the Siebel Database Server Configuration Wizard.

Enter `ksh ./install_eappweb` under an account that has access rights to modify the iPlanet configuration files. This account is typically the root account.

## Chapter 3, Implementing Load Balancing with Central Dispatch

### Verifying Accounts

**July 7, 2003**

*Change the last part of the description of the Resonate manager account as follows:*

- **A Resonate manager account.** ... This account should be a regular user account with appropriate permissions set; it will also be used to start and stop Enterprise Server processes.

to

- **A Resonate manager account.** ... This account should be a regular user account with appropriate permissions set; the Resonate manager account or the Siebel Service Owner account can be used to start and stop Enterprise Server processes.

## Assigning Static IP Addresses

October 2, 2002

*Change the first bullet from:*

- Assign static IP addresses to each machine on which you want to load balance. Select these addresses from the appropriate subnet, and record this information in your copy of Appendix A, “Deployment Planning Worksheet.”

*to*

- Assign static IP addresses to each machine on which you want to load balance. Each Siebel Server being load balanced must be on the same subnet. Select these addresses from the appropriate subnet, and record this information in your copy of Appendix A, “Deployment Planning Worksheet.”

## Chapter 4, Installing the Siebel Gateway Server

### Verifying Siebel Gateway Prerequisites

October 2, 2002

*Add the following section:*

**Caution:** Do not try to install Siebel eBusiness Applications without first reviewing the system requirements and supported platforms documentation for your Siebel applications for any required additional software.

- If the machine on which you are installing the Siebel Gateway will also support a Siebel Server, you must also have all the required third-party products installed for that component, as listed in the system requirements and supported platforms documentation for your Siebel applications.
- Plan your use of clustering or a redundant disk arrays (RAID) to configure against a single point of failure.
- Each machine that will support a Siebel Server must have TCP/IP network connectivity to the machine on which the Siebel Gateway will be installed. Verify network connectivity between all such machines, using the `ping` utility.
- Install the Siebel Gateway only once for each Siebel Enterprise Server. Also, only one Siebel Gateway can be installed on a machine.

- Verify that the network names of the servers that will support the Siebel Gateway and all Siebel Servers are recorded in Deployment Planning Worksheet. You will need this information later when installing the Siebel Servers and Siebel clients.
- Verify that you have the following temporary disk space available to the installer:
  - AIX 130 MB
  - Solaris 90 MB
- For AIX installations, make sure the parent directory, where Siebel application is installed, has no `set-group-id` flag. Alternately, if the `set-group-id` flag is used, make sure that the installer id is a member of the group that owns the parent (Siebel) directory.
- For AIX installations, verify that the login running the installer has permission to run `slibclean`.
- Make sure that the login running the installer has write permissions to `/tmp`(AIX default temporary directory) or `/var/tmp` (Solaris and HP-UX default temporary directory), as appropriate to your UNIX operating system.
- When a Siebel server starts, `PageFilesection` files are created in the `/tmp` directory. These files have no effect on system performance and are automatically deleted when the server stops. If the server is not properly shut down, the files that remain can be deleted manually.

## Installation Tasks

**May 6, 2002**

*Modify the first Caution from*

Install the Gateway Server in a separate directory from other Siebel server software. Install it only once for each Siebel installation using a common database owner. Only one Gateway Server should be installed on a physical server.

*to:*

Install the Siebel Gateway only once for each Siebel installation using a common database owner. Only one Siebel Gateway should be installed on a physical server.

## Post Installation Tasks

October, 2002

### Physical Directories

Add the following note below the list of physical directories:

---

**NOTE:** Some of the directories under `public\enu`, such as `APPLETS`, `FILES`, `HELP`, and `IMAGES` are created at runtime, when the Web server successfully connects to the Siebel Server.

---

## Chapter 5, Installing the Siebel Server

### Troubleshooting a Failed ODBC Data Source Connection

October 2, 2002

For Step 3, remove the non-unicode information. Modify the name of the ODBC driver file to read

```
Driver=/instances/v7inst1/sqllib/lib/libdb2.so (Solaris)
```

Change the character set value from `WE8ISO8859P15` to `WE8MSWIN1252` throughout the book, as shown below:

#### To set locale parameters

Change the setting for the character set under the first bullet from

*character set* = Siebel Systems recommends this be set to `WE8ISO8859P15`.to

*character set* = Siebel Systems recommends this be set to `WE8MSWIN1252`.

Also change the same value in Chapter 8 under “Creating the Language Characteristics of Your Database” as follow:

from

```
CHARACTER SET NAME = the textual name of the character set you want to run; for example,  
WE8ISO8859P15.
```

to

```
CHARACTER SET NAME = the textual name of the character set you want to run; for example,  
WE8MSWIN1252.
```

## Enabling Language-Specific Application Object Managers

July 7, 2003

*Change the first step from:*

1 Back up your `siebns.dat` file, located in `$SIEBEL_HOME/admin/...`

*to*

1 Back up your `siebns.dat` file, located in `$SIEBEL_HOME/sys/...`

## Chapter 6, Creating and Optimizing DB2 Universal Database for Siebel eBusiness Applications

### DB2 Database Configuration Guidelines

July 7, 2003

*Add the following to this section:*

### Verifying Installation of the DB2 UDB Application Development Client

When using DB2 UDB, the DB2 UDB Application Development Client must be installed on your database server. To do this, navigate to the appropriate directory on the database server and verify that the DB2 UDB Application Development Client is installed.

[Table 1](#) lists the DB2 UDB Application Development Client components that must be installed on your database server depending on your platform. Use this table to verify that you have the correct components installed.

**Table 1. DB2 UDB Application Development Client Components**

Platform	DB2 UDB Application Development Client Components
Windows	DB2 Application Development Client
AIX	db2_07_01.adt.rte 7.1.0.xx COMMITTED Application Development Tools db2_07_01.adt.samples 7.1.0.xx COMMITTED ADT Sample Programs

**Table 1. DB2 UDB Application Development Client Components**

Platform	DB2 UDB Application Development Client Components
HP	DB2V7SKL 7.1.0.40 Application Development Tools for HP-UX
Solaris	application db2adt71 Application Development Tools (ADT) (PTF 1720500-00) application db2adts71 ADT Sample Programs (PTF 1720500-001)

If the DB2 Application Development Client is not installed, you must install it. For more information, refer to the relevant IBM documentation.

## Activating Bufferpools

**October 2, 2002**

*Change the value in the table for BUF32K as follow:*

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

## Overriding Default Storage Parameters

**July 7, 2003**

*In the second paragraph, change the following sentence from:*

For each Siebel object (table or index), you can specify a tablespace by using the `Space` parameter.

*to:*

For each Siebel object (table or index), you can specify a tablespace by using the `Table Space` parameter.

*Also in the example, change the following line from:*

```
Space = data1
```

*to:*

```
Table Space = data1
```

Implement the same change in Chapter 8, “Creating and Optimizing the Oracle Database for Siebel eBusiness Applications.”

## Creating Tablespaces

July 7, 2003

Add a column to the table under step 4 for *Recommended Value* as shown below:

DB2 Tablespace Name	Bufferpool Name	Recommended Value	Description
SIEBEL_4K	IBMDEFAULTBP	2 GB	Tablespace name for tables with row sizes of at most 4005 bytes.
SIEBEL_16K	BUF16K	300 MB	Tablespace name for tables with row sizes from 4006 bytes through 16,293 bytes.
SIEBEL_32K	BUF32K	100 MB	Tablespace name for tables with row sizes greater than 16,293 bytes.

## Chapter 7, Installing the Siebel Database Server with DB2 UDB

### Installing the Siebel Database Server Software

July 7, 2003

Reverse the order of steps 3 and 4, as shown below:

- 3 Start a shell and navigate to `$SIEBEL_ROOT`.
- 4 Set the `umask` permissions for the installation files.

At the operating system prompt, enter the following command:

```
umask 027
```

This ensures .....

Implement the same change in Chapter 9, “Installing the Siebel Database Server for Oracle.”

Also change step 6 from:

6 Set the `SIEBEL_LOG_EVENTS` environment variable.

**For Bourne or Korn shell:**

```
export SIEBEL_LOG_EVENTS trace3
```

to:

6 Set the `SIEBEL_LOG_EVENTS` environment variable.

**For Bourne or Korn shell:**

```
export SIEBEL_LOG_EVENTS=trace3
```

*Implement the same change under “Installing Database Server Components” and “Importing the Siebel Repository” sections in the same chapter and in Chapter 9 , “Installing the Siebel Database Server for Oracle.”*

## Chapter 8, Creating and Optimizing the Oracle Database for Siebel eBusiness Applications

### Planning the Distribution of Your Database Objects

**October 2, 2002**

*Add the following note after Table titled “Most Frequently Used and Largest Siebel Tables”:*

---

**NOTE:** If you use Siebel Enterprise Integration Manager (EIM) frequently, you may want to put the interface tables (names starting with `EIM_`) on different devices from the Siebel base tables, because both are accessed simultaneously during EIM operations.

---

## Oracle Database Configuration Guidelines

### OPTIMIZER\_MODE

July 7, 2003

*Add the following note to this section.*

---

**NOTE:** Siebel optimizes and certifies Siebel applications on a standard Oracle installation using Rule-Based Optimizer (RBO). Using advanced features like Cost-Based Optimizer (CBO) and table partitioning are not supported and could have a detrimental effect on query performance.

If there is a reason to believe that the issues are caused by CBO, table partitioning, or other database features that are currently not supported, Siebel Support will request that you reproduce issues against a standard installation using RBO.

---

**October 2, 2002**

*Add the following information about the CURSOR\_SHARING parameter.*

**CURSOR\_SHARING.** CURSOR\_SHARING. This parameter is set to EXACT by default and you should not change it unless directed by Siebel Support or Siebel Engineering.

## Chapter 9, Installing the Siebel Database Server for Oracle

### Pre-installation Tasks

**December 4, 2001**

*Update the bullet discussing the installation of Oracle database from:*

- Install Oracle database client software onto the machine you intend to use as your Siebel Database Server.

*to*

- Install Oracle database client software onto the machine you intend to use as your Siebel Database Server. Make sure that you have set the `ORACLE_HOME` variable appropriately before installing the Siebel application.

## Creating Tableowner and Administrator Accounts

**July 7, 2003**

*The grantusr.sql script performs some functions that were previously performed manually. Replace the following two paragraphs:*

The Oracle database administrator must manually create the tableowner account (default: *siebel*), the Siebel Administrator account (default: *sadmin*), and the *sse\_role* group. You must then add the two accounts to the *sse\_role* group.

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 install the Siebel Database server.

*With this paragraph:*

Before you install the Siebel Database server, the Oracle database administrator must execute the `grantusr.sql` script against your database server. The script creates the tableowner account (default: *siebel*), the Siebel Administrator account (default: *sadmin*), and the *sse\_role* group, and adds the two accounts to the *sse\_role* group.

## Creating Tableowner and Administrator Accounts

**July 7, 2003**

*Modify the path to the database in the following procedure:*

### **To run the grantusr.sql script**

Run the `grantusr.sql` script from SQL\*Plus, using an account with DBA privileges, and using the following command:

```
SQL> @SIEBEL_ROOT/dbsrvr/oracle/grantusr.sql
```

# Chapter 10, Installing the Siebel Web Server Extension

## Planning the Installation

**October 2, 2002**

*The first paragraph should be altered to read:*

Many Web servers are installed as a user other than root to limit Web server access to the server itself. To install the Siebel Web Server Extension, the installation user must have write privileges to the Web server.

## Verifying Web Server Requirements

**October 2, 2002**

*Add the following paragraph at the end of this section:*

The HTTP process that hosts SWSE can communicate with multiple Siebel servers. You cannot, however, install multiple SWSEs to a single Web server.

## Web Server Language Pack Requirements

**July 7, 2003**

*Add the following note and paragraph to this section:*

---

**NOTE:** For the best performance and scalability, Siebel Systems recommends that the Web server reside on a separate machine from the Siebel Enterprise Server.

---

The Siebel Web Server Extension detects the language from the code page used to map symbols for the Web server. If the code page is not set, SWSE may not support the specified language and display it incorrectly in the browser. Before starting the HTTP server, you need to set the `SIEBEL_CODEPAGE` environment variable. For example for the Japanese code page you need to set it as follow:

```
setenv SIEBEL_CODEPAGE 932
```

## Specify the Domain Name

**October 2, 2002**

Add the above heading and the following text right after “Web Server Language Pack Requirements” section:

For Solaris or SunONE (iPlanet) installations, add the domain name to either `/etc/hosts` or `resolve.conf`.

## Installing and Configuring the Siebel Web Server Extension

**October 2, 2002**

Change Step 12 from:

- 12** Specify the alias of the Siebel Server where the Application Object Managers that will be contacted by the Siebel Web Server Extension are enabled.

This should be the name of the machine on which the Siebel Server resides.

- To accept the default name, press ENTER.
- If you want to enter the name of a different Siebel Server name, enter it now. This should be the machine name of the Siebel Server.

to:

- 12** Specify the name of the Siebel Server on which the Application Object Managers, that will be contacted by the Siebel Web Server Extension, are enabled and click Next.

- To accept the default, press ENTER.
- If you want to enter a different name for this Siebel Server, enter it now.

---

**NOTE:** This should be the descriptive name for this Siebel Server, *not the machine name*.

---

## Parameter Descriptions

**October 2, 2002**

### SessionTimeout

Change the first paragraph from:

The time, in seconds, from the user's last browser request until the user's connection times out. The default is 900 seconds (15 minutes). If set to 0, it will never time out.

*to:*

The time, in seconds, from the user's last browser request until the user's connection times out. The default is 900 seconds (15 minutes).

## Granting User Permission

**October 2, 2002**

### iPlanet Web Server

*Change the last bullet from:*

- Make sure that the account that the iPlanet `httpd` daemon uses has read permissions to all files in the `$SWEAPP_ROOT/public` directory. Alternatively, you may make the public directory available to everyone by inputting the following:

```
chmod -R a+r /$ SWEAPP_ROOT/public
```

*to:*

- Make sure that the account that the iPlanet `httpd` daemon uses has recursive read and write permissions to all files in the `$SWEAPP_ROOT/public` and `$SWEAPP_ROOT/public/enu` directory. Alternatively, you may make the public directory available to everyone by inputting the following:

```
chmod -R a+rw $SWEAPP_ROOT/public
```

```
chmod -R a+rw $SWEAPP_ROOT/public/enu
```

## General Troubleshooting Tips

**October 2, 2002**

*Add the following two bullets to the first solution in this section*

- Make sure that the domain name has been specified in either `resolve.conf` or `/etc/hosts`
- Make sure that the permissions are set correctly on these files.

# Chapter 13, Installing the Chartworks Server

October 2, 2002

*Add the following section on troubleshooting at the end of the chapter:*

## Troubleshooting

**Problem:** The following error message appears from the Account > Chart menu or, after verifying that the server is running, from the Activities > Chart menu:

“Error in Chart Server connect string, or the Chart Server is not started.”

**Solution:** Verify that write permissions has been set for:

- `$CHARTWORKS_SERVER_HOME/root/Charts/Siebel.chart` directory
- `Siebel.cdx` file contained within that directory

# Chapter 14, Uninstalling Siebel eBusiness Applications

October 2, 2002

*Change this section from:*

Uninstalling Siebel under UNIX is a relatively simple process.

To uninstall the Siebel Gateway Server and Siebel Servers on your system Stop all services.

- 1 Manually delete the installation directory and rc3 entries.
- 2 Restart your machine.

You can use `srvredit`, a command line utility, to remove a Siebel Server from the Enterprise Server. For information about using `srvredit` for this purpose, see *Siebel Server Administration Guide*. Uninstalling Siebel under UNIX is a relatively simple process.

*to:*

**To uninstall the Siebel Gateway Server and Siebel Servers on your system**

- 1 Run the command.

```
"$SIEBEL_ROOT/bin/config_server
```

The system respond with a list of current servers and options to create or delete a Siebel Server.

- 2 Choose Delete an Existing Server. The Configuration console lists existing servers. Enter the number of the server you want to delete.

You can use `srvredit`, a command line utility, to remove a Siebel Server from the Siebel Enterprise Server as follows:

```
srvredit -g SiebelGateway -e SiebelEnterprise -s SiebelServer -x \${Server}
```

You can also use `srvredit` to remove a Siebel Enterprise as follows:

```
srvredit -g SiebelGateway -e SiebelEnterprise -x \${Enterprise}
```

---

**NOTE:** You cannot use `srvredit` to remove files.

---

# Version 7.0.4

## General

**May 6, 2002**

The following information either supplements or corrects the version 7.0.4 documentation.

- The “Installing the Siebel Reports Server” chapter was included in version 7.0.2 of this document. For version 7.0.4 of this document, the content from that chapter is moved to *Siebel Reports Administration Guide*.

## Chapter 5, Installing the Siebel Server

### Setting the Siebel Server Locale

**May 6, 2002**

*Change the heading DB2 UDB to DB2 UDB and DB2 UDB for OS/390 and z/OS so that the content of this subsection applies to both database platforms.*

*In the last paragraph of this section, replace “For information” with “For information about supported code pages for each database platform.”*

# Chapter 6, Creating and Optimizing DB2 Universal Database for Siebel eBusiness Applications

October 2, 2002

## DB2set Parameters

Add the following AIX/DB2 parameters to the end of the table titled *db2set Parameters*:

Parameter	Explanation	Setting
EXTSHM	This parameter only applies to AIX. Use this parameter only if you need to run 32-bit applications where more than 11 shared memory segments per process are required and you need shared memory of the shmat variety. Shmat is PowerPC hardware segment related, therefore memory is more efficiently managed and protected in all segments. For more information, see <a href="#">“EXTSHM” on page 1-18</a> .	ON
DB2ENVLIST	When starting a DB2 UDB server and running EXTSHM, EXTSHM must be part of the DB2 environment. This parameter must be set when the database is created.	EXTSHM

### EXTSHM

This parameter must be set when both the DB2 UDB and DB2 UDB EEE databases are created, and included in the script that starts them. You should also include this parameter in the script that starts the DB2 client.

Additionally, this line must appear in the sqllib/db2profile for the DB2 UDB EEE server.

# Chapter 10, Installing the Siebel Web Server Extension

## Editing the Web Server Extension Configuration File (eapps.cfg)

October 2, 2002

Change the last note in this section from:

---

**NOTE:** If you make any changes to the `eapps.cfg` file, you must restart your Web Server.

---

to:

---

**NOTE:** If you make any changes to the `eapps.cfg` file, you must restart your Web server. Also, if you have selected any other port than the default port for the Siebel Web Server Extension to listen on, make sure that all users have read privileges for this file.

---

## How iPlanet and IHS Handle Compression

**October 2, 2002**

*This section is no longer valid and should be removed. iPlanet and IHS now support compression.*  
Configuring IHS for Siebel Applications

**May 6, 2002**

*Under the first bullet point change the value for `ThreadLimit` from 1024 to 3 \*  
`average_number_of_concurrent_users`*

*and append the following note.*

---

**NOTE:** Customer and partner applications that use the standard interactivity client open, at most, two connections per browser. For applications that use the high interactivity client, a single browser may open between two and ten connections, depending on whether it uses Server XML and on the browser cache state. For a Web server that processes requests for some or all high interactivity applications, the guideline given for setting `ThreadLimit` is a typical starting point from which to start tuning the Web server.

---

*Also append the following bullet points to the bulleted list:*

- **Recommended.** Set `KeepAliveTimeout` to 15 seconds.
- **Recommended.** Set `MaxKeepAliveRequests` to a minimum value of the maximum number of concurrent requests that IHS is configured to handle.

# Appendix D, UNIX Tuning for Siebel Server Optimization

## Configuring the Siebel Web Server Extension for AIX

May 6, 2002

Append the following section at the end of the “Configuring the Siebel Web Server Extension for AIX” section:

### Configuring IHS Web Server

This section provides recommended initial settings for IHS Web server environment variables. You can further tune these settings at your discretion to improve the performance of your Web server.

Use a text editor to enter the following lines at the top of the `$IHS_ROOT\bin\startapa` file, where `IHS_ROOT` is the root directory in which your IHS Web server is installed:

```
export AIXTHREAD_SCOPE=S
export AIXTHREAD_MNRATIO=1:1
export AIXTHREAD_MUTEX_DEBUG=OFF
export AIXTHREAD_RWLOCK_DEBUG=OFF
export AIXTHREAD_COND_DEBUG=OFF
export RT_GRQ=ON
export YIELDLOOPTIME=6
export SPINLOOPTIME=1000
export SIEBEL_ASSERT_MODE=0
export MALLOCMULTIHEAP=considersize,heaps:<number of CPU's on machine>
export MALLOCTYPE=buckets
export LDR_CNTRL=LOADPUBLIC@MAXDATA=0x60000000
```

The `heaps` parameter value should be the number of CPUs on the Web server machine. For example, if there are two CPUs, then this line should be:

```
export MALLOCMULTIHEAP=considersize,heaps:2
```

---

**NOTE:** Reduce the logging level for IHS to conserve disk space.

---

### To set the number of threads for the IHS Web server

- 1 Using a text editor, set the values in the `workers.c` section of `$IHS_ROOT/httpd.conf` as follows:

```
StartServers          1
ServerLimit           1
ThreadLimit           Y x e
MaxClients            Y x e
MinSpareThreads       1
MaxSpareThreads       Y x e
ThreadsPerChild       Y x e
MaxRequestsPerChild   0
```

Where:

`Y x e` = At least two to three times the maximum number of concurrent users that the Web server must support.

- 2 In the same file, update the values user and group as shown below:

```
User          nobody
Group         system
```

## Tuning Resonate for AIX

**May 6, 2002**

*Change Step 3 d from*

Set the Agent Heart Beat Interval to 5.

*to:*

Set the Agent Heart Beat Interval to 1.

*Remove the following note at the end of the procedure:*

---

**NOTE:** Resonate version 3.2.2 on AIX does not support Gigabit Ethernet Adapters.

---

**October 2, 2002**

*Also add the following section to the end of “Tuning Resonate for AIX” section:*

## **EnableOLEAutomation**

When installing on a UNIX platform, before starting the server, use the Server Administration to change the `EnableOLEAutomation` parameter to `FALSE`.

## **Tuning the iPlanet Web Server for Siebel Server on Solaris**

**May 6, 2002**

*Insert the following text after the “To tune the iPlanet Web server machine system” procedure:*

To achieve better network performance, it is strongly recommended that you set the Cache Control Response Directives for the iPlanet Web server as described in the following procedure. You can subsequently tune this setting to optimize your Web server’s performance with Siebel applications.

For more information about iPlanet tuning, see the vendor documentation for iPlanet.

### **To set the iPlanet Cache Control Response Directives for use with Siebel applications**

- 1** Launch the iPlanet Server Manager.
- 2** Click the Content Mgmt tab.
- 3** On the Cache Control Directives screen, from the Editing: drop-down list, select the Web server instance that processes requests for Siebel applications.
- 4** Click the `Maximum Age (sec)` radio button and enter 36000 in its text box. Then click OK.
- 5** If you have more than one Web server instance that processes requests for Siebel applications, repeat [Step 3](#) through [Step 4](#) for each of those instances.
- 6** Restart the affected iPlanet Web server instances.

## **Solaris Kernel Recommendations for Siebel Server Applications**

**July 7, 2003**

*Change the setting for `rlim_fd_cur` and `rlim_fd_max` under step 3 from:*

```
set rlim_fd_cur = 1024
```

```
set rlim_fd_max = 1024
```

to:

```
set rlim_fd_cur = 6000
```

```
set rlim_fd_max = 6000
```

## Tuning Resonate for Solaris

**October 2, 2002**

*Add the following paragraph to the end of the “Tuning Resonate for Solaris” section:*

### EnableOLEAutomation

When installing on a UNIX platform, before starting the server, use the Server Administration to change the `EnableOLEAutomation` parameter to `FALSE`.

# Version 7.0.2

## Chapter 4, Installing the Siebel Gateway Server

July 7, 2003

### Installing the Siebel Gateway Server

#### **To install the Siebel Gateway Server**

...

*Add the following step to the procedure:*

- 5** To start the Siebel Gateway installation script and generate an installation log for review afterward, enter the following command if you are using Korn shell:

```
ksh ./install_gateway -d logfile
```

## Chapter 5, Installing the Siebel Server

October 2, 2002

### Creating a File System

*Modify the first paragraph as shown below:*

The Siebel File System consists of a shared directory that is network-accessible to the Siebel Server. The File System may be installed on the same server as a Siebel Server or Siebel Database Server, or it may be on another network server that can share the directory, so that it is available to the Siebel Server.

---

**NOTE:** If the operating systems of the two machines are different — for example, one Windows and one UNIX — you may need to deploy a third-party cross-platform file system mounting tool to allow both machines to share the directory. Refer to your cross-platform mounting software documentation for details.

---

# Chapter 8, Creating and Optimizing the Oracle Database for Siebel eBusiness Applications

## Using a Redundant Disk Array

**December 4, 2001**

*Delete the following subsections:*

- Asynchronous I/O
- Veritas Extent-Based File System

## Oracle Database Configuration Guidelines

### SHARED\_POOL\_SIZE

**December 4, 2001**

*Replace this section with the followings:*

**SHARED\_POOL\_SIZE.** Start with a minimum value of 64 MB in your production environment. A DBA should adjust this value upward based on the available physical memory of the hardware and performance, whether connections are dedicated, or run Multi-Threaded Server (MTS) and the application type.

Siebel eBusiness Applications make heavy demands on the dictionary cache for columns. In Oracle, 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 since Siebel eBusiness Applications maintains a record for each column in each table for each repository. As a result, if you have six active repositories, the Siebel dictionary will be six times larger than it needs to be.

### SORT\_AREA\_SIZE

**December 4, 2001**

*Change the recommended initial value for SORT\_AREA\_SIZE from 512,000 bytes to 2 MB.*

## Creating the Database

**July 7, 2003**

*Add the following subsection to the “Creating the Database” section:*

### Partitioning

Siebel eBusiness Applications do not currently support Oracle partitioning, although this is planned for a future release. While partitioning may, at first, appear to work with Siebel eBusiness Applications, the following results will most likely be observed:

- No performance benefit, because Siebel eBusiness Applications use Rule-Based Optimizer mode.
- Siebel 6 and Siebel 7 development-to-production migration and version upgrade processes do not recognize partitioning and, therefore, do not propagate existing partitioning definitions to the new environment.

## Overriding Default Storage Parameters

**December 4, 2001**

*Add the following sentence after the example:*

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

## Ongoing Oracle Database Administration

**December 4, 2001**

*Add the following sentence to the first bullet “Insertion rates on tables”:*

Siebel Systems recommends multiple freelists for the table `S_DOCK_TXN_LOG` since this table receives numerous inserts.

# Chapter 10, Installing the Siebel Web Server Extension

## Special Deployment Cases

**December 4, 2001**

*Add the following paragraph after the first paragraph in this section:*

If you install Resonate Central Dispatch on any of your Siebel Servers, you cannot also install it on your Web servers and configure it on the same VIP/Resonate Site as the Siebel Server. This is because the Central Dispatch software on the Web server cannot send requests to the same VIP on the Siebel Server from which it receives requests.

## Installing and Configuring the Siebel Web Server Extension

**May 6, 2002**

*Insert the following two steps immediately after Step 18 (entering the Web Update Protection Key) of the procedure, "To install the Web Server Extension plug-in." Renumber Step 19 to Step 26 to follow the inserted steps.*

**19** Enter the Primary Internet Address for each Web Server. The Primary Internet Address can be the fully-qualified hostname, such as `servername.siebel.com`, or the IP address. This address must be unique for each Web server. Append the Web server's HTTP port number, if it is not the default port 80. For example, enter `servername.siebel.com:port_number` or `IP_address:port_number`.

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**NOTE:** For AIX, the Primary Internet Address must match the value for `ServerName` in the `httpd.conf` file for Siebel employee applications, such as Siebel Call Center, and other high-interactivity applications to function correctly.

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**20** Enter the Alternate Internet Address for each Web Server. Append the Web server's HTTP port number, if it is not the default port 80, as described in Step 19.

- If you entered the fully-qualified hostname for the Web server as the Primary Internet address, then enter the Web server's IP address here.
- If you entered the IP address as the Primary Internet address, then enter the fully-qualified hostname for the Web server here.

## Editing the Web Server Extension Configuration File (eapps.cfg)

**December 4, 2001**

*Changed the note under this section from:*

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**NOTE:** If you make any changes to the eapps.cfg file, you must restart your World Wide Web Publishing Service.

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*to:*

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**NOTE:** If you make any changes to the eapps.cfg file, you must restart your Web server. Also, if you have selected any other port than the default port for the Siebel Web Server Extension to listen on, make sure that all users have read privileges for this file.

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