



Documentation Update for *Siebel Server Installation Guide for Microsoft Windows*

Date Published: December 7, 2001

Last Updated: July 7, 2003

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

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

Chapter 2, Preparing for the Installation

Grouping your Siebel Servers into Enterprise Siebel Servers

October 2, 2002

Under the bullet for Multiple Siebel Servers, add the following sentence:

The Siebel Servers that belong to a particular Enterprise Server must all be installed on computers that belong to the same domain.

Chapter 5, Installing the Siebel Server

Installing the Siebel Server

October 2, 2002

Add the following step to the procedure:

- 1 Log in to a user account that belongs to the Windows domain of the Enterprise Server.

Configuring the Siebel Server

July 7, 2003

Delete the following bullets from Step 5:

- If you have installed Resonate anywhere in the Enterprise, click Yes.
- If you have not installed Resonate, leave the check box unselected.

Replace them with the following bullets:

- If you installed Resonate *anywhere in this Siebel Enterprise*, and not just on this server, click Yes, *unless this machine is part of a cluster*.

NOTE: You must repeat this for each node in the Enterprise on which Resonate is installed.

- If you did not install Resonate or this machine is part of a server cluster, leave the check box deselected.

December 7, 2001

In step 11, replace the following text:

Table Owner. Identify the name or IP address of the schema that contains your Siebel tables and indexes relevant to your database platform.

With the following text:

Table Owner. Identify the name of the schema that contains your Siebel tables and indexes relevant to your database platform.

Chapter 7, 11, and 13 (or 7, 9, and 11), Creating and Optimizing Databases

July 7, 2003

NOTE: Chapter numbers vary according to version.

Overriding Default Storage Parameters

In the second paragraph, replace the following sentence:

For each Siebel table, you can specify a tablespace by using the `Space` parameter.

With the following:

For each Siebel table, you can specify a tablespace by using the `Table Space` parameter.

In the example, replace the following line:

```
Space = data1
```

With the following:

```
Table Space = data1
```

Chapter 11, Creating and Optimizing the Oracle Database for Siebel eBusiness Applications

Oracle Database Configuration Guidelines

May 6, 2002

OPTIMIZER_MODE

Append the following information to this subsection:

NOTE: Siebel optimizes and certifies Siebel applications on a standard Oracle installation using Rule-Based Optimizer (RBO). Usage of advanced features like Cost-Based Optimizer (CBO) and table partitioning should not have any detrimental effect on query results if these features function correctly. Siebel applications' response time is better using RBO. If an issue with your database cannot be reproduced with a standard Oracle installation using RBO, then you should first discuss the issue with Oracle. Siebel Support reserves the right to request that you reproduce issues against a standard installation using RBO if there is a reason to believe that the issues are caused by CBO, table partitioning, or other advanced database features.

SHARED_POOL_SIZE

Delete the following sentence and the table following the sentence:

See below for guidelines on how to increment the 64 MB starting point for shared pool size, depending on your operations.

Delete the following sentence:

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).

Replace the sentence above with the following sentence:

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.

SORT_AREA_SIZE

Change the recommended initial value for SORT_AREA_SIZE from 512,000 bytes to 2 MB.

Partitioning

May 6, 2002

Add the following information before the section entitled “Overriding Default Storage Parameters”:

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 uses 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.

NOTE: Siebel optimizes and certifies Siebel applications on a standard Oracle installation using Rule-Based Optimizer (RBO). Usage of advanced features like Cost-Based Optimizer (CBO) and table partitioning should not have any detrimental effect on query results if these features function correctly. Siebel applications’ response time is better using RBO. If an issue with your database cannot be reproduced with a standard Oracle installation using RBO, then you should first discuss the issue with Oracle. Siebel Support reserves the right to request that you reproduce issues against a standard installation using RBO if there is a reason to believe that the issues are caused by CBO, table partitioning, or other advanced database features.

Ongoing Oracle Database Administration

May 6, 2002

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

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

Using a Redundant Disk Array

December 7, 2001

Delete the following subsections:

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

Chapter 12, Installing the Siebel Database Server for Oracle

Pre-installation Tasks

December 7, 2001

Add the following bullet item:

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

May 6, 2002

In Step 8 (entering the encryption type) of the To configure the Siebel Web Server Extension procedure, change the confirmation statement to:

The First Internet Address of Web Server screen appears.

Insert the following step immediately after Step 8 . Renumber Step 9 through the end of the procedure to follow the inserted step.

9 Enter two representations for the Web server machine.

- **First Internet Address of Web Server.** The First Internet Address can be the fully-qualified hostname, such as `servername.siebel.com`, or the IP address. It must be unique for each Web server.
- **Alternate Internet Address of Web Server.** If you entered the fully-qualified hostname for the Web server as the First Internet address, then enter the Web server's IP address here. If you entered the IP address as the First Internet address, then enter the fully-qualified hostname for the Web server here.

NOTE: The First Internet Address and Alternate Internet Address for each Web server must define two different host addresses (names or IPs) that resolve to the same host, which may be virtual or physical.

Click Next.

The HTTP Port Number screen appears.

Enabling HTTP Compression for Siebel Web Applications

May 6, 2002

Add the following information:

To disable compression

- 1** On each Web server, launch Internet Service Manager.
- 2** Expand the Web Server Name, right-click it, and select Properties from the drop-down list.
- 3** From the Master Properties list, select WWW Services and click Edit.
- 4** Click the ISAPI Filters tab.
- 5** Select the Siebel compression filter (in most cases, this will be called *siebcompress*, but could have another name if you manually installed it) and click Remove.
- 6** Restart IIS:
 - a** Navigate to the Services dialog box, as appropriate to your OS.
 - b** Select IIS Admin Service, and click Stop.

NOTE: If prompted whether to stop other child services, including World Wide Web Services, click OK.

- c** Verify that no process named `inetinfo.exe` appears in the Windows Task Manager.
- d** In the Services dialog box, select World Wide Web Publishing Service and click Start.

To verify that the filter has been removed

- 1** On each Web server, launch Internet Service Manager.
- 2** Expand the Web Server Name, right-click it, and select Properties from the drop-down list.
- 3** From the Master Properties list, select WWW Services and click Edit.
- 4** Click the ISAPI Filters tab.
- 5** Verify that the Siebel compression filter is not in the list.

Planning the Installation

December 7, 2001

In the “Special Deployment Cases” section, add the following new paragraph after the first paragraph:

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.

Chapter 13 or 15 Installing the Siebel Web Server Extension

NOTE: The chapter number differed in release 7.0.4 from earlier Siebel 7 releases.

July 7, 2003

Add the following section to the beginning of this chapter.

Deployment Considerations

- **Language Pack Installation.** Multiple Web servers can host any combination of languages supported by your Siebel deployment. Although you must install all the Language Packs that apply to the languages you want a particular Web server to host on that Web server, you do not need to install all languages on all Web servers.

You must also have installed all the languages that you intend your Siebel Web Clients to use on your Siebel Servers.

- **Siebel Database Server.** In either a single-node or distributed configuration, the database server resides on a separate node; its installation is independent from any other servers.
- **Web server and Resonate Scheduler.** These cannot reside on the same physical server because the Web server must make requests to the VIP that the Scheduler listens on. A server cannot make requests to the same VIP that it is also listening or receiving traffic on.

- **Web Server and Load-Balanced Siebel Server.** These cannot reside on the same physical server because a server cannot make a request to the same VIP that it is listening or receiving traffic on.

However, the Web server and Siebel Server *can* reside on the same machine if the Siebel Server is not part of the Resonate load-balanced site.

NOTE: Load-balanced Siebel Servers are those servers for which Resonate Central DIspatch is being used to load balance server components.

Configuring the Siebel Web Server Extension

July 7, 2003

Step 3 of Configuring the Siebel Web Server Extension should be altered to remove the following note:

NOTE: If you clustered the Siebel Gateway, you must use the IP of the clustered Gateway.

This note is true for Step 4, but for this step, using the cluster gateway IP will break the install.

May 6, 2002

Step 6 of Configuring the Siebel Web Server Extension should be altered to read:

On the Siebel Server Name screen, type the name of the Siebel Server on which those Application Object Managers are enabled that will be contacted by the Siebel Web Server Extension and click Next.

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

May 6, 2002

- *Step 11 of Adding a New Virtual Directory to IIS should be altered to read:*

In the Extension field type *SWE*, leaving the defaults as they are.

- Add a final step at the end of the procedure *Adding a New Virtual Directory to IIS:*

Add the SWEF extension by repeating Step 10 through Step 12, except in Step 11, substitute *SWEF* for *SWE*.

Add the following Caution to Verifying Web Server Requirements:



Caution: Do not install the Resonate *Primary Scheduler* on any of your Web servers

Post-Installation Tasks

October 2, 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 15, Installing the Siebel Web Server Extension

July 7, 2003

Parameter Descriptions

From the following paragraph, remove the words, “If set to 0 it will never time out.”

SessionTimeout

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.

Version 7.0.4

General Information

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 13, Creating and Optimizing the Oracle Database for Siebel eBusiness Applications

May 6, 2002

Oracle Database Configuration Guidelines

OPTIMIZER_MODE

Append the following information to this subsection:

NOTE: Siebel optimizes and certifies Siebel applications on a standard Oracle installation using Rule-Based Optimizer (RBO). Usage of advanced features like Cost-Based Optimizer (CBO) and table partitioning should not have any detrimental effect on query results if these features function correctly. Siebel applications’ response time is better using RBO. If an issue with your database cannot be reproduced with a standard Oracle installation using RBO, then you should first discuss the issue with Oracle. Siebel Support reserves the right to request that you reproduce issues against a standard installation using RBO if there is a reason to believe that the issues are caused by CBO, table partitioning, or other advanced database features.

Partitioning

Add the following information after the last bullet point which begins with “Siebel 6 and Siebel 7. . .”:

NOTE: Siebel optimizes and certifies Siebel applications on a standard Oracle installation using Rule-Based Optimizer (RBO). Usage of advanced features like Cost-Based Optimizer (CBO) and table partitioning should not have any detrimental effect on query results if these features function correctly. Siebel applications’ response time is better using RBO. If an issue with your database cannot be reproduced with a standard Oracle installation using RBO, then you should first discuss the issue with Oracle. Siebel Support reserves the right to request that you reproduce issues against a standard installation using RBO if there is a reason to believe that the issues are caused by CBO, table partitioning, or other advanced database features.

Chapter 15, Installing the Siebel Web Server Extension

May 6, 2002

Configuring the Siebel Web Server Extension

Replace Step 8 of the To configure the Siebel Web Server Extension procedure with the following text:

- 8 Enter two representations for the Web server machine.
 - **First Internet Address of Web Server.** The First Internet Address can be the fully-qualified hostname, such as `servername.siebel.com`, or the IP address. It must be unique for each Web server.
 - **Alternate Internet Address of Web Server.** If you entered the fully-qualified hostname for the Web server as the First Internet Address, then enter the Web server’s IP address here. If you entered the IP address as the First Internet Address, then enter the fully-qualified hostname for the Web server here.

NOTE: The First Internet Address and Alternate Internet Address for each Web server must define two different host addresses (names or IPs) that resolve to the same host, which may be virtual or physical.

Click Next.

The HTTP Port Number screen appears.

Version 7.0.2

Chapter 5, Installing the Siebel Server

July 7, 2003

Configuring the Siebel Server

Change the following sentence in Step 11:

Table Owner. Identify the name or IP address of the schema that contains your Siebel tables...

To the following:

Table Owner. Identify the name of the schema that contains your Siebel tables...

Chapter 11, Creating and Optimizing the Oracle Database for Siebel Applications

May 6, 2002

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 uses 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.

Siebel optimizes and certifies Siebel applications on a standard Oracle installation using Rule-Based Optimizer (RBO). Usage of advanced features like Cost-Based Optimizer (CBO) and table partitioning should not have any detrimental effect on query results if these features function correctly. Siebel applications' response time is better using RBO. If an issue with your database cannot be reproduced with a standard Oracle installation using RBO, then you should first discuss the issue with Oracle. Siebel Support reserves the right to request that you reproduce issues against a standard installation using RBO if there is a reason to believe that the issues are caused by CBO, table partitioning, or other advanced database features.