



# Documentation Update for *Siebel Server Administration Guide*

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This Documentation Update applies to the following version of *Siebel Server Administration Guide*.

**Document Version:**

Siebel 7 [Version 7.0 Rev. A](#)

**Date Published:** March 2002,

**Software Version:** Siebel 7 v7.0.4

# Version 7.0 Rev. A

## Chapter 1, Siebel Enterprise Server Architecture

### Connection Brokering

July 23, 2003

#### Page 1-6

*Replace the existing note in the Connection Brokering section with the following note:*

---

**NOTE:** Batch mode or background mode components are not load balanced by Resonate Central Dispatch. Nor are Mobile Web client connections distributed by Resonate Central Dispatch.

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### Siebel Enterprise Server

January 16, 2003

#### Page 1-7

*At the end of the second paragraph on this page, append the following sentence:*

If a parameter is set at the server level, this value will be used instead of the setting for the same parameter at the enterprise level.

### Siebel Component Modes

July 23, 2003

#### Page 1-11

*In the section entitled “Batch mode components,” replace the current paragraph with the following paragraph:*

**Batch mode components.** You must manually start these components by using the component request process in the Server Manager GUI or by the Server Manager command-line interface. Batch mode components end after the task has been performed. Examples of batch mode components include Database Extract and Enterprise Integration Manager.

# Siebel Component Groups

July 23, 2003

## Page 1-13

*At the end of the this section, add the following new section:*

### **Component Processes (Shells)**

The Siebel Server runs each component in its own separate process (or shell). These shells provide the interface for a component to communicate with shared memory, and use infrastructure facilities for logging, events, networking, and so on. A shell performs the following actions when it is forked off:

- Initializes the logging/networking facility.
- Determines which component to run. The component is specified as a DLL (personality DLL), which is run by the Siebel Server either as part of the input parameters or as part of a network message.
- Attaches to shared memory.

The Siebel Server forks an appropriate shell based on the component mode (interactive, batch, or background) and whether the component is object manager-based, multithreaded, or both. [Table 1](#), [Table 2](#), and [Table 3](#) define the shell types created in various scenarios.

To conserve system resources and minimize the number of processes started on the Siebel Server, disable components and component groups that you do not plan to run. See “[Configuring Component Groups and Server Components](#)” on page 4-10 for further details.

**Table 1. Interactive Mode Components**

<b>Multithreaded</b>	<b>Object Manager Based</b>	<b>Shell</b>
False	False	siebsess
True	False	siebmtsh
True	True	siebtshmw

**Table 2. Batch Mode Components**

<b>Multithreaded</b>	<b>Object Manager Based</b>	<b>Shell (Created at Bootstrap)</b>	<b>Shell (Created at Runtime)</b>
False	False	siebproc	siebsh
False	True	siebprocmw	siebshmw
True	False	siebmtsh	siebmtsh
True	True	siebtshmw	siebtshmw

**Table 3. Background Mode Components**

<b>Object Manager Based</b>	<b>Shell (Created at Bootstrap)</b>	<b>Shell (Created at Runtime)</b>
False	siebproc	siebsh
True	siebprocmw	siebshmw

Examples of Siebel Server shells:

- A background component that is not object manager based is brought up in a siebproc shell. For example, Transaction Processor (TxnProc).
- An interactive component that is multithreaded and not object manager based is brought up in a siebmtsh shell. For example, Server Request Broker (SRBroker).
- A multithreaded, object manager-based component is brought up in a siebtshmw shell. For example, Call Center Object Manager (SCCObjMgr).

## Parameters Controlling Number of Shells

The following parameters configure shell (process) start up for interactive, batch, and background mode components.

- MaxMTServers
- MinMTServers
- MaxTasks
- DfltTasks

See [“Parameters” on page A-14](#) and [“Determining Application Object Manager Parameter Values” on page 7-9](#) for further information and details on configuring these parameters.

To review information on the shells forked by the Siebel Server, access the Siebel Server log file. See [“Viewing Siebel Server Event Logs” on page 4-73](#) for details on viewing Siebel Server log files.

# Chapter 3, Server System Services

## Siebel Server System Service

**July 23, 2003**

### Page 1-8

*Append the following section to the section entitled “Siebel Server System Service”:*

The Siebel Server runs as a system service that monitors and controls the state of every Siebel Server component operating on that Siebel Server. Each Siebel Server is an instantiation of the Siebel Server System Service within the current Siebel Enterprise Server. The Siebel Server runs as a Windows service in a Windows environment and a daemon process in a UNIX environment. The system process associated with the Siebel Server is `siebsvc.exe` on Windows and `siebsvc` on UNIX. Each running Siebel Server has a corresponding Siebel Server system process. For information on administering the Siebel Server System Service, see [“Administering the Siebel Server System Service” on page 3-8](#).

During startup, the Siebel Server System Service performs the following sequential steps:

- Retrieves configuration information from the Siebel Gateway. For information on the Siebel Gateway, see [“Siebel Gateway Server” on page 1-4](#).

- Creates a shared memory file located in the Administration subdirectory of the Siebel Server root directory on Windows and the Sys subdirectory on UNIX. By default, this file has the name *Enterprise\_Server\_Name.Server\_Server\_Name.shm*.

The total shared memory consists of a fixed amount for the Siebel Server itself, a block for each server component running on the server, and a block for each task.

Prior to creating the *.shm* file, the shared memory for the Siebel Application executables is built up in the RAM of the machine using the information retrieved from the Siebel Gateway; this process can use significant amounts of memory. After the creation of the *.shm* file, the Siebel Server System Service releases this memory.

The Siebel Server System Service deletes this file when it shuts down.

---

**NOTE:** If the Siebel Server System Service is improperly shut down, the *.shm* file may not be deleted by the Siebel Server System Service. In this case, delete (or rename) this file before restarting the Siebel Server System Service. (If this file is not visible, it may be a hidden file.)

---

- Creates ports dynamically for configured server components (port numbers start at 49150).
- Forks single-threaded and multi-threaded processes for background mode components enabled on the Siebel Server. The previously created ports are inherited to these processes.
- Archives log files by moving the current log folder to the log archive folder.

---

**NOTE:** If the log folder or archive folder are locked or inaccessible, a log archive is not created.

---

- Registers with Resonate Central Dispatch and with the Siebel Gateway (in case Resonate Central Dispatch is installed and the Siebel Server is configured to load-balance certain components). For information on Resonate Central Dispatch, see the *Siebel Server Installation Guide* for the operating system you are using.

# Chapter 4, Using the Server Manager GUI

## Shutting Down the Siebel Server

**April 23, 2002**

### Page 4-9

*Replace Step 5 in the following procedure:*

#### **To shut down the Siebel Server**

- 5** Click Shutdown.

The Server State field changes to Shutting down.

## Creating Defined Components

**April 23, 2002**

### Page 4-15

*Replace Step 4 and Step 5 in the following procedure:*

#### **To modify defined components**

- 4** In the lower list, click the parameter you want to modify.
- 5** Change the values in the appropriate fields.

## Assigning Component Groups to Siebel Servers

**April 23, 2002**

### Page 4-17

*Delete the note after Step 6 in the following procedure:*

#### **To assign a component group to a server**

## Component Group and Server Component Administration

**April 23, 2002**

### Page 4-27

*In the Offline bullet's third paragraph, delete the third sentence, which reads as follows:*

Each server process uses a database connection and therefore counts as a database user.

## Server Task Administration

**March 3, 2003**

### Page 4-48

*In the final sentence of the first bullet entitled Running, replace the last line with the following:*

You may explicitly stop any currently running component task.

### Page 4-48

*Add the following note at the end of the second bullet entitled Pausing:*

---

**NOTE:** Only tasks from certain component types can be paused. See [Table 4-1 on page 4-53](#) for a list of these component types.

---

**August 13, 2002**

### Page 4-49

*After the last bullet on this page, supplement this section with the following information:*

### Server Task IDs

Server Task IDs identify server tasks and are referenced in various views of the GUI as well as in both server and component log files. These identification numbers can help you locate individual tasks and their applicable log files. See “[Event Logging Administration](#)” on [page 4-69](#) for details on event logging and log files.

Task IDs are assigned sequentially from each server for each server task beginning at 1. Each time the Siebel Server is restarted, Task ID numbers are increased by 1000. The maximum task ID number that can be assigned is 262144 ( 256\*1024).

**March 3, 2003**

### Page 4-53

*Add the following text and table prior to the procedure To pause a running task.*

Siebel Server tasks can only be paused for certain component types. [Table 1](#) lists the component types and the predefined components that have this feature.

**Table 4. Pausable Component Types**

Component Types	Predefined Components	Predefined Component Alias
MailMgr	E-mail Manager	MailMgr
MktgSrvr	Marketing Server	MktgSrvr
PageMgr	Page Manager	PageMgr
ReqBroker	Server Request Broker	SRBroker
SRProc	Server Request Processor	SRProc
ServerMgr	Server Manager	ServerMgr
TxnMerge	Transaction Merger	TxnMerge
TxnProc	Transaction Processor	TxnProc
TxnRoute	Transaction Router	TxnRoute
WorkActn	Workflow Action Agent	WorkActn
WorkMon	Workflow Monitor Agent	WorkMon

## Event Logging Administration

**August 13, 2002**

### Page 4-69

Supplement Table 4-1 Severity and Log Level of Events with the following table entry:

Security/Log Level	Description
5	Diagnostic

**July 23, 2003**

### Page 4-70

Remove the note at the end of page 4-70 regarding tracing parameters. Some tracing parameters are still valid.

**April 23, 2002**

*Supplement the “Event Logging Administration” section with the following information on client-side logging. Place this information after the note on page 4-70.*

## **Client-Side Logging Variables**

The following client-side environment variables can be set to assist with event logging administration. Review the documentation specific to your operating system for details on changing these variables.

- **SIEBEL\_LOG\_EVENTS.** The SIEBEL\_LOG\_EVENTS environment variable sets the event logging level, which determines the extent of information captured in the log file. See [Table 4.1](#) for level settings and descriptions of information captured. The higher the event level is set, the greater amount of disk space is consumed. When setting to a higher level, monitor that sufficient disk space is available.
- **SIEBEL\_LOG\_ARCHIVES.** The SIEBEL\_LOG\_ARCHIVES environment variable determines the number of log files archived. Set this value to a positive integer; the number of log files saved reflect this setting. When a new log is created, < program > .log, the previous versions are archived as < program > \_1.log, < program > \_2.log, and so on. The numbers in the file name increase as the file gets older. The oldest log file that numbers past the integer setting is deleted. The default value of this variable is ten.
- **SIEBEL\_LOG\_DIR.** The SIEBEL\_LOG\_DIR environment variable determines the log file location. Set this variable to change the location from the default directory. Make sure this directory already exists and access permission to write a file in that location is available.

**January 16, 2003**

## **Page 4-70**

*Supplement the “Event Logging Administration” section with the following information on other server log files. Place this information after “Client-side Logging Variables.”*

## Siebel Gateway Log File

The Siebel Gateway log file, `NameSrvr.log`, is located in the LOG folder of the Siebel Gateway root directory. This file captures operational information when the Siebel Gateway System Service is started manually or when Siebel Gateway errors occur. To create this log file, make sure the client-side environment variable `SIEBEL_LOG_EVENTS` is set to a value of 3 or higher. (Note that a higher value contains more information and, therefore, a larger log file.) If this value is set to 2 or lower, no Siebel Gateway log file is created. See [“Client-Side Logging Variables” on page 4-70](#) for details on the `SIEBEL_LOG_EVENTS` environment variable. For further details on the Siebel Gateway, see [“Siebel Gateway Server” on page 1-4](#) and [“Administering the Siebel Gateway Name Server System Service” on page 3-2](#).

**August 13, 2002**

## Page 4-70

*Supplement the “Event Logging Administration” section with the following information on other server log files. Place this information after the note on page 4-70.*

## Other Server Log Files

Siebel eBusiness applications generate other text log files in the bin subdirectory of the Siebel Server root directory. They appear in the following form:

- `siebel_assert*.txt`
- `siebel_prefer*.txt`
- `siebel_crash*.txt`

These files record conditional responses when certain portions of code are executed during the operation of the application. Assert files indicate a fatal condition that may have led to a crash or data corruption. Prefer files indicate a less critical error condition that arises but did not lead to a crash or data corruption.

If these files are generated during the normal running of processes when no errors occur, they can be ignored (or deleted as they can become very large). However, if these files are generated when errors occur (especially crashes), these files can be forwarded to Siebel Technical Support for investigation.

# Chapter 5, Using the Server Command-Line Interface

## Environment Commands

August 13, 2002

### Page 5-7

*Supplement this section with the following commands. Add after the To unset (clear) the current working server command.*

#### **To show the environment variables**

■ Enter:

```
show
```

#### **To show an individual environment variable**

■ Enter:

```
show variable_name
```

#### **To refresh the enterprise server connections**

■ Enter:

```
refresh enterprise
```

The refresh enterprise command closes all connections to the existing siebel servers and creates new connections to these servers.

January 16, 2003

### Page 5-7

*Add the following commands at the end of the “Environment Commands” section:*

#### **To remove header and footer information from srvmgr command-line output**

■ Enter:

```
set header false
```

```
and
```

```
set footer false
```

### **To add header and footer information to the `svrmgr` command-line output**

- Enter:

```
set header true

and

set footer true
```

## **List Commands**

**August 13, 2002**

### **Page 5-8**

*Supplement this section with the following command. Add after the To list the current component status heading on page 5-9.*

- For all components, enter:

```
list component
```

**January 16, 2003**

### **Page 5-12**

*Add the following section at the end of the “List Commands” section.*

## **List Command Configuration**

**January 16, 2003**

*The following commands modify or configure the output for the list commands described in “List Commands” on page 5-8:*

### **To modify the output of an individual list command**

- To display specific columns, enter:

```
list list_object show column_1, column_2, ..., column_n
```

For example:

```
list components show SV_NAME, CC_ALIAS
```

- To display specific columns with a for clause, enter:

```
list list_object for for_object show column_1, column_2, ..., column_n
```

For example:

```
list components for SRVR_1 show CC_ALIAS
```

### **To list available columns for a list command**

- Enter:

```
configure list list_object
```

### **To configure the output of the list command**

- To display only specific columns, enter:

```
configure list list_object show column_1, column_2, ..., column_n
```

This command changes future list *list\_object* commands to display only those columns defined.

---

**NOTE:** Once you configure a specific list command for a given *srvrmgr* session, it cannot be configured again in that session. A new session must be started to view other columns for that list command.

---

## **Component Definition Commands**

**August 13, 2002**

### **Page 5-16**

*Supplement this section with the following command. Add after the To enable a component command.*

### **To disable a component definition**

- Enter:

```
disable component definition component_alias_name
```

### **Page 5-17**

*The two commands listed under the headings To enable a server component and To disable a server component do not work as specified on page 5-17 and will result in the following error message:*

```
expecting keyword "component definition" or "compgrp" instead of "component"
```

Use the commands listed under the headings To start a server component and To shut down a server component (at the top of page 5-17) to enable or disable an individual component.

## Task Management Commands

**March 3, 2003**

### Page 5-19

Add the following note after the procedure To pause a running task:

---

**NOTE:** Only tasks from certain component types can be paused. See [Table 4-1 on page 4-53](#) for a list of these component types.

---

## Named Subsystem Management Commands

**April 23, 2002**

### Page 5-21

Amend the command in the following procedure:

#### **To delete a Named Subsystem**

■ Enter:

```
delete named subsystem named_subsystem_alias_name
```

## Event Logging Commands

**August 13, 2002**

### Page 5-22

Supplement the first sentence with the following information:

See “[Event Logging Administration](#)” on page 4-69 for details on the event logging system and see “[Appendix B, Server and Component Event Types](#)” for a listing and description of event types and event subtypes.

## Preferences

August 13, 2002

### Page 5-23

*Supplement this section with the following command. Add after the* To create an alias for a command procedure.

#### **To delete an alias for a command**

■ Enter:

```
unalias alias
```

# Chapter 6, Server Infrastructure Administration

## Server Request Processor

**April 23, 2002**

### Page 6-4

*In the third line of the first paragraph, delete the item in parentheses, ReqProc, and replace with SRProc. ReqProc was the short name for the Server Request Processor for the 6.x release; SRProc is the short name for the server request processor for the 7.x release.*

*In the first paragraph after the bullet list (paragraph beginning with “If either of the...”), please replace the entire paragraph with the one below:*

If either of the Server Request Broker or Server Request Processor components become unavailable for any reason, the ability to process requests from other components is severely affected. This situation is due to the request mechanism (Component Requests) of the Server Manager GUI, which relies on a functioning Server Request Broker and Server Request Processor to schedule and process requests. However, the server manager command-line interface program bypasses this request mechanism permitting the user to start (but not schedule) a component task by using the command-line interface if either or both the Server Request Broker or Server Request Processor are unavailable (or, alternatively, restarting the Server Request Broker or Server Request Processor). For more information on using the server manager command-line interface program, see [Chapter 5, “Using the Siebel Server Manager Command-Line Interface.”](#)

## Administering Session Manager

### Page 6-5

**January 16, 2003**

*In Table 4, Session Manager Component Parameters, replace the default value for the parameter name Number of Sessions per SISNAPI Connection with 20. The previous default value was 5*

**July 23, 2003**

*Change the Note on page 6-5 to read as follows:*

---

**NOTE:** Resonate Central Dispatch must be used to load balance interactive mode server components across Siebel Servers in a multiple Siebel Server environment. For more information about implementing Resonate Central Dispatch, see the *Siebel Server Installation Guide* for the operating system you are using.

---

# Administering the Siebel File System

July 23, 2003

## Page 6-8

Replace the background information on Siebel File System with the following enhanced information:

The Siebel File System consists of a shared directory, which is network-accessible to the Siebel Server that contains the physical files used by Siebel clients. To gain access to files, Web clients connect to the appropriate Siebel Server to request file uploads or downloads. The Siebel Server then accesses the Siebel File System using the File System Manager (FSM) component. File System Manager processes these requests through interaction with the Siebel File System directory. See [“File Upload Transfer Process” on page 1-18](#) and [“File Download Transfer Process” on page 1-19](#) for further data transfer details.

Files stored in the Siebel File System are compressed at the Siebel Server-level and appended with the extension `.saf`. (The file size displayed in the GUI represents the size of the compressed `.saf` file, not the actual file size.) The Siebel File System storage location of the compressed files is set by the Siebel Enterprise Server parameter Siebel File System (alias FileSystem). See [“Siebel Enterprise Server Parameters” on page A-231](#) for details on the parameter Siebel File System. The files stored in the Siebel File System are not directly accessible by users and must be decompressed and returned to the user through the Web client.

---

**NOTE:** Files stored in the Siebel File System must be compressed; that is, the compression feature of the Siebel File System cannot be disabled.

---

When using Siebel Mobile Web Client in connected mode (also known as the Dedicated Web Client), you may want to connect directly to the Siebel File System without going through the File System Manager. For examples of these cases, their potential ramifications, and for client setup instructions in each case, see *Siebel Web Client Administration Guide*.

The administrative tasks for cleaning up the Siebel File System and moving the Siebel File System are detailed in sections [“Using the Siebel File System Cleanup Utility” on page 157](#) and [“Moving the Siebel File System” on page 161](#) respectively.

## File Upload Transfer Process

A file or attachment saved to the Siebel File System is copied from the user's hard drive and transferred to the Siebel Server. The data transfer protocol for file transfer matches that of the Web client browser to Web server (for example, HTTP or HTTPS). The File System Manager (FSM) component compresses the file, and then stores the compressed file in the Siebel File System. The compression and naming convention of the files is automated by the FSM.

## File Download Transfer Process

A file or attachment download request is received by the FSM component of the Siebel Server, which interacts with the Siebel File System to retrieve and send the compressed file back to the user's Web browser. As with the file upload process, the data transfer protocol for file transfer matches that of the Web client browser to Web server. The compressed file is decompressed by the user's Web browser where the file can be saved or reviewed. In some cases, the file is decompressed by the FSM component and sent to the user's Web browser in an uncompressed format. The cases where an uncompressed file is sent back to the Web browser are as follows:

- The Web browser does not support compressed files, which is determined by looking at the request header.
- The Web browser version is Internet Explorer 4.01.
- File Type has the extension .zip, .Z, .tgz, .gz, .gif, .jpg, or .jpeg.

**January 16, 2003**

### Page 6-11

Supplement the "Administering the Siebel File System" section with the following sub-heading:

#### Moving the Siebel File System

The location of the Siebel File System may require movement to another directory or machine due to size limitations or other requirements. To move the Siebel File System, perform the following steps:

##### **To move the Siebel File System**

- 1 Update the client and server configuration file parameter `FileSystem` with the new file system location.

Specify the new directory first followed by the old directory, and separate the paths with a comma. A value in this format allows clients to search the first path for the files and, if they are not found, the client searches the next path in the list. When writing files to the Siebel File System, write to the first directory specified. Making this change allows clients to access old files while allowing the writing of new files to the new directory. See *Siebel Web Client Administration Guide* for further details on updating the configuration file parameters.

- 2 Update the enterprise parameter `Siebel File System` (parameter alias `FileSystem`) with the new file system location.

See "Administering Enterprise Parameters" on page 4-55 for details on this procedure.

- 3 Update the `ServerDataSrc` named subsystem parameter `DSFileSystem` with the new file system location.

See [“To modify Named Subsystems” on page 6-7](#) for details on this procedure.

- 4 Set the current file system directory to read only.

This measure prevents inconsistencies between the old and new file system.

- 5 Change the share properties to the new directory.

- 6 Copy the old file to the new Siebel File System directory.

- 7 Update the client and server configuration files to remove the old Siebel File System directory.

---

**NOTE:** Perform this update in a test environment before moving to a production environment.

---

# Chapter 7, Application Object Manager Administration

## Overview of Siebel Application Object Manager

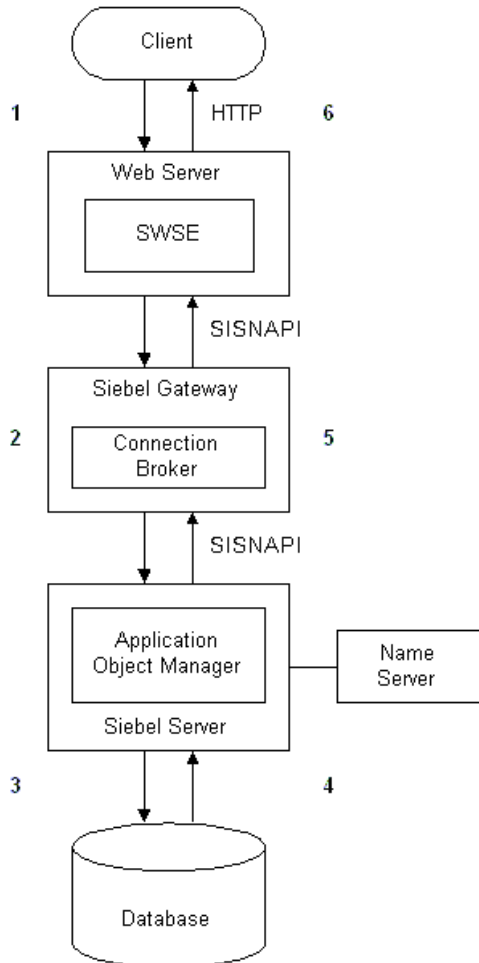
July 23, 2003

### Page 7-4

*Supplement this section with the following new subsection and graphic, which provides a high-level description of Web client, Application Object Manager, and Siebel Server communication.*

## Web Client Communication with Application Object Managers

Figure 1 illustrates a view of the communication process between a typical Web client request, the Application Object Manager (AOM), and the Siebel environment. Each portion of the communication path is described following the figure (noted by numbers 1 through 6). For information on login and authentication issues during this communication process, see *Security Guide for Siebel eBusiness Applications*.



**Figure 1. Web Client Communication with Application Object Managers**

- 1 The Web client makes an HTTP request, which is received by the Web server and then sent to the Siebel Web Server Extension (SWSE).
- 2 Session Manager, a part of the SWSE, funnels requests using a Siebel Internet Session API (SISNAPI) connection to the AOM, a component of the Siebel Server. Many requests can use a single SISNAPI connection. See [“Configuring Session Manager” on page 6-151](#) for further information.

Initially, this connection is routed to the AOM in one of two ways:

- If the Siebel Server is installed with Resonate Central Dispatch, the SWSE communicates using Resonate Central Dispatch with the AOM. The SWSE connections go to the enterprise VIP address and the enterprise virtual port number. Resonate Central Dispatch reroutes the communication to the appropriate AOM.

---

**NOTE:** All subsequent data relays from the SWSE go to the Resonate Central Dispatch VIP (Scheduler), which then routes it to the appropriate AOM. The AOM then returns the data reply directly to the SWSE.

---

- If the Siebel Server is not installed with Resonate Central Dispatch, the SWSE communicates with the Name Server of the Siebel Gateway. The Name Server of the Siebel Gateway then returns the IP address and port number of the AOM to the SWSE and, from then on, the SWSE communicates directly with the AOM.

For more information on load balancing, see [“Network Configuration \(Port Numbers\)” on page 172](#). For more information on Resonate Central Dispatch, see the *Siebel Server Installation Guide* for the operating system you are using.

- 3 The AOM communicates with the database, if required, and requests data. (Some requests may not require a connection to the database—for example, some data may be cached.)

---

**NOTE:** AOMs have a 16 KB data memory limit when storing to the database.

---

- 4 The database returns the data of interest to the AOM, as necessary.
- 5 The AOM returns the requested data back to the SWSE over SISNAPI. If the client request includes a change of screen, the AOM merges the requested data with Web templates and sends this information back to the SWSE.
- 6 The SWSE passes the data through the Web server to the Web client browser. The data stream from the AOM updates certain fields, grids, or screens on the Web client browser to fulfill the client request.

**April 23, 2002**

### **Page 7-13**

*Supplement the final sentence on this page with the following information:*

You can enable SQL spooling on the object manager server task by setting the Object Manager SQL Log event parameter to 4 at the component event level. For further details on event logging see [“Event Logging Administration”](#) on page 4-69.

## **Appendix A, Server Components and Parameters**

### **Server Component Groups**

**August 13, 2002**

#### **Page A-2**

*In Table A-1, delete the component Service Object Manager and its alias SSVObjMgr from the component group, Siebel Call Center. This object manager component is no longer applicable.*

### **Server Components**

**August 13, 2002**

#### **Page A-11**

*In Table A-2, delete the row entry containing information on the component Service Object Manager, alias SSVObjMgr. This object manager component is no longer applicable.*

**April 23, 2002**

#### **Page A-12**

*In Table A-2, replace the component name Smart Response Manager with Smart Answer Manager, and replace the alias SmartResponse with SmartAnswer.*

## Server Parameters

August 13, 2002

### Page A-13

Supplement Table A-3 Parameters and Attributes with the following row entries:

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value
Locale Code	LocaleCode	Generic	Y	Y	Y	N	***
Honor MaxTasks	HonorMaxTasks	Generic	N	N	N	N	FALSE

January 16, 2003

Supplement Table A-3 Parameters and Attributes with the following row entries:

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value
DB Multiplex - Max Number of Shared DB Connections	MaxSharedDbConns	Generic	N	N	N	N	-1
DB Multiplex - Min Number of Dedicated DB Connections	MinTrxDBConns	Generic	N	N	N	N	-1
DB Multiplex - Min Number of Shared DB Connections	MinSharedDbConns	Generic	N	N	N	N	-1
OM - Model Cache Maximum	ModelCacheMax	Generic	N	N	Y	N	10
OM - Preload SRF Data	PreloadSRF	Generic	N	N	N	N	FALSE
Recycle Factor	RecycleFactor	Generic	Y	N	N	N	0

**August 13, 2002**

### Page A-14

Delete from Table A-3 Parameters and Attributes the following row entry. It is no longer valid for the 7.x versions of the software.

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value
Maximum Trace File Size	MaxTraceSize	Generic		Y	Y	Y	0

**July 23, 2003**

### Page A-19

Replace the existing definitions of the server parameter definitions *Compression Type* and *Encryption Type* with the following new definitions:

**Compression Type.** Type of compression for SISNAPI network communications (NONE or ZLIB) sent internally between the Siebel Web Server Extension and the Application Object Manager. This parameter is independent of the configuration file parameter DoCompression, which configures compression between the Siebel Web Server Extension and the browser client. If using Resonate Central Dispatch, set the compression type component of the configuration file parameter ConnectString in addition to the Compression Type parameter. See the *Siebel Server Installation Guide* for the operating system you are using for details on the configuration file ConnectString parameter. If Resonate Central Dispatch is not used, compression is driven by the Compression Type parameter only.

**Encryption Type.** Type of encryption for network communications between Siebel Web Server Extension and the Application Object Manager (NONE, MSCrypto, or RSA). If you are running the Siebel Web Server Extension and the Siebel Server on the same machine, you must set this parameter to either NONE or RSA. If using Resonate Central Dispatch, set the encryption type component of the configuration file parameter ConnectString in addition to the Encryption Type parameter. See the *Siebel Server Installation Guide* for the operating system you are using for details on the configuration file ConnectString parameter. If these parameters do not match, an error results. If Resonate Central Dispatch is not used, encryption is driven by the Encryption Type parameter only.

**April 23, 2002**

### Page A-20

Supplement the “Server Parameters” section with the following information for the Siebel Server Name parameter definition:

The Siebel Server Name parameter can contain only alpha characters, numerals, underscores, or a combination thereof; parameter names must also lead with an alpha character and can be no longer than 12 characters. For further information on the Siebel Server Name, see the Siebel Server installation guide for the operating system you are using.

**August 13, 2002**

## Page A-21

*Supplement the “Generic Parameter” section with the following definitions.*

**Honor MaxTasks.** When the parameter value is TRUE, a component process that reaches Max Tasks stops accepting requests from the Server Request Broker. If another request is sent, an error message results. The process resumes accepting requests after some tasks finish. If the parameter value is FALSE, all requests are queued in the component process.

**Locale Code.** Three letter locale code for the component processes. A locale is a set of rules guiding how common data is displayed to the user or is received from the user. Siebel eBusiness applications support formatting of data, such as dates, time, numbers, and currency based on locale settings. Locales are administered using the Locale Administration View.

**January 16, 2003**

*Supplement the “Generic Parameter” section with the following definitions:*

**DB Multiplex - Max Number of Shared DB Connections.** The DB Multiplex - Max Number of Shared DB Connections parameter is one of two (the other being DB Multiplex - Min Number of Shared DB Connections) that configure shared database connections. Shared connections are used by most Application Object Manager operations. The DB Multiplex - Max Number of Shared DB Connections parameter controls the maximum number of shared database connections, and is defined per component; that is, DB Multiplex - Max Number of Shared DB Connections controls the maximum total number of shared database connections for the component on each Siebel Server, not an instance (task or process) of the component. A setting of -1 disables this parameter and is the default setting.

**DB Multiplex - Min Number of Dedicated DB Connections.** The DB Multiplex - Min Number of Dedicated DB Connections parameter controls the minimum number of dedicated database connections within an Application Object Manager process. Dedicated database connections are used primarily by specialized Siebel components, such as Siebel eAI, that need transactions to span multiple Application Object Manager operations. The DB Multiplex - Min Number of Dedicated DB Connections parameter is defined per instance of the component; that is, DB Multiplex - Min Number of Dedicated DB Connections controls the minimum number of dedicated database connections for each instance (process) of the component, not for the entire component. This functionality is different from the parameters that configure shared database connections. A setting of -1 disables this parameter and is the default setting.

**DB Multiplex - Min Number of Shared DB Connections.** DB Multiplex - Min Number of Shared DB Connections is one of two parameters (the other being DB Multiplex - Max Number of Shared DB Connections) that configure shared database connections. Shared connections are used by most Application Object Manager operations. The DB Multiplex - Min Number of Shared DB Connections parameter controls the minimum number of shared database connections, and is defined per component; that is, DB Multiplex - Min Number of Shared DB Connections controls the minimum number of shared database connections a component tries to maintain on each Siebel Server across all instances of this component. A setting of -1 disables this parameter and is the default setting.

**OM - Model Cache Maximum.** This parameter determines the size of the cache for model objects in Object Manger-based server components, such as Business Service Manager and Workflow Process Manager. Each model in the cache creates two database connections for the life of the model (one connection for insert, update, and delete operations; the other connection for read-only operations). The model cache improves performance for the object manager server components, and it is generally recommend not to disable this parameter. The default value is 10. A value of 0 disables this parameter, and the maximum setting for this parameter is 100.

**OM - Preload SRF Data.** This parameter determines whether to preload all Siebel repository file (.srf) information upon startup of a Siebel Object Manager server component. If the value is false (default setting), the .srf data is loaded only at first task or Web client connection request, which can delay the startup page.

**Recycle Factor.** This parameter allows an alternate method to managing resources through the use of a rolling shutdown and restart of component processes. The Siebel server components, however, do not require the recycling of processes. Use this parameter to troubleshoot your application only if excessive memory usage created by memory leaks appears to exist. The Recycle Factor parameter is a hidden parameter.

**August 13, 2002**

## Page A-23

*In the “Generic Parameter” section, delete the definition for the Maximum Trace File Size parameter. This parameter is no longer valid for the 7.x versions of the software.*

**March 3, 2003**

## Page A-25

*Replace the definition for the parameter User Name with the following definition:*

**User Name.** Database user name. This parameter specifies the user name of the database account that is used by the Siebel Server or Siebel Server components that are not started interactively or in batch mode by the Siebel Server Manager. The password for this database account must be specified by the Password parameter (both are prompted for during the Siebel Server installation process). The User Name and Password parameters are used to connect to the database for Siebel Update version checking, auto start up of background mode components (see the description for the Auto Startup Mode parameter described earlier), and Synchronization Server processes. When running component tasks from the Server Manager GUI, the value for the User Name parameter is used because the tasks are submitted as component requests and launched using the Server Request Broker server component (SRBroker), which uses the User Name parameter value; when running component tasks from the Server Manager command-line interface—in the case of manually started batch or background mode components—the User Name parameter is that of the user who starts tasks on these components.

## Appendix B, Server and Component Event Types

### Event Subtypes

**August 13, 2002**

#### Page B-7

*In the second line of the introduction paragraph, replace the word security with severity.*

**July 23, 2003**

#### Page B-20

*The severity level for the event subtype ProcessCreate is incorrectly listed as 3. Change this severity level to 1.*

# Appendix D, Siebel Web Server Extension Statistics Page

**July 23, 2003**

*Add the appendix titled above to the end of the documentation. The information contained within this appendix appears below:*

The Siebel Web Server Extension Statistics page (SWSE Statistics page) provides current information about the operations and communications of the Siebel Web Server Extension, which allows System Administrators to have a better understanding of the use of the Web server. Each of the sections of the Statistics page lists measurable objects, their values, mean values, and standard deviations.

See the following sections for details:

- [“Configuring the Stats Page” on page D-1](#)
- [“Accessing the Stats Page” on page D-2](#)
- [“Reading the Stats Page” on page D-4](#)
- [“Sample Stats Page” on page D-6](#)

As the SWSE Statistics page provides sensitive information about the type of requests running and potentially active sessions, it is strongly recommended that this page be protected with the Web server’s, or a third party’s, authentication mechanism.

# Configuring the Statistics Page

The SWSE Statistics page is configured in the [SWE] section of the `eapps.cfg` file by the parameter `StatsPage`. By default this value is:

```
[SWE]
```

```
StatsPage = _stats.swe.
```

This parameter is a configurable item and can be changed to other file names (for example, `SiebelStats.swe`).

---

**NOTE:** It is imperative that the Statistics page have a `.swe` suffix.

---

The `eapps.cfg` file contains an additional parameter that defines content in the SWSE Statistics page: `SessionMonitor`.

`SessionMonitor` specifies if statistics are gathered on all current sessions and then reported to the application's SWSE Statistics page. If `SessionMonitor` is enabled (`TRUE`), when sessions are created they are entered into the statistical repository and appear on the application's SWSE Statistics page. This setting allows system administrators to determine who is logged onto the system at any given time, and to determine the session ID with a given user in a non-debug log level. However, performance is slightly degraded by using this feature. If `SessionMonitor` is disabled (`FALSE`), sessions are not monitored by the statistical repository and do not appear in an application's SWSE Statistics page.

This parameter is configured in the [SWE] section of the `eapps.cfg`. The default value is `FALSE` and appears as follows

```
[SWE]
```

```
SessionMonitor = FALSE
```

# Accessing the Stats Page

Because this page is generated by the SWSE plug-in, you can view it only from a Web browser. To access the SWSE Statistics page, enter the following URL in a Web browser:

`http://host/application/_stats.swe.`

In addition to defining the name of the SWSE Statistics page accessory handle, you can configure if currently active sessions appear on the page as well. For information about monitoring currently active sessions, see information on the SessionMonitor parameter in [“Configuring the Statistics Page” on page D-1](#).

When accessing the SWSE Statistics page URL, additional parameters can be appended to the URL, which modify the display and content of the page.

**Statistical Page Verbosity Option.** This option allows the user to dictate the amount of information to appear in SWSE Statistics page. There are three settings as shown in [Table 5](#):

**Table 5. Statistical Page Verbosity settings**

Verbose Parameter Setting	Description
Verbose=low	Default value if not present. Displays only system and application-level statistics.
Verbose=medium	Displays the low setting information, plus the lock statistics
Verbose=high	Displays the medium setting information, plus all currently active operations to the Siebel Server.

**Statistical Page Reset Option.** This option allows the user to dictate if the statistics are reset after viewing. There are two settings as shown in [Table 6](#):

**Table 6. Statistical Page Reset settings**

Verbose Parameter Setting	Description
Reset=True	Resets all noncounter and current operational statistics.
Reset=False	Default value if not present. Does not reset current operational statistics

An example of the SWSE Statistics page request with parameters:

`http://host/application/_stats.swe?Verbose=High&Reset=True`

This request displays the System Stats, Applications, Current Sessions, Locks, and Current Operations Processing statistical categories and then resets all noncounter and current operational statistics.

`http://host/application/_stats.swe?Reset=True`

This request displays the System Stats and Applications statistical categories and then resets all noncounter and current operations statistics.

# Reading the Stats Page

The individual events and objects measured on the SWSE Statistics page are described in the following list. See “[Sample SWSE Statistics Page](#)” on page D-6 for examples of these metrics.

**Anonymous Sessions Requested from the pool.** This event reflects the number of items an anonymous session requests from the pool. Every time a user requests the login page, this number increments.

**Open Session Time.** This event reflects the total amount of time it took to open a session. In the general stats section, the count is the number of times a session was opened and the mean reflects the average time it took to open a session.

**Anon Session Available.** The plug-in is configured with a maximum number of anonymous sessions specified in `eapps.cfg` with the parameter `AnonUserPool`. See the *Siebel Server Installation Guide* for the operating system you are using for further information on `AnonUserPool`. When a request for an anonymous session comes to the plug-in, it requests the session from the anonymous user pool. If the anonymous user pool is empty, then the plug-in creates an anonymous session from the available anonymous sessions, adds it to the pool, and increments the Anon Session Available counter. This counter is the absolute number of anonymous sessions available to the plug-in. The Anon Session Available parameter may have a lower value than the `AnonUserPool` parameter because it is replenished only when needed; that is, if one additional session is sufficient in a particular scenario, then the plug-in only creates one anonymous session.

**Anonymous sessions returns to the pool.** When an anonymous session finishes processing it is returned to the pool, and every time a session is returned to the anonymous session pool, this counter increments.

**Response Time (waiting for a service event).** This event measures the time it takes to receive a callback response from the Siebel server. This event functions with CTI and internal login callbacks. A callback is a mechanism used by the Siebel Server to initiate communication with the plug-in.

**Close Session Time.** This event reflects the amount of time it takes to close a session. Closing the session might involve signaling to the session manager to close the session. The session manager might or might not close the TCP/IP connection.

**Request Time (waiting for service method to process).** This event is the amount of time it takes to submit a request to the Siebel Server and to get a response back. For example, if the user (on the browser) clicked on a button then the plug-in receives the request and invokes a service on the Siebel Server. The value for Request Time is the total amount of time for invoking that service.

**Anon Session Removed (Timeout).** If an anonymous session times out (because of a session time out or not being able to finish processing), then the session is removed from the pool and this counter increments.

**Applications.** This section displays information about the various applications, for example, session life span and number of attempts to use the application.

**Current Sessions.** This section contains information about the current active sessions open. The parameter SessionMonitor must be set to True for this to take effect (see [“Configuring the SWSE Statistics Page” on page D-1](#) for further information on SessionMonitor). If verbose mode is used, then this section also displays the anonymous sessions (see [“Accessing the SWSE Statistics Page” on page D-2](#) for further information on verbose mode).

# Sample SWSE Statistics Page

A sample SWSE Statistics page is reproduced in the following tables: [Table 7](#), [Table 8 on page D-8](#), [Table 9 on page D-8](#), [Table 10 on page D-9](#), and [Table 11 on page D-9](#). The information contained in these tables encompasses one SWSE Statistics page.

**Table 7. System Stats Sample (All time in seconds)**

Event	Value	General Stats (count, mean, standard deviation)	Frequency (mean, standard deviation)
Anonymous sessions requested from the pool	4.0000	4 1.0000 0.0000	19403.0427 38394.8235
Open Session Time	191.6682	12 15.9723 34.4210	61.9689 128.9318
Anon Session Available	0.0000	4 0.0000 1.1547	19403.0426 38391.9663
Anonymous sessions returns to the pool	2.0000	2 1.0000 0.0000	310.7589 401.3581
Response Time (waiting for service event)	0.0000	0 0.0000 0.0000	0.0000 0.0000
Close Session Time	0.0000	0 0.0000 0.0000	0.0000 0.0000
Request Time (waiting for service method to process)	349.9513	23 15.2153 70.4652	3374.4503 16020.5422

**Table 8. Application Stats Sample (All time in seconds)**

Application Name	Totals	General Stats (count, mean, standard deviation)	Frequency (mean, standard deviation)
/echannel/	13.0000	13 1.0000 0.0000	5970.1458 21303.1122
/echannel/Session Lifespan	0.0000	0 0.0000 0.0000	0.0000 0.0000

**Table 9. Current Sessions Sample (All time in seconds)**

Event	Total Time	General Stats (count, mean, standard deviation)	Frequency (mean, standard deviation)
siebel://foobar:2320/siebel/objmgr/foobar/!1.64c.14.3bb0e99fuser0	3.9228	4 0.9807 0.8953	85.9297 168.6426
siebel://foobar:2320/siebel/objmgr/foobar/!9.34b.1fe.3bbf349fuser1	338.4631	9 37.6070 112.8092	59.4458 116.0594
siebel://foobar:2320/siebel/objmgr/foobar/!1.56.1ef.4c0a0e99fuser2	3.3424	3 1.1141 0.8227	25665.0354 44450.4096

**Table 10. Locks Sample (All time in seconds)**

<b>Application Name</b>	<b>Total</b>	<b>General Stats (count, mean, standard deviation)</b>	<b>Frequency (mean, standard deviation)</b>
<i>/application/InitLock</i>	0.0000	1 0.0000 0.0000	0.0002 0.0000
<i>/application/anonSessionLock</i>	0.0003	25 0.0000 0.0000	3104.4834 15393.1114
SWEWebPublishMutex	0.0000	2 0.0000 0.0000	0.8005 1.1318

**Table 11. Current Operations Processing Sample**

<b>Operation</b>	<b>Duration</b>
NewAnonSession_00000022_499	0.9581
Open Session Time_00000023_499	0.9580