



Documentation Update for *Global Deployment Guide, MidMarket Edition*

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This Documentation Update applies to the following versions of *Global Deployment Guide, MidMarket Edition*.

Document Version:

Siebel 7 [Version 7.0.4](#)

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Version 7.0.4

Chapter 1, Overview of Global Deployment

September 19, 2002

Planning Your Global Deployment

Page 1-14

Add the following bulleted item to step 6:

- Verify that the NLS_LANG parameter on the Siebel Tools Client is set to AMERICAN_AMERICA.WE8ISO8859P1

Chapter 2, Code Pages and Collation

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About Code Pages

Page 2-3

Add the following to the note after Table 2-1. Common Code Pages and Their Languages:

NOTE: Code pages should *not* be considered identical to character sets, for example, Windows Code Page 1250 is not identical to charset ISO8859-2. You should examine both the code page and the character set to determine any differences.

Chapter 4, Configuring Applications for Global Deployments

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Enabling the Multilingual List of Values

Page 4-12, Special Cases

Replace the following sentence:

There are special cases that should be considered when determining whether a column can be enabled for multilingual display. The following columns cannot be MLOV enabled.

With this sentence:

There are special cases that should be considered when determining whether an LOV TYPE can be enabled for multilingual display. The following LOV TYPES cannot be MLOV enabled.

Running the MLOV Upgrade Utility

Page 4-16

Add the following note after the first paragraph, and replace the procedure To upgrade existing LOV data using the MLOV Upgrade Utility (page 4-16 through 4-17) with the following procedure:

NOTE: Before running the MLOV upgrade, drop all indexes from columns that you are upgrading. Once the MLOV upgrade is complete, re-create the indexes.

To Run the MLOV Upgrade Utility from the Siebel Software Configuration Utility

- 1 Start the Siebel Software Configuration Utility using one of the following methods:
 - On a Windows platform, choose Start > Siebel Enterprise Server 7.0 > Configure DB Server.

NOTE: You can also start the Siebel Software Configuration Utility from the DOS Prompt command line. See [“To start the MLOV Upgrade Utility from the DOS Prompt” on page 4-18.](#)

- On a UNIX platform:
 - Navigate to the Siebel root directory and type `source siebenv.csh`

- Type `setenv LANGUAGE DISPLAY_LANGUAGE` (where `DISPLAY_LANGUAGE` represents the three letter code for the display language; for example ENU, FRA, DEU, and so on).
- Type `setenv SIEBEL_ROOT SIEBEL_ROOT` (where `SIEBEL_ROOT` is the name of the directory where you installed the Siebel server).
- Type the command `dsrvr_config.ksh`

The Siebel Software Configuration Utility appears.

2 Enter the required parameters to run the MLOV Upgrade Utility in validation Mode.

See [Table 4-4](#) for a list of the wizard dialog boxes, options, and required values.

When you run the MLOV Upgrade Utility, it checks for errors and writes them to a log file. The default name of the log file is `mlovupgd_verify.log` and the default location is the `siebsrvr\LOG` directory.

3 Review the log file and resolve errors as necessary.

See [“About the MLOV Upgrade Log File” on page 4-20](#) for more information.

4 If an error is detected, you can resume running MLOV Upgrade Utility in validation mode by doing one of the following:

- On a Windows platform, from the DOS Prompt navigate to the BIN directory of your Siebel Server root directory(`SIEBEL_ROOT\BIN`), and then at the command prompt type:

```
siebupg /m master_mlov_verify.ucf
```

- On a UNIX platform, navigate to the bin directory of your Siebel Server root directory (`SIEBEL_ROOT/bin`), and then type the following command:

```
svrupgwiz /m master_mlov_verify.ucf
```

The MLOV Upgrade Utility resumes running.

5 Repeat [Step 1](#) through [Step 4](#) until no errors are detected.

6 Start the Siebel Software Utility following the steps described in [Step 1](#).

- 7 Enter the required parameters to run the MLOV Upgrade Utility in translation mode.

See [Table 4-4 on page 4-19](#) for a list of the wizard dialog boxes, options, and required values.

The MLOV Upgrade Utility enables your existing data for MLOV. For columns configured for MLOVs, the MLOV Upgrade Utility finds LOV values in user data that are not in S_LST_OF_VAL and inserts them into S_LST_OF_VAL as inactive. It changes the display value of bounded columns to the language independent code and sets the value for the Multilingual attribute to true.

Resume Running MLOV Upgrade Utility

In case of an error, you can resume running the MLOV Upgrade Utility in validation mode or translation mode.

To resume the MLOV Upgrade Utility in a Windows environment

- 1 At the DOS Prompt, navigate to the BIN directory of your Siebel Server root directory (`SIEBEL_ROOT\BIN`)
- 2 At the command prompt do one of the following:
 - To resume running in validation mode, type `siebug /m master_mlov_verify.ucf`
 - To resume running in translation mode, type `siebug /m master_mlov_translate.ucf`

To resume the MLOV Upgrade Utility in a UNIX Environment

- 1 Navigate to the bin directory of your Siebel Server root directory (`SIEBEL_ROOT/bin`).
- 2 At the prompt, do one of the following:
 - To resume running in validation mode, type `srvrupgwiz /m master_mlov_verify.ucf`
 - To resume running in translate mode, type `srvrupgwiz /m master_mlov_translate.ucf`

Recompiling and Deploying

Page 4-21

Add the following note at the bottom of the page:

NOTE: Any mobile clients must be extracted again once the configuration and data upgrade is complete.

MLOV Configuration and Coding Guidelines

Page 4-23

Add the following bulleted item:

- **Language and ResourceLanguage parameters.** Set these parameters *only* in the configuration file, for example, Language = < lang > , ResourceLanguage = ENU. If you do not set these parameters only in the configuration file, for example, when /L = < language > and ResourceLanguage = ENU, you will intermittently receive error 2009.

NOTE: Patch 6.0.1.20 or higher is REQUIRED in order to set these parameters.

Data Conversion to and from UTC

Page 4-37

Replace the second note at the bottom of the page with the following:

NOTE: Windows regional settings on the application server or client machines affect the time calculation for the user interface. For example, the application server and database server need to be set to UTC in order for the Wait step used in a Workflow Process to work as desired.

Setting the Database to UTC

Page 4-38

Add the following note after the second paragraph in the section:

NOTE: You should disable Global Time in Siebel 7 if you are unable to reset the system clock to "Universal Time Coordinated" (UTC) on the server running the Siebel database; or if you are planning to migrate to a system environment in which it is not possible to reset the system clock to UTC on the server running the Siebel database, such as on IBM zSeries (OS/390) or IBM iSeries (AS/400).

Administering Global Time Zone Support

Page 4-40

Replace the UTC Offset and DST Bias field descriptions with the following:

Field	Description
UTC Offset	The time difference between local time and UTC, allowing for all time zones, including the off-by-30-minutes found in India and Adelaide (Australia).
DST Bias	The difference in time, if any, DST makes. For example, Indiana does not use DST, so Indiana is in the Eastern Time Zone (GMT + 5) during DST and in the Central Time Zone (GMT + 6) during Standard time. Therefore, Indiana would be set with GMT + 6 with a 0-bias. Another example is Germany, which uses the Offset -60 (UTC-1) and Bias 60 for DST.

Page 4-49

Place the following section after the note:

Setting the server_time.inp file

You must use the correct syntax in the server_time.inp file to implement Universal Time Coordinated (UTC). If the exact values are not specified, the UTC Conversion Utility will not work. Use the Time Zone setting on the Microsoft Windows operating system to determine the correct values for this syntax.

Enter the value and region (in quotation marks) on the second line of the server_time.inp file. Here is an example for United States Central Standard Time (CST) -06:00:

```
[GLOBAL] SERVER_TIME: "(GMT-06:00) Central Time (US & Canada)";
```

Table 1-1 provides a list of the values and regions to use for this setting.

Table 1-1. Time Zone Settings for server_time.inp File

Value	Region
(GMT-12:00)	Eniwetok, Kwajalein
(GMT-11:00)	Midway Island, Samoa
(GMT-10:00)	Hawaii
(GMT-09:00)	Alaska

Table 1-1. Time Zone Settings for server_time.inp File

Value	Region
(GMT-08:00)	Pacific Time (US & Canada); Tijuana
(GMT-07:00)	Arizona
(GMT-07:00)	Mountain Time (US & Canada)
(GMT-06:00)	Central Time (US & Canada)
(GMT-06:00)	Mexico City, Tegucigalpa
(GMT-06:00)	Saskatchewan
(GMT-05:00)	Bogota, Lima, Quito
(GMT-05:00)	Eastern Time (US & Canada)
(GMT-05:00)	Indiana (East)
(GMT-04:00)	Atlantic Time (Canada)
(GMT-04:00)	Caracas, La Paz
(GMT-03:30)	Newfoundland
(GMT-03:00)	Brasilia
(GMT-03:00)	Buenos Aires, Georgetown
(GMT-02:00)	Mid-Atlantic
(GMT-01:00)	Azores, Cape Verde Is.
(GMT)	Casablanca, Monrovia
(GMT)	Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London
(GMT + 01:00)	Amsterdam, Copenhagen, Madrid, Paris, Vilnius
(GMT + 01:00)	Belgrade, Sarajevo, Skopje, Sofija, Zagreb
(GMT + 01:00)	Bratislava, Budapest, Ljubljana, Prague, Warsaw
(GMT + 01:00)	Brussels, Berlin, Bern, Rome, Stockholm, Vienna
(GMT + 02:00)	Athens, Istanbul, Minsk
(GMT + 02:00)	Bucharest
(GMT + 02:00)	Cairo
(GMT + 02:00)	Harare, Pretoria

Table 1-1. Time Zone Settings for server_time.inp File

Value	Region
(GMT + 02:00)	Helsinki, Riga, Tallinn
(GMT + 02:00)	Israel
(GMT + 03:00)	Baghdad, Kuwait, Riyadh
(GMT + 03:00)	Moscow, St. Petersburg, Volgograd
(GMT + 03:00)	Nairobi
(GMT + 03:30)	Tehran
(GMT + 04:00)	Abu Dhabi, Muscat
(GMT + 04:00)	Baku, Tbilisi
(GMT + 04:30)	Kabul
(GMT + 05:00)	Ekaterinburg
(GMT + 05:00)	Islamabad, Karachi, Tashkent
(GMT + 05:30)	Bombay, Calcutta, Madras, New Delhi
(GMT + 05:45)	Kathmandu
(GMT + 06:00)	Almaty, Dhaka
(GMT + 06:00)	Colombo
(GMT + 07:00)	Bangkok, Hanoi, Jakarta
(GMT + 08:00)	Beijing, Chongqing, Hong Kong, Urumqi
(GMT + 08:00)	Perth
(GMT + 08:00)	Singapore
(GMT + 08:00)	Taipei
(GMT + 09:00)	Osaka, Sapporo, Tokyo
(GMT + 09:00)	Seoul
(GMT + 09:00)	Yakutsk
(GMT + 09:30)	Adelaide
(GMT + 09:30)	Darwin
(GMT + 10:00)	Brisbane

Table 1-1. Time Zone Settings for server_time.inp File

Value	Region
(GMT + 10:00)	Canberra, Melbourne, Sydney
(GMT + 10:00)	Guam, Port Moresby
(GMT + 10:00)	Hobart
(GMT + 10:00)	Vladivostok
(GMT + 11:00)	Magadan, Solomon Is., New Caledonia
(GMT + 12:00)	Auckland, Wellington
(GMT + 12:00)	Fiji, Kamchatka, Marshall Is.

Reviewing the UTC Conversion Log Files

Page 4-52

Add the following information to this section:

Some of the errors listed in the log file are acceptable. For example, if the `utc_drop_temp_tab.log` file generates error `ORA-00942: table or view does not exist`, when initially dropping the `S_CONTACT_TMP` and `S_TIMEZONE_TMP` tables, this is an acceptable error. However, other error messages will require additional research and resolution.

Chapter 6, Siebel Web Clients

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Page 6-2

Add the following text after the first paragraph:

The following guidelines apply when you are making changes to regional settings and want these changes to take effect in the Siebel Web Client:

- You must restart the Siebel server after making the changes to regional settings
- The logon account for the service and the name (and domain) of the user who is making the changes to the regional settings, all need to be the same. If the logon account name, user name, and the domain name of the user are not the same, the changes to the regional settings will *not* take effect.

To access the logon account for the service

- 1 Navigate to Control Panel.
- 2 Chose Administrative Tools > Services > Siebel Server service.
- 3 Right-click and choose Properties.
- 4 Click the Logon tab, and then chose This Account name.

Chapter 7, Localization

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The Localization Process

Page 7-2

Add the following information to the first paragraph:

Siebel Systems recommends that you complete as much configuration as possible before you begin localizing the application. There are a number of reasons for this, for example, configuration potentially alters what needs to be translated, so it is better to have a stable application. Also, the check-in and check-out mechanism in Siebel Tools is meant to be performed in only one language so if you do localization on the client during configuration, there is a potential for data loss.

Using the Locale Management Utility

Page 7-4

Add the following note and caution after the bulleted list:

NOTE: You do not have to lock a project in order to export or import locale translation strings from or to the repository.



Caution: You can only check in projects under the same working language in which you checked them out.

Chapter 8, Siebel Tools and Multilingual Development

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Multi-Locale Repository

Page 8-3

In the last paragraph, replace the sentence “However, users can check in other language versions of a project, regardless of the current language mode.” with the following:

Although a local database can hold more than one language, you cannot check in a language other than the current Siebel Tools language. The additional locale records of any additional languages will not be checked into the server. These additional locale records will be deleted the next time the project is checked out in the same language.

Compiling .srf File for a Specific Language

Page 8-6

Add the following section after the first paragraph:

Compiling a Language-Specific Siebel Repository Using the Command Line Interface

You can also compile all projects in a repository to an .srf file through a command-line interface. When using the command-line interface to compile a .srf file for a specific language, enter the standard command followed by /TL LANG_CODE.

An example of a compilation command that compiles the Siebel Repository into a Japanese language .srf file would be:

```
■ siebdev.exe /c tools.cfg /d sample /u sadmin /p sadmin /tl JPN /bc "Siebel Repository" siebel.srf
```

For more information on using the command-line interface, see *Siebel Tools Reference, MidMarket Edition*.

Be aware that the command-line interface feature does *not* provide return codes that you can check or specific log files for .srf compilation. Restarting the batch compile starts it from the beginning. There should be no problems when restarting after a network failure, although Siebel Systems recommends deleting the .srf file in this case, since a full compile will create a new one.

Working with Visual Editors

Page 8-8

After the section “Working with Visual Editors” add a section called “Global Deployment Configuration Guidelines” with the following bullet:

Global Deployment Configuration Guidelines

- When naming repository objects, use lower ASCII characters only.

