



# **Documentation Update for *Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition***

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

**Document Version:** 7.0.4, 7.0.3, 7.0.2

**Date Published:** October 2002, March 2002, December 2001, October 2001

**Software Version:**

Siebel 7, [Version 7.0.4, 7.0.3, 7.0.2](#)

Siebel 7, [Version 7.0.4, 7.0.3, 7.0.2](#)

Siebel 7, [Version 7.0.4](#)

# Version 7.0.4, 7.0.3, 7.0.2

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## Chapter 2, Preparing for the Installation

### Grouping your Siebel Servers into Enterprise Siebel Servers

#### Page 2-9

*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.

# Version 7.0.4, 7.0.3, 7.0.2

## Chapter 11, 13 Installing the Siebel Web Server Extension

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

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### Configuring the Siebel Web Server Extension

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Page 13-12

*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.

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

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Page 13-45

■ *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*.

## Page 13-7

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 8, 2002

### Physical Directories

Add the following note below the list of physical directories:

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**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.

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## Chapter 5, Installing the Siebel Server

### Installing the Siebel Server

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#### Page 5-19

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

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#### Page 5-24

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

## Oracle Database Configuration Guidelines

May 6, 2002

### OPTIMIZER\_MODE

Page 11-7

*Append the following information to this subsection:*

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**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.

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### SHARED\_POOL\_SIZE

Page 11-7

*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**

### **Page 11-8**

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

## **Partitioning**

**May 6, 2002**

### **Page 11-16**

*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.

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**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.

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## Overriding Default Storage Parameters

**May 6, 2002**

### Page 11-17

*Add the following sentence after the example on page 11-17:*

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

## Ongoing Oracle Database Administration

**May 6, 2002**

### Page 11-18

*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**

### Page 11-3

*Delete the following subsections:*

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

# Chapter 12, Installing the Siebel Database Server for Oracle

## Pre-installation Tasks

### Page 12-4

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*Add the following bullet item:*

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

### Page 13-12

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*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.

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**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.

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Click Next.

The HTTP Port Number screen appears.

# Enabling HTTP Compression for Siebel Web Applications

May 6, 2002

## Page 13-19

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.

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

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- 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**

### Page 13-5

*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.

# 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, MidMarket Edition*.
- The “Installing eAI Connector Software” chapter was included in version 7.0.2 of this document. This chapter is deleted from version 7.0.4 of this document because its content is not applicable to Siebel eBusiness Applications, MidMarket Edition.

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

**May 6, 2002**

### Oracle Database Configuration Guidelines

#### **OPTIMIZER\_MODE**

**Page 13-7**

*Append the following information to this subsection:*

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## Partitioning

### Page 13-17

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

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**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.

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## Chapter 15, Installing the Siebel Web Server Extension

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### Configuring the Siebel Web Server Extension

#### Page 15-14

*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.

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**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.

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Click Next.

The HTTP Port Number screen appears.

