



Siebel Installation Guide for UNIX

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What's New in This Release

Siebel Installation Guide for UNIX covers the installation and initial configuration of all essential core products for Oracle's Siebel Business Applications product family, including Siebel Industry Applications. Installation and configuration is covered for Siebel Enterprise Server software, Siebel Web Server Extension, Siebel Mobile Web Clients, Siebel Tools, and other product modules.

NOTE: For more information about third-party products, such as supported operating systems or RDBMS platforms, Web servers, Visual Mining NetCharts, and so on, see also *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

What's New in the Siebel Installation Guide for UNIX, Version 8.0, Rev. B

Table 2 lists some of the changes in this version of the documentation to support release 8.0 of the software.

Table 1. What's New in Siebel Installation Guide for UNIX, Version 8.0, Rev. B

Topic	Description
Various locations	Removed content that described products that are no longer provided, and changed the names of certain other products.
"Installing Siebel Reports Server"	Deleted this chapter and all references to this product, which is no longer provided. Customers are advised to use Oracle Business Intelligence Publisher instead.
"Installing on Multiple Servers Using Siebel Update Server"	Deleted this chapter and all references to this product, which is no longer provided.

What's New in the Siebel Installation Guide for UNIX, Version 8.0, Rev. A

Table 2 lists some of the changes in this version of the documentation to support release 8.0 of the software. The presentation sequence for some information was also changed for this revision.

Table 2. What's New in Siebel Installation Guide for UNIX, Version 8.0, Rev. A

Topic	Description
"About Installing Siebel Releases" on page 21	Clarified that a full installation can be performed for version 8.0. Throughout this guide, changed examples of a base release version number to 8.0. Added recommendation to install available patch releases before adding a language to a database.
"About Windows and UNIX Platforms" on page 24 <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network	In addition to the Linux operating systems mentioned for Siebel Enterprise Server in Table 3 on page 14 , Oracle Enterprise Linux is also supported for Siebel Business Applications server environments.
"Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server" on page 38	New topic addresses requirements for host names on which Siebel software is to be installed. This requirement is related to, but distinct from, issues covered in "Restrictions on Names for Siebel Enterprise Server and Siebel Server" on page 39 .
Chapter 3, "Configuring the RDBMS"	The order in which RDBMS platforms are presented has changed in this chapter (Oracle is now presented first). Similar changes were made in other parts of this guide.
"Guidelines for Partitioning an Oracle Database"	Deleted topic. Using partitioning in an Oracle database is not supported for Siebel deployments.
"Overview of Installing and Configuring Servers in a Siebel Deployment" on page 87	Added new topic and diagrams to illustrate the general process of installing and configuring servers in a Siebel deployment and the basic architecture of a Siebel deployment.
"About Installing and Deploying with Multiple Languages" on page 99	Added new topic, which identifies requirements and scenarios for installing and deploying multiple Siebel Language Packs. Some of this information was previously in <i>Siebel Global Deployment Guide</i> .
"Command-Line Options for Siebel Installers and Wizards" on page 125	Clarified that certain command-line options apply to Siebel Configuration Wizards and the Siebel Image Creator utility as well as to Siebel installers.
"Launching the Siebel Configuration Wizard" on page 133	Included information about launching Configuration Wizards in console mode as well as GUI mode.

Table 2. What's New in Siebel Installation Guide for UNIX, Version 8.0, Rev. A

Topic	Description
“Enabling and Disabling Language-Specific AOMs and Adding Languages” on page 151	Moved some information into “About Installing and Deploying with Multiple Languages” on page 99 .
“Configuring Siebel Management Agent” on page 169	Added steps that apply in some configuration scenarios.
“Installing the Siebel Database Components” on page 189	Clarified that, when you install the Siebel Database, seed data and Siebel Repository data is inserted for the primary language only. For each non-primary language deployed, these tasks must be performed separately.
“Importing a Siebel Repository into the Siebel Database” on page 197	New topic (updated content from pre-8.0 version of this guide). For each non-primary language you deploy in a multilingual deployment, the task to import the Siebel Repository must be performed separately. (This task applies <i>only</i> to multilingual deployments.)
Chapter 8, “Installing and Configuring the Siebel Web Server Extension” <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network	In addition to the Linux operating systems mentioned for Web server support in Table 3 on page 14 , Oracle Enterprise Linux is also supported for the Web server environment (for Oracle HTTP Server) and Siebel Web Server Extension. Also, IBM HTTP Server is supported for Red Hat Enterprise Linux and Novell SUSE Linux Enterprise, as well as for AIX.
“Requirements for SWSE Installation and Configuration” on page 205	Updated topic for enhanced usability. Added information about configuring SWSE in some heterogeneous environments. Clarified that Oracle HTTP Server and SWSE installed on that Web server must be installed as a nonroot user. Updated stated requirements for permissions on SWSE installation directories. Clarified requirements for stopping and starting the Web server. Added information about specifying anonymous users for high interactivity and standard interactivity applications. Clarified requirements for binary coexistence for multiple SWSE instances.
“Postinstallation Tasks for the SWSE and the Web Server” on page 222	Updated topic for enhanced usability. Also added more information about deployments with Oracle HTTP Server.
“Uninstalling Siebel Enterprise Server Software” on page 305	Clarified requirements for removing configuration data as part of uninstalling Siebel Enterprise Server software.

Table 2. What's New in Siebel Installation Guide for UNIX, Version 8.0, Rev. A

Topic	Description
"Uninstalling Siebel Charts" on page 311	Added Siebel Charts uninstallation instructions.
Appendix A, "Deployment Planning Worksheet"	Made minor updates for the types of data to be recorded.

What's New in the Siebel Installation Guide for UNIX, Version 8.0

Table 3 lists some of the changes in this version of the documentation to support release 8.0 of the software. Some document content has been reorganized to better support customer tasks.

Table 3. New Product Features in Siebel Installation Guide for UNIX, Version 8.0

Topic	Description
"About Windows and UNIX Platforms" on page 24 <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network	Additional information is provided about the differences between the Windows and UNIX versions of this guide. The following Linux operating systems are now supported for Siebel Business Applications server environments: <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux ■ Novell SUSE Linux Enterprise <p>NOTE: See also Table 2 on page 12, which mentions that Oracle Enterprise Linux is also supported in this context.</p> Supported versions of other operating system platforms have changed.
"Planning RDBMS Installation and Configuration" on page 29 "Verifying the ODBC Data Source" on page 147	The ODBC data source naming convention changed from <code>siebsrvr_EnterpriseName</code> to <code>EnterpriseName_DSN</code> .
"The Language in Which Siebel Installers and Wizards Run" on page 32	Updated topic to describe new mechanisms for specifying the language for the Configuration Wizards.
"Setting Permissions and Ownership" on page 37 and related module-specific topics	Installation of server-based Siebel products can be performed either as root or as a nonroot user.
"Creating the Siebel File System" on page 41	The Siebel File System can now be configured to use multiple directories that may exist on separate devices or partitions. Before you configure the Siebel Enterprise, at least one file system directory must exist that you can designate for use by the Siebel File System.

Table 3. New Product Features in Siebel Installation Guide for UNIX, Version 8.0

Topic	Description
<p>Chapter 3, “Configuring the RDBMS”</p> <p><i>Siebel System Requirements and Supported Platforms on Oracle Technology Network</i></p>	<p>Supported versions of RDBMS platforms have changed. For example: Oracle Database Server 9i is no longer supported (10g is supported), and Microsoft SQL Server 2005 is supported instead of SQL Server 2000. (Information about SQL Server is provided in <i>Siebel Installation Guide for Microsoft Windows</i>.)</p>
<p>“Guidelines for Partitioning an Oracle Database”</p>	<p>Siebel deployments using an Oracle Database can now use database partitioning.</p> <p>NOTE: Update—<i>this topic has been deleted. Using partitioning in an Oracle database is not supported for Siebel deployments. See Table 2 on page 12.</i></p>
<p>“Guidelines for Using Real Application Clusters for an Oracle Database” on page 56</p>	<p>Siebel deployments using Siebel Remote with an Oracle Database can now use either Active/Active or Active/Passive RAC (RAC choice is not limited to Active/Passive).</p>
<p>Chapter 4, “Creating the Siebel Installation Image on the Network”</p>	<p>Siebel product media are now provided from the Oracle E-Delivery Web site using ZIP files, from which JAR files are extracted. (JAR files are used to create the network image.)</p> <p>Siebel Image Creator now uses a single set of JAR files for both horizontal and vertical applications. You specify which type of image to create when you run Image Creator.</p> <p>Image Creator can now run on supported Linux platforms.</p> <p>Product layouts within the network image have changed. In Image Creator, the list of available products has changed to reflect new or renamed products and dropped products.</p>
<p>Chapter 5, “Installing Siebel Enterprise Server and Related Components”</p> <p><i>Siebel System Requirements and Supported Platforms on Oracle Technology Network</i></p>	<p>This chapter now consolidates instructions for installation tasks for Siebel Enterprise Server components.</p> <p>Supported Linux platforms are now covered.</p>
<p>“Installing Siebel Management Agent and Siebel Management Server” on page 118</p> <p>“Configuring Siebel Management Agent and Siebel Management Server” on page 166</p>	<p>Added topics on installing and configuring Siebel Management Server and Siebel Management Agent.</p> <p>These products are infrastructure components that support the Siebel Application Deployment Manager (ADM) and Siebel Diagnostic Tool features. These components collectively are also referred to as the Siebel Management Framework.</p>

Table 3. New Product Features in Siebel Installation Guide for UNIX, Version 8.0

Topic	Description
<p>“Command-Line Options for Siebel Installers and Wizards” on page 125</p>	<p>Moved topic into a different chapter.</p> <p>Added new option for running installers in record mode, which generates an updated siebel.ini file to be used for unattended installation.</p>
<p>Chapter 6, “Configuring Siebel Enterprise Server and Related Components”</p>	<p>This chapter now consolidates instructions for configuration tasks for Siebel Enterprise Server components.</p> <p>The Siebel Configuration Wizard (formerly the Siebel Software Configuration Wizard) has been significantly restructured and enhanced for better usability.</p> <ul style="list-style-type: none"> ■ The Siebel Configuration Wizard now supports a Java-based GUI for both Windows and UNIX. Wizards for most products support multiple tasks. ■ The Siebel Enterprise is now configured after you install and configure the Siebel Gateway Name Server, rather than when you configure the first installed Siebel Server. ■ After configuring the Enterprise, you configure a logical profile for the Siebel Web Server Extension. When you configure each installed SWSE, you specify the location of the SWSE logical profile. ■ When using load balancing, you now copy the lbconfig.txt file you generated into the SWSE logical profile folder, before applying the logical profile to each installed SWSE. ■ Offline configuration is supported (record mode) for certain configuration tasks. Execute mode applies a configuration previously saved into a configuration response file using record mode. ■ Unattended installation can also launch unattended configuration, for both Windows and UNIX. See Chapter 12, “Installing and Configuring in Unattended and Console Modes.” ■ Uninstallation now invokes Configuration Wizard tasks for removing configuration data. See Chapter 14, “Uninstalling Siebel Business Applications.”
<p>“Disabling Language-Specific Application Object Managers”</p>	<p>Deleted topic due to changes in the Siebel Server Configuration Wizard.</p> <p>For related information, including topics pertaining to adding languages to a Siebel Server, see expanded content in “Preparing to Run Siebel Server Components After Installing” on page 150.</p>

Table 3. New Product Features in Siebel Installation Guide for UNIX, Version 8.0

Topic	Description
“Installing Additional Siebel Servers for an Existing Siebel Enterprise Server” on page 163	<p>The <code>confi g_server</code> script for configuring multiple Siebel Servers on a single machine is obsolete. You can use the Siebel Server Configuration Wizard for this purpose (for test or development environments only).</p>
Chapter 7, “Configuring the Siebel Database”	<p>The database-related software you install on a Siebel Server has been renamed from Siebel Database Server to Database Configuration Utilities.</p> <p>Database Configuration Utilities is part of Siebel Enterprise Server installation, which is now described in Chapter 5, “Installing Siebel Enterprise Server and Related Components.”</p> <p>The Database Configuration Wizard now uses the same framework as the Siebel Configuration Wizard and supports a Java-based GUI for both Windows and UNIX (console mode is also supported). On UNIX, the script <code>dbsrvr_config.ksh</code> is now obsolete.</p> <p>Installing the Siebel Database no longer requires a separate step to import the Siebel Repository (for the primary language).</p>

Table 3. New Product Features in Siebel Installation Guide for UNIX, Version 8.0

Topic	Description
<p>Chapter 8, “Installing and Configuring the Siebel Web Server Extension”</p> <p><i>Siebel System Requirements and Supported Platforms on Oracle Technology Network</i></p>	<p>Siebel Web Server Extension (SWSE) can now be installed on supported versions of Linux operating systems (Red Hat Enterprise Linux and Novell SUSE Linux Enterprise), to work with Oracle HTTP Server (Web server) on those platforms.</p> <p>NOTE: See also Table 2 on page 12, which mentions that Oracle Enterprise Linux is also supported in this context (for Oracle HTTP Server). Also, IBM HTTP Server is supported for Red Hat Enterprise Linux and Novell SUSE Linux Enterprise, as well as for AIX.</p> <p>The default installation directory for SWSE has changed, relative to previous versions.</p> <p>Configuring an installed SWSE now requires that an SWSE logical profile must first have been created after configuring the Siebel Enterprise.</p> <p>Information about installation and configuration tasks for SWSE is now provided in separate topics.</p> <p>Settings for parameters in the eapps.cfg file derive from creating the SWSE logical profile or from applying the logical profile.</p> <p>On Microsoft Windows, Siebel application virtual directories on the Microsoft IIS Web server are now created using a batch file generated with the SWSE logical profile. Customers can edit the batch file before configuring the SWSE, to change which virtual directories are created.</p>
<p>“Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token” on page 233</p>	<p>The Web Update Protection Key is now called the Siebel Enterprise Security Token. The corresponding eapps.cfg parameter WebUpdatePassword is now SiebEntSecToken. This value is specified during SWSE logical profile configuration.</p>
<p>“Installing the Siebel Mobile Web Client and Developer Web Client” on page 242</p>	<p>The file predeploy.htm is now installed into the bin directory. It is no longer installed into separate language-specific directories. This file applies to Siebel clients that use high interactivity mode. (It is also installed with the SWSE, for use with the Siebel Web Client.)</p>
<p>“Logging in to Your Siebel Application” on page 254</p>	<p>License keys for Siebel Business Applications are now obtained from Oracle’s license codes site.</p>
<p>“Using Siebel QuickStart with the Siebel Mobile Web Client” on page 260</p> <p>“Siebel Client Shortcuts and Start-Up Options” on page 256</p>	<p>The Siebel QuickStart feature has been enhanced and now uses a Windows service rather than a shortcut in the startup group.</p>

Table 3. New Product Features in Siebel Installation Guide for UNIX, Version 8.0

Topic	Description
Chapter 10, "Installing Siebel Tools"	The Siebel Business Rules Developer, based on a third-party product from Haley Systems, is now installed with Siebel Tools.
"Verifying Successful Installation of Siebel Tools" on page 270	License keys for Siebel Business Applications are now obtained from Oracle's license codes site.
Chapter 11, "Installing Siebel Charts"	Siebel Charts uses a different product from Visual Mining than in previous releases: NetCharts Server is used instead of ChartWorks Server. Some aspects of installing and configuring Siebel Charts have changed.
Chapter 12, "Installing and Configuring in Unattended and Console Modes"	<p>Product changes in this area include:</p> <ul style="list-style-type: none"> ■ Installers for some products now support record mode, which generates response files (siebel.ini files) for unattended installation. ■ Configuration Wizards for some products now provide offline and execute modes, which are used in tandem to perform unattended configuration. <p>Unattended configuration can be launched from the command line or from unattended installation, and is handled similarly on Windows and UNIX.</p> <p>Specialized siebel.ini files are no longer used for unattended configuration on UNIX.</p>
Chapter 13, "Verifying Your Server Environment" <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network	The Environment Verification Tool and evt.ini file have been modified to reflect updated requirements for Siebel 8.0 environments.
Chapter 14, "Uninstalling Siebel Business Applications"	<p>Deleted obsolete topic about using the srvredit command, which is no longer supported.</p> <p>Deleted topic about uninstalling Resonate Central Dispatch (refer to version 7.8 of this guide).</p> <p>Added background information about uninstalls, including scenarios when uninstallation may be appropriate.</p> <p>For Siebel Enterprise Server components and SWSE, uninstallation now includes a step for removing configuration data for products you are uninstalling.</p>
Appendix A, "Deployment Planning Worksheet"	Made minor updates to reflect product changes.

2

Preparing to Install Siebel Business Applications

This chapter provides information to help you prepare for installing Siebel Business Applications software. This chapter includes the following topics:

- [“About the Deployment Planning Worksheet” on page 21](#)
- [“About Installing Siebel Releases” on page 21](#)
- [“About Installing in Upgrade Environments” on page 23](#)
- [“About Windows and UNIX Platforms” on page 24](#)
- [“Overview of Installing Siebel Business Applications” on page 25](#)
- [“General Considerations in Planning Your Siebel Deployment” on page 26](#)

About the Deployment Planning Worksheet

The Deployment Planning Worksheet is an integral part of the installation process.

Before proceeding, go to [Appendix A, “Deployment Planning Worksheet,”](#) and make a copy of the worksheet. Using the copy, the deployment team fills out the first section. Members of the team fill out the information in the sections for which they are responsible. As you work through the preparation steps in this chapter, you are prompted to record information you will need while installing and configuring Siebel Business Applications.

In subsequent chapters, you will be prompted to refer to the Deployment Planning Worksheet for specific information about your site and deployment. You will also use it to record other important information for future installations, upgrades, reconfiguration, and expansion of your deployment.

About Installing Siebel Releases

Each Siebel Business Applications software release from Oracle has a specific version or release level. A full installation can be performed from a two-digit release (version 8.0). The full installation represents your base product installation. If a version 8.0.x three-digit release is available, it can also be installed as a full installation.

NOTE: No version 8.0.x three-digit releases are planned, as of this writing. References to version numbers other than version 8.0 are for illustrative purposes. You must verify the availability of any specific post-8.0 releases. See also *Siebel Maintenance Release Guide on My Oracle Support*.

The procedures in this guide are for performing full installations of the base products. Server products are then configured using the Siebel Configuration Wizards. Typically, configuration is done immediately after installation.

Additional releases are provided subsequently that can be installed on top of your existing base product installation. Such releases are collectively known as *maintenance releases*. (Maintenance releases are sometimes called *patch releases*.)

If you already have a base product installation, and a subsequent three-digit release is available, it can be installed as a maintenance release. For example, version 8.0.1, if available, could be installed on top of an existing installation of version 8.0 or version 8.0.0.x.

Releases that can *only* be installed as maintenance releases include Fix Pack releases (four-digit releases, such as 8.0.0.1 or 8.0.0.2) and Quick Fix releases.

Before installing a maintenance release, observe all documented requirements in this guide, in the applicable *Siebel Maintenance Release Guide* on My Oracle Support, or in other documents on My Oracle Support.

For example, before installing a maintenance release for Siebel Enterprise Server, you must shut down services for Siebel Server or Siebel Gateway Name Server, and shut down any running instances of `svrmgr`. Before installing a maintenance release for Siebel Web Server Extension, you must stop the Web server (see [“Requirements for SWSE Installation and Configuration” on page 205](#)).

Typically, no configuration tasks are associated with installing a maintenance release. You generally do not need to run the Siebel Configuration Wizard. However, requirements for a given maintenance release, or for using particular supported languages or features, may vary.

You can set up your installations so that a Fix Pack or Quick Fix release will be automatically installed immediately following a full installation of the base products, in a chained fashion. This type of installation is sometimes referred to as *slipstream installation*. For example, if the current base release level is 8.0 and Fix Pack release 8.0.0.1 is available, you can install these releases together, in sequence. *Before you install the base products*, note whether maintenance releases are also available and consider whether to install your releases together in this manner.

All Siebel products used within a given Siebel Enterprise must share the same release level, such as 8.0.0.1 or 8.0.0.2.

If you have added any languages to your deployment since you initially installed any maintenance release, all applicable maintenance releases must be reinstalled in order to bring the new languages up to the same release level as the rest of the installed software.

If you are installing or deploying a language for the first time in an existing installation, it is recommended to install all current maintenance releases before you add the language to the Siebel Database using the Database Configuration Wizard. See [“About Installing and Deploying with Multiple Languages” on page 99](#). See also [Chapter 7, “Configuring the Siebel Database.”](#)

In general, if you reinstall a maintenance release for any reason, existing files previously delivered for this maintenance release are not overwritten. Any missing files will, however, be redelivered. (If you are aware of any corrupt file for which an updated file is delivered as part of a maintenance release, remove the corrupt file before reinstalling.)

For information about obtaining Siebel media files, see [“Obtaining Siebel Installation Media Files” on page 73](#).

Installation of Siebel product modules is described in later chapters in this guide, such as [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

A maintenance release may in some cases be uninstalled without performing a full uninstallation of the base products. Uninstallation of Siebel product modules is described in [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

After any Siebel release is installed, including a base release or a maintenance release, the browser health check (if enabled) will run when a user logs in for the first time. For details on browser configuration and related requirements, see *Siebel System Administration Guide*. See also *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For detailed information about installing maintenance releases (including slipstream installation), about uninstalling maintenance releases, about the features or other changes provided in all applicable maintenance releases for your products, and about configuration requirements for such features, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

About Installing in Upgrade Environments

When you install Siebel Business Applications products, you may be creating a new deployment or you may be installing updated software to be used in a deployment that is being upgraded from a previous release of the Siebel applications—such as an upgrade from version 7.8.x to version 8.0.

You install your new Siebel software *before* upgrading the Siebel Database.

For detailed information about upgrading the Siebel Database, and about tasks you perform before installing or upgrading, see *Siebel Database Upgrade Guide* or *Siebel Database Upgrade Guide for DB2 UDB for z/OS*. See also any relevant documents on My Oracle Support. *Review all applicable documentation before you install or upgrade.*

CAUTION: As part of installing Siebel software in an upgrade environment, in general, you do not perform any database-related tasks described in this guide.

In an upgrade environment:

- You *do* install the component called *Database Configuration Utilities* on a Siebel Server, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)
- You *do not* create the database instance on the RDBMS, as described in [Chapter 3, “Configuring the RDBMS.”](#) (After the upgrade is complete, you may need to modify database parameters for your RDBMS platform to match settings described in that chapter.)
- You *do not* perform the tasks described in [Chapter 7, “Configuring the Siebel Database.”](#)

After installing and upgrading, some additional tasks may apply which do not apply for new installations. Some of these tasks are described in *Siebel Application Deployment Manager Guide* and *Going Live with Siebel Business Applications*. See also [“Preparing to Run Siebel Server Components After Installing” on page 150.](#)

When you install Siebel Business Applications in some upgrade scenarios, you may in some cases be able to install different versions of a Siebel product on the same machine, if this scenario is valid for particular products and may be helpful to you. For more information, see [“Installing Multiple Instances of Siebel Business Applications” on page 33.](#)

After installing the base Siebel software (such as version 8.0), you can install any applicable patch releases (such as Fix Pack or Quick Fix releases). In general, you install such patch releases *before* you initiate the upgrade process. After upgrading, you can install additional patch releases when they become available.

CAUTION: After you have started upgrading, do not install any patch releases until the upgrade is complete.

For information about installing patch releases for version 8.0, see [“About Installing Siebel Releases” on page 21](#) and refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

Instructions in this guide apply both for new installations and upgrades, except where noted.

About Windows and UNIX Platforms

The *Siebel Installation Guide* for the operating system you are using is provided in separate versions for Microsoft Windows or UNIX platforms:

- *Siebel Installation Guide for Microsoft Windows*
- *Siebel Installation Guide for UNIX* (this book)

Supported UNIX platforms (operating systems) include IBM AIX, HP-UX, Linux, and Oracle Solaris.

Linux platforms include Oracle Enterprise Linux, Red Hat Enterprise Linux, and Novell SUSE Linux Enterprise. Information about supported Linux operating systems is provided in *Siebel Installation Guide for UNIX*. Linux is treated as a UNIX operating system. Supported Linux operating systems are usually discussed in generic terms and are not differentiated. However, some information in this guide may apply only to particular Linux operating systems.

NOTE: For all operating system support details, including supported versions and product support exceptions, refer to *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Both the Windows and UNIX versions of this guide contain information about installing client-based modules, such as Siebel Tools or the Siebel Mobile Web Client, on Microsoft Windows platforms.

In general, *Siebel Installation Guide for UNIX* does not contain detailed information about installing server-based modules on Windows platforms, particularly Siebel Enterprise Server and Siebel Web Server Extension (SWSE).

NOTE: Siebel Management Server is available only on Windows and is documented in both versions of this guide. However, some information relevant to configuring this product is provided only in *Siebel Installation Guide for Microsoft Windows*.

Siebel Installation Guide for UNIX does not contain information about either Microsoft SQL Server or Microsoft IIS (Web server).

Siebel Installation Guide for Microsoft Windows does not contain information about UNIX-based Web servers.

In this guide, the term *Windows* refers to all Microsoft Windows operating systems listed as a supported server or client platform (for applicable Siebel product modules) for this release in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

References in this guide (primarily in *Siebel Installation Guide for UNIX*) to UNIX operating systems are sometimes in placeholder form, such as *UNIX_OS*. Such references, which are explained in context, may refer to an operating system name (for example, HP-UX) or to a directory or file name element that corresponds to an operating system (for example, HP-UX or hp).

Overview of Installing Siebel Business Applications

The server installation process requires multiple tasks that you perform in the following general sequence. For an illustration of part of this task flow, see [“Overview of Installing and Configuring Servers in a Siebel Deployment”](#) on page 87.

- 1 Planning your deployment. See *Siebel Deployment Planning Guide*.
For example, you might install and configure server clustering software.
- 2 Determining your load-balancing strategy. See *Siebel Deployment Planning Guide* and see [“Configuring Load Balancing for Siebel Applications”](#) on page 152.
- 3 Creating your database instance. See [Chapter 3, “Configuring the RDBMS.”](#)
NOTE: You can create the database instance at any point before you run the Database Configuration Wizard and perform the tasks noted in [Step 9](#) on page 26.
- 4 Obtaining Siebel media and creating a Siebel installation image on the network, from which installs will be performed. See [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)
- 5 Installing required third-party products. See *Siebel System Requirements and Supported Platforms* on Oracle Technology Network and the *Siebel Business Applications Third-Party Bookshelf*.
- 6 Creating directories for Siebel software and the Siebel File System. See [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.
- 7 Creating the required Siebel accounts. See [“Creating the Siebel Service Owner Account”](#) on page 44.
- 8 Installing and configuring the Siebel Enterprise Server components.
You install Siebel Gateway Name Server, Siebel Server, and Database Configuration Utilities. Then you run the Siebel Configuration Wizard to configure the Siebel Gateway Name Server, Siebel Enterprise, Siebel Web Server Extension (SWSE) logical profile, and Siebel Server. See:
 - [Chapter 5, “Installing Siebel Enterprise Server and Related Components”](#)
 - [Chapter 6, “Configuring Siebel Enterprise Server and Related Components”](#)
 - [“Configuring the SWSE”](#) on page 214 (task for configuring SWSE logical profile)

- 9 Running the Database Configuration Wizard on the Siebel Server machine where you installed Database Configuration Utilities. The task to install the Siebel Database creates the schema on the RDBMS and (for the primary language only) adds seed data and Siebel repository data. See [Chapter 7, “Configuring the Siebel Database.”](#)
NOTE: This task does not apply if you have an existing Siebel Database, such as in an upgrade scenario.
- 10 Installing your Web server, and installing and configuring the SWSE—applying the SWSE logical profile. See [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#)
- 11 (Optional) Installing Siebel Search products.
NOTE: For specific guidelines and requirements about installing search products, see *Siebel Search Administration Guide*.
- 12 (Optional) Installing Siebel Mobile Web Clients or Developer Web Clients. See [Chapter 9, “Installing Siebel Mobile Web Clients.”](#)
- 13 Installing Siebel Tools for developers. See [Chapter 10, “Installing Siebel Tools.”](#)
- 14 (Optional) Installing additional Siebel products. See:
 - [Chapter 11, “Installing Siebel Charts”](#)
- 15 Verifying your environment using EVT. See [Chapter 13, “Verifying Your Server Environment.”](#)
- 16 (Optional) Installing and configuring additional Siebel Server instances, or additional Web server and SWSE instances, if required for your deployment.

General Considerations in Planning Your Siebel Deployment

You must plan where to install the various Siebel components on your servers. This topic contains several subtopics about issues you must consider.

- [“Planning Topologies” on page 27](#)
- [“Preparing the Hardware” on page 28](#)
- [“Planning Siebel Server Load Balancing” on page 28](#)
- [“Planning Disk Space Requirements” on page 29](#)
- [“Planning RDBMS Installation and Configuration” on page 29](#)
- [“Managing Siebel Image Directories and Media Files” on page 31](#)
- [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#)
- [“The Language in Which Siebel Installers and Wizards Run” on page 32](#)
- [“Installing Multiple Instances of Siebel Business Applications” on page 33](#)
- [“Specifying the Locale for Siebel Applications” on page 34](#)
- [“Specifying the Locale for Your UNIX Operating System” on page 35](#)

- [“Setting Permissions and Ownership” on page 37](#)
- [“Installing from a Remote Server Machine” on page 38](#)
- [“Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server” on page 38](#)
- [“Restrictions on Names for Siebel Enterprise Server and Siebel Server” on page 39](#)
- [“File and Directory Naming Conventions” on page 40](#)
- [“Creating the Siebel File System” on page 41](#)
- [“Creating the Siebel Service Owner Account” on page 44](#)

Planning Topologies

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

Consider running specialized components on dedicated machines. Whether you do so depends on considerations that include available resources, overall load, and performance.

NOTE: All Siebel products used within a given Siebel Enterprise must share the same release level. For additional information about Siebel releases, see [“About Installing Siebel Releases” on page 21](#). Third-party products must use supported release levels as documented in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

See also the following topics later in this chapter:

- [“Installing Multiple Instances of Siebel Business Applications” on page 33](#)
- [“Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server” on page 38](#)
- [“Restrictions on Names for Siebel Enterprise Server and Siebel Server” on page 39](#)
- [“File and Directory Naming Conventions” on page 40](#)
- [“Creating the Siebel File System” on page 41](#)

Record the machine names and installation directory names you decide on in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)

For more information about planning your topologies, see *Siebel Deployment Planning Guide*. See also *Siebel Performance Tuning Guide*.

Planning the Web Server Topology

Before you install the Siebel Web Server Extension (SWSE), as described in [Chapter 8, “Installing and Configuring the Siebel Web Server Extension,”](#) you must decide how you will distribute the Web servers and other components.

- **Single-node.** Installation of Siebel Enterprise Server components and your Web server and SWSE on a single machine or node. (If you do this, use separate installation directories to avoid file permission problems at installation time.)
- **Distributed.** Distribution of the preceding components, where multiple Web servers connect to multiple Siebel Servers in the Siebel Enterprise. These Web servers can be dynamically balanced across Application Object Manager components on different Siebel Server machines.

Each deployment choice involves trade-off. However, in enterprise-sized deployments, it is strongly recommended that you use a distributed node deployment, for the following reasons:

- **Less resource contention.** Distributing the Web server and the Siebel Server (with Application Object Manager) on different machines eliminates contention for CPU and other server resources. However, to take advantage of the performance improvement, you must have a high-speed network connection between the two machines.
- **Higher fault tolerance.** Operating multiple instances of components on multiple machines reduces downtime and the impact of failure on any one machine.
- **Greater flexibility with firewalls.** Putting the Web components of the Siebel Business Applications on a different machine from the Siebel Server with Application Object Managers lets you deploy your Web server in the DMZ while keeping the Enterprise Server behind a secure firewall.
- **High availability.** A multinode configuration is required for deployments that support large numbers of concurrent users or where high availability is an operating requirement.

For more information, see *Siebel Deployment Planning Guide*. See also *Siebel Security Guide*.

Preparing the Hardware

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

Verify that the hardware you have chosen meets all requirements for running your Siebel Business Applications as well as the required third-party software. Verify also that the hardware is able to support the RDBMS and the Siebel Database, the Siebel File System, Siebel Gateway Name Server, Siebel Server, and other Siebel software. Also plan to support Siebel Tools developer workstations and Siebel Mobile Web Clients, where applicable.

For more information, see subsequent chapters for installing the modules above. See also *Siebel Deployment Planning Guide*.

For size limitations and information on required third-party software, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Planning Siebel Server Load Balancing

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

Before you install your Siebel Enterprise Server components, determine your load balancing strategy for Siebel Servers. For more information, see [“Configuring Load Balancing for Siebel Applications” on page 152](#). See also *Siebel Deployment Planning Guide* and *Siebel System Administration Guide*.

Planning Disk Space Requirements

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

Before you install, you must anticipate your disk space requirements for each installable product. Each Siebel installer displays the required disk space for the installed product before files are copied.

You must also anticipate the disk space required for Siebel image directories. For more information, see [“Managing Siebel Image Directories and Media Files”](#) on page 31 and [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)

Siebel installers also have temporary disk space requirements, as described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards”](#) on page 31.

Planning RDBMS Installation and Configuration

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

Note the following guidelines for installing and configuring the Relational Database Management System (RDBMS) on which you will create the Siebel Database.

For more information about configuring the RDBMS, see [Chapter 3, “Configuring the RDBMS.”](#) For more information about configuring the Siebel Database after installing Siebel Enterprise Server, see [Chapter 7, “Configuring the Siebel Database.”](#)

- Make sure that this release of Siebel Business Applications supports the exact version of your chosen RDBMS, as specified in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network, and that the RDBMS has been installed on its designated server. This server will hold the database tables containing your business data, such as sales (personnel, territories, opportunities, and activities), marketing, and customer service information.
- Verify that the network name of the server that will support the Siebel Database is properly recorded in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)
- The Siebel Enterprise Server installer creates the ODBC data source name during installation, using the name *EnterpriseName_DSN*. For example, if your Siebel Enterprise Server name is SBA_80, the ODBC data source name will be SBA_80_DSN. Using this pattern, determine what your ODBC data source name will be and record it in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)

NOTE: In most cases, do not change any of the default ODBC settings or parameters. Otherwise, you will encounter problems using the ODBC. For example, setting `OptimizeLongPerformance` to `enable` corrupts all scripts in the repository during import or export processes. See also topics for verifying the ODBC data source for your RDBMS platform, such as those in [“Verifying the ODBC Data Source”](#) on page 147.

Siebel client installers also create ODBC data source names during installation. The naming convention is different than ODBC data source names created by the Siebel Enterprise Server installer. For more information, see [Chapter 9, “Installing Siebel Mobile Web Clients,”](#) and [Chapter 10, “Installing Siebel Tools.”](#)

About Database Code Pages and Locale Support

In a database environment that is enabled for Unicode, you can install any of the available Siebel Language Packs.

However, in a database environment that is not enabled for Unicode, you must consider the correlation of the Language Packs you want to install and the characters supported by your database code page.

For example, in a Western European code page database, you can only install Western European Language Packs, such as English, French, Spanish, or German Language Packs. In a Japanese code page database, you can only install Japanese or U.S. English Language Packs.

The code page of the operating system on which your Siebel Server runs must match that of your Siebel Database instance. The languages installed on each must also match.

For a list of supported code pages and encoding strategies, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. See also *Siebel Global Deployment Guide*.

See also “[Specifying the Locale for Siebel Applications](#)” on page 34 and “[Specifying the Locale for Your UNIX Operating System](#)” on page 35.

See also the topics that apply to your RDBMS platform in [Chapter 3, “Configuring the RDBMS.”](#)

Planning Database Connectivity

Use the ODBC driver versions listed in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network for your chosen RDBMS for Siebel Servers, Siebel Tools clients, and Siebel Developer Web Clients (if applicable). Make sure that ODBC connectivity uses TCP/IP as the transport layer protocol for your Siebel Servers, Siebel Tools clients, and Siebel Developer Web Clients.

How to Use This Guide If Your Database Is IBM DB2 UDB for z/OS

This guide describes installation of core Siebel products for each supported RDBMS, with the exception of IBM DB2 UDB for z/OS (formerly referred to in *Siebel Bookshelf* documentation as *IBM DB2 UDB for z/OS and OS/390*).

Customers for DB2 UDB for z/OS will require this guide (*Siebel Installation Guide* for the operating system you are using) and will require *Implementing Siebel Business Applications on DB2 UDB for z/OS*. Both of these guides are available on the *Siebel Bookshelf*.

NOTE: In this guide, [Chapter 3, “Configuring the RDBMS,”](#) and [Chapter 7, “Configuring the Siebel Database,”](#) do not apply to customers using DB2 UDB for z/OS. Instead, refer to *Implementing Siebel Business Applications on DB2 UDB for z/OS* for database-related content. If you are upgrading on this platform, see also *Siebel Database Upgrade Guide for DB2 UDB for z/OS*.

Implementing Siebel Business Applications on DB2 UDB for z/OS includes, but is not limited to, topics such as special security issues for this RDBMS, installing the Siebel schema, performance guidelines for use of this RDBMS with Siebel Business Applications, and specific procedures for moving data from development to production. Also consult all other applicable *Siebel Bookshelf* documentation, such as *Siebel Security Guide*.

Managing Siebel Image Directories and Media Files

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

All products are installed from a Siebel image you create on the network using the Siebel Image Creator utility. Each Siebel release has its own version-specific network image, whether it is a base release or a patch release.

You will need to allocate space on the network for Siebel images that are to be used as the source location for Siebel installations. Retain all network images until they no longer apply.

Also retain all Siebel media files, including any ZIP files you obtain and the JAR files you use to create the Siebel image on the network.

For complete information about obtaining Siebel media and using Siebel Image Creator, see [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)

Managing Temporary Disk Space Required by Siebel Installers and Wizards

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

Siebel installer programs (for server-based software), the Siebel Image Creator utility, and Siebel Configuration Wizards all require the use of temporary disk space while operating. Disk space required varies by platform. The location of temporary directories is specified using the TEMP and TMP environment variables. Set these variables the same: to a valid existing directory that contains adequate space.

It is recommended to periodically clear out the temporary directory you are using. You may need to do this as part of resolving installer or wizard problems. On Microsoft Windows, the temporary directory used by default is C:\Documents and Settings*username*\Local Settings\Temp.

When you run a Siebel installer or wizard, you can optionally specify the temporary directory the program will use in place of the directory specified by TEMP and TMP. For example, when installing Siebel Enterprise Server on Windows, you can use a command like the following:

```
setup.exe -i s: tempdir temp_directory_location
```

For more information about command-line options for Siebel installers, see [“Command-Line Options for Siebel Installers and Wizards”](#) on page 125.

The user running the installer or wizard must have privileges that include write permission for the temporary directory.

Table 4 on page 32 shows the minimum disk space required by Siebel installers and wizards (by operating system platform), along with the default temporary directory locations.

Table 4. Temporary Disk Space Required by Siebel Installers and Wizards

Operating System	Minimum Required Space	Default Location
Windows	65–100 MB	System drive (usually C:)
AIX	200 MB	/tmp
HP-UX	240 MB	/var/tmp
Linux	200 MB	User's home directory
Solaris	115 MB	/var/tmp

The Language in Which Siebel Installers and Wizards Run

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

When you launch Siebel installer programs, the Siebel Image Creator utility, or Siebel Configuration Wizards, the program launches with a user interface in one of the Siebel supported languages.

For installers and Siebel Image Creator, the language in which the program launches is determined by the language for the locale of your operating system—if this language and locale are supported for the current version of Siebel Business Applications.

For Configuration Wizards, the language in which the program launches is determined by the following, in order of priority:

- The setting of the LANG argument for the wizard, if specified. When the Configuration Wizard is launched by the installer, the installer launches the wizard with the LANG argument set to the language the installer ran in. For details, see [“Configuration Wizard Syntax Elements” on page 135](#).
- The setting of the SIEBEL_LANGUAGE environment variable, if defined.
- The language for the locale of your operating system, if this language and locale are supported for the current version of Siebel Business Applications.

These programs can run in all languages corresponding to the available Siebel Language Packs, with the exceptions of Arabic, Hebrew, and Thai. You must use a different user interface language, as outlined above.

For installers or Siebel Image Creator, you must change the current operating system language and locale. Make sure you have the locale of your operating system set to the desired choice of your language.

If the current locale is not supported and another language is not specified (where applicable), then, when you launch the program, you are prompted for the language in which to run the program.

Installers for Siebel client products always include a prompt for the language in which to run the installer.

For a list of supported locales for your UNIX operating system, see [“Specifying the Locale for Your UNIX Operating System” on page 35](#).

NOTE: If a supported locale that you intend to use does not exist on the supported OS platform, use another existing supported locale, so you can proceed with installation and initial configuration in a familiar language—for example, en_US.UTF-8 for U.S. English (on Solaris), DE_DE.UTF-8 for German (on AIX), and so on.

For information about installing Language Packs for Siebel Business Applications, see [“About Installing and Deploying with Multiple Languages” on page 99](#) and other relevant topics.

Installing Multiple Instances of Siebel Business Applications

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

This topic describes issues in installing multiple instances of similar or dissimilar versions of Siebel Business Applications on the same machine.

Installing Multiple Instances of Similar Versions of Siebel Business Applications

By default, the Siebel installers automatically install Siebel software in unique directory names that will not conflict with other Siebel software components that you install on the same machine. To install another instance of the same version of a product on a single machine (where applicable), specify a custom installation path.

However, installing multiple instances of some products may cause problems. For example:

- You cannot install multiple instances of the same version of Siebel Gateway Name Server on the same machine. The reason for this is that installing and configuring the Siebel Gateway Name Server creates a service which cannot coexist in multiple instances for different installations.
- Restrictions apply for installing multiple instances of SWSE. For details, see [“Requirements for SWSE Installation and Configuration” on page 205](#).
- Restrictions apply for installing multiple instances of Siebel Tools, where Siebel Business Rules Developer is also installed. For details, see [“Requirements for Siebel Tools Installation” on page 266](#).

For related considerations, see also [“About Installing Siebel Releases” on page 21](#) and [“Planning Topologies” on page 27](#).

NOTE: In this context, *same version* refers to all releases sharing the same first two digits—such as 8.0, 8.0.0.1, 8.0.0.2, 8.0.1 (if available), and so on. Each product instance of the same version would be installed to the same default installation path, unless you specify a custom path. A three-digit release can be installed as a maintenance release if the prior release of the same series is already installed. For example, if available, 8.0.1 could be installed as a maintenance release if 8.0 or 8.0.0.x is already installed.

Components of the same Siebel Enterprise Server that you install on the same machine *must* be installed into the same root directory. These components include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector. See also [“File and Directory Naming Conventions” on page 40](#).

NOTE: You cannot install additional Siebel Enterprise Server components into a root directory after applying a patch. You can install additional languages into a root directory after applying a patch, but you must reapply the patch afterwards.

Installing Multiple Instances of Dissimilar Versions of Siebel Business Applications

Multiple versions of Siebel components can be installed on the same machine. Sometimes you may need to do this as part of some upgrade scenarios. For more information about upgrading, see *Siebel Database Upgrade Guide*.

Use naming conventions for your installation directories that reflect the component and the version number being installed (the default installation directories already do this).

- If you install multiple versions of the Siebel Gateway Name Server on the same machine, you must install them in different directories and assign unique port numbers.

For installation instructions, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

- If you install multiple versions of the Siebel Server on the same machine, you must install them in different directories (default installation directories are already different between versions).

For installation instructions, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

- Restrictions apply for installing multiple instances of SWSE. For details, see [“Requirements for SWSE Installation and Configuration” on page 205](#).

Specifying the Locale for Siebel Applications

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

When a Siebel application component (Siebel Server, Siebel Tools client, or Siebel Developer Web Client) opens a connection to the Siebel Database, the locale is automatically determined on a per-session basis for the connection. This setting overrides settings that may be defined elsewhere.

Do not explicitly set the NLS_LANG (Oracle-specific), LANG, or SIEBEL_CODEPAGE environment variables for Siebel applications. Siebel environment files such as siebenv.csh (C shell) or siebenv.sh (Bourne or Korn shell) may set these variables, but these settings are not used for the database connection. Settings in the siebenv.csh or siebenv.sh files affect any software that runs in the Siebel environment controlled by those files—except for the Siebel applications themselves.

For deployments using an Oracle database, the NLS_LANG variable determines default behaviors that can be overridden using other variables, such as NLS_SORT, that are *not* set automatically for Siebel applications using an Oracle database connection. Therefore, settings you make for NLS_SORT will affect any software that runs in the Siebel environment—including the Siebel applications.

CAUTION: For development environments, Siebel Business Applications support only binary sort order. Therefore, for Oracle databases, when you are setting the locale for your development environment, either do not set NLS_SORT at all, or set it to BINARY. In production environments, this restriction does not apply. (In this guide, *sort order* and *collation sequence* are used interchangeably, even though these terms may not always mean the same thing.)

You can explicitly set the locale to be used by a Siebel Server (or Application Object Manager component) by setting the Locale Code parameter for the Siebel Server. For more information about creating or configuring this type of locale, see *Siebel Applications Administration Guide* and *Siebel Global Deployment Guide*.

For more information, see:

- [“Planning RDBMS Installation and Configuration” on page 29](#)
- [“Specifying the Locale for Your UNIX Operating System” on page 35](#)
- [“Managing Environment Variables” on page 161](#)
- The topics that apply to your RDBMS platform in [Chapter 3, “Configuring the RDBMS”](#)

Specifying the Locale for Your UNIX Operating System

This topic is part of [“General Considerations in Planning Your Siebel Deployment” on page 26](#).

To successfully run Siebel Business Applications on UNIX, you have to configure the appropriate locales on your operating system for the language you will run the applications in. In some cases, you may need to install additional content on your system in order to support the locale.

For LANG or LC_ALL settings on different UNIX platforms for supported languages or locales, see [Table 5 on page 36](#).

NOTE: The setting of the LANG environment variable does not affect database connections for Application Object Manager components for Siebel applications. However, it does affect database connections used by other Siebel components. For more information, see [“Specifying the Locale for Siebel Applications” on page 34](#). See also [“Managing Environment Variables” on page 161](#).

Table 5. Lang or LC_ALL Settings for Supported Languages or Locales

Language or Locale Siebel Language Code	UNIX LANG or LC_ALL Setting		
	AIX	HP-UX or Linux	Solaris
Arabic (Saudi Arabia) ARA	AR_SA.UTF-8	ar_SA.utf8	ar_SA.UTF-8
Chinese (Simplified) CHS	ZH_CN.UTF-8	zh_CN.utf8	zh_CN.UTF-8
Chinese (Traditional) CHT	ZH_TW.UTF-8	zh_TW.utf8	zh_TW.UTF-8
Czech CSY	CS_CZ.UTF-8	cs_CZ.utf8	cs_CZ.UTF-8
Danish DAN	DA_DK.UTF-8	da_DK.utf8	da_DK.UTF-8
Dutch NLD	NL_NL.UTF-8	nl_NL.utf8	nl_NL.UTF-8
English (United States) ENU	EN_US.UTF-8	en_US.utf8	en_US.UTF-8
Finnish FIN	FI_FI.UTF-8	fi_FI.utf8	fi_FI.UTF-8
French (France) FRA	FR_FR.UTF-8	fr_FR.utf8	fr_FR.UTF-8
German (Germany) DEU	DE_DE.UTF-8	de_DE.utf8	de_DE.UTF-8
Hebrew HEB	IW_IL.UTF-8	iw_IL.utf8	iw_IL.UTF-8
Italian ITA	IT_IT.UTF-8	it_IT.utf8	it_IT.UTF-8
Japanese JPN	JA_JP.UTF-8	ja_JP.utf8	ja_JP.UTF-8
Korean KOR	KO_KR.UTF-8	ko_KR.utf8	ko_KR.UTF-8
Portuguese (Brazil) PTB	PT_BR.UTF-8	pt_BR.utf8	pt_BR.UTF-8
Portuguese (Portugal) PTG	PT_PT.UTF-8	pt_PT.utf8	pt_PT.UTF-8

Table 5. Lang or LC_ALL Settings for Supported Languages or Locales

Language or Locale Siebel Language Code	UNIX LANG or LC_ALL Setting		
	AIX	HP-UX or Linux	Solaris
Spanish (Modern) ESN	ES_ES.UTF-8	es_ES.utf8	es_ES.UTF-8
Swedish SVE	SV_SE.UTF-8	sv_SE.utf8	sv_SE.UTF-8
Thai THA	TH_TH.UTF-8	th_TH.utf8	th_TH.UTF-8

Setting Permissions and Ownership

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

- You can install server-based Siebel products either as the root user or as a nonroot user. For additional issues related to installing as the root user or as a nonroot user, see:
 - [“Requirements for Siebel Enterprise Server Installation and Configuration”](#) on page 92
 - [“Requirements for SWSE Installation and Configuration”](#) on page 205
- Before installing any server-based Siebel products, a user with root permissions must create the directory `/var/adm/siebel`. This directory is different from the directory into which the Siebel products are installed and must be created for every Siebel product that uses the Siebel installer. The user running the Siebel installer must have write permissions to this directory or the installation fails.

If the `/var/adm/siebel` directory structure does not exist, the installer will try to create it. A user with root permissions must first create this directory and verify that the correct permissions are set for the installer to write to this directory.

- Before you install each server component discussed in this guide, set `umask` to `027` on the installation directory of that machine. Changing this setting eliminates other permissions, including group write permissions.

This action also sets the default permissions, so that all files and directories created afterwards have `rwxr-x---` permissions.

The Siebel Service Owner must have all permissions. However, the group must have read and execute (for directory access) permissions only.

See also [“Creating the Siebel Service Owner Account”](#) on page 44.

Installing from a Remote Server Machine

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

If you are installing server-based Siebel products in GUI mode from a remote server machine, you must set the DISPLAY variable to display the Java installer user interface on your local machine. For example, depending on your shell:

```
export DISPLAY=myworkstation:0.0
```

or:

```
setenv DISPLAY myworkstation:0.0
```

where:

■ *myworkstation* = The machine name or IP address of your local workstation

You may be able to test that your display works correctly on your local workstation by entering:

```
xclock
```

You can also verify the IP address by entering:

```
echo $DISPLAY
```

If the clock does not appear on your local workstation, then issue the following command on your local machine:

```
xhost +
```

If you observe poor performance or unexpected behavior displaying GUI-based applications on your local workstation, telnet to the UNIX server and use console mode to perform installation. For console mode installation, see [“Running Console Installation from the Command Line”](#) on page 292.

If you are using X-connectivity software to access the UNIX machine from a Windows machine, you might experience unexpected exiting or hanging by the installer. If this is the case, try using a later version of the X-connectivity software. For Exceed, for example, use version 9.0 or greater.

NOTE: For additional information, refer to vendor or other documentation for your UNIX platform, or contact your system administrator for assistance.

Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

See also [“Restrictions on Names for Siebel Enterprise Server and Siebel Server”](#) on page 39, which is about names for Siebel entities that you specify during configuration.

This topic describes restrictions for host names for server machines on which you will install Siebel Gateway Name Server or Siebel Server.

The Siebel Gateway Name Server name is defined automatically based on the server machine's host name. However, problems may arise during configuration of the Siebel products unless the following requirements are observed:

- Host names for Siebel Gateway Name Server or Siebel Server must not include dashes (hyphens). It is recommended to use an underscore if a separator character is required. For example, `host_sba80` is acceptable, but `host-sba80` is not.

NOTE: A dash may not cause problems in every scenario, but problems have been observed in many specific scenarios, as noted in 477993.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1067. (Workarounds described in the alert, involving substitute *.scm files, do not apply to the current software version.) In any case, similar restrictions for naming a Siebel Enterprise or Siebel Server are noted in [“Restrictions on Names for Siebel Enterprise Server and Siebel Server”](#) on page 39.

- The host name for Siebel Gateway Name Server must be no longer than 15 characters.

The Siebel Configuration Wizard task for configuring the Siebel Gateway Name Server cannot execute successfully if the host name is longer than 15 characters.

(Configuration Wizard tasks for configuring the Siebel Enterprise and the Siebel Server also validate that the name of the Siebel Gateway Name Server, which would have been previously configured, is no longer than 15 characters.)

- In general, it is recommended not to define the host name for the Siebel Gateway Name Server machine to include domain information, as may be common in some UNIX environments. The entire host name is subject to the 15-character limit mentioned above.

Restrictions on Names for Siebel Enterprise Server and Siebel Server

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

This topic describes restrictions to observe when planning names you will give the Siebel Enterprise Server and Siebel Server instances during Siebel product configuration.

See also [“Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server”](#) on page 38.

Siebel Configuration Wizard tasks that specify or refer to the Siebel Enterprise name or the Siebel Server name validate for some of the requirements below, such as the 12-character limit. More validations are performed in live mode than in offline mode. Observe all documented restrictions regardless of validation behavior.

Siebel Enterprise Server Naming Restrictions

The following restrictions apply to naming Siebel Enterprise Servers:

- Names must be no longer than 12 characters.
- Names cannot be *server* or *enterprise*. (Names such as *enterprise1* are acceptable.)

Siebel Server Naming Restrictions

When planning the names of Siebel Server instances within a Siebel Enterprise, the following restrictions apply:

- Names must contain only alphabetic characters, numerals, underscores, or a combination thereof. For example, do not use dashes (hyphens) in naming Siebel Server instances.
- Names must lead with an alphabetic character.
- Names must be unique within the Siebel Enterprise.
- Names must be no longer than 12 characters.
- Names cannot be *server* or *enterprise*. (Names such as *server1* are acceptable.)

File and Directory Naming Conventions

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

Use lowercase for all file names, directory names, path names, parameters, flags, and command-line commands, unless you are instructed otherwise.

Directory names or file names may not contain special characters, including periods, apostrophes, accents, number (pound or hash) signs, ampersands, or spaces. Underscores are acceptable. Spaces are not allowed for server installs on Windows (though the OS may otherwise allow it). Spaces are acceptable for client installs on Windows.

How This Guide Refers to Your Installation Directories

This guide uses the following variable-naming conventions to refer to the installation directories either created by the installers or to which users navigate to access files and executable programs.

`$SIEBEL_ROOT`. Generally, this refers to the main directory in which software for each Siebel Enterprise Server component has been installed. The installers for the Enterprise Server components install into the top-level directory `/siebel` by default, though the actual directory where you install is likely to be different, such as `/export/home/siebel`. Generally, this directory is what `$SIEBEL_ROOT` represents in this guide.

NOTE: `$SIEBEL_ROOT` may also represent the value of the `SI EBEL_ROOT` environment variable, which usually corresponds to a module-specific installation directory, such as `/siebel/siebsrvr` for Siebel Server.

`$SIEBEL_HOME`. The installation or root directory for Siebel Business Applications software in general, or of a specific module such as the Siebel Gateway Name Server or the Siebel Server—depending on the context. Many scripts contain variables with this name; its meaning is most often derived from the context.

`$SIEBSRVR_ROOT`. The installation or root directory for Siebel Server. By default, it is installed in `/siebel/siebsrvr`.

`$SIEBEL_SERVER_ROOT`. This term is sometimes used within executable programs, such as the `si ebel _server` script, as a synonym for `$SIEBEL_HOME`.

\$SIEBEL_GATEWAY_ROOT. The installation or root directory for Siebel Gateway Name Server. By default, it is installed in /siebel/gtwysrvr.

DBSRVR_ROOT. The directory into which you install the Siebel Database Configuration Utilities (formerly referred to as the *Siebel Database Server*). By default, these utilities are installed in /siebel/dbsrvr (on a Siebel Server machine).

SWSE_ROOT. The directory into which you install the Siebel Web Server Extension (SWSE). By default, it is installed in /siebel/sweapp.

SIEBEL_CLIENT_ROOT. The directory into which you install the Siebel Mobile Web Client or Siebel Developer Web Client. By default, it is installed in C:\Program Files\Siebel\8.0\web client.

SIEBEL_TOOLS_ROOT. The directory into which you install the Siebel Tools Client. By default, it is installed in C:\Program Files\Siebel\8.0\Tools.

Creating the Siebel File System

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

The *Siebel File System* is a shared directory, or set of directories, that is network-accessible to the Siebel Server and that can store files such as attachments for use by Siebel applications. Siebel File System directories may optionally exist on separate devices or partitions.

Each File System directory may be created on a server machine where you have installed a Siebel Server, or on another network server that can share the directory, so that it is available to the Siebel Server. Consult your third-party documentation for requirements for networked file systems.

A primary Siebel File System directory must be created before you configure the Siebel Enterprise. You specify this location during configuration. The user running the Siebel Configuration Wizard must have write permission in this directory.

Creating multiple Siebel File System directories in different locations can enable you to store larger volumes of data. As new file attachments are inserted, they are evenly distributed across the multiple File System directories. If you create multiple File System directories, you must include all directory locations, delimited by commas, when you specify the File System location during configuration of your Siebel environment. Each File System directory location must be uniquely named within the network context where it will be accessed.

For information about migrating an existing Siebel File System deployment to use multiple File System directories, see *Siebel System Administration Guide*.

The ability to use multiple directories and devices for the Siebel File System does not apply to Siebel Mobile Web Clients, for which the Siebel File System must use a single directory on the client machine.

NOTE: If the operating systems of the machines hosting the Siebel Server and a File System directory are different (for example, one Windows and one UNIX) you may need to deploy a third-party cross-platform networking tool, such as Samba, to allow both machines to share the directory. Refer to your third-party documentation for details.

You must create a completely separate Siebel File System for each Siebel Enterprise Server. For example, if you have development and test databases, you must have two separate Siebel Enterprise Servers, and therefore two Siebel File Systems.

Each Siebel Server accesses its Enterprise's Siebel File System by means of a dedicated server component, called File System Manager (FSM). Individual Web clients require no direct knowledge of the locations of the Siebel File System directories, because they connect to FSM through the Application Object Manager (AOM) component on the Siebel Server to request file uploads or downloads. The AOM passes such requests to the FSM component, which processes the requests through interaction with the File System directories.

Because the Siebel Server is the sole access mechanism to the Siebel File System, the user with administrative privileges for the Siebel Server, and no other user, must have access privileges to the File System directories. This precaution protects the File System from direct physical access by all other users.

Some Siebel Server components may access the Siebel File System directly, without using File System Manager.

The Siebel File System parameter defines the particular directory or set of directories you are using for the Siebel File System. Specify multiple File System directories delimited by commas.

The Siebel File System parameter can be defined at the Enterprise level, Siebel Server level, or server component level. Use Server Manager to individually modify the parameter at the Siebel Server or component level, if the File System that is to be used by a particular Siebel Server or applicable component has different directory locations than are defined for the Enterprise.

NOTE: Verify that the network names of servers that will support the Siebel File System are properly recorded in your copy of the worksheet in [Appendix A, "Deployment Planning Worksheet."](#) Use the machine names, not the IP addresses, for the Siebel File System names. IP addresses are not supported.

Two utilities are available to help you manage your Siebel File System directories: `sfscleanup` and `sfspartition`.

For more information about the File System Manager component, about the Siebel File System parameter, and about Siebel File System management tasks using `sfscleanup` and `sfspartition`, see *Siebel System Administration Guide*.

For more information about deployment options for the Siebel File System, see *Siebel Deployment Planning Guide*.

For information about populating the Siebel File System with files such as correspondence templates, see ["Populating the Siebel File System" on page 197](#).

Naming a Siebel File System Directory

Each Siebel File System directory name must be alphanumeric, must begin with an alphabetic character, and cannot contain special characters or spaces. Underscores are permitted. For example, you might name a directory something like this:

```
/server/siebel or /server/siebel/filesystem
```

Such a directory may be referred to using the following notation:

/SiebelFS/siebel8x

where:

- *SiebelFS* = The host name of the machine (for example, where a dedicated machine is used for the Siebel File System).
- *siebel8x* = The name of the shared directory.

You need to specify all applicable shared directories (delimited by commas) when configuring the Siebel Enterprise. These shared directories must be available to all Siebel Servers in the Enterprise. You may need to use a file-sharing tool to access the directories.

As part of the Siebel Server installation, File System Manager automatically generates a set of subdirectories under each Siebel File System root directory, as described in [Table 6 on page 43](#).

NOTE: When you create a Siebel File System shared directory, only the associated Siebel Servers must be allowed to create subdirectories in that location. Do not manually create subdirectories in that location.

Table 6. Siebel File System Subdirectories

Subdirectory	Purpose
att	Main subdirectory for attachments
atttmp	Temporary directory for attachments
ei m	Siebel transaction files for Siebel EIM
Marketi ng	Main subdirectory for Siebel Marketing
red	Rule edit cache for Siebel Configurator
ssp	Session preferences
userpref	Siebel user preferences

For more information about these subdirectories, see *Siebel System Administration Guide*.

Setting Up the Siebel File System

Use the following procedures to set up the Siebel File System directories.

NOTE: In addition to the steps below, you must install the third-party software required to view standard attachment types, such as Microsoft Word, Excel, or Lotus Notes, on client machines where users will run the Siebel applications.

To set up the Siebel File System

- 1 Create each directory on the applicable server and record the path in the copy you made of the worksheet in [Appendix A, "Deployment Planning Worksheet."](#)

- 2 Using the appropriate administrative tools for your UNIX platform, set permissions for the Siebel administrator to access the directory and subdirectories to 700.

NOTE: Only the Siebel administrator for the Siebel Server, and no other user, must have access privileges to the Siebel File System directories.

- 3 Grant access to each Siebel Server for the appropriate group.

If an appropriate GUI-based administrative tool does not exist on your platform, you can use the `chmod` and `chgrp` utilities to set these parameters. Consult your UNIX platform documentation for more information.

Clustering Prerequisites for the Siebel File System

If you will be operating a File System directory as part of a cluster for failover purposes, you must create the directory on a clustered disk drive with a clustered network share resource. For information about clustering your servers, see *Siebel Deployment Planning Guide*.

Creating the Siebel Service Owner Account

This topic is part of [“General Considerations in Planning Your Siebel Deployment”](#) on page 26.

The Siebel Enterprise Server requires that you create a standard UNIX system user account. This account must be available on each Siebel Server in your Enterprise under which Siebel processes and components operate.

Use the following guidelines to create the Siebel service owner account:

- The Siebel service owner account must be defined or available on each applicable server machine: on the Siebel Gateway Name Server, on each Siebel Server in the Enterprise, and on any machine on which the Siebel File System exists.
- Create the Siebel service owner account at the network level, using an appropriate administration tool for your UNIX platform, so that the same account can be used for all UNIX servers within the Siebel Enterprise Server. Make sure that the numeric values for `uid` and `gid` match across the various machines.
- Determine what the Siebel service owner account name and password will be, and record this information in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#) (For security reasons, you may prefer not to record the password.) See also *Siebel Security Guide*.
- The Siebel service owner account password must not require a change on next logon and must be set not to expire.
- The Siebel service owner account name or password cannot contain any spaces.

3

Configuring the RDBMS

This chapter provides guidelines for configuring the third-party RDBMS and creating the database instance you will use for the Siebel Database. It includes the following topics:

- [“Overview of Database Configuration” on page 45](#)
- [“Configuring an Oracle Database for Siebel Applications” on page 47](#)
- [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56](#)

NOTE: If your database is IBM DB2 UDB for z/OS, refer to *Implementing Siebel Business Applications on DB2 UDB for z/OS* instead of this chapter. See also the relevant information under [“Planning RDBMS Installation and Configuration” on page 29](#).

Overview of Database Configuration

In general, each customer must follow these general steps for each supported RDBMS platform described in this chapter. For more information, see your third-party vendor documentation, guidelines presented in this chapter for each RDBMS, and other applicable parts of this guide.

This chapter is intended for use by database administrators (DBAs) and by others who can perform the RDBMS configuration tasks described.

CAUTION: *Do not perform any tasks mentioned in this chapter in an upgrade environment (or in another environment where you have an existing Siebel Database).* In particular, you do not create the database instance on the RDBMS. However, after the upgrade is complete, you may need to modify database parameters for your RDBMS platform to match settings described in this chapter. For more information, see [“About Installing in Upgrade Environments” on page 23](#).

For non-upgrade deployments (where there is no existing Siebel Database), after creating the database instance and installing the Siebel Business Applications software, you use scripts and utilities provided with the Database Configuration Utilities installation to create the Siebel Database—that is, to load the Siebel schema and seed data into the database instance. For details, see [Chapter 7, “Configuring the Siebel Database.”](#)

See also [“Planning RDBMS Installation and Configuration” on page 29](#).

In this guide, `DBSRVR_ROOT` refers to the installation directory of the Siebel Database Configuration Utilities. For more information, see [“File and Directory Naming Conventions” on page 40](#).

NOTE: In general, it is easier to configure and administer a Siebel Database that does not share a database instance with other applications. This approach is considered a best practice. However, some customers may decide to include multiple applications in a single database instance. The implications of this choice may differ by RDBMS type: for example, the term *database instance* has a different meaning for an Oracle Database than it does for DB2 UDB. The shared database instance must be configured according to requirements described here.

CAUTION: Changing the Siebel schema requires changing referential integrity rules for business components and Siebel EIM interface tables, using Siebel Tools. Failure to make the appropriate changes in the Siebel schema can lead to data corruption. Changing the Siebel schema also requires changing assignment objects, dock objects (for data access or visibility), import objects, and integration objects, also using Siebel Tools. Failure to make the appropriate changes can lead to functional deficiencies in the application and, in severe cases, may prevent you from starting the application. Customers must always use Siebel Expert Services when planning to modify the standard Siebel schema.

After you have completed configuring your database as described in this chapter, you can perform all Siebel installation and configuration tasks, including those described in:

- Chapter 5, “Installing Siebel Enterprise Server and Related Components”
- Chapter 6, “Configuring Siebel Enterprise Server and Related Components”
- Chapter 7, “Configuring the Siebel Database”
- Chapter 8, “Installing and Configuring the Siebel Web Server Extension”

Process of Configuring the Database

The process of configuring the database is outlined below. The exact process depends on your deployment requirements.

- 1 Install the RDBMS software:
 - Install RDBMS server software on the appropriate server machines.
 - Install RDBMS client software on machines where you will install Siebel Server, Siebel Tools, or other products that will connect to the Siebel Database.
- 2 Create the database instance.
- 3 Configure parameters for the database instance.
- 4 (DB2 UDB) Create the database, and configure parameters for the database.
- 5 Configure storage settings, logspace, and other elements for the Siebel Database.
- 6 Install the Siebel Enterprise Server software, including the Database Configuration Utilities. Database Configuration Utilities must be installed on a Siebel Server machine. You also configure the Siebel Gateway Name Server, the Siebel Enterprise, the Siebel Web Server Extension logical profile, and the Siebel Server.

See [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)
- 7 On the machine where you installed the Database Configuration Utilities, run the Database Configuration Wizard to install the Siebel schema in the database instance. See [“Configuring the Siebel Database on the RDBMS” on page 189.](#)

This step creates Siebel objects (tables and indexes) in the Siebel Database and imports seed data for the primary language. It also adds the Siebel Repository to the Siebel Database.
- 8 Perform other tasks described in [Chapter 7, “Configuring the Siebel Database.”](#)

- 9 Install and configure the Siebel Web Server Extension and perform additional installation and configuration tasks required for your deployment. See [Chapter 8, “Installing and Configuring the Siebel Web Server Extension,”](#) and subsequent chapters.

About Using Sample Scripts for Creating Siebel Database Objects

Sample scripts provided with the Database Configuration Utilities installation can optionally be used to create the Siebel Database. *These scripts are for testing purposes in small, nonproduction environments only.* If you intend to use such a script, first perform the tasks above, through [Step 6 on page 46](#), but omit [Step 4](#) and [Step 5](#).

For more information about the scripts, see:

- [“Guidelines for Creating Oracle Database Objects” on page 55](#)
- [“Guidelines for Creating DB2 UDB Database Objects” on page 70](#)

Configuring an Oracle Database for Siebel Applications

This topic contains guidelines for obtaining optimum performance from an Oracle database. These guidelines will be useful to a broad segment of customers. Choose values for the parameters described in this guide that reflect conditions in your particular environment. For additional information, refer to Oracle Database technical documentation.

For additional relevant information, see [“Overview of Database Configuration” on page 45](#).

NOTE: When Database Configuration Utilities scripts are executed in an Oracle database, as described in [Chapter 7, “Configuring the Siebel Database,”](#) sequences are generated with the CACHE option. Do not drop these sequences and regenerate them with the NOCACHE option, or performance may be adversely affected and database contention may occur.

Collect statistics for the tables, indexes, and histograms for the columns where the data shape is skewed. Recollect these statistics whenever a large amount of data have been updated, deleted, or inserted. For performance reasons, do not collect statistics for empty tables; for more information, see 478242.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1162. For details on how to collect statistics, see Oracle Database administration manuals.

Guidelines for Configuring an Oracle Database

Various kinds of guidelines are presented for configuring an Oracle database:

- [“Guidelines for Selecting a Language for Oracle Database” on page 48](#)
- [“Guidelines for Configuring Settings in the init.ora File” on page 48](#)
- [“Guidelines for Sizing Redo Logs for an Oracle Database” on page 51](#)
- [“Guidelines for Creating Oracle Table Spaces” on page 51](#)
- [“Guidelines for Sizing the Oracle Database” on page 52](#)

- [“Guidelines for Creating Temporary Oracle Table Spaces” on page 53](#)
- [“Guidelines for Defining Oracle Rollback Segments” on page 53](#)
- [“Guidelines for Overriding Oracle Default Table Spaces for Database Objects” on page 54](#)
- [“Guidelines for Creating Oracle Database Objects” on page 55](#)
- [“Guidelines for Ongoing Oracle Database Administration” on page 55](#)
- [“Guidelines for Using Real Application Clusters for an Oracle Database” on page 56](#)

Guidelines for Selecting a Language for Oracle Database

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47](#).

When creating your database, you must specify the character set at the database level. You specify other language characteristics at the database client level.

See also [“Planning RDBMS Installation and Configuration” on page 29](#) and [“Specifying the Locale for Siebel Applications” on page 34](#).

See also [“Verifying System Preferences and Other Settings for Database Code Page” on page 196](#).

To specify the character set of your database

- Run the following command to specify the character set for your database:

```
CREATE DATABASE INSTANCE_NAME CHARACTER SET CHARACTER_SET_NAME
```

where:

- *INSTANCE_NAME* = The name of your Oracle database instance
- *CHARACTER_SET_NAME* = The textual name of the character set you want to run; for example, WE8MSWIN1252.

National character sets are not required for Siebel installation because the Siebel application does not use the three data types that can store data in the national character set (NCHAR, NVARCHAR2, NCLOB).

Sort Order and Date Format

Follow documented Oracle Database guidelines for client-level settings for the NLS_SORT and NLS_DATE_FORMAT parameters.

Guidelines for Configuring Settings in the init.ora File

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47](#).

The init.ora file contains parameters that have a major impact on the performance of Siebel applications.

Use the following settings as guidelines for your initial configuration. Your final settings will vary based on the hardware configuration, the number of users, and the type of workload.

In the `init.ora` file, default parameter values are provided for small, medium, and large Oracle database configurations. Unless the configuration parameters are specified in the following settings, set them to the large database values. Refer to Oracle Database documentation for detailed descriptions of each of the parameters and their effects on database performance and system resource utilization.

Brief descriptions follow for several parameters for which you may need to adjust values:

- **CURSOR_SHARING.** This parameter is set to EXACT by default and must not be changed. *Changing this value may lead to failure of some Siebel Server components.*
- **DB_BLOCK_SIZE.** Small block size leads to high levels of row chaining and large numbers of levels in B*tree indexes, creating serious performance problems. Set the block size to a minimum of 8 KB to prevent excessive row chaining and performance degradation with Siebel EIM.
- **DB_CACHE_SIZE.** The minimum recommended value is 10,000 blocks (assuming a block size of 8 KB). This value yields 80 MB of block buffers. If significant I/O activity occurs, you can increase this value, if enough RAM is available.

In a production system, it is recommended that you assign this parameter a minimum value of 400 MB. Also, your system must have a minimum of 1 GB RAM.

NOTE: This parameter does not apply if the DBA has set `SGA_TARGET`.

- **DB_FILE_MULTIBLOCK_READ_COUNT.** The database buffer cache parameter dictates the number of data blocks read in a single Oracle I/O operation during a table scan.

For most implementations, set this value between 16 and 32 blocks, and adjust as necessary. You may want to set an initial value of 32. If you are using NAS storage (such as a NetApp Filer), set the value to 8 or 16 to reduce potential network traffic problems.
- **NLS_DATE_FORMAT.** Set the `NLS_DATE_FORMAT` parameter as needed. (The default setting is DD-MON-YY.) For information about the formats supported, consult your Oracle Database documentation. For more information, see [“Specifying the Locale for Siebel Applications” on page 34](#).
- **NLS_SORT.** The sort order is specified during the initial installation of a database and defines the way in which the database sorts character data. Sort order support depends on both the code page of the database and whether it will be used in a development or a production environment. For more information, see [“Specifying the Locale for Siebel Applications” on page 34](#).

- **Development environment databases.** Repository object names in your development environment database must sort using binary sort order, because Siebel Tools uses this sort order internally.

NOTE: Binary sort order is the simplest and fastest sort order to perform in the database. Binary sorting is case-sensitive and based on the numeric values (for example, 0 through 255 for an 8-bit character set) of characters in the installed character set.

Specify the same sort order at the database client level, so that output there does not need to be resorted.

Customers are responsible for making sure that their data is backed up and restored correctly.

- **Production environment databases.** For information on production environment database restrictions, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Also refer to your Oracle Database documentation.
- **OPEN_CURSORS.** This parameter controls the amount of spaces that will be reserved for the maximum number of cursors (a cursor being the same as an open query). The minimum open cursor requirement for Oracle Database support is 1000 and the maximum is 2000. This parameter may be adjusted according to observed usage patterns.

Setting this number higher than 2000 commits more memory for the database server, thereby affecting performance. Setting it lower than 1000 can cause an error that prevents you from continuing.

- **OPTIMIZER_INDEX_COST_ADJ.** Set this parameter to 1. Use it to tune the optimizer to use index access path over a full table scan.
- **OPTIMIZER_MODE.** Set this parameter to ALL_ROWS, for the Cost-Based Optimizer (CBO).

NOTE: For more information about CBO, see [781927.1 \(Article ID\)](#) on My Oracle Support.

- **SHARED_POOL_SIZE.** Start with a minimum value of 200 MB in your production environment. The DBA can adjust this value upward based on the available physical memory of the hardware and based on performance.

Siebel Business Applications make heavy demands on the dictionary cache for columns. For an Oracle database, you cannot explicitly set the size of the column cache. Instead, column cache is set as a fixed percentage of the shared pool size. By setting a large SHARED_POOL_SIZE, you set a large column cache size.

The number of repositories active in your Siebel schema also adds to dictionary overhead because Siebel Business Applications maintain a record for each column in each table for each repository. As a result, if you have six active repositories, the Siebel dictionary is six times larger than it needs to be.

NOTE: This parameter does not apply if the DBA has set SGA_TARGET.

- **SORT_AREA_RETAINED_SIZE.** Use the default recommended by Oracle. See Oracle Database documentation for details.

NOTE: This parameter does not apply if the DBA has set PGA_AGGREGATE_TARGET.

- **SORT_AREA_SIZE.** This value is specified in bytes, and may be adjusted according to the number of users, the amount of RAM available, and the size of sorted queries. Start with an initial value of 1,000,000 (1 MB). Optimal performance can be achieved for the Dictionary Managed TEMP table spaces if the extents are uniform and a multiple of the SORT_AREA_SIZE.

NOTE: This parameter does not apply if the DBA has set PGA_AGGREGATE_TARGET.

Guidelines for Sizing Redo Logs for an Oracle Database

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47.](#)

If redo logs are too small, frequent log switches occur, creating resource-intensive Oracle Database check-pointing in which all dirty buffers are flushed. A range of 10 to 15 minutes or longer for log switching is preferable under a normal OLTP (Online Transaction Processing) load. However, during periods of heavy DML (data manipulation language) activity (for example, during large EIM loads or upgrades), the logs may switch more frequently than every two minutes. When this occurs, overall database performance will suffer as a result.

You can check the frequency of this operation either in the alert log or by querying v\$loghist. It is best to use verification when there is the greatest activity and the heaviest load on the database.

If this activity occurs too frequently, drop and re-create individual redo log groups with larger sizes. A suggested minimum size is 300 MB.

To achieve optimum performance, placing subsequent log file groups on alternative devices is critical. This precaution prevents the archiver process (ARCH) and the log writer process (LGWR) from competing for I/Os on the same device, because ARCH reads from the previous group, while LGWR is writing to the current group. This process causes the read-write head of the device to move back and forth, contributing to inefficient I/O. When log file groups are located on separate devices, the speed of both processes improves as they do not contend for the same hardware resource.

Guidelines for Creating Oracle Table Spaces

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47.](#)

Initial (minimum) table space allocation recommendations are as follows:

- Data—5 GB
- Index—5 GB
- Temp—2 GB
- System—2 GB
- Sysaux—1 GB

This allocation is enough for a fresh installation of Oracle Database (Unicode-enabled or non-Unicode-enabled).

The following additional guidelines will help you in creating table spaces:

- To improve performance on your production system, create at least two table spaces for Siebel implementation—one for indexes and one for data.
- Distribute objects that you anticipate to be large or points of contention by creating additional separate table spaces (preferably on separate disk devices).
- Be sure that you, or whoever is responsible for setting up permissions, grant the Siebel tableowner account the privilege and sufficient quota to create tables and indexes in these table spaces.

Besides the tableowner, the database user ID used for Siebel Marketing also requires additional rights at the database level within the OLTP schema. You must grant drop table, drop index, create table, and create index rights to this user. For more details, see *Siebel Marketing Installation and Administration Guide*.

- Set storage parameters for your data and index table spaces. The Siebel installation procedure does not set storage parameters for the objects it creates. The storage configuration for each object follows the default storage parameters of its table space. It is recommended to create locally managed tablespaces using the following syntax:

```
extent management local autoallocate segment space management auto;
```

- In a development or test environment, multiple Siebel Business Applications installations can coexist on one Oracle Database instance. Install each Siebel Database under a separate tableowner, so that each schema owner will be unique. For example, more than one test environment can share one Oracle Database instance.
- Function-based indexes based on expressions that require `QUERY_REWRITE_ENABLED = TRUE` are not supported. However, DESC (descending) indexes are supported, as in a standard schema.

Guidelines for Sizing the Oracle Database

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47](#).

Use these guidelines to do initial sizing of your Oracle database:

- Set the initial extent to a very small size (the minimum is one database block), so that empty tables and indexes do not consume large amounts of space. For example, start with either two or four blocks (in other words, 16 KB or 32 KB with an 8-KB block size). This allocation promotes less fragmentation.

Even if you have 10,000 objects, this number of objects uses only 312 MB, which is far less space required than for some standard office software packages.

- Set the default next extent for your data and index table spaces to a minimum of 100 KB.
- Monitor object growth and fragmentation carefully and alter the storage parameters as required.

Guidelines for Creating Temporary Oracle Table Spaces

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47](#).

Modify all user temporary table space definitions from the default of SYSTEM to the name of the temporary table space; for example, TEMP.

To find out which users are assigned to which temporary table spaces, query the TEMPORARY_TABLESPACE column of DBA_USERS, and if any users are assigned to a table space other than the one allocated for temporary sort-type operations, correct the situation.

Guidelines for Defining Oracle Rollback Segments

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47](#).

NOTE: The rollback segment concept has been replaced with the Undo tablespace, since Oracle 9i. However, customers can still use rollback segments if desired.

Rollback segments (RBS) may be used when a process is performing inserts, updates, or deletions (data manipulation language, or DML).

Oracle Database assigns each transaction to a rollback segment. As a rule of thumb, the total number of rollback segments required is based on four concurrent transactions per rollback segment. The DBA must monitor the database and configure rollback segments based on the requirements of the Siebel applications running.

Use the following guidelines to make sure there are sufficient rollback segments for large implementations:

- Create multiple rollback segments, each with multiple extents, at least, initially.
- Calculate 5–10 active transactions (user activity consisting of an insert, update, or deletion) per extent, and from 2–6 extents per rollback segment.

Use the following guidelines to make sure there are sufficient rollback segments for smaller implementations:

- Create a single, much larger rollback segment for Siebel Server components, such as Enterprise Integration Mgr (alias EIM), for Siebel EIM. Siebel Server components can point directly to this rollback segment when performing long-running queries.
- To promote optimal system performance, create your rollback segments in a dedicated table space on a dedicated disk. Rollback segments typically support high I/O rates, so this action improves system performance measurably.

Guidelines for Overriding Oracle Default Table Spaces for Database Objects

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47](#).

Siebel Business Applications provide the option of overriding the default storage parameters for the table spaces in which specific tables or indexes are created. You created these table spaces using the instructions under [“Guidelines for Creating Oracle Table Spaces” on page 51](#). To override these parameters, edit the `ddl.ctl` file located in the `DBSRVR_ROOT/oracle` directory.

NOTE: The `ddl.ctl` file must not be modified except by a qualified DBA.

For each Siebel object (table or index), you can specify a table space by using the `Table Space` parameter. In the following example, the table space for the table `S_APP_VIEW` is set to `DATA1`. As provided by the Siebel application, the `.ctl` file does not set storage parameters for the objects it creates, so that they default to the parameters of the table spaces in which they are created. However, the `Table Space` parameter only works under the following conditions:

- The table does not yet exist (for example, when you are performing a new database installation).
- The table needs to be rebuilt. In other words, there are schema changes made to the table such that an `ALTER TABLE` command is not sufficient to implement the schema changes, requiring that the Siebel application drop and re-create the table.

The following example illustrates the use of the `Table Space` parameter to set storage values for specific tables.

```
[Object 219]
Type = Table
Name = S_APP_VIEW
Column 1 = ROW_ID VARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY VARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 5 = LAST_UPD_BY VARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22, 7) DEFAULT 0
Column 7 = MODIFICATION_NUM NUMERIC(10, 0) NOTNULL DEFAULT 0
Column 8 = CONFLICT_ID VARCHAR(15) NOTNULL DEFAULT '0'
Column 9 = NAME VARCHAR(50) NOTNULL
Column 10 = DESC_TEXT VARCHAR(255)
Column 11 = LOCAL_ACCESS_FLG CHAR(1)
Table Space = data1
```

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

For an example (DB2 UDB) of overriding the defaults for specific tables and indexes, see [“Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects” on page 66](#).

Guidelines for Creating Oracle Database Objects

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47](#).

Siebel Business Applications provide sample scripts (CrBlankOracleSiebelDEMO.sql and CrBlankOracleSiebelDEMOPostCrDB.sql), located in the *DBSRVR_ROOT/Oracle* directory. Use these scripts as a reference to help you create your own scripts for creating a blank Siebel Database based on your deployment's requirements.

Use the settings as guidelines for your initial configuration. Your final settings will vary based on the server hardware configuration, the number of users, and the type of workload. Use a small, nonproduction environment for testing purposes.

Before using these scripts, read the file CrBlankOracleSiebelDEMOReadMe.txt. See also [“Overview of Database Configuration” on page 45](#).

After you install the Database Configuration Utilities on the Siebel Server machine, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) you can modify the database table and index creation scripts to specify the table space names you created for Siebel tables and indexes. For more information, see [“Guidelines for Overriding Oracle Default Table Spaces for Database Objects” on page 54](#).

Additional information on Oracle Database configuration is available from Oracle, the hardware vendor, and other sources. Also refer to Oracle Database documentation for more information on tuning options.

Guidelines for Ongoing Oracle Database Administration

This topic is part of [“Configuring an Oracle Database for Siebel Applications” on page 47](#).

After your Siebel Business Applications installation is up and running, monitor the following areas on a regular basis:

- **Insertion rates on tables.** You will probably want to set the `INI_TRANS` value for tables with high insertion rates to a value higher than 1; a typical setting is 4.

This parameter determines how many simultaneous inserts can occur on the database blocks that store data for those tables and, therefore, can affect performance in an intensive data-entry environment. Use multiple freelists for the table `S_DOCK_TXN_LOG`, because this table receives numerous inserts.

- **SGA cache hits.** Determine whether SGA parameters need to be adjusted for your system.
- **The extents used by each object.** A large number of extents on a table or index creates response time degradation for transactions that access the table or index.

- **Siebel tables that are subject to frequent INSERT and DELETE operations.** This transaction mixture can cause some databases to become fragmented over time.

If you are using Siebel Remote, your DBA must monitor space utilization and fragmentation of the tables listed below, and perform regular database maintenance procedures as recommended by your database vendor. Monitor the following tables in particular, because they will have frequent changes when transaction logging is enabled:

```
S_DOCK_TXN_LOG  
S_DOCK_TXN_LOGT  
S_DOCK_TXN_SET  
S_DOCK_TXN_SETT  
S_DOCK_INST  
S_DOCK_INITITEM
```

Your DBA may also choose to monitor all tables and indexes in the Siebel schema, reorganizing them when required.

Guidelines for Using Real Application Clusters for an Oracle Database

This topic is part of [“Configuring an Oracle Database for Siebel Applications”](#) on page 47.

Siebel applications support Real Application Clusters (RAC) failover configurations for Oracle Database. Both Active/Passive and Active/Active RAC are supported.

For more information, see:

- 473859.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 635.
- 478215.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2220.
- *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- Concepts documentation for Oracle Real Application Clusters software, on Oracle Technology Network.

Configuring an IBM DB2 UDB Database for Siebel Applications

This topic contains guidelines for obtaining optimal performance from the DB2 Universal Database for use with Siebel Business Applications. These guidelines will be useful to a broad segment of customers. Choose values for the parameters described in this guide that reflect conditions in your particular environment. For additional information, refer to IBM DB2 UDB technical documentation.

NOTE: In this guide, the terms *DB2 UDB* or *DB2 UDB for UNIX and Windows* are often used to refer to the database platform IBM DB2 Universal Database for Linux, UNIX, and Windows. This database platform may be referred to using other terms than these in some Siebel software contexts.

For additional relevant information, see [“Overview of Database Configuration” on page 45](#).

When you use DB2 UDB, the DB2 UDB Application Development Client must be installed on the RDBMS machine where the Siebel Database is located. Verify that the Application Development Client is installed before proceeding. For more information, see *Siebel Database Upgrade Guide*.

Guidelines for Configuring an IBM DB2 UDB Database

Various kinds of guidelines are presented for configuring an IBM DB2 UDB database:

- [“Guidelines for Setting DB2 UDB Database Manager Configuration Parameters” on page 57](#)
- [“Guidelines for Selecting a Language for DB2 UDB” on page 60](#)
- [“Guidelines for Creating the DB2 UDB Database” on page 61](#)
- [“Guidelines for Setting DB2 UDB Configuration Parameters” on page 62](#)
- [“Guidelines for Setting Up DB2 UDB Bufferpools” on page 64](#)
- [“Guidelines for Creating DB2 UDB Table Spaces” on page 65](#)
- [“Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects” on page 66](#)
- [“Guidelines for Preventing DB2 UDB from Running Out of ODBC Statement Handles” on page 68](#)
- [“Guidelines for Increasing the Number of DB2 UDB User Processes Under AIX” on page 69](#)
- [“Guidelines for Determining DB2 UDB Log Space” on page 69](#)
- [“Guidelines for Archiving DB2 UDB Log Files” on page 70](#)
- [“Guidelines for Creating DB2 UDB Database Objects” on page 70](#)
- [“Guidelines for Managing DB2 UDB Fragmentation” on page 70](#)

Guidelines for Setting DB2 UDB Database Manager Configuration Parameters

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56](#).

You can set the database configuration parameters using the update database manager configuration command of the DB2 Command Line Processor or using the DB2 Control Center.

For more information on modifying these configuration parameters, see the IBM DB2 UDB technical documentation.

[Table 7 on page 58](#) describes DB2 UDB database manager configuration parameters that differ from the default settings. Set these parameters for each DB2 UDB instance. Use the configuration information in [Table 7](#) for the listed parameters. For parameters not listed in this table, accept the default settings.

Table 7. DB2 UDB Database Manager Configuration Parameters

Parameter	Explanation	Setting/Comment
SHEAPTHRES	Sort heap threshold (4 KB)	200000 Deployments with 3,000 or more concurrent users and using over 5 GB of RAM can increase this to 300000.
DI R_CACHE	Directory cache support	YES
ASLHEAPSZ	Application support layer heap size	15
RQRI OBLK	Maximum requester I/O block size (bytes)	65535
MON_HEAP_SZ	Database monitor heap size (4 KB)	128 (minimum)
QUERY_HEAP_SZ	Query heap size (4 KB)	16384
KEEPFENCED	Keep Fenced process	YES
MAXAGENTS	Maximum number existing agents	20000 (minimum)
NUM_I NI TAGENTS	Initial number agents in pool	10
NUM_POOLAGENTS	Number of agents in the agent pool kept active at all times	80
MAX_COORDAGENTS	Maximum number coordinating agents	MAXAGENTS
I NDEXREC	Index re-creation time	RESTART
I NTRA_PARALLEL	Enable intra-partition parallelism	NO
I NSTANCE_MEMORY	Amount of memory to be reserved for instance management	automati c

DB2set Parameters

Use the db2set command to set the parameters (for example, db2set DB2_HASH_JOIN = NO) referenced in [Table 8 on page 59](#).

Table 8. db2set Parameters

Parameter	Explanation	Setting
EXTSHM	<p>(AIX only) Use this parameter only when you have the Siebel Database and the Siebel Server on the same AIX machine.</p> <p>EXTSHM must be set when the DB2 UDB database is created and must be included in the script that starts it. The parameter also must appear in the sqllib/db2profile file for the DB2 UDB server.</p> <p>Include this parameter in the script that starts the DB2 client.</p> <p>After changing any of these settings, you must perform a db2stop, then db2start, to implement the changes in your DB2 UDB database.</p>	ON
DB2ENVLIST	<p>(AIX only) When starting a DB2 UDB server and running EXTSHM, EXTSHM must be part of the DB2 environment. This parameter must be set when the database is created.</p>	EXTSHM
DB2MEMDISCLAIM	<p>(AIX only) When set to YES, DB2 disclaims some or all freed memory, depending on the value of DB2MEMMAXFREE.</p>	YES
DB2MEMMAXFREE	<p>(AIX only) Maximum amount of unused memory in bytes retained by DB2 processes. Unset this parameter to use DB2 UDB's default memory management settings.</p>	unset this parameter
DB2_MMAP_READ	<p>(AIX only) Recommended setting only; evaluate this setting for your particular configuration and environment.</p>	OFF
DB2_MMAP_WRITE	<p>(AIX only) Recommended setting only; evaluate this setting for your particular configuration and environment.</p>	OFF
DB2_CORRELATED_PREDICATES	<p>When set to YES, the optimizer is able to determine whether predicates in a query are related, which permits DB2 to calculate the filter factor more accurately.</p>	YES
DB2_HASH_JOIN	<p>When set to NO, turns off hash joins in the optimizer, as may be generally suitable for OLTP deployments.</p>	NO
DB2_INTERESTING_KEYS	<p>Limits the number of execution plans generated by the DB2 optimizer.</p>	ON

Table 8. db2set Parameters

Parameter	Explanation	Setting
DB2_PARALLEL_IO	Useful when using RAID devices. For more information, see your DB2 vendor documentation.	*
DB2_PIPELINE_PLANS	Tells the DB2 optimizer to favor pipeline execution plans—plans that are left deep and have no temporary result sets.	MODE2
DB2_REDUCED_OPTIMIZATION	Controls optimization techniques used at specific optimization levels.	I XOROFNR
DB2_STRIPED_CONTAINERS	Useful when using RAID devices. For more information, see your DB2 vendor documentation.	ON

Guidelines for Selecting a Language for DB2 UDB

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications”](#) on page 56.

As part of database creation, you must set the language characteristics of your database, even if you deploy in only one language.

To do this, you must know in which of the Siebel-supported languages your database runs, the codeset your database uses, the territory for your language, and the sort order (also known as collation sequence) your users prefer.

For a DB2 UDB production environment database, you can use any sort order. For a development environment database, you must use binary (identity) sort order.

Setting the language characteristics of the database is part of the sample script in the *DBSRVR_ROOT/DB2UDB* directory.

For supported Siebel language codes, territories, and codesets for your database, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

See also [“Planning RDBMS Installation and Configuration”](#) on page 29 and [“Specifying the Locale for Siebel Applications”](#) on page 34.

See also [“Verifying System Preferences and Other Settings for Database Code Page”](#) on page 196.

Codeset

DB2 UDB distinguishes between a code page (also known as a character set) and a codeset. A *codeset* is defined as a textual string that describes the character encoding standard used for the database, whereas a *code page* is a numeric representation of the same standard.

Territory

The *territory*, or region, is a combination of the language and the locale; for example, French would be a language example, while Canada or France would be locales in which French is used with regional differences. So, an example of a territory is Canadian French.

Sort Order

The sort order is specified during the initial installation of a database and defines the way in which the database sorts character data. Sort order support depends on both the code page of the database and whether it will be used in a development or a production environment.

For more information on supported sort orders, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

- **Development environment databases.** Repository object names in your development environment database must sort in the same order that they would under the UTF-16 binary sort order, because Siebel Tools uses this sort order internally.

NOTE: Binary sort order is the simplest and fastest sort order to perform in the database. Binary sorting is case-sensitive and based on the numeric values (for example, 0 through 255 for an 8-bit character set) of characters in the installed character set.

Customers are responsible for making sure that their data is backed up and restored correctly.

- **Production environment databases.** For information on production environment database restrictions, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Also refer to your IBM DB2 UDB documentation.

Guidelines for Creating the DB2 UDB Database

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56.](#)

If you are installing a database that is to be enabled for Unicode, you must specify UTF-8 as the codeset (including the hyphen). UTF-8 is the parameter used for Unicode implementations on DB2 UDB, although the actual processing will use UCS-2. When you specify UTF-8 as the encoding for the VARCHAR type, the encoding for the VARGRAPHIC type is automatically set to UCS-2, even though UCS-2 is not specified as the parameter.

Verify that your data is exported and imported correctly.

To create the DB2 UDB database

- 1 Locate the primary (base) language your database will use, the territory for your language, and the applicable codeset.

For the values that apply to your language, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

- 2 Using the DB2 UDB Command Line Processor, enter the following command:

```
db2 create database dbname using codeset territory collate using identity
```

where:

- *dbname* = The alias for your database
- *codeset* = The textual representation of your code page
- *territory* = The territory for the language your database runs in, under that codeset

Guidelines for Setting DB2 UDB Configuration Parameters

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56.](#)

The database configuration parameters can be set using the update database configuration command of the DB2 Command Line Processor or using the DB2 Control Center.

For more information on modifying these configuration parameters, see the IBM DB2 UDB technical documentation.

[Table 9 on page 62](#) describes DB2 database configuration parameters that differ from the default settings. However, these descriptions are guidelines only.

Set these parameters for *each* database within an instance on which you run your Siebel application. For other parameters, accept the default settings.

Table 9. DB2 UDB Configuration Parameters

Parameter	Explanation	Setting
DFT_DEGREE	Degree of parallelism (1=turn query parallelism off).	1
DFT_QUERYOPT	Default query optimization class. This parameter only takes effect on the database server and affects the Siebel Server components, such as Siebel EIM or Siebel Remote. Queries run through the UI are not affected by this setting. They take the value of the Siebel system preference DB2: Default Opt Level, or you can override them at the business component level using Siebel Tools.	3
DBHEAP	Database heap (4 KB).	10000
CATALOGCACHE_SZ	Catalog cache size (4 KB).	8000
LOGBUFSZ	Log buffer size (4 KB).	512
LOCKLIST	Maximum storage for lock list (4 KB).	25000 The setting must never be smaller than this, but may be increased.

Table 9. DB2 UDB Configuration Parameters

Parameter	Explanation	Setting
APP_CTL_HEAP_SZ	Maximum applications control heap size (4 KB). Controls the number of users that can be included within one connection to the database.	900 For customers using Siebel connection pooling, increment the parameter by 1200 for each 10 users per connection for best scalability.
SORTHEAP	Sort list heap (4 KB). Use lower values for development environments; use higher values for production. However, increasing this value can lead to insufficient memory on the database server. Also, this parameter may need to be set below the recommended range if you have a high number of Siebel users. Therefore, you need to always monitor database server memory and performance to find the best setting for your environment.	5000
STMTHEAP	Minimum setting. If needed, increment this parameter in 1048 blocks.	40960
STAT_HEAP_SZ	Statistics heap size (4 KB).	20000
MAXLOCKS	Percentage of lock lists per application.	30
LOCKTIMEOUT	Lock time out (seconds).	300
CHNGPGS_THRESH	Changed pages threshold.	30
NUM_I OCLEANERS	Number of asynchronous page cleaners.	Number of CPUs.
I NDEXSORT	Index sort flag.	YES
SEQDETECT	Sequential detect flag.	YES
DFT_PREFETCH_SZ	Default prefetch size (4 KB).	32
LOGRETAI N	Sequential or circular log files. Set this parameter to RECOVERY in a <i>production environment</i> . Otherwise, you will lose data if your database crashes. When LOGRETAI N is set to RECOVERY, you must also activate USEREXI T or implement another method to manage the archived logs, so that LOGPATH does not fill up.	RECOVERY
MAXAPPLS	Maximum number of active applications.	Twice the number of users.

Table 9. DB2 UDB Configuration Parameters

Parameter	Explanation	Setting
AVG_APPLS	Average number of active applications.	Depends on the environment.
MAXFILOP	Maximum DB files open per application.	500
LOGFILSI Z	Log file size (in 4 KB increments).	40000 (minimum)
LOGPRI MARY	Number of primary log files.	25–50 The value of LOGPRI MARY and LOGSECOND together may not exceed 256.
LOGSECOND	Number of secondary log files.	Up to 103 The value of LOGPRI MARY and LOGSECOND together may not exceed 256.
ESTORE_SEG_SZ	Deployments with servers with more than 4 GB of RAM can take advantage of this extended storage parameter. Use of this parameter also improves application sorting. Attach 4-KB and 16-KB buffer pools. NOTE: Performance testing is strongly recommended for this setting.	Initially 0 but can be up to 65536.
NUM_ESTORE_SEGS	See explanation of ESTORE_SEG_SZ.	Initially 0.
SOFTMAX	Percent log file reclaimed before soft checkpoint.	80
APPLHEAPSZ	Default application heap (4 KB).	2500
PCKCACHESZ	Package cache size (4 KB).	40000
NUM_I OSERVERS	Number of disks on which the database resides.	Number of disks.

Guidelines for Setting Up DB2 UDB Bufferpools

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications”](#) on page 56.

A *bufferpool* is an area of main system memory that is used for holding pages of data that have been fetched from the table space. In DB2 UDB, each table space is associated with a bufferpool. Adding more space to a bufferpool enhances the performance of the database.

You must have at least three bufferpools for the Siebel table spaces. You can use the default bufferpool (called IBMDEFAULTBP) to buffer data pages from all the Siebel 4-KB table spaces.

You must also create additional bufferpools with 16-KB and 32-KB page sizes for sorting and other SQL processing. A sample configuration is shown in [Table 10 on page 65](#).

Table 10. Sample Bufferpool Configuration

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

Different operating systems support different maximum amounts of DB2 addressable memory. Depending on the memory configuration of a given server, the suggested pool sizes for IBMDEFAULTBP and BUF16K bufferpools may exceed these maximums, requiring you to allocate a smaller percentage. To determine optimal bufferpool sizes, use DB2 monitoring features.

Guidelines for Creating DB2 UDB Table Spaces

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56](#).

The Siebel Database installation process described in [Chapter 7, “Configuring the Siebel Database,”](#) specifies the table spaces in which to store your Siebel tables and indexes.

A Siebel Database on DB2 UDB requires at least four table spaces using database-managed space (DMS). Each table space can have one or more table space containers to store the data. Create a *minimum* of four DB2 UDB table spaces to hold your tables and indexes: a 4-KB, a 16-KB, and a 32-KB table space, for your various sized tables, and an additional table space to hold your indexes. The table spaces must be created as database-managed space.

Use a small, nonproduction environment for testing purposes.

Observe the following guidelines when creating table spaces:

- Create at least four DB2 UDB table spaces for tables of various sizes, as shown in [Table 11 on page 65](#). Using the default table space names is recommended.

Table 11. DB2 UDB Table Space Values for Non-Unicode and Unicode-Enabled Databases

DB2 UDB Table Space Name	Bufferpool Name	Recommended Value	Description
Non-Unicode Database			
SI EBEL_4K	IBMDEFAULTBP	2 GB	Table space name for tables with row sizes less than 4006 bytes.
SI EBEL_16K	BUF16K	300 MB	Table space name for tables with row sizes from 4006 bytes through 16,293 bytes.

Table 11. DB2 UDB Table Space Values for Non-Unicode and Unicode-Enabled Databases

DB2 UDB Table Space Name	Bufferpool Name	Recommended Value	Description
SI EBEL_32K	BUF32K	100 MB	Table space name for tables with row sizes greater than 16,293 bytes.
Unicode-Enabled Database			
SI EBEL_4K	IBMDEFAULTBP	3 GB	Table space name for tables with row sizes less than 4006 bytes.
SI EBEL_16K	BUF16K	700 MB	Table space name for tables with row sizes from 4006 bytes through 16,293 bytes.
SI EBEL_32K	BUF32K	100 MB	Table space name for tables with row sizes greater than 16,293 bytes.

- Create additional table spaces as required for individual tables, such as S_DOCK_TXN_LOG. If you expect to have large, heavily used tables, put these in their own table space.
- Create at least a 4-KB, 16-KB, and 32-KB temporary table space to use for sorting and other SQL processing as described in the following topics. If you do not create them, your database will experience serious performance and stability problems. Use system-managed space (SMS) for all temporary table spaces. Make sure these temporary table spaces are expandable to 2 GB for storage purposes.
- If you intend to use the DB2 Load utility to populate EIM tables, this method makes the table space in which the EIM table resides unavailable for the duration of the load. Placing the EIM tables in one or more separate table spaces allows concurrent activity on the database while the load utility is running.
- To override default storage parameters, such as the table space definitions, see [“Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects”](#) on page 66.
- Record the table space names in [Appendix A, “Deployment Planning Worksheet.”](#)

Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications”](#) on page 56.

Siebel Business Applications provide the option of overriding the default storage parameters for the table spaces in which specific tables or indexes are created. You created these table spaces using the instructions under [“Guidelines for Creating DB2 UDB Table Spaces”](#) on page 65. To override these defaults, edit the ddl.ctl file located in the *DBSRVR_ROOT/DB2UDB* directory.

NOTE: The ddl.ctl file must not be modified except by a qualified DBA.

For each Siebel table, you can specify a table space by using the Table Space parameter. In the following example, the table space for the table S_APP_VIEW is set to DATA1.

As provided, the .ctl file does not set storage parameters for the objects it creates, so they default to the parameters of the table spaces in which they are created. However, the Table Space parameter only works under the following conditions:

- The table does not yet exist (for example, when you are performing a new database installation).
- The table needs to be rebuilt. In other words, there are schema changes made to the table such that an ALTER TABLE command is not sufficient to implement the schema changes, requiring that the Siebel application drop and re-create the table.

As shown in the following example, you can use the Table Space parameter to set storage parameters for specific tables.

```
[Object 219]
Type = Table
Name = S_APP_VIEW
Column 1 = ROW_ID VARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY VARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 5 = LAST_UPD_BY VARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22, 7) DEFAULT 0
Column 7 = MODIFICATION_NUM NUMERIC(10, 0) NOTNULL DEFAULT 0
Column 8 = CONFLICT_ID VARCHAR(15) NOTNULL DEFAULT '0'
Column 9 = NAME VARCHAR(50) NOTNULL
Column 10 = DESC_TEXT VARCHAR(255)
Column 11 = LOCAL_ACCESS_FLG CHAR(1)
Table Space = data1
```

The following example illustrates how to override the defaults for specific tables and indexes.

```
[Object 7135]
Type = Table
Name = S_EVT_ACT
Group = Activity-1
Append Mode = Yes
Column 1 = ROW_ID WVARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY WVARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 5 = LAST_UPD_BY WVARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22, 7) DEFAULT 0
Column 7 = MODIFICATION_NUM NUMERIC(10, 0) NOTNULL DEFAULT 0
Column 8 = CONFLICT_ID WVARCHAR(15) NOTNULL DEFAULT '0'
Column 9 = ACTIVITY_UID WVARCHAR(30) NOTNULL DEFAULT 'x'
...
Column 166 = TODO_CD WVARCHAR(30)
Column 167 = USER_MSG_ID WVARCHAR(15)
Column 168 = WC_START_VIEW WVARCHAR(250)
Column 169 = WC_TYPE_CD WVARCHAR(30)

[Object 7136]
Type = Index
Name = S_EVT_ACT_F1
```

```
Table = S_EVT_ACT
Column 1 = CON_PRDINT_ID ASC
Index Space = S_EVT_ACT_TBS_IDX
```

```
[Object 7137]
Type = Index
Name = S_EVT_ACT_F10
Table = S_EVT_ACT
Allow Reverse Scans = Yes
Column 1 = TARGET_OU_ID ASC
Column 2 = APPT_START_DT DESC
Column 3 = ROW_ID ASC
```

```
[Object 7138]
Type = Index
Name = S_EVT_ACT_F11
Table = S_EVT_ACT
Column 1 = PAR_EVT_ID ASC
Index Space = S_EVT_ACT_TBS_IDX
```

Guidelines for Preventing DB2 UDB from Running Out of ODBC Statement Handles

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications”](#) on page 56.

IBM DB2 UDB can quickly run out of ODBC statement handles, depending on the number of business objects your enterprise uses. Because it is difficult to know how many business objects your users actually use, increase this number automatically each time you install the DB2 UDB client, or when rebinding database utilities.

Increase the number of CLI packages to 6 by rebinding the CLI packages, using the special DB2 CLI PKG bind option.

To rebind the CLI packages

- 1 Navigate to sqllib/bnd in the DB2 instance home directory, using a method appropriate to your operating system.
- 2 Connect to the DB2 UDB database, and enter the following command:

```
db2 bind @db2cli.lst blocking all grant public clipkg 30
```

For more information about the DB2 bind command and the CLI PKG option, see IBM documentation such as the *DB2 UDB Administration Guide*.

Guidelines for Increasing the Number of DB2 UDB User Processes Under AIX

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56](#).

When you reach about 400 concurrent database users running under AIX, the connection to DB2 may fail. To avoid this problem, reset the parameter controlling the maximum number of user processes on your AIX server.

To reset the parameter

- 1 Log on to the server as the AIX system administrator.
- 2 Navigate to `$SIEBEL_HOME` (Siebel Server root directory) and source environment variables, using one of the following commands, depending on the type of shell you use:

Bourne or Korn shell

```
.. /siebenv.sh
```

TIP: Make sure there is a space between the initial period and `./siebenv.sh`.

C shell

```
source siebenv.csh
```

- 3 Execute the following command to review the options:


```
smi tty chgsys
```
- 4 Select Maximum number of processes and reset the default (512) to a larger number; for example, 10,000, to avoid imposing an upper limit on the number of processes that a single user can spawn.

Guidelines for Determining DB2 UDB Log Space

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56](#).

You must create database transaction logs large enough to support various large transactions used by the Siebel software. On DB2 UDB, three parameters affect the amount of log space reserved:

- **LOGFILSIZ.** The size of the log file.
- **LOGPRIMARY.** The number of log files to preallocate and use.
- **LOGSECOND.** Extra log files that are allocated only if they are needed for a large transaction.

To run on a large system, allocate 4–8 GB of total log space, as needed. Create 25–50 primary log files of 160 MB each, by setting the `LOGFILSIZ` database configuration parameter to 40000 and the `LOGPRIMARY` parameter to 25–50. To support very large transactions, set the `LOGSECOND` parameter to 128 minus the value of `LOGPRIMARY`. Smaller systems may use less log space.

Guidelines for Archiving DB2 UDB Log Files

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56](#).

The database parameter LOGRETAIN is not enabled by default; this parameter may be important to you. When LOGRETAIN is set to OFF, the log files are reused in a circular fashion, and roll-forward recovery cannot be used. When LOGRETAIN is set to RECOVERY, all log files are kept on the system for the administrator to archive and delete.

If LOGRETAIN is set to NO, you can do only backup (restore) recovery and cannot do roll-forward recovery. This restriction may have implications for your disaster recovery process related to your production environment database.

Have your DBA review the setting for this parameter as well as the USEREXIT parameter. For more information on these parameters, see IBM documentation.

Guidelines for Creating DB2 UDB Database Objects

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56](#).

Siebel Business Applications provide a sample script (CrBlankDB2UDBSiebelIDEMO.sql), located in the *DBSRVR_ROOT/DB2UDB* directory. Use this script as a reference to help you create your own scripts for creating a blank Siebel Database based on your deployment's requirements.

Use the settings as guidelines for your initial configuration. Your final settings will vary based on the server hardware configuration, the number of users, and the type of workload. Use a small, nonproduction environment for testing purposes.

Before using this script, read the file CrBlankDB2UDBSiebelIDEMOReadMe.txt. See also [“Overview of Database Configuration” on page 45](#).

After you install the Database Configuration Utilities on the Siebel Server machine, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) you can modify the database table and index creation scripts to specify the table space names you created for Siebel tables and indexes. For more information, see [“Guidelines for Overriding DB2 UDB Default Table Spaces for Database Objects” on page 66](#).

Additional information on IBM DB2 UDB configuration is available from IBM, the hardware vendor, and other sources. Also refer to IBM DB2 UDB documentation for more information on tuning options.

Guidelines for Managing DB2 UDB Fragmentation

This topic is part of [“Configuring an IBM DB2 UDB Database for Siebel Applications” on page 56](#).

No strict guidelines can be offered as to which tables and indexes may be fragmented due to the variety in application and customer operation variables at any given customer site. However, DBAs must pay attention to the status of large or heavily used tables, because fragmentation of these tables can affect performance significantly. For a list of these Siebel tables, see *Siebel Deployment Planning Guide*.

Do not reorganize S_ESCL_LOG, S_DOCK_INIT_ITEM, S_ESCL_ACTN_REQ, S_APSRVR_REQ, and all S_DOCK_INIT_M%% tables (where % is a digit), because these tables are defined to be in append mode.

Use the following strategy to manage table fragmentation:

- Run REORGCHK on heavily used tables, and then review the resulting reports and extract list of any fragmented objects.
- Based on the results of REORGCHK, reorganize any tables, as needed, by running REORG TABLE. For details on how to reorganize tables or indexes, see:
 - 477378.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2072.
 - 477402.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2073.
- After table reorganization, update statistics by using the runstats utility on any reorganized tables with the following minimum parameters:

```
runstats on table tablename with distribution and detailed indexes all shrlevel  
change
```

You may add other parameters as required, but use the shrlevel change parameter to allow concurrent access to your tables while runstats executes.

CAUTION: Because the runstats utility overwrites statistics loaded by Siebel applications, if you use runstats, always execute loadstats.sql afterwards, using either DB2 CLP or odbcsql. Otherwise, valuable statistics will be lost.

To run loadstats.sql using odbcsql, use the following command:

```
odbcsql /s DATASOURCE_NAME /u username /p password /v separator siebel_root/  
dbsrvr/db2udb/loadstats.sql TABLEOWNER_NAME
```


4

Creating the Siebel Installation Image on the Network

This chapter describes how to create a network image from which you install Siebel software. It includes the following topics:

- “Obtaining Siebel Installation Media Files” on page 73
- “Siebel Installation Media Contents” on page 74
- “Preparing to Create a Siebel Installation Image” on page 76
- “Creating a Siebel Installation Image” on page 80
- “Troubleshooting Siebel Image Creation” on page 85

Obtaining Siebel Installation Media Files

This chapter describes how to use the Siebel Image Creator utility to create a network image from which you install Business Applications software.

Siebel Business Applications releases are provided by Oracle through the Oracle E-Delivery Web site. Files are provided in ZIP file format. Use a standard unpacking tool such as WinZip to extract from each ZIP file a set of JAR files that serve as the Siebel media files. The JAR files are compressed files using the Java Archive format. Siebel Business Applications releases are also available on DVD.

NOTE: Siebel Business Applications software must be installed from a network image created using Siebel Image Creator. You cannot install directly from JAR files or DVDs.

Download the ZIP files representing products or languages you will require into one or more target locations. Before you download, review the ZIP file sizes. Also provided are the Image Creator executable program and the files it requires. Extract the JAR files from the ZIP files in a single flat directory on your network, then run the Siebel Image Creator utility from this same directory.

You use Image Creator to create a network image from which you will later install Siebel Business Applications. All product installations must be performed from the network image, for each software version. Product installation is described in subsequent chapters.

The same set of JAR files supports two application types: one for horizontal applications and one for vertical applications. When you run Image Creator, you specify the application type for the image you are creating, based on the software you have purchased. For horizontal applications, choose Siebel Business Applications (SBA). For vertical applications, choose Siebel Industry Applications (SIA). The siebel.ini file created for each product records the application type. You cannot change an existing image from one type to the other.

The JAR file names include the designation *SBA*. As noted, these files apply to both horizontal and vertical applications.

NOTE: For more information about obtaining Siebel media files, see the Oracle E-Delivery Web site (<http://edelivery.oracle.com>).

For more information about the contents and organization of the Siebel media files, see [“Siebel Installation Media Contents” on page 74](#).

Before you download the ZIP files to your network, see [“Preparing to Create a Siebel Installation Image” on page 76](#).

Siebel Media Files Provided on DVD

Siebel JAR media files may be provided on DVD. These JAR files are the same as those you can extract from ZIP files obtained online.

Accessing Siebel media JAR files provided on DVD requires a compatible DVD drive (+R compatible). You must use an appropriate mount command to mount each DVD before you can access its contents.

NOTE: Siebel DVD media require the Rock Ridge extensions. On some UNIX operating systems, such as HP-UX, the mount command requires the `-o rr` switch to mount Rock Ridge-compliant media properly. For details, consult the manpages of your operating system for the mount CDFS command.

Copy the media files for each DVD representing products or languages you will require into one or more target locations. Review the JAR file sizes before you copy them. Each DVD uses up to 5 GB of storage.

For more information about the contents and organization of the Siebel media files, see [“Siebel Installation Media Contents” on page 74](#).

Before you copy the JAR files to your network, see [“Preparing to Create a Siebel Installation Image” on page 76](#).

Siebel Installation Media Contents

For each product release, the Siebel products include the base products and Language Extension Pack files for all applicable languages, which are also referred to as Language Packs or language media. Encryption media is also available.

Base media requires one or more Language Packs for successful installation. All Siebel product deployments include base and language media. The use of encryption media is optional. Most Siebel products based on third-party products do not use Siebel language media. Media for ancillary third-party products are also provided with base media.

As the Siebel image is created, each JAR file is extracted and the corresponding product's directories and files are copied to the image.

See also [“Obtaining Siebel Installation Media Files” on page 73](#).

Base Media

The base media for Siebel products are organized by platform, product category, and product name. For most products, language support is delivered separately through language media. Media platforms are:

- Windows

- AIX
- HP-UX
- Linux
- Solaris

For detailed support information about the above platforms, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Base media for the above platforms are provided as described in [“Obtaining Siebel Installation Media Files” on page 73](#). Note the following points regarding base media file organization:

- Client and client ancillary base media files are available for Windows only, and may apply for customers on all server platforms. Example client products include Siebel Web Client (Siebel Mobile Web Client) and Siebel Tools.
- Windows server base media files for some products are included with server base media for UNIX platforms, as well as provided separately. An example product is Siebel Management Server.
- Ancillary third-party server media files are included with base media for your platform, where applicable. Windows server ancillary products are provided with UNIX base media, where these products run natively on Windows and are not available on UNIX.

Ancillary media files provide installable third-party software modules that work with the Siebel applications. Third-party software modules provided through ancillary media are not installed through Siebel installers. They may be documented in this guide (*Siebel Installation Guide* for the operating system you are using), in other books on the *Siebel Bookshelf*, or in third-party documentation provided on the *Siebel Business Applications Third-Party Bookshelf*. Language media provided for the Siebel base media do not apply to ancillary products.

NOTE: As noted, Siebel client products and some server and server-ancillary products are for Windows only. To be able to select these products, you must select the Windows platform when you run Image Creator. You can select Windows and UNIX platforms in the same Image Creator session, or add products for each platform you require in a separate session.

For more information about platform issues in creating network images, see [“Cross-Platform Issues in Creating Siebel Image Directories” on page 79](#).

Language Media

Language Extension Pack media, also known as Language Packs or language media, provide language support for Siebel applications.

When you run Image Creator to create a Siebel image or add products to an existing image, you specify languages for all products you include in the image. Alternatively, you can also add languages for all products in an existing image.

When you install Siebel products, you can include languages when you install. Languages may also be specified elsewhere during configuration. For example, the Siebel Server Configuration Wizard presents a step to specify which languages you are deploying.

To add languages to an existing installation, run the main product installer, choose the option to add languages, and specify which languages. For more information, see [“About Installing and Deploying with Multiple Languages” on page 99](#) and other relevant topics.

Adding languages to installed products may, for some releases, require installing a patch release. (Each patch release requires a separate Siebel image.)

For more information about supported languages and about deploying languages, see:

- *Siebel System Requirements and Supported Platforms* on Oracle Technology Network
- *Siebel Global Deployment Guide*
- *Siebel Maintenance Release Guide* on My Oracle Support (where applicable)

For Siebel Tools, a base JAR file and a U.S. English (ENU) language JAR file are provided. Support for other languages is provided through separate JAR files. When using Siebel Image Creator to add Siebel Tools to your network image, you must select ENU and any other desired languages to proceed with extracting the base JAR file for Siebel Tools. When you later install Siebel Tools, you must select U.S. English (ENU) and optionally any other languages that are part of the network image.

Encryption Media

The encryption media provides the Siebel Strong Encryption Pack, which offers encryption support for server and client products, and is installed following installation of the base products. Language Packs are associated only with the base products and not with the Strong Encryption Pack.

NOTE: The Siebel Strong Encryption Pack is available on separate distribution media, and requires a separate installation into your existing Siebel Server environment. The Strong Encryption Pack is available by request only. For more information, see *Siebel Security Guide*. When you run Image Creator, select the Encryption product only if you have received media files for this option.

Preparing to Create a Siebel Installation Image

Before you create a Siebel installation image on your network, review the issues presented in this topic. It includes the following subtopics:

- [“Determine Location for Siebel Media Files and Siebel Images” on page 77](#)
- [“Requirements for Siebel Image Directories” on page 78](#)
- [“Cross-Platform Issues in Creating Siebel Image Directories” on page 79](#)
- [“Requirements for Running Image Creator Utility” on page 79](#)

Determine Location for Siebel Media Files and Siebel Images

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 76](#).

It is strongly recommended to download or copy all Siebel media files to a central location on your network where you have sufficient disk space. This location may be the same location where you will create your Siebel image, a subdirectory of this location, or some other location.

The default top-level names used by Image Creator for the Siebel image directory are C:\Siebel_Install_Image on Windows or /Siebel_Install_Image on UNIX.

For example, if you will create Siebel images for version 8.0 on a Windows system, you might create a directory D:\Siebel_Install_Image, in which you will store all of your Siebel media files and Siebel images.

You might then create subdirectories ZIP_8.0.0.0 and JAR_8.0.0.0, in which you will place all Siebel media ZIP files and the JAR files you will use to create a Siebel image for version 8.0.

In this scenario, when you run Image Creator, specify D:\Siebel_Install_Image as the top-level directory.

Image Creator will automatically create another subdirectory (8.0.0.0) to contain the installable Siebel products, organized by platform, that you choose to include in the image. So, your applicable directories would be as shown in [Table 12 on page 77](#).

Table 12. Siebel Image Directories

Directory Function	Directory Location (Example)	Comments
ZIP files directory	D:\Siebel_Install_Image\ZIP_8.0.0.0	Create this subdirectory to contain ZIP files you download.
JAR files directory	D:\Siebel_Install_Image\JAR_8.0.0.0	Create this subdirectory to contain JAR files you extract from ZIP files, or JAR files you copy from DVDs. NOTE: This directory must also include the files for the Siebel Image Creator utility.
Siebel image directory	D:\Siebel_Install_Image\8.0.0.0	Image Creator utility creates version-specific subdirectory.

NOTE: Siebel Business Applications and Siebel Industry Applications cannot both reside in the same Siebel image. If you will create network images for both of these sets of applications, it is recommended to specify a top-level directory name that indicates the image's application type—for example, by appending SBA (for horizontal products) or SIA (for vertical products) at the end of the top-level directory name. You also specify the type when you run Image Creator, which stores this information internally. The same set of ZIP files and JAR files are used to create network images for both SBA and SIA types. However, a few of the JAR files apply to one type only, because the product is not available for the other type. For more information about the application type, see [“Obtaining Siebel Installation Media Files” on page 73](#).

Requirements for Siebel Image Directories

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 76](#).

The directory in which you will create a Siebel image, or the directory that you will specify as the location for Siebel media files, must meet the following requirements:

- The user creating the network image must have write permission in the Siebel image directory. Users who need to access the Siebel image directory in order to perform installations must have read and execute permissions. Users who need to modify siebel.ini files to support console or unattended installation modes, or use other installation features requiring modification to siebel.ini files, must also have write permission.

See also [Chapter 2, “Preparing to Install Siebel Business Applications,”](#) and [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)
- Any directory you specify for creating the Siebel image must contain sufficient disk space for all Siebel products and languages you will include in the Siebel image. Each DVD uses up to 5 GB of storage.
- Any directory you specify for adding products or languages must contain an existing Siebel image. For example, if you are adding products or languages to a version 8.0 Siebel image, the directory you specify, such as /export/home/Siebel_Install_Image, must contain a subdirectory 8.0.0.0, which must contain an existing Siebel image.
- Any directory you specify for creating the Siebel image must follow the conventions described in [“File and Directory Naming Conventions” on page 40](#). For example, on Windows, a directory name must not contain spaces or number (pound or hash) signs.
- If a Siebel image will include any client component, such as Siebel Mobile Web Client or Siebel Tools installation files, the target directory structure must not include the word *disk1* anywhere in the directory path.
- Do not copy or move any Siebel image subdirectories. Create each Siebel image and all of its directories by running Image Creator. It is acceptable to move or rename the top-level directory in which the Siebel image was created.

Cross-Platform Issues in Creating Siebel Image Directories

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 76](#).

Each network image you create will contain directories representing specified operating system platforms you will support, such as Windows, AIX, and so on. The image itself can reside on any supported platform. Image Creator can run natively on Windows, AIX, HP-UX, Linux, and Solaris.

Many customers support multiple platforms. For example, any customer who will install server products on UNIX may still need to install client or server products that run only on Windows, such as Siebel Web Client (Mobile Web Client), Siebel Tools, Siebel Management Server, and so on. For more information, see [“Siebel Installation Media Contents” on page 74](#).

If you support multiple platforms (such as Windows and one of the supported UNIX platforms), use one or more of the following strategies in creating your Siebel images:

- Create a single multi-platform Siebel image on one of your platforms. Use a cross-platform networking tool, such as Samba, to make the Siebel image accessible from platforms other than the one where the image was created.

For example, run Image Creator on Windows, and include all Windows and applicable UNIX platforms and all products for applicable platforms. Before you run Image Creator, make sure you have all the JAR files in one location. In order to install products on UNIX machines (in this example), you must be able to access the Windows-based Siebel image files.

This approach is generally recommended, because it consolidates all products and platforms in a single image.

- Create a separate Siebel image for each platform that includes the products that will be installed on that platform.

For example, run Image Creator on Windows, and include only the Windows platform and the products that will be installed on Windows; separately run Image Creator on Solaris, and include only the Solaris platform and the products that will be installed on Solaris.

Before you run Image Creator, make sure you have *all the JAR files for the applicable platform* in one location. In order to install products (in this example), cross-platform tools would not be necessary to access the Siebel image files, because they already reside on the platform on which you are installing each product.

Requirements for Running Image Creator Utility

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 76](#).

Before you run Image Creator for your chosen platform, consider the following requirements:

- For products downloaded as ZIP files from the Oracle E-Delivery Web site, make sure you have extracted all JAR files from the ZIP files.

- Place the product JAR files and the Image Creator utility files in the same directory. This directory is the JAR files directory described in [“Determine Location for Siebel Media Files and Siebel Images” on page 77](#).

You must place at least one JAR file representing a Siebel product in the directory where you run Image Creator, referred to here as the JAR files directory. Doing so enables the utility to determine the Siebel version of the image to be created.

It is strongly recommended that all the product JAR files for the same version be located in the same directory (the JAR files directory). Optionally, some JAR files may be located in one or more other directories you specify while running Image Creator.

- The Siebel Image Creator utility includes the following files, which must be present in the JAR files directory where you run the utility. Do not modify these files.
 - The Image Creator executable program for the platform on which you run the utility
 - imagecreator.jar
 - media.inf
 - siebel.ini
- Image Creator can run in either GUI mode or console mode.
- If you click Cancel while running Image Creator, you may need to rerun Image Creator. For more information, see [“Troubleshooting Siebel Image Creation” on page 85](#).
- An Image Creator session may take a long time to complete. While files are being extracted or copied, you cannot click Cancel to cancel an Image Creator session. Be sure of your selections before you begin creating the Siebel image.
- If necessary, you can force overwriting existing image files during an Image Creator session, such as if you are recovering from a failed image creation. For more information, see [“Troubleshooting Siebel Image Creation” on page 85](#).

Creating a Siebel Installation Image

You use the Siebel Image Creator utility to create the Siebel installation image on the network for all Siebel products delivered through Siebel media described in [“Siebel Installation Media Contents” on page 74](#).

The procedures in this topic describes running the Image Creator utility to create a new Siebel image or running the utility to add products or languages to an existing Siebel image. When you add products or languages to an existing image, some steps do not apply.

You can run Image Creator in either GUI mode or console mode, as described in the topics that follow.

Installations of Siebel products from a Siebel image can be launched in GUI, console, or unattended modes, depending on the platform and product.

For Image Creator procedures, see one of the following:

- [“Running Siebel Image Creator in GUI Mode” on page 81](#)
- [“Running Siebel Image Creator in Console Mode” on page 83](#)

See also [“Troubleshooting Siebel Image Creation” on page 85](#).

Running Siebel Image Creator in GUI Mode

This topic is part of [“Creating a Siebel Installation Image” on page 80](#).

This topic describes how to run Siebel Image Creator in GUI mode. See also [“Running Siebel Image Creator in Console Mode” on page 83](#).

To create a Siebel installation image

- 1 Review the information presented in [“Obtaining Siebel Installation Media Files” on page 73](#) and [“Siebel Installation Media Contents” on page 74](#).
- 2 Review the issues described in [“Preparing to Create a Siebel Installation Image” on page 76](#). In particular, determine where the Siebel media files reside and where to create the Siebel image.
- 3 (For download customers) Obtain the Siebel media ZIP files, as described in [“Obtaining Siebel Installation Media Files” on page 73](#). Then extract the JAR files from the ZIP files.
- 4 Log on to the server on which you will run the Siebel Image Creator utility.
- 5 Navigate to the directory where you placed the Siebel media JAR files and the Image Creator utility and its related files. For example, you might navigate to a directory like D:\Siebel_Install_Image\JAR_8.0.0.0 (on Windows) or /export/home/Siebel_Install_Image/JAR_8.0.0.0 (on UNIX).
- 6 Run the Image Creator utility from the JAR files directory.
 - On Windows, run Windows_ImageCreator.exe.
 - On UNIX platforms, run *UNIX_OS_ImageCreator*, where *UNIX_OS* is AIX, HP-UX, Linux, or Solaris.

NOTE: If you need to force overwriting of existing files in a Siebel Image Creator session, run the utility from a command line and include the options `-args Overwrite=yes`. (The default behavior is equivalent to using `Overwrite=no`.) See also [“Troubleshooting Siebel Image Creation” on page 85](#).

The utility displays the message Welcome to the InstallShield Wizard for the Siebel Image Creator Utility.

- 7 Click Next to proceed.
- 8 Specify whether you will create a new image (or add products to an existing image) or add languages to an existing image. Click Next.

- 9 Specify the directory in which the image is to be created. For example, you might navigate to a directory like `/export/home/Siebel_Install_Image`. You can enter a directory (which must be an absolute path) or click **Browse** to specify the directory. Click **Next**.

NOTE: On UNIX platforms, after you click **Browse**, click once to select a directory. (Double-clicking adds the directory name twice.)

For guidelines for creating directories for Siebel images, see [“Preparing to Create a Siebel Installation Image” on page 76](#).

- 10 If applicable, specify the version for the Siebel image.

The image version is automatically derived from the presence of one or more Siebel media JAR files for Siebel products in the directory from which you are running Image Creator. (If JAR files exist representing multiple versions, then you can specify one of the applicable versions.)

The version determines the version-specific subdirectory in which the image will be created or added to, such as `8.0.0.0`.

If you are adding products to an existing image, go to [Step 12 on page 82](#).

If you are adding languages to an existing image, go to [Step 14 on page 83](#).

- 11 Specify the application type for this network image:

- For horizontal applications, choose Siebel Business Applications (SBA).
- For vertical applications, choose Siebel Industry Applications (SIA).

For more information about the application type, see [“Obtaining Siebel Installation Media Files” on page 73](#).

- 12 Specify one or more platforms to include in your version-specific Siebel image. You can specify Windows, AIX, HP-UX, Linux, and Solaris. Click **Next**.

You can specify one or more platforms to include in your image. In general, include all platforms for which you will implement one or more Siebel products. You can add platforms and products to the image later. See also [“Cross-Platform Issues in Creating Siebel Image Directories” on page 79](#).

For more information about contents of the Siebel media, see [“Siebel Installation Media Contents” on page 74](#).

- 13 Specify the products to include in your version-specific Siebel image. Click **Next**.

Each product can be selected by clicking its checkbox. The list of products that appears applies to the application type you specified in [Step 11 on page 82](#). The listed products represent the superset of client and server products, including third-party products, that are supported for all platforms by this version of the Image Creator utility.

Selected products will be included in the image for each platform to which they apply. Some products do not apply to certain platforms. For example, Siebel Tools applies only to Windows.

For more information about the contents of the Siebel media, see [“Siebel Installation Media Contents” on page 74](#).

- 14** Specify all languages you want to include in the Siebel image. When you are ready to begin creating the Siebel installation image based on your selections, click Next.

Languages are included for each selected or existing product, where they apply. Languages do not apply to some products, such as Siebel Encryption, or third-party products. For information about Siebel Tools and the ENU Language Pack, see [“Siebel Installation Media Contents” on page 74](#).

NOTE: If you are adding products to an existing image, you must specify all languages previously included in the image, in order to be able to install these products correctly.

Image Creator now processes all Siebel media JAR files in the current directory, and includes all selected products and languages in the version-specific Siebel image subdirectory of the directory specified in [Step 9 on page 82](#). Image Creator displays the current processing status.

- If all Siebel media JAR files matching your selections were found in the current directory, Image Creator completes creating or adding to the Siebel image. Go to [Step 16 on page 83](#).
- If one or more JAR files matching your selections were not found in the current directory, the utility prompts for the location of the next file. Go to [Step 15 on page 83](#).

- 15** Specify the location of the indicated Siebel media JAR file. You can enter a directory (must be an absolute path) or click Browse to specify the directory. Click Next.

NOTE: On UNIX platforms, after you click Browse, click once to select a directory. (Double-clicking adds the directory name twice.)

For example, assume, for a version 8.0 image, that you selected the Windows platform and the Siebel Charts product (which is based on Visual Mining NetCharts), but Image Creator could not locate the file `SBA_8.0.0.0_Base_Windows_Visual_Mining_Netcharts_Server.jar`. Specify the location of this file, and click Next. If the file is found, it will be processed and the product it represents will be included in your image.

If you do not have the current media JAR file, you may need to obtain required Siebel media from Oracle before proceeding. Place the JAR file in the specified directory before clicking Next. If all remaining Siebel media files matching your selections were found in the current directory, Image Creator completes creating or adding to the Siebel image.

If you decide that you do not require the product or language represented by the current media file to be included in the image at this time, click Next again. You will be prompted to either skip the file (Skip) or look for the file in another directory (Select). You may need to rerun Image Creator later to add items that were previously skipped because of missing JAR files. See also [“Troubleshooting Siebel Image Creation” on page 85](#).

- 16** After all products or languages have been added to the Siebel image, or skipped, Image Creator indicates that the Siebel image has been successfully created. Click Finish.

Running Siebel Image Creator in Console Mode

This topic is part of [“Creating a Siebel Installation Image” on page 80](#).

This topic describes how to run Siebel Image Creator in console mode. See also [“Running Siebel Image Creator in GUI Mode” on page 81](#).

To run Siebel Image Creator in console mode on UNIX

- 1 Review the information presented in [“Obtaining Siebel Installation Media Files” on page 73](#) and [“Siebel Installation Media Contents” on page 74](#).
- 2 Review the issues described in [“Preparing to Create a Siebel Installation Image” on page 76](#). In particular, determine where the Siebel media files reside and where to create the Siebel image.
- 3 (For download customers) Obtain the Siebel media ZIP files, as described in [“Obtaining Siebel Installation Media Files” on page 73](#). Then extract the JAR files from the ZIP files.
- 4 Open a new shell and navigate to the directory where you placed the Siebel media JAR files and the Image Creator utility and its related files.
- 5 Execute the following command:

```
./UNIX_OS_ImageCreator -i s:javaconsole -console
```

where:

- `UNIX_OS` = Your UNIX operating system, such as AIX, HPUX, Linux, or Solaris.

For example, on Solaris, you might enter:

```
./Solaris_ImageCreator -i s:javaconsole -console
```

The console mode user interface for Image Creator appears. For details about each prompt, see [“Running Siebel Image Creator in GUI Mode” on page 81](#).

NOTE: If you need to force overwriting of existing files in a Siebel Image Creator session, include the options `-args Overwrite=yes`. There must be no spaces before and after the equals sign in the command. (The default behavior is equivalent to using `Overwrite=no`.) See also [“Troubleshooting Siebel Image Creation” on page 85](#).

To run Siebel Image Creator in console mode on Windows

- 1 Review the information presented in [“Obtaining Siebel Installation Media Files” on page 73](#) and [“Siebel Installation Media Contents” on page 74](#).
- 2 Review the issues described in [“Preparing to Create a Siebel Installation Image” on page 76](#). In particular, determine where the Siebel media files reside and where to create the Siebel image.
- 3 (For download customers) Obtain the Siebel media ZIP files, as described in [“Obtaining Siebel Installation Media Files” on page 73](#). Then extract the JAR files from the ZIP files.
- 4 Log on to the server on which you will run the Siebel Image Creator utility.
- 5 From a DOS prompt, navigate to the directory where you placed the Siebel media JAR files and the Image Creator utility and its related files.

- 6 Execute the following command:

```
Windows_ImageCreator.exe -i s:javaconsole -console
```

The console mode user interface for Image Creator appears. For details about each prompt, see [“Running Siebel Image Creator in GUI Mode” on page 81](#).

NOTE: If you need to force overwriting of existing files in a Siebel Image Creator session, include the options `-args Overwrite=yes`. There must be no spaces before and after the equals sign in the command. (The default behavior is equivalent to using `Overwrite=no`.) See also [“Troubleshooting Siebel Image Creation” on page 85](#).

Troubleshooting Siebel Image Creation

When you run Image Creator, the utility validates the integrity of each JAR file it processes as it creates the Siebel image. Consequently, it is unnecessary to validate JAR files beforehand.

If a JAR file is invalid for some reason, Image Creator displays a message to this effect. Obtain a new copy of the JAR file and rerun Image Creator in order to include the content in the image. Rerunning Image Creator may be necessary in some other cases, which are identified below.

When you run Image Creator and create an image successfully, the files in the image have the same timestamp as the corresponding files that were included in the JAR files.

When you rerun Image Creator, by default it will not replace any files that have the same or a newer timestamp. In order to force replacing files that have the same or a newer timestamp, run Image Creator at the command line and include the parameter setting `Overwrite=yes`. For details, see [“Running Siebel Image Creator in GUI Mode” on page 81](#) or [“Running Siebel Image Creator in Console Mode” on page 83](#).

TIP: Running Image Creator with `Overwrite=yes` will re-create the Siebel image, including all selected platforms, products, and languages. The Image Creator log file can help you isolate products that were not extracted completely. Select only those items that you require to correct problems, rather than reselecting all items and overwriting all the files in an existing image.

Rerunning Image Creator may be necessary in the following cases:

- If you have deleted a Siebel image, or any part of a Siebel image, in error.
- If a JAR file is invalid, and you have since obtained a new version of the JAR file.
- If you skipped a missing JAR file during an Image Creator session, and have since obtained the missing JAR file.
- If you ended an Image Creator session by clicking Cancel. (You can click Cancel before you have processed any JAR files, or when you are prompted to specify the location of a JAR file. You cannot click Cancel while Image Creator is currently processing a JAR file.)
- If an Image Creator session ended through power outage or some other failure. (In this case, run Image Creator at the command line and include the parameter setting `Overwrite=yes`.)

TIP: Keep track of the platforms, products, and languages in your Siebel image for the applicable version. If you need to rerun Image Creator, reselect the options you will need to complete the Siebel image.

Image Creator Logging

Image Creator logs details about its processing in the file `log.txt`, which is created in the top-level directory you specified for the Siebel image (for example, `/export/home/Siebel_Install_Image`). You can review the log file to identify where problems may have occurred when creating the Siebel image.

- Image Creator logs a message like the following after each JAR file has been successfully extracted. (If a JAR file is only partially extracted, this message will not have been written.)

```
Extracted SBA_8.0.0.0_Base_Windows_Siebel_Enterprise_Server.jar
```

- Image Creator logs a message like the following when a JAR file has been skipped.

```
Skipped JAR_file_name - Please run Siebel Image Creator again and add product_name to the network image, once all image files are available.
```

Installer Errors and the Siebel Image

You must validate that the Siebel image was created correctly for all applicable products. However, installation errors may sometimes indicate problems in the Siebel image.

If, when you run a Siebel product installer, errors are returned about missing or corrupt files, then you might need to run Image Creator again, using `Overwrite=yes`.

Installation requirements and troubleshooting information are provided in chapters for installing particular Siebel modules.

5

Installing Siebel Enterprise Server and Related Components

This chapter explains how to install the Siebel Enterprise Server, using the GUI installation method. Use the Siebel Enterprise Server installer to install Siebel Gateway Name Server, Siebel Server, Siebel Database Configuration Utilities, and EAI Connector support files. Installation is also described for Siebel Management Server and Siebel Management Agent.

This chapter includes the following topics:

- [“Overview of Installing and Configuring Servers in a Siebel Deployment” on page 87](#)
- [“Process of Installing and Configuring Servers in a Siebel Deployment” on page 89](#)
- [“Determining Your Installation and Configuration Method” on page 90](#)
- [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92](#)
- [“About Installing and Deploying with Multiple Languages” on page 99](#)
- [“Configuring Connectivity to the Siebel Database” on page 105](#)
- [“Verifying Network Connectivity for the Siebel Server Machine” on page 105](#)
- [“Installing Siebel Enterprise Server Components” on page 107](#)
- [“Reviewing the Siebel Enterprise Server Installation” on page 113](#)
- [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#)
- [“Command-Line Options for Siebel Installers and Wizards” on page 125](#)

For more information on the role of all the Siebel Enterprise Server components within the Siebel environment, see *Siebel Deployment Planning Guide*, *Siebel System Administration Guide*, and other applicable documentation.

Overview of Installing and Configuring Servers in a Siebel Deployment

[Figure 1 on page 88](#) illustrates the general process of installing and configuring the main server elements in a Siebel Business Applications deployment. Note the following:

- You can install each item in sequence and perform its associated configuration tasks, or install all items and then configure them.
- Database Configuration Utilities are installed once, typically with the first Siebel Server installed.
- Multiple instances of Siebel Server and Siebel Web Server Extension (SWSE) are typically installed for medium-sized or larger deployments.

For more details, see “Process of Installing and Configuring Servers in a Siebel Deployment” on page 89, “Determining Your Installation and Configuration Method” on page 90, and other topics.

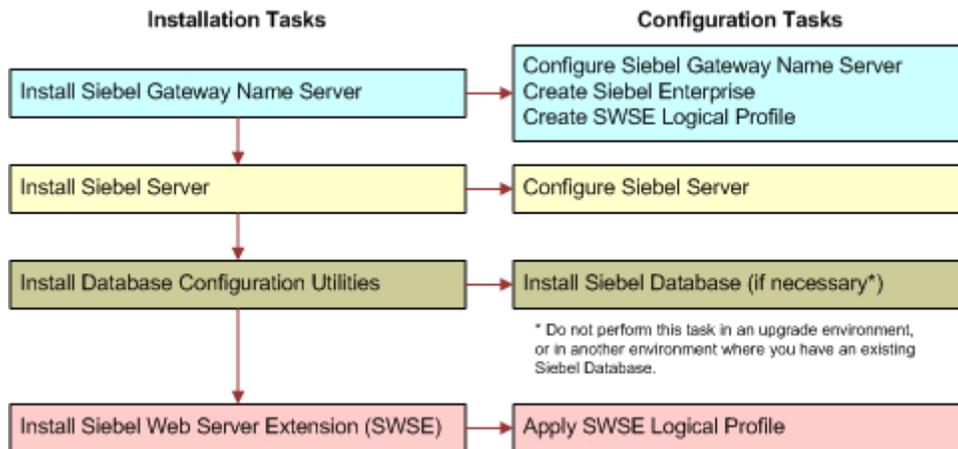


Figure 1. Installing and Configuring Servers in a Siebel Deployment

Figure 2 on page 88 illustrates a simplified architecture for the server elements in your Siebel deployment, after you have installed and configured the software. For a more detailed illustration, see *Siebel Deployment Planning Guide*.

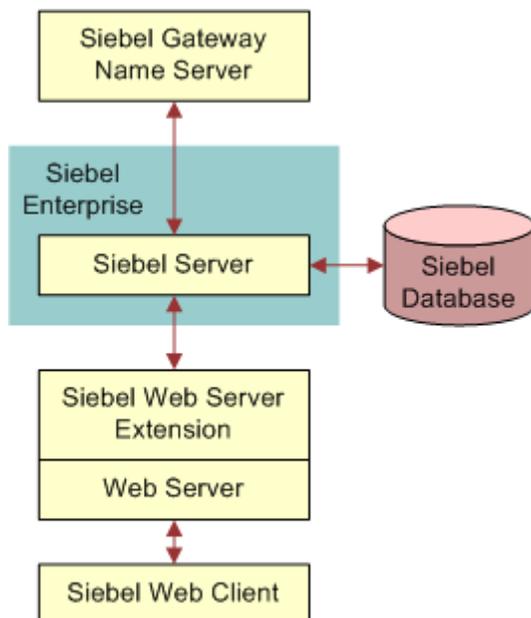


Figure 2. Simplified Architecture for a Siebel Deployment

Process of Installing and Configuring Servers in a Siebel Deployment

The Siebel Enterprise Server installation and configuration process requires multiple tasks that you perform in the following general sequence. For a general illustration of this process and of the Siebel architecture, see [“Overview of Installing and Configuring Servers in a Siebel Deployment”](#) on page 87.

Installation tasks for Siebel Enterprise Server are described in this chapter. Configuration tasks and postinstallation tasks are described in [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

- 1 Review Siebel Enterprise Server installation requirements. See [“Requirements for Siebel Enterprise Server Installation and Configuration”](#) on page 92.
- 2 (Strongly recommended for production environments) Configure clustering for the server on which you will install the Siebel Gateway Name Server. For more information, see *Siebel Deployment Planning Guide*.
- 3 Verify connectivity to the Siebel Database. See [“Configuring Connectivity to the Siebel Database”](#) on page 105.
- 4 Verify Siebel Server network access. See [“Verifying Network Connectivity for the Siebel Server Machine”](#) on page 105.
- 5 Install and configure the Siebel Enterprise Server components. See [“Installing Siebel Enterprise Server Components”](#) on page 107.

Installation and configuration may be done together or separately, and may follow any of several methods, depending on your deployment requirements.

The major installation and configuration tasks are:

- Install and configure Siebel Gateway Name Server
 - Configure Siebel Enterprise
 - Configure Siebel Web Server Extension (SWSE) logical profile
 - Install and configure Siebel Server
 - Install Database Configuration Utilities on the Siebel Server (typically installed with the first Siebel Server)
 - Install the Siebel Database (not applicable for upgrade environments or other environments with an existing Siebel Database)
 - For Siebel native load balancing, generate the load balancing configuration file (lbconfig.txt) and place it in the SWSE logical profile directory
 - Install and configure SWSE (apply the SWSE logical profile)
- 6 (Optional) Configure the Siebel Gateway Name Server and Siebel Server to start automatically. For details, see:
 - [“Configuring the Siebel Gateway Name Server for Automatic Start”](#) on page 143
 - [“Configuring the Siebel Server for Automatic Start”](#) on page 157

Determining Your Installation and Configuration Method

You can use any of several different overall methods for installing and configuring Siebel Business Applications software. Use the information in the subtopics below to help you determine which overall method, or combination of methods, is most suitable for your deployment requirements.

- [“Small to Medium-Sized Deployments” on page 90](#)
- [“Medium-Sized Deployments” on page 91](#)
- [“Large Deployments” on page 91](#)

See also [Chapter 2, “Preparing to Install Siebel Business Applications.”](#) Also refer to *Siebel Deployment Planning Guide*, *Siebel System Requirements and Supported Platforms* on Oracle Technology Network, *Siebel Security Guide*, and other relevant documents.

Tasks for installing Siebel Enterprise Server are described in this chapter. Tasks for configuring Siebel Enterprise Server, and postinstallation tasks, are described in [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

Tasks for configuring (installing) the Siebel Database are described in [Chapter 7, “Configuring the Siebel Database.”](#)

Tasks for installing and configuring the Siebel Web Server Extension (SWSE) are described in [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#)

Small to Medium-Sized Deployments

This topic is part of [“Determining Your Installation and Configuration Method” on page 90.](#)

Do you require a small to medium-sized deployment? For smaller deployments, including some test or demonstration deployments, you may require all server-based Siebel software to be installed on the same machine.

In this scenario, after you have created the Siebel Database instance and installed the Web server, you install the Siebel Enterprise Server components and the Siebel Web Server Extension (SWSE) on the Web server machine. Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, and Database Configuration Utilities.

You can use the Siebel Enterprise Server installer and the SWSE installer to install these products in GUI mode.

After installation, the Configuration Wizard launches automatically so you can configure the components you installed. Optionally, you can cancel configuration and perform Configuration Wizard tasks later. In this case, first configure the Siebel Gateway Name Server, then the Siebel Enterprise, then the SWSE logical profile. Configure the physical SWSE after SWSE installation.

Alternatively, on Microsoft Windows only, you can use the FastTrack Wizard to perform initial installation and configuration tasks for Siebel Business Applications components (Siebel Enterprise Server and SWSE). For more information about using the FastTrack Wizard, see *Siebel Installation Guide for Microsoft Windows*.

The Siebel Database may be located on the same machine as the Siebel Enterprise Server and the Web server with the SWSE, or on a different machine.

Medium-Sized Deployments

This topic is part of [“Determining Your Installation and Configuration Method” on page 90](#).

Do you require a medium-sized deployment? Will you install all Siebel Enterprise Server components on the same machine? Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, and Database Configuration Utilities.

Where Siebel Enterprise Server components are to be installed on the same machine, but the Web server and Siebel Web Server Extension (SWSE) are to be installed on a different machine, use the Siebel Enterprise Server installer (after you have created the Siebel Database instance) to install the Enterprise Server components.

You can install in GUI or console mode, or use unattended installation. (See the discussion of large deployments for information about unattended installation.)

After GUI installation, the Configuration Wizard launches automatically so you can configure all Siebel Enterprise Server components. Optionally, you can cancel configuration and perform Configuration Wizard tasks later. In this case, first configure the Siebel Gateway Name Server, then the Siebel Enterprise, then the SWSE logical profile.

NOTE: If you are installing in console mode, you must modify the `siebel.ini` file to prevent the Configuration Wizard from launching after installation. Launch the Configuration Wizard manually after installing. See also [“Editing `siebel.ini` Files for Console Mode Installation” on page 291](#).

After installing and configuring the Siebel Enterprise Server components, you configure the Siebel Database. The Siebel Database itself is generally located on a different machine than the Siebel Enterprise Server software.

You install and configure the SWSE on the Web server machine, which includes applying the SWSE logical profile.

Large Deployments

This topic is part of [“Determining Your Installation and Configuration Method” on page 90](#).

Do you require a relatively large deployment? Will you use multiple servers to deploy your Siebel Enterprise Server components? Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, and Database Configuration Utilities.

If you must support many users or multiple Siebel applications and have multiple servers available, you will probably install the Siebel Gateway Name Server on a different machine than the Siebel Server.

A large deployment usually requires multiple Siebel Servers running on different machines. Each Siebel Server may be configured to run a particular application or set of applications. Or, multiple Siebel Servers may be part of a pool of similarly configured servers participating in load balancing. Install and configure one Siebel Server first, then add Siebel Servers after completing the remaining installation and configuration tasks.

Use the Siebel Enterprise Server installer (after you have created the Siebel Database instance) to install the Enterprise Server components.

You install the Database Configuration Utilities with one of the Siebel Servers. The Siebel Database itself is located on a different machine than the Siebel Enterprise Server software.

You can install in GUI or console mode, or use unattended installation.

After GUI installation, the Configuration Wizard launches automatically so you can configure all Siebel Enterprise Server components. Optionally, you can cancel configuration and perform Configuration Wizard tasks later. In this case, first configure the Siebel Gateway Name Server, then the Siebel Enterprise, then the SWSE logical profile.

NOTE: If you are installing in console mode, you must modify the `siebel.ini` file to prevent the Configuration Wizard from launching after installation. Launch the Configuration Wizard manually after installing. See also [“Editing `siebel.ini` Files for Console Mode Installation”](#) on page 291.

After installing and configuring the Siebel Enterprise Server components, you configure the Siebel Database.

You install and configure the SWSE on the Web server machine, which includes applying the SWSE logical profile.

Options that can help you install and configure Siebel software efficiently include:

- As an alternative to GUI or console mode installation, you may prefer to perform unattended installation. For more information, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)
- You may want to separate installation and configuration tasks. After basic deployment decisions are made, installations can be done under the supervision of administrators who are most familiar with Siebel Business Applications. Such specialized administrators may perform all Siebel Configuration Wizards tasks.
- You can perform offline configuration, which can save you time, provide greater flexibility, and reduce error, compared to manually configuring each installed component separately. Offline configuration prepares a response file for running the Configuration Wizard in execute mode (unattended configuration). Any installation mode can be configured to automatically launch unattended configuration.

Requirements for Siebel Enterprise Server Installation and Configuration

Review the requirements and guidelines in the following topics before installing and configuring the Siebel Enterprise Server:

- [“General Requirements for Siebel Enterprise Server Installation and Configuration”](#) on page 93

- [“Requirements for Siebel Gateway Name Server Installation and Configuration” on page 96](#)
- [“Requirements for Siebel Server Installation and Configuration” on page 96](#)
- [“Requirements for Siebel EAI Connector Installation” on page 99](#)

For requirements specific to the Siebel Database Configuration Utilities, see [Chapter 7, “Configuring the Siebel Database.”](#)

General Requirements for Siebel Enterprise Server Installation and Configuration

This topic is part of [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92.](#)

Review the information in this topic before installing and configuring Siebel Enterprise Server components. See also the topics about individual components.

- Review *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Also check for applicable alerts and other articles on My Oracle Support.
- Review [Chapter 2, “Preparing to Install Siebel Business Applications.”](#)
- All machines on which the Siebel Enterprise Server software will be installed must meet the hardware and software requirements detailed in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. The Siebel Enterprise Server installer verifies not only that you have the required software for installation of Siebel 8.x, but that the software is the necessary version level.
- In general, you must have installed all third-party products you will require for the Siebel Enterprise Server software you are installing. Some products can be installed after Siebel software. Such products are listed in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- You must have created a Siebel installation image that includes all products you require, and you must have appropriate permissions to the network directories where the Siebel image is located. For information about creating the Siebel installation image, see [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)
- When multiple components of the Siebel Enterprise Server, such as Siebel Gateway Name Server and Siebel Server, are installed on the same machine, they are installed into a common root directory—for example, /export/home/sba80. The environment variable SIEBEL_ROOT may be set differently in different locations, to reflect the full path to the installation location of a specific component, such as Siebel Server. Installation directories must meet the requirements described in the topic about file and directory naming in [“General Considerations in Planning Your Siebel Deployment” on page 26.](#)
- If you will be clustering the Siebel Gateway Name Server or Siebel Server, plan your use of clustering or redundant disk arrays (RAID) to configure against a single point of failure. For more information on this topic, see *Siebel Deployment Planning Guide*.

- Each machine that supports Siebel Enterprise Server software must have TCP/IP network connectivity to other machines that are part of or that work with the Siebel Enterprise Server. For example, the Siebel Gateway Name Server machine requires connectivity to all Siebel Server machines. Verify connectivity between all such machines, using the ping utility. For more information, see [“Verifying Network Connectivity for the Siebel Server Machine” on page 105](#).
- Verify that the network names of the servers that will support the Siebel Gateway Name Server and all Siebel Servers are recorded in [Appendix A, “Deployment Planning Worksheet.”](#) You will need this information when configuring the Siebel Servers.
- Verify that the network adapter is correctly configured to support full duplex Ethernet by verifying the following parameters:
 - RJ45 Port Link Status: up
 - Media Speed Selected: 100 Mbps Full Duplex
 - Media Speed Running: 100 Mbps Full Duplex
- If you intend to use Secure Sockets Layers (SSL) with any Siebel products described in this guide, you must review all applicable information before you install and configure the software. For details, see *Siebel Security Guide*.
 - If you are not yet ready to configure SSL for Siebel Enterprise Server (and Siebel Web Server Extension), you can either postpone installation or configuration until you are fully ready to configure SSL, or you can configure these components without SSL and reconfigure them to use SSL later.
 - If you are not yet ready to configure SSL for Siebel Management Agent and Management Server, it is strongly recommended to postpone installation or configuration of these components until you are fully ready to configure SSL. See [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#) and [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#).
- Review the issues described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#). For example, make sure you have adequate disk space, and make sure the login ID running the installer has write permissions to this directory.
- Verify that you have created a Siebel installation image that includes all products you require, and that users who will run Siebel installers or modify siebel.ini files have the necessary permissions to the network directories where the Siebel image is located. For more information, see [“Preparing to Create a Siebel Installation Image” on page 76](#).
- You cannot install additional products into a Siebel Enterprise Server root directory after applying a patch release.
- It is recommended to install and deploy all languages you expect to require. You can also add languages to an existing installation. *Additional steps are required for deploying and implementing new languages in your Siebel deployment.* See all relevant topics, including:
 - [“About Installing Siebel Releases” on page 21](#)
 - [“Planning RDBMS Installation and Configuration” on page 29](#)
 - [“Siebel Installation Media Contents” on page 74](#)
 - [“About Installing and Deploying with Multiple Languages” on page 99](#)

- [“Performing Configuration Tasks” on page 138](#)
- [“Preparing to Run Siebel Server Components After Installing” on page 150](#)

- If the set-group-id flag is used, make sure that the installer ID is a member of the group that owns the Siebel Enterprise Server root directory.

- Review documented information about the configuration process and applicable requirements.

The Siebel Configuration Wizard launches automatically after installation, although you can cancel the wizard and configure later. Release 8.x provides greater flexibility in the configuration framework for Siebel software than previous releases. However, customers must manage the configuration process carefully to ensure success.

For more information, see [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

- Before you configure Siebel Enterprise Server components, you must have created the Siebel File System. It must meet all criteria described in [“Creating the Siebel File System” on page 41](#).

- Installation can be performed either as root or as a nonroot user. In most cases, it is recommended that installation be performed by a nonroot user for simpler administration and maintenance.

If the Siebel Gateway Name Server or Siebel Server is installed by root, then only root can stop and start the server. To avoid this requirement, you can use an account other than root that has the correct authorizations to install.

All future patch releases must be installed as the same user who installed the base installation being patched.

Whether you install as root or as a nonroot user affects how you would configure autostart for Siebel Gateway Name Server or Siebel Server. For details, see [“Configuring the Siebel Gateway Name Server for Automatic Start” on page 143](#) and [“Configuring the Siebel Server for Automatic Start” on page 157](#).

See also [“Setting Permissions and Ownership” on page 37](#).

- **(AIX only)** Before installing, verify that the login ID performing installation has permission to run `sl i bcl ean` by asking the administrator to change the permission as follows:

```
chmod 6555 /usr/sbin/sl i bcl ean
```

- **(AIX only)** Before you install Siebel Enterprise Server software on AIX, you must install X11 filesets, if they were not included as part of the base AIX installation.
- **(HP-UX only)** If the environment variable LANG is set to a directory name that is a symbolic link, the Java installer for Siebel Server will fail. You must reset any existing LANG variable to the actual directory that the symbolic link represents.

NOTE: The LANG variable cannot be set to `uni v. utf8`. Doing so causes the installer to fail.

- **(Solaris only)** Set the TCP ndd variable `tcp_co_min` to the MTU of the network interface card.

Requirements for Siebel Gateway Name Server Installation and Configuration

This topic is part of [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92.](#)

Review the information in this topic before installing and configuring the Siebel Gateway Name Server.

- Install the Siebel Gateway Name Server once for each Siebel Enterprise Server. If needed, multiple Siebel Enterprises can be supported by a single Siebel Gateway Name Server. In general, installing multiple instances of the same version of Siebel Gateway Name Server on the same machine is not recommended.

For more information, see [“Installing Multiple Instances of Siebel Business Applications” on page 33.](#) See also 477770.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 531.

- Siebel Gateway Name Server uses port 2320 by default. If necessary, you can select any port number (32767 or lower) that is free on the machine where the Siebel Gateway Name Server is running. Do not use port number 2321, which is the default port number for the SCBroker (Siebel Connection Broker) component, or any other port already in use on the server. To confirm that a port (such as 2320) is free, use a command like `netstat -a | grep 2320`.

Requirements for Siebel Server Installation and Configuration

This topic is part of [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92.](#)

Review the information in this topic before installing and configuring the Siebel Server.

- A Siebel Gateway Name Server must be installed and running and the Siebel Enterprise must be configured in order to configure a Siebel Server in live mode.
- After you install the Siebel Gateway Name Server, you are prompted to configure the Siebel Enterprise. All Siebel Servers you install that are part of the same Siebel Enterprise, regardless of operating system platform, must connect to the same Siebel Database. For most deployments, all Siebel Servers connecting to this database will belong to the same Siebel Enterprise.

Additional Siebel Servers you install and configure inherit parameters from the Siebel Enterprise. You configure each Siebel Server using the Siebel Server Configuration Wizard.

- When you run the Siebel Server Configuration Wizard for each Siebel Server, all component groups are listed and you must enable the ones you need for this server. If you do not enable component groups during Siebel Server configuration, you can enable them manually after installation, using Server Manager.

For more information about component groups and about using Server Manager, see *Siebel System Administration Guide*. See also [“Preparing to Run Siebel Server Components After Installing” on page 150.](#)

- The Siebel Server software needs to be installed only once on each machine. For test or development purposes only, you can configure multiple Siebel Servers based on a single installed Siebel Server. For more information, see [“Installing Additional Siebel Servers for an Existing Siebel Enterprise Server”](#) on page 163.
- Depending on the requirements of your business, you may deploy one or more Siebel Enterprise Servers. If you intend to configure multiple Siebel Enterprise Servers on a single machine in your development or test environment, issue a command similar to `unsetenv SIEBEL_ROOT` to specify a unique value for each Siebel Enterprise Server. (SIEBEL_ROOT is the environment variable for the installation root directory.) The command `unsetenv` is a C shell command; use the appropriate command for your shell. For information on deploying multiple Siebel Enterprise Servers, see *Siebel Deployment Planning Guide*. See also 477770.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 531.

NOTE: In special cases such as for some very large deployments, a single Siebel Database may support multiple Siebel Enterprises. Such a deployment must be planned very carefully. For details, see 477829.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 544.

Clustering for the Siebel Server

The Siebel installer allows you to install all servers at once for which you have a license. If you will be operating certain servers as part of a cluster, it is strongly recommended to install and configure the Siebel Gateway Name Server and the Siebel Server on separate resource groups. For information about clustering, see *Siebel Deployment Planning Guide*.

Language and Locale Requirements

Make sure you have the appropriate locales installed on the machines on which you intend to deploy Siebel Server. Siebel log and configuration files use UTF-8 with Byte Order Mark as the default encoding. If these files contain any non-ASCII characters, proper viewing and editing requires a UTF-8 locale.

For more information on supported locales, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

The locale can affect how dates and times are displayed. For more information, see *Siebel Global Deployment Guide*.

NOTE: Make sure the locale you are using matches the locale set at your operating system level. For details, see [“Specifying the Locale for Your UNIX Operating System”](#) on page 35.

Guidelines for Installing Multiple Language Packs on the Siebel Server

If you will be installing multiple language versions of Siebel Business Applications on your Siebel Servers, review the following configuration guidelines:

- For multilingual deployment scenarios, see [“About Installing and Deploying with Multiple Languages”](#) on page 99. See also *Siebel Global Deployment Guide*.

- When you run the Siebel Server Configuration Wizard to configure a Siebel Server, Application Object Manager (AOM) components are created for every language that has been installed on that Siebel Server. For information about enabling and disabling language-specific AOMs, see [“Preparing to Run Siebel Server Components After Installing” on page 150](#).
- If multiple languages are installed on a Siebel Gateway Name Server or Siebel Server, you will be prompted for the primary (base) language. The primary (base) language is the language in which you want your server to run and in which you normally want to read messages. If you want to change the language in which you bring up your server, you must change this setting.

Adding a New Siebel Enterprise Component to an Existing Installation

When you add a new Siebel Enterprise Server product to an existing installation, you do not need to specify which languages to install. The new product is installed with the same languages you installed previously.

Because all Siebel Enterprise Server components share the same root directory (for example, the directory `/export/home/sba80`), they are treated by the installer as one product in terms of subsequent installations for patch releases and new languages you are adding to the installation.

After an installation directory is patched, a new product cannot be added to that directory. In that case, either uninstall the Siebel Enterprise Server software and reinstall with the products you require, or install a new instance of the Siebel Enterprise Server software on a different machine. Then install the applicable patch releases.

NOTE: All Siebel Enterprise Server components must be at the same release and patch level.

Search Products

A Siebel Server machine can be configured to execute searching using a locally installed search server or can be pointed to a remote search server to handle search execution tasks.

NOTE: For specific guidelines and requirements about installing search products, see *Siebel Search Administration Guide*.

Database Requirements

Make sure your database administrator has installed the RDBMS your site will be using and created the Siebel Database instance and that you meet all database connectivity requirements. For more information, see [Chapter 3, “Configuring the RDBMS.”](#) See also [“Configuring Connectivity to the Siebel Database” on page 105](#).

The RDBMS you are using must support the same languages and code pages that you will install on the Siebel Servers. For code pages and languages supported both for Siebel Servers and the RDBMS, refer to *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Third-Party Software Requirements

Make sure that you have already installed the appropriate version of all third-party software products required. Otherwise, the Required Software Components prompt appears. For more information, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Temporary Disk Space

Review the issues described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#). For example, make sure you have adequate disk space, and make sure the login ID running the installer has write permissions to this directory.

Requirements for Siebel EAI Connector Installation

This topic is part of [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92](#).

Review the information in this topic before you install the EAI Connector support files.

Additional application configuration is required if you plan to use Siebel Connector for Oracle Applications against multiple instances of the Oracle back-office applications.

For a list of supported platforms for EAI connectors, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For information about configuring and using Siebel EAI Connector software, refer to Siebel documentation on the appropriate connector:

- *Siebel Connector for Oracle Applications*
- *Siebel Connector for Siebel Business Applications*
- *Siebel Connector for SAP R/3*

NOTE: The Siebel Connector for SAP R/3 is available with Siebel Server installations and does not require installing EAI Connector files. For more information, see *Siebel Connector for SAP R/3*.

About Installing and Deploying with Multiple Languages

Multiple languages may be installed and deployed as part of Siebel Business Applications installation and configuration. This topic outlines three scenarios for deploying the software with more than one language, and identifies some of the requirements for and implications of each approach. This information is presented for your consideration when planning multilingual deployments.

Detailed information about many of the tasks identified in this topic and its subtopics are found in multiple parts of this document. For more information, see *Siebel Global Deployment Guide*, *Siebel System Administration Guide*, and other applicable documentation. See also [“General Requirements for Siebel Enterprise Server Installation and Configuration” on page 93](#) and other relevant topics.

NOTE: It is strongly recommended that the same set of language files be installed on each physical server. Doing so will help ensure maximum compatibility between physical servers, so the system can be reconfigured easily to meet ongoing requirements. Oracle only tests configurations where the same set of language files are installed on each physical server used in a single Siebel Enterprise.

If you include multiple languages with a Siebel Enterprise Server installation, you designate one language as the primary language to be used for server messages. The same primary language is typically also used for the Siebel Database, which cannot be changed after database installation.

When you configure each installed instance of Siebel Server and Siebel Web Server Extension (SWSE), you specify which languages to deploy, from among the installed languages. It is possible to deploy a subset of the installed languages. Which languages you deploy on a given server depends on the uses to which you will put that server.

On each Siebel Server, the set of deployed languages determines which language-specific components such as Application Object Managers (AOMs) are created on that server. It is recommended to deploy all languages installed in the enterprise and optionally to disable AOMs you do not require. See [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

On each instance of SWSE, you must deploy the superset of all languages required by the AOMs that connect to it. It is recommended to deploy all languages installed in the enterprise. See [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#)

In addition to software installation tasks, for each installed language besides the primary language, you must perform the following Siebel Database operations, using the Database Configuration Wizard. You perform these tasks after installing the Siebel Database. For more information about these tasks, see [Chapter 7, “Configuring the Siebel Database.”](#)

- Adding the language (including seed data) to the Siebel Database
- Importing the repository into the Siebel Database
- Running the MLOV (multilingual LOV) conversion utility

In general, it is recommended to install the latest patch releases before you install the Siebel Database or add languages to the Siebel Database. For information specific to version 8.0.0.x fix pack releases, see the *Siebel Maintenance Release Guide* on My Oracle Support. See also [“About Installing Siebel Releases” on page 21.](#)

If you are localizing a language for which a Siebel Language Pack is not provided, see also the content about localizing an unshipped language in *Siebel Global Deployment Guide*.

Consider the following scenarios for installing and deploying multiple Siebel Language Packs:

- **Install and deploy all languages you require once.** For customers who are installing and deploying languages shipped with Siebel Business Applications version 8.0, and who *do not* plan to deploy other languages at a later date. This option is easiest but may not be suitable for phased language deployments.

For details, see [“Installing and Deploying All Required Languages Once” on page 101.](#)

- **Install all languages you will require, but deploy some languages later.** For customers who are installing and deploying languages shipped with Siebel Business Applications version 8.0, but who plan to deploy some of the installed languages at a later date. This option may be suitable for phased language deployments.

For details, see [“Installing All Required Languages But Deploying Some Languages Later” on page 102.](#)

- **Install and deploy additional languages in an existing deployment.** For customers who are installing and deploying languages shipped with Siebel Business Applications version 8.0, and who plan to install and deploy additional languages at a later date. This option may be suitable for some phased language deployments.

You can install languages at any time to meet changing business needs. However, deploying languages is easier if you include them when you first install and configure the Siebel software.

NOTE: This scenario also applies for any Language Packs that are not available with the initial Siebel product release, but that ship subsequently and require a minimum patch release to be installed and deployed (*for applicable releases and languages only*).

For details, see [“Installing and Deploying Additional Languages” on page 103](#).

Installing and Deploying All Required Languages Once

This topic is part of [“About Installing and Deploying with Multiple Languages” on page 99](#).

The following scenario is intended for customers who are deploying languages shipped with the current release of Siebel Business Applications (version 8.0), and who are installing all the languages their enterprise will require during initial installation and configuration.

To deploy multiple languages shipped with the current release

- 1 Install Siebel Enterprise Server software on all servers, with all the languages you will require for the enterprise.
- 2 Configure the Siebel Gateway Name Server and configure the Siebel Enterprise. Also configure the SWSE logical profile.
- 3 Configure each Siebel Server, using the Siebel Server Configuration Wizard.
- 4 During Siebel Server configuration, specify to deploy all the installed languages.

NOTE: If you do not deploy all the installed languages on a given server, and later want to deploy additional languages on this server, you must perform the steps in [“Installing All Required Languages But Deploying Some Languages Later” on page 102](#).

- 5 If applicable patch releases are available, install them on all components in your Siebel deployment.
- 6 Install the Siebel Database. This task installs seed data for the primary language into the Siebel Database.
- 7 For each additional installed (non-primary) language: add the language to the Siebel Database, import the Siebel Repository, and run the MLOV conversion utility.

You can perform Siebel Database installation tasks after installing Database Configuration Utilities with a Siebel Server.

- 8 Install SWSE software on all Web servers, with all the languages you will require for the enterprise.
- 9 Configure each SWSE, using the SWSE Configuration Wizard.

10 During SWSE configuration, specify to deploy all the installed languages.

NOTE: If you do not deploy all the installed languages on a given server, and later want to deploy additional languages on this server, you must perform the steps in [“Installing All Required Languages But Deploying Some Languages Later”](#) on page 102.

11 As applicable, install additional patch releases when they become available.

Installing All Required Languages But Deploying Some Languages Later

This topic is part of [“About Installing and Deploying with Multiple Languages”](#) on page 99.

The following scenario is intended for customers who are deploying languages shipped with the current release of Siebel Business Applications (version 8.0), but who plan to deploy some languages at a later date on particular instances of Siebel Server or SWSE.

This scenario assumes you include all required languages with your initial installation. If you install additional languages later, see [“Installing and Deploying Additional Languages”](#) on page 103.

There are two variations of this scenario that can achieve the desired result. Review each option and decide which one works best for your situation. See [“Installing and Deploying All Required Languages Once”](#) on page 101 for more details for some tasks.

To deploy multiple languages now and at a later date (Option 1—preferred)

- 1 Perform the tasks described in [“Installing and Deploying All Required Languages Once”](#) on page 101.
 - Install all languages you will deploy now and at a later date.
 - When you configure each Siebel Server and SWSE, specify that you want to deploy all installed languages.
- 2 For each Siebel Server, disable language-specific Application Object Manager components you do not yet require.
- 3 When you are ready to deploy additional installed languages, re-enable any language-specific AOMs that you previously disabled.
- 4 As applicable, install patch releases when they become available.

To deploy multiple languages now and at a later date (Option 2)

- 1 Complete the tasks described in [“Installing and Deploying All Required Languages Once”](#) on page 101.
 - Install all languages you will deploy now and at a later date.
 - When you configure each Siebel Server and SWSE, optionally specify that you want to deploy only a subset of the installed languages.

- 2 If applicable patch releases are available, install them on all components in your Siebel deployment.
- 3 Install the Siebel Database. This task installs seed data for the primary language into the Siebel Database.
- 4 For each additional installed (non-primary) language: add the language to the Siebel Database, import the Siebel Repository, and run the MLOV conversion utility.
- 5 Install SWSE software on all Web servers, with all the languages you will require for the enterprise.
- 6 Configure each SWSE, using the SWSE Configuration Wizard.
- 7 During SWSE configuration, specify to deploy all the installed languages.
- 8 When you are ready to deploy additional installed languages, perform the following for each applicable Siebel Server:
 - a Shut down the Siebel Server.
 - b Launch the Siebel Server Configuration Wizard.
 - c Remove the configuration for this Siebel Server from the Siebel Gateway Name Server.
 - d Re-create the configuration for this Siebel Server. Specify that you want to deploy all languages previously deployed, and any additional languages you are now deploying.
- 9 Perform the following for each applicable SWSE:
 - a Stop the Web server. For more information, see [“Requirements for SWSE Installation and Configuration”](#) on page 205.
 - b Launch the SWSE Configuration Wizard.
 - c Re-create the configuration for this SWSE, using the same SWSE logical profile you used when you initially configured this SWSE. Specify that you want to deploy all languages previously deployed, and any additional languages you are now deploying.
- 10 If applicable patch releases are available, install them on all components in your Siebel deployment.
- 11 For each additional installed language you are deploying: add the language to the Siebel Database, import the Siebel Repository, and run the MLOV conversion utility.
- 12 Restart the Web servers and the Siebel Servers.
- 13 As applicable, install additional patch releases when they become available.

Installing and Deploying Additional Languages

This topic is part of [“About Installing and Deploying with Multiple Languages”](#) on page 99.

The following scenario is intended for customers who determine they require additional languages not previously installed and deployed.

This scenario may apply (*for applicable releases and languages*) for any languages that shipped after Siebel Business Applications version 8.0.

This topic describes adding new languages to your existing Siebel deployment and existing physical resource allocation. As part of expanding language support, you also might install components on new servers that will include new languages.

NOTE: In order to add languages not previously installed or include them in a new installation, the languages must be present in the Siebel network image. Where necessary, you must add languages to the network image using the Siebel Image Creator utility.

For detailed requirements and other information about running Siebel installers, Configuration Wizards, and Siebel Image Creator, see applicable chapters in this guide. Where applicable, see also the *Siebel Maintenance Release Guide* on My Oracle Support for version 8.0.0.x.

To add new Language Packs to your existing physical resource allocation

- 1 Complete the tasks described in [“Installing and Deploying All Required Languages Once” on page 101](#) or [“Installing All Required Languages But Deploying Some Languages Later” on page 102](#).
- 2 Verify that the new language is included in the Siebel network image for each product.
- 3 When you are ready to install and deploy additional languages, run the installer program on each physical server where Siebel product components are installed.
 - When prompted, specify that you are adding one or more languages to an existing installation. Also specify the location to which you are adding languages, and specify the languages you are adding.
- 4 Perform the following for each installed Siebel Server:
 - a Shut down the Siebel Server.
 - b Launch the Siebel Server Configuration Wizard.
 - c Remove the configuration for this Siebel Server from the Siebel Gateway Name Server.
 - d Re-create the configuration for this Siebel Server. Specify that you want to deploy all languages previously deployed, and any additional languages you have just installed and are now deploying.
- 5 Perform the following for each installed SWSE:
 - a Stop the Web server. For more information, see [“Requirements for SWSE Installation and Configuration” on page 205](#).
 - b Launch the SWSE Configuration Wizard.
 - c Re-create the configuration for this SWSE, using the same SWSE logical profile you used when you initially configured this SWSE. Specify that you want to deploy all languages previously deployed, and any additional languages you have just installed and are now deploying.
- 6 If applicable patch releases are available, install them on all components in your Siebel deployment.
- 7 For each additional installed language you are deploying for the first time: add the language to the Siebel Database, import the Siebel Repository, and run the MLOV conversion utility. For each new language, this step is done only once for each Siebel Database and Siebel Enterprise.
- 8 Restart the Web servers and the Siebel Servers.

- 9 As applicable, install additional patch releases when they become available.

Configuring Connectivity to the Siebel Database

Review the information in this topic to configure connectivity to the Siebel Database from the machine where you will install Siebel Server.

For database connectivity software requirements for your platform, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Oracle. Verify that the Oracle database connectivity software is installed on each machine, according to the Oracle Database documentation.

Siebel Server connections to the Oracle Database are made through dedicated server processes rather than through Oracle MTS; the use of MTS may negatively affect performance.

Use Oracle's Easy Configuration utility to define a database alias with the proper connection information for your Siebel Database. Record the connect string in [Appendix A, "Deployment Planning Worksheet."](#) You specify this connect string when installing the Siebel Server.

NOTE: Siebel applications support the Oracle 32-bit client. Therefore, if you have installed the Oracle 64-bit client on your Siebel Server, you must include \$ORACLE_HOME/lib32 in your LIBPATH (AIX), SHLIB_PATH (HP-UX), or LD_LIBRARY_PATH (Linux, Solaris) variable definition. (If you require \$ORACLE_HOME/lib for non-Siebel applications, make sure \$ORACLE_HOME/lib32 is placed in front of \$ORACLE_HOME/lib.)

DB2 UDB for UNIX and Windows. Define a database alias with the proper connection information for your database. This alias will be the connect string used when installing the Siebel Server. Record the connect string in [Appendix A, "Deployment Planning Worksheet."](#) You specify this connect string when installing the Siebel Server.

Use either the DB2 Client Configuration Assistant or the Command Line Processor (CLP) to define your database alias. For more information, see IBM documentation such as *DB2 Universal Database for UNIX* or *DB2 Universal Database Command Reference*.

DB2 UDB for z/OS. For information on configuring database connectivity for DB2 UDB for z/OS, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

Verifying Network Connectivity for the Siebel Server Machine

The Siebel Server must have network access to other Siebel Enterprise components, such as the Siebel Gateway Name Server and the Siebel Database on the RDBMS. Use the following procedure to verify that the Siebel Server can access other Siebel Enterprise components.

NOTE: For information on verifying network connectivity for DB2 UDB for z/OS, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

To verify network connectivity for the Siebel Server

- 1 Verify network connectivity to the Siebel Gateway Name Server and the Siebel Database from the Siebel Server machine, using the test utility for your network type.
For TCP/IP networks, use the ping utility to verify network connectivity.
- 2 For Oracle Database, verify connectivity to the Siebel Database, then go to [Step 4 on page 106](#).
Use the tns ping utility and Oracle database connectivity alias, as appropriate to your database, from a Command Prompt window to make sure that you can connect to the database, using the network connect string that you defined.
- 3 For DB2 UDB for UNIX and Windows, verify connectivity to the Siebel Database, then go to [Step 4 on page 106](#).

Open a DB2 Command Window to make sure that you can connect to your database.

a Enter:

```
db2 connect to database_alias user user_ID using password
```

where:

- *database_alias* = Your database alias
- *user_ID* = A valid user name on DB2
- *password* = The password for that *user_ID*

If your connection is valid, you will see a message that looks like the following:

The connection test is successful

```
Database Server      = DB2/AIX/Solaris x.x.x  
SQL authorization ID = SADMIN  
Database alias      = DB_Alias
```

If your connection is not valid, verify your configuration.

b To close the connection, type db2 terminate.

- 4 Provide network connections from the Siebel Server to all applicable Siebel File System directories.
For more information, see ["Creating the Siebel File System" on page 41](#).
- 5 Verify that the Siebel File System directories are visible and that the Siebel service owner account has the necessary permissions on these directories.

If you are clustering the Siebel File System, use the Network IP resource or Network Hostname Resource assigned to that cluster file share.

Installing Siebel Enterprise Server Components

This topic provides instructions for installing the Siebel Enterprise Server modules as part of standard Siebel Business Applications deployment. Use the information you recorded in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)

Before proceeding, review the requirements described in [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92](#). See also [“Determining Your Installation and Configuration Method” on page 90](#) and any other applicable topics.

If you are installing from a remote machine, or using X-connectivity software to access a UNIX machine from a Windows machine, see also [“Installing from a Remote Server Machine” on page 38](#).

The Siebel Enterprise Server installer verifies not only that you have the required software for installation of the Siebel version you are installing, but that the software is at the version level necessary.

After you install the Siebel Enterprise Server, or in conjunction with installing, you configure the software. For detailed configuration tasks and postinstallation tasks, see [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

If you are installing in unattended or console mode, see also [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

NOTE: The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide on My Oracle Support*. See also [“About Installing Siebel Releases” on page 21](#).

To install Siebel Enterprise Server components

- 1 Stop any active Siebel Server processes. If you previously installed the Siebel Gateway Name Server on this machine, and are now installing the Siebel Server, do not stop the Siebel Gateway Name Server process.

- 2 **(AIX only)** Execute the following command:

```
/usr/sbin/slibclean
```

For more information, see [“General Requirements for Siebel Enterprise Server Installation and Configuration” on page 93](#).

- 3 Log on to the server, using the Siebel service owner account that you recorded in the copy you made earlier of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)

- 4 Open a new shell and navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

For example, for Solaris, navigate to *Siebel_Image/Solaris/Server/Siebel_Enterprise_Server*.

where:

- *Siebel_Image* = The directory for your version-specific Siebel network image, such as */Siebel_Install_Image/8.0.0.0*.

- 5 Unset any Siebel-specific environment variables. To review current environment variable settings, enter set (Korn shell) or env (C shell) in the shell window.
- 6 Verify the permissions to the directory into which you will install the product. You must have write and execute permission.
- 7 To start the Siebel Enterprise Server installer, enter the following command.

```
./setupUNIX_OS
```

where:

- UNIX_OS = Your UNIX operating system, such as aix (AIX), hp (HP-UX), linux (Linux), or sol (Solaris)

Optionally, you can append any flags described in [“Command-Line Options for Siebel Installers and Wizards” on page 125](#). These flags are also used with unattended or console installation modes.

The Siebel Enterprise Server installer’s welcome screen appears.

- 8 Click Next to proceed.

If you have installed other Siebel components of the same version on the same machine, the installer displays the message that an existing installation has been found. Proceed to [Step 9 on page 108](#). Otherwise, click Next and proceed to [Step 10 on page 108](#).

- 9 Depending on whether you want to install a new instance of Siebel software or add a new language to an existing instance, take the appropriate action:
 - To install the Siebel Enterprise Server software in a new instance, or to add new components to an existing Siebel Enterprise Server installation, select None as the default and click Next. Proceed to [Step 10 on page 108](#).
 - To install a new language in an existing instance, select the displayed instance and click Next. Proceed to [Step 13 on page 111](#).

For additional information about installing multiple Language Packs, see [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92](#).

The Installer Path screen appears.

- 10 Select the directory in which you want to install Siebel Enterprise Server components and click Next.

By default, setup installs in the /siebel directory. If desired, you may choose a different installation directory by either clicking Browse to choose a different directory or typing the fully qualified path to the installation directory. Make sure the installation directory is recorded in a copy of the worksheet in [Appendix A, “Deployment Planning Worksheet.”](#)

CAUTION: If you are adding components to an existing Siebel Enterprise Server, you must install into the same root directory, such as /export/home/siebel, or else the installer may assume you are trying to create a new Siebel Enterprise Server.

NOTE: The directory name must use standard alphanumeric characters, including the underscore. No other characters or spaces are allowed.

The installer prompts you to select the product or products you want to install.

11 Choose the Siebel Enterprise Server components you want to install. Choose one or more of the following options and click Next:

- Gateway Name Server
- Siebel Server
- Database Configuration Utilities
- EAI Connector

The Database Configuration Utilities must be installed with a Siebel Server, or on the same machine where a Siebel Server is already installed. You cannot install Database Configuration Utilities without Siebel Server on the same machine.

This procedure generally assumes you are installing a new instance of Siebel Enterprise Server. Enterprise Server components you do not install now can be installed later. Components that have already been installed for this instance are unavailable for selection.

If you install more than one Siebel Enterprise Server component at once, the installer and the Configuration Wizard will prompt you for the installation parameters of each component individually, and in the necessary sequence. If you cancel configuration, you must run the Configuration Wizards later to configure all components in the correct sequence.

For more information about different ways of deploying Siebel Enterprise Server components, see *Siebel Deployment Planning Guide*. See also [“Determining Your Installation and Configuration Method” on page 90](#).

NOTE: Before proceeding, review the installation requirements for each component you plan to install and perform any necessary preinstallation tasks. See [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92](#) and other applicable topics.

12 Choose the type of installation to execute from the following options and click Next.

- **Typical.** Installs all components.
- **Compact.** Installs a minimum set of components.
- **Custom.** Lets you choose which specific components you want to install.

The items installed or available to be installed for each of these choices are listed in the tables below, for each Siebel Enterprise Server component.

- For Gateway Name Server, all choices are the same and install one mandatory item only.

- Siebel Server installable components are listed in the following table:

Installation Option	Products
Typical	<ul style="list-style-type: none"> ■ Siebel Server Executables ■ Siebel Server Core Components ■ Siebel Server Remote Components ■ Siebel Server Object Manager ■ Siebel Field Service Components ■ Data Quality Connector—Used to configure Data Quality with FirstLogic software ■ Siebel Management Agent <p>NOTE: Before installing, it is recommended to review “Installing Siebel Management Agent and Siebel Management Server” on page 118.</p>
Compact	<ul style="list-style-type: none"> ■ Siebel Server Executables ■ Siebel Server Core Components ■ Siebel Server Remote Components ■ Siebel Server Object Manager ■ Siebel Field Service Components ■ Data Quality Connector
Custom	<p>CAUTION: Do not clear Siebel Server Executables, Siebel Server Core Components, or Application Object Manager, or your Siebel Business Applications will fail.</p> <ul style="list-style-type: none"> ■ Siebel Server Executables ■ Siebel Server Core Components ■ Siebel Server Remote Components ■ Siebel Server Object Manager ■ Siebel Field Service Components ■ Data Quality Connector ■ Siebel Management Agent <p>NOTE: Before installing, it is recommended to review “Installing Siebel Management Agent and Siebel Management Server” on page 118.</p>

- Database Configuration Utilities installable components are listed in the following table:

Installation Option	Products
Typical, Compact, Custom	<ul style="list-style-type: none"> ■ Sample Database Support—File attachments for Siebel seed data. ■ Oracle Database Enterprise Edition—Database scripts for the Siebel Database on Oracle. See also “Guidelines for Creating Oracle Database Objects” on page 55. ■ IBM DB2 UDB for Unix and Windows—Database scripts for the Siebel Database on DB2 UDB for UNIX and Windows. See also “Guidelines for Creating DB2 UDB Database Objects” on page 70. ■ IBM DB2 UDB for z/OS—Database scripts for the Siebel Database on DB2 UDB for z/OS. (This platform is described in <i>Implementing Siebel Business Applications on DB2 UDB for z/OS.</i>) <p>NOTE: If you select Custom installation, be sure to also select Sample Database support. When Sample Database support is installed, additional files are copied to a directory in the Siebel File System after configuration. These files are required to read attachments. For more information, see “Populating the Siebel File System” on page 197.</p>

In general, using Typical is recommended for each Siebel Enterprise Server component, unless you are certain that your requirements differ from what is included in a Typical install.

For example, if you will be using Siebel Server Sync, you must install Siebel Server with a Custom installation type and select PIM Server Integration. See also *Siebel Server Sync Guide*.

NOTE: It is not possible to add items later for a Siebel Enterprise Server component if they were not part of the initial installation—you must uninstall and reinstall the component to add such items later.

If you chose Custom installation, select the components that you want to install and click Next.

For a new installation, proceed to [Step 13 on page 111](#). If you are adding products to an existing installation, go to [Step 14 on page 112](#).

- 13 Select the language or languages you are installing for your Siebel Enterprise Server and click Next.

Servers are installed with at least one language. Languages must be installed in order to run applications using these languages. The first language you install also functions as the primary (base) language for your Siebel Enterprise Server, in which your server messages and logs will display.

If you install multiple languages, when you configure the Siebel Server you can specify which installed languages to deploy and which installed language is to be the primary language.

You can install additional languages at a later date. If you add languages to an existing installation, you must also reinstall any patch releases that may have been installed after the base installation.

For more information about installing and deploying languages, see:

- [“Planning RDBMS Installation and Configuration” on page 29](#)
- [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92](#)
- [“About Installing and Deploying with Multiple Languages” on page 99](#)
- [“Preparing to Run Siebel Server Components After Installing” on page 150](#)
- *Siebel Global Deployment Guide*

The installer program performs a validation check to make sure that installation prerequisites are met. If they are not, a prompt appears, stating which installation requirement is not met. Exit the installer, satisfy the requirements, and restart the installation process.

For a new installation into this install directory, go to the next step.

If you are adding languages to an existing installation, proceed to [Step 16 on page 112](#).

The installer displays the location into which it will install the Siebel Enterprise Server components, identifies which components you elected to install, and displays the disk space required for the software you are installing.

- 14** Click Next to copy the files for the selected products into the installation location. Alternatively, to change any settings, click Back, adjust your selections, and click Next to return to this screen.

The installer proceeds to install the specified files and indicates its progress.

After all Siebel Enterprise Server files are installed, depending on which Siebel Enterprise Server components you installed, the installer may launch one or more wizards in succession, each representing a Configuration Wizard task.

- 15** Perform one of the following actions:

- Continue with configuring the components you installed (in sequence).

If you installed multiple components, you can configure all installed components or just some of them, provided you meet configuration requirements.

For detailed information about configuration, see [“Performing Configuration Tasks” on page 138](#).

- Exit all applicable Siebel Configuration Wizards and configure later. Note that you cannot operate the Siebel Enterprise Server components until they are configured.

After you complete or cancel configuration, the installer displays the following message:

The InstallShield Wizard has successfully installed Siebel Enterprise Server. Choose Finish to exit the wizard.

- 16** To exit the installer, click Finish.

To review installation log files

- If you would like to review events that occurred during the installation, you can access log files generated by the installer. Log files are located at `$SIEBEL_ROOT/log.txt`, `SIEBSRVR_ROOT/LOG`, `SIEBEL_GATEWAY_ROOT/LOG`, or similar locations.

To verify the installation

- 1 Navigate to `$SIEBEL_ROOT/gtwysrvr`, `$SIEBEL_ROOT/siebsrvr`, or another product directory.
- 2 Using a text editor like `vi`, open the `base.txt` file. It identifies the version number for the installation just completed, for example:

8.0 [20405]

See “[Reviewing the Siebel Enterprise Server Installation](#)” on page 113. For other verification, configuration, and postinstallation tasks, see [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

Reviewing the Siebel Enterprise Server Installation

This topic contains the following topics:

- “[Reviewing the Installation for Siebel Gateway Name Server](#)” on page 113
- “[Reviewing the Installation for Siebel Server](#)” on page 115
- “[Reviewing the Installation for the Database Configuration Utilities](#)” on page 117

Reviewing the Installation for Siebel Gateway Name Server

This topic is part of “[Reviewing the Siebel Enterprise Server Installation](#)” on page 113.

After installation and configuration, verify that the following Siebel Gateway Name Server folders and files now exist under the `$SIEBEL_ROOT` directory you specified during the installation.

`_uninst/`

`ses/`

`uninstall.ksh`

```
gtwysrvr/  
  
  adm n/  
  base.txt  
  bin/  
  dbtempl /  
  lang.txt  
  input/  
  install_script/  
  lib/  
  locale/  
  log/  
  objects/  
  output/  
  cfgenv.csh  
  cfgenv.sh  
  siebenv.sh  
  siebenv.sh  
  sql templ /  
  sys/  
  temp/  
  upgrade/  
  upgrade.log
```

_uninst. The files required to uninstall the program. It contains uninstall information for all products installed into the top-level directory (*\$SIEBEL_ROOT*).

ses. Contains files required to uninstall the product.

uninstall.ksh. Uninstallation script for UNIX.

gtwysrvr. Top-level directory for Siebel Gateway Name Server.

admin. The template files used for scripts that control the running and configuration of the Siebel Gateway Name Server.

bin. Siebel Gateway Name Server start script, stop script, and executable programs. Contains *ssincfgw*, used to launch the Siebel Configuration Wizard.

dbtempl. Dictionary and local database files required by Siebel Remote for regional users and mobile Web users.

input. Contains files related to Siebel Remote.

install_script. Contains files used by the UNIX installer.

lib. Siebel Gateway Name Server program library files.

locale. Language-specific files and scripts. These are not configurable.

log. Siebel Gateway Name Server logs.

objects. Empty directory. When you install the Siebel Server into the same root directory, that installation procedure populates this directory with a *language* subdirectory (such as *enu* for U.S. English) with a corresponding Siebel repository file (*siebel.srf*).

output. Contains files related to Siebel Remote.

cfgenv.csh. C shell variant of the Siebel script for setting environment variables on the server, for configuration purposes.

cfgenv.sh. Bourne shell and Korn shell variant of the Siebel script for setting environment variables on the server, for configuration purposes.

siebenv.csh. C shell variant of the Siebel script for setting environment variables on the server.

siebenv.sh. Bourne shell and Korn shell variant of the Siebel script for setting environment variables on the server.

sqltemp. Empty directory. When you install the Siebel Server into the same root directory, that installation procedure populates this directory with SQL files, containing SQL templates that can be used to create SQL statements the Siebel Server will use to perform specific database operations.

sys. The backing files and Service entry files used by the Siebel Gateway Name Server and server control utilities. Do not edit or modify these files unless instructed to do so by Siebel Technical Support.

temp. Stores temporary files generated by the Siebel Gateway Name Server.

upgrade. Files and scripts related to version upgrades of Siebel Business Applications. Also holds temporary, backup, and state log files used during an upgrade.

upgrade.log. Upgrade log file.

Reviewing the Installation for Siebel Server

This topic is part of [“Reviewing the Siebel Enterprise Server Installation”](#) on page 113.

The following minimum directories are created for the Typical selection for a Siebel Server installation. These directories, the files and subdirectories they contain, and various other files are created in the `$SIEBEL_HOME` directory you specified during the installation.

admin. The template files used for scripts that control the running and configuration of Siebel Server.

bin. Binary file directory, containing executables, scripts, and language subdirectories related to language-specific server components. Also contains files used by Siebel Technical Support for installation workarounds.

classes.

dbtempl. Contains dictionary and local database files required by Siebel Remote for regional users and Mobile Web Client users.

docking. Contains transaction files, visibility, and other databases required by Siebel Remote.

enterprises. Files specific to a particular enterprise; contains a server subdirectory that contains files specific to a particular server (for example, log files).

help. Contains help files.

input. Contains files related to Siebel Remote.

install. Contains files used by the UNIX installer.

install_script. Contains files related to installation and configuration.

isstempl. Contains templates for Customer Order Management CDA application and engine files for newly created projects. Do not modify any files in the directories `isstempl/lang/EngineSourceFiles` or `isstempl/lang/NewProjectDefault`, unless directed to do so by Oracle engineers.

IVSE.LIC. Merant ODBC Driver license file.

lex. Language-related files.

lib. Library subdirectory. Contains the *.so files used in LDAP or other applications.

locale. Contains language-specific files.

log. Contains client and utility log files.

mgmtagent. Stores files related to Siebel Management Agent, if installed with Siebel Server.

msgtempl. Stores language-specific files for mail merge.

mw. Contains MainWin binaries, libraries, and scripts that function as a Windows interface. For more information, see 473791.1 (Article ID) on My Oracle Support. This document was previously published as FAQ 2240. See also *Siebel System Administration Guide*.

nlp. Contains natural-language processing files.

objects. Contains language-specific Siebel Repository files.

NOTE: Monitoring of any SRF file by virus scanning software may significantly degrade Siebel Server performance. If you have virus scanning software installed on your computers, configure it to skip SRF files. Because these files are binary data files, the risk of virus infection is low, and so excluding these files from scanning is usually acceptable. Alternatively, you may choose to scan SRF files, but less frequently than other files.

output. Contains files related to Siebel Remote.

reports. Contains the report executable programs used by Siebel Proposals to include reports in proposals.

SDQConnector. Contains the DLLs, configuration files, and other files necessary to connect the Siebel Data Quality Universal Connector to one or more external data quality products. An external data quality product is certified through the Siebel Alliance program.

search. Contains the indexes and scripts used to administer and execute searches.

sqltempl. Contains SQL statements used by Siebel Server components. Do not modify these files.

SYBSsa90. Contains the SQL Anywhere 9 engine and an ODBC driver.

sys. The Service entry files and odbc.ini files used by the Siebel Server and server control utilities. Do not edit or modify these files unless instructed to do so by Siebel Support.

tcclient. Contains Web server-related files.

temp. Stores temporary files for use by the Siebel Server.

upgrade. Contains files and scripts related to version upgrades of Siebel Business Applications. Also holds temporary, backup, and state log files used during an upgrade.

webmaster. Contains files (including CSS files, IMG files, JS files, and others) that are updated to the Web server when the Web server is restarted, or when an administrator uses the SWE command UpdateWebImages to manually refresh the files on the Web server.

For more information, see [“Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token” on page 233](#). See also the topic about adding a password for updating Web server static files, located in *Siebel Security Guide*.

webtempl. Contains Siebel Web templates that support the applets and views required for any type of Web client for the Siebel applications.

xml. Web server-related files.

base.txt. Contains version information for this installation.

language.txt. Contains version and language information, where *language* is the three-letter code for an installed language, such as enu, cht, and so on.

upgrade.log. Contains information logged from upgrading.

Reviewing the Installation for the Database Configuration Utilities

This topic is part of [“Reviewing the Siebel Enterprise Server Installation” on page 113](#).

Review the directory structure created by the Database Configuration Utilities installation, as illustrated in this topic. The example that follows results from performing a Custom installation.

The Database Configuration Utilities are installed in the *DBSRVR_ROOT* directory within the Siebel root directory you specified during Siebel Server installation; by default, it is installed in /siebel/dbsrvr. The *DBSRVR_ROOT* directory contains the following subdirectories:

bin. Contains files for internal use.

common. Contains database platform-independent files.

db_server (oracle, db2udb, or db2390). Contains scripts specific to your database, including upgrade scripts for previous versions of Siebel applications.

dboutput (DB2 for z/OS only). Contains subdirectories in which DDL is deposited by the installer for later transfer to the DB2 host when the Siebel Schema installation option, Generate DDL Into Files, is chosen.

siebproc (DB2 UDB only). Contains User Defined Functions (UDFs) and stored procedures for DB2 UDB for UNIX and Windows, by OS platform. See also [“Installing the Stored Procedures and User-Defined Functions on DB2 UDB” on page 188](#).

aix. UDFs and stored procedures for DB2 UDB on AIX.

hpux. UDFs and stored procedures for DB2 UDB on HP-UX.

linux. UDFs and stored procedures for DB2 UDB on Linux.

solaris. UDFs and stored procedures for DB2 UDB on Solaris.

win32. UDFs and stored procedures for DB2 UDB on Windows.

sqlproc (DB2 UDB only). Contains subdirectories that contain the SAR (stored procedure archive) files for all supported OS platforms installed on the server.

aix. Stored procedures for DB2 UDB on AIX.

hpux. Stored procedures for DB2 UDB on HP-UX.

linux. Stored procedures for DB2 UDB on Linux.

solaris. Stored procedures for DB2 UDB on Solaris.

win32. Stored procedures for DB2 UDB on Windows.

storproc (DB2 for z/OS only). Contains stored procedures for DB2 for z/OS.

upgrade. Directories containing files to enable upgrading from specific versions of Siebel Business Applications that are supported for upgrade to the current release.

language. Contains language- and database-specific files for the ancestor repository and supporting files. For example, ENU would contain language-specific files for U.S. English, and DEU would contain language-specific files for German.

files. This directory contains sample file attachments and is created if you install Sample File Attachments. You must copy these files to the appropriate subdirectory of the Siebel File System. See [“Populating the Siebel File System” on page 197](#).

locale. Contains translation files (used by Oracle only).

Installing Siebel Management Agent and Siebel Management Server

This topic provides instructions for installing Siebel Management Agent and Siebel Management Server. Management Server includes Siebel Diagnostic Tool. It includes the following subtopics:

- [“About Siebel Management Agent and Siebel Management Server” on page 119](#)
- [“Requirements for Installing Siebel Management Agent and Siebel Management Server” on page 119](#)
- [“Installing Siebel Management Agent” on page 121](#)

- [“Installing Siebel Management Server” on page 123](#)

About Siebel Management Agent and Siebel Management Server

This topic is part of [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#).

Siebel Management Agent and Siebel Management Server are infrastructure components that support the Siebel Application Deployment Manager (ADM) and Siebel Diagnostic Tool features. These components collectively are also referred to as the Siebel Management Framework.

The Siebel Management Server installation includes Siebel Diagnostic Tool, which makes use of Management Server. Management Server needs to be installed only once, usually on a dedicated management station. You can use the same Management Server with one or more Siebel Enterprises.

Siebel Management Agent must be installed on all servers that are to be used with Siebel ADM or Siebel Diagnostic Tool. Management Agent is installed with Siebel Server by default.

For all deployments of Siebel Management Server and Management Agent, Management Server communicates with installed instances of Management Agent.

For detailed information about ADM, including postinstallation tasks for ADM deployments, see *Siebel Application Deployment Manager Guide*.

For detailed information about Siebel Diagnostic Tool, see *Siebel System Monitoring and Diagnostics Guide*.

For detailed information about supported platforms for Management Agent and Management Server, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For security-related information, see *Siebel Security Guide*.

Requirements for Installing Siebel Management Agent and Siebel Management Server

This topic is part of [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#).

This topic describes requirements and prerequisite tasks for installing Siebel Management Agent or Siebel Management Server.

- Using Siebel Image Creator, create a Siebel installation image on your network that includes the files required to install Siebel Management Agent and Siebel Management Server for all applicable platforms.
 - Siebel Management Agent can be installed on either Microsoft Windows or supported UNIX platforms.
 - Siebel Management Server can only be installed on Microsoft Windows.

NOTE: It is recommended to include Siebel Management Agent for each applicable platform in your installation image, even if you intend to install Management Agent with Siebel Server rather than install it separately.

For more information about using Image Creator, see [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)

- Machines that host Siebel Management Agent or Management Server must have the correct version of JRE or J2SE installed. For details, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- If you will be using Perl scripts as part of the configuration process described in [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 177](#), then the machines that host Siebel Management Agent or Management Server must have a recent version of Perl installed. The Perl installation directory must be correctly referenced in the PATH environment variable.
- If you intend to use Secure Sockets Layers (SSL) with Siebel Management Agent or Management Server, you must review all applicable information before you install and configure the software. For details, see *Siebel Security Guide*.

NOTE: If you are not yet ready to configure SSL, it is strongly recommended to postpone installation or configuration of Management Agent and Management Server until you are fully ready to configure SSL for these components.

- Determine your installation and configuration strategy for your Siebel Servers, Siebel Management Agents, and Siebel Management Server. Review the remaining points in this topic.
- Siebel Management Agent can be installed on Siebel Server machines on all supported Windows and UNIX operating systems.
 - For a typical Siebel Server install type, Siebel Management Agent is installed with Siebel Server automatically. In this scenario, the Configuration Wizard for Management Agent launches after you install and configure the Siebel Server. For Siebel Server installation instructions, see [“Installing Siebel Enterprise Server Components” on page 107](#).
 - For a custom Siebel Server install type, you can include Siebel Management Agent or deselect it to exclude it from the installation. If you exclude Siebel Management Agent but require it, you must install it separately. In this scenario, the Management Agent Configuration Wizard launches after you install Management Agent separately. For separate Management Agent installation instructions, see [“Installing Siebel Management Agent” on page 121](#).
- Uninstallation options for Siebel Management Agent are different for each of the above approaches. See also [Chapter 14, “Uninstalling Siebel Business Applications.”](#)
 - If you install Management Agent as part of Siebel Server installation, you cannot uninstall it separately. Uninstalling Siebel Server uninstalls this instance of Management Agent.
 - If you install Management Agent separately onto a Siebel Server machine, then you can uninstall it independently of Siebel Server.

- Siebel Management Server can only be installed on Microsoft Windows.
One instance of Siebel Management Server can support one or more Siebel Enterprises.
The Management Server Configuration Wizard launches after you install Management Server. For installation instructions, see [“Installing Siebel Management Server” on page 123](#).
- Before you install and configure Siebel Management Server, you must install and configure at least one instance of Siebel Management Agent. Ideally, you will have installed all your Siebel Servers and Management Agents. The Management Server Configuration Wizard can register one or two Management Agents with the Management Server. You can register additional Management Agents by using Perl scripts provided with the software.
- For Siebel Management Agent and Management Server configuration tasks, see:
 - [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#)
 - [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#)
 - [“Launching the Siebel Configuration Wizard” on page 133](#)
- Using Siebel Diagnostic Tool requires that you license Oracle Application Management Pack for Siebel. For more information about this management pack, see the Enterprise Manager Licensing Guide in the documentation library for Oracle Enterprise Manager 10g Release 3 (10.2.0.3). You can access this library on the Oracle Technology Network at <http://www.oracle.com/technology>.
- **(AIX only)** Before installing Siebel Management Agent, verify that the login ID performing installation has permission to run `sl i bcl ean` by asking the administrator to change the permission as follows:

```
chmod 6555 /usr/sbin/sl i bcl ean
```

Installing Siebel Management Agent

This topic is part of [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#).

This topic describes how to install Siebel Management Agent in a Siebel environment, in a separate installation.

Before you start the installation tasks described here, review the requirements and make sure you adhere to those that apply for the installation of Siebel Management Agent. For details, see [“Requirements for Installing Siebel Management Agent and Siebel Management Server” on page 119](#).

Siebel Management Agent can be installed in a Siebel environment that is hosted in a supported Windows or UNIX environment. If your Siebel environment contains multiple Siebel Servers, you can install Siebel Management Agent on all servers that are deployed to by Siebel ADM or monitored with the Siebel Diagnostic Tool.

NOTE: By default, Siebel Management Agent is installed when you install Siebel Server. If you install an instance of Siebel Management Agent as part of Siebel Server installation, you can ignore the content in this topic and proceed to configuring Management Agent, as described in [“Configuring Siebel Management Agent” on page 169](#).

This topic describes how to install Siebel Management Agent if you *did not* install it as part of the Siebel Server installation.

NOTE: The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support. See also “About Installing Siebel Releases” on page 21.

To install Siebel Management Agent

1 Log on to the machine that hosts the Siebel Server where you want to install Siebel Management Agent.

2 **(AIX only)** Execute the following command:

```
/usr/sbin/slibclean
```

For more information, see “Requirements for Installing Siebel Management Agent and Siebel Management Server” on page 119.

3 Navigate to the Siebel image location that contains the installer for Siebel Management Agent. For example, navigate to:

```
Siebel_Image\Operating_System\Server\Siebel_Management_Agent
```

where:

- *Siebel_Image* = The directory for your Siebel network image, such as D:\Siebel_Install_Image\8.0.0.0 on Microsoft Windows.
- *Operating_System* = The directory name that corresponds to the name of the operating system for which you want to obtain the installation files. For example, Solaris for Oracle Solaris, Windows for Microsoft Windows, and so on.

4 Execute the appropriate command, as shown in the following table:

For this operating system	Execute this file
Microsoft Windows	setup.exe
AIX	setupaix
HP-UX	setuphp
Linux	setuplinux
Solaris	setupsol

NOTE: For more information on supported platforms, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

The screen Welcome to InstallShield Wizard for Siebel Management Agent appears.

5 Click Next to proceed.

A screen appears that asks you to specify the location where you install Siebel Management Agent.

- 6 Accept the default directory location proposed by the installer or enter an alternative directory to install Siebel Management Agent, then click Next.

The default installation directory is C:\sba80\mgmtagent on Microsoft Windows, or /siebel/mgmtagent on UNIX platforms.

NOTE: The installation directory location must not contain spaces; underscores are allowed.

The installer displays the location into which it will install the Siebel Management Agent, and displays the disk space required for the installation.

- 7 Review the information and take the appropriate action:
 - If the information is incorrect, click Back to correct the installation location.
 - If the information is correct, click Next.

The InstallShield Wizard starts installation of Siebel Management Agent.

On completion of the installation, a configuration wizard appears: Siebel Configuration Wizard – Siebel Management Agent Configuration.

- 8 Either configure the Management Agent now, or cancel the wizard and configure it later.

For information on the values to enter in this wizard, see [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#).
- 9 Click Finish to close the installer wizard.
- 10 After installation is complete, review the installer log file to make sure no errors occurred during installation.

On both Microsoft Windows and UNIX platforms, the installer writes output to a log file, log.txt, which is stored in the Siebel Management Agent installation directory.

Installing Siebel Management Server

This topic is part of [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#).

This topic describes how to install Siebel Management Server on a Microsoft Windows server in a Siebel environment.

Before you start the installation tasks described here, review the requirements and make sure you adhere to those that apply for the installation of Siebel Management Server. For details, see [“Requirements for Installing Siebel Management Agent and Siebel Management Server” on page 119](#).

NOTE: The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support. See also [“About Installing Siebel Releases” on page 21](#).

To install Siebel Management Server

- 1 Log on to the Microsoft Windows server machine where you want to install Siebel Management Server.

- 2 Navigate to the Siebel image location that contains the installer for Siebel Management Server. For example, navigate to:

Siebel_Image\Windows\Server\Siebel_Management_Server

where:

- *Siebel_Image* = The directory for your Siebel network image, such as:

D:\Siebel_Install_Image\8.0.0.0

- 3 Double-click setup.exe.

The screen Welcome to InstallShield Wizard for Siebel Management Server with Diagnostic Tool appears.

- 4 Click Next to proceed.

A screen appears that asks you to specify the location where you install Siebel Management Server.

- 5 Accept the default directory location proposed by the installer or enter an alternative directory to install Siebel Management Server, then click Next.

The default installation directory is C:\sba80\mgmtrsvr.

NOTE: The installation directory location must not contain spaces; underscores are allowed.

The installer displays the location into which it will install the Siebel Management Server, and displays the disk space required for the installation.

- 6 Review the information and take the appropriate action:

- If the information is incorrect, click Back to correct the installation location.
- If the information is correct, click Next.

The InstallShield Wizard starts installation of Siebel Management Server.

On completion of the installation, a configuration wizard appears: Siebel Configuration Wizard – Siebel Management Server Configuration.

- 7 Either configure the Management Server now, or cancel the wizard and configure it later.

For information on the values to enter in this wizard, see [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#).

- 8 Click Finish to close the installer wizard.

- 9 After installation is complete, review the installer log file to make sure no errors occurred during installation.

The installer writes output to a log file, log.txt, which is stored in the Siebel Management Server installation directory.

Command-Line Options for Siebel Installers and Wizards

Siebel Business Applications installer programs, Siebel Configuration Wizards, and the Siebel Image Creator utility, can be run at the command line with any of the following flags optionally appended to the installer command. For additional Configuration Wizard options, see [“Launching the Siebel Configuration Wizard” on page 133](#).

Options for All Wizards

The options below apply to Siebel installers, Configuration Wizards, and Image Creator.

- `-i s:l og /logfile`

where:

- `/logfile` = The full path name and the name of a log file to be generated (for example, `/usr/tmp/gateway.log`)

Generates an additional log file. The logging information in the file is limited to initialization errors, such as those relating to the JRE. Use this flag for debugging or for troubleshooting when you cannot invoke the installer.

NOTE: The default log file that records status errors during installation is created in the `$SIEBEL_ROOT` directory.

- `-i s:j avaconsol e -consol e`

Generates a script-type (non-GUI) user interface called console mode. This method is most useful when installing or configuring over a WAN or VPN, or where the text display of console mode is preferable to GUI mode for other reasons. For more information, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#) See also [“Creating a Siebel Installation Image” on page 80](#) and [“Launching the Siebel Configuration Wizard” on page 133](#).

- `-i s: tempdi r temp_directory_location`

Directs the installer to the location to use for temporary installation-related files. If the default directory is not suitable or does not have the required free space, you can designate another location. For more information, see [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#).

Options for Installers

The options below apply to Siebel installers (server products only).

- `-args RECORD=full_path_to_installation_response_file`

Runs the installer in record mode. Record mode does not perform actual installation, but rather outputs a siebel.ini file that includes changes based on inputs made during the installer session.

You would use this siebel.ini file as part of an unattended installation.

After you create a siebel.ini file using record mode, you must place the file in the correct product directory where the installer program is located. Or, you can place the file in some other location, and run the installer using the `-args SS_SETUP_INI` argument (described below) to point to the location of the file you created using record mode.

Validations are performed in record mode as if the installer were running in live mode (normal installation). It is strongly recommended to run the installer on a machine that has similar resources and configuration settings as the target machine on which the actual installation will be performed.

NOTE: There must be no spaces before and after the equals sign in the command.

See also [Chapter 12, "Installing and Configuring in Unattended and Console Modes."](#)

- `-args SS_SETUP_INI=full_path_to_installation_response_file`

Runs the installer using a siebel.ini file at a location you designate. If this option is not used, then the installer uses the siebel.ini file located in the same product directory where the installer program is located.

NOTE: There must be no spaces before and after the equals sign in the command.

See also [Chapter 12, "Installing and Configuring in Unattended and Console Modes."](#)

6

Configuring Siebel Enterprise Server and Related Components

This chapter explains how to configure the Siebel Enterprise Server components, and describes important tasks you must perform after installing and configuring. It includes the following topics:

- [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#)
- [“Launching the Siebel Configuration Wizard” on page 133](#)
- [“Performing Configuration Tasks” on page 138](#)
- [“Verifying the Siebel Gateway Name Server Has Started” on page 142](#)
- [“Configuring the Siebel Gateway Name Server for Automatic Start” on page 143](#)
- [“Postinstallation Tasks for Siebel Server” on page 146](#)
- [“Verifying the ODBC Data Source” on page 147](#)
- [“Establishing Network Connectivity for Mobile Users” on page 150](#)
- [“Preparing to Run Siebel Server Components After Installing” on page 150](#)
- [“Configuring Load Balancing for Siebel Applications” on page 152](#)
- [“Configuring the Siebel Server for Automatic Start” on page 157](#)
- [“Managing Environment Variables” on page 161](#)
- [“Installing Additional Siebel Servers for an Existing Siebel Enterprise Server” on page 163](#)
- [“Troubleshooting Siebel Enterprise Server Installation and Configuration” on page 163](#)
- [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#)

About Configuring Siebel Enterprise Server and Related Components

This topic provides important background information about configuring Siebel Enterprise Server components and certain other installable components of Siebel Business Applications. Configuration tasks are performed after installation, using the Siebel Configuration Wizard.

For instructions for launching the Siebel Configuration Wizard, see [“Launching the Siebel Configuration Wizard” on page 133](#).

The Siebel Enterprise Server components you can install include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector (support files). Installation for these components is described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

Configuration of Siebel Gateway Name Server, Siebel Enterprise, and Siebel Server are described in this chapter. Configuration of the Siebel Database using the Database Configuration Wizard (part of Database Configuration Utilities) is described in [Chapter 7, “Configuring the Siebel Database.”](#) EAI Connector files require no configuration.

After you install one or more Siebel Enterprise Server components, the Siebel Configuration Wizard launches automatically so you can perform tasks to configure the components you installed. Optionally, you can exit the Configuration Wizard and configure these components later. Some Configuration Wizards can be run multiple times, while others must be run only once.

Configuration of the Siebel Web Server Extension (SWSE) logical profile and of each physical SWSE is described in [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#) You must configure at least one logical profile before you configure individual SWSE instances.

The Configuration Wizard framework supports configuration tasks for multiple components in the Siebel Business Applications, including Siebel Enterprise Server, SWSE, Siebel Management Agent, Siebel Management Server, and other items.

Management Agent may be installed as part of a Siebel Server installation, or installed separately. See [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#) and [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#).

NOTE: This guide generally refers to the *Siebel Configuration Wizard* for the overall wizard used for any or all configuration contexts. Depending on the context, this guide may instead refer to a wizard using a more specific name, such as the Siebel Server Configuration Wizard.

This topic includes the following subtopics:

- [“Configuration Wizard Differences in Release 8.0” on page 128](#)
- [“Configuration Wizards Associated with Installable Components” on page 130](#)
- [“Configuration Wizards and Associated Model Files” on page 131](#)

Configuration Wizard Differences in Release 8.0

This topic is part of [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#).

The Siebel Configuration Wizards have changed significantly for Siebel Business Applications release 8.0. In other ways, the wizards function similarly to previous releases. Note the following capabilities and characteristics:

- For certain components, you can launch the Configuration Wizard multiple times to perform different tasks and in some cases to reconfigure components previously configured.
- Configuration Wizards display more explanatory text than in previous releases. For some details formerly documented in this guide, refer to the wizard text itself.

- Configuration for some components can optionally be done in offline mode (also known as record mode). Using offline mode generates a response file in XML format that can be executed later (in execute mode) to perform actual configuration. Otherwise, configuration is done in real time using live mode (the default). For Siebel Enterprise Server configuration tasks using live mode, you must be connected to the Siebel Gateway Name Server.

Using response files also facilitates configuration of multiple servers that are to be similarly configured. For example, you can copy a response file created for configuring one Siebel Server, modify the host name and port number details to be suitable for another Siebel Server that is to be similarly configured, and then execute the response file to configure this second Siebel Server.

NOTE: For several components, the Configuration Wizard can run in live mode only—including the Database Configuration Wizard and the Configuration Wizards for Management Server (Windows only) and Management Agent.

Running the Configuration Wizards in offline mode can allow you to practice or rehearse your configuration tasks. Some requirements or validations that may apply in live mode (such as the ability to connect to the Siebel Gateway Name Server or the need to specify an existing defined Siebel Enterprise) do not apply in offline mode.

- The command-line syntax for running the Configuration Wizard has changed. The syntax is now similar for both Windows and UNIX platforms, because the underlying framework (the configuration engine) is now similar for both platforms. The wizard uses the executable program `ssincfgw.exe` (Windows) or `ssincfgw` (UNIX platforms).
- SWSE logical profiles enable some configuration to be done separately from physical configuration of installed instances of Siebel Web Server Extension (SWSE). SWSE is initially configured through a logical profile, which is then used for physical configuration.

Before you run the Configuration Wizard for the SWSE, you must have created an SWSE logical profile using the Configuration Wizard available from installing the Siebel Enterprise Server (when Siebel Gateway Name Server is included). When you configure each SWSE instance, you specify the location of the SWSE logical profile you created.

- Configuration on UNIX platforms has changed. New environment files are generated when you install: `cfgenv.csh` (for C shell) and `cfgenv.sh` (for Bourne shell or Korn shell). On UNIX platforms, before you run the Configuration Wizard to manually configure a Siebel product, you must source the appropriate environment file for your shell type. This step applies only when you manually launch the Configuration Wizard. See also [“Procedures for Launching Configuration Wizards” on page 134](#).
- Secure Sockets Layer (SSL) configuration is now part of Siebel Enterprise Server, Siebel Server, or SWSE configuration tasks. No separate wizards are invoked for this purpose.
- LDAP/ADSI security adapter configuration is now part of Siebel Enterprise Server or Siebel Server configuration. No separate wizard is used for this purpose.

Configuration Wizards Associated with Installable Components

This topic is part of “[About Configuring Siebel Enterprise Server and Related Components](#)” on page 127.

For a list of the Configuration Wizards associated with selected installable server-based components in Siebel Business Applications, see [Table 13 on page 130](#).

Table 13. Configuration Wizards for Siebel Business Applications Components

Component Installed	Associated Configuration Wizard
Siebel Enterprise Server: Siebel Gateway Name Server	<p>The Siebel Configuration Wizard is the wizard associated with this component. The wizard’s title bar displays the name Siebel Business Applications Configuration Wizard. This wizard is described in this chapter.</p> <p>This wizard is launched automatically following installation. You perform tasks to configure the Siebel Gateway Name Server, the Siebel Enterprise, and the SWSE logical profile. Alternatively, you can cancel the wizard and launch the wizard again later to configure.</p>
Siebel Enterprise Server: Siebel Server	<p>The Siebel Server Configuration Wizard is the wizard associated with this component. This wizard is described in this chapter.</p> <p>This wizard is launched automatically following installation. You perform tasks to configure the Siebel Server. Alternatively, you can cancel the wizard and launch the wizard again later to configure.</p>
Siebel Enterprise Server: Database Configuration Utilities	<p>The Database Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in Chapter 7, “Configuring the Siebel Database.”</p> <p>This wizard is <i>not</i> launched automatically following installation.</p>
Siebel Web Server Extension (SWSE)	<p>The Siebel Web Server Extension Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”</p> <p>This wizard is launched automatically following SWSE installation. You perform tasks to configure the SWSE. Alternatively, you can cancel the wizard and launch the wizard again later to configure. Before configuring, you must have created an SWSE logical profile.</p>
Siebel Management Agent (when installed with Siebel Enterprise Server: Siebel Server)	<p>The Management Agent Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in “Configuring Siebel Management Agent” on page 169.</p> <p>This wizard is launched automatically following installation. Alternatively, you can cancel the wizard and launch the wizard again later to configure. This wizard must only be run once per installed component.</p>

Table 13. Configuration Wizards for Siebel Business Applications Components

Component Installed	Associated Configuration Wizard
Siebel Management Agent (when installed separately)	<p>The Management Agent Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in “Configuring Siebel Management Agent” on page 169.</p> <p>This wizard is launched automatically following installation. Alternatively, you can cancel the wizard and launch the wizard again later to configure. This wizard must only be run once per installed component.</p>
Siebel Management Server	<p>The Management Server Configuration Wizard is the Configuration Wizard associated with this component (available only on Windows). This wizard is described in “Configuring Siebel Management Server” on page 173.</p> <p>No Windows shortcut is created when Management Server is installed. If you need to launch the wizard manually, use a command similar to the following:</p> <pre>C:\sba80\mgmtsrvr\bin\ssincfgw.exe -args LANG=<i>language</i> REPEAT=FALSE MODEL_FILE=C:\sba80\mgmtsrvr\admin\mgmtserver.scm</pre> <p>This wizard is launched automatically following installation. Alternatively, you can cancel the wizard and launch the wizard again later to configure. This wizard must only be run once per installed component.</p>
Siebel Enterprise Server: EAI Connector	Not applicable. No Configuration Wizard is associated with this component.
Siebel Charts Server	<p>Not applicable. No Configuration Wizard is associated with this component (which uses a third-party installer). Siebel Charts configuration is part of installation. You specify configuration-related information before files are copied to the target machine.</p> <p>For details, see Chapter 11, “Installing Siebel Charts.”</p>
Siebel Strong Encryption Pack	Not applicable. No Configuration Wizard is associated with this component.

Configuration Wizards and Associated Model Files

This topic is part of [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#).

Each Configuration Wizard corresponds to a model file (extension .scm), which controls the screens that are displayed. For a list of Configuration Wizards and the main model files they use, see [Table 14 on page 132](#).

- If you run the wizard using a shortcut (for Windows only), the applicable model file is automatically specified.

- If you run the wizard at the command line, you specify which model file to use.
- If you do not specify a model file, you can select the model file from a menu after the wizard launches. Options listed correspond to the entries in the Model Name column in the table below.

Some model files call additional model files, including common.scm and mgmtagent.scm. The model files listed below are those which are directly used when launching a Configuration Wizard.

NOTE: Some model files are used only for Siebel Business Applications (horizontal products) or only for Siebel Industry Applications (vertical products). Model files with file names containing “_sia” are used only for Siebel Industry Applications.

Table 14. Configuration Wizards and Associated Model Files

Displayed Title of Configuration Wizard	Model Name	Model File
Siebel Business Applications Configuration Wizard	Enterprise Configuration	enterprise_console.scm enterprise_console_sia.scm
Siebel Server Configuration Wizard	Siebel Server Configuration	siebel_server.scm siebel_server_sia.scm
Database Configuration Wizard	Database Configuration Utilities	dbsrvr.scm
Siebel Web Server Extension Configuration Wizard	Siebel Web Server Configuration	swse_server.scm
Siebel Management Agent Configuration Wizard	Siebel Management Agent Configuration	mgmtagent_ses.scm (if installed with Siebel Server) mgmtagent_only.scm (if installed separately)
Siebel Management Server Configuration Wizard (Windows only)	Siebel Management Server Configuration	mgmtserver.scm
Siebel FastTrack Wizard (Windows only)	Siebel Enterprise Configuration	gtwysmbwrapper.scm enterprisesmbwrapper_sia.scm

Launching the Siebel Configuration Wizard

This topic describes how to launch the Siebel Configuration Wizard.

For more information about this wizard and how it is used by various installable Siebel products, see [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#).

After you install the Siebel Gateway Name Server, Siebel Server, or Siebel Web Server Extension, the Configuration Wizard starts automatically. If you exited the wizard after installation, you can relaunch it, as described in this topic.

Any wizard that is not launched automatically can be run later. For example, the Database Configuration Wizard does not launch automatically. After installation, you must perform certain tasks before you manually launch this wizard.

The Configuration Wizard displays in its title bar the name *Siebel Configuration Wizard*, followed by an additional title that identifies what you are configuring. Which title and which screens display depends on what you are configuring. See also [“Configuration Wizards Associated with Installable Components” on page 130](#) and [“Configuration Wizards and Associated Model Files” on page 131](#).

The Siebel Configuration Wizard automatically runs in the language you are currently using, so make sure you have the correct language set at the operating system level. For more information, see [“The Language in Which Siebel Installers and Wizards Run” on page 32](#).

NOTE: You cannot operate any Siebel Enterprise Server components until you have configured them. Also, you must be running the Siebel Gateway Name Server in order to configure the Siebel Enterprise or the Siebel Server.

For instructions for configuring particular components, see:

- [“Performing Configuration Tasks” on page 138](#)
- [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#)
- [“Configuring the Siebel Database on the RDBMS” on page 189](#)
- [“Configuring the SWSE” on page 214](#)

CAUTION: The Siebel Configuration Wizards support initial configuration of Siebel Business Applications and provide limited capability to reconfigure components that have already been configured. For example, you can use the wizard to modify Siebel Enterprise Server settings. However, to reconfigure an existing Siebel Server, you can remove an existing Siebel Server configuration and then re-create it. Alternatively, to modify existing Siebel Enterprise or Siebel Server settings, use Siebel Server Manager. For more information about the tasks each wizard supports, see [“Performing Configuration Tasks” on page 138](#).

This topic includes the following subtopics:

- [“Procedures for Launching Configuration Wizards” on page 134](#)
- [“Configuration Wizard Syntax Elements” on page 135](#)
- [“Commands for Launching Configuration Wizards” on page 137](#)

Procedures for Launching Configuration Wizards

This topic is part of “[Launching the Siebel Configuration Wizard](#)” on page 133.

Procedures are presented below for launching the Siebel Configuration Wizard.

For Windows-based procedures, see *Siebel Installation Guide for Microsoft Windows*.

NOTE: Siebel Management Agent requires Siebel Management Server, which is available for Windows only.

To launch a wizard from a shell window

- 1 Open a shell window and navigate to the BIN subdirectory of the installed component you want to configure within your *SIEBEL_ROOT* directory.
 - For Siebel Gateway Name Server and Siebel Enterprise, navigate to a directory like `/export/home/siebel/gtwysrvr/BIN`. Also navigate here if you will configure an SWSE logical profile.
 - For Siebel Server or Database Configuration Utilities, navigate to a directory like `/export/home/siebel/siebsrvr/BIN`.
 - For Siebel Web Server Extension (SWSE), navigate to a directory like `/export/home/siebel/sweapp/BIN`.
 - For Siebel Management Agent (if installed with Siebel Server), navigate to a directory like `/export/home/siebel/siebsrvr/mgmtagent/BIN`.
 - For Siebel Management Agent (if installed separately), navigate to a directory like `/export/home/siebel/mgmtagent/BIN`.
- 2 Enter a command to source one of the following environment files: `cfgenv.csh` (for C shell) or `cfgenv.sh` (for Bourne shell or Korn shell).

NOTE: The above step is required before launching the Configuration Wizard manually in any applicable mode. When the installer launches the Configuration Wizard automatically (in GUI mode or unattended mode), this step is not required. For more information about unattended mode, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

- 3 Enter a command similar to one of the following for configuring:

GUI mode:

```
./ssi ncfgw -args LANG=language MODE=mode MODEL_FILE=model_file
```

Console mode:

```
./ssi ncfgw -args LANG=language MODE=mode MODEL_FILE=model_file  
-i s:j avaconsol e -consol e
```

For more information about console mode, see “[Command-Line Options for Siebel Installers and Wizards](#)” on page 125 and [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

- 4 Enter a command similar to the following for executing a configuration response file:

GUI mode:

```
./ssi ncfgw -args LANG=language MODE=mode IN_RESPONSE_FILE=response_file
```

Console mode:

```
./ssi ncfgw -args LANG=language MODE=mode IN_RESPONSE_FILE=response_file  
-i s: j avaconsol e -consol e
```

For descriptions of syntax elements and examples for launching the Configuration Wizard from a command line, see [“Configuration Wizard Syntax Elements” on page 135](#) and [“Commands for Launching Configuration Wizards” on page 137](#).

Configuration Wizard Syntax Elements

This topic is part of [“Launching the Siebel Configuration Wizard” on page 133](#).

This topic describes the command-line syntax for launching the Configuration Wizard.

NOTE: For additional command-line options, see [“Command-Line Options for Siebel Installers and Wizards” on page 125](#).

The command-line syntax for launching the Configuration Wizard includes the following elements:

- LANG=*language*. The language code (such as FRA for French) in which you want to run the Configuration Wizard. The language must be one of those you installed with the software.

If the LANG flag is not used, the language for the Configuration Wizard session comes from the setting of the SIEBEL_LANGUAGE environment variable. Otherwise, the language comes from the current operating system locale.

See also [“The Language in Which Siebel Installers and Wizards Run” on page 32](#).

- VISIBILITY=*visibility_mode*. Either ENTERPRISE (for Enterprise mode) or SMB (for SMB mode, for small-to-medium businesses). Enterprise visibility mode is the default.

NOTE: SMB visibility mode is not supported for Configuration Wizards running on UNIX platforms or for Configuration Wizards for the Windows-based product Siebel Management Server. For more information about SMB mode, see *Siebel Installation Guide for Microsoft Windows*.

- MODE=*mode*. LIVE (for live mode, the default), RECORD (for offline mode, also known as record mode), or EXECUTE (for execute mode).

NOTE: Offline mode and execute mode are not supported for the Database Configuration Wizard, Management Agent Configuration Wizard, or Management Server Configuration Wizard. These wizards always run in live mode.

- **Live mode.** Live mode is the default. In live mode, wizards for configuring Siebel Enterprise Server components connect directly to the Siebel Gateway Name Server (for products that also support offline mode).
- **Offline mode.** Offline mode saves your configuration into an XML response file, which you can execute later using execute mode.

In offline mode, you are prompted to save a configuration response file with one of the following default file names (derived from the model file names):

- Siebel Configuration Wizard (Enterprise Configuration) = default_enterprise_console.xml
- Siebel Server Configuration Wizard = default_siebel_server.xml
- SWSE Configuration Wizard = default_swse_server.xml

- **Execute mode.** Execute mode (also referred to as unattended configuration mode) executes an XML response file you previously saved using offline mode. Running the Configuration Wizard in execute mode requires you to specify the name of the configuration response file you are executing. Screens that would normally display are not displayed, because the applicable data is already stored in the response file.

To run the Configuration Wizard in execute mode, launch it from the command line with the necessary arguments, as shown in the example in [“Procedures for Launching Configuration Wizards” on page 134](#).

To run the wizard in execute mode automatically after unattended installation, you would edit the product’s siebel.ini file to launch configuration using the specified configuration response file. For more information, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

- **IN_RESPONSE_FILE=*response_file*.** The name of the configuration response file you are executing. This option is used only for execute mode, where supported. In offline mode, you save a configuration response file to be executed later in execute mode.

NOTE: The **IN_RESPONSE_FILE** option is never used in conjunction with the **MODEL_FILE** option.

- **MODEL_FILE=*model_file*.** The name of the model file, which controls the screens displayed in the wizard. If no model file is specified, when the wizard starts you are prompted to specify which model file to use.

For details on the available options, see [“Configuration Wizards and Associated Model Files” on page 131](#).

- **REPEAT=TRUE** (default) or **REPEAT=FALSE**. The Configuration Wizard runs by default in repeat mode (REPEAT=TRUE), so you can perform multiple configuration tasks in the same session.

For example, after installing the Siebel Gateway Name Server, you can configure the Gateway Name Server, and then configure the Siebel Enterprise and the SWSE logical profile, before you exit the wizard.

If REPEAT=FALSE, the wizard exits after a configuration task completes. This setting may be appropriate to use if you edit the siebel.ini file to automatically launch unattended configuration (where the Configuration Wizard runs using execute mode) after installation. For more information, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

For the Management Agent and Management Server Configuration Wizards, REPEAT=FALSE is recommended.

Commands for Launching Configuration Wizards

This topic is part of “[Launching the Siebel Configuration Wizard](#)” on page 133.

This topic describes commands for launching the Configuration Wizard at the command line.

Some syntax elements are optional or are used only in particular contexts. For detailed descriptions of the syntax elements, see “[Configuration Wizard Syntax Elements](#)” on page 135.

Use commands similar to the following for launching specific Configuration Wizards in GUI or console mode.

NOTE: For execute mode (unattended configuration), omit `MODEL_FILE` and use `MODE=EXECUTE IN_RESPONSE_FILE=response_file`. For information about automatically launching unattended configuration after installation, see [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

- Siebel Configuration Wizard (Siebel Enterprise Configuration):

```
ssi ncfgw -args LANG=language MODE=mode MODEL_FILE=SIEBEL_ROOT/gtwysrvr/admin/enterpri se_consol e. scm
```

- Siebel Server Configuration Wizard:

```
ssi ncfgw -args LANG=language MODE=mode MODEL_FILE=SIEBEL_ROOT/siebsrvr/admin/siebel_server. scm
```

- Database Configuration Wizard:

```
ssi ncfgw -args LANG=language MODEL_FILE=SIEBEL_ROOT/siebsrvr/admin/dbsrvr. scm
```

- Siebel Web Server Extension Configuration Wizard:

```
ssi ncfgw -args LANG=language MODE=mode MODEL_FILE=SWSE_ROOT/admin/swse_server. scm
```

- Siebel Management Agent Configuration Wizard (if installed with Siebel Server):

```
ssi ncfgw -args LANG=language REPEAT=FALSE MODEL_FILE=SIEBEL_ROOT/siebsrvr/mgmtagent/admin/mgmtagent_ses. scm
```

- Siebel Management Agent Configuration Wizard (if installed separately):

```
ssi ncfgw -args LANG=language REPEAT=FALSE MODEL_FILE=SIEBEL_ROOT/mgmtagent/admin/mgmtagent_onl y. scm
```

- Siebel Management Server Configuration Wizard (Windows only):

```
ssi ncfgw. exe -args LANG=language REPEAT=FALSE MODEL_FILE=SIEBEL_ROOT\mgmtsrvr\admin\mgmtserver. scm
```

where:

- *language* = The language code (such as FRA for French) in which you want to run the Configuration Wizard. The language must be one of those you installed with the software.
- *SIEBEL_ROOT* = The top-level root directory for the Siebel Enterprise Server installation (such as /export/home/siebel). The individual Enterprise Server components are installed in separate subdirectories of this directory.

- `SWSE_ROOT` = The root directory for the SWSE installation (such as `/export/home/siebel/sweapp`).

Performing Configuration Tasks

This topic describes the tasks you perform for configuring the Siebel Enterprise Server components and the Siebel Web Server Extension (SWSE).

Each Configuration Wizard supports different tasks. Within each task, most of the screens provide explanatory information about the settings you are prompted to make.

For applicable wizards, the wizard initially presents the choice to configure in live mode or to configure for offline deployment. Live mode, offline mode, and execute mode are discussed in [“Configuration Wizard Syntax Elements” on page 135](#).

First, you must perform Siebel Configuration Wizard tasks for configuring the Siebel Gateway Name Server, creating the Siebel Enterprise, and creating the SWSE logical profile. You can perform all of these tasks using the software you installed for Siebel Gateway Name Server.

NOTE: Keep track of which configuration tasks you have performed and which you have not yet performed. Some configuration tasks have dependencies on other tasks having been performed. Do not perform tasks to remove configuration data where a product was not previously configured. When uninstalling products, you must remove configurations that were previously created for the products. See also [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

Tasks for configuring the Siebel Enterprise let you configure authentication using Siebel security adapters, SSL encryption, and related settings. You can also modify these settings for an existing Enterprise. In addition, you can configure many of these settings in the Siebel Server Configuration Wizard, to override Enterprise-level settings for the current Siebel Server. Many security settings also apply to configuring the SWSE logical profile. For detailed information about security settings in the Configuration Wizards, see *Siebel Security Guide*.

Topics below describe the configuration tasks in the order in which you perform them:

- [“Performing Tasks for Configuring Siebel Gateway Name Server, Siebel Enterprise, and SWSE Logical Profile” on page 139](#)
- [“Performing Tasks for Configuring the Siebel Server” on page 140](#)
- [“Performing Tasks for Configuring the Siebel Database” on page 141](#)
- [“Performing Tasks for Configuring the SWSE” on page 141](#)

Performing Tasks for Configuring Siebel Gateway Name Server, Siebel Enterprise, and SWSE Logical Profile

This topic is part of [“Performing Configuration Tasks” on page 138](#).

After you install Siebel Gateway Name Server, you run the Siebel Configuration Wizard (Siebel Enterprise Configuration). This wizard includes the tasks listed below. Perform the tasks under Create New Configuration in the order shown.

NOTE: If you have uninstalled all instances of Siebel Server and SWSE, you can perform applicable Remove tasks, where appropriate or required.

■ Create New Configuration

- **Configure a New Gateway Name Server.** Configures the Siebel Gateway Name Server you have installed.
- **Configure a New Enterprise in a Gateway Name Server.** Creates a new Siebel Enterprise configuration on the Gateway Name Server.

Before you perform this task in live mode, the Siebel Gateway Name Server must have already been installed and configured, and must be running.

- **Configure a New Siebel Web Server Extension Logical Profile.** Creates and saves an SWSE logical profile in a location you designate. The logical profile stores settings that typically would apply to multiple SWSE installations. The logical profile also includes editable files that will automatically create the Siebel application virtual directories on the Web server when you apply the SWSE logical profile.

When you configure an installed instance of SWSE, you apply an SWSE logical profile. This task updates the `eapps.cfg` file on the SWSE with settings from the SWSE logical profile and other settings specific to this SWSE instance. It also creates the virtual directories. See also [“Performing Tasks for Configuring the SWSE” on page 141](#).

For details on creating and applying the SWSE logical profile, see [“Configuring the SWSE” on page 214](#).

■ Modify Existing Configuration

- **Modify an Existing Enterprise.** Modifies configuration settings for a Siebel Enterprise you previously configured.

Alternatively, you can modify the Siebel Enterprise configuration using Siebel Server Manager, as described in *Siebel System Administration Guide*.

■ Remove Existing Configuration

- **Remove a Physical Gateway Name Server.** Removes the Siebel Gateway Name Server service, for a Siebel Gateway Name Server you have installed and configured.

NOTE: Do not remove the physical Gateway Name Server unless you have uninstalled all installed instances of SWSE and Siebel Server. When you uninstall the Gateway Name Server, the Configuration Wizard launches automatically. You must perform the task Remove a Physical Gateway Name Server. For more information, see [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

- **Remove an Enterprise from the Gateway Name Server.** Removes a Siebel Enterprise you have configured on the Siebel Gateway Name Server.

NOTE: Do not remove the Siebel Enterprise unless you have uninstalled all installed instances of SWSE and Siebel Server. For more information, see [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

- **Remove a Siebel Web Server Extension Profile Directory.** Removes an SWSE logical profile you previously created.

NOTE: Configuration data saved in an SWSE logical profile is used only when the profile is applied to an installed SWSE instance. However, even if you have configured all installed SWSE instances, it is strongly suggested to retain any SWSE logical profile you have created and applied.

Removing an SWSE logical profile deletes all files in the directory created with the logical profile, including files that are used in creating Siebel application virtual directories on any SWSE instance to which you apply the logical profile. The load balancing configuration file `lbconfig.txt` is also placed in this location before you apply the logical profile. Back up the files in this directory before you remove it, in case you may need any of the files later.

- **Exit Configuration.** Exits the Configuration Wizard.

Performing Tasks for Configuring the Siebel Server

This topic is part of [“Performing Configuration Tasks” on page 138.](#)

Running the Siebel Server Configuration Wizard assumes that you have performed all prerequisite configuration tasks: configuring the Siebel Gateway Name Server, Siebel Enterprise, and SWSE logical profile.

After you install Siebel Server, you run the Siebel Server Configuration Wizard to perform the Create New Configuration task as shown. This wizard includes the tasks listed below.

NOTE: If you run the Siebel Server Configuration Wizard in live mode, the wizard validates that the Siebel Gateway Name Server is running. If it is not, the wizard will not let you proceed with configuration. Go to [“Performing Tasks for Configuring Siebel Gateway Name Server, Siebel Enterprise, and SWSE Logical Profile” on page 139.](#)

After you have already configured a Siebel Server, you can modify the Siebel Server configuration using Siebel Server Manager, as described in *Siebel System Administration Guide*.

- **Create New Configuration.** Creates a new Siebel Server configuration on the Gateway Name Server.
- **Remove Existing Configuration.** Removes a Siebel Server configuration on the Gateway Name Server.

NOTE: When you uninstall a Siebel Server, the Configuration Wizard launches automatically so you can perform the Remove Existing Configuration task. For more information, see [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

Sometimes you may need to remove a Siebel Server configuration and re-create it. Performing this task does not necessarily require uninstallation of the Siebel Server. For more information, see [“Preparing to Run Siebel Server Components After Installing” on page 150.](#)

- **Exit Configuration.** Exits the Configuration Wizard.

Performing Tasks for Configuring the Siebel Database

This topic is part of [“Performing Configuration Tasks” on page 138.](#)

Running the Database Configuration Wizard assumes that you have performed all prerequisite configuration tasks: configuring the Siebel Gateway Name Server, Siebel Enterprise, SWSE logical profile, and Siebel Server. You must also have created the Siebel Database instance, as described in [Chapter 3, “Configuring the RDBMS.”](#)

After you install Database Configuration Utilities, you run the Database Configuration Wizard to perform the Install Database task. For details, see [Chapter 7, “Configuring the Siebel Database.”](#)

NOTE: Installing the Siebel Database automatically imports the Siebel Repository. Do not separately import the Siebel Repository, as was required in previous versions.

Most of the other tasks in this wizard are described in *Siebel Database Upgrade Guide* or *Siebel Database Upgrade Guide for DB2 UDB for z/OS* and are not part of installation.

Performing Tasks for Configuring the SWSE

This topic is part of [“Performing Configuration Tasks” on page 138.](#)

Running the SWSE Configuration Wizard is done on each Siebel Web Server Extension (SWSE) instance, after SWSE installation.

Running this wizard assumes that you have performed all prerequisite configuration tasks: configuring the Siebel Gateway Name Server, Siebel Enterprise, SWSE logical profile, and Siebel Server. You would also have installed the Siebel Database using the Database Configuration Wizard.

After you install SWSE, you run the SWSE Configuration Wizard to apply the SWSE logical profile you previously created. For detailed information about creating and applying the SWSE logical profile, see [“Configuring the SWSE” on page 214.](#)

This wizard includes the tasks listed below:

- **Apply an SWSE Logical Profile.** Specifies the location of an SWSE logical profile you previously created using the Siebel Configuration Wizard and applies the settings to this installed instance of SWSE, along with other settings you specify using this task. This task updates the SWSE configuration file, `eapps.cfg` file.

The `eapps.cfg` file is located in `SWSE_ROOT\bin`, where `SWSE_ROOT` is the SWSE installation directory.

Applying an SWSE logical profile also creates (or re-creates) on the Web server the virtual directories required for the Siebel applications.

On Microsoft Windows (with Microsoft IIS Web server), you can edit a batch file to remove entries for virtual directories you do not need, or to customize virtual directories. Do this before you apply the SWSE logical profile using the SWSE Configuration Wizard. The virtual directories are created by the batch file `eapps_virdirs.bat` or `eapps_virdirs_sia.bat` (for Siebel Industry Applications). These files are located in the specified SWSE logical profile directory. See also the discussion of SWSE configuration in heterogeneous environments, in [“Requirements for SWSE Installation and Configuration” on page 205](#).

If you are using Siebel native load balancing, generate the configuration file `lbconfig.txt` and place it in the SWSE logical profile location before you apply the logical profile. For more information about configuring load balancing, see [“Configuring Load Balancing for Siebel Applications” on page 152](#).

- **Remove the SWSE Configuration.** Removes the physical configuration from the SWSE. This task removes the `eapps.cfg` file and removes the Siebel application virtual directories that were created when the SWSE logical profile was applied. This task automatically stops and restarts the Web server.

NOTE: When you uninstall an SWSE, the wizard launches automatically so you can perform the Remove task. For more information, see [Chapter 14, “Uninstalling Siebel Business Applications.”](#)

- **Exit.** Exits the Configuration Wizard.

Verifying the Siebel Gateway Name Server Has Started

If, during configuration, you selected manual start for the Siebel Gateway Name Server, you must make sure that the Siebel Gateway Name Server is started when you:

- Create and configure the Siebel Enterprise.
- Configure a new Siebel Server.
- Operate any of the Siebel Business Applications.

To verify that the Siebel Gateway Name Server has started

- Navigate to the `$SIEBEL_ROOT/gtwysrvr` directory and source the Siebel environment variables. Choose the appropriate command for your UNIX shell or its variant.

Bourne or Korn shell

```
. . /si ebenv. sh
```

TIP: Make sure there is a space between the initial period and `./si ebenv. sh`.

C shell

```
source si ebenv. csh
```

This step sets the Siebel environment variables and path information required to use Siebel utilities.

TIP: To configure the Siebel environment shell script to source automatically whenever a Siebel administrator logs on, specify the shell as the default for administrator accounts. Then, add this command to the start-up file for the administrator's account.

To verify that the Siebel Gateway Name Server is running

- 1 Enter the following command:

```
l i s t _ n s
```

You will receive a response similar to this:

```
started at Fri Dec 15 15:33:26 2006, pi d: 4024, autostart: yes
```

- 2 If the Siebel Gateway Name Server is stopped, do the following:
 - Execute the `start_ns` command to start the Siebel Gateway Name Server. For details, see *Siebel System Administration Guide*.
 - Execute `l i s t _ n s` to verify that it is operating correctly.

Configuring the Siebel Gateway Name Server for Automatic Start

If, during installation, you selected automatic restart of the Siebel Gateway Name Server, you need to complete the procedure that follows to enable it.

NOTE: Run the process as the user who installed the Siebel Gateway Name Server.

After making the changes described in this topic, the Siebel Gateway Name Server will start automatically when you restart your server and stop automatically when you shut down. After making these changes, you can proceed with installing Siebel Server.

NOTE: Remember that the Siebel Gateway Name Server must be the first service to start up, and the last to be shut down, among all the servers in the Siebel Enterprise served by that Siebel Gateway Name Server.

This topic includes the following subtopics:

- [“Configuring Siebel Gateway Name Server for Automatic Start on AIX” on page 144](#)
- [“Configuring Siebel Gateway Name Server for Automatic Start on HP-UX” on page 144](#)

- [“Configuring Siebel Gateway Name Server for Automatic Start on Linux or Solaris” on page 145](#)

Configuring Siebel Gateway Name Server for Automatic Start on AIX

This topic is part of [“Configuring the Siebel Gateway Name Server for Automatic Start” on page 143](#).

Use the procedure in this topic to configure Siebel Gateway Name Server for automatic start on AIX.

To configure the Siebel Gateway Name Server to start automatically on AIX

- 1 Log on as root to the machine on which the Siebel Gateway Name Server was installed.
- 2 Execute the following command on a single line:

```
mki tab "siebgw: 2: wait: su - $SIEBEL_ACCOUNT -c \"$SIEBEL_HOME/bin/siebel_server start\""
```

where:

- `SIEBEL_ACCOUNT` = The user account installing the Siebel products
 - `$SIEBEL_HOME` = The installation directory for the Siebel Gateway Name Server
- 3 Verify if the file `/etc/rc.shutdown` exists. If it does not exist, create it and change the permissions:

```
touch /etc/rc.shutdown  
chmod 744 /etc/rc.shutdown
```

- 4 Edit the file `/etc/rc.shutdown` by adding the following command:

```
/usr/bin/su - $SIEBEL_ACCOUNT -c "$SIEBEL_HOME/bin/siebel_server stop"
```

where:

- `SIEBEL_ACCOUNT` = The user account installing the Siebel products
 - `$SIEBEL_HOME` = The installation directory for the Siebel Gateway Name Server
- 5 Save and close the file.

Configuring Siebel Gateway Name Server for Automatic Start on HP-UX

This topic is part of [“Configuring the Siebel Gateway Name Server for Automatic Start” on page 143](#).

Use the procedure in this topic to configure Siebel Gateway Name Server for automatic start on HP-UX.

To configure the Siebel Gateway Name Server to start automatically on HP-UX

- 1 Log on as root to the machine on which the Siebel Gateway Name Server was installed.
- 2 Copy the file `siebel_server` to the `/sbin/init.d` directory, as follows:

```
cp $SIEBEL_ROOT/bin/siebel_server /sbin/init.d
```

where:
 - `$SIEBEL_ROOT` = The full path to the Siebel root directory
- 3 If you have not already done so, using any text editor, edit `/sbin/init.d/siebel_server` and replace `$SIEBEL_GATEWAY_ROOT` with the actual path to the Siebel Gateway Name Server installation directory.

- 4 Set the appropriate permissions by executing the following command:

```
chmod 755 /sbin/init.d/siebel_server
```

- 5 Create a soft link to `/sbin/rc3.d/S720siebel_server` from `/sbin/init.d/siebel_server` by executing the following command:

```
ln -s /sbin/init.d/siebel_server /sbin/rc3.d/S720siebel_server
```

- 6 Create a soft link to `/sbin/rc2.d/K320siebel_server` from `/sbin/init.d/siebel_server` by executing the following command:

```
ln -s /sbin/init.d/siebel_server /sbin/rc2.d/K320siebel_server
```

If Siebel Gateway Name Server was installed as a nonroot user, continue with [Step 7 on page 145](#). Otherwise, you have completed this process.

- 7 Create or edit `/sbin/init.d/siebel_server_nonroot` to add the following line:

```
/usr/bin/su - SIEBEL_ACCOUNT -c "/sbin/init.d/siebel_server $1"
```

where:

- `SIEBEL_ACCOUNT` = The user account installing the Siebel products

- 8 Remove `/sbin/rc3.d/S720siebel_server` and `/sbin/rc2.d/K320siebel_server`, if they already exist.
- 9 Execute the following commands:

```
chmod 755 /sbin/init.d/siebel_server_nonroot
```

```
ln -s /sbin/init.d/siebel_server_nonroot /sbin/rc3.d/S720siebel_server
```

```
ln -s /sbin/init.d/siebel_server_nonroot /sbin/rc2.d/K320siebel_server
```

Configuring Siebel Gateway Name Server for Automatic Start on Linux or Solaris

This topic is part of [“Configuring the Siebel Gateway Name Server for Automatic Start” on page 143](#).

Use the procedure in this topic to configure Siebel Gateway Name Server for automatic start on either Linux or Solaris.

To configure the Siebel Gateway Name Server to start automatically on Linux or Solaris

- 1 Log on as root to the machine on which the Siebel Gateway Name Server was installed.
- 2 Copy the file `siebel_server` to the `/etc/init.d` directory, as follows:

```
cp $SIEBEL_HOME/bin/siebel_server /etc/init.d
```

where:
 - `$SIEBEL_HOME` = The full path to the Siebel root directory
- 3 Using any text editor, edit `/etc/init.d/siebel_server` so that `$SIEBEL_GATEWAY_ROOT` is pointing to the actual path to the Siebel Gateway Name Server installation directory.
- 4 Set the appropriate permissions by executing the following command:

```
chmod 755 /etc/init.d/siebel_server
```
- 5 Create a soft link to `/etc/rc3.d/S72siebel_server` from `/etc/init.d/siebel_server` by executing the following command:

```
ln -s /etc/init.d/siebel_server /etc/rc3.d/S72siebel_server
```
- 6 Create a soft link to `/etc/rc2.d/K32siebel_server` from `/etc/init.d/siebel_server` by executing the following command:

```
ln -s /etc/init.d/siebel_server /etc/rc2.d/K32siebel_server
```

If Siebel Gateway Name Server was installed as a nonroot user, continue with [Step 7 on page 146](#). Otherwise, you have completed this process.
- 7 Create or edit `/etc/init.d/siebel_server_nonroot` to add the following line:

```
/usr/bin/su - SIEBEL_ACCOUNT -c "/etc/init.d/siebel_server $1"
```

where:
 - `SIEBEL_ACCOUNT` = The user account installing the Siebel products
- 8 Remove `/etc/rc3.d/S72siebel_server` and `/etc/rc2.d/K32siebel_server`, if they already exist.
- 9 Execute the following commands:

```
chmod 755 /etc/init.d/siebel_server_nonroot
```

```
ln -s /etc/init.d/siebel_server_nonroot /etc/rc3.d/S72siebel_server
```

```
ln -s /etc/init.d/siebel_server_nonroot /etc/rc2.d/K32siebel_server
```

Postinstallation Tasks for Siebel Server

Perform the following tasks after installing and configuring the Siebel Server:

- [“Verifying the ODBC Data Source” on page 147](#)
- [“Establishing Network Connectivity for Mobile Users” on page 150](#)
- [“Preparing to Run Siebel Server Components After Installing” on page 150](#)

- [“Configuring Load Balancing for Siebel Applications” on page 152](#)
- [“Installing Additional Siebel Servers for an Existing Siebel Enterprise Server” on page 163](#)
- [“Configuring the Siebel Server for Automatic Start” on page 157](#)
- [“Managing Environment Variables” on page 161](#)
- [“Troubleshooting Siebel Enterprise Server Installation and Configuration” on page 163](#)
- [“Troubleshooting the ODBC Data Source Connection” on page 165](#)

Verifying the ODBC Data Source

This topic is part of [“Postinstallation Tasks for Siebel Server” on page 146](#).

This topic provides information about verifying the ODBC data source for your database platform. It includes the following subtopics:

- [“Verifying the ODBC Data Source for Oracle” on page 147](#)
- [“Verifying the ODBC Data Source for DB2 UDB” on page 148](#)

Verifying the ODBC Data Source for Oracle

This topic is part of [“Verifying the ODBC Data Source” on page 147](#).

The Siebel Server installation program automatically creates an ODBC system data source name (DSN) that it uses to connect to the Siebel Database on the RDBMS. Prior to verifying the Siebel Server ODBC data source, make sure that the Siebel Server service is started.

Information in this topic applies also to virtual ODBC data sources in a clustered environment.

CAUTION: In general, do not change the default settings created automatically with the ODBC data source. However, if you have upgraded from Oracle 8i or 9i (RBO) to Oracle 10g (CBO), or if you manually created your ODBC, it is critical that you check your ODBC settings, as shown in the following procedure.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 29](#).

To verify the ODBC data source for Oracle (on UNIX)

- 1 Navigate to the file `$SIEBEL_HOME/sys/.odbc.ini`, and open this file for editing.

- 2 Locate the section of the file containing a reference to `ServerName` and `Driver`.

This section defines the ODBC data source for Siebel Server. A sample section is represented in the following example. The `ServerName`, `Driver`, `ColumnsAsChar`, and `ColumnSizeAsCharacter` parameters are the most critical for this procedure:

```
[EnterpriseName_DSN]
Description=Oracle901
ServerName=dvl sun6
Driver=$SIEBEL_HOME/lib/SEor818.so
ColumnsAsChar=1
ColumnSizeAsCharacter=1
```

CAUTION: The `ColumnsAsChar` and `ColumnSizeAsCharacter` parameter settings are required, in order for the ODBC driver to behave correctly.

`ServerName` is the Oracle connect string you entered while installing the Siebel Server. (To verify this connect string, run `sqlplus`.) The driver must point to `$SIEBEL_HOME/lib/SEor818.so`, allowing you to verify the existence of this file.

- 3 Verify that the `SIEBEL_UNIXUNI CODE_DB` environment variable is set to `ORACLE`.

NOTE: If you use Siebel Marketing, which requires simultaneous heterogeneous database connectivity, set this variable to `ORACLE`, regardless of your database platform.

- 4 Source the `siebenv.csh` (C shell) or `siebenv.sh` (Korn or Bourne shell) file.

- 5 Test the connection by navigating to `$SIEBEL_HOME/bin` and entering the command:

```
odbcsql /u database_account_name /p password /s ODBC_DSN
```

where:

- `database_account_name` = A valid database account name
- `password` = The corresponding database account password
- `ODBC_DSN` = The ODBC data source name, in the form `EnterpriseName_DSN`, where `EnterpriseName` is the name of your Siebel Enterprise

If you do not receive an error message, the ODBC connection is working.

If your ODBC DSN is not working, the program exits with an error message. For more information, see [“Verifying Network Connectivity for the Siebel Server Machine” on page 105](#) and [“Troubleshooting the ODBC Data Source Connection” on page 165](#).

Verifying the ODBC Data Source for DB2 UDB

This topic is part of [“Verifying the ODBC Data Source” on page 147](#).

The Siebel Server installation program automatically creates an ODBC system data source name (DSN) that it uses to connect to the Siebel Database on the RDBMS. Prior to verifying the Siebel Server ODBC data source, make sure that the Siebel Server service is started.

Information in this topic applies also to virtual ODBC data sources in a clustered environment.

CAUTION: Do not change the default settings created automatically with the ODBC data source.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 29](#).

NOTE: For information about verifying the ODBC data source for DB2 UDB for z/OS, see [Implementing Siebel Business Applications on DB2 UDB for z/OS](#).

To verify the ODBC data source for DB2 UDB for UNIX and Windows (on UNIX)

- 1 Open a DB2 Command Window.
- 2 Run the following command:

```
db2 get cli cfg for section EnterpriseName_DSN
```

where *EnterpriseName* is the name given the Siebel Enterprise during initial configuration, for example SBA_80.

Entering this command generates the following results:

```
Secti on: EnterpriseName_DSN
```

```
-----
```

```
dbal i as=SBL
```

```
cli pkg=6
```

```
txni sol ati on=1
```

The *dbal i as* is the database alias catalogued for your DB2 UDB for UNIX and Windows database server.

If the *EnterpriseName_DSN* section is missing, run the *confi gdb2* script in *\$SIEBEL_HOME/bin* to set it, and then reverify that the section is present.

See also [“Guidelines for Preventing DB2 UDB from Running Out of ODBC Statement Handles” on page 68](#).

- 3 Verify that the *SIEBEL_UNIXUNI CODE_DB* environment variable is set to DB2.

NOTE: If you use Siebel Marketing, which requires simultaneous heterogeneous database connectivity, set this variable to ORACLE, regardless of your database platform.

- 4 Source the *siebenv.csh* (C shell) or *siebenv.sh* (Korn or Bourne shell) file.
- 5 Test the connection by navigating to *\$SIEBEL_HOME/bin* and entering the command:

```
odbcsql /u database_account_name /p password /s ODBC_DSN
```

where:

- *database_account_name* = A valid database account name
- *password* = The corresponding database account password

- *ODBC_DSN* = The ODBC data source name, in the form *EnterpriseName_DSN*, where *EnterpriseName* is the name of your Siebel Enterprise

If you do not receive an error message, the ODBC connection is working.

If your ODBC DSN is not working, the program exits with an error message. For more information, see [“Verifying Network Connectivity for the Siebel Server Machine” on page 105](#) and [“Troubleshooting the ODBC Data Source Connection” on page 165](#).

Establishing Network Connectivity for Mobile Users

This topic is part of [“Postinstallation Tasks for Siebel Server” on page 146](#).

Siebel Mobile Web Client users must be able to connect to the Siebel Remote Server, using TCP/IP, to synchronize with the master database. Make sure that you have the correct network software and hardware installed to support this connectivity and that your remote users are able to establish a TCP/IP connection to the server, using the ping utility.

See also *Siebel Remote and Replication Manager Administration Guide*.

Preparing to Run Siebel Server Components After Installing

This topic is part of [“Postinstallation Tasks for Siebel Server” on page 146](#).

This topic describes tasks you may need to do after Siebel Server installation and configuration before you run Siebel Server components. It includes the following subtopics:

- [“Enabling and Disabling Server Components” on page 150](#)
- [“Enabling and Disabling Language-Specific AOMs and Adding Languages” on page 151](#)
- [“Synchronizing Batch Components” on page 151](#)
- [“Saving Component Job Definitions in an Upgrade Scenario” on page 152](#)
- [“Migrating Siebel Enterprise Server and Siebel Server Parameter Settings” on page 152](#)

NOTE: For detailed information about enabling or disabling components after installing, synchronizing batch components, creating server component job definitions, using Server Manager, and related topics, see *Siebel System Administration Guide*.

Enabling and Disabling Server Components

This topic is part of [“Preparing to Run Siebel Server Components After Installing” on page 150](#).

When you installed and configured your Siebel Server, you specified which server components to enable. Before you deploy your Siebel Server, verify that server components you require are enabled. It is also recommended to disable any server components you do not require.

Because server components must be explicitly enabled when you configure the Siebel Server, you may only rarely need to disable components after installation and configuration.

See also [“Enabling and Disabling Language-Specific AOMs and Adding Languages” on page 151](#).

Enabling and Disabling Language-Specific AOMs and Adding Languages

This topic is part of [“Preparing to Run Siebel Server Components After Installing” on page 150](#).

When you installed the Siebel Business Applications software you would have included one or more languages as part of one of the overall scenarios described in [“About Installing and Deploying with Multiple Languages” on page 99](#). That topic also describes optional approaches to deploying languages in a phased approach.

If you install the Siebel Server with multiple languages and specify these languages as deployed languages when you configure the Siebel Server, then language-specific Application Object Manager (AOM) components are created for each deployed language. If you decide that you do not require AOMs for one or more of these deployed languages, you can use Server Manager to disable such components prior to deployment.

If you install multiple languages, it is recommended to deploy all installed languages when you run the Siebel Server Configuration Wizard. As stated, you can disable any language-specific components you do not require.

For more information about performing tasks in the Siebel Server Configuration Wizard, see [“Performing Configuration Tasks” on page 138](#).

For information about additional tasks for deploying Siebel Business Applications in a multilingual, global environment, see *Siebel Global Deployment Guide*.

See also [“About Installing Siebel Releases” on page 21](#) and [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92](#).

Synchronizing Batch Components

This topic is part of [“Preparing to Run Siebel Server Components After Installing” on page 150](#).

After installing and configuring the Siebel Server, you must synchronize any batch components before you can operate them. Do this after upgrading the Siebel Database, where applicable.

Saving Component Job Definitions in an Upgrade Scenario

This topic is part of [“Preparing to Run Siebel Server Components After Installing”](#) on page 150.

In an upgrade scenario, after you install and configure Siebel Servers and after you upgrade the Siebel Database, the S_SRM_ACTION and S_SRM_ACT_PARAM tables are truncated, with the result that component job definitions are deleted. To help you re-create these definitions, it is recommended that you save component job definitions before you upgrade.

For example, you can export data from the S_SRM_ACTION table using Siebel EIM, then import this data into the same table after upgrading the database and synchronizing batch components. For more information about using Siebel EIM, see *Siebel Enterprise Integration Manager Administration Guide*.

Migrating Siebel Enterprise Server and Siebel Server Parameter Settings

This topic is part of [“Preparing to Run Siebel Server Components After Installing”](#) on page 150.

Siebel Enterprise Server and Siebel Server parameter settings can be migrated from one Siebel application environment to another by using the configuration upgrade utility (cfgmerge). Other customized application data can be migrated by using the Application Deployment Manager (ADM).

For detailed information about using these utilities, see *Siebel Application Deployment Manager Guide* and *Going Live with Siebel Business Applications*.

Configuring Load Balancing for Siebel Applications

This topic is part of [“Postinstallation Tasks for Siebel Server”](#) on page 146.

This topic describes configuring load balancing for your Siebel applications. Both native Siebel load balancing and third-party load balancing are supported.

NOTE: This topic describes initial configuration of load balancing. For additional information about managing load balancing for your deployment, see *Siebel Deployment Planning Guide* and *Siebel System Administration Guide*. For more information about implementing third-party load balancing, see 477835.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 540.

See also [“Configuring the SWSE”](#) on page 214.

This topic includes the following subtopics:

- [“Generating the Load Balancing Configuration File \(lbconfig.txt\)”](#) on page 153
- [“Setting Up Third-Party HTTP Load Balancers”](#) on page 154
- [“Setting the Load Balancer Connection Time-Out”](#) on page 156

- [“Monitoring Servers with Siebel Native Load Balancer or Third-Party HTTP Load Balancers” on page 156](#)

Generating the Load Balancing Configuration File (lbconfig.txt)

This topic is part of [“Configuring Load Balancing for Siebel Applications” on page 152](#).

You must generate a load balancing configuration file (lbconfig.txt) in the following situations:

- Before configuring the Siebel Web Server Extension (SWSE), when you are using Siebel native load balancing. Configuring the SWSE means applying the SWSE logical profile you created as part of Siebel Enterprise configuration.
- To provide URLs for routing rules as part of configuring a third-party HTTP load balancer.
- When you add or remove a Siebel Server and you are using either Siebel native load balancing or a third-party load balancer.

After you generate the lbconfig.txt file, copy it to the SWSE logical profile folder. When you apply the SWSE logical profile to each installed SWSE, the SWSE Configuration Wizard retrieves the lbconfig.txt file from the logical profile folder. For more information about creating and applying the SWSE logical profile, see [“Configuring the SWSE” on page 214](#).

The load balancing configuration file provides virtual server definitions for Siebel load balancing. It also provides URLs for writing connection rules for third-party HTTP load balancers.

Prerequisites. Generating the file has the following prerequisites:

- Verify that all the Siebel Servers for which you want to provide load balancing are running.
- On each Siebel Server, verify that the Application Object Managers (AOMs) you want to load balance are enabled. Disable any AOMs that will not be used. Note the AOMs that are to be load balanced, so you can later remove or comment out any disabled AOMs that appear in the lbconfig.txt file you generate.

NOTE: If you have optimized the existing lbconfig.txt by creating multiple virtual server definitions, you will lose these changes when you generate the file. To prevent this, save the optimized file under another name before you regenerate the file. Then copy your optimization changes to the new file.

To generate the lbconfig.txt file

- 1 On a Siebel Server, start the Server Manager at the enterprise level (do not use the /s option) and enter the following command:

```
generate lbconfig
```

This step generates the lbconfig.txt file. The file is stored in the admin subdirectory of the Siebel Server installation directory.

- 2 Review the generated lbconfig.txt file to verify that virtual server definitions do not include any Siebel Servers that will not participate in load balancing. (If documented prerequisites were observed, you will not see this.)

- 3 Manually edit the lbconfig.txt file to remove or comment out any AOMs that were disabled.
- 4 Configure the SWSE logical profile to be used with Web servers that will participate in Siebel native load balancing.
- 5 Copy the lbconfig.txt file to the SWSE logical profile folder.
- 6 Configure the installed SWSE by applying the SWSE logical profile.
- 7 Restart the Web server.

Setting Up Third-Party HTTP Load Balancers

This topic is part of [“Configuring Load Balancing for Siebel Applications” on page 152](#).

Third-party load balancers receive SISNAPI messages from the Web server. The load balancer routes these messages based on the URL that they contain. To configure an HTTP load balancer, you must write connection rules that route these messages to the correct Siebel Servers.

Siebel applications include a command that generates these rules: `generate lbconfig`. The command reviews the configuration of the Siebel Servers, then generates a file that pairs connection strings included in SISNAPI messages with paths to the correct Siebel Servers. The rules are stored in the load balancing configuration file (lbconfig.txt). Use this file to help configure the load balancer.

The file provides three types of connection rules: component rules, server rules, and round-robin rules. These rule types are mandatory. You must include all three types when you configure the load balancer.

- Not configuring round-robin rules can cause login failures.
- Not configuring server rules can cause unexpected session termination.

Most load balancers allow you to associate a virtual IP (VIP) address and port number with a group of load balancing rules. They also allow you to define servers as resources and to create groups for them. The procedure below outlines general steps for setting up load balancers for Siebel Servers.

Prerequisites

Observe the following requirements for setting up a third-party HTTP load balancer:

- The third-party HTTP load balancer must be validated for use with Siebel Business Applications. For more information, see 477835.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 540.
- If you use a noncertified load balancer, it must have the following characteristics:
 - Must be an HTTP load balancer capable of level 7 HTTP routing. Must be able to parse URLs in HTTP headers.
 - Must allow end-points to manage TCP connections. Specifically, must allow one-to-one mapping between client and server TCP sessions. Also, must not do back-end connection pooling, such as reverse proxy server pooling.
- Verify that all the Siebel Servers for which you want to provide load balancing are running.

- On each Siebel Server, verify that the Application Object Managers (AOMs) you want to load balance are enabled. Disable any AOMs that will not be used.
- Prior to configuring the Siebel Web Server Extension, select an unallocated, static VIP address and port number for the load balancer.
- Generate the load-balancing configuration file (lbconfig.txt). Review the HTTP load balancer rule types: component rules, server rules, and round-robin rules.
- Install the Siebel Web Server Extension on the desired Web servers. The SWSE Configuration Wizard will ask you to choose Siebel load balancing or third-party load balancing. Choose third-party load balancing and enter the VIP address and port number for the load balancer. For more information, see [“Configuring the SWSE” on page 214](#).
- At least one Siebel Server must be installed and running.

To set up a third-party HTTP load balancer

- 1 Install and complete initial configuration of the third-party HTTP load balancer.
Refer to the vendor documentation for details.
- 2 Verify that the load balancer can work with the machines that will host the Siebel Servers.
Refer to the vendor documentation for networking requirements.
- 3 Add the desired Siebel Servers to the load balancer as pools of resources.
Typically, each resource is defined as a combination of hostname or IP address, and TCP Port. Use the hostname or IP address of the Siebel Server, and the SCBroker port (by default, this is port 2321).
- 4 Create load balancing rules or content rules in the load balancer.
Load balancing rules are mappings between URLs and pools of resources. For each line in the lbconfig.txt file, create one such mapping or rule in the load balancer.
For more information, see 477835.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 540.
NOTE: You must configure the HTTP load balancer to handle all three types of rules: component, server, and round-robin.
- 5 For each group of load balancing rules, define the desired load balancing scheme.
For component rules, use any preferred load balancing scheme.
For server and round-robin rules, a round-robin load balancing scheme is recommended.
- 6 Define a VIP address and virtual port for all the load balancing rules.
The VIP and virtual port must match the VIP and virtual port specified in the object manager connect strings of the Siebel Web Server Extension configuration file (eapps.cfg).
This file is located in `SWSE_ROOT\bin`, where `SWSE_ROOT` is the Siebel Web Server Extension installation directory.

- 7 If the load balancer has a configurable TCP connection time-out, adjust the time-out so that it is greater than the value of the parameter `SISNAPI_Connection_Maximum_Idle_Time` (alias `Connldl eTi me`). Doing so prevents the load balancer from disconnecting active SISNAPI sessions.

For more information on setting `Connldl eTi me`, see [“Setting the Load Balancer Connection Time-Out” on page 156](#). See also *Siebel System Administration Guide*.

Setting the Load Balancer Connection Time-Out

This topic is part of [“Configuring Load Balancing for Siebel Applications” on page 152](#).

Many third-party HTTP load balancers allow you to set a connection time-out. When the time-out occurs, the SISNAPI connection to the Application Object Manager (AOM) on the Siebel Server is terminated.

In addition, AOMs have a configurable time-out parameter, `SISNAPI_Connection_Maximum_Idle_Time` (alias `Connldl eTi me`). When a session is idle for the specified time, the AOM closes the session.

Set the load balancer time-out to be slightly longer than the `Connldl eTi me` of the AOMs for which it will provide load balancing.

For example, if `Connldl eTi me` is 600 seconds, set the load balancer connection time-out to 601 seconds or higher.

Avoid setting `Connldl eTi me` to be greater than the load balancer connection time-out. Doing so can cause login screen delays and communications performance problems.

Monitoring Servers with Siebel Native Load Balancer or Third-Party HTTP Load Balancers

This topic is part of [“Configuring Load Balancing for Siebel Applications” on page 152](#).

The Siebel native load balancer and most third-party HTTP load balancers support server health monitoring. To set up Siebel Server monitoring, configure the load balancer to send an HTTP GET to the server URL. Here is an example URL:

```
//SiebSrvr1:2321/SBA_80/SCBroker
```

where:

- `SiebSrvr1` = The Siebel Server host name or IP address
- `2321` = The port number for the Siebel Connection Broker (SCBroker). The default is 2321.
- `SBA_80` = The Siebel Enterprise Server name
- `SCBroker` = The Siebel Connection Broker server component

If the Siebel Server and Siebel Connection Broker are running, Siebel Connection Broker returns the string: `SCBroker OK`.

This step confirms that the Siebel Server is running on the specified platform and that SCBroker is listening at the specified port. This health check does not verify that specific Application Object Managers (AOMs) or other server components are running on the platform.

CAUTION: Do not use TCP Health Check. It may connect to SCBroker and remain connected until the SCBroker component parameter `ConnRequestTimeout` expires. During this period, SCBroker cannot handle new user-session requests.

Best Practices for Setting Up Monitoring

Implement the following best practices when you set up server monitoring:

- On the Siebel Servers you want to monitor, set the `DefaultTasks` and `MaximumTasks` parameters for SCBroker to 2. These settings provide two instances of SCBroker, which helps prevent monitoring requests from delaying handling of user requests.
- Use HTTP 1.0 to do health checks. It terminates connections to SCBroker quickly.

Configuring the Siebel Server for Automatic Start

If, during installation, you selected automatic restart of the Siebel Server, you need to complete the procedure that follows to enable it. This topic includes the following subtopics:

- [“Configuring the Siebel Server for Automatic Start on AIX” on page 157](#)
- [“Configuring the Siebel Server for Automatic Start When Installed as Root on HP-UX, Linux, or Solaris” on page 159](#)
- [“Configuring the Siebel Server for Automatic Start When Not Installed as Root on HP-UX, Linux, or Solaris” on page 160](#)

Configuring the Siebel Server for Automatic Start on AIX

This topic is part of [“Configuring the Siebel Server for Automatic Start” on page 157](#).

Use the procedure in this topic to configure Siebel Server for automatic start on AIX.

To configure Siebel Server to start automatically on AIX

- 1 Navigate to `$SIEBEL_ROOT/bin`.

where:

- `$SIEBEL_ROOT` = The installation directory for the Siebel Server

- Using any text editor, open the file `si_ebel_server`, and edit the database environment variable as described below:

Oracle Database

- Uncomment the line `#ORACLE_HOME=`.
- Enter the location for `$ORACLE_HOME`.
- Uncomment the line `#export ORACLE_HOME`.
- Add the following two lines:

```
TNS_ADMIN=$tns_admin
export TNS_ADMIN
```

Ask your database administrator for the value of `$tns_admin`.

DB2 UDB

- Add a line to execute `db2profile`, for example:
`./home/db2v8aix/sql/lib/db2profile`

Ask your database administrator for the location of `db2profile`.

- Save and close the file.

- Log on as root and execute the following command on a single line:

```
mki tab "start_server: 2: wait: su - SIEBEL_ACCOUNT -c \"\${SIEBEL_ROOT}/bin/siebel_server start\""
```

where:

- `SIEBEL_ACCOUNT` = The user account installing the Siebel products
- `$SIEBEL_ROOT` = The installation directory for the Siebel Server

- Verify whether or not the file `/etc/rc.shutdown` exists. If it does not exist, create it and change the permissions:

```
touch /etc/rc.shutdown
chmod 744 /etc/rc.shutdown
```

- Edit the file `/etc/rc.shutdown` to add the following command:

```
/usr/bin/su - SIEBEL_ACCOUNT -c \"\${SIEBEL_ROOT}/bin/siebel_server stop"
```

where:

- `SIEBEL_ACCOUNT` = The user account installing the Siebel products
- `$SIEBEL_ROOT` = The installation directory for the Siebel Server

- Save and close the file.

Configuring the Siebel Server for Automatic Start When Installed as Root on HP-UX, Linux, or Solaris

This topic is part of [“Configuring the Siebel Server for Automatic Start” on page 157](#).

This topic describes how to configure your Siebel Servers to start automatically when installed as root on HP-UX, Linux, or Solaris.

Complete one of the procedures that follow to enable autostart. Which procedure you use depends on whether or not you previously enabled autostart when you installed the Siebel Server, which determines whether a copy of the `si_ebel_server` script already exists. The script is located in `/sbin/init.d` (on HP-UX) or `/etc/init.d` (on Linux or Solaris):

- If your Siebel Gateway Name Server and Siebel Server are on the same machine, use the procedures in [“Configuring Siebel Server Autostart If Autostart Was Enabled Earlier” on page 159](#).
- If your Siebel Gateway Name Server and Siebel Server are on different machines, use the procedures under [“Configuring Siebel Server Autostart If Autostart Was Not Enabled Earlier” on page 159](#).

Configuring Siebel Server Autostart If Autostart Was Enabled Earlier

If you have a copy of the `si_ebel_server` script in the appropriate location, because autostart was enabled earlier, complete the appropriate procedure for your platform to configure autostart.

To configure the Siebel Server for autostart using the `si_ebel_server` script on HP-UX, Linux, or Solaris

- 1 Log on as root.
- 2 Using any text editor, edit `/sbin/init.d/siebel_server` (HP-UX) or `/etc/init.d/siebel_server` (Linux or Solaris) and set the `$SIEBEL_SERVER_ROOT` variable to the actual path for the Siebel Server installation directory.
- 3 Save the script and exit the editor.

If you have multiple Siebel Servers on the same machine for which you want to enable automatic startup, you must edit the `si_ebel_server` script by adding each new `SIEBEL_ROOT` to the `$SIEBEL_SERVER_ROOT` variable, separated by spaces.

For example, suppose that the first Siebel Server is in the `/usr/local/siebel` directory and the second one is in the `/vol1/siebel` directory, then you need to set the `$SIEBEL_SERVER_ROOT` variable in the `si_ebel_server` script as follows:

```
$SIEBEL_SERVER_ROOT="/usr/local/siebel /vol1/siebel "
```

Configuring Siebel Server Autostart If Autostart Was Not Enabled Earlier

If you do not have a copy of the script `si_ebel_server` in the appropriate location, because autostart was not enabled earlier, complete the appropriate procedure that follows for your platform to configure your server for autostart.

To configure the Siebel Server to start automatically on HP-UX

- 1 Log on as root to the machine on which the Siebel Server was installed.
- 2 Copy the `si_ebel_server` script to the `/sbin/init.d` directory, as shown:

```
cp $SIEBEL_ROOT/bin/si_ebel_server /sbin/init.d
```
- 3 Set the appropriate permissions by executing the following command:

```
chmod 755 /sbin/init.d/si_ebel_server
```
- 4 Create a soft link to `/sbin/rc3.d/S720siebel_server` from `/sbin/init.d/siebel_server` by executing the following command:

```
ln -s /sbin/init.d/si_ebel_server /sbin/rc3.d/S720siebel_server
```

NOTE: The preceding command assumes that you bring up your Siebel Server in init state 3.
- 5 Create a soft link to `/sbin/rc2.d/K320siebel_server` from `/sbin/init.d/siebel_server`, by executing the following command:

```
ln -s /sbin/init.d/si_ebel_server /sbin/rc2.d/K320siebel_server
```

To configure the Siebel Server to start automatically on Linux or Solaris

- 1 Log on as root to the machine on which the Siebel Server was installed.
- 2 Copy the `si_ebel_server` script to the `/etc/init.d` directory, as shown:

```
cp $SIEBEL_ROOT/bin/si_ebel_server /etc/init.d
```
- 3 Set the appropriate permissions by executing the following command:

```
chmod 755 /etc/init.d/si_ebel_server
```
- 4 Create a soft link to `/etc/rc3.d/S72siebel_server` from `/etc/init.d/siebel_server`, by executing the following command:

```
ln -s /etc/init.d/si_ebel_server /etc/rc3.d/S72siebel_server
```

NOTE: The preceding command assumes that you bring up your Siebel Server in init state 3.
- 5 Create a soft link to `/etc/rc2.d/K32siebel_server` from `/etc/init.d/siebel_server`, by executing the following command:

```
ln -s /etc/init.d/si_ebel_server /etc/rc2.d/K32siebel_server
```

Configuring the Siebel Server for Automatic Start When Not Installed as Root on HP-UX, Linux, or Solaris

This topic is part of [“Configuring the Siebel Server for Automatic Start” on page 157](#).

If you installed your Siebel Server as a nonroot user, complete one of the procedures that follow to configure it for autostart as a nonroot user.

To configure Siebel Server autostart for a nonroot user on HP-UX

1 Log on as root.

2 Create or edit `/sbin/init.d/siebel_server_nonroot` to add the following line:

```
/usr/bin/su - SIEBEL_ACCOUNT -c "/sbin/init.d/siebel_server $1"
```

where:

■ `SIEBEL_ACCOUNT` = The user account installing Siebel applications

3 Remove `/sbin/rc3.d/S720siebel_server` and `/sbin/rc2.d/K320siebel_server`, if they already exist.

4 Execute the following commands:

```
chmod 755 /sbin/init.d/siebel_server_nonroot
```

```
ln -s /sbin/init.d/siebel_server_nonroot /sbin/rc3.d/S720siebel_server
```

```
ln -s /sbin/init.d/siebel_server_nonroot /sbin/rc2.d/K320siebel_server
```

To configure Siebel Server autostart for a nonroot user on Linux or Solaris

1 Log on as root.

2 Create or edit `/etc/init.d/siebel_server_nonroot` to add the following line:

```
/usr/bin/su - SIEBEL_ACCOUNT -c "/etc/init.d/siebel_server $1"
```

where:

■ `SIEBEL_ACCOUNT` = The user account installing Siebel applications

3 Remove `/etc/rc3.d/S72siebel_server` and `/etc/rc2.d/K32siebel_server`, if they already exist.

4 Execute the following commands:

```
chmod 755 /etc/init.d/siebel_server_nonroot
```

```
ln -s /etc/init.d/siebel_server_nonroot /etc/rc3.d/S72siebel_server
```

```
ln -s /etc/init.d/siebel_server_nonroot /etc/rc2.d/K32siebel_server
```

Managing Environment Variables

There are several environment variables that must be properly set for optimal functioning of the Siebel Server, as shown in [Table 15 on page 162](#). These include:

- Siebel environment variables
- UNIX operating system environment variables

NOTE: For information on tuning the UNIX kernel and other parameters for Siebel Server optimization, see *Siebel Performance Tuning Guide*.

Table 15. Setting and Managing Environment Variables

Environment Variable	Purpose	Recommended Siebel Value
ODBCINI	Tells the ODBC driver manager which file to open to look for the ODBC data source and driver information. Set within the Siebel environment files, siebenv.sh and siebenv.csh, which are created during Siebel Server installation and configuration. Always points to <code>\$SIEBEL_HOME/sys/.odbc.ini</code> .	Do not modify.
SIEBEL_UNIXI CODE_DB	Controls the ODBC driver manager responsible for connection to the RDBMS. Reset, if necessary, within each Siebel environment file before sourcing it.	Set to ORACLE or DB2. This value is automatically set by the installer.
LANG	Language environment variable within the Siebel environment file. Sets the database server client environment appropriate to the language of installation. For more information, see “Specifying the Locale for Siebel Applications” on page 34 and “Specifying the Locale for Your UNIX Operating System” on page 35 .	Set this to the language in which your database runs.

The Siebel environment variables `$SIEBEL_HOME` and `$SIEBEL_ROOT` must be set to enable execution of the Siebel Gateway Name Server and Siebel Server management utilities documented in *Siebel System Administration Guide*.

During Siebel Gateway Name Server and Siebel Server installation and configuration, the script files `siebenv.csh` (for the C shell and its variants) and `siebenv.sh` (for the Bourne and Korn shells and their variants) are automatically created in the `$SIEBEL_ROOT` directory. When sourced, these shell scripts set the environment variables.

If you have configured your Siebel Server to start manually, you must source `siebenv.*` before starting the server. For this reason, you may want to add a call to the appropriate `siebenv.*` script to the logon files of all Siebel administrator UNIX accounts, so that these variables are set automatically whenever a Siebel administrator logs on.

NOTE: If you want to change the default settings of these environment variables, you must do so before you start the Siebel Server.

UNIX Tuning for Siebel Applications

There are several UNIX system environment variables you must set for proper functioning of the Siebel Server.

For detailed information on tuning the UNIX kernel and other tunable parameters for Siebel Server optimization, see *Siebel Performance Tuning Guide*.

See also [“Requirements for Siebel Enterprise Server Installation and Configuration”](#) on page 92, [“Specifying the Locale for Siebel Applications”](#) on page 34, and [“Specifying the Locale for Your UNIX Operating System”](#) on page 35.

Installing Additional Siebel Servers for an Existing Siebel Enterprise Server

This topic is part of [“Postinstallation Tasks for Siebel Server”](#) on page 146.

You can install and configure multiple Siebel Servers for a Siebel Enterprise.

Typically, before installing and configuring additional Siebel Servers, you will complete installation and configuration for the Siebel Web Server Extension, as described in [Chapter 8, “Installing and Configuring the Siebel Web Server Extension.”](#)

Run the Siebel Enterprise Server installer to install each additional Siebel Server on another server machine, and run the Siebel Server Configuration Wizard to configure this Siebel Server.

Alternatively, you can use the Siebel Server Configuration Wizard to configure an additional Siebel Server on a single machine where Siebel Server is already installed and configured.

NOTE: Creating multiple Siebel Server configurations for a single installed Siebel Server instance is typically done *only for test or development purposes*. In your production environment, it is strongly recommended to configure only one Siebel Server per machine.

Do not create multiple Siebel Server configurations for a single installed Siebel Server instance where Siebel Remote is to be deployed.

Troubleshooting Siebel Enterprise Server Installation and Configuration

This topic is part of [“Postinstallation Tasks for Siebel Server”](#) on page 146.

This topic presents troubleshooting information related to installation and configuration of Siebel Enterprise Server components. It contains the following topics:

- [“Troubleshooting Siebel Gateway Name Server Installation and Configuration”](#) on page 164
- [“Troubleshooting Siebel Server Installation and Configuration”](#) on page 164
- [“Troubleshooting the ODBC Data Source Connection”](#) on page 165

Troubleshooting Siebel Gateway Name Server Installation and Configuration

This topic is part of [“Troubleshooting Siebel Enterprise Server Installation and Configuration”](#) on page 163.

This topic describes potential errors that can result from a faulty installation or configuration of Siebel Gateway Name Server. Such problems can have any of several causes.

Causes listed below are among the most common:

- **Problem:** The Siebel Gateway Name Server does not start.

Solution: Failure to start the Siebel Gateway Name Server can be caused by a number of problems including, but not limited to, incorrectly set LIBPATH (AIX), SHLIB_PATH (HP-UX), or LD_LIBRARY_PATH (Linux, Solaris) variables, incorrect permissions set on shared libraries, or missing shared libraries.

You can use the `ldd` command to show missing libraries. Also check the `siebenv.csh` and `siebenv.sh` files and make sure that `$SIEBEL_HOME/lib` is included and set before LIBPATH (AIX), SHLIB_PATH (HP-UX), or LD_LIBRARY_PATH (Linux, Solaris). If there are library conflicts, set `$SIEBEL_HOME/lib` as the first element of the shared library path environment variable.

Troubleshooting Siebel Server Installation and Configuration

This topic is part of [“Troubleshooting Siebel Enterprise Server Installation and Configuration”](#) on page 163.

This topic describes potential errors that can result from a faulty installation or configuration of Siebel Server. Such problems can have any of several causes.

Causes listed below are among the most common:

- **Insufficient user privileges.** For information about setting up appropriate administrative user privileges to install, see [Chapter 2, “Preparing to Install Siebel Business Applications.”](#)
- **Trying to install or configure the Siebel Server out of sequence.** For the required installation sequence, see [Chapter 2, “Preparing to Install Siebel Business Applications.”](#)
- **Failure to install required hardware or software.** Installation errors related to software requirements are logged in the Siebel Enterprise Server installer log file. For prerequisites, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- **Environment variables not set properly.** For more information about environment variables, see [“Managing Environment Variables”](#) on page 161.
- **Faulty network connection.** Sometimes a faulty network connection can result in the system administrator being unable to install to the `$SIEBEL_HOME` directory in which he or she has write privileges. Verify that your network connection is stable.

- **Object Manager does not start.** Heavily used servers running more than 50 instances of Object Manager may experience a condition where some of the Object Managers do not start correctly and log the following error message:

Got error 1801210 when dequeuing a connection request (62)

This error is rectified by changing TCP stack parameters.

For more information about sizing Application Object Manager components, see *Siebel Deployment Planning Guide*, *Siebel Performance Tuning Guide*, and documents on My Oracle Support.

- **Problem:** The Siebel Server does not start after configuration.

Solution a: Verify that the Siebel Gateway Name Server was started. Start it if it was stopped.

Solution b: Verify that the values input during configuration were valid.

Solution c: Verify that you have sufficient system privileges to start the service. For more information, see ["Creating the Siebel Service Owner Account" on page 44](#).

Troubleshooting the ODBC Data Source Connection

This topic is part of ["Troubleshooting Siebel Enterprise Server Installation and Configuration" on page 163](#).

This topic describes troubleshooting steps for your ODBC data source connection.

NOTE: If your database is DB2 UDB for z/OS, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

Oracle Database

Complete the following instructions to troubleshoot Oracle connection problems on AIX, HP-UX, Linux, or Solaris.

If you are unable to verify if your ODBC connection to your Oracle database is working, verify that the value of the environment variable TNS_ADMIN is the exact path of tnsnames.ora.

To troubleshoot a failed ODBC connection on AIX, HP-UX, Linux, or Solaris

- 1 Verify that the Oracle connect string entered as part of Siebel Server configuration is valid.
- 2 If the connect string entered is correct, check the ODBCINI environment variable to verify that it was set by entering the following command:

```
echo ${ODBCINI}
```

The response will be the following:

```
$SIEBEL_ROOT/sys/.odbc.ini
```

- 3 If the ODBCINI environment variable was correctly set, verify that the .odbc.ini file is valid by reviewing it for the presence of the following parameters:

```
[EnterpriseName_DSN]
ServerName=ora901
Driver=$SIEBEL_ROOT/lib/SEor818.so
ColumnsAsChar=1
ColumnSizeAsCharacter=1
```

If these parameters are not present, the file is invalid.

CAUTION: The ColumnsAsChar and ColumnSizeAsCharacter parameter settings are required for Oracle 10g, in order for the ODBC driver to behave correctly.

- 4 If the .odbc.ini file is valid, verify that the library path includes the path for the ODBC driver on your platform by entering the following command:

AIX. Use echo \${LIBPATH}.

HP-UX. Use echo \${SHLIB_PATH}.

Linux and Solaris. Use echo \${LD_LIBRARY_PATH}.

The response will be the following:

```
$SIEBEL_HOME/lib
```

NOTE: Siebel applications support the Oracle 32-bit client. Therefore, if you have installed the Oracle 64-bit client on your Siebel Server, you must include \$ORACLE_HOME/lib32 in your LIBPATH (AIX), SHLIB_PATH (HP-UX), or LD_LIBRARY_PATH (Linux, Solaris) variable definition. (If you require \$ORACLE_HOME/lib for non-Siebel applications, make sure \$ORACLE_HOME/lib32 is placed in front of \$ORACLE_HOME/lib.)

- 5 If the response illustrated for your platform in [Step 4 on page 166](#) was correct and you are verifying a Unicode installation, make sure that the following environment variable is set according to the recommendations from your database platform vendor. This variable is also set in the siebenv.csh and siebenv.sh scripts.

```
SIEBEL_UNI_XUNICODE_DB=ORACLE
```

Configuring Siebel Management Agent and Siebel Management Server

This topic provides instructions for configuring Siebel Management Agent and Siebel Management Server, including tasks you perform after configuration. It includes the following subtopics:

- [“About Configuring Siebel Management Agents and Siebel Management Server” on page 167](#)
- [“Creating the Siebel User for Siebel Diagnostic Tool” on page 168](#)
- [“Configuring Siebel Management Agent” on page 169](#)
- [“Configuring Siebel Management Server” on page 173](#)

- [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 177](#)
- [“Restarting Siebel Management Server After Installation and Configuration” on page 180](#)

You perform these configuration tasks after installation, which is described in [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#).

About Configuring Siebel Management Agents and Siebel Management Server

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#).

This topic provides background information about configuring Siebel Management Agents and Siebel Management Server.

NOTE: Configuring Siebel Management Agents and Management Server includes steps for specifying Secure Sockets Layer (SSL) encryption for communications between components. Before configuring, review topics about SSL encryption in *Siebel Security Guide*.

The following port numbers are used by default by components of the Siebel Management Framework, and can be changed in the Configuration Wizard for Siebel Management Agent or Management Server:

- Siebel Management Agent: port 1199 (RMI registry)
- Siebel Management Server: port 1099 (RMI registry)
- Siebel Diagnostic Tool: port 8080

Anticipate whether you may have port number conflicts with other components on individual machines and take steps to avoid conflicts. For example, the Siebel Charts server also uses port 1099. For more information, see [“Installing Siebel Charts” on page 275](#).

NOTE: As noted in [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 177](#), XML files output by Perl scripts assume the default Management Agent port number of 1199.

Process of Configuring Siebel Management Agents and Management Server

Configuring Siebel Management Agents and Siebel Management Server consists of the following activities:

- 1 (For Siebel Diagnostic Tool deployments only) Create the Siebel user for Siebel Diagnostic Tool. See [“Creating the Siebel User for Siebel Diagnostic Tool” on page 168](#).
- 2 Run the Management Agent Configuration Wizard after installing each instance of Management Agent. See [“Configuring Siebel Management Agent” on page 169](#).
- 3 Run the Management Server Configuration Wizard after installing Management Server. Part of this task means registering each Management Agent with the Management Server.

- You can register up to two instances of Management Agent in the Siebel Enterprise using the Management Server Configuration Wizard. See [“Configuring Siebel Management Server” on page 173](#).
- If you have more than two instances of Management Agent installed, or have Management Agents in different Enterprises, first register at least one Management Agent using the Management Server Configuration Wizard. Then use Perl scripts to register remaining Management Agents. For details, see [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 177](#).

Creating the Siebel User for Siebel Diagnostic Tool

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#).

This topic describes requirements for creating the Siebel user for Siebel Diagnostic Tool. Part of this task is performed by a database administrator (DBA). *If you will not be using Diagnostic Tool, you can skip this task.*

When you configure Siebel Management Server, as described in [“Configuring Siebel Management Server” on page 173](#), you are prompted to provide details about the Siebel user for the Siebel Diagnostic Tool.

- If you will not be using Diagnostic Tool functionality, you do not need to specify the Diagnostic Tool user in the Configuration Wizard.
- However, if you will use Diagnostic Tool, then the Diagnostic Tool user must already exist as a Siebel user in the Siebel Database in order to successfully configure Management Server. In order to use Diagnostic Tool, this user must have the necessary permissions. For more information about Siebel Diagnostic Tool, see *Siebel System Monitoring and Diagnostics Guide*.

Creating the Diagnostic Tool User in the Database and Granting Permissions

For example, assume you will create a user named diagtool, with password abcd. In this case, the DBA must connect to the Siebel Database and enter a command like this:

```
GRANT CONNECT ON DATABASE TO USER DIAGTOOL IDENTIFIED BY 'abcd'
```

Now the DBA must grant limited permissions to this user, by entering a command like this:

```
GRANT SELECT ON TABLE SIEBEL.S_SRM_TASK_HIST TO USER DIAGTOOL
```

NOTE: If the commands above do not work in your database, work with your DBA to perform the necessary tasks.

Note the user name and password for later access.

Assigning Siebel User Responsibilities

Now the Siebel Administrator must assign a responsibility to the Siebel Diagnostic Tool user. The procedure below is performed by the Siebel Administrator.

To assign responsibilities to the Diagnostic Tool user

- 1 Log in as the Siebel Administrator to the Siebel application, such as Siebel Call Center.
- 2 Navigate to the Administration - Users screen.
- 3 Create a record for the Siebel Diagnostic Tool user (diagtool, in the example).
- 4 Assign the MgmtSrvr-Monitor responsibility to this user, and save the record.

Specifying the Diagnostic Tool User When Configuring Siebel Management Server

When you configure Siebel Management Server, as described in [“Configuring Siebel Management Server” on page 173](#), specify the Siebel user name and password for the newly created user when prompted for the Diagnostic Tool user.

When you run Siebel Diagnostic Tool, you will log in as this user. For details, see *Siebel System Monitoring and Diagnostics Guide*.

Changing the Password for the Diagnostic Tool User

The Siebel user name and password for the Siebel Diagnostic Tool user are stored in the file `tomcat-users.xml`, which is located in the `tomcat\conf` subdirectory of the Siebel Management Server installation directory. For details on how to change passwords in this file, see *Siebel Security Guide*.

If you change the password, you must stop and restart the Siebel Management Server. For details, see *Siebel System Administration Guide*.

Configuring Siebel Management Agent

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#).

This topic describes how you configure the Siebel Management Agent after installation. You configure using the Siebel Configuration Wizard – Siebel Management Agent Configuration (the Management Agent Configuration Wizard).

In general, this topic assumes that you configure Siebel Management Agent immediately after you install it (whether you install it with Siebel Server or install it separately). Optionally, you can cancel configuration and launch it later.

Installation of Management Agent (when it is not included with a Siebel Server installation) is described in [“Installing Siebel Management Agent” on page 121](#).

NOTE: On Microsoft Windows, if you are using database authentication, in order to select the Configuration Wizard option to start the Management Agent immediately, you must have already installed the Siebel Database schema and seed data. For details on performing these tasks, see [Chapter 7, “Configuring the Siebel Database.”](#)

To configure Siebel Management Agent

- 1 If you will launch the Management Agent Configuration Wizard manually at the command line, open a new command window. If the wizard is launched by the installer, go to [Step 3 on page 170](#).
- 2 Set the following environment variables, according to your operating system. In [Step 3](#), launch the wizard at the command line in the same command window.

■ **AIX:**

```
setenv LIBPATH $SIEBEL_ROOT/siebsrvr/mgmtagent/lib: {LIBPATH}
```

```
setenv PATH $SIEBEL_ROOT/siebsrvr/mgmtagent/bin: {PATH}
```

■ **HP-UX:**

```
setenv SHLIB_PATH $SIEBEL_ROOT/siebsrvr/mgmtagent/lib: {SHLIB_PATH}
```

```
setenv PATH $SIEBEL_ROOT/siebsrvr/mgmtagent/bin: {PATH}
```

■ **Linux and Solaris:**

```
setenv LD_LIBRARY_PATH $SIEBEL_ROOT/siebsrvr/mgmtagent/lib: {LD_LIBRARY_PATH}
```

```
setenv PATH $SIEBEL_ROOT/siebsrvr/mgmtagent/bin: {PATH}
```

where *SIEBEL_ROOT* is the parent directory for the installation.

NOTE: The commands above assume that Management Agent was installed as part of Siebel Server installation. If you installed it separately, use similar paths but remove references to the siebsrvr directory level. It is recommended to save the commands you require into a shell script.

- 3 If necessary, launch the Siebel Management Agent Configuration Wizard.

For more information, see [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#) and [“Launching the Siebel Configuration Wizard” on page 133](#). Specific command-line examples are shown in [“Commands for Launching Configuration Wizards” on page 137](#).

If you installed Management Agent as part of Siebel Server installation, go to [Step 5](#). If you installed Management Agent separately, go to [Step 4](#).

- 4 The wizard requests the location of the home directory for the Siebel Server on the machine where you install the Siebel Management Agent. For example, on Windows this could be:

```
C: \sba80\siebsrvr
```

Enter the location of the home directory for the Siebel Server, then click Next.

A screen appears that requests the account details of the Siebel user who accesses Siebel Management Agent.

- 5 Enter the Siebel user name and password, confirm the password, then click Next.

The wizard requests the location of the JRE home directory.

- 6 Click Browse to navigate to the JRE home directory. Select the directory, then click Next.

The wizard displays a check box that allows you to enable RC2 encryption for the Siebel user account you specified in [Step 5](#). By default, the check box is clear. For more information about RC2 encryption, see *Siebel Security Guide*.

7 Take the appropriate action:

- Select the check box to enable RC2 encryption of the Siebel user's password, then click Next. Specify or verify the full path to the RC2 key file.
- Leave the check box clear, then click Next to leave the Siebel user's password encoded in base64 Content-Transfer-Encoding.

The wizard requests the port number for the RMI Registry. Requests to connect to this Siebel Management Agent use this port number (default 1199).

8 Enter the port number for the RMI Registry or accept the default, then click Next.

The wizard requests the type of authentication to deploy for Siebel Management Agent. You must select the same type of authentication for both Siebel Management Server and any Siebel Management Agents that connect to this Siebel Management Server. For more information about authentication types, see *Siebel Security Guide*.

9 Select the type of authentication, then click Next.

- If you selected LDAP or Database, go to [Step 10](#) and specify the path to the security adapter file. Use one of these options for production deployments.
- If you selected None, go to [Step 11](#). This option is not suitable for production deployments.

NOTE: For deployments using Siebel ADM, None will allow ADM to perform deployments without any authentication credentials (anyone with access to the ADM server installation directory can run deployments).

10 Specify the path to the security adapter file (located in the bin subdirectory of the Management Agent installation directory), then click Next.

- For LDAP, specify the file `secadp.cfg`.
- For database authentication, specify the file `odbcsecadp.cfg`.

For database authentication, after you configure the software you must edit the file `odbcsecadp.cfg` before operation so it contains values like the following. Set `DSConnectString` to your ODBC data source name (such as `SBA_80_DSN`, where `SBA_80` is the name of the Siebel Enterprise). Set `DSTableOwner` to the owner of the Siebel schema (such as `siebel`).

```
[ServerDataSrc]
DSConnectString = SBA_80_DSN
DSTableOwner = siebel
```

The wizard asks if you want to deploy the Secure Sockets Layer (SSL) protocol for Siebel Management Agent. For more information about SSL, see *Siebel Security Guide*.

11 Take the appropriate action:

- To deploy SSL, select the check box, then click Next. Proceed to [Step 12](#).
- Leave the check box clear if you do not want to deploy SSL, then click Next.
 - On Microsoft Windows, the wizard requests the Microsoft Windows account details for the machine that hosts the Siebel Management Agent. Proceed to [Step 15](#).
 - On UNIX, proceed to [Step 17](#).

12 Take the appropriate action:

- Select Client to use the SSL protocol for communication from the client, then click Next. (In this context, the *client* is the Siebel Management Server.) The wizard requests the name of the Truststore file. Proceed to [Step 14](#).
- Select Dual to use the SSL protocol for communications in both directions (between the Management Server and the Management Agents), then click Next. The wizard requests the Private Key File Name and Private Key File Password. Proceed to [Step 13](#).

13 Enter values for the Private Key File Name and Private Key File Password, then click Next.

The wizard requests the name of the Truststore file.

14 Enter the name of the Truststore file, then click Next.

- On Microsoft Windows, proceed to [Step 15](#).
- On UNIX, proceed to [Step 17](#).

15 Enter the Windows User Account and the Windows User Account Password, confirm the password, then click Next.

The wizard asks if you want to start Siebel Management Agent.

16 Take the appropriate action:

- To start Siebel Management Agent when configuration completes, select the check box and click Next.

NOTE: On Microsoft Windows, if you are using database authentication, in order to select this option, you must have already installed the Siebel Database schema and seed data. For details on performing these tasks, see [Chapter 7, "Configuring the Siebel Database."](#)

- To start Siebel Management Agent at a later time, leave the check box clear and click Next.

The wizard summarizes the selections you have made.

17 Review this information and take the appropriate action:

- If the information is correct, click Next to complete the configuration. A dialog box appears that asks if you want to execute the configuration. Proceed to [Step 18](#).
- If the information is incorrect, click Back to return to the parameter you need to modify.

18 Click OK to execute the configuration and complete the configuration of the Siebel Management Agent.

19 If you launched the Configuration Wizard from the installer, return to ["Installing Siebel Management Agent" on page 121](#) to complete the installation.

After you have configured all Management Agents:

- Go to ["Installing Siebel Management Server" on page 123](#) to install Management Server (if it is not yet installed), or
- Go to ["Configuring Siebel Management Server" on page 173](#) to configure Management Server (if it is already installed).

Configuring Siebel Management Server

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 166.](#)

This topic describes how you configure Siebel Management Server after installation. You configure using the Siebel Configuration Wizard – Siebel Management Server Configuration (the Management Server Configuration Wizard).

When you configure the Management Server, you are also registering one or two Management Agents with the Management Server.

Some settings in the Management Server Configuration Wizard apply only to Siebel Diagnostic Tool or only to Siebel ADM.

If you are deploying Siebel ADM, note the following requirements for the ADM package directory, which you specify while configuring Siebel Management Server:

- Users who deploy ADM packages must have read and write permissions in this directory.
- The directory must be a shared network resource that will be available to all the machines where Siebel Management Agent is installed. For UNIX deployments, where Management Agent is installed on UNIX machines, a cross-platform networking tool such as Samba may be required to help provide such access to Siebel Management Server on Windows.

In general, this topic assumes that you configure Siebel Management Server immediately after you install it. Optionally, you can cancel configuration and launch it later. Installation is described in [“Installing Siebel Management Server” on page 123.](#)

NOTE: If you are using database authentication, in order to select the Configuration Wizard option to start the Management Server immediately, you must have already installed the Siebel Database schema and seed data. For details on performing these tasks, see [Chapter 7, “Configuring the Siebel Database.”](#)

To configure Siebel Management Server

- 1 If necessary, launch the Siebel Management Server Configuration Wizard.

For more information, see [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#) and [“Launching the Siebel Configuration Wizard” on page 133.](#)

The wizard requests the name of the Siebel Enterprise for which you will be using Siebel Management Server.

- 2 Enter the name of the Siebel Enterprise, then click Next.

The wizard requests the name of the machine that hosts the Siebel Gateway Name Server. It also requests the port number (default 2320) on which the Gateway Name Server listens for requests.

- 3 Enter the name of the machine that hosts the Siebel Gateway Name Server and its port number, then click Next.

NOTE: Make sure the Siebel Gateway Name Server is running.

The wizard requests the account details of the Siebel user who administers the Siebel Management Server.

- 4 Enter the Siebel user name and password, confirm the password, then click Next.

The wizard requests the account details of the Siebel user who accesses Siebel Diagnostic Tool. See also “[Creating the Siebel User for Siebel Diagnostic Tool](#)” on page 168. For more information about Siebel Diagnostic Tool, see *Siebel System Monitoring and Diagnostics Guide*.

- 5 Enter the Siebel user name and password for the Siebel user who accesses the Diagnostic Tool, confirm the password, then click Next.

The wizard displays a check box that allows you to enable RC2 encryption for the Siebel user account you specified in [Step 4](#). By default, the check box is clear. For more information about RC2 encryption, see *Siebel Security Guide*.

- 6 Take the appropriate action:

- Select the check box to enable RC2 encryption of the Siebel user’s password, then click Next. Specify or verify the full path to the RC2 key file.
- Leave the check box clear, then click Next to leave the Siebel user’s password in base64 Content-Transfer-Encoding.

The wizard requests the port numbers for the RMI Registry and the Diagnostic Tool. The RMI Registry port number (default 1099) is the port number where Siebel Management Server listens for requests. The port number for the Diagnostic Tool (default 8080) is the port number where it listens for requests.

- 7 Enter the port numbers for the RMI Registry and the Diagnostic Tool or accept the defaults, then click Next.

The wizard requests the location of the JRE home directory.

- 8 Click Browse to navigate to the JRE home directory. Select the directory, then click Next.

The wizard requests the type of authentication to deploy for Siebel Management Server. You must select the same type of authentication for both Siebel Management Server and any Siebel Management Agents that connect to this Siebel Management Server. For more information about the authentication types, see *Siebel Security Guide*.

- 9 Select the type of authentication, then click Next.

- If you selected LDAP or Database, go to [Step 10](#) and specify the path to the security adapter file. Use one of these options for production deployments.
- If you selected None, go to [Step 11](#). This option is not suitable for production deployments.

NOTE: For deployments using Siebel ADM, None will allow ADM to perform deployments without any authentication credentials (anyone with access to the ADM server installation directory can run deployments).

- 10 Specify the path to the security adapter file (located in the bin subdirectory of the Management Server installation directory), then click Next.

- For LDAP, specify the file secadp.cfg.
- For database authentication, specify the file odbcsecadp.cfg.

For database authentication, after you configure the software you must edit the file `odbcsecadp.cfg` before operation so it contains values like the following. Set `DSConnectString` to your ODBC data source name (such as `SBA_80_DSN`, where `SBA_80` is the name of the Siebel Enterprise). Set `DStableOwner` to the owner of the Siebel schema (such as `siebel`).

```
[ServerDataSrc]
DSConnectString = SBA_80_DSN
DStableOwner = siebel
```

The wizard asks if you want to deploy the Secure Sockets Layer (SSL) protocol for the Siebel Management Server. For more information about SSL, see *Siebel Security Guide*.

11 Take the appropriate action:

- To deploy SSL, select the check box, then click Next. Proceed to [Step 12](#).
- Leave the check box clear if you do not want to deploy SSL, then click Next. The wizard requests the Microsoft Windows account details for the machine that hosts Siebel Management Server. Proceed to [Step 15](#).

12 Take the appropriate action:

- Select Client to use the SSL protocol for communication from the client, then click Next. (In this context, the *client* is the Siebel Management Agent.) The wizard requests the name of the Truststore file. Proceed to [Step 14](#).
- Select Dual to use the SSL protocol for communications in both directions (between the Management Server and the Management Agents), then click Next. The wizard requests the Private Key File Name and Private Key File Password. Proceed to [Step 13](#).

13 Enter values for the Private Key File Name and Private Key File Password, then click Next.

The wizard requests the name of the Truststore file.

14 Enter the name of the Truststore file, then click Next.

The wizard requests the Microsoft Windows account details for the machine that hosts Siebel Management Server.

15 Enter the Windows User Account and the Windows User Account Password, confirm the password, then click Next.

The wizard requests the default location of the ADM package directory—the directory that stores packages prior to deployment in the target environment. For more information, see *Siebel Application Deployment Manager Guide*.

16 (For Siebel ADM deployments only) Click Browse to navigate to the directory, select it, then click Next.

If you do not intend to use ADM, leave the default ADM package directory empty, then click Next.

The wizard requests the host name and port number (default 1199) of the machine with the first Siebel Management Agent you want to register with the Management Server.

- 17** Enter the host name of the machine that hosts the monitored Siebel Server (where the first Siebel Management Agent is installed) and the port number on which Management Agent listens, then click Next.

The wizard requests the name of the monitored Siebel Server.

- 18** Enter the name of the Siebel Server, then click Next.

The wizard asks you to select the type of monitored server.

- 19** Take the appropriate action:

- To monitor a Siebel Server, select the Siebel Server check box, then click Next.
- To monitor another type of server, select the Generic Server check box, then click Next. For more information about this option, see *Siebel Application Deployment Manager Guide*.

The wizard asks if you want to register a second Siebel Management Agent with this Management Server.

- 20** Take the appropriate action:

- Select the check box if you have two Siebel Servers with Siebel Management Agent and are registering the second Management Agent. Repeat [Step 17](#) through [Step 19](#) to register the second Management Agent.
- Clear the check box, then click Next, if you do not want to register a second Siebel Management Agent at this time.

For example, clear the check box if you only have one Siebel Server with a Management Agent, or if you have more than two Siebel Servers with Management Agents. To register more than two Management Agents, you must run Perl scripts as described in [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM”](#) on [page 177](#).

The wizard asks if you want to start Siebel Management Server.

- 21** Take the appropriate action:

- To start Siebel Management Server when configuration is complete, select the check box and click Next.

NOTE: On Microsoft Windows, if you are using database authentication, in order to select this option, you must have already installed the Siebel Database schema and seed data. For details on performing these tasks, see [Chapter 7, “Configuring the Siebel Database.”](#)

- To start Siebel Management Server at a later time, leave the check box clear and click Next.

The wizard summarizes the selections you have made.

- 22** Review this information and take the appropriate action:

- If the information is correct, click Next to complete the configuration. A dialog box appears that asks if you want to execute the configuration. Proceed to [Step 23](#).
- If the information is incorrect, click Back to return to the parameter you need to modify.

- 23** Click OK to execute the configuration and complete the configuration of the Siebel Management Server.

24 If you launched the Configuration Wizard from the installer, return to [“Installing Siebel Management Server” on page 123](#) to complete the installation.

NOTE: If necessary, after you have configured Management Server using the Configuration Wizard, go to [“Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM” on page 177](#).

Using Perl Scripts to Register Additional Siebel Management Agents and Configure Siebel ADM

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#).

This topic describes how to execute a series of Perl scripts provided with Siebel Business Applications to register additional instances of Siebel Management Agent with Siebel Management Server and to configure Siebel ADM (where Management Agent is on Windows).

If you have more than two instances of Management Agent installed, first register at least one of them (up to two) using the Management Server Configuration Wizard. Then follow the first procedure in this topic to register the remaining Management Agents with the Management Server.

If you have Siebel ADM (where Management Agent is on Windows), also follow the second procedure in this topic.

Executing these Perl scripts invokes the `svrmgr` executable to retrieve information from the Siebel Gateway Name Server about installed Siebel Servers and Management Agents, then generates XML files containing data needed by Management Server.

After verifying or updating port numbers in these files, you then copy the XML files to the Management Server (updating existing files).

You would also use the Perl scripts if your Management Server needs to work with more than one Siebel Enterprise, such as if you are monitoring multiple Enterprises using Siebel Diagnostic Tool.

NOTE: If you add more Siebel Servers with Management Agents later, perform this task again to register them with the Management Server.

The Perl scripts provided are:

- `getservers.pl`
- `makeagentconfig.pl`
- `admconfig.pl` (for ADM) – provided with Management Agent on Windows only, not UNIX

The Perl scripts are provided as part of both the Management Agent and Management Server installations. They are located in:

- `MgmtAgentInstallDir\bin` (Management Agent installation directory, on Windows or UNIX)
- `MgmtSrvrInstallDir\bin` (Management Server installation directory, on Windows only)

NOTE: Executing the Perl scripts must be done on a machine on which you have installed a Siebel Server. In general, this topic assumes that you execute the Perl scripts on a Management Agent machine, because it is also a Siebel Server machine.

To register additional Management Agents

- 1 Copy the file configuration.globals.xml from the Management Server installation to the directory where you will be executing the Perl scripts.

If you are executing the Perl scripts on the Management Agent machine, copy the file from *MgmtSrvrInstallDir\pref\system* (on the Management Server machine) to *MgmtAgentInstallDir\bin* (on the Management Agent machine).

- 2 Navigate to the directory *MgmtAgentInstallDir\bin* (on the Management Agent machine).
- 3 Execute getservers.pl. From the command line, execute the following command:

```
perl getservers.pl -g GatewayServerHostname: GatewayServerPortNumber -e SiebelEnterpriseName -u SiebelUsername -p SiebelUserPassword -l DeploymentLanguage
```

For example, enter:

```
perl getservers.pl -g sdchs21n044: 4330 -e sieb80 -u sadmin -p db2 -l enu
```

NOTE: Specifying the port number (and preceding colon) is optional if the Gateway Name Server uses the default port of 2320.

The following appears in the output window (where sieb80 is the name of the Enterprise):

```
Running SrvMgr
Parsing output from SrvMgr
Writing output to sieb80
Generating configuration globals XML file
Renaming configuration globals XML file
```

The command above invokes srvmgr and retrieves data from the Gateway Name Server, then writes output to the configuration.globals.xml file and to a file named for the Siebel Enterprise—for example, sieb80 (do not rename this file).

- 4 Execute makeagentconfig.pl. From the command line, execute the following command:

```
perl makeagentconfig.pl SiebelEnterpriseName
```

The following appears in the output window:

```
Writing configuration.agents.xml
```

- 5 Copy the following files to the directory *MgmtSrvrInstallDir\pref\system* (on the Management Server machine):

- configuration.globals.xml
- configuration.agents.xml
- sieb80 (where sieb80 is the name of your Siebel Enterprise)

- 6 Open the file configuration.agents.xml and verify that it contains an entry key for each Management Agent, in the following format:

```
<entry key=" Siebel ServerName"
value=" Siebel ServerName: Siebel Server: Siebel EnterpriseName: service: jmx: rmi: //
HostofAgent/jndi /rmi: //HostofAgent: PortofAgent/jmx/siebel /agent" />
```

For example, it may contain an entry similar to the following:

```
<entry key="SDCHS21N008"
  value="sdchs21n008: Siebel Server: sieb80: service:jmx:rmi://SDCHS21N008/jndi/rmi://SDCHS21N008:1199/jmx/siebel/agent" />
```

- 7 If necessary, update the Management Agent port numbers in configuration.agents.xml.

The file configuration.agents.xml is generated with the RMI registry port for Management Agents assumed as the default of 1199. If any of the Management Agents use a port number other than 1199, then you must manually edit the entries in this file to use the correct port numbers.

- 8 (For Siebel Diagnostic Tool deployments only) Copy the configuration.agents.xml file from this folder:

```
MgmtSrvrInstallDir\pref\system
```

to this folder:

```
MgmtSrvrInstallDir\tomcat\webapps\DiagTool\WEB-INF
```

NOTE: The target folder above is created after you run Management Server for the first time.

To execute admconfig.pl

- 1 (For Siebel ADM deployments only) Execute admconfig.pl. From the command line, execute the following command.

NOTE: This step is necessary only for Siebel ADM deployments where Siebel Management Agent is installed on Windows. Execute this script multiple times if Siebel ADM must support multiple Siebel Enterprises.

```
perl admconfig.pl -e SiebelEnterpriseName -s SCBrokerPortNumber -p
ADMDefaultPackageLocation -r MgmtSrvrInstallDir
```

For example, enter:

```
perl admconfig.pl -e sieb80 -s 2321 -p C:\sba80\mgmtsrvr\adm\packages -r
C:\sba80\mgmtsrvr
```

The following information appears in the output window (where sieb80 is the name of the Siebel Enterprise):

```
Creating deploy_sieb80.bat
Creating entprofile_sieb80.xml
```

The above command creates the file deploy_sieb80.bat in the *MgmtSrvrInstallDir\pref\system* directory and the file entprofile_sieb80.xml in the *MgmtSrvrInstallDir\adm* directory.

Restarting Siebel Management Server After Installation and Configuration

This topic is part of [“Configuring Siebel Management Agent and Siebel Management Server”](#) on [page 166](#).

After configuring Siebel Management Server as described in previous topics, you must stop and restart the Siebel Management Server.

For details on performing this task, see *Siebel System Administration Guide*.

7

Configuring the Siebel Database

This chapter is written for administrators who run the Database Configuration Wizard and for database administrators (DBAs) who perform related tasks on the RDBMS. It includes the following topics:

- [“About the Siebel Database and the Database Configuration Utilities” on page 181](#)
- [“Process of Configuring the Siebel Database” on page 182](#)
- [“Requirements for Siebel Database Configuration” on page 183](#)
- [“Setting Up Your Environment to Support Global Time Zone” on page 185](#)
- [“Creating Table Owner and Administrator Accounts” on page 186](#)
- [“Installing the Stored Procedures and User-Defined Functions on DB2 UDB” on page 188](#)
- [“Configuring the Siebel Database on the RDBMS” on page 189](#)
- [“Verifying System Preferences and Other Settings for Database Code Page” on page 196](#)
- [“Populating the Siebel File System” on page 197](#)
- [“Importing a Siebel Repository into the Siebel Database” on page 197](#)

NOTE: If your database is IBM DB2 UDB for z/OS, refer to *Implementing Siebel Business Applications on DB2 UDB for z/OS* instead of this chapter. See also the relevant information under [“Planning RDBMS Installation and Configuration” on page 29](#).

About the Siebel Database and the Database Configuration Utilities

CAUTION: In an upgrade environment, or in another environment where you have an existing Siebel Database, you generally *do not perform any tasks mentioned in this chapter*. For more information, see [“About Installing in Upgrade Environments” on page 23](#).

The *Siebel Database* on the RDBMS stores the data used by Siebel Business Applications. Siebel Server components (particularly Application Object Managers supporting Siebel Web Clients), Siebel Tools clients, and Siebel Developer Web Clients connect directly to the Siebel Database and make changes in real time.

(Siebel Mobile Web Clients download a subset of the server data to use locally, and periodically synchronize with the Siebel Database through the Siebel Remote components on the Siebel Server, to update both the local database and the Siebel Database.)

The *Database Configuration Utilities* (formerly called the *Siebel Database Server*) refers to a set of files that you install on a Siebel Server machine using the Siebel Enterprise Server installer. These files are accessed when you run the Database Configuration Wizard and the Siebel Upgrade Wizard in order to configure the Siebel Database on the RDBMS.

NOTE: In the Database Configuration Wizard, the main database configuration task is called *installing* the Siebel Database. This guide generally refers to the same task as *configuring* the Siebel Database.

For instructions on installing Database Configuration Utilities, Siebel Server, and other Siebel Enterprise Server components, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

NOTE: This chapter assumes that you have already created the database instance. It also assumes that you have already installed the Database Configuration Utilities on the same machine as a Siebel Server, and in the same top-level installation directory. It is recommended to install the Siebel Server and the Database Configuration Utilities at the same time. Database Configuration Utilities need only be installed once, on a single Siebel Server machine.

For information about tasks you must perform in the RDBMS before you install the Database Configuration Utilities, see [Chapter 3, “Configuring the RDBMS.”](#)

The Database Configuration Utilities installed software has no run-time role in managing database operations for users running Siebel Business Applications.

Some of the tasks you can perform with the Database Configuration Wizard are for upgrade scenarios only, and are described in *Siebel Database Upgrade Guide*.

This chapter describes running the Database Configuration Wizard to configure the Siebel Database. For more information about the wizards provided for configuring Siebel software, see [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#) and related topics.

Process of Configuring the Siebel Database

Configuring the Siebel Database on the RDBMS requires multiple tasks that you perform in the sequence described below. Some of these topics will have already been performed as described in other chapters, and are identified here to provide contextual information. Additional installation and configuration tasks also apply, which are described in other applicable chapters.

- 1 Review [“About the Siebel Database and the Database Configuration Utilities” on page 181](#).
- 2 Fill out your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet,”](#) with all RDBMS-specific information.
- 3 Create and configure the database instance. You would have already performed this task, as described in [Chapter 3, “Configuring the RDBMS.”](#)

CAUTION: In an upgrade environment, or in another environment where you have an existing Siebel Database, you generally do not perform any of the tasks mentioned in the above chapter. In particular, you do not create the database instance on the RDBMS. However, after the upgrade is complete, you may need to modify database parameters for your RDBMS platform to match settings described in the above chapter. For more information, see [“About Installing in Upgrade Environments” on page 23](#).

- 4 Review the information provided in [“Requirements for Siebel Database Configuration” on page 183](#).

- 5 Install the Database Configuration Utilities software on the Siebel Server and review the installation. You would have already performed these tasks, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)
- 6 If required for your multilingual deployment, reset the Global Time Zone parameter. See [“Setting Up Your Environment to Support Global Time Zone” on page 185.](#)
- 7 Create the table owner and administrator accounts. See [“Creating Table Owner and Administrator Accounts” on page 186.](#)
- 8 **(DB2 UDB only)** Install stored procedures and user-defined functions on the RDBMS. See [“Installing the Stored Procedures and User-Defined Functions on DB2 UDB” on page 188.](#)
- 9 Run the Database Configuration Wizard to configure the Siebel Database on the RDBMS, and perform related tasks. See [“Configuring the Siebel Database on the RDBMS” on page 189.](#)
 - a Install tables, indexes, and seed data in the Siebel Database. See [“Installing the Siebel Database Components” on page 189.](#) This task also installs the Siebel Repository. The seed data and repository data installed using this task are for the primary language only.
 - b Review the database installation log for errors. See [“Reviewing the Log Files for Siebel Database Installation” on page 194.](#)
- 10 Review the setting for the system preference Enterprise DB Server Code Page. See [“Verifying System Preferences and Other Settings for Database Code Page” on page 196.](#)
- 11 If you are deploying multiple languages, install multilingual seed data into the Siebel Database. Do this for each language in your deployment. See the information about adding a language to an existing Siebel Database in [“Installing the Siebel Database Components” on page 189.](#)
- 12 If you are deploying multiple languages, import multilingual repository data into the repository tables in the Siebel Database. Do this for each language in your deployment. See the information about adding a language to an existing repository in [“Importing a Siebel Repository into the Siebel Database” on page 197.](#)
- 13 Populate the Siebel File System. See [“Populating the Siebel File System” on page 197.](#)

Requirements for Siebel Database Configuration

Before you configure the Siebel Database, review the following information:

- Review [“Process of Configuring the Siebel Database” on page 182.](#)
- Obtain the services of a qualified database administrator (DBA) to assist you with your installation and, where applicable, upgrade.
- For new installations, make sure that the Siebel Database instance has been created and is properly configured, as documented in [Chapter 3, “Configuring the RDBMS.”](#)
- Complete the appropriate RDBMS-specific information in your copy of the worksheet in [Appendix A, “Deployment Planning Worksheet,”](#) as shown below.

Oracle Database

Make sure the following elements are defined for your Siebel Database:

- **Oracle SQLNet alias connect string.** You need this to connect to your Oracle database.
- **Table owner account (schema) name and password.** Using an Oracle Database requires that you assign a user name and password to any database tables you create. The term *table owner* refers to the schema that owns the database objects, such as tables, indexes, views, and triggers. SIEBEL is the default Table Owner Account user name and password for Siebel applications.

Prior to installing the Siebel Database components, you need to edit the `grantusr.sql` script, enter this and related information, and execute the script. See [“Creating Table Owner and Administrator Accounts” on page 186](#).

- **Siebel data table space.** The name of the default table space on the Oracle Database server where the Siebel data tables are stored.
- **Siebel index table space.** The name of the default table space on the Oracle Database server where the Siebel indexes are stored.
- Install Oracle database client software onto the machine where you will install the Database Configuration Utilities. Make sure that you have set the `ORACLE_HOME` variable appropriately before installing the Siebel software.

NOTE: Oracle database client and Oracle database versions must be the same. For supported versions of Oracle, see [Siebel System Requirements and Supported Platforms on Oracle Technology Network](#).

DB2 UDB

Make sure the following elements are defined for your Siebel Database:

- **Database alias.** The DB2 database alias that you created when you installed the DB2 software.
- **Table owner/database owner account user name and password.** DB2 UDB requires that you assign a user name and password to each database you create. SIEBEL is the default table owner account user name and password for Siebel applications.

Before installing the table spaces and indexes, you will be prompted to edit the `grantusr.sql` script, enter this and related information, and execute the script. See [“Creating Table Owner and Administrator Accounts” on page 186](#).

- **Siebel index table space.** The name of the table space on the DB2 UDB server where the Siebel indexes are stored.
- **Siebel 4-KB table space.** The name of the table space on the DB2 UDB server where the 4 KB Siebel data tables are stored.
- **Siebel 16-KB table space.** The name of the table space on the DB2 UDB server where tables reside whose row length is equal to or greater than 4005 bytes, but less than 16384 bytes.
- **Siebel 32-KB table space.** The name of the table space on the DB2 UDB server where tables reside whose row length is 32768 bytes.

- Statistics are generated automatically during table, index, and seed data installation, and during the repository import process. However, it is recommended that statistics be kept up to date through standard database administration procedures.
- Make sure you have installed the required IBM fix pack on your database server machine. For more information, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- Make sure that IBM DB2 UDB is properly configured and you have allocated disk space appropriate to your installation requirements.

Setting Up Your Environment to Support Global Time Zone

Global deployments typically span multiple time zones, making it difficult to manage time-sensitive information that must be exchanged among customers and employees working around the world. You can use the Global Time Zone feature to monitor the transfer of tasks between sites in different time zones.

The Global Time Zone feature converts and stores date and time data, using the Universal Time Coordinated (UTC) standard, which is equivalent to Greenwich Mean Time, but without daylight savings time.

You also need to make sure that time on all your machines are in sync by using a common NNTP server for time synchronization.

If you intend to operate your deployment with the Global Time Zone feature enabled, you must also set the operating system of your database servers to UTC time, or its equivalent. It is recommended that you change the time zone for the hosted application and not for the entire server. To change the operating system time, consult the vendor documentation for your operating system.

For more information on enabling Global Time Zone, see *Siebel Global Deployment Guide*.

For restrictions on installing and configuring UTC on DB2 UDB for z/OS, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

NOTE: The Global Time Zone parameter (Universal Time Coordinated system preference) is enabled (set to TRUE) by default. If you do not want to enable the Global Time Zone feature, you must reset this system preference to FALSE by navigating to Administration - Application, then System Preferences.

Creating Table Owner and Administrator Accounts

Create the table owner and administrator accounts according to the guidelines provided for each database platform identified in this topic. These accounts are created using the `grantusr.sql` script.

NOTE: For each applicable database platform, if you are planning to use Siebel Marketing, also grant drop table, drop index, create table, and create index rights at the database level within the OLTP schema to the table owner or the database user ID used for Siebel Marketing. For more information, see *Siebel Marketing Installation and Administration Guide*.

CAUTION: It is strongly recommended not to change the name of the Siebel administrator account, `SADMIN`. This account must be created for you to log in to Siebel Business Applications as the Siebel administrator. For information about changing the password for this account, see *Siebel Security Guide*.

NOTE: Before you execute the `grantusr.sql` script, confirm that this script will create all the users you will require. For example, for information about special-purpose user names you specify when configuring the Siebel Web Server Extension, see [“Requirements for SWSE Installation and Configuration” on page 205](#).

Oracle Database

Before configuring the Siebel Database, your DBA must review and modify (if necessary) the `grantusr.sql` script. The administrator must then execute the `grantusr.sql` script against your Siebel Database to create the Siebel table owner (default: `SIEBEL`), Siebel administrator account (default: `SADMIN`), `LDAPUSER` account, and the role `sse_role`, and grant them the appropriate privileges.

Before executing `grantusr.sql`, the DBA must copy the following command in the script, so it is defined once for each table space (for data or indexes) in your Siebel implementation:

```
alter user SIEBEL quota unlimited on table_space_name;
```

If necessary, the quota value can be adjusted to an appropriate value for each corresponding table space.

The `grantusr.sql` script is located in the `DBSRVR_ROOT/oracle` subdirectory.

The `grantusr.sql` script performs the following functions:

- Creates the role `sse_role` and grants `create session` privilege to this role.
- Creates the user `SIEBEL` (the Siebel table owner) and grants other appropriate privileges to `SIEBEL`.
- Creates the users `SADMIN` (the Siebel administrator) and `LDAPUSER` and grants the role `sse_role` to them.

The default user name and password for the login are listed in the `grantusr.sql` script. If you want another login, edit the `grantusr.sql` script and change all the references to your preferred name. Keep in mind that the length and allowable characters for the login ID and password depend on the rules of your underlying RDBMS platform. For instructions, see your Oracle Database documentation.

To run the *grantusr.sql* script on Oracle

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

```
@/$SIEBEL_ROOT/dbsrvr/oracle/grantusr.sql
```

NOTE: You must specify the full path to the file above.

- 2 Enter the table space name listed in [Appendix A, "Deployment Planning Worksheet."](#)

IBM DB2 UDB

Your DBA must manually create the Siebel table owner account (default: SIEBEL), the Siebel administrator account (default: SADMIN), and the *sse_role* group. The DBA must then add the Siebel administrator account to the *sse_role* group at the operating system level.

You can add users to the installation group *sse_role* group and permit them to use administrative commands to start, stop or otherwise administer the Siebel Server or components. However, you must change the permissions on the directory to enable write access, using the following command:

```
chmod -R 775 $SIEBEL_ROOT
```

NOTE: On Solaris, the *sse_role* group cannot be created using the *admi ntool* , due to the use of an underscore in the name. Instead, use the command *groupadd sse_role* to create the *sse_role* group and ignore the warning: *groupadd: sse_role name should be all lower case or numeric.*

After your database is created and before it is configured, execute the *grantusr.sql* script against your database server to grant the appropriate privileges to these users. The *grantusr.sql* script must be run before you configure the Siebel Database. The *grantusr.sql* script is located in the *DBSRVR_ROOT/db2udb* subdirectory.

Your DBA must review and run this script, which performs the following functions:

- Grants the appropriate permissions to the Siebel table owner account that will own all the database objects for your Siebel deployment.
- Creates a role (*sse_role*) with *create sessi on* privileges.

You cannot create the LDAPUSER account by running *grantusr.sql* . This account must belong to the *sse_role* group and be created by the DBA or the UNIX network administrator, as appropriate. For more information about LDAP security adapter authentication, see *Siebel Security Guide*.

To run the *grantusr.sql* script on DB2 UDB

- 1 Run the *grantusr.sql* script, using an account with DBA privileges.

The usual DB2 System Administration account will be called *db2i nst1* for this procedure.

- 2 Enter the following commands:

```
db2 connect to DB2database_alias user instance_owner_username using password
```

```
db2 -vf $SIEBEL_ROOT/dbsrvr/db2udb/grantusr.sql
```

where:

- *DB2database_alias* = The DB2 alias you use
- *instance_owner_username* = The login ID of the instance owner
- *password* = The password for the database instance (length and allowable characters depend on the rules of your underlying RDBMS platform)
- *\$SIEBEL_ROOT* = The full path to the Siebel root directory

The script prompts you for the default table space in which your Siebel objects are to be created.

- 3 Enter the table space name you recorded in the copy you made of [Appendix A, "Deployment Planning Worksheet."](#)

Installing the Stored Procedures and User-Defined Functions on DB2 UDB

On DB2 UDB, after installing the Database Configuration Utilities, you must copy stored procedures and user-defined functions (UDFs) from the Database Configuration Utilities installation to the DB2 UDB database server.

Any method that transfers the necessary files to the correct location on the database server is acceptable.

To copy the stored procedure code, complete the procedure that follows. Use the steps appropriate to the operating systems for the Database Configuration Utilities and the RDBMS.

For information on how to perform basic DB2 UDB tasks, see IBM's *Quick Beginnings* guide.

To copy and install the stored procedures

- 1 Log on to the Siebel Server machine on which you installed the Database Configuration Utilities.
- 2 Navigate to the following subdirectory in the Database Configuration Utilities installation directory:

```
DBSRVR_ROOT/db2udb/si ebproc/DBSRVR_OS
```

where:

- *DBSRVR_ROOT* = The Database Configuration Utilities component subdirectory of your Siebel Business Applications installation directory (*\$SIEBEL_ROOT/dbsrvr*)
- *DBSRVR_OS* = The operating system your database server (RDBMS) runs on, such as AIX, HPUX, LINUX, or SOLARIS

- 3 Copy the file siebproc to the function subdirectory within the DB2 UDB instance directory on the RDBMS machine where DB2 UDB is installed.

For example, on AIX, this location might be \$INST_HOME/sqllib/function.

Permissions for siebproc must be -rw-r---- (read-write for the owner, read for the group, and neither read nor write for all others). The owner of the file must be the instance owner, and the group must be the group to which the instance owner belongs.

NOTE: If you are deploying with DB2 UDB v8 64-bit, then you need to copy the siebproc64 library file to the sqllib/function directory and rename it to siebproc.

- 4 Proceed to [“Configuring the Siebel Database on the RDBMS” on page 189](#).

Configuring the Siebel Database on the RDBMS

Configuring the Siebel Database requires these tasks:

- [“Installing the Siebel Database Components” on page 189](#)
- [“Reviewing the Log Files for Siebel Database Installation” on page 194](#)

You will perform configuration tasks using the Database Configuration Wizard, which is available on the machine on which you installed the Database Configuration Utilities.

CAUTION: In an upgrade environment, you install the Database Configuration Utilities on the Siebel Server, as described in Chapter 5, [“Installing Siebel Enterprise Server and Related Components,”](#) but you do not perform any of the other tasks mentioned in this chapter. For more information, see [“About Installing in Upgrade Environments” on page 23](#).

Installing the Siebel Database Components

When you choose Install Database from the Siebel Database Operation screen in the Database Configuration Wizard, the utility performs several tasks within the database instance you created in [Chapter 3, “Configuring the RDBMS.”](#)

The Install Database task does the following:

- Creates the Siebel schema (tables and indexes) in a specified table space.
- Inserts Siebel seed data specific to your database, and installs views, packages, and procedures for your database. This task inserts seed data for the primary language only.
- Imports the Siebel Repository. This task imports the Repository for the primary language only.
- Sets system preferences.

Some steps in the procedure in this topic pertain to adding a language to an existing Siebel Database, also using the Database Configuration Wizard. Adding a language to an existing Siebel Database installs seed data to support that language. Each language other than the primary language must be installed separately.

In order to add a new language to previously installed Siebel applications, you must have installed its Language Pack on the Siebel Server using the Siebel Enterprise Server installer. See also [“Preparing to Run Siebel Server Components After Installing” on page 150](#).

After adding a language you also need to import the Siebel Repository for this language. For details, see [“Importing a Siebel Repository into the Siebel Database” on page 197](#).

After you have added a language to the Siebel Database, your seed data is multilingual. You must enable the multilingual list of values (MLOV) capability for Siebel Business Applications, and must enable individual LOVs associated with the language. For more information, see:

- *Configuring Siebel Business Applications*
- *Siebel Global Deployment Guide*
- Any applicable documents on this issue on My Oracle Support

For a list of languages supported by Siebel Business Applications in this release, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

To install Siebel Database components

- 1 Navigate to `$SIEBEL_HOME/bin` and source environment variables, using one of the following commands, depending on the type of shell you use:

Bourne or Korn shell

```
.. /siebenv.sh
```

TIP: Make sure there is a space between the initial period and `./siebenv.sh`.

C shell

```
source siebenv.csh
```

where:

- `$SIEBEL_HOME` = The location of the Siebel Server root directory, such as `/export/home/siebel/siebsrvr`.
- 2 Verify whether the values for `SIEBEL_ROOT` and `LANGUAGE` are correctly set or are empty by entering:

```
env
```

If the variables are incorrect or missing, reset them using one of the following commands, as appropriate to the shell you use.

For example, the `SIEBEL_ROOT` value might resemble `/export/home/siebel/siebsrvr`, while the value for `LANGUAGE` might be `ENU`, `FRA`, `JPN`, or `CHS` (or another language code).

Bourne or Korn shell

```
export SIEBEL_ROOT=New_Value
```

```
export LANGUAGE=New_Value
```

C shell

```
setenv SIEBEL_ROOT New_Value
```

```
setenv LANGUAGE New_Value
```

- 3 Navigate to `$SIEBEL_ROOT/bin` and launch the Database Configuration Wizard:

```
ssi ncfgw -i s: javaconsole -console -args LANG=language MODEL_FILE=SIEBEL_ROOT/  
siebsrvr/admin/dbsrvr.scm
```

NOTE: This procedure generally assumes you are running the Database Configuration Wizard in console mode. You can also run it in GUI mode. For more information about launching the Database Configuration Wizard, see “Launching the Siebel Configuration Wizard” on page 133.

- 4 Confirm whether the displayed settings for the SIEBEL_ROOT and LANGUAGE environment variables are correct (as discussed in [Step 2 on page 190](#)) by entering either Y or N.

If either the SIEBEL_ROOT value or the LANGUAGE value, which is the language in which you are running the wizard, is not set or is incorrect, you must correct them before proceeding.

The Configuration Wizard validates the existence of the `$SIEBEL_ROOT` directory.

- 5 Specify a different path to your Siebel Server root directory, or press Enter to accept the current default setting (for example, `/export/home/siebel/siebsrvr`).

The Configuration Wizard then prompts you for the path to the Database Configuration Utilities root directory.

- 6 Specify the path to your Database Configuration Utilities root directory, or press Enter to accept the current default setting (for example, `/export/home/siebel/dbsrvr`).

- 7 Select the appropriate RDBMS for your installation from the list of supported database platforms displayed:

Select the RDBMS Platform:

- 1- IBM DB2 UDB for Windows and UNIX
- 2- IBM DB2 UDB for z/OS
- 3- Oracle Database Enterprise Edition

- 8 Select the Install Database option from the Siebel Database Operation menu.

Select the Siebel Database Operation

- 1- Install Database
- 2- Upgrade Database
- 3- Import/Export Repository
- 4- Migrate Repository
- 5- Run Database Utilities

- 9 Confirm that you have already run the `grantusr.sql` script to set up table owner and administrator accounts.

NOTE: These accounts must be in place or you will not be able to complete installation of your tables, indexes, and seed data.

- If you already ran `grantusr.sql`, enter Y.

- If you did not already run `grantusr.sql`, enter N. Exit the Database Configuration Wizard and run the script now. When the script has finished executing, restart the Configuration Wizard.

10 If you elected to proceed, select Install Siebel Database from the Installation Options menu.

Select one of the following options:

- 1- Install Siebel Database
- 2- Add a language to an existing Siebel Database

The Install Siebel Database option creates the Siebel schema and inserts seed data at the end of the configuration session.

If you instead selected Add a language to an existing Siebel Database, proceed to [Step 12 on page 192](#), and specify the base language for the Siebel Database.

11 On the Database Encoding screen, specify the database encoding value for your database:

- 1- Uni code
- 2- Non-Uni code

CAUTION: Choose the correct option for your database to prevent installation of the wrong data types. The database will not be able to create Unicode data types on a non-Unicode page setting, so check this setting carefully before choosing the option.

If you are installing a new Siebel Database, proceed to [Step 13 on page 192](#).

12 On the Base Language screen, specify which language serves as the primary language (base language) for the Siebel Database.

The primary language is the language in which you already installed the Siebel Database (the first installed language). This screen appears only if you are adding a language to an existing Siebel Database. However, the screen does not appear if the existing database has only one language.

The languages listed in this screen are those for which you previously installed Siebel Language Packs on the Siebel Server.

NOTE: Before you install Language Packs, see the information about code pages in [“Planning RDBMS Installation and Configuration” on page 29](#).

13 On the Language Selection screen, specify the language in which you want to run your database (for an install database operation), or corresponding to the language you want to add (for an add language operation).

For an install database operation, the language you select will be the primary language for your database.

The languages listed in this screen are those for which you previously installed Siebel Language Packs on the Siebel Server.

- 14** On the ODBC Data Source screen, specify the ODBC data source name; for example, SBA_80_DSN. Then press Enter.

You can find the ODBC data source name under the [ODBC Data Sources] section of the .odbc.ini file, located in the \$SIEBEL_ROOT/sys directory.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 29](#).

The Database User Name screen appears.

- 15** Enter the user name and password for the Siebel administrator for your database; for example, SADMIN and SADMIN (Oracle) or SADMIN and db2 (DB2 UDB).

The Database Table Owner screen appears.

- 16** Enter the database table owner name and password; for example, ora*** and ora*** or siebel and db2.

The Database Server OS screen appears.

- 17 (DB2 UDB for UNIX and Windows only)** On the Database Server OS screen, select the platform on which your database server runs, and press Enter.

- 1- Windows
- 2- Solaris
- 3- AIX
- 4- HP-UX
- 5- Linux

- 18 (DB2 UDB only)** On the Database Index screen, enter the name of your index table space.

- 19 (DB2 UDB only)** Enter the name of your 4-KB table space.

- 20 (DB2 UDB only)** Enter the name of your 16-KB table space.

- 21 (DB2 UDB only)** Enter the name of your 32-KB table space.

- 22 (Oracle only)** On the Database Index screen, enter the name of your index table space; for example, INDEX01.

- 23 (Oracle only)** Enter the name of your table space; for example, DATA01.

The Oracle Parallel Index screen appears.

- 24 (Oracle only)** In the Oracle Parallel Index screen, specify the appropriate environment for your installation:

- 1. I am not running with Parallel Indexing On
- 2. I am running with Parallel Indexing On

If you have a single-CPU environment, choose the first option. If you have a multiple-CPU environment, choose the first or second option, depending on whether you are running with parallel indexing on.

The Common Parameters screen appears:

Siebel Log Process

(Default: install)
Press Enter for default

- 25 To accept the default log process (*install* for Install Database or *install_lang* for Add language) as the name of the logging directory under `siebsrvr/log`, press Enter. Or, specify a different name for the logging directory, then press Enter.

The List of Parameters Used screen appears, which shows the settings made during the session.

NOTE: Optionally, you can cancel the Database Configuration Wizard session, then restart it and reconfigure with different values.

- 26 Press Enter. Configuration is now complete. Your configuration is saved into the following file:

```
$SIEBEL_ROOT/siebsrvr/bin/master_operation.ucf
```

where, for this procedure, *operation* may be *install* or *install_lang*.

NOTE: Check the *Siebel Release Notes* on Siebel SupportWeb for the current release. If this document describes any tasks you must perform to modify the generated SQL files, modify the generated SQL as necessary before you execute the SQL in the Upgrade Wizard.

- 27 Run the Upgrade Wizard to apply the configuration. Enter the following command:

```
$SIEBEL_ROOT/siebsrvr/bin/srvrupgwiz /m master_operation.ucf
```

where, for this procedure, *operation* may be *install* or *install_lang*.

Reviewing the Log Files for Siebel Database Installation

Installing Siebel Database components on the RDBMS creates several log files within the `$SIEBEL_ROOT/log` subdirectory. You must review the files in this subdirectory for any errors.

For example, log files created may be named `srvrupgwiz1.log` (the most recently created), `srvrupgwiz1_01.log`, `srvrupgwiz1_02.log`, and so.

NOTE: For information about reviewing log files using the `logparse` utility, see *Siebel Database Upgrade Guide*.

Some other files generated for selected supported RDBMS are listed below.

Oracle Database. For Oracle, the following log files are also generated when you create tables, indexes, and seed data:

```
ddl_ctl.log
dataprim.log
dataprim_lang.log
ddlseq.log
ddlora.log
ddlview.log
ddlview_sia.log (for SIA)
seedssa.log
seedver.log
pkgseq.log
pkgdel.log
```

```
seedora.log
pkgvis.log
trgreset.log
ifstrg.log
ifindxstrg.log
set_utc_on.log
month_fn.log
```

IBM DB2 UDB. For DB2 UDB, the following log files are also generated when you create tables, indexes, and seed data:

```
ddl_ctl.log
dataimp_prim.log
dataimp_prim_lang.log
db2ddl.log
siebproc.log
seeddb2.log
seedver.log
seedssa.log
ddlview.log
ddlview_sia.log (for SIA)
grantstat.log
updatestats.log
loadstats.log
set_utc_on.log
```

Acceptable Errors for Siebel Database Installation

The log files may include errors that are expected and benign. Compare any error messages found in the log files to the sample error messages in the errors.txt file, which is located in the installation subdirectory for your database platform, for example, oracle. If a log file is not listed in the errors.txt file, then there are no acceptable error messages for that log file. No further action is required if the log files contain errors listed in the errors.txt file.

NOTE: Only one of each type of error occurring in a particular log file appears in the errors.txt file.

If you find errors not listed in the errors.txt file, correct the condition that caused the errors, and rerun the Upgrade Wizard. The wizard will restart from the point where it left off.

Do not review only the error numbers, because these may have changed following installation of a new driver version. Instead, compare the actual error descriptions to find out which are acceptable errors for this platform.

CAUTION: Although other errors are rarely encountered, this review is critical. Certain errors, such as a failure to create indexes, may result in performance problems or anomalous behavior in Siebel Business Applications.

You can view a log summary generated using the logparse utility. For more information, see *Siebel Database Upgrade Guide*.

Troubleshooting Siebel Database Installation

Typically, problems during database installation result from insufficient storage space having been allocated, or from the installer having improper user privileges.

Verifying System Preferences and Other Settings for Database Code Page

After you complete installing Database Configuration Utilities and configuring the Siebel Database, you must verify system preferences and other settings for the Siebel application that indicate whether you are using Unicode, and indicate the code page you are using.

For more information about code pages, see [“Planning RDBMS Installation and Configuration” on page 29](#) and [Chapter 3, “Configuring the RDBMS.”](#) See also *Siebel System Requirements and Supported Platforms* on Oracle Technology Network and *Siebel Global Deployment Guide*.

The procedure below assumes you have already installed Siebel Tools and entered license key information.

- For information about installing Siebel Tools, see [“Installing Siebel Tools” on page 265](#).
- For information about starting Siebel Tools and entering license key information, see [“Verifying Successful Installation of Siebel Tools” on page 270](#).

To verify system preferences and other settings

- 1 Launch Siebel Tools and navigate to Screens, System Administration, then System Preferences.
- 2 Look for System Preference Name = Enterprise DB Server Code Page. Verify that the value has been set correctly, based on the value that you selected during installation of the database server components (see [“Installing the Siebel Database Components” on page 189](#)).

NOTE: The value of Enterprise DB Server Code Page must be in lowercase, for example, utf-8 or utf-16.

Possible values for the system preference are listed in the table below:

Value	Language	Database
utf-8 ¹ (for Unicode)	All	Oracle
utf-16 ² (for Unicode)	All	DB2 UDB
cp932 (or equivalent)	Japanese	Oracle, DB2 UDB
cp1252 (or equivalent)	Western European	All

1. The Oracle database character set may have a different value, although the value entered must be utf-8.
2. Also known as UCS-2, although the value entered must be utf-16.

- 3 Verify that the column UNI CD_DATATYPS_FLG in the table S_APP_VER is set correctly. The flag value must be in uppercase. Possible values for UNI CD_DATATYPS_FLG are listed in the table below:

Code Page	Database	Value
Non-Unicode code page	All	N
Unicode	Oracle	8
Unicode	DB2 UDB	Y

Populating the Siebel File System

After you complete installing Database Configuration Utilities and configuring the Siebel Database, you must populate the Siebel File System.

Specific files needed to use the Siebel File System, such as correspondence templates and Siebel Marketing files, are provided with the Database Configuration Utilities software. A subdirectory called *files* is created when you install the Database Configuration Utilities.

The Siebel administrator must populate the att directory in the File System with these files after installing the Database Configuration Utilities, and before running the Siebel Web Client.

For information about creating the Siebel File System, see [“Creating the Siebel File System” on page 41](#).

To populate the Siebel File System directory

- 1 Copy the appropriate files from the files subdirectory of the Database Configuration Utilities software to the att subdirectory of the Siebel File System.
- 2 Verify that the files are in the correct location.

Importing a Siebel Repository into the Siebel Database

As of version 8.0, installing the Siebel Database as described in [“Installing the Siebel Database Components” on page 189](#) automatically imports the Siebel Repository for the primary language (only). *No separate step to import the repository is needed, except for each non-primary language in a multilingual deployment.*

The content in this topic is provided for customers with multilingual deployments or who have some other reason to import a Siebel Repository.

This topic includes the following subtopics:

- [“Importing a Siebel Repository” on page 198](#)
- [“Reviewing the Log Files for Repository Import for the Siebel Database” on page 200](#)

Importing a Siebel Repository

This topic is part of [“Importing a Siebel Repository into the Siebel Database” on page 197](#).

You can import the Siebel Repository using the Database Configuration Wizard. This task populates the repository tables in the Siebel Database with new object definitions. You import the Siebel Repository separately for each non-primary language in a multilingual deployment. This task does not apply for the Siebel Repository for the primary language.

Regardless of how many Siebel Business Applications you are using (for example, Siebel Call Center, Siebel Sales, Siebel Service, and Siebel Marketing), you will load the repository tables only once for each language.

NOTE: When you import data into the Siebel Repository tables, a commit is performed once for each table into which repository data is imported. Alternatively, the commit frequency can be set to a specified number of rows by including the command-line option `/h num_rows_per_commit` when the `repimexp.exe` utility is invoked.

Some steps in the procedure in this topic pertain to the task of adding a language to an existing repository, also using the Database Configuration Wizard. By adding a new language to a repository, you populate rows of localized user interface strings for repository objects, which allows Siebel Business Applications to display the UI in the new language.

In order to add a new language to an existing repository, you must have installed its Language Pack on the Siebel Server using the Siebel Enterprise Server installer. Also, you must have added the language to the Siebel Database. For more information, see [“Installing the Siebel Database Components” on page 189](#).

For more information about multilingual deployments, see [“About Installing and Deploying with Multiple Languages” on page 99](#).

To import the Siebel Repository

- 1 Launch the Database Configuration Wizard as described in [“Installing the Siebel Database Components” on page 189](#). Respond to the wizard prompts in the same way you did for the Install Database task described in that topic, up to the Siebel Database Operation screen.

- 2 On the Siebel Database Operation screen, select Import/Export Repository, and then click Next.

- 3 On the Select Repository Operation screen, choose one of the following options:

Import Repository. This option imports the Siebel Repository for the first time with a primary (base) language. Click Next and proceed to [Step 4 on page 199](#). *(This task does not apply if you are importing Siebel Repository data into an existing Repository for any non-primary language.)*

Add language to an existing Repository. This option adds a new language to your existing Siebel Repository (imports Siebel Repository data for that language). Click Next and proceed to [Step 6 on page 199](#).

Export Repository. This option exports the Siebel Repository data into a platform-independent file that can be sent to Siebel Technical Support for analysis if needed. *(This task is not described in this topic.)*

- 4 On the Import Selection screen, specify that you want to import the standard Siebel 8.x repository, and then click Next.
- 5 On the Language Selection screen, specify the language. For an import repository operation, this is the primary language (base language), the first language installed in [“Installing the Siebel Database Components” on page 189](#). For an add language operation, this is the language you want to add to the Repository.

The languages listed in this screen are those for which you previously installed Siebel Language Packs on the Siebel Server.

- 6 On the ODBC Data Source Name screen, indicate the name for the ODBC data source, such as SBA_80_DSN, and then click Next.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 29](#).

- 7 On the Database User Name screen, indicate the following about your database, and then click Next:

Database User Name. Type the user name of the Siebel administrator, for example, sadmi n for Oracle and DB2 UDB.

Database Password. Type the password for the Siebel administrator.

Database Password (confirm). Retype the password to confirm it.

- 8 On the Database Table Owner screen, indicate the following about your database, and then click Next:

Database Table Owner. The Siebel Database table owner, or the account that will own the Siebel objects; for example, ora*** for Oracle or si ebel for DB2 UDB.

Database Table Owner Password. Type the Siebel Database table owner password.

Database Table Owner Password (confirm). Retype the password to confirm it.

- 9 On the Import Repository Name screen, type the following values, and click Next:

Import Repository Name. Accept the default name (Siebel Repository) or type another valid name.

Repository File Name/Localized Repository File Name. If you are importing your repository for the first time, this field is named Repository File Name. If you are adding a language to an existing repository, this field is named Localized Repository File Name. Accept the default installation path and file name for this repository or type another valid installation path.

For Oracle, proceed to [Step 10 on page 199](#). For DB2 UDB, proceed to [Step 11 on page 200](#).

- 10 **(Oracle only)** In the Oracle Parallel Index screen, specify the appropriate environment for your installation, and click Next to continue:
 - I am not running with Parallel Indexing On
 - I am running with Parallel Indexing On

If you have a single-CPU environment, choose the first option. If you have a multiple-CPU environment, choose the first or second option, depending on whether you are running with parallel indexing on.

- 11 In the Log Output Directory screen, accept the default log directory, or enter a new directory name, and click OK.

By default, logging will occur in the `$SIEBSRVR_ROOT/log/operation/output` directory, where *operation* corresponds to the operation you are performing, such as *imprep* for Import Repository or *imprep_lang* for Add language to an existing Repository.

The Configuration Parameter Review screen appears.

- 12 Review the configuration values you entered on the previous Configuration Wizard screens:

- If you need to change any values, use the Previous and Next buttons to access the screens on which to change entries, and then to return to this screen.
- When you have verified the configuration values, click Finish. A message box appears with the prompt:

To apply the configuration now, press OK.

To apply the configuration later, press Cancel.

The command line to apply the configuration later is

```
$SIEBEL_ROOT/siebsrvr/bin/srvrupgwi z /m master_operation.ucf
```

where, for this procedure, *operation* may be *imprep* or *imprep_lang*.

The Siebel Upgrade Wizard appears, displaying the items to be executed or imported.

NOTE: If a program or system error occurs and you need to rerun the Siebel Upgrade Wizard, you can do so, starting at the point at which the wizard failed. For details, see *Siebel Database Upgrade Guide*.

- 13 To begin, click OK.

A window appears, displaying information about Siebel Upgrade Wizard repository import activities. The Upgrade Wizard displays a message when the operation is complete.

To verify that the import was successful, review the log files. See [“Reviewing the Log Files for Repository Import for the Siebel Database” on page 200](#).

Reviewing the Log Files for Repository Import for the Siebel Database

This topic is part of [“Importing a Siebel Repository into the Siebel Database” on page 197](#).

The repository import process creates several log files within the `$SIEBEL_ROOT/log` subdirectory. Review the files in this subdirectory for any errors.

For more information, see [“Reviewing the Log Files for Siebel Database Installation” on page 194](#).

Acceptable Errors for Repository Import for the Siebel Database

The log files may include errors that are expected and benign. Compare any error messages found in the log files to the sample error messages in the errors.txt file, which is located in the database server platform subdirectory, for example, oracle. If a log file is not listed in the errors.txt file, then there are no acceptable error messages for that log file. No further action is required if the log files contain errors listed in the errors.txt file.

NOTE: Only one of each type of error occurring in a particular log file appears in the errors.txt file.

If you find errors not listed in the errors.txt file, correct the condition that caused the errors, and rerun the Upgrade Wizard. Do not review only the error numbers, because these may have changed following installation of a new driver version. Instead, compare the actual error descriptions to find out which are acceptable errors for this platform.

CAUTION: Although other errors are rarely encountered, this review is critical. Certain errors, such as a failure to create indexes, may result in performance problems or anomalous behavior in Siebel Business Applications.

Troubleshooting Siebel Repository Import for the Siebel Database

Typical problems that may occur at this stage consist of the following:

- Importing a repository with the same name as an existing repository.
- Database runs out of table space pages and cannot allocate new data pages which can be resolved by increasing the table space sizes.
- **(DB2 UDB only)** Errors regarding the settings for DB2 configuration parameters, such as APP_CTL_HEAP_SZ. These must be reset, in most cases, to higher values, because Oracle guidelines suggest only minimum values.

The preceding errors may appear in the log files produced by the repository import process.

8

Installing and Configuring the Siebel Web Server Extension

The chapter is written for system administrators or Webmasters who will install and configure the Siebel Web Server Extension (SWSE) on their Web servers. It includes the following topics:

- [“About Siebel Web Server Extension \(SWSE\)” on page 203](#)
- [“Process of Installing and Configuring the SWSE” on page 204](#)
- [“Requirements for SWSE Installation and Configuration” on page 205](#)
- [“Installing the Web Server” on page 209](#)
- [“Installing the SWSE” on page 211](#)
- [“Configuring the SWSE” on page 214](#)
- [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#)
- [“Troubleshooting SWSE Installation” on page 234](#)

For alternative installation methods, refer to [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

About Siebel Web Server Extension (SWSE)

Siebel Web Server Extension (SWSE) enables communication between Siebel Web Clients and Siebel Servers. The Siebel Business Applications are a family of Web-based applications that users access through a standard Web browser. Several components work together to deliver the applications to end users:

- **Siebel Web Client.** The Siebel application client running in the browser on the end user’s machine.
- **Web server.** Client Web browsers connect to Web servers to access Siebel applications. Supported Web servers and operating systems include:
 - Microsoft IIS (on Microsoft Windows)
 - IBM HTTP Server (on AIX and supported Linux platforms)
 - HP Apache Web Server (on HP-UX)
 - Oracle HTTP Server (on supported Linux platforms)
 - Oracle iPlanet Web Server (on Oracle Solaris)

NOTE: For details about Web server platform support, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. It is critical that you use the exact supported version of the Web server. If you are using Oracle HTTP Server, see also 475370.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1317.

Depending on the operating system of the Web server machine, specific Web servers are discussed in this chapter in either the Windows version or the UNIX version of this guide—the *Siebel Installation Guide* for the operating system you are using.

NOTE: IBM HTTP Server, HP Apache Web Server, and Oracle HTTP Server are sometimes referred to in this document as *Apache-based Web servers*, because they share many characteristics, such as the use of the `httpd.conf` configuration file.

- **Siebel Web Server Extension (SWSE).** A plug-in extension that runs within the Web server and that communicates with the Siebel Web Engine (which is part of an Application Object Manager component, such as Call Center Object Manager) on the Siebel Server. This chapter describes installing and configuring the SWSE on the Web server machine.
- **Siebel Web Engine (Application Object Manager/Siebel Server).** The Siebel Web Engine is part of the Application Object Manager (AOM) component on the Siebel Server, such as Call Center Object Manager. The AOM provides access to Siebel applications data and logic.

For information on supported hardware, operating system platforms, Web servers, and Web browsers, refer to *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Process of Installing and Configuring the SWSE

Installing and configuring Siebel Web Server Extension (SWSE) consists of multiple tasks, which are performed by the system administrator in the following order:

- 1 Review requirements for installing the SWSE. See [“Requirements for SWSE Installation and Configuration” on page 205](#). See also [“Planning Topologies” on page 27](#).
- 2 Install and configure your desired load-balancing solution, if you are using a third-party load balancer.
For more information, see [“Configuring Load Balancing for Siebel Applications” on page 152](#).
- 3 Install the Web server. See [“Installing the Web Server” on page 209](#).
- 4 After you create the Siebel Enterprise, you create one or more SWSE logical profiles. You must do this before you can configure an SWSE instance you install. See [“Configuring the SWSE” on page 214](#).
- 5 (Optional) Uninstall your existing SWSE. See [“Requirements for SWSE Installation and Configuration” on page 205](#) and [“Uninstalling Siebel Web Server Extension and Strong Encryption Pack” on page 308](#).
- 6 Install the SWSE on the Web server. See [“Installing the SWSE” on page 211](#).
- 7 Configure the installed SWSE instance by applying the SWSE logical profile. See [“Configuring the SWSE” on page 214](#).
- 8 Complete any appropriate postinstallation tasks. See [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

Requirements for SWSE Installation and Configuration

Before installing and configuring the SWSE, review the requirements listed in this topic.

CAUTION: Do not install Siebel Business Applications without first reviewing *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

General Requirements

- Review the issues described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 31](#). For example, make sure you have adequate disk space, and make sure the login ID running the installer has write permissions to the temporary directory.
- You must have installed a supported Web server as identified in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network for the current release. See also [“Installing the Web Server” on page 209](#).

Make sure that the Web server machine on which you will install the SWSE meets all the hardware and software platform requirements documented in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

NOTE: Note the port number for the Web server. For an Apache-based Web server, if you are using a nondefault port number, you must modify the `httpd.conf` file to reflect the correct port number. For details, see [“Editing the httpd.conf File for Apache-Based Web Servers” on page 209](#).

- You must have installed all key Siebel Enterprise Server components, including the Siebel Gateway Name Server, at least one Siebel Server, and the Database Configuration Utilities.

You must have configured the Siebel Gateway Name Server, created and configured the Siebel Enterprise, created the SWSE logical profile, and configured the Siebel Server.

Application Object Manager components must be enabled for the Siebel applications you purchased and intend to use. For information about enabling server components, see *Siebel System Administration Guide*.

NOTE: Wait to install additional Siebel Servers until after you have completed installation of the SWSE software and verified the connection from the Web server to the initial Siebel Server.

- You can deploy multiple Language Packs on one Web server and one SWSE instance. The Siebel Server and the Web server do not need to be operated in the same language. However, the Siebel Server, the Web server, and all other server components must use the same character set. For more information, see *Siebel Global Deployment Guide*. See also [“About Installing and Deploying with Multiple Languages” on page 99](#).
- At least one SWSE is required for each Siebel Enterprise Server.
- Note that uninstalling an SWSE instance you have configured removes the associated Siebel application virtual directories. See also [“Uninstalling Siebel Web Server Extension and Strong Encryption Pack” on page 308](#).

Requirements for Heterogeneous Environments

Configuration for SWSE in some heterogeneous environments may involve particular steps not otherwise applicable.

If you installed the Siebel Gateway Name Server on a UNIX or Linux machine, and installed the Web server and SWSE on a Windows machine, then applying an SWSE logical profile previously created on UNIX or Linux may not succeed.

To configure the physical SWSE in an environment like this, create the SWSE logical profile on a Windows machine (same as the SWSE machine). You can install an instance of the Siebel Gateway Name Server on Windows just to be able to perform this task. When the Configuration Wizard launches, do not configure the Gateway Name Server or the Siebel Enterprise. Perform the configuration task to create the SWSE logical profile. As may suit your needs, you can move the logical profile folder to another machine before configuring the physical SWSE.

For more information, see 475502.1 (Article ID) on My Oracle Support. This document was previously published as Alert 1316.

Requirements for Siebel Load Balancing

If you will use Siebel native load balancing, you must generate the load-balancing configuration file (lbconfig.txt) and place the file in the SWSE logical profile folder after creating the profile. Do this before you apply the SWSE logical profile to each installed SWSE instance. The SWSE Configuration Wizard copies the lbconfig.txt file to the installed SWSE.

For more information, see [“Configuring Load Balancing for Siebel Applications” on page 152](#).

Requirements for the Installation User

The SWSE must be installed as the same user who installed the Web server. Consequently, whether you install as root or as a nonroot user will also depend on requirements for Web server installation.

All future patch releases must be installed as the same user who installed the base installation being patched.

You must install SWSE using a user account that can modify the files appropriate for your Web server. See also [“Setting Permissions and Ownership” on page 37](#).

- Some supported Web servers (for example, Oracle HTTP Server) must be installed as a nonroot user. Consult your vendor documentation. Consequently, SWSE installation on such a Web server must also be performed as a nonroot user. See also 475370.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1317.
- For supported Web servers that can be installed as root or as a nonroot user, SWSE installation can be performed either as root or as a nonroot user, depending on how the Web server was installed. In general, it is recommended that installation be performed by a nonroot user for simpler administration and maintenance.
- **(IBM HTTP Server only)** See also [“Configuring IBM HTTP Server for Linux Platforms” on page 228](#).

Requirements for User Permissions

Some requirements are described below for permissions that affect installation or operation of the SWSE software and the Siebel virtual directories on the Web server.

The user that will run the SWSE plug-in must have read, write, and execute permissions on the *SWSE_ROOT/public/language* directories and their subdirectories (where *SWSE_ROOT* is the directory in which the SWSE is installed and *language* is a language directory such as ENU, FRA, CHT, and so on). These permissions allow static public files to be cached on the Web server. These folders are created during SWSE installation and configuration. In general, Siebel administrators require full access to *SWSE_ROOT* and all of its subdirectories.

The Web server administrator and all Siebel users and groups must have read and execute permission on all the virtual directories for the Siebel applications. The virtual directories are created on the Web server during SWSE configuration. If these permissions are not granted, login pages will not be rendered properly.

See also [“Setting SWSE and Virtual Directory Permissions” on page 226](#) and [“Granting User Permissions on the Web Server” on page 226](#).

(AIX only) Before installing, verify that the login ID performing installation has permission to run `sl i bcl ean` by asking the administrator to change the permission as follows:

```
chmod 6555 /usr/sbin/sl i bcl ean
```

Requirements for Stopping and Starting the Web Server

Choosing the SWSE Configuration Wizard option to restart the Web server executes particular commands for supported Web servers.

- For supported Apache-based Web servers, this wizard option executes the commands `stopapa` and `startapa`.
- For Oracle iPlanet Web Server, this wizard option executes the commands `stop` and `start`.

NOTE: From now on, if you restart the Web server instance for any reason, use these commands or equivalent methods, such as using the Web server's administration console. Do not use other commands for this purpose, such as `apachectl`.

Requirements for Configuring Anonymous Users

As noted in [“Creating the SWSE Logical Profile” on page 215](#), when you configure the SWSE logical profile, you are prompted for user names and passwords of Siebel users that will serve as anonymous users for high interactivity and standard interactivity applications, respectively. You must meet the configuration requirement in a manner appropriate for your deployment. For details about configuring anonymous users, see *Siebel Security Guide*.

- **High interactivity user.** The anonymous user for high interactivity applications starts the anonymous session that displays the login page to an end user for an employee application.

The user `GUEST` already exists in the seed data as a Siebel user and may be specified as the high interactivity anonymous user, assuming it meets your requirements. Alternatively, you can create another user for this purpose.

- **Standard interactivity user.** The anonymous user for standard interactivity applications starts the anonymous session that displays the login page to an end user for a customer application, and allows anonymous navigation within the application. This user must be defined as a user and must have access to any public view in the application.

The user GUESTCST already exists in the seed data as a Siebel user and may be specified as the standard interactivity anonymous user, assuming it meets your requirements. Alternatively, you can create another user for this purpose.

- If, after initial configuration, you change the password for the database account you are using, or decide to specify a different anonymous user, you can either edit the `eapps.cfg` file manually or re-create and reapply the SWSE logical profile to each physical SWSE.

To manually edit the `eapps.cfg` file after configuration to update anonymous user settings, you update values for the parameters `AnonUserName` and `AnonPassword`. For more information, see *Siebel Security Guide*. Note the following:

- Although access is limited for anonymous users, it is strongly recommended to change any default passwords prior to configuration or deployment.
- If password encryption is in effect, you must use the `encryptstr` utility to encrypt any password before inserting it into `eapps.cfg` as a value for `AnonPassword`. See also 475381.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1306.
- The anonymous user for high interactivity applications that you configure in the wizard is defined in `eapps.cfg` as a default that applies to all applications of this type. The `AnonUserName` and `AnonPassword` parameters are defined once, in the `[defaults]` section.
- The anonymous user for standard interactivity applications that you configure in the wizard is defined in `eapps.cfg` separately for each application of this type. The `AnonUserName` and `AnonPassword` parameters are defined in application-specific sections.
- To use separate application-specific anonymous users, you must define `AnonUserName` and `AnonPassword` in separate application-specific sections of `eapps.cfg`. Example applications include Siebel Partner Relationship Management (PRM), which can use GUESTCP, and Siebel Employee Relationship Management (ERM), which can use GUESTERM.
- Optionally, you can create new database users before initial configuration through editing the `grantusr.sql` script, which you execute before configuring the Siebel Database. (In general, it is recommended to review `grantusr.sql` before you execute it.) You still must add corresponding Siebel users. See also [“Creating Table Owner and Administrator Accounts” on page 186](#).

Requirements for Binary Coexistence

If you will *not* require side-by-side installations of the same or different versions of SWSE on the same machine, uninstall the existing version of SWSE before installing the current version. See [“Uninstalling Siebel Web Server Extension and Strong Encryption Pack” on page 308](#).

Side-by-side installations of the same or different versions of SWSE on the same machine (sometimes referred to as *binary coexistence*) may be helpful in some upgrade scenarios or for development or testing purposes. In general, however, it is recommended to install only instance of SWSE on each Web server machine.

For more information about creating and applying the SWSE logical profile, see [“Configuring the SWSE” on page 214](#).

NOTE: Scalability and performance implications must be taken into consideration when running multiple instances of SWSE on a single Web server machine.

Binary coexistence scenarios may be subject to limitations for your operating system and Web server platform. Note the following considerations and limitations applicable to binary coexistence:

- **Oracle Solaris platforms using Oracle iPlanet Web Server.** You can install multiple instances (virtual server instances) of the Oracle iPlanet Web Server on the same machine. You can also install multiple instances of SWSE to run against these virtual server instances. Configure each SWSE instance to communicate with a separate virtual server instance using a different port.
- **UNIX platforms (including Linux) using Apache-based Web server.** You can install multiple instances of an Apache-based Web server on the same machine. You can also install multiple instances of SWSE to run against these Web server instances. Configure each SWSE instance to communicate with a separate Web server instance using a different port.
- **Microsoft Windows platforms using IIS.** You can install only a single instance of the Web server on the same machine. You can install multiple instances of SWSE on this machine, but you cannot run multiple instances of SWSE simultaneously, unless you configure them to run in separate memory spaces.

Before you configure a new installed instance of SWSE where another instance is already installed and configured, you must edit the batch file that creates the virtual directories for the Siebel applications so the virtual directory names for the new instance will be unique. The virtual directories are created by the batch file `eapps_virdirs.bat` or `eapps_virdirs_sia.bat` (for Siebel Industry Applications). These files are in the SWSE logical profile directory.

You can also edit the applicable batch file before configuring the SWSE to remove entries for virtual directories you do not need.

Installing the Web Server

Before installing the SWSE, you need to install, configure, and start the supported Web server software on the designated machine. Follow the vendor documentation for this task, and also refer to relevant information in this chapter.

For the best performance and scalability, put the Web server on a dedicated machine.

Some Web server configuration tasks are also included in [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

Editing the `httpd.conf` File for Apache-Based Web Servers

For Apache-based Web servers, to configure the Web server for use with the SWSE, you must edit the Web server configuration file `httpd.conf`. This file contains configuration directives for the Web server. Detailed information about the directives in `httpd.conf` is available at <http://www.apache.org>.

The httpd.conf file is located in the conf subdirectory under the Web server installation directory or instance directory. Some example paths are shown below (exact paths may vary).

- For IBM HTTP Server, the httpd.conf file is located in a directory like /usr/IBMIHS/conf.
- For HP Apache Web Server, the httpd.conf file is located in a directory like /opt/hpws/apache32/conf.
- For Oracle HTTP Server, the httpd.conf file is located in a directory like /vol2/smithjones/dohs/web/ohs/conf.

Specifying the Character Set Encoding for Apache-Based Web Servers

Apache-based Web servers may ship with the default character encoding setting AddDefault tCharset I S0-8859-1 in the httpd.conf configuration file. For nonresident user interface languages, this setting makes some static content, such as launch pop-ups, About boxes, and help pages display incorrectly. Complete the procedure that follows to reset this for non-Western languages.

To specify a different character encoding setting

- 1 Open httpd.conf with a text editor, such as vi.
- 2 Locate the line AddDefault tCharset I S0-8859-1 and comment it out by placing a number sign (#) character at the beginning of the line.
- 3 Save the file.
- 4 Restart the server.

Specifying SWSE Port Number for Apache-Based Web Servers

If a different port is specified for SWSE, you also need to make the following modifications in the httpd.conf file.

To specify a different port number for SWSE

- Modify the following two lines in the httpd.conf file:

Listen: PortNumber

ServerName: PortNumber

where:

- *Listen* = IP Address of the Web server machine
- *ServerName* = Machine name
- *PortNumber* = Port number

For example:

72.20.167.154:16131

sdch70a012.oracle.com:16131

Adding Domain Name for Oracle iPlanet Web Server

For Oracle iPlanet Web Server installations, add the domain name to either `/etc/hosts` or `resolve.conf`.

Finding the Web Server Listening Port Number on Oracle iPlanet Web Server

During SWSE configuration, you are prompted to provide the listening port number for your Web server. You can find this number using the following procedure.

To find the Web server listening port number on Oracle iPlanet Web Server

- 1 Open the `server.xml` file located under the `config` subdirectory of your Web server instance.
- 2 Locate the line `port=port_number`.

where:

- `port_number` = A number for your listening port

Installing the SWSE

This topic provides instructions for installing the SWSE on your Web server machine.

The installation program sets up the Siebel directory structures and copies required files and components to the target location on the Web server.

Before proceeding, review the requirements and tasks described in [“Requirements for SWSE Installation and Configuration”](#) on page 205 and [“Installing the Web Server”](#) on page 209. See also [“Determining Your Installation and Configuration Method”](#) on page 90 and any other applicable topics.

If you are installing from a remote machine, or using X-connectivity software to access a UNIX machine from a Windows machine, see also [“Installing from a Remote Server Machine”](#) on page 38.

After installation, the SWSE Configuration Wizard launches, so you can apply the SWSE logical profile and configure the SWSE instance.

For information about creating the SWSE logical profile and about configuring the SWSE instance after installing, see [“Configuring the SWSE”](#) on page 214.

If you are installing in unattended or console mode, see also [Chapter 12, “Installing and Configuring in Unattended and Console Modes.”](#)

NOTE: The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support. See also [“About Installing Siebel Releases”](#) on page 21.

To install the SWSE

- 1 Install or create an instance of the Web server (for Oracle iPlanet Web Server, you can instantiate a virtual Web server on existing installed software), and record the port number at which it is listening.

- 2 (Optional) Uninstall your existing SWSE. For more information, see [“Requirements for SWSE Installation and Configuration” on page 205](#).

- 3 **(AIX only)** Execute the following command:

```
/usr/sbin/slibclean
```

For more information, see [“Requirements for SWSE Installation and Configuration” on page 205](#).

- 4 Open a new shell and navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

For example, for Solaris, navigate to *Siebel_Image/Solaris/Server/Siebel_Web_Server_Extension*.

where:

- *Siebel_Image* = The directory for your version-specific Siebel network image, such as */Siebel_Install_Image/8.0.0.0*.

- 5 Unset any Siebel environment variables.
- 6 Verify the directories and permissions to those directories into which you will install the product. You must have read, write, and execute permission. See also [“Requirements for SWSE Installation and Configuration” on page 205](#) and [“Installing the Web Server” on page 209](#).
- 7 To start the SWSE installer, enter the following command. Optionally, append any flags described in [“Command-Line Options for Siebel Installers and Wizards” on page 125](#).

```
./setupUNIX_OS
```

where:

- *UNIX_OS* = Your UNIX operating system, such as aix (AIX), hp (HP-UX), linux (Linux), or sol (Solaris)

The screen Welcome to the InstallShield Wizard for Siebel Web Server Extension appears.

- 8 Click Next to proceed.

If you have installed other Siebel components of the same version on the same machine, the installer displays the message that an existing installation has been found. Otherwise, go to [Step 10 on page 212](#).

- 9 Depending on whether you are installing your SWSE for the first time or adding a new language to an existing instance, take the appropriate action:

- To install a new instance of the SWSE software, select None (the default) and click Next.
- To install a new language in an existing instance, select the displayed instance and click Next. Proceed to [Step 11 on page 213](#).

- 10 Confirm the default installation directory or specify a different fully qualified path to the desired installation directory, and click Next.

The default SWSE installation directory is */siebel/sweapp*.

CAUTION: Do not specify the Web server installation directory as the directory in which to install SWSE.

- 11** Select the language or languages you are installing for the SWSE and click Next.

SWSE is installed with at least one language. Languages must be installed in order to run applications using these languages. The first language you install serves as the primary (base) language, in which your server messages and logs will display.

If you install multiple languages, when you configure the SWSE you can specify which installed languages to deploy and which installed language is to be the primary language.

You can install additional languages at a later date. If you add languages to an existing installation, you must also reinstall any patch releases that may have been installed after the base installation.

For more information about installing and deploying languages, see:

- [“Planning RDBMS Installation and Configuration” on page 29](#)
- [“Requirements for Siebel Enterprise Server Installation and Configuration” on page 92](#)
- [“About Installing and Deploying with Multiple Languages” on page 99](#)
- *Siebel Global Deployment Guide*

The installer program performs a validation check to make sure that installation prerequisites are met. If they are not, a prompt appears, stating which installation requirement is not met. Exit the installer, satisfy the requirements, and restart the installation process.

If you are adding languages to an existing installation, proceed to [Step 14 on page 213](#).

The installer displays the location into which it will install the SWSE. It also displays the disk space required for the software you are installing.

- 12** Click Next to copy the SWSE files into the installation location. Alternatively, to change any settings, click Back, adjust your selections, and click Next to return to this screen.

The installer proceeds to install the specified files and indicates its progress.

After all SWSE files are installed, the installer launches the Siebel Configuration Wizard for Siebel Web Server Extension (also called the SWSE Configuration Wizard).

- 13** Perform one of the following actions:

- Continue with configuring the SWSE (to apply the SWSE logical profile). For detailed instructions, see [“Configuring the SWSE” on page 214](#).
- Exit the SWSE Configuration Wizard and configure later. Note that you cannot operate the SWSE until it is configured.

After you complete or cancel configuration, the installer displays the following message:

The InstallShield Wizard has successfully installed Siebel Web Server Extension. Choose Finish to exit the Wizard.

- 14** To exit the installer, click Finish.

Configuring the SWSE

This topic describes how to configure the SWSE for operation. You configure the SWSE in two distinct phases:

- **Create and configure the SWSE logical profile.** This task is available in the Siebel Configuration Wizard, and is performed after you configure the Siebel Gateway Name Server and configure the Siebel Enterprise. This wizard is created when you install the Siebel Gateway Name Server, and launches automatically after installation. See [“Creating the SWSE Logical Profile” on page 215](#).
- **Apply the SWSE logical profile to the installed SWSE.** This task is available in the SWSE Configuration Wizard. This wizard is created when you install the SWSE, and launches automatically after SWSE installation. See [“Applying the SWSE Logical Profile” on page 219](#).

You can use the same SWSE logical profile with multiple SWSE instances. You can also create multiple SWSE logical profiles for use with sets of SWSE instances with different configuration requirements. It is strongly suggested to retain all SWSE logical profiles and to document the SWSE instances to which you applied each profile.

To change a setting that was specified in the SWSE logical profile, perform the SWSE logical profile configuration task again, specifying the same or a different name. If you configure an SWSE logical profile and specify the location of an existing logical profile, the existing profile is replaced with the new one.

NOTE: It is possible and sometimes desirable to manually edit settings in the `eapps.cfg` file. However, this file may then become out of sync with the SWSE logical profile. If the SWSE logical profile is re-created or reapplied, your manual changes to the `eapps.cfg` file may be lost.

If you create the SWSE logical profile in live mode directly after configuring the Siebel Enterprise, the profile derives the encryption type from temporary data defined during the previous task.

If you create the SWSE logical profile in offline mode, the encryption type is set to `None` in the `ConnectionString` parameters in the `eapps.cfg` file. `None` is compatible with Enterprise configuration encryption type choices of `None`, `SISNAPI Without Encryption` (same as `None`), `SISNAPI Using SSL 3.0`, or `SISNAPI Using Enhanced SSL`.

NOTE: If you configured the Enterprise with encryption type set to `RSA`, it is strongly recommended to create the SWSE logical profile in live mode, so encryption settings will be compatible between the Siebel Servers and the SWSE (as required).

For more information about encryption type and Secure Sockets Layer (SSL) settings, see *Siebel Security Guide*.

Before proceeding, review [“Requirements for SWSE Installation and Configuration” on page 205](#). See also:

- [“Determining Your Installation and Configuration Method” on page 90](#)
- [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#)
- [“Launching the Siebel Configuration Wizard” on page 133](#)
- [“Performing Configuration Tasks” on page 138](#)

Creating the SWSE Logical Profile

This procedure describes the steps for creating an SWSE logical profile. The same steps apply whether you are creating the first SWSE logical profile, re-creating the same profile with different settings, or creating any additional profile.

This task is part of [“Configuring the SWSE” on page 214](#). Refer to that topic for important background information for this task.

To create the SWSE logical profile

- 1 If you exited the Siebel Configuration Wizard after Siebel Enterprise Server installation, relaunch it, using any method described in [“Launching the Siebel Configuration Wizard” on page 133](#).
- 2 Specify whether to configure in live mode or offline mode, and click Next.
Configuring in offline mode saves your configuration into an XML file to be applied later. This mode performs limited validation of your selections. For more information, see [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#).
- 3 Choose Create New Configuration, and click Next.
- 4 Choose the task Configure a New Siebel Web Server Extension Logical Profile, and click Next.
- 5 Provide input as described in the subtopic below. Click Next to move to the next screen until configuration is complete.

Parameters for Creating the SWSE Logical Profile

[Table 16 on page 216](#) lists the parameters requested in the Siebel Configuration Wizard for creating the SWSE logical profile. The wizard displays help text with more information about these settings.

For additional information about these parameters and other parameters in the eapps.cfg file, see:

- *Siebel Security Guide*
- *Siebel System Administration Guide*

See also the topics in [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

Table 16. Parameters for SWSE Logical Profile

Parameter in Siebel Configuration Wizard	Parameter in eapps.cfg File	Comment / Description
SWSE Logical Profile Name	N/A	<p>By default, this location is the admin/ Webserver folder under the home directory of the installed Siebel Enterprise Server product (such as Siebel Gateway Name Server).</p> <p>For example, on Windows, the default SWSE logical profile location is C:\sba80\gtwysrvr\admin\Webserver.</p>
Siebel Enterprise Name	[/SiebelApp_lang] ConnectionString	Part of the ConnectString value represents the Siebel Enterprise name.
Language for Server Messages and Logs	[swe] Language	<p>The primary language, used for server messages and logs. Specify the same primary language you selected when configuring the Siebel Enterprise Server software.</p> <p>See also “About Installing and Deploying with Multiple Languages” on page 99.</p>
Collect Application-Specific Statistics	[swe] AllowStats	Indicates whether to collect application-specific statistics.
Compression Type	[/SiebelApp_lang] ConnectionString	<p>Specify the type of compression to use for communications between the SWSE and the Siebel Servers.</p> <p>Part of the ConnectString value represents the compression type.</p> <p>Possible values: None or ZLIB</p>
HTTP 1.1-Compliant Firewall / Enable Web Compression	[defaults] DoCompression	For more information, see “Enabling HTTP Compression for Siebel Applications” on page 230 .
Login Session Timeout Value	[defaults] GuestSessionTimeout	Default value: 900
Active Session Timeout Value	[defaults] SessionTimeout	Default value: 300
HTTP Port Number	[defaults] HTTPPort	<p>Specify the port number this Web server uses for Web browser connections.</p> <p>Default value: 80</p>

Table 16. Parameters for SWSE Logical Profile

Parameter in Siebel Configuration Wizard	Parameter in eapps.cfg File	Comment / Description
HTTPS Port Number	[defaults] HTTPSPort	Specify the port number this Web server uses for secure Web browser connections. Default value: 443
Fully Qualified Domain Name	[defaults] EnableFQDN FQDN	If you specify an FQDN in the wizard, the value is stored in the FQDN parameter, and EnableFQDN is set to TRUE.
High Interactivity or Employee User Login Name and Password	[defaults] AnonUserName AnonPassword	The Siebel user ID that will start the anonymous session from which an end user is shown the login page for an employee application. Employee applications use these parameters defined in the [defaults] section. The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file. For more information about anonymous users, see “Requirements for SWSE Installation and Configuration” on page 205 .
Password Encryption	[defaults] EncryptedPassword	Specifies whether to encrypt all passwords stored in the eapps.cfg file. By default, EncryptedPassword is TRUE. For more information about managing encrypted passwords, see <i>Siebel Security Guide</i> .

Table 16. Parameters for SWSE Logical Profile

Parameter in Siebel Configuration Wizard	Parameter in eapps.cfg File	Comment / Description
Standard Interactivity or Contact User Login Name and Password	[/SiebelApp_lang] AnonUserName AnonPassword	<p>The Siebel user ID that will start the anonymous session from which an end user is shown the login page for a customer application.</p> <p>This anonymous user must have access to any public view in the Siebel application.</p> <p>For customer applications only, these parameters are defined in application-specific sections of the eapps.cfg file. These values override the values defined in the [defaults] section (which are used by employee applications).</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about anonymous users, see “Requirements for SWSE Installation and Configuration” on page 205.</p>
Siebel Enterprise Security Token	[/SiebelApp_lang] SiebEntTrustToken	<p>A password used to refresh static files on the Web server.</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about this token, see “Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token” on page 233.</p>
Web Server-Specific Statistics: Default Statistics Page for Web Server	[defaults] statspage	<p>Default value: _stats.swe</p> <p>It is recommended to change the default value, so Web server statistics are saved into a different file name.</p>

Table 16. Parameters for SWSE Logical Profile

Parameter in Siebel Configuration Wizard	Parameter in eapps.cfg File	Comment / Description
Deploy Secure Sockets Layer (SSL) in the Enterprise	N/A	<p>Indicates if you are using SSL for communication between Siebel Servers and the SWSE. SSL settings for SWSE must be compatible with those for Siebel Servers that connect to this Web server.</p> <p>For more information, see “Creating the SWSE Logical Profile” on page 215.</p> <p>The wizard prompts for remaining SSL-related parameters only if you select this option.</p> <p>For more information about SSL and the SSL-related parameters defined in the [ConnMgmt] section, see <i>Siebel Security Guide</i>.</p>
Certificate File Name	[ConnMgmt] CertFileName	
Certification Authority (CA) Certificate File Name	[ConnMgmt] CACertFileName	
Private Key File Name and Password	[ConnMgmt] KeyFileName KeyFilePassword	
Enable Peer Authentication	[ConnMgmt] PeerAuth	
Validate Peer Authentication	[ConnMgmt] PeerCertValidation	

Applying the SWSE Logical Profile

This procedure describes the steps for applying a logical profile to a specific installed instance of SWSE. You perform the same procedure for each SWSE.

This task is part of [“Configuring the SWSE”](#) on page 214. Refer to that topic for important background information for this task.

To apply the SWSE logical profile

- 1 Determine which SWSE logical profile to use for this installed instance of SWSE.

- 2 If you will be using load balancing, make sure you created the lbconfig.txt file and placed it in the SWSE logical profile folder. For more information, see [“Configuring Load Balancing for Siebel Applications” on page 152](#).
- 3 If you exited the SWSE Configuration Wizard after SWSE installation, relaunch it, using any method described in [“Launching the Siebel Configuration Wizard” on page 133](#).
- 4 Specify whether to configure in live mode or offline mode, and click Next.
Configuring in offline mode saves your configuration to be applied later. This mode performs limited validation of your selections. For more information, see [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#).
- 5 Choose the task to apply the SWSE logical profile, and click Next.
- 6 Provide input as described in the subtopic below. Click Next to move to the next screen until configuration is complete.

NOTE: When the task to apply the SWSE logical profile is complete, the Web server is stopped and restarted automatically.

Parameters for Applying the SWSE Logical Profile

[Table 17 on page 221](#) lists the parameters requested in the SWSE Configuration Wizard for configuring the SWSE—applying the SWSE logical profile. The wizard displays help text with more information about these settings.

For additional information about these settings and other parameters in the eapps.cfg file, see:

- *Siebel Security Guide*
- *Siebel System Administration Guide*

Table 17. Parameters for SWSE Configuration

Parameter in SWSE Configuration Wizard	Comment / Description
Deployed Languages	<p>Each language you select must be an installed language. For each deployed language and each application, a separate section is created in the eapps.cfg file. For example, Siebel Call Center uses the sections named [/callcenter_lang].</p> <p>Part of the ConnectString value represents the three-letter code for the deployed language.</p> <p>See also “About Installing and Deploying with Multiple Languages” on page 99.</p>
Select a Load Balancer	<p>Specify whether you are using Siebel native load balancing, third-party load balancing, or no load balancing (for a single Siebel Server deployment).</p> <p>For more information, see “Configuring Load Balancing for Siebel Applications” on page 152.</p>
Application Server Host Name (Siebel Server)	The host name of the Siebel Server machine. Specify this for a single Siebel Server deployment.
Siebel Connection Broker Port	<p>The Siebel Connection Broker (SCBroker) port on the Siebel Server machine. Specify this for a single Siebel Server deployment. The default port number for SCBroker is 2321.</p> <p>NOTE: This port is used for all communications between the Web server and the Siebel Server. Make sure the port you specify for SCBroker is not occupied by any other applications, other Siebel components (such as Siebel Gateway Name Server), or other Siebel Server instances.</p> <p>For more information on the SCBroker component, see <i>Siebel Deployment Planning Guide</i> and <i>Siebel System Administration Guide</i>.</p> <p>If you need to change an SCBroker port number later, use Siebel Server Manager to specify a value for the Static Port Number parameter (alias PortNumber).</p>
Host Name or Virtual IP Address for Third-Party Load Balancer	Specify this if you are using third-party load balancing.
Network Port Number for Third-Party Load Balancer	Specify this if you are using third-party load balancing.
Siebel Web Server Extension Logical Profile Location	The location of the SWSE logical profile you created in “Creating the SWSE Logical Profile” on page 215 .

Table 17. Parameters for SWSE Configuration

Parameter in SWSE Configuration Wizard	Comment / Description
Web Server Instance Location	The location of the Web server instance for which this SWSE is installed.
Restart Web Server	<p>Indicate whether to restart the Web server now to complete the changes.</p> <p>If you do not choose to restart your Web server processes at this time, you must do so before making Siebel Business Applications available to your users through their browsers.</p> <p>For more information about stopping and restarting the Web server, see “Requirements for SWSE Installation and Configuration” on page 205.</p>

Postinstallation Tasks for the SWSE and the Web Server

Perform the following postinstallation tasks, as required by your deployment:

- [“Reviewing the Installation for the SWSE”](#) on page 223
- [“Reviewing the Log Files for the SWSE”](#) on page 224
- [“Configuring the Web Server”](#) on page 224
- [“Verifying Virtual Directories on the Web Server”](#) on page 225
- [“Creating Custom Virtual Directories”](#) on page 226
- [“Setting SWSE and Virtual Directory Permissions”](#) on page 226
- [“Granting User Permissions on the Web Server”](#) on page 226
- [“Configuring IBM HTTP Server for Linux Platforms”](#) on page 228
- [“Configuring HP Apache Web Server for Optimal Performance”](#) on page 229
- [“Configuring Oracle iPlanet Web Server to Accept the SWSE”](#) on page 229
- [“Enabling HTTP Compression for Siebel Applications”](#) on page 230
- [“Editing the SWSE Configuration File \(eapps.cfg\)”](#) on page 230
- [“Configuring the Default HTTP and HTTPS Ports for the Web Server”](#) on page 231
- [“Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token”](#) on page 233

Reviewing the Installation for the SWSE

This topic is part of “[Postinstallation Tasks for the SWSE and the Web Server](#)” on page 222.

Review the physical directories created during installation of the Siebel Web Server Extension on the Web server host to familiarize yourself with the locations of files such as the `eapps.cfg` configuration file.

The following list shows some of the physical directories and files created after you install the SWSE on the Web server. Some of these folders are not created until the first login. In the list, *language* represents languages you have installed, such as ENU for U.S. English.

```
SWEApp/  
  _uninst/  
  admin/  
  bin/  
    language/  
    eapps.cfg  
    swei s.dll  
  install_script/  
  locale/  
    language/  
  log/  
  public/  
    language/  
    demo/  
    files/  
    images/  
    lms/  
    webeditor/  
  base.txt  
  language.txt  
  log.txt  
  upgrade.log
```

_uninst. Contains files required for uninstallation of the product.

admin. Contains model files used during configuration of the SWSE.

bin. Contains the SWSE configuration file (`eapps.cfg`) and the libraries needed for the SWSE functionality.

locale. Contains resource files with information about any run-time errors.

log. Reports communication errors between the SWSE and the Application Object Managers in the Siebel Servers.

public. Each language-specific subdirectory contains the default HTML file (default.htm) used to redirect the browser to the SWSE and subdirectories of the Siebel Server.

Reviewing the Log Files for the SWSE

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222.](#)

SWSE generates one or more log files as a result of connection attempts with the Siebel Server. These log files reside in `SWSE_ROOT/log`.

Depending on the logging level you choose, these files record errors, warnings, and general information. Events such as Web server failures or invalid configuration of the SWSE are captured in these logs. Analyzing the log files can provide clues for troubleshooting SWSE problems.

For more information about reviewing log files and monitoring Web servers and SWSE, see *Siebel System Monitoring and Diagnostics Guide*.

Configuring the Web Server

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222.](#)

This topic describes steps for configuring the Web server for use with the SWSE. Some other documented postinstallation tasks also involve Web server configuration.

Additional Web server configuration tasks are described in [“Installing the Web Server” on page 209.](#)

For version information for supported Web servers and the operating systems they run on (where you also install SWSE), see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For Apache-based Web servers, to configure the Web server for use with the SWSE, you must edit the Web server configuration file `httpd.conf`. For more information about the location of this file, see [“Installing the Web Server” on page 209.](#)

Use the following guidelines for setting parameters in the `httpd.conf` file when using Apache-based Web servers with Siebel applications.

■ Required

- Make sure your section `<worker.c>` looks like the following:

```
<IfModule worker.c>
ThreadLimit N
StartServers 1
ServerLimit 1
MaxClients N
MinSpareThreads 1
MaxSpareThreads N
ThreadsPerChild N
MaxRequestsPerChild 0
</IfModule>
```

where:

N = Two times the average number of concurrent users

- The User and Group values must correspond to an existing user who has appropriate permissions. Most importantly, the user must have appropriate permissions for various SWSE directories.

■ **Recommended**

- Set UseCanonicalName to OFF. You are required to set UseCanonicalName to OFF if you load-balance Web servers.
- Set KeepAliveTimeout to 15 seconds.
- Set MaxKeepAliveRequests=0 for maximum performance.

■ **Optional**

You can comment out the line that loads the CGI module, if you are not using the CGI functionality of your Apache-based Web server. Commenting out the line makes tracking Web server processes simpler because there is always one child process.

■ **IBM HTTP Server**

```
LoadModule cgi_module modules/mod_cgid.so
```

■ **HP Apache Web Server or Oracle HTTP Server**

```
LoadModule cgi_module modules/mod_cgi.so
```

Verifying Virtual Directories on the Web Server

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

Review the virtual directories created during configuration of the Siebel Web Server Extension. Virtual directories are installed on the Web server for installed Siebel Business Applications. For example, there is an eservice_enu directory for Siebel eService using U.S. English (ENU).

To verify the virtual directories on Apache-based Web servers

- Open the Web server configuration file httpd.conf. See also [“Configuring the Web Server” on page 224](#).

The following example partially illustrates a virtual directory structure for Siebel Business Applications:

```
Alias /callcenter_enu /vol1/siebel/sweapp/public/enu  
Alias /sales_enu /vol1/siebel/sweapp/public/enu
```

To verify the virtual directories on Oracle iPlanet Web Server

- Open the Web server configuration file `obj.conf`. This file is located in `Oracle_iPlanet_Web_Server_install/web/https-localhost/config`, in the Web server installation directory.

The following example partially illustrates the virtual directory structure for Siebel Business Applications:

```
NameTrans fn="pfx2dir" from="/callcenter_enu" dir="/export/home/siebel/sweapp/public/enu"
```

```
NameTrans fn="pfx2dir" from="/sales_enu" dir="/export/home/siebel/sweapp/public/enu" . . .
```

Creating Custom Virtual Directories

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

Virtual directories are created automatically when you apply the SWSE logical profile to an installed SWSE. However, you may in some cases want to create your own virtual directory—for example, to be able to test features like Web Single Sign-On (Web SSO)—and point to an existing Application Object Manager.

Setting SWSE and Virtual Directory Permissions

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

You must set permissions as outlined in [“Requirements for SWSE Installation and Configuration” on page 205](#). See also [“Granting User Permissions on the Web Server” on page 226](#) and related topics.

Granting User Permissions on the Web Server

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

After installing the SWSE on a Web server running UNIX, take the following steps.

To modify permissions on all platforms

- Verify that the Web server administrator has read and execute permissions for all SWSE directories and files.
- Verify that the SWSE process owner (such as the `httpd` daemon) has recursive read, write, and execute permissions for the `SWSE_ROOT/public` directory. This directory contains the files for the Web image publishing and file caching features.

To modify permissions on Apache-based Web servers

- 1 Make sure that the login running the Web server has the following permissions for the scripts installed with the SWSE. On Oracle HTTP Server, such permissions must apply to the script `OHS_ROOT/opmn/bin/opmnctl`.
 - Read, write, and execute privilege for starting and stopping the Web server.
 - Write permission for the log file path.
 - Read-write permissions to files in `SWSE_ROOT/public`.

CAUTION: If you use port 1 to 1024, you must have root privileges to start the Web server (for applicable Web servers). If you do not have or need root privileges, use a port number greater than 1024. Verify that your port is available using the following command:

```
netstat -a | grep port_number
```

- 2 Install the SWSE, as described in “Installing the SWSE” on page 211. Run the installer program under a user account that can modify Web server configuration files.

NOTE: If you installed your Web server using root privileges, you must have root privileges to install the SWSE.

- 3 Verify that the account the Web server httpd daemon uses has the following privileges:
 - Write permissions for the `SWSE_ROOT/log` directory. Typically, to do so, you must change the permissions for the appropriate directory.
 - Recursive read and write permissions to all files in the `SWSE_ROOT/public` and `SWSE_ROOT/public/enu` directory.

To modify permissions on Oracle iPlanet Web Server

- 1 Verify that you have installed the required version of Oracle iPlanet Web Server, as documented in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- 2 After the correct version of the Oracle iPlanet Web Server is installed, use the Web server administration console to create a Web server instance. You can find the administration console at:

```
Oracle_iPlanet_Web_Server_install/https-admserv
```

where:

- `Oracle_iPlanet_Web_Server_install` = The root directory of the Oracle iPlanet Web Server
- 3 In that directory, run `./start` to start the Admin Web Server instance if it is not running.
 - 4 Open an instance of Internet Explorer browser and enter the following URL:

```
http://MachineName:PortNumber/https-admserv
```

where:

- *MachineName* = The name of the local machine on which the Web server resides
- *PortNumber* = The port number of the Admin Web Server

The Web server administration console is displayed in the browser window.

- 5 In the Web server administration console, choose Add Server. Enter the following values required to define the new instance of the Web server:

Server Name. This value can be any name, but is usually the host computer's name, as in *machine_name.domain.com*.

Server Port. The port number on which you want to run this Web server.

If you use port 1 to 1024, you must have root privileges to start the Web server. If you do not have or need root privileges, use a port number greater than 1024. Verify that your port is available using a command like the following:

```
netstat -a | grep port_number
```

Server Identifier. This value can be any name, but is usually identified as *machine_name*.

Server User. Usually either *root* or the system user based on which port you choose and which user you want to control the Web server instance.

MTA Host. Accept the default.

- 6 Verify that the account the Oracle iPlanet Web Server httpd daemon uses has the following privileges:
 - Recursive read, write and execute permissions for all files and subdirectories in the *SWSE_ROOT/log* directory.
 - Recursive read, write, and execute permissions for all files and subdirectories in the *SWSE_ROOT/public* directory.

Configuring IBM HTTP Server for Linux Platforms

This topic is part of ["Postinstallation Tasks for the SWSE and the Web Server"](#) on page 222.

On supported Linux platforms, if you install and run IBM HTTP Server as root, you must also execute the following directive in the *httpd.conf* file to specify where the Web server will create core dumps. The directory must be large enough to hold potentially large core dump files. IBM HTTP Server child processes running as User must have permission to write to this directory.

```
CoreDumpDirectory "directory_name"
```

where *directory_name* is the directory to hold the core dumps.

See also the documented requirements for the installation user in ["Requirements for SWSE Installation and Configuration"](#) on page 205.

Configuring HP Apache Web Server for Optimal Performance

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server”](#) on page 222.

Siebel Business Applications will run slowly on HP Apache Web Server unless you make the following configuration changes.

- 1 Edit the `/etc/privgroup` file. If it does not exist, create it. Add the following entry to the file:

```
apache_group_name RTPRI 0
```

where:

- `apache_group_name` = The group name containing the username that owns the HP Apache Web Server

- 2 Save the file and exit.
- 3 In the shell, execute the following command:

```
setpri vgrp -f /etc/privgroup
```
- 4 Add the following to the file `$APACHE_ROOT/bin/startapa`, at the beginning of the file:

```
rtprio 127 -$$
```

- 5 Save the file and exit.

Configuring Oracle iPlanet Web Server to Accept the SWSE

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server”](#) on page 222.

For the Oracle iPlanet Web Server running on Solaris, you *must* configure the Web server to accept the changes that the SWSE installer makes to the Web server configuration files after you install SWSE. Otherwise, changes that you may make in the future to the Web server configuration will overwrite the changes made by the Siebel installation script.

To make sure that Oracle iPlanet Web Server accepts changes made by SWSE

- 1 Navigate to the Oracle iPlanet Web Server Administration page. (For instructions, see the Oracle iPlanet Web Server documentation.)
- 2 Click the button that shows the server instance on which the SWSE was installed.
The Server Preferences page for the instance appears.
- 3 On the upper-right side of the Server Preferences page, click Apply.

Another page with a warning message appears:

```
WARNING: The configuration files have been edited by hand. Use this button to load the latest configuration files.
```

- 4 Click Load Configuration Files. The following message displays:

Success! The most recent configuration files have been loaded.

This message indicates that the Oracle iPlanet Web Server has accepted the changes made to it by the installer.

Oracle iPlanet Web Server References to the eapps.cfg File

During installation, the Siebel installer adds a reference to the Oracle iPlanet Web Server configuration file `magnus.conf`. This file specifies global settings of the Web server, such as server information, object file configuration, DNS lookup, ACL, and so on.

A typical line the installer would add to `magnus.conf` might resemble the following example:

```
Init fn="swe-init" config-file="SWSE_ROOT/bin/eapps.cfg" siebel-home="SWSE_ROOT"
```

where:

- `SWSE_ROOT` = The root directory where the SWSE is installed

To locate `magnus.conf`

- Navigate to the following path:

```
Oracle_iPlanet_Web_Server_install/https-your_server_instance_name/config
```

where:

- `Oracle_iPlanet_Web_Server_install` = The root directory of the Oracle iPlanet Web Server

Enabling HTTP Compression for Siebel Applications

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

You can specify whether, or when, the SWSE will compress HTTP traffic by setting the value of the `DoCompress` parameter in the `eapps.cfg` file. Compressing HTTP traffic, where it is feasible to do so, substantially reduces bandwidth consumption. This feature is supported on HTTP 1.1, and is not supported on HTTP 1.0.

For detailed information about setting values for the `DoCompress` parameter, see *Siebel Security Guide*.

Editing the SWSE Configuration File (`eapps.cfg`)

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

The SWSE configuration process updates the `eapps.cfg` file in `SWSE_ROOT/bin`. The same file is used for all applications. (Additional files, such as `eapps_sia.cfg`, may also be used.)

The `eapps.cfg` file contains configuration information that you entered during the configuration of the SWSE, including identity and connectivity information for the Application Object Managers, and login and security settings.

You can modify settings in the `eapps.cfg` file by re-creating and reapplying the SWSE logical profile, or in some cases just reapplying the SWSE logical profile. For more information, see [“Configuring the SWSE” on page 214](#).

Alternatively, you can add or modify selected optional parameters manually to affect all Siebel applications, or selected applications. For example, you might do this to tune the performance of Siebel applications.

For detailed information about the structure and parameters of the `eapps.cfg` file, see *Siebel System Administration Guide*. See also *Siebel Security Guide*.

To edit the eapps.cfg file

- 1 Open the `eapps.cfg` file, located in `SWSE_ROOT/bin`, using a text editor of your choice.
- 2 Make the desired changes. Save and close the file.
- 3 Stop and restart the following:
 - Stop the Web server.
 - Start the Web server.

See also the information about starting and stopping the Web server in [“Requirements for SWSE Installation and Configuration” on page 205](#).

For information about security and authentication parameters in the `eapps.cfg` file, see *Siebel Security Guide*.

Configuring the Default HTTP and HTTPS Ports for the Web Server

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

The default HTTP and HTTPS ports for the Web server are port 80 and 443, respectively. When you deploy SWSE onto the Web server, you might want to use non-default port numbers. The following procedure provides steps to configure these ports.

To configure the default ports for HTTP and HTTPS

- 1 Open the `eapps.cfg` file.
- 2 Locate the `[default ts]` section.

- 3 Change the port number for HTTPPort and HTTPSPort to a desired port number. For example:

```
HTTPPort = 81  
HTTPSPort = 444
```

NOTE: Alternatively, update these ports by re-creating and reapplying the SWSE logical profile.

- 4 **(Apache-based Web servers)** To configure the HTTP port:

- a Using any text editor, open the httpd.conf file on the Web server.
- b Locate the Listen section and change the HTTP port number to the number you set in [Step 3 on page 232](#). For example:

```
Listen HostIP:81
```

where:

- *HostIP* = The IP Address of the Web server. This element (and the separator character) are optional on Oracle HTTP Server and HP Apache Web Server.

- c Change the ServerName value to the same value as the one for Listen. For example:

```
ServerName HostIP:81
```

where:

- *HostIP* = The IP Address of the Web server. This element (and the separator character) are optional on Oracle HTTP Server and HP Apache Web Server.

- 5 **(IBM HTTP Server)** To configure the HTTPS port:

- a Using any text editor, open the httpd.conf file on the Web server.
- b Add the following section before the Virtual Directories section to enable SSL.

```
LoadModule ibm_ssl_module modules/mod_IBM_ssl.so  
Listen HostIP:444
```

where:

- *HostIP* = The IP Address of the Web server

- c Add the following section at the end of the httpd.conf file, before the Virtual Directories section.

```
<VirtualHost HostIP:444>  
SSLEnable  
DocumentRoot $home/$buildd/web/htdocs/en_US  
ErrorLog logs/ssl_error_log  
CustomLog logs/ssl_access_log common  
  
</VirtualHost>  
Keyfile $home/$buildd/web/ssl/key.kdb
```

- 6 **(HP Apache Web Server)** To configure the HTTPS port:

- a Using any text editor, open the ssl.conf file on the Web server.

- b** Change the HTTPS port numbers in the following section to the port number you set in [Step 3 on page 232](#). For example:

```
Listen 444
<VirtualHost _default_: 444>
SSLEngine on
```

7 (Oracle HTTP Server) To configure the HTTPS port:

- a** Using any text editor, open the ssl.conf file on the Web server.
- b** Change the HTTPS port numbers in the following section to the port number you set in [Step 3 on page 232](#). For example:

```
Listen 444
<VirtualHost _default_: 444>
SSLEngine on
```

- c** Using any text editor, open the httpd.conf file on the Web server.
- d** Add the following section before the Virtual Directories section to enable SSL:

```
<IfDefine SSL>
LoadModule ssl_module modules/mod_ssl.so
</IfDefine>
```

8 (Oracle iPlanet Web Server) To configure the HTTP or HTTPS ports:

- a** Using the Oracle iPlanet Web Server administration console, go to the Preferences screen.
- b** Click on the Edit Listen Sockets tab and change the port number to the new value you set in [Step 3 on page 232](#).

Updating Web Server Static Files on SWSE Using the Siebel Enterprise Security Token

This topic is part of [“Postinstallation Tasks for the SWSE and the Web Server” on page 222](#).

The Siebel Enterprise Security Token is the password your Siebel administrator uses to refresh static files, such as application image files or cascading style sheet files, on your Web server. Your developers may have placed updated versions of these files on the Siebel Server (in the webmaster subdirectory) after customizing the Siebel application with Siebel Tools.

The Web server contacts the Siebel Server, refreshing these static files each time the administrator restarts the Web server. However, administrators can refresh the static files by entering this token in a command line, particularly when deploying multiple Web servers.

You set the value of the Siebel Enterprise Security Token during configuration of the SWSE logical profile, as described in [“Creating the SWSE Logical Profile” on page 215](#). This value is defined as the value for the SiebelEntSecToken parameter in the eapps.cfg file for your SWSE installation. By default, this value is encrypted.

NOTE: If passwords are encrypted in `eapps.cfg`, to change the value, you must either reconfigure the SWSE and specify the new password in the SWSE Configuration Wizard, or use the `encryptstring` utility to encrypt the password before you add it manually to the `eapps.cfg` file. Directly editing passwords in the `eapps.cfg` file is suitable only when encryption is not used.

For more information about managing encrypted passwords in the `eapps.cfg` file, see *Siebel Security Guide*.

It is not necessary to restart the Web server every time the Web server static files in the SWSE directory must be refreshed. Instead, you can use the Siebel Enterprise Security Token you specified when you configured the SWSE, as described below.

For each language-specific application, the directory on the SWSE where the static files are cached is determined by the setting of the `WebPublicRootDir` parameter in the `eapps.cfg` file.

NOTE: The Siebel Enterprise Security Token was formerly known as the Web Update Protection Key, and the corresponding parameter name (now `SiebelEntSecToken`) was formerly `WebUpdatePassword`.

To refresh the static files on the Web server

- 1 Start a Web browser session.
- 2 Type the following URL into the browser:

```
http://host:port/application/  
start.swe?SWECmd=UpdateWebImages&SWEPasswrd=EnterpriseSecurityToken
```

where:

- `host` = The name of the Web server machine.
- `port` = The Web server listen port (not required if using the default port, 80).
- `application` = Any Siebel application hosted by this Web server (such as `callcenter_enu`, `sales_deu`, and so on).
- `EnterpriseSecurityToken` = The unencrypted version of the Siebel Enterprise Security Token, which is defined in the `eapps.cfg` file by the `SiebelEntSecToken` parameter.

For example:

```
http://siebel:81/sales_deu/start.swe?SWECmd=UpdateWebImages&SWEPasswrd=siebel
```

Troubleshooting SWSE Installation

This topic provides suggestions for troubleshooting problems you may encounter when installing and configuring the SWSE.

- **Problem:** After installation, when launching the Siebel Web Client, a message appears, stating:

```
Page Cannot be displayed
```

Cause: Any of the following:

- The Web server instance is down.

- Virtual directories were not installed or configured properly.
- The Web server port is incorrectly specified in the eapps.cfg file.
- Siebel Server components or component groups may not be enabled.

Solution: Check the following items, in sequence, to resolve the problem:

- Make sure the Web server instance is running.
- Refresh the connection between your browser and the Web site.
- Verify that the Web server port information in the eapps.cfg file is correct.
- Make sure that the Local Path for the virtual directories is correct and resembles the following:

SWSE_ROOT/public/language

- Make sure that anonymous users specified in the eapps.cfg file (AnonUserName and AnonPassword parameters) are also defined in the Siebel Database with the correct responsibilities. Otherwise, end users cannot access the home page. See also [“Requirements for SWSE Installation and Configuration” on page 205](#).
- Make sure that the connect string for the Siebel application is correct. The value resembles the following (where load balancing is not deployed):

*ConnectString = siebel.TCPIP.none:none://SiebelServerHost:2321/
EnterpriseServerName/ProductNameObjMgr_language*

- Make sure the necessary Siebel Server components and component groups are enabled.

- **Problem:** Your Siebel application hangs, displays a blank page or page not found, or times out.

Cause: Appropriate parameters are not available within the [defaults] section of the eapps.cfg file for the Siebel Business Applications.

Solution: Make sure that the [defaults] section of the eapps.cfg file contains valid AnonUserName, AnonPassword, HTTPPort, and HTTPSPort values. Also make sure that SessionTimeout and GuestSessionTimeout have appropriate values. For information about configuring these and other parameters, see [“Creating the SWSE Logical Profile” on page 215](#).

- **Problem:** Inability to access the Siebel Web Client. The browser status bar may display errors, such as SWESubmitOnEnter is undefined, and the login page may appear to hang. Or, the Siebel Web Client login page does not display properly; for example, images may be missing.

Cause: The user running the SWSE plug-in does not have proper permissions to the *SWSE_ROOT/public/lang* directory.

Solution: Stop the Web server (for more information, see [“Requirements for SWSE Installation and Configuration” on page 205](#)). Make sure that permissions meet the requirements described in [“Requirements for SWSE Installation and Configuration” on page 205](#). Restart the Web server.

9

Installing Siebel Mobile Web Clients

This chapter provides information about how to install the Siebel Mobile Web Client, Siebel Developer Web Client, and Siebel Sample Database, and about how to start Siebel applications. It includes the following topics:

- [“About Installing the Siebel Client” on page 237](#)
- [“About Customizing the Siebel Client Installer” on page 238](#)
- [“Process of Installing the Siebel Client” on page 239](#)
- [“Preinstallation Tasks for the Siebel Client” on page 239](#)
- [“Installing the Siebel Mobile Web Client and Developer Web Client” on page 242](#)
- [“Installing the Siebel Sample Database” on page 247](#)
- [“Importing Non-ENU Repository and Seed Data into the Siebel Sample Database” on page 250](#)
- [“Postinstallation Tasks for the Siebel Client” on page 251](#)
- [“Logging in to Your Siebel Application” on page 254](#)
- [“Siebel Client Shortcuts and Start-Up Options” on page 256](#)
- [“Using Siebel QuickStart with the Siebel Mobile Web Client” on page 260](#)

For the uninstallation procedure, see [“Uninstalling Siebel Clients” on page 311](#).

About Installing the Siebel Client

Siebel Mobile Web Client and Developer Web Client installations are supported on the operating systems and hardware described in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. These clients are installed and run on supported Microsoft Windows platforms only.

This guide assumes that installations are performed by administrators, not end users.

NOTE: You can install or run multiple instances of the Siebel client on the same system. ActiveX controls used in high-interactivity applications are versioned differently for each Siebel product release, including maintenance releases. Except for maintenance releases, which are applied to an existing base installation, you must install each different version in a separate location.

To support Mobile Web Client users after installation, you also verify connection to the Siebel Remote Server. For more information, see [“Postinstallation Tasks for Siebel Server” on page 146](#). See also *Siebel Remote and Replication Manager Administration Guide*.

For information about customizing the Siebel client installer, see [“About Customizing the Siebel Client Installer” on page 238](#).

For information about uninstalling Siebel client software, see [“Uninstalling Siebel Clients” on page 311](#).

About Customizing the Siebel Client Installer

Most of the topics in this chapter focus on installations using default installation parameters set for the Siebel applications. However, you can modify installer behavior in certain ways.

If you want to prepare custom software installation packages for distribution to end users, you install the Siebel client as a model installation. After completing client installation and configuration, you run the Siebel Packager utility. A model client installation serves as the basis for a package. For details about using Siebel Packager, see *Going Live with Siebel Business Applications*.

Whether or not you use Siebel Packager, you can modify the behavior of the client installer by updating the `siebel.ini` and `setup.ini` files for the Siebel client installer. These files are part of the Siebel image you created in [Chapter 4, "Creating the Siebel Installation Image on the Network."](#)

The `siebel.ini` file controls Siebel settings for the install session.

For more information about the function of the `siebel.ini` file and how you can modify it, see comments contained within the `siebel.ini` file itself, see installation topics on My Oracle Support, and see *Going Live with Siebel Business Applications*.

Although unattended or console installation is not supported for the Siebel client installer, some information in [Chapter 12, "Installing and Configuring in Unattended and Console Modes,"](#) is also relevant to modifying the `siebel.ini` file for the client installer.

In general, do not modify values in the `siebel.ini` file for the client installer that contain variables. Some specific values of this type are described below.

- The values `$(MobileClient)=no` or `$(MobileClient)=yes` contain variables and must not be modified.
 - `$(MobileClient)=no` means that the parameter applies if you are installing the Developer Web Client and does not apply if you are installing the Mobile Web Client.
 - `$(MobileClient)=yes` means that the parameter applies if you are installing the Mobile Web Client and does not apply if you are installing the Developer Web Client.
- The value `$(Slipstream)=no` contains a variable and must not be modified. This value means that the parameter applies if the current Siebel product is *not* being installed using slipstream installation. For more information about slipstream installation, see ["About Installing Siebel Releases" on page 21](#) and see the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

After you install the Siebel client, the file `predeploy.htm` is loaded. This file downloads ActiveX controls to the client machine. For information about suppressing the loading of this file by editing the `siebel.ini` file, see ["Installing the Siebel Mobile Web Client and Developer Web Client" on page 242](#).

When `EnableLangDlg` is set to Y (the default) in the `[Startup]` section of the `siebel.ini` file, the dialog box for selecting Language Packs to install will be displayed. If you want a client installer to be used only for adding particular Language Packs to existing installations, set `EnableLangDlg` to N. Then, in the `[Defaults.LanguageSelection]` section of the file, set each language to be installed to yes.

The setup.ini file controls InstallShield settings for the install session. When EnableLangDlg is set to Y (the default) in the [Startup] section of the setup.ini file, the dialog box for choosing the installer language (labeled *Choose Setup Language*) will be displayed. If EnableLangDlg is set to N, the installer runs in the language for the user's locale or in the default language defined in setup.ini (usually English). For more information, see [“The Language in Which Siebel Installers and Wizards Run” on page 32](#).

Process of Installing the Siebel Client

The Siebel client installation and setup consists of the following tasks, which are performed by the Siebel administrator:

You can choose to install the Mobile Web Client or the Developer Web Client. When you install the Siebel client or the Sample Database, you also install Language Packs.

- 1 Review the preinstallation tasks. See [“Preinstallation Tasks for the Siebel Client” on page 239](#).
- 2 Install the Siebel client. See [“Installing the Siebel Mobile Web Client and Developer Web Client” on page 242](#).
- 3 (Optional) Install the Siebel Sample Database. See [“Installing the Siebel Sample Database” on page 247](#).
- 4 Verify the installation. See [“Postinstallation Tasks for the Siebel Client” on page 251](#).
- 5 As necessary, modify values for configuration parameters for the Mobile Web Client or Developer Web Client. For more information, see *Siebel System Administration Guide*.
- 6 Log in to the Siebel application. See [“Logging in to Your Siebel Application” on page 254](#).

Preinstallation Tasks for the Siebel Client

Review the issues and tasks in this topic before running the Siebel client installer.

Administrative Rights for Installation

Administrative rights are required for installation or uninstallation of the Siebel Mobile Web Client or Developer Web Client.

For information on setting administration rights, consult the operating system manuals for the version of Microsoft Windows on which you are installing the Siebel client software.

For information about uninstalling Siebel client software, see [“Uninstalling Siebel Clients” on page 311](#).

Directory Naming Conventions

By default, the Siebel client installer assumes an installation directory of C:\Program Files\Siebel\8.0\Web Client. You can specify to install in a different location, but the default location is generally recommended.

Use installation directory names that describe both the version number and the component being installed. The directory name can use any characters appropriate for Windows-compatible long file names.

In this guide, the directory into which you install the Siebel client is often referred to as *SIEBEL_CLIENT_ROOT*. If you install into a directory other than the default, make appropriate substitutions through the remainder of this chapter.

Installation paths are in some cases represented in application configuration files or application shortcuts using the MS-DOS "8.3" file-naming convention. For more information, see ["Siebel Client Start-Up Options" on page 257](#).

CAUTION: Do not install other Siebel components, such as Siebel Tools, into the same directory where you have installed the Siebel client, such as C:\Program Files\Siebel\8.0\Web Client. Install each component into a separate directory, or into a subdirectory of the top-level directory, such as a subdirectory of C:\Program Files\Siebel\8.0. However, if you install the Sample Database, you *must* do so in the same directory as the Siebel client. If you install multiple Siebel components on the same machine (that will access different data sources), determine your directory-naming convention before you begin installing.

For Siebel Tools installation, see [Chapter 10, "Installing Siebel Tools."](#)

For Siebel Sample Database installation, see ["Installing the Siebel Sample Database" on page 247](#).

Requirements and Recommendations for the Siebel Client

Before beginning Siebel client installation, review the requirements and recommendations for hardware, system software, and third-party software described in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

Restricted Support for Siebel Developer Web Client

The Siebel Developer Web Client is not supported for end-user deployment. This client type is supported only for development, troubleshooting, and limited administration usage scenarios.

NOTE: In 7.x versions through version 7.7, the Developer Web Client was known as the Dedicated Web Client.

Database Connectivity Software for the Developer Web Client

Siebel Developer Web Client computers connecting directly to the Siebel Database must have the correct vendor-specific database connectivity software installed. See *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

NOTE: The correct version of database connectivity software must be installed before installing the Siebel client (assuming that the relevant siebel.ini file settings have not been modified).

For additional information, see ["Postinstallation Tasks for the Siebel Client" on page 251](#).

When you have installed your database connectivity software, configure it as follows:

- For Oracle Database, you install and configure the Oracle client software to connect to the Siebel Database. Record the connect string and table owner information on the worksheet in [Appendix A, "Deployment Planning Worksheet."](#) Use the driver version specified in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For an Oracle client, use a binary sort order for development environment databases. This setting is required for adequate performance from the Developer Web Client.

For more information, see ["Specifying the Locale for Siebel Applications" on page 34](#). See also ["Configuring an Oracle Database for Siebel Applications" on page 47](#) and *Siebel Database Upgrade Guide*.

- For IBM DB2 UDB for UNIX and Windows, you install and configure the DB2 client software to connect to the Siebel Database. Record the connect string and table owner information on the worksheet in [Appendix A, "Deployment Planning Worksheet."](#) Use the ODBC driver version specified in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- For IBM DB2 UDB for z/OS, you use DB2 Connect to connect from the Developer Web Client to the Siebel Database. For details, see *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

Other Third-Party Software

Your Siebel application may require some third-party software products to be installed on the local client, for full functionality. For more information about third-party software, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

For information about requirements for the Web browser environment for running Siebel Web Clients, see also *Siebel System Administration Guide*.

NOTE: Remember to install on the client machines all software required to view any standard attachment types your deployment may use within the Siebel implementation.

Closing Browser Sessions

Before you install the Siebel client software, it is recommended that you close any browser sessions on the client machine.

For information about requirements for the Web browser environment for running Siebel Web Clients, see also *Siebel System Administration Guide*.

Installing the Siebel Mobile Web Client and Developer Web Client

This topic describes how to install the Siebel Mobile Web Client and Developer Web Client. The software installed on the user's machine for Siebel Mobile Web Client and Developer Web Client is identical. Therefore, a single installer provides the software necessary to install and run either type of client.

For general information about these Siebel client types, see *Siebel Deployment Planning Guide*.

Before you begin installation, review ["Preinstallation Tasks for the Siebel Client" on page 239](#).

Each Siebel client is designed to support only a single Siebel Enterprise. To support multiple Enterprises on a single machine for testing purposes, be sure to install clients in separate directories. For more information, see ["Directory Naming Conventions" on page 239](#).

Siebel Client Installer Flow

The standard Siebel Mobile Web Client and Developer Web Client installer performs the following:

- Checks the client computer to verify whether required components have already been installed.
- Creates all required ODBC data sources.
- Installs the Siebel client software and specified Language Packs.
- Creates Siebel application and utility shortcuts.
- Allows the installation log file to be viewed.
- Predeploys ActiveX controls used by the Siebel client.

Predeploying ActiveX Controls

After the Siebel client installation described later in this topic completes, the file `predeploy.htm` is loaded in a browser window. This file downloads ActiveX controls used by the Siebel client, which uses high interactivity mode.

The `predeploy.htm` file is located in the directory `SIEBEL_CLIENT_ROOT\bin`, where `SIEBEL_CLIENT_ROOT` is the directory where the client is installed.

NOTE: You can specify to turn off loading `predeploy.htm` prior to installation. To do this, edit the file `Siebel_Image\Windows\Client\Siebel_Web_Client\siebel.ini`, where `Siebel_Image` is the Siebel installation image location on the network. In the `[PreDeploy]` section of this file, set `Condition = no`.

For more information about the ActiveX controls used by the Siebel client, related browser settings, and the `predeploy.htm` file, see the browser configuration chapter in *Siebel System Administration Guide*.

Procedure for Installing the Siebel Client

Complete the following steps to install the Siebel Mobile Web Client or Developer Web Client and specified Language Packs.

NOTE: The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support. See also “[About Installing Siebel Releases](#)” on page 21.

To install the Siebel Mobile Web Client or Developer Web Client software

- 1 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to *Siebel_Image*\Windows\Client\Siebel_Web_Client.

where:

- *Siebel_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel_Install_Image\8.0.0.0.

CAUTION: You must run this installation program from a network drive mapped to a drive letter. If you attempt to install from an unmapped network drive, the installer may be unable to locate files it needs to proceed and may fail.

- 2 Double-click *install.exe* to start the Siebel client installer.
- 3 In the Choose Setup Language screen, choose the language in which to conduct the installation, then click OK.

The default installation language is the one that corresponds to the current regional settings on the installation machine.

- 4 If you have an existing Siebel client installation, you can choose to add Language Packs to this installation. If you do not have an existing installation, go to the next step.

- If you are installing a new instance of the Siebel client, click Next.
- If you are adding languages to an existing Siebel client installation:
 - Select the check box next to the line identifying the existing installation to which you are adding languages, then click Next.
 - Select the check box next to each language you are installing, then click Next.
 - Proceed to [Step 9 on page 244](#).

- 5 In the Welcome screen, click Next.
- 6 In the Setup Type screen, verify that the Siebel client installation directory listed is correct. The default directory is C:\Program Files\Siebel\8.0\Web Client. Perform one of the following:
 - Accept the default directory.
 - Edit the directory text, such as to append the build number to the Siebel directory level, or to specify another drive such as D:.
 - Click Browse and select a different destination directory.

For details on pathname requirements, see [“Directory Naming Conventions” on page 239](#).

- 7 While still in the Setup Type screen, select the type of installation to perform, and click Next:
 - **Typical.** Installs all base Siebel client components, plus the following optional components: Help Files, Third-Party Help Files, and Packager Utility. This option is recommended for most users. Proceed to [Step 9 on page 244](#).
 - **Compact.** Installs all base Siebel client components. Proceed to [Step 9 on page 244](#).
 - **Custom.** Installs all base Siebel client components and lets you specify whether to install any or all optional components. Some of these options are preselected by default. Proceed to [Step 8 on page 244](#).

NOTE: It is recommended that Siebel administrators install Server Manager and the Siebel Packager utility.

- 8 For a custom installation, select from the Select Components screen the optional components you want to install. This screen appears only if you chose Custom installation in [Step 7 on page 244](#).
- 9 In the Choose Languages screen, select the languages (that is, Language Packs) to install. The language in which you are performing the installation, specified in [Step 3 on page 243](#), is preselected as a default. You must specify at least one language to install.

If you are installing Language Packs for an existing Siebel client installation, go to [Step 20 on page 246](#).

Verify that your destination machine has sufficient disk space for the installation, then click Next.

NOTE: The installer displays space requirements for only one drive. The drive that contains the TEMP directory requires at least 10 MB free prior to installation. Also, pay attention to your hard drive file system configuration. Using a FAT configuration with a 64-KB allocation unit is not recommended, because this may leave insufficient space for installation of all necessary components and cause the installation to fail. Configure file systems using NTFS instead.

- 10 In the Select Client Type screen, specify if you are installing the Mobile Web Client or the Developer Web Client, then click Next.

NOTE: Some of the remaining installation steps in this procedure apply only if you are installing the Mobile Web Client, or only if you are installing the Developer Web Client.

For Mobile Web Client installations, go to [Step 14 on page 245](#).

- 11 *Developer Web Client installations only:* In the Server Database screen, select the type of server database on which you are implementing your Siebel application. Choose one of the following, then click Next:
 - Oracle Database Server 10g (CBO)
 - IBM DB2 UDB for Windows and UNIX
 - IBM DB2 UDB for z/OS
 - Microsoft SQL Server

NOTE: Based on your choice, the Siebel client installer validates that the correct database connectivity software has been installed. If not, you must exit the Siebel client installer, install the required software, then restart the client installer.

12 *Developer Web Client installations only:* In the Database Information screen, enter the following information, then click Next. Specify information for the database you specified in the Server Database screen in [Step 11 on page 244](#):

- For Oracle Database, specify the Database Alias and Table Owner.
- For IBM DB2 UDB for UNIX and Windows, specify the Database Alias and Table Owner.
- For IBM DB2 UDB for z/OS, specify the Database Alias (as defined in DB2 Connect) and Table Owner or Schema Qualifier.
- For Microsoft SQL Server, specify the Database Server Hostname and Database Instance Name.

13 *Developer Web Client installations only:* In the File System Server Information screen, either accept the default value or enter the directory path for a network-based Siebel File System, then click Next.

NOTE: If you specify a nondefault value for the Siebel File System directory path, you can use a UNC share name (for example, \\SRV1\siebfile) or a mapped drive (for example, K:\siebelFS).

14 *Siebel Mobile Web Client installations only:* In the Remote Server Information screen, enter your Siebel Remote Server connectivity information, then click Next. Go to [Step 18 on page 246](#).

For the Developer Web Client, click Next to accept the default.

15 *Developer Web Client installations only:* In the Enterprise Server Information screen, specify the address of the Siebel Gateway Name Server and the name of the Enterprise Server to which this client will connect for administration.

The Gateway Name Server Address is the network name or the IP address of the machine on which the Siebel Gateway Name Server is installed. To enter a specific port number, append the Gateway Name Server Address string with a colon and the desired port number.

The Enterprise Server name is the name under which the Siebel Servers that support this client's server database were installed.

16 *Developer Web Client installations only:* In the Server Request Broker Information screen, specify the Request Server Name, then click Next. This value is the name of the Siebel Server on which the Server Request Broker component is operating. This component is used for dynamic assignment and other interactive operations.

17 *Developer Web Client installations only:* In the Search Server Information screen, if you will use a search server product, enter the following for the server machine where the search server operates, then click Next:

- Hostname
- Port Number (if using nondefault port number)

NOTE: For system requirements and other information on implementing search server products, see *Siebel Search Administration Guide*.

- 18** In the Select Program Folder screen, enter the name of the program folder that will contain your Siebel shortcuts, then click Next.

The default name is Siebel Web Client 8.0. You can use spaces and use the backslash (\) in folder names to create a folder hierarchy.

Clicking Next in this step initiates file transfer. The setup program copies files to the local hard disk. A status bar in the Setup Status dialog box indicates the progress of the installation.

The setup program copies files to the local hard disk for each specified language, in addition to those that were installed for the base installation.

A status bar in the Setup Status dialog box indicates the progress of the installation.

If you have installed all specified Language Packs, proceed to the next step. Alternatively, if you have installed Language Packs for an existing client installation, the installer exits. Skip the rest of this procedure.

- 19** After installation, the file predeploy.htm is loaded in a browser window, as noted earlier in this topic. When the page displays the following message, indicating that ActiveX downloading is finished, close the browser window:

The download is complete, you may close the window.

- 20** Review the information presented in the Event Log screen, then click Next.

This log provides details of the steps the installer has performed during your Siebel client installation.

NOTE: Write down the name of the installation directory as shown in this screen, for future reference.

- 21** Review the information presented in the Registry Log screen, then click Next.

This log provides details of the registry information the installer has performed during your Siebel client installation.

- 22** Click Finish in the InstallShield Wizard Complete screen.

The Siebel client installation is now finished. Siebel application shortcuts are created in the program folder specified in [Step 18 on page 246](#). For more information, see [“Siebel Client Shortcuts” on page 256](#).

- 23** Review the installation log to verify that all components installed successfully.

If you are installing the Siebel Sample Database, see [“Installing the Siebel Sample Database” on page 247](#).

To verify successful installation, see [“Postinstallation Tasks for the Siebel Client” on page 251](#).

Installing the Siebel Sample Database

The Sample Database contains example data of various kinds to help you understand how the Siebel Business Applications work. You install the Sample Database for the Siebel Mobile Web Client. This database, like the local database used with the Siebel Mobile Web Client, is based on SQL Anywhere.

NOTE: Installation of the Siebel Sample Database is optional and applies to the Siebel Mobile Web Client. Before you can install the Sample Database, you install the Mobile Web Client, as described in [“Installing the Siebel Mobile Web Client and Developer Web Client” on page 242](#). (The Sample Database can also be installed with the Developer Web Client.)

The value of the `ConnectString` parameter in the [Sample] section of application configuration files, such as `uagent.cfg` for Siebel Call Center (located in `SIEBEL_CLIENT_ROOT\bin\enu`), resembles the following example (all on one line). This example assumes the Sample Database was installed in the Siebel Mobile Web Client installation directory.

```
ConnectString = C:\PROGRAMS\1\SIEBEL\1\8.0\WEBCLIENT\1\sample\UTF8\sse_samp.dbf
-q -m -x NONE -gp 4096 -c40m -ch60m
```

A Sample Database installed with the Mobile Web Client can also be used with Siebel Tools. To configure this, copy the value of the `ConnectString` parameter from the [Sample] section of the application configuration file, then paste this value for the equivalent parameter in the `tools.cfg` file (located in `SIEBEL_TOOLS_ROOT\bin\enu`). Alternatively, you can install the Sample Database into the Siebel Tools directory instead of the Mobile Web Client directory. For information about installing Siebel Tools, see [Chapter 10, “Installing Siebel Tools.”](#)

For platform requirements for installing and using Siebel clients and the Siebel Sample Database, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

After you have installed the Sample Database, you can run Siebel Demo applications, such as those described in [“Siebel Client Shortcuts and Start-Up Options” on page 256](#). You can also customize shortcuts, as described in the same topic.

See also the subtopic on directory names in [“Preinstallation Tasks for the Siebel Client” on page 239](#).

If you install a non-ENU Language Pack, see also [“Importing Non-ENU Repository and Seed Data into the Siebel Sample Database” on page 250](#).

NOTE: The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide* on My Oracle Support. See also [“About Installing Siebel Releases” on page 21](#).

To install the Siebel Sample Database

- 1 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to *Siebel_Image*\Windows\Client\Siebel_Sample_Database.

where:

- *Siebel_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel_Install_Image\8.0.0.0.

CAUTION: You must run this installation program from a network drive mapped to a drive letter. If you attempt to install from an unmapped network drive, the installer may be unable to locate files it needs to proceed and may fail.

- 2 Double-click *install.exe* to start the Sample Database installer.
- 3 In the Choose Setup Language screen, choose the language in which to conduct the installation, then click OK.

The default installation language is the one that corresponds to the current regional settings on the installation machine.

- 4 If you have an existing Sample Database installation, you can choose to add Language Packs to this installation. If you do not have an existing installation, go to the next step.

- If you are installing a new instance of the Siebel Sample Database (into a Siebel client installation that does not already have the Sample Database), click Next, then go to [Step 5 on page 248](#).
- If you are adding languages to an existing Siebel Sample Database installation:
 - Select the check box next to the line identifying the existing Sample Database installation to which you are adding languages, then click Next.
 - Select the check box next to each language you are installing, then click Next.
 - Proceed to [Step 9 on page 249](#).

- 5 In the Welcome screen, click Next.
- 6 In the Setup Type screen, verify that the Sample Database installation directory listed is correct. The default directory is C:\Program Files\Siebel\8.0\Web Client.

CAUTION: You must install the Sample Database in the same location where you installed the Siebel Mobile Web Client.

- Click Next to accept the default directory.
- Click Browse to select a different destination directory (if you installed the Siebel client in a nondefault location), then click Next.

For details on pathname requirements, see [“Directory Naming Conventions” on page 239](#).

- 7 While still in the Setup Type screen, select the type of installation to perform:
 - **Typical.** Installs the Sample Database plus optional components. This option is recommended for most users. Proceed to [Step 9 on page 249](#).

- **Compact.** Installs the Sample Database plus optional components. Proceed to [Step 9 on page 249](#).
- **Custom.** Installs the Sample Database and lets you specify whether to install the following optional components: Sample Files and Sample Search Index. These options are selected by default. Proceed to [Step 8 on page 249](#).

NOTE: For the standard installer for the Siebel Sample Database, the Setup Type options currently install the same components. In a customized installation, these options may install different elements.

- 8 For a custom installation, select from the Select Components screen the optional components you want to install. This screen appears only if you chose Custom installation in [Step 7 on page 248](#).

- 9 In the Choose Languages screen, select the languages (that is, Language Packs) to install.
If you are installing Language Packs for an existing Siebel client installation, go to [Step 11 on page 249](#).

Verify that your destination machine has sufficient disk space for the installation, then click Next.

NOTE: After you install the Sample Database, you may need to import repository data and seed data for a specified non-ENU language, depending on your requirements. For details, see [“Importing Non-ENU Repository and Seed Data into the Siebel Sample Database” on page 250](#).

- 10 In the Select Program Folder screen, enter the name of the program folder that will contain your Siebel shortcuts, then click Next.

The default name is Siebel Web Client 8.0. You can use spaces and use the backslash (\) in folder names to create a folder hierarchy.

Clicking Next in this step initiates file transfer. The setup program copies files to the local hard disk. A status bar in the Setup Status dialog box indicates the progress of the installation.

The setup program copies files to the local hard disk for each specified language, in addition to those that were installed for the base Sample Database installation.

A status bar in the Setup Status dialog box indicates the progress of the installation.

If you have installed all specified Language Packs, proceed to the next step. Alternatively, if you have installed Language Packs for an existing Sample Database installation, the installer exits. Skip the rest of this procedure.

- 11 Review the information presented in the Event Log screen, then click Next.

This log provides details of the steps the installer has performed during your Sample Database installation.

- 12 Click Finish in the Setup Complete screen.

The Siebel Sample Database installation is now finished. Siebel Demo application shortcuts (for example, Siebel Call Center Demo - ENU) are created in the program folder specified in [Step 10 on page 249](#). For more information, see [“Siebel Client Shortcuts” on page 256](#).

To verify successful installation, see [“Postinstallation Tasks for the Siebel Client” on page 251](#).

Importing Non-ENU Repository and Seed Data into the Siebel Sample Database

By default, the SRF file installed with each Language Pack you install for the Siebel Mobile Web Client contains the appropriate localization strings to display correct field labels for this language. In addition, demo user data is installed for each Language Pack you install for the Siebel Sample Database.

However, the Sample Database contains only ENU repository data and seed data, even after you have installed a non-ENU language for the Siebel client and for the Sample Database. You cannot launch the Mobile Web Client with the Sample Database in the non-ENU language.

To work with any non-ENU language in the Sample Database, you must import non-ENU data (for a given language) into the Sample Database.

After you have imported the non-ENU data, you can launch the Mobile Web Client with the Sample Database in the non-ENU language and view the non-ENU seed data in a Siebel application context. You can also view the non-ENU repository data by connecting to the Sample Database using the Siebel Tools Client.

To import non-ENU localization strings, you run the `samp.bat` batch file.

CAUTION: The `samp.bat` batch file first *deletes* the ENU repository data and seed data, and then inserts the repository data and seed data for the language you specify.

The file `samp.bat` is installed in `SIEBEL_CLIENT_ROOT\sample\UTF8`, where `SIEBEL_CLIENT_ROOT` is the directory where you installed the Siebel client and the Sample Database.

The syntax for using the `samp.bat` batch file is as follows:

```
samp SIEBEL_CLIENT_ROOT ODBC_DATA_SOURCE LANGUAGE
```

where:

- `SIEBEL_CLIENT_ROOT` = The directory where you installed the Siebel client and the Sample Database.
- `ODBC_DATA_SOURCE` = The ODBC data source you are using for the Sample Database. See also [“Verifying ODBC Data Sources for Siebel Mobile Web Client and Developer Web Client” on page 252](#).
- `LANGUAGE` = The three-letter code for the language for which you are installing repository data and seed data.

For example, run `samp.bat` in a DOS command window using a command like the following:

```
samp "C:\Program Files\Siebel\8.0\web client" "SEAW Samp Db default instance" DEU
```

NOTE: Before you import repository data and seed data into the Sample Database, make sure the SQL Anywhere database engine is running. It is running if you have started a Siebel Demo application after initially installing the Sample Database with U.S. English.

The SQL Anywhere database engine starts when the Siebel Mobile Web Client initially connects to the Sample Database during a Windows session. If the configuration parameter `AutoStopDB` is `FALSE` (default), the database engine continues to run after the user logs out of the Siebel application. If `AutoStopDB` is `TRUE`, the database engine exits when the user logs out. `AutoStopDB` is defined in the [Sample] section of the application configuration file, such as `uagent.cfg` for Siebel Call Center.

For more information about Siebel application configuration parameters, see *Siebel System Administration Guide*.

Postinstallation Tasks for the Siebel Client

Review the following issues and perform the related tasks after running the Siebel client installer, to verify a successful Siebel client installation:

- [“Configuring the Siebel Client When Siebel VB or Siebel eScript Is Not Licensed” on page 251](#)
- [“Verifying the Siebel Client Directory Structure” on page 251](#)
- [“Verifying ODBC Data Sources for Siebel Mobile Web Client and Developer Web Client” on page 252](#)

Then you can start the Siebel application, as described in [“Logging in to Your Siebel Application” on page 254](#).

Configuring the Siebel Client When Siebel VB or Siebel eScript Is Not Licensed

By default, the Siebel client has Siebel VB or Siebel eScript enabled. The parameter `EnableScripting` is set to `TRUE` in the application configuration files. If this parameter is `TRUE`, but neither Siebel VB nor Siebel eScript is licensed, the client does not start. An error message is returned, indicating that you must turn off Siebel VB or Siebel eScript before running the client.

To configure Siebel client when Siebel VB or Siebel eScript is not licensed

- Set `EnableScripting` to `FALSE` in the configuration file used by your Siebel client, such as `uagent.cfg` for Siebel Call Center. This configuration file resides in the directory `SIEBEL_CLIENT_ROOT\bin\LANGUAGE`.

Verifying the Siebel Client Directory Structure

The Siebel client installer creates directories on each Siebel client. Use Windows Explorer to verify the directory structure on your computer. Following are an example of the directory structure of a typical Siebel client installation and descriptions of individual directories.

NOTE: The objects folder contains the SRF file. Monitoring of any SRF file by virus scanning software may significantly degrade Siebel client performance. If you have virus scanning software installed on your computers, configure it to skip SRF files. Because these files are binary data files, the risk of virus infection is low, and so excluding these files from scanning is usually acceptable. Alternatively, you may choose to scan SRF files, but less frequently than other files.

- **SIEBEL_CLIENT_ROOT.** The directory for the Siebel client installation, such as C:\Program Files\Siebel\8.0\Web Client (the default). This installation directory contains the directories identified here. You can change the name during the installation process. For more information, see [“Directory Naming Conventions” on page 239](#).
- **bin.** Contains all binary files (*.exe, *.dll, and so on), configuration files (*.cfg), user preference files, and language-specific files.
- **charts.** Contains files for generating charts.
- **fonts.** Contains font files.
- **isstempl.** Contains templates for the Customer Order Management CDA application and engine files for newly created projects.
- **jar.** Contains JAR files (these are not used with Microsoft Internet Explorer).
- **lex.** Contains dictionary files used by the spelling checker.
- **local.** Where the local database is stored.
- **locale.** Stores language-specific files.
- **log.** Stores the log files from client operations, such as synchronization.
- **msgtempl.** Stores message files used by the client.
- **objects.** Contains compiled Siebel repository (SRF) files and language-specific files.
- **packager.** Stores files used by the Siebel Packager utility.
- **public.** Contains HTML, ActiveX, Java, and JavaScript files, and image files used by the client.
- **reports.** Contains all report files.
- **sample.** Where the Sample Database is installed.
- **sqltempl.** Contains SQL scripts. Do not modify these files.
- **temp.** Contains working report files.
- **upgrade.** Will contain Siebel Anywhere upgrade files retrieved by the user.
- **webtempl.** Contains Siebel application Web templates.

Verifying ODBC Data Sources for Siebel Mobile Web Client and Developer Web Client

Based on settings defined in the siebel.ini file for the Siebel client, the client installer creates the ODBC data sources shown in [Table 18 on page 253](#).

By default, these are created as user data sources, which are visible only to the user account under which the Siebel client is installed. If two or more users need to log in using the same Windows client machine, install the client using the SystemDSN parameter instead of the UserDSN parameter in the siebel.ini file.

For each data source name, an optional DSN suffix may be defined to allow multiple DSN instances to be referenced from the siebel.ini file. Using suffixes for multiple DSN instances is required if you will install multiple instances of the Siebel software on the same machine, each of which will access a different data source.

In the data sources shown in [Table 18 on page 253](#), the DSN suffix is represented as *optional_DSN_suffix*. In the siebel.ini file, the suffix is specified using the parameter DsnSuffix. Usually, this parameter is set to either *default instance* or *\$(EnterpriseServer)*. If you require additional instances of this DSN to be defined in the siebel.ini file, set this parameter to an appropriate string value for each additional DSN instance.

In [Table 18 on page 253](#), another optional string, the DSN prefix, is represented as *optional_DSN_prefix*. The DSN prefix comes before the DSN suffix. The ODBC data sources for the Sample Database and the local database use the values *Samp Db* and *Local Db*, respectively.

For more information about creating custom client installer packages using the Packager utility, see *Going Live with Siebel Business Applications*.

NOTE: Make sure to use the ODBC drivers described in *Siebel System Requirements and Supported Platforms on Oracle Technology Network*.

Table 18. Siebel Client ODBC Data Sources

Data Source	When It Is Used
SEAW <i>optional_DSN_prefix</i> <i>optional_DSN_suffix</i>	For IBM DB2 installations only (Developer Web Client), connects to the DB2 database.
SEAW Local Db <i>optional_DSN_suffix</i>	Connects to the local database (SQL Anywhere).
SEAW Samp Db <i>optional_DSN_suffix</i>	Connects to the Siebel Sample Database (SQL Anywhere).
SEAW <i>optional_DSN_prefix</i> <i>optional_DSN_suffix</i>	For Oracle installations only (Developer Web Client), connects to the Oracle database. This data source is used only by the Siebel administrator when creating Siebel Anywhere upgrade kits. This data source must include the following settings, which are specified in the applicable registry entry: ColumnsAsChar = 1 ColumnSizeAsCharacter = 1

Logging in to Your Siebel Application

This topic provides basic instructions for logging in to your Siebel application through these Siebel client types:

- Siebel Developer Web Client
- Siebel Mobile Web Client
- Siebel Web Client

Before logging in, review requirements described in this guide or related documents. Also note the following issues:

- User rights to read and write in Siebel client installation directories are required for running the Siebel Mobile Web Client or Developer Web Client.

For information on setting user rights, consult the operating system manuals for the version of Microsoft Windows on which the application is installed.

- After the Siebel Database has been installed, users will be unable to use the Siebel application until the license key for a base Siebel application has been entered into the Siebel Database.

You enter license keys initially by using the Siebel Developer Web Client or Siebel Tools Client. Additional licenses or licenses for optional modules can be entered subsequently using the Siebel Web Client, Siebel Developer Web Client, or Siebel Tools Client.

NOTE: You can find license key information for your Siebel Business Applications products at Oracle's license codes site. For details, see <http://licensecodes.oracle.com/siebel.html>. See also *Siebel Applications Administration Guide*.

- The user name and password used to log in to Siebel applications must be those of an employee with a valid position and division defined in the Siebel Database. You must log in to the Siebel applications (using the Server database option in the login screen) as the Siebel administrator before anyone else can log in. Log in using the SADMIN user name or using other credentials as defined by your database administrator. Then you or other administrators can set up more users as employees with defined positions and responsibilities and other settings suitable for your access control policies.

For more information on setting up employees, see *Siebel Security Guide*.

- The Web browser must be correctly configured to run the Siebel application. High-interactivity and standard-interactivity applications have different requirements. High-interactivity applications can use the client health check feature to verify that requirements have been met.

For more information on configuring the browser for high interactivity and standard interactivity, see *Siebel System Administration Guide*. See also *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

- Each Siebel high-interactivity application session must be launched in the browser within its own Internet Explorer process. This requirement stems from the way Siebel applications use browser sessions and manage the session cookie.

Opening a link or shortcut that launches a Siebel application in a new window is not supported, because the new window runs in the same browser process as the original browser window. The application URL can be directly pasted into the address field, or a link or shortcut can be opened in the same browser window—as long as the target window does not share the process with another browser window. If you use browser scripts, it is not supported to launch the application using the `window.open` method. Using the `window.location.href` method is allowed, however.

To log in to your Siebel application using the Siebel Developer Web Client

- 1 Double-click one of the Siebel shortcuts in the program folder, such as Siebel Call Center.
- 2 Log in using a valid user ID and password.
- 3 Specify the Server database and click OK.

NOTE: The first time you log in to the Server database, you are prompted to enter your site's license key number. You can find license key information for your Siebel Business Applications products at Oracle's license codes site. For details, see <http://licensecodes.oracle.com/siebel.html>. See also *Siebel Applications Administration Guide*.

- 4 Enter your license key number in the dialog box that appears and click OK.

If you see a warning message dialog box, click OK, and then enter your license key number in the dialog box that appears.

NOTE: If you need to access license keys at a later time, such as to enter additional license keys, you can do so from the License Keys view. To access this view, navigate to Administration - Application, then License Keys.

To log in to your Siebel application using the Siebel Mobile Web Client

- 1 Double-click one of the Siebel shortcuts in the program folder, such as Siebel Call Center.
- 2 Log in using a valid user ID and password.
- 3 Specify the Local database and click OK.

NOTE: When logging in to a local database for the first time, users are automatically prompted to connect to the Siebel Server and download the local database. Users must attempt this only after a local database has been extracted for them.

For more information on Siebel Remote and extracting local databases, see *Siebel Remote and Replication Manager Administration Guide*.

To log in to your Siebel application using the Siebel Web Client

- 1 Open your Web browser.
- 2 Go to the URL for your Siebel application.

- 3 Log in using a valid user ID and password.

The Siebel application you are connecting to is already configured to work with a specific database. You do not need to specify a database to connect to.

Siebel Client Shortcuts and Start-Up Options

This topic provides information about the shortcuts installed in the Siebel program folder when you install the Siebel client, and about command-line options used in these shortcuts.

It also provides information about creating custom shortcuts to access Siebel applications using demo users other than those specified in the predefined shortcuts installed with the Siebel Sample Database.

For lists of demo users provided with the Siebel Sample Database, by Siebel application, see *Siebel Demo Users Reference*.

Siebel Client Shortcuts

The Siebel client and Sample Database installers create shortcuts in the Siebel program folder for the modules you have installed. For Siebel applications, separate shortcuts are installed for each installed language. Which shortcuts are installed depends on your installation choices and is also subject to the settings in the siebel.ini file. Most shortcuts are installed in the program group; some are installed in the start-up group.

For information about customizing the shortcuts, see [“Siebel Client Start-Up Options” on page 257](#).

Siebel application shortcuts installed by the client installer are listed here. When you run a shortcut to start a Siebel application, you can connect to the Siebel Database (for LAN-connected users of the Siebel Developer Web Client), to an initialized local database on the local machine (for Mobile Web Client), or to the Sample Database on the local machine (if it has been installed). The Demo application shortcuts connect to the Sample Database using predefined demonstration users.

Each application shortcut loads the Siebel configuration file for that application—for example, Siebel Call Center uses the file uagent.cfg.

Siebel Application Shortcuts

The following are the Siebel application shortcuts installed in the Siebel client program group for Siebel Business Applications. Different application shortcuts are installed for Siebel Industry Applications. All Demo applications use the Sample Database.

- **Siebel Call Center**
- **Siebel Call Center Demo**
- **Siebel Employee Relationship Management Administration**
- **Siebel Employee Relationship Management**

- Siebel Employee Relationship Management Demo
- Siebel Marketing
- Siebel Marketing Demo
- Siebel Partner Manager
- Siebel Partner Manager Demo
- Siebel Partner Portal
- Siebel Sales
- Siebel Sales Demo
- Siebel Service
- Siebel Service Demo

Utility and Synchronization Program Shortcuts

The following are additional shortcuts installed in the Siebel client program group for Siebel Business Applications. These shortcuts run utilities such as Siebel Packager or synchronization programs. Additional synchronization shortcuts are installed for Siebel Industry Applications handheld products.

- **Siebel Packager.** Starts the Siebel Packager utility. For more information, see *Going Live with Siebel Business Applications*.
- **Siebel Patch Utility.** Starts the Siebel Patch utility (siebpatch.exe). For more information, see *Siebel Anywhere Administration Guide*.
- **Siebel Remote.** Starts the Siebel Remote stand-alone synchronization program (siebsync.exe). For more information, see *Siebel Remote and Replication Manager Administration Guide*.
- **Siebel TrickleSync.** Starts the Siebel TrickleSync program (autosync.exe). This shortcut is created in both the program group and the start-up group. For more information, see *Siebel Remote and Replication Manager Administration Guide*.
- **Siebel Sales Handheld Sync.** Starts the Siebel Sales Handheld Sync synchronization program (syncmanager.exe).
- **Siebel Service Handheld Sync.** Starts the Siebel Service Handheld Sync synchronization program (syncmanager.exe).

Siebel Client Start-Up Options

The application shortcuts described in [“Siebel Client Shortcuts” on page 256](#) run an executable program called siebel.exe, followed by various start-up options. For example, the shortcut for Siebel Call Center - ENU may be defined as shown in the following example (depending on your installation location). For this example, the only option used is /c, to specify the configuration file.

```
"C: \Program Files\Siebel \8.0\web client\BIN\siebel . exe" /c CFG_FILE_PATH\uagent . cfg
```

The Demo application shortcuts also specify the Sample Database and user and password information. For example, the shortcut for Siebel Call Center Demo - ENU may be defined as shown in the following:

```
"C:\Program Files\Siebel\8.0\web client\BIN\siebel.exe" /c CFG_FILE_PATH\uagent.cfg
/d sample /u CCHENG /p CCHENG
```

In the preceding examples, *CFG_FILE_PATH* represents the full path to the configuration file, using the MS-DOS "8.3" file-naming convention. This file is located in *BIN\LANGUAGE* in the *SIEBEL_CLIENT_ROOT* directory, such as *BIN\ENU* for U.S. English.

For example, the actual target definition for the Siebel Call Center - ENU shortcut may resemble the following example:

```
"C:\Program Files\Siebel\8.0\web client\BIN\siebel.exe" /c
"C:\PROGRA~1\SIEBEL~1\8.0\WEBCLI~1\bin\ENU\uagent.cfg"
```

The siebel.exe program may also be run from an MS-DOS window. In this case, the start-up options may be entered directly on the command line. For information about creating custom shortcuts, see ["Creating Custom Siebel Application Shortcuts" on page 259](#).

The available start-up options are described in [Table 19 on page 258](#).

Table 19. Siebel Client Start-Up Options

Start-Up Option	Description
<i>/c config_file</i>	Required. Specifies the path and file name for the configuration file to use, such as siebel.cfg for Siebel Sales or uagent.cfg for Siebel Call Center.
<i>/d data_source</i>	Specifies the data source to connect to, as defined in the configuration file. The Demo shortcuts specify <i>"/d sample"</i> to access the Sample Database. <ul style="list-style-type: none"> ■ If you do not use <i>/u</i> and <i>/p</i> to specify a valid Siebel user, and do not use <i>/d</i> to specify a valid data source, then you can specify the data source from the login screen. ■ If you use <i>/u</i> and <i>/p</i> but do not use <i>/d</i>, then the local database is assumed.
<i>/l language</i>	Specifies the three-letter code for the language to use for this client session, such as ENU for U.S. English. The applicable Language Pack must have been installed for the client. <p>If you do not use <i>/l</i> to specify a valid language, the language is obtained from the configuration file.</p>

Table 19. Siebel Client Start-Up Options

Start-Up Option	Description
<code>/u username</code>	<p>Specifies the user name. The Demo shortcuts specify predefined demo users using <code>/u</code> and <code>/p</code> options.</p> <p>If you do not use <code>/u</code> and <code>/p</code> to specify a valid Siebel user, you must log in from a login screen.</p> <p>For lists of demo users provided with the Siebel Sample Database, by Siebel application, see <i>Siebel Demo Users Reference</i>.</p> <p>CAUTION: Security issues must be considered in using <code>/u</code> and <code>/p</code> options (in particular <code>/p</code>) to access a live production system. These values are not encrypted.</p>
<code>/p password</code>	Specifies the password for the user specified using <code>/u</code> .
<code>/cti sim</code>	Runs the Communications Simulator. Use this option with predefined Demo shortcuts that specify it, such as Siebel Call Center Demo. For more information, see <i>Siebel Communications Server Administration Guide</i> .
<code>/b browser_exe</code>	<p>Specifies the path and file name for the browser executable program to use for the Siebel client session.</p> <p>The <code>/b</code> option is needed only if a browser that is not supported for the Siebel application is currently the default browser. For example, if you are running a high-interactivity application, such as Siebel Call Center, you must use a supported version of Microsoft Internet Explorer. If this browser is not the default browser, use <code>/b</code> to specify the browser explicitly.</p> <p>For more information about supported browsers for Siebel Business Applications, see <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network.</p>
<code>/s pool_file</code>	Specifies spooling SQL to a specified output file. This option may be useful for troubleshooting purposes. For more information, see <i>Siebel Performance Tuning Guide</i> .

Creating Custom Siebel Application Shortcuts

If you need to customize the Siebel Business Applications shortcuts described in [“Siebel Client Shortcuts” on page 256](#), you can do so by modifying shortcut properties, and changing the value for the Target field. Generally, rather than modifying existing shortcuts or creating them from scratch, it may be best to copy existing ones and rename and modify the copies.

You must observe the following requirements for creating or modifying shortcuts:

- Do not modify the location displayed in the shortcut property labeled *Start in*. Doing so may cause problems when the Upgrade Wizard is run.
- When defining the Target value for a shortcut, follow the guidelines for using the options described in [“Siebel Client Start-Up Options” on page 257](#).

The Siebel Sample Database, which is accessed by using one of the Demo shortcuts described in “[Siebel Client Shortcuts](#)” on page 256, contains many predefined demo users. For example, CCHENG is the demo user for the Siebel Call Center Demo shortcut. Many other demo users are available in the Sample Database that are not represented in the existing Demo shortcuts. Each demo user is intended to illustrate a particular Siebel application as it would appear for a user with certain predefined responsibilities.

For lists of demo users provided with the Siebel Sample Database, by Siebel application, see *Siebel Demo Users Reference*.

For more information about users and responsibilities, see the access control content in *Siebel Security Guide*.

To view all available responsibilities

- Navigate to Administration - Application, then Responsibilities.

Using Siebel QuickStart with the Siebel Mobile Web Client

Siebel QuickStart is an application feature for the Siebel Mobile Web Client that, when enabled, preloads the Siebel application on a mobile user's machine at start-up, reducing the time required to launch the client. Siebel QuickStart is enabled and loaded for the first time from the Siebel application login screen. If it is enabled, it affects all subsequent login and Siebel application sessions for the same application.

Siebel QuickStart has two main components:

- **Siebel QuickStart agent.** The agent represents the Siebel application that is preloaded when the user logs into Windows, or that remains loaded after logging out of the application.
- **Siebel QuickStart Service.** This Windows service launches the QuickStart agent when the user logs into Windows. This service runs automatically by default. If the user selected Enable Siebel QuickStart in the login screen in a previous Siebel application session (and in a previous Windows session), the service launches the Siebel QuickStart agent to preload the Siebel application.

NOTE: Siebel QuickStart can be used with the Siebel Mobile Web Client when connecting to the local database only. It does not apply to the Sample Database, and it does not apply to the Siebel Web Client or Developer Web Client.

Siebel QuickStart applies to subsequent instances of the same type of Siebel application session—running the same application as the same user and with the same start-up options. Before enabling Siebel QuickStart for a different type of Siebel application session, users must disable Siebel QuickStart for an existing application session.

The speed increase provided by QuickStart does not take effect on the initial Siebel login. Subsequent logins of the same type of Siebel application session benefit from QuickStart, until the user disables QuickStart.

The Windows service Siebel QuickStart Service shuts down during the application session, to conserve resources. The service restarts the next time Windows is restarted. The QuickStart agent remains running during the Windows session unless the user has disabled QuickStart, as described in this topic. The QuickStart agent runs under the Local System account and stays running even if the user logs out of Windows and logs back in again, unless the user has logged out of the Siebel application and disabled QuickStart from the Siebel icon in the system tray.

If Siebel QuickStart (agent) is enabled but the Windows service Siebel QuickStart Service is disabled, the Siebel application remains loaded after the user exits the application, providing quick access when the user relaunches the application. However, if the user logs out of Windows, the Siebel application does not preload when the user logs back in to Windows.

The QuickStart agent runs, and remains running at least for the rest of the user's Windows session, in the following Siebel Mobile Web Client usage cases—unless the user disables QuickStart or logs out of the Siebel application. All cases apply only when Siebel QuickStart Service is set to either Automatic or Manual.

- After the user has launched the Siebel application for the first time and initialized the local database.
- After the user has launched the Siebel application by supplying login credentials from the command line.
- After the user has launched the Siebel application and checked Enable QuickStart in the login screen.
- After the user has logged into Windows when Enable QuickStart was specified in a previous Siebel application session (and in a previous Windows session).

Siebel QuickStart stores the encrypted Siebel user name and password in the file `mwc_storage.cfg`, located in `SIEBEL_CLIENT_ROOT\bin`. Do not modify this file yourself. For more information about the encryption used in this file, see *Siebel Remote and Replication Manager Administration Guide*.

Enabling and Disabling Siebel QuickStart

Instructions are provided in the following procedures for enabling and disabling Siebel QuickStart agent and the Windows service Siebel QuickStart Service.

To enable Siebel QuickStart

- 1 Start a Siebel application with the Mobile Web Client and the local database. For example, double-click the shortcut for Siebel Call Center for your applicable language.
- 2 In the Siebel login screen, check the Enable Siebel QuickStart check box, and log in.

The QuickStart agent is loaded into memory for the rest of the Windows session, and is loaded again when the user logs into Windows subsequently, unless the user disables it. If you disable the service Siebel QuickStart Service, the agent stays loaded into memory for the rest of the Windows session only.

To disable Siebel QuickStart from the login screen

- 1 Start a Siebel application with the Mobile Web Client. For example, double-click the shortcut for Siebel Call Center for your applicable language.
- 2 In the Siebel login screen, clear the Enable Siebel QuickStart check box (if it is checked), and log in.

The QuickStart agent is not loaded for this Siebel application session, and does not load subsequently unless it is explicitly specified. You may also choose to disable the service Siebel QuickStart Service.

To disable Siebel QuickStart from the system tray

- Right-click the Siebel icon in the system tray and select Disable On Startup. This option is available only if the Siebel application is not running, or was not started using QuickStart.

The QuickStart agent exits. The agent does not load subsequently unless it is explicitly specified. You may also choose to disable the service Siebel QuickStart Service.

To disable the Windows service Siebel QuickStart Service

- 1 Navigate to Control Panel, Administrative Tools, then Services.
- 2 Select Siebel QuickStart Service and click Action, then Properties.
- 3 Change the startup type for this service from Automatic to Disabled.

The service Siebel QuickStart Service will no longer run automatically when you log in. If you want to reenable it, change the startup type back to Automatic.

Options for the Siebel Icon in the System Tray

When the Siebel application is running or the QuickStart agent is loaded, an icon appears in the system tray. Right-clicking this icon displays several choices:

- **Exit.** Exits the QuickStart agent for the current Windows session. This option is available only when the QuickStart agent is loaded and the Siebel application is *not* running. If QuickStart is enabled, the agent loads again the next time the user starts the Siebel application the same way, or starts Windows.
- **Disable On Startup.** Disables Siebel QuickStart the next time the user starts the Siebel application or starts Windows. Also exits the QuickStart agent, in the manner described in the previous topic. This option is available only when the QuickStart agent is loaded and the Siebel application is not running or was not started using Siebel QuickStart Service. This option also disables Siebel QuickStart Service.
- **About.** Displays information about Siebel applications. This option is available when the Siebel application or the QuickStart agent are running, or both.
- **Help.** Displays *Siebel Online Help*. This option is available when the Siebel application or the QuickStart agent are running, or both.

Using View Precaching with Siebel QuickStart

When the QuickStart agent is loaded, views specified using the parameters in the [Preload] section of the configuration file, such as `siebel.cfg`, are preloaded (precached) during start-up of the Siebel application. In subsequent application sessions, navigating to a precached view is faster.

In the [Preload] section, specify the names of the views to be precached as the values for configuration parameters named `View1`, `View2`, and so on.

For more information about specifying configuration file parameters, see *Siebel System Administration Guide*.

QuickStart and AutoStopDB Configuration Parameter

When you are using Siebel QuickStart, you may also decide to set the configuration parameter `AutoStopDB` to `FALSE` for the local database. Both of these features have a similar performance benefit when the Siebel application is started and exited multiple times within the same Windows session.

The `AutoStopDB` parameter is specified in the [Local] section of the application configuration file, such as `uagent.cfg` for Siebel Call Center. For more information, see *Siebel System Administration Guide*.

10 Installing Siebel Tools

This chapter explains how to install Siebel Tools in a Windows environment. It includes the following topics:

- [“About Siebel Tools” on page 265](#)
- [“Process of Installing Siebel Tools” on page 265](#)
- [“Requirements for Siebel Tools Installation” on page 266](#)
- [“Installing the Siebel Tools Client” on page 267](#)
- [“Postinstallation Tasks for Siebel Tools” on page 270](#)

For the uninstallation procedure, see [“Uninstalling Siebel Tools” on page 311](#).

About Siebel Tools

Siebel Tools is an integrated environment for configuring Siebel applications. When you install the Siebel Tools Client, as described in this chapter, the Siebel Business Rules Developer is also installed.

For more information about Siebel Tools and the Siebel Business Rules Developer, see the following books on *Siebel Bookshelf*:

- *Using Siebel Tools*
- *Configuring Siebel Business Applications*
- *Siebel Business Rules Administration Guide*

Process of Installing Siebel Tools

The Siebel Tools installation process has multiple tasks that you perform in the following sequence:

- 1 Verify installation requirements. See [“Requirements for Siebel Tools Installation” on page 266](#).
- 2 Install Siebel Tools. See [“Installing the Siebel Tools Client” on page 267](#).
- 3 Perform postinstallation tasks. See [“Postinstallation Tasks for Siebel Tools” on page 270](#).
 - a Connect to the Siebel Database and enter the license key. See [“Verifying Successful Installation of Siebel Tools” on page 270](#).
 - b Verify the installation directory structure. See [“Verifying the Siebel Tools Directory Structure” on page 270](#).
 - c Verify read/write access to the Siebel Tools directories. See [“Verify Read/Write Access to Siebel Tools Directories” on page 272](#).
 - d Verify ODBC data sources. See [“Verify Siebel Tools ODBC Data Sources” on page 272](#).

Requirements for Siebel Tools Installation

Before you install Siebel Tools, check the following requirements:

- Your client platform must meet the requirements defined in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- You must have all the third-party software required for your implementation installed, including the database connectivity software for your chosen RDBMS. See *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- You must have installed and configured the Siebel Enterprise Server software, as described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)
- You must have created the Siebel Database and installed the Siebel schema and seed data, as described in [Chapter 3, “Configuring the RDBMS,”](#) and [Chapter 7, “Configuring the Siebel Database.”](#) This database stores the Siebel Tools project repositories.

A local database can also be initialized for each developer user, as applicable. For more information, see *Configuring Siebel Business Applications* and *Using Siebel Tools*.

NOTE: The Siebel Tools Client can also access demonstration data in the Siebel Sample Database, which you can install with the Siebel Mobile Web Client. For more information, see [“Installing the Siebel Sample Database” on page 247](#) and related topics.

- To create system data sources, you must modify the SystemDSN parameter in the siebel.ini file before running the Siebel Tools installation. For information about how to modify the SystemDSN parameter in the siebel.ini file, see [“Verifying ODBC Data Sources for Siebel Mobile Web Client and Developer Web Client” on page 252](#).
- The sort order for the Siebel Database for development environments must be set to binary. If it is set otherwise, you cannot compile or merge repositories.
- The Siebel Business Rules Developer, which is based on the HaleyAuthority product from Haley Systems, is installed by default with Siebel Tools. It can be excluded from an installation if you choose the Custom install type and deselect the Siebel Business Rules Developer option. *You cannot add Siebel Business Rules Developer later to an existing installation of Siebel Tools.* You must install a new instance of Siebel Tools that includes Siebel Business Rules Developer.
- Only one instance of the Siebel Business Rules Developer can be installed on a machine at the same time. *If Siebel Tools was previously installed with Siebel Business Rules Developer, do not attempt to install another instance of Siebel Tools with Siebel Business Rules Developer on the same machine.*
- After you have installed Siebel Tools with the Siebel Business Rules Developer, the Add or Remove Programs panel lists the underlying HaleyAuthority product as a separate item. It is recommended to use this option if you need to uninstall the HaleyAuthority product, whether or not you are also uninstalling Siebel Tools. See also [“Uninstalling Siebel Tools” on page 311](#).

- Administrative rights are required for installation or uninstallation of the Siebel Tools Client. For information on setting administration rights, consult the operating system manuals for the version of Microsoft Windows on which you are installing the Siebel client software.

For information about uninstalling Siebel Tools Client software, see [“Uninstalling Siebel Tools” on page 311](#).

Installing the Siebel Tools Client

This topic describes how to install the Siebel Tools Client.

NOTE: The following procedure is for installing the base product. For patch installation instructions, refer to the applicable *Siebel Maintenance Release Guide on My Oracle Support*. See also [“About Installing Siebel Releases” on page 21](#).

To install Siebel Tools

- 1 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

In this case, navigate to *Siebel_Image*\Windows\Client\Siebel_Tools.

where:

- *Siebel_Image* = The directory for your version-specific Siebel network image, such as D:\Siebel_Install_Image\8.0.0.0.
- 2 Double-click *install.exe* to start the Siebel Tools Client installer.
The Choose Setup Language screen appears.
 - 3 Select the language in which you would like to run the installer.
The default installation language is the one that corresponds to the current language of the operating system.
 - 4 If you have an existing Siebel Tools installation, you can choose to add Language Packs to this installation. If you do not have an existing installation, go to the next step.
 - If you are installing a new instance of the Siebel Tools client, click Next.
 - If you are adding languages to an existing Siebel Tools installation:
 - Select the check box next to the line identifying the existing installation to which you are adding languages, then click Next.
 - Select the check box next to each language you are installing, then click Next.
 - Proceed to [Step 7 on page 268](#).

The Welcome screen appears.

- 5 Click Next to proceed.

6 On the Setup Type screen, perform the following:

a Choose the type of installation to execute from the following options:

- ❑ **Typical.** Installs all Siebel Tools components. This option is recommended for most users. This option does not install the report source code which is required for creating custom reports.
- ❑ **Compact.** Installs all modules except the help files and report source code.
- ❑ **Custom.** Lets you customize your installation by choosing among different components. Total required disk space is shown for all selected options, along with the available space on the target drive. This option is recommended for experienced administrators only. If you want to create custom reports you must perform a custom setup and check the report source code component.

NOTE: A warning appears if there is insufficient disk space to install Siebel Tools on the target drive. In this case, you must free some disk space before continuing with the installation.

b Select a destination directory and click Next.

By default, setup installs in the directory C:\Program Files\Siebel\8.0\Tools. If desired, you may choose a different drive for installation by clicking Browse. If you specify a directory other than C:\Program Files\Siebel\8.0\Tools, make the appropriate substitutions as you read this chapter.

The Siebel Business Rules Developer is installed in the Rules subdirectory.

CAUTION: Do not install Siebel Tools in the same directory as the Siebel client. Doing so may cause memory conflicts and program crashes.

The Choose Languages screen appears.

7 Select the language you want to install and click Next.

NOTE: Siebel Tools must be installed with the U.S. English (ENU) Language Pack. If you need to customize non-ENU reports, you can install other Language Packs as well. The files specific to the languages chosen in this step are copied to your workstation.

The Server Database screen appears.

8 Select the database client and server, and click Next.

NOTE: The installer checks that the prerequisite database software is installed on the machine. If it is not, the installer will not proceed.

The File System Server Information screen appears.

9 Type the Siebel File System directory path. Use either the UNC name of the Siebel File System directory or a drive letter mapped to it.

The Remote Server Information screen appears.

- 10** Type the Siebel Remote Server host name (network name or the machine name) to which this client will connect.

Record the information you provided in [Step 9 on page 268](#) and [Step 10 on page 269](#) in your copy of the worksheet in [Appendix A, "Deployment Planning Worksheet."](#)

The Database Information screen appears.

- 11** Specify the database identification in the worksheet in [Appendix A, "Deployment Planning Worksheet."](#)

NOTE: For a development environment database, make sure you are using binary sort order. For details, see the guidelines for selecting a language for your RDBMS, in [Chapter 3, "Configuring the RDBMS."](#)

■ **Oracle**

- **Database Alias.** Type the connect string for your Siebel Database, as recorded in the worksheet.
- **Table Owner.** Type the name of the database account that owns the Siebel tables, as recorded in the worksheet.

■ **DB2 UDB**

- **Database Alias.** Type the database alias for your Siebel Database, as recorded in the worksheet.
- **Table Owner.** Type the name of the database account that owns the Siebel tables, as recorded in the worksheet.

- 12** In the Enterprise Server Information screen, specify the address of the Siebel Gateway Name Server and the name of the Enterprise Server to which this Siebel Tools client will connect.

The Gateway Name Server Address is the network name or the IP address of the machine on which the Siebel Gateway Name Server is installed. To enter a specific port number, append the Gateway Name Server Address string with a colon and the desired port number.

The Enterprise Server name is the name under which the Siebel Servers that support this Siebel Tools client's server database were installed.

- 13** Select the program folder where you want the Siebel Tools icons to be installed. The default is Siebel Tools 8.x. If you want to change the default, you have the following options:

- Select a folder from the list.
- Type in a new program folder name.

Clicking Next in this step initiates file transfer. The setup program copies files to the local hard disk. A status bar in the Setup Status dialog box indicates the progress of the installation.

The Event Log dialog box appears after the installer starts copying files. It describes the steps the installer completes during your Siebel Tools installation.

A message appears, stating that language files are being installed.

The installer completes the installation and displays the Event Log screen.

- 14 Review the information on this screen and in the file SSD8.0_setup.log, created in the Siebel Tools installation directory. If necessary, take appropriate action to address the errors and rerun the installation. Otherwise, click Next to complete the installation.

Postinstallation Tasks for Siebel Tools

Perform the following tasks after running the Siebel Tools installation program:

- “Verifying Successful Installation of Siebel Tools” on page 270
- “Verifying the Siebel Tools Directory Structure” on page 270
- “Verify Siebel Tools ODBC Data Sources” on page 272

Verifying Successful Installation of Siebel Tools

Verify that installation was successful by connecting to the Siebel Database and entering your license key for Siebel Tools.

To verify that the installation completed successfully

- 1 Start Siebel Tools and log on to the Siebel Database.

The first time you log on, the system prompts you to enter a license key number, if you have not done so already.

NOTE: You can find license key information for your Siebel Business Applications products at Oracle's license codes site. For details, see <http://licensecodes.oracle.com/siebel.html>. See also *Siebel Applications Administration Guide*.

- 2 If you have not yet done so, type your license key number in the dialog box that appears, and click OK.

Verifying the Siebel Tools Directory Structure

The following minimum directories are created for the Typical selection for a Siebel Tools installation. These directories, the files and subdirectories they contain, and various other files are created in the directory you specified during the installation, such as D:\Program Files\Siebel\8.0\Tools.

NOTE: The objects folder contains the SRF file. Monitoring of any SRF file by virus scanning software may significantly degrade Siebel Tools Client performance. If you have virus scanning software installed on your computers, configure it to skip SRF files. Because these files are binary data files, the risk of virus infection is low, and so excluding these files from scanning is usually acceptable. Alternatively, you may choose to scan SRF files, but less frequently than other files.

adm	Stores SIF files created in Siebel Tools that are used by Siebel ADM.
admpkgr	The ADM packager utility.

bin	All binary files (.exe, .dll, .cfg, .dsn, .enu, .bat), configuration files, and user preference files.	
	<i>language</i>	Language-specific DLL files.
	dll	Siebel Tools program library files.
	bin	Siebel Tools binary files.
	exe	Siebel Tools executable files.
classes	Java code files.	
	examples	
	examples\src	
	examples\src\com	
	examples\src\com\siebel	
	examples\src\com\extra	
	examples\src\com\integration	
	examples\src\com\integration\mq	Examples of Java code files.
	examples\src\com\integration\servlet	Examples of Java code files.
ddktempl	Dynamic Developer Kit (DDK) files. For more information, see <i>Siebel Web UI Dynamic Developer Kit Guide</i> .	
help	Siebel Tools help files.	
	<i>language</i>	Help files for the language you installed.
local	The local, extracted database.	
	files	Local file attachments.
	inbox	Not used for Siebel Tools.
	outbox	Not used for Siebel Tools.
locale	Text files for installed languages containing product version information.	
log	Log files from Siebel Tools operations.	
msgtempl	Message files.	
objects	Location of the siebel.srf file, the compiled definition file used by Siebel Tools. Also the default location for SRF files created using the Siebel Tools object compiler.	
public	HTML and graphics files for uploading and cascading style sheet files.	
reports	Location of all report files.	
	<i>language</i>	Version for the language you installed.
reppatch	Location of the XML files used by the maintenance update wizard. All log files generated by the maintenance wizard are also created under reppatch\log.	
	The same folder is used for configuration of the postupgrade wizard rules and log file generation.	
rule	Location where Siebel Business Rules Engine is installed.	

sample	Location where the Sample Database (sse_samp.dbf) is installed, if you installed it.	
	files	Where the sample file attachments are installed.
	inbox	Not used for Siebel Tools.
	outbox	Not used for Siebel Tools.
scripts	Location of Java scripts.	
sqltempl	SQL statement fragments used by certain Siebel Tools operations.	
temp	Temporary working area.	
upgrade	Not used for Siebel Tools.	
webtempl	Location of Siebel Web Template (.swt) files.	

Verify Read/Write Access to Siebel Tools Directories

After installing Siebel Tools, verify that the Siebel Tools user has sufficient permissions to read and write data to the Tools directory.

To verify permission settings

- 1 Select the Siebel Tools root directory and right-click on it.
- 2 Choose Properties and go to the Sharing tab.
- 3 Make sure the Siebel Tools user has read/write access.

In addition, in user account properties, the Siebel Tools user must not be defined as a restricted user in the group membership section.

Verify Siebel Tools ODBC Data Sources

The Siebel Tools installer creates the ODBC data sources described in [Table 20 on page 272](#). By default, these are created as system data sources, which are visible to all user accounts on the machine where Siebel Tools is installed.

Table 20. Siebel Tools ODBC Data Sources

Data Source	Use
SSD Local Db default instance	Connects to the local SQL Anywhere database.
SSD	Connects to the DB2 database.
SSD default instance	Connects to the Oracle database.

For Oracle, verify that the following registry keys are set as shown. These values are required in order for the ODBC driver to behave correctly.

```
PacketSize = 0  
EnableScrollableCursors = 0  
ColumnsAsChar = 1  
ColumnSizeAsCharacter = 1
```


11 Installing Siebel Charts

This chapter describes installation and postinstallation tasks for Siebel Charts for use with Siebel Business Applications. This chapter includes the following topics:

- [“Process of Installing Siebel Charts” on page 275](#)
- [“Installing Siebel Charts” on page 275](#)
- [“Configuring Siebel Charts” on page 277](#)
- [“Changing the Siebel Charts Server Used by Web Clients” on page 278](#)

Process of Installing Siebel Charts

Siebel Charts, which uses the third-party product NetCharts Server from Visual Mining, provides functionality for generating and displaying charts in Siebel Business Applications.

Installing the Siebel Charts server consists of multiple tasks that you perform in the following sequence:

- 1 Review preinstallation requirements. For general requirements, see [Chapter 2, “Preparing to Install Siebel Business Applications.”](#) See also the *NetCharts Server Installation Guide* by Visual Mining, Inc., on the *Siebel Business Applications Third-Party Bookshelf*.
- 2 Install the Siebel Charts server. See [“Installing Siebel Charts” on page 275](#).
- 3 Configure the Siebel Charts server. See [“Configuring Siebel Charts” on page 277](#).
- 4 (Optional) Change the Siebel Charts server specified for a Web client. See [“Changing the Siebel Charts Server Used by Web Clients” on page 278](#).

Installing Siebel Charts

You can install Siebel Charts on any server machine in your local area network, as long as that server is able to ping the Siebel Servers. Typically, it is installed on a Siebel Server machine. If Siebel Charts is not installed on a Siebel Server machine, install it on the same subnet as the Siebel Servers. No additional license key is required for Siebel Charts.

NOTE: The information in this topic supplements the installation instructions provided by Visual Mining, Inc., which are provided in the *Siebel Business Applications Third-Party Bookshelf*. It is not intended to replace them.

The Siebel Charts server requires that certain ports be available. If these ports are used by any other application, then the Charts server will not start correctly.

Ports that are used by default by the Siebel Charts server are identified below:

- **8001.** This port is used by Web browsers connecting to the Siebel Charts server. This port is specified during installation and can be changed.
- **8002.** This port is used for shutdown requests. The port that is actually used is the port number specified during installation plus one—by default, this is 8001 + 1 (8002).
- **1099.** This port is used for administration console access (using Java RMI).

By default, port 1099 is also used by Siebel Management Server. If you are using both Siebel Management Server and the Siebel Charts server, you must either install them on different machines or specify a different port number when you install and configure Siebel Management Server. For more information about configuring Management Server, see [“Configuring Siebel Management Agent and Siebel Management Server” on page 166](#).

Siebel Charts software is installed with the Siebel Mobile Web Client. The associated Windows service starts automatically when a chart is accessed within the client.

To install Siebel Charts

- 1 Review preinstallation requirements. See *NetCharts Server Installation Guide* by Visual Mining, Inc., on the *Siebel Business Applications Third-Party Bookshelf*.
- 2 Log on to the server with root permissions.
- 3 Open a new shell and navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

For example, for Solaris, navigate to *Siebel_Image/Solaris/Server_Ancillary/Visual_Mining_Netcharts_Server/language/unix*.

where:

- *Siebel_Image* = The directory for your version-specific Siebel network image, such as */Siebel_Install_Image/8.0.0.0*.
 - *language* = The three-letter code for the language of your Siebel Business Applications product; for example, enu for U.S. English.
- 4 Create a directory into which you will install Siebel Charts (for example, */usr/local/netcharts*). You will specify this directory in [Step 6 on page 276](#).
 - 5 Execute the command to run the installer program for your UNIX operating system. The file will be one of the following:
 - `NetChartsServer4.6SiebelEdition.aix.bin`
 - `NetChartsServer4.6SiebelEdition.hp.itanium.bin`
 - `NetChartsServer4.6SiebelEdition.linux.bin`
 - `NetChartsServer4.6SiebelEdition.solaris.sparc.bin`
 - 6 When prompted, specify the installation directory you created in [Step 4 on page 276](#) (for example, */usr/local/netcharts*), and press Enter.

- 7 As you proceed from screen to screen using the installer, accept all applicable defaults and accept all license agreements.

Configuring Siebel Charts

When you configure the Siebel Enterprise, you are prompted to set certain parameters related to communications with the Siebel Charts server (NetCharts).

For instructions on installing and configuring the Siebel Enterprise, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

Following installation of Siebel Charts software, you must configure the Siebel Charts server, regardless of your UNIX platform.

To configure Siebel Charts

- 1 Navigate to your installation directory for Siebel Charts; for example:
`$NETCHARTS_SERVER_HOME/root/projects`
- 2 Create a new subdirectory called Siebel.chart.
- 3 Within the new Siebel.chart subdirectory, create a new file, using vi, and type the following three characters in uppercase but without a carriage return:
`CDL`
- 4 Save the file as Siebel.cdx.
- 5 Make sure the DefaultChartFont parameter in your configuration file and the Application Default Chart Font parameter for your Application Object Manager component are set to a font that is available on your machine; for example, Verdana-10-Normal or hp_roman8 (for CSY language on HP-UX). A default font is used by NetCharts if no font is defined for the chart or if the font defined for the chart is not available on the UNIX machine.
- 6 If you are using the Oracle iPlanet Web Server, verify that JavaScript is enabled on the Web server. NetCharts will not run if JavaScript is disabled, and you will get the following error message:

An error occurred while sending a request to the chart server

NOTE: Specifying `nohup ./NetChartsServerControl start` to start the NetCharts server prevents the NetCharts Server process from being killed when the account owner logs off.

Changing the Siebel Charts Server Used by Web Clients

The installation script prompts for the Siebel Charts server location and provides the default value of the localhost. You can change the Siebel Charts server specified for an Enterprise by using the Server Administration UI after you install client applications.

NOTE: Some Siebel Enterprise settings related to using charts can be set initially or modified using the Siebel Configuration Wizard. For more information, see [“Performing Configuration Tasks” on page 138](#).

To specify the Siebel Charts server for Web clients

- 1 Log in as the Siebel Administrator.
- 2 Navigate to Administration - Server Configuration, then Enterprises.
- 3 Click the Profile Configuration view tab.
- 4 Select the named subsystem Server Datasource (ServerDataSrc).
- 5 In the Profile Parameters list at the bottom of the screen, set the value of the parameter DSChartServer to the name of the machine on which you are running the Siebel Charts server. This parameter specifies the Siebel Charts server connect string.

You initially specify the Siebel Charts server connect string when you configure the Siebel Server, as described in [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

- 6 Set the value of the parameter DSChartImageFormat to png, jpg, or gif. The default is png.

You initially specify the chart image format when you configure the Siebel Server, as described in [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

NOTE: For a Siebel Mobile Web Client, set the equivalent parameter, ChartImageFormat, in the configuration file for the Siebel application, such as uagent.cfg for Siebel Call Center.

12 Installing and Configuring in Unattended and Console Modes

This chapter provides instructions for installing without the installation GUI, that is, by using unattended mode or console mode. It includes the following topics:

- [“About Unattended or Console Mode Installation and Configuration” on page 279](#)
- [“Installing and Configuring in Unattended Mode” on page 286](#)
- [“Installing and Configuring in Console Mode” on page 291](#)

About Unattended or Console Mode Installation and Configuration

For performance, security, or other reasons, you may choose to install the Siebel Business Applications server products using either unattended or console mode, instead of GUI mode. Unattended and console modes can also apply to configuration.

Instructions for installing and configuring in GUI mode are provided in earlier chapters, including [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and [Chapter 6, “Configuring Siebel Enterprise Server and Related Components.”](#)

See also [“Command-Line Options for Siebel Installers and Wizards” on page 125.](#)

This topic includes the following topics:

- [“Descriptions of Unattended or Console Mode Installation” on page 280](#)
- [“Products for Unattended or Console Mode Installation” on page 281](#)
- [“Combinations of Installation and Configuration Modes” on page 281](#)
- [“About Installation and Configuration Response Files” on page 285](#)

Descriptions of Unattended or Console Mode Installation

This topic is part of [“About Unattended or Console Mode Installation and Configuration”](#) on page 279.

Descriptions of unattended mode and console mode follow.

- **Unattended mode.** You can use unattended installation mode, sometimes referred to as silent installation mode, for better performance when installing multiple servers. Or, you might use unattended mode if user input during installation is not allowed in your environment, as may be the case in some secure environments.

Unattended installation prepackages all required parameters so that you only need to execute a command to perform installation.

Optionally, you can also perform configuration in unattended mode. If unattended configuration is not set up for a product requiring configuration, then you must launch the Configuration Wizard manually (using GUI mode or console mode) after unattended-mode installation.

CAUTION: Unattended installation and configuration provides no feedback or error notification. Therefore, it is vital that you test your settings in a development environment before system-wide deployment in a production environment. It is strongly recommended for you to become thoroughly familiar with GUI installation and configuration for any products for which you intend to perform unattended installation, optionally including unattended configuration.

- **Console mode.** You can use console installation mode for better performance when installing multiple servers, or when installing over a WAN or VPN.

Depending on your environment, installing in GUI mode can use large amounts of bandwidth, which could result in undesirable lag times during GUI installation over WAN or VPN. Console-mode installation provides a text-only user interface that lets you bypass the Java-based GUI.

CAUTION: If you perform console-mode installation, you must modify `siebel.ini` file settings to prevent the Configuration Wizard from launching, or else the installer will hang. After installation, you can manually launch the Configuration Wizard in any applicable mode.

NOTE: If you are installing from a remote machine, or using X-connectivity software to access a UNIX machine from a Windows machine, see also [“Installing from a Remote Server Machine”](#) on page 38.

Products for Unattended or Console Mode Installation

This topic is part of [“About Unattended or Console Mode Installation and Configuration” on page 279](#).

You can perform unattended or console mode installation for many server-based Siebel products, including those listed below.

You can perform unattended or console mode installation for the products listed below. Configuration-related information in this chapter applies only to these products. The primary focus of this chapter is on Siebel Enterprise Server and Siebel Web Server Extension (SWSE).

- Siebel Enterprise Server

Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector. (Enterprise Server configuration issues discussed in this chapter do not apply to Database Configuration Utilities or EAI Connector.)

- Siebel Web Server Extension (SWSE)

- Siebel Management Agent

- Siebel Management Server (Windows only)

NOTE: For Siebel client-based products (such as Siebel Mobile Web Client or Siebel Tools), you must install in GUI mode.

Combinations of Installation and Configuration Modes

This topic is part of [“About Unattended or Console Mode Installation and Configuration” on page 279](#).

[Table 21 on page 282](#) presents information about possible combinations of installation and configuration modes, and identifies requirements for each combination. Some combinations may be more suitable than others, depending on your needs.

Table 21. Combinations of Installation and Configuration Modes

Installation Mode	Configuration Mode	Comments / Requirements
GUI mode	GUI mode	<p>GUI mode is the default method of installing and configuring Siebel Business Applications.</p> <p>GUI installation uses the product's siebel.ini file, either default or edited. <i>(All installation modes require the siebel.ini file.)</i></p> <p>GUI configuration launches automatically after installation.</p>
	Console mode	<p>GUI installation uses the product's siebel.ini file, either default or edited.</p> <p>NOTE: Cancel GUI configuration after it launches. Alternatively, edit the product's siebel.ini file before installing to disable launching GUI configuration.</p> <p>Console configuration must be launched manually after installation.</p>
	Unattended mode (execute mode)	<p>GUI installation uses the product's siebel.ini file, either default or edited.</p> <p>NOTE: Cancel GUI configuration after it launches. Alternatively, edit the product's siebel.ini file before installing to disable launching GUI configuration or to configure automatically launching unattended configuration.</p> <p>Unattended configuration requires a configuration response file (XML).</p> <ul style="list-style-type: none"> ■ To launch unattended configuration manually after installation, launch the Configuration Wizard in execute mode from the command line, and specify the configuration response file. ■ To launch unattended configuration automatically after installation, you must have edited the siebel.ini file to launch the Configuration Wizard in execute mode and specify the configuration response file.

Table 21. Combinations of Installation and Configuration Modes

Installation Mode	Configuration Mode	Comments / Requirements
Console mode	GUI mode	<p>Console installation uses the product's siebel.ini file.</p> <p>NOTE: You must edit the product's siebel.ini file before installing to disable launching GUI configuration.</p> <p>GUI configuration must be launched manually after installation.</p>
	Console mode	<p>Console installation uses the product's siebel.ini file.</p> <p>NOTE: You must edit the product's siebel.ini file before installing to disable launching GUI configuration.</p> <p>Console configuration must be launched manually after installation.</p>
	Unattended mode (execute mode)	<p>Console installation uses the product's siebel.ini file.</p> <p>NOTE: You must edit the product's siebel.ini file before installing to disable launching GUI configuration or to configure automatically launching unattended configuration.</p> <p>Unattended configuration requires a configuration response file (XML).</p> <ul style="list-style-type: none"> ■ To launch unattended configuration manually after installation, launch the Configuration Wizard in execute mode from the command line, and specify the configuration response file. ■ To launch unattended configuration automatically after installation, you must have edited the siebel.ini file to launch the Configuration Wizard in execute mode and specify the configuration response file.

Table 21. Combinations of Installation and Configuration Modes

Installation Mode	Configuration Mode	Comments / Requirements
Unattended mode	GUI mode	<p>Unattended installation requires an installation response file (siebel.ini) you create using the installer's record mode.</p> <p>NOTE: Generating the installation response file disables launching GUI configuration.</p> <p>GUI configuration must be launched manually after installation.</p>
	Console mode	<p>Unattended installation requires an installation response file (siebel.ini) you create using the installer's record mode.</p> <p>NOTE: Generating the installation response file disables launching GUI configuration.</p> <p>Console configuration must be launched manually after installation.</p>
	Unattended mode (execute mode)	<p>Unattended installation requires an installation response file (siebel.ini) you create using the installer's record mode.</p> <p>NOTE: Generating the installation response file disables launching GUI configuration.</p> <p>Unattended configuration requires a configuration response file (XML).</p> <ul style="list-style-type: none"> ■ To launch unattended configuration manually after installation, launch the Configuration Wizard in execute mode from the command line, and specify the configuration response file. ■ To launch unattended configuration automatically after installation, you must have edited the siebel.ini file to launch the Configuration Wizard in execute mode and specify the configuration response file. <p>NOTE: For unattended configuration for a product that was just installed, you may need to use a configuration response file you generated from a different product installation session.</p>

About Installation and Configuration Response Files

This topic is part of [“About Unattended or Console Mode Installation and Configuration” on page 279](#).

This topic provides background information about installation response files (siebel.ini files) and configuration response files.

Installation Response Files (siebel.ini Files)

Installers for Siebel Business Applications products read data from a siebel.ini file to control and provide input to the installation. Default files are provided, which are suitable for GUI installation.

Alternatively, you can generate response files for installation, which are siebel.ini files that are automatically set up for use in unattended installations. You generate an installation response file by running the installer in record mode and specifying an output file. Generating the installation response file disables launching the Configuration Wizard in GUI mode for applicable products. When you run an installer in record mode, no actual installation is performed.

Generally, after you run an installer in record mode to generate an updated siebel.ini file, you can use this file to perform unattended installation without making manual edits to the siebel.ini file. However, if you want to launch unattended configuration automatically, you must edit the siebel.ini file to launch the Configuration Wizard in execute mode and to specify the configuration response file to use.

For more information about running the installer in record mode, see [“Command-Line Options for Siebel Installers and Wizards” on page 125](#).

You can also edit the default siebel.ini file used for GUI or console installation. For example, you can edit the file to launch unattended configuration. For console installation, you must edit the default siebel.ini file to disable launching GUI configuration.

For more information about manually editing siebel.ini files, see [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 287](#).

For each product, the siebel.ini file reflects the type of Siebel network image you created, as noted in [“Obtaining Siebel Installation Media Files” on page 73](#). The image type is either Siebel Business Applications (horizontal applications) or Siebel Industry Applications (vertical applications).

if you manually modify a siebel.ini file, do not modify values containing variables. For example, the value `$(Slipstream)=no` contains a variable and must not be modified. This value means that the parameter applies if the Siebel product is *not* being installed using slipstream installation. For more information about slipstream installation, see [“About Installing Siebel Releases” on page 21](#) and see the *Siebel Maintenance Release Guide* on My Oracle Support.

NOTE: Make a copy of each siebel.ini file you plan to modify, and save it in a unique location that identifies the module it pertains to. Preserve each copy in case you may need it for later reference. This recommendation applies both to generating siebel.ini files using the installer record mode and to manually editing siebel.ini files.

Configuration Response Files

You can optionally perform unattended configuration (running the Configuration Wizard in execute mode) for applicable products such as Siebel Enterprise Server or Siebel Web Server Extension (SWSE). For example, unattended installation may often be accompanied by unattended configuration.

Unattended configuration uses XML configuration response files. You generate a configuration response file by running the Configuration Wizard in offline mode.

- For unattended configuration you launch manually, you launch the Configuration Wizard in execute mode from the command line and specify the location of the configuration response file.
- For unattended configuration that is launched automatically from unattended installation, the installation response file (siebel.ini) must launch the Configuration Wizard in execute mode and specify the location of the configuration response file. You must manually modify the siebel.ini file to configure this.

For more information about running the Configuration Wizards, including using offline mode and execute mode, see [“About Configuring Siebel Enterprise Server and Related Components” on page 127](#) and related topics.

Installing and Configuring in Unattended Mode

This topic provides instructions for installing and configuring Siebel products in unattended mode.

Several configuration scenarios are possible with unattended mode installation. Unattended installation may be performed or without unattended configuration. Unattended configuration may also be invoked from GUI or console installation, or launched from the command line.

Before you begin setting up unattended installation for a Siebel Business Applications product, you must determine your requirements for installation and configuration. Review [“About Unattended or Console Mode Installation and Configuration” on page 279](#). For example, the information presented in [Table 21 on page 282](#) may help you determine your overall process.

See also [“Installing and Configuring in Console Mode” on page 291](#).

Process of Unattended Installation and Configuration

Unattended installation and configuration requires multiple tasks that you perform in the following sequence:

- 1 [“Generating Installation and Configuration Response Files” on page 287](#).
- 2 (Optional) [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 287](#).
- 3 [“Running Unattended Installation from the Command Line” on page 290](#).
- 4 If unattended configuration is not configured in the siebel.ini file, the overall process also requires launching the Configuration Wizard manually. See [“Launching the Siebel Configuration Wizard” on page 133](#).

Generating Installation and Configuration Response Files

This topic is part of [“Installing and Configuring in Unattended Mode” on page 286](#).

Before you perform unattended installation for a product, you generate an installation response file. For unattended configuration, you also need to generate a configuration response file.

- To generate an installation response file, run the installer in record mode. You will use the `siebel.ini` file that is output from this task to perform the unattended installation. By default, the `siebel.ini` file output from using record mode disables launching the Configuration Wizard.
- To generate a configuration response file, you run the Configuration Wizard in offline mode. You will use the XML file that is output from this task to perform unattended configuration (running the Configuration Wizard in execute mode).

If you want unattended installation to launch unattended configuration automatically, you must make further edits to the `siebel.ini` file before installing.

For more information about installation response files (`siebel.ini` files) and configuration response files, see [“About Installation and Configuration Response Files” on page 285](#). See also the information presented in [Table 21 on page 282](#).

Editing `siebel.ini` Files for Unattended Installation and Configuration

This topic is part of [“Installing and Configuring in Unattended Mode” on page 286](#).

This topic describes how to edit `siebel.ini` files for various purposes.

For unattended installation, if you have generated the `siebel.ini` file (installation response file) using record mode, and you plan to run the Configuration Wizard manually after installation, you can skip this task. The `siebel.ini` file output from record mode stores settings you made while running the installer, and has the following changes to support unattended installation:

- In the [Dialog] section, all keys are set to no, except the ones beginning with *Uninst*. These settings disable all prompts.
- In the [Behavior] section, the `Si I ent` key is set to yes. This setting logs all errors instead of displaying them.
- All configuration-related keys are set to no, so the Configuration Wizards will not launch. The procedure below describes how to manually make this change, for console mode installation.

If necessary, you can manually edit portions of the `siebel.ini` file for the product you are installing.

For example, to automatically launch unattended configuration, then you must modify the `siebel.ini` file to specify the location of the configuration response file and launch the Configuration Wizard in execute mode.

For console mode installation, you must modify the `siebel.ini` file to disable configuration.

For Siebel Enterprise Server, for example, the siebel.ini file is located in *Siebel_Image/UNIX_OS/Server/Siebel_Enterprise_Server*.

where:

- *Siebel_Image* = The directory for your version-specific Siebel network image, such as / Siebel_Install_Image/8.0.0.0.
- *UNIX_OS* = Your UNIX operating system, such as AIX, HPUX, Linux, or Solaris.

To modify the siebel.ini file

1 Navigate to the Siebel image location for the current software version. Then navigate to the product directory where the installer and the siebel.ini file are located. Within the Siebel image, the siebel.ini files for Siebel Enterprise Server and SWSE are here:

- **Siebel Enterprise Server.** *UNIX_OS/Server/Siebel_Enterprise_Server/siebel.ini*
- **Siebel Web Server Extension.** *UNIX_OS/Server/Siebel_Web_Server_Extension/siebel.ini*

where:

- *UNIX_OS* = Your UNIX operating system, such as AIX, HPUX, Linux, or Solaris

2 Make a backup copy of the existing siebel.ini file.

3 Using a text editor, modify the siebel.ini file for the product you are installing, to make changes such as those described in the rest of this procedure.

CAUTION: When you modify a siebel.ini file, make sure that you enter the correct values, because your entries are not validated by the installer.

4 If you want to change the product installation root directory from what is currently defined in the siebel.ini file, locate the [Default ts. Uni x] section and set RootDi rectory to the desired directory.

NOTE: If you are installing a full product installation, specify the location where you will install the product. If you are installing a maintenance release (sometimes called a patch release), specify the location of the existing installation to which you are applying the patch. If you are installing a patch, and there are multiple existing installations, also set RootDi rectory under [Default ts. Instance] to the instance you are patching. For more information about patch installation, see the *Siebel Maintenance Release Guide* on My Oracle Support.

5 If you want to change the products to be installed from what is currently defined in the siebel.ini file, locate the [Default ts. ProductSel ecti on] section and set those products you want to install to yes.

6 If you want to change the languages to be installed from what is currently defined in the siebel.ini file, locate the [Default ts. LanguageSel ecti on] section and set the languages you want to install to yes. For example, if you want to install both U.S. English and French, include the following lines:

```
[Default ts. LanguageSel ecti on]
ENU = yes
FRA = yes
```

- 7 For console installation, you must turn off configuration to specify that the Configuration Wizard will *not* be invoked when installation is complete. Locate the relevant sections identified under [RunAfter.Uni x. *UNIX_OS*] in the siebel.ini file you are updating (where *UNIX_OS* is your UNIX operating system), and set keys starting with *Config*. (Do not make this change for any other keys.)

NOTE: The changes below are not necessary for unattended installation because they are made automatically when you run the installer in record mode to generate the installation response file. For console installation, you must make the changes below. For GUI installation, these changes are optional.

For example, set the following keys for AIX:

- Siebel Enterprise Server (where Siebel Management Agent is installed with Siebel Server)

```
[RunAfter.Uni x. AIX]
ConfigGateway.AIX = no
ConfigServer.AIX = no
ConfigAgent.AIX = no
```

- Siebel Web Server Extension

```
[RunAfter.Uni x. AIX]
Config.SWSE.AIX = no
```

NOTE: After installing, to configure the individual modules controlled by these keys, you must run the Configuration Wizard manually. For details, see [“Launching the Siebel Configuration Wizard”](#) on page 133.

- 8 For unattended configuration, locate the relevant sections identified under [RunAfter.Uni x. *UNIX_OS*] in the siebel.ini file you are updating (where *UNIX_OS* is your UNIX operating system), and modify the keys shown below. You set these keys to launch the Configuration Wizard in execute mode. For example, set the following keys for AIX:

- Siebel Enterprise Server (where Siebel Management Agent is installed with Siebel Server)

```
[ConfigGateway.AIX]
Execute = $(Siebel Root)/gtwysrvr/bin/ssinconfgw
Arg = -args MODE=EXECUTE REPEAT=FALSE
IN_RESPONSE_FILE=full_path_to_XML_configuration_response_file
```

```
[ConfigServer.AIX]
Execute = $(Siebel Root)/siebsrvr/bin/ssinconfgw
Arg = -args MODE=EXECUTE REPEAT=FALSE
IN_RESPONSE_FILE=full_path_to_XML_configuration_response_file
```

```
[ConfigAgent.AIX]
Execute = $(Siebel Root)/siebsrvr/mgmtagent/bin/ssinconfgw
Arg = -args MODE=EXECUTE REPEAT=FALSE
IN_RESPONSE_FILE=full_path_to_XML_configuration_response_file
```

- Siebel Web Server Extension

```
[Config.SWSE.AIX]
Execute = $(Siebel Root)/bin/ssinconfgw
Arg = -args MODE=EXECUTE REPEAT=FALSE
IN_RESPONSE_FILE=full_path_to_XML_configuration_response_file
```

Running Unattended Installation from the Command Line

This topic is part of [“Installing and Configuring in Unattended Mode” on page 286](#).

This topic describes how to run the unattended installation from the command line. After you have confirmed that the siebel.ini files are ready to be used, run the unattended installation from the command line. Before you do so, note the following guidelines:

- You must have a Siebel image created to use for installation. (The default siebel.ini file and the installer software is located in the Siebel image.) For more details on creating a Siebel image, see [Chapter 4, “Creating the Siebel Installation Image on the Network.”](#)
- Any data entry error that you make during installation is captured in the installation log file log.txt, located in the \$SIEBEL_ROOT directory. Consider using the `-log /logfile` option to create an additional setup initialization log file.
- Optionally, you can configure unattended configuration to be launched by the installer, as described in [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 287](#).

NOTE: These instructions are for installing Siebel Enterprise Server or SWSE using unattended mode. Installation in unattended mode of other server products, where applicable, is similar.

To install in unattended mode

- 1 Navigate to the `UNIX_OS/Server/Siebel_Enterprise_Server` directory (for example) and enter:

```
./setupUNIX_OS -i s:javaconsole -console -args  
SS_SETUP_INI=installer_siebel.ini_path
```

where:

- `UNIX_OS` (for the directory path) = Your UNIX operating system, such as AIX, HP-UX, Linux, or Solaris.
- `UNIX_OS` (for the command) = Your UNIX operating system, such as aix (AIX), hp (HP-UX), linux (Linux), or sol (Solaris).
- `installer_siebel.ini_path` = The full path, including the file name, to the installer siebel.ini file (in this case, a different file name is used).

For example, on Solaris:

```
./setupsol -i s:javaconsole -console -args SS_SETUP_INI=/export/home/  
Siebel_Install_Image/8.0.0/Solaris/Server/Siebel_Enterprise_Server/  
siebel_unattend.ini
```

- 2 If unattended configuration is not configured in the siebel.ini file, you must launch the Configuration Wizard manually. See [“Launching the Siebel Configuration Wizard” on page 133](#).

Installing and Configuring in Console Mode

This topic provides instructions for installing and configuring Siebel products in console mode.

Several configuration scenarios are possible with console mode installation. In general, this topic assumes you will disable launching GUI configuration, and will launch GUI or console configuration manually after installation.

Before you begin setting up console mode installation for a Siebel Business Applications product, you must determine your requirements for installation and configuration. Review [“About Unattended or Console Mode Installation and Configuration” on page 279](#). For example, the information presented in [Table 21 on page 282](#) may help you determine your overall process.

NOTE: Prompts for console mode installation or configuration are identical to those of the Java-based GUI, described in [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and other chapters. However, because console-mode installation and configuration does not provide GUI controls, such as a Browse button, you must substitute appropriate command-line responses instead of GUI-based responses such as *Click Next*.

See also [“Installing and Configuring in Unattended Mode” on page 286](#).

Process of Installing and Configuring in Console Mode

Console-mode installation and configuration requires multiple tasks that you perform in the following sequence:

- 1 [“Editing siebel.ini Files for Console Mode Installation” on page 291](#).
- 2 [“Running Console Installation from the Command Line” on page 292](#).
- 3 If unattended configuration is not configured in the siebel.ini file, the process also includes launching the Configuration Wizard manually. See [“Launching the Siebel Configuration Wizard” on page 133](#).

Editing siebel.ini Files for Console Mode Installation

This topic is part of [“Installing and Configuring in Console Mode” on page 291](#).

Before starting console installation, you must disable portions of the siebel.ini file to disable automatically launching configuration in GUI mode. If you do not perform this step, the installer will hang. Alternatively, you can configure the siebel.ini file to automatically launch unattended configuration.

For instructions on modifying the siebel.ini file, see [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 287](#).

If you disabled configuration, then after installation you launch the Configuration Wizard in console mode or GUI mode. See [“Launching the Siebel Configuration Wizard” on page 133](#).

Running Console Installation from the Command Line

This topic is part of [“Installing and Configuring in Console Mode” on page 291](#).

This topic describes how to run the unattended installation from the command line.

The following procedure describes the installation of the Siebel application in console mode. This topic applies to Siebel Enterprise Server and Siebel Web Server Extension.

Optionally, you can configure unattended configuration to be launched by the installer, as described in [“Editing siebel.ini Files for Unattended Installation and Configuration” on page 287](#).

To install in console mode

- 1 Open a new shell and navigate to the Siebel image location for the current software version. Then navigate to the directory where the main installer is located.

For example, for Solaris, navigate to *Siebel_Image/Solaris/Server/Siebel_Enterprise_Server*.

where:

- *Siebel_Image* = The directory for your version-specific Siebel network image, such as */Siebel_Install_Image/8.0.0.0*.

- 2 Execute the following command:

```
./setupUNIX_OS -i s:javaconsole -console -args  
SS_SETUP_INI=installer_siebel.ini_path
```

where:

- *UNIX_OS* = Your UNIX operating system, such as aix (AIX), hp (HP-UX), linux (Linux), or sol (Solaris).
- *installer_siebel.ini_path* = The full path, including the file name, to the installer siebel.ini file you edited in [“Editing siebel.ini Files for Console Mode Installation” on page 291](#).

NOTE: There must be no spaces before and after the equals sign in the command.

For example, for AIX you might enter:

```
./setupaix -i s:javaconsole -console -args SS_SETUP_INI=/export/home/  
Siebel_Install_Image/8.0.0.0/AIX/Server/Siebel_Enterprise_Server/siebel.ini
```

Optionally, you can append additional flags to your command. For more information, see [“Command-Line Options for Siebel Installers and Wizards” on page 125](#).

The console mode installation user interface appears. For information about specific prompts, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components,”](#) and other chapters.

- 3 If unattended configuration is not configured in the siebel.ini file, you must launch the Configuration Wizard manually. See [“Launching the Siebel Configuration Wizard” on page 133](#).

13 Verifying Your Server Environment

This chapter provides information about verifying your system using the Environment Verification Tool (EVT). It includes the following topics:

- [“About the Environment Verification Tool \(EVT\)” on page 293](#)
- [“About the EVT Configuration File” on page 294](#)
- [“Launching the EVT Utility” on page 296](#)
- [“Running EVT in Query Mode” on page 297](#)
- [“Optional EVT Command Line Flags” on page 298](#)
- [“Available EVT Output Formats” on page 300](#)
- [“Changing EVT Output Text” on page 300](#)

About the Environment Verification Tool (EVT)

The Environment Verification Tool (EVT) is a tool intended to help system administrators verify the configuration of the Siebel Business Applications environment. System administrators can use the EVT utility to identify errors and potential problems in the Siebel Enterprise after installation in a development or test environment, or following rollout or upgrades.

It is recommended to use EVT to verify your Siebel applications environment.

The EVT utility is included with the installed software for Siebel Server, Siebel Gateway Name Server, and Siebel Web Server Extension (SWSE). It is provided for each supported Siebel Enterprise Server platform.

EVT uses various operating systems utilities and Siebel command-line utilities to query information about Siebel components' installation and configuration settings.

EVT verifies that the machines running Siebel software are configured correctly and according to *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

What Products Can EVT Check?

You can run EVT against Siebel Business Applications modules and some third-party products.

- Siebel Gateway Name Server
- Siebel Server
- Siebel Web Server Extension

- Web server (Microsoft IIS, IBM HTTP Server, HP Apache Web Server, Oracle HTTP Server, or Oracle iPlanet Web Server)
- Database

EVT Check Groups

The EVT engine is driven by a configuration file (evt.ini). This file is specific for each version of the Siebel Business Applications, and cannot be used to run the utility against an earlier or a later version of the software. This file identifies the default checks that need to be run, and also provides the dependency logic, such as operating system-specific checks or database-specific checks, between different checks. The evt.ini file can be customized to check for other issues as well.

If you want to create customized checks, create a copy of the original evt.ini file for this purpose, so that you do not accidentally affect EVT functionality.

You can use EVT to validate configuration settings in the following check groups:

- Environment checks (ENV)
- Siebel Server checks (SVR)
- Database client checks (DBC)
- Web server checks (WEB)
- Database server (RDBMS) checks (DBS)
- Internal checks (INT)
- Network settings checks (NET)
- Operating settings checks (OS)
- Other checks (OTH)

About the EVT Configuration File

EVT uses a configuration file (evt.ini) to determine what checks it needs to perform and, for each check, what settings it will check for. Each Siebel release has a corresponding configuration file specific for that release. This file resides under the bin subdirectory of the `$SIEBSRVR_ROOT` directory on the Siebel Server, or of the `SWSE_ROOT` directory on the SWSE.

In the evt.ini file, the [CheckX] sections contain check definitions for different check groups. Refer to the evt.ini file for descriptions of parameters used for each check section. A check definition can have the parameters shown in [Table 22 on page 295](#). Not shown in the table are check-dependent parameters, such as PARAMNAME and PARAMVALUE.

Table 22. EVT Check Definition Format

Parameter	Description
CHECKID	Unique identifier for each check definition.
CHECKGROUP	The area of the application environment that is verified by this check.
CHECKNAME	Name of the check to run.
SERVERTYPE	The server type on which the check can be run—either Siebel Server, Siebel Gateway Name Server, Web server with SWSE, or Database Server (RDBMS). For values, see “Optional EVT Command Line Flags” on page 298 . SERVERTYPE can have multiple delimited values separated by commas, for example, SERVERTYPE=DBSERVER,SIEBSRVR,SWSE.
OSTYPE	The operating system applicable to this check. OSTYPE can have multiple delimited values separated by commas, for example, OSTYPE=AIX,HPUX,LINUX,SOL,W32. For a list of supported operating systems for the current release, see <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network.
DEPENDENCY	This feature is used to implement conditional logic in the .ini file, for example, checking for the right Oracle client version if Oracle is the RDBMS in use. DEPENDENCY can have multiple delimited values separated by commas, for example, DEPENDENCY=Check1,Check231.
PRIMARY	Determines whether this check must be printed as part of the output. Checks implemented only to fulfill a dependency are not printed in the output if they prevent the next check from succeeding.

Table 22. EVT Check Definition Format

Parameter	Description
RESULTMODE	<p>The value of RESULTMODE specifies how the check will be evaluated. Use one of the following values:</p> <ul style="list-style-type: none"> ■ evaluate. Performs a text comparison and returns TRUE if the values are the same. ■ inverted. The opposite of evaluate. Returns FALSE where evaluate would return TRUE. ■ versioncheck. Evaluates version strings, including dotted version strings. ■ invertedversioncheck. The opposite of versioncheck. Returns FALSE where versioncheck would return TRUE.
ERRORLEVEL	<p>This parameter uses two values—WARN and FAIL—to determine whether the failure of a particular check constitutes a critical failure or just a warning.</p> <p>Critical failures are misconfigurations that would result in the failure of Siebel software in one form or another, whereas warnings apply to misconfigurations that may result in reduced performance, but not necessarily a software failure.</p>

Parameters in the .ini file must be set to the alias and not to the actual value; for example, PARAMNAME=Lang and PARAMVALUE=ENU.

You can use # (pound sign) in the evt.ini file to comment out specific lines.

You can also add new checks to the .ini file based on your business requirements using the parameters described in [Table 22 on page 295](#). If you decide to do so, make a copy of the file and make your modifications in the new file. Then run EVT using the -f option, as described in [“Optional EVT Command Line Flags” on page 298](#), to direct EVT to use the new configuration file.

Launching the EVT Utility

The EVT executable program is installed under the bin subdirectory of \$SIEBSRVR_ROOT. The command name is evt.exe for Windows or evt for UNIX operating systems.

You can run this executable with different options selected, based on what part of your environment you want to check.

NOTE: For more information about using EVT, see [477105.1 \(Article ID\) on My Oracle Support](#). This document was previously published as [Siebel Technical Note 467](#).

Review the following topics to determine how to edit the evt.ini file and how to use command-line options:

- [“About the EVT Configuration File” on page 294](#)

- [“Optional EVT Command Line Flags” on page 298](#) (includes command examples)
- [“Available EVT Output Formats” on page 300](#)
- [“Changing EVT Output Text” on page 300](#)

The `evt.ini` file contains all the approved checks. If you need to add any checks or modify any of the existing checks, make a copy of the file and make your modification in the new file. Then run EVT using the `-f` option to direct EVT to use the new configuration file.

To launch EVT

- 1 Verify that permissions for the EVT executable program are set to 755.
- 2 Navigate to `$SIEBEL_ROOT` and source the Siebel environment variables, using one of the following commands, depending on the type of shell you use:

Bourne or Korn shell

```
.. /siebenv.sh
```

TIP: Make sure there is a space between the initial period and `./siebenv.sh`.

C shell

```
source siebenv.csh
```

- 3 Make `$SIEBSRVR_ROOT/bin` the current directory.
- 4 Enter an EVT command, as follows:

```
./evt
```

NOTE: You can include any desired flags, as described in [“Optional EVT Command Line Flags” on page 298](#).

Running EVT in Query Mode

EVT can also be run in query mode. This mode is intended to interface with other utilities that need to query the installation for information.

To run in query mode, you use the `-q` flag. The `-q` flag must be accompanied by a properly formatted query string.

NOTE: In query mode, EVT ignores all other options (except `-h`).

The query string consists of `name=value` pairs delimited by the plus sign (+).

The output of EVT in this mode is either `pass[]` or `fail []`, with the current value of the parameter in brackets, where applicable. Examples for UNIX are shown below.

Example

```
% evt -q "Checkname=VAR+ParamName=SI EBEL_ASSERT_MODE+ParamValue=0"
fail []
```

This command returns `fai l []` because `SI EBEL_ASSERT_MODE` is not set to 0 and its current value is `[NULL]`.

Example

```
% evt -q "Checkname=UNDEFVAR+ParamName=SI EBEL_ASSERT_MODE"
pass[]
```

This command returns `pass[]`. Because `SI EBEL_ASSERT_MODE` is not defined, `UNDEFVAR` checks whether the variable is defined. As expected, this check passes and the current value is still `[NULL]`.

Optional EVT Command Line Flags

You can run the EVT utility with various options as described in [Table 23 on page 298](#).

NOTE: If you do not provide `-e`, `-g`, `-s`, `-u`, and `-p` options, EVT tries to query information from the configuration files under the `ENU` directory.

Table 23. Command-Line Flags Used with EVT

Flag	Description
-h	Prints a help message with a list of all the flags you can use with the EVT utility.
-g	Name of the Siebel Gateway Name Server. If not provided, EVT picks up the name of the Siebel Gateway Name Server from the Siebel Server configuration file; for example, <code>enu/siebel.cfg</code> .
-s	Name of the Siebel Server. If not provided, EVT tries to determine the name of the server from the directory tree.
-e	Name of the Enterprise Server. If not provided, EVT determines the name of the Enterprise Server from the Siebel Server configuration file; for example, <code>enu/siebel.cfg</code> .
-u	Username to use to log in to Server Manager. The default username is <code>sadmin</code> .
-p	Password to log in to Server Manager. The default password is <code>sadmin</code> . NOTE: If any <code>svrmgr</code> parameters are provided incorrectly, EVT will not be able to check Siebel Server parameters. To print the details of root cause, use the <code>-d SHOWERRORS</code> flag.
-o	Format of the output. EVT can generate outputs in several formats: <code>TEXT</code> (default), <code>TEXTFILE</code> , <code>HTML</code> , and <code>HTMLFILE</code> . For details, see "Available EVT Output Formats" on page 300 .

Table 23. Command-Line Flags Used with EVT

Flag	Description
-d	<p>Run the script in debug mode. Supported debug levels are shown in order of verbosity, starting with the least verbose level (see examples of this flag as follows):</p> <p>DEFAULT. (Default) Prints only check for pass/fail/not executed.</p> <p>EXPLAIN. Prints description of what has been checked and why. If a check could not be run, no explanation is given. If a check executed and found an error, it would report the corrective actions to be taken.</p> <p>SHOWERRORS. Prints the same information as EXPLAIN, but, in addition, prints any errors encountered that prevented a check from executing. For example, if the check included verification of a particular file having been executed, but the file does not exist, SHOWERRORS provides the error that prevented execution.</p> <p>SHOWCOMMENTS. Prints the same output as SHOWERRORS, but, in addition, prints more detailed information about how the check was implemented. The output is essentially debug information, for example: Got value <i>A</i> from file <i>X</i>.</p> <p>EVTLOG. Prints the same output as SHOWCOMMENTS, but, in addition, prints the execution log for EVT. This output is primarily useful to EVT developers.</p>
-l	Output directory to which reports are written.
-t	<p>Type of server to check:</p> <ul style="list-style-type: none"> ■ Siebel Server [SIEBSRVR] ■ Siebel Gateway Name Server [GTWYNS] ■ Database Server (RDBMS) [DBSERVER] ■ Siebel Web Server Extension [SWSE] <p>For example, if <code>-t SWSE</code> is specified, then EVT runs only Web server-related checks (and those checks that can be run on any type of server, such as for JRE).</p>
-f	Location of the <code>evt.ini</code> file. When EVT is launched, it verifies the existence of this file. By default, the <code>evt.ini</code> file is located in the same directory as the EVT executable program. If the <code>evt.ini</code> file is located in a different directory, or has a different name, you must use this flag to specify the location of the <code>evt.ini</code> file.
-q	Run EVT in query mode. See “Running EVT in Query Mode” on page 297 .
-w	Location of the Web server installation (required for SWSE-related checks on UNIX).

Example 1

Launching EVT using a custom `.ini` file and generating HTML output:

```
evt -f evt_cust.ini -o HTML > output.htm
```

Example 2

Launching EVT using a custom .ini file and generating HTML output with details on what commands were run, what files were opened, and so on:

```
evt -f evt_cust.ini -o HTML -d SHOWCOMMENTS > output_debug.htm
```

Available EVT Output Formats

EVT supports the following output formats:

- **TEXT.** Prints all output directly to the console, terminal, or DOS window. This format is the only mode of operation when EVT is executed in query mode by giving the `-q` option. For an explanation of flags that can be used with EVT, see [“Optional EVT Command Line Flags” on page 298](#).
- **TEXTFILE.** Prints all output to a log file. The file name format is `evt.hostname.timestamp.log`. The log is created in the current directory. To create the log in a specified directory, use the option `-l log_dir`, where `log_dir` is the path to the desired directory.
- **HTML.** Prints HTML output to the console, terminal, or DOS window. This format is mainly for redirecting the output to another program or utility that can consume the output or redirect it to a file.
- **HTMLFILE.** HTMLFILE output format creates an HTML file in the current directory. The file name takes the form `evt.hostname.timestamp.htm`.

where:

- `hostname` = Machine name from where you are running EVT.
- `timestamp` = Number of epoch seconds (starting from January 1, 1970). This value is used solely to maintain the uniqueness of file names.

It is recommended to delete previously generated output files on a regular basis.

Changing EVT Output Text

EVT supports user-specified strings in output reports. By default, EVT output reports are generated using a message template. However, the user can specify any other string to be used as part of the report.

The following user-defined output tags are supported:

- **USERPASSEDSTRING.** Overrides the internal message template and allows you to specify your own message, in case this check passes.
- **USERFAILEDSTRING.** Overrides the internal message template and allows you to specify your own message, in case this check fails.
- **USERNOTEXESTRING.** Overrides the internal message template and allows you to specify your own message, in case this check is not executed.

The user-defined message can contain some placeholders which are defined by EVT. Such placeholders are specified by using two underscores on each side. During execution of the checks, these placeholders are substituted. When the check runs, the following placeholders are defined:

- **CURRENTVALUE.** The current value of the parameter being checked.
- **PASSEDSTRING.** The system-defined “check passed” message.
- **FAILEDSTRING.** The system-defined failure or error message.
- **NOTEXESTRING.** The system-defined “check is not executed” message.
- **CHECKID.** The ID number of the currently executing check.

Example

For example, assume a user-defined check like the following:

```
[Check241]
CHECKNAME=OSVERSION
OSTYPE=AIX
PARAMVALUE=5200-02
USERFAILEDSTRING=[__CHECKID__] Version __CURRENTVALUE__ is not supported anymore.
Please contact Mr. John Smith (j.smith@yourcompanyhere.com) to get your system
upgraded to __PARAMVALUE__.
```

In this example, when the placeholders are filled by values when the check executes, the error defined above for the USERFAILEDSTRING tag appears in the output report as follows:

```
[Check241] Version 5100-02 is not supported anymore. Please contact Mr. John Smith
(j.smith@yourcompanyhere.com) to get your system upgraded to 5200-02.
```


14 Uninstalling Siebel Business Applications

This chapter provides instructions for uninstalling Siebel applications. It includes the following topics:

- [“About Uninstalling Siebel Applications” on page 303](#)
- [“Uninstalling Earlier Versions of Siebel Applications” on page 305](#)
- [“Uninstalling Siebel Enterprise Server Software” on page 305](#)
- [“Uninstalling Siebel Web Server Extension and Strong Encryption Pack” on page 308](#)
- [“Uninstalling Siebel Management Server” on page 310](#)
- [“Uninstalling Siebel Management Agent” on page 310](#)
- [“Uninstalling Siebel Clients” on page 311](#)
- [“Uninstalling Siebel Tools” on page 311](#)
- [“Uninstalling Siebel Charts” on page 311](#)
- [“Troubleshooting Uninstallation” on page 312](#)

About Uninstalling Siebel Applications

Topics in this chapter describe how to uninstall Siebel Business Applications software. Separate instructions are provided for various server-based and client-based software modules. You must observe all applicable requirements for uninstalling each module.

CAUTION: To successfully uninstall, you must use the supported methods documented in this chapter. Do not attempt to uninstall Siebel products by deleting product directories.

In general, this chapter describes how to uninstall the current software, version 8.0 (or any applicable version 8.0.x.x). For information about uninstalling previous releases, see [“Uninstalling Earlier Versions of Siebel Applications” on page 305](#).

After a full uninstallation has completed successfully, you may need to reboot your machine. Afterwards, you can safely delete remaining installation directories.

For troubleshooting suggestions, see [“Troubleshooting Uninstallation” on page 312](#).

Scenarios for Uninstalling

Uninstallation may be necessary or appropriate for a variety of reasons. For example:

- You installed the software mainly for the purpose of understanding the installation and configuration process, and now you need to remove this software before you can install software to be used for purposes such as development.
- You made a mistake during installation that can be corrected by uninstalling and reinstalling.

- You previously installed a software component (such as a Siebel Server) that you no longer require, or you have upgraded your hardware and are moving software to a new server.
- You included languages or optional products during initial installation that you do not require. All installed items entail maintenance costs in the form of disk space and volume of data included in future patch releases.

Although languages and some optional products (for example, optional components of the Siebel Server) cannot be selectively uninstalled, it may be desirable to do a full uninstallation and reinstall without the unneeded items. Note that such uninstallations may not be feasible or worthwhile if multiple products have already been installed.

NOTE: If you installed and deployed languages you do not require, you can alternatively remove and re-create a Siebel Server configuration with fewer deployed languages, or re-create an SWSE logical profile with fewer deployed languages and reapply it to each installed SWSE instance. *For these tasks you do not need to uninstall.* See also [“Preparing to Run Siebel Server Components After Installing”](#) on page 150, [“Configuring the SWSE”](#) on page 214, and related topics.

CAUTION: Determining whether or not it is appropriate or necessary to uninstall an existing installation is beyond the scope of this chapter. Some uninstallation scenarios may present critical factors that must be considered in order to avoid loss of configuration data or other problems.

When moving to a new version of Siebel Business Applications (upgrading), also refer to the instructions in *Siebel Database Upgrade Guide*. If you are migrating to a new database platform, consult Siebel Expert Services.

Clustered nodes present special requirements that may change part of the installation and uninstallation process from what is described in this guide. For more information, see *Siebel Deployment Planning Guide*.

For additional information about deployment scenarios or tasks that may include uninstallation, see *Going Live with Siebel Business Applications*, *Siebel System Administration Guide*, and other relevant documentation.

Patch releases (also called maintenance releases) may in some cases be uninstalled separately from the base installation. In other cases, certain restrictions may apply and it may not be possible to uninstall a previously installed patch release. Full uninstallation is always possible for any existing installation. For more information about uninstalling patch releases, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

Limitations for Uninstalling

Some items cannot be uninstalled selectively, for example:

- Installable components that may be selected individually using the Custom installation type (or that are included with a Typical or Compact installation) cannot be selectively uninstalled.

If you want to uninstall a particular component of this type, you must uninstall the software where it was installed and reinstall with the components you require. Or, you can disable any component you do not need and deploy your applications using only those components you require.

NOTE: Siebel Management Agent, if included as part of Siebel Server installation, cannot be selectively uninstalled. To be able to uninstall Siebel Management Agent, exclude it from your Siebel Server installations, and install it separately. See also [“Uninstalling Siebel Management Agent” on page 310](#).

For more information about enabling and disabling Siebel Server components, see *Siebel System Administration Guide*.

- Siebel Language Packs cannot be selectively uninstalled.

If you want to uninstall a particular Language Pack, you must uninstall the software where it was installed and reinstall with the Language Packs you require.

Or, you can ignore any Language Pack you do not need and deploy your applications using only those languages you require. For example, at stated earlier in this topic, you can remove and re-create Siebel Server or SWSE configurations in order to specify fewer deployed languages.

You can add Language Packs to existing installations later as your requirements change.

For more information about multilingual deployments, see [“About Installing and Deploying with Multiple Languages” on page 99](#). See also *Siebel Global Deployment Guide*.

Uninstalling Earlier Versions of Siebel Applications

To uninstall an earlier version of Siebel Business Applications, you must use the documented uninstallation method for that version, as follows:

- For uninstallation information for version 7.8.x or 7.7.x, see version 7.8 or 7.7 of the *Siebel Installation Guide* for the operating system you are using.
- For uninstallation information for Resonate Central Dispatch (which is no longer used as of version 7.7), see version 7.8 or 7.7 of the *Siebel Installation Guide* for the operating system you are using, or earlier versions of *Siebel Server Installation Guide* for your platform.
- For uninstallation information for versions 6.x.x, 7.0.x, and 7.5.x, see the appropriate version of the *Siebel Server Installation Guide* for your platform. See also the *Siebel Web Client Administration Guide*, *Siebel Tools Reference*, or other applicable titles for these earlier versions.

Uninstalling Siebel Enterprise Server Software

This topic describes how to uninstall Siebel Enterprise Server software for version 8.0. The Siebel Enterprise Server software components you can uninstall are the same as those you can install: Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector.

Before you uninstall, see also [“About Uninstalling Siebel Applications” on page 303](#).

Siebel Enterprise Server components may have been installed on a single machine, or different components may have been installed on multiple machines.

Uninstalling a Siebel Server also requires that corresponding physical configuration data be removed from the Siebel Gateway Name Server. Observe the following requirements:

- When you uninstall a Siebel Server, the Siebel Server service running on this machine must be stopped, and the Siebel Gateway Name Server service must be running (on the machine where it was installed).

The uninstaller launches the Siebel Server Configuration Wizard. The wizard task to remove an existing configuration safely removes Siebel Server configuration data from the Gateway Name Server and removes the Siebel Server service from the local server machine.

- If you are uninstalling an entire Siebel Enterprise Server, the Siebel Gateway Name Server service must be running during all uninstalls. The Siebel Gateway Name Server must be uninstalled last. The uninstaller automatically stops the Siebel Gateway Name Server.

The uninstaller launches the Siebel Configuration Wizard. The wizard option to remove an existing configuration includes multiple tasks, which you perform in the following order, where applicable:

- A task to remove a Siebel Web Server Extension logical profile directory. (This option is provided as a convenience. If you may require any of the files, do not use this option, or back up the directory before proceeding.)
- A task to remove Siebel Enterprise Server configuration data from the Gateway Name Server. (Choose this option only when all Siebel Servers have been uninstalled and unconfigured.)
- A task to remove the physical Siebel Gateway Name Server. This task removes the Siebel Gateway Name Server service from the local server machine. (Choose this option only when all other Siebel Enterprise Server components have been uninstalled and unconfigured.)
- Sometimes an uninstallation may be performed when Siebel Enterprise Server components have not been fully configured. Depending on which items have or have not been configured, when the uninstaller launches the Siebel Configuration Wizard, you can cancel this wizard and proceed safely with uninstallation. Remove any configurations for items that have been configured.

NOTE: If the Siebel Gateway Name Server has not yet been configured, the corresponding service will not have been created, and so the requirement that the Siebel Gateway Name Server service must be running does not apply. If you previously configured the Siebel Gateway Name Server, then uninstalling without unconfiguring will not remove the corresponding service.

- If you are uninstalling an entire Siebel Enterprise Server, uninstall the Siebel Server where you also installed Database Configuration Utilities *last*, before you uninstall the Siebel Gateway Name Server. Uninstall Database Configuration Utilities at the same time you uninstall this Siebel Server.

NOTE: Before you uninstall Database Configuration Utilities and Siebel Server, it may be advisable to back up files such as `summary.html` and `summary.txt` in the `DBSRVR_ROOT` directory and files in the log directory under `SIEBSRVR_ROOT`.

- When Siebel Server and Database Configuration Utilities are installed on the same machine, do not uninstall Siebel Server without also uninstalling Database Configuration Utilities. Database Configuration Utilities cannot operate without an installed Siebel Server on the same system. Uninstall Database Configuration Utilities at the same time you uninstall this Siebel Server.

- Because the EAI Connector component is optional and may be installed on more than one machine, it is generally safe to uninstall this component at any time, if you do not require it. If you are uninstalling an entire Siebel Enterprise Server, uninstall EAI Connector components before you uninstall the last Siebel Server and the Siebel Gateway Name Server. Or, uninstall EAI Connector at the same time you uninstall Siebel Enterprise Server components installed on the same machine.
- If you are uninstalling Siebel Enterprise Server software for version 8.0, you use the `uninstall.ksh` script, as described in the procedure that follows. You must either be the same user or in the same group as the user who performed the installation.
- For Siebel Enterprise Server installation information, see [Chapter 5, “Installing Siebel Enterprise Server and Related Components.”](#)

To uninstall Siebel Enterprise Server components

- 1 If you are uninstalling a Siebel Server, stop the Siebel Server service.
- 2 Verify that the Siebel Gateway Name Server process is running.
- 3 Open a new shell.
- 4 Navigate to `$SIEBEL_ROOT/_uninst` for the installed software and enter the following command:

```
uninstall.ksh ses optional_arguments
```

where:

- *optional_arguments* = Any valid arguments that can be passed to the uninstaller, such as `-i s:j avaconsole -console` to run in console mode.

NOTE: If you want to uninstall an incomplete or unsuccessful installation and you do not see the `_uninst` file in the `$SIEBEL_ROOT` directory, contact Siebel Technical Support for assistance.

The Uninstaller screen appears, listing the products installed in this directory.

NOTE: If you are uninstalling the Siebel Gateway Name Server, make sure you have uninstalled all the Siebel Servers served by this Siebel Gateway Name Server before continuing.

- 5 From the Uninstaller screen, choose the products to uninstall and click Next. Depending on what components are installed in `$SIEBEL_ROOT`, you can choose one or more of these items:
 - Gateway Name Server
 - Siebel Server
 - Database Configuration Utilities
 - EAI Connector

NOTE: You can choose to uninstall all server products at the same time, or you can choose to uninstall products individually. Consult the guidelines presented earlier in this topic.

The Uninstaller Verification screen appears.

- 6 Verify the products to be uninstalled and click Next.

The Uninstaller Progress screen appears, showing the progress of file removal.

If you are uninstalling Siebel Gateway Name Server or Siebel Server, Siebel Configuration Wizard screens display, to allow you to remove configuration data. For more information, see the guidelines presented earlier in this topic.

- 7 Remove configuration data, as appropriate for the components you are uninstalling. If this task is not required, click Cancel.

After configuration data has been removed, the uninstaller displays the following message:

```
The InstallShield Wizard has successfully uninstalled Siebel Enterprise Server.  
Choose Finish to exit the wizard.
```

- 8 Click Finish.

Uninstalling Siebel Web Server Extension and Strong Encryption Pack

The process for uninstalling Siebel Web Server Extension (SWSE) or the Siebel Strong Encryption Pack (SSEP) is similar to the uninstallation of the Siebel Server.

Note that uninstalling SWSE also removes the Web server virtual directories for Siebel applications, which were created when you configured the SWSE. For SWSE installation information, see [Chapter 8, "Installing and Configuring the Siebel Web Server Extension."](#)

When you uninstall an SWSE, the uninstaller launches the SWSE Configuration Wizard, from which you choose the wizard task to remove an existing SWSE configuration.

Siebel Strong Encryption Pack may be installed into an existing installed instance of Siebel Server or Siebel Web Server Extension. For SSEP installation information, see *Siebel Security Guide*.

To uninstall SWSE or SSEP

- 1 Open a new shell.
- 2 Navigate to `$SIEBEL_ROOT/_uninst` for the installed software and enter the following command:

```
uninstall.ksh product_name optional_arguments
```

where:

- *product_name* = The code for the product you want to uninstall:
 - eappweb (for the Siebel Web Server Extension)
 - encryption (for the Siebel Strong Encryption Pack)

For example:

```
uninstall.ksh eappweb
```

```
uninstall.ksh eappweb -i s:javaconsole -console
```

```
uninstall.ksh eappweb -args SS_SETUP_INI=test.ini  
uninstall.ksh encryption
```

If you are uninstalling SWSE, the SWSE Configuration Wizard displays, to allow you to remove configuration data.

- 3 Remove configuration data, as appropriate for the SWSE. If this task is not required, click Cancel.

After configuration data has been removed, the uninstaller displays the following message:

```
The InstallShield Wizard has successfully uninstalled Siebel Web Server  
Extension. Choose Finish to exit the wizard.
```

- 4 Click Finish.

For additional uninstallation information regarding the SWSE, see [“Restoring a Web Server After Uninstalling the SWSE” on page 309](#).

Restoring a Web Server After Uninstalling the SWSE

After uninstalling your SWSE, you can restore your Web server using the following procedure.

To restore your Web server

- 1 Copy all the backup configuration files, which were created during installation and are referenced in the following example, to their original location under the Web server directory.

```
config_file_name_backup_timestamp.bak
```

For example:

```
obj_conf_020714204932.bak
```

■ Solaris

- start
- config/mime.types
- config/obj.conf
- config/magnus.conf

■ AIX, HP-UX, and Linux

- conf/httpd.conf
- conf/mime.types

- 2 **(HP-UX only)** Reset any existing LANG variable to the actual directory that the symbolic link represents. If the environment variable LANG is set to a directory name that is a symbolic link, the Java uninstaller for Siebel Server will fail.

NOTE: The LANG variable cannot be set to `uni v. utf8`. This setting causes the uninstaller to fail.

- 3 Remove additional files that were created on the Web server as a result of installing the SWSE—particularly if you are uninstalling a previous version of SWSE.

For example, for IBM HTTP Server, you may need to remove the library file `libmod_swe.so` from the modules subdirectory of the Web server installation directory. Otherwise, when you later install a more recent version of SWSE (such as the current version), the newer version of this file will not overwrite the existing file.

Uninstalling Siebel Management Server

To uninstall Siebel Management Server (on Windows platforms), navigate to Add or Remove Programs, and select Siebel Management Server with Diagnostic Tool full uninstall. Click Change/Remove. Follow the prompts to complete uninstallation.

For installation information, see [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#).

Uninstalling Siebel Management Agent

This topic describes how to uninstall Siebel Management Agent.

NOTE: Instructions in this topic apply only to uninstalling an instance of Siebel Management Agent that you installed separately. If you installed Siebel Management Agent as part of Siebel Server installation, you cannot separately uninstall Management Agent. Uninstalling the Siebel Server also uninstalls Management Agent.

To uninstall Siebel Management Agent on UNIX

- 1 Open a new shell.
- 2 Navigate to the `$SIEBEL_ROOT/_uninst` installation directory for the installed software and enter the following command:

```
uninstall.ksh managementagent optional_arguments
```

where:

- *optional_arguments* = Any valid arguments that can be passed to the uninstaller, such as `-i s:javaconsole -console` to run in console mode.

NOTE: If you want to uninstall an incomplete or unsuccessful installation and you do not see the `_uninst` file in the `$SIEBEL_ROOT` directory, contact Siebel Technical Support for assistance.

The Uninstaller screen appears, listing the products installed in this directory.

- 3 From the Uninstaller screen, choose the Siebel Management Agent product and click Next.

The Uninstaller Verification screen appears.

- 4 Verify the products to be uninstalled and click Next.

The Uninstaller Progress screen appears, showing the progress of file removal.

- 5 When the uninstaller displays the Uninstaller Success screen, click Finish.

For installation information, see [“Installing Siebel Management Agent and Siebel Management Server” on page 118](#).

Uninstalling Siebel Clients

To uninstall Siebel application client software (Siebel Mobile Web Client, Siebel Developer Web Client, or Siebel Sample Database), run the Siebel Uninstallation Manager from the Windows Add or Remove Programs panel.

Any file that is updated by a user after installation is not deleted. After uninstallation, files remaining in the client installation directory can be safely deleted at the discretion of the administrator.

NOTE: If you installed the Siebel Sample Database, you must uninstall it separately before you uninstall the Siebel client where you installed the Sample Database. Otherwise you will be unable to uninstall the Sample Database. You can uninstall the Sample Database and the Siebel client at the same time, using the Siebel Uninstallation Manager.

For installation information, see [Chapter 9, “Installing Siebel Mobile Web Clients.”](#)

Uninstalling Siebel Tools

To uninstall Siebel Tools, run the Siebel Uninstallation Manager from the Windows Add or Remove Programs panel.

Any file that is updated by a user after installation is not deleted. After uninstallation, files remaining in the directory can be safely deleted, at the discretion of the administrator.

NOTE: After you have installed Siebel Tools with the Siebel Business Rules Developer, Add or Remove Programs lists the underlying HaleyAuthority product as a separate item. It is recommended to use this option if you need to uninstall the HaleyAuthority product, whether or not you are also uninstalling Siebel Tools.

For installation information, see [Chapter 10, “Installing Siebel Tools.”](#)

Uninstalling Siebel Charts

This topic describes how to uninstall Siebel Charts (Visual Mining NetCharts).

To uninstall Siebel Charts on UNIX

- 1 Open a new shell.
- 2 Navigate to the Visual Mining NetCharts installation folder (the folder containing uninstallation data).
- 3 Enter a command similar to the following:

```
Uninstall_NetChartsServer_Siebel_Edition -f /export/home/qa2/Charts -i console
```

Alter the command to contain the valid path for your installation. Add ./ at the start of the command, if required for your environment.

- 4 Remove any Visual Mining NetCharts installation folders that were not removed by the uninstall command.
- 5 Restart services on the UNIX machine.

For installation information, see [Chapter 11, "Installing Siebel Charts."](#)

Troubleshooting Uninstallation

Uninstallation is usually straightforward when the previous installation instructions have been followed correctly. This topic describes how to recover from a failed uninstallation.

Recovering from a Failed Uninstallation

For server-based Siebel products, if you encounter any issue with the uninstallation process, you can run the uninstallation again. Doing so uses the backup made by the uninstaller under the backup directory (ses_BAK, for Siebel Enterprise Server) to reconstruct your original installation. You can then address the cause of the failure and run the uninstallation for a third time to complete the uninstallation process.

NOTE: The recovery mechanism can be used only if the uninstallation process fails. It cannot be used to undo a successful uninstallation.

A

Deployment Planning Worksheet

Each time you install a new Siebel Enterprise Server in your deployment of Oracle's Siebel Business Applications product family, you must make copies of this worksheet for each member of the deployment team. This worksheet includes the following topics:

- "Team Lead Summary" on page 313
- "Enterprise Server Names and Installation Directories" on page 314
- "Siebel Accounts, Host Names, and Static IP Addresses" on page 315
- "Cluster Deployment Data" on page 316
- "Ports and RDBMS Details Data" on page 317

CAUTION: Customers are responsible for ensuring the security of sensitive information, such as account passwords, that may be recorded in this worksheet or in similar documents or information stores created or employed by the customer.

Team Lead Summary

Section 1: Deployment Team Members

Deployment Team Lead	
Siebel Administrator	
System Administrator	
Database Administrator	

Section 2: Deployment Overview

Component Name	Version	Codepage /Unicode	Owner	Number of Users	Server OS
Database Server (RDBMS:)					
Siebel Servers					
Web Server					

Enterprise Server Names and Installation Directories

Make a copy for *each* Siebel Enterprise Server you install.

ODBC data sources are created automatically by the Siebel Enterprise Server installer. For more information, see [“Planning RDBMS Installation and Configuration” on page 29](#).

Section 3: Server Names

Siebel Enterprise Name		
ODBC Data Source Name		
Primary Language		
Other Deployed Languages	<p>NOTE: Different languages may be deployed on different servers. Keep track of all languages deployed and the servers on which they are deployed.</p>	
Component Name	Network Host Name	Installation Directory
Siebel Gateway Name Server		
Siebel Server		
Database Configuration Utilities		
Web Server / Siebel Web Server Extension (SWSE)		<p>NOTE: Also record the locations of all SWSE logical profiles you create for configuring installed SWSE instances.</p>
Siebel File System Directories		

Siebel Accounts, Host Names, and Static IP Addresses

Make a copy for *each* Enterprise you install.

NOTE: Requirements vary for user accounts mentioned in this topic. For example, the high interactivity or employee user must be defined as an employee within the Siebel Database.

Section 4: Siebel Account Information

	Login/User ID	Password
Siebel Service Owner		
Siebel Administrator	SADMIN	
Anonymous User		
High Interactivity or Employee User		
Standard Interactivity or Contact User		
Security User (LDAP)		
Siebel Diagnostic Tool User		

Section 5: Host Name and Static IP Addresses

Server Name	Static IP/Host Name	Subnet Mask
Siebel Gateway Name Server		
Load balancer virtual IP, if third-party load balancer is used		
Siebel Server		

Cluster Deployment Data

Make a copy for *each* partition of your shared disk. (Choice of resource groups clustered is optional.)

Section 6: Cluster Resource Groups

Resource Group	Network Name	IP Address/Machine Name
Siebel Gateway Name Server		
Siebel File System		
Siebel Database		

Section 7: Cluster Configuration

Server Type	Network Hostname	Cluster IP Address	Resource Group IP Address	Subnet
Siebel Gateway Name Server Node 1				
Siebel Gateway Name Server Node 2				
Siebel File System Node 1				
Siebel File System Node 2				

Cluster Group	Heartbeat IP Address	Heartbeat Subnet

Ports and RDBMS Details Data

Section 8: Port Numbers

Make a copy for *each* Enterprise you install.

NOTE: If your database is IBM DB2 UDB for z/OS, a Deployment Planning Worksheet dedicated to the Siebel Database installation is provided in *Implementing Siebel Business Applications on DB2 UDB for z/OS*.

Siebel Gateway Name Server	
Synchronization Manager for Remote Users	
Request Manager (optional)	
Siebel Connection Broker	
Siebel Management Server	
Other Ports	

Section 9: Database Information

Items (if applicable)	Value
RDBMS OS Platform, Version and Patch	
RDBMS Platform, Version, and Patch	
Database Server	
Host Instance Name	
Database Name	
Port #	
Table Owner and Password	
Table Space Name, Usage (Data or Index), and Page Size	
Table Space Name, Usage (Data or Index), and Page Size	
Table Space Name, Usage (Data or Index), and Page Size	

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