



Siebel System Administration Guide

Version 8.0, Rev C
August 2010

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What's New in This Release

What's New in Siebel System Administration Guide, Version 8.0, Rev C

Table 1 lists changes described in this version of the documentation to support release 8.0 of the software.

Table 1. New Product Features in Siebel System Administration Guide, Version 8.0, Rev C

Topic	Description
"Siebel Server Management Commands" on page 145	Revised topic. It includes new commands for backing up the Siebel Gateway Name Server.
"Generic Parameters" on page 211	Revised topic. It includes a new entry for the OM - Timed Statistics parameter.
"Siebel Server Manager Commands" on page 137	Revised topic. It includes new information noting that you must have Siebel Administrator responsibility to start or run Siebel Server tasks.
"Partitioning the Siebel File System" on page 165	Revised topic. It includes revised information about parameter settings for the Siebel File System Partition utility, and a new subtopic which provides information about the ATT subdirectory.
"Parameter Descriptions of the eapps.cfg File" on page 219	Revised topic. It includes new information about the LogSegmentSize parameter in the eapps.cfg file.
"Example of a Load Balancing Configuration File" on page 255	Revised topic. It includes revised information about the #Server Rules: entry in the lbconfig.txt file example.
"Administering Siebel Management Agents on UNIX" on page 115	Revised topic. It corrects the syntax for the command which starts the Siebel Management agent.
"Siebel Server Parameters" on page 209	Revised topic. It enhances the definitions of the Log Maximum Segments parameter and the Siebel Server Name parameter.

What's New in Siebel System Administration Guide, Version 8.0, Rev B

Table 2 lists changes described in this version of the documentation to support release 8.0 of Siebel Business Applications for Oracle.

Table 2. What's New in Siebel System Administration Guide, Version 8.0, Rev B

"ActiveX Requirements in High-Interactivity Deployments" on page 49	Revised topic. Feature/Function definition of SiebelAx_Desktop_Integration.cab and Siebel Desktop Integration changed to reflect the new location of the EnableWebClientAutomation parameter. Prior to Siebel CRM version, 8.0 this parameter was located in the application configuration file. From Siebel CRM, version 8.0 or later, this parameter is set in the (AOM) Application Object Manager.
"Configuration Parameters Index" on page 230	Revised topic. Removed the entry for the EnableWebClientAutomation parameter which is no longer located in the application configuration file.

What's New in Siebel System Administration Guide, Version 8.0, Rev A

Table 3 lists changes described in this version of the documentation to support release 8.0 of Siebel Business Applications from Oracle.

Table 3. What's New in Siebel System Administration Guide, Version 8.0, Rev A

Topic	Description
"About Deployment Modes for Siebel Web Clients" on page 44	Revised topic. Added note to indicate that using different versions of the Siebel Web client simultaneously on the same client machine is not supported.
"Configuring Automatic JRE Downloads" on page 54	New topic. Describes how you configure the AOM (Application Object Manager) component parameter, JREDownloadUrl, so that a Web client automatically downloads the correct version of the Java runtime environment (JRE) if it is not already present on the Web client's machine.
"About System Alert Notification" on page 79	Revised topic. Elaborates scenarios where Siebel Business Applications trigger system alerts.
"Configuring Memory-Based Server Component Recycling" on page 97	Revised topic. Describes how you can set a value for the parameter Process VM Usage Upper Limit (alias MemoryLimitPercent) to trigger a fast shutdown of a memory-consuming process.
"Starting the Siebel Server Manager Command-Line Interface" on page 133	Revised topic. Added recommendation that you use the Siebel Server Manager GUI to enter non-ASCII characters.

Table 3. What's New in Siebel System Administration Guide, Version 8.0, Rev A

Topic	Description
"About Other System Management Components" on page 161	New topic. Provides descriptions of additional server components in the System Management and Auxiliary System Management component groups.
"Generic Parameters" on page 211	Revised topic. Now includes a description of the: <ul style="list-style-type: none"> ■ EnableSIDataLossWarning (alias EnableSIDataLossWarning) parameter which, when set to TRUE, allows a message to appear if a user attempts to change the context without saving changes in standard-interactivity mode employee applications. ■ OM - Save Preferences (alias SavePreferences) parameter which determines if user preference files are created or not.

2

Siebel Enterprise Server Architecture

This chapter provides an overview of Oracle's Siebel Enterprise Server architecture including introductory information on the Siebel Gateway Name Server, Siebel Enterprise Server, Siebel Servers, Siebel Server components, the Siebel File System and File System Manager, and the Siebel Management Framework.

This chapter includes the following topics:

- [About the Siebel Environment on page 15](#)
- [About Siebel Gateway Name Server on page 16](#)
- [About Siebel Enterprise Server on page 17](#)
- [About Siebel Server on page 18](#)
- [About Siebel Server Components on page 20](#)
- [About Siebel File System and File System Manager on page 24](#)
- [About Siebel Management Pack on page 24](#)

About the Siebel Environment

The Siebel Business Applications environment consists of the following entities, listed in [Table 4](#).

Table 4. Siebel Application Entities

Entity	Comments
Siebel Clients	Includes Siebel Web client, Siebel Developer Web Client, Wireless Client, Mobile Web Client, handheld client, and Siebel Tools Client. For descriptions of client types, see Chapter 4, "Configuring the Browser for Siebel Web Clients."
Siebel Enterprise Server	Includes the logical grouping of Siebel Servers for a multiple server deployment (for a single Siebel Server and single Web server deployment, the Siebel Enterprise Server contains a single Siebel Server). The Siebel Enterprise Server, collectively with the Siebel Gateway Name Server, provides both batch mode and interactive services to and on behalf of Siebel clients.
Siebel Gateway Name Server	Includes the name server for a single server deployment.
Siebel Database	Includes the RDBMS client software and Siebel tables, indexes, and seed data.

Table 4. Siebel Application Entities

Entity	Comments
Siebel File System	Stores the data and physical files used by Siebel clients and Siebel Enterprise Server.
Siebel Management Framework	<p>An optional addition to the Siebel environment. Deploy this entity if you intend to use Siebel Management Pack which deployed as part of Oracle Enterprise Manager.</p> <p>The Siebel Management Pack provides the underlying infrastructure components that are required to support the diagnostic and deployment features offered by the Oracle Enterprise Manager.</p> <p>For more information, see <i>Oracle Enterprise Manager Getting Started with Application Management Pack for Siebel 10g Release 5 (10.2.0.5.0)</i>. This document provides a brief introduction to the Siebel Management Pack, and describes the features this pack offers.</p>

The Siebel Enterprise Server environment represents the middle tier within the three-tiered Siebel Business Applications environment.

About Siebel Gateway Name Server

The Siebel Gateway Name Server coordinates the Siebel Enterprise Server and Siebel Servers. A single Siebel Gateway Name Server can support multiple Siebel Enterprise Servers. The Siebel Gateway Name Server also provides the persistent backing of Siebel Enterprise Server configuration information, including:

- Definitions and assignments of component groups and components
- Operational parameters
- Connectivity information

As this information changes—such as during the installation or configuration of a Siebel Server—it is written to the `siebns.dat` file on the Siebel Gateway Name Server. At startup, the Siebel Server obtains its configuration information from the Siebel Gateway Name Server's `siebns.dat` file. For further information on this file, see [“Backing Up the Siebel Gateway Name Server Data” on page 38](#).

The Siebel Gateway Name Server also serves as the dynamic registry for Siebel Server and component availability information. At startup, a Siebel Server within the Siebel Enterprise Server notifies the Siebel Gateway Name Server of its availability and stores its connectivity information—such as network addresses—in the Siebel Gateway Name Server's non-persistent (volatile) store. Periodically, the Siebel Gateway Name Server also flushes its current state to the `siebns.dat` file.

Enterprise components (including the Server Manager) query the Siebel Gateway Name Server for Siebel Server availability and connectivity information. When a Siebel Server shuts down, this information is cleared from the Siebel Gateway Name Server.

In a Windows environment, the Siebel Gateway Name Server runs as a Windows service. In a UNIX environment, the Siebel Gateway Name Server runs as a daemon process. The system process associated with the Siebel Gateway Name Server is siebsvc.exe on Windows and siebsvc on UNIX. Each running Siebel Server has a corresponding Siebel Gateway Name Server system process.

A single Siebel Gateway Name Server can potentially serve several databases in an environment (such as multiple development and test environments). For purposes of mitigating dependencies and improving recoverability, you should keep the Siebel production environment separate from other Siebel environments (development or test) by using a separate Siebel Gateway Name Server.

If you decide to maintain multiple development or test environments on one Siebel Gateway Name Server, make sure that you use a distinct Siebel Enterprise Server for each table owner (or database for SQL server platforms).

NOTE: In a Windows environment, there can be only one Siebel Gateway Name Server installed on each machine.

Impact of Failure

When the Siebel Gateway Name Server goes down, service to active user connections is not immediately interrupted. All Siebel Server components and object managers currently running continue to do so. However, no new Siebel Server components can be started or added. Server administration functions become limited.

High-Availability Solution for Siebel Gateway Name Server

Siebel Business Applications support a number of server clustering technologies that are platform-specific to achieve high availability for the Siebel Gateway Name Server. For information on server clustering, see the *Siebel Deployment Planning Guide*.

Resource Requirements for Siebel Gateway Name Server

The Siebel Gateway Name Server requires very few system resources. Follow the hardware recommendations listed in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

About Siebel Enterprise Server

The Siebel Enterprise Server is a logical grouping of Siebel Servers that supports a group of users accessing a common Siebel Database. The Siebel Enterprise Server can be configured, managed, and monitored as a single logical group, allowing the Siebel administrator to start, stop, monitor, or set parameters for Siebel Servers within a Siebel Enterprise Server.

You can set some Siebel Server parameters at the Siebel Enterprise Server level, and these parameters apply to every Siebel Server and component operating within that Siebel Enterprise Server; other parameters can be adjusted at the Siebel Server or component level to support fine-tuning. If a parameter is set at the server level, then the server-specific value overrides the Siebel Enterprise Server setting for the parameter on that server.

Each Siebel Server belonging to a Siebel Enterprise Server should connect to the same schema in the same database server.

The Siebel Enterprise Server itself has no processes and, therefore, cannot have a state.

For information on configuring the Siebel Enterprise Server, see [“Configuring the Siebel Enterprise Server” on page 71](#).

NOTE: Make sure server hardware and software requirements meet minimum standards. For more information, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

About Siebel Server

The Siebel Server is the middle-tier platform that supports both back-end and interactive processes for every Siebel client. These processes are components within the Siebel Server architecture and support functions, such as:

- Mobile Web client synchronization
- Operation of business logic for Siebel Web clients, as well as connectivity and access to the Siebel Database and Siebel File System
- Integration with legacy or third-party data
- Automatic assignment of new accounts, opportunities, service requests, and other records
- Workflow management

The Siebel Server supports both multiprocess and multithreaded components, and can operate components in background, batch, and interactive modes. See [“About Siebel Server Components” on page 20](#) for details on Siebel Server components. Many of the Siebel Server components can operate on multiple Siebel Servers simultaneously to support an increased number of users or larger batch workloads.

About Siebel Server System Service

The Siebel Server runs as a system service that monitors and controls the state of every Siebel Server component operating on that Siebel Server. Each Siebel Server is an instantiation of the Siebel Server System Service within the current Siebel Enterprise Server. The Siebel Server runs as a Windows service in a Windows environment and a daemon process in a UNIX environment. The system process associated with the Siebel Server is siebsvc.exe on Windows and siebsvc on UNIX. Each running Siebel Server has a corresponding Siebel Server system process. For information on administering the Siebel Server System Service, see [“Administering the Siebel Server System Service” on page 106](#).

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

- Retrieves configuration information from the Siebel Gateway Name Server. For information on the Siebel Gateway Name Server, see [“About Siebel Gateway Name Server” on page 16](#).
- Creates a shared memory file located in the Admin subdirectory of the Siebel Server root directory on Windows and the Sys subdirectory on UNIX. By default, this file has the name *Enterprise_Server_Name.Siebel_Server_Name.shm*.

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

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

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

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

- Siebel Connection Broker (alias SCBroker) server component opens a TCP port to accept inbound Application Object Manager (AOM) requests. If there are multiple instances of SCBroker on this Siebel Server, all instances listen on the same port.
- Opens TCP ports dynamically for non-AOM components as necessary, such as Workflow Process Manager.
- Forks single-threaded and multithreaded processes for background mode components enabled on the Siebel Server. The previously created ports are inherited to these processes. See [“About Server Component Processes \(Shells\)” on page 22](#) for details on these processes.
- As server component processes start, each process updates the shared memory table with component availability and status information. SCBroker and SRBroker use this information for load balancing and routing purposes.
- Archives log files by moving the current log folder to the log archive folder.

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

About Siebel Server Manager

The Siebel Server Manager is the native management and administration interface for the Siebel Server and Siebel Enterprise Server.

The Siebel Server Manager allows you to configure the parameters governing the operation of each component, and determine which Siebel Servers a given component can operate. Use the Siebel Server Manager to:

- Start, stop, pause, and resume Siebel Servers, components, and tasks
- Monitor the status and collect statistics across the Siebel Enterprise Server, Siebel Servers, components, and tasks

- Manage the configuration of the Siebel Enterprise Server, Siebel Servers, components, and tasks

You can operate the Server Manager using one of two interfaces:

- Graphical user interface, or GUI, by using the Server Administration views in the Siebel application client.

Use the Server Manager GUI for most administrative duties because it includes greater user interface functionality (including the ability to search for and sort various fields within views) and a more intuitive view into the operation of Siebel Servers than does the command-line interface.

- Command-line interface, or the `srvrmgr` program.

Use the command-line interface for batch-mode processing, because it can run from batch scripts by invoking script files with administration commands that need to run on a regular basis.

The Server Manager (both the GUI and the command-line interface) connects to the Siebel Gateway Name Server, which contains availability and connectivity information for the Siebel Servers within the Siebel Enterprise Server. The Server Manager then connects with each of the Siebel Servers and starts a Server Manager component task.

If you access the GUI, Server Manager creates a task on every running Siebel Server; if you access the command-line interface without specifying a specific Siebel Server, Server Manager creates a task on every running Siebel Server; and if you start the command-line interface while specifying a specific Siebel Server (using the `/s` flag), Server Manager creates a task on that specific Siebel Server alone, and all commands are targeted to that Siebel Server at the server level.

The Server Manager task on each Siebel Server:

- Handles administration commands from the Server Manager
- Executes requested functions
- Returns each operation's results to the Server Manager

NOTE: Each session of Server Manager creates a separate Server Manager task. Therefore, you create a new Server Manager task each time you access the Server Administration screens.

About Siebel Server Components

The various programs that operate on the Siebel Server are implemented as *components*. A component represents only a specific type of program; a component is executed or operated as a *task*, or instantiation of a component, on a specific Siebel Server. See the following sections for details on server components.

- ["About Server Component Modes" on page 21](#)
- ["About Server Component Types" on page 21](#)
- ["About Server Component Groups" on page 22](#)
- ["About Server Component Processes \(Shells\)" on page 22](#)

About Server Component Modes

Components execute tasks in one of three run modes-background, batch, or interactive:

- **Background mode components.** Background mode components execute tasks to perform background operations for the Siebel Server. After a background mode component task starts, it runs until you explicitly stop the task, or until the Siebel Server itself is shut down.

You can manually start a background mode component by using the Siebel Server Manager. Components with a Default Tasks parameter set to a value greater than zero may start automatically when the Siebel Server is started. Examples of background mode components include Transaction Router, Replication Agent, and Workflow Monitor Agent.
- **Batch mode components.** You must manually start these components by using the component job process in the Server Manager GUI or by the Server Manager command-line interface. Batch mode components end after the task has been performed. Examples of batch mode components include Database Extract and Enterprise Integration Manager.
- **Interactive mode components.** Interactive mode components start tasks automatically in response to client requests. Interactive mode component tasks execute for as long as the client maintains the session, and end when the client disconnects. Examples of interactive mode components include Synchronization Manager and Application Object Managers.

For a list of Siebel Server components and their associated run modes, see ["Siebel Server Components" on page 188](#).

About Server Component Types

Siebel Server supports multiple component types; each type performs a specific function or job. A component type is configured with a set of parameters that determine its behavior to create an entity called a *defined component* (or simply *component*). Components are defined at the Siebel Enterprise Server level in *component groups*. Component groups are then assigned to one or more Siebel Servers within the Siebel Enterprise Server on which they can execute tasks.

When the Siebel Enterprise Server is installed, predefined components are automatically configured for each component type. These predefined components are then automatically assigned to each Siebel Server within the Siebel Enterprise Server. You can run your entire Siebel applications deployment using these predefined components, or you can modify their definitions and create new defined components to fine-tune your Siebel configuration. For a list of predefined Siebel Server components, see ["Siebel Server Components" on page 188](#).

The defined components feature allows you to create multiple defined components for a given component type, simplifying the process of starting various types of tasks using different parameters, and managing components across multiple Siebel Servers. For example, you may create one defined component for an Object Manager running in the Siebel Sales Enterprise application in English, and another for an Object Manager running the Siebel Service Enterprise application in French. Although these defined components use the same component type, they service distinct sets of users with different functionality requirements, and are distinct entities that can be individually managed, configured, and administered. Defined components are configured in the Enterprise Component Definitions view of the Server Manager GUI.

NOTE: For the remainder of this guide, the term *component* refers to both predefined components and defined components that you may create or modify.

About Server Component Groups

Component groups are functional areas that involve logical groupings of Siebel Server components and multiple operating system processes. A component group consists of one or more components, which may be running in one or more operating system processes. Component groups act as:

- The unit of deployment on, or assignment to, a Siebel Server. In general, you include in a Siebel Server the group of components that are deployed on one or more servers.
- A unit for monitoring functionality of the interrelated components within the group (you can get a summary of the operational status at the component group status, which is determined by the individual states of the constituent components).
- A unit of control, whereby you can make available or unavailable the interrelated components in a single step, such as Siebel Remote or Workflow Management.

Siebel Business Applications provide a number of predefined component groups. For a list of predefined component groups, see [Table 27 on page 181](#)

You can also create your own component groups. For more information on this task, see ["Creating a Custom Siebel Server Component Group" on page 91](#). For a list of components contained within each component group, see ["Siebel Server Component Groups" on page 181](#).

About Server Component Processes (Shells)

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

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

The Siebel Server forks an appropriate shell based on the component mode (interactive, batch, or background) and whether the component is object manager-based, multithreaded, or both. [Table 5](#), [Table 6](#), and [Table 7](#) define the shell types created in various scenarios.

NOTE: To conserve system resources and minimize the number of processes running on the Siebel Server, disable the component groups that you do not plan to run. If you cannot disable a component group because you require components within the group, you can set other components within the group that you do not require to Manual Start mode. For information about disabling component groups, see [“About Enabled and Disabled Component Groups” on page 74](#). For information about setting a component to manually start, see [“About Starting Siebel Server Components” on page 86](#).

Table 5. Interactive Mode Components

Multithreaded	Object Manager Based	Shell
False	False	siebsess
True	False	siebmtsh
True	True	siebmtshmw

Table 6. Batch Mode Components

Multithreaded	Object Manager Based	Shell (Created at Bootstrap)	Shell (Created at Runtime)
False	False	siebproc	siebsh
False	True	siebprocmw	siebshmw
True	False	siebmtsh	siebmtsh
True	True	siebmtshmw	siebmtshmw

Table 7. Background Mode Components

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

Examples of Siebel Server shells:

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

- A multithreaded, object manager-based component is brought up in a siebmtshmw shell. For example, Call Center Object Manager (alias SCCObjMgr_enu in a U.S. English implementation).

Parameters Controlling Number of Shells

The following parameters configure shell (process) startup for interactive, batch, and background mode components:

- Maximum MT Servers (alias MaxMTServers)
- Minimum MT Servers (alias MinMTServers)
- Maximum Tasks (alias MaxTasks)
- Default Tasks (alias DfltTasks)

See [“Siebel Enterprise, Server, and Component Parameters” on page 203](#) and [“About AOM Parameters in Server Manager” on page 176](#) for further information and details on configuring these parameters.

To review information on the shells forked by the Siebel Server, access the Siebel Server log file. See *Siebel System Monitoring and Diagnostics Guide* for details on viewing Siebel Server log files.

About Siebel File System and File System Manager

The Siebel File System is a shared directory, or a set of directories on different devices, which is network-accessible to all Siebel Servers in the Siebel Enterprise Server. It contains the physical files used by the Siebel clients and Siebel Servers. To gain access to files, Web clients connect to the appropriate Siebel Server to request file uploads or downloads. The Siebel Server then accesses the Siebel File System using the File System Manager (alias FSMSrvr) component. File System Manager processes these requests through interaction with the Siebel File System directory.

For information on administering the Siebel File System, see [“Administering the Siebel File System” on page 163](#).

When using Siebel Developer Web Client for administrative tasks, you may want to connect directly to the Siebel File System without going through the File System Manager. For examples of these cases, their potential ramifications, and for client setup instructions in each case, see [Chapter 4, “Configuring the Browser for Siebel Web Clients.”](#)

About Siebel Management Pack

The Siebel Management Pack provides the underlying infrastructure components that are required to support the diagnostic and deployment features offered by the Oracle Enterprise Manager. The deployment of Siebel Management Pack is optional. For more information, see *Oracle Enterprise Manager Getting Started with Application Management Pack for Siebel 10g Release 5 (10.2.0.5.0)*. This document provides a brief introduction to the Siebel Management Pack, and describes the features this pack offers.

3

Configuring the System Architecture

This chapter provides an overview on configuring the Siebel Server and its components, modifying Siebel Server parameters, and reinstalling the Siebel Gateway Name Server and Siebel Servers if necessary.

This chapter includes the following topics:

- [Configuring the Siebel Server and Its Components on page 25](#)
- [Configuring System Environment Variables on page 26](#)
- [Configuring Siebel Server Load Balancing on page 28](#)
- [Backing Up the Siebel Gateway Name Server Data on page 38](#)
- [Restoring a Previous Enterprise Server Configuration on page 39](#)
- [Configuring Session Manager on page 39](#)
- [Reinstalling the Siebel Gateway Name Server and Siebel Server on page 40](#)

Configuring the Siebel Server and Its Components

Before starting the Siebel Server, you may want to modify Siebel Server configuration. You may need to enable component groups on the Siebel Server. This topic describes some configuration-related tasks that you may need to perform to maintain or administer your Siebel installation.

For details on configuring Siebel Servers and server components using the Server Manager GUI, see [Chapter 5, "Configuring Siebel Servers."](#) For details on configuring Siebel Servers and server components using the Server Manager command-line interface, see [Chapter 8, "Using the Siebel Server Manager Command-Line Interface."](#)

NOTE: The instructions in this chapter assume that you have successfully installed and configured your Siebel Gateway Name Server, Siebel Enterprise Server, and at least one Siebel Server. For more information, see the *Siebel Installation Guide* for the operating system you are using.

Before starting the Siebel Server, you may want to add site-specific parameter values or overrides of existing values using the Server Manager GUI.

You can configure a Siebel Server by modifying the parameters at the Siebel Server, component, or task level for the given Siebel Server. Changes to parameters at the Siebel Server level are inherited at the component and task levels. Changes to parameters at the component level are inherited at the task level. You can also modify parameters at the Siebel Enterprise Server level. Siebel Servers, components, or tasks within the Siebel Enterprise Server inherit the values for modified parameters provided you have not explicitly modified these parameters at these levels (Siebel Server, component, or task level). For more information, see ["About Siebel System Parameters" on page 66](#).

Configuring System Environment Variables

This topic describes the task of configuring system environment variables on Windows and on UNIX. For background information on Siebel-specific environment variables, see [“About System Environment Variables” on page 27](#).

To configure an environment variable on Windows

- 1 Choose Start, Settings, Control Panel, and then double-click System.
- 2 Click the Advanced tab, then click Environment Variables.
- 3 In the System variables section, click New to create a new environment variable.
For a selection of Siebel environment variables, see [Table 8 on page 27](#).
- 4 Set the Variable name field to the name of a Siebel environment variable.
- 5 Set the Variable value field to the value for the Siebel environment variable.
- 6 Restart the machine for the environment variables to take effect.

To configure an environment variable on UNIX

- 1 Log in as the Siebel Service owner user.
- 2 Run the siebenv.sh or siebenv.csh script to set Siebel environment variables. For more information on these scripts, refer to the *Siebel Installation Guide for UNIX*.
- 3 Depending on the type of UNIX platform you use, enter the following command to set the environment variable:

- For Bourne shell or Korn shell:

```
export Siebel_Environment_Variable variable_value
```

- For C shell:

```
setenv Siebel_Environment_Variable variable_value
```

where:

Siebel_Environment_Variable = A Siebel-specific environment variable. For a selection of Siebel environment variables, see [Table 8 on page 27](#).

variable_value = The setting for the environment variable.

For example, enter the following command for C shell:

```
setenv SIEBEL_SARMLevel 1
```

- 4 Restart the machine for the environment variables to take effect.

About System Environment Variables

Environment variables are variables configured for a particular machine hosting an aspect of a Siebel deployment. These Siebel-specific environment variables configure interactions with the machine's operating system and various functions of Siebel applications. Configure environment variables through the operating system of the individual machine. See ["Configuring System Environment Variables" on page 26](#) for details on configuring these variables.

Environment variables configure a wide-range of functionality and are covered in context-specific areas of the *Siebel Bookshelf*. The Siebel Bookshelf is available on Oracle Technology Network (OTN) and Oracle E-Delivery. It might also be installed locally on your intranet or on a network location.

See [Table 8](#) for a partial listing of Siebel environment variables and where the variable is documented. This list is not comprehensive.

Table 8. Listing of Siebel Environment Variables

Environment Variable	Where Documented
SIEBEL_LANGUAGE	<i>Siebel Installation Guide</i> for the operating system you are using
TEMP	<i>Siebel Installation Guide</i> for the operating system you are using
TMP	<i>Siebel Installation Guide</i> for the operating system you are using
SIEBEL_OSD_LATCH	<i>Siebel Performance Tuning Guide</i>
SIEBEL_OSD_NLATCH	<i>Siebel Performance Tuning Guide</i>
SIEBEL_SARMLLevel	<i>Siebel Performance Tuning Guide</i>
SIEBEL_SARMBufferSize	<i>Siebel Performance Tuning Guide</i>
SIEBEL_SARMPPeriod	<i>Siebel Performance Tuning Guide</i>
SIEBEL_SARMMMaxFiles	<i>Siebel Performance Tuning Guide</i>
SIEBEL_SARMFileSize	<i>Siebel Performance Tuning Guide</i>
SIEBEL_LOG_EVENTS	<i>Siebel System Monitoring and Diagnostics Guide</i>
SIEBEL_LOG_ARCHIVES	<i>Siebel System Monitoring and Diagnostics Guide</i>
SIEBEL_LOG_DIR	<i>Siebel System Monitoring and Diagnostics Guide</i>
SIEBEL_CRASH_HANDLER	<i>Siebel System Monitoring and Diagnostics Guide</i>
SIEBEL_SESSMGR_TRACE	<i>Siebel System Monitoring and Diagnostics Guide</i>
SIEBEL_SISNAPI_TRACE	<i>Siebel System Monitoring and Diagnostics Guide</i>
SIEBEL_STDERRROUT	<i>Siebel System Monitoring and Diagnostics Guide</i>
SIEBEL_ASSERT_MODE	<i>Siebel System Monitoring and Diagnostics Guide</i>

Configuring Siebel Server Load Balancing

Load balancing distributes the workload across multiple Siebel Servers. For background information and initial configuration information on load balancing, see *Siebel Installation Guide* for the operating system you are using and *Siebel Deployment Planning Guide*.

For load balancing configuration tasks, see the following topics:

- [“Enabling Siebel Native Load Balancing” on page 28](#)
- [“Changing the Enterprise Configuration Under Siebel Native Load Balancing” on page 29](#)
- [“Optimizing Siebel Native Load Balancing Performance” on page 30](#)
- [“Rebalancing Siebel Server Loads” on page 32](#)
- [“Revising the Third-Party HTTP Load Balancer Configuration” on page 32](#)
- [“Troubleshooting Siebel Native Load Balancing” on page 34](#)

For information on the lbconfig.txt file, see [Appendix D, “Structure of the lbconfig.txt File.”](#)

Enabling Siebel Native Load Balancing

After you install the Siebel Web Server Extension (SWSE), the SWSE Configuration Wizard asks if you want to enable Siebel native load balancing. If you want to enable Siebel native load balancing, you must generate the load balancing configuration file (lbconfig.txt) before you install the SWSE. After you generate the lbconfig.txt file, place it in the directory where you store the SWSE logical profile. For information about generating the lbconfig.txt file and applying a SWSE logical profile, see the *Siebel Installation Guide* for the operating system you are using.

When you select Siebel native load balancing in the SWSE Configuration Wizard, the SWSE Configuration Wizard then adds the Siebel native load balancing information specified in the lbconfig.txt file by modifying parameters in the SWSE configuration file (eapps.cfg) of the installed SWSE. The SWSE Configuration Wizard also copies the lbconfig.txt file from the directory that stores the SWSE logical profile to the *SWSE_ROOT*\Admin\ directory where *SWSE_ROOT* is the installation directory for the Siebel Web Server Extension. See [Table 9](#) for information about the parameters that are modified in the eapps.cfg file.

NOTE: You must apply the SWSE logical profile to all Web servers where the SWSE is installed for Siebel native load balancing to function correctly.

Table 9. Siebel Native Load Balancing Parameters in the ConnMgmt Section of eapps.cfg

Variable Name	Acceptable Values	Description
EnableVirtualHosts	TRUE or FALSE	<p>Settings include:</p> <ul style="list-style-type: none"> ■ Set to TRUE to enable Siebel native load balancing. ■ Set to FALSE to disable Siebel native load balancing. <p>If configuring a third-party HTTP load balancer, this variable must be set to FALSE.</p>
VirtualHostsFile	<pathname>	<p>Represents the full path to the lbconfig.txt file. The lbconfig.txt file is copied to the following default location when you apply a SWSE logical profile:</p> <p><i>SWSE_ROOT</i>\Admin\lbconfig.txt</p> <p>where <i>SWSE_ROOT</i> is the installation directory for the Siebel Web Server Extension.</p>

Changing the Enterprise Configuration Under Siebel Native Load Balancing

The most common configuration changes that affect load balancing performance are as follows:

- Adding or removing Siebel Servers
- Enabling or disabling Application Object Managers (AOMs)

Update your lbconfig.txt file to reflect post-configuration changes in your Siebel environment. The recommended method of updating the lbconfig.txt file is to regenerate it and reapply the SWSE logical profile as described in [“Enabling Siebel Native Load Balancing” on page 28](#). The following topics describe how you can manually edit the lbconfig.txt file to reflect post-configuration changes.

Adding or Removing Siebel Servers

If you add or remove Siebel Servers that are being load-balanced, you must revise the `lbconfig.txt` file to add or remove the servers from the `VirtualServer` definition. You can revise the `lbconfig.txt` file as described in [“Enabling Siebel Native Load Balancing” on page 28](#). Alternatively, if you have optimized the `lbconfig.txt` file as described in [“Optimizing Siebel Native Load Balancing Performance” on page 30](#), consider editing it instead. This preserves your existing settings. After you edit the `lbconfig.txt` file, restart the Web server. Do this for all Web servers on which the SWSE is installed. You do not need to revise the SWSE configuration file (`eapps.cfg`).

Enabling or Disabling Application Object Managers (AOMs)

If you enable or disable a load-balanced Application Object Manager, you must edit the `lbconfig.txt` file if either of the following is true:

- You are enabling an AOM on a Siebel Server that is not included in the `VirtualServer` definition in `lbconfig.txt`. Edit the definition to add the server.
- You are disabling an AOM on a server, and the AOM is the only one being load-balanced on the server. To prevent failed connection attempts, remove the Siebel Server from the `VirtualServer` definition in `lbconfig.txt`.

After you save the file, restart the Web server. Do this for all Web servers on which the SWSE is installed. You do not need to edit the SWSE configuration file (`eapps.cfg`).

Optimizing Siebel Native Load Balancing Performance

By default, Siebel native load balancing maps all Siebel Servers to a single virtual server after generating the `lbconfig.txt` file. All Application Object Manager (AOM) connect strings receive the virtual server name in the SWSE configuration file (`eapps.cfg`). This configuration allows the SWSE to distribute requests for all AOMs to all Siebel Servers.

When the SWSE sends a request for an AOM to a Siebel Server on which the AOM is not running, these requests fail. When this situation occurs, the SWSE automatically sends the failed request to another Siebel Server. Typically, users do not notice these retries unless the allowed maximum number of retries is exceeded.

The allowed maximum number of retries is five. Therefore, if there are more than five load-balanced Siebel Servers on which an AOM is not running, you should consider optimizing the load balancing configuration file. This configuration prevents users from experiencing failed attempts to start applications.

You optimize `lbconfig.txt` by adding additional virtual server definitions that define the groups of Siebel Servers on which particular AOMs run. You then edit the AOM connection strings in the SWSE configuration file (`eapps.cfg`) to include the virtual server specific to that AOM. Edit the AOM connection strings the `eapps.cfg` file after you apply a SWSE logical profile. If you reapply a SWSE logical profile, you update the `eapps.cfg` file and lose the changes you made to the connection strings.

For example, you have two Siebel Servers, Sieb1 and Sieb2. They run the AOMs shown in [Table 10](#).

Table 10. AOMs Running on the Siebel Servers

Sieb1	Sieb2
Call Center	Call Center
Sales	Sales
eChannel	Marketing

To minimize retries, delete the existing definition, VirtualServer, in lbconfig.txt and define four virtual servers as follows:

```
#Section one -- Session Manager Rules:

CallCenterVirtualServer=1:sieb1:2321;2:sieb2:2321;

SalesVirtualServer=1:sieb1:2321;2:sieb2:2321;

eChannelVirtualServer=1:sieb1:2321;

MarketingVirtualServer=2:sieb2:2321;
```

Then edit the connect strings in the SWSE configuration file (eapps.cfg) as in the following examples:

- **Call Center:** `ConnectionString = siebel.TCPIP.none.none://CallCenterVirtualServer/SBA80/sccObjMgr_enu`
- **Sales:** `ConnectionString = siebel.TCPIP.none.none://SalesVirtualServer/SBA80/sseObjMgr_enu`
- **eChannel:** `ConnectionString = siebel.TCPIP.none.none://eChannelVirtualServer/SBA80/eChannelObjMgr_enu`
- **Marketing:** `ConnectionString = siebel.TCPIP.none.none://MarketingVirtualServer/SBA80/smeObjMgr_enu`

NOTE: If you optimize lbconfig.txt by creating multiple virtual server definitions, you lose these changes if you generate the file again. To prevent this situation, save the file under another name before generating it. Then copy your additional virtual server definitions to the new file.

To optimize the load balancing configuration file

- 1 Start Siebel Server Manager and enter the following command to obtain Siebel Server IDs.

```
list server show SBL_SRVR_NAME, SV_SRVRID
```

Write down the Siebel Server IDs of the servers you want to add to virtual server definitions.

- 2 Navigate to the directory where you store the SWSE logical profile and open the lbconfig.txt file with a text editor.
- 3 In Section One, add additional virtual server definitions. Save the file.

- 4 Apply the SWSE logical profile to the Web server that hosts the SWSE.
- 5 Open the SWSE configuration file, `eapps.cfg` with a text editor.
Its default location is in `SWSE_ROOT\BIN`, where `SWSE_ROOT` is the installation directory for the SWSE.
- 6 Change the virtual server name in the Application Object Manager connect strings, then save the file.
- 7 Restart the Web server.

Rebalancing Siebel Server Loads

Server loads can become unevenly distributed for several reasons:

- You have just added a new Siebel Server to the network. It will have a low workload compared to other Siebel Servers.
- You have just enabled an Application Object Manager (AOM) on a Siebel Server. It will have a lower workload than other AOMs on different Siebel Servers.
- There was a server configuration or request routing problem that prevented even distribution of workloads. When this problem is corrected, one or more Siebel Servers will have low workloads.

Siebel native load balancing distributes workloads based on logins. Users must terminate existing sessions and log in to the new sessions to cause workloads to be redistributed. For example, you have 1000 concurrent user sessions running on three Siebel Servers. You then add a fourth Siebel Server. Until all the users end their sessions and log in again, the load will not be evenly distributed between all four servers.

Whenever possible, let normal user login behavior rebalance Siebel Server workloads. Intervene only when absolutely necessary. Use one of the following methods to rebalance server workloads:

- Stop SCBroker on a Siebel Server. This directs workload away from that server. This does not impact existing user sessions. However, SISNAPI session reconnect does not work for this server. If the SISNAPI connection times out, and user requests are coming through a Web server other than the one used for login, the session will be lost.
- Revise the `lbconfig.txt` file to remove a Siebel Server as described in [“Changing the Enterprise Configuration Under Siebel Native Load Balancing” on page 29](#). This removes the Siebel Server from load balancing and directs its workload to other servers. If you have only one Web server, this terminates all user sessions. If you have multiple Web servers, users making a session request may experience session termination. Use this method only as a last resort.

Revising the Third-Party HTTP Load Balancer Configuration

You must revise the third-party HTTP load balancer configuration or edit the SWSE configuration file (`eapps.cfg`) if you do either of the following:

- Add or remove a Siebel Server that is load-balanced.

- Enable or disable an Application Object Manager that is load-balanced.

Prerequisites

- Verify that all the Siebel Servers you want to load-balance are running.
- Verify that the Application Object Managers (AOMs) you want to load-balance are running. Disable any AOMs you do not want to load-balance.
- Obtain the virtual IP (VIP) address and port number for the load balancer.
- Review the layout of the load balancing configuration file.

Several of the steps in the following procedures are about manually modifying the configuration of the load balancer. If a script is available that automatically imports server configurations, run this script instead.

To revise the load balancer configuration after adding or removing a load-balanced Siebel Server

- 1 Add or remove the Siebel Server.
See the *Siebel Installation Guide* for the operating system you are using.
- 2 Generate a new lbconfig.txt file.
This updates the URL mappings in the file to reflect the new or removed server. See the *Siebel Installation Guide* for the operating system you are using.
- 3 Place the new lbconfig.txt file in the directory where you store the SWSE logical profile.
- 4 Use a text editor to view the lbconfig.txt file.
Use the file to obtain URLs for editing rules in the steps below.
- 5 Start the load balancer configuration software.
- 6 Update the resource group definitions to reflect the added or removed server.
- 7 Revise the component and round-robin rules to reflect the added or removed Application Object Manager (AOM) running on the server.
- 8 If adding a server, create a server rule. If deleting a server, delete the server rule.
- 9 Save the configuration.
- 10 Apply the SWSE logical profile to Web servers where the SWSE is installed.
See the *Siebel Installation Guide* for the operating system you are using.

To revise the load balancer configuration after enabling or disabling an Application Object Manager on a load-balanced Siebel Server

- 1 Enable or disable the Application Object Manager (AOM).
See ["Configuring the Siebel Server" on page 84](#) for more information.

- 2 Generate a new lbconfig.txt file.
See the *Siebel Installation Guide* for the operating system you are using.
- 3 Place the new lbconfig.txt file in the directory where you store the SWSE logical profile.
- 4 Use a text editor to view the lbconfig.txt file.
Use the file to obtain URLs for editing rules in the steps below.
- 5 Start the load balancer configuration software.
- 6 Revise the component and round-robin rules to reflect the added or removed AOM.
- 7 Save the configuration.
- 8 Apply the SWSE logical profile to Web servers where the SWSE is installed.
See the *Siebel Installation Guide* for the operating system you are using.

No changes are required to the server rules that manage reconnection requests in the load balancer.

Troubleshooting Siebel Native Load Balancing

This topic provides guidelines for resolving problems with Siebel native load balancing. To resolve a problem, look for it in the list of symptoms/error messages in [Table 11](#). Some problem solutions in the table require changing the function of server components.

Table 11. Resolving Siebel Native Load Balancing Problems

Symptom/ Error Message	Diagnostic Steps/ Cause	Solution
Users do not get a login page. Browser may display "Server Busy Error."	■ Verify IP access to Siebel Servers.	See "Verifying IP Access to Siebel Servers" on page 37.
	■ Verify TCP port access on Siebel Servers.	See "Verifying Load Balancing Port Access for Siebel Servers" on page 38.

Table 11. Resolving Siebel Native Load Balancing Problems

Symptom/ Error Message	Diagnostic Steps/ Cause	Solution
	<ul style="list-style-type: none"> Verify that the SWSE is configured correctly. 	<p>The SWSE configuration file (eapps.cfg) is located in <i>SWSE_ROOT\bin</i>.</p> <p>Open the file and check the following:</p> <ul style="list-style-type: none"> EnableVirtualHosts=True. VirtualHostFile is set to the full path to the lbconfig.txt file. The default location for this file is as follows: <i>SWSE_ROOT\Admin</i>. <p>where <i>SWSE_ROOT</i> is the installation directory for the SWSE.</p> <ul style="list-style-type: none"> For each load-balanced Application Object Manager, verify that the virtual server specified in the connect string matches the one in lbconfig.txt.
	<ul style="list-style-type: none"> Verify that Siebel native load balancing is configured correctly. 	<p>The default location for the load balancing configuration file (lbconfig.txt) is: <i>SWSE_ROOT\Admin</i>.</p> <p>where <i>SWSE_ROOT</i> is the installation directory for the Siebel Web Server Extension.</p> <p>Typically, this file is generated automatically. If you have edited the virtual server definition, do the following:</p> <ul style="list-style-type: none"> Verify that the syntax of the virtual server definition is correct. For each Siebel Server in a virtual server definition, verify that the server ID (sid) is correct.
	<ul style="list-style-type: none"> Check if a Siebel Server has been reinstalled or reconfigured. 	<p>If so, the load balancing configuration file (lbconfig.txt) must be edited or regenerated.</p>

Table 11. Resolving Siebel Native Load Balancing Problems

Symptom/ Error Message	Diagnostic Steps/ Cause	Solution
	<ul style="list-style-type: none"> ■ Increase the SWSE logging level. 	<p>To turn on detailed SWSE logging, set the following environment variables:</p> <pre>SIEBEL_SESSMGR_TRACE=1.</pre> <pre>SIEBEL_LOG_EVENTS=ALL.</pre> <p>Then restart the Web server.</p> <p>If this logging level does not reveal the problem, set the following:</p> <pre>SIEBEL_SISNAPI_TRACE=1.</pre> <p>This greatly increases the logging level for SISNAPI message handling.</p>
	<ul style="list-style-type: none"> ■ Configure a Web Server to connect directly to a Siebel Server. 	<p>Open the SWSE configuration file (eapps.cfg) and edit the connect string for an Application Object Manager to specify a known good Siebel Server. Restart the Web server and try to log in.</p> <p>If the login succeeds, then the problem is with the Siebel native load balancing configuration.</p> <p>If the login fails, the problem is related to network connectivity.</p>
Users can connect but loads are not balanced evenly between Siebel Servers	<ul style="list-style-type: none"> ■ Unequal loads may be caused by characteristics of users and jobs. 	<p>Because jobs are distributed in a round-robin fashion, it is normal for a snapshot of the servers to show somewhat unequal loads. This can be caused by several things, including the nature of the jobs and the rate at which users log in and log out on different servers. Over a longer period, the number of sessions handled by each server will even out.</p>
	<ul style="list-style-type: none"> ■ Siebel Servers do not have equal access to computing resources. 	<p>Verify that all Siebel Servers have equal access to computing resources such as CPU and memory.</p>
	<ul style="list-style-type: none"> ■ A Siebel Server has recently added or has been restarted. 	<p>Load balancing is based on user logins. As current sessions are terminated and new sessions started, the new Siebel Server will be included in the load sharing.</p>

Table 11. Resolving Siebel Native Load Balancing Problems

Symptom/ Error Message	Diagnostic Steps/ Cause	Solution
	<ul style="list-style-type: none"> ■ A Web server cannot route requests to one or more Siebel Servers. 	Check for connectivity problems between the Web servers and the Siebel Server with the low workload as described earlier in this table.
	<ul style="list-style-type: none"> ■ A Siebel Server is rejecting an unusual number of user requests. 	Check the SWSE log files for <i>SISNAPI Connection Refused</i> messages. Possible causes are: <ul style="list-style-type: none"> ■ SCBroker is either not running or is listening on the wrong port. ■ The requested Application Object Manager is not running or cannot run any more tasks. ■ The requested Application Object Manager has a hung task or thread. ■ The Application Object Manager cannot communicate with the database server.
	<ul style="list-style-type: none"> ■ A Siebel Server has functional or configuration problems. 	Enable server diagnostics. Look for problems with components. Verify basic configuration is correct.

Verifying IP Access to Siebel Servers

This task is part of ["Troubleshooting Siebel Native Load Balancing" on page 34](#).

To verify IP access to Siebel Servers

- 1 Open the lbconfig.txt file.
Its default location is `SWSE_ROOT\Admin` where `SWSE_ROOT` is the installation directory for the SWSE.
- 2 Write down the exact string used to identify the Siebel Servers in the Virtual Server definitions.
This string will either be a host name or an IP address.
- 3 On the Web servers where SWSE is running, ping each Siebel Server. Use the string from the lbconfig.txt file.
If the ping succeeds then there is IP access.
- 4 If the ping does not succeed, complete the remaining steps that follow.
- 5 Verify that the Siebel Servers are on the network and running.

- 6 Check for basic networking problems such as cabling, routers, and so on. Verify there is a physical path between the Web Servers and Siebel Servers.
- 7 If the Siebel Servers are part of multiple networks, verify that the Web servers and Siebel Servers have a network in common.
- 8 If you used the host name to do the ping, verify that the Siebel Servers are registered correctly in the DNS and that the names resolve to the correct IP address.
- 9 Verify that a networking device such as a router or firewall are not blocking access to the Siebel Servers.

Verifying Load Balancing Port Access for Siebel Servers

This task is part of ["Troubleshooting Siebel Native Load Balancing" on page 34](#).

To verify load balancing port access

- 1 On the Web servers where SWSE is running, telnet to the SCBroker port (2321) on each Siebel Server.

For example, if a Siebel Server has the host name SiebSrvr1, then use the following command:

```
telnet siebSrvr1 2321
```

If the connection succeeds, there is load balancing port access. The connection will time out after 500 ms.

- 2 If the connection fails, "Could not open connection to server," then complete the remaining steps that follow.
- 3 Verify that the Siebel applications that you want are running on each Siebel Server.
- 4 On each Siebel Server, verify that SCBroker is running and is configured to listen on port 2321.
- 5 Verify that the operating system is not blocking access to the SCBroker port.
- 6 Check that no other networking device, such as a firewall, is blocking access to the SCBroker port.

Backing Up the Siebel Gateway Name Server Data

It is recommended that you make a backup of the Siebel Gateway Name Server data-which contains configuration information from the Enterprise and Siebel Servers-prior to and after making any configuration changes, especially creating new component definitions and adding or deleting Siebel Servers.

The Siebel Gateway Name Server information is stored in the siebns.dat file located in the Administration folder of the Siebel Gateway Name Server root directory. The backup procedure flushes out the latest changes from memory into the siebns.dat file and makes a backup copy.

See [“Backing Up a Siebel Enterprise Server” on page 84](#) for information on making a backup of the siebns.dat file using the Server Manager GUI. See [“To back up Siebel Gateway Name Server information” on page 146](#) for information on making a backup of the siebns.dat file using the Server Manager command-line interface.

If the Siebel Server does not start up due to recent configurations or a corruption of the current siebns.dat file, use the following procedure with a working backup siebns.dat file. (The siebns.dat file can become corrupt for many reasons, such as inconsistent data or write errors.)

Restoring a Previous Enterprise Server Configuration

This topic describes the tasks to restore a previous enterprise server configuration by replacing the siebns.dat file. For information on the Siebel Gateway Name Server and siebns.dat file, see [“About Siebel Gateway Name Server” on page 16](#). See also [“Backing Up the Siebel Gateway Name Server Data” on page 38](#).

To restore a previous Siebel Enterprise Server configuration

- 1 Follow the shutdown procedures for the Siebel deployment. See [“Starting and Shutting Down a Siebel Deployment” on page 101](#) for further information.
- 2 Replace the existing siebns.dat file with a working backup file.
- 3 Follow the startup procedures for the Siebel deployment. See [“Starting and Shutting Down a Siebel Deployment” on page 101](#) for further information.

Configuring Session Manager

Session Manager is a layer within the Siebel Web Server Extension (SWSE) and Application Object Manager (AOM) that manages TCP/IP (SISNAPI) connections between clients to AOMs. Session Manager primarily manages Web server to Siebel Server communications. It is not a stand-alone component, and is embedded in SWSE and any other direct AOM.

NOTE: SISNAPI is a proprietary messaging format used for communication into Siebel Servers, and between multiple Siebel Servers. The acronym stands for Siebel Internet Session API (Application Program Interface).

Session Manager is primarily responsible for establishing and managing SISNAPI connections from the client to the AOM. A connection is established for each new session request, and is kept open or terminated based on SISNAPI connection multiplexing settings. Session Manager allows multiple client sessions to share the same pool of SISNAPI connections, thereby minimizing resource usage and maximizing overall performance.

When a client requests a new session, the SWSE receives the HTTP request from the Web server, translates the request into SISNAPI messaging format, and invokes Session Manager embedded in the SWSE to obtain a physical connection to the Siebel Server. Session Manager creates a new, temporary SISNAPI connection, which is load-balanced to an available Siebel Server. After this temporary connection is made to a Siebel Server, Session Manager checks to see if there are enough SISNAPI connections to the target process. If there are enough TCP connections, then the temporary connection is dropped and the existing connection is used for this new user session. If a connection is not available, then the temporary connection is retained. For further details on this process, see *Siebel Performance Tuning Guide*, which describes the use of the parameter Number of Sessions with respect to each SISNAPI Connection (alias SessPerSisnConn).

After Session Manager opens a connection to the Siebel Server, it closes connections based on the time the connection remains idle. The parameter SISNAPI Connection Maximum Idle Time (alias ConnIdleTime) controls this feature. After reaching the configured idle period, the connection is disconnected by the AOM process. This setting should be used when a third-party load balancer is in use for Siebel Servers configured to time out SISNAPI connections. By default, most load balancers have an idle connection timeout feature. The parameter ConnIdleTime must be set to a value slightly less than the load balancer timeout.

An additional benefit of the ConnIdleTime parameter is to manage connections that pass through a firewall placed between the Web server and the Siebel Server. As firewalls block idle connections, the ConnIdleTime parameter can be configured to disconnect idle connections before they are blocked by the firewall. This setting avoids future connection problems between the Web server and the Siebel Server.

NOTE: Only enable the parameter SISNAPI Connection Maximum Idle Time at the component level, specifically, for Application Object Manager components.

For further details on communication between the client and the Siebel application, see *Siebel Performance Tuning Guide*.

Parameters that modify Session Manager and SISNAPI connections are available for each component at the component level. For details on these and other parameters, see ["Siebel Enterprise, Server, and Component Parameters" on page 203](#).

Reinstalling the Siebel Gateway Name Server and Siebel Server

In some cases, you may need to reinstall the Siebel Gateway Name Server and Siebel Servers. These cases include scenarios when you want to:

- Rename the machine on which the Siebel Gateway Name Server, Siebel Servers, or both are running.
- Make structural changes to the directory where the Siebel Gateway Name Server, Siebel Servers, or both are installed.
- Move the Siebel Gateway Name Server, Siebel Servers, or both to another machine.

Each of these operations require you to uninstall and reinstall both the Siebel Gateway Name Server and Siebel Servers. For details on uninstalling and installing Siebel Servers and the Siebel Gateway Name Server, see the *Siebel Installation Guide* for the operating system you are using. Uninstall and reinstall these entities in the following sequence.

To uninstall and reinstall server entities

- 1** Uninstall the Siebel Server.
- 2** Uninstall the Siebel Gateway Name Server.
- 3** Reinstall the Siebel Gateway Name Server.
- 4** Reinstall the Siebel Server.

After installation, perform necessary Siebel Server configurations (define new components, enable or disable components and component groups, assign component groups to Siebel Server, and so on), and reextract all mobile clients. For information on extracting mobile client databases, see *Siebel Remote and Replication Manager Administration Guide*.

4

Configuring the Browser for Siebel Web Clients

This chapter provides information about how to configure Web browser settings that affect Siebel application behavior for the Siebel Web Client and Mobile Web Client. The browser settings include those relating to security, ActiveX controls, and Java software environment. This chapter includes the following topics:

- [Additional Information About Browser Configuration on page 43](#)
- [About Deployment Modes for Siebel Web Clients on page 44](#)
- [Requirements for Standard-Interactivity Deployments on page 47](#)
- [General Requirements for High-Interactivity Deployments on page 48](#)
- [ActiveX Requirements in High-Interactivity Deployments on page 49](#)
- [Deploying Siebel Business Applications in High-Interactivity Mode Using JRE and Java Applets on page 53](#)
- [Manual Security Settings for High Interactivity on page 55](#)
- [Other Deployment Options for High Interactivity on page 57](#)
- [Using the Browser Health Check on page 58](#)
- [Siebel Client Deployment Requirements When Using Firewalls or Proxy Servers on page 61](#)
- [Configuring Siebel Applications for Pop-Up Blocker Compatibility on page 62](#)

NOTE: In this chapter, the term *Web client* generally refers to the Siebel client types mentioned above-unless it is clearly used to contrast with Siebel Mobile Web Client.

Additional Information About Browser Configuration

Information related to topics in this chapter may be found in the following documents:

- For information about which Siebel applications use the Siebel client deployment modes described in this chapter, and about supported Web browsers, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.
- For information about installing components for Siebel CRM , see *Siebel Installation Guide* for the operating system you are using.
- For information about deploying Siebel applications, see *Siebel Deployment Planning Guide* and *Going Live with Siebel Business Applications*.
- For information about configuration issues for Siebel client deployment modes, see *Configuring Siebel Business Applications*. This book also has information about administering Web browser capabilities for Siebel application development purposes.

- For information about optimizing performance for Siebel clients, see *Siebel Performance Tuning Guide*.
- For information about configuring firewalls and about using browser cookies with Siebel applications, see *Siebel Security Guide*.

About Deployment Modes for Siebel Web Clients

There are two fundamental modes of deployment for a Siebel Web client:

- Standard interactivity
- High interactivity

The user interface characteristics of Siebel Business Applications, and the experience of your end users, depends greatly on the interactivity mode in which you deploy your applications.

Each Siebel application is preconfigured to use one of these deployment modes. In most cases, it is recommended not to change the deployment mode from its default mode.

To deploy Siebel clients, software prerequisites and configuration requirements must be considered for each deployment mode. Each mode provides performance and usability characteristics that may offer advantages for a given environment. The deployment requirements for client machines must correspond to your target user characteristics.

For example, for Siebel employee applications, it is often feasible to deploy in a controlled environment where specific client and browser requirements can be met that support high-interactivity mode applications providing optimal performance and usability. For Siebel customer applications, on the other hand, your deployment must have looser client and browser requirements, which support standard-interactivity mode for a diverse set of users that conform to a basic and broadly supported browser standard.

NOTE: You must coordinate all of your deployment activities—those described in this book and in other books, including those listed in [“Additional Information About Browser Configuration”](#) on page 43.

Table 12 on page 45 outlines the basic differences between the two deployment modes. The sections that follow provide additional information about each mode.

Table 12. Comparison of Standard-Interactivity and High-Interactivity Modes

Feature	Standard Interactivity	High Interactivity
Support for broader variety of browsers	Yes	No
Uses JavaScript technology	Yes	Yes
Uses ActiveX technology	No	Yes
Uses Java technology	No	Yes

NOTE: Accessing different versions of an AOM while simultaneously using Siebel Web clients on the same client machine is not supported.

About Standard Interactivity

The standard-interactivity client provides users of Siebel applications with a user experience similar to that for users of traditional Web applications for customer applications, such as those for consumers. The usability characteristics of this deployment mode are familiar to users of typical consumer Web sites, such as CNN.com, Amazon.com, and so on.

Most user interactions in standard-interactivity deployment mode result in a page refresh. When creating a new record, the user clicks the New button (which refreshes the page as the application displays a new entry form), enters the relevant data, then clicks the Save or Submit button (which again refreshes the page as the application redisplay the original page). Similarly, when a user browses through a list of records, the page refreshes each time a new record is selected.

When users must enter, review, and edit large numbers of records, as is the case for employee applications such as Siebel Call Center, the user experience of standard-interactivity mode deployment may not meet usability requirements. However, sometimes it may be desirable to deploy employee applications in standard-interactivity mode.

About High Interactivity

The high-interactivity client is designed to provide users of Siebel applications with a user experience similar to that for users of traditional GUI-based client applications, such as for Microsoft Windows.

High interactivity reduces the number of page refreshes, compared to standard interactivity-when interacting with the application, browsing through records, and so on. This is made possible by making data-only updates from the Siebel Server, optimizing use of network bandwidth.

For example, a high-interactivity client does not require a page refresh for creating a new record. A user creates a new record by clicking the New button. A new row is created in a list dynamically, without a page refresh. The user enters the relevant data, then clicks outside of the record ("steps off of the record") to implicitly commit the change-again, without a page refresh.

Some of the features of the high-interactivity framework are:

- **Fewer page refreshes.** Data is updated separately from the user interface and full page refreshes are not needed in all cases.
- **Support for client-side scripting.** Client-side scripting allows the client to compute certain tasks locally, which can be beneficial for server performance.
- **Support for implicit commit.** This feature enables automatic saving when a user steps off of a new or modified record.
- **Other usability features.** Such features include MVG shuttle applets; drag-and-drop column reordering; drag-and-drop file attachments; keyboard shortcuts; smart controls for calendar, calculator and currency; and applet scrollbars.

The high-interactivity framework provides performance and usability enhancements by taking advantage of capabilities supported by Microsoft Internet Explorer browsers. These capabilities include Document Object Model (DOM), Java, and ActiveX controls.

Siebel high-interactivity clients use a Siebel-specific remote procedure call (RPC) though HTTP or HTTPS, which is the fundamental communications channel for the client. The Siebel RPC sends and retrieves data over HTTP or HTTPS to and from the Siebel Server. There are no other communication channels in the Siebel high-interactivity client.

Deploying Siebel applications in high-interactivity mode requires that customers and their users adhere to strict guidelines regarding the deployed operating system, Web browser version and settings, and Java software environment.

Overview of Deployment Requirements

Certain features and functions in Siebel Business Applications require particular browser settings. Unless stated, all supported browser versions require the settings and configuration outlined in this document. The requirements for your individual deployment may vary, but must meet the minimum requirements in [Table 13 on page 47](#).

Table 13. Requirements for Standard Interactivity and High Interactivity

Standard Interactivity	High Interactivity	Requirement
Yes	No	Must meet standard-interactivity deployment requirements. (Supports standard browser settings.) See "Requirements for Standard-Interactivity Deployments" on page 47 .
No	Yes	Must meet high-interactivity general deployment requirements. See "General Requirements for High-Interactivity Deployments" on page 48 .
No	Yes	Must meet high-interactivity ActiveX deployment requirements. See "ActiveX Requirements in High-Interactivity Deployments" on page 49 .
No	Yes	Must meet high-interactivity Java deployment requirements. See "Deploying Siebel Business Applications in High-Interactivity Mode Using JRE and Java Applets" on page 53 .

Requirements for Standard-Interactivity Deployments

This section describes in detail the requirements for deploying Siebel applications in standard-interactivity mode. For more information, see ["About Deployment Modes for Siebel Web Clients" on page 44](#).

Browser Requirements

Siebel Business Applications running in standard-interactivity mode are supported on most commonly used Web browser versions. End users must use a supported Web browser and version, as defined in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

The browser must support the following technologies:

- HTML 3.2 syntax
- JavaScript interpretation

General Requirements for High-Interactivity Deployments

This section describes in detail the general requirements for deploying Siebel applications in high-interactivity mode. For more information, see ["About Deployment Modes for Siebel Web Clients" on page 44](#).

You can use the Microsoft Internet Explorer Administrator Kit and other system management tools to support high-interactivity mode deployment requirements in supported versions of Internet Explorer. Oracle also provides a browser health check tool, described in ["Using the Browser Health Check" on page 58](#). Customers should review the features of applicable deployment tools.

Predefined Security Settings for Web Content Zones

Web content zones in Microsoft Internet Explorer support predefined security setting templates, or groups of settings: Low, Medium-low, Medium, and High. Siebel applications support both Low and Medium-low settings; Low is preferred.

You can use a zone such as Local intranet or Trusted sites for your Siebel applications and use the default security setting templates:

- The Local intranet zone defaults to the Medium-low setting. To use this zone, the Siebel Business Applications URL must be hosted on the same intranet as the end users' Web browsers.
- The Trusted sites zone defaults to the Low setting. To use this zone, the Siebel Business Applications URL must be added as a site to the Trusted sites zone.

Because Trusted sites are explicitly designated, lower security settings can generally be used than for other zones. For example, you can use the Trusted sites zone to allow end users to use ActiveX controls required for the Siebel application deployment, yet restrict end users from using ActiveX controls that may be associated with other sites.

Using security setting templates is preferred. If you do not use them, then you may need to adjust individual security settings for the applicable Web content zone. Some procedures in this chapter describe specifying (or verifying) custom settings, for customers who cannot use security setting templates. For more information, see ["Manual Security Settings for High Interactivity" on page 55](#).

For more information about specifying Microsoft Internet Explorer security settings or other settings, see: <http://www.microsoft.com/en/hk/default.aspx>.

Adjusting Printing Settings

To enable printing Siebel application screens using the browser's Print command, Internet Explorer users must modify their printing settings.

To adjust printing settings

- 1 From the Tools menu in Internet Explorer select Internet Options.
- 2 Click the Advanced tab.
- 3 Under Printing, select Print background colors and images.

4 Click OK.

NOTE: For information about browser requirements for supporting the Siebel application's Print command when printing through Microsoft Excel, see ["Manual Security Settings for High Interactivity" on page 55](#).

ActiveX Requirements in High-Interactivity Deployments

This section describes in detail the ActiveX requirements for deploying Siebel applications in high-interactivity mode. For more information, see ["About Deployment Modes for Siebel Web Clients" on page 44](#).

Siebel Business Applications in high-interactivity mode rely on ActiveX technology to deliver features such as interactive controls, keyboard accelerators, email client integration, and so on. For a list of the ActiveX download files (CAB files), see ["ActiveX Controls Distributed for High Interactivity" on page 51](#).

A browser running a high-interactivity application should be enabled to work with (download, instantiate, and script) ActiveX controls. It is recommended that the URL for Siebel Business Applications be part of a zone for which security settings are defined as described in this section.

In addition, system administrators may need to modify permissions for users or applicable groups.

For most deployments, downloading ActiveX controls on demand from a Web server is preferable; code for each control is downloaded to the Downloaded Program Files directory when the control is invoked for the first time by an application feature.

Downloading ActiveX controls requires permissions associated with Power Users. For some controls, running a control may also require such permissions. The methods below are commonly used to meet applicable requirements. How to implement each approach is described in the following sections:

- Allowing end users to download ActiveX controls, by modifying user groups or permissions in one of two alternative ways:

- Adding users to the Power Users group
- Relaxing default permissions granted to the Users group

For more information, see ["Modifying User Groups or Permissions" on page 49](#).

- Predeploying ActiveX controls in environments with secure user permissions.

For more information, see ["Predeploying ActiveX Controls for Secure Environments" on page 50](#).

Modifying User Groups or Permissions

This section describes two alternative ways of allowing users to download ActiveX controls. Use one of these methods.

Adding Users to the Power Users Group

End users on supported Microsoft Windows platforms require write access to the Downloaded Program Files directory and the Windows registry to allow automatic download and installation.

Typically, the Power Users or Administrators groups on supported Microsoft Windows platforms have the necessary permissions. The Users group, however, does not have these permissions. Consequently, putting your users in the Power Users group or Administrators group-or in a new user group with the appropriate permissions-allows automatic download.

For more information on adding users to the Power Users group or other groups, review Microsoft operating system documentation.

Relaxing Default Permissions Granted to the Users Group

Another approach is to grant all users the appropriate permissions by relaxing default permissions granted to the Users group.

To relax default permissions granted to the users group

- 1 From the command prompt on supported Microsoft Windows platforms type the following, on one line:

```
secedit /configure /cfg %windir%\security\templates\compatws.inf /db compat.sdb
```

Predeploying ActiveX Controls for Secure Environments

If users on supported Microsoft Windows platforms are operating in secure environments and cannot obtain write access to the Downloaded Program Files directory through means described in the previous section, the ActiveX controls used for Siebel applications must be predeployed on these users' machines.

Use the following procedure to predeploy ActiveX controls by loading the HTML file `predeploy.htm`, which is provided by Oracle. The ActiveX controls you can deploy are those described in ["ActiveX Controls Distributed for High Interactivity" on page 51](#).

NOTE: This task must be performed with the proper administrative permissions to install software on each client machine-usually Power Users or above.

For information on automatically loading `predeploy.htm` during installation of Siebel Mobile Web Clients, see *Siebel Installation Guide* for the operating system you are using.

To predeploy ActiveX controls

- 1 Navigate to the directory containing the `predeploy.htm` file. You can use any version of the file, which is installed in multiple locations:
 - On the Siebel Web Server Extension (SWSE) machine, `predeploy.htm` is located in the directory `SWEAPP_ROOT\public\LANGUAGE`, where `SWEAPP_ROOT` is the SWSE installation directory, and `LANGUAGE` represents the language you are using (such as `ENU`).

- On the Siebel Server machine, `predeploy.htm` is located in the directory `SIEBSRVR_ROOT\webmaster\LANGUAGE`, where `SIEBSRVR_ROOT` is the Siebel Server installation directory, and `LANGUAGE` represents the language you are using (such as `ENU`).
 - On Siebel Mobile Web Client machines, `predeploy.htm` is located in the directory `SIEBEL_CLIENT_ROOT\bin`, where `SIEBEL_CLIENT_ROOT` is the Siebel client installation directory.
- 2 Edit `predeploy.htm` to suit your requirements—that is, so it can be used to predeploy the ActiveX controls your users require. Then save the file.
- The file `predeploy.htm` contains comments about each file, to supplement the information in [Table 14 on page 51](#). Use this information to help you determine what controls to predeploy.
- NOTE:** You should have one object tag entry for each ActiveX control you are predeploying. Delete or comment out lines for any object tags you do not need (that is, those representing controls you are not predeploying). Text in the HTML file can be commented out using this notation: `<!--CONTENT TO BE COMMENTED OUT-->`.
- 3 Remotely log into each client machine, and then open the HTML file in a supported version of Microsoft Internet Explorer. Wait until the message indicates that all the files have been downloaded, then close the browser and log off of the client machine.
- 4 Repeat [Step 3](#) for each applicable user.

ActiveX Controls Distributed for High Interactivity

[Table 14 on page 51](#) lists the ActiveX controls distributed and used with Siebel Web clients. All of these controls are signed. Control names reflect the names of the files that are created in the Downloaded Program Files directory when each control is deployed.

NOTE: Depending on your release of Siebel CRM, you may have only a subset of these CAB files.

Table 14. ActiveX Controls Used with Siebel Web Clients

Filename or Control Name	Feature or Function
SiebelAx_Calendar.cab Siebel Calendar	Supports calendar-related functions.
SiebelAx_Container_Control.cab Siebel Generic Container Control	Hosts third-party ActiveX controls. The hosted control, its methods, and its public members are specified using control user properties. In Siebel Life Sciences, this control hosts the CIC Ink control, used for capturing signatures on a tablet PC.
SiebelAx_CTI_Toolbar.cab Siebel Callcenter Communications Toolbar	Helps the communications (CTI) toolbar Java applet to access the client framework. See also <i>Siebel Communications Server Administration Guide</i> .

Table 14. ActiveX Controls Used with Siebel Web Clients

Filename or Control Name	Feature or Function
SiebelAx_Desktop_Integration.cab Siebel Desktop Integration	COM interface to support client-side integrations your company may implement. When this control is deployed, the EnableWebClientAutomation parameter must be TRUE in the application configuration file. NOTE: Running this control requires the user to have the permissions associated with the Power Users group.
SiebelAx_ERM_ContentSync.cab Siebel ERM eBriefings offline content Synchronization	Supports synchronization of offline content for Siebel ERM and eBriefings. NOTE: Running this control requires the user to have permissions associated with the Power Users group.
SiebelAx_Gantt_Chart.cab Siebel Gantt Chart	Supports Gantt Charts in the Siebel application UI. Gantt Chart control renders data in two panes: the left pane for owner objects (employees, projects, campaigns, and so on), and the right pane for the owner objects' schedules and activities.
SiebelAx_Hospitality_Gantt_Chart.cab Siebel Hospitality Gantt Chart	Supports Gantt Charts for Siebel Hospitality.
SiebelAx_HI_Client.cab Siebel High Interactivity Framework	Provides high levels of usability, performance, and desktop integration. Contains user interface components such as a rich text editor, UI elements, and so on. The browser health check is also provided through this control. NOTE: Deploying this control is required for all high-interactivity applications.
SiebelAx_iHelp.cab Siebel iHelp	Supports the Siebel iHelp player panel to contain and display iHelp information.
SiebelAx_Marketing_Allocation.cab Siebel Marketing Allocation	Works with Oracle Business Intelligence Enterprise Edition to display market segment information that is applicable to a stage in a marketing program.
SiebelAx_Marketing_Calendar.cab Siebel Marketing Event Calendar	Supports the Siebel Marketing Event Calendar.
SiebelAx_Marketing_HTML_Editor.cab Siebel Marketing Web Editor	Supports editing of email offers, Web offers, and event Web banner for Siebel Marketing applications.
SiebelAx_Microsite_Layout.cab Siebel Microsite Layout Designer	Provides a tool for laying out page items in ERM microsites and templates.

Table 14. ActiveX Controls Used with Siebel Web Clients

Filename or Control Name	Feature or Function
SiebelAx_OutBound_mail.cab Siebel Outbound Email Support	Supports client-side email integration (for Lotus Notes or Microsoft Outlook). NOTE: Deploying this control requires that you also deploy the Siebel Desktop Integration control. See also <i>Siebel Communications Server Administration Guide</i> .
SiebelAx_Prodselection.cab	Provides a hidden control to render the standard interactivity applets for high-interactivity product selection UI views. The control inserts standard- interactivity HTML into a placeholder span.
SiebelAx_Smartsript.cab Siebel SmartScript	Provides the SmartScript UI. See also <i>Siebel SmartScript Administration Guide</i> .
SiebelAx_Test_Automation.cab Siebel Test Automation	Provides a test automation interface. (Generally not used for production environments.) See also <i>Testing Siebel Business Applications</i> .
SiebelAx_UIInbox.cab Siebel Universal Inbox	Supports the Universal Inbox feature.
iTools.cab	A third-party ActiveX control used to capture and encrypt signatures.
outlctlx.cab	A third-party ActiveX control provided by Microsoft for use with the Exchange/Siebel Connector (PIMSE). It is required only for implementations with Outlook 2000.

Uninstalling ActiveX Controls

If any ActiveX controls that have been downloaded to a user's machine are no longer needed, you can uninstall them by removing them from the Downloaded Program Files directory.

If the user has permissions as described in ["Modifying User Groups or Permissions" on page 49](#), applicable controls are downloaded again as they are needed.

Deploying Siebel Business Applications in High-Interactivity Mode Using JRE and Java Applets

This topic describes in detail the Java requirements for deploying Siebel applications in high- interactivity mode. It includes the following:

- [“Configuring Automatic JRE Downloads” on page 54](#)
- [“Java Applets Distributed for High Interactivity” on page 54](#)
- [“Uninstalling Java Controls” on page 55](#)

For more information about deployment modes, see [“About Deployment Modes for Siebel Web Clients” on page 44](#).

Configuring Automatic JRE Downloads

A Java runtime environment (JRE) is required to access certain features when using a high-interactivity client. Supported JRE versions are described in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Because not all users of Siebel applications in high-interactivity mode require such features, the browser health check treats the JRE as a recommendation rather than a requirement, by default. Determine whether the JRE is required for your deployment. For more information about the browser health check, see [“Using the Browser Health Check” on page 58](#).

To make sure that clients connecting to a Siebel application in high-interactivity mode, such as Siebel Call Center, have the correct version of the JRE installed, specify a value for the AOM component parameter `JREDownloadUrl` (alias `JREDownloadUrl`). You specify a URL value for this parameter to automatically download an ActiveX download file (CAB file), which installs the JRE version to the client machine, if the JRE version is not installed already. To find the correct URL value to use as the parameter, see:

<http://www.oracle.com/technetwork/java/javase/downloads/>

For information about the requirements to allow the distribution of CAB files in a Siebel environment, see [“ActiveX Requirements in High-Interactivity Deployments” on page 49](#).

Java Applets Distributed for High Interactivity

[Table 15 on page 54](#) lists the Java applets distributed and used with Siebel Web clients. All of these controls are signed, except where noted.

Table 15. Java Applets Used with Siebel Web Clients

Filename	Feature / Function
SiebelFlowChart.cab	Design of SmartScripts, organization charts, workflow rules.
SiebelFunnelChart.cab	Constructs sales and sales-phases pipeline analysis charts.
SiebelRulesDesigner.cab	Personalization business rules designer.
SiebelToolbar.cab	Communications toolbar (for Siebel CTI or related modules) and scrolling message bar.

Uninstalling Java Controls

If any Java controls that have been downloaded to a user's machine are no longer needed, you can uninstall them by deleting them from the Temporary Internet Files folder. This folder is located in a folder similar to the following:

C:\Documents and Settings*username*\Local Settings\Temporary Internet Files

where *username* represents the Microsoft Windows login for the applicable user.

Manual Security Settings for High Interactivity

If you are *not* using supported security setting templates for applicable Web content zones for your Siebel high-interactivity applications, then you must manually specify the Internet Explorer settings described in this section. (Some settings are not associated with either Low or Medium-low security templates. All such settings are optional.)

See also ["General Requirements for High-Interactivity Deployments" on page 48](#) and following sections.

Manually Enabling Settings for ActiveX Controls and Plug-ins

To enable full functionality related to ActiveX controls and plug-ins for Siebel applications in high-interactivity mode, specify the following settings.

If you enable the browser health check, it tests that you have enabled support for full functionality for the ActiveX controls and plug-ins. You cannot disable this health check, because a corresponding parameter is not available.

For more information, see ["ActiveX Requirements in High-Interactivity Deployments" on page 49](#).

To specify ActiveX settings

- 1 From the Internet Explorer Tools menu, select Internet Options.
- 2 Click the Security tab.
- 3 Select the Web content zone you want to customize (for example, Local intranet or Trusted sites).
- 4 Click Custom level...
- 5 In Security Settings, under ActiveX controls and plug-ins, navigate to Download signed ActiveX controls, and select Enable or Prompt.
- 6 In Security Settings, under ActiveX controls and plug-ins, navigate to Run ActiveX controls and plug-ins, and select Enable.
- 7 In Security Settings, under ActiveX controls and plug-ins, navigate to Script ActiveX Controls marked safe for scripting, and select Enable.

- 8 In Security Settings, under ActiveX controls and plug-ins, navigate to Initialize and script ActiveX controls not marked as safe, and select Enable or Prompt.

NOTE: The above setting applies only if you are using the Siebel application Print command with Microsoft Excel.

- 9 Click OK.

A Warning popup appears.

- 10 Click Yes to verify the changes you made, then, in the Internet Options window, click OK.

Manually Enabling Settings for Scripting

Use scripting in the high-interactivity framework to manage data-only interactions with the Siebel Server and to interact with the browser DOM, ActiveX controls, Java applets, and so on. The high-interactivity framework also supports browser scripting for data validations.

If you enable the browser health check, it tests that you have enabled support for browser scripting. You cannot disable the health check on support for browsing, because a corresponding parameter is not available. To enable the full functionality related to scripting for Siebel applications in high-interactivity mode, specify the following settings.

To specify scripting settings

- 1 From the Internet Explorer Tools menu, select Internet Options.
- 2 Click the Security tab.
- 3 Select the Web content zone you want to customize (for example, Local intranet or Trusted sites).
- 4 Click Custom Level.
- 5 In Security Settings, navigate to Active scripting, and select Enable or Prompt.
- 6 In Security Settings, navigate to Scripting, Scripting of Java applets, and then select Enable or Prompt.
- 7 In Security Settings, navigate to Scripting, then under select Enable or Prompt.
- 8 Click OK.
A Warning message appears.
- 9 Click Yes to verify the changes you made, then, in the Internet Options window, click OK.

Manually Enabling Settings for Downloads

To enable full functionality related to attachments and file import and export for Siebel applications in high-interactivity mode, specify the following settings.

To specify download settings

- 1** From the Internet Explorer Tools menu, select Internet Options.
- 2** Click the Security tab.
- 3** Select the Web content zone you want to customize (for example, Local intranet or Trusted sites).
- 4** Click Custom Level.
- 5** In Security Settings, navigate to Downloads, then under File download select Enable.
- 6** Click OK.
A Warning message appears.
- 7** Click Yes to verify the changes you made, then, in the Internet Options window, click OK.

Manually Enabling Settings for IFRAME Support

Siebel Web templates are configured to use IFRAME elements. If enabled, the browser health check tests if you have enabled IFRAME support, which is required for high-interactivity applications. Note that there is no parameter that you can configure in the browser health check to disable the check on IFRAME support. To enable IFRAME support in your browser, follow the steps in the following procedure.

For more information about IFRAME support, consult your browser documentation.

To activate support for IFRAME elements

- 1** From the Internet Explorer Tools menu, select Internet Options.
- 2** Click the Security tab.
- 3** Select the Web content zone you want to customize (for example, Local intranet or Trusted sites).
- 4** Click Custom Level.
- 5** In Security Settings, navigate to Miscellaneous, then under Launching programs and files in an IFRAME select Enable or Prompt. (Enable is recommended.)
- 6** Click OK.
A Warning message appears.
- 7** Click Yes to verify the changes you made, then, in the Internet Options window, click OK.

Other Deployment Options for High Interactivity

This section describes additional browser deployment settings and issues for Siebel high-interactivity applications.

For information about using cookies with Siebel applications, see *Siebel Security Guide*.

NOTE: Settings described in this section are optional in most cases. The applicability of these sections varies according to your overall deployment environment.

Disabling Script Debugging

Script debugging is typically automatically enabled by Microsoft Visual Studio products. To improve performance of the Web browser for use with Siebel applications, you must disable script debugging in the Internet Explorer browser.

To disable script debugging

- 1 From the Internet Explorer Tools menu, select Internet Options.
- 2 Click the Advanced tab.
- 3 Under Browsing, check Disable script debugging.
- 4 Click OK.

Using the Browser Health Check

The browser health check is an optional feature that provides a mechanism to help administrators make sure that end users' browsers and client environments are configured appropriately for running Siebel high-interactivity applications.

When the browser health check is enabled, a dialog box may appear when a user starts the Siebel application, indicating required or recommended browser settings or other configuration changes for the local client machine.

The browser health check lists all settings for which required or recommended settings are not currently in effect. For many such settings, the user can fix the settings from this dialog box and proceed to running the application.

Although the default browser health check settings are intended to meet most customers' needs, they may not apply for all deployments. For configurable browser health check settings, customers can determine which settings should be set to Required and which settings may be set to Recommended. Customers should determine user policies for working within the browser and interacting with the browser health check based on their environment.

The browser health check runs in the current language for the Microsoft Internet Explorer browser.

NOTE: The browser health check runs as an ActiveX control. In order for the browser health check to appear, each user's browser must already have minimum settings for enabling ActiveX controls. For more information, see ["ActiveX Requirements in High-Interactivity Deployments"](#) on page 49.

Running the Browser Health Check

As noted, the browser health check lists each setting that does not match the required or recommended setting, as currently configured. When the Siebel Browser Check window appears, required or recommended settings required to run Siebel high-interactivity applications appear. Click Auto Fix to enable all required and recommended settings. After clicking Auto Fix, the button changes to Run. Click Run to exit the browser health check and run the application.

For settings displayed as Recommended, you can manually uncheck the setting, should you wish to retain the setting. (For a recommended setting, the check is enclosed by a box.) If no checked settings are displayed, the Auto Fix button changes to Run. Click Run to exit the browser health check and run the application. To exit both the browser health check and the Siebel application, click Exit.

Some required settings cannot be auto-fixed. For such a setting, for which no check box is displayed, click to display more information about the requirement, then address the requirement as described.

About Settings

If you decide not to change settings currently shown as Recommended, and you have addressed all Required settings, you can check the box labeled *Please do not warn me again about recommended settings*. The browser health check no longer appears the next time you start the Siebel application. If, however, any settings are still Required, the browser health check continues to appear when you start the application; all Required and Recommended settings are listed. This behavior applies for each Siebel application.

Administering the Browser Health Check

In general, it is recommended that you enable the browser health check when you are deploying new or upgraded Siebel applications, or deploying applications to large numbers of new users or users whose browsers are newly installed. You should also enable the browser health check in environments that are configured with high security levels, or where installed Java software may not meet requirements for your Siebel high-interactivity applications.

The browser health check applies to deployments of the Siebel Web Client and Siebel Mobile Web Client (for high-interactivity applications).

After browser settings and other client environment settings for your users have been corrected and validated, you can optionally disable the browser health check to reduce login time for users.

To configure the browser health check, you set a series of parameter values, which are described later in this section. Where you configure the parameters depends on the type of client deployments:

- For Siebel Web Client deployments, you configure the browser health check parameters in the parameters view of the Application Object Manager component, such as SCCObjMgr_enu for the Siebel Call Center application in a U.S. English environment. After you modify the parameter, you must restart the Application Object Manager component in order for the changes to take effect for subsequent user logins.
- For Siebel Mobile Web Client deployments, you configure the browser health check parameters in the application configuration file, such as uagent.cfg for Siebel Call Center, on each client machine. After you modify the parameter, you must restart the Siebel Mobile Web Client in order for the changes to take effect for subsequent user logins.

Parameters for the Browser Health Check

Parameters applicable to the browser health check are described below.

To enable the browser health check, set the parameter `EnableClientHealthCheck` to `TRUE` (the default). Set this parameter to `FALSE` to disable the browser health check. Where you set a value for this parameter depends on the type of deployment in which you want to enable the browser health check:

- For a Siebel Web Client deployment, configure `EnableClientHealthCheck` in the Siebel Server Component Parameters view for the applicable Application Object Manager component.
- For a Siebel Mobile Web Client deployment, configure `EnableClientHealthCheck` in the [InfraUIFramework] section of the application configuration file, such as `uagent.cfg` for the Siebel Call Center application.

When `EnableClientHealthCheck` is `TRUE`, the browser health check reads the values of the following parameters to determine which settings it should check. The parameters may be set to `Required`, `Recommended`, or `Ignore`. The behavior associated with parameters set to `Required` or `Recommended` is described earlier in this section. Any parameter that is set to `Ignore` is not displayed in the browser health check—the same as if the parameter were not defined. You set the following parameters in the [ClientHealthCheck] section of the application configuration file for a Siebel Mobile Web Client deployment. For a Siebel Web Client deployment, you set the values of these parameters in the Siebel Server Component Parameters view for the applicable Application Object Manager component.

```
AppletScripting = Required
DisableScriptDebug = Recommended
FileDownload = Required
PasteViaScript = Recommended
PrintBGColors = Recommended
ReuseWindow = Recommended
SUNJREVersion = Recommended
```

NOTE: Additional parameters may also be included in your released Siebel product. For example, parameters that start with *QFE* represent specific Microsoft Internet Explorer QFE patches that may be required.

Some of the browser health check parameters are described below:

- **AppletScripting.** Corresponds to the Internet Explorer security setting Scripting, Scripting of Java applets. For more information, see [“Manually Enabling Settings for Scripting” on page 56](#).
- **DisableScriptDebug.** Corresponds to the Internet Explorer advanced setting Browsing Disable script debugging. For more information, see [“Disabling Script Debugging” on page 58](#).
- **FileDownload.** Corresponds to the Internet Explorer security setting Downloads, File download. For more information, see [“Manually Enabling Settings for Downloads” on page 56](#).
- **PasteViaScript.** Corresponds to the Internet Explorer security setting Scripting. Allow paste operations via script. For more information, see [“Manually Enabling Settings for Scripting” on page 56](#).
- **PrintBGColors.** Corresponds to the Internet Explorer advanced setting Printing, Print background colors and images. For more information, see [“ActiveX Requirements in High-Interactivity Deployments” on page 49](#).

- **ReuseWindow.** Allows the reuse of windows to launch shortcuts. This is an optional parameter but is recommended.
- **SUNJREVersion.** Corresponds to the version of Sun JRE software you must have installed. For more information, see [“Deploying Siebel Business Applications in High-Interactivity Mode Using JRE and Java Applets”](#) on page 53.

Siebel Client Deployment Requirements When Using Firewalls or Proxy Servers

This section describes Siebel client deployment requirements that apply when you use firewalls or proxy servers (such as reverse proxy servers).

Deploying Siebel Applications Accessed Through a Firewall

When deploying Siebel applications accessed through a firewall, if you are planning to enable compression for traffic between the Web server and the Web browser, your firewall must support the HTTP 1.1 protocol. This issue applies to both standard-interactivity and high-interactivity applications.

If your firewall does not support HTTP 1.1, set the DoCompression parameter to FALSE in the eapps.cfg file on the Siebel Web Server Extension (SWSE). In addition, for high-interactivity applications, specify the Internet Explorer setting to disable HTTP 1.1 for proxy connections on each client machine as described below.

NOTE: For more information about deploying Siebel applications with firewalls, and about settings for the DoCompression parameter, see *Siebel Security Guide*.

To specify Internet Explorer settings to disable using HTTP 1.1 through a proxy

- 1 From the Internet Explorer Tools menu, choose Internet Options.
- 2 Click the Advanced tab.
- 3 Under HTTP 1.1 settings, uncheck Use HTTP 1.1 through proxy connections.
- 4 Click OK.

Bypassing the Proxy Server for Local Addresses for High Interactivity Applications

If your LAN network uses a proxy server, adjust your Internet Explorer browser settings to bypass the proxy server for local (internal) addresses. This setting provides better performance for all Siebel clients described in this chapter and for high-interactivity applications deployed on the LAN. This setting is required for the Siebel Mobile Web Client.

NOTE: For standard interactivity applications, this setting does not apply. The proxy server setting applies only on a LAN.

To specify Internet Explorer settings to bypass the proxy server for local addresses

- 1** From the Internet Explorer Tools menu, choose Internet Options.
- 2** Click the Connections tab, then click the LAN Settings button.
- 3** In the Proxy server section, verify whether the option Use a proxy server for your LAN is enabled.
For Siebel Web Clients running employee applications, where a proxy server is provided on a LAN, specify the proxy server address and port number here.
- 4** If the option Use a Proxy server for your LAN is enabled, check the box for Bypass proxy server for local addresses.
- 5** Click OK, then click OK again.

Configuring Siebel Applications for Pop-Up Blocker Compatibility

Pop-up blocking software may sometimes cause Siebel applications not to work, because such software may block required Siebel application functionality generated by ActiveX controls. Such blocking software typically blocks ActiveX-generated processes or pop-up windows that originate from particular machine host names or domain names.

See also ["ActiveX Requirements in High-Interactivity Deployments" on page 49](#).

Siebel applications that you run over the local Intranet (Siebel Web Client) or that run on local client machines (Siebel Mobile Web Client) may be affected by pop-up blockers. Configuring the Siebel application to use a fully qualified domain name (FQDN) may prevent such problems and allow you to use pop-up blockers safely.

For example, the URL `http://ebiz.oracle.com` uses FQDN, while `http://ebiz` does not.

CAUTION: If you have configured FQDN for your Siebel applications, but conflicts with pop-up blockers persist, it may be necessary to uninstall the pop-up blocking software or any applications in which such functionality is built in.

Parameters to configure fully qualified domain names are located in multiple places. How you set these parameters depends on the Siebel client you are using. Specified hostnames or domain names must meet all applicable requirements—for example, underscores may not be used.

- **Siebel Web Client.** To use FQDN for this client type, configure the following parameters in the `eapps.cfg` file on each SWSE that is applicable to Siebel Web Client deployments.

```
[default]
EnableFQDN = TRUE
FQDN = hostname.primaryDNS.domainsuffix
```

where:

- *hostname*, an optional element, is the name of the Web server machine
- *primaryDNS* is the primary part of the domain name (such as *siebel*)

- *domainsuffix* is the domain type (such as *com*)

For example, FQDN might be set to *corp.oracle.com*, or to *server1.corp.oracle.com*.

EnableFQDN is set to FALSE by default for the SWSE.

- **Siebel Mobile Web Client.** To use FQDN for this client type, configure the following parameters in the Siebel application configuration file, such as *uagent.cfg* for Siebel Call Center, on each local client machine.

```
[Siebel]
EnableFQDN = TRUE
```

EnableFQDN is set to TRUE by default for the Siebel Mobile Web Client.

If you do not also specify the FQDN parameter, the system constructs the URL automatically. For example, the system might construct the FQDN for CCHENG as *ccheng.corp.oracle.com*. Optionally, you can explicitly provide similar information below, using the FQDN parameter.

CAUTION: When you explicitly configure an FQDN for use with the Siebel Mobile Web Client, you must specify the local machine name. The *localhost* string from the default Siebel Mobile Web Client URL (which is used when *EnableFQDN* = FALSE) cannot be used as an element in an FQDN. The *localhost* string is only functional when used by itself, with no additional qualifying elements.

```
FQDN = hostname.primaryDNS.domainsuffix
```

where:

- *hostname* is the name of the local client machine
- *primaryDNS* is the primary part of the domain name (such as *siebel*)
- *domainsuffix* is the domain type (such as *com*)

For example, you might set FQDN to *ccheng.corp.oracle.com*.

5

Configuring Siebel Servers

This chapter describes Siebel Server configuration tasks and processes performed using the Siebel Server Manager GUI.

This chapter includes the following topics:

- [About the Server Manager GUI on page 65](#)
- [About Siebel System Parameters on page 66](#)
- [Configuring the Siebel Enterprise Server on page 71](#)
- [Configuring the Siebel Server on page 84](#)
- [Enabling Support for SSL Acceleration in the Application Object Manager on page 88](#)
- [Checking Your Enterprise and Siebel Server Configurations on page 89](#)
- [Process for Creating a Custom Siebel Server Component on page 89](#)
- [Advanced Configuration Tasks on page 94](#)

About the Server Manager GUI

The Siebel Server Manager Graphic User Interface (GUI) consists of every screen within the Siebel Server Administration screen set available from the application Site Map button. This set includes:

- Administration-Server Configuration
- Administration-Server Management
- Server Jobs

NOTE: The Siebel Server Manager GUI screens allow you to use only the query operator LIKE.

This chapter describes the administration tasks you can perform using the Siebel Server Manager GUI. In general, use the Siebel Server Manager GUI to perform most administrative duties, because it provides a more intuitive view into the operation of Siebel Servers, than does the command-line interface. For information on the command-line interface, see [Chapter 8, "Using the Siebel Server Manager Command-Line Interface."](#)

NOTE: By default, the Siebel Server Manager GUI is available on every Siebel client, and is accessible to the user if the user has Siebel administrator responsibility. This feature allows Siebel administrators to gain remote administration from any client on the network. Therefore, it is important to grant the Siebel administrator responsibility only to designated Siebel administrators. For more information, see *Siebel Applications Administration Guide* and *Siebel Security Guide*.

About the Enterprise Explorer View

The Administration-Server Configuration screen contains an additional view for reviewing enterprise data in an Explorer or hierarchy format. It provides an alternate means of navigation and a comprehensive layout of the enterprise data. Access this view by selecting Enterprise Explorer from the link bar.

About Siebel System Parameters

The Siebel application uses parameter values based on the level at which they are set. Parameter values at the highest levels are inherited by the same parameter at lower levels. For example, a parameter set at the enterprise level contains the same value for the same parameter at the server and component level. If a change is made to that parameter at the enterprise level, this value is inherited down to the lower levels. See [Table 16](#) for the parameter-setting levels in order from highest to lowest.

If a parameter value is set at a lower level, and a new change is made to the same parameter at a higher level, the new change does not inherit down to the lower level unless the override is deleted at that lower level. See ["Deleting System Parameter Overrides" on page 98](#) for information on deleting the lower-level override functionality.

NOTE: Do not set lower-level parameters to a blank or empty value. Use the delete override command to negate this parameter value.

Once you set a parameter at a lower level, this value creates an entry in the siebns.dat file and, from that time on, you must maintain it at this level; that is, any further changes must be made at this level unless the override is deleted.

NOTE: Querying for a specific parameter in either the Parameter field or the Alias field returns matches from both fields. For example, querying in the Parameter field using the expression F* returns the result Siebel File System because its alias is FileSystem.

See the following topics for details on configuring the following system parameters:

- Siebel Enterprise Server parameters. See ["Configuring Siebel Enterprise Server Parameters" on page 78](#).
- Siebel Server parameters. See ["Configuring Siebel Server Parameters" on page 87](#).
- Siebel Server component-enterprise-level parameters. See ["Configuring Siebel Enterprise Server Component Definition Parameters" on page 78](#).
- Siebel Server component-server-level parameters. See ["Configuring Siebel Server Component Parameters" on page 88](#).

- Siebel Task parameters. See ["Starting a Component Job" on page 123](#) and ["Configuring Siebel Server Task Dynamic Parameters" on page 130](#).

NOTE: For information on named subsystem parameters, see ["About Named Subsystem Parameters" on page 70](#).

Table 16. Hierarchy of System Parameters

Level	System Parameter	Comment
1	Default from Library	Default, hard-coded values from the library. Does not apply for passwords.
2	Siebel Enterprise Server parameter	See "About Siebel Enterprise Server Parameters" on page 68 for more information.
3	Siebel Server parameter	See "About Siebel Server Parameters" on page 69 for more information.
4	Siebel Server component parameter-enterprise level	Enterprise-level Siebel Server component parameters are set by configuring component definition parameters. See "About Siebel Server Component Definitions" on page 90 and "Configuring Siebel Enterprise Server Component Definition Parameters" on page 78 for more information.
5	Siebel Server component parameter-server level	See "About Siebel Component Parameters" on page 70 for more information.
6	Siebel Task parameter	See "About Task Parameters" on page 70 for more information. Configure these parameters mainly for batch tasks or when invoking from script or Workflow.

About Advanced and Hidden Parameters

Parameters that affect or modify advanced product functionality are, by default, hidden from the Server Manager GUI.

To make advanced or hidden parameters visible, click the Advanced or Hidden buttons that appear on the parameter views for the enterprise, server, or components. To restore the default view, click Reset.

For information on setting the component parameters, see ["Configuring Siebel Server Component Parameters" on page 88](#).

For information on listing advanced parameters in the command-line interface, see ["List Commands" on page 140](#).

About Parameter Availability Status

The Server Manager GUI provides parameter availability status for system parameters at the following levels: enterprise, component definition, server, component, task, and session. Certain parameters become available or effective only after specific Siebel Server operations are performed. Review this parameter view to determine the necessary action to make your parameter change effective. The list of parameter availability options appears in [Table 17](#).

Table 17. Parameter Availability Status Options

Availability Status	Description
Immediately	These parameters are effective immediately and require no further Siebel Server operations.
At Next Task	These parameters are effective at the start of the next task. For further information on starting component tasks, see "Administering Component Jobs" on page 122 .
At Component Restart	These parameters require a restart of the server component before they become effective. For further information on stopping and starting server components, see "Administering Siebel Server Components" on page 120 .
At Server Restart	These parameters require a restart of the Siebel Server before they become effective. For further information on stopping and starting Siebel Servers, see "Administering Siebel Servers" on page 117 .
Require Reconfiguration	These parameters require component reconfiguration before they become effective. For further information on component reconfiguration, see "Reconfiguring Siebel Server Component Definitions" on page 94 .

About Siebel Enterprise Server Parameters

Enterprise parameters set the attributes of the entire Siebel Enterprise Server. These parameters are initially set when the Siebel Enterprise Server is created. Each Siebel Server installed in the Siebel Enterprise Server inherits these enterprise parameters. Many of the parameters that can be set at the enterprise level are server or subsystem parameters, which can then be modified or overridden on each Siebel Server.

For example, if a Siebel environment contains multiple Siebel Servers, and the component parameters Maximum MT Servers (alias MaxMTServers) and Maximum Tasks (alias MaxTasks) are set at the enterprise level for a specific component with the values 5 and 100, respectively, then *each* Siebel Server in the environment runs this specific component with a maximum 5 server processes (MaxMTServers) and a maximum 100 tasks (MaxTasks). The values 100 and 5 do not apply to the enterprise as a whole but provide values for each instance of the component on an individual Siebel Server.

NOTE: Setting parameters at the enterprise level sets generic parameters used by all Siebel Servers and components across the enterprise. To set component-specific parameters for all components across an enterprise, configure the component definition parameters.

See [“About Siebel System Parameters” on page 66](#) for background information on other Siebel system parameters.

About Siebel Server Parameters

Siebel Server parameters set the attributes of each Siebel Server. These parameters are either used by the Siebel Server for its own operation, such as Shutdown Wait Time, or inherited by the components assigned to that Siebel Server.

The entire set of parameters for a given Siebel Server is a combination of the enterprise parameters inherited from the enterprise, and those specified when the Siebel Server is installed. Either type may be modified for any given Siebel Server.

By default, if Siebel Server-level parameters are changed, any future configurations to Siebel Enterprise Server-level parameters do not cascade down to the Siebel Server parameter level for that particular parameter. To restore this functionality, see [“To delete a Siebel Server parameter override” on page 153](#).

New values for Siebel Server-level dynamic parameters (parameters marked as Effective Immediately) set using the Server Manager apply to subsequently started tasks, unless these values are overridden at a lower level.

New values for static parameters, parameters not marked Effective Immediately, do not apply to subsequently started tasks until you stop and restart the Siebel Server System Service. For both fixed and static parameters, the Server Manager views continue to show both the current value and the value upon Siebel Server restart.

To modify parameters using the command-line interface, see [“Parameter Management Commands” on page 152](#).

See [“About Siebel System Parameters” on page 66](#) for background information on other Siebel system parameters.

About Siebel Component Parameters

Component parameters set the attributes specific to a particular component type. These parameters are set initially when the defined component is created. When you assign a component to a Siebel Server, the component inherits the Siebel Enterprise Server and Siebel Server parameters applicable to that Siebel Server. The three types of parameters (except those marked Fixed when the defined component was created) can be overridden for the particular component on that Siebel Server.

By default, if component-level parameters are changed, any future configurations to Siebel Enterprise Server or Siebel Server-level parameters do not cascade down to the component parameter level for that particular parameter. To restore this functionality, see ["To delete a server component parameter override" on page 153](#).

New values for component-level dynamic parameters (parameters marked as Effective Immediately) set using the Siebel Server Manager apply to subsequently started tasks, unless these values are overridden at a lower level.

New values for static parameters (parameters not marked Effective Immediately) do not apply to subsequently started tasks until you stop and restart the Siebel Server System Service. For both fixed and static parameters, the Siebel Server Manager views continue to show both the current value and the value upon Siebel Server restart.

See ["About Siebel System Parameters" on page 66](#) for background information on other Siebel system parameters.

About Task Parameters

Task parameters control the execution of a specific task. These parameters consist of Siebel Enterprise Server, Siebel Server, and component-level parameters for the Siebel Server and the component for which the task is being executed, as well as task-specific parameters specified when starting the task. Task parameters are set or overridden when you first start the task. After a task is running, only dynamic parameters may be changed.

NOTE: The delay before the new parameter value is picked up and used by a running task varies by component, depending on how often the tasks for a particular component recheck their parameter values.

See ["About Siebel System Parameters" on page 66](#) for background information on other Siebel system parameters.

About Named Subsystem Parameters

Named subsystems are groupings of defined enterprise parameters, which allow the Siebel Server to manage multiple sets of parameter values. Like other server constructs, such as component definitions, server parameters, enterprise parameters, and component parameters, they are stored in the Siebel Gateway Name Server. When a Siebel Server starts, it retrieves the information in the Siebel Gateway Name Server and creates a copy of the named subsystems in shared memory. You can create named subsystems using the Server Manager GUI or command-line interface.

Note that the Server Manager GUI also refers to named subsystems as enterprise profiles. For example, you create new named subsystems in the Profile Configuration subview of the Enterprises view in the Administration-Server Configuration screen. For more information on Server Manager GUI procedures, see [“Creating Siebel Enterprise Server Named Subsystems” on page 77](#). For information on Server Manager command-line interface procedures, see [“Named Subsystem Management Commands” on page 154](#).

Using named subsystems, the Application Object Manager (AOM) can maintain several different values for a particular parameter. The value used by the AOM depends on the context. In other words, an AOM has several groups of parameters with context-dependent values: in context 1, parameters PA and PB have values V1A and V1B, respectively, whereas in context 2, the same parameters have values V2A and V2B. For example, the AOM uses different configuration information that depends on the datasource on which the business components are based. Which datasource, and datasource configuration, is used for a particular business component is context information that can come from several different sources. A business component can specify a datasource in the compiled repository file, or a client can select a datasource from several available datasources. Configuration information like Database Case Sensitivity can have different values depending on the datasource selected.

The parameters that have a context dependency are defined as named subsystem parameters. The component code using these named subsystems can request the subsystem parameter values using a context name and receives the value belonging to the named instance.

Named subsystem parameters are set at the enterprise level only. Their parameter names usually start with DS so they do not conflict with the other parameters from the levels 2 to 6 in [Table 16 on page 67](#). Named subsystem parameters have a higher priority than the default parameter settings that are hard-coded in their library. See [“Configuring Siebel Enterprise Server Named Subsystem Parameters” on page 76](#) for information on setting named subsystem parameters.

Named subsystem parameters override parameters set at the Enterprise Server, Siebel Server, and server component levels. See [“About Siebel System Parameters” on page 66](#) for further details on setting system parameters.

Configuring the Siebel Enterprise Server

This topic lists the configuration tasks applicable to the Siebel Enterprise Server. For background information on the Siebel Enterprise Server and the overall system architecture, see [Chapter 2, “Siebel Enterprise Server Architecture.”](#)

See the following topics for information on configuring the Siebel Enterprise Server:

- [“About Assigned and Unassigned Component Groups” on page 72](#)
- [“Unassigning Component Groups on Siebel Servers” on page 73](#)
- [“Assigning Component Groups on a Siebel Servers” on page 74](#)
- [“About Enabled and Disabled Component Groups” on page 74](#)
- [“Enabling Component Groups on a Siebel Enterprise Server” on page 75](#)
- [“Disabling Component Groups on a Siebel Enterprise Server” on page 76](#)
- [“Configuring Siebel Enterprise Server Named Subsystem Parameters” on page 76](#)

- [“Creating Siebel Enterprise Server Named Subsystems” on page 77](#)
- [“Configuring Siebel Enterprise Server Parameters” on page 78](#)
- [“Configuring Siebel Enterprise Server Component Definition Parameters” on page 78](#)
- [“Process of Configuring Siebel Enterprise Server System Alerts” on page 79](#)
- [“About System Alert Notification” on page 79](#)
- [“Creating a System Alert Profile” on page 80](#)
- [“Configuring Server Components to Use System Alerts” on page 80](#)
- [“Troubleshooting System Alert Notification” on page 82](#)
- [“Configuring Component Job Templates” on page 82](#)
- [“Synchronizing Components on a Siebel Enterprise Server” on page 83](#)
- [“Backing Up a Siebel Enterprise Server” on page 84](#)

About Assigned and Unassigned Component Groups

Component groups are assigned to Siebel Servers within a Siebel Enterprise Server. Both predefined and defined components groups are automatically assigned to each Siebel Server installed within an existing Siebel Enterprise Server. Component groups must be assigned to Siebel Servers before tasks can be started for the components belonging to the component group. Only make changes to the component group assignment if you want to unassign or reassign component groups to different Siebel Servers.

Unassigning a component group on a Siebel Enterprise Server results in:

- No allocation of space in the shared memory segment for component groups after startup.
- The removal of the component group entries from the Siebel Gateway Name Server data.
- A loss of any component group customization (for example, parameter overrides at the component level).

Changes to the component group assignment state take effect only when the Siebel Server System Service and Siebel Gateway Name Server System Service are restarted.

See the following topics for procedures on assigning and unassigning component groups on the Siebel Enterprise Server:

- [“Assigning Component Groups on a Siebel Servers” on page 74](#)
- [“Unassigning Component Groups on Siebel Servers” on page 73](#)

Generally, only unassign a component group if the component group is not planned for future deployment on a particular server. Alternatively, you can disable a component group temporarily. See [“Disabling Component Groups on a Siebel Enterprise Server” on page 76](#) for further details of this procedure and [“About Enabled and Disabled Component Groups” on page 74](#) for background information.

NOTE: Unassign or disable component groups not intended to operate on that Siebel Server to reduce unnecessary consumption of server resources. Also, do not initially enable any component groups that are not specifically intended for a Siebel Server.

Unassigning Component Groups on Siebel Servers

This topic describes unassigning component groups on Siebel Servers.

NOTE: Unassigning a component group from a Siebel Server results in a loss of component group customization, for example, parameter settings. Before unassigning a component group, review background information in [“About Assigned and Unassigned Component Groups” on page 72](#).

For information on other Siebel Enterprise Server configurations, see [“Configuring the Siebel Enterprise Server” on page 71](#).

To unassign a component group on a Siebel Server

- 1** Shut down the Siebel Server that contains the component group you want to unassign.
For information on shutting down a Siebel Server, see [“Shutting Down a Siebel Server” on page 118](#).
- 2** Navigate to the Administration-Server Configuration screen.
- 3** From the link bar, click Enterprises.
- 4** In the Component Groups list view, select the component group of interest.
- 5** In the Component Group Assignment view, select the Siebel Server of interest.
- 6** Click the Unassign button.

The Assigned? field for the selected component group on the selected Siebel Server no longer contains a check mark.

- 7** Restart the Siebel Server that previously contained the unassigned component group.
For information on starting a Siebel Server, see [“Starting Up a Siebel Server” on page 117](#).

- 8** For the change to take effect, stop and restart the Siebel Server System Service and Siebel Gateway Name Server System Service.

For information on stopping and restarting the Siebel Server System Service and Siebel Gateway Name Server System Service, see [Chapter 6, “Administering Server System Services.”](#)

Assigning Component Groups on a Siebel Servers

This topic describes assigning component groups on Siebel Servers. For background information on assigning component groups, see ["About Assigned and Unassigned Component Groups" on page 72](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server" on page 71](#).

To assign a component group on a Siebel Server

- 1 Navigate to the Administration-Server Configuration screen, and then Enterprises view.
- 2 In the Component Groups list view, select the component group of interest.
- 3 In the Component Group Assignment view, select the Siebel Server of interest.
- 4 Click the Assign button.

The Assigned? field for the selected component group on the selected Siebel Server now contains a check mark.

- 5 For the change to take effect, stop and restart the Siebel Server System Service and Siebel Gateway Name Server System Service.

For information on stopping and restarting the Siebel Server System Service and Siebel Gateway Name Server System Service, see [Chapter 6, "Administering Server System Services."](#)

About Enabled and Disabled Component Groups

An enabled component group, at the enterprise level and server level, is one of the necessary conditions for execution of server component tasks belonging to that component group. For a checklist of other conditions, see ["Checking Your Enterprise and Siebel Server Configurations" on page 89](#). Component groups are enabled and disabled independently at the enterprise and server level.

To enable or disable a component group at the enterprise or server level, it must first be assigned to one or more Siebel Servers. For further information on assigned and unassigned component groups, see ["About Assigned and Unassigned Component Groups" on page 72](#).

When creating a new component group, first assign the component group to the appropriate Siebel Servers before enabling the component group at the enterprise and server levels.

- **Enabled.** The component group is enabled at the enterprise level. You can then configure the component group run state so tasks can be started for components within the component group.
- **Disabled.** The component group is disabled at the enterprise level. You cannot configure the component group run state, and tasks cannot be started for components within the component group.

Disabling a component group results in:

- Components that are unavailable on Siebel Servers, therefore, tasks cannot be started (existing tasks run to completion)

- No allocation of space in the shared memory segment for those components when the Siebel Server is restarted

Disable component groups on a particular server if the component group is not planned for immediate deployment but may be deployed in the future. If the component group is not planned for deployment, remove it from a Siebel Server by unassigning the component group, see ["About Assigned and Unassigned Component Groups" on page 72](#) for further information.

See the following topics for procedures on enabling and disabling component groups:

- ["Enabling Component Groups on a Siebel Enterprise Server" on page 75](#)
- ["Disabling Component Groups on a Siebel Enterprise Server" on page 76](#)
- ["Enabling Component Groups on a Siebel Server" on page 85](#)
- ["Disabling Component Groups on a Siebel Server" on page 85](#)

NOTE: To reduce unnecessary consumption of resources on a given Siebel Server, it is suggested to unassign or disable component groups that are not intended to operate on that Siebel Server. Also, any component groups that are not specifically intended for a Siebel Server should not be enabled initially on that Siebel Server.

Enabling Component Groups on a Siebel Enterprise Server

This topic describes enabling component groups on a Siebel Enterprise Server. For background information on enabling and disabling component groups, see ["About Enabled and Disabled Component Groups" on page 74](#).

For information on enabling component groups on an individual Siebel Server, see ["Enabling Component Groups on a Siebel Server" on page 85](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server" on page 71](#).

To enable a component group on a Siebel Enterprise Server

- 1 Navigate to Administration-Server Configuration screen, then the Enterprises view.
- 2 In the Component Groups list view, select the disabled component group of interest.
- 3 Click the Enable button.

The Enable State field of the component group record changes to Enabled.

- 4 If the component group contains batch-mode components, synchronize Siebel Server components.

See ["Synchronizing Components on a Siebel Enterprise Server" on page 83](#) for information on this procedure.

- 5 For the change to take effect, stop and restart the Siebel Server System Service.
For information on stopping and restarting the Siebel Server System Service, see [Chapter 6, "Administering Server System Services."](#)

Disabling Component Groups on a Siebel Enterprise Server

This topic describes disabling component groups on a Siebel Enterprise Server. For background information on enabling and disabling component groups, see ["About Enabled and Disabled Component Groups" on page 74](#).

For information on disabling component groups on an individual Siebel Server, see ["Disabling Component Groups on a Siebel Server" on page 85](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server" on page 71](#).

To disable a component group on a Siebel Enterprise Server

- 1 Navigate to Administration-Server Configuration screen, then the Enterprises view.
- 2 In the Component Groups list view, select the enabled component group of interest.
- 3 Click the Disable button.
The Enable State field of the component group record changes to Disabled.
- 4 If the component group contains batch-mode components, synchronize Siebel Server components.
See ["Synchronizing Components on a Siebel Enterprise Server" on page 83](#) for information on this procedure.
- 5 For the change to take effect, stop and restart the Siebel Server System Service.
For information on stopping and restarting the Siebel Server System Service, see [Chapter 6, "Administering Server System Services."](#)

Configuring Siebel Enterprise Server Named Subsystem Parameters

This topic describes configuring Siebel Enterprise Server named subsystem parameters. For background information on named subsystem parameters, see ["About Named Subsystem Parameters" on page 70](#) and ["About Siebel System Parameters" on page 66](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server" on page 71](#).

To configure named subsystem parameters on a Siebel Enterprise Server

- 1** Navigate to Administration-Server Configuration screen, then the Enterprises view.
- 2** Select the Profile Configuration view tab.
- 3** In the Profiles list, select the named subsystem of interest.
- 4** In the Profile Parameters list, select the parameter of interest and configure its value.

Creating Siebel Enterprise Server Named Subsystems

This topic describes creating Siebel Enterprise Server named subsystems. For background information on named subsystems and their parameters, see ["About Named Subsystem Parameters" on page 70](#) and ["About Siebel System Parameters" on page 66](#).

The named subsystem parameters override the parameters that are set at the Enterprise Server, Siebel Server, and server component levels. See ["About Siebel System Parameters" on page 66](#) for further details on setting server parameters.

You can create and configure the named subsystems using both the Siebel Server Manager GUI and the command-line interface. To configure named subsystems using the Siebel Server Manager command-line interface, see ["Named Subsystem Management Commands" on page 154](#).

To create named subsystems

- 1** Navigate to Administration-Server Configuration screen, then the Enterprises view.
- 2** Select the Profile Configuration view tab.
- 3** In the Profile Configuration list, click the menu button and then New Record.
 - a** In the Name field, type the name of the named subsystem. Do not exceed 30 characters when defining the name of the named subsystem.
 - b** In the Alias field, type the alias of the named subsystem.
 - c** In the Subsystem Type field, click the select button and then select the Subsystem Type from the dialog box and click OK.

The subsystem type that you select should have a checkmark in the Is Named Enabled field.

 - d** In the Description, type a description of the named subsystem.
 - e** Click the menu button and then Save Record.
- 4** In the Profile Parameters list, modify the parameters as appropriate. See ["Configuring Siebel Enterprise Server Named Subsystem Parameters" on page 76](#) for a description of this task.

Parameters are added to the named subsystem, based on the subsystem type that you selected.

Configuring Siebel Enterprise Server Parameters

This topic describes configuring Siebel Enterprise Server parameters. For background information on Siebel Enterprise Server parameters, see ["About Siebel System Parameters" on page 66](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server" on page 71](#).

To configure Siebel Enterprise Server parameters

- 1 Navigate to Administration-Server Configuration screen and the Enterprises view.
- 2 Select the Parameters view tab.
- 3 From the Parameters list, select the parameter of interest and configure its value.

Configuring Siebel Enterprise Server Component Definition Parameters

This topic describes the procedure to configure Siebel Enterprise Server component definition parameters. For background information on component definitions, see ["About Siebel Server Component Definitions" on page 90](#). For background information on system parameters, see ["About Siebel System Parameters" on page 66](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server" on page 71](#).

To configure Siebel Enterprise Server component definition parameters

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the Component Definitions view.
- 2 In the Component Definitions list, select the Siebel Server component definition of interest.
- 3 In the Component Parameters list, make any changes to the component parameters.
- 4 Synchronize the component if it is a batch-mode component.
See ["Synchronizing Components on a Siebel Enterprise Server" on page 83](#) for information on this task.
- 5 If parameter value is effective at server restart, restart the Siebel Server for changes to take effect.

The values of fixed parameters can be changed during component reconfiguration. See ["Reconfiguring Siebel Server Component Definitions" on page 94](#) for further information. Fixed parameters cannot be changed after the component has been activated or enabled.

Process of Configuring Siebel Enterprise Server System Alerts

This topic describes the tasks to configure Siebel Enterprise Server system alerts. For background information on System alerts, see ["About System Alert Notification" on page 79](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server" on page 71](#).

Perform the following tasks to configure Siebel Enterprise Server system alerts:

- 1 Create a system alert profile. See ["Creating a System Alert Profile" on page 80](#) for a description of this procedure. The default profile is Administrator Email Alerts.
- 2 Configure system alert parameters for the Siebel Server or server component. See ["Configuring Server Components to Use System Alerts" on page 80](#) for a description of this procedure.

To troubleshoot system alert notification problems, review ["Troubleshooting System Alert Notification" on page 82](#).

About System Alert Notification

System alert notification is a feature that allows a running server component to alert the administrator-using preconfigured communication channels-to any problems that cannot be handled by the server component.

The system alert notification process starts when a server component that has been configured for component notification encounters a problem. This component sends a request to the Siebel Administrator Notification component (alias AdminNotify) with details on the encountered problem and with an appropriate message to send to the administrator. The AdminNotify component then alerts the administrator using the preconfigured communication channels, for example, email.

AdminNotify is a batch-mode, multithreaded server component and is part of the Auxiliary System Management (alias SystemAux) component group. This server component is enabled by default.

To configure Siebel Server components for notification using the Server Manager GUI, see ["Process of Configuring Siebel Enterprise Server System Alerts" on page 79](#).

To configure Siebel Server components for notification using the Server Manager command-line interface, see ["System Alert Notification Commands" on page 154](#).

Note the following points about system alert notification:

- A server component event or task event triggers a system alert notification.
- Losing database connectivity does not trigger a system alert notification.
- If a Siebel Server that hosts an AdminNotify server component is forced to shut down, then the AdminNotify server component also shuts down, resulting in the loss of the system alert notifications for server components or tasks on that Siebel Server.
- A server component or task on a Siebel Server cannot trigger an alert on an AdminNotify server component that is hosted by another Siebel Server in the Siebel Enterprise Server.

- A change in the state of a component (for example, from running to online) does not trigger a system alert notification.
- An administrator shutting down a server component does not trigger an alert.
- The server components required for the communications channel that delivers the system alert notification must be enabled.

Creating a System Alert Profile

This topic describes the procedure for creating a system alert profile. This task is a step in the ["Process of Configuring Siebel Enterprise Server System Alerts" on page 79](#).

For background information on system alert notification, see ["About System Alert Notification" on page 79](#).

To create a system alert profile

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the System Alerts view.
- 2 From the System Alerts view, click New to create a system alert profile record.
- 3 Enter values for system alert profile Name, Alias, and Description.
- 4 Select the system alert notification medium by clicking on the Media column drop-down list.
- 5 Click the menu button and then Save Record.
- 6 In the Alert Parameters list, enter values to define the communication parameters. For example, define the email addresses and email server if the notification medium is by email notification.

Configuring Server Components to Use System Alerts

This topic describes the task for configuring server components to use system alerts by setting applicable server component parameters. This task is a step in the ["Process of Configuring Siebel Enterprise Server System Alerts" on page 79](#).

For background information on system alert notification, see ["About System Alert Notification" on page 79](#). For background information on parameter administration, see ["About Siebel System Parameters" on page 66](#).

To configure components to use system alerts

- 1 Navigate to Administration-Server Configuration screen, Servers, and then the Components view.
- 2 In the Components list, select the server component of interest.

- 3 In the Component Parameters list, query for and set the parameters described in the following table.

Parameter Name	Parameter Alias	Description
Notification Handler	NotifyHandler	<p>Name of the System Alert profile; that is, the notification medium and settings for the component alerts:</p> <ul style="list-style-type: none"> ■ Set this value to the alias name of the system alert profile you defined previously. See “Creating a System Alert Profile” on page 80 for information on this task.
Disable Notification	DisableNotification	Boolean value that enables and disables server component notification. The default value is FALSE.
Time to Wait for doing Notification	NotifyTimeOut	Wait time in milliseconds before sending the alert notification. The default value is 100 milliseconds.
Notification Action on Task Exit	NotifyOnTaskExit	<p>An integer value that determines if notifications are sent in case of error. A value of 0 disables error notifications; a value of 1 enables error notifications. The default value is 0:</p> <ul style="list-style-type: none"> ■ Set this parameter to 1 to configure system alerts. <p>NOTE: This parameter is an advanced parameter, which may not be set for display in the GUI. For more information on viewing advanced parameters, see “About Advanced and Hidden Parameters” on page 67.</p>

NOTE: You can also configure system alert parameters at the Enterprise Server and Siebel Server levels. See [“Configuring Siebel Server Parameters” on page 87](#) or [“Configuring Siebel Enterprise Server Parameters” on page 78](#) for these procedures. See [“About Siebel System Parameters” on page 66](#) for background information on parameter administration.

Troubleshooting System Alert Notification

This topic provides guidelines for resolving problems with system alert notification. To resolve the problem, look for it in the list of Symptoms/Error messages in [Table 18](#).

Table 18. Resolving System Alert Notification Problems

Symptom or Error Message	Diagnostic Step or Cause	Solution
Do not receive system alerts	Incorrect enterprise, Siebel Server, or server component configurations	Review information in “Checking Your Enterprise and Siebel Server Configurations” on page 89.
	SMTP server defined in the System Alert profile is not configured to accept requests from the Siebel Server	Review your SMTP server documentation to configure these requests.
	Review log files	Review log files of server component AdminNotify for other error messages or conditions. For information on configuring and reading server component log files, see <i>Siebel System Monitoring and Diagnostics Guide</i> .

Configuring Component Job Templates

This topic describes configuring a component job template, which can be used on Siebel Servers across an enterprise. A component job template is a predefined component job that uses parameter values you have defined. You should use component job templates instead of individual component jobs if you are planning to regularly run component jobs with the same parameter values. For further information on component jobs, see [“Administering Component Jobs”](#) on page 122.

For information on other Siebel Enterprise Server configurations, see [“Configuring the Siebel Enterprise Server”](#) on page 71.

To define a component job template

- 1 Navigate to Administration-Server Configuration screen, then the Job Templates view.
- 2 In the Job Templates list, click the New button.
- 3 In the Name field, type in a descriptive name for the component job, such as Monthly EIM.
- 4 In the Short Name field, type in an alias for the component job, such as MonthEIM.

- 5 In the Component field, select the component that will be used for this component job, such as Enterprise Integration Manager.
NOTE: After a component job is created, do not change the value of the Component field. To change the component for an existing component job, create a new component job instead of modifying the existing one.
- 6 In the Description field, type in a description of the component job.
- 7 In the Job Parameters list, click the New button.
- 8 In the Name field, select the parameter you would like to define for this component job.
 - a In the Name field, click the select button.
The Component Parameters dialog box appears. The parameters that appear in the Component Parameters dialog box vary depending on the component you selected in [Step 5](#).
 - b In the Component Parameters dialog box, click Query.
 - c In the Name field, type in the name of the parameter and click Go.
 - d Click OK.
- 9 In the Value field, type in the value for the parameter.
The default value is automatically displayed in this field.
- 10 Check the appropriate flags for this parameter. To set the parameter type, use the following flags:
 - For fixed parameter, check the Fixed Flag field.
 - For required parameter, check the Required Flag field.
- 11 Click the menu button and then click Save Record.
- 12 Continue to choose parameters by completing [Step 7](#) through [Step 11](#) until you have defined the parameters for the component job.

Synchronizing Components on a Siebel Enterprise Server

This topic describes synchronizing components on a Siebel Enterprise Server. You need to synchronize batch-mode Siebel Server components between the Siebel Gateway Name Server and the database whenever you:

- Create new component definitions
- Modify existing batch mode component definitions
- Delete Siebel Server components

NOTE: If synchronization does not take place, make sure the LOV (List of Value) type SRM_ACTION_TYPE is set to active. See *Siebel Applications Administration Guide* for details on working with LOVs.

For information on other Siebel Enterprise Server configurations, see [“Configuring the Siebel Enterprise Server” on page 71](#).

To synchronize components on a Siebel Enterprise Server

- 1 Navigate to Administration-Server Configuration screen, Enterprise, and then the Synchronize view.

A list of batch-mode server components appear.

- 2 Click the Synchronize button.

This operation may take up to a minute to execute.

- 3 For the changes to take effect, stop and restart the Siebel Server System Service.

For information on this procedure, see [“Administering the Siebel Server System Service” on page 106](#).

Backing Up a Siebel Enterprise Server

This topic describes the procedure for backing up the Siebel Enterprise Server, which creates a copy of the Siebel Gateway Name Server siebns.dat file. For background information on the siebns.dat file and backing up the Siebel Gateway Name Server, see [“Backing Up the Siebel Gateway Name Server Data” on page 38](#).

For information on other Siebel Enterprise Server configurations, see [“Configuring the Siebel Enterprise Server” on page 71](#).

To back up a Siebel Enterprise Server

- 1 Navigate to Administration-Server Configuration screen, then the Enterprises view.

- 2 In the Enterprise Servers list, click the Backup Enterprise button.

When complete, the browser status bar displays the message: Backup Enterprise Server is completed successfully.

For information on restoring a previous Siebel Enterprise Server configuration with the backup siebns.dat file, see [“Backing Up the Siebel Gateway Name Server Data” on page 38](#).

Configuring the Siebel Server

This topic lists the configuration tasks and processes applicable to the Siebel Server. For background information on the Siebel Server and the overall system architecture, see [Chapter 2, “Siebel Enterprise Server Architecture.”](#)

See the following topics for information on configuring the Siebel Server:

- [“Enabling Component Groups on a Siebel Server” on page 85](#)
- [“Disabling Component Groups on a Siebel Server” on page 85](#)

- [“About Starting Siebel Server Components” on page 86](#)
- [“Automatically Starting a Component on a Siebel Server” on page 87](#)
- [“Manually Starting or Disabling a Component on a Siebel Server” on page 87](#)
- [“Configuring Siebel Server Parameters” on page 87](#)
- [“Configuring Siebel Server Component Parameters” on page 88](#)

Enabling Component Groups on a Siebel Server

This topic describes enabling Siebel Server component groups on an individual Siebel Server. For background information on enabling and disabling server component groups, see [“About Enabled and Disabled Component Groups” on page 74](#).

For information on enabling component groups across the Siebel Enterprise Server, see [“Enabling Component Groups on a Siebel Enterprise Server” on page 75](#).

For information on other Siebel Server configurations, see [“Configuring the Siebel Server” on page 84](#).

To enable a component group on a Siebel Server

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the Component Groups view.
- 2 In the Component Groups list, select the Siebel Server component group of interest.
- 3 In the Component Groups Assignment list, select the Siebel Server of interest.
- 4 Click the Enable button.
The Enabled on Server? field of the Siebel Server record becomes checked.
- 5 For the change to take effect, stop and restart the Siebel Server System Service.
For information on stopping and restarting the Siebel Server System Service, see [Chapter 6, “Administering Server System Services”](#).

Disabling Component Groups on a Siebel Server

This topic describes disabling Siebel Server component groups on an individual Siebel Server. For background information on enabling and disabling server component groups, see [“About Enabled and Disabled Component Groups” on page 74](#).

For information on disabling component groups across the Siebel Enterprise Server, see [“Disabling Component Groups on a Siebel Enterprise Server” on page 76](#).

For information on other Siebel Server configurations, see [“Configuring the Siebel Server” on page 84](#).

To disable a component group on a Siebel Server

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the Component Groups view.
- 2 In the Component Groups list, select the Siebel Server component of interest.
- 3 In the Component Groups Assignment list, select the Siebel Server of interest.
- 4 Click the Disable button.

The Enabled on Server? field of the Siebel Server record becomes clear.

- 5 For the change to take effect, stop and restart the Siebel Server System Service.

For information on stopping and restarting the Siebel Server System Service, see [Chapter 6, "Administering Server System Services"](#).

About Starting Siebel Server Components

When a component group is enabled, all server components within the component group are started and assigned to the Siebel Servers. The Siebel Servers are configured to use the component group provided that the server components are configured to start automatically. If the server components are not configured to start automatically, you must start them manually.

You determine the state of a server component by viewing the value that appears in the State field of the server component view. Server components can have one of the following possible values:

- **Running.** The server component is online, accepting requests, and at least one task is running.
- **Online.** The server component is online and awaiting a request.
- **Unavailable.** The server component is unavailable.
- **Paused.** The server component is online but is not accepting new requests.
- **Shutting down.** The server component is shutting down and cannot accept new requests. At least one task is still running.
- **Shutdown.** The server component is shut down.

See the following topics for more information on how to manage server components on the Siebel Server:

- For information on how to configure a component to start automatically when a Siebel Server starts, see ["Automatically Starting a Component on a Siebel Server" on page 87](#).
- For information on how to configure a component so that it requires a manual start, see ["Manually Starting or Disabling a Component on a Siebel Server" on page 87](#).

Automatically Starting a Component on a Siebel Server

This topic describes configuring a Siebel Server component to start automatically when the Siebel Server starts. For background information on starting server components, see ["About Starting Siebel Server Components" on page 86](#). For information on other Siebel Server configurations, see ["Configuring the Siebel Server" on page 84](#).

To automatically start a component on a Siebel Server

- 1 Navigate to Administration-Server Configuration screen, then the Servers view.
- 2 In the Siebel Servers list, select the Siebel Server of interest.
- 3 In the Components list, select the server component you want to configure.
- 4 Click the Auto Start button.

The server component starts automatically when the Siebel Server starts.

Manually Starting or Disabling a Component on a Siebel Server

This topic describes configuring a Siebel Server component so that you must manually start it after the Siebel Server starts.

NOTE: Configuring a server component to Manual Start mode is the same as disabling the component in previous releases of Siebel Business Software.

For background information on starting server components, see ["About Starting Siebel Server Components" on page 86](#). For information on the other Siebel Server configurations, see ["Configuring the Siebel Server" on page 84](#).

To manually start a component on a Siebel Server

- 1 Navigate to Administration-Server Configuration screen, then the Servers view.
- 2 In the Siebel Servers list, select the Siebel Server of interest.
- 3 In the Components list, select the server component that you want to configure.
- 4 Click the Manual Start button.

The server component requires that you to start it after the Siebel Server starts.

Configuring Siebel Server Parameters

This topic describes configuring Siebel Server parameters. For background information on Siebel Server parameters, see ["About Siebel Server Parameters" on page 69](#) and ["About Siebel System Parameters" on page 66](#).

For information on other Siebel Server configurations, see ["Configuring the Siebel Server" on page 84](#).

To configure Siebel Server parameters

- 1 Navigate to Administration-Server Configuration screen, then the Servers view.
- 2 In the Siebel Servers list, select the Siebel Server of interest.
- 3 Select the Parameters view tab.
- 4 From the Parameters list, select the parameter of interest and configure its value.

Configuring Siebel Server Component Parameters

This topic describes configuring Siebel Server component parameters. For background information on Siebel Server component parameters, see [“About Siebel Component Parameters” on page 70](#) and [“About Siebel System Parameters” on page 66](#).

For information on other Siebel Server configurations, see [“Configuring the Siebel Server” on page 84](#).

To configure Siebel Server component parameters

- 1 Navigate to Administration-Server Configuration screen, then the Servers view.
- 2 In the Siebel Servers list, select the Siebel Server of interest.
- 3 Click the Components view tab.
- 4 In the Components list, select the Siebel Server component of interest.
- 5 Select the Parameters view tab below the Components list.
- 6 From the Component Parameters list, select the parameter of interest and configure its value.

Enabling Support for SSL Acceleration in the Application Object Manager

If you are using a third party HTTP based Load Balancer for your Siebel Servers Load Balancing and you want to off-load the processor-intensive encryption/decryption algorithms to the hardware accelerator on your Load Balancer, you must enable *EnforceSSL* parameter to ensure that all embedded URLs are using the SSL security protocol. For information on supported load balancers, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network.

The default object manager setting is False. To enforce the use of SSL security protocols, you change the *EnforceSSL* AOM component parameter to True in the Administration-Server Configuration screen.

To configure the EnforceSSL component parameter

- 1 Navigate to Administration-Server Configuration screen, then the Servers view.
- 2 In the Siebel Servers list, select the Siebel Server of interest.
- 3 Click the Components view tab.

- 4 In the Components list, select the Application Object Manager of interest. For example, Call Center Object Manager (ENU).
- 5 Click the Parameters sub-view tab.
- 6 In the Parameter field, perform a case-sensitive query on *EnforceSSL*.
- 7 Click in the Value on Restart field and type True.
- 8 Restart the Siebel Servers.

Checking Your Enterprise and Siebel Server Configurations

One of the main objectives of your enterprise and Siebel Server configurations is to make sure server components are properly configured and ready to execute tasks. Check the following bullet list to make sure you meet the necessary configuration conditions for this objective:

- The component group that contains the server component member is enabled at the enterprise level. For information on this procedure, see ["Enabling Component Groups on a Siebel Enterprise Server" on page 75](#).
- The component group that contains the server component is enabled at the Siebel Server level. For information on this procedure, see ["Enabling Component Groups on a Siebel Server" on page 85](#).
- The component definition is enabled. The component definition defines the configured component for the enterprise and all its Siebel Servers. For information on this procedure, see ["Activating a Siebel Server Component Definition" on page 93](#).

If the previously listed conditions are true, the Siebel Server allocates resources (some space in the shared memory and a public port) for the server component to use when the Siebel Server starts. The Siebel Server also marks the server component ready (available) to start new tasks and performs any additional steps necessary, for example, starting shells if the server component is multithreaded. The number of multithreaded shells started is governed by the parameter Minimum MT Servers (alias MinMTServers). If the server component is a background mode component, it starts the background number of tasks governed by the parameter Default Tasks (alias DfltTasks).

Process for Creating a Custom Siebel Server Component

This topic describes the process to create a custom Siebel Server component.

Perform the following tasks to create a custom Siebel Server component:

- 1 Create a new component group. See ["Creating a Custom Siebel Server Component Group" on page 91](#) for information on this task. This task is optional if you plan to add the new custom Siebel Server component to an existing component group.

2 Create a new component definition.

See ["Creating a Custom Siebel Server Component Definition" on page 91](#) for information on this task.

3 Activate the new component definition.

See ["Activating a Siebel Server Component Definition" on page 93](#) for information on this task.

4 Synchronize components if the new custom Siebel Server component is a batch-mode component. See ["Synchronizing Components on a Siebel Enterprise Server" on page 83](#) for information on this task.

5 Stop and restart the Siebel Server System Service.

See ["Administering the Siebel Server System Service" on page 106](#) for information on this task.

For additional information about administering custom Siebel Server components, see the following topics:

- ["About Siebel Server Component Definitions" on page 90](#)
- ["Deleting a Siebel Server Component Definition" on page 92](#)
- ["Deactivating a Siebel Server Component Definition" on page 93](#)

About Siebel Server Component Definitions

If you want to use customized components, you can create defined components or customize existing components. After it is defined, a component may have one of three definition states: Creating, Active, or Inactive.

- **Creating.** Indicates that the defined component is being configured. After the definition is configured, activating the component definition fixes its configuration, changes the component's state to Active, and allows the component to be assigned to Siebel Servers. The fixed parameters for the defined component cannot be overridden when the component is assigned, or when tasks are started for the component.
- **Active.** Indicates that the defined component definition state is available for registration on Siebel Servers.
- **Inactive.** Indicates that the defined component will be inactivated when you restart the Siebel Server (or servers) to which the component is assigned. The component remains assigned to the Siebel Servers, but tasks cannot be started for the component until you revert the component definition state to Active and restart the Siebel Servers.

Parameter values in a component definition are used to initialize the component on a specific Siebel Server.

NOTE: If component definitions are created, modified, or deleted for batch-mode components, it is necessary to synchronize the components with the Siebel Gateway Name Server. For more information, see ["Synchronizing Components on a Siebel Enterprise Server" on page 83](#).

See the following topics for component definition administrative procedures:

- ["Configuring Siebel Enterprise Server Component Definition Parameters" on page 78](#)

- [“Creating a Custom Siebel Server Component Definition” on page 91](#)
- [“Deleting a Siebel Server Component Definition” on page 92](#)
- [“Activating a Siebel Server Component Definition” on page 93](#)
- [“Deactivating a Siebel Server Component Definition” on page 93](#)

Creating a Custom Siebel Server Component Group

If you want to create your own defined components and assign them to component groups other than the predefined ones, then you first need to create component groups before creating the defined components. Component groups allow you to run related tasks and administer related components in logical groupings.

This topic is an optional task in the [“Process for Creating a Custom Siebel Server Component” on page 89](#).

To create a custom component group

- 1** Navigate to Administration-Server Configuration screen, Enterprises, and then the Component Groups view.
- 2** In the Component Groups list, click the menu button and then New Record.
- 3** In the Component Group field, type in a name for the component group.
The name must be unique across the Siebel Enterprise Server and should expressively identify the component group.
- 4** In the Component Group Alias field, type in an alias for the component group.
The component group alias must:
 - Be unique across the Siebel Enterprise Server
 - Not contain any blanks
 - Contain no more than 30 characters
- 5** In the Description field, enter a description of the component group.
- 6** Click the menu button and then Save Record.

Creating a Custom Siebel Server Component Definition

This topic describes the procedure for creating a custom Siebel Server component definition. Each custom server component definition is based on a Siebel Server component type. For further information on component definitions, see [“About Siebel Server Component Definitions” on page 90](#).

This topic is a task in the [“Process for Creating a Custom Siebel Server Component” on page 89](#).

To create a custom Siebel Server component definition

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the Component Definitions view.
- 2 In the Component Definitions list, click the menu button, and then New Record.
- 3 In the Name field, type in a name for the component.
The component name must:
 - Be unique across Siebel Enterprise Servers
 - Expressively identify the defined component
 - Not contain any numbers
- 4 In the Alias field, type in an alias for the component.
The component alias must:
 - Be unique across Siebel Enterprise Servers
 - Not contain any blanks
 - Contain no more than 30 characters
- 5 In the Component Type field, click the select button and choose the component type that you want to use as the template for this component.
- 6 In the Description field, type in a description of this component.
- 7 In the Component Group field, click the select button and choose the component group to which this component will belong.
The group must exist before you can select it. To create a custom component group, see ["Creating a Custom Siebel Server Component Group" on page 91](#).
NOTE: This selection cannot be modified after the record is saved.
- 8 Click the menu button and then Save Record.
The component definition state field changes to Creating.
- 9 In the Component Parameters list, make any changes to the component parameters that were created.

The values of fixed parameters can be changed during component reconfiguration. See ["Reconfiguring Siebel Server Component Definitions" on page 94](#) for further information. Fixed parameters cannot be changed after you activate the component.

Deleting a Siebel Server Component Definition

This topic describes the procedure for deleting a Siebel Server component definition. For further information on component definitions, see ["About Siebel Server Component Definitions" on page 90](#).

CAUTION: Make sure no active server components use the component definition you want to delete. If in doubt, deactivate the component definition rather than delete it. For information on this task, see ["Deactivating a Siebel Server Component Definition" on page 93](#).

To delete a Siebel Server component definition

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the Component Definitions view.
- 2 In the Component Definitions list, select the component definition of interest.
- 3 Click the Delete button.

Activating a Siebel Server Component Definition

This topic describes the procedure for activating a custom Siebel Server component definition. For further information on component definitions, see ["About Siebel Server Component Definitions" on page 90](#).

This topic is a task in ["Process for Creating a Custom Siebel Server Component" on page 89](#).

To activate a Siebel Server component definition

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the Component Definitions view.
- 2 In the Component Definitions list, select the component definition of interest.
- 3 Click the Activate button.
The component definition state field changes to Active.
- 4 If the component definition is based on a batch-mode component, synchronize the component. For information on this procedure, see ["Synchronizing Components on a Siebel Enterprise Server" on page 83](#).
- 5 For the change to take effect, stop and restart the Siebel Server System Service.
For information on this procedure, see ["Administering the Siebel Server System Service" on page 106](#).

Deactivating a Siebel Server Component Definition

This topic describes the procedure for deactivating a custom Siebel Server component definition. For further information on component definitions, see ["About Siebel Server Component Definitions" on page 90](#).

To deactivate a Siebel Server component definition

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the Component Definitions view.
- 2 In the Component Definitions list, select the component definition of interest.

- 3 Click the Deactivate button.

The component definition state field changes to Inactive.

- 4 For the change to take effect, stop and restart the Siebel Server System Service.

For information on this procedure, see [“Administering the Siebel Server System Service” on page 106](#).

Advanced Configuration Tasks

This topic lists advanced configuration tasks and processes applicable to the Siebel Enterprise Server and Siebel Server. For background information on the Siebel Server and the overall system architecture, see [Chapter 2, “Siebel Enterprise Server Architecture.”](#)

For common configuration tasks for the Siebel Enterprise Server and Siebel Server, see:

- [“Configuring the Siebel Enterprise Server” on page 71](#)
- [“Configuring the Siebel Server” on page 84](#)

See the following topics for information on advanced Siebel Enterprise Server and Siebel Server configurations:

- [“Configuring Automatic Restart for Server Components” on page 96](#)
- [“Configuring Database Reconnect for Server Components” on page 96](#)
- [“Configuring Memory-Based Server Component Recycling” on page 97](#)
- [“Deleting System Parameter Overrides” on page 98](#)

Reconfiguring Siebel Server Component Definitions

Component reconfiguration is a process that allows existing component tasks to continue running until they finish, while starting new processes with reconfigured component parameter values. Each component can be reconfigured, but this is primarily done for multithreaded Siebel Server components.

Component reconfiguration is particularly useful for scenarios such as site migration. In this scenario, component reconfiguration allows you to maintain the existing component configuration, which remains available until the migration is complete and a new component configuration becomes available.

When a component reconfiguration is committed, this action sends a signal to every Siebel Server in the Siebel Enterprise Server signifying that a new component definition is available, and not to start any new tasks for that component. Existing tasks, however, continue to run until completion. The connected Siebel Servers then launch a number of new processes for the component using the new parameter values read from the Siebel Gateway Name Server. The number of new processes is governed by the parameter Minimum MT Servers (alias MinMTServers). Because old and new processes for the component are both running, there may be a significant increase in the number of multithreaded processes running on the Siebel Server machines.

NOTE: Previous component tasks not affected by the component reconfiguration can continue to run for a very long time; therefore, the multithreaded process hosting the task continues to run and occupy task slots in shared memory.

Run component definition reconfiguration at times when the server component workload is low; that is, when the component's existing tasks or sessions are few in number. This scenario allows existing tasks or sessions to end while the new tasks, in addition to the previous tasks, do not exhaust system resources.

NOTE: Parameters set at the individual component level are not affected by component definition reconfiguration unless the parameter override is deleted on that parameter.

For information on running the server component definition reconfiguration procedure from the command-line interface, see ["Reconfiguring Component Definition Commands" on page 149](#).

Before reconfiguring Siebel Server components, make sure that:

- All Siebel Servers running the server component designated for reconfiguration are running; this check makes sure server components receive the reconfigured parameter values.
- Any external resources accessed by current tasks running on the existing component configuration remain available.
- Any external resources defined in the new component configuration are available.

Examples of external resources include the SRF and configuration files that are defined in the component configuration.

To reconfigure Siebel Server components

- 1** Navigate to Administration-Server Configuration screen, Enterprises, and then the Component Definitions view.
- 2** In the Component Definitions list, select the component definition you want to reconfigure.
- 3** Click the menu button and then click Start Reconfiguration.

The Definition State field changes to Reconfiguring.

- 4** In the lower Component Definitions list, change the Value field of parameters that you want to reconfigure for the component.

You can also change the values of fixed parameters, but you cannot change whether parameters are fixed.

- 5 After parameter values have been reconfigured, commit the new configuration by clicking the menu button and then clicking Commit Reconfiguration.

The new parameter values will be merged at the enterprise level. To cancel the reconfiguration before it has been committed, click the menu button and then Cancel Reconfiguration.

Configuring Automatic Restart for Server Components

Automatic restart is a feature that allows a Siebel Server component to automatically attempt a restart if the component exits with an error. For a user-defined number of times after the error, the Siebel Server tries to restart the component. This feature greatly reduces the administration of Siebel Server components. By default, this feature is disabled for all components.

NOTE: If a Siebel Server component is terminated—that is, it does not exit with error—the Siebel Server component is not re-started.

You can configure automatic restart using the following parameters:

- Auto Restart (alias AutoRestart)
- Minimum Up Time (alias MinUpTime)
- Number of Restarts (alias NumRestart)

The Minimum Up Time and Number of Restarts parameters combine to determine the number of restart attempts in a time interval allowed for a component ($\text{NumRestart} * \text{MinUpTime}$). If a component instance cannot be restarted after this time interval, no new restart will be attempted (therefore, the component instance will not be running). For descriptions of these parameters, see [“Siebel Enterprise, Server, and Component Parameters” on page 203](#).

Typically, you should set these parameters at the component level, but depending on your system configuration, you may want to set these parameters at the Siebel Enterprise Server or Siebel Server levels. For information on configuring parameters, see [“About Siebel System Parameters” on page 66](#).

Configuring Database Reconnect for Server Components

Database reconnect is an optional feature that enables Siebel Server components to automatically attempt a database connection following a database or network failure. At regular intervals after the failure, Siebel Server components try to reconnect to the database and resume any tasks that were rolled back due to the failure. This feature greatly reduces the administration of Siebel Server components.

Without database reconnect, a database or network failure would cause the Siebel Server component to shut down and all running tasks to crash. You would then need to manually restart all components that were shut down and rerun all tasks that crashed.

Database reconnect is enabled for all background mode and batch mode Siebel Server components, except for the Enterprise Integration Manager and Database Extract Siebel Server components. This feature is disabled for all interactive mode Siebel Server components (such as Synchronization Manager and all Application Object Manager components).

You can configure database reconnect using the following parameters:

- Number of Retries (alias NumRetries)
- Retry Interval (alias RetryInterval)
- Retry Up Time (alias RetryUpTime)

For descriptions of these parameters, see ["Siebel Enterprise, Server, and Component Parameters" on page 203](#). You should set these parameters at the same level as the automatic restart parameters (typically, at the component level). For information on automatic restart, see ["Configuring Automatic Restart for Server Components" on page 96](#). For information on parameters, see ["About Siebel System Parameters" on page 66](#).

Configuring Memory-Based Server Component Recycling

If certain multithreaded server components within your Siebel application are experiencing excessive memory consumption, parameters are available that configure a component process to restart automatically. This feature, called component recycling, allows continued operation of server components without affecting end users.

The memory-based component recycling feature operates as follows:

- Identifies a process for recycling by monitoring virtual memory usage
- Flags the process not to accept any new requests
- Starts another process to take the place of the original process
- Waits for all current tasks to complete
- Shuts down the process, which releases memory resources back to the operating system

To configure memory-based recycling of server components, set the parameters Memory Usage Based Multithread Shell Recycling (alias MemoryBasedRecycle) and Process VM Usage Lower Limit (alias MemoryLimit) at the component level for the affected multithreaded server component. The parameter MemoryBasedRecycle allows the recycling feature to monitor the virtual memory usage of a process and begins the recycling procedure when a certain memory limit is reached. The parameter MemoryLimit sets the memory limit at which recycling occurs.

You can also set a value in percent for the parameter Process VM Usage Upper Limit (alias MemoryLimitPercent). The default value is 20. When memory usage exceeds the value of MemoryLimitPercent above MemoryLimit, a fast shutdown of the memory consuming process is triggered rather than a normal shutdown.

NOTE: Set the parameters for memory-based server component recycling at the component level.

See [“Siebel Enterprise, Server, and Component Parameters” on page 203](#) and [“Generic Parameters” on page 211](#) for further details on setting the component recycling parameters.

See [Table 28 on page 188](#) for a listing of all preconfigured server components. This table indicates whether the server component is multithreaded and, therefore, eligible to use the memory-based recycling feature.

Deleting System Parameter Overrides

By default, lower-level system parameters inherit values from the same higher-level system parameters. However, modifying a lower-level parameter value also sets an override at this level; that is, the lower-level parameter loses the ability to inherit values from higher-level parameters. To reinstate this default functionality, configure the delete parameter override feature on affected parameters.

For further information on system parameters and system parameter hierarchy, see [“About Siebel Server Parameters” on page 69](#).

The following procedures describe how to configure the delete parameter override feature for Siebel Enterprise Server parameters, Siebel Server parameters, component definition parameters, and Siebel Server component parameters.

To delete parameter override for Siebel Enterprise Server parameters

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the Parameters view.
- 2 In the Enterprise Parameters list, select the parameter of interest.
- 3 Click the menu button, then Delete Parameter Override.

To delete parameter override for Siebel Server parameters

- 1 Navigate to Administration-Server screen, Server Configuration, Servers, and then the Parameters view.
- 2 Click the Parameters view tab.
- 3 In the Server Parameters list, select the parameter of interest.
- 4 Click the menu button, then Delete Parameter Override.

To delete parameter override for component definition parameters

- 1 Navigate to Administration-Server Configuration screen, Enterprises, and then the Parameters view.
- 2 In the Component Parameters list, select the parameter of interest.
- 3 Click the menu button, then Delete Parameter Override.

To delete parameter override for Siebel Server component parameters

- 1** Navigate to Administration-Server Configuration screen, Servers, then the Components view.
- 2** Select the component of interest.
- 3** Click the Parameters view tab below the Components view tab.
- 4** In the Component Parameters list, select the parameter of interest.
- 5** Click the menu button, then Delete Parameter Override.

6

Administering Server System Services

This chapter describes the sequence in which to start up and shut down your Siebel deployment, as well as the procedures required to start, stop, and administer the Siebel Gateway Name Server System Service, Siebel Server System Service, Siebel Management Server System Service, and the Siebel Management Agent System Service.

This chapter includes the following topics:

- [Starting and Shutting Down a Siebel Deployment on page 101](#)
- [Administering the Siebel Gateway Name Server System Service on page 103](#)
- [Administering the Siebel Server System Service on page 106](#)
- [Administering the Siebel Management Server System Service on page 112](#)
- [Administering Siebel Management Agents on page 113](#)

Starting and Shutting Down a Siebel Deployment

It is important to follow the correct sequence when starting or shutting down a Siebel deployment, because several dependencies require that certain servers are running before others. Perform the following procedures to start or shut down your Siebel deployment.

To start a Siebel deployment

- 1** Start the Siebel Database.

Refer to your database documentation for detailed information on this procedure.

- 2** Start the Siebel Gateway Name Server System Service.

Refer to ["Administering the Siebel Gateway Name Server System Service" on page 103](#) for detailed information on this procedure.

- 3** Start the third-party load balancing software, if applicable. For further information on load balancing, see *Siebel Deployment Planning Guide*.

- 4** Start any other third-party software, if applicable.

- 5** Start the Siebel Server System Service.

The Siebel Server must connect to the Siebel Gateway Name Server and Siebel Database on startup. Refer to ["Administering the Siebel Server System Service" on page 106](#) for detailed information on starting the Siebel Server System Service.

6 Start the Siebel Management Agent Service.

The Siebel Management Agent must connect to the Siebel Gateway Name Server. Refer to [“Administering Siebel Management Agents” on page 113](#) for detailed information on starting a Siebel Management Agent System Service.

NOTE: If you use database authentication to authenticate users who request access to the Siebel Management Agent, then your Siebel Management Agent must also connect to the Siebel Database. For more information on authentication options, refer to the *Siebel Security Guide*.

7 Start the Siebel Management Server Service.

The Siebel Management Server must connect to the Siebel Gateway Name Server. Refer to [“Administering the Siebel Management Server System Service” on page 112](#) for detailed information on starting the Siebel Management Server System Service.

NOTE: If you use database authentication to authenticate users who request access to the Siebel Management Server, then your Siebel Management Server must also connect to the Siebel Database. For more information on authentication options, refer to the *Siebel Security Guide*.

To shut down a Siebel deployment

1 Shut down the Siebel Server System Service.

When the Siebel Server System Service is shut down, it shuts down server components and tasks before shutting down itself. Refer to [“Administering the Siebel Server System Service” on page 106](#) for detailed information on the shutdown procedure.

NOTE: To make sure server components shut down properly, shut down Siebel Servers before shutting down the Siebel Server System Service. See [“Siebel Server Management Commands” on page 145](#) for the command-line interface command. See [“Shutting Down a Siebel Server” on page 118](#) for the GUI-based command.

2 Shut down the Siebel Management Agent Service.

Refer to [“Administering the Siebel Management Server System Service” on page 112](#) for detailed information on this procedure.

3 Shut down the Siebel Management Server Service.

Refer to [“Administering Siebel Management Agents” on page 113](#) for detailed information on this procedure.

4 Shut down the third-party load balancing software and any other third-party software, if applicable. For further information on load balancing, see *Siebel Deployment Planning Guide*.

5 Shut down the Siebel Gateway Name Server service.

For detailed information on this procedure, see [“Administering the Siebel Gateway Name Server System Service” on page 103](#).

NOTE: Make sure all Siebel Servers are shut down before shutting down the Siebel Gateway Name Server service.

6 Shut down the Siebel Database.

Refer to your database documentation for detailed information on this procedure.

Administering the Siebel Gateway Name Server System Service

The Siebel Gateway Name Server authenticates any client attempting to access configuration information. The method of authentication is setup during installation and maintained in a .cfg file called `namesrvr.cfg`. For information, see [“Siebel Gateway Name Server Authentication” on page 103](#).

Occasionally, you need to stop and restart the Siebel Gateway Name Server System Service for maintenance purposes. Restart the System Service only when it is necessary.

For information about Siebel Gateway Name Server System Service, see [“About Siebel Gateway Name Server” on page 16](#). For details on administering the Siebel Gateway Name Server System Service, on Windows, see [“Working with Siebel Gateway Name Server System Service on Windows” on page 103](#). For details on administering the Siebel Gateway Name Server System Service on UNIX, see [“Working with Siebel Gateway Name Server System Service on UNIX” on page 104](#).

Siebel Gateway Name Server Authentication

This section provides an overview of Siebel Gateway Name Server Authentication. All of the server and client side executables that connect to the Gateway Name Server, including the Siebel Server, pass a user name and password to the Gateway Name Server for authentication. Setup of this service is done at the time of installation and requires no additional configuration unless, for instance, you change a data source, or chose to use a different means of authentication than that specified during installation. Configuration changes like these are made in the `namesrvr.cfg` file located in the `gtwysrvr/bin` sub-directory of the Siebel Gateway Name Server installation. For more information on installation and configuration of the Gateway Name Server, see the *Siebel Installation Guide* for the operating system you are using.

Working with Siebel Gateway Name Server System Service on Windows

This section describes how to start, stop, and check the Siebel Gateway Name Server System Service on Windows.

To start the Siebel Gateway Name Server System Service on Windows

- 1 Right-click on My Computer.
- 2 Click Manage.
The Computer Management panel appears.
- 3 In the Tree applet, double-click Services and Applications.
- 4 Click Services.
- 5 In the right applet, scroll through the list of services and select Siebel Gateway Name Server.

- 6 Right-click Siebel Gateway Name Server and select Start.

Windows starts the Siebel Gateway Name Server System Service. This may take a few seconds. After the service has started, the Status field changes to Started.

To stop the Siebel Gateway Name Server System Service on Windows

- 1 Right-click on My Computer.

- 2 Click Manage.

The Computer Management panel appears.

- 3 In the Tree applet, double-click Services and Applications.

- 4 Click Services.

- 5 In the right applet, scroll through the list of services and select Siebel Gateway Name Server.

- 6 Right-click Siebel Gateway Name Server and select Stop.

The Stop Other Services dialog box now appears to query if you want to stop the Siebel Server service.

- 7 Click Yes.

Windows stops the Siebel Gateway Name Server System Service. This may take a few seconds. After the service has stopped, the Status field is blank.

To check the status of the Siebel Gateway Name Server System Service on Windows

- 1 Right-click on My Computer.

- 2 Click Manage.

The Computer Management panel appears.

- 3 In the Tree applet, double-click Services and Applications.

- 4 Click Services.

- 5 In the right applet, scroll through the list of services and select Siebel Gateway Name Server.

A value of Started in the Status field for the selected service indicates that the System Service is running for the Siebel Gateway Name Server. If the Status field is blank, the System Service is not currently running.

Working with Siebel Gateway Name Server System Service on UNIX

This section describes how to start, stop, and check the Siebel Gateway Name Server System Service on UNIX.

To start the Siebel Gateway Name Server System Service on UNIX

- 1** Log in as the Siebel Service owner user.
- 2** Run the siebenv.sh or siebenv.csh script to set Siebel environment variables. For more information on these scripts, see the *Siebel Installation Guide for UNIX*.
- 3** Enter:

```
start_ns
```

 - To specify the Siebel root directory, use the -r switch by entering:

```
start_ns -r siebel_root
```

Typically, you do not need to use this switch, because the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Gateway Name Server runs.
 - To start the Siebel Gateway Name Server only if currently marked with the autostart attribute, use the -a switch by entering:

```
start_ns -a
```

Typically, this flag should only be used when invoking the start_ns script from an autostart script. For more information on the autostart script, see *Siebel Installation Guide for UNIX*.
 - To force the start up, use the -f switch by entering:

```
start_ns -f
```

This can be used to make sure that the Siebel Gateway Name Server starts even if it was not previously shut down completely. This switch is typically not needed.

To stop the Siebel Gateway Name Server System Service on UNIX

- 1** Log in as the Siebel Service owner user.
- 2** Run the siebenv.sh script in the current shell process as follows:

```
. ./siebenv.sh
```
- 3** Enter:

```
stop_ns -r siebel_root -f
```

 - To specify the Siebel root directory, use the -r switch by entering:

```
stop_ns -r siebel_root
```

Typically, you do not need to use this switch, because the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Gateway Name Server is running.
 - To force the shutdown, use the -f switch by entering:

```
stop_ns -f
```

This causes the Siebel Gateway Name Server to shut down sooner, but it may not shut down completely. In general, the -f switch should only be used if the Siebel Gateway Name Server did not respond to the nonforced shutdown in a timely manner.

To check the status of the Siebel Gateway Name Server System Service on UNIX

■ Enter:

```
list_ns
```

To specify the Siebel root directory, use the -r switch by entering:

```
list_ns -r siebel_root
```

Typically, you do not need to use this switch, because the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Gateway Name Server is configured.

Administering the Siebel Server System Service

Occasionally, you need to stop and restart the Siebel Server System Service for certain administrative changes to take effect. You should only restart the System Service when it is necessary.

NOTE: The Siebel Server System Service must be running before any Siebel Server can be started.

For information about the Siebel Server System Service, see ["About Siebel Server System Service" on page 18](#). For information about administering the Siebel Server System Service on Windows, see ["Working with Siebel Server System Service on Windows" on page 106](#). For information about administering the Siebel Server System Service on UNIX, see ["Working with Siebel Server System Service on UNIX" on page 108](#).

Working with Siebel Server System Service on Windows

This section describes how to start, stop, and check the Siebel Server System Service on Windows.

To start the Siebel Server System Service on Windows

1 Right-click on My Computer.

2 Click Manage.

The Computer Management panel appears.

3 In the Tree applet, double-click Services and Applications.

- 4 Click Services.
 - 5 In the right applet, scroll through the list of services and select the Siebel Server service you need (the enterprise name and Siebel Server name are indicated within square brackets).
 - 6 Right-click the Siebel Server service and select Start.
- Windows starts the Siebel Server System Service. This may take a few seconds. After the service has started, the Status field changes to Started.

To stop the Siebel Server System Service on Windows

- 1 Right-click on My Computer.
 - 2 Click Manage.
The Computer Management panel appears.
 - 3 In the Tree applet, double-click Services and Applications.
 - 4 Click Services.
 - 5 In the right applet, scroll through the list of services and select the Siebel Server service you need (the enterprise name and Siebel Server name are indicated within square brackets).
 - 6 Right-click the Siebel Server service and select Stop.
- Windows stops the Siebel Server System Service. This may take a few seconds. After the service has stopped, the Status field is blank.

NOTE: A Microsoft Windows 1053 error may occur during this process. This error does not affect the Siebel Server System Service from stopping.

To check the status of the Siebel Server System Service on Windows

- 1 Right-click on My Computer.
 - 2 Click Manage.
The Computer Management panel appears.
 - 3 In the Tree applet, double-click Services and Applications.
 - 4 Click Services.
 - 5 In the right applet, scroll through the list of services and select the Siebel Server service you need (the enterprise name and Siebel Server name are indicated within square brackets).
- A value of Started in the Status field for the selected service indicates that the System Service is running for the Siebel Server. If the Status field is blank, the System Service is not currently running.

Working with Siebel Server System Service on UNIX

This section describes how to start, stop, check, and reset the Siebel Server System Service daemon process on UNIX.

To start the Siebel Server System Service on UNIX

- 1 Log in as the Siebel Service owner user.
- 2 Run the `siebenv.sh` or `siebenv.csh` script to set Siebel environment variables. For more information on these scripts, see the *Siebel Installation Guide for UNIX*.
- 3 Enter:

```
start_server siebel_server_name
```

where:

`siebel_server_name` = Name of the Siebel Server

You may run this script to start the System Service for a specified Siebel Server (or servers), either within a specified Siebel Enterprise Server or across Siebel Enterprise Servers defined for the current installation.

- To start multiple servers, enter the names of the Siebel Servers (separated by spaces), or all to start all Siebel Servers configured under the specified `SIEBEL_ROOT` on the particular server machine (or all Siebel Servers for a particular Siebel Enterprise Server, if the Siebel Enterprise Server name is specified, as described in the use of the `-e` switch):

```
start_server server1 server2...
```

```
start_server all
```

- To specify the Siebel root directory, use the `-r` switch by entering:

```
start_server -r siebel_root
```

Typically, you do not need to use this switch, because the `SIEBEL_ROOT` environment variable is set by the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Server (or servers) run.

- To limit the operation to Siebel Servers in a specific Siebel Enterprise Server, use the `-e` switch by entering:

```
start_server -e enterprise_server1 server2...
```

You do not need to use this switch if the `SIEBEL_ENTERPRISE` environment variable is set in the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel Enterprise Server name. To start all servers for all Siebel Enterprise Servers configured for the `SIEBEL_ROOT`, do not use this flag (you may also need to unset the `SIEBEL_ENTERPRISE` environment variable).

For example, to start the System Service for the `prod01` server in the Siebel Enterprise Server, use the following command:

```
start_server -e siebel prod01
```

To start the System Services for the prod01 and prod02 servers in the Siebel Enterprise Server, use the following command:

```
start_server -e siebel prod01 prod02
```

- To start only Siebel Servers that are marked with the autostart attribute, use the -a switch by entering:

```
start_server -a
```

Typically, this flag should only be used when invoking the start_server script from an autostart script. For more information on the autostart script, see *Siebel Installation Guide for UNIX*.

- To force the startup, use the -f switch by entering:

```
start_server -f
```

This switch can be used to make sure that the Siebel Server (or servers) start even if it was not previously shut down cleanly. This switch is typically not needed.

NOTE: Do not manually copy or rename the svc.siebsrvr.* filenames or any files in the siebsrvr/sys directory. Additionally, do not delete MW* (mainwin) files stored in the /tmp directory while the Siebel Server is running. These files are re-used by components in the event of a component restart.

To stop the Siebel Server System Service on UNIX

- 1 Log in as the Siebel Service owner user.
- 2 Run the siebenv.sh script in the current shell process as follows:

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

- 3 Enter:

```
stop_server siebel_server_name
```

You may run this script to stop the System Service for a specified Siebel Server (or servers), either within a specified Siebel Enterprise Server or across all Siebel Enterprise Servers defined for the current installation.

- To stop multiple Siebel Servers, enter the names of the Siebel Servers (separated by spaces), or all to stop all Siebel Servers configured under the specified *SIEBEL_ROOT* (or all Siebel Servers for a particular Siebel Enterprise Server, if the Siebel Enterprise Server name is specified, as described in the use of the -e switch):

```
stop_server server1 server2...
```

```
stop_server all
```

- To specify the Siebel root directory, use the -r switch by entering:

```
stop_server -r siebel_root
```

Typically, you do not need to use this switch, because the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Server (or servers) is running.

- To limit the operation to Siebel Servers in a specific Siebel Enterprise Server, use the -e switch by entering:

```
stop_server -e enterprise server1 server2...
```

You do not need to use this switch if the SIEBEL_ENTERPRISE environment variable is set in the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel Enterprise Server name. To stop all Siebel Servers for all Siebel Enterprise Servers configured for the SIEBEL_ROOT, do not use this flag (you may need to unset the SIEBEL_ENTERPRISE environment variable).

To stop the System Services for the prod01 Server in the Siebel Enterprise Server, use the following command:

```
stop_server -e siebel prod01
```

- To force the shutdown, use the -f switch by entering:

```
stop_server -f
```

This switch causes the Siebel Server to shut down sooner, but may not give all components a chance to shut down cleanly. In general, the force option should only be used if the Siebel Servers did not respond to the nonforced shutdown in a timely manner.

NOTE: A normal shutdown of the Siebel Server System Service on UNIX deletes MainWin page files of the format MW* stored in the /tmp directory. You can safely delete these files if they remain after the Siebel Server shuts down. However, do not delete these files while the Siebel Server is running.

To check the status of the Siebel Server System Service on UNIX

- Enter:

```
list_server siebel_server_name
```

You may run this script to list the System Service for a specified Siebel Server (or servers), either within a specified Siebel Enterprise Server or across all Siebel Enterprise Servers defined for the current installation.

- To check the status of multiple Siebel Servers, enter the names of the Siebel Servers (separated by spaces), or all to check the status of all Siebel Servers configured under the specified SIEBEL_ROOT (only if an Siebel Enterprise Server is not specified):

```
list_server server1 server2...
```

```
list_server all
```

- To specify the Siebel root directory, use the -r switch by entering:

```
list_server -r siebel_root
```

Typically, you do not need to use this switch, because the `SIEBEL_ROOT` environment variable is set by the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Server (or servers) is configured.

- To specify the Siebel Enterprise Server under which the specified Siebel Server (or servers) is running, use the `-e` switch by entering:

```
list_server -e enterprise server1 server2...
```

You do not need to use this switch if the `SIEBEL_ENTERPRISE` environment variable is set in the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel Enterprise Server name to indicate the Siebel Enterprise Server under which the Siebel Servers are running. To check the status of all Siebel Servers for all Siebel Enterprise Servers configured for the `SIEBEL_ROOT`, use all for the *enterprise* variable.

For example, to list the current status of the System Service for the `prod01` Server in the Siebel Enterprise Server, use the following command:

```
list_server -e siebel prod01
```

To reset the Siebel Server System Service on UNIX

- Enter:

```
reset_server siebel_server_name
```

NOTE: Only use this script if the Siebel Server System Service is unable to start after an abnormal shutdown or crash of the application server machine; it should not be used (or needed) as part of normal operation of the Siebel Server.

You may run this script to reset the System Service for a specified Siebel Server (or servers), either within a specified Siebel Enterprise Server or across all Siebel Enterprise Servers defined for the current installation. The names of one or more Siebel Servers (separated by spaces) must be specified on the command line.

- To reset multiple Siebel Servers, enter the names of the Siebel Servers (separated by spaces), or all to reset all Siebel Servers configured under the specified `SIEBEL_ROOT` (or all Siebel Servers for a particular Siebel Enterprise Server, if the Siebel Enterprise Server name is specified, as described in the use of the `-e` switch):

```
reset_server server1 server2...
```

```
reset_server all
```

- To specify the Siebel root directory, use the `-r` switch by entering:

```
reset_server -r siebel root
```

Typically, you do not need to use this switch, because the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Server (or servers) is running.

- To specify the Siebel Enterprise Server under which the specified Siebel Server (or servers) is configured, use the -e switch by entering:

```
reset_server -e enterprise server1 server2...
```

You do not need to use this switch if the SIEBEL_ENTERPRISE environment variable is set in the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel Enterprise Server name to indicate the Siebel Enterprise Server under which the Siebel Servers are configured. To reset all Siebel Servers for all Siebel Enterprise Servers configured for the *SIEBEL_ROOT*, use all for the *enterprise* variable.

To reset the System Services for the prod01 Server in the Siebel Enterprise Server, use the following command:

```
reset_server -e siebel prod01
```

Administering the Siebel Management Server System Service

Occasionally, you need to stop and restart the Siebel Management Server System Service for certain administrative changes to take effect. For example, if you register additional instances of Management Agent using Perl scripts as described in the *Siebel Installation Guide* for the operating system you are using. You should only restart the System Service when it is necessary.

For information about the Siebel Management Server System Service, see ["About Siebel Management Pack" on page 24](#).

The following procedures describe how to start, stop, and check the Siebel Management Server System Service.

NOTE: The Siebel Management Server can only be installed on a Microsoft Windows platform.

To start the Siebel Management Server System Service

- 1 Right-click on My Computer.
- 2 Click Manage.
The Computer Management panel appears.
- 3 In the Tree applet, double-click Services and Applications.
- 4 Click Services.
- 5 In the right applet, scroll through the list of services and select the Siebel Management Server service you need (the port number which the service uses is in brackets).

- 6 Right-click the Siebel Management Server service and select Start.

The Siebel Management Server System Service starts. This may take a few seconds. After the service has started, the Status field changes to Started.

To stop the Siebel Management Server System Service

- 1 Right-click on My Computer.

- 2 Click Manage.

The Computer Management panel appears.

- 3 In the Tree applet, double-click Services and Applications.

- 4 Click Services.

- 5 In the right applet, scroll through the list of services and select the Siebel Management Server service you need (the port number which the service uses is in brackets).

- 6 Right-click the Siebel Management Server service and select Stop.

The Siebel Management Server System Service stops. This may take a few seconds. After the service has stopped, the Status field is blank.

To check the status of the Siebel Management Server System Service

- 1 Right-click on My Computer.

- 2 Click Manage.

The Computer Management panel appears.

- 3 In the Tree applet, double-click Services and Applications.

- 4 Click Services.

- 5 In the right applet, scroll through the list of services and select the Siebel Management Server service you need (the port number which the service uses is in brackets).

A value of Started in the Status field for the selected service indicates that the System Service is running for the Siebel Management Server. If the Status field is blank, the System Service is not currently running.

Administering Siebel Management Agents

Occasionally, you need to stop and restart the Siebel Management Agents for certain administrative changes to take effect. You should only restart Siebel Management Agents when it is necessary.

For overview information about Siebel Management Agents, see [“About Siebel Management Pack” on page 24](#). For details on administering Siebel Management Agents on Windows, see [“Administering Siebel Management Agents on Windows” on page 114](#). For details on administering Siebel Management Agents on UNIX, see [“Administering Siebel Management Agents on UNIX” on page 115](#). For information about installing Siebel Management Agents, see *Siebel Installation Guide* for the operating system you are using.

Administering Siebel Management Agents on Windows

This section describes how to start, stop, and check the status of a Siebel Management Agent Service on Windows.

To start the Siebel Management Agent System Service on Windows

- 1** Right-click on My Computer.
- 2** Click Manage.
The Computer Management panel appears.
- 3** In the Tree applet, double-click Services and Applications.
- 4** Click Services.
- 5** In the right applet, scroll through the list of services and select the Siebel Management Agent service you need (the port number which the service uses is in brackets).
- 6** Right-click the Siebel Management Agent service and select Start.
Windows starts the Siebel Management Agent System Service. This may take a few seconds. After the service has started, the Status field changes to Started.

To stop the Siebel Management Agent System Service on Windows

- 1** Right-click on My Computer.
- 2** Click Manage.
The Computer Management panel appears.
- 3** In the Tree applet, double-click Services and Applications.
- 4** Click Services.
- 5** In the right applet, scroll through the list of services and select the Siebel Management Agent service you need (the port number which the service uses is in brackets).
- 6** Right-click the Siebel Management Agent service and select Stop.
Windows stops the Siebel Management Agent System Service. This may take a few seconds. After the service has stopped, the Status field is blank.

To check the status of the Siebel Management Agent System Service on Windows

- 1** Right-click on My Computer.
- 2** Click Manage.
The Computer Management panel appears.
- 3** In the Tree applet, double-click Services and Applications.
- 4** Click Services.
- 5** In the right applet, scroll through the list of services and select the Siebel Management Agent service you need (the port number which the service uses is in brackets).

A value of Started in the Status field for the selected service indicates that the System Service is running for the Siebel Management Agent. If the Status field is blank, the System Service is not currently running.

Administering Siebel Management Agents on UNIX

This section describes how to start and stop a Siebel Management Agent on UNIX.

To start a Siebel Management Agent on UNIX

- 1** Log in as a user with permissions to execute the Siebel Management Agent.
- 2** Make the root directory for the Siebel Management Agent the current directory.
- 3** Enter the following command to start a Siebel Management Agent:

```
startagent.sh
```

This command starts two processes:

- The startagent.sh process
- A Java process that is a child process of the startagent.sh process

To stop a Siebel Management Agent on UNIX

- 1** Log in as the Siebel Service owner user.
- 2** Identify the processes that executing the startagent.sh process created.
- 3** Kill the following processes in the following order:
 - Java process that has a parent process ID which matches the process ID of the startagent.sh process
 - Startagent.sh process

7

Administering Siebel Server Run-Time Operations

This chapter covers Siebel Server run-time administration tasks and processes performed using the Siebel Server Manager GUI. It includes the following topics:

- [Administering Siebel Servers on page 117](#)
- [Administering Siebel Server Component Groups on page 118](#)
- [Administering Siebel Server Components on page 120](#)
- [Administering Component Jobs on page 122](#)
- [Administering Siebel Server Tasks on page 128](#)

Administering Siebel Servers

This topic lists the administration tasks applicable to Siebel Servers. For background information on the Siebel Servers and the overall system architecture, see [Chapter 2, "Siebel Enterprise Server Architecture."](#)

See the following topics for information on administering Siebel Servers:

- ["Starting Up a Siebel Server" on page 117](#)
- ["Shutting Down a Siebel Server" on page 118](#)

Starting Up a Siebel Server

This topic describes the procedure for starting up a Siebel Server. For background information on Siebel Server states, see *Siebel System Monitoring and Diagnostics Guide*. For information on other Siebel Server management tasks, see ["Administering Siebel Servers" on page 117](#).

NOTE: In order to start the Siebel Server, the Siebel Server System Service must be running. For more information, see ["Administering the Siebel Server System Service" on page 106](#).

If the Auto Startup Mode (alias AutoStart) Siebel Server parameter is set to the default value of TRUE, the Siebel Server starts automatically when the Siebel Server System Service is started.

NOTE: Starting a Siebel Server starts the default number of tasks (as defined in the Default Tasks [alias DfltTasks] parameter) for each background-mode component.

To start up a Siebel Server

- 1 Navigate to Administration-Server Management screen, then the Enterprises view.
- 2 In the Servers list, select the Siebel Server of interest.

- 3 Click the Startup button.

The State field changes to Starting Up.

Shutting Down a Siebel Server

This topic describes the procedure for shutting down a Siebel Server. For background information on Siebel Server states, see *Siebel System Monitoring and Diagnostics Guide*. For information on other Siebel Server management tasks, see ["Administering Siebel Servers" on page 117](#).

CAUTION: If you are shutting down the Siebel Server that is hosting your current session using the Siebel Web Client, you will lose connection to the Siebel Server and will not be able to restart the Siebel Server using the Siebel Web Client. In such a case, you will need to restart the Siebel Server using the Siebel Developer Web Client or the Server Manager command-line interface. You can shut down and restart Siebel Servers that are not hosting your session using the Siebel Web Client without losing your connection.

To shut down a Siebel Server

- 1 Navigate to Administration-Server Management screen, then the Enterprises view.
- 2 In the Servers list, select the Siebel Server of interest.
- 3 Click the Shutdown button.

The State field changes to Shutting Down.

NOTE: Shutting down the Siebel Server does not automatically shut down the Siebel Server System Service. In some cases, you may need to shut down not only the Siebel Server, but also the Siebel Server System Service. To shut down the Siebel Server System Service, see ["Administering the Siebel Server System Service" on page 106](#).

Administering Siebel Server Component Groups

This topic lists the administration tasks applicable to the Siebel Server component groups. For background information on the Siebel Server component groups and the overall system architecture, see [Chapter 2, "Siebel Enterprise Server Architecture."](#)

See the following topics for information on administering Siebel Server component groups:

- ["About Enabling or Disabling Server Component Groups" on page 119](#)
- ["Enabling a Server Component Group" on page 119](#)
- ["Disabling a Server Component Group" on page 119](#)

About Enabling or Disabling Server Component Groups

Enabling or disabling a server component group makes all the components within the component group available or unavailable. To enable the server component groups, see ["Enabling a Server Component Group" on page 119](#). To disable server component groups, see ["Disabling a Server Component Group" on page 119](#).

Enabling a Server Component Group

This topic describes enabling a server component group. For background information on enabling the server component groups, see ["About Enabling or Disabling Server Component Groups" on page 119](#). For information on the other Siebel Server component group administrative tasks, see ["Administering Siebel Server Component Groups" on page 118](#).

To enable a Siebel Server component group

- 1 Navigate to Administration-Server screen, then the Enterprises view.
- 2 In the Enterprise Servers list, select the enterprise of interest.
- 3 In the Component Group list, select the component group of interest.
- 4 Click the Enable button.

The Enable state field of the component group record changes to Enabled.

Disabling a Server Component Group

This topic describes disabling a component group for a Siebel Server. For background information on enabling server component groups, see ["About Enabling or Disabling Server Component Groups" on page 119](#).

For information on other Siebel Server component group administrative tasks, see ["Administering Siebel Server Component Groups" on page 118](#).

To disable a Siebel Server component group

- 1 Navigate to Administration-Server screen, then the Enterprises view.
- 2 In the Enterprise Servers list, select the enterprise of interest.
- 3 In the Component Group list, select the component group of interest.
- 4 Click the Disable button.

The Enable state field of the component group record changes to Disabled.

Administering Siebel Server Components

This topic lists the administration tasks applicable to Siebel Server components. For background information on the Siebel Server components and the overall system architecture, see [Chapter 2, "Siebel Enterprise Server Architecture."](#)

See the following topics for information on administering Siebel Server components:

- ["Starting Up Siebel Server Components" on page 120](#)
- ["Shutting Down Siebel Server Components" on page 120](#)
- ["Recovering an Unavailable Server Component" on page 121](#)
- ["Pausing Siebel Server Components" on page 121](#)
- ["Resuming Siebel Server Components" on page 121](#)

For information on configuring how a Siebel Server component starts, see ["About Starting Siebel Server Components" on page 86](#).

Starting Up Siebel Server Components

This topic describes starting up a server component on a Siebel Server.

For information on other server component administrative tasks, see ["Administering Siebel Server Components" on page 120](#).

To start up a Siebel Server component

- 1 Navigate to Administration-Server Management screen, then the Components view.
- 2 In the Components list, select the server component of interest.
NOTE: Make sure you select the server component on the Siebel Server of interest.
- 3 Click the Startup button.

Shutting Down Siebel Server Components

This topic describes shutting down a server component on a Siebel Server.

For information on other server component administrative tasks, see ["Administering Siebel Server Components" on page 120](#).

To shut down a Siebel Server component

- 1 Navigate to Administration-Server Management screen, then the Components view.

- 2 In the Components list, select the server component of interest.

NOTE: Make sure you select the server component on the Siebel Server of interest.

- 3 Click the Shutdown button.

Recovering an Unavailable Server Component

This topic describes recovering a server component that has an Unavailable state.

For information on other server component administrative tasks, see [“Administering Siebel Server Components” on page 120](#).

To recover a server component from an unavailable component state

- 1 Navigate to Administration-Server Management screen, then the Components view.

- 2 In the Components list, select the Unavailable server component of interest.

NOTE: Make sure you select the server component on the Siebel Server of interest.

- 3 Click the Shutdown button.

After the server component shuts down, its state changes to Shutdown.

- 4 After the server component shuts down, click the Startup button.

When the server component starts, its state changes to Starting Up. After the server component has started, the state changes to Running.

Pausing Siebel Server Components

This topic describes pausing a server component on a Siebel Server.

For information on other server component administrative tasks, see [“Administering Siebel Server Components” on page 120](#).

To pause a Siebel Server component

- 1 Navigate to Administration-Server Management screen, then the Components view.

- 2 In the Components list, select the server component of interest.

NOTE: Make sure you select the server component on the Siebel Server of interest.

- 3 Click the Pause button.

Resuming Siebel Server Components

This topic describes resuming a server component on a Siebel Server that you previously paused.

For information on other server component administrative tasks, see [“Administering Siebel Server Components” on page 120](#).

To resume a Siebel Server component

- 1** Navigate to Administration-Server Management screen, then the Components view.
- 2** In the Components list, select the server component of interest.
NOTE: Make sure you select the server component on the Siebel Server of interest.
- 3** Click the Resume button.

Administering Component Jobs

This topic lists the administration tasks applicable to component jobs. For background information on component jobs, see [“About Component Jobs” on page 122](#).

See the following topics for information on administering component jobs:

- [“Starting a Component Job” on page 123](#)
- [“Starting a Repeating Component Job” on page 124](#)
- [“Cancelling a Component or Repeating Component Job” on page 126](#)
- [“Holding a Component or Repeating Component Job” on page 126](#)
- [“Resuming a Component or Repeating Component Job” on page 127](#)
- [“Troubleshooting Component Jobs” on page 127](#)

About Component Jobs

A component job is a request for one or more Siebel Server tasks to run. A component job is initiated by either the user or the system, and the Siebel Server runs one or more tasks to fulfill the component job.

Review the following topic to make sure your enterprise and Siebel Server configurations allow tasks to run for a server component: [“Checking Your Enterprise and Siebel Server Configurations” on page 89](#).

Component jobs can:

- Be scheduled
- Be repeated
- Use component job templates

if you are planning to regularly run component jobs with the same parameter values, configure a component job template, which is a predefined component job. See [“Configuring Component Job Templates” on page 82](#) for further information on this procedure.

Only batch-mode component tasks are started by running a component job. Background-mode components, such as Workflow Monitor Agent (alias WorkMon), are started by the Siebel Server when the component is started (the parameter Default Tasks [alias DfltTasks] defines the number of tasks started for the background-mode component). Background-mode component tasks can also be started using the Server Manager command-line interface program. See [Chapter 8, "Using the Siebel Server Manager Command-Line Interface"](#) for details on these procedures.

To troubleshoot the component job process, see ["Troubleshooting Component Jobs" on page 127](#).

Starting a Component Job

This topic describes creating and starting an individual component job. You can run a component job using either server components or component job templates. For background information on component jobs, see ["About Component Jobs" on page 122](#). For background information on component job templates, see ["Configuring Component Job Templates" on page 82](#).

An individual component job is scheduled to run once at a specific time. For information on creating a repeating component job, see ["Starting a Repeating Component Job" on page 124](#).

To start a component job

- 1 Navigate to Administration-Server Management screen, then the Jobs view.

- 2 In the Jobs list, click New.

The component job status field changes to Creating.

- 3 In the Component/Job field, click the drop-down list.

NOTE: If the Component/Jobs drop-down list contains no records, synchronize the Siebel Server components. See ["Synchronizing Components on a Siebel Enterprise Server" on page 83](#) for information on this process.

- 4 From the Component/Jobs drop-down list, select a server component or component job and click OK.

If you want to use a component job template for your component job, you must first define the component job template. For information on defining component job templates, see ["Configuring Component Job Templates" on page 82](#).

- 5 In the Job Detail view, enter data in other appropriate fields as described in the following table; click the menu button, and then click Save Record.

Field	Description
Scheduled Start	The scheduled start date and time of the component job.
Expiration	The date at which the component job is no longer valid.
Requested Server	Set if you want to target a server component on a specific Siebel Server.
Request Key	Set if you want to target a component or repeating component job to a specific instance of the server component identified by the request key. In all other situations, keep this field blank.

Field	Description
Delete Interval	Set with Delete Unit field, this field determines the length of time before the component job is deleted. If not updated, this field defaults to 1.
Delete Unit	Set with Delete Interval field, this field determines the length of time before the component job is deleted. If not updated, this field defaults to Weeks.
Retry on Error	Check this box to retry the component job in case of error.
Sleep Time	This field is available when the Retry on Error check box is true and determines the amount of time before the component job is retried.
Number of Retries	This field is available when the Retry on Error check box is true and determines the number of times the component job is retried.

6 In the Job Parameters list, add or change any component job parameters for the component job:

a Click the New button.

b In the Name field, click the select button.

The Job Parameters dialog box appears. The parameters that appear in the Job Parameters dialog box vary depending on the server component you selected in [Step 3](#).

c Select a parameter in the Component Parameters dialog box, and modify its value.

d Click the menu button and then click Save Record.

7 In the Jobs list, click the Submit Job button.

The Status field changes from Creating to Queued.

Starting a Repeating Component Job

This topic describes the procedure for creating and starting a repeating component job. You can define repeating component jobs using either components or component job templates, and you can schedule component jobs to run repeatedly at specific times over specific intervals. In order to run repeating component jobs, both the Server Request Broker (alias SRBroker) and Server Request Processor (alias SRProc) server components must be running. If you need to run repeating jobs at unspecified times or intervals, run repeating component jobs using a component job template.

For background information on component jobs, see [“About Component Jobs” on page 122](#). For background information on component job templates, see [“Configuring Component Job Templates” on page 82](#).

For information on creating an individual component job, see [“Starting a Component Job” on page 123](#).

NOTE: It is not possible to start a business service directly as a repeating component job. To accomplish this task, you first need to include the business service in a workflow process. You can then run the workflow process as a repeating component job using the Workflow Process Batch Manager component (alias WfProcBatchMgr).

To start a repeating component job

- 1 Create a component job as described in [“Starting a Component Job” on page 123](#), but do not start the component job.
- 2 In the Job Detail view, enter data in the Repeating Info fields as described in the following table. Click the menu button, and then click Save Record.

Field	Description
Repeating?	Select this check box to make the component job a repeating component job.
Repeat Unit	This field determines the length of time before the component job repeats when it is set with the Repeat Interval field,
Repeat Interval	Set with Repeat Unit field, this field determines the length of time before the component job repeats.
Repeat From	<p>This field has three possible settings:</p> <ul style="list-style-type: none"> ■ Scheduled Start. Starts the next iteration of the repeating component job after the interval period has elapsed. The interval period is calculated from the time indicated by the field, Scheduled Start. For example, if the repeat interval is 5 minutes, the scheduled start time is 09:00, and the component job starts at 09:02, the next component job is scheduled to start at 09:05. Using this selection might result in a backlog of component jobs that will be started if the actual start time is later than the scheduled start time. ■ Actual Start. Starts the next iteration of the repeating-component job after the interval period has elapsed. The interval period is calculated from the time the component job starts rather than the time indicated by the Scheduled start field. For example, if the repeat interval is 5 minutes, the scheduled start time is 09:00, and the component job starts at 09:02, the next component job is scheduled to start at 09:07. ■ End. Starts the next iteration of the repeating-component job after the previous component job ends and the repeat interval has elapsed. For example, if the repeat interval is 5 minutes, the scheduled start time is 09:00, the component job starts at 09:02, and then the first component job ends at 09:04, the next component job is scheduled to start at 09:09.
Repetitions	This field determines the number of times the component job repeats.

- 3 In the Jobs list, click the Submit Job button.
The Status field changes from Creating to Active.

Deleting a Component or Repeating Component Job

This topic describes the procedure for deleting a component job. You can only delete component jobs that have a Status field of Creating. After the component job has been submitted, you can only cancel the component job. To cancel a component job, see [“Cancelling a Component or Repeating Component Job” on page 126](#).

NOTE: You can also delete component jobs by setting the Delete Interval and Delete Units field while creating the component job. See [“Starting a Component Job” on page 123](#) for details on setting these fields. After the component job has been started, these fields are read-only.

For further information on administering component jobs, see [“Administering Component Jobs” on page 122](#).

To delete a component or repeating component job during its creation

- 1 Navigate to Administration-Server Management screen, then the Jobs view.
- 2 In the Jobs list, select the component job that has a Status field value of Creating.
- 3 Click the Delete button.

Completed component jobs are deleted automatically after a configurable period of time; the fields Delete Interval and Delete Units determine this period and are set, by default, to one week. See [“Starting a Component Job” on page 123](#) for details on setting these fields.

Cancelling a Component or Repeating Component Job

This topic describes the procedure for cancelling component jobs. You can only cancel component jobs that have a state of Queued or On-Hold.

To cancel a component or repeating component job

- 1 Navigate to Administration-Server Management screen, then the Jobs view.
- 2 In the Jobs list, select the component job that has a Status field value of Queued or On-Hold.
- 3 Click the Cancel Job button.

Cancelled component jobs are deleted automatically after a configurable period of time; the fields Delete Interval and Delete Units determine this period and are set, by default, to one week. See [“Starting a Component Job” on page 123](#) for details on setting these fields.

Holding a Component or Repeating Component Job

This topic describes the procedure for holding component jobs. You can only hold component jobs that have a state of Queued.

Holding a component job pauses the applicable task (if the task can be paused) or allows the current task to finish. No new tasks begin for the held component job.

To hold a component or repeating component job

- 1 Navigate to Administration-Server Management screen, then the Jobs view.
- 2 In the Jobs list, select the component job that has a Status field value of Queued.
NOTE: You cannot hold jobs with an Active value in the Status field.
- 3 Click the Hold Job button.

Resuming a Component or Repeating Component Job

This topic describes the procedure for resuming component jobs put on hold. You can only resume component jobs that have a state of On Hold. See ["Holding a Component or Repeating Component Job" on page 126](#) for details on putting a component job on hold.

To resume a component or repeating component job on hold

- 1 Navigate to Administration-Server Management screen, then the Jobs view.
- 2 In the Jobs list, select the component job that has a Status field value of On Hold.
- 3 Click the Resume Job button.

Troubleshooting Component Jobs

This topic provides guidelines for resolving problems with component jobs.

To resolve the problem, look for it in the list of Symptoms/Error messages in [Table 19](#).

Table 19. Resolving Component Job Problems

Symptom/Error Message	Diagnostic Steps/Cause	Solution
The Component/Jobs drop-down list contains no records.	Batch-mode components are not synchronized.	Synchronize the batch-mode components. For information on this task, see "Synchronizing Components on a Siebel Enterprise Server" on page 83 .
	Database UTC enabled.	Set system preference Universal Time Coordinated to false. For information on configuring system preferences, see <i>Siebel Applications Administration Guide</i> .
	Server component job is based on a new component definition added using the component definition screen.	Synchronize the batch-mode components. For information on this task, see "Synchronizing Components on a Siebel Enterprise Server" on page 83 .

Administering Siebel Server Tasks

This topic lists the administration tasks applicable to Siebel Server tasks.

See the following topics for information on administering Siebel Server tasks:

- [“Starting a Siebel Server Task” on page 128](#)
- [“Pausing a Siebel Server Task” on page 128](#)
- [“Resuming a Siebel Server Task” on page 129](#)
- [“Stopping a Siebel Server Task” on page 129](#)
- [“Terminating a Siebel Server Task” on page 130](#)
- [“Configuring Siebel Server Task Dynamic Parameters” on page 130](#)

Starting a Siebel Server Task

To start a Siebel Server task you must run a component job. For information on component jobs and administering component jobs, see the following topics:

- [“About Component Jobs” on page 122](#)
- [“Administering Component Jobs” on page 122](#)
- [“Starting a Component Job” on page 123](#)

Pausing a Siebel Server Task

This topic describes the procedure to pause a Siebel Server task. You can pause Siebel Server tasks only for certain component types. [Table 20](#) lists the component types and the predefined components that have this feature.

Table 20. Pausable Component Types

Component Types	Predefined Component	Predefined Component Alias
MailMgr	Email Manager	MailMgr
MktgSrvr	Marketing Server	MktgSrvr
PageMgr	Page Manager	PageMgr
ServerMgr	Server Manager	ServerMgr
TxnMerge	Transaction Merger	TxnMerge
TxnProc	Transaction Processor	TxnProc
TxnRoute	Transaction Router	TxnRoute

Table 20. Pausable Component Types

Component Types	Predefined Component	Predefined Component Alias
WorkActn	Workflow Action Agent	WorkActn
WorkMon	Workflow Monitor Agent	WorkMon

For further information on administering Siebel Server tasks, see [“Administering Siebel Server Tasks” on page 128](#).

To pause a Siebel Server task

- 1 Navigate to Administration-Server Management screen, then the Tasks view.
- 2 In the Tasks list, select the Siebel Server task of interest.

Make sure the Siebel Server task is on the Siebel Server of interest and is of a component type that can be paused. See [Table 20](#) for a list of Siebel Server component types that can be paused.

- 3 Click the Pause button.

For information on resuming a paused task, see [“Resuming a Siebel Server Task” on page 129](#).

Resuming a Siebel Server Task

This topic describes the procedure to resume a paused Siebel Server task.

For further information on administering Siebel Server tasks, see [“Administering Siebel Server Tasks” on page 128](#).

To resume a paused Siebel Server task

- 1 Navigate to Administration-Server Management screen, then the Tasks view.
- 2 In the Tasks list, select the paused Siebel Server task of interest.
- 3 Click the Resume button.

Stopping a Siebel Server Task

This topic describes how to stop a Siebel Server task. You can stop running or paused Siebel Server tasks.

NOTE: It is preferable to stop the individual tasks for a given server component rather than shutting down the server component.

For further information on administering Siebel Server tasks, see [“Administering Siebel Server Tasks” on page 128](#).

To stop a Siebel Server task

- 1** Navigate to Administration-Server Management screen, then the Tasks view.
- 2** In the Tasks list, select the running Siebel Server task of interest.
- 3** Click the Stop button.

Terminating a Siebel Server Task

This topic describes how to terminate a Siebel Server task. Terminating a Siebel Server task signals the Siebel Server to use the operating system control to terminate the task.

For further information on administering Siebel Server tasks, see ["Administering Siebel Server Tasks" on page 128](#).

To terminate a Siebel Server task

- 1** Navigate to Administration-Server Management screen, then the Tasks view.
- 2** In the Tasks list, select the running Siebel Server task of interest.
- 3** Click the Stop button three times in succession.

Configuring Siebel Server Task Dynamic Parameters

This topic describes the procedure to configure dynamic parameters of a Siebel Server task. Siebel Server task parameters consist of Siebel Enterprise Server, Siebel Server, and server component-level parameters, as well as task-specific parameters specified when starting a component job. After a task is running, only dynamic parameters may be changed.

For background information on system parameters, see ["About Siebel System Parameters" on page 66](#). For background information on Siebel Server task parameters, see ["About Task Parameters" on page 70](#).

For further information on administering Siebel Server tasks, see ["Administering Siebel Server Tasks" on page 128](#).

To configure Siebel Server task dynamic parameters

- 1** Navigate to Administration-Server Management screen, then the Tasks view.
- 2** In the Tasks list, select the running Siebel Server task of interest.
- 3** Click the Parameters tab.
- 4** In the Task Parameters list, change the values of the parameters you want to modify. (Identify dynamic parameters by a check in the Effective Immediately column.)
 - a** Select the parameter that you want to modify.
 - b** In the Value field, type in the new value.

- Click the menu button and then Save Record.

For a list of component parameters and their related attributes, see ["Siebel Enterprise, Server, and Component Parameters" on page 203](#).

8

Using the Siebel Server Manager Command-Line Interface

This chapter details the procedures available from the Siebel Server Manager command-line interface also known as the `srvrmgr` program. An overview of the `srvrmgr` program and its administration is followed by individual commands used to administer the Siebel Enterprise Server, individual Siebel Servers, and Siebel Server components and component groups. You must have administrative responsibilities defined by the Siebel application and have a user definition in the database in order to access and use the Siebel Server Manager command-line interface. See the following sections for details:

- [Starting the Siebel Server Manager Command-Line Interface on page 133](#)
- [Recommendations for Using the Command-Line Interface on page 136](#)
- [Siebel Server Manager Commands on page 137](#)

NOTE: When using the Siebel Server Manager command-line interface, only use ASCII characters. If you want to enter parameters containing non-ASCII characters (for instance accented French characters, Russian, Arabic, Japanese, Chinese, Korean, or Thai characters) then use the Siebel Server Manager GUI.

Starting the Siebel Server Manager Command-Line Interface

This chapter describes how to use the Siebel Server Manager command-line interface, which is available on both the Windows and UNIX environments.

The command-line interface of the Siebel Server Manager is the `srvrmgr` program.

To start the `srvrmgr` program

- 1 For Windows servers only: at the DOS prompt, change to the `bin` subdirectory within the Siebel Server root directory:

```
cd \SIEBSRVR_ROOT\bin
```

NOTE: You cannot use the Uniform Naming Convention (UNC) in the Siebel Server Manager command when specifying the path and machine names.

- 2 Execute the `srvrmgr` program by using flags to specify the parameters that you want:

```
srvrmgr flags
```

For a list of `srvrmgr` flags, see [Table 22 on page 134](#).

- 3 After the Siebel Server Manager has started, the prompt changes to:

```
srvrmgr:server_name>
```

The *server_name* parameter appears in the prompt only if you executed the `srvrmgr` program by specifying a Siebel Server using the `-s` flag, or after specifying a Siebel Server using the `set server` command.

For example, to start the `srvrmgr` program using the parameters specified in [Table 21](#) on a Windows server, you would enter:

```
srvrmgr /g gateway1 /e enterprise1 /s server1 /u sadmin /p sadmin
```

To start the `srvrmgr` program using the parameters specified in [Table 21](#) on a UNIX server, you would enter:

```
srvrmgr -g gateway1 -e enterprise1 -s server1 -u sadmin -p sadmin
```

Table 21. Example Parameters for Starting the `srvrmgr` Program

Siebel Gateway Name Server	Enterprise	Siebel Server	User Name	Password
gateway1	enterprise1	server1	sadmin	sadmin

[Table 22](#) lists the command-line flags available for the `srvrmgr` program.

Table 22. Command-Line Flags for `srvrmgr`

Windows Flag	UNIX Flag	Parameter	Description	Required
/b	-b		Batch mode (use with /i to indicate exit when an error is encountered)	No
/c	-c	"command"	Executes a single command (the command must be bounded within double quotes)	No
/e	-e	entrpr_server	Siebel Enterprise Server name	Yes
/g	-g	gateway_server	Network address of the Siebel Gateway Name Server machine	Yes
/h or /?	-h or -?		Prints a help/usage message	No
/i	-i	input_file	Gets commands from the input file	No
/k	-k	delimiter	Use delimiter specified to parse columns in output file	No
/l	-l	language	Language code (default is ENU)	No
/m	-m		Compression enabled	No

Table 22. Command-Line Flags for srvrmgr (Continued)

Windows Flag	UNIX Flag	Parameter	Description	Required
/o	-o	<i>output_file</i>	Logs information generated in interactive mode to the specified output file. The types of information logged include, for example, the command issued, command output, type of task, task status, start time, and end time. Use this flag with either the flag that specifies a command to log (c) or the flag that specifies an input file with numerous commands (i).	No
/p	-p	<i>password</i>	Siebel Server administrator password	Yes
/r	-r		Encryption for network packets enabled (default is N)	No
/s	-s	<i>siebel_server</i>	Siebel Server name (the default is all servers). Launching srvrmgr using the /s flag connects the program only with that specific Siebel Server. All commands and user authentication are sent only to that Siebel Server. You cannot change the targeted Siebel Server in this mode.	No
/u	-u	<i>username</i>	Siebel Server administrator username NOTE: The srvrmgr program expects the database to store user names in upper case format. User names are automatically converted to upper case during the authentication process and login issues result if database user names are stored in lower case.	Yes
/z	-z	<i>server_group_name</i>	Server group name. Launching srvrmgr using the /z flag connects the program to the specified server group and, as a result, all Siebel Servers assigned to the server group. For details on managing the assignment of Siebel Servers with server groups, see "Server Group Management Commands" on page 145.	No

Recommendations for Using the Command-Line Interface

Review the following information as recommendations of best practice when using the Server Manager command-line interface.

- Target specific Siebel Servers without using the /s flag:
 - Use the `for server siebel_server_name` directive in individual commands. Specifying the name of a specific Siebel Server targets the command to only that Siebel Server.
 - Use a partial name with the % wildcard character to target the command to all Siebel Servers with names matching the pattern. Only patterns that start or end with the wildcard character are matched; wildcards in the middle of the string are not. For example, the command:

```
list components for server WF%
```


lists components for all Siebel Servers with a name beginning with WF.
 - Use the `set server siebel_server_name` command. To return to the mode where commands are targeted to all Siebel Servers, use `unset server`. For further details on these commands, see ["Siebel Server Manager Environment Commands" on page 138](#).
- NOTE:** When using the set command, the connections to other Siebel Servers are maintained and continue to run.
- Launch `srvrmgr` using the /s flag for frequent list operations. Parse the resulting data for each Siebel Server. Aggregate the list data for the enterprise externally to the `srvrmgr` process. This method improves performance by keeping `srvrmgr` from serializing the operations.
- Specify only the columns with data you are actually using with the `show` clause. For further information on the `show` clause, see ["List Command Configuration" on page 144](#).
- Use the /i option to open a single long-running `srvrmgr` session and send it commands rather than using the /c option. You can also execute commands conditionally from a script using the /i option.
- When using `srvrmgr` commands from a file or script, use the command `sleep` to configure wait periods (in seconds) before the next `srvrmgr` command. For example, after starting the Siebel Server, use the `sleep` command to wait until the Siebel Server and its component are running before issuing the next command.
- Use the `read` command during an active `srvrmgr` session to dynamically input `srvrmgr` commands from a file.
- Specify a value for the parameter `TaskTag` when starting a new task. This text appears in the `list tasks` command if you include the `TK_TASKTAG` column. For example, enter:

```
list tasks show TK_TASKTAG
```
- Launch `srvrmgr` using the /z flag to connect to a server group. For example, on a Windows server, you would enter:

```
srvrmgr /g gateway1 /e enterprise1 /z server_group_name /u sadmin /p sadmin
```

On a UNIX server, you would enter:

```
srvrmgr -g gateway1 -e enterprise1 -z server_group_name -u sadmin -p sadmin
```

This connects you to all Siebel Servers assigned to the server group.

Siebel Server Manager Commands

After the Siebel Server Manager has been started, you can execute administrative tasks using the commands described in this section. These commands can also be written into an ASCII text file, exactly as they would be executed through the Siebel Server Manager, and used as a batch input file by running `srvrmgr` using the `/i` flag. Running the batch input file is especially useful in the administration of similar Siebel Server component definitions for multiple Siebel Servers.

NOTE: You must have the "Siebel Administrator" responsibility to connect with the `srvrmgr` command line tool.

The Siebel Server Manager commands are divided into the following categories:

- Help
- Environment
- List
- Siebel Server management
- Component definition
- Component management
- Task management
- Parameter management
- Named Subsystem management
- System Alert Notification
- List definition
- Event logging
- Preferences

Command Syntax

This chapter lists the command-line syntax and usage for Siebel Server Manager commands.

Component names and parameter names used in the command-line interface differ from the Siebel Server Manager GUI. To get the actual component and parameter names used in the command-line interface use the list commands. For information on using list commands, see ["List Commands" on page 140](#).

For user-defined values such as *siebel_server_name*, *component_alias_name*, and *parameter_alias_name*, you need to enclose these values in quotes if the value:

- Contains spaces

- Is a keyword such as `server` or `component` that you do not want to be parsed

For example, you need to enclose the Siebel Server name in double quotes for the following command because the Siebel Server name contains a space:

```
start task for component EIM server "North America" with Config=default.ifb
```

NOTE: If a `srvrmgr` command happens to contain nested quotes, that is, quotes contained within quotes, precede the inner quotes by the back slash escape character (`\`).

Help Commands

Use the `Help` command to retrieve a list of commands or obtain help on a specific command.

To obtain help

- Enter:

```
help
```

- For a specific command, enter:

```
help command
```

Siebel Server Manager Environment Commands

Use environment commands to set the Siebel Server Manager environment variables, which control the current Siebel Server Manager session.

To set the current working Siebel Server

- Enter:

```
set server siebel_server_name
```

This command works only if you did not specify a Siebel Server when executing the `srvrmgr` program by using the `-s` flag.

To unset (clear) the current working Siebel Server

- Enter:

```
unset server
```

This command works only if you did not specify a Siebel Server when executing the `srvrmgr` program by using the `-s` flag.

To show the environment variables

- Enter:

show

To show an individual environment variable

■ Enter:

show *variable_name*

To spool output to a file

■ Enter:

spool *output_file*

To stop spooling to a file

■ Enter:

spool off

To read commands from a file

■ Enter:

read *input_file*

To refresh the Siebel Enterprise Server connections

■ Enter:

refresh enterprise

The refresh Siebel Enterprise Server command closes all connections to the existing Siebel Servers and creates new connections to these servers.

To remove header and footer information from srvrmgr command-line output

■ Enter:

set header false

and

set footer false

Removing the header and footer information is useful if you are trying to parse the output of srvrmgr commands.

To add header and footer information to the srvrmgr command-line output

■ Enter:

```
set header true  
  
and  
  
set footer true
```

To exit the Srvmgr program

- Enter:

```
exit  
  
or  
  
quit
```

To save any configuration changes prior to exiting, see [“To back up Siebel Gateway Name Server information” on page 146](#).

List Commands

Use the List command to display current data only; this command does not change any data.

To list available Siebel Servers

- Enter:

```
list servers
```

- For a component, enter:

```
list servers for component component_alias_name
```

- For a component group, enter:

```
list servers for component group component_group_alias_name
```

To list component groups

- For all component groups, enter:

```
list component groups
```

- For a particular Siebel Server, enter:

```
list component groups for server siebel_server_name
```

If connected to the Siebel Server, the list commands list only component groups from shared memory; otherwise it lists the component groups assigned to that Siebel Server from the Siebel Gateway Name Server. See also the describe command, [“To list component groups from the Siebel Gateway Name Server” on page 147](#).

To list current component group status

- For all instances of the component group, enter:

```
list component group component_group_alias_name
```

- For a particular Siebel Server, enter:

```
list component group component_group_alias_name for server siebel_server_name
```

To list current component status

- For all components, enter:

```
list component
```

- For all instances of the component, enter:

```
list component component_alias_name
```

- For a particular Siebel Server, enter:

```
list component for server siebel_server_name
```

- For a particular task, enter:

```
list component for task task_number
```

To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see ["Siebel Server Manager Environment Commands" on page 138](#).

To list subsystems

- For all subsystems, enter:

```
list subsystem
```

To list named subsystems

- For all named subsystems, enter:

```
list named subsystem
```

- For a particular subsystem, enter:

```
list named subsystem for subsystem subsystem_alias_name
```

- For a particular Siebel Server, enter:

```
list named subsystem for server siebel_server_name
```

To list the status of current tasks

- For all tasks, enter:

```
list tasks
```

- For a particular Siebel Server, enter:

`list tasks for server siebel_server_name`

- For a particular component, enter:

`list tasks for component component_alias_name`

- For a particular component group, enter:

`list tasks for component group component_group_alias_name`

- For a particular task, enter:

`list task task_number`

To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see ["Siebel Server Manager Environment Commands" on page 138](#).

NOTE: The number of tasks returned is determined by the Maximum Tasks parameter for that component. For more information on the Maximum Tasks parameter, see ["Siebel Enterprise, Server, and Component Parameters" on page 203](#).

To list tasks for session mode components

- For a particular Siebel Server, enter:

`list sessions for server siebel_server_name`

- For a particular component, enter:

`list sessions for comp component_alias_name`

- For a particular object manager login, enter:

`list sessions for login object_manager_login`

- For a list of hung tasks, enter:

`list hung sessions for server siebel_server_name [or] comp component_alias_name
[or] login object_manager_login`

- For a list of active tasks, enter:

`list active sessions for server siebel_server_name [or] comp component_alias_name
[or] login object_manager_login`

To list current parameter values

- For the Siebel Enterprise Server, enter:

`list ent param`

- For all Siebel Servers, enter:

`list parameters`

- For a particular Siebel Server, enter:
`list parameters for server siebel_server_name`
- For a particular component on all Siebel Servers, enter:
`list parameters for component component_alias_name`
- For a particular component on a particular Siebel Server, enter:
`list parameters for component component_alias_name server siebel_server_name`
- For a particular task, enter:
`list parameters for task task_number server siebel_server_name`

To list current advanced parameter values

- Use the previously documented commands for listing parameters but preface advanced before parameters. For example:
`list advanced parameters for server siebel_server_name`

To list current state values

- For all state values, enter:
`list state values`
- For a particular Siebel Server, enter:
`list state values for server siebel_server_name`
- For a particular task, enter:
`list state values for task task_number`

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see ["Siebel Server Manager Environment Commands" on page 138](#).

To list current statistic values

- For all statistics, enter:
`list statistics`
- For a particular Siebel Server, enter:
`list statistics for server siebel_server_name`
- For a particular component, enter:
`list statistics for component component_alias_name`
- For a particular task, enter:

```
list statistics for task task_number
```

To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see ["Siebel Server Manager Environment Commands" on page 138](#).

List Command Configuration

The following commands modify or configure the output for the list commands described in ["List Commands" on page 140](#).

To modify the output of an individual list command

- To display specific columns, enter:

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

For example:

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

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

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

For example:

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

To list available columns for a list command

- Enter:

```
configure list list_object
```

To configure the output of the list command

- To display only specific columns, enter:

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

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

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

Server Group Management Commands

Use the server group management commands to manage the assignment of Siebel Servers with server groups. A Siebel Server can only be assigned to one server group at a time. A server group can contain many Siebel Servers.

Once you assign Siebel Servers to a server group, you can specify the server group name as a parameter for the /z flag when starting the srvmgr program. This connects the srvmgr program to all Siebel Servers assigned to the specified server group. For example, on a Windows server, you would enter:

```
srvmgr /g gateway1 /e enterprise1 /z server_group_name /u sadmin /p sadmin
```

On a UNIX server, you would enter:

```
srvmgr -g gateway1 -e enterprise1 -z server_group_name -u sadmin -p sadmin
```

For more information on starting the srvmgr program, see ["Starting the Siebel Server Manager Command-Line Interface" on page 133](#).

To assign a Siebel Server to a server group

■ Enter:

```
change attribute groupname=server_group_name for server siebel_server_name
```

To unassign a Siebel Server from a server group

■ Enter:

```
change attribute groupname="" " for server siebel_server_name
```

CAUTION: Make sure to include a space between the quotation marks.

Siebel Server Management Commands

Use the Siebel Server management commands to start or stop a Siebel Server.

To start a Siebel Server

■ Enter:

```
startup appserver siebel_server_name
```

To shut down a Siebel Server

■ Enter:

```
shutdown appserver siebel_server_name
```

To back up Siebel Gateway Name Server information

- Enter one of the following:

- backup nameserver [*file_name*]
- backup namesrvr [*file_name*]

If a file name is not specified, the backup file is named with the date and time in the format `siebns.dat_yyyyymmdd_hhmmss`. This file, by default, is stored in the same folder where the `siebns.dat` is located (<Gateway Root>\ADMIN on Windows, or <Gateway Root>/sys on UNIX.)

Component Group Definition Commands

Use these commands to create, delete, assign, remove, enable, and disable component groups.

To create a component group

- Enter:

```
create component group component_group_alias_name full name "descriptive_name"  
description "description_of_component_group"
```

To assign a component group to a Siebel Server

- Enter:

```
assign component group component_group_alias_name to server siebel_server_name
```

To unassign a component group from a Siebel Server

- Enter:

```
unassign component group component_group_alias_name from server  
siebel_server_name
```

NOTE: Unassigning a component group from a Siebel Server results in a loss of component group customization, for example, parameter settings. Before unassigning a component group, review background information in ["About Assigned and Unassigned Component Groups"](#) on page 72.

To enable a component group for the Siebel Enterprise Server

- 1 Enter:

```
enable component group component_group_alias_name
```

- 2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see ["Administering the Siebel Server System Service"](#) on page 106.

This procedure works only if you did not run Siebel Server Manager command-line interface using the /s (or -s for UNIX) flag.

NOTE: Before enabling a component group for the Siebel Enterprise Server, at least one component in the group must be active.

To enable a component group on a Siebel Server

- 1 Enter:

enable component group *component_group_alias_name* to server *siebel_server_name*

- 2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see ["Administering the Siebel Server System Service" on page 106](#).

NOTE: Use this command when enabling a component that was previously disabled on a particular server. Newly created component groups are enabled by default.

To disable a component group for the Siebel Enterprise Server

- 1 Enter:

disable component group *component_group_alias_name*

- 2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see ["Administering the Siebel Server System Service" on page 106](#).

To disable a component group for a Siebel Server

- 1 Enter:

disable component group *component_group_alias_name* for server *siebel_server_name*

- 2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see ["Administering the Siebel Server System Service" on page 106](#).

To list component groups from the Siebel Gateway Name Server

- 1 Enter:

describe component group

The describe command lists the component groups from the Siebel Gateway Name Server.

To remove a component group from a Siebel Server

- Enter:

remove component group *component_group_alias_name* from server *siebel_server_name*

To delete a component group

■ Enter:

delete component group *component_group_alias_name*

In order for you to delete a component group, the component group cannot contain any server components or component definitions.

Component Definition Commands

Use the component definition commands to create, activate, or delete defined components. Component definitions are contained in component groups, both of which are defined at the Siebel Enterprise Server level. To use the new component, make sure the component definition is activated and the component group containing the new component is assigned to the appropriate server. See ["Component Group Definition Commands" on page 146](#) for component group commands.

NOTE: When working with component definition commands, launch and run the `srvrmgr` program for the enterprise; that is, do not start `srvrmgr` with the `/s` (or `-s` for UNIX) flag and do not run the command `set server`.

To create a new component

■ Enter:

```
create component definition component_alias_name
for component type existing_component_type_alias_name
component group existing_component_group_alias_name run mode run_mode full name
"component_full_name"
description "description_of_component"
with parameter parameter_alias_name=value fixparam
fixed_parameter_alias_name=fixed_value
```

The run mode options are:

- Batch
- Interactive
- Background

The component alias must:

- Be unique across the enterprise

- Contain no more than 30 characters

Be careful not to use keywords in the component description, such as `for` or `component`, unless they are enclosed in quotes. Also note that the alias or short name of the component group is required for the component group parameter. See [Table 28 on page 188](#) for a list of component groups and their corresponding aliases.

For background information on component types, see [“About Server Component Types” on page 21](#).

After running the `create` command, use the following command to enable the component definition at the enterprise, component definition level, and to enable and assign the component to the component group defined in the `create` command. This action only occurs if the component definition is in the creating state. If the component definition is not in a creating state, the `enable` command only enables the component definition at the enterprise level.

To activate a component definition

- After defining the component, activate the defined component by entering:

```
activate component definition component_alias_name
```

NOTE: If you receive an error when attempting to activate a new component definition, make sure you did not start the `srvrmgr` command-line interface program using the `/s` flag, which targets only a specific server.

To deactivate a component definition

- Enter:

```
deactivate component definition component_alias_name
```

To delete a component definition

- Enter:

```
delete component definition component_alias_name
```

Reconfiguring Component Definition Commands

To reconfigure component definitions, you must start the component reconfiguration, make the necessary configurations (for parameter configuration, see [“Parameter Management Commands” on page 152](#)), and then commit the reconfiguration. See the following procedures for these commands.

CAUTION: Make sure you review the background information on component definition reconfiguration before undertaking this task. See the following topic for this information: [“Reconfiguring Siebel Server Component Definitions” on page 94](#).

To start a component definition reconfiguration

- Enter:

```
reconfig compdef component_alias_name
```

To commit a component definition reconfiguration

■ Enter:

```
commit reconfig compdef component_alias_name
```

To cancel a component definition reconfiguration

■ Enter:

```
cancel reconfig compdef component_alias_name
```

Component Management Commands

Use component management commands to start or shut down Siebel Server components.

To start a Siebel Server component

■ Enter:

```
startup component component_alias_name for server siebel_server_name
```

To shut down a Siebel Server component

■ Enter:

```
shutdown component component_alias_name for server siebel_server_name
```

To auto start a Siebel Server component

■ Enter:

```
auto start comp component_alias_name for server siebel_server_name
```

To manual start a Siebel Server component

■ Enter:

```
manual start comp component_alias_name for server siebel_server_name
```

Task Management Commands

Use task management commands to manage tasks for components running in batch or background mode.

You may start a new process by using the start task command or the run task command. You should use the start task command if you plan to start multiple processes and the run task command if you want to make sure that a process has run to completion.

Start task. The start task command starts a new process and allows you to execute a new command immediately. You will not be notified of the task status, nor will you be alerted if the task fails to perform. Instead, use the list task command to check the status of processes that were started using the start task command.

Run task. The run task command starts a new process that runs to completion (or exits with error). You will not be able to execute a new command until the process has run to completion. The task status will be displayed as the process is running.

To use multiple task parameters in a task command, list the parameters in a comma-separated list. The following example shows how to start a new process using various values for a given parameter:

```
start {task | server} for component component_alias_name with
parameter_alias_name=value1, value2, value3
```

To start a new task in batch mode

■ Enter:

```
start task for component component_alias_name server siebel_server_name with
parameter_alias_name1=value1, parameter_alias_name2=value2
```

This command starts a new task in batch mode and returns to the Siebel Server Manager immediately.

To start a new task in background mode

■ Enter:

```
start server for component component_alias_name server siebel_server_name with
parameter_alias_name1=value1, parameter_alias_name2=value2
```

This command starts a new task in background mode and returns to the Siebel Server Manager immediately.

To run a new task in batch mode

■ Enter:

```
run task for component component_alias_name server siebel_server_name with
parameter_alias_name1=value1, parameter_alias_name2=value2
```

This command runs a new task in batch mode to completion before returning to the Siebel Server Manager.

To pause a running task

■ Enter:

pause task *Task ID* for server *siebel_server_name*

NOTE: Only tasks from certain component types can be paused. See [Table 20 on page 128](#) for a list of these component types.

To resume a paused task

■ Enter:

resume task *Task ID* for server *siebel_server_name*

To stop a running task

■ Enter:

stop task *Task ID* for server *siebel_server_name*

To terminate a running task using the kill command

■ Enter:

kill task *Task ID* for server *siebel_server_name*

The Kill Task command signals the Siebel Server to use operating system control to terminate the task. This command replicates the GUI procedure of selecting Stop Task from the menu button three times in succession on a running task.

Parameter Management Commands

Use parameter management commands to change the values of a parameter.

To change a Siebel Enterprise Server parameter

■ Enter:

change ent param *parameter_alias_name1=value1, parameter_alias_name2=value2*

To change a component definition parameter

■ Enter:

change parameter *parameter_alias_name1=value1, parameter_alias_name2=value2* for
compdef *component_definition_name*

To change a Siebel Server parameter

■ Enter:

change parameter *parameter_alias_name1=value1, parameter_alias_name2=value2* for
server *siebel_server_name*

To change a component parameter

■ Enter:

change parameter *parameter_alias_name1=value1, parameter_alias_name2=value2* for
component *component_alias_name* server *siebel_server_name*

NOTE: If you launched `srvrmgr` with the `/s` flag, you do not need to include server *siebel_server_name* for this command.

To change a task parameter

■ Enter:

change parameter *parameter_alias_name1=value1, parameter_alias_name2=value2* for
task *task_number*

After a server, component, or named subsystem parameter is modified, it ignores future parameter changes at higher levels; that is, future parameter changes at higher levels in the hierarchy do not cascade down to lower levels. Use the following commands to reinstate this functionality.

To delete an enterprise parameter override

■ Enter:

delete enterprise parameter override param *parameter_alias_name*

To delete a Siebel Server parameter override

■ Enter:

delete parameter override for server *siebel_server_name* param
"*parameter_alias_name*"

To delete a named subsystem parameter override

■ Enter:

delete parameter override for named subsystem *named_subsystem_alias_name* param
"*parameter_alias_name*"

To delete a server component parameter override

■ Enter:

delete parameter override for comp *component_alias_name* server *siebel_server_name*
param "*parameter_alias_name*"

To delete a server component definition parameter override

■ Enter:

delete parameter override for compdef *component_alias_name* param
"*parameter_alias_name*"

Named Subsystem Management Commands

Use named subsystem management commands to create, delete, and modify named subsystems. For more information on named subsystems, see [“About Named Subsystem Parameters” on page 70](#) and [“About AOM Named Subsystem Parameters” on page 176](#).

To create a new named subsystem

■ Enter:

```
create named subsystem named_subsystem_alias_name for subsystem  
subsystem_alias_name with parameter_alias_name1=value1,  
parameter_alias_name2=value2
```

To delete a named subsystem

■ Enter:

```
delete named subsystem named_subsystem_alias_name
```

To list all named subsystem parameters

■ For a particular named subsystem, enter:

```
list parameters for named subsystem named_subsystem_alias_name
```

To list a particular named subsystem parameter

■ Enter:

```
list parameter parameter_alias_name for named subsystem  
named_subsystem_alias_name
```

To modify one or more named subsystem parameters

■ Enter:

```
change parameter parameter_alias_name1=value1, parameter_alias_name2=value2 for  
named subsystem named_subsystem_alias_name
```

System Alert Notification Commands

Use the following commands to configure system alert notification for server components. For background information on system alert notification, see [“About System Alert Notification” on page 79](#).

To troubleshoot any problems with system alert notification, see [“Troubleshooting System Alert Notification” on page 82](#).

To set the administrator email address

■ Enter:

change param AdminEmailAddress = *Admin_Email_Address* for named subsystem AdminEmailAlert

where:

Admin_Email_Address = The email address that receives the alert notification email.

To set the SMTP host and port number used for email notifications

■ Enter:

change param SMTPServer = *SMTP_Server* for named subsystem AdminEmailAlert

where:

SMTP_Server = The email server that routes the alert notification email.

To set the from email address

■ Enter:

change param FromAddress = *Server_Email_Address* for named subsystem AdminEmailAlert

where:

Server_Email_Address = The email address that sends the alert notification email.

To test the system alert notification

■ Enter:

start task for comp AdminNotify server *Siebel_Server_Name*

where:

Siebel_Server_Name = The name of the Siebel Server that hosts the AdminNotify server component.

List Definition Commands

Use list definition commands to list definitions for components, parameters, state values, and statistics.

To list component definitions

■ For a particular component, enter:

list component definitions for component *component_alias_name*

■ For a particular task, enter:

list component definitions for task *task_number*

Event Logging Commands

Use the event logging commands to list event types for components and to change the values for event log levels. See *Siebel System Monitoring and Diagnostics Guide* for details on the event logging system.

To list event types

■ Enter:

```
list evtloglvl for component component_alias_name
```

To change the event log level for a component

■ Enter:

```
change evtloglvl event_alias_name=level for component component_alias_name
```

To change the event log level for a component on a Siebel Server

■ Enter:

```
change evtloglvl event_alias_name=level for server siebel_server_name component  
component_alias_name
```

To change the event log level for a Siebel Server

■ Enter:

```
change evtloglvl event_alias_name=level for server siebel_server_name
```

Server Manager Command-Line Preferences

You can create aliases for commands and configure list commands to return specific columns. These can be saved in a preferences file which is available to load the next time you open a Siebel Server manager session. The preferences file is stored in the same directory as the Server Manager program. ["Starting the Siebel Server Manager Command-Line Interface" on page 133](#) for the location of the Server Manager program.

To create an alias for a command

■ Enter:

```
alias alias command_name
```

For example, the following command creates an alias `lc` for the command `list components`:

```
srvrmgr> alias lc list components
```

To delete an alias for a command

■ Enter:

```
unalias alias
```

To list the columns returned for a list command

■ Enter:

```
configure list_command
```

To configure a list command to show specific columns

■ Enter:

```
configure list_command show column1, column2, column3...
```

For example, the following command configures the `list components` command to return the component name column only.

```
srvrmgr> configure list components show CC_NAME
```

To configure a list command to show all columns

■ Enter:

```
configure list_command show all
```

For example, the following command configures the `list components` command to return all columns.

```
srvrmgr> configure list components show all
```

NOTE: All columns returned may not contain data or useful data. However, using subsequent commands, you can specify which columns to display.

To save preferences

■ Enter:

```
save preferences
```

Preferences are saved in the same directory as the Server Manager program.

To load preferences

■ Enter:

```
load preferences
```


This chapter describes how to administer the Siebel Server infrastructure and system management components.

This chapter includes the following topics:

- [About Server Request Broker \(SRBroker\) on page 159](#)
- [Configuring Tasks for Server Request Broker on page 160](#)
- [About Server Request Processor on page 160](#)
- [About Siebel Connection Broker \(SCBroker\) on page 161](#)
- [About Other System Management Components on page 161](#)
- [Administering the Siebel File System on page 163](#)
- [Moving the Siebel File System on page 170](#)

About Server Request Broker (SRBroker)

Server Request Broker (alias SRBroker) is an interactive-mode Siebel Server component that belongs in the System Management Siebel Server component group. By default, one SRBroker is started for each Siebel Server. SRBroker handles client component requests by acting as a request router. For example, if a client makes a request to a Siebel Server for a component that is not running on that Siebel Server, the request is routed to another Siebel Server that is running the requested component.

Siebel Server requests from clients that have no end point get stored in the database until the request is completed. The SRBroker works with the Server Request Processor (alias SRProc) (see [“About Server Request Processor” on page 160](#) for further information on this component) on this process. For example, if the Siebel Server sends an email to a user who is not connected, the email remains in the database and is sent to the client when the user logs on.

SRBroker also controls how many component requests by clients can be serviced by a Siebel Server at one time. Each client connection and component connection counts as one task. The number of tasks that can be handled by a single SRBroker is determined by the Maximum Tasks (alias MaxTasks), Maximum MT Servers (alias MaxMTServers), and Minimum MT Servers (MinMTServers) component parameters. MaxMTServers and MinMTServers should be kept at their default value of 1 for SRBroker. For more information on these parameters, see *Siebel Performance Tuning Guide*. See [“Configuring Tasks for Server Request Broker” on page 160](#) for information on how to set the number of tasks for SRBroker.

Do not configure run-time parameters for SRBroker. If you need to support more client and component connections, increase the number of tasks that can be handled by a SRBroker.

Configuring Tasks for Server Request Broker

This topic describes the procedure for configuring the number of tasks for the Server Request Broker (alias SRBroker) system management component. For background information on SRBroker, see [“About Server Request Broker \(SRBroker\)” on page 159](#).

To change the number of tasks that can be handled by Server Request Broker

- 1** Navigate to the Administration-Server Configuration, and then the Servers view.
- 2** In the Siebel Servers list, select the Siebel Server of interest.
- 3** Click the Components view tab.
- 4** In the Components list, query for Server Request Broker (alias SRBroker) in the Component field.
- 5** Select the Parameters view tab below the Components list.
- 6** From the Parameters list, query for the Maximum Tasks (alias MaxTasks) parameter.
- 7** In the Value on Restart field, type in the number of tasks.

The default value is 100. For further information on this parameter, see the parameter definition in [“Generic Parameters” on page 211](#). For further information on values to set this parameter, see *Siebel Performance Tuning Guide*.

- 8** For changes to take effect, restart the Siebel Server System Service.

For more information on restarting the Siebel Server System Service, see [“Administering the Siebel Server System Service” on page 106](#).

About Server Request Processor

The Server Request Processor (alias SRProc) and the Server Request Broker (alias SRBroker) are jointly responsible for the processing of both synchronous and asynchronous requests from a variety of Siebel Server components. SRProc is a background-mode component that handles requests between the Siebel Server and the database. There can only be one instance of SRProc for each Siebel Server. The following components rely on a functioning SRProc and SRBroker:

- Assignment Manager
- Communications Manager
- EAI
- EIM
- Field Service (all components)
- Incentive Compensation Manager
- Interactive Assignment
- Workflow Manager

If either of the SRBroker or SRProc components become unavailable for any reason, the ability for intercomponent request execution is severely affected. This situation is due to the request mechanism (Component Jobs) of the Server Manager GUI, which relies on a functioning SRBroker and SRProc to schedule and process requests. However, the server manager command-line interface program bypasses this request mechanism permitting the user to start (but not schedule) a component task by using the command-line interface if either or both the SRBroker or SRProc components are unavailable (or, alternatively, restarting the SRBroker or SRProc components). For more information on using the server manager command-line interface program, see [Chapter 8, "Using the Siebel Server Manager Command-Line Interface."](#)

In order to make sure that these components experience as little downtime as possible, there are a number of parameters available against the components that make sure they are automatically restarted in the event of a failure. See information in [Appendix A](#) on the parameters Default Tasks (alias DfltTasks), Default Processes (alias DfltProcs), and Auto-Restart (alias AutoRestart).

About Siebel Connection Broker (SCBroker)

The Siebel Connection Broker (alias SCBroker) is a background-mode server component that provides intraserver load balancing. By default, it is always enabled and online. At least one instance of SCBroker must be running on the Siebel Server hosting interactive components.

NOTE: If a Siebel Server hosts only batch-mode components, SCBroker can be disabled to prevent it from listening on a TCP port.

SCBroker listens on a configurable, static port for new connection requests from the Web server or a third-party load balancer. The parameter, Static Port Number (alias PortNumber), defines the port that SCBroker monitors. The default value for this parameter is 2321. After a request is received, SCBroker distributes it to the appropriate instance of an Application Object Manager (AOM) running on the Siebel Server.

SC Broker uses the Connection Forward algorithm (ConnForwardAlgorithm) to forward the socket to the Object Manager processes. This parameter has two possible settings: Least Loaded (LL) and Round-Robin (RR). Least Loaded is the default value. The Least Loaded algorithm balances incoming Object Manager login requests and identifies which Object Manager process is handling the least number of tasks and assigns that process to handle the session. The Round-Robin algorithm distributes all Object Manager login requests to the Object Manager process in a round-robin fashion, that is, equal loads distributed in order and without priority. The algorithm that SCBroker uses to forward the socket to the OM processes. (LL, RR)

For more information on SCBroker and on load balancing, see *Siebel Deployment Planning Guide*.

About Other System Management Components

See the following topics for descriptions of other server components that make up the System Management (alias System) and the Auxiliary System Management (SystemAux) component groups:

- [“About Server Tables Cleanup \(SvrTblCleanup\)” on page 162](#)
- [“About Siebel Administrator Notification \(AdminNotify\)” on page 162](#)
- [“About Siebel Server Scheduler \(SvrSched\)” on page 162](#)

About Server Tables Cleanup (SvrTblCleanup)

The Server Tables Cleanup (alias SvrTblCleanup) is a component that deletes the completed and expired Server Request records. The parameter Sleep Time (alias SleepTime) controls how often the cleanup occurs. The default value for Sleep Time is 300 seconds (5 minutes).

By default, the Server Tables Cleanup component is enabled on all Siebel Servers in your Siebel Enterprise Server. However, you only need to run one instance of this component, because it deletes the completed and expired Server Request records for all Siebel Servers in the Siebel Enterprise Server from the S_SRM_REQUEST table in the Siebel database. For this reason, you can disable other instances of this component on other Siebel Servers in the Siebel Enterprise Server.

The Server Tables Cleanup component is part of the Auxiliary System Management component group.

About Siebel Administrator Notification (AdminNotify)

The Siebel Administrator Notification (alias AdminNotify) is a component that belongs in the Auxiliary System Management component group. It is a batch-mode server component that notifies the Siebel administrator when problems are detected on the Siebel Server or its running components. For further information on component notification, see [“About System Alert Notification” on page 79](#).

About Siebel Server Scheduler (SvrSched)

The Siebel Server Scheduler (alias SvrSched) is a component that belongs in the System Management component group. It supports the running of the Siebel Server and server components by spawning component processes as requested by the Siebel Server. No entries for the Siebel Server Scheduler component appear in the Siebel Server log file. Instead, entries appear for the component for which the Siebel Server Scheduler component spawns a process. A network message eventually assigns the process to the component it is supposed to run. The process loads the component and runs it.

CAUTION: Do not modify Siebel Server Scheduler without instructions from Global Customer Support. For help modifying Siebel Server Scheduler, create a service request (SR) on My Oracle Support. Alternatively, you can phone Global Customer Support directly to create a service request or get a status update on your current SR. Support phone numbers remain the same and are listed on My Oracle Support.

NOTE: Because of the nature of the Siebel Server Scheduler component, the Siebel Server Scheduler task IDs that appear in the log files do not have an appropriate entry in the Server Manager GUI Administration-Server Management screen. For the same reason, no entry appears in the Components view of the Server Manager GUI Administration-Server Configuration screen for this component.

Administering the Siebel File System

This topic lists the background information and administration tasks applicable to the Siebel File System.

See the following topics for information on the Siebel File System:

- [About the Siebel File System on page 163](#)
- [About File System Upload Transfer Process on page 164](#)
- [About the File System Download Transfer Process on page 164](#)
- [Partitioning the Siebel File System on page 165](#)
- [Cleaning Up the Siebel File System on page 167](#)
- [Moving the Siebel File System on page 170](#)

About the Siebel File System

The Siebel File System is a shared directory, or a set of directories on different devices, which is network-accessible to the Siebel Server. The Siebel Server contains the physical files used by the Siebel clients. You can create each File System directory on a server machine where you have installed a Siebel Server, or on another network server that can share the directory, so that the File System directories are available to the Siebel Server. For more information on the requirements for networked file systems, see the third-party documentation.

To gain access to files, Web clients connect to the appropriate Siebel Server to request file uploads or downloads. The Siebel Server then accesses the Siebel File System using the File System Manager (alias FSMSrvr) component. File System Manager processes these requests through interaction with the Siebel File System directories. See ["About File System Upload Transfer Process" on page 164](#) and ["About the File System Download Transfer Process" on page 164](#) for further data transfer details.

At the server component-level, most server components, including all Application Object Managers (AOMs), access the Siebel File System through the File System Manager server component when administering attachments. AOMs, however, access the Siebel File System directly when saving user preference files.

When using Siebel Developer Web Client for administrative tasks, you may want to connect directly to the Siebel File System without going through the File System Manager. For examples of these cases, their potential ramifications, and for client setup instructions in each case, see [Chapter 4, "Configuring the Browser for Siebel Web Clients."](#)

Files stored in the Siebel File System are compressed at the Siebel Server-level and appended with the extension .saf. (The file size displayed in the GUI represents the size of the compressed .saf file, not the actual file size.) The Siebel File System storage locations of the compressed files are set by the Siebel Enterprise Server parameter Siebel File System (alias FileSystem). See ["Siebel Enterprise Server Parameters" on page 207](#) for details on the parameter Siebel File System. The files stored in the Siebel File System are not directly accessible by users and must be decompressed and returned to the user through the Web client.

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

The administrative tasks for cleaning up the Siebel File System and moving the Siebel File System are detailed in sections ["Cleaning Up the Siebel File System" on page 167](#) and ["Moving the Siebel File System" on page 170](#) respectively.

NOTE: Virus checking is not supported within the Siebel File System.

For information on creating a Siebel File System, see *Siebel Installation Guide* for the operating system you are using.

For a list of Siebel File System administrative tasks, see ["Administering the Siebel File System" on page 163](#).

About File System Upload Transfer Process

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

For a list of Siebel File System background information and administrative tasks, see ["Administering the Siebel File System" on page 163](#).

About the File System Download Transfer Process

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

- The parameter Compressed File Download (alias CompressedFileDownload) is set to FALSE. For the Siebel Web Client deployments, you configure this parameter in the Siebel Server Component Parameters view. For information about this task, see ["Configuring Siebel Server Component Parameters" on page 88](#).

- For a Siebel Mobile Web Client deployment, you configure CompressedFileDownload parameter in the application configuration file. If this parameter is not in the configuration file, add it to the [InfraUIFramework] section of the file.
- The Web browser does not support compressed files, which is determined by looking at the request header.
- File Type has the extension .zip, .z, .tgz, .gz, .gif, .jpg, or .jpeg.

For a list of Siebel File System background information and administrative tasks, see [“Administering the Siebel File System” on page 163](#).

Partitioning the Siebel File System

This topic describes the optional task of partitioning the Siebel File System. You can perform this task after you upgrade to the current release.

Partitioning your Siebel File System allows you to store larger volumes of data on multiple devices. As new file attachments are inserted, they are distributed across the Siebel File System directories that you specify. Where a Siebel File System directory is unavailable, the File System Manager (alias FSMsrvr) component writes the file attachment to the next available directory partition.

The File System Manager component verifies the existence of all the specified file system directories when it starts. If a directory is unavailable, the component writes an error message to the File System Manager log file. If no file system directory is available, the File System Manager component terminates and writes an error message to the File System Manager log file.

Before you partition your Siebel File System, note the following points about different deployment options:

- **Mobile Web Client.** A Mobile Web Client’s configuration file must refer to a single directory location unless you configure it to use the server-based data source.
- **Replication manager requirements.** Partitioning is supported on replicated nodes. For more information about replication, see *Siebel Remote and Replication Manager Administration Guide*.

To partition your Siebel File System, specify each network directory, delimited by a comma, as a value for the enterprise parameter, Siebel File System (parameter alias, FileSystem). You then run the sfspartition.exe utility, which is located in the bin directory within the Siebel Server root directory. This utility partitions the files in the Siebel File System evenly across the network directories that you specify for the FileSystem enterprise parameter. You must run this utility every time that you make a change to the value of the FileSystem enterprise parameter, for example, if you add or remove a directory. The following procedure describes in detail how to carry out this task.

To partition the file system directory using sfspartition.exe

- 1 Set the value of the enterprise parameter, Siebel File System (alias FileSystem), to the directories for the file system.

NOTE: If you are performing your task through the Windows command prompt, be sure to include four back slashes for a shared directory.

For Windows

Change the enterprise parameter FileSystem to:

```
\\\\<shared directory name>\\fs1,\\\\<shared directory name>\\fs2
```

Change the enterprise parameter FileSystem to: D:\\fs1,D:\\fs2

For UNIX

Change enterprise parameter FileSystem to:

```
/export/home/<shared directory name>/fs1,/export/home/qa6/21032/fs2
```

NOTE: Do not include a space before or after the comma.

- 2 Make sure the ServerDataSrc named subsystem parameter DSFileSystem is set to *FSM*.

See ["Configuring Siebel Enterprise Server Named Subsystem Parameters" on page 76](#) for information on configuring named subsystem parameters.

- 3 Open a command prompt and change the directory to the bin subdirectory within the Siebel Server root directory.

NOTE: File system directories fs1, fs2 and subdirectories such as att, attmp, and so on need to be manually created before running the sfspartition utility. Permissions needs to be given to these directories and sub directories.

- 4 Run sfspartition.exe, using the parameters listed in the following table as shown in the following example. This example partitions one file system on server1 into three partitions on server1 and server2:

```
sfspartition.exe /f \\server1\\fs1,\\server1\\fs2,\\server2\\fs /o \\server1\\fs
```

Parameter	Value	Description	Required?
/O	<i>Current Siebel File System paths</i>	Set this value to the path of the existing directory for the file system. Separate file paths by using the comma.	Y
/F	<i>New Siebel File System paths</i>	Set this value to the paths for the new file attachment directories. Separate file paths by using the comma.	Y
/H	<i>N or Y</i>	Do not append the att folder to the file system path.	N

About the ATT Subdirectory

When using the ATT subdirectory with the sfspartition utility note the following usage requirements:

When the /h parameter is not specified, (the default value is n) or /h n is specified, the sfspartition utility will look into both the source directory and the att subdirectory for the source attachment files. The utility will partition, and, or move the attachment files into the target file systems as specified by the following command:

```
/f \\server1\siebelFS1,\\server1\siebelFS2,\\server2\siebelFS
```

When the /h parameter is set to y (that is, /h y), the sfspartition utility will only look into the att subdirectory under the source directory for the source attachment files. The utility will partition, and, or move the attachment files into the target att subdirectories as specified by the following command:

```
/f \\server1\siebelFS1,\\server1\siebelFS2,\\server2\siebelFS
```

Following this command, the utility moves attachment files from the source into the \\server1\siebelFS1\att, \\server1\siebelFS2\att, \\server2\siebelFS\att directories. In this case, att sub directories must exist in the target locations.

Cleaning Up the Siebel File System

This topic describes the task of cleaning up the Siebel File System by removing orphan records using sfscleanup.exe, a command-line utility. Orphan records are those that remain if a user deletes a parent record in the application that has associated child records; the child records are not deleted from the Siebel File System with the parent record and must be removed using sfscleanup.exe.

This utility is located in the binary (bin) subdirectory within the Siebel Server root directory. The sfscleanup.exe utility processes every file in the file attachment directory and performs one of several operations to each file depending on the file type and the parameters that are set. For descriptions of the run-time parameters that you can set when running sfscleanup.exe, see the following procedure. For descriptions of the file types and the associated operation performed by sfscleanup.exe during processing, see [Table 23 on page 169](#).

For a list of Siebel File System background information and other administrative tasks, see [“Administering the Siebel File System” on page 163](#).

To clean up the file attachment directory using sfscleanup.exe

- 1** At the command prompt, change directory to the bin subdirectory within the Siebel Server root directory.
- 2** Run sfscleanup.exe using the parameters listed in the following table as shown in the following example:

```
sfscleanup /u sadmin /p secret /f \\server1\files /x
\\server1\logs\sfsfcleanup.log
```

Parameter	Value	Description	Required?
/u	<i>Username</i>	Username ID.	Y
/p	<i>Password</i>	Username password.	Y
/c	<i>ODBC data source</i>	Set this value to the ODBC data source. Default value is set to the environment variable, SIEBEL_DATA_SOURCE.	N
/d	<i>Siebel table owner</i>	Set this value to the Siebel table owner. Default value is set to the environment variable, SIEBEL_TABLE_OWNER.	N
/f	<i>Path for file directory</i>	Set this value to the path for the file attachment directory. Do not append att to the file attachment directory path.	Y
/x	<i>Path for output file</i>	Set this value to the path for the output file.	N
/m	<i>Path for move directory</i>	Set this value to the path for the directory where discarded files will be moved.	N
/n	Remove old revisions	Determines if old versions of file attachments will be removed. To remove old versions, set this value to Y. Default value is N.	N
/r	Generate report file only	Set this value to Y to generate only a report file. If set to Y, the report file contains only the columns File Name and File Type. Default value is N.	N
/g	Garbage files	Set this value to remove garbage or non-Siebel files. Default value is N.	N

Further details on some parameter settings:

- **/n.** By default old file revisions are kept. Such files are marked ANCIENT in the log, and represent old revisions of an existing attachment record; that is, their row ID matches with the database record but not the file revision number. To delete such files, set the /n parameter to Y.
- **/g.** If the file system contains files that were not created by the File System Manager component (alias FSMSrvr), then their deletion or move is controlled by the /g parameter. This parameter includes non-Siebel files or directories. By default these files are not deleted. The directories are not affected or moved by sfscleanup.exe.

If you specified an output file using the /x parameter, sfscleanup.exe generates a log file listing the operations that were performed. The output file is a tab-delimited text file that contains the following columns:

- **File Name**

This column lists the name of each file that was processed.

■ File Type

This column lists the type of each file that was processed. [Table 23](#) lists the possible file types and the associated operation performed by sfscleanup.exe during processing.

Table 23. File Types and Associated Operation

File Type	Description	Operation ¹
CURRENT	The file has a corresponding record in the file attachment database table.	KEPT
NEW	The file is less than one hour old. The sfscleanup.exe program does not check for the file in the file attachment database table.	KEPT
ORPHAN	The file does not have a corresponding record in the file attachment database table.	DELETED ²
INVALID	The file (or directory) is not a file attachment. If sfscleanup.exe is attempting to delete a subdirectory that is not empty, the operation errors out. This gives you an opportunity to review the files contained within the directory before deletion.	KEPT ³
ANCIENT	The file has an associated record in the database with a different revision number.	KEPT ⁴

1. For descriptions of each operation, see [Table 24 on page 169](#).
2. If you used the /m parameter to set a move directory, the operation performed is MOVED.
3. If you set the /g parameter to Y, the operation performed is DELETED.
4. If you set the /n parameter to Y, the operation performed is DELETED (or MOVED if you used the /m parameter to set a move directory).

■ Operation

This column lists the type of operation that was performed during processing. [Table 24](#) lists the types of operation that sfscleanup.exe may have performed during processing.

Table 24. Operations

Operation	Description
KEPT	The file was kept.
DELETED	The file was deleted.
MOVED	The file was moved to the directory specified by the /m parameter. Files will only be moved if you used the /m parameter.

Table 24. Operations

Operation	Description
KEPT_DIR	The item was kept because it was a directory and requires manual processing.
KEPT_ERROR	The file was kept because an error occurred while trying to move or delete the file.

Moving the Siebel File System

This topic describes the task of moving the Siebel File System locations. The locations of the Siebel File System may require movement to another directory or machine due to size limitations or other requirements. To move the Siebel File System, perform the steps in the following procedure.

For a list of Siebel File System background information and other related administrative tasks, see [“Administering the Siebel File System” on page 163](#).

To move the Siebel File System

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

Specify the new directory, followed by the old directory, and separate the paths with a comma. A value in this format allows clients to search the first path for the files and, if they are not found, the client searches the next path in the list. When writing files to the Siebel File System, the files write to the first directory specified. Making this change allows clients to access old files while allowing the writing of new files to the new directory. See [“Configuring Siebel Enterprise Server Parameters” on page 78](#) for details on this procedure.

NOTE: When updating the parameter, do not include a space between the commas.

- 2 Update the enterprise parameter Application Shared Mode users directory (alias CFGSharedModeUsersDir) to a subdirectory of the directory that you specified in [Step 1](#). This parameter specifies the location for the user preference files (file extension is .spf).
- 3 Update the ServerDataSrc named subsystem parameter DSFileSystem with the new file system location.

See [“Configuring Siebel Enterprise Server Named Subsystem Parameters” on page 76](#) for details on this procedure.

Specify the new directory first followed by the old directory, and separate the paths with a comma. Make sure to append \att to all directory paths.

- 4 Set the current file system directory to read only.
This measure prevents inconsistencies between the old and new file system.
- 5 Change the share properties to the new directory.
- 6 Run the sfspartition.exe utility to redistribute the files to the new file system locations.
For information on how to run this utility, see [“Partitioning the Siebel File System” on page 165](#).

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

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

10 Application Object Manager Administration

This chapter explains how to configure, deploy, and administer Application Object Managers (AOMs) to support Siebel Web clients. This chapter also explains AOM concepts to provide useful background information.

This chapter includes the following topics:

- [About the Siebel Application Object Manager on page 173](#)
- [Configuring the Siebel Application Object Manager Environment on page 174](#)
- [About Siebel Application Object Manager Parameters on page 175](#)
- [Administering the Siebel Application Object Manager on page 179](#)

This chapter does not discuss the Siebel Web clients in detail. For information on Siebel Web clients, see [Chapter 4, "Configuring the Browser for Siebel Web Clients."](#)

About the Siebel Application Object Manager

Application Object Managers (AOMs) host the Business Objects layer and Data Objects layer of the Siebel architecture. The Web clients host the Siebel application user interface layer. The AOM is used primarily to support Siebel Web client connections. To do this, the AOM handles multiple users simultaneously by making requests to the Siebel Server on their behalf.

AOMs are hosted as components in the Siebel Server and run on the application server (the machine that hosts the Siebel Server). The Siebel Server provides the infrastructure for an AOM to serve multiple Siebel Web client users. Multiple AOM components can run on a single Siebel Server installation. AOM components can be configured to run as multithreaded processes in the Siebel Server. Like other Siebel Server components, you can administer AOM components using the Siebel Server Manager.

AOMs communicate with clients using the TCP/IP protocol through a Web server that contains the Siebel Web Server Extension plug-in (SWSE). Communication between the Web server and the AOM can be compressed and encrypted. An independent session is established to serve incoming connect requests from each client. Subsequent requests from clients are directed to the same AOM tasks until the sessions are terminated. After startup, AOMs do not achieve their full run-time environments until after the first connect, therefore, leading to possible delays during the first connection. For further information on how the Web clients and AOMs communicate, see *Siebel Performance Tuning Guide*.

The Siebel repository file (SRF) is installed as part of each Siebel Server installation. Any changes to the repository file must be applied to the appropriate Siebel Server installations that serve the modified application to the Web clients. When they reconnect to an AOM, Web client users automatically retrieve the new Siebel application configuration. User preferences set and saved by Web client users are saved on the Siebel Server.

NOTE: If you are running the Siebel Server in a UNIX environment, Application Object Managers support eScript, but not Visual Basic.

About AOM Memory Allocation

The Application Object Manager (AOM) caches information in a couple of different ways. Some information is cached and used by every connection and other information is stored for each user connection.

The AOM's memory allocation can be broken into three areas:

- User memory
- Shared memory between users
- Administrative memory used to manage the AOM itself

User Memory

The user area maintains specific information about each user's session. Typically, each user uses 3 MB to 4 MB of memory, although this depends on the Siebel application in use. This memory is released when the task is completed.

Shared Memory

Shared memory is for common structures used by every user and is the largest segment of AOM memory. It contains definitions for business objects, business components, controls, and other metadata items from the Siebel repository, or SRF file. This memory is loaded as needed and remains loaded for the life of the process. AOM processes commonly use more than 150 MB.

Administrative Memory

The administrative area of memory used by AOM manages the component itself. This memory is relatively small and is used to manage communication between the AOM and other Siebel Server components. It runs the listener and coordinates threads and tasks.

Configuring the Siebel Application Object Manager Environment

This topic describes the required steps necessary for the proper configuration and operation of Application Object Managers (AOMs).

To configure the Siebel Application Object Manager environment

- 1** Make sure that AOMs are installed as part of the Siebel Server installations you plan to use.

AOMs are installed as components in the Siebel Server. Installing Siebel Server automatically installs predefined AOM components. For instructions on installing and configuring the Siebel Server, see the *Siebel Installation Guide* for the operating system you are using.
- 2** Verify that the customized Siebel repository file (SRF) is installed or copied to the appropriate Siebel Server installations that serve the modified application.

The SRF file should be customized by the application developer. The default location for this file is in the language subdirectory of the objects directory in the Siebel Server installation. For example, *SIEBSRVR_ROOT\OBJECTS\ENU* where *SIEBSRVR_ROOT* is the Siebel Server installation and *ENU* is the language subdirectory in a U.S. English deployment.
- 3** Add or configure AOM components by setting the parameters that control:
 - Application name to run (configuration file)
 - Language code
 - Compression setting
 - Encryption setting
 - Number of processes for each component
 - Number of threads/tasks for each process
 - Session Manager parameters
For details on this topic, see ["About Siebel Application Object Manager Parameters" on page 175](#).
- 4** Restart the Siebel Server System Service to automatically register the AOM services (configured in [Step 3](#)).

About Siebel Application Object Manager Parameters

At startup, Siebel Application Object Manager (AOM) components accept a number of parameters that determine their behavior. Parameters that affect operation of AOMs can be modified in:

- Component parameters for the AOM using the Siebel Server Manager. See ["Configuring Siebel Server Component Parameters" on page 88](#) for further information on this task.
- Named Subsystem parameters using Siebel Server Manager. See ["Configuring Siebel Enterprise Server Named Subsystem Parameters" on page 76](#) for further information on this task.

About AOM Parameters in Server Manager

This topic lists a selection of Application Object Manager (AOM) -specific and generic parameters you set for the AOM. You configure AOM parameters in the same manner as any server component. To configure AOM parameters using the Server Manager GUI, see ["Configuring Siebel Server Component Parameters" on page 88](#). To configure AOM parameters using the Server Manager command-line interface, see ["Parameter Management Commands" on page 152](#). See the following parameters:

- Compression Type (alias Compress)
- Encryption Type (alias Crypt)
- Error Flags (alias ErrorFlags)
- Language Code (alias Lang)
- Log Print Timestamp (alias LogTimestamp)
- Maximum MT Servers (alias MaxMTServers)
- Maximum Tasks (alias MaxTasks)
- Minimum MT Servers (alias MinMTServers)
- Multi-Threaded (alias Threaded)
- Number of lines after which to flush the log file (alias LogFlushFreq)
- Password (alias Password)
- Trace Flags (alias TraceFlags)
- User Name (alias Username)
- Use Shared Log File (alias LogUseSharedFile)

For a description of each parameter, see ["Siebel Enterprise, Server, and Component Parameters" on page 203](#).

For information on locale-specific object manager parameters (including information on regional standards for currency, time, date, and so on), see *Siebel Global Deployment Guide*.

About AOM Named Subsystem Parameters

The Application Object Manager (AOM) can maintain several different values for a particular parameter using named subsystems. For background information on named subsystems and named subsystem parameters, see ["About Named Subsystem Parameters" on page 70](#). For information on configuring AOM named subsystem parameters, see ["Configuring Siebel Enterprise Server Named Subsystem Parameters" on page 76](#). See [Table 25](#) for a list and description of named subsystems used by AOMs.

Table 25. Named Subsystems Used by AOMs

Named Subsystem	Alias	Type	Description
DataMart Datasource	DataMart	InfraDatasources	Datamart datasource used by AppObjMgr components
Gateway Datasource	GatewayDataSrc	InfraDatasources	Gateway datasource used by AppObjMgr components
Object Manager Cache	ObjMgrCache	InfraObjMgrCache	Object Manager cache parameters

Table 25. Named Subsystems Used by AOMs (Continued)

Named Subsystem	Alias	Type	Description
Server Datasource	ServerDataSrc	InfraDatasources	Server datasource used by AppObjMgr components
LDAP Security Adapter	LDAPSecAdpt	InfraSecAdpt_LDAP	LDAP Security Adapter used for authentication with directory servers.

Table 26 lists a sample of named subsystem parameters, their respective named subsystems, and a description.

Table 26. Selection of Named Subsystem Parameters

Parameter Alias	Named Subsystem	Data Type	Description
DSConnectionString	GatewayDataSrc	String	Specifies the host name of the Siebel Gateway Name Server. The value \$(GatewayAddress) for the parameter ConnectString of the GatewayDataSrc section of the AOM's configuration file is replaced at runtime with the value for the named subsystem parameter DSConnectionString. An incorrect setting for DSConnectionString results in Server Administration not being accessible from the standard Web client.
DSConnectionString	ServerDataSrc	String	Specifies the database connection information. On SQL Server and DB2, this information is the ODBC Datasource Name; on Oracle (native) this information is the service name from tnsnames.ora.
DSDockedFlg	ServerDataSrc	Boolean	When creating a new named subsystem for an Object Manager, it is necessary to set this flag parameter value to True.
DSFileSystem	ServerDataSrc	String	Set this parameter to *FSM* to allow the use of the File System Manager server component for standard Web clients.

Table 26. Selection of Named Subsystem Parameters

Parameter Alias	Named Subsystem	Data Type	Description
DSMaxCursorSize	ServerDataSrc, GatewayDataSr, or DataMart	Integer	The parameter MaxCursorSize is set for the AOM component using the named subsystem parameter DSMaxCursorSize. The applicable subsystem used by the AOM corresponds to the component parameter OM-Data Source. This parameter is only valid with IBM DB2 UDB for OS/390 and z/OS. See "Parameters for Individual Data Source Sections" on page 243 for further details on MaxCursorSize.
DSPreFetchSize	ServerDataSrc, GatewayDataSr, or DataMart	Integer	The parameter PreFetchSize is set for the AOM component using the named subsystem parameter DSPreFetchSize. This parameter is only valid with IBM DB2 UDB for OS/390 and z/OS. See "Parameters for Individual Data Source Sections" on page 243 for further details on PreFetchSize.
DSEnterpriseServer	ServerDataSrc, GatewayDataSr	String	Specifies name of Siebel Enterprise Server used by various named subsystems. The value in the AOM is replaced at runtime with the value set for the named subsystem.
DSRequestServer	ServerDataSrc	String	Specifies where asynchronous calls are redirected, for example when using Interactive Assignment. Set this value to the logical name of the Siebel Server, not the machine name. The default value is null.
DSTableOwner	All named subsystems of type InfraDatasources	String	Specifies the table owner for this datasource. Application Object Manager server components, such as Call Center Object Manager, read the value of this parameter. Siebel Server infrastructure and system management components, such as Server Request Broker (SRBroker), read the value of the TableOwner enterprise parameter.

To configure named subsystems using the Siebel Server Manager command-line interface, see [“Named Subsystem Management Commands” on page 154](#).

Administering the Siebel Application Object Manager

You can monitor Siebel Application Object Managers (AOM) at:

- The server level using Siebel Server
- The component level using AOM components
- The task level using AOM tasks

For further information on monitoring the AOM server component, see *Siebel System Monitoring and Diagnostics Guide*.

At each of these levels, you can:

- Use the Siebel Server Administration views to monitor:
 - State values
 - Statistics
 - Log file

For further details on AOM state values, statistics, and log files, see *Siebel System Monitoring and Diagnostics Guide*.

- Use the Siebel Server Component Parameters view to set the AOM-specific parameters.
- Start, stop, pause, or resume any AOM tasks.

At the component event level, you can enable SQL tracing to view the SQL that is generated for the selected AOM. You can enable SQL spooling on the object manager task by setting the Object Manager SQL Log event parameter to 4 at the component event level. For further details on event logging, see *Siebel System Monitoring and Diagnostics Guide*.

A

Siebel Server Components and Parameters

This appendix includes the following topics:

- [Siebel Server Component Groups on page 181](#)
- [Siebel Server Components on page 188](#)
- [Siebel Enterprise, Server, and Component Parameters on page 203](#)

Siebel Server Component Groups

[Table 27](#) lists the predefined Siebel Server component groups, alphabetically by component group.

Table 27. Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
Application Deployment Manager	ADM	Application Deployment Manager Batch Processor	ADMBatchProc
		Application Deployment Manager Object Manager	ADMObjMgr
		Application Deployment Manager Processor	ADMProc
Assignment Management	AsgnMgmt	Batch Assignment	AsgnBatch
		Assignment Manager	AsgnSrvr
Auxiliary System Management	SystemAux	File System Manager	FSMSrvr
		Server Request Processor	SRProc
		Server Tables Cleanup	SvrTblCleanup
		Server Task Persistence	SvrTaskPersist
		Siebel Administrator Notification Component	AdminNotify
Siebel Call Center	CallCenter	Call Center Object Manager	SCCObjMgr
		eService Object Manager	eServiceObjMgr

Table 27. Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
Communications Management	CommMgmt	Communications Inbound Processor	CommInboundProcessor
		Communications Inbound Receiver	CommInboundRcvr
		Communications Session Manager	CommSessionMgr
		Communications Configuration Manager	CommConfigMgr
		Communications Outbound Manager	CommOutboundMgr
		Email Manager	MailMgr
		Page Manager	PageMgr
Content Center	ContCtr	Content Project Publish	ContProjPub
		Content Project Start	ContProjStart
Siebel Core Reference Application	CRA	Core Reference Application Object Manager	CRAObjMgr
Dun and Bradstreet	DandB	D&B Update Mgr (D&B)	DBNUpMgrDNB
		D&B Update Mgr (Multi-task)	DNBUpMgrMultiTask
		D&B Update Mgr (Siebel)	DNBUpMgrSieb
Data Quality	DataQual	Data Quality Manager	DQMgr
DCommerce	DCommerce	Dynamic Commerce	DynamicCommerce
		DCommerce Automatic Auction Close	DCommerceAutoClose
		DCommerce Alerts	DCommerceAlerts

Table 27. Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
Enterprise Application Integration	EAI	Business Integration Batch Manager	BusIntBatchMgr
		Business Integration Manager	BusIntMgr
		Custom Application Object Manager	CustomAppObjMgr
		Enterprise Integration Mgr	EIM
		EAI Object Manager	EAIObjMgr
		JMS Receiver	JMSReceiver
		MQSeries Server Receiver	MqSeriesSrvRcvr
		MQSeries AMI Receiver	MqSeriesAMIRcvr
		MSMQ Receiver	MSMQRcvr
		SMQ Receiver	SMQReceiver
Siebel eChannel	eChannel	Partner Manager Object Manager	PManagerObjMgr
		eChannel Object Manager	eChannelObjMgr
Siebel eDocuments	eDocuments	Document Server	DocServer
Siebel Employee Relationship Management	ERM	Employee Relationship Management Administration Object Manager	ERMAAdminObjMgr
		Employee Relationship Management Embedded Object Manager	ERMEmbObjMgr
		Employee Relationship Management Object Manager	ERMObjMgr
		ERM Compensation Planning Service	ERMCompPlanSvc
Forecast Service Management	FcstSvc	Forecast Service Manager	FcstSvcMgr

Table 27. Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
Field Service	FieldSvc	Field Service Cycle Counting Engine	FSCycCnt
		Service Order Fulfillment Engine	FSFulfill
		Field Service Mobile Inventory Transaction Engine	FSInvTxn
		Service Order Part Locator Engine	FSLocate
		Preventive Maintenance Engine	FSPrevMnt
		Field Service Replenishment Engine	FSRepl
		Appointment Booking Engine	ApptBook
		Optimization Engine	Optimizer
		Field Service Object Manager	SFSObjMgr
Handheld Synchronization	HandheldSync	BatchSync	BatchSync
		Siebel Service Handheld 7.5	ServiceCEObjMgr
		Handheld Sales CE	SalesCEObjMgr
Incentive Compensation	IComp	ICM Calc Engine	ICMCalcEngine
		ICM CalcWkbk Import	ICMCalcImport
		ICM Order Import	ICMOrderImport
		ICM Quota Import	ICMQuotaImport
		Incentive Compensation Mgr	ICompMgr
		ICM Container Calculation	ICMContainerCalc
		ICM Container Recalculation	ICMContainerRetro

Table 27. Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
Siebel ISS	ISS	Siebel Product Configuration Object Manager	eProdCfgObjMgr
		eSales Object Manager	eSalesObjMgr
		eCustomer Object Manager	eCustomerObjMgr
Marketing Object Manager	MktgOM	Marketing Object Manager	SObjMgr
		eMarketing Object Manager	eMarketObjMgr
		eEvents Object Manager	eEventsObjMgr
Marketing Server	MktgSrv	List Import Service Manager	ListImportSvcMgr
MWC Real Time Sync	RTSRemote	Real Time Sync Data Extractor	RTSExtractor
		Real Time Sync Message Sender	RTSSender
		Real Time Sync Transaction Applier	RTSQApplier
		Real Time Sync Transaction Dispatcher	RTSDispatcher
PIM Server Integration Management	PIMSI	PIMSI Engine	PIMSIEng
		PIMSI Dispatcher	PIMSIDispatcher
Sales Credit Assignment	CreditAsgn	Incentive Compensation Credit Assignment DB Operations Bus Svc	ICompCreditAsgnDB
		Incentive Compensation Credit Assignment Engine	ICompCreditAsgn
		Incentive Compensation Credit Rules to AM Rules Update Mgr	ICompCreditUpMgr
		Incentive Compensation Rule Manager Business Svc	ICompRuleMgrSvc
Sales Hierarchy Service	SalesHierSvc	Sales Hierarchy Service Manager	SalesHierSvcMgr

Table 27. Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
Search Processing	Search	Search Data Processor	SearchDataProcessor
		Search Incremental Index Processor	SearchIncrementalIndexProcessor
Siebel Remote	Remote	Database Extract	DbXtract
		Generate New Database	GenNewDb
		Replication Agent	RepAgent
		Synchronization Manager	SynchMgr
		Transaction Merger	TxnMerge
		Transaction Processor	TxnProc
		Transaction Router	TxnRoute
		Parallel Database Extract	PDbXtract
Siebel RTI	RTI	RTI Batch	RTIBatch
Siebel To Siebel Connector	S2S	HA Upgrade MQSeries Server Receiver	HAUpgradeMqRcvr
		Siebel to Siebel MQSeries Receiver	S2SMqRcvr
		Siebel to Siebel MSMQ Receiver	S2SMSMQRcvr
Siebel Sales	Sales	Sales Object Manager	SSEObjMgr
		Siebel Mobile Connector Object Manager	SMCObjMgr
SAP Connector	SAP	SAP IDOC Receiver for MQ Series	SAPIdocMqRcvr
		SAP IDOC AMI Receiver for MQ Series	SAPIdocAMIMqRcvr
		SAP Send Transaction	SAPSendTrans
		SAP Process Transaction	SAPProcessTrans
		SAP BAPI tRFC Receiver	BAPIRcvr
Siebel Anywhere	SiebAnywhere	Upgrade Kit Builder	UpgKitBldr

Table 27. Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
System Management	System	Server Manager	ServerMgr
		Server Request Broker	SRBroker
		Siebel Connection Broker	SCBroker
		Siebel Server	SiebSrvr
		Siebel Server Scheduler	SrvrSched
Siebel Wireless	Wireless	Siebel Sales Wireless	WirelessSalesObjMgr
		Siebel Service Wireless	WirelessServiceObjMgr
		Siebel eChannel Wireless	WirelesseChannelObjMgr
		Siebel Self Service Wireless	WirelesseServiceObjMgr
Task UI	TaskUI	Task Log Cleanup	TaskLogCleanup
Territory Management	TerritoryMgmt	Minor Alignment - Territory Rules Merge Manager	MinTerrMergeMgr
		Major Alignment - Territory Rules Merge Manager	MajTerrMergeMgr
Workflow Management	Workflow	Generate Triggers	GenTrig
		Workflow Monitor Agent	WorkMon
		Workflow Process Batch Manager	WfProcBatchMgr
		Workflow Process Manager	WfProcMgr
		Workflow Action Agent	WorkActn
		Workflow Recovery Manager	WfRecvMgr

Siebel Server Components

Table 28 lists the predefined Siebel Server components.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Application Deployment Manager Batch Processor	ADMBatchProc	Batch	No	Exports database items to file from the server manager command line (srvrmgr program). See <i>Siebel Application Deployment Manager Guide</i> for further details.
Application Deployment Manager Object Manager	ADMObjMgr	Interactive	Yes	Receives and performs requests to invoke business service methods associated with the deployment of application customizations. See <i>Siebel Application Deployment Manager Guide</i> for further details.
Application Deployment Manager Processor	ADMProc	Batch	No	Processes the deployment or activation of database and repository deployment units. See <i>Siebel Application Deployment Manager Guide</i> for further details.
Appointment Booking Engine	ApptBook	Batch	Yes	Book appointments.
Assignment Manager	AsgnSrvr	Batch	Yes	Automatic data assignment engine that assigns positions, employees, and organizations to objects ¹ . See <i>Siebel Assignment Manager Administration Guide</i> for further details.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Batch Assignment	AsgnBatch	Batch	No	Batch assigns positions, employees, and organizations to objects. See <i>Siebel Assignment Manager Administration Guide</i> for further details.
BatchSync	BatchSync	Batch	No	This server component extracts Siebel Handheld user databases, processes pending transactions, and applies transactions to the Siebel Server. See Siebel Handheld documentation for further details.
Business Integration Batch Manager	BusIntBatchMgr	Batch	Yes	Manages business integration data flows in batch mode.
Business Integration Manager	BusIntMgr	Batch	Yes	Executes business integration data flows.
Call Center Object Manager	SCCObjMgr	Interactive	Yes	Siebel Call Center object manager.
Communications Configuration Manager	CommConfigMgr	Batch	Yes	Download and cache communications configuration. See <i>Siebel Communications Server Administration Guide</i> for further details.
Communications Inbound Processor	CommInboundProcessor	Batch	Yes	Processes queued communication events.
Communications Inbound Receiver	CommInboundRcvr	Batch	Yes	Queues inbound communication events.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Communications Outbound Manager	CommOutboundMgr	Batch	Yes	Sends messages to recipients associated with business object instances. See <i>Siebel Communications Server Administration Guide</i> for further details.
Communications Session Manager	CommSessionMgr	Batch	Yes	Interact with end user for utilizing communications channels. See <i>Siebel Communications Server Administration Guide</i> for further details.
Content Project Publish	ContProjPub	Batch	Yes	Publish a content project.
Content Project Start	ContProjStart	Batch	Yes	Start a content project.
Core Reference Application Object Manager	CRAObjMgr	Interactive	Yes	Siebel Core Reference Application Object Manager.
Custom Application Object Manager	CustomAppObjMgr	Interactive	Yes	Siebel Custom Application Object Manager
D&B Update Mgr (D&B)	DNBUpMgrDNB	Batch	No	Updates D&B tables with subscription data. See <i>Siebel Applications Administration Guide</i> for further details.
D&B Update Mgr (Multi-task)	DNBUpMgrMultiTask	Batch	Yes	Creates multiple D&B Update Mgr (D&B) or D&B Update Mgr (Siebel) processes by sending asynchronous requests. See <i>Siebel Applications Administration Guide</i> for further details.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
D&B Update Mgr (Siebel)	DNBUpMgrSieb	Batch	No	Updates Siebel tables with subscription data. See <i>Siebel Applications Administration Guide</i> for further details.
Data Quality Manager	Dqmgr	Batch	Yes	Cleanses data and deduplicates records. See <i>Siebel Data Quality Administration Guide</i> for further details.
Database Extract	DbXtract	Batch	No	Extracts visible data for a Siebel Remote client. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
DCommerce Alerts	DCommerceAlerts	Background	No	Background process that manages DCommerce alerts.
DCommerce Automatic Auction Close	DCommerceAutoClose	Background	No	Background process that detects and closes auctions.
Document Server	DocServer	Batch	Yes	Generates documents. See <i>Siebel Applications Administration Guide</i> for further details.
Dynamic Commerce	DynamicCommerce	Batch	Yes	Dynamic Commerce master services.
EAI Object Manager	EAIObjMgr	Interactive	Yes	Siebel EAI Object Manager.
eChannel Object Manager	eChannelObjMgr	Interactive	Yes	Siebel eChannel Object Manager.
eCustomer Object Manager	eCustomerObjMgr	Interactive	Yes	Siebel eCustomer Object Manager.
eEvents Object Manager	eEventsObjMgr	Interactive	Yes	Siebel eEvents Object Manager.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Email Manager	MailMgr	Background	No	Sends individual email response. See <i>Siebel Business Process Framework: Workflow Guide</i> for further details.
eMarketing Object Manager	eMarketObjMgr	Interactive	Yes	Siebel eMarketing Object Manager.
Employee Relationship Management Administration Object Manager	ERMAAdminObjMgr	Interactive	Yes	Siebel Employee Relationship Management Administration Object Manager.
Employee Relationship Management Embedded Object Manager	ERMEmbObjMgr	Interactive	Yes	Siebel Employee Relationship Management Embedded Object Manager.
Employee Relationship Management Object Manager	ERMObjMgr	Interactive	Yes	Siebel Employee Relationship Management Object Manager.
Enterprise Integration Mgr	EIM	Batch	No	Integrates enterprise data to and from other systems ² . See <i>Siebel Enterprise Integration Manager Administration Guide</i> for further details.
ERM Compensation Planning Service	ERMCompPlanSvc	Batch	Yes	Handles tasks for budget creation, compensation plan creation, and other facets of Compensation Planning.
eSales Object Manager	eSalesObjMgr	Interactive	Yes	Siebel eSales Object Manager. See <i>Siebel eSales Administration Guide</i> for further details.
eService Object Manager	eServiceObjMgr	Interactive	Yes	Siebel eService Object Manager.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Field Service Cycle Counting Engine	FSCycCnt	Batch	Yes	Field Service Cycle Counting Engine ² . See <i>Siebel Field Service Guide</i> for further details.
Field Service Mobile Inventory Transaction Engine	FSInvTxn	Batch	Yes	Field Service Mobile Inventory Transaction Engine ² .
Field Service Object Manager	SFSObjMgr	Interactive	Yes	Siebel Field Service Object Manager ² .
Field Service Replenishment Engine	FSRepl	Batch	Yes	Replenishes inventory locations ² .
File System Manager	FSMSrvr	Batch	Yes	The file system manager component. See "Administering the Siebel File System" on page 163 for further details.
Forecast Service Manager	FcstSvcMgr	Batch	Yes	Execute Forecast Operations. See <i>Siebel Forecasting Guide</i> for further details.
Generate New Database	GenNewDb	Batch	No	Generates a new Sybase SQL Anywhere database template file for Siebel Remote. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Generate Triggers	GenTrig	Batch	No	Generates triggers for Workflow Manager and Assignment Manager. See <i>Siebel Business Process Framework: Workflow Guide</i> for further details.
HA Upgrade MQSeries Server Receiver	HAUpgradeMqRcvr	Background	No	Preconfigured receiver for HA Upgrade in-bound MQSeries server messages.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Handheld Sales CE	SalesCEObjMgr	Interactive	Yes	Handheld Sales CE Object Manager.
ICM Calc Engine	ICMCalcEngine	Batch	Yes	Incentive Compensation - Compensation Calculation Engine.
ICM CalcWkbk Import	ICMCalcImport	Batch	Yes	Incentive Compensation - Transaction to Calculation Workbook processor.
ICM Container Calculation	ICMContainerCalc	Batch	Yes	Incentive Compensation - Container Calculation.
ICM Container Recalculation	ICMContainerRetro	Batch	Yes	Incentive Compensation - Container Recalculation.
ICM Order Import	ICMOrderImport	Batch	Yes	Incentive Compensation - Order to Transaction Workbook processor.
ICM Quota Import	ICMQuotaImport	Batch	Yes	Incentive Compensation - Plan Quota Import.
Incentive Compensation Credit Assignment DB Operations Bus Svc	ICompCreditAsgnDB	Batch	Yes	Incentive compensation Credit Assignment DB Operations Business Service.
Incentive Compensation Credit Assignment Engine	ICompCreditAsgn	Batch	Yes	Calculates Credit Assignments for Incentive Compensation.
Incentive Compensation Credit Rules to AM Rules Update Mgr	ICompCreditUpMgr	Batch	No	Updates and creates AM rules using RTI.
Incentive Compensation Rule Manager Business Svc	ICompRuleMgrSvc	Batch	Yes	Converts Sales Crediting Rules into AM Rules for each Hierarchy.
Incentive Compensation Manager	ICompMgr	Batch	Yes	Calculates incentive compensations ² .

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
JMS Receiver	JMSReceiver	Background	No	Preconfigured receiver for inbound JMS messages.
List Import Service Manager	ListImportSvcMgr	Batch	Yes	Loads lists of data into the Siebel Database ² .
Marketing Object Manager	SObjMgr	Interactive	Yes	Siebel Marketing Object Manager.
Major Alignment - Territory Rules Merge Manager	MajTerrMergeMgr	Batch	Yes	Merge staging rules with production rules for major alignment.
Minor Alignment - Territory Rules Merge Manager	MinTerrMergeMgr	Batch	Yes	Merge staging rules with production rules for minor alignment.
MQSeries AMI Receiver	MqSeriesAMIRcvr	Background	No	Preconfigured receiver for inbound MQSeries AMI messages. See <i>Transports and Interfaces: Siebel Enterprise Application Integration</i> for further details.
MQSeries Server Receiver	MqSeriesSrvRcvr	Background	No	Preconfigured receiver for inbound MQSeries server messages. See <i>Transports and Interfaces: Siebel Enterprise Application Integration</i> for further details.
MSMQ Receiver	MSMQRcvr	Background	No	Preconfigured receiver for inbound MSMQ server messages. See <i>Transports and Interfaces: Siebel Enterprise Application Integration</i> for further details.
Optimization Engine	Optimizer	Batch	Yes	Optimize vehicle routing. See <i>Siebel Field Service Guide</i> for further details.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Oracle Receiver	ORCLRcvr	Background	No	Preconfigured receiver for inbound Oracle. See <i>Siebel Connector for Oracle Applications</i> for further details.
Page Manager	PageMgr	Background	No	Sends pages generated by the Workflow Manager. See <i>Siebel Business Process Framework: Workflow Guide</i> for further details.
Parallel Database Extract	PDbXtract	Batch	No	Extracts visible data for a Siebel Remote or Replication Manager client. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Partner Manager Object Manager	PManagerObjMgr	Interactive	Yes	Siebel Partner Manager Object Manager.
PIMSI Engine	PIMSIEng	Batch	Yes	Executes real-time Business Processes.
PIMSI Dispatcher	PIMSIDispatcher	Batch	Yes	Executes real-time business processes.
Preventive Maintenance Engine	FSPrevMnt	Batch	Yes	Generates service requests and activities for preventive maintenance. See <i>Siebel Field Service Guide</i> for further details.
Real Time Sync Data Extractor	RTSExtractor	Batch	No	Extracts data for RTS messages. See <i>Siebel Store-and-Forward Messaging Guide for Mobile Web Client</i> for more information.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Real Time Sync Message Sender	RTSSender	Batch	No	Sends RTS messages via SMQ. See <i>Siebel Store-and-Forward Messaging Guide for Mobile Web Client</i> for more information.
Real Time Sync Transaction Applier	RTSQApplier	Batch	No	Apply inbound transactions uploaded from Mobile Clients. See <i>Siebel Store-and-Forward Messaging Guide for Mobile Web Client</i> for more information.
Real Time Sync Transaction Dispatcher	RTSDispatcher	Background	No	Dispatch Critical Transactions to the Mobile Client. See <i>Siebel Store-and-Forward Messaging Guide for Mobile Web Client</i> for more information.
Replication Agent	RepAgent	Background	No	Synchronizes a regional database with a parent database. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
RTI Batch	RTIBatch	Batch	No	Executes SQL statements in a batch.
Sales Hierarchy Service Manager	SalesHierSvcMgr	Batch	Yes	Batch Executes Sales Hierarchy Service Operations.
Sales Object Manager	SSEObjMgr	Interactive	Yes	Siebel Sales Object Manager.
SAP BAPI tRFC Receiver	BAPIRcvr	Background	No	Preconfigured receiver for inbound SAP IDOCs and tRFC calls. See <i>Siebel Connector for SAP R/3</i> for further details.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
SAP IDOC AMI Receiver for MQ Series	SAPIdocAMIMqRcvr	Background	No	Preconfigured receiver for inbound SAP IDOCs through AMI MQSeries. See <i>Siebel Connector for SAP R/3</i> for further details.
SAP IDOC Receiver for MQ Series	SAPIdocMqRcvr	Background	No	Preconfigured receiver for inbound SAP IDOCs through MQ Series.
SAP Process Transaction	SAPProcessTrans	Background	No	Preconfigured service to reprocess transactions into Siebel from EAI Queue. See <i>Siebel Connector for SAP R/3</i> for further details.
SAP Send Transaction	SAPSendTrans	Background	No	Preconfigured service resends transactions from the EAI Queue. See <i>Siebel Connector for SAP R/3</i> for further details.
Search Data Processor	SearchDataProcessor	Batch	Yes	Processes search data and builds indexes. See <i>Siebel Search Administration Guide</i> for more detailed information.
Search Incremental Index Processor	SearchIncrementalIndexProcessor	Batch	Yes	Processes search data and builds an index incrementally. See <i>Siebel Search Administration Guide</i> for more detailed information.
Server Manager	ServerMgr	Interactive	No	Administration of Siebel Servers within the Siebel Enterprise Server. See "About Siebel Server Manager" on page 19 for further details.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Server Request Broker	SRBroker	Interactive	Yes	Route requests and asynchronous notification among clients and components. See "About Server Request Broker (SRBroker)" on page 159 for further details.
Server Request Processor	SRProc	Background	Yes	Server Request scheduler and request/notification store and forward processor. See "About Server Request Processor" on page 160 for further details.
Server Tables Cleanup	SvrTblCleanup	Background	No	Deletes completed and expired Server Request records. See "About Server Tables Cleanup (SvrTblCleanup)" on page 162 for further details.
Server Task Persistence	SvrTaskPersist	Background	No	Persists all the tasks created by the Siebel Server.
Service Order Fulfillment Engine	FSFulfill	Batch	Yes	Fulfills pending service orders. See <i>Siebel Field Service Guide</i> for further details.
Service Order Part Locator Engine	FSLocate	Batch	Yes	Locates pending service orders. See <i>Siebel Field Service Guide</i> for further details.
Siebel Administrator Notification Component	AdminNotify	Batch	Yes	Administers the server component notification feature. For further information, see "About System Alert Notification" on page 79.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Siebel Connection Broker	SCBroker	Background	No	Brokers inbound connection requests for interactive-mode server components (AOMs), and load-balances session requests between multiple instances of interactive-mode server components
Siebel eChannel Wireless	WirelesseChannelObjMgr	Interactive	Yes	Siebel eChannel Wireless Object Manager. See <i>Siebel Wireless Administration Guide</i> for further details.
Siebel Mobile Connector Object Manager	SMCObjMgr	Interactive	Yes	Siebel Mobile connector Object manager.
Siebel Product Configuration Object Manager	eProdCfgObjMgr	Interactive	Yes	Configuration server for complex products.
Siebel Sales Wireless	WirelessSalesObjMgr	Interactive	Yes	Siebel Sales Wireless Object Manager. See <i>Siebel Wireless Administration Guide</i> for further details.
Siebel Self Service Wireless	WirelesseServiceObjMgr	Interactive	Yes	Siebel Self Service Wireless Object Manager. See <i>Siebel Wireless Administration Guide</i> for further details.
Siebel Server	SiebSrvr	Background	No	Siebel Server root process and network listener.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Siebel Server Scheduler	SrvrSched		No	Supports the running of Siebel Server and server components by spawning component processes as requested by the Siebel Server. See "About Siebel Server Scheduler (SrvrSched)" on page 162 for further details.
Siebel Service Handheld 7.5	ServiceCEObjMgr	Interactive	Yes	Siebel Service Handheld 7.5.
Siebel Service Wireless	WirelessServiceObjMgr	Interactive	Yes	Siebel Service Wireless Object manager. See <i>Siebel Wireless Administration Guide</i> for further details.
Siebel to Siebel MQSeries Receiver	S2SMqRcvr	Background	No	Preconfigured receiver for Siebel-to-Siebel inbound MQSeries server messages. See <i>Siebel Connector for Siebel Business Applications</i> for further details.
Siebel to Siebel MSMQ Receiver	S2SMSMQRcvr	Background	No	Preconfigured receiver for Siebel-to-Siebel inbound MSMQ server messages.
SMQ Receiver	SMQReceiver	Background	No	Preconfigured receiver for inbound SMQ messages.
Synchronization Manager	SynchMgr	Interactive	Yes	Manages Siebel Remote and Replication Manager synchronization sessions. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Transaction Merger	TxnMerge	Background	No	Merges transactions from Siebel Remote and Replication Manager clients into the Siebel database server. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Task Log Cleanup	TaskLogCleanup	Background	No	Cleans up the task transaction storage after transactions are committed. See <i>Siebel Business Process Framework: Task UI Guide</i> for further details.
Transaction Processor	TxnProc	Background	No	Prepares the transaction log for the Transaction Router. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Transaction Router	TxnRoute	Background	No	Routes visible transactions to Siebel Remote and Replication Manager clients. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Upgrade Kit Builder	UpgKitBldr	Batch	Yes	Creates the Upgrade Kit based on information collected by the Kit Wizard UI. See <i>Siebel Anywhere Administration Guide</i> for further details.
Workflow Action Agent	WorkActn	Background	No	Executes Workflow Manager actions. See <i>Siebel Business Process Framework: Workflow Guide</i> for further details.

Table 28. Predefined Siebel Server Components

Component Name	Alias	Mode	Multi-threaded	Description
Workflow Monitor Agent	WorkMon	Background	No	Monitors Workflow Manager events. See <i>Siebel Business Process Framework: Workflow Guide</i> for further details.
Workflow Process Batch Manager	WfProcBatchMgr	Batch	Yes	Executes business processes in batch. See <i>Siebel Business Process Framework: Workflow Guide</i> for further details.
Workflow Process Manager	WfProcMgr	Batch	Yes	Executes real-time business processes. See <i>Siebel Business Process Framework: Workflow Guide</i> for further details.
Workflow Recovery Manager	WfRecvMgr	Batch	Yes	Recovers interrupted Business Processes due to Siebel Server failures.

1. To run Interactive Assignment, the Server Request Processor component must also be running.

2. For this component to run, the Server Request Processor component must also be running.

Siebel Enterprise, Server, and Component Parameters

Table 29 lists the Siebel Enterprise Server, Siebel Server, and generic parameters and their related attributes. Full descriptions of each parameter follow this table.

Table 29. Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value ¹
Enterprise Server Description	Enterprise Desc	Enterprise	No	No	No	No	Not applicable
Indexspace Name	IdxSpace	Enterprise	No	Yes	Yes	Yes	Not applicable
ODBC Data Source	Connect	Enterprise	Yes	Yes	Yes	No	***

Table 29. Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value ¹
Siebel File System	FileSystem	Enterprise	Yes	Yes	Yes	No	***
Siebel Repository	Repository	Enterprise	No	Yes	No	No	Siebel Repository
Table Owner	TableOwner	Enterprise	No	No	No	No	***
Table Owner Password	TableOwnPass	Enterprise	No	No	No	Yes	Not applicable
Tablespace Name	TblSpace	Enterprise	No	No	No	No	Not applicable
Upgrade Component	Upgrade Component	Enterprise	No	No	Yes	No	Siebel HQ Server
Auto Startup Mode	AutoStart	Server	No	No	Yes	No	TRUE
Communication Transport	Comm	Server	Yes	No	Yes	No	TCPIP
Compression Type	Compress	Server	No	No	Yes	No	NONE
Component Priority Level Timeout	CompPriorityTime	Server	No	No	No	No	Not applicable
Encryption Type	Crypt	Server	No	No	Yes	No	NONE
Host Name	Host	Server	Yes	No	No	No	Not applicable
Log Archive Keep	LogArchive	Server	No	No	Yes	No	10
Log Segment Size	LogSegmentSize	Server	No	No	No	No	Not applicable
Log Maximum Segments	LogMaxSegments	Server	No	No	No	No	Not applicable
Server Description	ServerDesc	Server	No	No	No	No	Not applicable
Server Shutdown Wait Time	ShutdownTime	Server	No	No	Yes	Yes	60
Siebel Root Directory	RootDir	Server	Yes	No	No	No	***
Siebel Server Name	Server	Server	Yes	No	Yes	No	***

Table 29. Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value ¹
Size of Error Buffer	ErrorBufferSize	Server	No	No	No	No	1000
Synchronization Port	SyncPort	Server	Yes	No	Yes	No	40400
Alert Level	AlertLevel	Generic	No	Yes	Yes	Yes	1
Application Datasource	CFGDatasource	Generic	No	Not applicable	Yes	No	ServerDataSrc
Application Scripting Enabled	CFGEnableScripting	Generic	No	Not applicable	Yes	No	TRUE
Application Shared Mode users directory	CFGSharedModeUsersDir	Generic	No	Not applicable	Yes	No	Not applicable
Auto Restart	AutoRestart	Generic	No	No	No	No	FALSE
Compressed File Download	CompressedFileDownload	Generic	No	No	No	No	TRUE
DB Multiplex - Max Number of Shared DB Connections	MaxSharedDbConns	Generic	No	Not applicable	No	No	-1
DB Multiplex - Min Number of Dedicated DB Connections	MinTrxDBConnss	Generic	No	Not applicable	No	No	-1
DB Multiplex - Min Number of Shared DB Connections	MinSharedDbConns	Generic	No	Not applicable	No	No	-1
Default Processes	DfltProcs	Generic	Yes	Yes	Yes	Yes	0
Default Tasks	DfltTasks	Generic	Yes	No	No	No	0
Error Flags	ErrorFlags	Generic	No	Yes	Yes	Yes	0
Honor MaxTasks	HonorMaxTasks	Generic	No	No	No	No	FALSE
Language Code	Lang	Generic	Yes	Yes	Yes	No	ENU
Locale Code	LocaleCode	Generic	Yes	Yes	Yes	No	***
Local load balancing upper threshold	UpperThreshold	Generic	No	Yes	No	No	100

Table 29. Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value ¹
Log Print Timestamp	LogTimestamp	Generic	No	Yes	Yes	Yes	FALSE
Maximum MT Servers	MaxMTServers	Generic	Yes	No	No	No	1
Maximum Processes	MaxProcs	Generic	Yes	Yes	No	No	20
Maximum Tasks	MaxTasks	Generic	Yes	No	No	No	+++
Memory Usage Based Multithread Shell Recycling	MemoryBased Recycle	Generic	No	Yes	No	No	FALSE
Minimum MT Servers	MinMTServers	Generic	Yes	No	No	No	1
Minimum Up Time	MinUpTime	Generic	No	No	No	No	60
Multithreaded	Threaded	Generic	Yes	No	No	No	FALSE
Number of lines after which to flush the log file	LogFlushFreq	Generic	No	No	Yes	No	0
Number of Restarts	NumRestart	Generic	No	No	No	No	10
Number of Retries	NumRetries	Generic	No	No	No	No	10000
Number of Sessions for each SISNAPI Connection	SessPerSisnConn	Generic	No	Not applicable		No	20
OM-Data Source	DataSource	Generic	No	Not applicable	Yes	No	ServerDataSrc
OM-Named Data Source name	NamedDataSource	Generic	No	Not applicable	Yes	No	ServerDataSrc, GatewayDataSource
OM-Model Cache Maximum	ModelCacheMax	Generic	No	Not applicable	Yes	No	10
OM-Preload SRF Data	PreloadSRF	Generic	No	Not applicable	No	No	FALSE
OM-Resource Language Code	ResourceLanguage	Generic	No	Not applicable	Yes	No	Not applicable

Table 29. Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value ¹
OM - Save Preferences	SavePreferences	Generic	No	Yes	No	No	True
Password	Password	Generic	Yes	Yes	Yes	Yes	***
Process VM Usage Lower Limit	MemoryLimit	Generic	No	Yes	No	No	1500
Process VM Usage Upper Limit	MemoryLimitPercent	Generic	No	Yes	No	No	20
Retry Interval	RetryInterval	Generic	No	No	No	No	5
Retry Up Time	RetryUpTime	Generic	No	No	No	No	600
SISNAPI Connection Maximum Idle Time	ConnIdleTime	Generic	No	Yes	Yes	No	-1
SISNAPI-Log Traffic	LogTraffic	Generic	No	Not applicable	Yes	Yes	FALSE
Sleep Time	SleepTime	Generic	No	Yes	Yes	Yes	60
SQL Trace Flags	SQLFlags	Generic	No	Yes	Yes	Yes	0
Static Port Number	PortNumber	Generic	Yes	No	Yes	No	0
Trace Flags	TraceFlags	Generic	No	Yes	Yes	Yes	0
Use IP Address	UseIPAddress	Generic	No	No	No	No	TRUE
Use Shared Log File	LogUseSharedFile	Generic	No	Not applicable	No	No	FALSE
User Name	Username	Generic	Yes	Yes	Yes	Yes	***

1. Parameters with *** as the default value are initially set during the installation of the Siebel Server (based on the configuration specified by the administrator in response to Install Wizard prompts).

2. Parameters with +++ as the default value have default values that differ from component to component. Review the documentation pertinent to the individual component for further information.

Siebel Enterprise Server Parameters

This section describes in detail the Siebel Enterprise Server parameters listed in [Table 29 on page 203](#).

Enterprise Server Description. This is a description of the Siebel Enterprise Server, used for identification in Server Manager views. The system prompts you for the value of this parameter during the configuration of the Siebel Enterprise Server when the first Siebel Server is installed.

Indexspace Name. Indexspace name for the Siebel database schema tables. This parameter specifies the name of the storage space in which to create the indexes for the Siebel database schema. The exact physical meaning of this parameter is database platform-specific. For more information, see the *Siebel Installation Guide* for the operating system you are using to determine if this parameter is supported for your database platform.

ODBC Data Source. ODBC data source name for the Siebel database schema connectivity. The default data source is created during the Siebel Server installation process, but may be overridden for a component or task. This data source must be created as a system DSN. Note that this parameter is case-sensitive.

Siebel File System. Siebel File System path names. The specification of the File System paths must be valid relative to the machine on which the Siebel Server is installed. The maximum length of this parameter is 100 characters. Multiple File System directories can be specified for this parameter by using commas to delimit each directory. For example, the following value specifies two directories hosted on different server machines:

```
\\server_name1\fs\\server_name2\fs\
```

For the following server components, append \att to the pathname for this parameter (for example:

```
\\server_name\fs\att):
```

- Transaction Processor
- Transaction Router
- Transaction Merger
- Synchronization Manager
- Replication Agent
- Database Extract
- Parallel Database Extract
- Generate New Database
- List Import Service Manager
- Enterprise Integration Manager

NOTE: Specify only one pathname as a value for this parameter.

Siebel Repository. Name of the Siebel Repository for application configuration information. The default value is Siebel Repository. There can only be one active repository for each database.

Table Owner. Table owner for the Siebel database schema:

- For Oracle, you are prompted for the default value for Table Owner during the Siebel Server installation process.
- For Microsoft SQL Server, the value defaults to dbo.

Table Owner Password. Database password for the table owner account. This value must be set in order to run Siebel Server components that manipulate objects in the Siebel database schema.

Tablespace Name. Tablespace name for the Siebel Database schema tables. This parameter specifies the name of the storage space in which to create the tables for the Siebel database schema. The exact physical meaning of this parameter is database platform-specific. For more information, see the *Siebel Installation Guide* for the operating system you are using to determine if this parameter is supported for your database platform.

Upgrade Component. This parameter is used by Siebel Anywhere to determine which Siebel Anywhere configuration should be version-checked. By default, the value is Siebel HQ Server. On a regional Siebel Server, this value should be changed to Siebel Regional Server.

Siebel Server Parameters

This section describes in detail the Siebel Server parameters listed in [Table 29 on page 203](#).

Auto Startup Mode. This mode indicates if the Siebel Server components start automatically on Siebel Server startup. This parameter defaults to TRUE, which indicates that the Siebel Server components are fully enabled and the default number of Siebel Server processes start when the Siebel Server System Service starts (or the machine restarts). If Auto Startup Mode is set to FALSE, the Siebel Server components enter a shutdown state after the Siebel Server System Service starts.

Communication Transport. Name of the transport type for network communications (for example, TCPIP).

Component Priority Level Timeout. The amount of time to wait before starting lower-priority components. Components are prioritized as follows:

- Components in the System Management component group have the highest priority. These components start first.
- Components in the Auxiliary System Management component group start next.
- Components in the remaining component groups have the lowest priority.

The Siebel Server starts components in the System Management component group and waits for the maximum number of seconds, specified by the Component Priority Level Timeout for these components to initialize. If, at the expiry of Component Priority Level Timeout, the components fail to initialize, the Siebel Server shuts down otherwise. The components in the Auxiliary System Management component group attempt to start. If the components in this component group fail to initialize before the expiry of Component Priority Level Timeout, the Siebel Server attempts to start the lowest priority components. The Siebel Server attempts to start these components irrespective of the dependencies of these components in the Auxiliary System Management component group, such as File System Manager or Server Request Processor.

Compression Type. Type of compression for SISNAPI network communications (NONE or ZLIB) sent internally between the Siebel Web Server Extension (SWSE) and the Application Object Manager. This parameter is independent of the eapps.cfg configuration file parameter DoCompression, which configures compression between the SWSE and the browser client. Make sure the compression type portion of the eapps.cfg configuration file parameter ConnectString is the same as the Compression Type parameter. See [Appendix B, "Structure of the eapps.cfg File"](#) for details on the ConnectString parameter.

Encryption Type. Type of encryption for network communications between Siebel Web Server Extension and the Application Object Manager (NONE, MSCrypto, or RSA). If you are running the Siebel Web Server Extension and the Siebel Server on the same machine, you must set this parameter to either NONE or RSA. Make sure the encryption type portion of the eapps.cfg configuration file parameter ConnectString is the same as the Compression Type parameter. See [Appendix B, "Structure of the eapps.cfg File"](#) for details on the ConnectString parameter.

Host Name. Name of the host machine on which the Siebel Server is installed. The value is set automatically during the installation of the Siebel Server, but may be changed if you want to route connection requests through a network card bound to a different host name.

Log Archive Keep. Number of log archive directories to keep in the logarchive directory. Each time the Siebel Server service starts, the current log subdirectory moves to the logarchive subdirectory, tagged with the incarnation number of the Siebel Server. This parameter indicates the number of previous logarchive directories to retain. If this parameter is set to 0, the current log subdirectory is not archived upon startup of the Siebel Server Service. If this parameter is set to -1, the Siebel Server keeps logarchive subdirectories. After moving the log directory, a new log directory is created, inheriting the permissions from the parent siebsrvr folder.

Log Segment Size. Determines how large a segment of the log file is in kilobytes. If you set this parameter to 5, the log segment will be 5 KB in size.

Log Maximum Segments. Determines the number of log segments that will be kept. If you set this parameter to 1, only one segment will be kept. When this segment reaches the size specified by the Log Segment Size parameter, the segment is overwritten. In general, you should set this parameter to a high value, such as 20. In this case, the twenty-first segment overwrites the first segment, and so forth.

Server Description. This is a description of the Siebel Server, used for identification in Siebel Server Manager views. The value of this parameter is prompted for during the installation of the Siebel Server.

Server Shutdown Wait Time. Time to wait (in seconds) during a Siebel Server shutdown before killing component processes. When a Siebel Server is shut down (either from the Siebel Server Manager, when the Siebel Server System Service is stopped, or when the machine is shut down or restarted), the currently running component tasks are notified. If the tasks do not shut down within the time specified by the Server Shutdown Wait Time parameter, the Siebel Server kills the component processes directly and then finishes shutting down. The default value of this parameter is 60 seconds.

Siebel Root Directory. Root (install) directory for the Siebel Server. Every Siebel Server subdirectory should be directly under this directory (such as admin, dbtempl, docking, log, logarchive, upgrade). The value for this parameter should never be changed, unless the entire directory structure is moved.

Siebel Server Name. Name of the Siebel Server. This parameter is specified during the installation of the Siebel Server. The name of the Siebel Server may not be changed after it is installed. The Siebel Server Name parameter can contain only alpha characters, numerals, underscores, or a combination thereof; parameter names must also lead with an alpha character and can be no longer than 12 characters. For further information on the Siebel Server Name, see the *Siebel Installation Guide* for the operating system you are using.

Size of Error Buffer. The number of entries in the shared memory circular error buffer used by the Siebel Management Server. This buffer receives all level 0 and level 1 error messages.

Synchronization Port. TCP/IP port number for the Synchronization Server component. The mobile clients that synchronize with this Siebel Server must be configured to connect to this port when initiating a synchronization session (in the DockConnString parameter of the client configuration file).

Generic Parameters

This section describes in detail the generic parameters listed in [Table 29 on page 203](#). Many of these parameters can be set at the Siebel Enterprise Server, Siebel Server, or component levels.

Alert Level. This is the level of logging to the Server Alert File. The value is set to 1 by default, but more detailed information may be specified by setting the parameter to a higher value. Currently, only levels 1 and 2 are supported. Level 1 sends only information about abnormal process and task terminations to the Alert File. Level 2 sends information about every process or task as it exits, whether normally or unexpectedly.

Application Datasource. This parameter specifies the Siebel Application Object Manager default configuration datasource. The value for this parameter is one of the values listed for the OM-Named Data Source name parameter.

Application Scripting Enabled. This parameter determines if the Siebel Application Object Manager server component can execute a server script. If you flag this to true, scripting DLL files are loaded and the application can then execute scripts. The default value for this parameter is true. Setting this parameter to false also disables browser scripts in addition to server scripts.

Application Shared Mode users directory. This parameter specifies the users directory used in shared mode. Update the value of this parameter if you change the location of the Siebel File System.

Auto Restart. This component can be restarted automatically. This parameter works in conjunction with the Number of Restarts parameter to determine the number of attempts that are made to restart the target component.

NOTE: For multithreaded server components, auto-restart does not occur if a process initially fails to start and is terminated by the Siebel application. Only processes that reach the running state are restarted.

Compressed File Download. By default, files are downloaded to a client's browser in a compressed form when using Siebel File System Manager. On certain versions of Microsoft Internet Explorer, this may result in the renaming of the file. If you want to disable compressed file download, then set this parameter to FALSE for the Application Object Manager that you want this feature to be disabled. Default value is TRUE.

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

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

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

NOTE: Set the DB Multiplex - Min Number of Shared DB Connections parameter less than the value of the Maximum Tasks (alias MaxTasks) parameter. Setting this value greater than MaxTasks disables database connection pooling.

Default Processes. Default number of component processes to start on Siebel Server startup. This parameter only applies to components that are defined to run in background mode. The processes instantiated during Siebel Server startup connect to the database using the values for the following Siebel Server-level parameters, unless overridden at the component level for any of the background mode components:

- ODBC Data Source
- Username
- Password

Default Tasks. This is the number of processes to start for a background mode component when the component is started explicitly through the Siebel Server Manager, or when the Siebel Server is started (if the component state was last set to Running). Components with a Default Tasks parameter set to a value greater than zero start automatically when the Siebel Server is started.

EnableSIDataLossWarning. When set to TRUE for standard-interactivity mode employee applications a dialog box appears that warns the user if he or she attempts to change context without saving changes. By default, this parameter is set to TRUE.

Error Flags. Flags used for tracing error information. This parameter is used to turn on various types of component-specific error tracing.

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

Language Code. Three-letter language code for the component processes. Translatable messages (including error messages) are output in the specified language. The translated message files for the language must exist in the locale subdirectory of the Siebel Server installation. For more information, see *Siebel Global Deployment Guide*.

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

NOTE: Siebel Business Applications use the three letter acronym (TLA) code conventions of Microsoft for locale and language code. For more information on setting locales, see *Siebel Applications Administration Guide*.

Local load balancing upper threshold. This parameter determines the load threshold at which a new Application Object Manager (AOM) process launches, and is based on the load percentage of a given AOM process. For example, setting this parameter to 80 percent on an AOM that handles 50 concurrent sessions launches a new AOM process when 40 sessions become active. The default value is 100 percent. For further information on load balancing, see *Siebel Deployment Planning Guide*.

NOTE: If the AOM parameter Minimum MT Servers (alias MinMTServers) is equal to Maximum MT Servers (alias MaxMTServers), the effective value for this parameter is 100 percent despite the actual setting.

Log Print Timestamp. This parameter specifies whether to print a timestamp on records written to the trace files. The value is set to TRUE by default, but administrators may want to override it to FALSE for components that perform a large amount of logging (or if a high value is set for the Trace Flags or SQL Trace Flags parameters).

Maximum MT Servers. This is the maximum number of multithreaded Siebel Server processes to be run concurrently for a component that has multithreading enabled. Note that only batch mode and interactive mode components may run with multithreaded set to TRUE. Tasks and client sessions run as threads within the multithreaded Siebel Server processes. The number of tasks that may run in each Siebel Server process is determined by the value of the Maximum Tasks parameter divided by Maximum MT Servers. Increase or decrease this value based on the number of users for the given component process. For more information, see *Siebel Performance Tuning Guide*.

Maximum Processes. The maximum number of concurrent running processes for a Siebel Server component. The Siebel Server must be restarted in order for any changes to this parameter to take effect.

Maximum Tasks. The maximum number of background mode, batch mode, or interactive mode processes or threads that may run concurrently for a component. This value applies to threads for components that have multithreading enabled, or otherwise component processes. You should increase or decrease this value based on the number of users for the given component process. This value also determines the number of tasks for each component that are tracked by the Siebel Server. For more information on the maximum tasks parameter, see *Siebel Performance Tuning Guide*.

NOTE: Multithreaded Siebel Server processes are not included in the counting of tasks. The tasks run as threads within the processes; these multithreaded processes are guided by the Minimum MT Servers and Maximum MT Servers parameters.

Memory Usage Based Multithread Shell Recycling. If set to TRUE, processes for this component are recycled automatically when virtual memory usage reaches a specified threshold. The threshold is set using the parameter Process VM Usage Lower Limit. For example, when a component is set with this parameter and the memory usage has exceeded the configured threshold, the recycling procedure begins by disabling new tasks, spawning a new process, and commencing a normal shutdown (that is, waiting for all tasks to finish before shutting down). The default value is FALSE. Use this parameter to remedy your application only if excessive memory usage created by memory leaks appears to exist.

Minimum MT Servers. The default number of multithreaded Siebel Server processes that are started for a component that has multithreading enabled. These processes are brought up when the component is started explicitly through the Siebel Server Manager, or when the Siebel Server is started (if the component state was last set to Running). Additional multithreaded Siebel Server processes are started as needed (namely, when the maximum number of threads that may run in a Siebel Server process has been reached), up to the value of the Maximum MT Servers parameter. Setting this parameter to 0 disables the component.

Minimum Up Time. Minimum time an MTS or Siebel Server-mode component needs to up for a restart to be successful (in seconds). In order for the component restart to be considered successful, the component must be running for the duration specified by this parameter. This parameter works with the Number of Restarts parameter to determine the number of restart attempts in a time interval allowed for a component ($\text{NumRestart} * \text{MinUpTime}$). If a component instance cannot be restarted after this time interval, no new restart is attempted (the component instance will not be running). The default value for this parameter is 60 seconds.

Multithreaded. Specifies whether the component is multithreaded or multiprocess. This parameter only applies to batch mode and interactive mode components. Use the default value for this parameter.

CAUTION: Do not change the value of this parameter without direct guidance Global Customer Support. For help with changing the value of this parameter, create a service request (SR) on My Oracle Support. Alternatively, you can phone Global Customer Support directly to create a service request or get a status update on your current SR. Support phone numbers remain the same and are listed on My Oracle Support.

Number of lines after which to flush the log file. Specifies how often data is written to the log file. Set the value to n so that data is written to the log file every n lines. For example, set the value to 1 to write every line to the log file. Set the value to 0 (default value) to allow the operating system to determine when to write data to the log file.

Number of Restarts. Number of times an MTS or Siebel Server-mode component will be restarted if it exited with errors in less than the time set for Minimum Up Time. This parameter works with Auto Restart to determine if MTS or Siebel Server-mode components will be restarted. This parameter also works with the Minimum Up Time parameter to determine the number of restart attempts in a time interval allowed for a component ($\text{NumRestart} * \text{MinUpTime}$). If a component instance cannot be restarted after this time interval, no new restarts are attempted (the component instance will not be running). The default value for this parameter is 10.

Number of Retries. Number of retries for recovery. This parameter works with the Retry Interval and Retry Up Time parameters to reconnect MTS or Siebel Server-mode components to the database if database connectivity has been lost.

Number of Sessions for each SISNAPI Connection. This parameter specifies how many sessions can be multiplexed (shared) through each SISNAPI connection (connections between the Web server [SWSE] and the Application Object Manager), which helps to reduce the number of open network connections. If Number of Sessions for each SISNAPI Connection (alias *SessPerSisnConn*) is -1, all the sessions are created through only one SISNAPI connection. The default value for this parameter is 20; however, while 20 is a good value to use for user sessions, it does not apply to incoming HTTP requests from other systems (for example, EAI HTTP Adapter Access).

OM-Data Source. This parameter specifies the Siebel Application Object Manager datasource.

OM-Named Data Source Name. This parameter lists the named subsystems that the Siebel Application Object Manager preloads when it initializes. That is, all the data sources that the Object Manager might use are listed here.

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

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

OM-Resource Language Code. This parameter specifies the language code used for Siebel Application Object Manager resources. Each language has its own three-letter code identifier. For example, ENU identifies U.S. English.

OM - Save Preferences. Set the value for this parameter to FALSE to prevent the Application Object Manager creating or reading user preference files (file extension equals .spf). When TRUE (the default value) for high-interactivity applications, the Application Object Manager creates a user preference file when a user logs in if one does not already exist. For standard-interactivity applications, the Application Object Manager does not create user preference files.

OM - Timed Statistics. This parameter enables the use of the statistics in the Administration - Server Management, Statistics screen. Statistics include, Average Connect Time (seconds), Average Response Time (milliseconds), and Average Think Time (seconds). Restart the Siebel Server for this parameter to take effect. The statistics are refreshed on completion of each task, so a specific user session must log out for the statistics for that session to be reflected in the Statistics screen. When a task for a component completes its operation, both generic and component specific statistics roll up to the component level. Only generic statistics roll up to the Siebel Server level. The statistics data will be reset when the component is restarted.

Password. Database user password. This parameter specifies the password for the account referenced by the User Name parameter (both are prompted for during the Siebel Server installation process). The User Name and Password parameters are used to connect to the database for Siebel Update version checking, auto-startup of background mode components (see the description for the Auto Startup Mode parameter, and Synchronization Server processes under ["Siebel Server Parameters" on page 209.](#))

Process VM Usage Lower Limit. This parameter sets the virtual memory usage threshold (in megabytes). A component process that reaches this threshold is recycled. The parameter to enable this feature is Memory Usage Based Multithread Shell Recycling. Use this parameter to remedy your application only if excessive memory usage created by memory leaks appears to exist.

Process VM Usage Upper Limit. Set the value of this parameter to the percentage above the value of Process VM Usage Lower Limit at which a fast shutdown is triggered.

Retry Interval. Defines the time interval before a series of retries are made for recovery. This parameter works with the Number of Retries and Retry Up Time parameters to reconnect MTS or Siebel Server-mode components to the database if database connectivity has been lost.

Retry Up Time. Minimum up-time for a new set of retries for recovery. This parameter works with the Number of Retries and Retry Interval parameters to reconnect MTS or Siebel Server-mode components to the database if database connectivity has been lost.

SISNAPI Connection Maximum Idle Time. This parameter configures connection timeout between the Web server and the Siebel Server. Valid values are numeric, specifying the period of idle time (in seconds) after which the connection is disconnected by the component. See the following table for parameter setting descriptions. It is recommended that you set this parameter to a value slightly below the firewall connection timeout value. The default value is -1.

Parameter Value	Description
< 0	Disables this feature.
0 >= and < 30	Configures the minimum value for this parameter, 30 seconds.
> 30	Configures that value in seconds.

NOTE: There is no direct relationship between this parameter and the Session Timeout parameter in the eapps.cfg configuration file. The SISNAPI Connection Maximum Idle Time parameter controls the SISNAPI connection behavior while the Session Timeout parameter controls the user session behavior.

SISNAPI-Log Traffic. This parameter specifies whether Siebel Application Object Manager records a log of all Siebel Internet Session API (application programming interface) messages. SISNAPI is a session-based remote procedure call (RPC) designed to support high responsiveness between the Siebel Server and client applications.

Sleep Time. Time to sleep between iterations (in seconds). This parameter is used for the sleep time of component processes running in background mode when the Siebel Server is idle.

SQL Trace Flags. Flags for tracing of SQL statements. If this parameter is set to 1, every SQL statement issued by the component tasks is logged to the information log file for each task. If this parameter is set to 2, each SQL statement is logged in addition to information about the number of parse, execute, and fetch calls, and timing information about each type of call.

Static Port Number. The network port number on which a component listens for client requests. If no value is specified, a unique port number is generated dynamically for each component starting at port number 49150 and up depending on the number of components configured and the occupied ports above this number. This parameter applies to interactive, batch, and background mode components with the exception of all Application Object Manager (AOM) components. AOM components receive inbound traffic through the Siebel Connection Broker component (alias SCBroker). The port number, whether static or dynamic, is hidden from the end user and is provided primarily so that administrators can fix the port numbers used by a component for firewall configuration. If configuring this parameter, select a port number either below 49150 or high enough to make sure there are no conflicts with dynamically generated port numbers.

Trace Flags. Flags for component-specific tracing information. This parameter is used to turn on various types of component-specific tracing. See the chapters describing the individual Siebel Server components for a description of how to set this parameter for each component.

User IP Address. Specifies if the SISNAPI connect strings should be constructed using the IP address instead of the hostname. Default value is TRUE. Changing the value to FALSE affects performance because the hostname must be looked up each time it connects.

Use Shared Log Files. This parameter specifies whether all tasks within a component process should log to a shared file. When set to FALSE, one log file for each task is generated.

User Name. Database user name. This parameter specifies the user name of the database account that is used by the Siebel Server or Siebel Server components that are not started interactively or in batch mode by the Siebel Server Manager. The password for this database account must be specified by the Password parameter (both are prompted for during the Siebel Server installation process). The User Name and Password parameters are used to connect to the database for Siebel Update version checking, auto-startup of background mode components (see the description for the Auto Startup Mode parameter and Synchronization Server processes described under ["Siebel Server Parameters" on page 209](#) and in [Table 29](#)). When running component tasks from the Server Manager GUI, the value for the User Name parameter is used because the tasks are submitted as component jobs and launched using the Server Request Broker server component (alias SRBroker), which uses the User Name parameter value. When running component tasks from the Server Manager command-line interface-in the case of manually started batch or background mode components-the User Name parameter is that of the user who starts tasks on these components.

B

Structure of the eapps.cfg File

This appendix describes the eapps.cfg file. It includes the following topic:

- [About the eapps.cfg File on page 219](#)
- [Parameter Descriptions of the eapps.cfg File on page 219](#)

About the eapps.cfg File

The eapps.cfg file is divided into sections that can be used to configure a selection of Siebel Business Applications from a global standpoint or at the application level. These sections are described in the following topics. A number of parameters can also be manually input to control security, the ports used for Web server communications, and other operations.

Although you can enter values manually for parameters in the eapps.cfg file, the recommended approach is to configure and apply a SWSE logical profile using the Siebel Configuration Wizard. Use of the SWSE logical profile and the Siebel Configuration Wizard reduces the possibility of introducing errors into the eapps.cfg file. For information about configuring and applying a SWSE logical profile, see *Siebel Installation Guide* for the operating system you are using.

Parameter Descriptions of the eapps.cfg File

These parameters appear in the eapps.cfg file, located in the \BIN subdirectory of your \SWEApp installation directory (\$SWEAPP_ROOT/bin on UNIX). The values you see are a combination of default settings and the values that you selected during the installation and configuration process. You can edit these parameters post-installation.

[swe] Section

The parameters that follow can be found in this section of the eapps.cfg file. These parameters apply to all the selected Siebel Business Applications.

DisableNagle

This parameter, when set to TRUE, disables the Nagling algorithm feature of Microsoft IIS Web server. The default value is FALSE. This is an optional parameter that, if required, must be manually input into the [swe] section of the file.

Language

This parameter defines the language version of Siebel Business Applications. For example, enu stands for U.S. English.

LogDirectory

This parameter defines the location of the log directory, whose default location is

`\SWEApp\LOG (WINDOWS)`

`$SWEAPP_ROOT/log (UNIX)`

NOTE: To configure SWSE logging, set the appropriate environment variables. For information on this procedure, see *Siebel System Monitoring and Diagnostics Guide*.

MaxQueryStringLength

This parameter controls the size of HTTP POST requests from the SWSE plugin. The default value is 500000 bytes (approximately 500 KB). Values for this parameter include:

- -1 to use the default value
- > 0 to set the limit of this parameter, in bytes, to the indicated value (for example, 250000)

NOTE: The HTTP GET method has a 2 MB request limit, which is defined by the HTTP protocol.

ClientRootDirectory

This is the location of SWSE plug-in installation, whose default location is `SWEAPP_ROOT`

SessionMonitor

Use this parameter to determine whether to gather statistics on all current sessions and report them in the SWSE stats page. To enable session monitoring, set SessionMonitor to TRUE. When this parameter is set to TRUE, the SWSE stats page contains information on sessions of users who have logged in to the system. If a user exits properly, using the Logout command, this information is removed from the stats page. If a user exits out of the application by closing the application or if the session times out, the session information remains on the stats page until the Web server is restarted.

Session data includes each user's Username and unencrypted Session ID, so it is important to restrict visibility to the SWSE stats page when SessionMonitor is enabled. To prevent non-administrators from viewing the SWSE stats page, you can change the StatsPage parameter to a value known only to administrators.

If SessionMonitor is disabled (set to FALSE), sessions remain unmonitored and do not appear on the application SWSE stats page.

NOTE: The collection of session information results in a slight degradation in performance.

For further information on configuring and viewing the SWSE stats page, see *Siebel System Monitoring and Diagnostics Guide*.

AllowStats

This parameter enables or disables application-specific statistics reporting in the SWSE stats page. To enable the collection of application-specific statistics, set AllowStats to TRUE. AllowStats set to FALSE disables statistics gathering. The default is TRUE (enable statistics collection).

NOTE: If set to FALSE, only system-level statistics are displayed on the SWSE stats page.

LogSegmentSize

This parameter determines how large a segment of the log file is, in 512 byte blocks. For example, if you set this parameter to 5, the log segment will be 2.5 KB in size. A value of 0 turns off segmentation.

LogMaxSegments

This parameter determines the number of log segments that will be kept. If you set this parameter to 1, only one segment is kept. When this segment reaches the size specified by the Log Segment Size parameter, the segment is overwritten. In general, you should set this parameter to a high value, such as 20. In this case, the twenty-first segment overwrites the first segment, and so forth.

A value of 0 turns segmentation off.

SessionTracking

The Siebel Web Engine maintains user session information through cookies or information contained in Web page URLs. The SessionTracking parameter sets the preferred method of maintaining session information.

SessionTracking has three values:

- **Automatic (Default).** Detects whether the client is capable of supporting cookies. If so, session information is maintained through cookies. If not, it is maintained through URLs.
- **URL.** Forces session information to be passed through the URL.
- **Cookie.** Forces session information to be passed through cookies. This selection is known as *cookieless* session mode. Web browsers with cookies disabled cannot maintain a Siebel user session.

[defaults] Section

The parameters that follow apply to all the Siebel Business Applications whose connect strings are referenced in this file. Any of the settings that can be specified under [defaults] can be also specified for individual applications (such as /esales) in the [xxx] section. If such a parameter is set for a particular Siebel Business Application, it overrides the value listed in [defaults].

DoCompression. Specifies whether the SWSE will compress HTTP traffic.

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.

- When this parameter is set to FALSE, HTTP traffic will not be compressed. Use this setting if HTTP traffic should never be compressed. For example, you might use this setting if your proxy servers only support HTTP 1.0, or if the overhead of compression/decompression is of more concern to you than bandwidth constraints.
- When this parameter is set to TRUE, HTTP traffic will be compressed if no proxy server is detected. However, if any proxy server is detected, it will be assumed not to support HTTP 1.1, and HTTP traffic will not be compressed. Use this setting if you want to compress HTTP traffic where feasible, but cannot be certain that proxy servers that do not support HTTP 1.1 may be used.
- When this parameter is set to CompressProxyTraffic, HTTP traffic will always be compressed. Use this setting for Siebel applications only if you are certain that any proxy server that resides in front of your Siebel application users supports HTTP 1.1.

You can set this parameter for individual Siebel applications, or set it for multiple applications by defining it in the [defaults] section. For example, you might set this parameter to CompressProxyTraffic for employee applications accessed on an intranet if you know that any proxy servers that are deployed support HTTP 1.1. Otherwise, set this parameter to either FALSE or TRUE (such as in the [defaults] section).

NOTE: Because it is impossible to know what type of proxy server an external user (that is, a partner or customer) may be using, the setting CompressProxyTraffic should be used for employee applications only, not for customer or partner applications.

StatsPage

This is the URL (relative to the application's virtual directory) of the page that administrators can access to view statistics on how the Web server is being used. Statistics include the number of active users, the number of requests, and the average speed of request processing.

For information on the SWSE Stats Page, see *Siebel System Monitoring and Diagnostics Guide*.

HTTPPort

The HTTP port used for Web browser communications. The default setting is the standard port of the Web server in use (80).

HTTPSPort

The HTTPS port used for secure Web browser connections. The default setting is the standard port of the Web server in use (443).

EnableFQDN

This setting enables the processing of requests to Web sites even if the user does not provide the fully qualified domain name, such as http://ebiz.oracle.com.

Example:

```
EnableFQDN = TRUE
```

The corollary parameter is FQDN, which must also be set appropriately for the request to be processed correctly. See also FQDN.

FQDN

Stands for Fully Qualified Domain Name. An example of a fully qualified domain name would be `http://ebiz.oracle.com`

If the Web server receives a request for a URL that does not contain the full domain name, the FQDN setting causes the browser to reissue the request and to add the domain name.

In the example below, the eapps.cfg file is edited so that a Web site is accessed as `http://ebiz/callcenter`. The FQDN setting converts the request to `http://ebiz.oracle.com/callcenter`.

```
EnableFQDN = TRUE

FQDN = ebiz.oracle.com
```

One possible application for this is in a Single Sign-On environment, in which cookies with FQDN must be passed to different servers in the same domain. For information about Single Sign-On, see *Siebel Security Guide*.

NOTE: If using software to block pop-up windows, you must enable FQDN. For further information on configuring for pop-up blockers, see ["Configuring Siebel Applications for Pop-Up Blocker Compatibility" on page 62](#).

See also EnableFQDN.

Enabled

The Siebel Web Engine stops responding to user requests if this flag is set to FALSE. The default is TRUE, or enabled. A particular Siebel Business Application (for example, /marketing) stops responding to user requests if this flag is set to FALSE.

This is an optional parameter that, if required, must be manually input in either the [defaults] section of the file, or at the application [/xxx] level, depending on whether you want to disable all applications or just some.

In the example below, the first line has been manually input to disable the Marketing application. All applications are enabled by default.

```
[marketing]

enabled = FALSE
```

In the following example, the parameter has been set to disable all applications, because it has been entered in the [defaults] section.

```
[defaults]

Enabled = FALSE
```

Security-related eapps.cfg Parameters

For information on security-specific eapps.cfg parameters, such as AnonUserName, AnonPassword, GuestSessionTimeout, SessionTimeout, and EncryptedPassword, see *Siebel Security Guide*.

[/xxx] Section

This section of the file contains connect strings for each Siebel Web Client application, as well as the parameters WebPublicRootDir and SiebEntSecToken.

Each connect string is preceded by a bracketed heading as illustrated below:

```
[/xxx]
```

where:

xxx = the name of the Siebel Web Client application you want to edit.

ConnectionString

A connect string exists for each Siebel Web Client application. Each connect string reflects the language-specific Application Object Manager (AOM) for every language supported by Siebel Business Applications in the current release for every supported Siebel application, and contains information you entered during setup.

The format for the connect string is as follows:

```
ConnectionString =  
siebel.transport.encryption.compression:\\server:server_port\\enterprise\\AppObjMgr
```

where:

transport = Networking transport protocol.

encryption = Encryption type. Make sure the value chosen here is the same as that for the Encryption Type parameter. See ["Siebel Server Parameters" on page 209](#) for further information on this parameter.

compression = Data compression method. Make sure the value chosen here is the same as that for the Compression Type parameter. See ["Siebel Server Parameters" on page 209](#) for further information on this parameter.

server = IP address or hostname of the Siebel Server (or in the load-balanced case, the virtual IP address).

server_port = Port number on which the Siebel Connection Broker component (alias SCBroker) runs (or in the load-balanced case, the virtual port number). By default, this port number is 2321.

enterprise = Siebel Enterprise Server name.

AppObjMgr = Relevant Application Object Manager.

For example:

```
ConnectionString = siebel.TCPIP.none.NONE:\\siebel1:2321\\Siebel\\eEventsobjMgr\\
```

StartCommand

This value is the assumed command if your session starts and a command (query) is not explicitly specified in the URL. For example, for eservice the StartCommand is `SWECmd=GotoView&SWEView=Home+Page+View+(eService)`. When you first bring up eservice in a new browser, it will be understood that your first query is a GotoView to your home page view. Normally you do not need to modify the StartCommand parameter specified in eapps.cfg.

WebPublicRootDir

This is the location for Web image caching, whose default location is

`\SWEApp\PUBLIC\language` (WINDOWS)

`$SWEAPP_ROOT/public/language` (UNIX)

NOTE: This parameter must be set in the application-specific section of the eapps.cfg file.

SiebEntSecToken

This is the password used by the Siebel Administrator to refresh application images from the Siebel Server on the Web server without restarting.

This appendix includes information on Siebel application parameters. It includes the following topics:

- [About Siebel Application Configuration Files on page 228](#)
- [Editing Configuration Files on page 229](#)
- [Configuration Parameters Index on page 230](#)
- [Description of Siebel Application Parameters on page 239](#)
- [Data Source Parameters on page 242](#)

Overview

This appendix describes parameters used by Siebel applications in a Siebel Mobile Web Client or a Siebel Web Client deployment. Not all the parameters used by Siebel applications are described in this book. Many parameters are primarily described elsewhere on *Siebel Bookshelf* while some parameters are not documented on *Siebel Bookshelf*.

Where you configure parameters for Siebel applications depends on the type of client deployment:

- For a Siebel Web Client deployment, you configure parameters as component parameters for the AOM or as named subsystem parameters. In both contexts, you use the Siebel Server Manager to configure the parameter. For more information, see [“About Siebel Application Object Manager Parameters” on page 175](#).
- For a Siebel Mobile Web Client deployment, you configure parameters in a configuration file (.cfg). Examples of configuration files include siebel.cfg, used by Siebel Sales, and uagent.cfg, used by Siebel Call Center. For more information, see [“About Siebel Application Configuration Files” on page 228](#) and [“Editing Configuration Files” on page 229](#).

This appendix includes these sections:

- [“Configuration Parameters Index” on page 230](#) provides an alphabetical list of selected configuration parameters and provides references to where they are documented in [“Description of Siebel Application Parameters” on page 239](#) or elsewhere on *Siebel Bookshelf*.

The parameters are listed by the alias in the sequence in which they appear in a Siebel configuration file for a Siebel Mobile Web Client deployment. In many cases, when you set the equivalent parameter for a Siebel Web Client deployment, the alias of the parameter that appears in the Siebel Server Manager GUI is prefixed by CFG, and the full parameter name also appears in the GUI.

For example, you set the parameter ApplicationSplashText in the configuration file to determine the text that appears on a splash screen when starting up a Siebel application on a Siebel Mobile Web Client. For a Siebel Web Client deployment, you set the parameter Application Splashtext (alias CFGApplicationSplashText) on the relevant AOM.

- “Description of Siebel Application Parameters” on page 239 describes some of the parameters for Siebel applications.
- “Data Source Parameters” on page 242 describes some of the parameters in data source sections of the configuration file.

The parameters are listed by the alias in the sequence in which they appear in a Siebel configuration file for a Siebel Mobile Web Client deployment. For a Siebel Web Client, many of these parameters can be set as named subsystem parameters for the relevant data source. In many cases, the parameter alias that appears in the Siebel Server Manager GUI is prefixed by DS. For example, the `ConnectionString` parameter that you set in the `[ServerDataSrc]` section of an application configuration file appears as `Data source Connect String` (alias `DSConnectionString`) for the `Server Datasource` named subsystem in the Siebel Server Manager GUI.

About Siebel Application Configuration Files

Table 30 lists several configuration files and their associated Siebel applications. Your installation may contain additional configuration files besides those listed.

The configuration files are located in the `SIEBEL_CLIENT_ROOT\bin\LANGUAGE` directory on the Siebel Mobile Web Client. The name of the configuration file varies, depending on the application you are using. Separate configuration files are provided for each supported language.

Table 30. Some Siebel Applications and Associated Configuration Files

Siebel Application	Configuration File
Siebel Call Center	uagent.cfg
Siebel Employee Relationship Management	erm.cfg
Siebel Marketing	market.cfg
Siebel Partner Manager	pmanager.cfg
Siebel Sales	siebel.cfg
Siebel Service	sfs.cfg

The initial values for the parameters in the configuration files are either predefined by Siebel Business Applications, or defined using the values that you specify during the installation or at other times.

Some parameter values can be represented using the notation `$(param_name)`. These parameter values are substituted automatically, for example, during a client installation. For example, the value of the `ConnectionString` parameter for a data source that has not yet been configured appears as follows:

```
ConnectionString = $(ConnectionString)
```

The configuration files can also be updated when you initialize the local database for a Siebel Mobile Web Client. For more information about initializing the local database, see *Siebel Remote and Replication Manager Administration Guide*.

Editing Configuration Files

The Siebel application configuration files are plain-text files, and can be edited manually using a text editor. You can add parameters and their values or change values for existing parameters.

CAUTION: When you edit the configuration files, use a text editor that does not perform unwanted character substitutions or change the file's character encoding to formats other than UTF-8. For example, use Microsoft Notepad instead of Microsoft Word or WordPad.

There are many reasons why you might edit configuration files. For example, you might want to do so at some point after the installation in order to enable or disable certain functionality and features. As appropriate, you must make changes in all configuration files for the applications you are using. For each new application you create, you must copy and edit a configuration file to suit your needs.

NOTE: A configuration parameter that is not needed can be commented out by inserting a semicolon at the start of the line.

To edit a Siebel configuration file

- 1 Create a backup copy of the default configuration file for which you want to edit parameter values, and save that file as a backup file.
- 2 Using any suitable text editor, such as Notepad, open the default version of the configuration file.
- 3 Edit parameter values, as necessary, to obtain the application behavior you require.
- 4 Run a test using the configuration file that you edited.
- 5 If there is an error in your test, correct the error and try again, or restore the configuration file from the backup file.
- 6 If no error occurs, then use the modified configuration file.

Configuration Parameters Index

Table 31 contains an alphabetical listing of some of the configuration parameters from Siebel application configuration files such as siebel.cfg or uagent.cfg. This list shows the name of the section in which each parameter can be found and identifies where the parameter is documented. This list is not comprehensive.

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
AccessDir	[Siebel]	"AccessDir" on page 239
AllowAnonUsers	[InfraUIFramework]	<i>Siebel Security Guide</i>
ApplicationName	[Siebel]	"ApplicationName" on page 239
ApplicationPassword	Applicable security adapter sections, such as: [ADSIAdpt] [LDAPSecAdpt]	<i>Siebel Security Guide</i>
ApplicationSplashText	[Siebel]	"ApplicationSplashText" on page 239
ApplicationTitle	[Siebel]	"ApplicationTitle" on page 239
ApplicationUser	Applicable security adapter sections	<i>Siebel Security Guide</i>
AutoStopDB	Applicable data source sections, including: [Local] [Sample]	"AutoStopDB" on page 243
BaseDN	Applicable security adapter sections	<i>Siebel Security Guide</i>
CancelQueryTimeout	[InfraUIFramework]	<i>Siebel Applications Administration Guide</i>
CaptionPrefix	[Siebel]	"CaptionPrefix" on page 239
CaseInsensitive	Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] [GatewayDataSrc]	"CaseInsensitive" on page 243
ClientRootDir	[Siebel]	"ClientRootDir" on page 239

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
CommConfigCache	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommConfigManager	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommConfigManagerName	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommEnable	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommLocalDriver	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommLogDebug	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommLogFile	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommMaxLogKB	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommMaxMsgQ	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommReleaseLogHandle	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommReqTimeout	[Communication]	<i>Siebel Communications Server Administration Guide</i>
CommSimulate	[Communication]	<i>Siebel Communications Server Administration Guide</i>
ComponentName	[Siebel]	"ComponentName" on page 240
ConnectionString	Applicable data source sections, including: [Reports] [Local] [Sample] [ServerDataSrc] [GatewayDataSrc]	"ConnectionString" on page 243 (data sources) <i>Siebel Reports Administration Guide</i>
ContactLogin	Applicable data source sections	"ContactLogin" on page 244
CredentialsAttributeType	Applicable security adapter sections	<i>Siebel Security Guide</i>

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
DataSource	[Siebel]	"DataSource" on page 240
DebugLevel	[EMail]	<i>Siebel Communications Server Administration Guide</i>
DefaultChartFont	[Siebel]	"DefaultChartFont" on page 240
DefaultMailClient	[EMail]	<i>Siebel Communications Server Administration Guide</i>
DisableReverseProxy	[InfraUIFramework]	<i>Siebel Security Guide</i>
DLL	Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] [GatewayDataSrc]	"DLL" on page 244
Docked	Applicable data source sections, including: [Local] [Sample] [ServerDataSrc]	"Docked" on page 244
DockConnString	Applicable data source sections, including: [Local]	"DockConnString" on page 244
DockRecvTxnsPerCommit	Applicable data source sections	"DockRecvTxnsPerCommit" on page 244
DockRepositoryName	[Siebel]	"DockRepositoryName" on page 240
DockTxnsPerCommit	Applicable data source sections, including: [Local]	"DockTxnsPerCommit" on page 244
EditFieldCaption	[InfraUIFramework]	<i>Configuring Siebel Business Applications</i>
EditFieldType	[InfraUIFramework]	<i>Configuring Siebel Business Applications</i>
Enable	[DataCleansing] [DeDuplication]	<i>Siebel Data Quality Administration Guide</i>
EnableCDA	[InfraUIFramework]	<i>Siebel Performance Tuning Guide</i>

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
EnableEmailClientAutomation	[InfraUIFramework]	<i>Siebel Communications Server Administration Guide</i>
EnableFQDN	[Siebel]	Chapter 4, "Configuring the Browser for Siebel Web Clients"
EnableInlineForList	[InfraUIFramework]	If the applet mode property is set to Edit List, the functions Edit, New, and Query work in-line, that is, in the list applet, when EnableInlineForList is set to TRUE. The default value is TRUE. Set to FALSE to turn off this behavior.
EnablePersonalization	[Siebel]	"EnablePersonalization" on page 240
EnableScripting	[Siebel]	"EnableScripting" on page 240
EnableSIBusyCursor	[InfraUIFramework]	<i>Siebel Performance Tuning Guide</i>
EnableWebClientAutomation	[InfraUIFramework]	<i>Siebel Communications Server Administration Guide</i> <i>Siebel Object Interfaces Reference</i> <i>Siebel Database Upgrade Guide</i>
EnterpriseServer	Applicable data source sections, including: [Local] [ServerDataSrc]	"EnterpriseServer" on page 244
eProdCfgNumOfCachedCatalogs	[InfraObjMgr]	<i>Siebel Performance Tuning Guide</i>
eProdCfgNumOfCachedObjects	[InfraObjMgr]	<i>Siebel Performance Tuning Guide</i>
eProdCfgNumOfCachedWorkers	[InfraObjMgr]	<i>Siebel Performance Tuning Guide</i>
eProdCfgSnapshotFlg	[InfraObjMgr]	<i>Siebel Performance Tuning Guide</i>
ExtendedKeyboard	[InfraUIFramework]	<i>Siebel Applications Administration Guide</i>
FileSystem	Applicable data source sections, including: [Sample] [ServerDataSrc]	"FileSystem" on page 245

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
FQDN	[Siebel]	Chapter 4, "Configuring the Browser for Siebel Web Clients" and <i>Siebel Reports Administration Guide</i>
GatewayAddress	Applicable data source sections, including: [ServerDataSrc]	"GatewayAddress" on page 245
GatewayDataSrc	[DataSources]	"GatewayDataSrc" on page 242
Hidden	Applicable data source sections, including: [GatewayDataSrc]	"Hidden" on page 246
HighInteractivity	[InfraUIFramework]	<i>Configuring Siebel Business Applications</i>
InsensitivityFactor	Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] [GatewayDataSrc]	"InsensitivityFactor" on page 246
InsUpdAllCols	Applicable data source sections	"InsUpdAllCols" on page 246
IntegratedSecurity	Applicable data source sections	"IntegratedSecurity" on page 247
ListRowStyle	[InfraUIFramework]	<i>Configuring Siebel Business Applications</i>
Local	[DataSources]	"Local" on page 242
LocalDbODBCDataSource	[Siebel]	"LocalDbODBCDataSource" on page 240
LoginView	[InfraUIFramework]	<i>Siebel Security Guide</i>
LotusForm	[EMail]	<i>Siebel Communications Server Administration Guide</i>
MarkupLanguage	[InfraUIFramework]	<i>Siebel Wireless Administration Guide</i>

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
MaxCachedCursors	Applicable data source sections, including: [Local] [Sample] [ServerDataSrc]	"MaxCachedCursors" on page 247
MaxCachedDataSets	Applicable data source sections, including: [Local] [Sample] [ServerDataSrc]	"MaxCachedDataSets" on page 247
MaxConnections	Applicable data source sections	"MaxConnections" on page 247
MaxCursorSize	Applicable data source sections, including: [ServerDataSrc]	"MaxCursorSize" on page 247
MessageBarUpdateInterval	[Siebel]	<i>Siebel Applications Administration Guide</i>
MultiCurrency	[Siebel]	"MultiCurrency" on page 240
NonSQL	Applicable data source sections	"NonSQL" on page 247
NumberOfListRows	[InfraUIFramework]	<i>Siebel Object Types Reference</i> <i>Siebel Wireless Administration Guide</i> <i>Siebel Mobile Connector Guide</i>
OutlookForm	[Email]	<i>Siebel Communications Server Administration Guide</i>
PasswordAttributeType	Applicable security adapter sections	<i>Siebel Security Guide</i>
PersonalizationLog	[Siebel]	"PersonalizationLog" on page 241
Port	Applicable security adapter sections	<i>Siebel Security Guide</i>
PrefetchSize	Applicable data source sections, including: [ServerDataSrc]	"PrefetchSize" on page 248

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
PrimaryEnterprise	Applicable data source sections, including: [GatewayDataSrc]	"PrimaryEnterprise" on page 248
RemoteSearchServer	[Siebel]	"RemoteSearchServer" on page 241
RemoteSearchServerPath	[Siebel]	"RemoteSearchServerPath" on page 241
ReportDataDir	[XMLPReports]	<i>Siebel Reports Administration Guide</i>
ReportsDir	[Siebel]	"ReportsDir" on page 241
ReportOutputDir	[XMLPReports]	<i>Siebel Reports Administration Guide</i>
ReportsODBCDataSource	[Siebel]	"ReportsODBCDataSource" on page 241
RepositoryFile	[Siebel]	"RepositoryFile" on page 241
RequestServerName	[InfraObjMgr]	This parameter is the name of the Siebel Server that should service requests from the Siebel client.
RequiredIndicator	[InfraUIFramework]	<i>Siebel Developer's Reference</i>
ReverseFillThreshold	Applicable data source sections, including: [Local] [Sample] [ServerDataSrc]	"ReverseFillThreshold" on page 248
RolesAttributeType	Applicable security adapter sections	<i>Siebel Security Guide</i>
Sample	[DataSources]	"Sample" on page 242
SAPRFCConnectString	[SAPSubsys]	<i>Siebel Connector for SAP R/3</i>
SAPRFCDestEntry	[SAPSubsys]	<i>Siebel Connector for SAP R/3</i>
SAPRFCPassword	[SAPSubsys]	<i>Siebel Connector for SAP R/3</i>
SAPRFCUserName	[SAPSubsys]	<i>Siebel Connector for SAP R/3</i>
ScriptingDLL	[Siebel]	"ScriptingDLL" on page 241
SearchDefName	[Siebel]	"SearchDefName" on page 241
SearchEngine	[Siebel]	"SearchEngine" on page 241

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
SearchInstallDir	[Siebel]	"SearchInstallDir" on page 241
SecAdptDllName	Applicable security adapter sections	<i>Siebel Security Guide</i>
SecAdptMode	[InfraSecMgr]	<i>Siebel Security Guide</i>
SecAdptName	[InfraSecMgr]	<i>Siebel Security Guide</i>
ServerDataSrc	[DataSources]	"ServerDataSrc" on page 242
ServerName	Applicable security adapter sections	<i>Siebel Security Guide</i>
SharedCredentialsDN	Applicable security adapter sections	<i>Siebel Security Guide</i>
SharedModeUsersDir	[Siebel]	"SharedModeUsersDir" on page 242
ShowMessageBar	[Siebel]	<i>Siebel Applications Administration Guide</i>
ShowWriteRecord	[InfraUIFramework]	<i>Siebel Partner Relationship Management Administration Guide</i>
SiebelExtMailClientAttDir	[EMail]	<i>Siebel Communications Server Administration Guide</i>
SiebelUsernameAttributeType	Applicable security adapter sections	<i>Siebel Security Guide</i>
SingleSignOn	Applicable security adapter sections	<i>Siebel Security Guide</i>
SortCollation	Applicable data source sections, including: [Local] [Sample]	"SortCollation" on page 248
SqlStyle	Applicable data source sections, including: [Local] [Sample] [ServerDataSrc]	"SqlStyle" on page 250
SslDatabase	Applicable security adapter sections	<i>Siebel Security Guide</i>
SystemSWFName	[InfraUIFramework]	<i>Configuring Siebel Business Applications</i>

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
SystemSWSName	[InfraUIFramework]	<i>Configuring Siebel Business Applications</i>
TableOwner	Applicable data source sections, including: [Local] [Sample] [ServerDataSrc]	"TableOwner" on page 251
TempDir	[Siebel]	"TempDir" on page 242
TreeNodeX (several parameters that are similarly named-for example, TreeNodeCollapseCaption)	[InfraUIFramework]	<i>Configuring Siebel Business Applications</i>
TrustToken	Applicable security adapter sections	<i>Siebel Security Guide</i>
Type	[DataCleansing] [DeDuplication]	<i>Siebel Data Quality Administration Guide</i>
UpperCaseLogin	Applicable data source sections	"UpperCaseLogin" on page 251
UseAdapterUsername	Applicable security adapter sections	<i>Siebel Security Guide</i>
UseRemoteConfig	Applicable security adapter sections	<i>Siebel Security Guide</i>
UsernameAttributeType	Applicable security adapter sections	<i>Siebel Security Guide</i>
UserSWFName	[InfraUIFramework]	<i>Configuring Siebel Business Applications</i>
UserSWSName	[InfraUIFramework]	<i>Configuring Siebel Business Applications</i>
version	[Siebel]	"Version" on page 242
viewPreloadSize	[InfraUIFramework]	<i>Siebel Performance Tuning Guide</i>
view1	[Preload]	See the <i>Siebel Installation Guide</i> for the operating system you are using
view2	[Preload]	See the <i>Siebel Installation Guide</i> for the operating system you are using

Table 31. Index of Configuration Parameters

Configuration Parameter Name	Section Name	Where Documented and Description
viewn	[Preload]	See the <i>Siebel Installation Guide</i> for the operating system you are using
webTemplatesVersion	[InfraUIFramework]	<i>Siebel Performance Tuning Guide</i>
xdoDir	[XMLPReports]	<i>Siebel Reports Administration Guide</i>

Description of Siebel Application Parameters

Table 32 defines Siebel application parameters that appear in the section [Siebel].

These parameters apply only to Siebel Mobile Web Client. For the Siebel Web Client, the parameters are defined as server parameters on the Application Object Manager.

Table 32. Siebel Client Application Parameters

Name	Description
AccessDir	Specifies the directory where Microsoft Access is installed.
ApplicationName	Name of the application object in the repository to use, such as Siebel Sales or Siebel Service. ApplicationName determines which splash screen appears and which set of menus is enabled.
ApplicationSplashText	Text that appears on a splash screen when starting up a Siebel application. The default varies by the application. If you are starting Siebel Sales, for example, ApplicationSplashText is set to Siebel Sales by default.
ApplicationTitle	Changing the text in the ApplicationTitle parameter in the configuration file changes the Application Title value in the multi-value group applets and the Title that appears on the left side of the application title bar. As necessary, make this change in the appropriate configuration file for the intended application. For example, for Siebel Call Center, this parameter would be set, in the file uagent.cfg, to Siebel Call Center.
CaptionPrefix	Allows customizing of the title in the upper left corner of the Siebel client application. Reads Siebel by default.
ClientRootDir	Specifies the directory where the Siebel client software is installed.

Table 32. Siebel Client Application Parameters

Name	Description
ComponentName	<p>Specifies the Siebel Anywhere configuration that should be used during version check. Navigate to the Siebel Anywhere Administration screen, then the Configurations view to see the configurations.</p> <p>Change the setting for this parameter if you want this configuration file to be version-checked by a specific Siebel Anywhere configuration.</p> <p>For example, if you want to check the version of Siebel Business Applications used at one facility with the version used at another facility, create two Siebel Anywhere configurations appropriately named. Then, in the configuration file for each set of users, enter a different value for the ComponentName parameter.</p> <p>It is recommended that you use only alphanumeric characters plus dashes and normal parentheses for the ComponentName parameter. If you want to use the Priority upgrade feature, the maximum character length for the Upgrade Component name should be 40.</p>
DataSource	Name of the default data source that appears in the Connect to drop-down list in the Siebel login screen. Must correspond to an existing data source defined in the configuration file. By default, this parameter is set to Local.
DefaultChartFont	Font name specification for chart applets. Defaults to Arial-10 normal.
DockRepositoryName	Allows the application to read repository information straight from the database, rather than from the Siebel repository file (SRF) file. The value should match the repository used for compiling the SRF file.
EnablePersonalization	<p>Must be set to TRUE to activate the personalization (content targeting) functionality.</p> <p>Siebel workflow processes will not execute properly until personalization events are reloaded.</p>
EnableScripting	<p>TRUE or FALSE. Enables use of Siebel Visual Basic or Siebel eScript.</p> <p>Setting this parameter to false also disables browser scripts in addition to server scripts.</p>
LocalDbODBCDataSource	Name of the ODBC data source that is set up to access the local database. It is used by a variety of features in the Siebel Business Applications and in Siebel Tools. It should not need to be modified because it is correctly configured by the installation program.
MultiCurrency	TRUE or FALSE. Enables multicurrency support.

Table 32. Siebel Client Application Parameters

Name	Description
PersonalizationLog	<p>Add the following to the configuration file to view a log of all personalization activity:</p> <p>PersonalizationLog = "C:\personalization.txt"</p> <p>where C: is the drive where you want to store the log. The log may assist in the process of debugging your rules, events, and actions.</p>
RemoteSearchServer	TRUE or FALSE. TRUE indicates that searches are performed on a remote machine; FALSE indicates that searches are performed on a local machine.
RemoteSearchServerPath	Indicates the name of the remote machine that performs searches.
ReportsDir	Directory where reports are installed. It is typically left blank.
ReportsODBCDataSource	Name of ODBC data source used to connect to modules such as Crystal Reports.
RepositoryFile	<p>Name of the Siebel SRF file to use.</p> <p>RepositoryFile specifies the physical file that contains all the run-time object definitions. Where appropriate, this parameter can optionally specify the absolute path to the SRF file, in order to use the SRF file in a different language directory-such as to display the user interface in a different language than that specified by Language Code. For more information about multilingual Siebel deployments, see <i>Siebel Global Deployment Guide</i>.</p>
ScriptingDLL	Name of the shared library that implements Siebel Visual Basic or Siebel eScript. If the Siebel Server runs on a UNIX server machine, and you plan to use eScript, set the value of ScriptingDLL to sscfjs.so.
SearchDefName	Search definition from Siebel Tools to be used for searching. For more information about search, see <i>Siebel Search Administration Guide</i> .
SearchEngine	<p>Defines the search engine to use for search. You set this parameter to the value that identifies the search engine.</p> <p>If your search engine is Oracle Secure Enterprise Search (Oracle SES) you set it to SES.</p> <p>For more information about search engine administration, see <i>Siebel Search Administration Guide</i>.</p>
SearchInstallDir	Set this parameter to the directory where your search engine is installed. For more information about search engine administration, see <i>Siebel Search Administration Guide</i> .

Table 32. Siebel Client Application Parameters

Name	Description
SharedModeUsersDir	Directory where user preference files are stored. It is typically left blank, otherwise it must be set to a directory under a network shared drive, but it cannot be set to the shared drive itself. For example, if \\yourserver\common is the network shared drive, you cannot set SharedModeUsersDir to \\yourserver\common. Instead, set SharedModeUsersDir to a directory under \common.
TempDir	Directory where temporary files should be created.
Version	Represents version of file. This parameter is for internal use only and is automatically maintained by Siebel Anywhere. When you create an upgrade kit for the configuration file, Siebel Anywhere increments this version string appropriately, based on the version information from the Upgrade Components screen. NOTE: When you perform a Siebel Anywhere upgrade, you must manually upgrade files from the upgraded Siebel client directory to the Siebel Server directory.

Data Source Parameters

This section describes parameters that pertain to the section [DataSources] and to individual data source sections that follow.

These parameters apply only to Siebel Mobile Web Client. For the Siebel Web Client, the parameters are defined as server parameters on the Application Object Manager.

Parameters for DataSources Section

Table 33 lists data sources in the Siebel configuration file, which appear in the section [DataSources]. Each data source also has its own section specifying parameters that apply to this data source.

Table 33. Data Sources

Name	Function
Local	Defines parameters for connecting to the local database.
Sample	Defines parameters for connecting to the Sample Database.
ServerDataSrc	Defines parameters for connecting to the Siebel Database.
GatewayDataSrc	Defines Siebel Gateway parameters.

NOTE: If you want to prevent a data source from being displayed as a choice in the Connect To: portion of the Siebel login screen, add two slash characters (//) in front of the data source in the [DataSources] section of the configuration file. For example: //Sample = Sample.

Parameters for Individual Data Source Sections

Table 34 lists parameters that specify properties associated with the different data sources listed under [DataSources]. Each data source section defines the properties of the particular data source.

Table 34. Data Source Parameters

Name	Comment
AutoStopDB	<p>TRUE or FALSE. Applies to Sample or Local data sources only.</p> <p>If TRUE, then the SQL Anywhere database engine exits when the user logs out. If FALSE (the default), then the database engine continues to run after the user logs out of the Siebel applications.</p> <p>Regarding the local database, see also <i>Siebel Remote and Replication Manager Administration Guide</i>.</p>
CaseInsensitive	<p>TRUE or FALSE. If TRUE, notifies the client to work with the database in case-insensitive mode.</p> <p>See also the description of the InsensitivityFactor parameter for data sources.</p> <p>NOTE: Queries against fields of type DTYPE_ID are always case-sensitive, even if the CaseInsensitive parameter is set to TRUE. For more information, see <i>Siebel Applications Administration Guide</i>.</p>
ConnectionString	<p>Database-dependent string that defines how to connect to the database.</p> <p>For SQL Anywhere (for local database or Sample Database), the -q option hides the SQL Anywhere icon. The -c option indicates the initial cache size, and -ch indicates the limit of the cache size. The -m option indicates to the SQL Anywhere database engine to truncate the transaction log after each checkpoint.</p> <p>The ConnectionString parameter is also used to specify the Siebel Gateway Name Server machine in the GatewayDataSrc section. In the Siebel Mobile Web Client's configuration file, you must specify the Siebel Gateway Name Server's hostname, preferably in a fully qualified form like node.domain.xxx. Failure to specify this parameter correctly results in the Server Administration screens not being accessible.</p> <p>For more information on using connect strings for different server databases, see the <i>Siebel Installation Guide</i> for the operating system you are using.</p>

Table 34. Data Source Parameters

Name	Comment
ContactLogin	TRUE or FALSE. If TRUE, indicates that the corresponding data source uses contact login, rather than employee login. Because a contact user is generally not associated one-to-one with a database account, you must use a security adapter to support contact users. If FALSE, the data source is using employee login, rather than contact login.
DLL	Name of the DLL file to use for the database connector code. The names differ depending upon whether you are using Oracle, SQL Server, DB2, and so on.
Docked	Determines which database connection the application login screen for a Mobile Web Client defaults to. For example, if Docked = TRUE in the [ServerDataSrc] section of the configuration file and Docked = FALSE in the [Local] section of the configuration file, then the application login screen defaults to the server database rather than the local database. The values used in the previous example are the default values.
DockConnString	Name of the docking server (Siebel Remote Server). It is the machine name of the Siebel Server against which the Mobile Web Client synchronizes.
DockRecvTxnsPerCommit	Number of transactions received by the Mobile Web Client before a commit is issued to the database. The default value for this parameter is 10. Change the setting to: <ul style="list-style-type: none"> ■ A higher value if you have a fast network connection, such as a LAN. Increasing the value can provide better performance when synchronizing the Mobile Web Client with the server. ■ A lower value if you have a lower-bandwidth network connection, such as a modem.
DockTxnsPerCommit	Number of transactions processed before a commit is issued to the database.
EnterpriseServer	Name of the Siebel Enterprise Server.

Table 34. Data Source Parameters

Name	Comment
FileSystem	<p>Specifies how the Mobile or Siebel Developer Web Client (for administrative purposes) accesses the Siebel File System. The maximum length of this parameter is 100 characters. Generally, FileSystem and other parameters identified below are set during the Siebel client installation.</p> <p>Mobile Web Client. The following scenario for setting the FileSystem parameter applies to the Siebel Mobile Web Client. The Siebel File System should be installed locally on a Mobile Web Client, so that it is accessible when the client is not connected to the network and can be synchronized using Siebel Remote:</p> <p>Set the following parameter, where <i>FS_location</i> is a UNC location or a drive-letter path to the location on the client computer where the local Siebel File System was installed:</p> <pre>FileSystem = FS_location\att</pre> <p>Developer Web Client. The following scenarios for setting the FileSystem parameter apply to the Siebel Developer Web Client when used for administrative purposes. Make sure that users on the Siebel Developer Web Client have physical access privileges for the Siebel File System directories:</p> <ul style="list-style-type: none"> ■ If the installation uses File System Manager (alias FSMSrvr), set the following parameters: <pre>FileSystem = *FSM* GatewayAddress = Siebel_Gateway_hostname EnterpriseServer = Siebel_Enterprise_Server_name</pre> ■ If the installation does <i>not</i> use FSMSrvr, set the following parameter, where <i>FS_location</i> is a UNC location or a drive-letter path to the location on a network computer where the Siebel File System was installed: <pre>FileSystem = FS_location\att</pre> <p>NOTE: If your networked Siebel File System resides on a UNIX server, you require a cross-platform NFS file system mounting tool to connect from Siebel Developer Web Clients running on Windows machines.</p> <p>The system administrator must manually create the att subdirectory in the Siebel File System. If there is an existing File System installation, the administrator must move all file attachments from <i>FS_location</i> to <i>FS_location\att</i>.</p>
GatewayAddress	Host name or IP address of the Siebel Gateway Name Server.

Table 34. Data Source Parameters

Name	Comment
Hidden	TRUE or FALSE. Determines if the data source shows up in the login screen's picklist of data sources.
InsensitivityFactor	<p>Set to a positive integer value (default is 2). Applies only when the CaseInsensitive parameter is TRUE for the data source. The value controls the number of characters in each string that are treated as case-insensitive in a query. Not all database vendors support case-insensitivity efficiently, so this feature provides an approximate solution.</p> <p>See also the description of the CaseInsensitive parameter for data sources.</p> <p>Below is an example of the SQL WHERE clause generated when searching for an opportunity named New, when InsensitivityFactor is set to 2.</p> <pre>WHERE ((S_OPTY.NAME LIKE 'ne%' OR S_OPTY.NAME LIKE 'Ne%' OR S_OPTY.NAME LIKE 'nE%' OR S_OPTY.NAME LIKE 'NE%')) AND UPPER(S_OPTY.NAME)=UPPER('New'))</pre> <p>The above example shows that all permutations of the first two letters of the string 'New' are checked. With a higher factor, the number of permutations grows exponentially, and performance suffers.</p> <p>NOTE: Do not set this parameter to a value higher than 13.</p>
InsUpdAllCols	<p>TRUE or FALSE. Ordinarily when the Siebel application generates INSERT or UPDATE statements to send to the database, the actual statement contains only the columns where data is present or has changed. When there are situations where you generate many statements on a particular table, the differences in the values being updated may prevent you from using an array interface supported by the DBMS.</p> <p>When this feature is set to TRUE, all columns are present in all INSERT and UPDATE statements. This automatically enables two statements issued against the same table in the same business component as part of a batch operation to use any existing array feature of the DBMS.</p>

Table 34. Data Source Parameters

Name	Comment
IntegratedSecurity	<p>TRUE or FALSE. When TRUE, the Siebel client is prevented from prompting the user for a username and password when the user logs in. Facilities provided in your existing data server infrastructure determine if the user should be allowed to log into the database.</p> <p>This parameter is set for your server data source. However, it is supported for Oracle and Microsoft SQL Server databases only. The default value is FALSE.</p> <p>For additional information, refer to your third-party documentation. For Oracle, refer to the OPS\$ and REMOTE_OS_AUTHENT features. For Microsoft SQL Server, refer to Integrated Security.</p>
MaxCachedCursors	<p>Specifies the maximum number of SQL cursors that can be cached in memory for a database connection. The default is 16.</p> <p>Caching SQL cursors can improve response time and CPU usage because an SQL cursor does not have to be prepared each time it is executed. If memory usage is not a concern, you may consider increasing the value of this parameter.</p>
MaxCachedDataSets	<p>Specifies the maximum number of data sets that can be cached in memory for a database connection. The default is 16.</p> <p>A data set is the set of records that has been retrieved by the execution of a business component. Data-set caching applies only to those business components for which the Cache Data property has been set in Oracle's Siebel Tools.</p> <p>Caching data sets for frequently visited business components can improve response time and CPU usage. If memory usage is not a concern, you may consider increasing the value of this parameter.</p>
MaxConnections	Number of connections that can be made to the data source database server.
MaxCursorSize	<p>Sets the total number of rows that can be returned in a result set. MaxCursorSize is intended for use <i>only</i> with IBM DB2 UDB for OS/390 and z/OS, and must be set as described in <i>Implementing Siebel Business Applications on DB2 for z/OS</i>. If you are using another database, do not set this parameter to anything other than the default value (-1), or database behavior is adversely affected. MaxCursorSize and PrefetchSize are used together, and must be set to the same value. See also the description for the PrefetchSize parameter.</p>
NonSQL	TRUE or FALSE. Setting that indicates that the data source does not use an SQL DBMS to retrieve its data. This would be used only in conjunction with a specialized business component that would build internally. It would never be arbitrarily set by a Siebel customer.

Table 34. Data Source Parameters

Name	Comment
PrefetchSize	Sets the number of rows that the Siebel application reads initially as part of a query execution. PrefetchSize is intended for use <i>only</i> with IBM DB2 UDB for OS/390 and z/OS, and must be set as described in <i>Implementing Siebel Business Applications on DB2 for z/OS</i> . If you are using another database, do not set this parameter to anything other than the default value (-1), or database behavior is adversely affected. MaxCursorSize and PrefetchSize are used together, and must be set to the same value. See also the description for the MaxCursorSize parameter.
PrimaryEnterprise	The name of the Enterprise Server you want to administer from the client machine. Set this parameter to view or change information in the Server Administration screens.
ReverseFillThreshold	When the current query contains many rows, it may be very inefficient to read sequentially through all of them if the user hits the End button. For this reason, the customer may configure a threshold value to invert the current sort, re-execute the query, and fill the data buffers from the end. This is hidden from the user.
SortCollation	<p>Allows the user to specify sorting order on the local database or Sample Database.</p> <p>The SortCollation parameter is not a default part of the configuration file, so it must be added manually in order to take effect. If this parameter is not present, sorting in Siebel applications when using SQL Anywhere uses the binary sort order as identified here. Customers using languages other than English (particularly those using accented characters) may prefer to use an appropriate setting from the list below.</p> <p>NOTE: Setting this parameter to a value other than binary affects the sort performance.</p> <p>After this parameter is changed, the Siebel application must be restarted in order for the change to take effect.</p> <p>The valid values of the SortCollation parameter, supported by the SQL Anywhere database, consist of the following values:</p> <ul style="list-style-type: none"> ■ ISO 14651 Unicode multilingual (Default): default ■ ISO 14651 Unicode multilingual ordering standard: 14651 (produces same results as default sort collation)

Table 34. Data Source Parameters

Name	Comment
SortCollation	<ul style="list-style-type: none"> ■ Big5 (Traditional Chinese) binary order: big5bin ■ Binary sort: binary (produces UTF-8 binary order) ■ CP 850 Western European: no accent: altnoacc ■ CP 850 Western European: lower case first: altdict ■ CP 850 Western European: no case, preference: altnocsp ■ CP 850 Scandinavian dictionary: scandict ■ CP 850 Scandinavian: no case, preference: scannocp ■ CP874 (TIS 620) Royal Thai dictionary order: thaidict ■ CP932 (Japanese on Windows) Shift-JIS binary order: sjisbin ■ CP932 (Japanese on Windows) Shift-JIS with Microsoft extensions binary order: cp932bin ■ GB2312 (Simplified Chinese) binary order: gb2312bin ■ GB 2312 (Simplified Chinese) Pinyin phonetic order: gbpinyin ■ EUC JIS (Japanese on UNIX) binary order: eucjisbin ■ EUC KSC (Korean) binary order: euckscbin ■ ISO 8859-1 ('Latin-1') English, French, German dictionary order: dict ■ ISO 8859-1 ('Latin-1') English, French, German no case: nocase ■ ISO 8859-1 ('Latin-1') English, French, German no case, preference: nocasep ■ ISO 8859-1 ('Latin-1') English, French, German no accent: noaccent

Table 34. Data Source Parameters

Name	Comment
SortCollation	<ul style="list-style-type: none"> ■ ISO 8859-1 ('Latin-1') Spanish dictionary: espdict ■ ISO 8859-1 ('Latin-1') Spanish no case: espnocs ■ ISO 8859-1 ('Latin-1') Spanish no accent: espnoac ■ ISO 8859-2 Hungarian dictionary: hundict ■ ISO 8859-2 Hungarian no accents: hunnoac ■ ISO 8859-2 Hungarian no case: hunnocs ■ ISO 8859-5 Cyrillic dictionary: cyrdict ■ ISO 8859-5 Cyrillic no case: cynocs (Not supported for Sybase) ■ ISO 8859-5 Russian dictionary: rusdict ■ ISO 8859-5 Russian no case: rusnocs (Not supported for Sybase) ■ ISO 8859-7 Greek dictionary: elldict ■ ISO 8859-9 Turkish dictionary: turdict ■ ISO 8859-9 Turkish no accents: turnoac (Not supported for Sybase) ■ ISO 8859-9 Turkish no case: turnocs (Not supported for Sybase) ■ Unicode UTF-8 binary sort: utf8bin (produces same results as binary sort collation) <p>NOTE: In the values above, no accent indicates that the accented and nonaccented characters are treated equivalently by the sort. No case indicates that the sort ignores case. Preference indicates that uppercase records appear before lowercase records where the letter is the same but the case differs.</p>
SqlStyle	<p>Indicates what kind of SQL to send to the database you are using. When generating SQL to send to a DBMS, the application needs to construct the SQL statement to suit the particular DBMS.</p> <p>The value of this parameter is automatically set by the Siebel client or server installer, according to database information you specified.</p> <p>The local database or Sample Database, based on SQL Anywhere, use Watcom. Server databases such as IBM DB2 Universal Database, Microsoft SQL Server, or Oracle use the style applicable to the particular DBMS.</p>

Table 34. Data Source Parameters

Name	Comment
TableOwner	<p>In a database, tables are identified by both their owner and their name. When queries that reference tables are issued, the table owner must be included in those references (for example, SIEBEL.S_EVT_ACT, where SIEBEL is the table owner). Siebel Server infrastructure and system management components, such as SRBroker and SRProc, read the value of this parameter. For Application Object Manger server components, you specify the table owner by setting a value for the Datasource Table Owner (alias DSTableOwner) named subsystem parameter.</p>
UpperCaseLogin	<p>The default is FALSE. If set to TRUE, the user ID, when a user logs in, is converted to uppercase before it is sent to the database for authentication. This value is applicable only if the database is used for authentication; the value of the parameter is ignored when SecurityAdapter is set to a non-empty value.</p> <p>Use this parameter if you want to enforce a policy of having all database accounts in uppercase on a case-sensitive database, but you do not want users to worry about case when they type in their user names.</p> <p>NOTE: The value of UpperCaseLogin does not affect the password.</p>
UseDictionaryInTransactionLogging	<p>To avoid the diccache.dat creation while using the Dedicated Thin Client connected to the DB server, add this parameter to the [ServerDataSrc] section in the CFG file.</p> <p>UseDictionaryInTransactionLogging = FALSE</p> <p>NOTE: This parameter is not supported if you plan to make use of Siebel Remote functionality and synchronize between client and server. If you plan to perform only testing and administration tasks connected against the database server you should not be impacted. For Siebel Remote testing, please make use of Thin Client and Mobile Thin Client.</p>

D

Structure of the lbconfig.txt File

This appendix includes information on the load balancing configuration file. It includes the following topics:

- [About the lbconfig.txt File on page 253](#)
- [lbconfig.txt Session Manager Rules on page 254](#)
- [Third-Party HTTP Load Balancer Rules on page 254](#)
- [Example of a Load Balancing Configuration File on page 255](#)

About the lbconfig.txt File

The load balancing configuration file (lbconfig.txt) provides information about which Siebel Servers will be load-balanced. Its default location is `SWSE_ROOT\Admin` where `SWSE_ROOT` is the installation directory for the Siebel Web Server Extension.

For information about generating the load balancing configuration file, see the *Siebel Installation Guide* for the operating system you are using.

The load balancing configuration file has two parts:

- **Session Manager Rules.** The first section contains virtual server definitions used by load balancing for Siebel CRM. These definitions map a virtual server name to one or more physical platforms on which Siebel Servers are running. Entries can be edited to create additional virtual servers. Load balancing is managed internally by the load balancing module in the Siebel Web Server Extension (SWSE).
- **Third-Party HTTP Load Balancer Rules.** The second section is provided as a guide for creating routing rules for third-party HTTP load balancers. This section lists a series of Uniform Resource Locators (URLs) that provide a path to Application Object Managers (AOMs). These URLs are included in the HTTP header of SISNAPI messages sent from the Siebel Web Server Extension (SWSE) to the load balancer. They are based on the object manager connect strings located in the Siebel Web Server Extension (SWSE) configuration file (eapps.cfg).

The entries map these URLs to Siebel Servers where the AOMs are located. The URL and server mapping together can be used to write routing rules for the load balancer. The mapping includes the port number of the SCBroker running on the Siebel Server. SCBroker receives server requests and distributes them to AOMs running on the server.

These entries are listed in three groups:

- **Component Rules.** This group lists the servers to use for initial connection requests. The path includes the names of all the servers running the Application Object Manager.
- **Server Rules.** This group lists the servers to use for server reconnection requests.

- **Round-Robin Rules.** This group lists the servers to use for retry requests. The URL for these retry requests includes the string RR. There is no significance to the order of the servers in the rule. The third-party HTTP load balancer determines the order in which servers are retried.

lbconfig.txt Session Manager Rules

The syntax of a virtual server definition is as follows:

```
virtualServer = sid:hostname:SCBroker_port;sid:hostname:SCBroker_port;
```

where:

- **virtualServer.** The name of the pool of Siebel Servers that will be load-balanced. The default name is VirtualServer. This name is included in the object manager connect strings in the Siebel Web Server Extension (SWSE) configuration file (eapps.cfg). By default, the VirtualServer pool contains all the Siebel Servers running at the time the SWSE was installed.
- **sid.** The server ID of the Siebel Server. This is a unique number assigned to each Siebel Server during installation.
- **hostname.** The network host name or IP address of the machine on which the Siebel Server runs. If the machine is part of a cluster, then this should be the cluster virtual host name.
- **SCBroker_port.** The port number of the Siebel Connection Broker.

Third-Party HTTP Load Balancer Rules

The variables in the following rules have the following meaning:

- **enterprise.** The Siebel Enterprise Server name.
- **AOM.** The Application Object Manager name.
- **server.** The Siebel Server name. You can change this to the TCP/IP address of the Siebel Server, if desired.
- **SCBPort.** The port assigned to the Siebel Connection Broker on the Siebel Server.
- **sid.** The server ID of the Siebel Server. This is a unique number assigned to each Siebel Server during installation.

Component Rules

These rules are URLs for initial connection requests. The syntax of a component rule is as follows:

```
/enterprise/AOM/=server:SCBport;...;
```

When the file is generated, a component rule is created for every enabled AOM found on every running Siebel Server.

Server Rules

These rules are URLs for server reconnection requests. The syntax of a server rule is as follows:

```
/enterprise/*/!sid.*=server:SCBPort;
```

The first asterisk in the syntax is a wildcard for the AOM. The exclamation point and dot-asterisk (.*) are wildcards that parse the server name to extract the server ID.

Not all load balancers can handle a wildcard character (*) in the middle of the URL. In these cases, create URLs with the following format:

```
/enterprise/AOM/!sid.*=server:SCBport;
```

Repeat this mapping for each combination of the AOM and Siebel Server ID.

Round-Robin Rules

These rules are URLs for server retry requests. The syntax for a round-robin rule is as follows:

```
/enterprise/AOM/RR=server:SCBport;...;
```

This syntax is the same as that of component rules, except that RR is appended to the URL. This is to alert the load balancer to apply a round-robin rule that routes this request to a different Siebel Server.

Example of a Load Balancing Configuration File

Oracle's Siebel Enterprise Server in the example has the following characteristics:

- Enterprise name: Siebel
- Siebel Servers: SiebServA, SiebServB
- Siebel Connection Broker port: 2321 for both servers

Example of lbconfig.txt. Here is an example of an lbconfig.txt file. (Explanatory text at the beginning of the file is not shown):

```
#Section one -- Session Manager Rules:

VirtualServer=1:SiebServA:2321;2:SiebServB:2321;

*****

#Section two -- 3rd Party Load Balancer Rules

#Component Rules:

/siebel/CRAObjMgr_enu/=SiebServA:2321;SiebServB:2321;

/siebel/eEventsObjMgr_enu/=SiebServA:2321;SiebServB:2321;

/siebel/eMarketObjMgr_enu/=SiebServA:2321;SiebServB:2321;
```

```
/siebel/SMObjMgr_enu/=SiebServA:2321;SiebServB:2321;
/siebel/ERMEmbObjMgr_enu/=SiebServA:2321;SiebServB:2321;
/siebel/ERMAdminObjMgr_enu/=SiebServA:2321;SiebServB:2321;
/siebel/ERMObjMgr_enu/=SiebServA:2321;SiebServB:2321;
/siebel/SalesCEObjMgr_enu/=SiebServA:2321;SiebServB:2321;

#Server Rules:
/siebel/*/!1.*=SiebServA:2321;
/siebel/*/!2.*=SiebServB:2321;

#Round-Robin Rules:
/siebel/CRAObjMgr_enu/RR=SiebServA:2321;SiebServB:2321;
/siebel/eEventsObjMgr_enu/RR=SiebServA:2321;SiebServB:2321;
/siebel/eMarketObjMgr_enu/RR=SiebServA:2321;SiebServB:2321;
/siebel/SMObjMgr_enu/RR=SiebServA:2321;SiebServB:2321;
//siebel/ERMEmbObjMgr_enu/RR=SiebServA:2321;SiebServB:2321;
/siebel/ERMAdminObjMgr_enu/RR=SiebServA:2321;SiebServB:2321;
/siebel/ERMObjMgr_enu/RR=SiebServA:2321;SiebServB:2321;
/siebel/SalesCEObjMgr_enu/RR=SiebServA:2321;SiebServB:2321;
```

This appendix contains information on the Siebel Management Framework APIs, and services and methods used. It includes the following topics:

- [About the Siebel Management Framework APIs on page 257](#)
- [Example of Enterprise-Level JMX API on page 259](#)
- [Methods Used with the Enterprise-Level Service on page 262](#)
- [Example of Server-Level JMX API on page 265](#)
- [Methods Used with the Server-Level Service on page 268](#)
- [Example of Component-Level JMX API on page 271](#)
- [Methods Used with the Component-Level Service on page 273](#)

About the Siebel Management Framework APIs

The Siebel Management Framework allows third party and custom management tools to access Siebel runtime information by way of JMX APIs (Java Management Extensions application program interface). Three services allow you to gain access to three levels of information; Enterprise, Server and Components level.

This topic outlines the services and methods that can be executed with the APIs. For more information on Siebel Management Framework see *Siebel System Monitoring and Diagnostics Guide*. Table 35 shows the services along with a high level description. For descriptions and syntactic examples of the methods, see “Methods Used with the Enterprise-Level Service” on page 262, “Methods Used with the Server-Level Service” on page 268, and “Methods Used with the Component-Level Service” on page 273.

Table 35. Services of Siebel Management Framework APIs

Services	Description
Enterprise	<p>Allows third-party vendor, and custom made management tools to access exposed JMX Mbeans to perform Siebel enterprise level operations including:</p> <ul style="list-style-type: none"> ■ Get list of servers that make up the enterprise ■ Get component availability across all servers within the enterprise ■ Startup and shutdown components ■ Retrieve parameter settings for specific enterprise parameter ■ Retrieve parameter settings for component definitions ■ Startup and shutdown all servers within the enterprise
Server	<p>Allows third-party vendor management tool to access exposed JMX Mbeans to perform server level operations including:</p> <ul style="list-style-type: none"> ■ Get server state ■ Get parameter settings for specific server parameters ■ Get statistic value ■ Get state value of a server component ■ Get list of components running on a specific server ■ Get state of components running on a specific server ■ Startup and shutdown specific server
Component	<p>Allows third-party vendor management tool to access exposed JMX Mbeans to perform component level operations including:</p> <ul style="list-style-type: none"> ■ Get attributes (parameter, statistic, state value) of a specific component ■ Get availability of a component on a specific server ■ Get number of processes running for a specific component ■ Get number of tasks running for a specific component ■ Startup and shutdown a specific component

Example of Enterprise-Level JMX API

The following is an example of the Enterprise-level JMX API.

CAUTION: You must test these methods carefully before deploying into production, as some of these commands can shutdown or disable components, servers, or even the enterprise.

```
/**
 *
 */
import com.siebel.management.jmxapi.*;

public class Enterprise
{

    /**
     * @param args
     */
    public static void main(String[] args)
    {

        JmxEnterpriseMBean emb = new JmxEnterprise();

        try
        {
            //+ The following 2 need to be changed by the person using this program
            String ent = "siebel";           // enterprise name

            //get servers//
            System.out.println("Servers:");
            String[] Servers = emb.getServers (ent);
            for (int i = 0; i < Servers.length; i++)
```

```

    {
        System.out.println("    " + Servers[i]);
    }

//getConnectedServers//
System.out.println("ConnectedServers:");
String[] ConnectedServers = emb.getConnectedServers (ent);
for (int i = 0; i < ConnectedServers.length; i++)
{
    System.out.println("    " + ConnectedServers[i]);
}

//getDisconnectedServers//
System.out.println("DisconnectedServers:");
String[] DisconnectedServers = emb.getDisconnectedServers (ent);
for (int i = 0; i < DisconnectedServers.length; i++)
{
    System.out.println("    " + DisconnectedServers[i]);
}

//get comp availability//
String arg = "ServerMgr";
Float compState = emb.getComponentAvailability (ent, arg);
System.out.println("getComponentAvailability('" + arg + "':" + compState);

//shutdownComponent//
String arg1 = "Dbxtract";
Boolean shutdownComp = emb.shutdownComponent(ent, arg1, false);
System.out.println("shutdownComponent('" + arg1 + "':" + shutdownComp);

```

```

//A sleep time of 2min before staring the component//
System.out.println("SleepTime:2 min");
try {
    Thread.sleep( 120000 ); }
catch ( InterruptedException e ) { System.out.println( "awakened prematurely"
);}

```

```

//startComponent//
//String arg1 = "Dbxtract";
Boolean startComp = emb.startComponent(ent, arg1);
System.out.println("startComponent('" + arg1 + "':" + startComp);

//A sleep time of 2min before staring the component//
System.out.println("SleepTime:2 min");
try {
    Thread.sleep( 120000 ); }
catch ( InterruptedException e ) { System.out.println( "awakened prematurely"
);}

```

```

//getparam//
String arg2 = "Connect";
String Param = emb.getParam (ent, arg2);
System.out.println("getParam('" + arg2 + "':" + Param);

//shutdownEnterprise//
Boolean shutdownEnt = emb.shutdownEnterprise (ent);
System.out.println("shutdownEnterprise('" + ent + "':" + shutdownEnt);

//A sleeptime of 5 min before starting the enterprise//
System.out.println("SleepTime:5 min");
try {

```

```

        Thread.sleep( 300000 ); }

    catch ( InterruptedException e ) { System.out.println( "awakened prematurely"
); }

    //startEnterprise//

    Boolean startEnt = emb.startEnterprise (ent);

    System.out.println("startEnterprise('" + ent + "':" + startEnt);

}

catch (Exception e)
{
    e.printStackTrace();
}

}

}

```

Methods Used with the Enterprise-Level Service

The Enterprise-level service uses the Java package `com.siebel.management.jmxapi`

The following methods are part of the Enterprise Service.

CAUTION: All stop and start methods will affect your enterprise, perhaps negatively, if not used carefully.

getServers

Retrieves a list of servers configured as part of the enterprise.

Syntax

See the following for syntax of this method:

```
String[] getServers(String entName) throws Exception;
```

getConnectedServers

Retrieves a list of connected servers in the enterprise.

Syntax

See the following for syntax of this method:

```
String[] getConnectedServers(String entName) throws Exception;
```

getDisconnectedServers

Retrieves a list of servers to which a connection cannot be established.

Syntax

See the following for syntax of this method:

```
String[] getDisconnectedServers(String entName) throws Exception;
```

getComponentAvailability

Retrieves the availability of a given component in an enterprise. Availability is defined as a percentage of available task slots for the component. See the following paragraph.

Availability = ((Total MaxTasks - Total* currTasks)*100)/MaxTasks
 Total MaxTasks = Total number of maximum tasks on all application servers where component is currently running.
 Total currTasks = Total current running tasks on all the application servers where component is configured to run on server startup. If a connection to an application server cannot be established then it is assumed that server is not running. If a task is running as part of a process that is recycled-reconfigured then it is not counted.

Syntax

See the following for syntax of this method:

```
Float getComponentAvailability(String entName, String compName) throws Exception;
```

startComponent

Starts up the component on all application servers where the component is configured to run a Boolean return value. Returns information on whether the startup operation was executed successfully or not.

Syntax

See the following for syntax of this method:

`Boolean startComponent(String entName, String compName) throws Exception;`

shutdownComponent

Shuts down the component on all application servers where the component is configured to run. Set the parameter `bFastShutdown` to `True` if you want to do a fast shutdown, if not, set it to `False`. The returned `Boolean` value tells if the shut down operation was executed successfully or not.

Syntax

See the following for syntax of this method:

```
Boolean shutdownComponent(String entname, String compname, Boolean bFastShutdown)
throws Exception;
```

getParam

Retrieves the value of the parameter for the enterprise. Irrespective of the parameter type the value is returned as a string (integer and float are converted to string)

Syntax

See the following for syntax of this method:

```
String getParam(String entName, String paramAlias) throws Exception;
```

shutdownEnterprise

Shuts down all the application servers in the enterprise. This is based on the agents to which a successful connection cannot be made.

Syntax

See the following for syntax of this method:

```
Boolean shutdownEnterprise(String entName) throws Exception;
```

startEnterprise

Starts up all the appservers in the enterprise. This is based on the agents to which a successful connection can be established.

Syntax

See the following for syntax of this method:

Boolean startEnterprise(String entName) throws Exception;

Example of Server-Level JMX API

The following is an example of the Server-level JMX API.

CAUTION: You must test these methods carefully before deploying into production, as some of these commands can shutdown or disable components, servers, or even the enterprise.

```
/**
 *
 */
import com.siebel.management.jmxapi.*;

public class Server
{
    /**
     * @param args
     */
    public static void main(String[] args)
    {
        JmxServerMBean smb = new JmxServer();

        try
        {
            //+ The following 2 need to be changed by the person using this program
            String ent = "siebel";           // enterprise name
            String srv = "sdchs21n016";     // server name
        }
    }
}
```

```

//getstate//
String srvState = smb.getState (ent, srv);
System.out.println("getState('" + srv + "':" + srvState);

//shutdownserver//
Boolean shutdownSrv = smb.shutdownServer (ent, srv);
System.out.println("shutdownServer('" + srv + "':" + shutdownSrv);

//A sleep time of 5 min before starting the siebel server//
System.out.println("SleepTime:5 min");
try {
    Thread.sleep( 300000 ); }
catch ( InterruptedException e ) { System.out.println( "awakened prematurely"
);}

//startserver//
Boolean startSrv = smb.startServer (ent, srv);
System.out.println("startServer('" + srv + "':" + startSrv);

//A sleep time of 5 min before starting the siebel server//
System.out.println("SleepTime:5 min");
try {
    Thread.sleep( 300000 ); }
catch ( InterruptedException e ) { System.out.println( "awakened prematurely"
);}

//getparam//
String param = "Connect";
String paramval = smb.getParam (ent, srv, param);
System.out.println("getParam ('" + param + "':" + paramval);

```

```

//getstat//
String stat = "NumErrors";
String statval = smb.getStat (ent, srv, stat);
System.out.println("getStat ('" + stat + "':" + statval);

//getsval//
String sval = "SrvrTasks";
String svalval = smb.getSval (ent, srv, sval);
System.out.println("getsval ('" + sval + "':" + svalval);

//getComps//
String[] Comps = smb.getComps (ent, srv);
System.out.println("Components:");
for (int i = 0; i < Comps.length; i++)
{
    System.out.println("    " + Comps[i]);
}

//getCompstate//
String arg = "ServerMgr";
String Compval = smb.getCompState (ent, srv, arg);
System.out.println("getCompState ('" + arg + "':" + Compval);

//shutdowncomp//
String Comp = "Dbxtract";
Boolean compstop = smb.shutdownComp (ent, srv, Comp, false);
System.out.println("shutdownComp ('" + Comp + "':" + compstop);

//A sleep time of 2min before starting the component//
System.out.println("Sleeptime: 2 min");

```

```

        try {
            Thread.sleep( 120000 ); }
        catch ( InterruptedException e ) { System.out.println( "awakened prematurely"
    ); }

    //startComp//
    Boolean compstart = smb.startComp (ent, srv, Comp);
    System.out.println("startComp ('" + Comp + "':" + compstart);

    }
    catch (Exception e)
    {
        e.printStackTrace();
    }
}
}

```

Methods Used with the Server-Level Service

The Server-level service uses the Java package `com.siebel.management.jmxapi`

getState

Retrieves the state of the server and returns the non-translated string. This state of the server is usually expressed in English.

Syntax

See the following for syntax of this method:

```
String getState(String entName, String srvrName) throws Exception;
```

startServer

Starts the application server in the particular enterprise. Boolean return value is True if a success start to the application server process is made. Note this is different than checking to see if the application server actually came up or not. You execute the *siebctl* command on the agent and if that command returns successfully a Boolean True is returned, if not, a Boolean False is returned.

Syntax

See the following for syntax of this method:

```
Boolean startServer(String entName, String srvrName) throws Exception;
```

shutdownServer

Shuts down the application server in a particular enterprise. Boolean return value is True if you are able to execute the *siebctl* successfully on the application server machine, if not, the returned value is False.

Syntax

See the following for syntax of this method:

```
Boolean shutdownServer(String entName, String srvrName) throws Exception;
```

getParam

Retrieves the value of the parameter for the server in a particular enterprise.

Syntax

See the following for syntax of this method:

```
String getParam(String entName, String srvrName, String paramAlias) throws Exception;
```

getStat

Retrieves the value of the statistic for the server in a particular enterprise.

Syntax

See the following for syntax of this method:

```
String getStat(String entName, String srvrName, String statAlias) throws Exception;
```

getSval

Retrieves the value of the state value for the server in a particular enterprise.

Syntax

See the following for syntax of this method:

```
String getSval(String entName, String srvrName, String stateValAlias) throws  
Exception;
```

getComps

Retrieves the list of components running on the application server.

Syntax

See the following for syntax of this method:

```
String[] getComps(String entName, String srvrName) throws Exception;
```

getCompState

Retrieves the state of a component on that application server in a particular enterprise.

Syntax

See the following for syntax of this method:

```
String getCompState(String entName, String srvrName, String compName) throws  
Exception;
```

startComp

Starts up a component on the particular server that is part of an enterprise. Boolean return value is True if the operation is able to execute the command to start the component in srvmgr. If not, the returned value is False.

Syntax

See the following for syntax of this method:

```
Boolean startComp(String entName, String srvrName, String compName) throws Exception;
```

shutdownComp

Shuts down a component on a particular server that is part of an enterprise. Boolean return value is returned True if the operation is able to execute the command to shutdown the component in srvmgr. If not, the returned value is False.

Syntax

See the following for syntax of this method:

```
Boolean shutdownComp(String entName, String srvrName, String compName, Boolean
bFastShutdown) throws Exception;
```

Example of Component-Level JMX API

The following is an example of the Component-level JMX API.

CAUTION: You must test these methods carefully before deploying into production, as some of these commands can shutdown or disable components, servers, or even the enterprise.

```
/**
 *
 */
import com.siebel.management.jmxapi.*;

public class Component
{

    /**
     * @param args
     */
    public static void main(String[] args)
    {

        JmxComponentMBean cmb = new JmxComponent();

        try
```

```

{
    //+ The following 2 need to be changed by the person using this program
    String ent = "siebel";           // enterprise name
    String srv = "sdchs21n625";      // server name
    String Comp = "SRBroker";        //Component name

    //getState//
    String State = cmb.getState (ent, srv, Comp);
    System.out.println("getState('" + Comp + "':" + State);

    //getAvailability//
    Float Availability = cmb.getAvailability (ent, srv, Comp);
    System.out.println("getAvailability ('" + Comp + "':" + Availability);

    //getNumRunningTasks//
    Float RunningTasks = cmb.getNumRunningTasks (ent, srv, Comp);
    System.out.println("getNumRunningTasks ('" + Comp + "':" + RunningTasks);

    //getParam//
    String param = "Connect";
    String paramval = cmb.getParam (ent, srv, Comp, param);
    System.out.println("getParam('" + param + "', '" + Comp + "':" + paramval);

    //getStat//
    String stat = "SleepTime";
    String statval = cmb.getStat (ent, srv, Comp, stat);
    System.out.println("getStat('" + stat + "', '" + Comp + "':" + statval);

    //getsval//
    String sval = "CompTasks";

```

```

        String svalval = cmb.getSval (ent, srv, Comp, sval);
        System.out.println("getSval('" + sval + "', '" + Comp + "':" + svalval);

    }

    catch (Exception e)
    {
        e.printStackTrace();
    }
}

}

```

Methods Used with the Component-Level Service

The Component-level service uses the Java package `com.siebel.management.jmxapi`

This interface represents the running component on a particular application server (that is part of an enterprise) so this diverges from `srvrmgr` in the behavior. This assumes that the interface is used for monitoring only and not for making configuration changes.

getState

Retrieves the current state of the component on an application server in a particular enterprise. This state is the non-translated string of the state of the component. This string is usually stated in English.

Syntax

See the following for syntax of this method:

```
String getState(String entName, String srvrName, String compName) throws Exception;
```

getAvailability

Retrieves the availability of a component on an appserver in an enterprise. Availability is defined as percentage of available task slots for the component.

Availability = ((Total MaxTasks - Total currTasks)*100)/MaxTasks
 Total MaxTasks = Total number of maximum tasks for the component on that appserver.
 Total currTasks = Total current running tasks for the component on that server. If you cannot connect to an application server then assume that the server is not running. If a task is running as part of a process that is previously run or reconfigured then it is not counted.

Syntax

See the following for syntax of this method:

```
Float getAvailability(String entName, String srvrName, String compName) throws
Exception;
```

getNumRunningTasks

Retrieves the number of component tasks running in the enterprise and the particular Siebel Server for that component.

Syntax

See the following for syntax of this method:

```
Float getNumRunningTasks(String entName, String srvrName, String compName) throws
Exception;
```

getParam

Retrieves the value of the parameter for the component on an application server in a particular enterprise. Note, it is retrieved from shared memory. If a connection to the application server cannot be established, then an exception is thrown.

Syntax

See the following for syntax of this method:

```
String getParam(String entName, String srvrName, String compName, String
paramAlias) throws Exception;
```

getStat

Retrieves the value of the statistic for the component on an application server in a particular enterprise.

Syntax

See the following for syntax of this method:

```
String getStat(String entName, String srvrName, String compName, String statAlias)
throws Exception;
```

getSval

Retrieves the value of the state value for the component on an application server in a particular enterprise.

Syntax

See the following for syntax of this method:

```
String getSval(String entName, String srvrName, String compName, String
stateValAlias) throws Exception;
```


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