SIEBEL 7

eBusiness

SIEBEL SERVER ADMINISTRATION GUIDE

VERSION 7.5, REV. C

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Introduction

This guide provides information necessary to implement, configure, and administer Siebel eBusiness Applications, with particular emphasis on Siebel Server administration. This guide also includes detailed procedures on how to use Siebel Server Manager.

This book will be useful primarily to people whose titles or job descriptions match one of the following:

Call Center Administrators	Persons responsible for setting up and maintaining a call center. Duties include designing and managing Computer Telephony Integration (CTI), SmartScripts, and message broadcasts.
Database Administrators	Persons who administer the database system, including data loading, system monitoring, backup and recovery, space allocation and sizing, and user account management.
Marketing Administrators	Persons responsible for setting up and maintaining a marketing department. Duties include designing and managing campaigns, product marketing information, and product distribution lists.
Siebel Application Administrators	Persons responsible for planning, setting up, and maintaining Siebel applications.
Siebel Application Developers	Persons who plan, implement, and configure Siebel applications, possibly adding new functionality.
Siebel System Administrators	Persons responsible for the whole system, including installing, maintaining, and upgrading Siebel applications.

The user should possess skills in SQL, RDBMS, and network connectivity using TCP/IP. Previous experience with application and database software will be helpful.

How This Guide Is Organized

This book explains how to administer the Siebel Server entities in the Siebel applications environment, including the Siebel Enterprise Server, Siebel Gateway, and Siebel Servers. This guide explains in detail how to use Siebel Server Manager (both the GUI and the command-line interface) to accomplish these administrative tasks.

The procedures in the book are meant to be general to all Siebel Server components. For documentation on administering specific components (such as Assignment Manager or Siebel Remote), refer to the appropriate system administration book. The appendixes also contain reference material on Siebel Server component groups, components, parameters, and events. Refer to these appendixes when you need more information on a specific component, parameter, or event.

Revision History

Siebel Server Administration Guide, Version 7.5, Rev. C

April 2003 Bookshelf

Table 1.   Changes Made in Rev. C for April 2003 Bookshelf

Topic	Revision
"Component Processes (Shells)" on page 30	Added this new section on component processes (shells).
"Parameter Management Commands" on page 148	Updated functionality details on the Delete Override parameter commands.
"Administering Siebel Server Parameters" on page 113	Added information on Siebel Server parameter functionality.
"Administering Component Parameters" on page 115	Added information on Siebel Server component parameter functionality.
"Siebel Server Parameters" on page 236	■ Added details to the definitions of parameters Compression Type and Encryption Type. ■ Updated definition of Log Archive Keep parameter.
"Siebel Server System Service" on page 24	Added information regarding the shared memory file; moved this section from its former location in Chapter 3, "Server System Services" to current location.
"Web Client Communication with Application Object Managers" on page 170	Added this new section describing communication details between the Web client and Application Object Managers.

March 2003 Bookshelf

Table 2. Changes Made in Rev. B for March 2003 Bookshelf

Topic	Revision
Table 8 on page 110	Added information and table regarding pausable component types.
"Siebel Server Task Administration" on page 104	Updated information in Running tasks bullet; added note and cross-reference in Pausing tasks bullet.
"To pause a running task" on page 148	Added note and cross-reference in this procedure.
"Generic Parameters" on page 239	Added information to the definition of the User Name parameter.
"Synchronizing Server Components" on page 76	Added troubleshooting note to this section.
"Component Log Files" on page 195	Added information and cross-references to consolidate component task log files into a single log file.

Additional Changes

■ Updated GUI screen images throughout the book.

January 2003 Bookshelf

Table 3. Changes Made in Rev. A for January 2003 Bookshelf

Topic	Revision
"Component Groups" on page 30	Updated definition and information.
"Starting Up and Shutting Down a Siebel Deployment" on page 40	Added this new section and procedure.
"Assigning and Unassigning Component Groups to Siebel Servers" on page 70	Retitled and updated this section.

Table 3.   Changes Made in Rev. A for January 2003 Bookshelf

Topic	Revision
"Enabling and Disabling Assigned Component Groups at the Enterprise Level" on page 72	Retitled and updated this section.
"To kill a running task" on page 109	Added this GUI procedure.
"To remove header and footer information from srvrmgr command-line output" on page 134	Added this Srvrmgr command.
"To add header and footer information to the srvrmgr command-line output" on page 134	Added this Srvrmgr command.
"To exit the Srvrmgr program" on page 134	Added this Srvrmgr command.
"List Command Configuration" on page 140	Added this section on Srvrmgr commands.
"Configuring Named Subsystems" on page 160	Added information to this section.
"Moving the Siebel File System" on page 166	Added this new section and procedure.
"Determining Application Object Manager Parameter Values" on page 176	Added information to this section.
"Named Subsystems" on page 181	Retitled and added information to this section.
"Siebel Gateway Log File" on page 209	Added this section.
Table 29 in "Siebel Server Components" on page 218 section.	Added Siebel Bookshelf cross-references to component descriptions where applicable.
Table 30 in "Parameters" on page 229 section.	Added 16 new server parameter definitions to this table.
"Parameters" on page 229	Added 16 new parameter descriptions to this section.
Appendix D, "Siebel Web Server Extension Stats Page"	Added this appendix.

Siebel Enterprise Server Architecture 1

This chapter provides an overview of the Siebel Enterprise Server architecture including introductory information on the Siebel Gateway, Siebel Enterprise Server, Siebel Servers, Siebel Server Components, and the Siebel File System and File System Manager. See the following sections for details:

- "The Siebel Environment" on page 16

- "Siebel Gateway" on page 19

- "Siebel Enterprise Server" on page 23

- "Siebel Server" on page 24

- "Siebel Server Components" on page 28

- "Siebel File System and File System Manager" on page 33

The Siebel Environment

The Siebel eBusiness Applications environment consists of three entities, listed in
Table 4.

Table 4.   Siebel Application Entities

Entity	Comments
Siebel clients	Includes Siebel Web client, Dedicated Web Client, Wireless Client, Mobile Web Client, handheld client, and Siebel Tools Client. For descriptions of client types, see *Siebel Web Client Administration Guide*.
Siebel Enterprise Server	Includes the Siebel Server, Siebel Enterprise Server, and Siebel Gateway. Collectively, these entities provide both batch mode and interactive services to and on behalf of Siebel clients.
Siebel Database Server and Siebel File System	Stores the data and physical files used by Siebel clients and Siebel Enterprise Server.

The Siebel Enterprise Server environment represents the middle tier within the
three-tiered Siebel eBusiness Applications environment. Figure 1 on page 17 and
Figure 2 on page 18 contain a logical diagram of all the entities that make up the
Siebel eBusiness Applications, Release 7 environment.

This chapter discusses only the Siebel Enterprise Server architecture and entities. For a discussion of the Siebel Web clients, see *Siebel Web Client Administration Guide*.
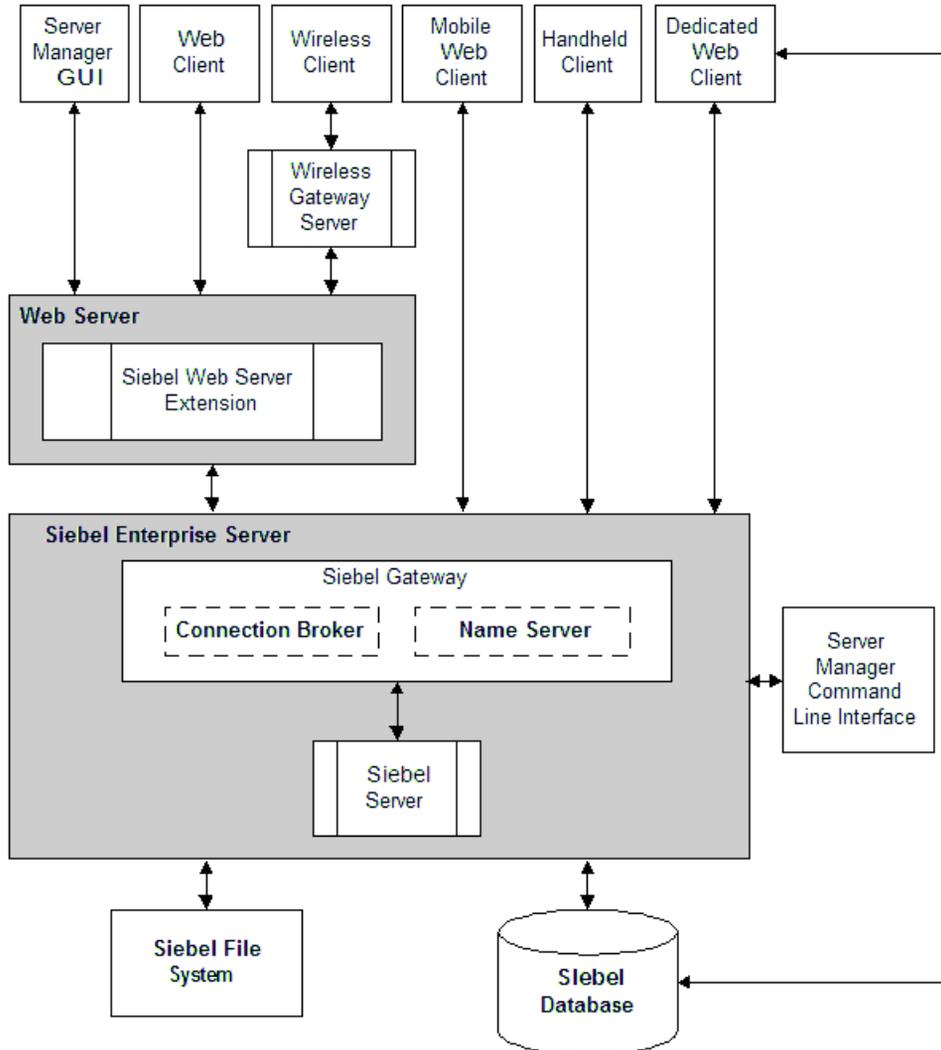
Figure 1.   Logical Diagram of Siebel 7 Environment in a Small Deployment (one Siebel Server and one Web Server)
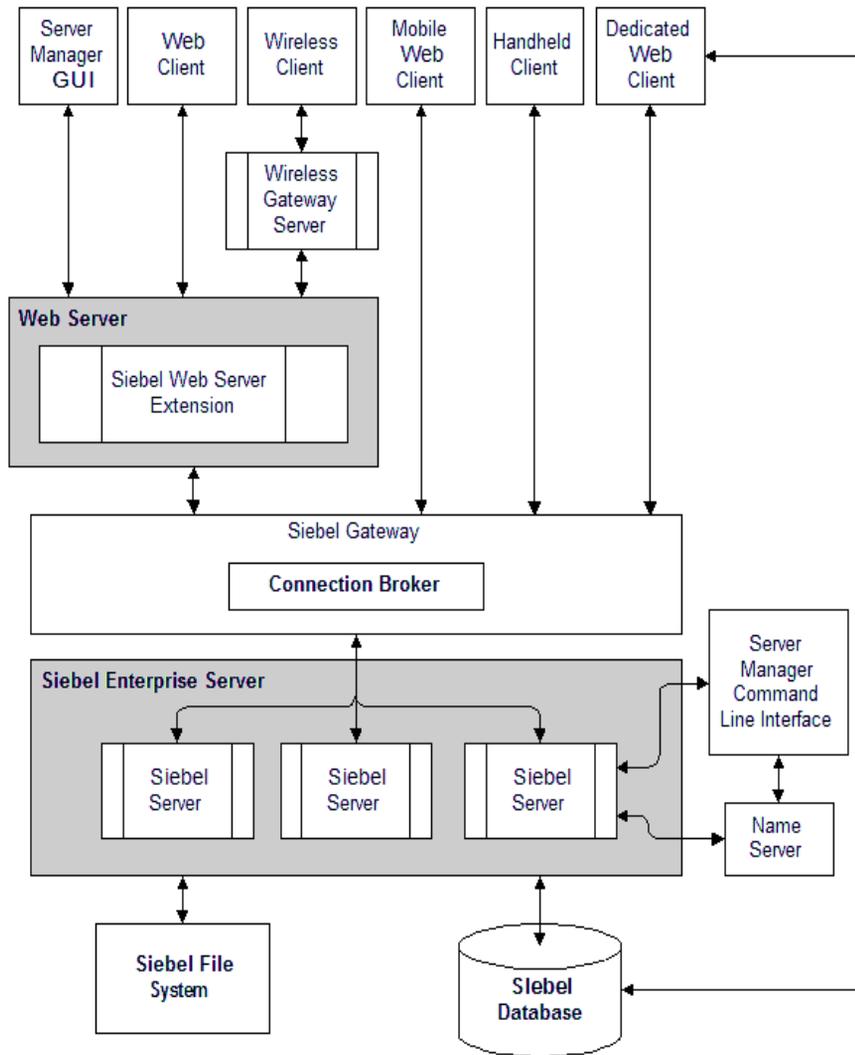
Figure 2.   Logical Diagram of Siebel 7 Environment in a Larger Deployment (multiple Siebel Servers)

Siebel Gateway

The Siebel Gateway:

■ Provides enhanced scalability, load balancing, and high-availability across the Siebel Enterprise Server

■ The Siebel Gateway is *a logical entity, not a physical server* consisting of a Name Server

Two primary services that coordinate the Siebel Enterprise Server and Siebel Servers operate within the Siebel Gateway: Name Server and Connection Brokering. In Siebel 7, the Name Server and Connection Broker are now separate items that may reside on different servers. Also, a single Siebel Gateway Name Server can now support multiple Siebel Enterprise Servers.

Name Server

The Name Server provides the persistent backing of Siebel 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 Name Server, specifically to the siebns.dat file. At start up, the Siebel Server obtains its configuration information from the Name Server's siebns.dat file. For further information on this file, see "Backing Up the Siebel Gateway Name Server Data" on page 36.

The Name Server also serves as the dynamic registry for Siebel Server and component availability information. At start up, a Siebel Server within the Siebel Enterprise Server notifies the Name Server of its availability and stores its connectivity information—such as network addresses—in the Name Server's nonpersistent (volatile) store.

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

In a Windows environment, the Name Server runs as a Windows service. In a UNIX environment, the Name Server runs as a daemon process.

A single 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 Name Server.

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

NOTE: Do not maintain the development, test, and production environments on the same Name Server.

You can specify and create a new Siebel Enterprise Server when you install the first Siebel Server for a table owner or database.

NOTE: In a Windows environment, there can be only one Name Server installed per machine.

In a UNIX environment, the Name Server runs as a daemon process.

Impact of Failure

When the 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

Siebel eBusiness Applications supports a number of server clustering technologies that are platform-specific to achieve high-availability for the Name Server. For example, Microsoft Cluster Service is supported on the Windows platform, while a number of vendor solutions are supported on the UNIX platform. For the most current information on server cluster support, see the *Siebel Server Installation Guide* for the operating system you are using.

Resource Requirements

The Name Server requires very few system resources. Follow the hardware recommendations listed in the system requirements and supported platforms document for your Siebel application.

Connection Brokering

Connection Brokering directs client connection requests to the least-laden Siebel Server operating the desired component, which provides greater scalability and higher availability. Connection Brokering is an optional service of the Siebel Gateway that uses the Resonate Central Dispatch product to distribute client connection requests across multiple Siebel Servers. Only Web client requests to the Siebel Application Object Manager (such as the Call Center Object Manager) and Interactive Assignment Manager can be load-balanced by Resonate Central Dispatch.

NOTE: Mobile Web client connections will not be distributed by Resonate Central Dispatch.

Impact of Failure

When the Resonate Scheduler fails, current user connections making use of the Scheduler will be interrupted immediately. No new user sessions can be established to Siebel Servers. Although no immediate interruptions will occur to the Siebel Enterprise itself, no users will be able to access the Siebel Enterprise using Resonate.

High-Availability Solution

Central Dispatch specifies two servers for use as the Scheduler—one acts as a Primary Scheduler, while the other acts as the Secondary Scheduler. The Primary Scheduler always listens on the Virtual IP (VIP) address and distributes traffic unless it at some point becomes unavailable, at which point the Secondary Scheduler takes over listening on the VIP and distributes traffic.

Resource Requirement

The Connection Broker/Resonate Scheduler does not generally require many resources even when there is a heavy user load. Routing modules reside in the kernel layer or network driver layer.

For more information about Connection Brokering, see the *Siebel Server Installation Guide* for the operating system you are using.

Siebel Enterprise Server

The Siebel Enterprise Server is a logical grouping of Siebel Servers that support the same group of users accessing a common Siebel Database Server. 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 will 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, this value will be used instead of the setting for the same parameter at the Siebel Enterprise Server level.

Each Siebel Server that connects to a common database schema must be installed within the same Siebel Enterprise Server.

The Siebel Enterprise Server itself has no processes and, therefore, cannot have a state. However, you can start and shut down operations at the Siebel Enterprise Server level, and these actions will apply to every Siebel Server within that Siebel Enterprise Server.

For information on administering the Siebel Enterprise Server, see "Siebel Enterprise Server Administration" on page 57.

NOTE: Make sure server hardware and software requirements meet your Siebel application's minimum standards. For more information, see the system requirements and supported platforms document for your Siebel application. (Release notes and the system requirements and supported platforms document for Siebel applications can be found on Siebel SupportWeb at http://ebusiness.siebel.com/supportweb/.)

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 Server and 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. Many of the Siebel Server components can operate on multiple Siebel Servers simultaneously to support an increased numbers of users or larger batch workloads.

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. For information on administering the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 46.

During startup, the Siebel Server System Service:

■ Reads configuration information from the Siebel Gateway, specifically the `siebns.dat` file. For information on the Siebel Gateway, see "Siebel Gateway" on page 19.

■ Creates a shared memory file. By default, this file has the name
Enterprise_Server_Name.*Server_Server_Name*.shm. 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.)

■ Forks component processes (multithreaded and background). See "Component
Processes (Shells)" on page 30 for details on these processes.

■ Registers with Resonate and with the Siebel Gateway (in case Resonate is
installed). For information on Resonate, see the *Siebel Server Installation Guide*
for the operating system you are using.

Siebel Server Manager

The Siebel Server Manager is the native management console 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, 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 server; if you access the command-line interface without specifying a specific server, server manager creates a task on every running server; and if you start the command-line interface while specifying a specific server (using the /s flag), server manager creates a task on that specific server alone, and all commands are targeted to that server and 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 will create a separate Server Manager task. Therefore, you will create a new Server Manager task each time you access the Server Administration screens.

For information on using the Server Manager, see "Siebel Server Administration" on page 59.

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.

Component Modes

Components can 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.** To start batch mode components, you need to manually start these components using the Server Manager. Siebel clients may also start these components using the Server Request Manager component. 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 Object Manager.

For a list of Siebel Server components and their associated run modes, see "Siebel Server Components" on page 218.

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 218.

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. For more information, see "Component Group and Server Component Administration" on page 63.

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

Component Groups

Component groups are a functional area 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 eBusiness Applications provide a number of predefined component groups. For a list of predefined component groups, see Table 28 on page 212.

You can also create your own component groups. For more information, see "Component Group and Server Component Administration" on page 63. For a list of components contained within each component group, see "Siebel Server Component Groups" on page 212.

Component Processes (Shells)

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

■ Initializes the logging/networking facility.

■ Determines which component to run. The component is specified as a DLL (personality DLL), which is run by the Siebel Server either as part of the input parameters or as part of a network message.

■ Attaches to shared memory.

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

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 mode component that is not object manager based is brought up in a siebproc shell. For example, Transaction Processor (TxnProc).

■ An interactive component that is multithreaded and not object manager-based is brought up in a siebmtsh shell. For example, Server Request Processor (SRProc).

■ A multithreaded, object manager-based component is brought up in a siebmtshmw shell. For example, Call Center Object Manager (SCCObjMgr).

Parameters Controlling Number of Shells

The following parameters, defined for each multithreaded batch and interactive mode component, control the number of shells that start up:

■ MaxMTServers

■ MinMTServers

■ MaxTasks

■ DfltTasks

See "Parameters" on page 229 and "Determining Application Object Manager Parameter Values" 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 "Viewing Siebel Server Event Logs" on page 198 for details on viewing Siebel Server log files.

Siebel File System and File System Manager

The Siebel File System consists of a shared directory that is network-accessible to the Siebel Server that contains the physical files used by Siebel clients. To gain access to files, Web clients connect directly to the appropriate Siebel Server to request file uploads or downloads. The Siebel Server then accesses the Siebel File System using the File System Manager (FSM) component. File System Manager will process these requests through interaction with the Siebel File System directory.

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

Server Configuration   2

This chapter provides an overview on configuring the Siebel Server and its components, modifying Siebel Server parameters, and reinstalling the Siebel Gateway and Siebel Servers if necessary. See the following sections for details:

- "Configuring the Siebel Server and Its Components" on page 36

- "Modifying Parameters Using the Server Manager GUI" on page 37

- "Reinstalling the Siebel Gateway and Siebel Server" on page 38

Configuring the Siebel Server and Its Components

Before starting the Siebel Server, you may want to modify Siebel Server configuration. You will need to enable component groups on the Siebel Server. In some cases, you may need to reinstall the Siebel Server. This chapter describes the configuration methods that you may need to perform after completing the Siebel installation.

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

Backing Up the Siebel Gateway Name Server Data

It is recommended to 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 Admin folder of the Siebel Gateway root directory. See "To back up Siebel Gateway Name Server information" on page 141 for information on making a backup of the siebns.dat file.

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.)

To restore a previous Siebel Enterprise Server configuration

1 Follow the shutdown procedures for the Siebel deployment. (Shutting down the Siebel Database Server is not necessary.) See "Starting Up and Shutting Down a Siebel Deployment" on page 40 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 Up and Shutting Down a Siebel Deployment" on page 40 for further information.

Modifying Parameters Using the Server Manager GUI

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. For more information, see "Parameter Administration" on page 112.

Reinstalling the Siebel Gateway and Siebel Server

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

■ Rename the machine on which the Siebel Gateway, Siebel Servers, or both are running.

■ Make structural changes to the directory where the Siebel Gateway, Siebel Servers, or both are installed.

■ Move the Siebel Gateway, Siebel Servers, or both to another machine.

Each of these operations will require you to uninstall and reinstall both the Siebel Gateway and Siebel Servers. To reinstall the Siebel Gateway and Siebel Server

1 Uninstall the Siebel Server.

For information on uninstalling Siebel Servers, see the *Siebel Server Installation Guide* for the operating system you are using.

2 Uninstall the Siebel Gateway.

For information on uninstalling the Siebel Gateway, see the *Siebel Server Installation Guide* for the operating system you are using.

3 Reinstall the Siebel Gateway.

For information on installing the Siebel Gateway, see the *Siebel Server Installation Guide* for the operating system you are using.

4 Reinstall the Siebel Server.

For information on installing Siebel Servers, see the *Siebel Server Installation Guide* for the operating system you are using.

5 Reextract all mobile clients.

For information on extracting mobile client databases, see *Siebel Remote and Replication Manager Administration Guide*

Server System Services 3

This chapter details 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 System Service and the Siebel Server System Service. See the following sections for details:

- "Starting Up and Shutting Down a Siebel Deployment" on page 40

- "Administering the Siebel Gateway System Service" on page 42

- "Administering the Siebel Server System Service" on page 46

Starting Up and Shutting Down a Siebel Deployment

It is important to follow the correct sequence when starting up or shutting down a Siebel deployment as several dependencies require that certain servers are running before others. Follow the procedures below to start up or shut down your Siebel deployment.

To start up a Siebel deployment

1 Start up the Siebel Database Server.

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

2 Start up the Siebel Gateway service.

Refer to "Administering the Siebel Gateway System Service" on page 42 for detailed information on this procedure.

3 Start up the Resonate service, if applicable. For information on Resonate, see the *Siebel Server Installation Guide* for the operating system you are using.

4 Start up the Siebel Server service.

The Siebel Server must connect to the Siebel Gateway and Database on startup. Refer to "Administering the Siebel Server System Service" on page 46 for detailed information on the Siebel Server service startup procedure.

To shut down a Siebel deployment

1 Shut down the Siebel Server service.

When the Siebel Server System Service is shutdown, it shuts down server components and tasks before shutting down itself. Refer to "Administering the Siebel Server System Service" on page 46 for detailed information on the shutdown procedure.

2 Shut down the Resonate service, if applicable. For information on Resonate, see the *Siebel Server Installation Guide* for the operating system you are using.

3 Shut down the Siebel Gateway service.

Refer to "Administering the Siebel Gateway System Service" on page 42 for detailed information on this procedure.

4 Shut down the Siebel Database Server.

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

Administering the Siebel Gateway System Service

Occasionally, you will need to stop and restart the Siebel Gateway System Service for maintenance purposes. You should only restart the System Service when it is necessary. For information about Siebel Gateway System Service, see "Name Server" on page 19.

Siebel Gateway System Service on Windows 2000

This section describes how to start, stop, and check the Siebel Gateway System Service on Windows 2000.

To start the Siebel Gateway System Service on Windows 2000

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.

6 Right-click Siebel Gateway and select Start.

Windows 2000 will now start the Siebel Gateway System Service. This may take a few seconds. After the service has started, the Status field will change to Started.

To stop the Siebel Gateway System Service on Windows 2000

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.

6 Right-click Siebel Gateway 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 2000 will now stop the Siebel Gateway System Service. This may take a few seconds. After the service has started, the Status field will be blank.

To check the status of the Siebel Gateway System Service on Windows 2000

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.

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

Siebel Gateway System Service on UNIX

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

To start the Siebel Gateway System Service on UNIX

■ 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 will run.

■ To start the Siebel Gateway 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 Server 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 Name Server will start up even if it was not previously shut down completely. This switch is typically not needed.

To stop the Siebel Gateway System Service on UNIX

■ 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 is running.

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

```
stop_ns -f
```

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

To check the status of the Siebel Gateway 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 is configured.

Administering the Siebel Server System Service

Occasionally, you will 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 "Siebel Server System Service" on page 24.

Siebel Server System Service on Windows 2000

This section describes how to start, stop, and check the Siebel Server System Service on Windows 2000.

To start the Siebel Server System Service on Windows 2000

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 desired Siebel Server service (the enterprise name and Server name will be indicated in square brackets).

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

Windows 2000 will now start the Siebel Server System Service. This may take a few seconds. After the service has started, the Status field will changed to Started.

To stop the Siebel Server System Service on Windows 2000

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 desired Siebel Server service (the enterprise name and Server name will be indicated in square brackets).

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

Windows 2000 will now stop the Siebel Server System Service. This may take a few seconds. After the service has stopped, the Status field will be blank.

To check the status of the Siebel Server System Service on Windows 2000

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 desired Siebel Server service (the enterprise name and Server name will be indicated in 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.

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

■ Enter:

```
start_server siebel_server_name
```

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
```

For example, to start the System Services for all Siebel Servers configured for the current installation (across all Siebel Enterprise Servers), use the following command:

```
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) will 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 indicate the Siebel Enterprise Server for which Siebel Servers will be started. 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` 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` 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 Server Installation Guide for UNIX*.

- To force the start up, use the `-f` switch by entering:

```
start_server -f
```

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

To stop the Siebel Server System Service on UNIX

■ 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
```

For example, to stop the System Services for all Siebel Servers configured for the current installation (across all Siebel Enterprise Servers), use the following command:

```
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 indicate the Siebel Enterprise Server for which Siebel Servers will be stopped. 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` Siebel Enterprise Server, use the following command:

```
stop_server -e siebel prod01
```

■ Use the -M switch if another Siebel Server is currently running under the same Siebel administrator account by entering:

```
stop_server -M
```

You should only need to use this switch in test or development environments, because only one Siebel Server should run on one physical machine in production systems. This switch disables part of the stop functionality that would affect another Siebel Server running under the same user ID. If the -M switch is specified and the system service still fails to start up, you will need to shut down all Siebel Servers running under the same Siebel administrator account.

■ To force the shut down, use the -f switch by entering:

```
stop_server -f
```

This will cause 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.

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
```

For example, to list the current status of the System Services for all Siebel Servers configured for the current installation (across all Siebel Enterprise Servers), use the following command:

```
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` 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
```

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` Siebel Enterprise Server, use the following command:

```
reset_server -e siebel prod01
```

■ Use the `-M` switch if another Siebel Server is currently running under the same Siebel administrator account by entering:

```
reset_server -M
```

You should only need to use this switch in test or development environments, because only one Siebel Server should run on one physical machine in production systems. This switch disables part of the reset functionality that would affect another Siebel Server running under the same user ID. If the `-M` switch is specified and the System Service for the Siebel Server is still not able to start up, the other Siebel Servers running under the same Siebel administrator account will need to be shut down (using the Server Manager) in order for reset_server to run without the `-M` switch.

NOTE: This script should only be used 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.

Using the Siebel Server Manager GUI 4

This chapter details the procedures available from the Siebel Server Manager GUI. From these administration screens, you can administer the Siebel Enterprise Server, individual Siebel Servers, and Siebel Server components and component groups. This chapter also details how to start a Siebel Server component task using the Component Request Administration screen, as well as administer parameters, state values, and statistics. See the following sections for details:

Siebel Server Manager GUI

The Siebel Server Manager Graphic User Interface (GUI) consists of every screen within the Siebel Server Administration screen set. This chapter describes the administration tasks you can perform using the Siebel Server Manager GUI. You should use the Siebel Server Manager GUI to perform most administrative duties because it includes greater user interface functionality, and 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 5, "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 Siebel administrator responsibility is granted. This feature allows Siebel administrators to gain remote administration from any dedicated client on the network. Therefore, it is important that the Siebel administrator responsibility be granted only to designated Siebel administrators. For more information, see *Applications Administration Guide*.

Siebel Enterprise Server Administration

Use the Enterprise Servers view to monitor, start, or shut down the Siebel Enterprise Server. For information about Siebel Enterprise Servers, see "Siebel Enterprise Server" on page 23.

Starting the Siebel Enterprise Server

Starting the Siebel Enterprise Server causes all Siebel Servers within the Siebel Enterprise Server to start, and automatically starts tasks for assigned components with a Default Tasks parameter set to a value greater than 0. Siebel Servers within a running Siebel Enterprise Server can be individually stopped and restarted by the Siebel administrator.

To start the Siebel Enterprise Server

1 Navigate to the Enterprise Operations screen.

2 Click the Enterprise Servers view tab.

3 In the Enterprise Servers list, select the Siebel Enterprise Server you want to start.

4 Click Startup.

The selected Siebel Enterprise Server will now start. Figure 3 shows an example of starting and shutting down the Siebel Enterprise Server.

Figure 3.   Starting and Shutting Down the Siebel Enterprise Server

Shutting Down the Siebel Enterprise Server

This section describes how to shut down the Siebel Enterprise Server using the Server Manager GUI. Shutting down the Siebel Enterprise Server causes all Siebel Servers within the Siebel Enterprise Server to stop all tasks and then shut down.

Caution: If you are shutting down the Siebel Enterprise Server using the Siebel Web Client, you will lose connection to the application object manager hosting the GUI client session, and you will not be able to restart the Siebel Enterprise Server (or any Siebel Servers within the Siebel Enterprise Server) using the Siebel Web Client. In such a case, you will need to restart the Siebel Enterprise Server using the Siebel Dedicated Web Client or the Siebel Server Manager command-line interface.

To shut down the Siebel Enterprise Server

1 Navigate to the Enterprise Operations screen.

2 Click the Enterprise Servers view tab.

3 In the Enterprise Servers list, select the Siebel Enterprise Server you want to shut down.

4 Click the Shutdown button.

The selected Siebel Enterprise Server will now shut down.

Shutting down the Siebel Enterprise Server and the Siebel Servers within the Siebel Enterprise Server will not automatically shut down the Siebel Server System Service. Shutting down the Siebel Enterprise Server signals to the server that the components should be shut down, but the server itself and the Server Administration components are not shut down, only all of the other components on the server. In some cases, you may need to shut down not only the Siebel Enterprise 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 46.

Siebel Server Administration

Use the Enterprise Servers view to monitor the Siebel Server state, and start or shut down a Siebel Server. For information about Siebel Servers, see "Siebel Server" on page 24. To perform these actions using the command-line interface, see "Siebel Server Manager Commands" on page 131.

The Siebel Server will start automatically when the Siebel Server System Service is started (assuming that the Auto Startup Mode Siebel Server parameter is set to the default value of TRUE).

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

After installation, a Siebel Server will always be in one of three states: Running, Shutdown, or Unavailable.

■ **Running.** Indicates that the Siebel Server is running and that Siebel Server components can operate. This is the normal mode of operation for the Siebel Server. When the Siebel Server Service starts, it sets the Siebel Server to the Running state by default (depending on the value of the Auto Startup Mode Siebel Server-level parameter, which defaults to TRUE).

When the Siebel Server starts, its components are enabled and the default number of tasks is instantiated for the background mode components (the number of tasks is determined by the value of the Default Tasks parameter for each component).

■ **Shutdown.** Indicates that the Siebel Server is running, but component tasks are not currently running (other than the Siebel Server Manager component, which is operational whenever the Server Manager is connected) and new tasks are not allowed to start. The only processes that can run when the Siebel Server is in a Shutdown state are the Siebel Server System Service itself and the Server Manager for a Siebel Server Manager client.

Shut down the Siebel Server using the Server Manager whenever you want to shut down the:

- Server machine on which the Siebel Server is running. This allows a clean shutdown of each Siebel Server component.

- Siebel Server to perform maintenance.

- Siebel Server in order to perform an automatic upgrade on the Siebel Server's software using Siebel Upgrade Wizard.

NOTE: Individual components may be shut down or disabled without having to shut down the entire Siebel Server.

■ **Unavailable.** Indicates that the Server Manager cannot connect to the Siebel Server; you will not be able to run any tasks or perform any administrative functions on that Siebel Server. The Siebel Server may be unavailable for any of the following reasons:

- The machine on which it is installed is shut down.

- The Siebel Server may still be in its startup process.

- The Siebel Server System Service is not running; for example, it may be installed as a manually started service that has not been started. In general, the Siebel Server System Service should always be running when the application server is up.

- The Siebel Server System Service was stopped manually.

Monitoring the Siebel Server

To monitor the state of the Siebel Server

1 Navigate to the Enterprise Operations screen.

2 Click the Enterprise Servers view tab.

3 In the Enterprise Servers list, select the Siebel Enterprise Server you want to monitor.

4 In the lower list, the Server State field shows the state of available Siebel Servers in that Siebel Enterprise Server.

To monitor the Siebel Server state using the command-line interface, see "List Commands" on page 135.

Starting the Siebel Server

This section describes how to start the Siebel Server using the Server Manager GUI.

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 46.

To start the Siebel Server

1 Navigate to the Enterprise Operations screen.

2 Click the Enterprise Servers view tab.

3 In the Enterprise Servers list, select the Siebel Enterprise Server that contains the Siebel Server you want to start.

4 In the lower list, select the Siebel Server you want to start.

5 Click Startup.

The Server State field changes to Starting up.

To start the Siebel Server using the command-line interface, see "Siebel Server Manager Commands" on page 131.

Siebel Server Administration

Shutting Down the Siebel Server

This section describes how to shut down the Siebel Server using the Server Manager GUI.

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 Dedicated 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 the Siebel Server

1 Navigate to the Enterprise Operations screen.

2 Click the Enterprise Servers view tab.

3 In the Enterprise Servers list, select the Siebel Enterprise Server that contains the Siebel Server you want to shut down.

4 In the lower list, select the Siebel Server you want to shut down.

5 Click Shutdown.

   The Server State field changes to Shutting down.

To shut down the Siebel Server using the command-line interface, see "Siebel Server Manager Commands" on page 131.

NOTE: Shutting down the Siebel Server will 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 46.

Component Group and Server Component Administration

Use the Server Manager GUI for:

■ "Configuring Component Groups and Server Components"

■ "Administering Component Groups and Server Components" on page 81

For information about Siebel Server components, see "Siebel Server Components" on page 28.

Configuring Component Groups and Server Components

Configuring component groups and Siebel Server components involves the following steps:

■ "Creating Component Groups" on page 64

■ "Creating Defined Components" on page 65

■ "Assigning and Unassigning Component Groups to Siebel Servers" on page 70

■ "Enabling and Disabling Assigned Component Groups at the Enterprise Level" on page 72

■ "Synchronizing Server Components" on page 76

■ "Reconfiguring Server Components" on page 78

Creating Component Groups

If you want to create your own defined components and assign them to component groups other than the predefined ones, then you will 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.

To create a component group

1 Navigate to the Enterprise Configuration screen.

2 Click the Enterprise Component Groups view tab.

3 In the Enterprise Component Groups list, click the menu button and then New Record.

4 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.

5 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

6 In the Description field, enter a description of the component group.

7 Click the menu button and then Save Record.

Figure 4 shows an example of creating a component group named Sample Component Group.

Enterprise Component Groups				
Component Group	Component Group Alias	Number of Components	Enable state	Description
Siebel Anywhere	SiebAnywhere	1	Enabled	Siebel Anywhere Components
DCommerce	DCommerce	3	Enabled	DCommerce Components
Siebel Employee Relationship Management	ERM	3	Enabled	Siebel Employee Relationship Management Components
Marketing Object Manager	MktgOM	3	Enabled	Marketing Object Manager Components
Sample Component Group	SampCompGrp	0	Enabled	An example of creating component groups
Siebel Core Reference Application	CRA	1	Enabled	Siebel Core Reference Application Components
Forecast Service Management	FcstSvc	1	Disabled	Forecast Service Components

Figure 4.   Creating a Component Group

Creating Defined Components

If you wish 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, enabling the component definition (see Step 14 on page 68) 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.

Component Group and Server Component Administration

Use the Enterprise Component Definitions view to configure (create, delete, or modify) defined components. Parameter values in a component definition are used to initialize the component on a specific Siebel Server. Changes to parameter values in component definitions only apply to the specified Siebel Server after it has been restarted. To configure defined components using the command-line interface, see "Component Definition Commands" on page 145.

NOTE: If component definitions are created, modified, or deleted for batch-mode components, it is necessary to synchronize the components with the Siebel Name Server. For more information, see "Synchronizing Server Components" on page 76.

To create a defined component

1 Navigate to the Enterprise Configuration screen.

2 Click the Component Definitions view tab.

3 In the Component Definitions list, click the menu button and then New Record.

4 In the Name field, type in a name for the component.

The name must be unique across Siebel Enterprise Servers and should expressively identify the defined component.

5 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

6 In the Component Type field, click the select button.

The Component Types view appears.

7 Select the component type that you want to use for this component and click OK.

8 In the Description field, type in a description of this component.

9 In the Component Group field, click the select button.

The Component Group view appears.

10 Select the component group in which this component will belong and click OK.

The group must exist before you can select it. To create a component group, see "Creating Component Groups" on page 64.

NOTE: This selection cannot be modified after the record is saved.

---

11 Click the menu button and then Save Record.

12 In the lower list, make any desired changes to the component parameters that were created.

13 Activate the Fixed flag by clicking in the Fixed field for any parameters that you do not want overridden for this defined component.

14 In the Component Definitions list, select the component you just defined, click the menu button, and then Enable Component Definition.

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

For information on how to stop and start the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 46.

The values of fixed parameters can be changed during component reconfiguration. See "Reconfiguring Server Components" on page 78 for further information. Fixed parameters cannot be changed after the component has been activated or enabled.

Figure 5 shows an example of creating a defined component named EIM Sample Component assigned to the Sample Component Group.

Name	Component Type	Definition State	Component Group	Description
EIM Sample Component	EIM	Creating	Sample Component Group	Example
Email Manager	MailMgr	Active	Communications Management	Sends individual email responses
eMarketing Object Manager (ENU)	AppObjMgr	Active	Marketing Object Manager	Siebel eMarketing Object Manager
Employee Relationship Management Object Manager (ENU)	AppObjMgr	Active	Siebel Employee Relationship Management	Siebel Employee Relationship Man
Enterprise Integration Mgr	EIM	Active	Enterprise Application Integration	Integrates enterprise data to and
ERM Compensation Planning Service	ERM Compensation Planning Serv	Active	Siebel Employee Relationship Management	ERM Compensation Planning Serv
eSales Object Manager (ENU)	AppObjMgr	Active	Siebel ISS	Siebel eSales Object Manager

Enterprise Component Groups | Enterprise Profile Configuration | Component Definitions | Component Job Definitions | Batch Component Admin | Enterp

Parameter	Fixed	Value	Data Type	Parameter Typ	Description
Honor MaxTasks Parameter		False	Boolean	Subsystem	When a component reaches MaxTasks, stop accepting SRM requests
Language Independent Routing		False	Boolean	Subsystem	Route requests independently of language code
Siebel File System		\\qaserver\fs-qa\7.5	String	Subsystem	Siebel File System pathname
Language Code		ENU	String	Subsystem	Three-letter language code for the component processes
SRB RequestId		0	String	Subsystem	SRB Request Identifier
Sleep Time		60	Integer	Subsystem	Time to sleep between iterations (in seconds)
16K Tablespace Name			String	Subsystem	16K Tablespace name for the Siebel database schema tables (platform-specific)

Figure 5.   Creating a Defined Component

To delete a defined component

1 Navigate to the Enterprise Configuration screen.

2 Click the Component Definitions view tab.

3 In the Component Definitions list, select the component you want to delete.

4 Click the menu button and then Delete Record.

To modify defined components

1 Navigate to the Enterprise Configuration screen.

2 Click the Component Definitions view tab.

3 In the Component Definitions list, select the component you want to modify.

4 In the lower list, click the parameter you want to modify.

5 Change the values in the appropriate fields.

Component Group and Server Component Administration

Assigning and Unassigning Component Groups to Siebel Servers

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

Because the Siebel Server needs to allocate space in the shared memory segment for component groups, changes to the component group assignment state take effect only when the Siebel Server System Service is restarted.

Unassigning a component group removes the entries from the Siebel Gateway Name Server data. As a result, any customization (for example, parameter overrides at the component level) are lost. 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 "Enabling and Disabling Assigned Component Groups at the Enterprise Level" on page 72 for further details.

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

Use the Component Group Assignments view to assign or unassign component groups. To assign or unassign components using the command-line interface, see "Component Definition Commands" on page 145.

NOTE: After assigning or unassigning a component, you must stop and restart the Siebel Server Service for changes to take effect.

To assign a component group to a Siebel Server

1 Navigate to the Enterprise Operations screen.

2 Click the Component Group Assignment view tab.

3 In the Enterprise Component Groups list, select the component group you want to assign.

4 In the Component Group Assignment list, select the Siebel Server to which you want to assign the component group.

5 Click Assign.

The Assigned To field now has a check mark in it.

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

For information on how to stop and start the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 46.

Figure 6 shows an example of successfully assigning Sample Component Group to the Siebel Server SDC6000I013.

Component Groups

Component Group	Enable State	Number of Comp	Description
Siebel Anywhere	Enabled	1	Siebel Anywhere Components
DCommerce	Enabled	3	DCommerce Components
Siebel Employee Relationship Management	Enabled	3	Siebel Employee Relationship Management Components
Marketing Object Manager	Enabled	3	Marketing Object Manager Components
Sample Component Group	Enabled	0	An example of creating component groups
Siebel Core Reference Application	Enabled	1	Siebel Core Reference Application Components
Forecast Service Management	Disabled	1	Forecast Service Components

25 - 31 of 31

Enterprise Servers | Enterprise Component Tasks | Enterprise Tasks | **Component Group Assignment** | Component Requests | Repeating Component Re

Enable | Assign | Unassign | Disable   1 - 2 of 2

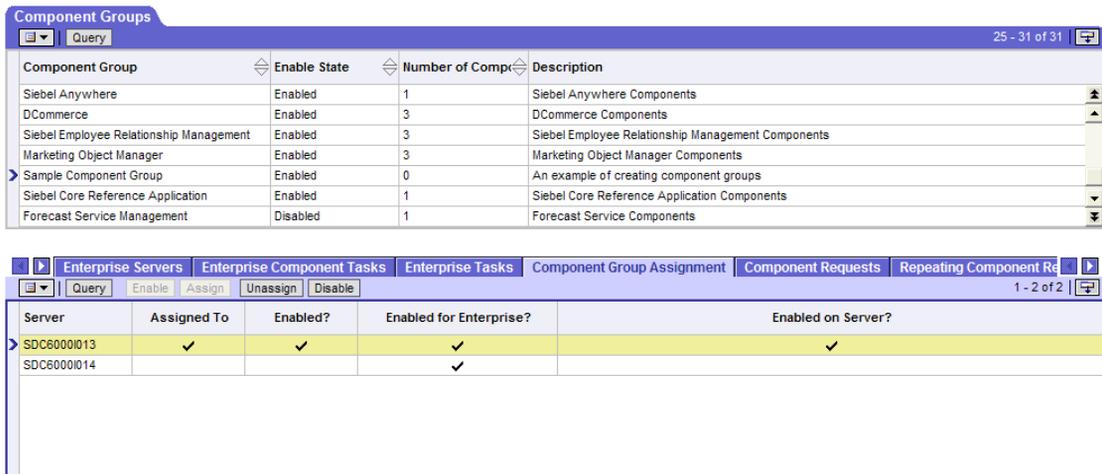| Server	Assigned To	Enabled?	Enabled for Enterprise?	Enabled on Server?
SDC6000I013	✔	✔	✔	✔
SDC6000I014			✔	

Figure 6.   Assigning a Component Group

To unassign a component group from a Siebel Server

1 Navigate to the Enterprise Operations screen.

2 Click the Component Group Assignment view tab.

3 In the Enterprise Component Groups list, select the component group you want to unassign.

4 In the Component Group Assignment list, select the Siebel Server from which you want to unassign the component group.

5 Click Unassign.

The Assigned To field no longer has a check mark in it.

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

For information on how to stop and start the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 46.

Enabling and Disabling Assigned Component Groups at the Enterprise Level

When a new component group is created, it is automatically assigned to all Siebel Servers. (When a component is enabled inside a component group, it is automatically assigned to all Siebel Servers configured to use its component group.) Newly created component groups are enabled by default. Component groups can be enabled or disabled at both the enterprise and the server level.

Assigned component groups can have one of two possible enable states:

■ **Enabled.** The component group is enabled at the enterprise level. You can then enable 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 will not be able to enable 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 that server, therefore, tasks cannot be started.

■ no allocation of space in the shared memory segment for those components.

Disable component groups on a particular server if the component group is planned for deployment sometime in the future. To remove a component group from a Siebel Server, see "Assigning and Unassigning Component Groups to Siebel Servers" on page 70.

Use the Enterprise Component Groups view to enable or disable component groups at the enterprise level. Use the command-line interface to enable or disable component groups at both the server and enterprise level. See "Component Group Definition Commands" on page 142 for further information.

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

To enable assigned component groups at the enterprise level

1 Navigate to the Enterprise Configuration screen.

2 Click the Enterprise Component Groups view tab.

3 In the top Enterprise Component Groups list, select the component group you want to enable.

4 Click the menu button and then Enable Component Group.

The Enabled State field changes to Enabled.

5 Synchronize batch-mode Siebel Server components.

For information on synchronizing Siebel Server components, see "Synchronizing Server Components" on page 76.

6 Stop and restart the Siebel Server System Service for the changes to take effect.

For information on restarting the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 46.

Figure 7 shows an example of enabling the Data Quality component group at the enterprise level.
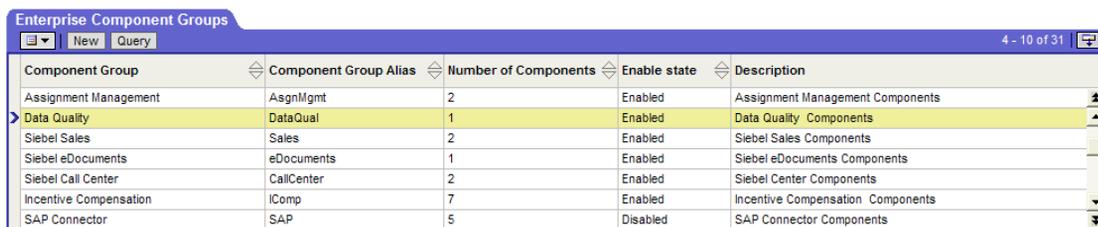
Component Group	Component Group Alias	Number of Components	Enable state	Description
Assignment Management	AsgnMgmt	2	Enabled	Assignment Management Components
Data Quality	DataQual	1	Enabled	Data Quality Components
Siebel Sales	Sales	2	Enabled	Siebel Sales Components
Siebel eDocuments	eDocuments	1	Enabled	Siebel eDocuments Components
Siebel Call Center	CallCenter	2	Enabled	Siebel Center Components
Incentive Compensation	IComp	7	Enabled	Incentive Compensation Components
SAP Connector	SAP	5	Disabled	SAP Connector Components

Enterprise Component Groups — 4 – 10 of 31

Figure 7.   Enabling Assigned Component Groups at the Enterprise Level

To disable assigned component groups at the enterprise level

1 Navigate to the Enterprise Configuration screen.

2 Click the Enterprise Component Groups view tab.

3 In the top Enterprise Component Groups list, select the component group you want to disable.

4 Click the menu button and then Disable Component Group.

The Enabled State field changes to Disabled.

5 Synchronize batch-mode Siebel Server components.

For information on synchronizing Siebel Server components, see "Synchronizing Server Components" on page 76.

6 Stop and restart the Siebel Server System Service for changes to take effect.

For information on restarting the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 46.

Figure 8 shows an example of disabling the Data Quality component group at the enterprise level.
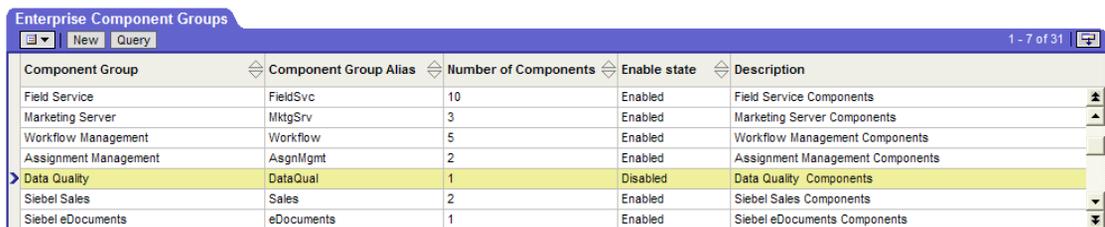
Component Group		Component Group Alias		Number of Components	Enable state		Description
Field Service		FieldSvc		10	Enabled		Field Service Components
Marketing Server		MktgSrv		3	Enabled		Marketing Server Components
Workflow Management		Workflow		5	Enabled		Workflow Management Components
Assignment Management		AsgnMgmt		2	Enabled		Assignment Management Components
Data Quality		DataQual		1	Disabled		Data Quality Components
Siebel Sales		Sales		2	Enabled		Siebel Sales Components
Siebel eDocuments		eDocuments		1	Enabled		Siebel eDocuments Components

Enterprise Component Groups — 1 - 7 of 31

Figure 8.   Disabling Assigned Component Groups at the Enterprise Level

Synchronizing Server Components

Server component definitions are stored in the Siebel Name 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

- Enable Siebel Server components

- Disable Siebel Server components

Use the Batch Component Admin view to synchronize batch components.

You need to synchronize Siebel Server components after installing the Siebel Server. For more information on post-installation tasks, see the *Siebel Server Installation Guide* for the operating system you are using.

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

To synchronize Siebel Server components

1 Navigate to the Enterprise Configuration screen.

2 Click the Batch Component Admin view tab.

3 In the Batch Components list, click Synchronize.

This operation may take up to a minute to execute. After the operation is finished, a list of the batch components will be displayed.

4 Stop and restart the Siebel Server System Service for the changes to take effect.

For information on restarting the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 46.

Figure 9 shows an example of synchronizing Siebel Server components.

Name	Component Type	Enabled?	Business Service Flag	Description
Appointment Booking Engine	BusSvcMgr	✓	✓	Book appointments
Assignment Manager	AsgnSrvr	✓		Assigns positions and employees to objects
Batch Assignment	AsgnBatch	✓		Batch assigns positions and employees to objects
Business Integration Batch Manager	BusSvcMgr	✓	✓	Manages Business Integration dataflows in batch mode
Business Integration Manager	BusSvcMgr	✓	✓	Executes Business Integration dataflows
Communications Configuration Manager	BusSvcMgr	✓	✓	Download and cache communications configuration
Communications Inbound Manager	CommInboundMgr	✓		Monitors and processes incoming media work items

Figure 9. Synchronizing Server Components

Reconfiguring Server Components

Component reconfiguration allows you to maintain multiple component configurations simultaneously. Although there is no limit on how many component configurations you can reconfigure for a particular component, you should limit the number to two. 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 will remain available until the migration is completed and a new component configuration becomes available.

After reconfiguration has started, you cannot make changes to the existing component definition until the reconfiguration is completed or canceled. After the reconfiguration is completed, you will need to commit the new configuration. This action will send a commit signal to every Siebel Server in the Siebel Enterprise Server signifying that a new component definition is available. Each multithreaded Siebel Server component will run existing tasks to completion and stop processing new tasks. New parameter values will be read from the Siebel Name Server and merged with existing component-level parameter overrides. New processes will be started using the new component configuration to handle new tasks.

NOTE: Parameters set at the component level will override enterprise-level parameters set by component reconfiguration.

To reconfigure Siebel Server components

1 Before reconfiguring Siebel Server components, make sure that any external resources that will be accessed by current tasks running on the existing component configuration remain available. Also make sure that any external resources that will be defined in the new component configuration are available.

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

2 Navigate to the Enterprise Configuration screen.

3 Click the Component Definitions view tab.

4 In the upper Component Definitions list, select the component definition you want to reconfigure.

5 Click the menu button and then click Start Reconfiguration.

   The Definition State field changes to Reconfiguring.

6 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.

7 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.

Figure 10 on page 80 shows an example of reconfiguring the Assignment Manager Siebel Server component.

Figure 10.   Reconfiguring Server Components

Administering Component Groups and Server Components

Administering component groups and Siebel Server components involves the following steps:

■ Administering Siebel Server Components

■ Administering Component Groups

■ Configuring Automatic Restart

■ Configuring Database Reconnect

■ Monitoring Component Group Status

Administering Siebel Server Components

A Siebel Server component may be in one of five component states: Running, Online, Offline, Shutdown, or Unavailable.

The Siebel Server component state is dependent on the assignment state of the component group to which it belongs; only Siebel Server components within assigned component groups when the Siebel Server was started can be Running or Online:

■ **Running.** Indicates that tasks are currently running for the Siebel Server component on the Siebel Server, and new tasks are allowed to start (up to the value of the Maximum Tasks parameter for the component). When the Siebel Server starts up, all background-mode components for which processes are started by default (components with a Default Tasks parameter set to a nonzero value) will start.

■ **Online.** Indicates that tasks are currently not running for the Siebel Server component, but new tasks may be started through the Siebel Server Manager (or in response to client requests, for interactive-mode components). When the Siebel Server starts, all components for which processes are *not* started by default will be online. When a new task is started for the component, the component state changes to Starting Up during the initialization phase and then to Running.

■ **Offline.** Indicates that new tasks may not be started for the component, though current running tasks can continue running (for background-mode components) or run to completion (for batch-mode and interactive-mode components).

You may wish to disable an individual component in order to perform a system maintenance operation outside of the Siebel Server. For example, you may disable the Synchronization Manager component to do a file system reorganization on the docking subdirectory.

To minimize the number of multithreaded processes that will be started on the Siebel Server, you may want to disable components that you do not plan to run. You may also want to disable components due to database licenses. If you have exceeded the maximum licensed connections for your database, then you may want to disable the Siebel Server components that you will not be using. You should only disable components for which you do not plan to run tasks across the entire enterprise. Setting the Min MT Servers parameter to 0 for multithreaded Siebel Server components renders the server component unable to run tasks.

An offline component may be set to Online (or Started, if there are still tasks running for the offline component) or Shutdown, in which case any running tasks will be stopped as cleanly as possible.

■ **Shutdown.** Indicates that processes are not running for the component and new tasks may not be started. Each task running when the component shuts down is stopped as soon as possible. All components will be set to Shutdown when the Siebel Server shuts down, with the exception of the Siebel Server Manager component, which remains Online in order to perform administrative commands executed by the Siebel Server Manager. Background-mode components that are set to Shutdown but have a Default Tasks parameter set to a nonzero value may be set to Online or Started.

■ **Unavailable.** Indicates that processes are not running for the component when a Siebel Server process should be running. Multithreaded Siebel Server components can go into an Unavailable component state when the Min MT Servers parameter is set to a value greater than 0 and no Siebel Server processes are actually running for that component. In this case, the Siebel Server component may exit with an error and become unavailable because it failed to initialize. Siebel Server components may also go into this state if the database connection is down. In this case, you need to restart the Siebel Server component after the database connection has been reestablished.

Use the Server Components view to change component states. To change component states using the command-line interface, see "Component Definition Commands" on page 145.

To start an assigned component

1 Navigate to the Siebel Servers screen.

2 Click the Server Components view tab.

3 In the Server Components list, select the assigned component you want to start.

4 Click Startup.

When the component starts, its Component State field changes to Starting Up. After the component is started, its Component State field changes to Running.

Figure 11 shows an example of successfully starting the Call Center Object Manager component.

Component	Component State	Running Tasks	Max Tasks	Running MTS Procs	Max MTS Procs	Start Time	End Time
Appointment Booking Engine	Online	0	2	1	1	2/3/2003 01:15:28 PM	
Assignment Manager	Online	0	20	1	2	2/3/2003 01:15:28 PM	
Batch Assignment	Online	0	20			2/3/2003 01:15:28 PM	
Business Integration Batch Manager	Online	0	20	1	2	2/3/2003 01:15:28 PM	
Business Integration Manager	Online	0	20	1	2	2/3/2003 01:15:28 PM	
Call Center Object Manager (ENU)	Running	4	360	5	5	2/3/2003 01:15:28 PM	
Client Administration	Online	0	1			2/3/2003 01:15:28 PM	

Server Component Groups | Server Components | Server Tasks | Server Parameters | Server Event Configuration | Server Statistics | Server Info Log

Query | Offline | Online | Startup | Shutdown   1 - 7 of 88

Figure 11.   Starting an Assigned Component

To enable an assigned component

1 Navigate to the Siebel Servers screen.

2 Click the Server Components view tab.

3 In the Server Components list, select the assigned component you want to make available.

4 Click Online.

   After the component is enabled, its Component State field changes to Online.

   Figure 12 shows an example of successfully enabling the File System Manager component.

Component	Component State	Running Tasks	Max Tasks	Running MTS Procs	Max MTS Procs	Start Time	End Time
Field Service Mobile Inventory Transaction Engine	Online	0	5	1	2	2/3/2003 01:15:28 PM	
Field Service Object Manager (ENU)	Online	0	120	1	2	2/3/2003 01:15:28 PM	
Field Service Replenishment Engine	Online	0	5	1	2	2/3/2003 01:15:28 PM	
File System Manager	Online	0	20	1	2	2/3/2003 01:15:28 PM	
Generate New Database	Online	0	1			2/3/2003 01:15:28 PM	
Generate Triggers	Online	0	1			2/3/2003 01:15:28 PM	
ICM Calc Engine	Online	0	120	1	2	2/3/2003 01:15:28 PM	

Figure 12.   Enabling an Assigned Component

To disable an assigned component

1 Navigate to the Siebel Servers screen.

2 Click the Server Components view tab.

3 In the Server Components list, select the assigned component you want to disable.

4 Click Offline.

After the component is disabled, its Component State field changes to Not Online.

Figure 13 shows an example of successfully disabling the Generate New Database component.

Component	Component State	Running Tasks	Max Tasks	Running MTS Procs	Max MTS Procs	Start Time	End Time
Field Service Mobile Inventory Transaction Engine	Online	0	5	1	2	2/3/2003 01:15:28 PM	
Field Service Object Manager (ENU)	Online	0	120	1	2	2/3/2003 01:15:28 PM	
Field Service Replenishment Engine	Online	0	5	1	2	2/3/2003 01:15:28 PM	
File System Manager	Online	0	20	1	2	2/3/2003 01:15:28 PM	
Generate New Database	Not Online	0	1			2/3/2003 01:15:28 PM	
Generate Triggers	Online	0	1			2/3/2003 01:15:28 PM	
ICM Calc Engine	Online	0	120	1	2	2/3/2003 01:15:28 PM	

Tabs: Server Component Groups | Server Components | Server Tasks | Server Parameters | Server Event Configuration | Server Statistics | Server Info Log

Query | Offline | Online | Startup | Shutdown   29 - 35 of 88

Figure 13.   Disabling an Assigned Component

To shut down an assigned component

1 Navigate to the Siebel Servers screen.

2 Click the Server Components view tab.

3 In the Server Components list, select the assigned component you want to shut down.

4 Click Shutdown.

After the component shuts down, its Component State field changes to Shutdown.

Figure 14 shows an example of successfully shutting down the Generate New Database component.
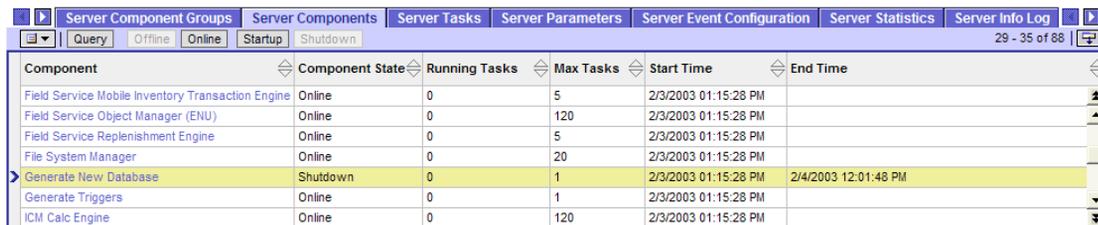
Component	Component State	Running Tasks	Max Tasks	Start Time	End Time
Field Service Mobile Inventory Transaction Engine	Online	0	5	2/3/2003 01:15:28 PM	
Field Service Object Manager (ENU)	Online	0	120	2/3/2003 01:15:28 PM	
Field Service Replenishment Engine	Online	0	5	2/3/2003 01:15:28 PM	
File System Manager	Online	0	20	2/3/2003 01:15:28 PM	
Generate New Database	Shutdown	0	1	2/3/2003 01:15:28 PM	2/4/2003 12:01:48 PM
Generate Triggers	Online	0	1	2/3/2003 01:15:28 PM	
ICM Calc Engine	Online	0	120	2/3/2003 01:15:28 PM	

Figure 14.   Shutting Down an Assigned Component

To recover a server component from an Unavailable component state

1 Navigate to the Siebel Servers screen.

2 Click the Server Components view tab.

3 In the Server Components list, select the unavailable component you want to recover.

4 Click Shutdown.

After the component shuts down, its Component State field changes to Shutdown.

5 Click Startup.

When the component starts, its Component State field changes to Starting Up. After the component has started, the Component State field changes to Running.

Configuring Automatic Restart

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

You can configure automatic restart using the following parameters:

■ Auto Restart

■ Minimum Up Time

■ Number of Restarts

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 (NumRestart * 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 "Parameters" on page 229.

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 "Parameter Administration" on page 112.

Configuring Database Reconnect

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 will 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 will cause the Siebel Server component to shut down and all running tasks to crash. You will then need to manually restart all components that were shutdown and rerun all tasks that crashed.

Database reconnect is enabled for all background mode and batch mode Siebel Server components, with exception to 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 Object Manager components).

You can configure database reconnect using the following parameters:

■ Number of Retries

■ Retry Interval

■ Retry Up Time

For descriptions of these parameters, see "Parameters" on page 229. You should set these parameters at the same level as the automatic restart parameters (this will typically be the component level). For information on automatic restart, see "Configuring Automatic Restart" on page 87. For information on configuring parameters, see "Parameter Administration" on page 112.

Administering Component Groups

A component group may be in one of several states. The run state is dependent on the enable state; only component groups that have an Online enable state when the Siebel Server was started can have a run state of Online or Running:

■ **Online.** Every component within the component group is enabled to run tasks.

■ **Running.** Every component within the component group is enabled, and at least one component within the component group is running a task.

■ **Shutdown.** Every component within the component group is shut down. Tasks cannot run for any components within the component group.

■ **Part shutdown.** At least one component within the component group is shut down or shutting down.

■ **Offline.** Every component within the component group is offline.

■ **Part offline.** At least one component within the component group is offline or unavailable.

■ **Starting up.** At least one component within the component group is starting up.

You will need to enable a component group by setting its run state to Online before tasks can be started for components within the component group. To change the component group run state, use the Server Component Groups view as shown in Figure 15.

Component Group	Run State	# of Components	Enable State	Description
Assignment Management	Online	2	Enabled	Assignment Management Components
Communications Management	Online	7	Enabled	Communications Management Components
DCommerce	Online	3	Enabled	DCommerce Components
Data Quality	Online	1	Enabled	Data Quality Components
Dun and Bradstreet	Online	3	Enabled	Dun and Bradstreet Components
Enterprise Application Integration	Online	7	Enabled	Enterprise Application Integration Components
Field Service	Online	10	Enabled	Field Service Components

Figure 15. Administering Server Component Groups

To enable an assigned component group

1 Navigate to the Siebel Servers screen.

2 Click the Server Component Groups view tab.

3 In the Siebel Servers list, select the Siebel Server on which the component group is assigned.

4 In the Server Component groups list, select the component group you want to enable.

5 Click Online.

After the component group is enabled, its Run State field changes to Online.

To disable an assigned component group

1 Navigate to the Siebel Servers screen.

2 Click the Server Component Groups view tab.

3 In the Siebel Servers list, select the Siebel Server on which the component group is assigned.

4 In the Server Component groups list, select the component group you want to disable.

5 Click Offline.

After the component group is disabled, its Run State field changes to Offline.

To start an assigned component group

1 Navigate to the Siebel Servers screen.

2 Click the Server Component Groups view tab.

3 In the Siebel Servers list, select the Siebel Server on which the component group is assigned.

4 In the Server Component groups list, select the component group you want to start.

5 Click Startup.

When the component group starts, its Run State field changes to Starting Up. After the component group is started, its Run State field changes to Online.

To shut down an assigned component group

1 Navigate to the Siebel Servers screen.

2 Click the Server Component Groups view tab.

3 In the Siebel Servers list, select the Siebel Server on which the component group is assigned.

4 In the Server Component groups list, select the component group you want to shut down.

5 Click Shutdown.

After the component group shuts down, its Run State field changes to Disabled.

NOTE: To make a shutdown persistent across Siebel Server restarts for a component group, first disable the component group before shutting it down.

Monitoring Component Group Status

Use the Component Groups views to monitor the status of component groups.

To monitor Siebel Server status for component groups

1 Navigate to the Component Groups screen.

2 Click the Component Group Servers view tab.

3 In the Enterprise Component Groups list, select the component group you want to monitor.

4 In the Component Group Servers list, check the State field for the Siebel Server (or servers) on which the component group is running.

To monitor component status for component groups

1 Navigate to the Component Groups screen.

2 Click the Component Group Components view tab.

3 In the Enterprise Component Groups list, select the component group that contains the components you want to monitor.

4 In the Component Group Components list, check the Run State field of the components in the component group.

To monitor task status for component groups

1 Navigate to the Component Groups screen.

2 Click the Component Group Tasks view tab.

3 In the Enterprise Component Groups list, select the component group for which you want to monitor task status.

4 In the Component Group Tasks list, check the Status field of all running tasks in the component group.

Component Job Administration

Component jobs are predefined component requests that use parameter values that you have defined. You should use component jobs instead of component requests if you are planning to regularly run component requests with the same parameter values.

To define a component job

1 Navigate to the Enterprise Configuration screen.

2 Click the Component Job Definitions view tab.

3 In the Component Job Definitions list, click menu button and then New Record.

4 In the Name field, type in a descriptive name for the component job, such as Monthly EIM.

5 In the Short Name field, type in an alias for the component job, such as MonthEIM.

6 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.

---

7 In the Description field, type in a description of the component job.

8 In the lower list, click the menu button and then New Record.

9 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 6.

    b In the Component Parameters dialog box, click Query.

Component Job Administration

      c In the Name field, type in the name of the parameter and click Go.

      d Click OK.

10 In the Value field, type in the value for the parameter.

    The default value is automatically displayed in this field.

11 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.

    ■ For inheritable parameter, check the Inheritable Flag field.

12 Click the menu button and then click Save Record.

13 Continue to choose parameters by completing Step 8 through Step 12 until you have defined the parameters for the component job.

14 Stop and restart the Siebel Server.

    For information on starting and stopping Siebel Servers, see "Siebel Server Administration" on page 59.

Figure 16 shows an example of defining a component job named Monthly EIM that will use the monthly.ifb configuration file.

Name	Short Name	Component	Description	Component Type	Business Service	Enabled?
Monthly EIM	MonthEIM	Enterprise Integration Mgr	Example	EIM		✓

Name	Abbreviation	Value	Fixed Flag	Required Flag	Description
Configuration file	Config	default.ifb			Configuration file to be used

Figure 16.   Defining Component Jobs

Component Request Administration

After a component has been enabled, component requests can be made for this component. A component request is a request for one or more Siebel Server tasks to run. A component request is initiated by either the user or the system, and the Siebel Server will run one or more tasks to fulfill the component request. Component requests can:

■ Be scheduled

■ Be repeated

■ Use component jobs

Only batch-mode component tasks are started by running a component request. Background-mode components, such as Workflow Monitor Agent, are started by the Siebel Server when the component is started (the parameter Default Tasks 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 5, "Using the Siebel Server Manager Command-Line Interface" for details on these procedures.

Running Component Requests

You can run a component request using either components or component jobs, and you can schedule the component request to run once at a specific time.

To run a component request

1 Navigate to the Enterprise Operations screen.

2 Click the Component Requests view tab.

The Component Requests view appears.

3 In the Component Requests form, click New.

4 In the Component/Job field, click the select button.

The Component/Jobs dialog box appears.

NOTE: If the Component/Jobs dialog box contains no records, synchronize the Siebel Server components. See "Synchronizing Server Components" on page 76 for information on this process.

---

5 In the Component/Jobs dialog box, select the component or component job and click OK.

If you want to use a component job for your component request, you must first define the component job. For information on defining component jobs, see "Component Job Administration" on page 93.

6 Enter data in other appropriate fields; click the menu button, and then click Save Record.

7 In the Component Request Parameters list, add or change any component parameters for the component request; click the menu button and then click Save Record.

8 In the Component Requests form, click the menu button and then Submit request.

The Status field changes from Creating to Queued.

Figure 17 shows an example of creating a component request for the Monthly EIM component job.

Figure 17. Defining Component Requests

Deleting Component Requests

You can only delete component requests that have a Status field of Creating. After the component request has been submitted, you can only cancel the component request. To cancel a component request, see "Monitoring Component Requests" on page 98.

NOTE: You can also delete component requests by setting the Delete After and Delete Units field while creating the component request. After the component request has been submitted, these fields will be read-only.

To delete a component request during its creation

1 During its creation, select the component request that you want to delete in the Component Requests list.

2 Click the menu button and then Delete request.

Completed component requests are deleted automatically after a configurable period of time; the field Delete Interval determines this period and is set, by default, to one week.

Monitoring Component Requests

To monitor a component request

1 Navigate to the Enterprise Operations screen.

2 Click the Component Requests view tab.

The Component Requests view appears.

3 In the Component Requests list, select the component request you want to monitor and notice the status of the request in the Status column.

4 Click the menu button and then select:

- Hold Request to hold a component request that has a Status field of Queued.

- Requeue Request to requeue a component request that has a Status field of On Hold.

■ Cancel Request to cancel component requests that have a Status field of
Queued or On Hold.

Running Repeating Component Requests

You can define repeating component requests using either components or
component jobs, and you can schedule component requests to run repeatedly at
specific times over specific intervals. In order to run repeating component requests,
both the Server Request Broker and Server Request Processor components must be
running. If you need to run repeating requests at unspecified times or intervals, run
component requests instead using a defined component job.

NOTE: It is not possible to start a business service directly as a repeating component
request. To accomplish this, you first need to include the business service in a
workflow process. You can then run the workflow process as a repeating component
request using the Workflow Process Batch Manager component.

To run repeating component requests

1 Navigate to the Enterprise Operations screen.

2 Click the Repeating Component Requests view tab.

The Repeating Component Requests view appears.

3 In the Repeating Component Requests list, click the menu button and then New Record.

4 In the Component/Job field, click the drop-down list and select the component or component job.

If you want to use a component job for your repeating component request, you must first define the component job. For information of defining component jobs, see "Component Job Administration" on page 93.

5 In the Repeat Interval field, type in the number of units in the interval between repetitions of the component request (such as 2).

6 In the Repeat Unit field, click the drop-down list and select the type of unit in the interval between repetitions of the component request (such as Days).

7 In the Repeat From field, select the instance from which the next repetition of the request should be executed.

To select the instance when the previous iteration of the request was:

■ Scheduled to start, select Scheduled Start.

■ Actually started, select Actual Start.

■ Ended, select End.

8 In the Repetitions field, type in the number of times that the component request will be repeated.

9 In the Expiration date field, click the drop-down list and select the date when the repeating component request will expire.

10 In the Delete Interval field, type in the number of units in the duration before the repeating component request will be deleted (such as 20).

11 In the Delete Unit field, click the drop-down list and select the type of unit in the duration before the repeating component request will be deleted (such as Days).

12 Click the menu button and then click Save Record.

13 In the Component Request Parameters list, change the value of parameters as appropriate in the Value field.

14 In the Repeating Component Requests list, click the menu button and then Submit Repeating Request.

The Status field changes from Creating to Active.

Figure 18 shows an example of creating a repeating component request for the EIM component that will repeat every two days after the schedule start time of the previous iteration for 10 times.

Figure 18.   Defining Repeating Component Requests

Deleting Repeating Component Requests

You can only delete repeating component requests that have a Status field of Creating. After the repeating component request has been submitted, you can only cancel the repeating component request. To cancel a component request, see "Monitoring Repeating Component Request Status" on page 103.

NOTE: You can also delete repeating component requests by setting the Expiration Date, Delete Interval, and Delete Unit fields while creating the repeating component request. After the repeating component request has been submitted, these fields will be read-only.

To delete a repeating component request during its creation

1 During its creation, select the repeating component request that you want to delete in the Repeating Component Requests list.

2 Click the menu button and then select Delete Repeating Request.

Completed repeating component requests (including repeating ones that have finished all repeat instances and repeating requests that have been canceled) are deleted automatically after a configurable period of time; the field Delete Interval determines this period and is set, by default, to one week.

Monitoring Repeating Component Request Status

To monitor repeating component requests

1 Navigate to the Enterprise Operations screen.

2 Click the Repeating Component Request Detail view tab.

The Repeating Component Requests Detail view appears.

3 In the Repeating Component Requests list, select the repeating component request you want to monitor and notice the status of the request in the Status column.

4 Click the menu button and then select:

- Hold Repeating Request to hold a repeating component request that has a Status field of Queued.

- Resume Repeating Request to resume a repeating component request that has a Status field of On Hold.

- Cancel Repeating Request to cancel repeating component requests that have a Status field of Queued or On Hold.

Siebel Server Task Administration

A Siebel Server task is an instantiation of a Siebel Server component. To run a Siebel Server task, you need to run a component request, which will request for one or more Siebel Server tasks to run. For information on component requests, see "Component Request Administration" on page 95.

A Siebel Server component task may be in one of four fundamental states: Running, Paused, Stopping, or Completed.

■ **Running.** Indicates that the task is executing normally. While the task is running, it will periodically update its task status, a component-generated message that indicates the task progress (or phase of operation).

- Background mode component tasks will run until stopped manually, or until the Siebel Server or the component shuts down.

- Batch mode component tasks will run to completion when their assigned unit of work is done.

- Interactive mode component tasks will run until the client signs off from the connection (or until the task, component, or Siebel Server is shut down).

You may explicitly stop any currently running component task.

■ **Paused.** Indicates that the task has been temporarily placed in a suspended state. A paused task does not exclusively hold any shared system resources (such as file locks or database locks), or expend any processor or I/O cycles. You may choose to pause a running task to temporarily free up the system in order to process other critical tasks without having to restart the entire task. You may then resume or stop the paused task.

NOTE: Only tasks from certain component types can be paused. See Table 8 on page 110 for a list of these component types.

■ **Stopping.** Indicates that the component task has been instructed to stop, or the component or Siebel Server is being shut down. Occasionally, the shutdown process may take a while, in which case you may issue another Stop command, and the shutdown will be forced (this state may appear as Forcing Shutdown). After a task has been instructed to stop, it may not be resumed.

■ **Completed.** Indicates that the component process is no longer running. After a process is completed, it may not be restarted, though you may start a new task for the same component. Several variations exist for the Completed state, depending on the manner in which the task finished processing:

■ *Completed* indicates that the task ran to completion and exited normally (batch mode and interactive mode tasks only).

■ *Exited with Error* indicates that the task encountered an error during its processing (such as bad input values or database errors). In this case, the Task Status field will display the error identifier for the error that has occurred.

■ *Killed* indicates that the process was not able to shut down cleanly, and you forced the task to shut down.

Siebel Server Task IDs

Siebel Server Task IDs identify Siebel Server tasks and are referenced in various views of the GUI as well as in both Siebel Server and component log files. These identification numbers can help you locate individual tasks and their applicable log files. See Chapter 8, "Event Logging Administration" for details on event logging and log files.

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

Monitoring Siebel Server Tasks

You may monitor task status using various views in the Siebel Server Manager GUI. To monitor task status using the command-line interface, see

To monitor tasks across an Siebel Enterprise Server

1 Navigate to the Enterprise Operations screen.

2 In the Enterprise Servers list, select the Siebel Enterprise Server that contains the tasks you want to monitor.

3 Click the Enterprise Tasks view tab.

The Tasks list displays the tasks across the Siebel Enterprise Server.

Figure 19 shows an example of this view.

Siebel Server	Component	Task	Task State	Status	PID	Start Time	End Time
SDC6000I013	File System Manager	2558	Completed			2/4/2003 12:21:43 PM	2/4/2003 12:21:45 PM
SDC6000I013	File System Manager	2557	Completed			2/4/2003 12:20:14 PM	2/4/2003 12:20:16 PM
SDC6000I013	Call Center Object Manager (ENU)	2556	Running	Waiting for command	431	2/4/2003 12:13:58 PM	
SDC6000I013	File System Manager	2555	Completed			2/4/2003 12:13:55 PM	2/4/2003 12:13:57 PM
SDC6000I013	Communications Session Manager	2554	Completed			2/4/2003 12:13:54 PM	2/4/2003 12:13:55 PM
SDC6000I013	Call Center Object Manager (ENU)	2553	Completed			2/4/2003 12:11:32 PM	2/4/2003 12:11:32 PM
SDC6000I013	eChannel Object Manager (ENU)	2552	Running	Waiting for command	533	2/4/2003 12:11:09 PM	

Figure 19.   Monitoring Tasks Across an Enterprise

To monitor tasks on a specific Siebel Server

1 Navigate to the Siebel Servers screen.

2 Click the Server Tasks view tab.

3 In the Siebel Servers list, select the Siebel Server you want to monitor.

The Server Tasks list lists the tasks for the selected Siebel Server.

4 To see more information for a specific task, click the task number in the Task field to drill down to the Task Info Log view.

Figure 20 shows an example of monitoring tasks on a specific Siebel Server.

Task	Component	Task State	Status	PID	Start Time	End Time
2558	File System Manager	Completed			2/4/2003 12:21:43 PM	2/4/2003 12:21:45 PM
2557	File System Manager	Completed			2/4/2003 12:20:14 PM	2/4/2003 12:20:16 PM
2556	Call Center Object Manager (ENU)	Running	Waiting for command	431	2/4/2003 12:13:58 PM	
2555	File System Manager	Completed			2/4/2003 12:13:55 PM	2/4/2003 12:13:57 PM
2554	Communications Session Manager	Completed			2/4/2003 12:13:54 PM	2/4/2003 12:13:55 PM
2553	Call Center Object Manager (ENU)	Completed			2/4/2003 12:11:32 PM	2/4/2003 12:11:32 PM
2552	eChannel Object Manager (ENU)	Completed			2/4/2003 12:11:09 PM	2/4/2003 12:26:14 PM

Figure 20.   Monitoring Tasks on a Specific Siebel Server

To identify the component request associated with a server task

1 Navigate to the Tasks screen.

2 Select the server task of interest.

3 Click the Task Parameters view tab and select the parameter SRB RequestId.

The ID of the corresponding component request appears in the field Current Value.

To monitor tasks for a specific component

1 Navigate to the Components screen.

2 Click the Component Tasks view tab.

3 In the Server Components list, select the component you want to monitor.

The Component Tasks list lists the tasks for this component.

4 To see more information for a specific task, click the task number in the Task field to drill down to the Task Info Log view.

Figure 21 shows an example of monitoring tasks for the Call Center Object Manager component.

Figure 21. Monitoring Tasks for a Specific Component

Administering Siebel Server Tasks

To stop, pause, or resume Siebel Server tasks, use the Server Tasks view as shown in Figure 22. To start a Siebel Server task, see "Component Request Administration" on page 95. To change the task status using the command-line interface, see "Task Management Commands" on page 147.

Task	Component	Task State	Status	PID	Start Time	End Time
2558	File System Manager	Completed			2/4/2003 12:21:43 PM	2/4/2003 12:21:45 PM
2557	File System Manager	Completed			2/4/2003 12:20:14 PM	2/4/2003 12:20:16 PM
2556	Call Center Object Manager (ENU)	Running	Waiting for command	431	2/4/2003 12:13:58 PM	
2555	File System Manager	Completed			2/4/2003 12:13:55 PM	2/4/2003 12:13:57 PM
2554	Communications Session Manager	Completed			2/4/2003 12:13:54 PM	2/4/2003 12:13:55 PM
2553	Call Center Object Manager (ENU)	Completed			2/4/2003 12:11:32 PM	2/4/2003 12:11:32 PM
2552	eChannel Object Manager (ENU)	Completed			2/4/2003 12:11:09 PM	2/4/2003 12:26:14 PM

Server Component Groups | Server Components | Server Tasks | Server Parameters | Server Event Configuration | Server Statistics | Server Info Log

Query — 1 - 7 of 160

Figure 22.   Administering Siebel Server Tasks

To stop a running task

1 Navigate to the Siebel Servers screen.

2 Click the Server Tasks view tab.

3 In the Siebel Servers list, select the Siebel Server on which the task is running.

4 In the Server Tasks list, select the running task you want to stop.

5 Click the menu button and then Stop Task.

NOTE: It is preferable to stop the individual tasks for a given component rather than shutting down the server component.

To kill a running task

1 Navigate to the Siebel Servers screen.

2 Click the Server Tasks view tab.

3 In the Siebel Servers list, select the Siebel Server on which the task is running.

4 In the Server Tasks list, select the running task you want to stop.

5 Click the menu button and then Stop Task three times in succession.

Siebel Server tasks can only be paused for certain component types. Table 8 lists the component types and the predefined components that have this feature.

Table 8. Pausable Component Types

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

To pause a running task

1 Navigate to the Siebel Servers screen.

2 Click the Server Tasks view tab.

3 In the Siebel Servers list, select the Siebel Server on which the task is running.

4 In the Server Tasks list, select the running task you want to pause.

5 Click the menu button and then Pause Task.

To resume a paused task

1 Navigate to the Siebel Servers screen.

2 Click the Server Tasks view tab.

3 In the Siebel Servers list, select the Siebel Server on which the task is paused.

4 In the Server Tasks list, select the paused task you want to resume.

5 Click the menu button and then Resume Task.

Parameter Administration

Parameters are settings that control the operation of various Siebel Server components. Parameters are defined at multiple levels within the Siebel Server architecture. See the following sections for details:

■ "Administering Siebel Enterprise Server Parameters"

■ "Administering Siebel Server Parameters" on page 113

■ "Administering Component Parameters" on page 115

■ "Administering Task Parameters" on page 117

Administering 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 MaxMTServers and 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 a parameter at the enterprise level for a component sets the parameter for the component definition (which is the enterprise level definition for the component).

To modify enterprise parameters

1 Navigate to the Enterprise Configuration screen.

**2** Click the Enterprise Parameters view tab.

3 In the Enterprise Parameters list, change the values of the parameters you want to modify.

    a Select the parameter that you want to modify.

    b In the Value field, type in the new value.

    c Click the menu button and then Save Record.

For a list of enterprise parameters and their related attributes, see "Parameters" on page 229.

4 For changes to take effect, stop and restart the Siebel Enterprise Server.

For information on restarting the Siebel Enterprise Server, see "Siebel Enterprise Server Administration" on page 57.

Figure 23 shows an example of setting the Siebel File System enterprise parameter to \\qaserver\fs-qa\7.5.

Enterprise Parameters

New | Query   22 - 28 of 169
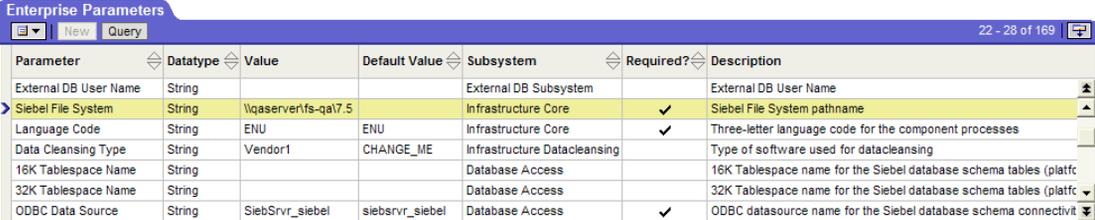
Parameter	Datatype	Value	Default Value	Subsystem	Required?	Description
External DB User Name	String			External DB Subsystem		External DB User Name
Siebel File System	String	\\qaserver\fs-qa\7.5		Infrastructure Core	✓	Siebel File System pathname
Language Code	String	ENU	ENU	Infrastructure Core	✓	Three-letter language code for the component processes
Data Cleansing Type	String	Vendor1	CHANGE_ME	Infrastructure Datacleansing		Type of software used for datacleansing
16K Tablespace Name	String			Database Access		16K Tablespace name for the Siebel database schema tables (platfo
32K Tablespace Name	String			Database Access		32K Tablespace name for the Siebel database schema tables (platfo
ODBC Data Source	String	SiebSrvr_siebel	siebsrvr_siebel	Database Access	✓	ODBC datasource name for the Siebel database schema connectivit

Figure 23. Modifying Enterprise Parameters

Administering 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 149.

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

New values for static parameters (parameters not marked Effective Immediately) will 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 will 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 148.

To modify Siebel Server parameters

1 Navigate to the Siebel Servers screen.

2 Click the Server Parameters view tab.

3 In the Siebel Servers list, select the Siebel Server you want to modify.

4 In the Server Parameters list, change the values of the parameters you want to modify.

   a Select the parameter that you want to modify.

   b In the Current Value field, type in the new value.

   c Click the menu button and then Save Record.

   For a list of Siebel Server parameters and their related attributes, see "Parameters" on page 229.

5 For changes to take effect, stop and restart the Siebel Server.

   For information on restarting the Siebel Server, see "Siebel Server Administration" on page 59.

Figure 24 shows an example of setting the Minimum Up Time Siebel Server parameter to 60.

Parameter	Effective Immediately?	Current Value	Value on Restart	Subsystem	Description
MessageReplyAddress List	✔			Communications Outbound Manage	List of Reply Address recipients
Minimum MT Servers	✔	1	1	Multi-Threading	Minimum number of active servers for a multithreaded
Minimum Up Time	✔	60	60	Process Management	Minimum time an MTS or server mode component has
Mode	✔			Field Service Invoice Engine	Mode : TempTbl | Id | All
No Later Than	✔			Abs and Optimizer Subsystem	No Later Than Time
No Sooner Than	✔			Abs and Optimizer Subsystem	No Sooner Than Time
Number Of Recipients	✔			Communications Outbound Manage	Number of recipients for this request

Figure 24.   Modifying Siebel Server Parameters

Administering 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 component parameter override" on page 150.

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

New values for static parameters (parameters not marked Effective Immediately) will 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 will continue to show both the current value and the value upon Siebel Server restart.

To modify component parameters

1 Navigate to the Components screen.

2 Click the Component Parameters view tab.

3 In the Server Components list, select the component you want to modify.

4 In the Component Parameters list, change the values of the parameters you want to modify.

  a Select the parameter that you want to modify.

  b In the Current Value field, type in the new value.

  c To make the parameter dynamic, check the Effective Immed? flag.

  d Click the menu button and then Save Record.

  For a list of component parameters and their related attributes, see "Parameters" on page 229.

Figure 25 shows an example of setting the Alert level component parameter for the Generate Triggers component to 3.

Figure 25.   Modifying Component Parameters

Administering 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 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 will vary by component, depending on how often the tasks for a particular component recheck their parameter values.

To modify dynamic task parameters

1 Navigate to the Tasks screen.

2 Click the Task Parameters view tab.

3 In the Tasks list, select the running task you want to modify.

4 In the Task Parameters list, change the values of the parameters you want to modify.

   a Select the parameter that you want to modify.

   b In the Current Value field, type in the new value.

   c Click the menu button and then Save Record.

For a list of component parameters and their related attributes, see "Parameters" on page 229.

Figure 26 on page 118 shows an example of the Task Parameters view.

Tasks								1 - 7 of 168
Siebel Server	Task	Component	PID	Task State	Status	Start Time	End Time	
SDC6000I013	2616	File System Manager		Completed		2/4/2003 12:42:39 PM	2/4/2003 12:42:39 PM	
SDC6000I013	2615	File System Manager		Completed		2/4/2003 12:42:39 PM	2/4/2003 12:42:39 PM	
SDC6000I013	2614	File System Manager		Completed		2/4/2003 12:42:39 PM	2/4/2003 12:42:39 PM	
SDC6000I013	2613	File System Manager		Completed		2/4/2003 12:42:39 PM	2/4/2003 12:42:39 PM	
SDC6000I013	2612	Server Request Broker	658	Running		2/4/2003 12:42:39 PM		
SDC6000I013	2611	Call Center Object Manager (ENU)	433	Running	Waiting for command	2/4/2003 12:42:30 PM		
SDC6000I013	2610	File System Manager		Completed		2/4/2003 12:42:03 PM	2/4/2003 12:42:03 PM	

Task Parameters | Task State Values | Task Statistics | Task Information Log

Parameter	Type	Dynamic?	Current Value	Subsystem	Description		1 - 7 of 254
Alert Level	Integer	✓	1	Event Logging	Alert Level for tracing start/stop/cancel/killed/successful processes	
Error Flags	Integer	✓	0	Event Logging	Flags for tracing of error information	
Flush Frequency	Integer	✓	1	Event Logging	Flush frequency of logging output (number of writes between flushes)	
Log Print Timestamp	Boolean	✓	False	Event Logging	Whether to print Timestamp with every Log Tracing call (TRUE or FALSE)	
SISNAPI - Log Traffic	Boolean	✓	False	Object Manager	Log all session messages (SISNAPI traffic) in the files	
SQL Trace Flags	Integer	✓	0	Event Logging	Flags for tracing of SQL statements	
Trace Flags	Integer	✓	0	Event Logging	Flags for component-specific tracing information	

Figure 26.   Modifying Dynamic Task Parameters

State Value Administration

State values contain information about the current operation of a task or the component for which the task is running. Component tasks periodically update their state values to indicate information about their current processing, such as the current phase of operation. State values are defined at the component and task levels. Component-level state values refer to the state of the component as a whole. Task-level state values refer to the state of an individual process for a Siebel Server component.

Two types of state values exist for both component-level and task-level state values:

■ **Subsystem state values.** Kept for every component (such as Component Start Time and Component Stop Time) and component task (such as Task Start Time and Task Stop Time) that uses that subsystem.

■ **Component-specific state values.** Kept for every component and component task. Only applicable to the component for which they are defined.

To view state values using the command-line interface, see .

To view component-level state values

1 Navigate to the Components screen.

2 Click the Component State Values view tab.

3 In the Server Components list, select the component for which you want to view the state values.

The state values for the selected component will now be displayed in the Component State Values list. For a list and description of generic state values, see "Siebel Server Component and Task State Values" on page 248.

Figure 27 shows an example of the Component State Values view.
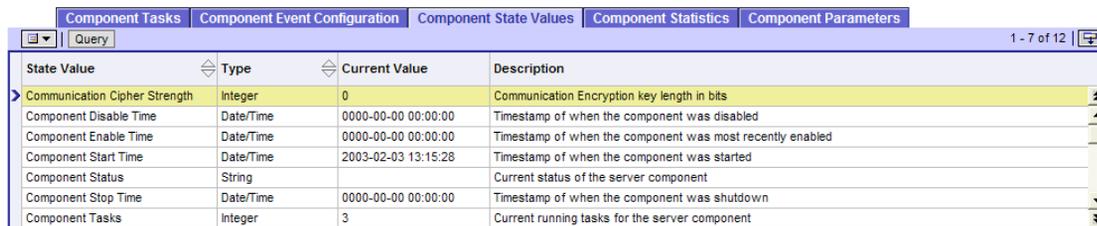
State Value	Type	Current Value	Description
Communication Cipher Strength	Integer	0	Communication Encryption key length in bits
Component Disable Time	Date/Time	0000-00-00 00:00:00	Timestamp of when the component was disabled
Component Enable Time	Date/Time	0000-00-00 00:00:00	Timestamp of when the component was most recently enabled
Component Start Time	Date/Time	2003-02-03 13:15:28	Timestamp of when the component was started
Component Status	String		Current status of the server component
Component Stop Time	Date/Time	0000-00-00 00:00:00	Timestamp of when the component was shutdown
Component Tasks	Integer	3	Current running tasks for the server component

Component Tasks | Component Event Configuration | Component State Values | Component Statistics | Component Parameters

1 - 7 of 12

Figure 27.   Viewing Component-Level State Values

To view task-level state values

1 Navigate to the Tasks screen.

2 Click the Task State Values view tab.

3 In the Tasks list, select the task for which you want to view the state values.

The state values for the selected task appear in the Task State Values list. For a list and description of generic state values, see "Siebel Server Component and Task State Values" on page 248.

Figure 28 shows an example of the Task State Values view.

State Value	Type	Current Value	Description
Applet Name	String	Completed: Broadcast Message Form Applet (WriteRecord)	Current Applet Name
Business Component	String		Current Business Component
Business Service	String		Current Business Service
Scripting State	String		Current VB/eScript Scripting State
Task Idle	Boolean	0	TRUE, if task is idle
Task Label	String	SADMIN	Identifying label for this task
Task Memory Used	Integer	0	Current amount of memory used by task

Tabs: Task Parameters | Task State Values | Task Statistics | Task Information Log — 1 - 7 of 16

Figure 28. Viewing Task-Level State Values

Statistic Administration

Various statistics are recorded at the task level for every Siebel Server component task. You may use these statistics to:

■ Monitor the progress and performance of a task, component, or Siebel Server

■ Optimize system performance

When the task completes its operation, task-level statistics (gathered dynamically during the operation of a task) roll up to the component and Siebel Server levels.

Two types of statistics exist for task-level Siebel Server statistics:

■ **Subsystem statistics.** Common to every component process (such as process management, networking, database access, and file I/O) and tracked for each component task.

■ **Component-specific statistics.** Only applicable to the component for which the statistics are defined.

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.

To view statistics using the command-line interface, see "List Commands" on page 135.

To view Siebel Server statistics

1 Navigate to the Siebel Servers screen.

2 Click the Server Statistics view tab.

3 In the Siebel Servers list, select the Siebel Server for the statistics you want to view.

   The statistics for the selected Siebel Server are displayed in the Siebel Server Statistics list. For a list and description of generic statistics defined for Siebel Servers, see "Siebel Server Component Tasks Statistics" on page 249.

   Figure 29 shows an example of the Siebel Server Statistics view.

Server Component Groups	Server Components	Server Tasks	Server Parameters	Server Event Configuration	Server Statistics	Server Info Log

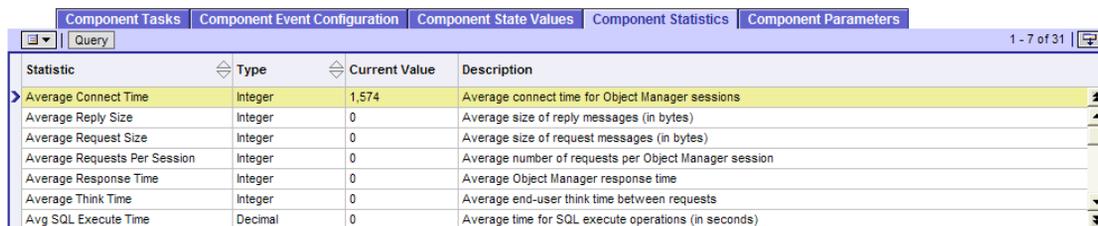| Statistic	Current Value	Type	Description
Average Connect Time	408	Integer	Average connect time for Object Manager sessions
Average Reply Size	0	Integer	Average size of reply messages (in bytes)
Average Request Size	0	Integer	Average size of request messages (in bytes)
Average Requests Per Session	0	Integer	Average number of requests per Object Manager session
Average Response Time	0	Integer	Average Object Manager response time
Average Think Time	0	Integer	Average end-user think time between requests
Avg SQL Execute Time	0.00	Decimal	Average time for SQL execute operations (in seconds)

Figure 29.   Viewing Siebel Server Statistics

To view component statistics

1 Navigate to the Components screen.

2 Click the Component Statistics view tab.

3 In the Server Components list, select the component for the statistics you want to view.

The statistics for the selected component appear in the Component Statistics list. For a list and description of generic statistics defined for components, see "Siebel Server Component Tasks Statistics" on page 249.

Figure 30 shows an example of the Server Component Statistics view.

Statistic	Type	Current Value	Description
Average Connect Time	Integer	1,574	Average connect time for Object Manager sessions
Average Reply Size	Integer	0	Average size of reply messages (in bytes)
Average Request Size	Integer	0	Average size of request messages (in bytes)
Average Requests Per Session	Integer	0	Average number of requests per Object Manager session
Average Response Time	Integer	0	Average Object Manager response time
Average Think Time	Integer	0	Average end-user think time between requests
Avg SQL Execute Time	Decimal	0	Average time for SQL execute operations (in seconds)

Tabs: Component Tasks | Component Event Configuration | Component State Values | Component Statistics | Component Parameters — 1 - 7 of 31

Figure 30. Viewing Component Statistics

To view task statistics

1 Navigate to the Tasks screen.

2 Click Task Statistics view tab.

3 In the Tasks list, select the task for the statistics you want to view.

The statistics for the selected Siebel Server appear in the Task Statistics list. For a list and description of generic statistics defined for tasks, see "Siebel Server Component Tasks Statistics" on page 249.

Figure 31 shows an example of the Task Statistics view.

Statistic	Type	Current Value	Description
Average Connect Time	Integer	0	Average connect time for Object Manager sessions
Average Reply Size	Integer	0	Average size of reply messages (in bytes)
Average Request Size	Integer	0	Average size of request messages (in bytes)
Average Requests Per Session	Integer	0	Average number of requests per Object Manager session
Average Response Time	Integer	0	Average Object Manager response time
Average Think Time	Integer	0	Average end-user think time between requests
Avg SQL Execute Time	Decimal	0	Average time for SQL execute operations (in seconds)

Figure 31.   Viewing Task Statistics

Using the Siebel Server Manager Command-Line Interface 5

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. See the following sections for details:

-

-

Starting the Siebel Server Manager Command-Line Interface

This chapter describes how to use the Siebel Server Manager command-line interface, which runs in both the Windows and UNIX environments.

The command-line interface of the Siebel Server Manager is the srvrmgr program.

NOTE: The srvredit and srvrupg programs are not supported in 6.x and later releases. The functionality that existed in these programs has been added to the Siebel Server Manager GUI and command-line interfaces.

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 \siebel_server_root\bin
```

NOTE: Only perform this step if this Siebel Server is Windows-based.

2 Execute the srvrmgr program by using flags to specify desired parameters:

```
srvrmgr flags
```

For a list of srvrmgr flags, see Table 10 on page 129.

NOTE: You cannot use the Uniform Naming Convention (UNC) in the Siebel Server Manager command when specifying the path and machine names.

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 9 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 9 on a UNIX server, you would enter:

```
srvrmgr –g gateway1 –e enterprise1 –s server1 –u sadmin –p sadmin
```

Table 9.   Example Parameters for Starting the srvrmgr Program

Siebel Gateway	Enterprise	Siebel Server	User Name	Password
gateway1	enterprise1	server1	sadmin	sadmin

Table 10 lists the command-line flags available for the srvrmgr program.

Table 10.   Command-Line Flags for srvrmgr

2000 Flag	UNIX Flag	Parameter	Description	Required
/g	-g	*gateway_server*	Network address of the Siebel Gateway machine	Y
/e	-e	*entrpr_server*	Siebel Enterprise Server name	Y
/u	-u	*username*	Siebel Server administrator username	Y
/p	-p	*password*	Siebel Server administrator password	Y
/s	-s	*siebel_server*	Siebel Server name (the default is all servers)	N
/l	-l	*language*	Language code (default is ENU)	N
/i	-i	*input_file*	Gets commands from the input file	N
/o	-o	*output_file*	Logs information of server process (such as type of task, task number, task status, start and end time) to the specified file	N

Table 10.   Command-Line Flags for srvrmgr

2000 Flag	UNIX Flag	Parameter	Description	Required
/c	-c	*"command"*	Executes a single command (the command must be bounded within double quotes)	N
/t	-t	*protocol_id*	Network transport protocol (use 1 for TCP/IP, 2 for NetBIOS, 3 for HTTP, and 4 for FTP)	N
/m	-m		Compression enabled	N
/r	-r		Encryption for network packets enabled (default is N)	N
/b	-b		Batch mode (use with /i to indicate exit when an error is encountered)	N
/k	-k	*delimiter*	Use delimiter specified to parse columns in output file	N
/h or /?	-h or -?		Prints a help/usage message	N

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. This would be especially useful in the administration of similar Siebel Server component definitions across multiple Siebel Servers.

NOTE: You must have the Siebel administrator responsibility in order to start or run Siebel Server tasks using the Siebel Server Manager command-line interface.

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

■ List definition

■ Event logging

■ Preferences

Siebel Server Manager Commands

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 135.

For user-defined values such as *siebel_server_name*, *component_alias_name*, and *parameter_alias_name*, you need to bound 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
```

Environment Commands

Use environment commands to set the environment variables that 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 Srvrmgr program

■ Enter:

```
exit
```

or

```
quit
```

To save any configuration changes prior to exiting, see "To back up Siebel Gateway Name Server information" on page 141.

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
```

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
```

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 "Environment Commands" on page 133.

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

NOTE: The number of tasks that will be returned is determined by the Maximum Tasks parameter for that component. For more information on the Maximum Tasks parameter, see "Parameters" on page 229.

■ Of 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*

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 "Environment Commands" on page 133.

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 named subsystem, enter:

```
list parameters for named subsystem named_subsystem_alias_name
```

■ For a particular task, enter:

```
list parameters for task task_number server siebel_server_name
```

To list current state values

■ Of 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 "Environment Commands" on page 133.

To list current statistic values

■ Of 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
```

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 "Environment Commands" on page 133.

List Command Configuration

The following commands modify or configure the output for the list commands described in .

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.

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:

        backup nameserver *file_name*

If a filename is not specified, the backup file is named with the date and time in the format siebns.dat_yyyymmdd_hhmmss.

Component Group Definition Commands

Use these commands to create, delete, assign, remove, enable, or disable component groups, and to toggle between online and offline mode.

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 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 46.

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 46.

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 change the run state of the component group to Online mode

■ Enter:

```
online component group component_group_alias_name for server
siebel_server_name
```

The component group must contain components before you can change its run state.

To change the run state of the component group to Offline mode

■ Enter:

```
offline component group component_group_alias_name for server
siebel_server_name
```

The component group must contain components before you can change its run state.

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 46.

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 46.

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, enable, 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 enabled and the component group containing the new component is assigned to the appropriate server. See "Component Group Definition Commands" on page 142 for component group commands.

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 shortname of the component group is required for the component group parameter. See Table 29 on page 218 for a list of component groups and their corresponding aliases.

To enable a component definition

■ After defining the component, you need to enable the defined component by entering:

```
enable component definition component_alias_name
```

To disable a component definition

■ Enter:

```
disable component definition component_alias_name
```

To delete a component definition

■ Enter:

```
delete component definition component_alias_name
```

Component Management Commands

Use component management commands to start, shut down, enable, or disable 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 enable a Siebel Server component

■ Enter:

```
online component component_alias_name for server
siebel_server_name
```

To disable a Siebel Server component

■ Enter:

```
offline component 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 8 on page 110 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 kill a running task

■ 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 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
```

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 a Siebel Server parameter override

■ Enter:

```
delete enterprise_name parameter override for server
siebel_server_name param parameter_alias_name
```

To delete a named subsystem parameter override

■ Enter:

```
delete enterprise_name parameter override for named subsystem
named_subsystem_alias_name param parameter_alias_name
```

To delete a component parameter override

■ Enter:

```
delete enterprise_name parameter override for component
component_alias_name param parameter_alias_name
```

Named Subsystem Management Commands

Use named subsystem management commands to create, delete, and modify
Named Subsystems.

To create a new Named Subsystem

■ Enter:

```
create named system 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 modify a Named Subsystem

■ Enter:

```
change parameter parameter_alias_name1=value1,
parameter_alias_name2=value2 for namsubsys
named_subsystem_alias_name
```

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 Chapter 8, "Event Logging Administration" for details on the event logging system and see Appendix B, "Siebel Server and Component Event Types" for a listing and description of event types and event subtypes.

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
```

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 srvrmgr.exe.

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 save preferences

■ Enter:

    save preferences

Preferences are saved in the same directory as srvrmgr.exe.

To load preferences

■ Enter:

```
load preferences
```

Siebel Server Infrastructure Administration 6

This chapter describes how to administer Siebel Server requests using the Server Request Broker, multiplex client connections using Session Manager, configure Named Subsystems, and administer the Siebel File System. See the following sections for details:

- "Administering Server Request Broker" on page 156

- "Administering Session Manager" on page 159

- "Configuring Named Subsystems" on page 160

- "Administering the Siebel File System" on page 162

Administering Server Request Broker

Server Request Broker is an interactive-mode Siebel Server component that belongs in the System Management Siebel Server component group. By default, one Server Request Broker will be started for each Siebel Server. Server Request Broker 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 will be routed to another Siebel Server that is running the requested component.

Siebel Server requests to clients that have no end point get stored in the database until the request is completed. The Server Request Broker works with the Server Request Processor (see "Server Request Processor" on page 157 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 will be in the database and sent to the client when the user logs on. Server Request Broker 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 Server Request Broker is determined by the Maximum Tasks component parameter.

Do not configure run-time parameters for Server Request Broker. If you need to support more client and component connections, start more Server Request Broker components or increase the number of tasks that can be handled by a Server Request Broker.

To change the number of tasks that can be handled by Server Request Broker

1 Navigate to the Components screen.

2 Click the Component Parameters view tab.

3 In the Server Components list, select the Server Request Broker you want to configure.

4 In the Component Parameters list, select the Maximum Tasks parameter.

5 In the Value on Restart field, type in the number of tasks.

The default value is 100.

6 Click the menu button and then Save Record

7 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 46.

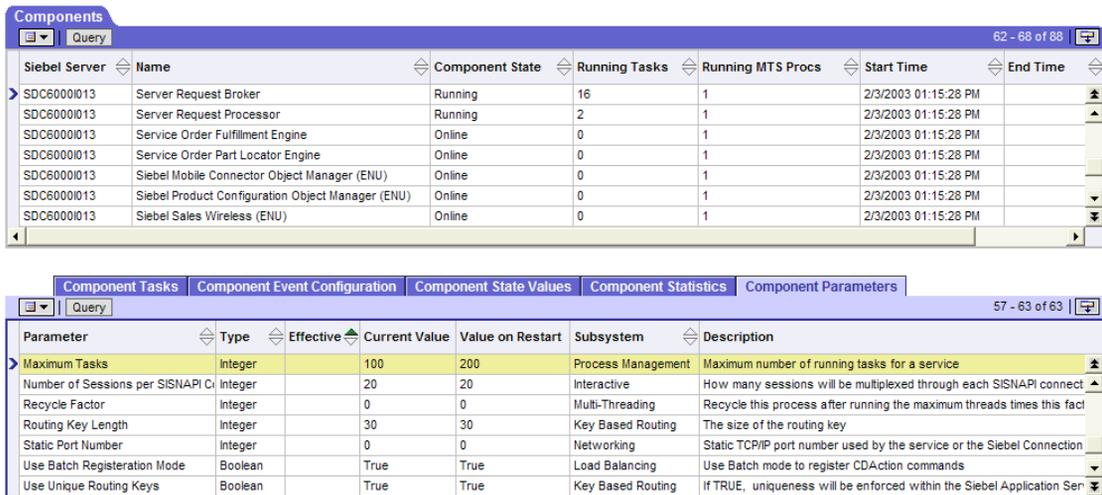Figure 32 shows an example of changing the number of tasks that can be handled by Server Request Broker to 200.

Figure 32. Changing Number of Tasks Handled by Server Request Broker

Server Request Processor

The Server Request Processor and the Server Request Broker are jointly responsible for the processing of both synchronous and asynchronous requests from a variety of Siebel Server components. The Server Request Processor (SRProc) is a background-mode component that handles requests between the Siebel Server and the database. There can only be one instance of the Server Request Processor for each Siebel Server. The following components rely on a functioning Server Request Processor and Server Request Broker:

■ Assignment Manager

■ Communications Manager

- eAI

- EIM

- Field Service (all components)

- Incentive Compensation Manager

- Interactive Assignment

- List Manager

- Workflow Manager

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

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 Default Tasks, Default Processes, and Auto-Restart parameters.

Administering Session Manager

Session Manager funnels client connections through the Web server. Session Manager is a part of the Siebel Web Server Extension and multiplexes client connections to use a single SISNAPI connection. By using Session Manager, network sessions can be multiplexed through fewer SISNAPI connections.

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

Session Manager parameters can be modified for each component at the component level. Some of the Session Manager component parameters that you can modify using Siebel Server Manager include:

■ Client Uses Session Manager

■ Number of Sessions per SISNAPI Connection

For details on these and other parameters, see "Parameters" on page 229. For information on modifying component parameters, see "Administering Component Parameters" on page 115.

Configuring Named Subsystems

Named Subsystems are groupings of defined enterprise parameters, which allow the Siebel Server to manage multiple sets of parameter values. Like other server constructs (component definitions, server parameters, enterprise parameters, component parameters, and so on), they are stored in the Siebel Gateway. When a Siebel Server starts up, it retrieves the information in the Siebel Gateway and creates a copy of the named subsystems in shared memory. See also "Named Subsystems" on page 181.

You can create and modify Named Subsystems using both the Siebel Server Manager GUI and command-line interfaces. To configure Named Subsystems using the Siebel Server Manager command-line interface, see "Named Subsystem Management Commands" on page 150.

To create Named Subsystems

1 Navigate to the Enterprise Configuration screen.

2 Click the Enterprise Profile Configuration view tab.

3 In the Component Profiles list, click the menu button and then New Record.

 a In the Name field, type in the name of the Named Subsystem.

 b In the Named Subsystem Alias field, type in 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 in a description of the Named Subsystem.

 e Click the menu button and then Save Record.

4 In the Enterprise Profile Configuration list, modify parameters as appropriate.

Parameters will already be added to the Named Subsystem based on the subsystem type that you selected.

     a Select any parameter that you want to modify.

     b In the Value field, type in the new value.

     c Click the menu button and then Save Record.

Figure 33 shows an example of creating a Named Subsystem named Example Datasource of the InfraDatasources subsystem type.
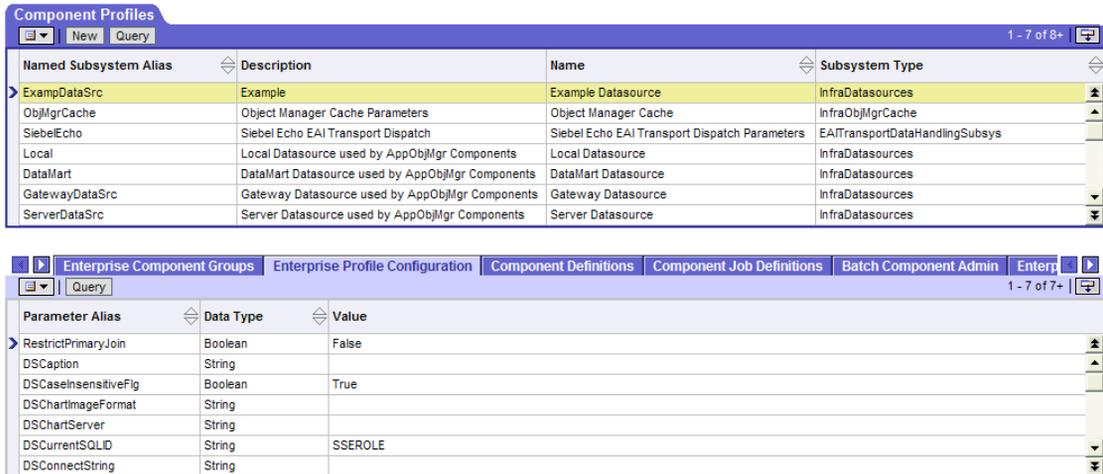
Component Profiles

Named Subsystem Alias	Description	Name	Subsystem Type
ExampDataSrc	Example	Example Datasource	InfraDatasources
ObjMgrCache	Object Manager Cache Parameters	Object Manager Cache	InfraObjMgrCache
SiebelEcho	Siebel Echo EAI Transport Dispatch	Siebel Echo EAI Transport Dispatch Parameters	EAITransportDataHandlingSubsys
Local	Local Datasource used by AppObjMgr Components	Local Datasource	InfraDatasources
DataMart	DataMart Datasource used by AppObjMgr Components	DataMart Datasource	InfraDatasources
GatewayDataSrc	Gateway Datasource used by AppObjMgr Components	Gateway Datasource	InfraDatasources
ServerDataSrc	Server Datasource used by AppObjMgr Components	Server Datasource	InfraDatasources

Enterprise Component Groups | **Enterprise Profile Configuration** | Component Definitions | Component Job Definitions | Batch Component Admin | Enterp

Parameter Alias	Data Type	Value
RestrictPrimaryJoin	Boolean	False
DSCaption	String	
DSCaseInsensitiveFlg	Boolean	True
DSChartImageFormat	String	
DSChartServer	String	
DSCurrentSQLID	String	SSEROLE
DSConnectString	String	

Figure 33. Creating Named Subsystems

To modify Named Subsystems

1 Navigate to the Enterprise Configuration screen.

2 Click the Enterprise Profile Configuration view tab.

3 In the Component Profiles list, select the Named Subsystem you want to modify.

4 In the Enterprise Profile Configuration list, select the parameter you want to modify.

5 In the Value field, type in the new value.

6 Click the menu button and then Save Record.

Administering the Siebel File System

The Siebel File System consists of a shared directory that is network-accessible to the Siebel Server that contains the physical files used by Siebel clients. To gain access to files, Web clients connect directly to the appropriate Siebel Server to request file uploads or downloads. The Siebel Server then accesses the Siebel File System using the File System Manager (FSM) component. File System Manager will process these requests through interaction with the Siebel File System directory.

The following sections explain how to:

■ Use the Siebel File System Cleanup Utility to clean up the file system of any unused file attachments. See "Using the Siebel File System Cleanup Utility" for details.

■ Move the Siebel File System. "Moving the Siebel File System" on page 166 for details.

Using the Siebel File System Cleanup Utility

The Siebel File System Cleanup Utility is a command-line utility, named sfscleanup.exe, located in the bin subdirectory within the Siebel Server root directory. Sfscleanup.exe will process every file in the file attachment directory and perform one of several operations to each file depending on the file type and the parameters that you set. For descriptions of the run-time parameters that you can set when running sfscleanup.exe, see Table 11 on page 163. For descriptions of the file types and the associated operation that will be performed by sfscleanup.exe during processing, see Table 12 on page 164.

To cleanup 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 Table 11 as shown in the following example:

```
sfscleanup /u sadmin /p secret /f \\server1\files /x
\\server1\logs\sfscleanup.log
```

Table 11. Sfscleanup.exe Parameters

Parameter	Value	Description	Required?
/u	Username	Username ID.	Y
/p	Password	Username password.	Y
/c	ODBC data source	Set this value to the ODBC data source. Default value is set to the environment variable, SIEBEL_DATA_SOURCE.	N
/d	Siebel table owner	Set this value to the Siebel table owner. Default value is set to the environment variable, SIEBEL_TABLE_OWNER.	N
/f	Path for file directory	Set this value to the path for the file attachment directory. Do not append att to the file attachment directory path.	Y
/x	Path for output file	Set this value to the path for the output file.	N
/m	Path for move directory	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

If you specified an output file using the /x parameter, `sfscleanup.exe` will generate 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 12 lists the possible file types and the associated operation that will be performed by sfscleanup.exe during processing.

Table 12. 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 five minutes old. Sfscleanup.exe will 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]
OLDREV	The file has a corresponding record in the file attachment database table but the record indicates a version different from the file.	KEPT[3]
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 will error out. This gives you an opportunity to review the files contained within the directory before deletion.	DELETED[2]

1. For descriptions of each operation, see Table 13 on page 165.

2. If you used the /m parameter to set a move directory, then the operation performed on the file will be MOVED.

3. If you set the /n parameter to Y, the operation performed on the file will be 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 13 lists the types of operation that sfscleanup.exe may have performed during processing.

Table 13.   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.

Moving the Siebel File System

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

To move the Siebel File System

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

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

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

See "Administering Siebel Enterprise Server Parameters" on page 112 for details on this procedure.

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

See "To modify Named Subsystems" on page 161 for details on this procedure.

4 Set the current file system directory to read only.

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

5 Change the share properties to the new directory.

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

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

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

Application Object Manager Administration 7

This chapter explains how to configure, deploy, and administer Siebel Application Object Managers to support Siebel Web clients. This chapter also explains Siebel Application Object Manager concepts to provide useful background information.

See the following sections for details:

- "Overview of Siebel Application Object Manager" on page 168
- "Configuring the Siebel Application Object Manager Environment" on page 173
- "Siebel Application Object Manager Parameters" on page 175
- "Administering the Siebel Application Object Manager" on page 184

This chapter does not discuss the Siebel Web clients in detail. For information on Siebel Web clients, see *Siebel Web Client Administration Guide*.

Overview of Siebel Application Object Manager

Siebel Application Object Managers host the Business Objects layer and Data Objects layer of the Siebel architecture. The Web clients host the Siebel application user interface layer. The Siebel Application Object Manager is used primarily to support Siebel Web client connections. To do this, the Application Object Manager operates like a Siebel Dedicated Web Client with two key differences: it does not require any software installation on the client machine and it handles multiple users simultaneously by making requests on their behalf.

Siebel Application Object Managers 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 a Siebel Application Object Manager to serve multiple Siebel Web client users. Multiple Siebel Application Object Manager components can run on a single Siebel Server installation. Siebel Application Object Manager components can be configured to run as multithreaded processes in the Siebel Server. Like other Siebel Server components, you can administer Siebel Application Object Manager components using the Siebel Server Manager.

Siebel Application Object Managers communicate with clients using the TCP/IP protocol. Communication between the Web server and the Application Object Manager 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 Application Object Manager tasks until the sessions are terminated. After startup, Siebel Application Object Managers 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 the communication of Web clients and Application Object Managers, see "Web Client Communication with Application Object Managers" on page 170.

The Siebel repository file (.srf) is installed as part of each Siebel Server installation. Any changes to the application's 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 Application Object Manager, Web client users will automatically retrieve the new Siebel application configuration. User preferences set and saved by Web client users will be 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.

Figure 34 shows the difference in deployment between the different client types and how they connect to the Application Object Managers.
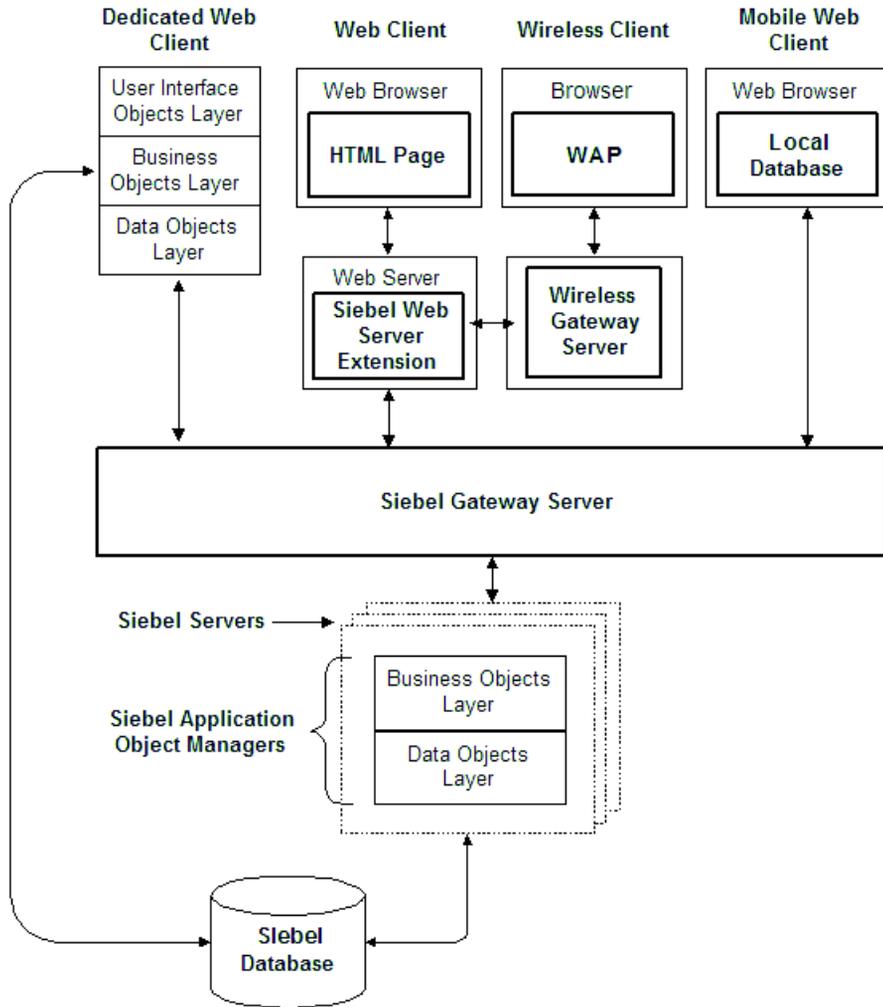
Figure 34. Client Deployments

Web Client Communication with Application Object Managers

Figure 35 illustrates a view of the communication process between a typical Web client request, the Application Object Manager, and the Siebel environment. Each portion of the communication path is described following the figure (noted by numbers 1 through 6).
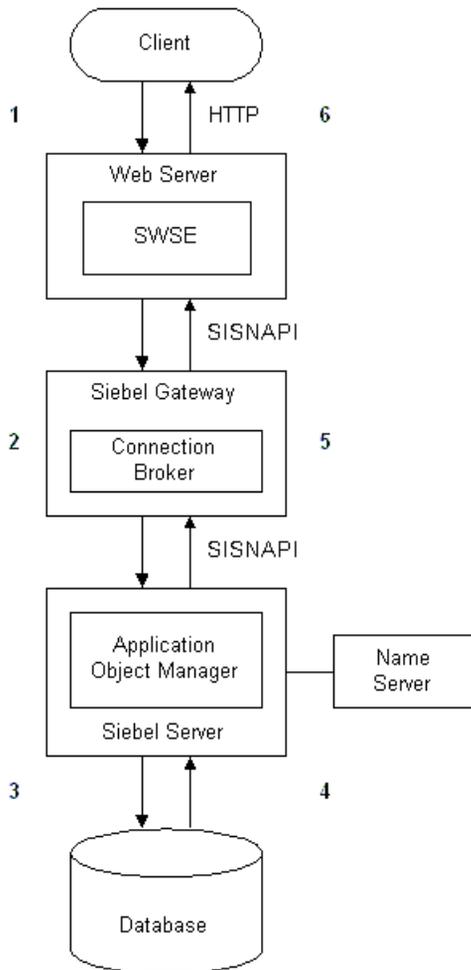
Figure 35.   Web Client Communication with Application Object Managers

1 The Web client makes an HTTP request, which is received by the Web server and then sent to the Siebel Web Server Extension (SWSE).

2 Session Manager, a part of the SWSE, funnels requests using a Siebel Internet Session API (SISNAPI) connection to the Application Object Manager, a component of the Siebel Server. Many requests can use a single SISNAPI connection. See "Administering Session Manager" on page 159 for further information.

Initially, this connection is routed to the Application Object Manager in one of two ways:

■ If the Siebel Server is installed with Resonate, the SWSE communicates using Resonate with the Application Object Manager. The SWSE connections go to the enterprise VIP address and the enterprise virtual port number. Resonate reroutes the communication to the appropriate Application Object Manager.

■ If the Siebel Server is not installed with Resonate, the SWSE communicates with the Name Server of the Siebel Gateway. The Name Server of the Siebel Gateway then returns the IP address and port number of the Application Object Manager to the SWSE and, from then on, the SWSE communicates directly with the Application Object Manager.

For more information on load balancing, see "Network Configuration (Port Numbers)" on page 174. For more information on Resonate, see the *Siebel Server Installation Guide* for the operating system you are using.

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

4 The database returns the data of interest to the Siebel Application Object Manager, as necessary.

5 The Application Object Manager returns the requested data back to the SWSE over SISNAPI. If the client request includes a change of screen, the Application Object Manager merges the requested data with Web templates and sends this information back to the SWSE.

6 The SWSE passes the data through the Web Server to the Web client browser. The data stream from the Application Object Manager updates certain fields, grids, or screens on the Web client browser to fulfill the client request.

For information on login and authentication issues during this communication process, see *Security Guide for Siebel eBusiness Applications*.

Memory Allocation

The Application Object Manager 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 Application Object Manager's memory allocation can be broken into three areas:

■ User memory

■ Shared memory between users

■ Administrative memory used to manage the Application Object Manager 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, though this is dependent on the Siebel application being used. This memory gets released when the task is completed. This may or may not correspond to the end user logging out.

Shared Memory

The next part of memory is for common structures used by every user. This is the largest part of memory for the Application Object Manager. It contains business objects, business components, controls, and other metadata items from the Siebel repository or SRF file. This memory gets loaded on an as needed basis and remains loaded for the life of the process. It is not uncommon for Application Object Manager processes to use more than 150 MB.

Administrative Memory

The third area of memory used by Application Object Manager is to manage the component itself. This memory is relatively small and is used to manage communication between the Application Object Manager and other Siebel Server components. It runs the listener and coordinates threads and tasks.

Configuring the Siebel Application Object Manager Environment

This section describes the required steps necessary for the proper configuration and operation of Siebel Application Object Managers.

To configure the Siebel Application Object Manager environment

1 Make sure that Siebel Application Object Managers are installed as part of Siebel Server installations on application servers you plan to use.

Siebel Application Object Managers are installed as components in the Siebel Server. Installing Siebel Server automatically installs predefined Application Object Manager components. For instructions on installing and configuring the Siebel Server, see the *Siebel Server Installation Guide* for the operating system you are using.

2 Verify that the customized Siebel repository file (.srf file) is installed or copied to the appropriate Siebel Server installations that will serve the modified application.

The .srf file should be customized by the application developer. The default location for this file is in the objects directory of the Siebel Server installation.

3 Add or configure Application Object Manager components by setting the parameters that control:

- Type of application to run (configuration file)

- Load balancing (if Resonate is installed)

- Language code

- Compression setting

- Encryption setting

- Number of processes for each component

- Number of threads/tasks per process

■ Session Manager parameters

For details on this topic, see "Siebel Application Object Manager Parameters" on page 175.

4 Restart the Siebel Server System Service to automatically register the Application Object Manager services (configured in Step 3).

NOTE: An application object manager component with an alias that includes a space or other special character is not detected by Resonate. Aliases containing spaces and special characters are not valid.

Network Configuration (Port Numbers)

This section covers information that pertains to port numbers used by the Siebel Application Object Manager and Siebel Server. This information may be useful to network administrators who configure network devices in the enterprise to permit client port access.

Load Balancing Enabled

If you are using Resonate's Central Dispatch to load balance Application Object Managers, the enterprise virtual port number on which the Siebel Gateway listens for requests from clients is relevant for configuring network devices. The default port number is 2320.

Load Balancing Not Enabled

If load balancing of Application Object Managers is not enabled, the following ports may be relevant for configuring network devices:

■ The port number on which the Siebel Gateway listens for requests from clients. The default port number for the Siebel Gateway is 2320.

■ The port numbers on which on which each Application Object Manager listens on.

Each Application Object Manager component can be configured through Siebel Server Manager to use a static port number (*portnumber* parameter).

Siebel Application Object Manager Parameters

At startup, Siebel Application Object Manager components accept a number of parameters that determine their behavior. The behavior of Application Object Manager components is controlled by specific parameters. These parameters can be modified in:

■ Component parameters for the Siebel Application Object Manager using the Siebel Server Manager

■ Named Subsystem parameters using Siebel Server Manager

■ Application configuration files (See Table 14 for a listing of Siebel applications and their corresponding configuration files)

Table 14. Configuration Files

File Name	Application
uagent.cfg	Siebel Call Center
sfs.cfg	Siebel Field Service
siebel.cfg	Siebel Sales
eai.cfg	Siebel EAI
market.cfg	Siebel Marketing
emarketing.cfg	Siebel eMarketing
eevents.cfg	Siebel eEvents
etraining.cfg	Siebel eTraining
pmanager.cfg	Siebel Partner Manager
scw.cfg	Siebel Partner Portal
eservice.cfg	Siebel eService
esales	Siebel eSales
ecustomer.cfg	Siebel eCustomer
erm.cfg	Siebel Employee Relationship Management

Table 14.   Configuration Files

File Name	Application
wpsales.cfg	Siebel Sales Wireless
wpserv.cfg	Siebel Service Wireless
wpechan.cfg	Siebel eChannel Wireless
wpeserv.cfg	Siebel Self Service Wireless
servicece.cfg	Siebel Service Handheld 7.5
salesce.cfg	Siebel Handheld Sales CE

In the Siebel Server Manager GUI, selected parameters in the Siebel configuration files appear as Application Object Manager-specific parameters. Only parameters from the Siebel Web Engine [SWE] section and the Security Adapter [LDAP] section in the Siebel configuration files are read by the Application Object Manager.

Determining Application Object Manager Parameter Values

When setting up the eApplication (such as Siebel eService), you need to consider the application, coding, number of users, and other variables that may impact the performance of the Application Object Manager. You can enhance performance by adjusting the values of generic and component-specific parameters for the Application Object Manager.

You should adjust the values of these parameters as required by your implementation to achieve optimal performance. For example, you should make sure that the Maximum MT Servers and Minimum MT Servers parameters be set correctly to support the anticipated number of Web client users. Because the default number is 1, you should increase the number of MT servers according to your system requirements.

When setting the Maximum Tasks parameter, it is important to know how many concurrent users will be using the system and then allow for some extra tasks. Remember that anonymous tasks may be created to handle login information and will reduce the total number of concurrent tasks that can run. Generally, anonymous tasks represent 10 percent of user tasks. For this reason, you should set the Maximum Tasks parameter to a value greater than 2, because at least one task will be started for the Application Object Manager, and at least another task will be started to handle the client connection after the login has been established. After you have determined the optimal setting, restart the Siebel Server to automatically register the Application Object Manager services.

Indications that the settings for Maximum Tasks and Maximum MT Servers parameters have reached their maximum values and need reconfiguration include:

■ A log file message from the object manager component that reads, `SMI-00101: The server is busy, please try again later`. For further details on viewing component log files, see "Viewing Component Event Logs" on page 203.

■ Users that cannot log in to the application and receive the following message: `The user ID or password that you entered is incorrect. Please check the spelling and try again`.

If your system will not be used at night, you may also want to use the Siebel Server Manager command-line interface to shut down the Application Object Manager for your site on a nightly basis to free resources in your system. For information on using the Siebel Server Manager command-line interface, see Chapter 5, "Using the Siebel Server Manager Command-Line Interface."

NOTE: If users do not log out properly by navigating to File > Log Out on the application-level menu, the Object Manager task is left hanging and only terminates when the SessionTimeOut parameter is reached. Therefore, if one user logs out improperly and logs back in, two Object Manager tasks are created for one user.

Modifying Application Object Manager Parameters Using the GUI

Use the Server Components Parameters view to modify the following Application Object Manager-specific and generic parameters:

- Compression Type

- Encryption Type

- Error Flags

- Flush Frequency

- Language Code

- Log Print Timestamp

- Max Number of Archived Trace Files

- Password

- Static Port Number

- Trace Flags

- User Name

- Load Balanced

- Maximum MT Servers

- Maximum Tasks

- Minimum MT Servers

- Multithreaded

- Session Manager

For a description of each parameter, see "Parameters" on page 229.

For information on locale-specific object manager parameters (including information on regional standards for currency, time, date, and so on), see *Global Deployment Guide*.

To modify Application Object Manager parameters using the GUI

1 Navigate to the Components screen.

2 Click the Component Parameters view tab.

3 In the Server Components list, select the Application Object Manager whose parameters you want to modify.

The Component Parameters list lists the component parameters.

4 In the Component Parameters list, select the parameter you want to modify.

5 In the Current Value field, enter the new value for the Application Object Manager parameter.

The Current Value field of the Configuration File parameter cannot be changed. If you want to use another configuration file for the Application Object Manager, then change the file name in the Value field for this parameter and restart the Application Object Manager for changes to take effect.

6 Click the menu button and then Save Record.

Figure 36 shows an example of setting the Actuate Server Enable Flag parameter value for the Sales Object Manager component to True.

Figure 36.   Modifying Application Object Parameters

Named Subsystems

The Application Object Manager can maintain several different values for a particular parameter using named subsystems. The desired value used by the application object manager depends on the context. In other words, an Application Object Manager 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 Application Object Manager 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 the TableOwner or Database Case Sensitivity 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.

Table 15 lists the Named Subsystems that contain parameters used by Application Object Managers.

Table 15. Named Subsystems Used by Application Object Managers

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
Server Datasource	ServerDataSrc	InfraDatasources	Server datasource used by AppObjMgr components

Table 16 lists a sample of named subsystem parameters, their respective named subsystems, and a description.

Table 16.   Selection of Named Subsystem Parameters

Parameter Alias	Named Subsystem	Data Type	Description
DSConnectString	GatewayDataSrc	String	Specifies the host name of the Siebel Gateway. The value $(GatewayAddress) for the parameter ConnectString of the GatewayDataSrc section of the Application Object Manager's configuration file is replaced at runtime with the value for the named subsystem parameter DSConnectString. An incorrect setting for DSConnectString results in Server Administration not being accessible from the standard Web client.
DSConnectString	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`.
DSFileSystem	ServerDataSrc	String	Set this parameter to *FSM* to allow the use of the File System Manager server component for standard Web clients.
DSMaxCursorSize	ServerDataSrc, GatewayDataSr, or DataMart	Integer	The configuration file parameter MaxCursorSize is set for the application object manager component using the named subsystem parameter DSMaxCursorSize. The applicable subsystem used by the application object manager corresponds to the component parameter OM - Data Source. This parameter is only valid with IBM DB2 UDB for OS/390 and z/OS. See *Siebel Web Client Administration Guide* for further details on MaxCursorSize.
DSPreFetchSize	ServerDataSrc, GatewayDataSr, or DataMart	Integer	The configuration file parameter PreFetchSize is set for the application object manager component using the named subsystem parameter DSPreFetchSize. This parameter is only valid with IBM DB2 UDB for OS/390 and z/OS. See *Siebel Web Client Administration Guide* for further details on PreFetchSize.

Table 16.   Selection of Named Subsystem Parameters

Parameter Alias	Named Subsystem	Data Type	Description
DSEnterpriseServer	ServerDataSrc, GatewayDataSr	String	Specifies name of Siebel Enterprise Server used by various named subsystems. The value in the application object manager's configuration file 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. If Resonate is used, this value must be set to null.

You can create and modify Named Subsystems using both the Siebel Server Manager GUI and command-line interfaces. For information on configuring Named Subsystems, see "Configuring Named Subsystems" on page 160. To configure Named Subsystems using the Siebel Server Manager command-line interface, see "Named Subsystem Management Commands" on page 150.

Application Object Manager Parameters in the Configuration File

Each application's configuration file contains a detailed set of parameters specific to the Application Object Manager. This file is installed as part of the Siebel Server installation, and can be modified by the system administrator. If the configuration file is modified, the affected Application Object Manager component should be restarted or reconfigured. Configuration files contain only specific sections that are used by the Siebel Server. Application Object Manager only reads parameters from the Siebel Web Engine [SWE] section and the Security Adapter [LDAP] section. Other sections are used only by the clients. For a description of parameters used in configuration files, see *Siebel Web Client Administration Guide*.

For a list of configuration files, see Table 14 on page 175.

Administering the Siebel Application Object Manager

You can monitor Siebel Application Object Managers at:

■ The server level using Siebel Server

■ The component level using Application Object Manager components

■ The task level using Application Object Manager tasks

At each of these levels, you can:

■ Use the Siebel Server Administration views to monitor:

■ State values

■ Statistics

■ Log file

■ Use the Siebel Server Components Parameters view to set the Application Object Manager-specific parameters

■ Start, stop, pause, or resume any Siebel Application Object Manager tasks

At the component event level, you can enable SQL tracing to view the SQL that is generated for the selected Application Object Manager. 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 Chapter 8, "Event Logging Administration."

Application Object Manager-Specific State Values

Table 17 describes the state values specific to the Application Object Manager.

Table 17.   Application Object Manager-Specific State Values

State Value	Description
Average Connect Size	Average connect time for an Application Object Manager session
Maximum Reply Size	Maximum reply message size
Maximum Reply Size Operation	Maximum reply size operation
Maximum Request Size	Maximum request message size
Maximum Request Size Operation	Maximum request size operation
Maximum Response Time	Maximum response time for any Application Object Manager operation
Maximum Response Time Operation	Maximum response time operation

Application Object Manager-Specific Statistics

You can view Application Object Manager-specific statistics at the component level or the task level.

To view statistics at the component level

1 Navigate to the Components screen.

2 Click the Component Statistics view tab.

3 In the Server Components list, find the Application Object Manager whose statistics you want to view.

The statistics for the Application Object Manager component appear in the Component Statistics list applet as shown in Figure 37.
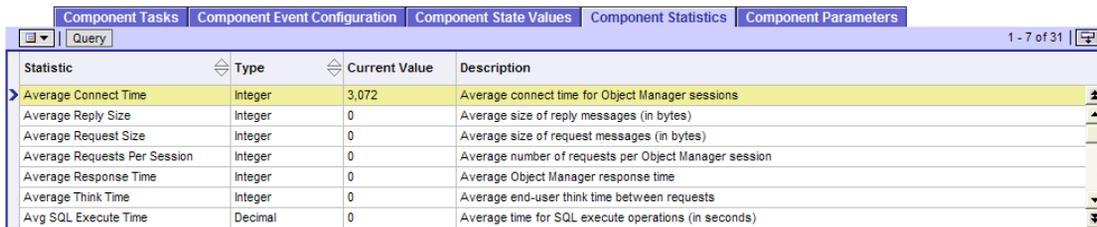
Statistic	Type	Current Value	Description	
Average Connect Time	Integer	3,072	Average connect time for Object Manager sessions	
Average Reply Size	Integer	0	Average size of reply messages (in bytes)	
Average Request Size	Integer	0	Average size of request messages (in bytes)	
Average Requests Per Session	Integer	0	Average number of requests per Object Manager session	
Average Response Time	Integer	0	Average Object Manager response time	
Average Think Time	Integer	0	Average end-user think time between requests	
Avg SQL Execute Time	Decimal	0	Average time for SQL execute operations (in seconds)	

Figure 37.   Viewing Component Statistics of Application Object Manager Components

To view statistics at the task level

1 Navigate to the Tasks screen.

2 Click the Task Statistics view tab.

3 In the Tasks list, click the Application Object Manager task whose statistics you want to view.

The statistics for the Application Object Manager task appear in the Task Statistics list as shown in Figure 38.

Statistic	Type	Current Value	Description
Average Connect Time	Integer	0	Average connect time for Object Manager sessions
Average Reply Size	Integer	0	Average size of reply messages (in bytes)
Average Request Size	Integer	0	Average size of request messages (in bytes)
Average Requests Per Session	Integer	0	Average number of requests per Object Manager session
Average Response Time	Integer	0	Average Object Manager response time
Average Think Time	Integer	0	Average end-user think time between requests
Avg SQL Execute Time	Decimal	0	Average time for SQL execute operations (in seconds)

Tabs: Task Parameters | Task State Values | Task Statistics | Task Information Log — 1 - 7 of 31

Figure 38. Viewing Task Statistics of Application Object Manager Tasks

Administering the Siebel Application Object Manager

Table 18 on page 188 describes the statistics specific to the Application Object Manager.

NOTE: In Table 18 on page 188, *Application Object Manager session* refers to a session between a client and an Application Object Manager. A session begins when the client connects to the Application Object Manager, and ends when the connection is terminated. A session starts a task on the Application Object Manager. If the Application Object Manager's Multithreaded parameter is set to TRUE, tasks will be implemented as threads.

Table 18.   Application Object Manager-Specific Statistics

Statistic Name	Description
Average Connect Time	Average connect time for an Application Object Manager session.
Average Reply Size	Average size of reply message (in bytes) generated by the Application Object Manager.
Average Request Size	Average size of request messages (in bytes) received by the Application Object Manager.
Average Requests Per Session	Average number of requests received by the Application Object Manager per Application Object Manager session.
Average Response Time	Average Application Object Manager response time to a request.
Average Think Time	Average time between requests from the client.
Application Object Manager Errors	Total number of errors encountered during an Application Object Manager session.
Reply Messages	Total number of reply messages sent by the Application Object Manager.
Request Messages	Total number of request messages received by the Siebel Server.
Total Reply Size	Total size (in bytes) of reply messages received by the Application Object Manager.
Total Request Size	Total size (in bytes) of request messages received by the Application Object Manager.

Table 18.   Application Object Manager-Specific Statistics

Statistic Name	Description
Total Response Time	Total Application Object Manager response time (in seconds).
Total Think Time	Total client think time (in seconds), or the total amount of elapsed time between client requests.

Event Logging Administration 8

This chapter provides an overview of Siebel Events and Event Logging as well as procedures to configure event logging through the Siebel Server Manager GUI (for event logging administration using the command-line interface, see Chapter 5, "Using the Siebel Server Manager Command-Line Interface.") Several log file examples are provided and explained in detail.

See the following sections for details:

- "Events and Event Logging" on page 192

- "Siebel Server Event Types" on page 197

- "Component Event Types" on page 201

- "Other Logging Information" on page 208

Events and Event Logging

Siebel eBusiness applications use event logging to record the internal activity and behavior of Siebel Servers and components during operation. The event logging system collects this data and writes the information to a text log file. Additionally, the event logging system can be used with third-party system management applications to notify administrators of any significant or adverse conditions. Most Siebel eBusiness products and functional areas can be monitored and managed with the Siebel event logging system.

The information collected by event logging can range from error messages to detailed diagnostic logs. Some of the application conditions and operations that result in data written to the log file include:

■ Catastrophic or error conditions

■ Change of status of a Siebel Server or Siebel Server Component

■ Start or finish of a Siebel eBusiness process or workflow

■ Specific point in a Siebel eBusiness process or workflow

■ When measurable threshold values are reached or exceeded

■ Noteworthy operational condition

Event Logging Elements

The elements of the event logging system are defined in the following bullets:

■ **Event.** An event is created each time you execute a program code (such as running a task).

■ **Event Type.** Event types are categories of events. For details on event types, see Appendix B, "Siebel Server and Component Event Types."

■ **Event Subtype.** Event subtypes are code references that define the event. For details on event subtypes, see Appendix B, "Siebel Server and Component Event Types."

■ **Log Level.** The log level determines the amount of information that is written to the log file. Log levels are set for event types. Table 19 lists the log levels of event types.

■ **Severity.** A severity level is associated with each event subtype. The severity level and log level share the same scale and are compared when writing events to the log file. Table 19 lists the severity of event subtypes.

Table 19.   Severity and Log Levels

Log and Severity Level	Description
0	Fatal
1	Errors
2	Warnings
3	Informational
4	Details
5	Diagnostic

When an event occurs, the severity level of the event (as defined by the event subtype) is compared with the log level of the event type. If the severity level of the event is equal to or higher than the log level of the event type, then the event is written to the log file. If the severity level of the event is lower than the log level of the event type, then the event is ignored.

NOTE: Event subtypes with lower numeric value have a higher priority. For example a value of 0 indicates the event subtype is more severe than one with a value of 5. By setting the event log level to a low number such as 1, only the most severe events are logged, but if the event log level is set to a higher number such as 5, more information is captured including less severe event subtypes.

For example, the Siebel Server components in the Enterprise Application Integration component group have an event type called EAI Siebel Wizard. Several event subtypes belong to the EAI Siebel Wizard event type, including:

■ EAI Siebel Wizard Invalid Business Component with a severity level of 2

■ EAI Siebel Wizard Invalid MVG with a severity level of 2

■ EAI Siebel Wizard MVG with a severity level of 3

While the Enterprise Application Integration component group is running, the process encounters a multi-value group (MVG). This encounter creates an event of the EAI Siebel Wizard MVG subtype. If the MVG is invalid, a second event of the EAI Siebel Wizard Invalid MVG subtype is created. If the log level of the EAI Siebel Wizard event type is set to 1, both events are ignored. If the log level is set to 3, both events are written to the log file.

Events are logged at the Siebel Server level and the component level. See "Siebel Server Event Types" on page 197 for details on Siebel Server events; see "Component Event Types" on page 201 for information on component events.

Event Logging Files

Event logging and event logging files are the most valuable diagnostic tool provided with Siebel eBusiness Applications. Use of this tool determines where problems occur, and also records detailed information that allows you to fine-tune and optimize your deployment. Two types of log files record Siebel eBusiness Application event logging: Siebel Server log files and component log files.

Siebel Server Log Files

Siebel Server log files record data for each individual Siebel Server deployed as part of a Siebel Enterprise Server. These Siebel Server log files are stored in the Siebel Server log directory for each individual Siebel Server. Server log files use the following name convention: *EnterpriseServerName.SiebelServerName*.log.

Information contained in the Siebel Server log file can be used to determine where to search and investigate component log files for further information. The task ID, which makes up a part of the component log file name, is referenced in messages written to the Siebel Server log file. Locate the appropriate component task ID in the Siebel Server log file and open the task-specific component log that has the task ID in the log file name. See "Siebel Server Event Log File Examples" on page 199 and "Component Log File Examples" on page 203 for an example of this relationship.

For further information and examples of Siebel Server log files, see "Viewing Siebel Server Event Logs" on page 198 and "Siebel Server Event Log File Examples" on page 199.

Component Log Files

Siebel Server component log files record data for each individual component and task functioning on a particular Siebel Server. These component log files are stored in the Siebel Server log directory on the Siebel Server in which the components are active. Using event logging with individual components allows you to isolate portions of the Siebel eBusiness Application. Component log files use the following name convention: *ComponentAlias_TaskId*.log. For further information and examples of component log files, see "Viewing Component Event Logs" on page 203 and "Component Log File Examples" on page 203.

Individual component task log files can also be consolidated into a single log file by setting the component parameter Use Shared Log File. See "Generic Parameters" on page 239 for further information on this parameter; see "Parameter Administration" on page 112 for information on administering Siebel Enterprise, Siebel Server, and server component parameters.

NOTE: Both Siebel Server and component log files that record less severe event level settings can become very large in size.

Event Attributes and Log File Format

Each event within the log file contains information about the associated application condition, including:

■ Event Identifier

  ■ Type (category)

  ■ Subtype

■ Timestamp

■ Severity Level

■ Details (metrics) about the event

For examples of individual events and their attribute values see, "Siebel Server Event Log File Examples" on page 199 and "Component Log File Examples" on page 203. For an example of a group of events collected within a log file, see "Detailed Component Log File Example" on page 207.

Events are written to and collected in a log file in the order of their occurrence. Each log file contains a header that provides information on the individual log file. The following is an example of a log file header:

```
ï»¿2021 2002-07-10 10:37:31 0000-00-00 00:00:00 -0700 00000000
001 001f 0001 09 siebsrvr 4097 574 45
m:\siebel\log\siebel.Srvr1.log 7.5.2 [15041] ENU
```

Log File Header Detail	Description
ï»¿	Byte Order Marker (BOM). The BOM is a Unicode format instruction. If the log file header opens with similar characters to the left, it indicates that the text editor used to view the log file cannot interpret the Unicode instruction
2002-07-10 10:37:31	Time stamp of log file creation
-0400	Offset of the local time from the GMT in the format ±HHMM
SiebSrvr	The Siebel Server or component alias to which this log file refers.
4097	Task ID
574	OS Process ID
45	Thread ID
m:\siebel\log\siebel.Srvr1.log	Trace file name
7.5.2	Version number
[15041]	Build number
ENU	Language code

Siebel Server Event Types

Siebel Server-level event types are event types that relate to a specific Siebel Server. For example, the Server State event type is a Siebel Server-level event that logs changes to the state of the Siebel Server. This section defines how server event types are configured and viewed.

Configuring Siebel Server Event Types

Use the Server Event Configuration view to set the log level of Siebel Server event types.

To configure a Siebel Server event type

1 Navigate to the Siebel Servers screen.

2 Click the Server Event Configuration view tab.

3 In the Siebel Servers list, select the Siebel Server for which you want to configure an event.

4 In the Server Event Configuration list, select the event type you want to configure.

5 In the Log Level field, type in the log level you want to set for this event type.

6 For a list of log levels, see Table 19 on page 193.

7 Click the menu button and then Save Record.

Figure 39 shows an example of setting the Server State event type to a log level of 4.

Event Type	Log Level	Event Subsystem	Event Description
Component Assignment	1	Server	Signifies the assignment or de-assignment of a Server component
Component Definition	1	Server	Signifies the creation or deletion of a Server component
Component State	1	Server	Signifies a change in the state of a Server component
Job State	1	Server	Signifies a change in the state of a Server job stream (complex task)
Server Logging	3	Server	Groups all the subevents considered Server events
Process State	1	Server	Signifies a change in the state of a Server process
Server State	4	Server	Signifies a change in the state of the Siebel Server

Figure 39.   Configuring Siebel Server Events

Server event type can also be configured from the command-line interface using the srvrmgr program. For details on using the srvrmgr program, see Chapter 5, "Using the Siebel Server Manager Command-Line Interface." For details on event logging using the command-line interface, see "Event Logging Commands" on page 151.

Viewing Siebel Server Event Logs

Siebel Server-level events are written to the Siebel Server log file. Log files are located in the Siebel Server \log directory. You can also access the Siebel Server log file using the Siebel Server Manager GUI. See "Event Logging Files" on page 194 for more information and file naming conventions.

To view the Siebel Server log file using the GUI

1 Navigate to the Siebel Servers screen.

2 Click the Server Info Log view tab.

3 In the Siebel Servers list, select the Siebel Server for which you want to view the Siebel Server log file.

4 The Siebel Server log file appears in the Siebel Server Info Log list. To view details for a particular event, click the hyperlinked value in the Log ID field.

The details appear in the Info Log Details view.

Figure 40 shows an example of viewing the Siebel Server log file using the Siebel Server Manager GUI.

Log ID	Timestamp	Level	Text
1	2/3/2003 01:15:26 PM	1	Siebel Enterprise Applications Server is starting up
2	2/3/2003 01:15:26 PM	1	Created port 49156 for Optimization Engine
3	2/3/2003 01:15:26 PM	1	Created port 49157 for Field Service Mobile Inventory Transaction Engine
4	2/3/2003 01:15:26 PM	1	Created port 49158 for Field Service Cycle Counting Engine
5	2/3/2003 01:15:26 PM	1	Created port 49159 for Preventive Maintenance Engine
6	2/3/2003 01:15:26 PM	1	Created port 49160 for Service Order Fulfillment Engine
7	2/3/2003 01:15:26 PM	1	Created port 49161 for Invoice Engine

Figure 40.   Viewing Siebel Server Event Logs

Siebel Server Event Log File Examples

This section provides examples of Siebel Server event log files. The event log format and information are detailed and described with the examples.

Siebel Server Startup Log File Example

The following log file samples display what is written to the server log file during a regular startup of a Siebel Server. In this example, events are created that are defined by the event subtypes LstnObjCreate, ProcessCreate, and Startup, all of which have a severity of 1. See Table 20, Table 21, and Table 22 on page 200 for a detailed description of the sample output. These events belong to the event type Server Logging (alias ServerLog). If this event type is set to a log level between 1 and 5, the following information is a sample of what is recorded in the log file.

```
ServerLog LstnObjCreate 1 2002-05-13 11:35:10Created port 49173
for Server Request Processor
```

Table 20.   Event Subtype LstnObjCreate

Log Detail	Description
ServerLog	Event Type alias
LstnObjCreate	Event Subtype
1	Event Severity
2002-05-13 11:35:10	Date and time of log
Created port 49173 for Server Request Processor	Log message

```
ServerLog Startup 1 2002-05-13 11:35:10Siebel Application Server
is ready and awaiting requests
```

Table 21.   Event Subtype Startup

Log Detail	Description
ServerLog	Event Type alias
Startup	Event Subtype

Table 21.   Event Subtype Startup

Log Detail	Description
1	Severity
2002-05-13 11:35:10	Date and time of log
Siebel Application Server is ready and awaiting requests	Log message

```
ServerLog ProcessCreate 1 2002-05-13 11:35:10Created
multithreaded server process (OS pid = 2756) for File System
Manager with task id 4114
```

Table 22.   Event Subtype ProcessCreate

Log Detail	Description
ServerLog	Event Type alias
ProcessCreate	Event Subtype
1	Severity
2002-05-13 11:35:10	Date and time of log
Created multithreaded server process	Log message
(OS pid = 2756)	Operating System Process ID number
for File System Manager	Siebel Server Component
with task id 4114	Task ID number referencing the Siebel Server task

Component Event Types

Component-level event types are events that relate to a specific Siebel Server component. For example, the SQL Tracing event type is a component-level event that traces SQL statements for a particular server component. This section defines how server component event types are configured and viewed.

Configuring Component Event Types

Use the Component Event Configuration view to set the log level of component event types.

To configure a component event

1 Navigate to the Components screen.

2 Click the Component Event Configuration view tab.

3 In the Server Components list, select the Siebel Server component for which you want to configure an event.

4 In the Component Event Configuration list, select the event type you want to configure.

5 In the Log Level field, type in the log level you want to set for this event type.

For a list of log levels, see Table 19 on page 193.

6 Click the menu button and then Save Record.

Figure 41 on page 202 shows an example of setting the Performance Event event type to a log level of 2 for the Database Extract component.

Component event type can also be configured from the command-line interface using the srvrmgr program. For details on using the srvrmgr program, see Chapter 5, "Using the Siebel Server Manager Command-Line Interface." For details on event logging using the command-line interface, see "Event Logging Commands" on page 151.

Siebel Server	Name	Component St:	Running Tasks	Running MTS P	Start Time	End Time
SDC6000I013	D&B Update Mgr (Siebel)	Online	0		2/3/2003 01:15:28 P	
SDC6000I013	DCommerce Alerts	Online	0		2/3/2003 01:15:28 P	
SDC6000I013	DCommerce Automatic Auction C	Online	0		2/3/2003 01:15:28 P	
SDC6000I013	Data Dictionary Manager	Online	0	1	2/3/2003 01:15:28 P	
SDC6000I013	Data Quality Manager	Online	0	1	2/3/2003 01:15:28 P	
SDC6000I013	Database Extract	Online	0		2/3/2003 01:15:28 P	
SDC6000I013	Document Server	Online	0	1	2/3/2003 01:15:28 P	

Component Tasks | **Component Event Configuration** | **Component State Values** | **Component Statistics** | **Component Parameters**

Event Type	Log Level	Event Description
Performance Event	2	Event for Performance Measurements
SRM record Synchronize	1	Triggered during the SRM synchronize from gateway to the database.
Component Tracing	1	A trace condition was met (used from LogTrace only)
Task Configuration	1	Configuration of Server Task
Task Configuration at exit	1	Configuration of Server Task at exit
Server Requests Routing Info	1	Trace Server Requests routing trailer information
SQL Tracing	1	Tracing SQL statements and calls

Figure 41.   Configuring Component Events

Viewing Component Event Logs

Component-level events are written to component log files for each specific component and task. Log files are located in the Siebel Server \log directory. Portions of component task log files can be viewed from the Server Manager GUI. See "To monitor tasks for a specific component" on page 108 for details. Individual component task log files can also be consolidated into a single log file. See "Component Log Files" on page 195 for more information and file naming conventions.

Component Log File Examples

This section provides examples of component event log files. The event log format and information are detailed and described with the examples.

Component Startup Log File Example

The following log file sample displays what is written to the individual Siebel Server component log files during a regular startup of components running on a Siebel Server. In the following example, an event is created for the File System Manager component that is defined by the event subtype LstnObjInherit. See Table 23 for a detailed description of this sample output. This event has a severity of 3 and events of this subtype belong to the event type ServerLog. If this event type is set to a log level between 1 and 5, the following information is recorded in the log file.

```
ServerLog LstnObjInherit 3 2002-05-13 11:35:10Inherited
listening object for port 49172
```

Table 23.   Event Subtype LstnObjInherit

Log Detail	Description
ServerLog	Event Type alias
LstnObjInherit	Event Subtype
3	Event Severity
2002-05-13 11:35:10	Date and time of log
Inherited listening object for port 49172	Log message

This sample log file extract is from the component log file named
FSMSrvr_4114.log and is located in the log directory of the Siebel Server. The task
ID, 4114, which defines this log file title, corresponds to the log message in the
appropriate Siebel Server log file. See Table 22 on page 200 for this message.

Server Request Broker Log File Example

The following examples display log file entries in a sample Server Request Broker
log file. The name of this log file is SRBroker_*TaskID*.log and is found in the
Siebel Server /log directory. The first sample captures an event defined by the event
subtype GenericInfo, which belongs to the component event type General Events
(alias GenericLog). See Table 24 for a detailed description of this sample output.
This event has a severity of 3 and is recorded to the log file if the General Event log
level is set between 3 and 5.

```
GenericLog GenericInfo 3 2002-05-13 14:07:31Set environment
variable DB2CODEPAGE=1252
```

Table 24.   Event Subtype GenericInfo

Log Detail	Description
GenericLog	Event Type alias
GenericInfo	Event Subtype
3	Event Severity
2002-05-13 14:07:31	Date and time of log
Set environment variable DB2CODEPAGE=1252	Log message

The next two samples belong to the component event type SQL Parse and Execute.
Events were recorded of the event subtype Statement and Prepare + Execute. See
Table 25 on page 205 and Table 26 on page 205, respectively, for detailed
descriptions of the sample output. Both of these event subtypes have a severity of
4 and are recorded to the log file if the SQL Parse and Execute event type is set to
either 4 or 5.

```
SQLParseAndExecute Statement 4 2002-05-13 14:07:38 select
ROW_ID, NEXT_SESSION, MODIFICATION_NUM from dbo.S_SSA_ID
```

Table 25.   Event Subtype Statement

Log Detail	Description
SQLParseAndExecute	Event Type alias
Statement	Event Subtype
4	Event Severity
2002-05-13 14:07:38	Date and time of log
select ROW_ID, NEXT_SESSION, MODIFICATION_NUM from dbo.S_SSA_ID	SQL statement

```
SQLParseAndExecute Prepare + Execute4 2002-05-13 14:07:38Time:
0s, Rows: 0, Avg. Time: 0s
```

Table 26.   Event Subtype Prepare + Execute

Log Detail	Description
SQLParseAndExecute	Event Type alias
Prepare + Execute	Event Subtype
4	Event Severity
2002-05-13 14:07:38	Date and time of log
Time: 0s, Rows: 0, Avg. Time: 0s	SQL Execution statistics

Component Error Log File Example

This example displays an error entry from a sample Assignment Manager component log file. The log file is located in the Siebel Server \log directory and is named AsgnSrvr_*TaskID*.log. The log message details an event defined by the event subtype GenericError, which belongs to the component event type General Events (alias GenericLog). See Table 27 for a detailed description of the sample output. As an error event is of importance, it has a severity of 1 and is recorded to the log file if the General Event log level is set between 1 and 5.

```
GenericLog GenericError 1 2002-04-03 01:02:12[MERANT][ODBC
Oracle 8 driver][Oracle 8]ORA-12541: TNS:no listener
```

Table 27.   Event Subtype GenericError

Log Detail	Description
GenericLog	Event Type alias
GenericError	Event Subtype
1	Event Severity
2002-04-03 01:02:12	Date and time of log
MERANT][ODBC Oracle 8 driver][Oracle 8]ORA-12541: TNS:no listener	Error message

Detailed Component Log File Example

The previous log file examples are sample extracts from various component log files. As a final example, the following collection of log file messages display the output recorded to a log file after a successful task run by the Document Server component. This log file information is recorded when the appropriate event type log levels are set.

```
ObjMgrSessionInfoObjMgrLogin3 2002-02-07 10:54:01Login name : SADMIN

ObjMgrSessionInfoObjMgrAuth3 2002-02-07 10:54:01Authentication name : SADMIN

DocServerInfoDocServerInfo0 2002-02-07 10:54:01Document Server was called.

DocServerInfoDocServerInfo0 2002-02-07 10:54:01Document Server input parameters:
Service: Document Generator, Method: OnGenerateHTML

CorrespInfoCorrespInfo0 2002-02-07 10:54:01Correspondence Service Constructor

CorrespDetailCorrespDetail2 2002-02-07 10:54:01Correspondence service method
invoked is Start. Correspondence Id is 1-26I5P. From Submit is .

CorrespDetailCorrespDetail2 2002-02-07 10:54:01Correspondence service method
invoked is OnGenerateHTML. Correspondence Id is 1-26I5P. From Submit is .

CorrespDebugCorrespDebug3 2002-02-07 10:54:04Correspondence Service: Verify
Recipients...

CorrespDebugCorrespDebug3 2002-02-07 10:54:04Correspondence Service: Getting
template from filesystem...

CorrespDebugCorrespDebug3 2002-02-07 10:54:04Correspondence Service: Attach Word
or Word Pro...

CorrespDebugCorrespDebug3 2002-02-07 10:54:04Correspondence Service: Generating
DataSource...

CorrespDetailCorrespDetail2 2002-02-07 10:54:04Number of recipients: 1

CorrespDebugCorrespDebug3 2002-02-07 10:54:06Correspondence Service: Performing
MailMerge...

CorrespDebugCorrespDebug3 2002-02-07 10:54:08Correspondence Service: MailMerge is
finished successfully.

CorrespDebugCorrespDebug3 2002-02-07 10:54:10Correspondence Service: Shutting
down word processor...

DocServerInfoDocServerInfo0 2002-02-07 10:54:10Document Server finished
successfully.

CorrespInfoCorrespInfo0 2002-02-07 10:54:11Correspondence Service Destructor
```

Other Logging Information

The following sections contain other diagnostic information that can be used to uncover errors or improper application behavior. See:

■ "Client-Side Logging Variables"

■ "Siebel Gateway Log File" on page 209

■ "Other Siebel Server Log Files" on page 210

Client-Side Logging Variables

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

■ **SIEBEL_LOG_EVENTS.** The SIEBEL_LOG_EVENTS environment variable sets the event logging level, which determines the extent of information captured in the log file. See Table 19 on page 193 for level settings and descriptions of information captured. More information is captured when the environment variable is set to a higher numeric value, and less information is captured when the variable is set to a lower numeric value. The numeric value is inversely proportional to the severity of the information—0 is more severe than 5 for instance. More disk space is consumed and performance is hindered, therefore, when the value is set to a value of 5 than a value of 0.

■ **SIEBEL_LOG_ARCHIVES**. The SIEBEL_LOG_ARCHIVES environment variable determines the number of log files archived. Set this value to a positive integer; this value indicates the number of files that will be saved. For example, if the value is 3 then only the 3 most recent log files are retained, any additional log files are deleted. When a new log is created, `program.log`, the previous versions are archived as `program_1.log`, `program_2.log`, and so on. The numbers in the file name increase as the file gets older. The oldest log file that numbers past the integer setting is deleted. The default value of this variable is ten.

■ **SIEBEL_LOG_DIR.** The SIEBEL_LOG_DIR environment variable determines the log file location. Set this variable to change the location from the default directory. Make sure this directory already exists, access permission to write a file in that location is available, and sufficient space is free to support the log file.

Siebel Gateway Log File

The Siebel Gateway log file, NameSrvr.log, is located in the LOG folder of the Siebel Gateway root directory. This file captures operational information when the Siebel Gateway System Service is started manually or when Siebel Gateway errors occur. To create this log file, make sure the client-side environment variable SIEBEL_LOG_EVENTS is set to a value of 3 or higher. (Note that a higher value contains more information and, therefore, a larger log file.) If this value is set to 2 or lower, no Siebel Gateway log file is created. See "Client-Side Logging Variables" on page 208 for details on the SIEBEL_LOG_EVENTS environment variable. For further details on the Siebel Gateway, see "Siebel Gateway" on page 19 and "Administering the Siebel Gateway System Service" on page 42.

Other Siebel Server Log Files

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

■ siebel_assert*.txt

■ siebel_crash*.txt

■ siebel_prefer*.txt

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

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

Siebel Server Components and Parameters A

This appendix lists and provides details on:

■ Predefined Siebel Server component groups. See "Siebel Server Component Groups" on page 212 for details.

■ Predefined Siebel Server components. See "Siebel Server Components" on page 218 for details.

■ Enterprise, server, and generic parameters. See "Parameters" on page 229 for details.

■ Generic state values defined for Siebel Server components and tasks. See "Siebel Server Component and Task State Values" on page 248 for details.

■ Generic statistics defined for Siebel Server servers, components, and tasks. See "Siebel Server Component Tasks Statistics" on page 249 for details.

Siebel Server Component Groups

Table 28 lists the predefined Siebel Server component groups, alphabetically by component group.

Table 28.   Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
Assignment Management	AsgnMgmt	Batch Assignment	AsgnBatch
		Assignment Manager	AsgnSrvr
Siebel Call Center	CallCenter	Call Center Object Manager	SCCObjMgr
		eService Object Manager	eServiceObjMgr
Communications Management	CommMgmt	Communications Inbound Manager	CommInboundMgr
		Communications Session Manager	CommSessionMgr
		Communications Configuration Manager	CommConfigMgr
		Communications Outbound Manager	CommOutboundMgr
		Smart Answer Manager	SmartAnswer
		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

Table 28. Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
Data Quality	DataQual	Data Quality Manager	DQMgr
DCommerce	DCommerce	Dynamic Commerce	DynamicCommerce
		DCommerce Automatic Auction Close	DCommerceAutoClose
		DCommerce Alerts	DCommerceAlerts
Enterprise Application Integration	EAI	Business Integration Batch Manager	BusIntBatchMgr
		Business Integration Manager	BusIntMgr
		Enterprise Integration Mgr	EIM
		MQSeries Server Receiver	MqSeriesSrvRcvr
		MQSeries AMI Receiver	MqSeriesAMIRcvr
		EAI Object Manager	EAIObjMgr
		MSMQ Receiver	MSMQRcvr
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 Object Manager	ERMObjMgr
		eTraining Object Manager	eTrainingObjMgr
		ERM Compensation Planning Service	ERMCompPlanSvc
Forecast Service Management	FcstSvc	Forecast Service Manager	FcstSvcMgr

Table 28.   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
		Invoice Engine	FSInvoice
		Field Service Object Manager	SFSObjMgr
Handheld Synchronization	HandheldSync	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 28.   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	SMObjMgr
		eMarketing Object Manager	eMarketObjMgr
		eEvents Object Manager	eEventsObjMgr
Marketing Server	MktgSrv	Data Dictionary Manager	DataDictMgr
		List Import Service Manager	ListImportSvcMgr
		Marketing Server	MktgSrvr
Oracle Connector	ORCL	Oracle Receiver	ORCLRcvr
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 28.   Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
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 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 28.   Predefined Siebel Server Component Groups

Component Group Name	Short Name	Component Name	Short Name
System Management	System	Client Administration	ClientAdmin
		Server Request Processor	SRProc
		Server Manager	ServerMgr
		Siebel Server	SiebSrvr
		Server Request Broker	SRBroker
		Siebel Server Scheduler	SrvrSched
		File System Manager	FSMSrvr
Siebel Wireless	Wireless	Siebel Sales Wireless	WirelessSalesObjMgr
		Siebel Service Wireless	WirelessServiceObjMgr
		Siebel eChannel Wireless	WirelesseChannelObjMgr
		Siebel Self Service Wireless	WirelesseServiceObjMgr
Workflow Management	Workflow	Generate Triggers	GenTrig
		Workflow Monitor Agent	WorkMon
		Workflow Process Batch Manager	WfProcBatchMgr
		Workflow Process Manager	WfProcMgr
		Workflow Action Agent	WorkActn

Siebel Server Components

Table 29 lists the predefined Siebel Server components.

Table 29. Predefined Siebel Server Components

Component Name	Alias	Mode	Description
Appointment Booking Engine	ApptBook	Batch	Book appointments.
Assignment Manager	AsgnSrvr	Batch	Automatic data assignment engine that assigns positions and employees to objects[1]. See *Siebel Assignment Manager Administration Guide* for further details.
Batch Assignment	AsgnBatch	Batch	Batch assigns positions and employees to objects. See *Siebel Assignment Manager Administration Guide* for further details.
Business Integration Batch Manager	BusIntBatchMgr	Batch	Manages business integration data flows in batch mode.
Business Integration Manager	BusIntMgr	Batch	Executes business integration data flows.
Call Center Object Manager	SCCObjMgr	Interactive	Siebel Call Center object manager.
Client Administration	ClientAdmin	Background	Manages license enforcement.
Communications Configuration Manager	CommConfigMgr	Batch	Download and cache communications configuration. See *Siebel Communications Server Administration Guide* for further details.
Communications Inbound Manager	CommInboundMgr	Batch	Monitors and processes incoming media work items. See *Siebel Communications Server Administration Guide* for further details.

Table 29.   Predefined Siebel Server Components

Component Name	Alias	Mode	Description
Communications Outbound Manager	CommOutboundMgr	Batch	Sends messages to recipients associated with business object instances. See *Siebel Communications Server Administration Guide* for further details.
Communications Session Manager	CommSessionMgr	Batch	Interact with end user for utilizing communications channels. See *Siebel Communications Server Administration Guide* for further details.
Content Project Publish	ContProjPub	Batch	Publish a content project.
Content Project Start	ContProjStart	Batch	Start a content project.
Core Reference Application Object Manager	CRAObjMgr	Interactive	Siebel Core Reference Application Object Manager.
D&B Update Mgr (D&B)	DNBUpMgrDNB	Batch	Updates D&B tables with subscription data. See *Applications Administration Guide* for further details.
D&B Update Mgr (Multi-task)	DNBUpMgrMultiTask	Batch	Creates multiple D&B Update Mgr (D&B) or D&B Update Mgr (Siebel) processes by sending asynchronous requests. See *Applications Administration Guide* for further details.
D&B Update Mgr (Siebel)	DNBUpMgrSieb	Batch	Updates Siebel tables with subscription data. See *Applications Administration Guide* for further details.
Data Dictionary Manager	DataDictMgr	Batch	Connects to external database and gets table definition. See *Siebel Marketing Guide* for further details.
Data Quality Manager	Dqmgr	Batch	Cleanses data and deduplicates records. See *Siebel Data Quality Administration Guide* for further details.

Table 29.   Predefined Siebel Server Components

Component Name	Alias	Mode	Description
Database Extract	DbXtract	Batch	Extracts visible data for a Siebel Remote client. See *Siebel Remote and Replication Manager Administration Guide* for further details.
DCommerce Alerts	DCommerceAlerts	Background	Background process that manages DCommerce alerts. See *Siebel eAuction Guide* for further details.
DCommerce Automatic Auction Close	DCommerceAutoClose	Background	Background process that detects and closes auctions. See *Siebel eAuction Guide* for further details.
Document Server	DocServer	Batch	Generates Documents. See *Applications Administration Guide* for further details.
Dynamic Commerce	DynamicCommerce	Batch	Dynamic Commerce master services. See *Siebel eAuction Guide* for further details.
EAI Object Manager	EAIObjMgr	Interactive	Siebel EAI Object Manager.
eChannel Object Manager	eChannelObjMgr	Interactive	Siebel eChannel Object Manager.
eCustomer Object Manager	eCustomerObjMgr	Interactive	Siebel eCustomer Object Manager.
eEvents Object Manager	eEventsObjMgr	Interactive	Siebel eEvents Object Manager
EMail Manager	MailMgr	Background	Sends individual email response. See *Siebel Business Process Designer Administration Guide* for further details.
eMarketing Object Manager	eMarketObjMgr	Interactive	Siebel eMarketing Object Manager.
Employee Relationship Management Object Manager	ERMObjMgr	Interactive	Siebel Employee Relationship Management Object Manager.

Table 29.   Predefined Siebel Server Components

Component Name	Alias	Mode	Description
Enterprise Integration Manager	EIM	Batch	Integrates enterprise data to and from other systems[2]. See *Siebel Enterprise Integration Manager Administration Guide* for further details.
ERM Compensation Planning Service	ERMCompPlanSvc	Batch	Handles tasks for budget creation, compensation plan creation, and other facets of Compensation Planning.
eSales Object Manager	eSalesObjMgr	Interactive	Siebel eSales Object Manager. See *Siebel eSales Administration Guide* for further details.
eService Object Manager	eServiceObjmgr	Interactive	Siebel eService Object Manager.
eTraining Object Manager	eTrainingObjMgr	Interactive	Siebel eTraining Object Manager.
Field Service Cycle Counting Engine	FSCyccnt	Batch	Field Service Cycle Counting Engine[2]. See *Siebel Field Service Guide* for further details.
Field Service Mobile Inventory Transaction Engine	FSInvTxn	Batch	Field Service Mobile Inventory Transaction Engine[2].
Field Service Object Manager	SFSObjMgr	Interactive	Siebel Field Service Object Manager[2].
Field Service Replenishment Engine	FSRepl	Batch	Replenishes inventory locations[2].
File System Manager	FSMSrvr	Batch	The file system manager component. See "Administering the Siebel File System" on page 162 for further details.
Forecast Service Manager	FcstSvcMgr	Batch	Execute Forecast Operations. See *Siebel Forecasting Guide* for further details.
Generate New Database	GenNewDb	Batch	Generates a new Sybase SQL Anywhere database template file for Siebel Remote. See *Siebel Remote and Replication Manager Administration Guide* for further details.

Table 29.   Predefined Siebel Server Components

Component Name	Alias	Mode	Description
Generate Triggers	GenTrig	Batch	Generates triggers for Workflow Manager and Assignment Manager. See *Siebel Business Process Designer Administration Guide* for further details.
HA Upgrade MQSeries Server Receiver	HAUpgradeMqRcvr	Background	Preconfigured receiver for HA Upgrade in-bound MQSeries server messages.
Siebel Service Handheld 7.5	ServiceCEObjMgr	Interactive	Siebel Service Handheld 7.5.
Handheld Sales CE	SalesCEObjMgr	Interactive	Handheld Sales CE Object Manager.
Incentive Compensation Credit Assignment DB Operations Bus Svc	ICompCreditAsgnDB	Batch	Incentive compensation Credit Assignment DB Operations Business Service.
Incentive Compensation Credit Assignment Engine	ICompCreditAsgn	Batch	Calculates Credit Assignments for Incentive Compensation.
Incentive Compensation Credit Rules to AM Rules Update Mgr	ICompCreditUpMgr	Batch	Updates and creates AM rules using RTI.
Incentive Compensation Rule Manager Business Svc	ICompRuleMgrSvc	Batch	Converts Sales Crediting Rules into AM Rules for each Hierarchy.
ICM Calc Engine	ICMCalcEngine	Batch	Incentive Compensation - Compensation Calculation Engine. See *Siebel Incentive Compensation Administration Guide* for further details.
ICM CalcWkbk Import	ICMCalcImport	Batch	Incentive Compensation - Transaction to Calculation Workbook processor. See *Siebel Incentive Compensation Administration Guide* for further details.

Table 29.   Predefined Siebel Server Components

Component Name	Alias	Mode	Description
ICM Order Import	ICMOrderImport	Batch	Incentive Compensation - Order to Transaction Workbook processor. See *Siebel Incentive Compensation Administration Guide* for further details.
ICM Quota Import	ICMQuotaImport	Batch	Incentive Compensation - Plan Quota Import. See *Siebel Incentive Compensation Administration Guide* for further details.
Incentive Compensation Manager	ICompMgr	Batch	Calculates incentive compensations[2].
Invoice Engine	FSInvoice	Batch	Generate Invoices for Contract. See *Siebel Field Service Guide* for further details.
List Import Service Manager	ListImportSvcMgr	Batch	Loads lists of data into the Siebel Database[2]. See *Siebel Marketing Guide* for further details.
Marketing Object Manager	SMObjMgr	Interactive	Siebel Marketing Object Manager. See *Siebel Marketing Guide* for further details.
Marketing Server	MktgSrvr	Batch	Manages Marketing Server. See *Siebel Marketing Guide* for further details.
MQSeries AMI Receiver	MqSeriesAMIRcvr	Background	Preconfigured receiver for in-bound MQSeries AMI messages. See *Transports and Interfaces: Siebel eBusiness Application Integration Volume III* for further details.
MQSeries Server Receiver	MqSeriesSrvRcvr	Background	Preconfigured receiver for in-bound MQSeries server messages. See *Transports and Interfaces: Siebel eBusiness Application Integration Volume III* for further details.

Table 29.   Predefined Siebel Server Components

Component Name	Alias	Mode	Description
MSMQ Receiver	MSMQRcvr	Background	Preconfigured receiver for in-bound MSMQ server messages. See *Transports and Interfaces: Siebel eBusiness Application Integration Volume III* for further details.
Optimization Engine	Optimizer	Batch	Optimize vehicle routing. See *Siebel Field Service Guide* for further details.
Oracle Receiver	ORCLRcvr	Background	Preconfigured receiver for in-bound Oracle. See *Siebel Connector for Oracle Applications* for further details.
Page Manager	PageMgr	Background	Sends pages generated by the Workflow Manager. See *Siebel Business Process Designer Administration Guide* for further details.
Parallel Database Extract	PDbXtract	Batch	Extracts visible data for a Siebel Remote or Replication Manager client. See *Siebel Remote and Replication Manager Administration Guide* for further details.
Partner Manager Object Manager	PManagerObjMgr	Interactive	Siebel Partner Manager Object Manager.
Preventive Maintenance Engine	FSPrevMnt	Batch	Generates service requests and activities for preventive maintenance. See *Siebel Field Service Guide* for further details.
Replication Agent	RepAgent	Background	Synchronizes a regional database with a parent database. See *Siebel Remote and Replication Manager Administration Guide* for further details.
Sales Hierarchy Service Manager	SalesHierSvcMgr	Batch	Batch Executes Sales Hierarchy Service Operations.
Sales Object Manager	SSEObjMgr	Interactive	Siebel Sales Object Manager.

Table 29. Predefined Siebel Server Components

Component Name	Alias	Mode	Description
SAP BAPI tRFC Receiver	BAPIRcvr	Background	Preconfigured receiver for inbound SAP IDOCs and tRFC calls. See *Siebel Connector for SAP R/3* for further details.
SAP IDOC AMI Receiver for MQ Series	SAPIdocAMIMqRcvr	Background	Preconfigured receiver for inbound SAP IDOCs through AMI MQSeries. See *Siebel Connector for SAP R/3* for further details.
SAP IDOC Receiver for MQ Series	SAPIdocMqRcvr	Background	Preconfigured receiver for inbound SAP IDOCs through MQ Series.
SAP Process Transaction	SAPProcessTrans	Background	Preconfigured service to reprocess transactions into Siebel from EAI Queue. See *Siebel Connector for SAP R/3* for further details.
SAP Send Transaction	SAPSendTrans	Background	Preconfigured service resends transactions from the EAI Queue. See *Siebel Connector for SAP R/3* for further details.
Server Manager	ServerMgr	Background	Administration of Siebel Servers within the Siebel Enterprise Server. See "Siebel Server Manager" on page 26 for further details.
Server Request Broker	SRBroker	Interactive	Route requests and asynchronous notification among clients and components. See "Administering Server Request Broker" on page 156 for further details.
Server Request Processor	SRProc	Background	Server Request scheduler and request/ notification store and forward processor. See "Server Request Processor" on page 157 for further details.
Service Order Fulfillment Engine	FSFulfill	Batch	Fulfills pending service orders. See *Siebel Field Service Guide* for further details.

Table 29.   Predefined Siebel Server Components

Component Name	Alias	Mode	Description
Service Order Part Locator Engine	FSLocate	Batch	Locates pending service orders. See *Siebel Field Service Guide* for further details.
Siebel eChannel Wireless	WirelesseChannelObjMgr	Interactive	Siebel eChannel Wireless Object Manager. See *Siebel Wireless Administration Guide* for further details.
Siebel Mobile Connector Object Manager	SMCObjMgr	Interactive	Siebel Mobile connector Object manager.
Siebel Product Configuration Object Manager	eProdCfgObjMgr	Interactive	Configuration server for complex products.
Siebel Sales Wireless	WirelessSalesObjMgr	Interactive	Siebel Sales Wireless Object Manager. See *Siebel Wireless Administration Guide* for further details.
Siebel Self Service Wireless	WirelesseServiceObjMgr	Interactive	Siebel Self Service Wireless Object Manager. See *Siebel Wireless Administration Guide* for further details.
Siebel Server	SiebSrvr	Background	Siebel Server root process and network listener.
Siebel Server Scheduler	SrvrSched	Background	Schedulers Siebel Server job execution.
Siebel Service Wireless	WirelessServiceObjMgr	Interactive	Siebel Service Wireless Object manager. See *Siebel Wireless Administration Guide* for further details.
Siebel to Siebel MQSeries Receiver	S2SMqRcvr	Background	Preconfigured receiver for Siebel to Siebel in-bound MQSeries server messages. See *Siebel Connector for Siebel eBusiness Applications* for further details.
Siebel to Siebel MSMQ Receiver	S2SMSMQRcvr	Background	Preconfigured receiver for Siebel to Siebel in-bound MSMQ server messages.

Table 29.   Predefined Siebel Server Components

Component Name	Alias	Mode	Description
Smart Answer Manager	SmartAnswer	Batch	Categorize Text Message. See *Siebel Smart Answer Administration Guide* for further details.
Synchronization Manager	SynchMgr	Interactive	Manages Siebel Remote and Replication Manager synchronization sessions. See *Siebel Remote and Replication Manager Administration Guide* for further details.
Transaction Merger	TxnMerge	Background	Merges transactions from Siebel Remote and Replication Manager clients into the Siebel database server. See *Siebel Remote and Replication Manager Administration Guide* for further details.
Transaction Processor	TxnProc	Background	Prepares the transaction log for the Transaction Router. See *Siebel Remote and Replication Manager Administration Guide* for further details.
Transaction Router	TxnRoute	Background	Routes visible transactions to Siebel Remote and Replication Manager clients. See *Siebel Remote and Replication Manager Administration Guide* for further details.
Upgrade Kit Builder	UpgKitBldr	Batch	Creates the Upgrade Kit based on information collected by the Kit Wizard UI. See *Siebel Anywhere Administration Guide* for further details.
Workflow Action Agent	WorkActn	Background	Executes Workflow Manager actions. See *Siebel Business Process Designer Administration Guide* for further details.
Workflow Monitor Agent	WorkMon	Background	Monitors Workflow Manager events. See *Siebel Business Process Designer Administration Guide* for further details.

Table 29.   Predefined Siebel Server Components

Component Name	Alias	Mode	Description
Workflow Process Batch Manager	WfProcBatchMgr	Batch	Executes business processes in batch. See *Siebel Business Process Designer Administration Guide* for further details.
Workflow Process Manager	WfProcMgr	Batch	Executes real-time business processes. See *Siebel Business Process Designer Administration Guide* for further details.

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.

Parameters

Table 30 lists the Siebel Enterprise Server, Siebel Server, and generic parameters and their related attributes. Full descriptions of each parameter follow this table.

Table 30.   Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value[1]
Enterprise Server Description	Enterprise Desc	Enterprise	N	N	N	N	
Indexspace Name	IdxSpace	Enterprise	N	Y	Y	Y	
ODBC Data Source	Connect	Enterprise	Y	Y	Y	N	***
Siebel File System	FileSystem	Enterprise	Y	Y	Y	N	***
Siebel Repository	Repository	Enterprise	N	Y	N	N	Siebel Repository
Table Owner	TableOwner	Enterprise	N	Y	Y	N	***
Table Owner Password	TableOwnPass	Enterprise	N	Y	Y	Y	
Tablespace Name	TblSpace	Enterprise	N	Y	Y	Y	
Upgrade Component	Upgrade Component	Enterprise	N	N	Y	N	Siebel HQ Server
Virtual IP Address	VIP	Enterprise	Y	N	Y	N	
Auto Startup Mode	AutoStart	Server	N	N	Y	N	TRUE
Communication Transport	Comm	Server	Y	N	Y	N	TCPIP
Compression Type	Compress	Server	N	N	Y	N	NONE
Encryption Type	Crypt	Server	N	N	Y	N	NONE
Host Name	Host	Server	Y	N	N	N	
Log Archive Keep	LogArchive	Server	N	N	Y	N	10
Log Segment Size	LogSegmentSize	Server	N	N	N	N	

Table 30.   Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value[1]
Log Maximum Segments	LogMaxSegments	Server	N	N	N	N	
Server Description	ServerDesc	Server	N	N	N	N	
Server Shutdown Wait Time	ShutdownTime	Server	N	N	Y	Y	60
Siebel Root Directory	RootDir	Server	Y	N	N	N	***
Siebel Server Name	Server	Server	Y	N	Y	N	***
Synchronization Port	SyncPort	Server	Y	N	Y	N	40400
Alert Level	AlertLevel	Generic	N	Y	Y	Y	1
Application Datasource	CFGDatasource	Generic	N		Y	N	ServerDataSrc
Application Scripting Enabled	CFGEnableScripting	Generic	N		Y	N	TRUE
Application Shared Mode users directory	CFGSharedModeUsersDir	Generic	N		Y	N	
Auto Restart	AutoRestart	Generic	N	N	N	N	FALSE
Client Uses Session Manager	SessMgrEnabled	Generic	N			N	TRUE
Compressed File Download	CompressedFileDownload	Generic	N	N	N	N	TRUE
Database Polling Interval (in sec)	PollIntvl	Generic	N	N	N	Y	10
DB Multiplex - Max Number of Shared DB Connections	MaxSharedDbConns	Generic	N		N	N	-1
DB Multiplex - Min Number of Dedicated DB Connections	MinTrxDbConns	Generic	N		N	N	-1

Table 30.   Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value[1]
DB Multiplex - Min Number of Shared DB Connections	MinSharedDbCons	Generic	N		N	N	-1
Default Processes	DfltProcs	Generic	Y	Y	Y	Y	0
Default Tasks	DfltTasks	Generic	Y	N	N	N	0
Error Flags	ErrorFlags	Generic	N	Y	Y	Y	0
Flush Frequency	FlushFreq	Generic	N	Y	Y	Y	0
Honor MaxTasks	HonorMaxTasks	Generic	N	N	N	N	FALSE
Language Code	Lang	Generic	Y	Y	Y	N	ENU
Load Balanced	LoadBalanced	Generic	Y	N	N	N	TRUE
Locale Code	LocaleCode	Generic	Y	Y	Y	N	***
Log Print Timestamp	LogTimestamp	Generic	N	Y	Y	Y	FALSE
Maximum MT Servers	MaxMTServers	Generic	Y	N	N	N	1
Maximum Processes	MaxProcs	Generic	Y	Y	N	N	20
Maximum Tasks	MaxTasks	Generic	Y	N	N	N	+ + +
Minimum MT Servers	MinMTServers	Generic	Y	N	N	N	1
Minimum Up Time	MinUpTime	Generic	N	N	N	N	60
Multithreaded	Threaded	Generic	Y	N	N	N	FALSE
Number of Restarts	NumRestart	Generic	N	N	N	N	10
Number of Retries	NumRetries	Generic	N	N	N	N	10000
Number of Sessions per SISNAPI Connection	SessPerSisnConn	Generic	N			N	20
OM—Data Source	DataSource	Generic	N		Y	N	ServerDataSrc

Table 30.   Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value[1]
OM—Named Data Source name	NamedDataSource	Generic	N		Y	N	ServerDataSrc, GatewayDataSrc
OM—Model Cache Maximum	ModelCacheMax	Generic	N		Y	N	10
OM—Preload SRF Data	PreloadSRF	Generic	N		N	N	FALSE
OM—Resource Language Code	ResourceLanguage	Generic	N		Y	N	
Password	Password	Generic	Y	Y	Y	Y	***
Recycle Factor	RecycleFactor	Generic	Y			N	0
Request ID	RequestID	Generic	N	Y	Y	Y	0
Retry Interval	RetryInterval	Generic	N	N	N	N	5
Retry Up Time	RetryUpTime	Generic	N	N	N	N	600
SISNAPI—Log Traffic	LogTraffic	Generic	N		Y	Y	FALSE
Sleep Time	SleepTime	Generic	N	Y	Y	Y	60
SQL Trace Flags	SQLFlags	Generic	N	Y	Y	Y	0
Static Port Number	PortNumber	Generic	Y	N	Y	N	0
Trace Flags	TraceFlags	Generic	N	Y	Y	Y	0
Use IP Address	UseIPAddress	Generic	N	N	N	N	TRUE
Use Private TCP Port	UsePrivatePort	Generic	N	N	N	N	TRUE
Use Shared Log File	LogUseSharedFile	Generic	N			N	FALSE

Table 30.   Parameters and Attributes

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value[1]
User Name	Username	Generic	Y	Y	Y	Y	***

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 .

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 Server 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 pathname. The specification of the File System path must be valid relative to the machine on which the Siebel Server is installed. For the following server components, you need to append \att to the pathname for this parameter (such as `\\w_ichan\fs\att`):

■ Transaction Processor

■ Transaction Router

■ Transaction Merger

■ Synchronization Manager

■ Replication Agent

■ Database Extract

■ Parallel Database Extract

■ Generate New Database

■ List Manager

■ Enterprise Integration Manager

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 Sybase and Microsoft SQL Server, the value defaults to `dbo`.

■ For Informix, the value defaults to informix.

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 (that is, the Generate Triggers and Replication Agent components).

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 Server 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.

Virtual IP Address. This is the virtual IP address or virtual host name configured in Resonate Central Dispatch for connection brokering to the Siebel Enterprise Server. If Resonate is not being used in the enterprise, this parameter can be null. You are prompted for the value of this parameter during the configuration of the Siebel Enterprise Server when the first Siebel Server is installed.

Siebel Server Parameters

This section describes in detail the Siebel Server parameters listed in Table 30 on page 229.

Auto Startup Mode. This mode indicates if the Siebel Server components should start automatically on Siebel Server start up. This parameter defaults to TRUE, which indicates that the Siebel Server components should be fully enabled and the default number of Siebel Server processes should be started when the Siebel Server 2000 Service is started (or the machine is restarted). If Auto Startup Mode is set to FALSE, the Siebel Server components will be in a shutdown state after the Siebel Server 2000 Service is started.

Communication Transport. Name of the transport type for network communications (TCPIP or NetBIOS).

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

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

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 start up 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 will be overwritten. In general, you should set this parameter to a higher value, such as 20. In this case, the twenty-first segment will overwrite 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 2000 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 will kill the component processes directly and then finish 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 Server Installation Guide* for the operating system you are using.

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 30 on page 229. 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 will send only information about abnormal process and task terminations to the Alert File. Level 2 will send 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 will be 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.

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.

Client Uses Session Manager. This parameter indicates whether clients use the session manager (SISNAPI connections).

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.

Database Polling Interval (in sec). This parameter is used for the System Management component, Server Request Processor (SRProc). It defines the wait time for SRProc to poll the database again when current polling does not get any requests. This parameter is hidden by default and does not appear in either the Siebel Server Manager GUI or the Siebel Server Manager command-line interface program.

DB Multiplex - Max Number of Shared DB Connections. The Siebel Application Object Manager uses a feature called Connection Pooling to pass client connections to the database. DB Multiplex - Max Number of Shared DB Connections is one of three parameters (the others being DB Multiplex - Min Number of Shared DB Connections and DB Multiplex - Min Number of Dedicated DB Connections) that configure these connections. The DB Multiplex - Max Number of Shared DB Connections parameter configures the maximum number of database connections shared for read-only operations. Generally, this parameter is set to the number of concurrent users divided by ten. A setting of -1 disables this parameter and is the default setting.

DB Multiplex - Min Number of Dedicated DB Connections. The Siebel Application Object Manager uses a feature called Connection Pooling to pass client connections to the database. DB Multiplex - Min Number of Dedicated DB Connections is one of three parameters (the others being DB Multiplex - Min Number of Shared DB Connections and DB Multiplex - Max Number of Shared DB Connections) that configure these connections. The DB Multiplex - Min Number of Dedicated DB Connections parameter configures the minimum number of dedicated, open connections for write operations (write, update, or delete) or any long-running queries. Generally, this parameter is set to the number of concurrent users divided by ten. A setting of -1 disables this parameter and is the default setting.

DB Multiplex - Min Number of Shared DB Connections. The Siebel Application Object Manager uses a feature called Connection Pooling to pass client connections to the database. DB Multiplex - Min Number of Shared DB Connections is one of three parameters (the others being DB Multiplex - Max Number of Shared DB Connections and DB Multiplex - Min Number of Dedicated DB Connections) that configure these connections. The DB Multiplex - Min Number of Shared DB Connections parameter configures the minimum number of database connections shared for read-only operations. Generally, this parameter is set to the number of concurrent users divided by ten. A setting of -1 disables this parameter and is the default setting.

Default Processes. Default number of component processes to start on Siebel Server start-up. This parameter only applies to components that are defined to run in background mode. The processes instantiated during Siebel Server start up 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.

Error Flags. Flags used for tracing error information. This parameter is used to turn on various types of component-specific error tracing.

Flush Frequency. Flush frequency of information logging output (number of writes between flushes). The default value for this parameter is 0, which indicates that every write to the information log is flushed to the file system. The flush frequency can be set to a higher number if a large amount of information logging is expected for a component task.

Honor MaxTasks. When the parameter value is TRUE, a component process that reaches Max Tasks stops accepting Server Request Manager 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) will be output in the specified language. The translated message files for the language must exist in the locale subdirectory of the Siebel Server installation.

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

Load Balanced. This component parameter determines whether a particular Application Object Manager registers with Resonate Central Dispatch connection brokering services, and, therefore, is available for load balancing. If this parameter is set to FALSE for a component on a particular Siebel Server, client requests are never routed to the component through the Siebel Gateway; only client requests explicitly directed to the Siebel Server are received. This is an important parameter for troubleshooting and for temporarily removing load balancing on Application Object Managers.

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 wish 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 Max MT Servers. You should increase or decrease this value based on the number of users for the given component process.

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 multi-threading 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 will be tracked by the Siebel Server.

NOTE: Multithreaded Siebel Server processes are not included in the counting of tasks. The tasks run as threads within the multithreaded Siebel Server processes; the multithreaded Siebel Server processes are guided by the Min MT Servers and Max MT Servers parameters.

Min 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 will be 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 Max MT Servers parameter. Setting this parameter to 0 will disable 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 (NumRestart * MinUpTime). If a component instance cannot be restarted after this time interval, no new restart will be 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. It is recommended that you use the default value for this parameter, and only change the value under the direct guidance of Siebel Technical Support or Professional Services.

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 (NumRestart * MinUpTime). If a component instance cannot be restarted after this time interval, no new restart will be 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 per 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. For sessions to function, the Siebel Server must have the Client Uses Session Manager (alias SessMgrEnabled) parameter set to TRUE. If Number of Sessions per SISNAPI Connection (SessPerSisnConn) is -1 and SessMgrEnabled is TRUE, 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 Adaptor Access).

OM—Data Source. This parameter specifies the Siebel Application Object Manager datasource in the configuration file.

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 datasources 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 recommend not to disable this parameter. The default value is 10. A value of 0 disables this parameter, and the maximum setting for this parameter is 100.

OM—Preload SRF Data. This parameter determines whether to preload all Siebel repository file (.srf) information upon startup of a Siebel Object Manager server component. If the value is false (default setting), the 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 resource DLLs. Each language has its own three-letter code identifier—for example, ENU identifies U.S. English.

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 start up of background mode components (see the description for the Auto Startup Mode parameter), and Synchronization Server processes.

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

Request ID. Specifies the request ID number.

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—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 will be logged to the information log file for each task. If this parameter is set to 2, each SQL statement will be 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 the component listens for client requests. If no value is specified, a unique port number is generated dynamically per 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 only to interactive mode, batch mode, and session mode components. 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 the 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 Private TCP Port. This parameter is required for round-robin scheduling of Server Request Manager requests to component processes by the Server Request Broker. Never change the value of this parameter from the default value of TRUE. This parameter is hidden by default and does not appear in either the Siebel Server Manager GUI or the Siebel Server Manager command-line interface program.

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 per 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 start up of background mode components (see the description for the Auto Startup Mode parameter described earlier), and Synchronization Server processes. When running component tasks from the Server Manager GUI, the value for the User Name parameter is used because the tasks are submitted as component requests and launched using the Server Request Broker server component (SRBroker), which uses the User Name parameter value. When running component tasks from the Server Manager command-line interface—in the case of manually started batch or background mode components—the User Name parameter is that of the user who starts tasks on these components.

Siebel Server Component and Task State Values

Table 31 lists the generic state values defined for Siebel Server components and tasks.

Table 31.   Generic State Values for Siebel Server Components and Tasks

State Value Name	Alias	Type	Description
Component Disable Time	CompDisableTime	Component	Timestamp of when the component was disabled
Component Enable Time	CompEnableTime	Component	Timestamp of when the component was most recently enabled
Component Start Time	CompStartTime	Component	Timestamp of when the component was started
Component Status	CompStatus	Component	Current status of the Siebel Server component
Component Stop Time	CompStopTime	Component	Timestamp of when the component was shut down
Task Pause Time	TaskPauseTime	Task	Timestamp of when the task was paused
Task Resume Time	TaskResumeTime	Task	Timestamp of when the task was most recently resumed
Task Schedule Time	TaskSchedTime	Task	Timestamp of when the task was scheduled
Task Start Time	TaskStartTime	Task	Timestamp of when the task was started
Task Status	TaskStatus	Task	Current status of the task
Task Stop Time	TaskStopTime	Task	Timestamp of when the task was shut down
User Name	User	Task	Database user name for the task

Siebel Server Component Tasks Statistics

Table 32 lists the generic statistics defined for Siebel Servers, components, and tasks.

Table 32.   Generic Statistics Defined for Siebel Server Tasks

Statistic Name	Alias	Description
Avg SQL Execute Time	AvgSQLExecTime	Average time for SQL execute operations (in seconds)
Avg SQL Fetch Time	AvgSQLFetchTime	Average time for SQL fetch operations (in seconds)
Avg SQL Parse Time	AvgSQLParseTime	Average time for SQL parse operations (in seconds)
CPU Time	CPUTime	Total CPU time for component tasks (in seconds)
Elapsed Time	ElapsedTime	Total elapsed (running) time for component tasks (in seconds)
Number of Sleeps	Sleeps	Total number of sleeps for component tasks
Number of SQL Executes	SQLExecs	Total number of SQL execute operations
Number of SQL Fetches	SQLFetches	Total number of SQL fetch operations
Number of SQL Parses	SQLParses	Total number of SQL parse operations
Sleep Time	SleepTime	Total amount of sleep time for component tasks (in seconds)
SQL Execute Time	SQLExecTime	Total elapsed time for SQL execute operations (in seconds)
SQL Fetch Time	SQLFetchTime	Total elapsed time for SQL fetch operations (in seconds)
SQL Parse Time	SQLParseTime	Total elapsed time for SQL parse operations (in seconds)
Total Tasks	TotalTasks	Total number of tasks started for Siebel Server components

Siebel Server and Component Event Types B

This appendix lists Siebel Server and component event types and event subtypes used with Siebel Event Logging. See the following sections for details:

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Event Types

Events are logged at the Siebel Server level and the component level. Siebel Server-level event types are events that relate to a specific Siebel Server. Component-level event types are events that relate to a specific Siebel Server component. For information on events, see "Events and Event Logging" on page 192.

Table 33 lists the Siebel Server-level event types.

Table 33.   Siebel Server-Level Event Types

Event Type Alias	Event Type	Default Log Level	Description
CompAssign	Component Assignment	1	Signifies the assignment or de-assignment of a Siebel Server component
CompDef	Component Definition	1	Signifies the creation or deletion of a Siebel Server component
CompState	Component State	1	Signifies a change in the state of a Siebel Server component
JobState	Job State	1	Signifies a change in the state of a Siebel Server job stream (complex task)
ProcessState	Process State	1	Signifies a change in the state of a Siebel Server process
ServerLog	Server Logging	3	Groups all event subtypes considered Siebel Server events
ServerState	Server State	1	Signifies a change in the state of the Siebel Server
SrvrStatCond	Server Statistic Condition	1	Triggered upon meeting a configured statistic condition (such as threshold and value match)
SrvrStateValCond	Server State Value Condition	1	Triggered upon meeting a configured state value condition (such as threshold and value match)
SrvrTrace	Server Tracing	1	A trace condition was met
TaskState	Task State	1	Signifies a change in the state of a Siebel Server task

Table 34 lists the component-level event types.

Table 34.   Component-Level Event Types

Name	Subsystem/Component	Severity	Description
TestExecution	TestSubsys	3	Events indicating the operations performed by a test
TestInfo	TestSubsys	3	Informational events provided by a test
TestInternal	TestSubsys	4	Events generated by the testing infrastructure
TestStatus	TestSubsys	3	Events related to the status of a test
QueryLogEvt	SRProc	3	Log every query made
EAITransportPerf	EAISubsys	5	EAI Transport Performance Event Type
SRFCompilePerformance	InfraTools	5	Performance statistics
SRFCompileLocalization	InfraTools	5	Localization actions
DetailEvt	ReqBroker	10	Log detail information about what you get and what you send
PrcExec	Workflow	3	Workflow engine executes a process
FCSTLOG_EVENT	ForecastSubsys	1	NULL
StpExec	Workflow	3	Workflow engine executes a step
RecovTry	InfraRecovery	1	Attempt to Recover
ServerLog	Server	3	Groups all the subevents that are considered Siebel Server events
DBMCampSrvr	DBMCampSrvr	3	DBM Campaign Server Service Event Type
DumpFile	InfraCore	3	Dump File Open/Close Event
XMLConversion	XMLCnv	3	XML Conversion Service Event Type
CommSrvr	CommOutboundMgr	3	Communications Server Service Event Type
Match	AsgnSubsys	3	Tracing assignment rules evaluation

Table 34. Component-Level Event Types

Name	Subsystem/Component	Severity	Description
CalcAdjust	ICompMgr	3	NULL
CalcRelease	ICompMgr	3	NULL
Calculation	ICompMgr	3	NULL
EstimateCmpns	ICompMgr	3	NULL
TxnAdjust	ICompMgr	3	NULL
TxnExport	ICompMgr	3	NULL
TxnImport	ICompMgr	3	NULL
DfnLoad	Workflow	3	Workflow engine loads a process definition into memory
EngInv	Workflow	3	A workflow engine method was invoked
EAISAPBAPIWizard	EAISubsys	3	EAI SAP BAPI Wizard Event Type
SQLTraceAll	InfraDatabase	4	Trace all ODBC calls made
Error	InfraCore	1	Triggered upon reaching an unhandled error or exception
Trace	InfraCore	3	A trace condition was met (used from LogTrace only)
SQL	InfraDatabase	4	Tracing SQL statements and calls
RecovErr	InfraRecovery	1	Unable to Recover
Performance	InfraCore	4	Event for Performance Measurements
Assign	AsgnSubsys	3	Tracing rules, organizations, and persons assignment
FSInvoice	FSInvoice	3	FS Invoice Service Event Type
SrchFileSrvr	SrchFileSrvr	3	Subsystem for the Search File Server business service
ClientTblEvt	ReqBroker	10	Log client information
LocalSRBTblEvt	ReqBroker	10	Log local SRB instance information

Table 34.   Component-Level Event Types

Name	Subsystem/Component	Severity	Description
NSTblEvt	ReqBroker	10	Log Name Server cache information
OutCompTblEvt	ReqBroker	10	Log outbound component information
PersistTblEvt	ReqBroker	10	Log persistent connection information
RemoteTblEvt	ReqBroker	10	Log remote SRB instance information
SessTblEvt	ReqBroker	10	Log session information
ForecastUpgdEvent	ForecastUpgdSubsys	1	NULL
AnalyticAdpMgr	AnalyticAdpMgr	3	Analytical Adaptor Server Service Event Type
Execution	AbsOptmzSubsys	3	Appointment Booking and Optimization Execution
Statistics	AbsOptmzSubsys	3	Appointment Booking and Optimization Statistics
EAICRMCCreateWorkItemPerf	EAISubsys	5	EAI CRMC Create WorkItem Performance Event Type
EAICRMCMsgDispatchPerf	EAISubsys	5	EAI CRMC Message Dispatch Performance Event Type
SadmCmd	ServerAdmin	4	Events concerning the commands given to Server Admin
SadmConnection	ServerAdmin	4	Events concerning connections established by Server Admin
CorrespInfo	eDocSubSys	0	Correspondence Info
CorrespError	eDocSubSys	0	Correspondence Error
DocServerInfo	eDocSubSys	0	Doc Server Info
DocServerError	eDocSubSys	0	Doc Server Error
CorrespDetail	eDocSubSys	2	Correspodnence Detail
CorrespDebug	eDocSubSys	3	Correspondence Debug Info
DocServerDetail	eDocSubSys	2	Doc Server Detail

Table 34.   Component-Level Event Types

Name	Subsystem/Component	Severity	Description
DocServerDebug	eDocSubSys	3	Doc Server Debug
ProposalError	eDocSubSys	0	Proposal Error
ProposalDetail	eDocSubSys	2	Proposal Detail
ProposalInfo	eDocSubSys	0	Proposal Info
ProposalDebug	eDocSubSys	3	Proposal debug
PresentationDebug	eDocSubSys	3	Presentation debug
PresentationDetail	eDocSubSys	2	Presentation detail
PresentationInfo	eDocSubSys	0	Presentation Info
PresentationError	eDocSubSys	0	Presentation Error
MSProjectError	eDocSubSys	0	MS Project Integration Error
MSProjectInfo	eDocSubSys	0	MS Project Integration Info
MS ProjectDetail	eDocSubSys	2	MS Project Integration Detail
MSProjectDebug	eDocSubSys	3	MS Project Integration Debug
ShoppingSvc	InfraShoppingService	3	Shopping Service Event Type
SrmRouting	InfraCore	4	Trace Server Requests routing trailer information
FSMPerformance	FSMSubSys	4	Event for FSM Performance Measurements
VisEvt	VisSubsys	4	Check a transaction is Vis Evt
RelVisEvt	VisSubsys	4	Check a transaction is Rel Vis Evt
FirstOper	VisSubsys	4	Check a transaction is first oper

Event Subtypes

Event subtypes are code references that define the event. Each event subtype is defined to a specific severity level, so when an associated event occurs, the event will have an intrinsic severity level to which it is associated. For information on events, see "Events and Event Logging" on page 192.

Table 35 lists the event subtypes.

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
AnalyticalAdaptorSrvrDebug	AnalyticAdpMgr	AnalyticAdpMgr	AnalyticalAdaptorSrvrDebug	3
CalcAdjustError	CalcAdjust	ICompMgr	NULL	2
CalcAdjustInfo	CalcAdjust	ICompMgr	NULL	3
CalcReleaseInfo	CalcRelease	ICompMgr	NULL	3
CalcReleaseError	CalcRelease	ICompMgr	NULL	2
CalculationError	Calculation	ICompMgr	NULL	2
CalculationInfo	Calculation	ICompMgr	NULL	3
CalculationRecords	Calculation	ICompMgr	NULL	3
CatMgrDebug	CatMgr	Categorization Manager	NULL	5
CatMgrError	CatMgr	Categorization Manager	NULL	1
CommSrvrDebug	CommSrvr	CommOutboundMgr	Communications Server: Debug Event	4
CommSrvrError	CommSrvr	CommOutboundMgr	Communications Server: Error Event	1
CommSrvrTrace	CommSrvr	CommOutboundMgr	Communications Server: Trace Event	3

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
CommSrvrWarning	CommSrvr	CommOutboundMgr	Communications Server: Warning Event	2
CtxtLangError	ContextInit	InfraCore	Context Language Error	1
DBMCampSrvrDebug	DBMCampSrvr	DBMCampSrvr	DBM Campaign Server: Debug Event	4
Step	DfnLoad	Workflow	Workflow engine loads a step definition into memory	4
DumpFileClose	DumpFile	InfraCore	Dump file was closed successfully	3
DumpFileOpen	DumpFile	InfraCore	Dump file was opened successfully	3
EAICRMCCreateWorkItemDebug	EAICRMCCreateWorkItem	EAISubsys	EAI CRMC Create WorkItem Debug Event Subtype	5
EAICRMCCreateWorkItemDetail	EAICRMCCreateWorkItem	EAISubsys	EAI CRMC Create WorkItem Detail Event Subtype	4
EAICRMCCreateWorkItemError	EAICRMCCreateWorkItem	EAISubsys	EAI CRMC Create WorkItem Error Event Subtype	1
EAICRMCCreateWorkItemInfo	EAICRMCCreateWorkItem	EAISubsys	EAI CRMC Create WorkItem Info Event Subtype	3
EAICRMCCreateWorkItemWarning	EAICRMCCreateWorkItem	EAISubsys	EAI CRMC Create WorkItem Warning Event Subtype	2
EAICRMCMsgDispatchDebug	EAICRMCMsgDispatch	EAISubsys	EAI CRMC Message Dispatch Debug Event Subtype	5
EAICRMCMsgDispatchDetail	EAICRMCMsgDispatch	EAISubsys	EAI CRMC Message Dispatch Detail Event Subtype	4
EAICRMCMsgDispatchError	EAICRMCMsgDispatch	EAISubsys	EAI CRMC Message Dispatch Error Event Subtype	1
EAICRMCMsgDispatchInfo	EAICRMCMsgDispatch	EAISubsys	EAI CRMC Message Dispatch Info Event Subtype	3

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
EAICRMCMsgDispatchWarning	EAICRMCMsgDispatch	EAISubsys	EAI CRMC Message Dispatch Warning Event Subtype	2
EAICSMCleanUp	EAICSM	EAISubsys	EAI CSM CleanUP	3
EAIDBAODBCDebug	EAIDBAAPI	EAISubsys	Denotes a ODBC Debug Event	4
EAIDBAODBCPerf	EAIDBAAPI	EAISubsys	Denotes a ODBC Performance Statistic Event	5
EAIDBAODBCWarning	EAIDBAAPI	EAISubsys	Denotes a ODBC Warning Event	2
EAIDTDWizardDebug	EAIDTDWizard	EAISubsys	EAI DTD Wizard Debug Event Type	4
EAIDTDWizardError	EAIDTDWizard	EAISubsys	EAI DTD Wizard Error Event Type	1
EAIDTDWizardWarning	EAIDTDWizard	EAISubsys	EAI DTD Wizard Warning Event type	2
EAIDTDWizardList	EAIDTDWizard	EAISubsys	EAI DTD Wizard List Event Type	3
EAIDTDWizardGetIntgObj	EAIDTDWizard	EAISubsys	EAI DTD Wizard Get Integration Object Event Type	3
EAIDispatchServiceDebug	EAIDispatchService	EAISubsys	EAI Dispatch Service Debug	4
EAIDispatchServiceLog	EAIDispatchService	EAISubsys	EAI Dispatch Service Log	3
EAIDispatchServiceWarning	EAIDispatchService	EAISubsys	EAI Dispatch Service Warning	2
EAISvcArgTrcDebug	EAIDispatchSvcArgTrc	EAISubsys	EAI Service Argument Tracing on Debug Event Type	4
EAISvcArgTrcError	EAIDispatchSvcArgTrc	EAISubsys	EAI Service Argument Tracing on Error Event Type	3
EAIInfraInputMsg	EAIInfra	EAISubsys	EAI Infrastructure Input Message Event Type	3
EAIInfraInputMsgDetail	EAIInfra	EAISubsys	EAI Infrastructure Input Message Detail Event Type	3

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
EAIInfraOutputMsg	EAIInfra	EAISubsys	EAI Infrastructure Output Message Event Type	3
EAIInfraOutputMsgDetail	EAIInfra	EAISubsys	EAI Infrastructure Output Message Detail Event Type	3
EAIInfraWarning	EAIInfra	EAISubsys	EAI Infrastructure Warning Event Type	2
EAIMimeDebug	EAIMime	EAISubsys	EAI MIME Doc Converter Debug	4
EAIMimeLog	EAIMime	EAISubsys	EAI MIME Doc Converter Event Type	3
EAIOracleWizUserKeys	EAIOraWizard	EAISubsys	Creating Integration Component User Keys	3
EAIOracleWizUserProp	EAIOraWizard	EAISubsys	Creating User Property	3
EAIOraclelWizComponent	EAIOraWizard	EAISubsys	Creating Integration Component	3
EAIOraclelWizField	EAIOraWizard	EAISubsys	Creating Integration Field	3
EAIOrclRcvrDetail	EAIOrclRcvr	EAISubsys	EAI Oracle Receiver Detail Event	4
EAIOrclRcvrError	EAIOrclRcvr	EAISubsys	EAI Oracle Receiver Error Event	1
EAIOrclRcvrInfo	EAIOrclRcvr	EAISubsys	EAI Oracle Receiver Information	3
EAIOrclRcvrPerf	EAIOrclRcvr	EAISubsys	EAI Oracle Receiver Performance Event	5
EAIOrclRcvrWarning	EAIOrclRcvr	EAISubsys	EAI Oracle Receiver Warning Event	2
EAIOrclRcvrDebug	EAIOrclRcvr	EAISubsys	EAI Oracle Receiver Debug Event	5
EAIQrySpecParams	EAIQrySpec	EAISubsys	EAI Query Specification Parameters Event Type	3

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
EAISAPBAPIAdptDebug	EAISAPBAPIAdpt	EAISubsys	EAI SAP BAPI Adapter Debug Event Type	4
EAISAPBAPIAllocateParam	EAISAPBAPIAdpt	EAISubsys	EAI SAP BAPI Adapter Allocate Parameters Event Type	3
EAISAPBAPIConnect	EAISAPBAPIAdpt	EAISubsys	EAI SAP BAPI Adapter Connect Data Event Type	3
EAISAPBAPIConvert	EAISAPBAPIAdpt	EAISubsys	EAI SAP BAPI Adapter Convert Data Event Type	3
EAISAPBAPIDecodeParam	EAISAPBAPIAdpt	EAISubsys	EAI SAP BAPI Adapter Decode Parameters Event Type	3
EAISAPBAPIDecodeParamDetail	EAISAPBAPIAdpt	EAISubsys	EAI SAP BAPI Adapter Decode Parameters Detail Event Type	3
EAISAPBAPIEncodeParam	EAISAPBAPIAdpt	EAISubsys	EAI SAP BAPI Adapter Encode Parameters Event Type	3
EAISAPBAPIEncodeParamDetail	EAISAPBAPIAdpt	EAISubsys	EAI SAP BAPI Adapter Encode Parameters Detail Event Type	3
EAISAPBAPIExecuteRfc	EAISAPBAPIAdpt	EAISubsys	EAI SAP BAPI Adapter Execute Rfc Event Type	3
EAISAPIdocAdpRfc	EAISAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter RFC Event Type	3
EAISAPIdocAdptConverter	EAISAPIdocAdpt	EAISubsys	EAI SAP IDOC Converter Event Type	3
EAISAPIdocAdptDebug	EAISAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter Debug Event Type	4
EAISAPIdocAdptWarning	EAISAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter Warning Event Type	2
EAISAPIdocAdptGeneric	EAISAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter Generic Event Type	3
EAISAPIdocAdptPerf	EAISAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter Performance Event Type	5

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
EAISAPIdocWizardDebug	EAISAPIdocWizard	EAISubsys	EAI SAP IDOC Wizard Debug Event Type	4
EAISAPIdocWizardGetIntgObj	EAISAPIdocWizard	EAISubsys	EAI SAP IDOC Wizard Get Intg Object Event Type	3
EAISAPIdocWizardList	EAISAPIdocWizard	EAISubsys	EAI SAP IDOC Wizard List Event Type	3
EAISAPIdocWizardWarning	EAISAPIdocWizard	EAISubsys	EAI SAP IDOC Wizard Warning Event Type	2
EAISiebAdptCtx	EAISiebAdpt	EAISubsys	EAI Siebel Adapter Service Error Context	3
EAISiebAdptTrc	EAISiebAdpt	EAISubsys	EAI Siebel Adapter Tracing Information	3
EAISiebAdptTrcPickList	EAISiebAdpt	EAISubsys	EAI Siebel Adapter Tracing Information regarding PickList processing	4
EAISiebAdptTrcBusObj	EAISiebAdpt	EAISubsys	EAI Siebel Adapter Tracing Information of Integration for Business Objects	4
EAISiebAdptTrcIntObj	EAISiebAdpt	EAISubsys	EAI Siebel Adapter Tracing Information for Integration Objects	4
EAISiebAdptWrn	EAISiebAdpt	EAISubsys	EAI Siebel Adapter Service Warning	2
EAISiebAdptPerfStat	EAISiebAdptPerf	EAISubsys	EAI Siebel Adapter Performance Statistics	3
EAISvcArgTrcDebug	EAISiebAdptSvcArgTrc	EAISubsys	EAI Service Argument Tracing on Debug Event Type	4
EAISvcArgTrcError	EAISiebAdptSvcArgTrc	EAISubsys	EAI Service Argument Tracing on Error Event Type	3
EAISiebelWizNoUserKeys	EAISiebelWizard	EAISubsys	Could not find user keys for integration component	2

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
EAISiebelWizUProp	EAISiebelWizard	EAISubsys	Creating User Property	3
EAISiebelWizUserKeys	EAISiebelWizard	EAISubsys	Creating Integration Component User Keys	3
EAISiebelWizComponent	EAISiebelWizard	EAISubsys	Creating Integration Component	3
EAISiebelWizField	EAISiebelWizard	EAISubsys	Creating Integration Field	3
EAISiebelWizInvalidBusComp	EAISiebelWizard	EAISubsys	The Siebel Integration Wizard encountered an incorrectly defined business component	2
EAISiebelWizInvalidComp	EAISiebelWizard	EAISubsys	Error Creating Integration Component	2
EAISiebelWizInvalidMVG	EAISiebelWizard	EAISubsys	Error Creating Integration Component for MVG Bus Comp	2
EAISiebelWizMVG	EAISiebelWizard	EAISubsys	Creating Integration Component for MVG Bus Comp	3
EAIIncrementalSnapshotOutSkeleton	EAISnapshot	EAISubsys	EAI Incremental snapshot outbound skeleton	3
EAIIncrementalSnapshotGet	EAISnapshot	EAISubsys	EAI incremental snapshot get snapshot	3
EAIIncrementalSnapshotInDiff	EAISnapshot	EAISubsys	EAI incremental snapshot inbound diff	3
EAIIncrementalSnapshotOldKey	EAISnapshot	EAISubsys	EAI incremental snapshot old key	5
EAIIncrementalSnapshotOutDiff	EAISnapshot	EAISubsys	EAI incremental snapshot outbound differential	3
EAISnapshotAttribute	EAISnapshot	EAISubsys	EAI Snapshot attribute	3
EAISnapshotChannel	EAISnapshot	EAISubsys	Channel name is missing or invalid	3
EAISnapshotGetSnapshot	EAISnapshot	EAISubsys	EAI Snapshot get snapshot	3

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
EAIIncrementalSnaphsotNewKey	EAISnapshot	EAISubsys	EAI incremental snapshot new key	5
EAIIncrementalSnapshotModNum	EAISnapshot	EAISubsys	EAI incremental snapshot ModNum	3
EAISnapshotInsertSnapshot	EAISnapshot	EAISubsys	EAI Snapshot insert snapshot	3
EAISnapshotUpdate	EAISnapshot	EAISubsys	EAI Snapshot update snapshot	3
EAISqlAdptErr	EAISqlAdpt	EAISubsys	EAI Sql Adapter Error Event	1
EAISqlAdptGenTrc	EAISqlAdpt	EAISubsys	NULL	3
EAISqlAdptIntObjTrc	EAISqlAdpt	EAISubsys	Integration Object Trace	3
EAISqlAdptPerfStat	EAISqlAdpt	EAISubsys	Performance Statistic Event Type for the Sql Adapter	5
EAISqlAdptWrn	EAISqlAdpt	EAISubsys	EAI Sql Adapter Warning Event	2
EAITransactionDebug	EAITransaction	EAISubsys	EAI transaction debug sub-event type	4
EAITransactionGeneric	EAITransaction	EAISubsys	EAI transaction generic sub-event type	3
EAITransactionWarning	EAITransaction	EAISubsys	EAI transaction warning sub-event type	2
EAITransportWarning	EAITransport	EAISubsys	EAI Transport Warning Event Type	2
EAITransportDLL	EAITransport	EAISubsys	EAI Transport DLL Event Type	3
EAITransportDebug	EAITransport	EAISubsys	EAI Transport Debug Event Type	4
EAITransportFile	EAITransport	EAISubsys	EAI Transport File Event Type	3
EAITransportGeneric	EAITransport	EAISubsys	EAI Transport Generic Event Type	3
EAITransportHTTP	EAITransport	EAISubsys	EAI Transport HTTP Event Type	3

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
EAITransportMQSeries	EAITransport	EAISubsys	EAI Transport MQSeries Event Type	3
EAITransportMSMQ	EAITransport	EAISubsys	EAI Transport MSMQ Event Type	3
EAIValidationEnd	EAIValidation	EAISubsys	EAI Validation End Event Type	3
EAIValidationInfo	EAIValidation	EAISubsys	EAI Validation Information Event Type	3
EAIValidationStart	EAIValidation	EAISubsys	EAI Validation Start Event Type	3
EAIZdtCallWorkflow	EAIZdt	EAISubsys	EAI Zdt call workflow sub-event type	3
EAIZdtPublishAll	EAIZdt	EAISubsys	EAI Zdt publishAll sub-event type	3
Profile Level 5	EVENT_GENERIC_PROFILE	InfraPerf	Triggered upon reaching a profile probe point of level 5	5
Profile Level 4	EVENT_GENERIC_PROFILE	InfraPerf	Triggered upon reaching a profile probe point of level 4	4
Profile Level 3	EVENT_GENERIC_PROFILE	InfraPerf	Triggered upon reaching a profile probe point of level 3	3
Profile Event - Level 2	EVENT_GENERIC_PROFILE	InfraPerf	Triggered upon reaching a profile probe point of level 2	2
Arg	EngInv	Workflow	Arguments were passed to the workflow engine	4
EstimateCmpnsError	EstimateCmpns	ICompMgr	NULL	2
EstimateCmpnsInfo	EstimateCmpns	ICompMgr	NULL	3
Debug	Execution	AbsOptmzSubsys	AbsOptmz: Exec Debug Event	4
Error	Execution	AbsOptmzSubsys	AbsOptmz: Exec Error Event	1
Trace	Execution	AbsOptmzSubsys	AbsOptmz: Exec Trace Event	3

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
Warning	Execution	AbsOptmzSubsys	AbsOptmz: Exec Warning Event	2
Info	FCSTLOG_EVENT	ForecastSubsys	NULL	3
Fatal	FCSTLOG_EVENT	ForecastSubsys	NULL	0
Error	FCSTLOG_EVENT	ForecastSubsys	NULL	1
Verbose	FCSTLOG_EVENT	ForecastSubsys	NULL	4
Warning	FCSTLOG_EVENT	ForecastSubsys	NULL	2
FSInvoiceDebug	FSInvoice	FSInvoice	FS Invoice Engine: Debug Event	4
FSInvoiceError	FSInvoice	FSInvoice	FS Invoice Engine: Error Event	1
FSInvoiceTrace	FSInvoice	FSInvoice	FS Invoice Engine: Trace Event	3
FSInvoiceWarning	FSInvoice	FSInvoice	FS Invoice Engine: Warning Event	2
Error	ForecastUpgdEvent	ForecastUpgdSubsys	NULL	1
GenericDebug	GenericLog	InfraCore	A debugging event	5
GenericDetail	GenericLog	InfraCore	An event providing operational detail	4
GenericError	GenericLog	InfraCore	Triggered upon reaching an unhandled error or exception	1
GenericFatal	GenericLog	InfraCore	Triggered upon reaching an unhandled fatal condition	0
GenericInfo	GenericLog	InfraCore	An event for informational purposes	3
GenericWarn	GenericLog	InfraCore	Triggered upon reaching a warning event point	2
ThreadDispatched	MainThread	InfraMultiThread		NULL NULL

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
TaskCounters	MainThread	InfraMultiThread		NULL NULL
ThreadExit	MainThread	InfraMultiThread		NULL NULL
TaskCreated	MainThread	InfraMultiThread		NULL NULL
MTServerDispatched	MainThread	InfraMultiThread		NULL NULL
Generic	MainThread	InfraMultiThread		NULL NULL
Crit	Match	AsgnSubsys	Tracing assignment criteria evaluation	4
Create	ObjMgrBusCompLog	InfraObjMgr	Create BusComp Event	4
Delete	ObjMgrBusCompLog	InfraObjMgr	Delete BusComp Event	4
Create	ObjMgrBusServiceLog	InfraObjMgr	Create Event	4
Delete	ObjMgrBusServiceLog	InfraObjMgr	Delete Event	4
InvokeMethod	ObjMgrBusServiceLog	InfraObjMgr	InvokeMethod Event	4
CreateCursor	ObjMgrDataObjLog	InfraObjMgr	Create cursor obj event	5
DeleteCursor	ObjMgrDataObjLog	InfraObjMgr	Delete cursor obj event	5
ReleaseObj	ObjMgrDataObjLog	InfraObjMgr	Release obj event	5
CloseCursor	ObjMgrDataObjLog	InfraObjMgr	Close cursor obj event	5
WriteRecord	ObjMgrDataObjLog	InfraObjMgr	Write Record Event	5
Execute	ObjMgrDataObjLog	InfraObjMgr	Execute event	4
PrepareStmt	ObjMgrDataObjLog	InfraObjMgr	Prepare Statement Event	5
FetchStmt	ObjMgrDataObjLog	InfraObjMgr	Fetch Statement Event	5
ExecStmt	ObjMgrDataObjLog	InfraObjMgr	Execute Statement Event	5

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
Logon	ObjMgrDataObjLog	InfraObjMgr	Login Event	4
ReLogon	ObjMgrDataObjLog	InfraObjMgr	ReLogin Event	4
Logoff	ObjMgrDataObjLog	InfraObjMgr	Logoff Event	4
CreateObj	ObjMgrDataObjLog	InfraObjMgr	Create obj event	5
DeleteObj	ObjMgrDataObjLog	InfraObjMgr	Delete obj event	5
NamedSearch	ObjMgrDataObjLog	InfraObjMgr	Named search event	5
Search	ObjMgrDataObjLog	InfraObjMgr	Search event	5
Sort	ObjMgrDataObjLog	InfraObjMgr	Sort event	5
SystemSort	ObjMgrDataObjLog	InfraObjMgr	SystemSort event	5
LoadLicenseMgr	ObjMgrLog	InfraObjMgr	Load License Manager event	5
Login	ObjMgrLog	InfraObjMgr	Object Manager Login event	5
Detail	ObjMgrLog	InfraObjMgr	An event providing operational detail of OM	4
Error	ObjMgrLog	InfraObjMgr	An error event	4
Debug	ObjMgrLog	InfraObjMgr	A debugging event	5
OpenSrf	ObjMgrLog	InfraObjMgr	Open SRF event	5
CTEvent	ObjMgrLog	InfraObjMgr	CTEvent	5
InitLicenseKey	ObjMgrLog	InfraObjMgr	Init License Key event	5
ObjMgrLogin	ObjMgrSessionInfo	InfraObjMgr	Login events for the object manager	3
ObjMgrAuth	ObjMgrSessionInfo	InfraObjMgr	Authentication events for the object manager	3
Info	ObjMgrSqlLog	InfraObjMgr	Logs statement, bind variables, timing	3
Detail	ObjMgrSqlLog	InfraObjMgr	Logs search and sort specs	4

Table 35. Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
Debug	ObjMgrSqlLog	InfraObjMgr	Logs join information	5
Create	PrcExec	Workflow	Workflow engine created a process instance	4
NoStart	PrcExec	Workflow	Workflow engine did not start a process instance	3
PropGet	PrcExec	Workflow	Workflow engine gets the run-time value of a process property	4
End	PrcExec	Workflow	Workflow engine ended a process instance	4
PropSet	PrcExec	Workflow	Workflow engine sets the run-time value of a process property	4
RecovDBConn	RecovTry	InfraRecovery	Attempt to Recover from DB Connection Loss	1
RecovDLRlbk	RecovTry	InfraRecovery	Attempt to Recover from Deadlock Rollback	1
Allocate Connection	SQLConnectOptions	InfraDatabase	Prints calls to SQLAllocConnect (time taken + connect handle)	4
Disconnect	SQLConnectOptions	InfraDatabase	Prints calls to SQLDisconnect (time taken + connect handle)	4
Free Connection	SQLConnectOptions	InfraDatabase	Prints calls to SQLFreeConnect (time taken + connect handle)	4
Get Connection Option	SQLConnectOptions	InfraDatabase	Prints calls to SQLGetConnectOption (connect handle + time taken)	4
Get Connection Option Detail	SQLConnectOptions	InfraDatabase	Prints get connect option values	5
Set Connection Option	SQLConnectOptions	InfraDatabase	Prints calls to SQLSetConnectOption (connect handle + time taken)	4
Set Connection Option Detail	SQLConnectOptions	InfraDatabase	Prints set connect option values	5

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
Transaction	SQLConnectOptions	InfraDatabase	Prints calls to SQLTransact (connect handle + time taken)	4
Transaction Detail	SQLConnectOptions	InfraDatabase	Prints type of transaction	5
Bind Variables	SQLError	InfraDatabase	Prints the bind values	1
Recovery Info	SQLError	InfraDatabase	Prints recovery info	2
Statement	SQLError	InfraDatabase	Prints the statement that caused the error	0
Prepare	SQLParseAndExecute	InfraDatabase	Prints the prepare time	5
Prepare + Execute	SQLParseAndExecute	InfraDatabase	Prints the prepare + execute time	4
Statement	SQLParseAndExecute	InfraDatabase	Prints the statement	4
Bind Vars	SQLParseAndExecute	InfraDatabase	Prints the bind variables	4
Execute	SQLParseAndExecute	InfraDatabase	Prints the execute time	5
ExecuteDirect	SQLParseAndExecute	InfraDatabase	Prints the execute direct time	5
Bind Variables	SQLProfiling	InfraDatabase	Prints the bind variables	4
Prepare + Execute	SQLProfiling	InfraDatabase	Prints the prepare + execute times	4
Statement	SQLProfiling	InfraDatabase	Prints the statement	4
Bind Variables	SQLSlowQuery	InfraDatabase	Prints the bind variables	4
Statement	SQLSlowQuery	InfraDatabase	Prints the statement	4
Bind Parameter	SQLStatementOptions	InfraDatabase	Prints calls to SQLBindParameter (time taken + connect handle + statement number)	4
Bind Parameter Details	SQLStatementOptions	InfraDatabase	Bind parameter types and values	5

Table 35. Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
Execute	SQLStatementOptions	InfraDatabase	Prints calls to SQLExecute (time taken + connect handle + statement number)	4
ExecuteDirect	SQLStatementOptions	InfraDatabase	Prints calls to SQLExecDirect (time taken + connect handle + statement number)	4
Fetch	SQLStatementOptions	InfraDatabase	Prints calls to SQLFetch (time taken + connect handle + statement number)	4
Free Statement	SQLStatementOptions	InfraDatabase	Prints calls to SQLFreeStmt (time taken + connect handle + statement number)	4
Free Statement Details	SQLStatementOptions	InfraDatabase	Prints the option sent to Free Statement (such as SQL_DROP)	5
Get Data	SQLStatementOptions	InfraDatabase	Prints calls to SQLGetData (time taken + connect handle + statement number)	4
Get Data Details	SQLStatementOptions	InfraDatabase	Details of the row being fetched, such as column number and value	5
Allocate Statement Details	SQLStatementOptions	InfraDatabase	Print comments passed to the allocate statement	5
Allocate Statement	SQLStatementOptions	InfraDatabase	Prints calls to SQLAllocStmt (time taken + conn handle + statement connect)	4
Bind Column	SQLStatementOptions	InfraDatabase	Prints calls to SQLBindColumn (time taken + connect handle + statement number)	4
Bind Column Details	SQLStatementOptions	InfraDatabase	Bind parameter values and types of the coulmn specified	5
Bind	SQLSummary	InfraDatabase	Prints the bind time	5
BindVar	SQLSummary	InfraDatabase	Prints the bind variables	4

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
ExecDir	SQLSummary	InfraDatabase	Prints the execute direct time	5
Exec	SQLSummary	InfraDatabase	Prints the execute and execute direct times	5
Fetch	SQLSummary	InfraDatabase	Prints the fetch time	5
Header	SQLSummary	InfraDatabase	Prints a header	4
Prepare	SQLSummary	InfraDatabase	Prints the prepare time	5
Sep	SQLSummary	InfraDatabase	Prints a '-' separator line	5
Stmt	SQLSummary	InfraDatabase	Prints the statement	4
Totals	SQLSummary	InfraDatabase	Prints the total times	4
DumpReq	SadmCmd	ServerAdmin	Dump Request Related Information	5
ProcessCmd	SadmCmd	ServerAdmin	Processing Command Related Information	5
BuildTarget	SadmCmd	ServerAdmin	Building the target for GUI	5
ConnectString	SadmConnection	ServerAdmin	Connect String Related Events	4
SrvrConnect	SadmConnection	ServerAdmin	Establishing connections to Server	4
LstnObjCreate	ServerLog	Server	Trigered when a listening object is created	3
ProcessCreate	ServerLog	Server	Trigered when a new process is created by siebsrvr	3
Startup	ServerLog	Server	Event subtype that groups all the Server startup messages	3
UpgradeNeeded	ServerLog	Server	The software/schema need to be upgraded	3
ShoppingSvcDebug	ShoppingSvc	InfraShoppingService	Shopping Service: Debug Event	4
ShoppingSvcErr	ShoppingSvc	InfraShoppingService	Shopping Service: Error Event	1

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
ShoppingSvcTrace	ShoppingSvc	InfraShoppingService	Shopping Service: Trace Event	3
ShoppingSvcWarning	ShoppingSvc	InfraShoppingService	Shopping Service: Warning Event	2
SrchFileSrvrDebug	SrchFileSrvr	SrchFileSrvr	Search File Server: Debug Event	4
SRMSynchCompParamDetails	SrmSynch	InfraCore	Information about the component	5
SRMSynchGatewayInfo	SrmSynch	InfraCore	Information about the gateway	2
SRMSynchErrors	SrmSynch	InfraCore	Errors generated during Synchronize	1
SRMSynchComponentInfo	SrmSynch	InfraCore	Component information obtained from the gateway	3
SRMSynchCompParamInfo	SrmSynch	InfraCore	Comp's parameter information obtained from the gateway	4
Detail	Statistics	AbsOptmzSubsys	AbsOptmz: Stat Detail Event	4
Normal	Statistics	AbsOptmzSubsys	AbsOptmz: Stat Normal Event	3
Cond	StpExec	Workflow	Workflow engine evaluated a branch condition	4
Create	StpExec	Workflow	Workflow engine created a step instance	4
End	StpExec	Workflow	Workflow engine ended a step instance	4
NoArg	StpExec	Workflow	Workflow engine could not get the value of an output argument	3
TaskArg	StpExec	Workflow	Workflow engine passed input/output arguments to a business service	4
Task	StpExec	Workflow	Workflow engine invoked a business service	4

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
Upd	StpExec	Workflow	Workflow engine updated a business component	4
TaskParamsAtExit	TaskCfgExit	InfraCore	Triggers the printing of task parameters on exit if iask exists with error	1
TaskCfgParamInit	TaskConfig	InfraCore	Setting the initial value for a task parameter.	4
TaskCfgParamExit	TaskConfig	InfraCore	Task parameters values at task exit.	4
TaskStat	TaskExec	CommInboundMgr	Statistics information for each task thread	3
TaskError	TaskExec	CommInboundMgr	Error information for each task thread	1
TaskDetail	TaskExec	CommInboundMgr	Detailed task information for each task thread	4
TaskFatal	TaskExec	CommInboundMgr	Fatal error information for each task	0
TaskWarning	TaskExec	CommInboundMgr	Warning information that may require server admin action	2
TestDataFile	TestExecution	TestSubsys	Specifies the name of a result data file	3
TestExtProgCompletedSuccessfully	TestExecution	TestSubsys	An external program completed successfully	3
TestExtProgFailed	TestExecution	TestSubsys	An external program failed	3
TestFileCompareMatch	TestExecution	TestSubsys	A file comparison found a match	3
TestFileCompareNoMatch	TestExecution	TestSubsys	A file comparison found a mismatch	3
TestStartExtProgram	TestExecution	TestSubsys	An external program was started	3

Table 35. Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
TestStartSvrComp	TestExecution	TestSubsys	A server component was started	3
TestSvrCompCompletedSuccessfully	TestExecution	TestSubsys	A server component completed sucessfully	3
TestSvrCompFailed	TestExecution	TestSubsys	A server component failed	3
TestInfoDebug	TestInfo	TestSubsys	Test Information Debug Message	5
TestInfoDetail	TestInfo	TestSubsys	Test Information Detail Message	4
TestInfoError	TestInfo	TestSubsys	Test Information Error Message	1
TestInfoMessage	TestInfo	TestSubsys	Test Informational Message	3
TestInfoWarning	TestInfo	TestSubsys	Test Information Warning Message	2
TestInternalDebug	TestInternal	TestSubsys	Debug Message from Test Infrastructure	4
TestInternalError	TestInternal	TestSubsys	Error from Test Infrastructure	1
TestInternalInfo	TestInternal	TestSubsys	Message from Test Infrastructure	3
TestInternalWarning	TestInternal	TestSubsys	Warning from Test Infrastructure	2
TestAbort	TestStatus	TestSubsys	The specified test has been stopped prematurely	3
TestCompletedSuccessfully	TestStatus	TestSubsys	The specified test has completed successfully	3
TestCompletedWithErrors	TestStatus	TestSubsys	The specified test has completed with errors	3
TestStart	TestStatus	TestSubsys	The specified test has started	3
TestStepFailed	TestStatus	TestSubsys	The specified test step failed	3

Table 35.   Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
TestStepSuccessful	TestStatus	TestSubsys	The specified test step was successful	3
TracingInfo	Trace	InfraCore	Tracing information for the common server layers of the code	3
TracingDebug	Trace	InfraCore	Tracing debug information for the common server layers of the code	5
TracingWarning	Trace	InfraCore	Tracing warning for the common server layers of the code	2
TracingDetail	Trace	InfraCore	Tracing detail information for the common server layers of the code	4
TxnAdjustError	TxnAdjust	ICompMgr	NULL	2
TxnAdjustInfo	TxnAdjust	ICompMgr	NULL	3
TxnExportInfo	TxnExport	ICompMgr	NULL	3
TxnExportError	TxnExport	ICompMgr	NULL	2
TxnImportError	TxnImport	ICompMgr	NULL	2
TxnImportInfo	TxnImport	ICompMgr	NULL	3
Proc	WfPerf	Workflow	Measures performance of process instances	4
Step	WfPerf	Workflow	Measures performance of step instances	5
EAIXMLCnvDetail	XMLConversion	XMLCnv	EAI XML Conversion Processing Detail Event	4
XMLCnvDetail	XMLConversion	XMLCnv	XML Conversion Service: Detail Event	4

Table 35. Event Subtypes

Name	Parent Field	Subsystem/Component	Description	Severity
XMLCnvWarning	XMLConversion	XMLCnv	XML Conversion Service: Warning Event	3
XMLCnvDumpFile	XMLConversion	XMLCnv	XML Conversion Service: Creating Dump File	3
XMLCnvParserDebug	XMLConversion	XMLCnv	XML Conversion Service: Debug Event	4
XMLCnvParserWarning	XMLConversion	XMLCnv	XML Conversion: Warning from XML Parser	2

Siebel Server Manager GUI Screens and Views   C

The Siebel Server Manager GUI screens and views are listed with their respective Server Manager tasks in Table 36.

Table 36.   Siebel Server Manager GUI Screens and Views for Siebel Server Administrative Tasks

Administrative Area	Administrative Task	Siebel Server GUI Screen and View
Siebel Server Administration	Starting, monitoring, and shutting down the Siebel Enterprise Server. See "Siebel Enterprise Server Administration" on page 57 for detailed procedures.	Enterprise Operations screen; Enterprise Servers view
	Starting, monitoring, and shutting down a Siebel Server. See "Siebel Server Administration" on page 59 for detailed procedures.	Enterprise Operations screen; Enterprise Servers view
	Assigning or unassigning a component group to a Siebel Server. See "Assigning and Unassigning Component Groups to Siebel Servers" on page 70 for detailed procedures.	Enterprise Operations screen; Component Group Assignment view
	Configuring Named Subsystems. See "Configuring Named Subsystems" on page 160 for detailed procedures.	Enterprise Configurations screen; Enterprise Profile Configuration view
Component Group Administration	Creating component groups. See "Creating Component Groups" on page 64 for detailed procedures.	Enterprise Operations screen; Enterprise Components Group view
	Enabling or disabling assigned component groups at the enterprise level. See "Enabling and Disabling Assigned Component Groups at the Enterprise Level" on page 72 for detailed procedures.	Enterprise Configuration screen; Enterprise Component Groups view

Table 36. Siebel Server Manager GUI Screens and Views for Siebel Server Administrative Tasks

Administrative Area	Administrative Task	Siebel Server GUI Screen and View
	Starting and stopping an assigned component group. See "Administering Component Groups" on page 89 for detailed procedures.	Servers screen; Server Component Groups view
	Enabling or disabling an assigned component group. See "Administering Component Groups" on page 89 for detailed procedures.	Servers screen; Server Component Groups view
	Monitoring Siebel Server status for component groups. See "Monitoring Component Group Status" on page 92 for detailed procedures.	Component Groups screen; Component Groups Servers view
	Monitoring component status for a component group. See "Monitoring Component Group Status" on page 92 for detailed procedures.	Component Groups screen; Component Group Components view
Component Administration	Creating, modifying, or deleting a defined component. See "Creating Defined Components" on page 65 for detailed procedures.	Enterprise Operations screen; Enterprise Component Definitions view
	Reconfiguring Siebel Server Components. See "Reconfiguring Server Components" on page 78 for detailed procedures.	Enterprise Configuration screen; Component Definitions view
	Synchronizing Siebel Server Components. See "Synchronizing Server Components" on page 76 for detailed procedures.	Enterprise Configuration screen; Batch Component Admin
	Starting and stopping an assigned Siebel Server component. See "Administering Siebel Server Components" on page 81 for detailed procedures.	Servers screen; Server Components view
	Enabling or disabling an assigned Siebel Server component. See "Administering Siebel Server Components" on page 81 for detailed procedures.	Servers screen; Server Components view

Table 36.   Siebel Server Manager GUI Screens and Views for Siebel Server Administrative Tasks

Administrative Area	Administrative Task	Siebel Server GUI Screen and View
	Recovering an assigned Siebel Server component from an Unavailable component state. See "Administering Siebel Server Components" on page 81 for detailed procedures.	Servers screen; Server Components view
	Monitoring task status for a component. See "Monitoring Siebel Server Tasks" on page 106 for detailed procedures.	Component Groups screen; Component Group Tasks view
	Defining a Component Job. See "Component Job Administration" on page 93 for detailed procedures.	Enterprise Configuration screen; Component Jobs Definitions view
Task Administration	Running, monitoring, or deleting a Component Request. See "Component Request Administration" on page 95 for detailed procedures.	Enterprise Operations screen; Component Requests view
	Running or deleting repeating component requests. See "Deleting Repeating Component Requests" on page 101 for detailed procedures.	Enterprise Operations screen; Repeating Components Request view
	Monitoring repeating component requests. See "Monitoring Component Requests" on page 98 for detailed procedures.	Enterprise Operations screen; Repeating Components Request Details view
	Monitoring Siebel Server tasks. See "Monitoring Siebel Server Tasks" on page 106 for detailed procedures.	Enterprise Operations; Enterprise Tasks view
	Monitoring tasks on a specific Siebel Server. See "Monitoring Siebel Server Tasks" on page 106 for detailed procedures.	Servers screen; Server Tasks view
	Monitoring tasks for a specific component. See "To monitor task status for component groups" on page 92 for detailed procedures.	Components screen; Component Tasks view
	Stopping or pausing a task. See "To stop a running task" on page 109 for detailed procedures.	Servers Screen; Server Tasks view

Table 36.   Siebel Server Manager GUI Screens and Views for Siebel Server Administrative Tasks

Administrative Area	Administrative Task	Siebel Server GUI Screen and View
	Resuming a paused task. See "To resume a paused task" on page 110 for detailed procedures.	Servers Screen; Server Tasks view
	Starting a task (See Component Requests). See "Component Request Administration" on page 95 for detailed procedures.	Enterprise Operations screen; Component Requests view
Parameter Administration	Modifying enterprise parameters. See "To modify enterprise parameters" on page 112 for detailed procedures.	Enterprise Configuration screen; Enterprise Parameters view
	Modifying Siebel Server parameters. See "To modify Siebel Server parameters" on page 114 for detailed procedures.	Servers screen; Server Parameters view
	Modifying component parameters. See "To modify component parameters" on page 116 for detailed procedures.	Components screen; Component Parameters view
	Modifying task parameters. See "To modify dynamic task parameters" on page 117 for detailed procedures.	Tasks screen; Task parameters view
State Value and Statistic Administration	Viewing Component-level state values. See "To view component-level state values" on page 120 for detailed procedures.	Components screen; Component State Values view
	Viewing task-level state values. See "To view task-level state values" on page 121 for detailed procedures.	Tasks screen; Task State Values view
	Viewing Siebel Server Statistics. See "To view Siebel Server statistics" on page 123 for detailed procedures.	Servers screen; Server Statistics view
	Viewing Component Statistics. See "To view component statistics" on page 124 for detailed procedures.	Components screen; Component Statistics view
	Viewing Task Statistics. See "To view task statistics" on page 125 for detailed procedures.	Tasks screen; Task Statistics view

Table 36.   Siebel Server Manager GUI Screens and Views for Siebel Server Administrative Tasks

Administrative Area	Administrative Task	Siebel Server GUI Screen and View
Event Logging Administration	Configuring Siebel Server Event Types. See "Siebel Server Event Types" on page 197 for detailed procedures.	Servers screen; Server Event Configuration view
	Viewing Siebel Server Event Logs. See "Viewing Siebel Server Event Logs" on page 198 for detailed procedures.	Servers screen; Server Info Log view
	Configuring Component Event Types. See "Component Event Types" on page 201 for detailed procedures.	Components screen; Component Event Configuration view

Siebel Web Server Extension Stats Page   D

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

See the following sections for details:

- "Configuring the Stats Page" on page 286

- "Accessing the Stats Page" on page 287

- "Reading the Stats Page" on page 289

- "Sample Stats Page" on page 291

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

Configuring the Stats Page

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

```
[SWE]

StatsPage = _stats.swe.
```

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

---

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

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

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

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

```
[SWE]

SessionMonitor = FALSE
```

Accessing the Stats Page

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

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

In addition to defining the name of the stats page accessory handle, you can configure if currently active sessions appear on the stats page as well. For information about monitoring currently active sessions, see information on the SessionMonitor parameter in "Configuring the Stats Page" on page 286.

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

Statistical Page Verbosity Option. This option allows the user to dictate the amount of information to appear in Stats page. There are three settings as shown in Table 37:

Table 37.   Statistical Page Verbosity Settings

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

Statistical Page Reset Option. This option allows the user to dictate if the statistics are reset after viewing. There are two settings as shown in Table 38:

Table 38.   Statistical Page Reset Settings

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

An example of the stats page request with parameters:

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

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

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

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

Reading the Stats Page

The individual events and objects measured on the stats page are described in the following list. See "Sample Stats Page" on page 291 for examples of these metrics.

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

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

Anon Session Available. The plug-in is configured with a maximum number of anonymous sessions specified in eapps.cfg with the parameter AnonUserPool. See the *Siebel Server Installation Guide* for the operating system you are using for further information on AnonUserPool. When a request for an anonymous session comes to the plug-in, it requests the session from the anonymous user pool. If the anonymous user pool is empty, then the plug-in creates an anonymous session from the available anonymous sessions, adds it to the pool, and increments the Anon Session Available counter. This counter is the absolute number of anonymous sessions available to the plug-in.

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

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

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

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

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

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

Current Sessions. This section contains information about the current active sessions open. The parameter SessionMonitor must be set to True for this to take effect (see "Configuring the Stats Page" on page 286 for further information on SessionMonitor). If verbose mode is used, then this section also displays the anonymous sessions (see "Accessing the Stats Page" on page 287 for further information on verbose mode).

Sample Stats Page

A sample stats page for Siebel Web Server Extension statistics is reproduced in the following tables: Table 39, Table 40 on page 292, Table 41 on page 292, Table 42 on page 293, and Table 43 on page 293.

Table 39.   System Stats Sample (All time in seconds)

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

Sample Stats Page

Table 40.   Application Stats Sample (All time in seconds)

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

Table 41.   Current Sessions Sample (All time in seconds)

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

Table 42.   Locks Sample (All time in seconds)

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

Table 43.   Current Operations Processing Sample

Operation	Duration
NewAnonSession_00000022_499	0.9581
Open Session Time_00000023_499	0.9580

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