



# **SIEBEL SERVER ADMINISTRATION GUIDE**

*VERSION 7.5.3*

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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:

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

### **Product Modules and Options**

This *Siebel Bookshelf* contains descriptions of modules that are optional and for which you may not have purchased a license. Siebel's Sample Database also includes data related to these optional modules. As a result, your software implementation may differ from descriptions in this Bookshelf. To find out more about the modules your organization has purchased, see your corporate purchasing agent or your Siebel sales representative.

## **How This Guide Is Organized**

This guide 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 guide 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 7.5.3

## Version 7.5.3

**Table 1. Changes Made in Version 7.5.3**

Topic	Revision
<a href="#">“Component Processes (Shells)” on page 32</a>	Added a note in this section regarding system performance.
<a href="#">“Using the Siebel File System Cleanup Utility” on page 157</a>	Revised for 7.5.3: Added new parameter updates and report items to the Siebel File System Cleanup utility section.
<a href="#">“Name Server” on page 21</a>	Added information on Siebel Gateway system process.
<a href="#">“Siebel Server System Service” on page 26</a>	Added information on Siebel Server system process.
<a href="#">“Administering the Siebel File System” on page 155</a>	Enhanced this section and added sections on file transfer process.
<a href="#">“Parameters” on page 226</a>	<ul style="list-style-type: none"> <li>■ New for 7.5.3: Added information on two parameters that control component recycling.</li> <li>■ New for 7.5.3: Added information on one parameter that administers connection resiliency.</li> </ul>
<a href="#">“Configuring Session Manager” on page 151</a>	Enhanced this section with further details on Session Manager.
<a href="#">“Siebel Flight Data Recorder Log Files” on page 205</a>	New for 7.5.3: Added this new section on Flight Data Recorder log files.
<a href="#">“Event Types” on page 247</a>	New for 7.5.3: Added four new network event types.
<a href="#">“Event Subtypes” on page 252</a>	New for 7.5.3: Added nine new network event subtypes.

**Table 1. Changes Made in Version 7.5.3**

Topic	Revision
<a href="#">Appendix E, “Using Siebel Diagnostic Data Collector”</a>	New for 7.5.3: Added this new appendix on capturing Siebel environment information using the Siebel Diagnostic Data Collector utility.
<a href="#">“Configuring Memory-Based Server Component Recycling” on page 162</a>	New for 7.5.3: Added information on two new parameters that configure memory-based server component recycling.
<a href="#">“Resetting Siebel Server and AOM Configurations” on page 39</a>	New for 7.5.3: Added information and procedures for new reset Siebel Server and Application Object Manager configurations feature.
<a href="#">“Web Client Communication with Application Object Managers” on page 168</a>	Added a note in Step 3 regarding Application Object Manager data memory limit.

## Version 7.5, Rev. C

**Table 2. Changes Made in Version 7.5, Rev. C**

Topic	Revision
<a href="#">“Component Processes (Shells)” on page 32</a>	Added this new section on component processes (shells).
<a href="#">“Parameter Management Commands” on page 141</a>	Updated functionality details on the Delete Override parameter commands.
<a href="#">“Administering Siebel Server Parameters” on page 111</a>	Added information on Siebel Server parameter functionality.
<a href="#">“Administering Component Parameters” on page 113</a>	Added information on Siebel Server component parameter functionality.
<a href="#">“Siebel Server Parameters” on page 232</a>	<ul style="list-style-type: none"> <li>■ Added details to the definitions of parameters Compression Type and Encryption Type.</li> <li>■ Updated definition of Log Archive Keep parameter.</li> </ul>

**Table 2. Changes Made in Version 7.5, Rev. C**

Topic	Revision
<a href="#">“Siebel Server System Service” on page 26</a>	Added information regarding the shared memory file; moved this section from its former location in <a href="#">“Server System Services”</a> to current location.
<a href="#">“Web Client Communication with Application Object Managers” on page 168</a>	Added this new section describing communication details between the Web client and Application Object Managers.

## **Version 7.5, Rev. B**

**Table 3. Changes Made in Version 7.5, Rev. B**

Topic	Revision
<a href="#">Table 9 on page 108</a>	Added information and table regarding pausable component types.
<a href="#">“Siebel Server Task Administration” on page 102</a>	Updated information in Running tasks bullet; added note and cross-reference in Pausing tasks bullet.
<a href="#">“To pause a running task” on page 140</a>	Added note and cross-reference in this procedure.
<a href="#">“Generic Parameters” on page 234</a>	Added information to the definition of the User Name parameter.
<a href="#">“Synchronizing Server Components” on page 79</a>	Added troubleshooting note to this section.
<a href="#">“Component Log Files” on page 191</a>	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.

## Version 7.5, Rev. A

**Table 4. Changes Made in Version 7.5, Rev. A**

Topic	Revision
<a href="#">“Component Groups” on page 31</a>	Updated definition and information.
<a href="#">“Starting and Shutting Down a Siebel Deployment” on page 45</a>	Added this new section and procedure.
<a href="#">“Assigning and Unassigning Component Groups to Siebel Servers” on page 74</a>	Retitled and updated this section.
<a href="#">“Enabling and Disabling Assigned Component Groups at the Enterprise Level” on page 76</a>	Retitled and updated this section.
<a href="#">“To kill a running task” on page 107</a>	Added this GUI procedure.
<a href="#">“To remove header and footer information from srvmgr command-line output” on page 127</a>	Added this Srvmgr command.
<a href="#">“To add header and footer information to the srvmgr command-line output” on page 127</a>	Added this Srvmgr command.
<a href="#">“To exit the Srvmgr program” on page 127</a>	Added this Srvmgr command.
<a href="#">“List Command Configuration” on page 132</a>	Added this section on Srvmgr commands.
<a href="#">“Configuring Named Subsystems” on page 152</a>	Added information to this section.
<a href="#">“Moving the Siebel File System” on page 161</a>	Added this new section and procedure.
<a href="#">“Determining Application Object Manager Parameter Values” on page 174</a>	Added information to this section.
<a href="#">“Named Subsystems” on page 178</a>	Retitled and added information to this section.
<a href="#">“Siebel Gateway Log File” on page 204</a>	Added this section.
Table 30	Added Siebel Bookshelf cross-references to component descriptions where applicable.

**Table 4. Changes Made in Version 7.5, Rev. A**

Topic	Revision
<a href="#">Table 31</a>	Added 16 new server parameter definitions to this table.
<a href="#">“Parameters” on page 226</a>	Added 16 new parameter descriptions to this section.
<a href="#">Appendix D, “Siebel Web Server Extension Statistics Page”</a>	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 18](#)
- [“Siebel Gateway” on page 21](#)
- [“Siebel Enterprise Server” on page 24](#)
- [“Siebel Server” on page 25](#)
- [“Siebel Server Components” on page 29](#)
- [“Siebel File System and File System Manager” on page 35](#)

## The Siebel Environment

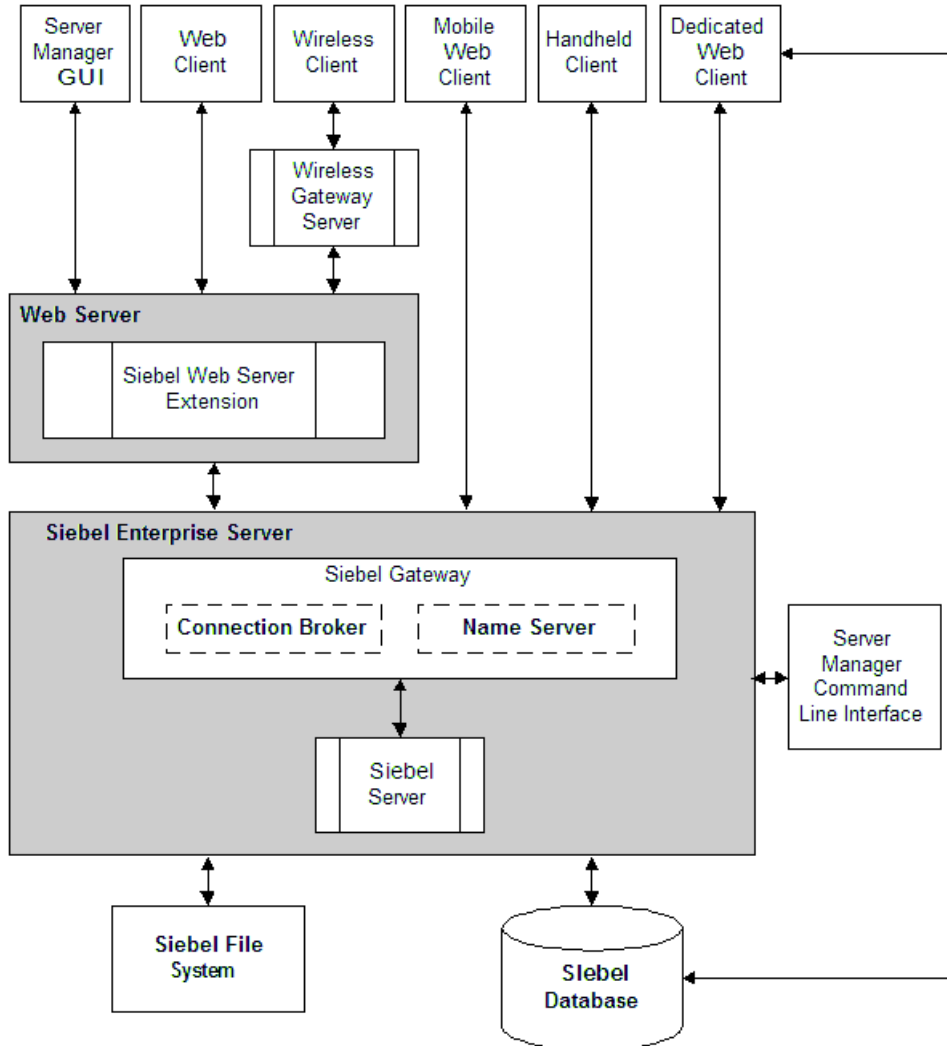
The Siebel eBusiness Applications environment consists of the following entities, listed in [Table 5](#).

**Table 5. Siebel Application Entities**

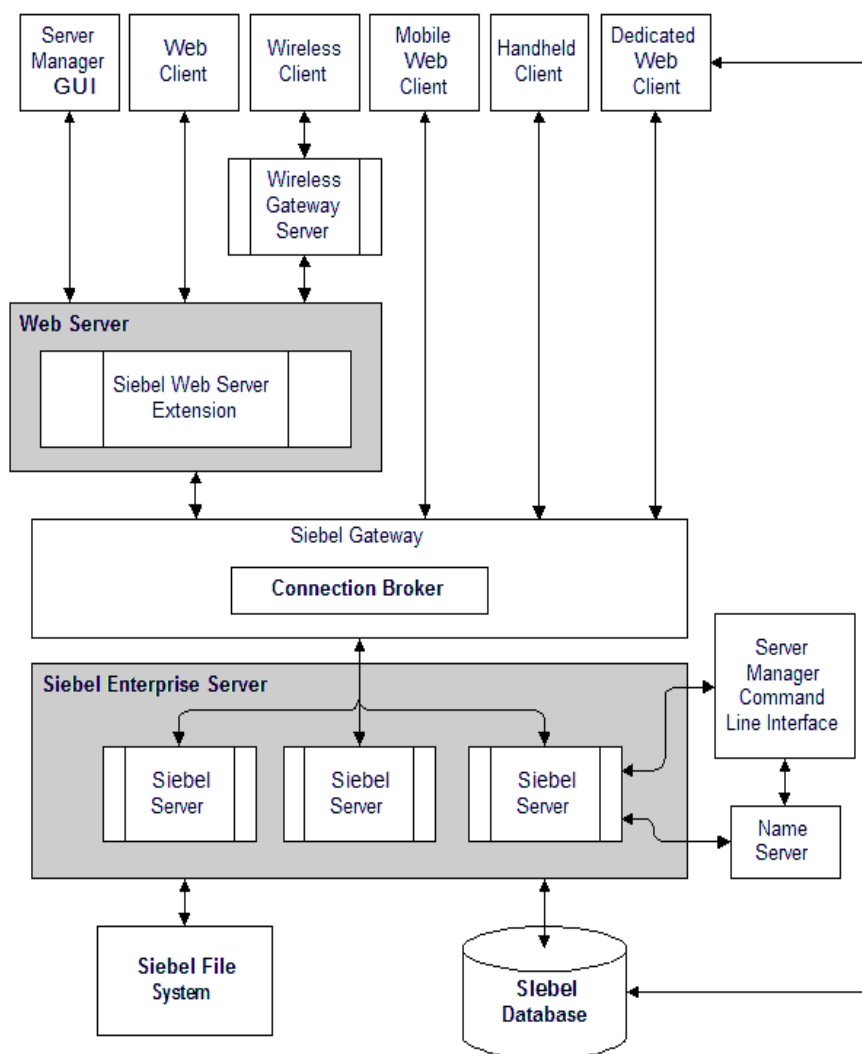
Entity	Comments
Siebel Clients	Includes Siebel Web client, Dedicated Web Client, Wireless Client, Mobile Web Client, handheld client, and Siebel Tools Client. For descriptions of client types, see <i>Siebel Web Client Administration Guide</i> .
Siebel Enterprise Server	Includes the logical grouping of Siebel Servers for a multiple server deployment (for a single Siebel Server and single Web server deployment, the Siebel Enterprise Server contains a single Siebel Server and the Siebel Gateway). The Siebel Enterprise Server, collectively with the Siebel Gateway, provides both batch mode and interactive services to and on behalf of Siebel clients.
Siebel Gateway	Includes the connection broker and name server for a single server deployment. (The name server is a separate entity for multiple server deployments.)
Siebel Database Server	Includes the RDBMS client software and Siebel tables, indexes, and seed data.
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 19](#) and [Figure 2 on page 20](#) 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 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 and a Connection Broker.

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 Enterprise Server configuration information, including:

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

As this information changes—such as during the installation or configuration of a Siebel Server—it is written to the `siebns.dat` file on the Name Server. 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 38](#).

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. Periodically, the Name Server also flushes its current state to the `siebns.dat` file.

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. The system process associated with the Siebel Gateway Name Server is `siebsvc.exe`. Each running Siebel Server has a corresponding Siebel Gateway Name Server system 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.

---

### 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 for Name Server**

Siebel eBusiness Applications supports a number of server clustering technologies that are platform-specific to achieve high-availability for the Name Server. For information on server clustering, see the *Siebel Server Installation Guide* for the operating system you are using.

**Resource Requirements for Name Server**

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. Connection Brokering is an optional service of the Siebel Gateway that uses the Resonate Central Dispatch product to distribute (load-balance) Web-client connection requests from the Web server 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.

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**NOTE:** Batch mode or background mode components are not load balanced by Resonate Central Dispatch. Nor are Mobile Web client connections distributed by Resonate Central Dispatch.

---

**Impact of Failure**

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

**High-Availability Solution for Connection Brokering**

Two servers are specified as Resonate Central Dispatch Schedulers—one acts as the Primary Scheduler and the second 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 for Connection Brokering**

The Connection Broker/Resonate Central Dispatch 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 supports a 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, then the server-specific value overrides the Siebel Enterprise Server setting for the parameter on that server.

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

The Siebel Enterprise Server itself has no processes and, therefore, cannot have a state. 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 62](#).

---

**NOTE:** Make sure server hardware and software requirements meet minimum standards. For more information, see *System Requirements and Supported Platforms*. (Release notes and the system requirements and supported platforms document for Siebel applications can be found on Siebel 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 Siebel File System
- Integration with legacy or third-party data
- Automatic assignment of new accounts, opportunities, service requests, and other records
- Workflow management

The Siebel Server supports both multiprocess and multithreaded components, and can operate components in background, batch, and interactive modes. See [“Siebel Server Components” on page 29](#) for details on Siebel Server components. Many of the Siebel Server components can operate on multiple Siebel Servers simultaneously to support an increased number of users or larger batch workloads.

## Siebel Server System Service

The Siebel Server runs as a system service that monitors and controls the state of every Siebel Server component operating on that Siebel Server. Each Siebel Server is an instantiation of the Siebel Server System Service within the current Siebel Enterprise Server. The Siebel Server runs as a Windows service in a Windows environment and a daemon process in a UNIX environment. The system process associated with the Siebel Server is `siebsvc.exe` on Windows and `siebsvc` on UNIX. Each running Siebel Server has a corresponding Siebel Server system process. For information on administering the Siebel Server System Service, see [“Administering the Siebel Server System Service” on page 50](#).

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

- Retrieves configuration information from the Siebel Gateway. For information on the Siebel Gateway, see [“Siebel Gateway” on page 21](#).
- Creates a shared memory file located in the Administration subdirectory of the Siebel Server root directory on Windows and the Sys subdirectory on UNIX. By default, this file has the name  
`Enterprise_Server_Name.Server_Server_Name.shm`.

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

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

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

---

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

---

- Creates ports dynamically for configured server components (port numbers start at 49150).
- Forks single-threaded and multi-threaded processes for background mode components enabled on the Siebel Server. The previously created ports are inherited to these processes. See [“Component Processes \(Shells\)” on page 32](#) for details on these processes.
- Archives log files by moving the current log folder to the log archive folder.

---

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

---

- Registers with Resonate Central Dispatch and with the Siebel Gateway (in case Resonate Central Dispatch is installed and the Siebel Server is configured to load-balance certain components). For information on Resonate Central Dispatch, see the *Siebel Server Installation Guide* for the operating system you are using.

### Siebel Server Manager

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

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

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

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

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

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

- Command-line interface, or the `svrmgr` 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 65](#).

## Siebel Server Components

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

- [“Component Modes” on page 30](#)
- [“Component Types” on page 30](#)
- [“Component Groups” on page 31](#)
- [“Component Processes \(Shells\)” on page 32](#)

## 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.** You must manually start these components by using the component request process in the Server Manager GUI or by the Server Manager command-line interface. Batch mode components end after the task has been performed. Examples of batch mode components include Database Extract and Enterprise Integration Manager.
- **Interactive mode components.** Interactive mode components start tasks automatically in response to client requests. Interactive mode component tasks execute for as long as the client maintains the session, and end when the client disconnects. Examples of interactive mode components include Synchronization Manager and Application Object Managers.

For a list of Siebel Server components and their associated run modes, see [“Siebel Server Components” on page 214](#).

## 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 214](#).

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 69](#).

---

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

- The unit of deployment on, or assignment to, a Siebel server. In general, you include in a Siebel Server the group of components that are deployed on one or more servers.

- A unit for monitoring functionality of the interrelated components within the group (you can get a summary of the operational status at the component group status, which is determined by the individual states of the constituent components).
- A unit of control, whereby you can make available or unavailable the interrelated components in a single step, such as Siebel Remote or Workflow Management.

Siebel eBusiness Applications provide a number of predefined component groups. For a list of predefined component groups, see [Table 29 on page 207](#).

You can also create your own component groups. For more information, see [“Component Group and Server Component Administration” on page 69](#). For a list of components contained within each component group, see [“Siebel Server Component Groups” on page 207](#).

## 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 6](#), [Table 7](#), and [Table 8](#) define the shell types created in various scenarios.

**NOTE:** To conserve system resources and minimize the number of processes started on the Siebel Server, disable components and component groups that you do not plan to run. See [“Configuring Component Groups and Server Components” on page 69](#) for further details.

**Table 6. Interactive Mode Components**

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

**Table 7. 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 8. Background Mode Components**

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

Examples of Siebel Server shells:

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

- MaxMTServers
- MinMTServers
- MaxTasks
- DfltTasks

See [“Parameters” on page 226](#) and [“Determining Application Object Manager Parameter Values” on page 174](#) 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 194](#) 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 accessible to all Siebel Servers in the Siebel Enterprise. It contains the physical files used by the Siebel clients and Siebel Servers. To gain access to files, Web clients connect to the appropriate Siebel Server to request file uploads or downloads. The Siebel Server then accesses the Siebel File System using the File System Manager (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*.



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 37](#)
- [“Modifying Parameters Using the Server Manager GUI” on page 38](#)
- [“Reinstalling the Siebel Gateway and Siebel Server” on page 39](#)
- [“Resetting Siebel Server and AOM Configurations” on page 39](#)

## 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 and configured 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 Administration folder of the Siebel Gateway root directory. See [“To back up Siebel Gateway Name Server information” on page 134](#) 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 and Shutting Down a Siebel Deployment” on page 45](#) for further information.
- 2 Replace the existing `siebns.dat` file with a working backup file.
- 3 Follow the startup procedures for the Siebel deployment. See [“Starting and Shutting Down a Siebel Deployment” on page 45](#) 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 109](#).

## 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. For details on uninstalling and installing Siebel Servers and the Siebel Gateway, see the *Siebel Server Installation Guide* for the operating system you are using. Uninstall and reinstall these entities in the following sequence:

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

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

## Resetting Siebel Server and AOM Configurations

Running the reset Siebel Server and Application Object Manager feature restores Siebel Server and Application Object Manager (AOM) configurations to a clean install configuration state. All configurations made after installation are removed. The reset feature is run independently for Siebel Servers and AOMs.

Resetting the Siebel Server definition removes configuration changes such as parameter overrides at the Siebel Server or component level, component group assignment, Siebel Server level changes, and changes to enabled components.

Resetting the AOM definition removes configuration changes such as post-installation parameter changes and other user-performed setting changes that were applied to the AOMs.

See the following sections for detailed procedures on running the reset feature.

- [“Resetting Configurations on Windows” on page 40](#)
- [“Resetting Configurations on UNIX” on page 42](#)

After running the Siebel Server or AOM reset configuration, the feature stores two backup data files with names prefixed by pre and post. These data files capture settings before and after the running of the reset configuration feature allowing the user to return to previous configurations if required.

## Resetting Configurations on Windows

Use the following on Windows DOS Command Prompt procedure for resetting the Siebel Server and Application Object Manager configurations to a post-installation state.

### ***Resetting Siebel Server and AOM Configurations from a DOS Command Prompt***

- 1** Navigate to the binary subdirectory within the Siebel Server root directory.  
  
This directory contains the utility `ssincfgw.exe`.
- 2** Run the utility `ssincfgw.exe` including the path to the configuration file `reset_server.scm` or `reset_oms.scm`. Add other parameters as necessary. An example command follows:



```
ssincfgw.exe -l enu -f siebel_server_root\admin\reset_server.scm
-logevents all
```

where:

-l = language code

-f = path to .scm file

-logevents = logging setting

The Siebel Software Configuration utility launches.

- 3** When prompted, enter the following information into the Siebel Software Configuration utility based on which reset configuration file you are using:

reset_server.scm	reset_oms.scm
■ Siebel Gateway name	■ Siebel Gateway name
■ Siebel Enterprise name	■ Siebel Enterprise name
■ Siebel Server name	■ The Application Object Manager to reset
■ Remote Search Server name	
■ Remote Search Port number	

- 4** Verify that the configuration settings have reset.

The following Siebel Gateway Name Server data backup files appear in the Administration folder of the Siebel Server root directory after resetting server and AOM configurations:

```
■ pre_reset_enterprise_server.dat ■ pre_resetom.dat
■ post_reset_enterprise_server.dat ■ post_resetom.dat
```

Use these files to return to previous configuration settings if necessary.

## Resetting Configurations on UNIX

Use the following UNIX procedure for resetting the Siebel Server and AOM configuration to a post-installation state.

### **Resetting Siebel Server and AOM Configurations on UNIX**

- 1** Run the `siebenv.sh` or `siebenv.csh` scripts to set Siebel environment variables. For more information on these scripts, see the *Siebel Server Installation Guide* for the operating system you are using.
- 2** Navigate to the `$SIEBEL_ROOT/bin` directory.  
  
This directory contains the utility `icfg`.
- 3** Run the utility `icfg` including the path to the configuration file `reset_server.scm` or `reset_oms.scm`. Add other parameters as necessary. An example command follows:

```
icfg -l enu -f $SIEBEL_ROOT/admin/reset_server.scm -logevents all
```

where:

`-l` = language code

`-f` = path to `.scm` file

`-logevents` = logging setting

The Siebel Configuration Line Mode utility launches.

- 4** When prompted, enter values into the Siebel Configuration Line Mode utility based on which reset configuration file you are using.

**5** Verify that the configuration settings have reset.

There are two Siebel Gateway Name Server data backup files that appear in the Sys folder of the Siebel Server root directory after resetting server or AOM configurations:

- `pre_reset_enterprise_server.dat` ■ `pre_resetom.dat`
- `post_reset_enterprise_server.dat` ■ `post_resetom.dat`

Use these files to return to previous configuration settings if necessary.



This chapter describes the sequence in which to start up and shut down your Siebel deployment, as well as the procedures required to start, stop, and administer the Siebel Gateway System Service and the Siebel Server System Service. See the following sections for details:

- [“Starting and Shutting Down a Siebel Deployment” on page 45](#)
- [“Administering the Siebel Gateway System Service” on page 47](#)
- [“Administering the Siebel Server System Service” on page 50](#)

## Starting and Shutting Down a Siebel Deployment

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

### **To start a Siebel deployment**

- 1** Start the Siebel Database Server.

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

- 2** Start the Siebel Gateway System Service.

Refer to [“Administering the Siebel Gateway System Service” on page 47](#) for detailed information on this procedure.

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

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

- 5 Start the Siebel Server System Service.

The Siebel Server must connect to the Siebel Gateway and Siebel Database on startup. Refer to [“Administering the Siebel Server System Service” on page 50](#) for detailed information on starting the Siebel Server System Service.

#### **To shut down a Siebel deployment**

- 1 Shut down the Siebel Server System 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 50](#) for detailed information on the shutdown procedure.

---

**NOTE:** To make sure server components shut down properly, shut down Siebel Servers before shutting down the Siebel Server System Service. See [“Siebel Server Management Commands” on page 134](#) for the command-line interface command. See [“Shutting Down the Siebel Server” on page 68](#) for the GUI-based command.

---

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

- 3 Shut down the Siebel Gateway service.

For detailed information on this procedure, see [“Administering the Siebel Gateway System Service” on page 47](#).

---

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

---

- 4 Shut down the Siebel Database.

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 21](#). For details on administering the Siebel Gateway System Service, on Windows, see [“Siebel Gateway System Service on Windows 2000”](#). For details on administering the Siebel Gateway System Service on UNIX, see [“Siebel Gateway System Service on UNIX” on page 48](#).

### 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***

- 1** Log in as the Siebel Service owner user.



- 2 Run the `siebenv.sh` or `siebenv.csh` script to set Siebel environment variables. For more information on these scripts, see the *Siebel Server Installation Guide* for the operating system you are using.

- 3 Enter:

```
start_ns
```

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

```
start_ns -r siebel_root
```

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

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

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

- 3 Enter:

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

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

```
stop_ns -r siebel_root
```

Typically, you do not need to use this switch, because the `SIEBEL_ROOT` environment variable is set by the `siebenv.csh` (or `siebenv.sh`) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Gateway 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 26](#).

## 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**

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

```
start_server siebel_server_name
```

where:

*siebel\_server\_name* = Name of the Siebel Server

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

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

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

```
start_server all
```

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

```
start_server -r siebel_root
```

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

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

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

**3** Enter:

```
stop_server siebel_server_name
```

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

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

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

```
stop_server all
```

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

```
stop_server -r siebel_root
```

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

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

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

You do not need to use this switch if the `SIEBEL_ENTERPRISE` environment variable is set in the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel Enterprise Server name to 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
```

- 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
```

---

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

---

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

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

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

```
reset_server all
```

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

```
reset_server -r siebel root
```

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

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

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

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

To reset the System Services for the `prod01` Server in the `siebel` 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.



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” on page 62](#)
- [“Siebel Enterprise Server Administration” on page 62](#)
- [“Component Group and Server Component Administration” on page 69](#)
- [“Component Job Administration” on page 93](#)
- [“Component Request Administration” on page 95](#)
- [“Siebel Server Task Administration” on page 102](#)
- [“Parameter Administration” on page 109](#)
- [“State Value Administration” on page 116](#)
- [“Statistic Administration” on page 118](#)

## 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* and *Security Guide for Siebel eBusiness Applications*.

---

## 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 the following sections for details:

- [“Siebel Enterprise Server” on page 24](#) for information on the Siebel Enterprise Servers.
- [“Starting the Siebel Enterprise Server”](#) for information on starting the Siebel Enterprise Server.
- [“Shutting Down the Siebel Enterprise Server” on page 64](#) for information on shutting down the Siebel Enterprise Server.

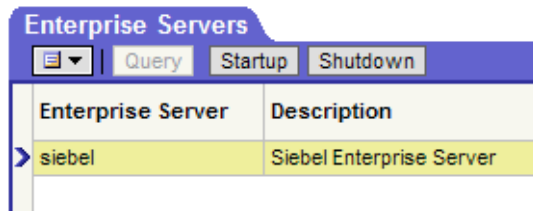
## Starting the Siebel Enterprise Server

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 50](#).



## 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 25](#). To perform these actions using the command-line interface, see [“Siebel Server Manager Commands” on page 124](#).

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 128](#).

## 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 50](#).

---

### **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 124](#).

# 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 124](#).

---

**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 50](#).

---

# 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 83](#)

For information about Siebel Server components, see [“Siebel Server Components” on page 29](#).

## Configuring Component Groups and Server Components

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

- [“Creating Component Groups” on page 69](#)
- [“Creating Defined Components” on page 70](#)
- [“Assigning and Unassigning Component Groups to Siebel Servers” on page 74](#)
- [“Enabling and Disabling Assigned Component Groups at the Enterprise Level” on page 76](#)
- [“Synchronizing Server Components” on page 79](#)
- [“Reconfiguring Server Components” on page 80](#)

### Creating Component Groups

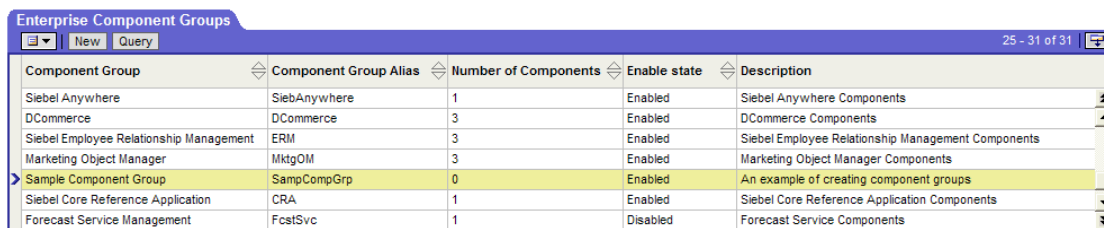
If you want to create your own defined components and assign them to component groups other than the predefined ones, then you will first need to create component groups before creating the defined components. Component groups allow you to run related tasks and administer related components in logical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



The screenshot shows the 'Enterprise Component Groups' window with a table listing various component groups. The 'Sample Component Group' is highlighted in yellow, indicating it is the current record being viewed or edited. The table has columns for Component Group, Component Group Alias, Number of Components, Enable state, and Description.

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 72](#)) 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.

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 137](#).

---

**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 79](#).

---

#### **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 69](#).

---

**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 50](#).



The values of fixed parameters can be changed during component reconfiguration. See [“Reconfiguring Server Components” on page 80](#) 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.

Component Definitions					
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					
Parameter		Fixed	Value	Data Type	Parameter Type
Honor MaxTasks Parameter			False	Boolean	Subsystem
Language Independent Routing			False	Boolean	Subsystem
Siebel File System			\\qaserver\dfs-qa\7.5	String	Subsystem
Language Code			ENU	String	Subsystem
SRB RequestId			0	String	Subsystem
Sleep Time			60	Integer	Subsystem
16K Tablespace Name				String	Subsystem

**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.

### 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 76](#) for further details.

---

**NOTE:** 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 137](#).

---

**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 50](#).

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

Component Groups				
Query				
25 - 31 of 31				
Component Group	Enable State	Number of Components	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	

Enterprise Servers				
Enterprise Component Tasks				
Enterprise Tasks				
Component Group Assignment				
Component Requests				
Repeating Component Requests				
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 50](#).

#### **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 74](#).

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 135](#) for further information.

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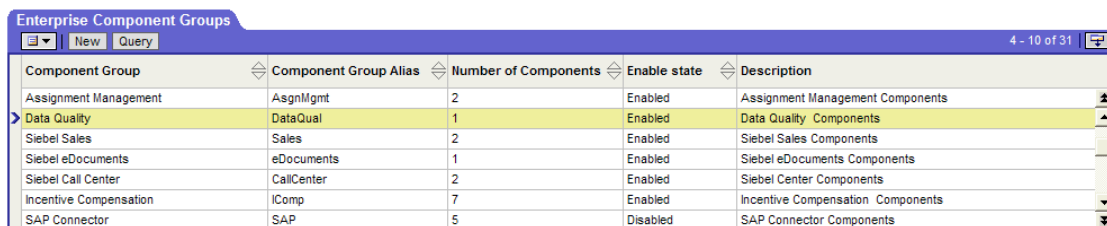
**NOTE:** To reduce unnecessary consumption of server resources on a given Siebel Server, it is suggested to unassign or disable component groups that are not intended to operate on that server. Also, any component groups that are not specifically intended for a Siebel Server should not be enabled initially 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 79](#).
- 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 50](#).

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

**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.

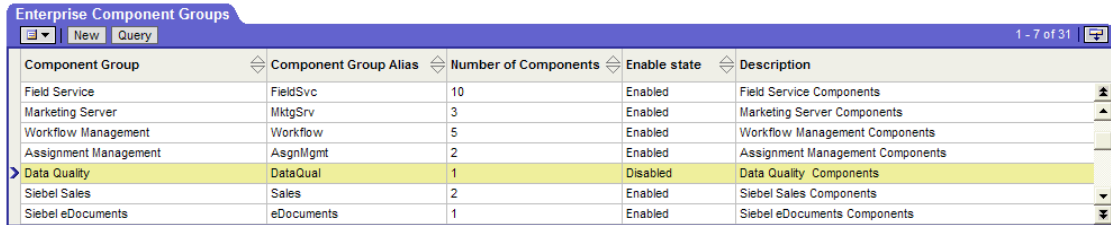
- 5 Synchronize batch-mode Siebel Server components.

For information on synchronizing Siebel Server components, see [“Synchronizing Server Components” on page 79](#).

- 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 50](#).

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
<b>Data Quality</b>	<b>DataQual</b>	<b>1</b>	<b>Disabled</b>	<b>Data Quality Components</b>
Siebel Sales	Sales	2	Enabled	Siebel Sales Components
Siebel eDocuments	eDocuments	1	Enabled	Siebel eDocuments Components

**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

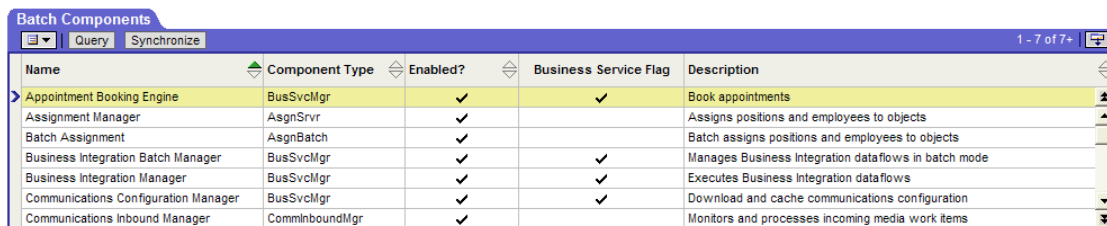
- 1 Navigate to the Enterprise Configuration screen.
- 2 Click the Batch Component Admin view tab.
- 3 In the Batch Components list, click Synchronize.

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 50](#).

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 configuration 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 82 shows an example of reconfiguring the Assignment Manager Siebel Server component.

The screenshot displays the Siebel Server Manager GUI. The top pane shows the 'Component Definitions' table, and the bottom pane shows the parameter configuration table for the selected component.

Component Type	Definition State	Component Group	Description
Appointment Booking Service	Active	Field Service	Book appointments
<b>AsgnSrvr</b>	<b>Active</b>	<b>Assignment Management</b>	<b>Assigns positions and employees</b>
AsgnBatch	Active	Assignment Management	Batch assigns positions and empl
EAI Business Integration Manag	Active	Enterprise Application Integration	Manages Business Integration da
EAI Business Integration Manag	Active	Enterprise Application Integration	Executes Business Integration da
AppObjMgr	Active	Siebel Call Center	Siebel Call Center Object Manager
Client Administration	Active	System Management	Manages license enforcement.

Value	Data Type	Parameter Type	Description
False	Boolean	Subsystem	When a component reaches MaxTasks, stop accepting SRM requests
False	Boolean	Subsystem	Route requests independently of language code
\\qaserver\fs-qal7.5	String	Subsystem	Siebel File System pathname
ENU	String	Subsystem	Three-letter language code for the component processes
0	String	Subsystem	SRB Request Identifier
60	Integer	Subsystem	Time to sleep between iterations (in seconds)
	String	Subsystem	16K Tablespace name for the Siebel database schema tables (platform-specific)

**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.

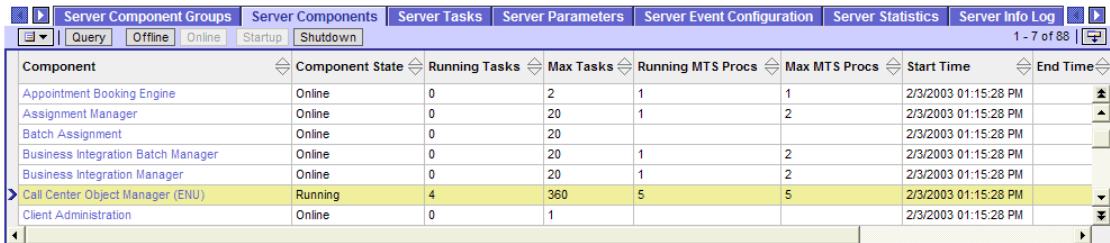
Use the Server Components view to change component states. To change component states using the command-line interface, see [“Component Definition Commands” on page 137](#).

#### **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	

**Figure 11. Starting an Assigned Component**

#### **To enable an assigned component**

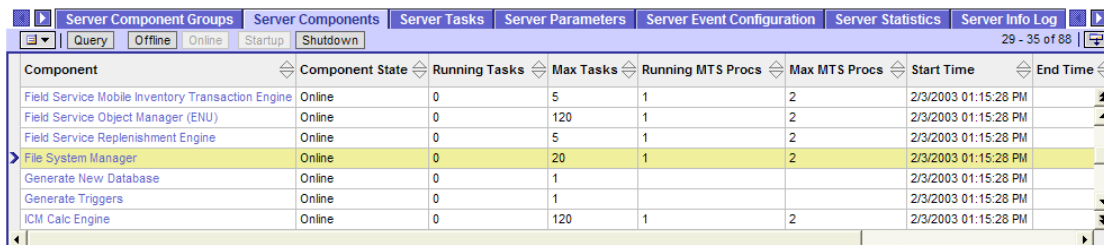
- 1 Navigate to the Siebel Servers screen.
- 2 Click the Server Components view tab.
- 3 In the Server Components list, select the assigned component you want to make available.
- 4 Click Online.

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

## Using the Siebel Server Manager GUI

### Component Group and Server Component Administration

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



The screenshot shows the Siebel Server Manager GUI with the 'Server Components' tab selected. The 'Component State' column shows 'Online' for the 'File System Manager' component, which is highlighted in yellow. The 'Running Tasks' column shows '0', 'Max Tasks' shows '20', 'Running MTS Procs' shows '1', and 'Max MTS Procs' shows '2'. The 'Start Time' is '2/3/2003 01:15:28 PM' and 'End Time' is empty.

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	

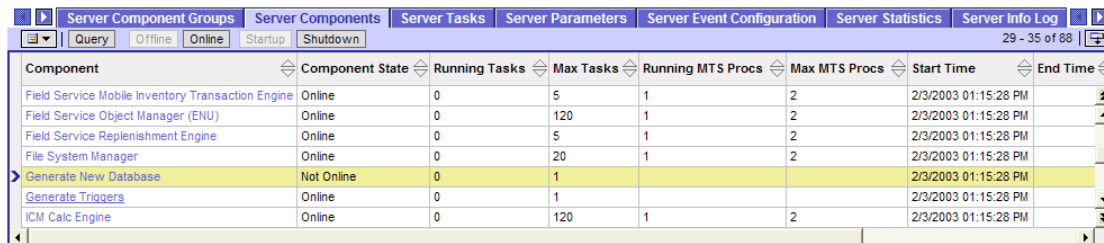
**Figure 12. Enabling an Assigned Component**

#### 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.



The screenshot shows the Siebel Server Manager GUI with the 'Server Components' tab selected. The 'Component State' column shows 'Not Online' for the 'Generate New Database' component, which is highlighted in yellow. The 'Running Tasks' column shows '0', 'Max Tasks' shows '1', 'Running MTS Procs' shows '0', and 'Max MTS Procs' shows '0'. The 'Start Time' is '2/3/2003 01:15:28 PM' and 'End Time' is empty.

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	

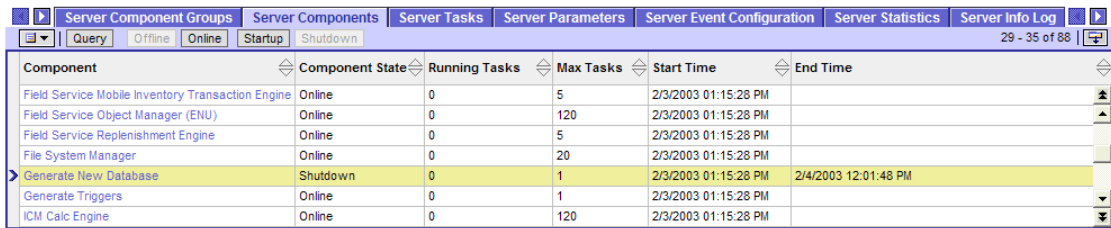
**Figure 13. Disabling an Assigned Component**

**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 ( $\text{NumRestart} * \text{MinUpTime}$ ). If a component instance cannot be restarted after this time interval, no new restart will be attempted (therefore, the component instance will not be running). For descriptions of these parameters, see [“Parameters” on page 226](#).

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 109](#).

### 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 226](#). 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 88](#). For information on configuring parameters, see [“Parameter Administration” on page 109](#).

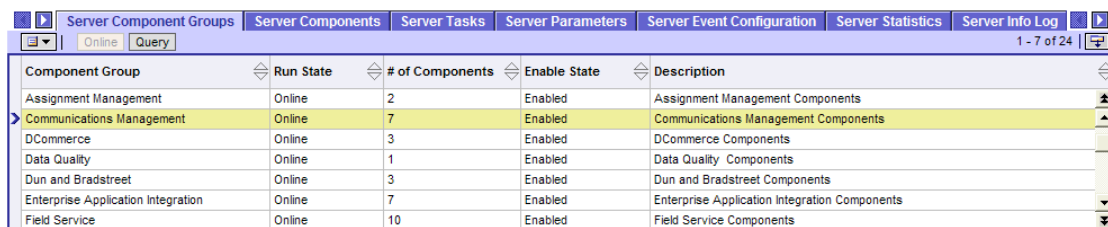
## **Administering Component Groups**

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.
- 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 65](#).

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

Component Job Definitions

Query

1 - 1 of 1

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

Enterprise Component Groups

Enterprise Profile Configuration

Component Definitions

Component Job Definitions

Batch Component Admin

Enterp

Query

1 - 1 of 1

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 79](#) 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.

The screenshot displays the Siebel Server Manager GUI for defining component requests. The top section, titled 'Component Request Parameters', contains various input fields for configuring a request. The bottom section, also titled 'Component Request Parameters', shows a table with parameters.

Name	Value	Required?	Fixed?
Configuration file	default.ifb		

**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 102](#).

---

**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 9 on page 108](#) 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 [“List Commands” on page 128](#).

### ***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.

Components							
Query							
1 - 7 of 88							
Siebel Server	Name	Component St	Running Tasks	Running MTS P	Start Time	End Time	
SDC6000I013	Appointment Booking Engine	Online	0	1	2/3/2003 01:15:28 P		
SDC6000I013	Assignment Manager	Online	0	1	2/3/2003 01:15:28 P		
SDC6000I013	Batch Assignment	Online	0		2/3/2003 01:15:28 P		
SDC6000I013	Business Integration Batch Manager	Online	0	1	2/3/2003 01:15:28 P		
SDC6000I013	Business Integration Manager	Online	0	1	2/3/2003 01:15:28 P		
SDC6000I013	Call Center Object Manager (ENU)	Running	5	5	2/3/2003 01:15:28 P		
SDC6000I013	Client Administration	Online	0		2/3/2003 01:15:28 P		

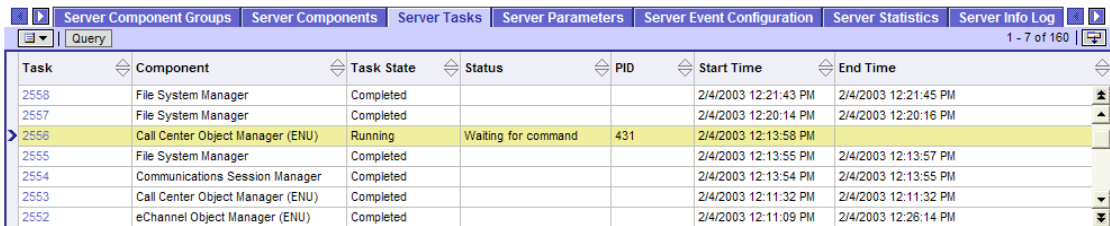
  

Component Tasks							
Query							
1 - 7 of 36							
Task	Task State	Status	PID	Parent Task ID	Start Time	End Time	
2556	Running	Waiting for command	431		2/4/2003 12:13:58 PM		
2553	Completed				2/4/2003 12:11:32 PM	2/4/2003 12:11:32 PM	
2533	Completed				2/4/2003 11:58:36 AM	2/4/2003 12:13:57 PM	
2527	Completed				2/4/2003 11:54:50 AM	2/4/2003 12:21:45 PM	
2512	Completed				2/4/2003 11:39:28 AM	2/4/2003 12:04:59 PM	
2511	Completed				2/4/2003 11:39:14 AM	2/4/2003 11:39:14 AM	
2476	Running	Waiting for command	425		2/4/2003 11:35:02 AM		

**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 139](#).



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 12:28:14 PM

**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 9](#) lists the component types and the predefined components that have this feature.

**Table 9. 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 111](#)
- [“Administering Component Parameters” on page 113](#)
- [“Administering Task Parameters” on page 114](#)

### 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**

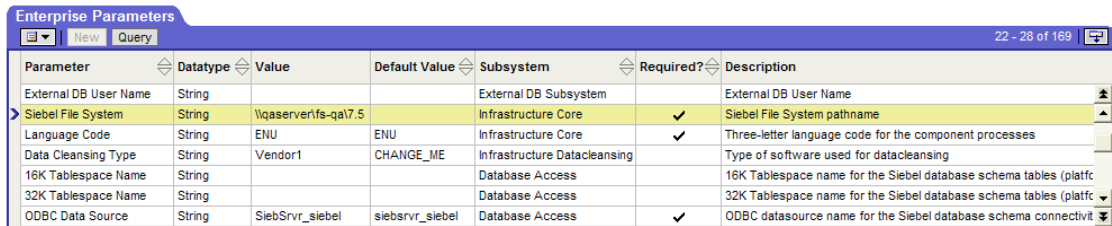
- 1** Navigate to the Enterprise Configuration screen.
- 2** Click the Enterprise Parameters view tab.
- 3** In the Enterprise Parameters list, change the values of the parameters you want to modify.
  - a** Select the parameter that you want to modify.
  - b** In the Value field, type in the new value.
  - c** Click the menu button and then Save Record.

For a list of enterprise parameters and their related attributes, see [“Parameters” on page 226](#).

- 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 62](#).

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



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 (platfc
32K Tablespace Name	String			Database Access		32K Tablespace name for the Siebel database schema tables (platfc
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 142](#).

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 141](#).

### 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 226](#).

- 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 65](#).

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

Server Component Groups   Server Components   Server Tasks   Server Parameters   Server Event Configuration   Server Statistics   Server Info Log					
New Query		110 - 116 of 281			
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 142](#).

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 226](#).

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

Components							
Query							
34 - 40 of 88							
Siebel Server	Name	Component State	Running Tasks	Running MTS Procs	Start Time	End Time	
SDC6000I013	Generate Triggers	Online	0		2/3/2003 01:15:28 PM		
SDC6000I013	ICM Calc Engine	Online	0	1	2/3/2003 01:15:28 PM		
SDC6000I013	ICM CalcWkbk Import	Online	0	1	2/3/2003 01:15:28 PM		
SDC6000I013	ICM Container Calculation	Online	0	2	2/3/2003 01:15:28 PM		
SDC6000I013	ICM Container Recalculation	Online	0	2	2/3/2003 01:15:28 PM		
SDC6000I013	ICM Order Import	Online	0	1	2/3/2003 01:15:28 PM		
SDC6000I013	ICM Quota Import	Online	0	1	2/3/2003 01:15:28 PM		

Component Tasks							
Component Event Configuration							
Component State Values							
Component Statistics							
Component Parameters							
Query							
1 - 7 of 51							
Parameter	Type	Effective	Current Value	Value on Restart	Subsystem	Description	
16K Tablespace Name	String	✓			Database Access	16K Tablespace name for the Siebel database schema tables (platform	
32K Tablespace Name	String	✓			Database Access	32K Tablespace name for the Siebel database schema tables (platform	
Alert Level	Integer	✓	3	3	Event Logging	Alert Level for tracing start/stop/cancel/killed/successful processes	
Auto Restart	Boolean	✓	True	True	Process Management	This component is restartable automatically	
Communication Transport	String	✓	TCPIP	TCPIP	Networking	Name of the transport type for network communications	
Compression Type	String	✓	NONE	NONE	Networking	Type of compression for network communications (NONE, ZLIB or PKV)	
DataBase Rollback Segment Name	String	✓			Database Access	Name of the Rollback segment to be used for DB connections	

**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 226](#).

[Figure 26 on page 115](#) shows an example of the Task Parameters view.

Tasks									
Query									
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	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						
Query						
1 - 7 of 254						
Parameter	Type	Dynamic?	Current Value	Subsystem	Description	
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 [“List Commands” on page 128](#).

### **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 243](#).

Figure 27 shows an example of the Component State Values view.

Component Tasks   Component Event Configuration <b>Component State Values</b> Component Statistics   Component Parameters				
Query 1 - 7 of 12				
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	

**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 243](#).

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

Task Parameters <b>Task State Values</b> Task Statistics   Task Information Log				
Query 1 - 7 of 16				
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/Script 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	

**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 128](#).

### 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 244](#).

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

Server Component Groups   Server Components   Server Tasks   Server Parameters   Server Event Configuration   <b>Server Statistics</b>   Server Info Log			
Query 1 - 7 of 37			
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 244](#).

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

Component Tasks   Component Event Configuration   Component State Values   <b>Component Statistics</b>   Component Parameters			
Query 1 - 7 of 31			
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)

**Figure 30. Viewing Component Statistics**

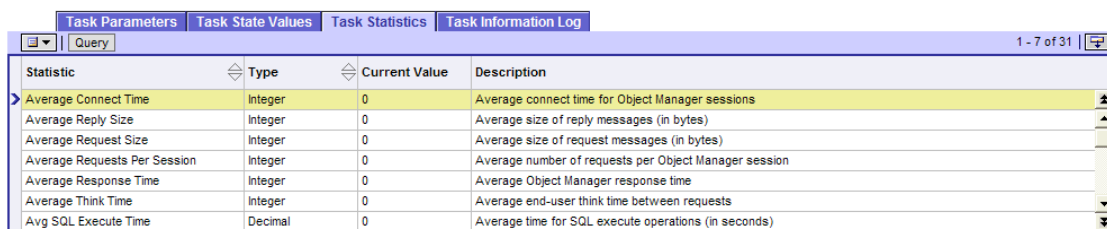
#### To view task statistics

- 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 244.

Figure 31 shows an example of the Task Statistics view.



Task Parameters Task State Values Task Statistics Task Information Log			
Query	1 - 7 of 31		
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 `svrmgr` program. An overview of the `svrmgr` 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” on page 121](#)
- [“Siebel Server Manager Commands” on page 124](#)

---

**NOTE:** To access and use the Siebel Server Manager command-line interface you must have administrative responsibilities defined by the Siebel application and have a user definition in the database.

---

## Starting the Siebel Server Manager Command-Line Interface

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

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

---

**NOTE:** The `svvredit` and `svrupg` 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 11 on page 123](#).

---

**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 10](#) 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 10](#) on a UNIX server, you would enter:

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

**Table 10. Example Parameters for Starting the *srvrmgr* Program**

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

Table 11 lists the command-line flags available for the `svrvmgr` program.

**Table 11. Command-Line Flags for `svrvmgr`**

Windows Flag	UNIX Flag	Parameter	Description	Required
/b	-b		Batch mode (use with /i to indicate exit when an error is encountered)	N
/c	-c	<i>"command"</i>	Executes a single command (the command must be bounded within double quotes)	N
/e	-e	<i>entrpr_server</i>	Siebel Enterprise Server name	Y
/g	-g	<i>gateway_server</i>	Network address of the Siebel Gateway machine	Y
/h or /?	-h or -?		Prints a help/usage message	N
/i	-i	<i>input_file</i>	Gets commands from the input file	N
/k	-k	<i>delimiter</i>	Use delimiter specified to parse columns in output file	N
/l	-l	<i>language</i>	Language code (default is ENU)	N
/m	-m		Compression enabled	N
/o	-o	<i>output_file</i>	Logs information of server process (such as type of task, task number, task status, start and end time) to the specified file	N
/p	-p	<i>password</i>	Siebel Server administrator password	Y
/r	-r		Encryption for network packets enabled (default is N)	N
/s	-s	<i>siebel_server</i>	Siebel Server name (the default is all servers)	N
/u	-u	<i>username</i>	Siebel Server administrator username	Y

## 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

## 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 128](#).

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
```

## Siebel Server Manager Environment Commands

Use environment commands to set the Siebel Server Manager environment variables, which control the current Siebel Server Manager session.

### **To set the current working Siebel Server**

- Enter:

```
set server siebel_server_name
```

This command works only if you did not specify a Siebel Server when executing the `srvrmgr` program by using the `-s` flag.

### **To unset (clear) the current working Siebel Server**

- Enter:

```
unset server
```

This command works only if you did not specify a Siebel Server when executing the `srvrmgr` program by using the `-s` flag.

### **To show the environment variables**

- Enter:

```
show
```

### **To show an individual environment variable**

- Enter:

```
show variable_name
```

### **To spool output to a file**

- Enter:

```
spool output_file
```

### **To stop spooling to a file**

- Enter:

```
spool off
```

***To read commands from a file***

- Enter:

```
read input_file
```

***To refresh the Siebel Enterprise Server connections***

- Enter:

```
refresh enterprise
```

The refresh Siebel Enterprise Server command closes all connections to the existing Siebel Servers and creates new connections to these servers.

***To remove header and footer information from srvmgr 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 srvmgr commands.

***To add header and footer information to the srvmgr command-line output***

- Enter:

```
set header true
```

```
and
```

```
set footer true
```

***To exit the Srvmgr program***

- Enter:

```
exit
```

```
or
```

```
quit
```

To save any configuration changes prior to exiting, see [“To back up Siebel Gateway Name Server information” on page 134](#).

## 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 [“Siebel Server Manager Environment Commands” on page 126](#).

---

#### **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 226](#).

---

- 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 [“Siebel Server Manager Environment Commands” on page 126](#).

---

#### **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 [“Siebel Server Manager Environment Commands” on page 126](#).

---

#### **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 [“Siebel Server Manager Environment Commands” on page 126](#).

---

## List Command Configuration

The following commands modify or configure the output for the list commands described in [“List Commands” on page 128](#).

#### **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 *svrmgr* 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 file name is not specified, the backup file is named with the date and time in the format `siebns.dat_yyyymmdd_hhmmss`. This file is stored in the Administration directory of the Siebel Server root directory on Windows and the Sys directory of the Siebel Server root directory on UNIX.

## 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 50](#).

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 50](#).

---

**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 50](#).

#### **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 50](#).

#### **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 135](#) 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 short name of the component group is required for the component group parameter. See [Table 30 on page 214](#) 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 9 on page 108](#) 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. For more information on Named Subsystem, see [“Configuring Named Subsystems” on page 152](#) and [“Named Subsystems” on page 178](#).

#### **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
```



## Server Manager Command-Line Preferences

You can create aliases for commands and configure list commands to return specific columns. These can be saved in a preferences file which is available to load the next time you open a Siebel Server manager session. The preferences file is stored in the same directory as the Server Manager program. [“Starting the Siebel Server Manager Command-Line Interface” on page 121](#) for the location of the Server Manager program.

### **To create an alias for a command**

- Enter:

```
alias alias command_name
```

For example, the following command creates an alias lc for the command list components:

```
srvrmgr> alias lc list components
```

### **To delete an alias for a command**

- Enter:

```
unalias alias
```

### **To list the columns returned for a list command**

- Enter:

```
configure list_command
```

### **To configure a list command to show specific columns**

- Enter:

```
configure list_command show column1, column2, column3...
```

For example, the following command configures the “list components” command to return the component name column only.

```
srvrmgr> configure list components show CC_NAME
```

### **To save preferences**

- Enter:

```
save preferences
```

Preferences are saved in the same directory as the Server Manager program.

### ***To load preferences***

■ Enter:

```
load preferences
```

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

- [“Administering Server Request Broker” on page 147](#)
- [“Configuring Session Manager” on page 151](#)
- [“Configuring Named Subsystems” on page 152](#)
- [“Administering the Siebel File System” on page 155](#)
- [“Configuring Memory-Based Server Component Recycling” 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 from 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 149](#) 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 (alias MaxTasks) 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 50](#).

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

Components							
Query							
62 - 68 of 88							
Siebel Server	Name	Component State	Running Tasks	Running MTS Procs	Start Time	End Time	
SDC6000I013	Server Request Broker	Running	16	1	2/3/2003 01:15:28 PM		
SDC6000I013	Server Request Processor	Running	2	1	2/3/2003 01:15:28 PM		
SDC6000I013	Service Order Fulfillment Engine	Online	0	1	2/3/2003 01:15:28 PM		
SDC6000I013	Service Order Part Locator Engine	Online	0	1	2/3/2003 01:15:28 PM		
SDC6000I013	Siebel Mobile Connector Object Manager (ENU)	Online	0	1	2/3/2003 01:15:28 PM		
SDC6000I013	Siebel Product Configuration Object Manager (ENU)	Online	0	1	2/3/2003 01:15:28 PM		
SDC6000I013	Siebel Sales Wireless (ENU)	Online	0	1	2/3/2003 01:15:28 PM		

Component Parameters							
Query							
57 - 63 of 63							
Parameter	Type	Effective	Current Value	Value on Restart	Subsystem	Description	
Maximum Tasks	Integer		100	200	Process Management	Maximum number of running tasks for a service	
Number of Sessions per SISNAPI C	Integer		20	20	Interactive	How many sessions will be multiplexed through each SISNAPI connect	
Recycle Factor	Integer		0	0	Multi-Threading	Recycle this process after running the maximum threads times this fact	
Routing Key Length	Integer		30	30	Key Based Routing	The size of the routing key	
Static Port Number	Integer		0	0	Networking	Static TCP/IP port number used by the service or the Siebel Connection	
Use Batch Registration Mode	Boolean		True	True	Load Balancing	Use Batch mode to register CDAction commands	
Use Unique Routing Keys	Boolean		True	True	Key Based Routing	If TRUE, uniqueness will be enforced within the Siebel Application Ser	

**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
- Workflow Manager

If either of the Server Request Broker or Server Request Processor components become unavailable for any reason, the ability for intercomponent request execution 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 parameters Default Tasks (alias DfltTasks), Default Processes (alias DfltProcs), and Auto-Restart (alias AutoRestart).

## Configuring Session Manager

Session Manager is a layer in the Siebel Web Server Extension (SWSE) that manages TCP/IP (SISNAPI) connections between Web servers and Siebel Servers. (SISNAPI is a Siebel-proprietary communication protocol between the Web server and the Siebel Server; the acronym stands for Siebel Internet Session API (Application Program Interface)). Session Manager funnels multiple client connections from the Web server to the Siebel Server through a single connection. By using Session Manager, network sessions can be multiplexed through fewer SISNAPI connections.

---

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

---

When a client requests a new session, the SWSE receives the HTTP request from the Web server, translates the request into SISNAPI messaging format, and invokes Session Manager to obtain a physical connection to the Siebel Server. Session Manager creates a new, temporary SISNAPI connection, which is load-balanced to an available Siebel Server. After this temporary connection is made to a Siebel Server, Session Manager checks to see if there is open, existing SISNAPI connection between the local Web server and this Siebel Server. If a connection is found with room available for a new session, then the temporary connection is dropped and the existing connection is used for this new user session. If a connection is not available, then the temporary connection is retained. (Each physical connection can accommodate multiple user sessions.) The parameter Number of Sessions per SISNAPI Connection (alias SessPerSisnConn) controls the maximum number of sessions allotted on each connection to the Siebel Server and, indirectly, the number of open connections.

After Session Manager opens a connection to the Siebel Server, connections are closed based on the time the connection remains idle. The parameter SISNAPI Connection Maximum Idle Time (alias ConnIdleTime) controls this feature. Upon reaching the configured idle period, the connection is disconnected by the Application Object Manager process. An additional benefit of this parameter is to manage connections that pass through a firewall placed between the Web server and the Siebel Server. As firewalls block idle connections, the ConnIdleTime parameter can be configured to disconnect idle connections before they are blocked by the firewall. This setting avoids future connection problems between the Web server and the Siebel Server.

---

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

---

For further details on communication between the client and the Siebel application, see [“Web Client Communication with Application Object Managers” on page 168](#).

Parameters that modify Session Manager and SISNAPI connections are available for each component at the component level. For details on these and other parameters, see [“Parameters” on page 226](#). For information on modifying component parameters, see [“Administering Component Parameters” on page 113](#).

## 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 178](#).

Named Subsystem parameters override parameters set at the Enterprise Server, Siebel Server, and server component levels. See [“Parameter Administration” on page 109](#) for further details on setting parameters.



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 142](#).

**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.

The screenshot displays two windows from the Siebel Server Infrastructure Administration interface. The top window, titled 'Component Profiles', shows a table of named subsystems. The bottom window, titled 'Enterprise Profile Configuration', shows a table of parameters for the selected subsystem.

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

Parameter Alias	Data Type	Value
RestrictPrimaryJoin	Boolean	False
DSCaption	String	
DSCaseInsensitiveFlg	Boolean	True
DSChartImageFormat	String	
DSChartServer	String	
DSCurrentSQLID	String	SSEROLE
DSConnectionString	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, which is network-accessible to the Siebel Server that contains the physical files used by Siebel clients. To gain access to files, Web clients connect to the appropriate Siebel Server to request file uploads or downloads. The Siebel Server then accesses the Siebel File System using the File System Manager (FSM) component. File System Manager processes these requests through interaction with the Siebel File System directory. See [“File Upload Transfer Process” on page 156](#) and [“File Download Transfer Process” on page 156](#) for further data transfer details.

Files stored in the Siebel File System are compressed at the Siebel Server-level and appended with the extension `.saf`. (The file size displayed in the GUI represents the size of the compressed `.saf` file, not the actual file size.) The Siebel File System storage location of the compressed files is set by the Siebel Enterprise Server parameter Siebel File System (alias FileSystem). See [“Siebel Enterprise Server Parameters” on page 230](#) for details on the parameter Siebel File System. The files stored in the Siebel File System are not directly accessible by users and must be decompressed and returned to the user through the Web client.

---

**NOTE:** Files stored in the Siebel File System must be compressed; that is, the compression feature of the Siebel File System cannot be disabled.

---

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*.

The administrative tasks for cleaning up the Siebel File System and moving the Siebel File System are detailed in sections [“Using the Siebel File System Cleanup Utility” on page 157](#) and [“Moving the Siebel File System” on page 161](#) respectively.

## **File Upload Transfer Process**

A file or attachment saved to the Siebel File System is copied from the user's hard drive and transferred to the Siebel Server. The data transfer protocol for file transfer matches that of the Web client browser to Web server (for example, HTTP or HTTPS). The File System Manager (FSM) component compresses the file, and then stores the compressed file in the Siebel File System. The compression and naming convention of the files is automated by the FSM.

## **File Download Transfer Process**

A file or attachment download request is received by the FSM component of the Siebel Server, which interacts with the Siebel File System to retrieve and send the compressed file back to the user's Web browser. As with the file upload process, the data transfer protocol for file transfer matches that of the Web client browser to Web server. The compressed file is decompressed by the user's Web browser where the file can be saved or reviewed. In some cases, the file is decompressed by the FSM component and sent to the user's Web browser in an uncompressed format. The cases where an uncompressed file is sent back to the Web browser are as follows:

- The parameter Compressed File Download (alias CompressedFileDownload) is set to FALSE in the configuration file. If this parameter is not there, add it to the [SWE] section of the configuration file.
- The Web browser does not support compressed files, which is determined by looking at the request header.
- The Web browser version is Internet Explorer 4.01.
- File Type has the extension .zip, .Z, .tgz, .gz, .gif, .jpg, or .jpeg.

## Using the Siebel File System Cleanup Utility

The Siebel File System Cleanup Utility is a command-line utility, named `sfsfcleanup.exe`, located in the `bin` subdirectory within the Siebel Server root directory. The `sfsfcleanup.exe` utility processes every file in the file attachment directory and performs one of several operations to each file depending on the file type and the parameters that you set. For descriptions of the run-time parameters that you can set when running `sfsfcleanup.exe`, see [Table 12 on page 157](#). For descriptions of the file types and the associated operation that will be performed by `sfsfcleanup.exe` during processing, see [Table 13 on page 159](#).

### To cleanup the file attachment directory using `sfsfcleanup.exe`

- 1 At the command prompt, change directory to the `bin` subdirectory within the Siebel Server root directory.
- 2 Run `sfsfcleanup.exe` using the parameters listed in [Table 12](#) as shown in the following example:

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

**Table 12. Sfsfcleanup.exe Parameters**

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

**Table 12. Sfscleanup.exe Parameters**

Parameter	Value	Description	Required?
/m	<i>Path for move directory</i>	Set this value to the path for the directory where discarded files will be moved.	N
/n	<i>Remove old revisions</i>	Determines if old versions of file attachments will be removed. To remove old versions, set this value to Y. Default value is N.	N
/r	Generate report file only	Set this value to Y to generate only a report file. If set to Y, the report file will contain only the columns File Name and File Type. Default value is N.	N
/g	Garbage files	Set this value to remove garbage or non-Siebel files. Default value is N.	N

Further details on some parameter settings:

- **/n.** By default old file revisions are kept. Such files are marked ANCIENT in the log, and represent old revisions of an existing attachment record; that is, their row ID matches with the database record but not the file revision number. To delete such files, set the /n parameter to Y.
- **/g.** If the file system contains files that were not created by the File System Manager component (FSM), then their deletion or move is controlled by the /g parameter. This parameter includes non-Siebel files or directories. By default these files are not deleted. The directories are not affected or moved by `sfscleanup.exe`.

If you specified an output file using the /x parameter, `sfscleanup.exe` generates a log file listing the operations that were performed. The output file is a tab-delimited text file that contains the following columns:

- File Name

This column lists the name of each file that was processed.

## ■ File Type

This column lists the type of each file that was processed. [Table 13](#) lists the possible file types and the associated operation that will be performed by `sfscleanup.exe` during processing.

**Table 13. File Types and Associated Operation**

File Type	Description	Operation <sup>1</sup>
CURRENT	The file has a corresponding record in the file attachment database table.	KEPT
NEW	The file is less than one hour old. <code>sfscleanup.exe</code> 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 <sup>2</sup>
INVALID	The file (or directory) is not a file attachment. If <code>sfscleanup.exe</code> 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.	KEPT <sup>3</sup>
ANCIENT	The file has an associated record in the database with a different revision number.	KEPT <sup>4</sup>

1. For descriptions of each operation, see [Table 14 on page 160](#).
2. If you used the `/m` parameter to set a move directory, the operation performed is `MOVED`.
3. If you set the `/g` parameter to `Y`, the operation performed is `DELETED`.
4. If you set the `/n` parameter to `Y`, the operation performed is `DELETED` (or `MOVED` if you used the `/m` parameter to set a move directory).

**■ Operation**

This column lists the type of operation that was performed during processing. [Table 14](#) lists the types of operation that sfscleanup.exe may have performed during processing.

**Table 14. 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.
KEPT_DIR	The item was kept because it was a directory and requires manual processing.
KEPT_ERROR	The file was kept because an error occurred while trying to move or delete the file.



## Moving the Siebel File System

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 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 109](#) 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 154](#) 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.

---

## Configuring Memory-Based Server Component Recycling

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

The memory-based component recycling feature operates as follows:

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

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

---

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

---

See [“Parameters” on page 226](#) and [“Generic Parameters” on page 234](#) for further details on setting the component recycling parameters.

See [Table 30 on page 214](#) for a listing of all preconfigured server components. This table indicates whether the server component is multithreaded and, therefore, eligible to use the memory-based recycling feature.



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

See the following sections for details:

- [“About the Siebel Application Object Manager” on page 165](#)
- [“Configuring the Siebel Application Object Manager Environment” on page 171](#)
- [“Siebel Application Object Manager Parameters” on page 172](#)
- [“Administering the Siebel Application Object Manager” on page 181](#)

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

## About the Siebel Application Object Manager

Application Object Managers (AOMs) host the Business Objects layer and Data Objects layer of the Siebel architecture. The Web clients host the Siebel application user interface layer. The AOM is used primarily to support Siebel Web client connections. To do this, the AOM 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.

AOMs are hosted as components in the Siebel Server and run on the application server (the machine that hosts the Siebel Server). The Siebel Server provides the infrastructure for an AOM to serve multiple Siebel Web client users. Multiple AOM components can run on a single Siebel Server installation. AOM components can be configured to run as multithreaded processes in the Siebel Server. Like other Siebel Server components, you can administer AOM components using the Siebel Server Manager.

AOMs communicate with clients using the TCP/IP protocol through a Web server that contains the Siebel Web Server Extension plug-in (SWSE). Communication between the Web server and the AOM can be compressed and encrypted. An independent session is established to serve incoming connect requests from each client. Subsequent requests from clients are directed to the same AOM tasks until the sessions are terminated. After startup, AOMs do not achieve their full run-time environments until after the first connect, therefore, leading to possible delays during the first connection. For further information on the communication of Web clients and AOMs, see [“Web Client Communication with Application Object Managers” on page 168](#).

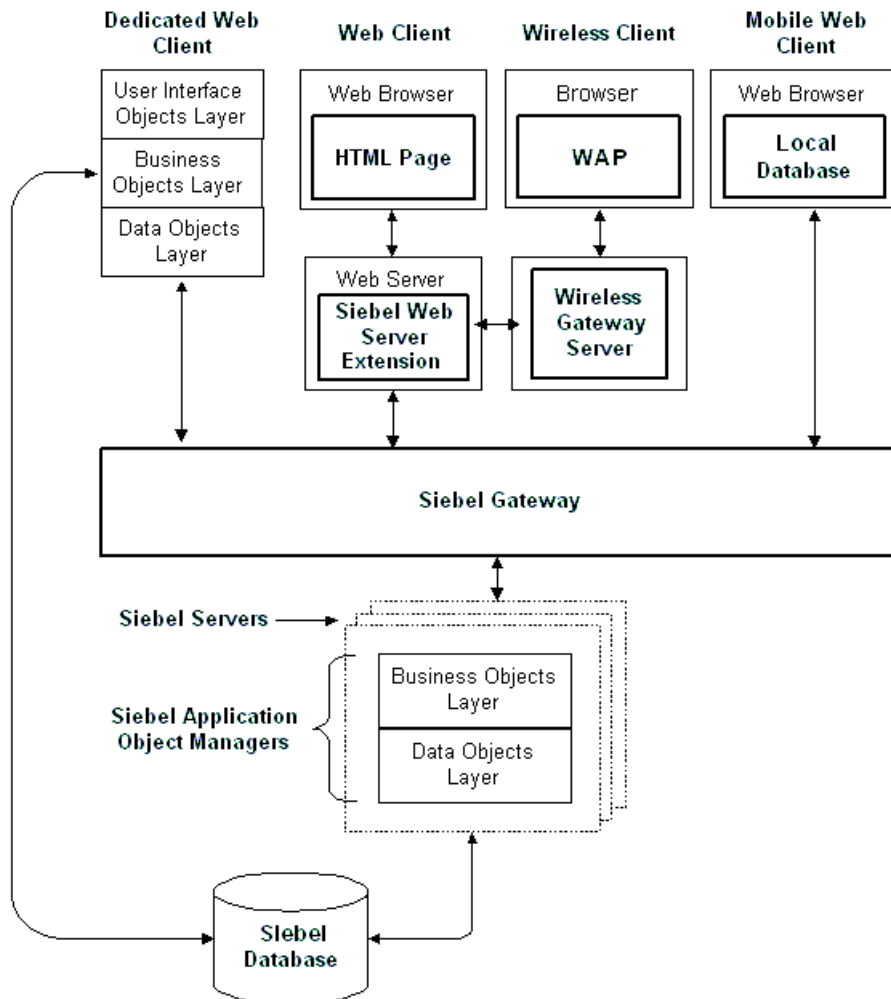
The Siebel repository file (SRF) is installed as part of each Siebel Server installation. Any changes to the repository file must be applied to the appropriate Siebel Server installations that serve the modified application to the Web clients. When they reconnect to an AOM, Web client users will automatically 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 different ways in which different Siebel clients connect to the AOMs.



**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 (AOM), and the Siebel environment. Each portion of the communication path is described following the figure (noted by numbers 1 through 6). For information on login and authentication issues during this communication process, see *Security Guide for Siebel eBusiness Applications*.

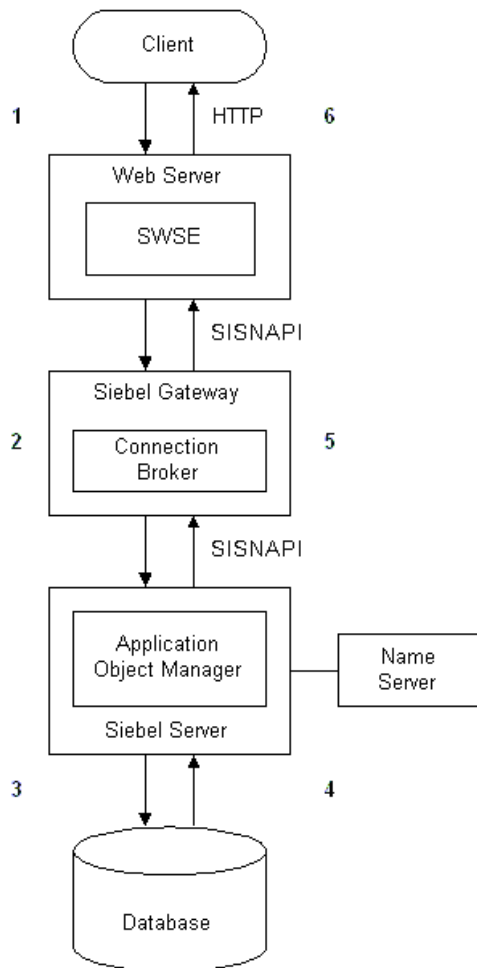


Figure 35. Web Client Communication with Application Object Managers



- 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 AOM, a component of the Siebel Server. Many requests can use a single SISNAPI connection. See [“Configuring Session Manager” on page 151](#) for further information.

Initially, this connection is routed to the AOM in one of two ways:

- If the Siebel Server is installed with Resonate Central Dispatch, the SWSE communicates using Resonate Central Dispatch with the AOM. The SWSE connections go to the enterprise VIP address and the enterprise virtual port number. Resonate Central Dispatch reroutes the communication to the appropriate AOM.

---

**NOTE:** All subsequent data relays from the SWSE go to the Resonate Central Dispatch VIP (Scheduler), which then routes it to the appropriate AOM. The AOM then returns the data reply directly to the SWSE.

---

- If the Siebel Server is not installed with Resonate Central Dispatch, 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 AOM to the SWSE and, from then on, the SWSE communicates directly with the AOM.

For more information on load balancing, see [“Network Configuration \(Port Numbers\)” on page 172](#). For more information on Resonate Central Dispatch, see the *Siebel Server Installation Guide* for the operating system you are using.

- 3 The AOM 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.)

---

**NOTE:** AOMs have a 16 KB data memory limit when storing to the database.

---

- 4 The database returns the data of interest to the AOM, as necessary.

- 5 The AOM returns the requested data back to the SWSE over SISNAPI. If the client request includes a change of screen, the AOM 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 AOM updates certain fields, grids, or screens on the Web client browser to fulfill the client request.

## Memory Allocation

The Application Object Manager (AOM) caches information in a couple of different ways. Some information is cached and used by every connection and other information is stored for each user connection.

The AOM's memory allocation can be broken into three areas:

- User memory
- Shared memory between users
- Administrative memory used to manage the AOM itself

### User Memory

The user area maintains specific information about each user's session. Typically, each user uses 3 MB to 4 MB of memory, although this depends on the Siebel application in use. This memory is released when the task is completed.

### Shared Memory

Shared memory is for common structures used by every user and is the largest segment of AOM memory. It contains definitions for business objects, business components, controls, and other metadata items from the Siebel repository, or SRF file. This memory is loaded as needed and remains loaded for the life of the process. AOM processes commonly use more than 150 MB.

### Administrative Memory

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

# Configuring the Siebel Application Object Manager Environment

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

## **To configure the Siebel Application Object Manager environment**

- 1** Make sure that AOMs are installed as part of Siebel Server installations on application servers you plan to use.

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

- 2** Verify that the customized Siebel repository file (SRF) is installed or copied to the appropriate Siebel Server installations that 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 AOM components by setting the parameters that control:

- Application name to run (configuration file)
- Load balancing (if Resonate Central Dispatch 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 172](#).

- 4 Restart the Siebel Server System Service to automatically register the AOM services (configured in [Step 3](#)).

---

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

---

## Network Configuration (Port Numbers)

This section describes information that pertains to port numbers used by the Application Object Manager (AOM) 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 Central Dispatch to load balance AOMs, 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 AOMs 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 each AOM listens.

Each AOM component can be configured through Siebel Server Manager to use a static port number (parameter Static Port Number, alias PortNumber).

## Siebel Application Object Manager Parameters

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

- Component parameters for the AOM using the Siebel Server Manager
- Named Subsystem parameters using Siebel Server Manager
- Application configuration files (See [Table 15](#) for a listing of Siebel applications and their corresponding configuration files)

**Table 15. 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
wpsales.cfg	Siebel Sales Wireless
wpsew.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 AOM-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 AOM.

## 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 (AOM). You can enhance performance by adjusting the values of generic and component-specific parameters for the AOM.

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 AOM, 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 AOM 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 199](#).

- 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.

---

**NOTE:** These error messages are not exclusive to improperly set parameter values.

---

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 AOM 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 a user logs out improperly and logs back in, two Object Manager tasks are created for that user.

---

## Modifying Application Object Manager Parameters Using the GUI

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

- |  |  |
|--|--|
| ■ Compression Type (alias Compress)        | ■ Maximum Tasks (alias MaxTasks)               |
| ■ Encryption Type (alias Crypt)            | ■ Minimum MT Servers (MinMTServers)            |
| ■ Error Flags (alias ErrorFlags)           | ■ Multithreaded (alias Threaded)               |
| ■ Flush Frequency (alias FlushFreq)        | ■ Password (alias Password)                    |
| ■ Language Code (alias Lang)               | ■ Static Port Number (alias PortNumber)        |
| ■ Load Balanced (alias Load Balanced)      | ■ Trace Flags (alias TraceFlags)               |
| ■ Log Print Timestamp (alias LogTimestamp) | ■ User Name (alias Username)                   |
| ■ Maximum MT Servers (MaxMTServers)        | ■ Use Shared Log File (alias LogUseSharedFile) |

For a description of each parameter, see [“Parameters” on page 226](#).

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 AOM 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 AOM 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 AOM parameter.

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



Components							
Query							
Siebel Server	Name	Component State	Running Tasks	Running MTS Procs	Start Time	End Time	
SDC6000I013	Sales Object Manager (ENU)	Running	2	4	2/3/2003 01:15:28 PM		
SDC6000I013	Server Manager	Running	1		2/3/2003 01:15:28 PM		
SDC6000I013	Server Request Broker	Running	13	1	2/3/2003 01:15:28 PM		
SDC6000I013	Server Request Processor	Running	2	1	2/3/2003 01:15:28 PM		
SDC6000I013	Service Order Fulfillment Engine	Online	0	1	2/3/2003 01:15:28 PM		
SDC6000I013	Service Order Part Locator Engine	Online	0	1	2/3/2003 01:15:28 PM		
SDC6000I013	Siebel Mobile Connector Object Manager (ENU)	Online	0	1	2/3/2003 01:15:28 PM		

Component Tasks							
Component Event Configuration							
Component State Values							
Component Statistics							
Component Parameters							
Query							
Parameter	Type	Effective	Current Value	Value on Restart	Subsystem	Description	
16K Tablespace Name	String	✓			Database Access	16K Tablespace name for the Siebel database s	
32K Tablespace Name	String	✓			Database Access	32K Tablespace name for the Siebel database s	
Actuate Report Cast Domain	String	✓	corp.siebel.com	corp.siebel.com	Infrastructure Actuate Reports	Domain name of the Actuate ReportCast host th	
Actuate Request Status Poll Interval	String	✓	10,0,0,10	10,0,0,10	Infrastructure Actuate Reports	A set of time periods (in seconds) that control th	
Actuate Server Connect String	String	✓	siebel.tcpip://sdcdI360	siebel.tcpip://sdcdI360	Infrastructure Actuate Reports	Connect String for the Actuate e.Reporting Serv	
Actuate Server Enable Flag	Boolean	✓	True	True	Infrastructure Actuate Reports	Enabling the Actuate e.Reporting Server	
Actuate Server Network Protocol Name	String	✓	HTTP	HTTP	Infrastructure Actuate Reports	Network protocol name for the Actuate ReportC	

**Figure 36. Modifying Application Object Parameters**

## Named Subsystems

The Application Object Manager (AOM) can maintain several different values for a particular parameter using named subsystems. The desired value used by the AOM depends on the context. In other words, an AOM has several groups of parameters with context-dependent values: in context 1, parameters PA and PB have values V1A and V1B, respectively, whereas in context 2, the same parameters have values V2A and V2B. For example, the AOM uses different configuration information that depends on the datasource on which the business components are based. Which datasource, and datasource configuration, is used for a particular business component is context information that can come from several different sources. A business component can specify a datasource in the compiled repository file, or a client can select a datasource from several available datasources. Configuration information like 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 16](#) lists the Named Subsystems that contain parameters used by AOMs.

**Table 16. Named Subsystems Used by AOMs**

Named Subsystem	Alias	Type	Description
DataMart Datasource	DataMart	InfraDatasources	Datamart datasource used by AppObjMgr components
Gateway Datasource	GatewayDataSrc	InfraDatasources	Gateway datasource used by AppObjMgr components
Local Datasource	Local	InfraDatasources	Local 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 17 lists a sample of named subsystem parameters, their respective named subsystems, and a description.

**Table 17. Selection of Named Subsystem Parameters**

Parameter Alias	Named Subsystem	Data Type	Description
DSConnectionString	GatewayDataSrc	String	Specifies the host name of the Siebel Gateway. The value \$(GatewayAddress) for the parameter ConnectString of the GatewayDataSrc section of the AOM's configuration file is replaced at runtime with the value for the named subsystem parameter DSConnectionString. An incorrect setting for DSConnectionString results in Server Administration not being accessible from the standard Web client.
DSConnectionString	ServerDataSrc	String	Specifies the database connection information. On SQL Server and DB2, this information is the ODBC Datasource Name; on Oracle (native) this information is the service name from <code>tnsnames.ora</code> .
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 AOM component using the named subsystem parameter DSMaxCursorSize. The applicable subsystem used by the AOM corresponds to the component parameter OM - Data Source. This parameter is only valid with IBM DB2 UDB for OS/390 and z/OS. See <i>Siebel Web Client Administration Guide</i> for further details on MaxCursorSize.
DSPreFetchSize	ServerDataSrc, GatewayDataSr, or DataMart	Integer	The configuration file parameter PreFetchSize is set for the AOM component using the named subsystem parameter DSPreFetchSize. This parameter is only valid with IBM DB2 UDB for OS/390 and z/OS. See <i>Siebel Web Client Administration Guide</i> for further details on PreFetchSize.

**Table 17. 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 AOM'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 Central Dispatch 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 152](#). To configure Named Subsystems using the Siebel Server Manager command-line interface, see [“Named Subsystem Management Commands” on page 142](#).

## 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 (AOM). 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 AOM component should be restarted or reconfigured. Configuration files contain only specific sections that are used by the Siebel Server. The AOM 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 15 on page 173](#).

## **Administering the Siebel Application Object Manager**

You can monitor Siebel Application Object Managers (AOM) at:

- The server level using Siebel Server
- The component level using AOM components
- The task level using AOM tasks

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 AOM-specific parameters
- Start, stop, pause, or resume any AOM tasks

At the component event level, you can enable SQL tracing to view the SQL that is generated for the selected AOM. You can enable SQL spooling on the object manager task by setting the Object Manager SQL Log event parameter to 4 at the component event level. For further details on event logging see [Chapter 8, “Event Logging Administration.”](#)

## Application Object Manager-Specific State Values

Table 18 describes the state values specific to the Application Object Manager (AOM).

**Table 18. AOM-Specific State Values**

State Value	Description
Average Connect Size	Average connect time for an AOM 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 AOM operation
Maximum Response Time Operation	Maximum response time operation

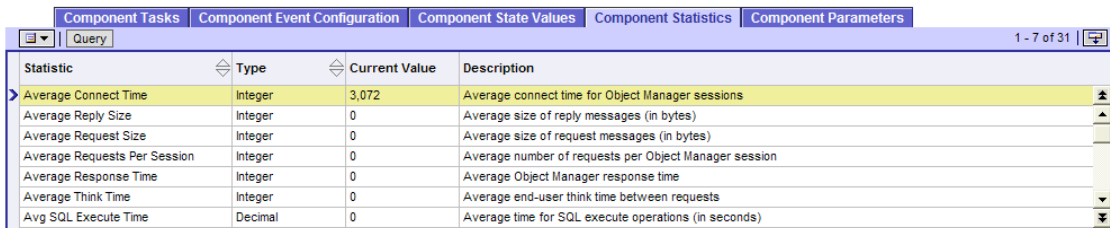
## Application Object Manager-Specific Statistics

You can view Application Object Manager (AOM) -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 AOM whose statistics you want to view.

The statistics for the AOM 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 AOM 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 AOM task whose statistics you want to view.

The statistics for the AOM task appear in the Task Statistics list as shown in [Figure 38](#).

Task Parameters Task State Values Task Statistics Task Information Log			
Query 1 - 7 of 31			
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 38. Viewing Task Statistics of AOM Tasks**

[Table 19 on page 184](#) describes the statistics specific to the AOM.

**NOTE:** In [Table 19 on page 184](#), *Application Object Manager session* refers to a session between a client and an Application Object Manager (AOM). A session begins when the client connects to the AOM, and ends when the connection is terminated. A session starts a task on the AOM. If the AOM's Multithreaded parameter is set to TRUE, tasks will be implemented as threads.

**Table 19. AOM-Specific Statistics**

Statistic Name	Description
Average Connect Time	Average connect time for an AOM session.
Average Reply Size	Average size of reply message (in bytes) generated by the AOM.
Average Request Size	Average size of request messages (in bytes) received by the AOM.
Average Requests Per Session	Average number of requests received by the AOM per AOM session.
Average Response Time	Average AOM 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 AOM session.
Reply Messages	Total number of reply messages sent by the AOM.



**Table 19. AOM-Specific Statistics**

<b>Statistic Name</b>	<b>Description</b>
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 AOM.
Total Request Size	Total size (in bytes) of request messages received by the AOM.
Total Response Time	Total AOM response time (in seconds).
Total Think Time	Total client think time (in seconds), or the total amount of elapsed time between client requests.



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 187](#)
- [“Siebel Server Event Types” on page 193](#)
- [“Component Event Types” on page 197](#)
- [“Other Logging Information” on page 203](#)

## 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 20](#) 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 20](#) lists the severity of event subtypes.

**Table 20. Severity and Log Levels**

Log and Severity Level	Description
0	Fatal
1	Errors
2	Warnings
3	Informational

**Table 20. Severity and Log Levels**

Log and Severity Level	Description
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 numerical value of the event severity level is equal to or lower than the numerical value of the event type log level, then the event is written to the log file. If the numerical value of the event severity level is higher than the numerical value of the event type log level, then the event is ignored.

---

**NOTE:** Event subtypes with a lower numeric value have a higher severity. 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 193](#) for details on Siebel Server events; see [“Component Event Types” on page 197](#) 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 [“Component Startup Log File Example” on page 199](#) for an example of this relationship.

For further information and examples of Siebel Server log files, see [“Viewing Siebel Server Event Logs” on page 194](#) and [“Siebel Server Event Log File Examples” on page 195](#).

## 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 199](#) and [“Component Log File Examples” on page 199](#).

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 234](#) for further information on this parameter; see [“Parameter Administration” on page 109](#) 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 195](#) and [“Component Log File Examples” on page 199](#). For an example of a group of events collected within a log file, see [“Detailed Component Log File Example” on page 202](#).

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:

```
i»¿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
i»¿	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. See the following sections for details.

- [“Configuring Siebel Server Event Types”](#).
- [“Viewing Siebel Server Event Logs” on page 194](#).
- [“Siebel Server Event Log File Examples” on page 195](#).

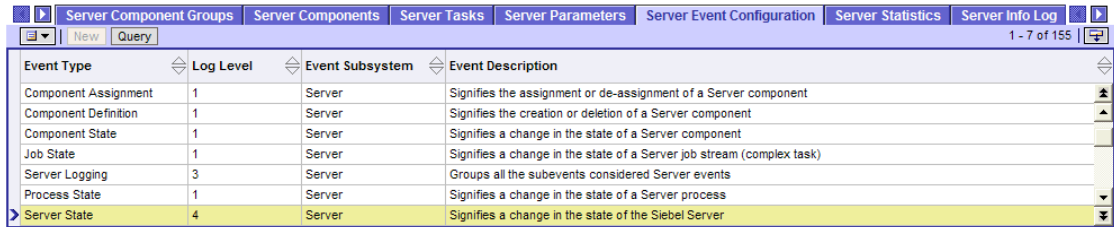
### Configuring Siebel Server Event Types

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 20 on page 188](#).
- 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 144.](#)

## 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 190](#) 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 21](#), [Table 22](#), and [Table 23 on page 196](#) 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 21. Event Subtype `LstnObjCreate`**

Log Detail	Description
ServerLog	Event Type alias
LstnObjCreate	Event Subtype
1	Event Severity

**Table 21. Event Subtype LstnObjCreate**

Log Detail	Description
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 22. Event Subtype Startup**

Log Detail	Description
ServerLog	Event Type alias
Startup	Event Subtype
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 23. 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

**Table 23. Event Subtype ProcessCreate**

Log Detail	Description
(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. See the following sections for details.

- [“Configuring Component Event Types”](#).
- [“Viewing Component Event Logs” on page 199](#).
- [“Component Log File Examples” on page 199](#).

## 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 20 on page 188](#).

**6** Click the menu button and then Save Record.

[Figure 41 on page 198](#) 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 144](#).

The screenshot displays the Siebel Server Administration interface. The top section, titled 'Components', shows a list of server components. The 'Database Extract' component is selected. Below this, the 'Component Event Configuration' tab is active, showing a table of event types and their log levels. The 'Performance Event' is highlighted with a log level of 2.

Siebel Server	Name	Component Sta	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	

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 106](#) for details. Individual component task log files can also be consolidated into a single log file. See [“Component Log Files” on page 191](#) 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 24](#) 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 24. 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 23 on page 196](#) 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 25](#) 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 25. 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 26 on page 201](#) and [Table 27 on page 201](#), 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 26. 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 27. 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 28](#) 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 28. 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 204](#)
- [“Other Siebel Server Log Files” on page 205](#)

## 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 20 on page 188](#) 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 203](#) for details on the SIEBEL\_LOG\_EVENTS environment variable. For further details on the Siebel Gateway, see [“Siebel Gateway” on page 21](#) and [“Administering the Siebel Gateway System Service” on page 47](#).

## Siebel Flight Data Recorder Log Files

The Siebel flight data recorder is a feature of the Siebel application infrastructure that records system and server component data at run time. In the event of a system or server component failure, the settings and events leading up to the failure are captured and logged. The Siebel flight data recorder log file can then be forwarded to Siebel Technical Support and used to troubleshoot and analyze the specific settings and events that occurred prior to the failure. The Siebel flight data recorder log files are stored in the Binary subdirectory of the Siebel Server root directory. They appear in the following form:

■ `SOI_P_ProcessID.fdr`

where:

*ProcessID* is the identification number of the process that crashed or was killed.

The Siebel flight data recorder feature is enabled by default.

## 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 provides details on:

- Predefined Siebel Server component groups. See [“Siebel Server Component Groups” on page 207](#) for details.
- Predefined Siebel Server components. See [“Siebel Server Components” on page 214](#) for details.
- Enterprise, server, and generic parameters. See [“Parameters” on page 226](#) for details.
- Generic state values defined for Siebel Server components and tasks. See [“Siebel Server Component and Task State Values” on page 243](#) for details.
- Generic statistics defined for Siebel Server servers, components, and tasks. See [“Siebel Server Component Tasks Statistics” on page 244](#) for details.

## Siebel Server Component Groups

[Table 29](#) lists the predefined Siebel Server component groups, alphabetically by component group.

**Table 29. 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

**Table 29. Predefined Siebel Server Component Groups**

Component Group Name	Short Name	Component Name	Short Name
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
Data Quality	DataQual	Data Quality Manager	DQMgr
DCommerce	DCommerce	Dynamic Commerce	DynamicCommerce
		DCommerce Automatic Auction Close	DCommerceAutoClose
		DCommerce Alerts	DCommerceAlerts



**Table 29. Predefined Siebel Server Component Groups**

Component Group Name	Short Name	Component Name	Short Name
Enterprise Application Integration	EAI	Business Integration Batch Manager	BusIntBatchMgr
		Business Integration Manager	BusIntMgr
		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 29. Predefined Siebel Server Component Groups**

<b>Component Group Name</b>	<b>Short Name</b>	<b>Component Name</b>	<b>Short Name</b>
Field Service	FieldSvc	Field Service Cycle Counting Engine	FSCycent
		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 29. 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

## Siebel Server Components and Parameters

### Siebel Server Component Groups

**Table 29. 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 29. 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 30 lists the predefined Siebel Server components.

**Table 30. Predefined Siebel Server Components**

Component Name	Alias	Mode	Multi-threaded	Description
Appointment Booking Engine	ApptBook	Batch	Y	Book appointments.
Assignment Manager	AsgnSrvr	Batch	Y	Automatic data assignment engine that assigns positions and employees to objects <sup>1</sup> . See <i>Siebel Assignment Manager Administration Guide</i> for further details.
Batch Assignment	AsgnBatch	Batch	N	Batch assigns positions and employees to objects. See <i>Siebel Assignment Manager Administration Guide</i> for further details.
Business Integration Batch Manager	BusIntBatchMgr	Batch	Y	Manages business integration data flows in batch mode.
Business Integration Manager	BusIntMgr	Batch	Y	Executes business integration data flows.
Call Center Object Manager	SCCObjMgr	Interactive	Y	Siebel Call Center object manager.
Client Administration	ClientAdmin	Background	Y	Manages license enforcement.
Communications Configuration Manager	CommConfigMgr	Batch	Y	Download and cache communications configuration. See <i>Siebel Communications Server Administration Guide</i> for further details.

**Table 30. Predefined Siebel Server Components**

Component Name	Alias	Mode	Multi-threaded	Description
Communications Inbound Manager	CommInboundMgr	Batch	Y	Monitors and processes incoming media work items. See <i>Siebel Communications Server Administration Guide</i> for further details.
Communications Outbound Manager	CommOutboundMgr	Batch	Y	Sends messages to recipients associated with business object instances. See <i>Siebel Communications Server Administration Guide</i> for further details.
Communications Session Manager	CommSessionMgr	Batch	Y	Interact with end user for utilizing communications channels. See <i>Siebel Communications Server Administration Guide</i> for further details.
Content Project Publish	ContProjPub	Batch	Y	Publish a content project.
Content Project Start	ContProjStart	Batch	Y	Start a content project.
Core Reference Application Object Manager	CRAObjMgr	Interactive	Y	Siebel Core Reference Application Object Manager.
D&B Update Mgr (D&B)	DNBUpMgrDNB	Batch	N	Updates D&B tables with subscription data. See <i>Applications Administration Guide</i> for further details.
D&B Update Mgr (Multi-task)	DNBUpMgrMultiTask	Batch	Y	Creates multiple D&B Update Mgr (D&B) or D&B Update Mgr (Siebel) processes by sending asynchronous requests. See <i>Applications Administration Guide</i> for further details.

**Table 30. Predefined Siebel Server Components**

<b>Component Name</b>	<b>Alias</b>	<b>Mode</b>	<b>Multi-threaded</b>	<b>Description</b>
D&B Update Mgr (Siebel)	DNBUpMgrSieb	Batch	N	Updates Siebel tables with subscription data. See <i>Applications Administration Guide</i> for further details.
Data Dictionary Manager	DataDictMgr	Batch	Y	Connects to external database and gets table definition. See <i>Siebel Marketing Guide</i> for further details.
Data Quality Manager	Dqmgr	Batch	Y	Cleanses data and deduplicates records. See <i>Siebel Data Quality Administration Guide</i> for further details.
Database Extract	DbXtract	Batch	N	Extracts visible data for a Siebel Remote client. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
DCommerce Alerts	DCommerceAlerts	Background	N	Background process that manages DCommerce alerts. See <i>Siebel eAuction Guide</i> for further details.
DCommerce Automatic Auction Close	DCommerceAutoClose	Background	N	Background process that detects and closes auctions. See <i>Siebel eAuction Guide</i> for further details.
Document Server	DocServer	Batch	Y	Generates Documents. See <i>Applications Administration Guide</i> for further details.
Dynamic Commerce	DynamicCommerce	Batch	Y	Dynamic Commerce master services. See <i>Siebel eAuction Guide</i> for further details.
EAI Object Manager	EAIObjMgr	Interactive	Y	Siebel EAI Object Manager.
eChannel Object Manager	eChannelObjMgr	Interactive	Y	Siebel eChannel Object Manager.



**Table 30. Predefined Siebel Server Components**

Component Name	Alias	Mode	Multi-threaded	Description
eCustomer Object Manager	eCustomerObjMgr	Interactive	Y	Siebel eCustomer Object Manager.
eEvents Object Manager	eEventsObjMgr	Interactive	Y	Siebel eEvents Object Manager
Email Manager	MailMgr	Background	N	Sends individual email response. See <i>Siebel Business Process Designer Administration Guide</i> for further details.
eMarketing Object Manager	eMarketObjMgr	Interactive	Y	Siebel eMarketing Object Manager.
Employee Relationship Management Object Manager	ERMObjMgr	Interactive	Y	Siebel Employee Relationship Management Object Manager.
Enterprise Integration Manager	EIM	Batch	N	Integrates enterprise data to and from other systems <sup>2</sup> . See <i>Siebel Enterprise Integration Manager Administration Guide</i> for further details.
ERM Compensation Planning Service	ERMCompPlanSvc	Batch	Y	Handles tasks for budget creation, compensation plan creation, and other facets of Compensation Planning.
eSales Object Manager	eSalesObjMgr	Interactive	Y	Siebel eSales Object Manager. See <i>Siebel eSales Administration Guide</i> for further details.
eService Object Manager	eServiceObjmgr	Interactive	Y	Siebel eService Object Manager.
eTraining Object Manager	eTrainingObjMgr	Interactive	Y	Siebel eTraining Object Manager.
Field Service Cycle Counting Engine	FSCycCnt	Batch	Y	Field Service Cycle Counting Engine <sup>2</sup> . See <i>Siebel Field Service Guide</i> for further details.

**Table 30. Predefined Siebel Server Components**

<b>Component Name</b>	<b>Alias</b>	<b>Mode</b>	<b>Multi-threaded</b>	<b>Description</b>
Field Service Mobile Inventory Transaction Engine	FSInvTxn	Batch	Y	Field Service Mobile Inventory Transaction Engine <sup>2</sup> .
Field Service Object Manager	SFSObjMgr	Interactive	Y	Siebel Field Service Object Manager <sup>2</sup> .
Field Service Replenishment Engine	FSRepl	Batch	Y	Replenishes inventory locations <sup>2</sup> .
File System Manager	FSMSrvr	Batch	Y	The file system manager component. See <a href="#">“Administering the Siebel File System” on page 155</a> for further details.
Forecast Service Manager	FcstSvcMgr	Batch	Y	Execute Forecast Operations. See <i>Siebel Forecasting Guide</i> for further details.
Generate New Database	GenNewDb	Batch	N	Generates a new Sybase SQL Anywhere database template file for Siebel Remote. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Generate Triggers	GenTrig	Batch	N	Generates triggers for Workflow Manager and Assignment Manager. See <i>Siebel Business Process Designer Administration Guide</i> for further details.
HA Upgrade MQSeries Server Receiver	HAUpgradeMqRcvr	Background	N	Preconfigured receiver for HA Upgrade in-bound MQSeries server messages.
Handheld Sales CE	SalesCEObjMgr	Interactive	Y	Handheld Sales CE Object Manager.

**Table 30. Predefined Siebel Server Components**

Component Name	Alias	Mode	Multi-threaded	Description
ICM Calc Engine	ICMCalcEngine	Batch	Y	Incentive Compensation - Compensation Calculation Engine. See <i>Siebel Incentive Compensation Administration Guide</i> for further details.
ICM CalcWkbk Import	ICMCalcImport	Batch	Y	Incentive Compensation - Transaction to Calculation Workbook processor. See <i>Siebel Incentive Compensation Administration Guide</i> for further details.
ICM Container Calculation	ICMContainerCalc	Batch	Y	Incentive Compensation - Container Calculation. See <i>Siebel Incentive Compensation Administration Guide</i> for further details.
ICM Container Recalculation	ICMContainerRetro	Batch	Y	Incentive Compensation - Container Recalculation. See <i>Siebel Incentive Compensation Administration Guide</i> for further details.
ICM Order Import	ICMOrderImport	Batch	Y	Incentive Compensation - Order to Transaction Workbook processor. See <i>Siebel Incentive Compensation Administration Guide</i> for further details.
ICM Quota Import	ICMQuotaImport	Batch	Y	Incentive Compensation - Plan Quota Import. See <i>Siebel Incentive Compensation Administration Guide</i> for further details.
Incentive Compensation Credit Assignment DB Operations Bus Svc	ICompCreditAsgnDB	Batch	Y	Incentive compensation Credit Assignment DB Operations Business Service.

**Table 30. Predefined Siebel Server Components**

<b>Component Name</b>	<b>Alias</b>	<b>Mode</b>	<b>Multi-threaded</b>	<b>Description</b>
Incentive Compensation Credit Assignment Engine	ICompCreditAsgn	Batch	Y	Calculates Credit Assignments for Incentive Compensation.
Incentive Compensation Credit Rules to AM Rules Update Mgr	ICompCreditUpMgr	Batch	N	Updates and creates AM rules using RTI.
Incentive Compensation Rule Manager Business Svc	ICompRuleMgrSvc	Batch	Y	Converts Sales Crediting Rules into AM Rules for each Hierarchy.
Incentive Compensation Manager	ICompMgr	Batch	Y	Calculates incentive compensations <sup>2</sup> .
Invoice Engine	FSInvoice	Batch	Y	Generate Invoices for Contract. See <i>Siebel Field Service Guide</i> for further details.
List Import Service Manager	ListImportSvcMgr	Batch	Y	Loads lists of data into the Siebel Database <sup>2</sup> . See <i>Siebel Marketing Guide</i> for further details.
Marketing Object Manager	SObjMgr	Interactive	Y	Siebel Marketing Object Manager. See <i>Siebel Marketing Guide</i> for further details.
Marketing Server	MktgSrvr	Batch	Y	Manages Marketing Server. See <i>Siebel Marketing Guide</i> for further details.
MQSeries AMI Receiver	MqSeriesAMIRcvr	Background	N	Preconfigured receiver for in-bound MQSeries AMI messages. See <i>Transports and Interfaces: Siebel eBusiness Application Integration Volume III</i> for further details.

**Table 30. Predefined Siebel Server Components**

Component Name	Alias	Mode	Multi-threaded	Description
MQSeries Server Receiver	MqSeriesSrvRcvr	Background	N	Preconfigured receiver for in-bound MQSeries server messages. See <i>Transports and Interfaces: Siebel eBusiness Application Integration Volume III</i> for further details.
MSMQ Receiver	MSMQRcvr	Background	N	Preconfigured receiver for in-bound MSMQ server messages. See <i>Transports and Interfaces: Siebel eBusiness Application Integration Volume III</i> for further details.
Optimization Engine	Optimizer	Batch	Y	Optimize vehicle routing. See <i>Siebel Field Service Guide</i> for further details.
Oracle Receiver	ORCLRcvr	Background	N	Preconfigured receiver for in-bound Oracle. See <i>Siebel Connector for Oracle Applications</i> for further details.
Page Manager	PageMgr	Background	N	Sends pages generated by the Workflow Manager. See <i>Siebel Business Process Designer Administration Guide</i> for further details.
Parallel Database Extract	PDbXtract	Batch	N	Extracts visible data for a Siebel Remote or Replication Manager client. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Partner Manager Object Manager	PManagerObjMgr	Interactive	Y	Siebel Partner Manager Object Manager.
Preventive Maintenance Engine	FSPrevMnt	Batch	Y	Generates service requests and activities for preventive maintenance. See <i>Siebel Field Service Guide</i> for further details.

**Table 30. Predefined Siebel Server Components**

<b>Component Name</b>	<b>Alias</b>	<b>Mode</b>	<b>Multi-threaded</b>	<b>Description</b>
Replication Agent	RepAgent	Background	N	Synchronizes a regional database with a parent database. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Sales Hierarchy Service Manager	SalesHierSvcMgr	Batch	Y	Batch Executes Sales Hierarchy Service Operations.
Sales Object Manager	SSEObjMgr	Interactive	Y	Siebel Sales Object Manager.
SAP BAPI tRFC Receiver	BAPIRcvr	Background	N	Preconfigured receiver for inbound SAP IDOCs and tRFC calls. See <i>Siebel Connector for SAP R/3</i> for further details.
SAP IDOC AMI Receiver for MQ Series	SAPIdocAMIMqRcvr	Background	N	Preconfigured receiver for inbound SAP IDOCs through AMI MQSeries. See <i>Siebel Connector for SAP R/3</i> for further details.
SAP IDOC Receiver for MQ Series	SAPIdocMqRcvr	Background	N	Preconfigured receiver for inbound SAP IDOCs through MQ Series.
SAP Process Transaction	SAPProcessTrans	Background	N	Preconfigured service to reprocess transactions into Siebel from EAI Queue. See <i>Siebel Connector for SAP R/3</i> for further details.
SAP Send Transaction	SAPSendTrans	Background	N	Preconfigured service resends transactions from the EAI Queue. See <i>Siebel Connector for SAP R/3</i> for further details.
Server Manager	ServerMgr	Background	N	Administration of Siebel Servers within the Siebel Enterprise Server. See <a href="#">“Siebel Server Manager” on page 28</a> for further details.

**Table 30. Predefined Siebel Server Components**

Component Name	Alias	Mode	Multi-threaded	Description
Server Request Broker	SRBroker	Interactive	Y	Route requests and asynchronous notification among clients and components. See <a href="#">“Administering Server Request Broker” on page 147</a> for further details.
Server Request Processor	SRProc	Background	Y	Server Request scheduler and request/notification store and forward processor. See <a href="#">“Server Request Processor” on page 149</a> for further details.
Service Order Fulfillment Engine	FSFulfill	Batch	Y	Fulfills pending service orders. See <i>Siebel Field Service Guide</i> for further details.
Service Order Part Locator Engine	FSLocate	Batch	Y	Locates pending service orders. See <i>Siebel Field Service Guide</i> for further details.
Siebel eChannel Wireless	WirelesseChannelObjMgr	Interactive	Y	Siebel eChannel Wireless Object Manager. See <i>Siebel Wireless Administration Guide</i> for further details.
Siebel Mobile Connector Object Manager	SMCObjMgr	Interactive	Y	Siebel Mobile connector Object manager.
Siebel Product Configuration Object Manager	eProdCfgObjMgr	Interactive	Y	Configuration server for complex products.
Siebel Sales Wireless	WirelessSalesObjMgr	Interactive	Y	Siebel Sales Wireless Object Manager. See <i>Siebel Wireless Administration Guide</i> for further details.
Siebel Self Service Wireless	WirelesseServiceObjMgr	Interactive	Y	Siebel Self Service Wireless Object Manager. See <i>Siebel Wireless Administration Guide</i> for further details.

**Table 30. Predefined Siebel Server Components**

<b>Component Name</b>	<b>Alias</b>	<b>Mode</b>	<b>Multi-threaded</b>	<b>Description</b>
Siebel Server	SiebSrvr	Background	N	Siebel Server root process and network listener.
Siebel Server Scheduler	SrvrSched	Background	N	Schedulers Siebel Server job execution.
Siebel Service Handheld 7.5	ServiceCEObjMgr	Interactive	Y	Siebel Service Handheld 7.5.
Siebel Service Wireless	WirelessServiceObjMgr	Interactive	Y	Siebel Service Wireless Object manager. See <i>Siebel Wireless Administration Guide</i> for further details.
Siebel to Siebel MQSeries Receiver	S2SMqRcvr	Background	N	Preconfigured receiver for Siebel to Siebel in-bound MQSeries server messages. See <i>Siebel Connector for Siebel eBusiness Applications</i> for further details.
Siebel to Siebel MSMQ Receiver	S2SMSMQRcvr	Background	N	Preconfigured receiver for Siebel to Siebel in-bound MSMQ server messages.
Smart Answer Manager	SmartAnswer	Batch	Y	Categorize Text Message. See <i>Siebel Smart Answer Administration Guide</i> for further details.
Synchronization Manager	SynchMgr	Interactive	Y	Manages Siebel Remote and Replication Manager synchronization sessions. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Transaction Merger	TxnMerge	Background	N	Merges transactions from Siebel Remote and Replication Manager clients into the Siebel database server. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.



**Table 30. Predefined Siebel Server Components**

Component Name	Alias	Mode	Multi-threaded	Description
Transaction Processor	TxnProc	Background	N	Prepares the transaction log for the Transaction Router. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Transaction Router	TxnRoute	Background	N	Routes visible transactions to Siebel Remote and Replication Manager clients. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details.
Upgrade Kit Builder	UpgKitBldr	Batch	Y	Creates the Upgrade Kit based on information collected by the Kit Wizard UI. See <i>Siebel Anywhere Administration Guide</i> for further details.
Workflow Action Agent	WorkActn	Background	N	Executes Workflow Manager actions. See <i>Siebel Business Process Designer Administration Guide</i> for further details.
Workflow Monitor Agent	WorkMon	Background	N	Monitors Workflow Manager events. See <i>Siebel Business Process Designer Administration Guide</i> for further details.
Workflow Process Batch Manager	WfProcBatchMgr	Batch	Y	Executes business processes in batch. See <i>Siebel Business Process Designer Administration Guide</i> for further details.
Workflow Process Manager	WfProcMgr	Batch	Y	Executes real-time business processes. See <i>Siebel Business Process Designer Administration Guide</i> 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 31](#) lists the Siebel Enterprise Server, Siebel Server, and generic parameters and their related attributes. Full descriptions of each parameter follow this table.

**Table 31. Parameters and Attributes**

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value <sup>1</sup>
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 31. Parameters and Attributes**

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value <sup>1</sup>
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
Compressed File Download	CompressedFileDownload	Generic	N	N	N	N	TRUE
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
DB Multiplex - Min Number of Shared DB Connections	MinSharedDbConns	Generic	N		N	N	-1
Default Processes	DfltProcs	Generic	Y	Y	Y	Y	0
Default Tasks	DfltTasks	Generic	Y	N	N	N	0

**Table 31. Parameters and Attributes**

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value <sup>1</sup>
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	+ + +
Memory-Based Multithread Component Recycling	MemoryBasedRecycle	Generic	N	Y	N	N	FALSE
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
OM—Named Data Source name	NamedDataSource	Generic	N		Y	N	ServerDataSrc, GatewayDataSrc

**Table 31. Parameters and Attributes**

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value <sup>1</sup>
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	***
Process Memory Usage Limit	MemoryLimit	Generic	N	Y	N	N	1500
Recycle Factor	RecycleFactor	Generic	Y			N	0
Retry Interval	RetryInterval	Generic	N	N	N	N	5
Retry Up Time	RetryUpTime	Generic	N	N	N	N	600
SISNAPI Connection Maximum Idle Time	ConnIdleTime	Generic	N	Y	Y	N	-1
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 Shared Log File	LogUseSharedFile	Generic	N			N	FALSE
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 [Table 31 on page 226](#).

**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 \\server\_name\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 Microsoft SQL Server, the value defaults to `dbo`.

**Table Owner Password.** Database password for the table owner account. This value must be set in order to run Siebel Server components that manipulate objects in the Siebel database schema (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 Central Dispatch for connection brokering to the Siebel Enterprise Server. If Resonate Central Dispatch 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 31 on page 226](#).

**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 System 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 Central Dispatch, 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 Central Dispatch 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 Central Dispatch, 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 Central Dispatch 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 System Service is stopped, or when the machine is shut down or restarted), the currently running component tasks are notified. If the tasks do not shut down within the time specified by the Server Shutdown Wait Time parameter, the Siebel Server 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 31 on page 226](#). 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.

**Compressed File Download.** By default, files are downloaded to a client's browser in a compressed form when using Siebel File System Manager. On certain versions of Microsoft Internet Explorer, this may result in the renaming of the file. If you want to disable compressed file download, then set this parameter to FALSE for the Application Object Manager that you want this feature to be disabled. Default value is TRUE.

**DB Multiplex - Max Number of Shared DB Connections.** The DB Multiplex - Max Number of Shared DB Connections parameter is one of two (the other being DB Multiplex - Min Number of Shared DB Connections) that configure shared database connections. Shared connections are used by most Application Object Manager operations. The DB Multiplex - Max Number of Shared DB Connections parameter controls the maximum number of shared database connections, and is defined per component; that is, DB Multiplex - Max Number of Shared DB Connections controls the maximum total number of shared database connections for the component on each Siebel Server, not an instance (task or process) of the component. A setting of -1 disables this parameter and is the default setting.

**DB Multiplex - Min Number of Dedicated DB Connections.** The DB Multiplex - Min Number of Dedicated DB Connections parameter controls the minimum number of dedicated database connections within an Application Object Manager process. Dedicated database connections are used primarily by specialized Siebel components, such as Siebel eAI, that need transactions to span multiple Application Object Manager operations. The DB Multiplex - Min Number of Dedicated DB Connections parameter is defined per instance of the component; that is, DB Multiplex - Min Number of Dedicated DB Connections controls the minimum number of dedicated database connections for each instance (process) of the component, not for the entire component. This functionality is different from the parameters that configure shared database connections. A setting of -1 disables this parameter and is the default setting.

**DB Multiplex - Min Number of Shared DB Connections.** DB Multiplex - Min Number of Shared DB Connections is one of two parameters (the other being DB Multiplex - Max Number of Shared DB Connections) that configure shared database connections. Shared connections are used by most Application Object Manager operations. The DB Multiplex - Min Number of Shared DB Connections parameter controls the minimum number of shared database connections, and is defined per component; that is, DB Multiplex - Min Number of Shared DB Connections controls the minimum number of shared database connections a component tries to maintain on each Siebel Server across all instances of this component. A setting of -1 disables this parameter and is the default setting.

**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 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 multithreading 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.

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**NOTE:** Multithreaded Siebel Server processes are not included in the counting of tasks. The tasks run as threads within the processes; these multithreaded processes are guided by the Min MT Servers and Max MT Servers parameters.

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**Memory-Based Multithread Component Recycling.** If set to TRUE, processes for this component are recycled automatically when virtual memory usage reaches a specified threshold. The threshold is set using the parameter Process Memory Usage Limit. For example, when a component is set with this parameter and the memory usage has exceeded the configured threshold, the recycling procedure begins by disabling new tasks, spawning a new process, and commencing a normal shutdown (that is, waiting for all tasks to finish before shutting down.) The default value is FALSE. Use this parameter to remedy your application only if excessive memory usage created by memory leaks appears to exist.

**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 ( $\text{NumRestart} * \text{MinUpTime}$ ). 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 ( $\text{NumRestart} * \text{MinUpTime}$ ). 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. If Number of Sessions per SISNAPI Connection ( $\text{SessPerSisnConn}$ ) is -1 all the sessions are created through only one SISNAPI connection. The default value for this parameter is 20; however, while 20 is a good value to use for user sessions, it does not apply to incoming HTTP requests from other systems (for example, EAI HTTP 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.

**Process Memory Usage Limit.** This parameter sets the virtual memory usage threshold (in megabytes). A component process that reaches this threshold is recycled. The parameter to enable this feature is Memory-Based Multithread Component Recycling. Use this parameter to remedy your application only if excessive memory usage created by memory leaks appears to exist.



**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 remedy your application only if excessive memory usage appears to exist.

**Retry Interval.** Defines the time interval before a series of retries are made for recovery. This parameter works with the Number of Retries and Retry Up Time parameters to reconnect MTS or Siebel Server-mode components to the database if database connectivity has been lost.

**Retry Up Time.** Minimum up-time for a new set of retries for recovery. This parameter works with the Number of Retries and Retry Interval parameters to reconnect MTS or Siebel Server-mode components to the database if database connectivity has been lost.

**SISNAPI Connection Maximum Idle Time.** This parameter configures connection timeout between the Web server and the Siebel Server. Valid values are numeric, specifying the period of idle time (in seconds) after which the connection is disconnected by the component. See the following table for parameter setting descriptions. It is recommended to set this parameter to a value slightly below the firewall connection timeout value. The default value is -1.

Parameter Value	Description
< 1	Disables this feature.
0 > and < 30	Configures the minimum value for this parameter, 30 seconds
> 30	Configures that value in seconds

**NOTE:** There is no direct relationship between this parameter and the Session Timeout parameter in the configuration file. The SISNAPI Connection Maximum Idle Time parameter controls the connection behavior while the Session Timeout parameter controls the session behavior.

**SISNAPI—Log Traffic.** This parameter specifies whether Siebel Application Object Manager records a log of all Siebel Internet Session API (application programming interface) messages. SISNAPI is a session-based remote procedure call (RPC) designed to support high responsiveness between the Siebel Server and client applications.

**Sleep Time.** Time to sleep between iterations (in seconds). This parameter is used for the sleep time of component processes running in background mode when the Siebel Server is idle.

**SQL Trace Flags.** Flags for tracing of SQL statements. If this parameter is set to 1, every SQL statement issued by the component tasks 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 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 32](#) lists the generic state values defined for Siebel Server components and tasks.

**Table 32. 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

**Table 32. Generic State Values for Siebel Server Components and Tasks**

State Value Name	Alias	Type	Description
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 33](#) lists the generic statistics defined for Siebel Servers, components, and tasks.

**Table 33. 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

**Table 33. Generic Statistics Defined for Siebel Server Tasks**

Statistic Name	Alias	Description
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:

- [“Event Types” on page 247](#)
- [“Event Subtypes” on page 252](#)

For details on event logging, see [Chapter 8, “Event Logging Administration.”](#)

## 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 187](#).

[Table 34](#) lists the Siebel Server-level event types.

**Table 34. 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)

**Table 34. Siebel Server-Level Event Types**

Event Type Alias	Event Type	Default Log Level	Description
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 35](#) lists the component-level event types.

**Table 35. Component-Level Event Types**

Name	Subsystem/Component	Default Log Level	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



**Table 35. Component-Level Event Types**

Name	Subsystem/Component	Default Log Level	Description
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
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

**Table 35. Component-Level Event Types**

<b>Name</b>	<b>Subsystem/Component</b>	<b>Default Log Level</b>	<b>Description</b>
EngInv	Workflow	3	A workflow engine method was invoked
EAI SAP BAPI Wizard	EAI Subsys	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
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

**Table 35. Component-Level Event Types**

Name	Subsystem/Component	Default Log Level	Description
Execution	AbsOptmzSubsys	3	Appointment Booking and Optimization Execution
Statistics	AbsOptmzSubsys	3	Appointment Booking and Optimization Statistics
EAI CRM CCreateWorkItemPerf	EAI Subsys	5	EAI CRM C Create WorkItem Performance Event Type
EAI CRM CMsgDispatchPerf	EAI Subsys	5	EAI CRM C 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	Correspondence Detail
CorrespDebug	eDocSubSys	3	Correspondence Debug Info
DocServerDetail	eDocSubSys	2	Doc Server Detail
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

**Table 35. Component-Level Event Types**

Name	Subsystem/Component	Default Log Level	Description
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
SessMgr	InfraNetwork	1	Session Manager events
SisnMessage	InfraNetwork	1	SISNAPI Message related event
SisnNetGeneric	InfraNetwork	1	Generic Network event
SisnTcpIp	InfraNetwork	1	SISNAPI specific TCP/IP events

## 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 187](#).

Table 36 lists the event subtypes.

**Table 36. 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
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

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
DumpFileClose	DumpFile	InfraCore	Dump file was closed successfully	3
DumpFileOpen	DumpFile	InfraCore	Dump file was opened successfully	3
EAI CRMCCreateWorkItemDebug	EAI CRMCCreateWorkItem	EAI Subsys	EAI CRMCCreateWorkItem Debug Event Subtype	5
EAI CRMCCreateWorkItemDetail	EAI CRMCCreateWorkItem	EAI Subsys	EAI CRMCCreateWorkItem Detail Event Subtype	4
EAI CRMCCreateWorkItemError	EAI CRMCCreateWorkItem	EAI Subsys	EAI CRMCCreateWorkItem Error Event Subtype	1
EAI CRMCCreateWorkItemInfo	EAI CRMCCreateWorkItem	EAI Subsys	EAI CRMCCreateWorkItem Info Event Subtype	3
EAI CRMCCreateWorkItemWarning	EAI CRMCCreateWorkItem	EAI Subsys	EAI CRMCCreateWorkItem Warning Event Subtype	2
EAI CRMCMsgDispatchDebug	EAI CRMCMsgDispatch	EAI Subsys	EAI CRMCMsgDispatch Debug Event Subtype	5
EAI CRMCMsgDispatchDetail	EAI CRMCMsgDispatch	EAI Subsys	EAI CRMCMsgDispatch Detail Event Subtype	4
EAI CRMCMsgDispatchError	EAI CRMCMsgDispatch	EAI Subsys	EAI CRMCMsgDispatch Error Event Subtype	1
EAI CRMCMsgDispatchInfo	EAI CRMCMsgDispatch	EAI Subsys	EAI CRMCMsgDispatch Info Event Subtype	3
EAI CRMCMsgDispatchWarning	EAI CRMCMsgDispatch	EAI Subsys	EAI CRMCMsgDispatch Warning Event Subtype	2
EAI CSMCleanUp	EAI CSM	EAI Subsys	EAI CSM CleanUP	3
EAI DBAODBCDebug	EAI DBAAPI	EAI Subsys	Denotes a ODBC Debug Event	4
EAI DBAODBCPerf	EAI DBAAPI	EAI Subsys	Denotes a ODBC Performance Statistic Event	5

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
EAI DBA ODBC Warning	EAI DBA API	EAI Subsys	Denotes a ODBC Warning Event	2
EAI DTD Wizard Debug	EAI DTD Wizard	EAI Subsys	EAI DTD Wizard Debug Event Type	4
EAI DTD Wizard Error	EAI DTD Wizard	EAI Subsys	EAI DTD Wizard Error Event Type	1
EAI DTD Wizard Warning	EAI DTD Wizard	EAI Subsys	EAI DTD Wizard Warning Event type	2
EAI DTD Wizard List	EAI DTD Wizard	EAI Subsys	EAI DTD Wizard List Event Type	3
EAI DTD Wizard GetIntgObj	EAI DTD Wizard	EAI Subsys	EAI DTD Wizard Get Integration Object Event Type	3
EAI Dispatch Service Debug	EAI Dispatch Service	EAI Subsys	EAI Dispatch Service Debug	4
EAI Dispatch Service Log	EAI Dispatch Service	EAI Subsys	EAI Dispatch Service Log	3
EAI Dispatch Service Warning	EAI Dispatch Service	EAI Subsys	EAI Dispatch Service Warning	2
EAI Svc Arg Trc Debug	EAI Dispatch Svc Arg Trc	EAI Subsys	EAI Service Argument Tracing on Debug Event Type	4
EAI Svc Arg Trc Error	EAI Dispatch Svc Arg Trc	EAI Subsys	EAI Service Argument Tracing on Error Event Type	3
EAI Infra Input Msg	EAI Infra	EAI Subsys	EAI Infrastructure Input Message Event Type	3
EAI Infra Input Msg Detail	EAI Infra	EAI Subsys	EAI Infrastructure Input Message Detail Event Type	3
EAI Infra Output Msg	EAI Infra	EAI Subsys	EAI Infrastructure Output Message Event Type	3
EAI Infra Output Msg Detail	EAI Infra	EAI Subsys	EAI Infrastructure Output Message Detail Event Type	3
EAI Infra Warning	EAI Infra	EAI Subsys	EAI Infrastructure Warning Event Type	2

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
EAIMimeDebug	EAIMime	EAISubsys	EAI MIME Doc Converter Debug	4
EAIMimeLog	EAIMime	EAISubsys	EAI MIME Doc Converter Event Type	3
EAIOracleWizUserKeys	EAIOr Wizard	EAISubsys	Creating Integration Component User Keys	3
EAIOracleWizUserProp	EAIOr Wizard	EAISubsys	Creating User Property	3
EAIOracleWizComponent	EAIOr Wizard	EAISubsys	Creating Integration Component	3
EAIOracleWizField	EAIOr Wizard	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
EAISAPBAPIDaptDebug	EAISAPBAPIDapt	EAISubsys	EAI SAP BAPI Adapter Debug Event Type	4
EAISAPBAPIDallocateParam	EAISAPBAPIDapt	EAISubsys	EAI SAP BAPI Adapter Allocate Parameters Event Type	3
EAISAPBAPIDconnect	EAISAPBAPIDapt	EAISubsys	EAI SAP BAPI Adapter Connect Data Event Type	3



**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
EASAPBAPICovert	EASAPBAPIdpt	EAISubsys	EAI SAP BAPI Adapter Covert Data Event Type	3
EASAPBAPIDecodeParam	EASAPBAPIdpt	EAISubsys	EAI SAP BAPI Adapter Decode Parameters Event Type	3
EASAPBAPIDecodeParamDetail	EASAPBAPIdpt	EAISubsys	EAI SAP BAPI Adapter Decode Parameters Detail Event Type	3
EASAPBAPIEncodeParam	EASAPBAPIdpt	EAISubsys	EAI SAP BAPI Adapter Encode Parameters Event Type	3
EASAPBAPIEncodeParamDetail	EASAPBAPIdpt	EAISubsys	EAI SAP BAPI Adapter Encode Parameters Detail Event Type	3
EASAPBAPIExecuteRfc	EASAPBAPIdpt	EAISubsys	EAI SAP BAPI Adapter Execute Rfc Event Type	3
EASAPIdocAdpRfc	EASAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter RFC Event Type	3
EASAPIdocAdptConverter	EASAPIdocAdpt	EAISubsys	EAI SAP IDOC Converter Event Type	3
EASAPIdocAdptDebug	EASAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter Debug Event Type	4
EASAPIdocAdptWarning	EASAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter Warning Event Type	2
EASAPIdocAdptGeneric	EASAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter Generic Event Type	3
EASAPIdocAdptPerf	EASAPIdocAdpt	EAISubsys	EAI SAP IDOC Adapter Performance Event Type	5
EASAPIdocWizardDebug	EASAPIdocWizard	EAISubsys	EAI SAP IDOC Wizard Debug Event Type	4
EASAPIdocWizardGetIntgObj	EASAPIdocWizard	EAISubsys	EAI SAP IDOC Wizard Get Intg Object Event Type	3
EASAPIdocWizardList	EASAPIdocWizard	EAISubsys	EAI SAP IDOC Wizard List Event Type	3

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
EAISiebelWizUProp	EAISiebelWizard	EAISubsys	Creating User Property	3
EAISiebelWizUserKeys	EAISiebelWizard	EAISubsys	Creating Integration Component User Keys	3
EAISiebelWizComponent	EAISiebelWizard	EAISubsys	Creating Integration Component	3

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
EAIIncrementalSnapshotNewKey	EAISnapshot	EAISubsys	EAI incremental snapshot new key	5
EAIIncrementalSnapshotModNum	EAISnapshot	EAISubsys	EAI incremental snapshot ModNum	3
EAISnapshotInsertSnapshot	EAISnapshot	EAISubsys	EAI Snapshot insert snapshot	3

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
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

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
EAIValidationInfo	EAIValidation	EAISubsys	EAI Validation Information Event Type	3
EAIValidationStart	EAIValidation	EAISubsys	EAI Validation Start Event Type	3
EAIXSLSLServiceDebug	EAIXSLSLService	EAISubsys	EAI XSLT Service Event Type	1
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
Warning	Execution	AbsOptmzSubsys	AbsOptmz: Exec Warning Event	2
Info	FCSTLOG_EVENT	ForecastSubsys	NULL	3
Fatal	FCSTLOG_EVENT	ForecastSubsys	NULL	0

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
TaskCounters	MainThread	InfraMultiThread		NULL NULL
ThreadExit	MainThread	InfraMultiThread		NULL NULL
TaskCreated	MainThread	InfraMultiThread		NULL NULL

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
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

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
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



**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
Transaction	SQLConnectOptions	InfraDatabase	Prints calls to SQLTransact (connect handle + time taken)	4
Transaction Detail	SQLConnectOptions	InfraDatabase	Prints type of transaction	5
Bind Variables	SQLException	InfraDatabase	Prints the bind values	1

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
Recovery Info	SQLException	InfraDatabase	Prints recovery info	2
Statement	SQLException	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
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

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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 column specified	5
Bind	SQLSummary	InfraDatabase	Prints the bind time	5
BindVar	SQLSummary	InfraDatabase	Prints the bind variables	4
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

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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 siebsvr	1
Startup	ServerLog	Server	Event subtype that groups all the Server startup messages	3
UpgradeNeeded	ServerLog	Server	The software/schema need to be upgraded	3
ConnClose	SessMgr	InfraNetwork	Connection termination subtype	3
ConnOpen	SessMgr	InfraNetwork	Connection creation subtype	3
MsgReceive	SessMgr	InfraNetwork	Message received subtype	3
MsgSend	SessMgr	InfraNetwork	Message send subtype	3

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
SessMgrGeneric	SessMgr	InfraNetwork	Session Manager generic subtype	3
ShoppingSvcDebug	ShoppingSvc	InfraShoppingService	Shopping Service: Debug Event	4
ShoppingSvcErr	ShoppingSvc	InfraShoppingService	Shopping Service: Error Event	1
ShoppingSvcTrace	ShoppingSvc	InfraShoppingService	Shopping Service: Trace Event	3
ShoppingSvcWarning	ShoppingSvc	InfraShoppingService	Shopping Service: Warning Event	2
SisnSockDetail	SisnTcpIp	InfraNetwor	Events to track socket operations	4
SisnSockError	SisnTcpIp	InfraNetwor	Events to track socket operations	1
SisnSockInfo	SisnTcpIp	InfraNetwor	Events to track socket operations	3
SisnSockWarning	SisnTcpIp	InfraNetwor	Events to track socket operations	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

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
Upd	StpExec	Workflow	Workflow engine updated a business component	4
TaskParamsAtExit	TaskCfgExit	InfraCore	Triggers the printing of task parameters on exit if task 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

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
TestStartSvrComp	TestExecution	TestSubsys	A server component was started	3
TestSvrCompCompletedSuccessfully	TestExecution	TestSubsys	A server component completed successfully	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

**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
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



**Table 36. Event Subtypes**

Name	Parent Field	Subsystem/Component	Description	Severity
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
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

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The Siebel Server Manager GUI screens and views are listed with their respective Server Manager tasks in [Table 37](#).

**Table 37. 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 <a href="#">“Siebel Enterprise Server Administration” on page 62</a> for detailed procedures.	Enterprise Operations screen; Enterprise Servers view
	Starting, monitoring, and shutting down a Siebel Server. See <a href="#">“Siebel Server Administration” on page 65</a> for detailed procedures.	Enterprise Operations screen; Enterprise Servers view
	Assigning or unassigning a component group to a Siebel Server. See <a href="#">“Assigning and Unassigning Component Groups to Siebel Servers” on page 74</a> for detailed procedures.	Enterprise Operations screen; Component Group Assignment view
	Configuring Named Subsystems. See <a href="#">“Configuring Named Subsystems” on page 152</a> for detailed procedures.	Enterprise Configurations screen; Enterprise Profile Configuration view
Component Group Administration	Creating component groups. See <a href="#">“Creating Component Groups” on page 69</a> for detailed procedures.	Enterprise Operations screen; Enterprise Components Group view
	Enabling or disabling assigned component groups at the enterprise level. See <a href="#">“Enabling and Disabling Assigned Component Groups at the Enterprise Level” on page 76</a> for detailed procedures.	Enterprise Configuration screen; Enterprise Component Groups view

**Table 37. 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 <a href="#">“Administering Component Groups” on page 89</a> for detailed procedures.	Servers screen; Server Component Groups view
	Enabling or disabling an assigned component group. See <a href="#">“Administering Component Groups” on page 89</a> for detailed procedures.	Servers screen; Server Component Groups view
	Monitoring Siebel Server status for component groups. See <a href="#">“Monitoring Component Group Status” on page 92</a> for detailed procedures.	Component Groups screen; Component Groups Servers view
	Monitoring component status for a component group. See <a href="#">“Monitoring Component Group Status” on page 92</a> for detailed procedures.	Component Groups screen; Component Group Components view
Component Administration	Creating, modifying, or deleting a defined component. See <a href="#">“Creating Defined Components” on page 70</a> for detailed procedures.	Enterprise Operations screen; Enterprise Component Definitions view
	Reconfiguring Siebel Server Components. See <a href="#">“Reconfiguring Server Components” on page 80</a> for detailed procedures.	Enterprise Configuration screen; Component Definitions view
	Synchronizing Siebel Server Components. See <a href="#">“Synchronizing Server Components” on page 79</a> for detailed procedures.	Enterprise Configuration screen; Batch Component Admin
	Starting and stopping an assigned Siebel Server component. See <a href="#">“Administering Siebel Server Components” on page 83</a> for detailed procedures.	Servers screen; Server Components view
	Enabling or disabling an assigned Siebel Server component. See <a href="#">“Administering Siebel Server Components” on page 83</a> for detailed procedures.	Servers screen; Server Components view

**Table 37. 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 <a href="#">“Administering Siebel Server Components” on page 83</a> for detailed procedures.	Servers screen; Server Components view
	Monitoring task status for a component. See <a href="#">“Monitoring Siebel Server Tasks” on page 104</a> for detailed procedures.	Component Groups screen; Component Group Tasks view
	Defining a Component Job. See <a href="#">“Component Job Administration” on page 93</a> for detailed procedures.	Enterprise Configuration screen; Component Jobs Definitions view
Task Administration	Running, monitoring, or deleting a Component Request. See <a href="#">“Component Request Administration” on page 95</a> for detailed procedures.	Enterprise Operations screen; Component Requests view
	Running or deleting repeating component requests. See <a href="#">“Deleting Repeating Component Requests” on page 101</a> for detailed procedures.	Enterprise Operations screen; Repeating Components Request view
	Monitoring repeating component requests. See <a href="#">“Monitoring Component Requests” on page 98</a> for detailed procedures.	Enterprise Operations screen; Repeating Components Request Details view
	Monitoring Siebel Server tasks. See <a href="#">“Monitoring Siebel Server Tasks” on page 104</a> for detailed procedures.	Enterprise Operations; Enterprise Tasks view
	Monitoring tasks on a specific Siebel Server. See <a href="#">“Monitoring Siebel Server Tasks” on page 104</a> for detailed procedures.	Servers screen; Server Tasks view
	Monitoring tasks for a specific component. See <a href="#">“To monitor task status for component groups” on page 92</a> for detailed procedures.	Components screen; Component Tasks view
	Stopping or pausing a task. See <a href="#">“To stop a running task” on page 107</a> for detailed procedures.	Servers Screen; Server Tasks view

**Table 37. 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 <a href="#">“To resume a paused task” on page 108</a> for detailed procedures.	Servers Screen; Server Tasks view
	Starting a task (See Component Requests). See <a href="#">“Component Request Administration” on page 95</a> for detailed procedures.	Enterprise Operations screen; Component Requests view
Parameter Administration	Modifying enterprise parameters. See <a href="#">“To modify enterprise parameters” on page 110</a> for detailed procedures.	Enterprise Configuration screen; Enterprise Parameters view
	Modifying Siebel Server parameters. See <a href="#">“To modify Siebel Server parameters” on page 112</a> for detailed procedures.	Servers screen; Server Parameters view
	Modifying component parameters. See <a href="#">“To modify component parameters” on page 113</a> for detailed procedures.	Components screen; Component Parameters view
	Modifying task parameters. See <a href="#">“To modify dynamic task parameters” on page 115</a> for detailed procedures.	Tasks screen; Task parameters view
State Value and Statistic Administration	Viewing Component-level state values. See <a href="#">“To view component-level state values” on page 116</a> for detailed procedures.	Components screen; Component State Values view
	Viewing task-level state values. See <a href="#">“To view task-level state values” on page 117</a> for detailed procedures.	Tasks screen; Task State Values view
	Viewing Siebel Server Statistics. See <a href="#">“To view Siebel Server statistics” on page 118</a> for detailed procedures.	Servers screen; Server Statistics view
	Viewing Component Statistics. See <a href="#">“To view component statistics” on page 119</a> for detailed procedures.	Components screen; Component Statistics view
	Viewing Task Statistics. See <a href="#">“To view task statistics” on page 119</a> for detailed procedures.	Tasks screen; Task Statistics view

**Table 37. Siebel Server Manager GUI Screens and Views for Siebel Server Administrative Tasks**

<b>Administrative Area</b>	<b>Administrative Task</b>	<b>Siebel Server GUI Screen and View</b>
Event Logging Administration	Configuring Siebel Server Event Types. See <a href="#">“Siebel Server Event Types” on page 193</a> for detailed procedures.	Servers screen; Server Event Configuration view
	Viewing Siebel Server Event Logs. See <a href="#">“Viewing Siebel Server Event Logs” on page 194</a> for detailed procedures.	Servers screen; Server Info Log view
	Configuring Component Event Types. See <a href="#">“Component Event Types” on page 197</a> for detailed procedures.	Components screen; Component Event Configuration view





The Siebel Web Server Extension Statistics page (SWSE Statistics page) provides current information about the operations and communications of 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 Statistics page lists measurable objects, their values, mean values, and standard deviations.

See the following sections for details:

- [“Configuring the SWSE Statistics Page” on page 281](#)
- [“Accessing the SWSE Statistics Page” on page 282](#)
- [“Reading the SWSE Statistics Page” on page 284](#)
- [“Sample SWSE Statistics Page” on page 286](#)

As the SWSE Statistics 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 SWSE Statistics Page

The SWSE Statistics 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 Statistics page have a `.swe` suffix.

---

The `eapps.cfg` file contains an additional parameter that defines content in the SWSE Statistics page: `SessionMonitor`.

`SessionMonitor` specifies if statistics are gathered on all current sessions and then reported to the application's SWSE Statistics page. If `SessionMonitor` is enabled (`TRUE`), when sessions are created they are entered into the statistical repository and appear on the application's SWSE Statistics 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 SWSE Statistics 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 SWSE Statistics Page

Because this page is generated by the SWSE plug-in, you can view it only from a Web browser. To access the SWSE Statistics page, enter the following URL in a Web browser:

```
http://host/application/_stats.swe.
```

In addition to defining the name of the SWSE Statistics page accessory handle, you can configure if currently active sessions appear on the page as well. For information about monitoring currently active sessions, see information on the `SessionMonitor` parameter in [“Configuring the SWSE Statistics Page” on page 281](#).

When accessing the SWSE Statistics page URL, additional parameters can be appended to the URL, which modify the display and content of the page.

**Statistical Page Verbosity Option.** This option allows the user to dictate the amount of information to appear in SWSE Statistics page. There are three settings as shown in [Table 38](#):

**Table 38. 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 39](#):

**Table 39. 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 SWSE Statistics 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 SWSE Statistics Page

The individual events and objects measured on the SWSE Statistics page are described in the following list. See [“Sample SWSE Statistics Page” on page 286](#) 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. The `Anon Session Available` parameter may have a lower value than the `AnonUserPool` parameter because it is replenished only when needed; that is, if one additional session is sufficient in a particular scenario, then the plug-in only creates one anonymous session.

**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 SWSE Statistics Page” on page 281](#) for further information on SessionMonitor). If verbose mode is used, then this section also displays the anonymous sessions (see [“Accessing the SWSE Statistics Page” on page 282](#) for further information on verbose mode).

# Sample SWSE Statistics Page

A sample SWSE Statistics page is reproduced in the following tables: [Table 40](#), [Table 41 on page 287](#), [Table 42 on page 288](#), [Table 43 on page 288](#), and [Table 44 on page 289](#). The information contained in these tables encompasses one SWSE Statistics page.

**Table 40. System Statistics 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

**Table 40. System Statistics Sample (All time in seconds)**

Event	Value	General Stats (count, mean, standard deviation)	Frequency (mean, standard deviation)
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

**Table 41. Application Statistics 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 42. 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 43. 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 44. Current Operations Processing Sample**

Operation	Duration
NewAnonSession_00000022_499	0.9581
Open Session Time_00000023_499	0.9580



## Using Siebel Diagnostic Data Collector

# E

Capturing Siebel application environment information is useful for diagnostic and troubleshooting purposes. Use the Siebel Diagnostic Data Collector—a command-line utility—to collect data such as environment setup, configuration settings, and logging information.

This command-line utility resides in the binary subdirectory of the Siebel Server, Siebel Gateway, and Siebel Web Server Extension root directory as the executable `siebsnap.exe` on Windows or as binaries on UNIX. When run, the Siebel Diagnostic Data Collector utility collects information, individually, for Siebel Servers, the Siebel Gateway, and the Siebel Web Server Extension (SWSE), and stores the collected data in output files. These files are available for immediate review, or can be sent to Siebel Technical Support if required. See the following sections for further information.

- Running the Siebel Diagnostic Data Collector, see [“Running the Siebel Diagnostic Data Collector” on page 291](#).
- Siebel Diagnostic Data Collector output, see [“Siebel Diagnostic Data Collector Output” on page 297](#).

## Running the Siebel Diagnostic Data Collector

The Siebel Diagnostic Data Collector utility is manually run by the user to capture environment setup, configuration settings, and logging information for system infrastructure. Run Siebel Diagnostic Data Collector separately for Siebel Servers, the Siebel Gateway, and the Siebel Web Server Extension (SWSE) to collect information specific to that entity. Commands for running Siebel Diagnostic Data Collector on Windows are available in [“Running Siebel Diagnostic Data Collector on Windows” on page 292](#). Commands for running Siebel Diagnostic Data Collector on UNIX are available in [“Running Siebel Diagnostic Data Collector on UNIX” on page 294](#).

Siebel Diagnostic Data Collector creates output files after each execution. These files document environment information for each specific entity. For details on the location and type of collected information for the Windows Siebel Diagnostic Data Collector utility, see [“Siebel Diagnostic Data Collector Output” on page 297](#). For details on the location and type of collected information for the UNIX Siebel Diagnostic Data Collector utility, see [“Siebel Diagnostic Data Collector Output on UNIX” on page 301](#).

## Running Siebel Diagnostic Data Collector on Windows

Use the following commands for running Siebel Diagnostic Data Collector on Windows.

### **To collect Siebel Server information**

- 1 Navigate to the binary subdirectory within the Siebel Server root directory.
- 2 Run `siebsnap.exe` using the `-s` flag and, as necessary, parameters listed in [Table 45 on page 293](#) as shown in the following example:  
  
`siebsnap.exe -s`
- 3 Review the collected information in the `siebsrvr_enterprise-name_server-name` output directory.

### **To collect Siebel Gateway information**

- 1 Navigate to the binary subdirectory within the Siebel Gateway root directory.
- 2 Run `siebsnap.exe` using the `-g` flag and, as necessary, parameters listed in [Table 45 on page 293](#) as shown in the following example:  
  
`siebsnap.exe -g`
- 3 Review the collected information in the `gateway` output directory.

### **To collect Web server and SWSE information**

- 1 Navigate to the binary subdirectory within the Siebel `SWSE_ROOT` directory.
- 2 Run `siebsnap.exe` using the `-w` flag and, as necessary, parameters listed in [Table 45 on page 293](#) as shown in the following example:  
  
`siebsnap.exe -w`

**3** Review the collected information in the `SWSE_ROOT` output directory.

[Table 45](#) below provides a description of the parameters available for use with Siebel Diagnostic Data Collector.

**Table 45. Siebel Diagnostic Data Collector Parameters on Windows**

Parameter	Description	Required?
-g	Append this parameter to the <code>siebsnap.exe</code> command to collect information on the Siebel Gateway.	Y
-s	Append this parameter to the <code>siebsnap.exe</code> command to collect information on the Siebel Server.	Y
-w	Append this parameter to the <code>siebsnap.exe</code> command to collect information on the Web server and SWSE.	Y
-c	Include this parameter to reference a particular configuration file. Use this parameter if Siebel Technical Support provides a configuration file. See <a href="#">“Configuring the Siebel Diagnostic Data Collector Under Windows” on page 303</a> for further details.	N
-help	Use this parameter with the <code>siebsnap.exe</code> command to list information on Siebel Diagnostic Data Collector and its parameters.	N

**NOTE:** Use only one of the parameters -g, -s, and -w during a single Siebel Diagnostic Data Collector execution.

## Sample Windows Siebel Diagnostic Data Collector Commands

Some samples of Windows Siebel Diagnostic Data Collector commands follow.

■ `siebsnap.exe -c siebsnapw32.cfg -g`

This command retrieves Siebel Gateway information using a configuration file named `siebsnapw32.cfg`.

- `siebsnap.exe -s`

This command retrieves Siebel Server information.

- `siebsnap.exe -c siebsnapw32.cfg -w`

This command retrieves Web server and SWSE information using a configuration file named `siebsnapw32.cfg`.

## Running Siebel Diagnostic Data Collector on UNIX

Before running the Siebel Diagnostic Data Collector command on UNIX, complete the following procedure.

### **To prepare environment to use Siebel Diagnostic Data Collector**

- 1 Run a database-specific script to set database environment variables.
- 2 Run the `siebenv.sh` or `siebenv.csh` scripts to set Siebel environment variables. For more information on these scripts, see the *Siebel Server Installation Guide* for the operating system you are using.
- 3 Change the permissions to execute Siebel Diagnostic Data Collector.

After the environment is set, use the following commands for running Siebel Diagnostic Data Collector on UNIX.

### **To collect Siebel Server information**

- 1 Enter the `siebsnap` command using the `-s` flag and, as necessary, parameters listed in [Table 46 on page 295](#) as shown in the following example:

```
siebsnap -s siebel_server_name
```

- 2 Review the collected information in the `siebsrvr_machine-name_server-name` output directory.

### **To collect Siebel Gateway information**

- 1 Enter the `siebsnap` command using the `-g` flag and, as necessary, parameters listed in [Table 46 on page 295](#) as shown in the following example:

```
siebsnap -g siebel_gateway_name
```

- 2 Review the collected information in the *machine-name\_gateway* output directory.

**To collect Web server and SWSE information**

- 1 Enter the `siebsnap` command using the `-w` flag and, as necessary, parameters listed in [Table 46 on page 295](#) as shown in the following example:

```
siebsnap -w webserver_root
```

- 2 Review the collected information in the *machine-name\_webserver-name* output directory.

---

**NOTE:** Alternatively, use `this_server` in place of the Siebel Gateway name, Siebel Server name, or the Web server name when using Siebel Diagnostic Data Collector on UNIX.

---

**Table 46. Siebel Diagnostic Data Collector Parameters on UNIX**

Parameter	Description
<code>-g siebel_gateway_name</code>	Append the parameter <code>-g</code> with the name of the Siebel Gateway to collect information on the Siebel Gateway. Alternatively, use <code>-g this_server</code> .
<code>-s siebel_server_name</code>	Append the parameter <code>-s</code> with the name of the Siebel Server to collect information on a Siebel Server. Alternatively, use <code>-s this_server</code> .
<code>-w webserver_root</code>	Append the parameter <code>-w</code> with the path of the Web server root to collect information on the SWSE and Web server. Alternatively, use <code>-w this_server</code> .
<code>-u user_name</code>	User name for a Siebel Server. This parameter is valid only with the <code>-s</code> parameter. The User Name parameter, used in conjunction with the password parameter, can only be used if the Siebel Server is running. It returns information on server component parameters.
<code>-p password</code>	Password for a Siebel Server. This parameter is valid only with the <code>-s</code> parameter. The Password parameter, used in conjunction with the User Name parameter, can only be used if the Siebel Server is running. It returns information on server component parameters.

**Table 46. Siebel Diagnostic Data Collector Parameters on UNIX**

Parameter	Description
-l1	Collects Siebel logs for the current session.
-l2	Collects Siebel logs for current session and earlier sessions (archives); Siebel asserts and prefer files; and core files and stack trace.
-o <i>directory</i>	Saves the output from the Siebel Diagnostic Data Collector in the directory specified. If this parameter is not specified, the output is stored in the directory where the Siebel Diagnostic Data Collector utility is invoked.
-help	Use this parameter with the siebsnap command to list information on Siebel Diagnostic Data Collector and its parameters.

### Sample UNIX Siebel Diagnostic Data Collector Commands

Some samples of UNIX Siebel Diagnostic Data Collector commands follow.

- `siebsnap -s this_server -u sadmin -p sadmin -l2`

This command retrieves Siebel Server information using a username and password with a log level of 2.

- `siebsnap -g gtway1 -l1 -o D:siebsnap/output`

This command retrieves Siebel Gateway information with a Siebel Gateway name of gtway1, a log level of 1, and an output directory of D:siebsnap/output.

- `siebsnap -w this_server -l2`

This command retrieves Web server and SWSE information using a log level of 2.



## Siebel Diagnostic Data Collector Output

The Siebel Diagnostic Data Collector utility creates output files and directories, as necessary, after each execution of the utility. The output files document the environmental setup information, application configurations, and log files if specified. For further information on running Siebel Diagnostic Data Collector, see [“Running the Siebel Diagnostic Data Collector” on page 291](#).

The Siebel Diagnostic Data Collector Windows utility creates output in the format of a root directory with additional subdirectories and files. For details on Siebel Diagnostic Data Collector Windows output file information and locations, see [“Siebel Diagnostic Data Collector Output on Windows” on page 299](#).

The Siebel Diagnostic Data Collector UNIX utility creates output in the format of compressed files. For details on Siebel Diagnostic Data Collector UNIX output file information and locations, see [“Siebel Diagnostic Data Collector Output on UNIX” on page 301](#).

Siebel Diagnostic Data Collector uses the following naming convention for the creation of root directory and file names:

`ss_{GS|SS|WS}yyyy-mm-dd_hh_mm_ss`

Where:

`ss` = siebsnap

`GS|SS|WS` = Gateway Server, Siebel Server, or Web server

`yyyy-mm-dd` = Year, month, and day

`hh_mm_ss` = Hour, minute, and second based on a 24-hour clock.

For example, the directory or file name `ss_SS2003-04-08_17_10_30` represents information collected for a Siebel Server on April 8th at approximately 5:00 PM, and the directory or file name `ss_GS2003-04-07_14_18_58` represents information collected for the Siebel Gateway on April 7th at approximately 2:00 PM.

## Common Siebel Diagnostic Data Collector Output Files and Folders

The output from a Siebel Diagnostic Data Collector execution for a Siebel Server, the Siebel Gateway, and Siebel Web Server Extension (SWSE) contains common folders and files. [Table 47](#) provides further descriptions of the information collected in these files and folders.

**Table 47. Common Files and Folders**

Files and Subfolders	Description
ReadMe file	Provides a snapshot of the files copied and directories created during the Siebel Diagnostic Data Collector execution.
Siebsnap log file	Provides a detailed log of information collected during the Siebel Diagnostic Data Collector execution. This file is only available for Siebel Diagnostic Data Collector on Windows.
Configuration file	Copies the configuration file used if one is specified during the Siebel Diagnostic Data Collector execution. This file is only available for Siebel Diagnostic Data Collector on Windows.
siebel_info directory	Directory for Siebel environment information. This folder contains further subfolders, which contain log files and details on the Siebel environment.
system_info directory	Directory for system information. This folder contains text files containing information on hardware, network statistics, operating system, and registry keys.
db_info directory	Directory for database version information. This folder contains text files containing details on the database version.
WebserverLogs directory	Directory for Web server log information. This folder contains log files for the Web server.

## Siebel Diagnostic Data Collector Output on Windows

Siebel Diagnostic Data Collector output on Windows consists of files stored within a directory structure created by the utility. The default directory for the Siebel Diagnostic Data Collector output on Windows—if a configuration file is not specified—is the `siebsnap` directory under the Siebel Server root. To configure a different Siebel Diagnostic Data Collector output location, update the parameter `OutputDirectory` in the Siebel Diagnostic Data Collector configuration file. See [“Configuring the Siebel Diagnostic Data Collector Under Windows” on page 303](#) for further details on configuring this and other parameters in the Siebel Diagnostic Data Collector configuration file.

Siebel Diagnostic Data Collector creates additional folders within the `siebsnap` directory (or the configured output directory) based on whether Siebel Diagnostic Data Collector collects data for a Siebel Server, the Siebel Gateway, or the Web server and SWSE. See [“Siebel Diagnostic Data Collector Output” on page 297](#) for details on the time-sensitive directory naming convention for these root folders.

See [“Siebel Server Siebel Diagnostic Data Collector Output on Windows” on page 299](#), [“Siebel Gateway Siebel Diagnostic Data Collector Output on Windows” on page 300](#), and [“Web Server Siebel Diagnostic Data Collector Output on Windows” on page 300](#) for locations of the output contents produced for these entities.

See [“Common Siebel Diagnostic Data Collector Output Files and Folders” on page 298](#) for descriptions of the files and directory content of the Siebel Diagnostic Data Collector output, some of which are common between each entity.

### Siebel Server Siebel Diagnostic Data Collector Output on Windows

With a Siebel Server Siebel Diagnostic Data Collector execution, the utility creates the root Siebel Server output folder, in the format `ss_SSYYYY-mm-dd_hh_mm_ss`, within the `siebsnap` directory (or configured output directory). Within this folder, the utility creates a folder of the format, `siebesrvr_server_name`, where `server_name` represents the name of the Siebel Server profiled by the utility. The directory structure and contents appear as follows:

```
ss_SSyyyy-mm-dd_hh_mm_ss\  
  siebesrvr_enterprise-name_server-name\  
    Readme file  
    Siebsnap log file  
    Configuration file  
    system_info\  
    siebel_info\  
    db_info\
```

### **Siebel Gateway Siebel Diagnostic Data Collector Output on Windows**

With a Siebel Gateway Siebel Diagnostic Data Collector execution, the utility creates the root Siebel Gateway output folder in the format `ss_GSyyyy-mm-dd_hh_mm_ss` within the `siebsnap` directory (or configured output directory). Within this folder, the utility creates a folder named `gateway`, which collects information on the Siebel Gateway. The directory structure and contents appear as follows:

```
ss_GSyyyy-mm-dd_hh_mm_ss\  
  gateway\  
    Readme file  
    Siebsnap log file  
    Configuration file  
    system_info\  
    siebel_info\
```

### **Web Server Siebel Diagnostic Data Collector Output on Windows**

With a Web server Siebel Diagnostic Data Collector execution, the utility creates the root Web server output folder in the format `ss_WSyyyy-mm-dd_hh_mm_ss` within the `siebsnap` directory (or configured output directory). Within this folder, the utility creates a folder named `webserver`, which collects information on the Web server and SWSE. The directory structure and contents appear as follows:

```
ss_WSyyyy-mm-dd_hh_mm_ss\  
  webserver\  
    Readme file  
    Siebsnap log file  
    Configuration file  
    system_info\  
    siebel_info\  
    WebserverLogs\
```

## Siebel Diagnostic Data Collector Output on UNIX

Siebel Diagnostic Data Collector output on UNIX consists of files compressed within a directory structure created by the utility. The default directory for the compressed files is the directory from which Siebel Diagnostic Data Collector is run. To configure a different Siebel Diagnostic Data Collector output location, use the parameter `-o` during the Siebel Diagnostic Data Collector execution. See [“Running Siebel Diagnostic Data Collector on UNIX” on page 294](#) for further details on running the Siebel Diagnostic Data Collector utility on UNIX.

The compressed output files have the extension `.tar.z` appended to the file name created by Siebel Diagnostic Data Collector using the Siebel Diagnostic Data Collector output naming convention. See [“Siebel Diagnostic Data Collector Output” on page 297](#) for a descriptions of this naming convention. The extensions `.logarchive.tar.z`, `asserts.tar.z`, and `logarchive_asserts.tar.z` also apply based on the log parameters specified during execution.

See [“Siebel Server Siebel Diagnostic Data Collector Output on UNIX” on page 301](#), [“Siebel Server Siebel Diagnostic Data Collector Output on UNIX” on page 301](#), and [“Web Server Siebel Diagnostic Data Collector Output on UNIX” on page 302](#) for descriptions of the output for each entity.

See [“Common Siebel Diagnostic Data Collector Output Files and Folders” on page 298](#) for descriptions of the files and directory content of the Siebel Diagnostic Data Collector output, some of which are common between each entity.

### Siebel Server Siebel Diagnostic Data Collector Output on UNIX

With a Siebel Server Siebel Diagnostic Data Collector execution, the utility creates the compressed file in the format `ss_SS_yyyy-mm-dd_hh_mm_ss.tar.z` in the default output directory (or configured output directory). The information collected by the Siebel Diagnostic Data Collector utility varies based on the log level parameters specified during execution.

- Default (no log level specified)—Collects `system_info`, `database_info`, and `Siebel_info`.
- Log level 1 (`-L1`)—Collects `system_info`, `database_info` and `Siebel_info`. The `Siebel_info` also contains the Siebel Server's latest log files.

- Log level 2 (-L2)—Collects system\_info, database\_info and Siebel\_info. The Siebel\_info contains the Siebel Server's latest log files, log archives, Siebel assert files, Siebel prefer files, and call stack and core files.

### **Siebel Gateway Siebel Diagnostic Data Collector Output on UNIX**

With a Siebel Gateway Siebel Diagnostic Data Collector execution, the utility creates the compressed file in the format `ss_GS_yyyy-mm-dd_hh_mm_ss.tar.Z` in the default output directory (or configured output directory). The information collected by the Siebel Diagnostic Data Collector utility varies based on the log level parameters specified during execution.

- Default (no log level specified)—Collects system\_info and Siebel\_info.
- Log level 1 (-L1)—Collects system\_info and Siebel\_info. The Siebel\_info also contains the Siebel Gateway's latest log files.
- Log level 2 (-L2)—Collects system\_info, database\_info and Siebel\_info. The Siebel\_info contains the Siebel Gateway's latest log files, Siebel assert files, Siebel prefer files, and call stack and core files.

### **Web Server Siebel Diagnostic Data Collector Output on UNIX**

With a Siebel Web server Siebel Diagnostic Data Collector execution, the utility creates the compressed file in the format `ss_WS_yyyy-mm-dd_hh_mm_ss.tar.Z` in the default output directory (or configured output directory). The information collected by the Siebel Diagnostic Data Collector utility varies based on the log level parameters specified during execution.

- Default (no log level specified)—Collects system\_info, Siebel\_info, and Webserver\_info.
- Log level 1 (-L1)—Collects system\_info and Siebel\_info. The Siebel\_info also contains eappweb log files.
- Log level 2 (-L2)—Collects system\_info, database\_info and Siebel\_info. The Siebel\_info contains Siebel eappweb logs and Web server logs (access and error log).

## Configuring the Siebel Diagnostic Data Collector Under Windows

The Siebel Diagnostic Data Collector can be configured to modify or enhance the amount of information collected during a Siebel Diagnostic Data Collector execution. A Siebel Diagnostic Data Collector configuration file is required by Siebel Diagnostic Data Collector to record any configurations to the output. The configuration file is then referenced during the Siebel Diagnostic Data Collector execution. By default, a configuration file is not included with the Siebel Diagnostic Data Collector utility. It is recommended that you contact Siebel Technical Support before using configuration files. Siebel Technical Support provides configuration files based on the specific information required.

---

**NOTE:** Configuration files are not used with the UNIX Siebel Diagnostic Data Collector utility.

---

The Siebel Diagnostic Data Collector configuration file is divided into sections that can be used to configure the type of information and log files collected by the utility. Edit the configuration file with a text editor. See [Table 48](#) for Siebel Diagnostic Data Collector configuration file parameters.

**Table 48. Siebel Diagnostic Data Collector Configuration File and Parameters**

Section	Parameter	Specifies
[Main]	OutputDirectory	Specifies the directory location for the creation of the Siebel Diagnostic Data Collector directory and output files.
	CollectLog	Specifies whether log files are collected.
	CollectLogArchive	Specifies whether log archive files are collected.
	CollectCrash	Specifies whether crash files are collected.
	CollectDump	Specifies whether dump files are collected.
	CollectAssert	Specifies whether assert and prefer files are collected.

**Table 48. Siebel Diagnostic Data Collector Configuration File and Parameters**

Section	Parameter	Specifies
[Registry]	Key01	Specifies a registry key for collection.
	Key02	Specifies a registry key for collection.
	Key03	Specifies a registry key for collection.
[CrashFiles]	StartDate	Specifies the start date for a range of crash files to collect.
	EndDate	Specifies the end date for a range of crash files to collect.
	MatchingFiles	Specifies the crash file extensions to collect.
[ProcessDump]	StartDate	Specifies the start date for a range of dump files to collect.
	EndDate	Specifies the end date for a range of dump files to collect.
	MatchingFiles	Specifies the dump file extensions to collect.
[AssertFiles]	StartDate	Specifies the start date for a range of assert files to collect.
	EndDate	Specifies the end date for a range of assert files to collect.
	MatchingFiles	Specifies the assert file extensions to collect.
[LogFiles]	StartDate	Specifies the start date for a range of log files to collect.
	EndDate	Specifies the end date for a range of log files to collect.
	MatchingFiles	Specifies the log file extensions to collect.
[LogArchive]	NumArchives	Specifies that Siebel Diagnostic Data Collector collects log archive files from the NumArchives directory.
	MatchingArchiveDir	Specifies the archive directories for collection.



## Parameter Configuration Details

The parameters `MaxNumFiles`, `StartDate`, `EndDate`, and `MatchingFiles`, which appear in several Siebel Diagnostic Data Collector configuration file sections, have common configuration details. See [Table 49](#) for these details.

**Table 49. Common Parameter Configuration Details**

Common Parameters	Configuration Details
<code>MaxNumFiles</code>	Set this parameter to collect only the latest number of files. If <code>MaxNumFiles</code> is set, do not set the parameters <code>StartDate</code> and <code>EndDate</code> .
<code>StartDate</code> , <code>EndDate</code>	<p>Set these parameters to specify collection of data between the two dates. If <code>StartDate</code> and <code>EndDate</code> are set, do not set the parameter <code>MaxNumFiles</code>. Configure the dates in the following format:</p> <p><code>dd-Month_Acronym-yyyy</code></p> <p>where:</p> <p><code>dd</code> = Integer of the date ranging from 01 to 31.</p> <p><code>Month_Acronym</code> = A three-letter month acronym as follows: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec.</p> <p><code>yyyy</code> = Integer of the year.</p> <p>Another valid configuration selection for the <code>StartDate</code> and <code>EndDate</code> parameters is <code>NONE</code>. If <code>NONE</code> is entered for <code>StartDate</code> and a valid date is entered for <code>EndDate</code>, files prior to the end date are collected. If <code>NONE</code> is entered for <code>EndDate</code> and a valid date is entered for <code>StartDate</code>, files from the start date to the current date are collected.</p>
<code>MatchingFiles</code>	<p>Set this parameter to collect multiple file formats using a comma-delimited list. Wildcard characters are also applicable. For example, to collect files containing <code>siebmtsh</code> in the filename with the extension <code>.dmp</code> and files of the type <code>siebmtshmw5409.dmp</code>, enter:</p> <p><code>MatchingFiles=siebmtsh*.dmp,siebmtshmw5409.dmp</code></p>

## Sample Windows Siebel Diagnostic Data Collector Configuration File

The following listing is an example of a Windows Siebel Diagnostic Data Collector configuration file. See [“Configuring the Siebel Diagnostic Data Collector Under Windows” on page 303](#) for parameter descriptions and configuration details.

```
[Main]
OutputDirectory=D:\s\752-15051\SWEApp\siebsnap
CollectLog=TRUE
CollectLogArchive=TRUE
CollectCrash=TRUE
CollectDump=TRUE
CollectAssert=TRUE
SiebelBinDir = D:\s\752-15051\SWEApp\bin

[Registry]
Key01 =
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Tag
Key02 = HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet
Explorer\Version
Key02 =
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Paramet
ers\MaxHashTableSize
Key03 =
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Paramet
ers\MaxFreeTcbs
Key04 =
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Paramet
ers\MaxUserPort

[CrashFiles]
StartDate=05-Jan-2002
EndDate=10-Feb-2004
MatchingFiles = crash*.txt

[ProcessDump]
StartDate=05-Jan-2002
EndDate=10-Dec-200
MatchingFiles = *.dmp

[AssertFiles]
StartDate=05-Dec-2002
EndDate=10-Dec-2003
MatchingFiles=siebel_prefer*,siebel_assert*

[LogFiles]
StartDate=05-Dec-2002
EndDate=10-Dec-2003
MatchingFiles=*.log
```

```
[LogArchiveFiles]
StartDate=05-Dec-2002
EndDate=24-Feb-2003
MatchingFiles=*.log
```



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