Siebel Brightware™

DB Administrator Guide

Version 8.1.6

ORACLE®

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Table of Contents

About this Manual 1

Audience 1
Related Documentation 1
Conventions 2
If You Need Help 2

The DB Administrator 5

Introduction 5
Using the DB Administrator 7
Logging onto the DB Administrator 8
Scheduling or Running an Event 10
Monitoring the Current ETL Event 12
Viewing the Overall Schedule 13
Managing Sources & Datamart 14
Viewing a List of Completed ETL Events 17
Logging Off 18
Configuring JDBC Drivers 18

Index 19

Chapter 1

About this Manual

Audience

If you are involved in using the DB Administrator, read this manual. It contains information about using DB Administrator to set up database connections, and scheduling and running events.

Related Documentation

For more information about Analytics, please refer to these documents included in PDF format on the CD:

- *Analytics Overview Guide*
- *Report Developer Guide*

Conventions

The following typographic conventions are used in this document:

- Items that you are instructed to click or select, such as button names and hyperlinks, are bold:
  - Select **Add Response**.
  - Click the **OK** button.
- Documents, headings, and chapter titles are italicized:
  - "Refer to the *Reference Manual* for more information."
- Notes are flagged along the left margin:

This icon indicates noteworthy information.

- Cautions are flagged along the left margin:

This icon indicates critical information.

- Programming code and system messages appear in a fixed-width font:

```
Set-request-condition (<condition>)
```

- Hyperlinks and Cross References - If viewing a document online, you can navigate through it using hyperlinks, which appear in blue text, and cross references. Although not displayed in blue, the Table of Contents and Index entries are also hyperlinks. Cross references are specific page number references. Click the page number to navigate to that page:
  - Refer to "If You Need Help", on page 2.
- The term Type usually refers to typing information on your keyboard:
  - Type the number of decimal places you want displayed.
- The term Enter typically refers to the "Enter" key on your keyboard:
  - Type the number of decimal places you want displayed and press the **Enter** key.
- When a directory path is given, the hard drive letter is omitted since it is unknown what hard drive the system is installed on. Only the default install path is supported:
  - Documents are available under edocs\Brightware\docs\.

If You Need Help

Technical Support is available to customers who have an active maintenance and support contract with Oracle. Technical Support engineers can help you install, configure, and maintain your Oracle application.

This guide contains general troubleshooting guidelines intended to empower you to resolve problems on your own. If you are still unable to identify and correct an issue, contact Technical Support for assistance.

Information to Provide

Before contacting Oracle Technical Support, try resolving the problem yourself using the information provided in this guide. If you cannot resolve the issue on your own, be sure to gather the following information and have it handy when you contact technical support. This enables your Oracle support engineer to more quickly assess your problem and get you back up and running more quickly.

Please be prepared to provide Technical Support the following information:

Contact information

- Your name and role in your organization.
- Your company's name
- Your phone number and best times to call you
- Your e-mail address

Product and platform

- In which Oracle product did the problem occur?
- What version of the product do you have?
- What is your operating system version? RDBMS? Other platform information?

Specific details about your problem

- Did your system crash or hang?
- What system activity was taking place when the problem occurred?
- Did the system generate a screen error message? If so, please send us that message. (Type the error text or press the Print Screen button and paste the screen into your email.)
- How did the system respond to the error?
- What steps have you taken to attempt to resolve the problem?
- What other information would we need to have (supporting data files, steps we'd need to take) to replicate the problem or error?

Problem severity

- Clearly communicate the impact of the case (Severity I, II, III, IV) as well as the Priority (Urgent, High, Medium, Low, No Rush).
- Specify whether the problem occurred in a production or test environment.

Contacting Oracle’s Siebel Technical Support

You can contact Technical Support online, by email, or by telephone.

Worldwide Support Center

Telephone: 800-214-0400 or 650-341-0700

Oracle's Siebel SupportWeb

https://ebusiness.siebel.com/supportweb/

Email Support

mailto: siebelsupport@oracle.com

Chapter 2

The DB Administrator

Introduction

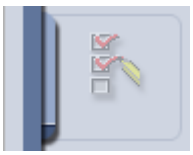
Analytics includes a Web-based Administration tool (DB Administrator). Before you can use this tool, you need to start Oracle's Siebel Brightware Server from the computer where you installed the DB Administrator.

The DB Administrator provides the interface you use to schedule and run extraction, transformation, load (ETL), purge, and compact events on the Siebel Brightware transactional database. ETL refers to transferring data from the transactional database (BWTracking) to the datamart database (BWDatamart). Purge refers to deleting BWTracking data by date to clear out old information. Compact refers to reducing the size of stored BWTracking data. The Compact and Purge processes are normally run after the ETL process has been performed.

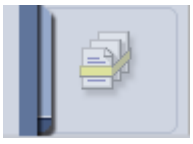
ETL, Compact, and Purge events can be processor intensive so it is recommended these tasks be performed at off-peak times.

This interface includes five views which allow you to:

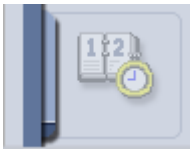
- Monitor the progress of the current ETL event (**ETL Status**).
- Display a list of previous events and the status of the event (**ETL History**).
- Schedule or start an event (**Schedule Task**).
- View all scheduled events (**Show Schedule**).
- Define one or more source Siebel Brightware databases and modify the attributes of both the source databases and the destination Datamart (**Sources & Datamart**).



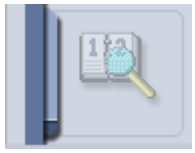
The **ETL Status** view displays the progress of the current ETL event as it processes each transaction and loads each Datamart table. It also shows the total number of transactions for this event, the current transaction, the start time, the transaction that is currently processing (the first transaction is 0), and the estimated completion time of the event.



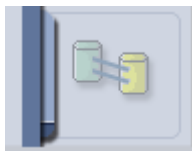
The **ETL History** view allows you to view a list of the most recently run ETL events and their status.



The **Schedule Task** view allows you to schedule ETL, Purge, and Compact events for a specific date or at recurring intervals, test connectivity to the source Siebel Brightware database, or run a single ETL event immediately.



The **Show Schedule** view displays all scheduled ETL events. It includes the source name, the date and time the event is scheduled, and the frequency of the event. It also allows you to delete scheduled events.



The **Sources & Datamart** view allows you to define one or more source Siebel Brightware databases. In addition, this view allows you to test connectivity to source databases and the destination Datamart, to add source databases, and to edit the attributes of source databases.

This chapter includes:

- "Using the DB Administrator", on page 7 – An overview of the steps required to use the DB Administrator for both the first time and subsequent routine operations.
- "Logging onto the DB Administrator", on page 8 – Provides instructions for accessing the DB Administrator.
- "Scheduling or Running an Event", on page 10 – Provides instructions for scheduling events or running one immediately using the **Schedule Task** view.
- "Monitoring the Current ETL Event", on page 12 – Provides instructions for viewing the progress of the current ETL event using the **ETL Status** view.
- "Viewing the Overall Schedule", on page 13 – Provides instructions for accessing the DB Administrator schedule and deleting ETL events using the **Show Schedule** view.
- "Managing Sources & Datamart", on page 14 – Provides instructions for adding or editing source databases and testing your connection to the Datamart using the **Source & Datamart** view.
- "Viewing a List of Completed ETL Events", on page 17 – Provides instructions for viewing details about previously run ETL events and their status using the **ETL History** view.
- "Logging Off", on page 18 – Provides instructions for exiting the DB ADMINISTRATOR.
- "Configuring JDBC Drivers", on page 18 – Provides instructions for setting up drivers and URLs.

Using the DB Administrator

This section provides an overview of using the DB Administrator.

Initial Source and Destination Definition

Before you can use the DB Administrator to schedule or run ETL, purge, and compact events, you must first define the settings used to connect to one or more source Siebel Brightware databases. The procedure that follows provides an overview of how to do this.

To use the DB Administrator for the first time:

1. Launch your Web browser.
2. Log onto the DB Administrator as described in "Logging onto the DB Administrator", on page 8.
3. Define each source database. This is done by selecting the **Sources & Datamart** view and defining the attributes of each source Siebel Brightware database. See "Managing Sources & Datamart", on page 14 for specific instructions.

   After you define the databases, you can schedule and run events routinely as described in "Routine Operations", on page 7.

Routine Operations

After you define your source databases, you can begin scheduling and monitoring events. Please note the following:

- All activities require you to log onto the DB Administrator
- Only one event can be run at a time.
- ETL events are divided into transactions. If an ETL event is terminated before it completes a transaction, the data from the last completed transaction is captured and the data from an incomplete transaction are rolled back so that the Datamart only contains data from completed transactions.

To perform routine ETL/Purge/Compact operations:

1. Launch your Web browser.
2. Log onto the DB Administrator as described in "Logging onto the DB Administrator", on page 8.
3. Schedule events by selecting the **Schedule Task** view and entering the appropriate parameters as described in "Scheduling or Running an Event", on page 10.
4. Monitor the progress of the current ETL event. While an event is running, you can check its progress by selecting **ETL Status** view. See "Monitoring the Current ETL Event", on page 12 for more information.
5. View or delete scheduled events. You can view all scheduled events or delete unnecessary events by selecting the **Show Schedule** view. See "Viewing the Overall Schedule", on page 13 for more information.

Logging onto the DB Administrator

Before you can run the DB Administrator, the Siebel Brightware Server must be running. Then, you can run, schedule, or monitor an ETL, purge, and compact event after you log on to the DB Administrator.

To log on to the DB Administrator:

1. Launch your Web browser.
2. Navigate to the main page using this URL `http:<install_location>/Main.html` where <install_location> is the computer where Siebel Brightware was installed.
3. Click the **Contact Center** hyperlink.
4. Click **DB Admin** to display the Login screen:

Figure 2-1. DB Administrator Login

5. Enter the name of the administrator in the **User Name:** text box. The default user name is dbadmin.
6. Enter the administrator's password in the **Password:** text box. The default password is sanrafael.
7. Click **Submit** to display the DB Administrator Status screen.

Changing Username and Password

The DBAdmin user name and password are from the Datamart database. If you want to change the username and password, modify the user and password items in analytics.xml located at \edocs\Brightware\fpconfig (refer to Code Sample 2-1). Then, run the configure.cmd file located at \edocs\Brightware.

Code Sample 2-1. analytics.xml

```
<propertyset name="analytics" file="$USER_INSTALL_DIR$/analytics.properties">
   <!-- A path, separated with ';' on PC, ':' on Unix -->
   <prop name="url"            value="$DM_URL$"type="unique" />
   <prop name="driver"         value="$DB_DRIVERNAME$"    type="unique" />
   <prop name="user"           value="dbadmin"            type="unique" />
   <prop name="password"       value="sanrafael"          type="unique" />
   <prop name="datamartserver" value="$DM_SERVER$"        type="unique" />
   <prop name="adminuser"      value="dbadmin"            type="unique" />
   <prop name="adminpassword"  value="sanrafael"          type="unique" />
   <prop name="ostype"         value="$OSTYPE$"           type="unique" />
```

```
  <prop name="installdir"     value="$USER_INSTALL_DIR$" type="unique" />
  <prop name="country"        value="$COUNTRY$"          type="unique" />
  <prop name="language"       value="$LANGUAGE$"         type="unique" />
</propertyset>
```

ETL Status

Figure 2-2. Status for Processes

If you are using the DB Administrator for the first time or events are not currently running, the status message reads: “No event in Progress”. Otherwise, the page displays the status of the current event. See “Monitoring the Current ETL Event”, on page 12 for more ETL specific information.

Scheduling or Running an Event

The **Schedule** view allows you to define the parameters of an event. Events can be scheduled to run at a specific time, at recurring intervals, or on demand. Since processing can slow performance, we recommend that you schedule events for off hours.

In order for scheduled tasks to run on Windows systems, the *Taskscheduler* service must be running. On Solaris systems the *Taskscheduler* daemon must be running.

You cannot schedule an event until after a data source is identified. Refer to "Managing Sources & Datamart", on page 14 for more information.

To schedule or run an ETL event:

1. Select **Schedule Task** from the Views to display the Schedule screen.

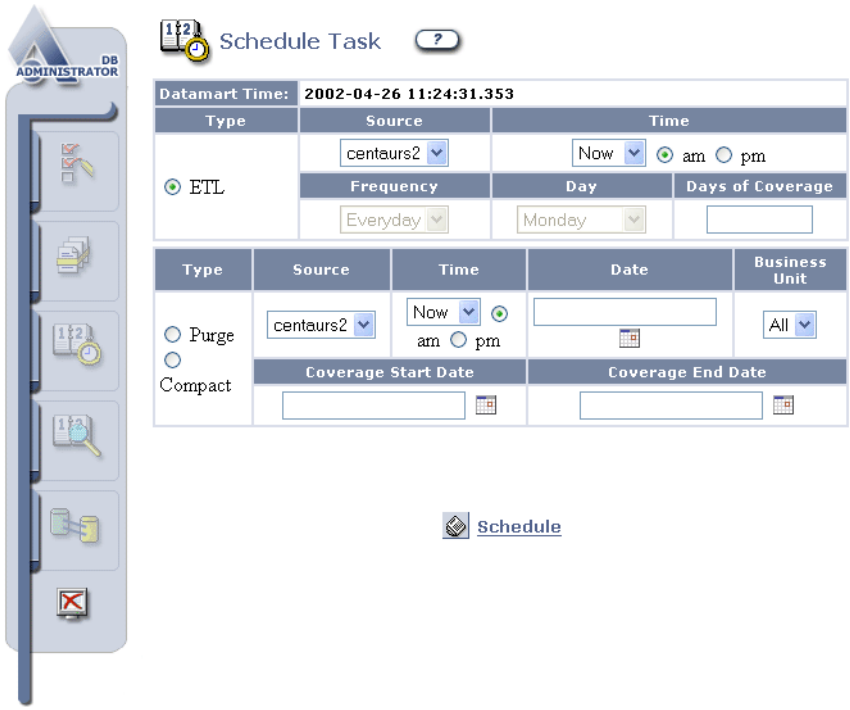


Figure 2-3. Schedule

2. Select a source from the **SOURCE** list. These are the Siebel Brightware transactional databases that you defined using the **Sources & Datamart** view.
3. To run an ETL event now, select **NOW** in the time drop-down list and click **Schedule**. Otherwise skip to step 4.

Clicking the Schedule button without first entering a value in the **Days of Coverage** field should only be performed if the Datamart is relatively current, since the ETL transfers all data from the Siebel Brightware transactional database up to the current date.

4. Select a time from the **Time** field.
5. Select a frequency from the **Frequency** field. There are three options:
    - Everyday

- Every
- Once on

If you specified Every day, enter a number in the **Days of Coverage** box (the default is to catch up to the current date and time), and skip to step 8.

If you specified **Every** in the **Frequency** field:

6. Select a day from the **Day** field. Then enter a number in the **Days of Coverage** box (the default is to catch up to the current date and time), and skip to step 8.

   If you specified **Once on** in the **Frequency** field:

7. Select a day from the **Day** field. Then enter a number in the **Days of Coverage** box (the default is to catch up to the current date and time).

If you do not enter a value in the **Days of Coverage**, the default is to extract all additions to the Siebel Brightware transactional database since the last ETL event. Depending on the amount of new data stored in your Siebel Brightware database and the elapsed time since the last ETL event executed, this may take a long time and could impact your production environment.

- Select either **Next** to run the ETL once or **Each** to run it on a recurring basis using the settings from the **DATES** group box.

8. Press **SCHEDULE** when you are satisfied with the parameters you chose. This will add the ETL event to the schedule

To schedule or run a Purge or Compact event:

1. Select **Schedule Task** from the Views to display the Schedule screen (Figure 2-3, on page 10).
2. Select a source from the **SOURCE** list. These are the Siebel Brightware transactional databases that you defined using the **Sources & Datamart** view.
3. To run an event now, select **NOW** in the time drop-down list and click **Schedule**. Otherwise skip to step 4.
4. Select a time from the **Time** field (the time when the event will run).
5. Select a date from the **Date** field (the date when the event will run). Click the **Calendar** button to easily select a date.
6. Select a time from the **Business Unit** field.

Business units for a source will only be visible after an ETL event has been run on that source.

Selecting All will cause the purge or compaction of data from all Business Units. This can be time consuming and is not recommended.

7. Select a Coverage Start Date from the **Coverage Start Date** field. Click the **Calendar** button to easily select a date.
8. Select a Coverage End Date from the **Coverage End Date** field. Click the **Calendar** button to easily select a date.
9. Click **SCHEDULE** when you are satisfied with the parameters you chose. This will add the event to the schedule.

When you finish scheduling or running an event, you can schedule more events, perform other administrative tasks, or log off.

Monitoring the Current ETL Event

The **ETL Status** view allows you to monitor the current ETL event while it is running. It does not show purge or compact events. This view displays:

- Name of the source database.
- Time the ETL event started.
- Estimated completion time based on the amount of time required to complete the first transaction.
- Number of transactions in this ETL event.
- Current transaction that is processing.
- Estimated number of messages per transaction in this ETL event.
- Steps (tables) it has completed.
- Step (table) name it has completed or is currently processing.

Transaction numbering begins at zero (0).

To monitor the current ETL event, you must log onto the DB Administrator as described in "Logging onto the DB Administrator", on page 8.

To monitor the current ETL event:

1. Select **ETL Status** from the Views (if it is not currently displayed) to monitor the status of the current ETL event. Note that this view displays the following information:
   - **Source Name** – Name of the database that is currently processing.
   - **Start Time** – Date and time this event began. ETL Status view dates and times use a 24 hour clock and include milliseconds: YYYY-MM-DD HH:MM:SS.mmm.
   - **Estimated Completion Time** – Approximate date and time that this event will end. This field is empty until transaction 0 is complete, when, based on the number of messages found in transaction 0, the estimated number of messages per transaction is displayed.
   - **Number Of Transactions** – Total number of transactions in this event.
   - **Current Transaction** – Transaction number currently processing. Numbering begins with transaction 0.
   - **Estimated Transaction Size** – As measured in messages for email; as measured in conversations for web.
   - **Step** – Name of the table completed or currently processing, check mark in **Completed** column indicates completion.
   - **Step Status** – Indicates whether the table was completed or is in process.
2. Click **Refresh** or **Reload** on your browser to refresh the screen data as the ETL event proceeds.

You can click **Stop** at any time to terminate the current ETL event. If you click **Stop**, a message appears that indicates the amount of time before ETL stops. All incomplete transactions are rolled back so that only completed transactions reside in the Datamart.

After you monitor the current ETL event, you can select another ETL administrative task or log off (see "Logging Off", on page 18).

Viewing the Overall Schedule

If you have several events scheduled, the **Show Schedule** view displays all scheduled events. This view also lets you remove scheduled events that you no longer want to run.

To view the overall schedule, you must log onto the DB Administrator as described in "Logging onto the DB Administrator", on page 8.

To display the list of scheduled events:

1. Open the DB Administrator and select **Show Schedule** from the Views to display the **Show Schedule** page (Figure 2-4). For each event this view lists:

- The source.
- The Task Type.
- The Task Coverage (**Coverage** and **Time,** respectively).
- Business Units.
- Schedule.

To delete an event:

1. To delete an event, check the box next to the source database that you no longer want to run
2. Click the **Delete** button.

When you're finished reviewing or deleting scheduled ETL events select another ETL administrative view or log off (see "Logging Off", on page 18).

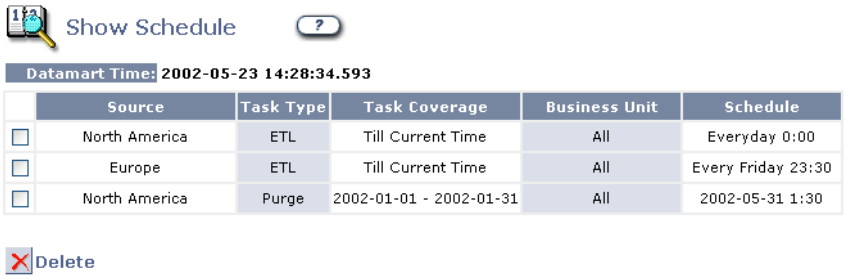


Figure 2-4. Show Schedule

Managing Sources & Datamart

The **Sources & Datamart** view allows you to add source databases and edit their attributes and to test the connection to the Datamart.

To add or edit a database, you must log onto the DB Administrator as described in "Logging onto the DB Administrator", on page 8.

To add a new source Siebel Brightware database:

1. Open the DB Administrator.
2. Select **Sources & Datamart** from the Views to display the Sources page (Figure 2-5).
3. Enter the name of a new database source in the **Source Name** field (bottom of the table) and the following values in the appropriate fields:
   - **Driver** – JDBC driver used to connect to the source transactional database (See "Configuring JDBC Drivers", on page 18 for additional information).
   - **URL** – Address of the source transactional database (See "Configuring JDBC Drivers", on page 18 for additional information).
   - **User name** – Name of the source transactional database (For example: `dbadmin`).
   - **Password** – Password of the source transactional database (For example: `sanrafael`).

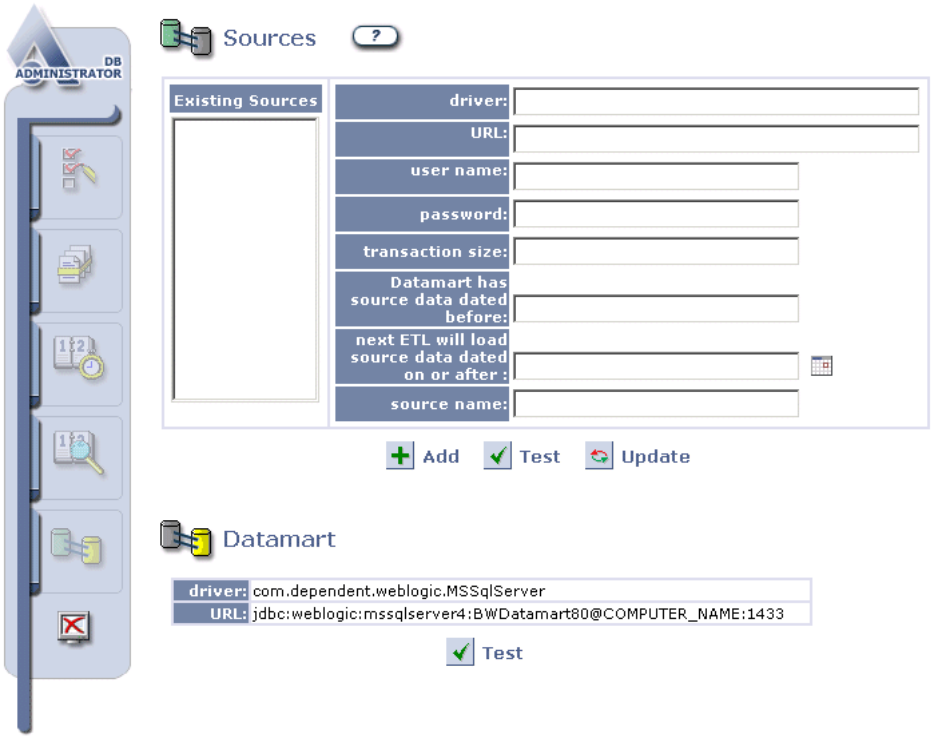


Figure 2-5. Specify Existing Data Source

   - **Datamart has source data dated on or after** – Date of the last ETL event.

- **The next ETL will load source data dated on or after** – Displays date of the last ETL event (default; enter a starting date to load data from a different date).

For an initial ETL run on a new source database, leave this field blank.

4. Click **Add** to add the new source database. Check the spelling of source names before you click **Add**; source names can only be edited, not deleted, once they've been added.
5. Click **Test** to verify connectivity. If the DB Administrator connects, a message appears below the **Add**/**Test**/**Update** buttons indicating that connectivity using the displayed attributes was successful. If the DB Administrator cannot connect, the message indicates that connectivity using the displayed attributes cannot be achieved.

When you finish adding a new source database, you can select another ETL administrative view or log off (see "Logging Off", on page 18).

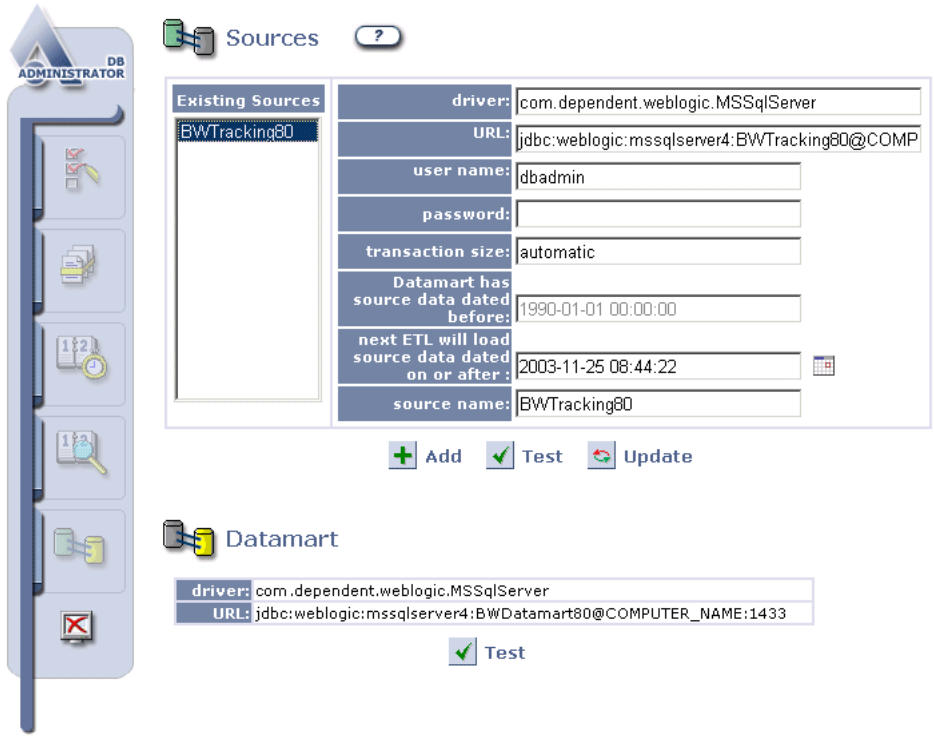


Figure 2-6. Data Source Successfully Added

To edit the attributes of an existing source database:

1. Open the DB Administrator.
2. Select **Sources & Datamart** from the Views to display the Sources page (Figure 2-5).
3. Select a source database from the **Existing Sources** list.
4. Edit the following attributes as necessary:

The following, including the user name and password, ***must match*** those of the source database to connect to it. Changing these attributes *does not* change Siebel Brightware database attributes.

- **Driver** – JDBC driver used to connect to the source transactional database (See "Configuring JDBC Drivers", on page 18 for additional information.)
- **URL** – Address of the source transactional database (See "Configuring JDBC Drivers", on page 18 for additional information.)
- **User name** – Name of the source transactional database (For example: `dbadmin`)
- **Password** – Password of the source transactional database (For example: `sanrafael`)
- **Transaction size** – Number of email messages (for email), or conversations (for Web) in a single transaction
- **Datamart has source data dated before** – This attribute cannot be edited. It is a record of when the Datamart was last updated.
- **Next ETL will load source data dated on or after** – Allows you to specify a date range to capture. Use the Calendar tool to easily select a date.
- **Source Name** – A user assigned logical name for the source.

5. Click **Update** to save your changes.
6. Click **Test** to verify connectivity. If the DB Administrator connects, a message appears below the **Add**/**Test**/**Update** buttons indicating that connectivity using the displayed attributes was successful. If the DB Administrator cannot connect, the message indicates that connectivity using the displayed attributes cannot be achieved.

When you finish editing database attributes, you can select another ETL administrative view or log off (see "Logging Off", on page 18).

To test the connection to the Datamart:

1. Open the DB Administrator.
2. Select **Sources & Datamart** from the Views Index to display the Sources page (Figure 2-5).
3. Click **TEST** in the Datamart portion of the page.

   If the DB Administrator cannot connect, a message appears in the text box below the **TEST** button indicating that connectivity using the displayed attributes cannot be achieved.

   If the DB Administrator connects, a message appears in the text box below the **TEST** button indicating that connectivity using the displayed attributes was successful.

When you finish testing the Datamart's connectivity, you can select another ETL administrative view or log off (see "Logging Off", on page 18).

Viewing a List of Completed ETL Events

The **ETL History** view allows you to view a list of the 10 most recent ETL events and their status. This view does not show the history of purge or compact events.

To view this list, you must log onto the DB Administrator as described in "Logging onto the DB Administrator", on page 8.

To view the list of completed ETL events:

1. Open the DB Administrator.
2. Select **History** from the Views. The Web page shown appears.

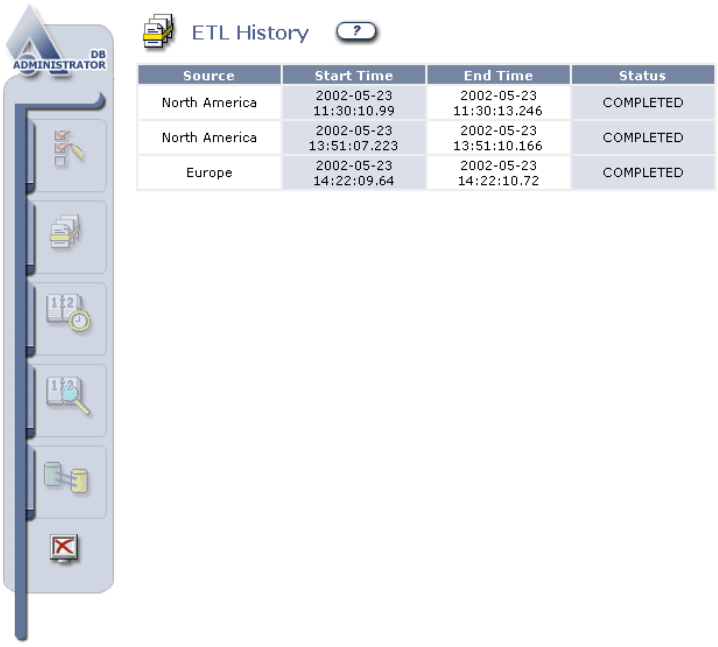


Figure 2-7. History

This list includes the following information:

- **Source** – Name of the source transactional database.
- **Start Time** – Time the ETL run started. Date and time use the YYYY-MM-DD HH:MM:SS.mmm format. Note that this format uses a 24-hour clock and includes milliseconds.
- **End Time** – Time the ETL run ended.
- **Status** – State in which the ETL event was completed (for example: COMPLETED, FAILED, INTRERRUPTED, and IN PROGRESS)

When you finish viewing completed ETL runs, you can select another ETL administrative view or log off (see "Logging Off", on page 18).

Logging Off

To exit the DB Administrator, click **LOGOUT** from the Views. The Login page is then displayed.

Configuring JDBC Drivers

ETL and the DB Administrator tool are Java applications. They use JDBC connections to communicate with Oracle's Siebel Brightware databases and Datamart databases.

JDBC drivers are pieces of software that facilitate the communication between Java applications and databases. There are several different types of JDBC drivers and many different software vendors who sell or provide these drivers.

The Analytics product gives its users the choice to specify and use these different drivers by specifying the driver name and URL string. However, Oracle certifies and bundles only two JDBC drivers for use with this product. They are:

- Weblogic MS-SQL Server Type 4 Driver

This is a high performance driver for MS-SQL Server databases.

This driver uses the following:

- driver name: `com.firepond.dependent.weblogic.mssqlserver`
- URL: `jdbc:weblogic:mssqlserver4:<databasename>@<servername>:<port number>`

where `<databasename>` is the name of the target database

`<servername>` is the name of the database server

`<portnumber>` is the TCP/IP port number (the default of MS-SQL Server is `1433`)

- Oracle Thin Driver

This is a high performance Type 4 driver from Oracle for Oracle databases.

This driver uses the following:

- driver name: `oracle.jdbc.driver.OracleDriver`
- URL: `jdbc:oracle:thin:@<databaseserver>:<portnumber>:<databasenSID>`

where `<databaseserver>` is the name of the server where the database resides

`<portnumber>` is the TCP/IP port number for the Oracle database server (the default is `1521`)

`<databaseSID>` is the SID of the target database

If you want to use other JDBC drivers, make sure the JAR or ZIP file that contains the driver is in your CLASSPATH environment variable and that you use the appropriate URL for that driver.

Index

C
Changing Username and Password 8

D
Database
  define source 7
  sources 5
Drivers, JDBC 18

E
ETL
  administration 5–18
  administrator
    using 5–18
  event
    view schedule 6
  History 5, 6
  incomplete events 7
  Schedule 5, 6
  Status 6
  transactions 7
event
  rollback incomplete ETL 7
  view schedule of ETL 6

J
JDBC drivers 18

P
Password 8

R
Roll back, incomplete ETL events 7

S
Schedule ETL 5, 6
Show ETL Schedule 6
Sources & Datamart 6, 7, 10, 11, 14–16

T
Transaction, ETL processing 5

U
Username 8

V
Views
  buttons 5
  ETL History 5
  Schedule ETL 5
  Show ETL Schedule 6
  Sources & Datamart 6, 7, 10, 11, 14, 15, 16