SIEBEL 7
eBusiness

SIEBEL WEB CLIENT ADMINISTRATION GUIDE

MIDMARKET EDITION

VERSION 7.5

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Introduction

This guide explains the installation and administration of Siebel clients.

This book will be useful primarily to people whose title or job description matches one of the following:

Siebel Application Administrators	Persons responsible for planning, setting up, and maintaining Siebel applications.
Siebel System Administrators	Persons responsible for the whole system, including installing, maintaining, and upgrading Siebel products.
Siebel Application Developers	Persons who plan, implement, and configure Siebel applications, possibly adding new functionality.
Installers	Persons responsible for setting up Siebel systems for initial use.

How This Guide Is Organized

This guide provides information necessary to install, configure, and package Siebel clients. This guide is organized according to types of Siebel clients.

- Chapter 1, "Overview of Siebel Clients" applies to all clients.
- Chapter 2, "Installing the Mobile and Dedicated Web Clients" and Chapter 3, "Configuring the Mobile and Dedicated Web Clients" apply to users of the Mobile and Dedicated Web Clients.
- Appendix A, "Index of Configuration Parameters," Appendix B, "Configuration Parameters," and Appendix C, "Siebel Packager Utility" contain information that is applicable in special cases or to a subset of the clients.

NOTE: All Siebel MidMarket product names include the phrase MidMarket Edition to distinguish this product from other Siebel eBusiness Applications. However, in the interest of brevity, after the first mention of a MidMarket product in this document, the product name will be given in abbreviated form. For example, after Siebel Call Center, MidMarket Edition, has been mentioned once, it will be referred to simply as Siebel Call Center. Such reference to a product using an abbreviated form should be understood as a specific reference to the associated Siebel MidMarket Edition product, and not any other Siebel Systems offering. When contacting Siebel Systems for technical support, sales, or other issues, note the full name of the product to make sure that it is properly identified and handled.

Using the Siebel Product

It is strongly recommended that you read *Fundamentals, MidMarket Edition* so that you can make optimal use of your Siebel application, especially if you are new to Siebel software. *Fundamentals, MidMarket Edition* provides detailed coverage of the Siebel user interface and how to use it; working with data; locating information with the query and find features; sharing information with other users; and so on. The features presented in *Fundamentals, MidMarket Edition* appear throughout the Siebel application suite; they are introduced through procedures you can learn and use in your own Siebel application.

Revision History

Siebel Web Client Administration Guide, MidMarket Edition, Version 7.5

1 Overview of Siebel Clients

This chapter contains an overview of your Siebel client and how it works.

Figure 1 illustrates the architecture of a Siebel deployment. Following the figure is a summary of the entities that make up the Siebel client and descriptions of each type of client.

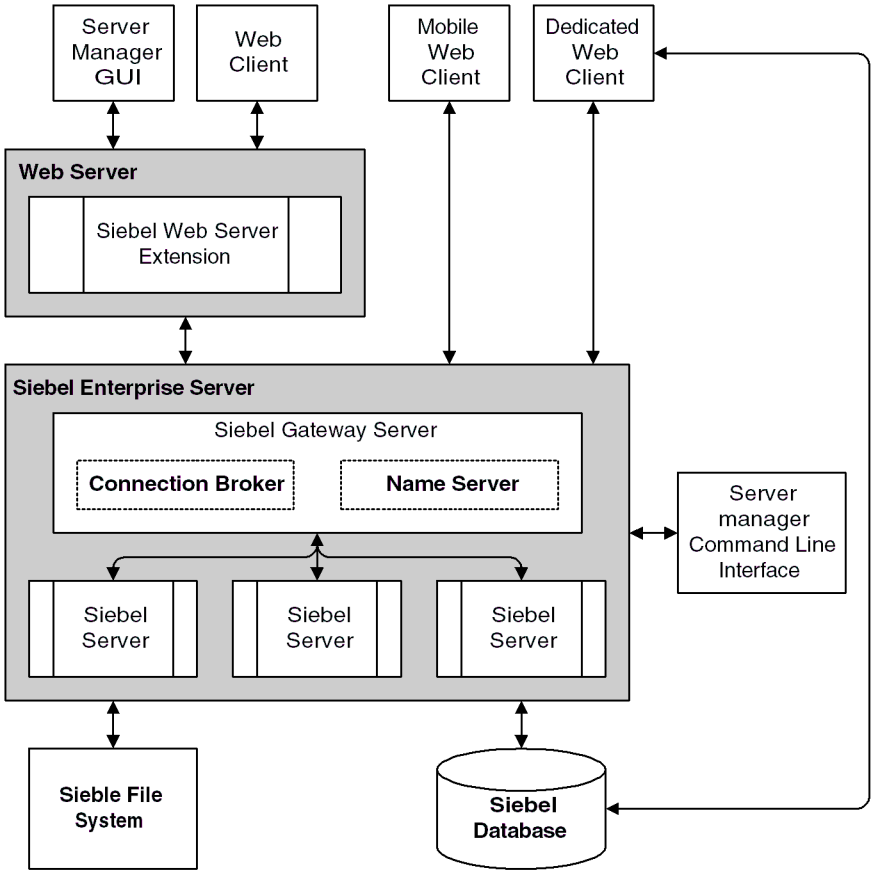

Figure 1. Logical Diagram of the Siebel eBusiness Applications Environment

All Siebel eBusiness Applications installations include one or more of the various Siebel clients that connect to various servers to request and analyze data. You can deploy a mixture of clients.

Siebel Client Types

A Siebel client is a computer that operates Siebel eBusiness Applications, accessing data and services from one or more servers.

Siebel eBusiness Applications supports these types of clients:

- **Siebel Web Client.** Siebel Web Client runs in a standard browser from the client personal computer and does not require any additional persistent software installed on the client. The browser connects through a Web server to the Siebel Server, which executes business logic and accesses data from the Siebel Database.
- **Siebel Mobile Web Client.** Siebel Mobile Web Client is designed for local data access, without the need to be connected to a server. A local database is stored on each mobile machine. See "Siebel Mobile and Dedicated Web Clients" on page 17 for more information about mobile and dedicated clients.
- **Siebel Dedicated Web Client.** Siebel Dedicated Web Client connects directly to a database server for all data access, and it does not store any Siebel data locally. All layers of the Siebel eBusiness Applications architecture, except for the database, reside on the user's personal computer. See "Siebel Mobile and Dedicated Web Clients" on page 17 for more information about mobile and dedicated clients.

Choosing a Client

Table 1 compares the features of the Siebel clients.

Table 1. Deciding Which Siebel Client Meets Your Needs

Client Feature	Siebel Web Client	Siebel Mobile Web Client	Siebel Dedicated Web Client
Works on disconnected Windows laptop with synchronization and upgrade capabilities		✓	
Self-contained: does not need a Web server		✓	✓
Network connectivity: direct connection	✓		✓
Installation required		✓	✓
Zero-footprint	✓		

Siebel Web Client

Siebel Web Client is a true thin client—no application logic is stored on the client machines. Siebel Web Client provides numerous benefits to the deployment of your Siebel applications:

- Central management and universal support mean reduced IT and deployment costs while implementing Siebel Systems software on a heterogeneous assortment of desktop computers. No complex installation, changes, or upgrades are required on client machines.
- No Siebel software installation required on the client PC.
- Reduced hard disk, CPU, and memory requirements on client machines.
- Intuitive, Web-based user interface while providing high interactivity and direct keyboard control.

Siebel Web Client and Application Object Manager

The Application Object Manager hosts the Business Objects layer and Data Objects layer of the Siebel architecture. The Siebel Web Client hosts the Siebel applications user interface layer.

By hosting Siebel Business Objects and the business logic processing on the server, Application Object Manager supports:

- Deployment of Siebel Web Client
- Real-time integration with external applications through the Siebel Object Interface, at the Application Object Manager level
- Application scalability
- Simplified administration

The Application Object Manager communicates with Siebel Web Client through the Web server using TCP/IP protocol. Communication between the client and the Application Object Manager can be compressed and encrypted. An independent session is established to serve incoming connection requests from each client. Subsequent requests from clients are directed to the same Application Object Manager tasks until the sessions are terminated.

Siebel applications use session cookies to track the session state. These cookies persist only within in the browser session, and are deleted when the browser exits. A session cookie is used to tie requests and logoff operations to the user session which started at the login page.The Siebel repository file (.srf) is installed as part of each Siebel Server installation. Any changes to the application's repository file must be applied to the appropriate Siebel Server installations that serve the modified application to the Siebel Web Client. When reconnecting to the Application Object Manager, Siebel Web Client users automatically retrieve the new Siebel application configuration. User preferences which are set and used by the Siebel Web Client will be saved on the server.

Application Names and Siebel Web Client

Make sure to use the correct application name in the URL when connecting with the Siebel Web Client. The ApplicationName may not always be the same as the ApplicationTitle. For example, if you are switching between the Dedicated Web Client and the Web Client, and you wish to use the Siebel Service application, be sure to look at the ApplicationName parameter in the .cfg file for Siebel Service (sfs.cfg). In this example, the ApplicationName is Siebel Field Service while the ApplicationTitle is Siebel Service. Be sure to use Siebel Field Service in the URL when connecting to this application with the Web Client. Also, inspect the ComponentName parameter in the .cfg file for your particular application and make sure the specified component is running on the server before connecting with the Web Client.

Siebel Mobile and Dedicated Web Clients

The Siebel Dedicated Web Client and Mobile Web Client allow a user to access information managed by Siebel eBusiness Applications.

There are two types of Siebel clients which contain both user interface and business logic:

- **Siebel Mobile Web Client.** This is a portable Microsoft Windows client delivered through a Web browser that is designed for local data access and does not need to be connected to a server. Siebel Mobile Web Client meets the needs of field professionals who do not have continuous access to a network. Siebel Mobile Web Client uses a local database on each mobile machine. Periodically, the client must access Siebel Remote Server using a modem, WAN, LAN, or other network to synchronize data changes with the Siebel database on the database server and Siebel File System. This client requires installation of Siebel software on the user's personal computer. The software installed on the user's machine for the Siebel Dedicated Web Client and Siebel Mobile Web Client is identical; the only difference is the type of connectivity provided.

- **Siebel Dedicated Web Client.** This is a Microsoft Windows client delivered through a Web browser that provides direct connectivity to a database server. It requires software to be installed on the client machine, but does not require a local database, Web server, or Siebel Server for serving up interactive user sessions. A Siebel Server is required for functionality, such as Siebel Territory Assignment Manager. The software installed on the user's machine for the Siebel Dedicated Web Client and Siebel Mobile Web Client is identical; the only difference is the type of connectivity provided.

Siebel Mobile Web Client and Siebel Remote

The Siebel Mobile Web Client is designed to operate without a real-time connection to any server. The Mobile Web Client downloads a portion of the Siebel database and the Siebel File System to the laptop so that the user can access the data locally without being connected directly to the Database Server, Siebel Server, or File System. The mobile client then periodically accesses the Siebel Server using a modem, WAN, LAN or other network connection to synchronize data changes with the Siebel Server.

See *Siebel Remote Administration Guide MidMarket Edition* for setup instructions for Siebel Remote.

Local Database and File System

Mobile clients use a local database to store data for user access. The local database contains Siebel applications tables that store user data.

The local database also contains a local transaction log to store transactions created by the mobile user. Siebel Remote forwards these transactions to the Siebel Remote server when the client synchronizes. These log files (which accumulate in the <Siebel Client Root>\LOG directory) can be deleted if necessary to conserve space, but the most recent log files should be kept for troubleshooting and diagnostic purposes.

Mobile clients also use a local Siebel File System to store files from the Siebel File System. These files are available when the mobile user disconnects from the Siebel Server. Users can request specific files to download to their local File System. The Siebel administrator can also specify files that should be published or broadcast to all mobile users. Files added to the local File System by the mobile user will be uploaded to the Siebel File System at the next synchronization session.

Siebel Remote Client Software

The Siebel Remote client software runs on the Siebel mobile client and manages the synchronization process between the mobile client and the Siebel Remote server.

Mobile users can start the Siebel Remote client in two ways:

- Background synchronization

  While the Siebel client is running, mobile users can use the Synchronize menu command to launch the Siebel Remote client as a background process. Work can continue within Siebel applications or in other Windows applications during the synchronization process.

- Stand-alone synchronization

  While the Siebel client is not running, mobile users can launch Siebel Remote in stand-alone synchronization mode using the Siebel Remote icon or a third-party scheduling program. During stand-alone synchronization, Siebel Remote runs separately from the Siebel client in order to synchronize the mobile database. The Siebel client can not be running during stand-alone synchronization.

The Siebel Remote client uses the TCP/IP protocol to communicate with the Siebel Remote server over a modem using dial-up networking, a local area network, or a wide area network. The Siebel Remote client invokes the synchronization process as follows:

1. Connects to the Siebel Remote server, which starts a synchronization manager session for the mobile client.

   NOTE: The synchronization manager notifies the mobile user and initializes the local database if the Siebel administrator has performed a database extract for the mobile client or if the local database does not exist.

2. Extracts transactions from the local database.
3. Sends and receives transaction files to and from Synchronization Manager.
4. Sends and retrieves file attachments.
5. Applies transaction files from the Siebel Remote server to the local database.

Siebel QuickStart

Siebel QuickStart is an agent which is preloaded at startup and reduces the time required to launch the Siebel Mobile Web Client. The QuickStart agent is loaded into memory after a user logs into Windows.

When the QuickStart agent is loaded, an icon appears in the system tray. Right-clicking on this icon allows the user to shut down this agent for the current Windows session or all subsequent Windows sessions, to obtain help, or to get a description of the agent.

To enable QuickStart

- Check the box titled Enable Siebel QuickStart on the Siebel Login Screen for the Mobile Web Client.

NOTE: The speed increase provided by QuickStart does not take effect on the initial login. All subsequent reboots and logins will benefit from QuickStart, until the user disables QuickStart.

To disable QuickStart

1. Uncheck the box titled Enable Siebel QuickStart on the Siebel Login Screen for the Mobile Web Client.
2. Right-click on the QuickStart Agent icon in the system tray and select Disable on Startup.

NOTE: These actions will not disable the QuickStart agent immediately, but the agent will not load after subsequent reboots or log-outs.

Using QuickStart with multiple applications

The QuickStart agent will affect the performance of a single application at a time. Users should manually disable QuickStart on one application before attempting to enable it for another.

Enabling and Disabling QuickStart with Siebel Packager Utility

By default, siebel.exe has QuickStart enabled, but administrators may choose to package client installations without QuickStart. When running the Siebel Packager Utility, administrators can disable QuickStart by removing the siebel.exe file and then changing the name of siebel1.exe to siebel.exe. For more information on using Siebel Packager, see "Siebel Packager Utility Overview" on page 112.

Application Passwords

QuickStart stores application passwords in the siebel.local.client cookie.

Locale Settings for Siebel Clients

The Siebel Web Client adopts the locale settings from the regional settings of the operating system on which the Siebel Server is running or the locale settings defined for a particular object manager. Siebel Mobile and Dedicated clients adopt the locale settings defined in the client operating systems' regional settings. For more information, see *Global Deployment Guide, MidMarket Edition*.

Installing the Mobile and Dedicated Web Clients 2

This chapter describes how to install Siebel clients for use in a client/server environment. Siebel Systems supports dedicated and mobile client installations on PC hardware and operating systems detailed in the system requirements and supported platforms documentation for your Siebel application. This installation is based on default installation parameters set by Siebel Systems.

Use the customized installation as a model installation. When application configuration and testing are finished, the system administrator can use the Siebel Packager Utility to prepare custom installation packages for distribution to end users, as described in Appendix C, "Siebel Packager Utility."

The Siebel administrator should perform the following client installation procedures.

1. Review the preinstallation tasks. See "Preinstallation Tasks" on page 24.
2. Create a model installation by running the Mobile and Dedicated Web Client Installer. See "Installing the Siebel Mobile and Dedicated Web Client" on page 28.
3. If you wish to install the sample database, please refer to the instructions in *Siebel Release Notes MidMarket Edition* available on SupportWeb. Verify the installation by performing the post-installation tasks. See "Postinstallation Tasks" on page 37.
4. Configure the Mobile or Dedicated Web Client. See "Configuring the Mobile and Dedicated Web Clients" on page 43.
5. If you wish to prepare custom software installation packages for distribution to end users based on the model installation, run the Packager Utility. See Appendix C, "Siebel Packager Utility."

Preinstallation Tasks

Perform the following tasks before running the standard client installation program:

- Administrative Rights
- Directory Names
- Siebel Client Prerequisites on page 25
- Database Connectivity Software on page 25
- Installing Third-Party Software on page 27

Administrative Rights

Administrative rights are required for installation or uninstallation of Siebel Dedicated Web Client. For information on setting administration privileges, see *Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*.

Directory Names

By default, the Siebel client installer assumes an installation directory of C:\sea75x\client. You cannot install different Siebel components in the same directory. If you install more than one component on the same machine, determine your directory-naming convention before beginning the installation process.

NOTE: It is recommended that you choose names that describe both the version number and the component being installed. This name must not include special characters (such as apostrophes, accents, and ampersands), slashes, or spaces (instead, use underscores), and must be unique within the Siebel Enterprise Server. The letters may be lower or uppercase. The name must not exceed 18 characters. These characters must be ASCII characters, not localized characters.

CAUTION: Do not install a Mobile or Dedicated Web Client into the same directory as a Siebel Tools Client. Doing so may cause memory conflicts and program crashes. For more information on installing the Siebel Tools Client, see *Siebel Tools Online Help, MidMarket Edition*.

Siebel Client Prerequisites

Before beginning the client installation, be sure that you have completed preparation of the client PC, verified that your hardware meets the minimum configuration, and installed all required third-party software listed in the system requirements and supported platforms documentation for your Siebel application.

Database Connectivity Software

Dedicated Web client PCs connecting directly to database servers must have vendor specific database connectivity software installed. Refer to the system requirements and supported platforms documentation for your Siebel application. The correct version of connectivity software must be installed prior to installation of the Siebel client.

When you have installed your connectivity software, configure it as follows:

- For IBM DB2, install and configure the DB2 client software to connect to the database server that will contain the DB2 database. The connect string and tableowner information should be recorded on the Deployment Planning Worksheet in *Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*. Use the ODBC driver version specified in the system requirements and supported platforms documentation for your Siebel application.
- For Microsoft SQL Server, use the Microsoft Data Access Components (MDAC) specified in the system requirements and supported platforms documentation for your Siebel application. These components must be downloaded from Microsoft and installed prior to installation of the Siebel Software. The client uses these drivers, but will create its own ODBC data source during installation. This data source should be recorded on the Deployment Planning Worksheet in *Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*.

- For Oracle, install and configure the Oracle client software to connect to the database server that will contain the Oracle database. The connect string and tableowner information should be recorded on the Deployment Planning Worksheet in *Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*. Use the driver version specified in the system requirements and supported platforms documentation for your Siebel application.

NOTE: For Dedicated Web Client only: If you are upgrading from Oracle 7.x client to a later version of the Oracle client, you must uninstall and reinstall the Siebel client application after upgrading the Oracle client.

NOTE: If you are running an Oracle client, be sure to set the NLS_SORT parameter to BINARY or choose a NLS_LANG setting that includes binary. These settings are required for adequate performance from the Dedicated Web Client. For more information, please refer to *Siebel Upgrade Guide MidMarket Edition* and *Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*.

Installing Third-Party Software

Your Siebel application requires some third-party software products for full functionality. Refer to the system requirements and supported platforms documentation for your Siebel application.

Install the following third-party software for full Siebel functionality:

- The Client installer may require that MFC Runtime components are installed as a prerequisite to installation of the Siebel Client. For more information regarding the install location of MFC Runtime components consult the Systems Requirements and Supported platforms documentation. If this software component is missing, the Client installer will exit with a log message stating the installation requirement of MFC components.
- Microsoft Data Access Components (MDAC) components must be installed for all Dedicated and Mobile Web Clients, as specified in the system requirements and supported platforms documentation for your Siebel Applications. MDAC must be downloaded from Microsoft and installed prior to installation of Siebel Software.
- Microsoft Office and Lotus Smart Suite are optional components needed to enable email response functionality, Siebel Correspondence, and Siebel Proposal generator functionality.
- Hummingbird SearchServer is an optional component that enables full content search capabilities on the client. If you intend to use Siebel Search locally, you must install Hummingbird SearchServer on the client PC prior to completing the Siebel client installation. See *Siebel Search Administration Guide, MidMarket Edition* for instructions on installing Siebel Search.

NOTE: Remember to install on the client machines all software required to view any standard attachment types used within the Siebel implementation.

Installing the Siebel Mobile and Dedicated Web Client

The software installed on the user's machine for Siebel Mobile Web Client and Dedicated Web Client is identical. Therefore, a single installer provides the software necessary to run either type of client. The standard Siebel Mobile and Dedicated Web Client installation program performs the following:

- Checks the PC to verify whether required components have already been installed.
- Verifies installation of the proper version of Microsoft Data Access Components (MDAC) components.
- Creates all required ODBC data sources.
- Installs Siebel client software and allows the user to view the installation log file.

Before you begin installation, refer to the system requirements and supported platforms documentation for your Siebel application.

NOTE: Each Siebel client is designed to support only a single Siebel Enterprise. To support multiple Enterprises on a single machine for testing purposes, be sure to install clients in separate directories.

To install the Mobile Web Client software

1. Using Windows Explorer, navigate to the root directory of the *Siebel eBusiness Applications Client Programs* CD-ROM.

   CAUTION: You must run this and other installation programs from the CD-ROM or a network drive mapped to a drive letter. If you attempt to install from an unmapped network drive, the installation program will be unable to locate files it needs to proceed and may fail.

2. Double-click `install.exe` to start the installation program.
3. From the Choose Setup Language screen, choose the language in which to conduct the installation and click OK.
4. From the Welcome screen, click Next.

5 In the Setup Type screen, select the type of Siebel installation to perform:

- **Typical Setup.** This setup option will install all standard Siebel components except the Server Manager. This option is recommended for most users.
- **Compact Setup.** This setup option will install the minimal set of components. It does not install the Help Files, Packager Utility, and the Server Manager. Select this option for an installation with minimum storage requirements.
- **Custom Setup.** This setup option lets you customize your installation by choosing components you want to install.

NOTE: You should use the Custom Setup option to install the Server Manager and the Packager Utility. This setup should be performed by the Siebel administrator so that the Siebel client can be installed on the rest of the nonadministrator machines.

6 While still in the Setup Type screen, verify that the installation directory listed is correct.

The default directory for Siebel is C:\sea75x\client.

- Click Next to accept the default directory.
- Click Browse to select a different destination directory.

  The directory pathname can be up to 18 characters long and must not include spaces or special characters. These characters must be ASCII characters, not localized characters. If you specify a directory other than the default directory, make the appropriate substitutions throughout the remainder of this chapter.

If you are performing a Typical or Compact installation, proceed to Step 8 on page 30. If you are performing a Custom installation, go to Step 7.

7 From the Select Components screen, select the components you wish to install as part of your custom installation. This screen appears only if you chose Custom installation in Step 5.

8 In the Choose Languages screen, select the languages to install. Verify that your destination machine has sufficient disk space for the installation and click Next.

NOTE: The installer will only display space requirements for one drive. The drive that will contain the TEMP directory requires at least 10 MB free prior to installation. Also, pay attention to your hard drive file system configuration. Using a FAT configuration with a 64 K allocation unit is not recommended, since this may leave insufficient space for installation of all necessary components and cause the installation to fail.

9 In the Select Client Type screen, select Mobile Web Client and click Next.

10 In the first Server Locations screen, enter your file system server connectivity information and click Next.

NOTE: Siebel File System connectivity information can be the UNC share name of the Siebel File System directory (for example, \\NTSRV1\siebfile), or a drive letter mapped to the Siebel File System directory (for example, K:\).

11 In the second Server Locations screen, enter the appropriate value for Siebel Remote Hostname.

12 In the Enterprise Server Information screen, specify the Gateway Server address and the name of the Enterprise Server. Click Next.

NOTE: The Gateway Server address will typically be the machine name or VIP where the Gateway Server is running.

13 In the Server Request Information screen, specify the Server Request Manager component for interactive operations, and then click Next. If you are not using Resonate Central Dispatch, you must specify the Siebel Server name for server requests.

14 In the Search Configuration screen:

- If you will use Siebel Search, enter the following for the server on which Siebel Search is operating:
  - Search Hostname
  - Search Port Number
- If you will not use Siebel Search, accept the default parameters, and click Next.

NOTE: For system requirements and other information on implementing Siebel Search, consult *Siebel Search Administration Guide, MidMarket Edition*.

15 In the Select Program Folder screen, enter the name of the program folder that will contain your Siebel icons in the Select Program Folder dialog box.

The default name is Siebel Client 7.5.0. You can use spaces and the backslash (\) in folder names to create a folder hierarchy.

CAUTION: If you are deploying Windows NT 4.0 clients operating against an Oracle database, do not include parentheses in the labels of the Siebel icons if you modify them. Including parentheses will prevent the application from connecting to the Oracle database.

16 Click Next. The setup program will copy files to the local host machine's hard disk.

A status bar in the Setup Status dialog box indicates the progress of the installation.

17 Review the Event Log screen, and click Next.

This log provides details of the steps the installer has performed during your Siebel client installation.

18 Review the Registry Log screen, and click Next.

This log provides details of the registry information the installer has performed during your Siebel client installation.

19 Click Finish in the Setup Complete screen.

The Siebel client installation is now finished. Review the installation log to verify that all components installed successfully.

To install the Dedicated Web Client software

1 Using Windows Explorer, navigate to the root directory of the *Siebel eBusiness Applications Client Programs* CD-ROM.

CAUTION: You must run this and other installation programs from the CD-ROM or a network drive mapped to a drive letter. If you attempt to install from an unmapped network drive, the installation program will be unable to locate files it needs to proceed and may fail.

2 Double-click install.exe to start the installation program.

3 From the Choose Setup Language screen, choose the language in which to conduct the installation and click OK.

4 From the Welcome screen, click Next.

5 In the Setup Type screen, select the type of Siebel installation to perform:

- **Typical Setup.** This setup option will install all standard Siebel components except the Server Manager. This option is recommended for most users.
- **Compact Setup.** This setup option will install the minimal set of components. It does not install the Help Files, Packager Utility, and the Server Manager. Select this option for an installation with minimum storage requirements.
- **Custom Setup.** This setup option lets you customize your installation by choosing components you want to install.

NOTE: You should use the Custom Setup option to install the Server Manager and the Packager Utility. This setup should be performed by the Siebel administrator so that the Siebel client can be installed on the rest of the nonadministrator machines.

6 While still in the Setup Type screen, verify that the installation directory listed is correct.

The default directory for Siebel is C:\sea75x\client.

- Click Next to accept the default directory.
- Click Browse to select a different destination directory.

  The directory pathname can be up to 18 characters long and must not include spaces or special characters. These characters must be ASCII characters, not localized characters. If you specify a directory other than the default directory, make the appropriate substitutions throughout the remainder of this chapter.

If you are performing a Typical or Compact installation, proceed to Step 8.
If you are performing a Custom installation, go to Step 7.

7 From the Select Components screen, select the components you wish to install as part of your custom installation. This screen appears only if you chose Custom installation in Step 5 on page 32.

8 In the Choose Languages screen, select the languages to install. Verify that your destination machine has sufficient disk space for the installation and click Next.

NOTE: The installer will only display space requirements for one drive. The drive that will contain the TEMP directory requires at least 10 MB free prior to installation. Also, pay attention to your hard drive file system configuration. Using a FAT configuration with a 64 K allocation unit is not recommended. This may leave insufficient space for installation of all necessary components and cause the installation to fail.

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9 In the Select Client Type screen, select Dedicated Web Client and click Next.

10 In the Server Database screen, select the type of server database on which you are implementing your Siebel application and click Next.

11 In the Document Integrator screen, select the product suite that you want to use for document integration and click Next.

12 In the first Server Locations screen, enter your File System connectivity information and click Next.

NOTE: Siebel File System connectivity information can be the UNC share name of the Siebel File System directory (for example, \\NTSRV1\siebfile), or a drive letter mapped to the Siebel File System directory (for example, K:\).

13 In the second Server Locations screen, enter your Siebel Remote Server connectivity information and click Next.

14 In the Database Identification screen, enter the following information. If you selected:

- IBM DB2 in the Server Database screen, specify your Database Alias and Table Owner and then click Next.
- SQL Server in the Server Database screen, specify your Server Name and Database Name and then click Next.
- Oracle in the Server Database screen, specify your Database Alias and your Table Owner and then click Next.

15 In the Enterprise Server Information screen, specify the Gateway Name Server Address and Enterprise Server to which this client will connect for administration.

The address specified for the Gateway Name Server will vary depending on whether your Siebel Servers are using Resonate Central Dispatch to support connection brokering:

- If you are using Resonate Central Dispatch, the Gateway Name Server address is the Gateway VIP (virtual IP address) of the machine on which the Gateway Name Server is installed.
- If you are not using Resonate Central Dispatch, enter the network name or the IP address of the machine on which the Gateway Server is installed.

To enter a specific port number, append the Gateway server string with a colon and the desired port number. The Enterprise Server name is the name under which the Siebel Servers that support this client's server database were installed.

16 In the Server Request Information screen, specify the Server Request Manager component for interactive operations, and then click Next. If you are not using Resonate Central Dispatch, you must specify the Siebel Server name for server requests.

17 In the Search Configuration screen:

- If you will use Siebel Search, enter the following for the server on which Siebel Search is operating:
  - Search Hostname
  - Search Port Number
- If you will not use Siebel Search, accept the default parameters, and click Next.

NOTE: For system requirements and other information on implementing Siebel Search, consult *Siebel Search Administration Guide, MidMarket Edition*.

18 In the Select Program Folder screen, enter the name of the program folder that will contain your Siebel icons in the Select Program Folder dialog box.

The default name is Siebel Client 7.5. You can use spaces and the backslash (\) in folder names to create a folder hierarchy.

CAUTION: If you are deploying Windows NT 4.0 clients operating against an Oracle database, do not include parentheses in the labels of the Siebel icons if you modify them. Including parentheses will prevent the application from connecting to the Oracle database.

Click Next. The setup program will copy files to the local host machine's hard disk.

A status bar in the Setup Status dialog box indicates the progress of the installation.

19 Review the Event Log screen, and click Next.

This log provides details of the steps the installer has performed during your Siebel client installation.

20 Review the Registry Log screen, and click Next.

This log provides details of the registry information the installer has performed during your Siebel client installation.

21 Click Finish in the Setup Complete screen.

The Siebel client installation is now finished. Review the installation log to verify that all components installed successfully.

Postinstallation Tasks

Perform the following tasks after running the Siebel client installation program:

- Verifying Successful Installation
- Verifying the Siebel Client Directory Structure on page 38
- Siebel Client Icons on page 40
- Siebel Client ODBC Data Sources on page 41

Verifying Successful Installation

Complete the following instructions to verify a successful Siebel client installation.

Starting Siebel Client Without Siebel VB or Siebel eScript Licensed

The default configuration (.cfg) files for the Siebel client have Siebel VB or Siebel eScript enabled by the parameter EnableScripting = TRUE. However, if you do not have Siebel VB or Siebel eScript licensed, the client will not start, and returns an error message indicating that you must turn Siebel VB or Siebel eScript off before running the client.

To start Siebel Client without a licensed Siebel VB or eScript installation

- Set `EnableScripting = FALSE` in the .cfg file used by your Siebel client configuration. By default, this .cfg file resides in the C:\sea75x\client\bin <lang> directory.

Testing Siebel Correspondence Functionality

Several components must be installed correctly for Siebel correspondence to function properly.

To test Siebel correspondence functionality

1. While connected to the sample database, click the New Correspondence toolbar button.
2. Pick a correspondence template and attach recipients.
3. View the correspondence.

   If you are unable to view the correspondence, make sure that the ODBC data source called SEA MMerge C:/sea75x/client is correctly installed. See "Siebel Client ODBC Data Sources" on page 41 for more information.

Verifying the Siebel Client Directory Structure

The Siebel installation program creates directories on each Siebel client. Use Windows Explorer to verify the directory structure on your computer. This is an example of the directory structure of a typical installation:

```
sea750
   client
      actuate
      bin
      charts
      fonts
      idcentric      lex
      local
      locale
      log
      msgtempl
      objects
      packager (if the Packager option was selected)
      public
      reports
      sample (if the sample database was installed)
      sqltempl
```

```
temp
upgrade
webtempl
```

sea75x. The top-level directory for Siebel installation. You can change the name during the installation process.

actuate. Contains all the Actuate-related files, for reports.

bin. Contains all binary files (*.exe, *.dll, *.cfg, *.ssf, *.pre), configuration files, user preference files, and language-specific files.

charts. Contains files for generating charts.

fonts. Contains font files.

idcentric. Contains configuration files related to Siebel Data Quality Matching and Data Cleansing.

local. Where the local database is stored.

locale. Stores language-specific files.

log. Stores the log files from client operations, such as synchronization.

msgtempl. Stores message files used by the client.

objects. Contains compiled Siebel Repository (.SRF) files and language-specific files.

packager. Stores files used by the Siebel Packager Utility.

public. Contains HTML files, JavaScript files and images used by the Web Client.

reports. Contains all report files.

sample. Where the sample database is installed.

sqltemp. Contains SQL scripts. These files should not be modified.

temp. Contains working report files.

upgrade. Will contain Siebel Anywhere upgrade files retrieved by the user.

webtempl. Contains Web templates.

Siebel Client Icons

The Siebel installation creates icons in the Siebel program folder for the modules you have chosen to install. The icons applicable to MidMarket Edition include the following:

Siebel Packager. Use this icon to start the Packager Utility.

Siebel Call Center. Use this icon to open Siebel Call Center. Use this icon to connect to the database server (for LAN-connected users), to an initialized local database, or to the Siebel sample database.

Siebel eMail Response. Use this icon to open Siebel eMail Response.

Siebel Remote. Use this icon to start the stand-alone synchronization program.

Siebel Sales. Use this icon to start Siebel Sales.

Siebel Service. Use this icon to start Siebel Service when you are connected to the database server (for LAN-connected users). Mobile users connect to an initialized local database, or to the Siebel sample database.

Siebel Client ODBC Data Sources

The Siebel client installer creates the ODBC data sources shown in Table 2. By default, these are created as user data sources, which are visible only to the user account under which the Siebel client is installed. The drive letter and directory at the end of each data source name will vary, depending on where you have chosen to install the Siebel client.

NOTE: If the database server is SQL Server, the client must be configured to use SQL Server authentication. All ODBC data sources and the SQL Server database should be configured using SQL Server authentication.

NOTE: If two or more users need to logon using the same NT workstation, it is necessary to install the client using the System DSN parameter instead of the User DSN parameter in the siebel.ini file. For more information about the siebel.ini file and custom installations, see Appendix C, "Siebel Packager Utility."

Table 2. Siebel Client ODBC Data Sources

Data Source	Use
SEAW Local Db C:/sea75x/client	Connects to the local SQL Anywhere database.
SEAW MMerge C:/sea75x/client	Executes mail merge when generating correspondence.
SEAW MSQL C:/sea75x/client	For Microsoft installations only, connects to the Microsoft SQL Server database.
SEAW Oracle C:/sea75x/client	For Oracle installations only, connects to the Oracle database. This data source is used only by the Siebel administrator when creating Siebel Anywhere upgrade kits.
SEAW Search C:/sea75x/client	ODBC data source used by Hummingbird SearchServer; created only if Hummingbird is installed. This data source is always created as a System DSN.

Table 2. Siebel Client ODBC Data Sources

Data Source	Use
SEAW Text C:/sea75x/client	Used for reporting and data merge into the local SQL Anywhere database.
SEAW DB2UDB C:/sea75x/client	For IBM DB2 installations only, connects to the DB2 database.

NOTE: It is necessary to use the ODBC drivers included on the Siebel Software CD. Do not use other drivers.

To Remove the Mobile and Dedicated Web Clients

To remove the Mobile or Dedicated Web Client, run the Siebel Systems Uninstallation Manager from the Add/Remove Programs Control Panel.

Configuring the Mobile and Dedicated Web Clients 3

This chapter provides instructions for logging on to your Siebel application through the Mobile Web Client or Dedicated Web Client, connecting to the Remote Server, Siebel Remote synchronization, and editing configuration files.

Logging on to Your Siebel Application

This section provides instructions for logging on to your Siebel application through the Mobile Web Client or Dedicated Web Client.

To log on to your Siebel application and connect to the server database

1. Click one of the Siebel icons in the program group.

   The user name and password must be those of an employee with a valid position and division defined in the Siebel database. Therefore, the first time you log on to the server database, you should use SADMIN as the user name and password. Then you can set up other users as employees with defined positions and responsibilities.

   For more information on setting up employees, see *Security Guide for Siebel eBusiness Applications, MidMarket Edition*.

2. Specify the Server database and click OK.

   The first time you log on to the Server database, the system prompts you to enter your site's license key number, which is located on your CD-ROM case.

3 Enter your license key number in the dialog box that appears and click OK.

NOTE: If you need to access License Keys at a later time, navigate to Site Map, open the Application Administration list, and click on License Keys.

If you see a warning message dialog box, click OK, and then enter your license key number in the dialog box that appears.

NOTE: The first time that you launch Siebel eBusiness Applications as a remote user choose the local database. You will automatically be prompted to connect to the Siebel Server and retrieve a new local database. You must first extract this database. See *Siebel Remote Administration Guide, MidMarket Edition* for more information on Siebel Remote and extracting local databases.

Network Connectivity to the Siebel Remote Server

Siebel Remote clients must be able to connect to the Siebel Remote Server using TCP/IP. Verify that you have the correct hardware and software installed and are able to establish TCP/IP connectivity to the Siebel Remote Server.

See "Setting Synchronization Parameters" on page 54 and *Siebel Remote Administration Guide, MidMarket Edition* for more information.

User Synchronization Options

This section describes the user synchronization options supported by Siebel Remote. The user accesses these options by selecting File > Synchronize from the Siebel client menu bar or by starting Siebel Remote in stand-alone mode. Synchronization occurs in the background, so you can continue to use Siebel applications during synchronization.

The stand-alone synchronization feature allows mobile users to synchronize their local databases with the server database without starting the Siebel application.

Siebel 7.5 includes an auto-synchronization option to help maintain the frequency of synchronization. Frequent synchronization by mobile users can improve the performance of the system. After initializing their local databases, mobile users enable or disable auto-synchronization from User Preferences > DB Synchronization. For more information see "Using Auto-Synchronization" on page 51.

Synchronization Dialog Box

The Siebel Remote synchronization dialog box shown in Figure 2 contains a list of synchronization actions. Depending on your database options, the list may appear different from that in the example. For instance, if you do not have a local database, only the Connect to Server action will appear in the dialog box.

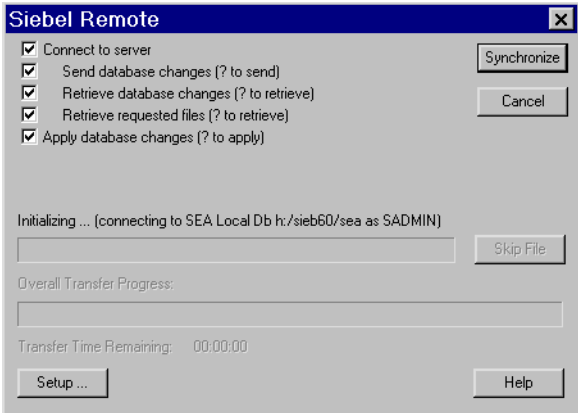

Figure 2. Siebel Remote Synchronization Dialog Box

Synchronization Actions

This section describes the available actions in the Siebel Remote synchronization dialog box as shown in Figure 2 on page 46.

Extract Local Database Changes

This action connects to the local database and extracts all the local transactions in the form of .dx files. This action happens automatically and cannot be disabled. In general, you should be able to ignore this action. This action displays the number of transactions that still need to be extracted.

Connect to Server

This action connects to the server, dials the phone number if necessary, and performs version, schema, and database initialization checking. If a dbinit or upgrade is pending, this action downloads and applies the pending dbinit or upgrade. This action must run successfully for the following three actions to be invoked.

Send Database Changes

This action sends the local transactions to the server by sending one or more .dx files and associated attachment files to the server. This action displays the number of transactions that still need to be sent.

Retrieve Database Changes

This action retrieves transactions from the server by retrieving one or more .dx transaction files and associated attachment files from the server. These files are generated by the Transaction Router on the Siebel Remote server. This action displays the number of transactions that still need to be retrieved.

Retrieve Requested Files

This action retrieves user-requested attachment files from the server. This action displays the number of files that still need to be retrieved.

Apply Database Changes

This action applies database changes retrieved from the server to the local database. This action displays the number of transactions that still need to be applied.

Sleep

This action sets the Siebel Remote client to sleep mode for a given number of seconds. This action displays the number of seconds of remaining sleep time.

Action List

You can enable or disable each action by checking the check box to the left of the action. Here are the possible check box states:

Enabled. This action will run when its turn comes.

Disabled. This action will not run when its turn comes.

Not runnable. This action cannot run because an action it depends upon did not (or will not) run.

Finished. This action is finished.

Skipped. This action was skipped.

While an action is running, you can reset the action check box before the action has finished. If an action is running when you disable it, it will stop as soon as possible, and synchronization will continue with the next action.

The action status check boxes persist throughout the session. If you start synchronization with the Apply Database Changes option disabled, it will remain disabled throughout synchronization. If you restart Siebel applications, the action status check boxes return to their default state (enabled).

Item Status Field

The word *pausing* appears in the Item Status field. Actions are made up of one or more items and may be hidden. The items (and sub-items) that appear in this field update the synchronization status for the user. Below the Item Status field is the item progress indicator, which indicates the remaining processing time for the item.

NOTE: The progress indicator provides reasonably accurate time estimates for long-running items, such as transferring files or merging transactions, but less accurate estimates for short-running items, such as connecting to the server or database.

Skip File Button

The Skip File button is enabled whenever synchronization is performing an item or sub-item that is not critical to the current action. Retrieving an optional attachment file is the only action that can be skipped. Clicking this button skips the current item or sub-item, and the current action continues. Double-clicking this button generates a prompt and skips all remaining optional items for this action.

Overall Transfer Progress Panel

This panel appears when communications with the server are active. The progress indicator displays the progress toward completing the actions that require the communications line.

Transfer Time Remaining Field

This field contains the estimated time for completing the actions.

NOTE: The estimated time may be inaccurate when transferring large attachment files.

Start/Stop Command Button

The Start button starts synchronization. You can click this button even while synchronization is still performing hidden actions, such as connecting to the local database and extracting local database changes. When you click this button, the Synchronization dialog box is hidden (unless SHIFT is held down), and the label on the button changes to Stop.

Clicking the button again will stop synchronization if it is still running. When synchronization finishes, the button changes to OK. Clicking the button again hides the synchronization dialog box. If the Synchronization dialog box is hidden while synchronization is running, invoking synchronization will redisplay the Synchronization dialog box. If synchronization is finished, invoking synchronization will reset the Synchronization dialog box and then display the dialog box.

Cancel/Hide Button

If synchronization has not started, clicking Cancel will close the Synchronization dialog box and abort synchronization. If synchronization has started, the label on this button will change to Hide, and clicking the button will hide the Synchronization dialog box.

Setup Button

Clicking the Setup button displays the Docking Preferences dialog box. The two File options control which files to synchronize. File options can be changed while synchronization is running.

- **Retrieve Published Files Box.** When this check box is selected, synchronization will retrieve all newly published files.
- **Retrieve Auto Update Files Box.** If this check box is selected, synchronization will retrieve updates to local files marked for auto update. Auto update files that are not local or have not been requested will not be retrieved. The auto update flag is local to each node, so users can choose to update files automatically, without affecting other users. If you do not choose the Retrieve Auto Update Files option during this synchronization session, then synchronization will mark the files that need to be updated. Synchronization will then make all auto update files current during the next session when Retrieve Auto Update Files is enabled.

  When the Mobile Web Client receives a transaction on a file table, synchronization decides whether to retrieve the file locally. The default is not to bring down files to the mobile client unless the file is requested. File screens generally have a request field that users can select to bring down the file during the next docking session (if the Retrieve Requested Files action is enabled). Files are also sent upward by docking. If you change a file, you must send the new file up with the transaction to make the corporate database consistent. These files are stored near the corporate database on a file server. Name files carefully to avoid conflicts if two users attempt to modify a file at the same time.

- **Dial-up Networking Connection.** The Connection box allows users to select a dial-up networking connection. Leaving the box blank will cause synchronization to use an existing network connection. Changes to the dial-up networking options will take effect the next time synchronization makes a connection to the server.
- **Auto-Start Siebel Remote Box.** If this check box is selected, Siebel Remote will begin synchronization as soon as you invoke synchronization. The Siebel Remote dialog box will not be displayed. If you want to display the dialog box throughout your session, press SHIFT when you click Start.

Using Auto-Synchronization

The purpose of auto-synchronization is to improve the overall usability of the system by increasing the frequency of synchronization sessions. Frequent synchronization decreases the volume of transactions for each session and therefore shortens the average connect time.

The Auto-Synchronization Agent runs in the background at scheduled times to perform automatic synchronization when connected to the network.

Follow the procedure below to invoke auto-synchronization and the available options. One of the options is a synchronization reminder that prompts the user to synchronize if a specified period passes without a synchronization session.

To enable auto-synchronization

1. Verify that the local database is initialized.
2. Login to the local database, and navigate to User Preferences > DB Synchronization.

3 Under the Auto-Synchronization column, check or pick the following:

Option	Description
Enable Auto-Synchronization check box	Required to enable auto-synchronization
User Confirmation check box	Optional
Maximum Retries picklist	Defaults to zero, but recommend 2 or 3
Maximum Network Latency picklist	Sets a network latency that will prevent the auto-synchronization agent from invoking a synchronization session. Required. The administrator establishes this policy. For example, at 56 K the threshold may be 200—300 milliseconds or higher.

4 Under Synchronization Frequency column, pick or choose the following.

a Synchronization Frequency pick list.

Options are as follows:

Option	Description
Default	Default is Empty. Same behavior as if auto-synchronization is disabled.
System boot up	Perform next synchronization after the computer is started and operational. If no network connection is available, try again the next time the computer is rebooted.
Mobile Client Start up	Perform synchronization after the Mobile Web Client is started. If no network connection is available, try again the next time the client is started.
Hourly	Perform the synchronization every hour at the specified time increment chosen in the *Hourly at* pick list. If the computer is not operational at the specified time, then perform the synchronization at the scheduled time.

Option	Description
Daily	Perform synchronization every day at the specified time entered in the *Daily at* field. If the computer is not operational at the specified hour, then perform the synchronization at the earliest time when the machine is operational.
Weekly	Perform synchronization every week on the specified day chosen in the *Weekly On* pick list, and at the specified time entered in the *Weekly At* field. If the computer is not operational at the specified time, then perform the synchronization at the earliest time when the machine is operational.

b Hourly At pick list—coordinate with Step a as appropriate.

c Daily at field—coordinate with Step a as appropriate.

d Weekly On pick list—coordinate with Step a as appropriate.

e Weekly At field—coordinate with Step a as appropriate.

5 In the Synchronization Reminder form, check or pick the following:

a **Enables Synchronization Reminder dialog box**. It appears when the mobile Web client is up and if the last synchronization was earlier than the Minimum days between sync sessions.

This will remind the user to perform synchronization. It will pop up with the message “Perform database synchronization now?”. Respond accordingly.

b **Minimum Days Between Sync Sessions pick list**. Specifies the minimum number of days between sessions.

Mobile Web Client Configuration Parameters

The Siebel Remote client reads configuration parameters in the Siebel configuration file (.cfg) to specify the location of the Siebel Server directories, Siebel File Server directories, and the Siebel database installation. Before using Siebel Remote, you must set the values for the configuration parameters. For more information on editing configuration files, see "Editing Configuration Files" on page 58.

For information on Event Logging, see *Siebel Server Administration Guide MidMarket Edition*.

Setting Synchronization Parameters

The Siebel installation program creates a siebel.cfg file in the client bin\ENU directory with default values for each of these configuration parameters.

Set the following parameters, located in the [Local] section of the .cfg file:

- **ClientRootDir.** Name of the Siebel client installation directory.
- **DockConnString.** Logical network address of the Siebel Server to which you want to connect for synchronization. It is recommended that every synchronization session occur within the corporate firewall. If your deployment must support synchronization through the Internet from outside the firewall, VPN is a good alternative. If this is the environment you are using, then the port for synchronizing with your server must be opened on your firewall. Also make sure your Internet Service Provider (ISP) does not block communication to this particular port. This parameter has the following format:

  ```
  siebel server name:network protocol:sync port #:
  service:encryption:compression
  ```

  where:

  - *logical siebel server name* = logical network address of the Siebel Server to which you want to connect for synchronization.
  - *network protocol* = the name of the networking protocol to use. TCPIP is the only valid value and is the default value.

- *sync port #* = the TCP/IP port number dedicated to the Synchronization Manager. The default value is 40400 if nothing is specified.

  NOTE: You can use the Siebel Server Administration screens to override the default value by specifying a value for the Synchronization Manager (SynchMgr) component's SyncPort parameter and restarting the Siebel Server. You can also specify this port number as a command-line option when starting the Siebel Server. If you change this value, the .cfg file must also be updated.

- *service* = the TCP/IP service you are requesting. SMI is the only valid value and is the default value.
- *encryption* = the encryption package you are using. The encryption facility must match the type used by the server. Both MSCRYPTO and RSA are supported.
- Examples of valid values are:
  - SIEBAPP1:TCPIP:40400:SMI:RSA
  - SIEBAPP1:TCPIP:9000
  - SIEBAPP1

- **DockRepositoryName.** Name of the Siebel repository that you are currently using. This parameter must have the same value as the Siebel Server repository.
- **TableOwner.** Name of the database account on the local database where the Siebel schema is installed. Default is SIEBEL.

- **DockTxnsPerCommit.** Number of transactions that Siebel Remote applies to the local database before performing a commit. You should set this configuration parameter to a value that satisfies the needs at your site. The default is 500.
  - **Mobile clients.** If using the Siebel client application to dock, set the DockTxnsPerCommit to a high value. Merged transactions will not lock out other users. This will enhance the performance of Siebel Remote.
  - **Stand-alone synchronizer.** If using the stand-alone synchronizer, set the DockTxnsPerCommit to a high value only if the program will be the only active user on the database. If the program will be applying transactions while the user is accessing the database through the application, set a low value to prevent locking out other users while merging transactions.

For more information on editing configuration files, see "Editing Configuration Files" on page 58 and Appendix B, "Configuration Parameters."

About Installation Failures

Siebel Remote is designed to minimize the impact of a software, communications, or hardware failure. This section describes the most likely failures and how to recover from them.

Siebel Remote Transmission Failure

Mobile clients may experience occasional transmission failures. These failures may be caused by noise on the telephone line. If an error is detected, Siebel Remote continues to retransmit the files in an attempt to synchronize successfully.

Siebel Client Database Failure

If the client machine loses power during a merger process, then the SQL Anywhere database may be corrupted. To avoid this, make sure that the client machine has sufficient power before synchronization.

If a client database becomes unusable because of a media failure or other event, you must refresh the client database. This requires that you run Database Extract for the client.

For more information about the Database Extract process, see *Siebel Remote Administration Guide, MidMarket Edition*.

NOTE: Depending on the kind of failure, database changes and file attachments that were awaiting upload during the next synchronization session may also be lost. In this case, the user must re-enter them.

Setting Up the Siebel Remote Server

The Siebel Remote server runs the Siebel Remote components and manages synchronization sessions with mobile clients. The Siebel Remote server provides an interim storage area for data required to synchronize mobile databases with the Siebel database server. See *Siebel Remote Administration Guide, MidMarket Edition* for information about setting up the Siebel Remote server.

Editing Configuration Files

Siebel Mobile and Dedicated Web clients use configuration files to hold the information that tells the clients how to function at startup. These files have the .cfg extension. An example is siebel.cfg, which is used by Siebel Sales.

NOTE: Unlike the Siebel Mobile and Dedicated Web clients, the zero footprint Siebel Web Client does not install files on the user's PC. Instead, it uses configuration files located on the server.

Because all the configuration files are plain-text files, you can edit them manually using any text editor instead of running the Installer again. You must also copy and edit these files for each new application you create.

There are many reasons why you might edit configuration files and you may want to do so at some point after the installation; for example, you may want to edit configuration files to enable or disable certain functionality, fonts, and features.

Table 3 lists examples of .cfg files for which icons are created and their associated applications. Your installation may contain additional .cfg files besides those listed here.

Table 3. Some Configuration Files and Associated Applications

.cfg file	Application
service.cfg	Siebel Service
siebel.cfg	Siebel Sales
uagent.cfg	Siebel Call Center

To edit configuration files

1. Create a backup copy of the default .cfg file for which you want to edit parameter values, and save that file as a backup file.
2. Using any text editor, such as Notepad, open the default version of the .cfg file.
3. Edit the parameter values to obtain the desired application behavior.
4. Run a test using the .cfg file that you edited.
5. If there is an error in your test, resave the backup file as the default .cfg file.
6. If no error occurs, then use the modified .cfg file.

Sample Configuration File

```
The following is the content of the Mobile Web Client uagent.cfg
configuration file for Siebel Call Center. On the left are the
parameters, and on the right are sample values. Edit the values
according to how you want your system to function.

;; At the top of each section, we have listed if the parameters are
;; being read from the cfg file for Server based Object Manager
;; components
;; If the section below says "Client-only" section, then the
parameter
;; values listed here will not be read from this cfg file but from
;; parameters as defined during the configuration for the Siebel
Enterprise
;; In effect the parameter values will be read from the
gatewaysrvr/shared
;; memory. If you need to change the values for any of these
parameters
;; please use the Server Admin screens  or servermanager line mode
to
;; change the values. At the top of each section, it also lists
where
;; the parameter values are defined, i.e. are they component
parameters
;; or named subsystem parameters.(This is visible to the complete
enterprise.)
;;
;; For Developers, If you need to change values during
configuration
;; for Object Manager components, please change the srvrdefs.tdt
```

```
file
;;
;; For Users, If you need to change the values after configuration

;; for Object Manager components, go to the relevant Server Admin
screen
;; and update parameters.
;;
;;
;;
;; The following Siebel Section is a client-only section.
;; It is a part of object manager parameters for the server
components

[Siebel]

RepositoryFile           = siebel.srf

ApplicationName          = Siebel Universal Agent

ApplicationTitle         = Siebel Call Center

ApplicationSplashText    = Siebel Call Center

Vertical                 =

ComponentName            = Siebel Call Center Client

ShowMessageBar           = User Enabled

MessageBarUpdateInterval = 120

DataSource               = Local

ClientRootDir            = D:\Latest7.5build

TempDir                  = D:\Latest7.5build\temp

JTCHelpURL               = $(JTCHelpURL)

Version                  = 100

ClientFileServSupport    = TRUE

MultiCurrency            = TRUE

EnableScripting          = TRUE

EnableOLEAutomation      = TRUE
```

```
OLEAutomationDLL         = sscfole.dll
EnableCORBA              = FALSE
CORBADLL                 = sscfcorb.dll
JseCorbaConnector        = corbavgn.dll
ReportsODBCDataSource    = Siebel Reports: Access
ServerDbODBCDataSource   =
DockRepositoryName       = Siebel Repository
HoldExportOdbcConnection = FALSE
LocalDbODBCDataSource    = SEAW Local Db D:/Latest7.5build
LargeFont                = Verdana-8-normal
SmallFont                = Verdana-8-normal
DefaultChartFont         = Verdana-10-normal
NavBarItemFont           = Verdana-8-bold
NavBarSelectFont         = Verdana-8-bold
NavBarTitleFont          = Verdana-10-bold
AppletTitleFont          = Verdana-10-bold
Language                 = ENU
SrvrUpdateInterval       = 60
SrvrTimeOutInterval      = 600
EnablePersonalization    = TRUE
PersonalizationLog       =
DocumentIntegrator       = Lotus SmartSuite
WebClientSiteDir         = D:\Latest7.5build\public\enu
AccessDir                = $(AccessRoot)
SearchEngine             = Fulcrum (Hummingbird)
```

```
SearchDefName            = Call Center Definition
SearchInstallDir         =
RemoteSearchServer       = True
RemoteSearchServerPath   = CHANGE_ME/tcpCHANGE_ME
EnableFQDN               = FALSE
FQDN                     = CHANGE_ME
; SecurityAdapter        = LDAP
; UsernameBCField        =


;; This is a client-only section ( for example siebel.exe)
;; All the data sources shown below are defined as
;; named subsystems in the Siebel Enterprise. To change the values
;; for these datasources, use the  following command
;; In the line mode srvrmgr
;; > change param paramname="<value>" for named subsystem <named
subsys name>
;; In the case below it will be Local/Sample/ServerDataSrc/
GatewayDataSrc


[DataSources]
Local                    = Local
Sample                   = Sample
ServerDataSrc            = Server
GatewayDataSrc           = Gateway


[Local]
```

```
Docked                    = FALSE

ConnectString             = D:\LATEST~1.5BU\local\sse_data.dbf  -
q -m -x NONE -gp 4096 -c40m -ch60m

TableOwner                = SIEBEL

DockedDBFilename          = CHANGE_ME

DLL                       = SSCDW8.DLL

SqlStyle                  = Watcom

MaxCachedCursors          = 16

MaxCachedDataSets         = 16

ReverseFillThreshold      = 100

CaseInsensitive           = FALSE

InsensitivityFactor       = 2

DockTxnsPerCommit         = 500

DockConnString            = CHANGE_ME

ChartServer               = localhost:8001

ChartImageFormat          = png

AutoStopDB                = FALSE

EnterpriseServer          = CHANGE_ME

RequestServerName         = CHANGE_ME

UseCachedExternalContent = TRUE


[Sample]

Docked                    = FALSE

ConnectString         = D:\LATEST~1.5BU\sample\UTF8\sse_samp.dbf
-q -m -x NONE -gp 4096 -c40m -ch60m

TableOwner                = SIEBEL
```

```
DockedDBFilename        = CHANGE_ME
DLL                     = SSCDW8.DLL
SqlStyle                = Watcom
MaxCachedCursors        = 16
MaxCachedDataSets       = 16
ReverseFillThreshold    = 100
CaseInsensitive         = TRUE
InsensitivityFactor     = 2
FileSystem              = D:\Latest7.5build\sample\ENU\files
ChartServer             = localhost:8001
ChartImageFormat        = png
SymbolicURLSuffix       = _Demo
AutoStopDB              = FALSE

[ServerDataSrc]
Docked                  = TRUE
ConnectString           = $(ConnectString)
TableOwner              = $(TableOwner)
DLL                     = sscddcli.dll
SqlStyle                = DB2
MaxCachedCursors        = 16
MaxCachedDataSets       = 16
ReverseFillThreshold    = 100
CaseInsensitive         = FALSE
InsensitivityFactor     = 2
```

```
FileSystem              = .\CHANGE_ME\att
GatewayAddress          = CHANGE_ME
EnterpriseServer        = CHANGE_ME
RequestComponent        = $(RequestComponent)
RequestServer           = CHANGE_ME
RequestServerName       = CHANGE_ME
CurrentSQLID            =
MaxCursorSize           = -1
PrefetchSize            = -1
ChartServer             = localhost:8001
ChartImageFormat        = png

[GatewayDataSrc]
ConnectString           = CHANGE_ME
PrimaryEnterprise       = CHANGE_ME
DLL                     = sscda10.dll
Hidden                  = TRUE
CaseInsensitive         = FALSE
InsensitivityFactor     = 0

[ActuateReports]
EnableReportServer      = FALSE
ReportServerHost        = CHANGE_ME
ReportCastHost          = CHANGE_ME
ReportCastDomain        = CHANGE_ME
```

```
ProtocolName            = HTTP

RoxDir                  = /Siebel Reports/

ConnectString           = CHANGE_ME


;; This section is a client-only section.

;; It is a part of object manager parameters for the server
components

[CCA]

Enable                  = FALSE

Type                    = CyberSourceICS2

ServerHost              = ics2test.ic3.com

MerchantId              = ICS2Test


;; This section is a client-only section.

;; It is a part of object manager parameters for the server
components

[SalesTax]

Enable                  = FALSE

Type                    = Taxware

CompanyId               = CHANGE_ME

CompanyLoc              = CHANGE_ME


;; This section is a client-only section.

;; It is a part of object manager parameters for the server
components

[Communication]
```

```
CommEnable            = FALSE

CommSimulate          = FALSE

CommLocalDriver       = TRUE

CommLogDebug          = FALSE

CommReleaseLogHandle  = TRUE

CommConfigManager     = FALSE

CommReqTimeout        = 600

CommLogFile           = SComm.log


;; This section is a client-only section.

;; It is a part of object manager parameters for the server
components

[EMail]

DefaultMailClient         = Siebel Mail Client

SiebelExtMailClientAttDir =

LotusForm                 =

OutlookForm               =

DebugLevel                = 0


;; This section is a client-only section.

;; It is a part of object manager parameters for the server
components

[ProductConfigurator]

ConfiguratorDLLName      = SSCSBC.DLL
```

```
;; This section is a client-only section.

;; It is a part of object manager parameters for the server
components

[PricingCache]

PricerPriceListCacheSize = 50

PricerPriceItemCacheSize = 100

PricerVolDisCacheSize    = 50

PricerPriceModelCacheSize= 50


;; This section is a client-only section.

;; It is a part of object manager parameters for the server
components

[DataCleansing]

Enable                    = FALSE

Type                      = FirstLogic


;; This section is a client-only section.

;; It is a part of object manager parameters for the server
components

[DeDuplication]

Enable                   = FALSE

Type                     = SSA


[SAPSubsys]

SAPRfcUserName           = CHANGE_ME

SAPRfcPassword           = CHANGE_ME
```

```
SAPRfcConnectString      = DEST=CHANGE_ME CLIENT=CHANGE_ME
LANG=CHANGE_ME

SAPRfcDestEntry          = CHANGE_ME


[ExtDBSubSys]

ExtDBUserName             = CHANGE_ME

ExtDBPassword             = CHANGE_ME

ExtDBODBCDataSource       = CHANGE_ME

ExtDBTableOwner           = CHANGE_ME


;; These sections below will be read from the cfg file for both the

;; zero-foot-print client and the mobile client.


[Preload]

View1                     = Opportunity List View

View2                     = All Service Request List View


[SWE]

ExportMaxSegmentSize          = 10000

RequiredIndicator             = ICON_REQUIRED

ScreenJumpTabRightOnBitmap    = JUMPTAB_NEXT_ON

ScreenJumpTabRightOffBitmap   = JUMPTAB_NEXT_OFF

ScreenJumpTabRightBlankBitmap = JUMPTAB_BLANK

ScreenJumpTabLeftOnBitmap     = JUMPTAB_PREV_ON

ScreenJumpTabLeftOffBitmap    = JUMPTAB_PREV_OFF
```

```
ScreenJumpTabLeftBlankBitmap  = JUMPTAB_BLANK
ViewJumpTabRightOnBitmap      = JUMPTAB_NEXT_ON
ViewJumpTabRightOffBitmap     = JUMPTAB_NEXT_OFF
ViewJumpTabRightBlankBitmap   = JUMPTAB_BLANK
ViewJumpTabLeftOnBitmap       = JUMPTAB_PREV_ON
ViewJumpTabLeftOffBitmap      = JUMPTAB_PREV_OFF
ViewJumpTabLeftBlankBitmap    = JUMPTAB_BLANK
ScreenTabOpenOnBitmap         = SCRNTAB_OPN_ON
ScreenTabMidOnBitmap          = SCRNTAB_MID_ON
ScreenTabCloseOnBitmap        = SCRNTAB_CLS_ON
ScreenTabOpenOffBitmap        = SCRNTAB_OPN_OFF
ScreenTabMidOffBitmap         = SCRNTAB_MID_OFF
ScreenTabCloseOffBitmap       = SCRNTAB_CLS_OFF
ViewTabOpenOnBitmap           = VIEWTAB_OPN_ON
ViewTabMidOnBitmap            = VIEWTAB_MID_ON
ViewTabCloseOnBitmap          = VIEWTAB_CLS_ON
ViewTabOpenOffBitmap          = VIEWTAB_OPN_OFF
ViewTabMidOffBitmap           = VIEWTAB_MID_OFF
ViewTabCloseOffBitmap         = VIEWTAB_CLS_OFF
ViewBarCaption                = "Show:"
ListRowStyle                  = "Siebel List"
SystemSWSName                 = CCHTMLStyles.sws
;UserSWSName                  = //for customer use only
HighInteractivity             = TRUE
ExtendedKeyboard              = TRUE
```

```
AppletSelectStyle             = "Applet Select"

EnableCDA = TRUE

NumberOfListRows = 7

SortAscendingBitmap           = SORT_UP

SortDescendingBitmap          = SORT_DOWN

SortAscendingDisabledBitmap   = SORT_UP_ON

SortDescendingDisabledBitmap  = SORT_DOWN_ON

SortAscendingCaption     = "<img src='images/icon_sort_up.gif'
alt='Sort Ascending' border=0>"

SortDescendingCaption    = "<img src='images/icon_sort_down.gif'
alt='Sort Descending' border=0>"

;EditFieldCaption         = "<img src='images/btn_select.gif'
width=39 height=15 border=0 alt='Select' align='absmiddle'>"

EditFieldCaption         = "<img src='images/icon_select.gif'
width=14 height=14 border=0 alt='Select' align='absmiddle'>"

EditFieldType            = Link

CalendarFieldCaption     = "<img src='images/icon_calendar.gif'
width=16 height=15 border=0 alt='Input' align='absmiddle'>"

CalendarFieldType        = Text

CalculatorFieldCaption  = "<img src='images/icon_calculator.gif'
width=16 height=15 border=0 alt='Input' align='absmiddle'>"

CalculatorFieldType      = Text

MarkupLanguage           = HTML

ShortCommands            = FALSE

EncryptNames             = FALSE

AllowAnonUsers           = TRUE

SystemSWFName            = CCHtmlType.swf

UserSWFName              = CfgHtmlType.swf
```

```
UserAgentFile            = ua.ini

SMTPServer               = CHANGE_ME

MsgTemplateDir           = D:\Latest7.5build\msgtempl\ENU

TreeNodeCollapseCaption       = "<img src='images/
tree_collapse_d.gif'       alt='-' border=0 align=left vspace=0
hspace=0>"

TreeNodeCollapseElbowCaption  = "<img src='images/
tree_coll_elbow_d.gif'     alt='-' border=0 align=left vspace=0
hspace=0>"

TreeNodeCollapseTeeCaption    = "<img src='images/
tree_coll_tee_d.gif'       alt='-' border=0 align=left vspace=0
hspace=0>"

TreeNodeElbowCaption    = "<img src='images/tree_elbow_d.gif'
alt=''  border=0 align=left vspace=0 hspace=0>"

TreeNodeExpandCaption         = "<img src='images/
tree_expand_d.gif'         alt='+' border=0 align=left vspace=0
hspace=0>"

TreeNodeExpandElbowCaption    = "<img src='images/
tree_exp_elbow_d.gif'      alt='+' border=0 align=left vspace=0
hspace=0>"

TreeNodeExpandTeeCaption      = "<img src='images/
tree_exp_tee_d.gif'        alt='+' border=0 align=left vspace=0
hspace=0>"

TreeNodeTeeCaption      = "<img src='images/tree_tee_d.gif'
alt=''  border=0 align=left vspace=0 hspace=0>"

TreeNodeCloseFolderCaption    = "<img src='images/
tree_closed_folder_d.gif'  alt=''  border=0 align=left vspace=0
hspace=0>"

TreeNodeLeafCaption           = "<img src='images/
tree_leaf_local_d.gif'     alt=''  border=0 align=left vspace=0
hspace=0>"

TreeNodeOpenFolderCaption     = "<img src='images/
tree_open_folder_d.gif'    alt=''  border=0 align=left vspace=0
hspace=0>"
```

```
TreeNodeOpenFolder2Caption    = "<img src='images/
tree_open_folder2_d.gif'   alt=''  border=0 align=left vspace=0
hspace=0>"

TreeNodeRootCaption     = "<img src='images/tree_root_d.gif'
alt=''  border=0 align=left vspace=0 hspace=0>"

TreeNodeBarCaption      = "<img src='images/tree_bar_d.gif'
alt='|' border=0 align=left vspace=0 hspace=0>"

TreeNodeSpaceCaption     = "<img src='images/tree_space.gif'
alt=' ' border=0 align=left vspace=0 hspace=0>"

TreeNodeArrowUpCaption    = "<img src='images/arrow_up.gif'
alt='^' border=0 align=left vspace=0 hspace=0>"

TreeNodeArrowDownCaption   = "<img src='images/arrow_down.gif'
alt='V' border=0 align=left vspace=0 hspace=0>"

TreeNodeFontSize              = 1

TreeNodeFontStyle             = MS Sans Serif,Arial,Helvetica

TreeNodeBgColor               = #000080

TreeNodeFgColor               = #ffffff

PDQDisabledView0         = "Order History View (eSales)"

PDQDisabledView1         = "Order History View - My Company
(eSales)"

PDQDisabledView2         = "Order History Summary View (eSales)"

PDQDisabledView3         = "Order Confirmation View (eSales)"

PDQDisabledView4         = "Order Approval View (eSales)"

PDQDisabledView5         = "Saved Quotes View (eSales)"

PDQDisabledView6       = "Saved Quotes View - My Company (eSales)"

PDQDisabledView7         = "Saved Quote Detail View (eSales)"

PDQDisabledView8         = "Quote Summary View (eSales)"

EnableWebClientAutomation     = FALSE

EnableEmailClientAutomation   = FALSE
```

```
[SecurityAdapters]
LDAP                    = LDAP

[LDAP]
DllName                     = sscfldap.dll
ServerName                  =
Port                        = 389
BaseDN                      =
SharedCredentialsDN         =
UsernameAttributeType       = uid
PasswordAttributeType       = userPassword
CredentialsAttributeType    = credentials
RolesAttributeType          =
SslDatabase                 =
ApplicationUser             =
ApplicationPassword         =
EncryptApplicationPassword  = FALSE
EncryptCredentialsPassword  = FALSE
SingleSignOn                = FALSE
TrustToken                  =
UseAdapterUsername          = FALSE
SiebelUsernameAttributeType =
; UseRemoteConfig           =
```

```
[ThinClientUpgrade]
VersionCheck1 = "<00"     D:\Latest7.5build\sample\tcupgrade.html

[Internet]
TableOwner                = $(TableOwner)
SqlStyle                  = DB2

[ISSCDA]
ISSCDAProdDetBusCompName = Internal Product
ISSCDAProdDetBusObjName  = Internal Product
ISSCDAProdDetViewName    = Product Detail Key Features View
ISSCDAHeaderBusObjName   = Quote
ISSCDAHeaderBusCompName  = Quote
ISSCDAIntegrationObjName = Quote
ISSCDAListItemBusCompName = Quote Item
ISSCDAHeaderViewName     = Quote Detail View
ISSCDAGetMyPriceFields   = List Price,Product Name,Current
Price,Pricing Comments,Net Price,Start Price
```

Other sources of information for configuration files and configuration parameters include:

- Appendix A, "Index of Configuration Parameters," which provides an alphabetical list of the configuration parameters, along with cross-references to the description for each, documented in this guide.
- Appendix B, "Configuration Parameters," which addresses `siebel.cfg` configuration parameters.
- *Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*.

Index of Configuration Parameters A

This appendix lists configuration parameters in alphabetical order, with cross-references to the page that documents each one and the configuration file in which it can be found. The list contains configuration parameters for Siebel Web Client, Mobile Web Client and Dedicated Web Client.

NOTE: This appendix does not document the parameters. It provides a cross-reference to the location in this guide where you can find the documentation for each parameter.

Configuration Parameters Index

Table 4 contains an alphabetical listing of Siebel client configuration parameters, showing the configuration files in which each one can be found and the page that documents each one.

Table 4. Siebel Configuration Parameters in Alphabetical Order

Configuration Parameter Name	Configuration File Name	Documented on Page
AccessDir	siebel.cfg	"AccessDir" on page 85
ActuateDevWBDir	siebel.cfg	"ActuateDevWBDir" on page 101
ActuateReportExportFileName	siebel.cfg	"ActuateReportExportFileName" on page 101
ADSI	siebel.cfg	"ADSI Parameters" on page 109
AnonPassword	eapps.cfg	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
AnonUserName	eapps.cfg	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
AnonUserPool	eapps.cfg	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
AppletTitleFont	siebel.cfg	"AppletTitleFont" on page 85
ApplicationName	siebel.cfg	"ApplicationName" on page 85
ApplicationSplashText	siebel.cfg	"ApplicationSplashText" on page 85
ApplicationTitle	siebel.cfg	"ApplicationTitle" on page 85
BaseDN	siebel.cfg	"BaseDN" on page 106
CaptionPrefix	siebel.cfg	"CaptionPrefix" on page 85
CaseInsensitive	siebel.cfg	"CaseInsensitive" on page 93
ClientRootDir	siebel.cfg	"ClientRootDir" on page 86
ComponentName	siebel.cfg	"ComponentName" on page 86
ConnectString	siebel.cfg	"ConnectString" on page 93
ContactLogin	siebel.cfg	"ContactLogin" on page 93

Table 4. Siebel Configuration Parameters in Alphabetical Order

Configuration Parameter Name	Configuration File Name	Documented on Page
CorbaDLL	siebel.cfg	"CorbaDLL" on page 86
CorrespODBCDataSource	siebel.cfg	"CorrespODBCDataSource" on page 86
CredentialsAttributeType	siebel.cfg	"CredentialsAttributeType" on page 106
DataSource	siebel.cfg	"DataSource" on page 86
DefaultChartFont	siebel.cfg	"DefaultChartFont" on page 86
Dir	siebel.cfg	"Dir" on page 102 (DataCleansing), "Dir" on page 103 (Data DeDuplication)
DLL	siebel.cfg	"DLL" on page 94
DllName	siebel.cfg	"DllName" on page 106
DockConnString	siebel.cfg	"DockConnString" on page 94
DockedDBFilename	siebel.cfg	"DockedDBFilename" on page 94
DockRecvTxnsPerCommit	siebel.cfg	"DockRecvTxnsPerCommit" on page 94
DockRepositoryName	siebel.cfg	"DockRepositoryName" on page 86
DockTxnsPerCommit	siebel.cfg	"DockTxnsPerCommit" on page 94
Enable	siebel.cfg	"Enable" on page 102 (DataCleansing), "Enable" on page 103 (Data DeDuplication)
EnableCORBA	siebel.cfg	"EnableCORBA" on page 86
EnableOLEAutomation	siebel.cfg	"EnableOLEAutomation" on page 86
EnablePersonalization	siebel.cfg	"EnablePersonalization" on page 86
EnableScripting	siebel.cfg	"EnableScripting" on page 86
EncryptCredentialsPassword	siebel.cfg	"EncryptCredentialsPassword" on page 107
EncryptPassword	siebel.cfg	"EncryptPassword" on page 87
EnterpriseServer	siebel.cfg	"EnterpriseServer" on page 94
ExtensionType	siebel.cfg	"ExtensionType" on page 94

Table 4. Siebel Configuration Parameters in Alphabetical Order

Configuration Parameter Name	Configuration File Name	Documented on Page
FileSystem	siebel.cfg	"FileSystem" on page 87
GatewayAddress	siebel.cfg	"GatewayAddress" on page 94
GatewayDataSrc	siebel.cfg	"GatewayDataSrc" on page 92
GatewayServer	tclient.htm and tclient.stc	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
Height	tclient.htm and tclient.stc	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
HelpFile	siebel.cfg	"HelpFile" on page 87
Hidden	siebel.cfg	"Hidden" on page 94
HoldExportODBCConnection	siebel.cfg	"HoldExportOdbcConnection" on page 87
InsensitivityFactor	siebel.cfg	"InsensitivityFactor" on page 95
InsUpdAllCols	siebel.cfg	"InsUpdAllCols" on page 95
IntegratedSecurity	siebel.cfg	"IntegratedSecurity" on page 96
JSECorbaConnector	siebel.cfg	"JSECorbaConnector" on page 88
Lang	tclient.htm and tclient.stc	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
LargeDataFont	siebel.cfg	"LargeDataFont" on page 88
LargeFont	siebel.cfg	"LargeFont" on page 88
LDAP	siebel.cfg	"LDAP" on page 105
Local	siebel.cfg	"Local" on page 92
LocalDbODBCDataSource	siebel.cfg	"LocalDbODBCDataSource" on page 88
Login	tclient.htm and tclient.stc	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
MaxCachedCursors	siebel.cfg	"MaxCachedCursors" on page 96
MaxCachedDataSets	siebel.cfg	"MaxCachedDataSets" on page 96
MaxConnections	siebel.cfg	"MaxConnections" on page 96

Table 4. Siebel Configuration Parameters in Alphabetical Order

Configuration Parameter Name	Configuration File Name	Documented on Page
MaxCursorSize	siebel.cfg	"MaxCursorSize" on page 96
MultiCurrency	siebel.cfg	"MultiCurrency" on page 88
NavBarItemFont	siebel.cfg	"NavBarItemFont" on page 88
NavBarSelectFont	siebel.cfg	"NavBarSelectFont" on page 88
NavBarTitleFont	siebel.cfg	"NavBarTitleFont" on page 88
NetworkPacketSize	siebel.cfg	"NetworkPacketSize" on page 96
NonSQL	siebel.cfg	"NonSQL" on page 96
ObjectManager	tclient.htm and tclient.stc	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
OLEAutomationDLL	siebel.cfg	"OLEAutomationDLL" on page 88
OLEMessagePendingDelay	siebel.cfg	"OLEMessagePendingDelay" on page 88
PasswordAttributeType	siebel.cfg	"PasswordAttributeType" on page 107
PersonalizationLog	siebel.cfg	"PersonalizationLog" on page 89
Port	siebel.cfg	"Port" on page 107
PrefetchSize	siebel.cfg	"PrefetchSize" on page 97
Preload	siebel.cfg	"Preload" on page 101
PrimaryEnterprise	siebel.cfg	"PrimaryEnterprise" on page 97
RemoteSearchServer	siebel.cfg	"RemoteSearchServer" on page 97
RemoteSearchServerPath	siebel.cfg	"RemoteSearchServerPath" on page 97
ReportsDir	siebel.cfg	"ReportsDir" on page 89
ReportsODBCDataSource	siebel.cfg	"ReportsODBCDataSource" on page 89
RepositoryFile	siebel.cfg	"RepositoryFile" on page 89
RequestServer	siebel.cfg	"RequestServer" on page 97
ReverseFillThreshold	siebel.cfg	"ReverseFillThreshold" on page 97

Table 4. Siebel Configuration Parameters in Alphabetical Order

Configuration Parameter Name	Configuration File Name	Documented on Page
RolesAttributeType	siebel.cfg	"RolesAttributeType" on page 107
Sample	siebel.cfg	"Sample" on page 92
SAPIdocAllowedObjects	siebel.cfg	"SAPIdocAllowedObjects" on page 104
SAPRfcConnectString	siebel.cfg	"SAPRfcConnectString" on page 104
SAPRfcDestEntry	siebel.cfg	"SAPRfcDestEntry" on page 104
SAPRfcPassword	siebel.cfg	"SAPRfcPassword" on page 104
SAPRfcUserName	siebel.cfg	"SAPRfcUserName" on page 104
ScriptingDLL	siebel.cfg	"ScriptingDLL" on page 89
SearchDefName	siebel.cfg	"SearchDefName" on page 97
SearchEngine	siebel.cfg	"SearchEngine" on page 97
SearchInstallDir	siebel.cfg	"SearchInstallDir" on page 97
SecurityAdapter	siebel.cfg	"SecurityAdapter" on page 98
ServerDataSrc	siebel.cfg	"ServerDataSrc" on page 92
ServerName	siebel.cfg	"ServerName" on page 107
SharedModeUsersDir	siebel.cfg	"SharedModeUsersDir" on page 89
ShowMessageBar	siebel.cfg	"ShowMessageBar" on page 89
SiebelEnterprise	tclient.htm and tclient.stc	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
SiebelServer	tclient.htm and tclient.stc	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
SmallDataFont	siebel.cfg	"SmallDataFont" on page 89
SmallFont	siebel.cfg	"SmallFont" on page 89
SortCollation	siebel.cfg	"SortCollation" on page 90
SqlStyle	siebel.cfg	"SqlStyle" on page 98
SslDatabase	siebel.cfg	"SslDatabase" on page 107

Table 4. Siebel Configuration Parameters in Alphabetical Order

Configuration Parameter Name	Configuration File Name	Documented on Page
StatsPage	eapps.cfg	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*
SupportsIntegratedAuthentication	siebel.cfg	"SupportsIntegratedAuthentication" on page 108
TableOwner	siebel.cfg	"TableOwner" on page 98
TempDir	siebel.cfg	"TempDir" on page 91
Type	siebel.cfg	"Type" on page 102 (DataCleansing), "Type" on page 103 (Data DeDuplication)
UpperCaseLogin	siebel.cfg	"UpperCaseLogin" on page 98
UsernameAttributeType	siebel.cfg	"UsernameAttributeType" on page 108
Version	siebel.cfg	"Version" on page 91
View1	siebel.cfg	"View1" on page 101
View2	siebel.cfg	"View2" on page 101
View*n*	siebel.cfg	"Viewn" on page 101
Width	tclient.htm and tclient.stc	*Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition*

Configuration Parameters B

This appendix lists and defines parameters in `.cfg` configuration files. The name of the .cfg file will vary, depending on the application you are using. Use this information to determine which parameters you must set to achieve optimal performance and enable the features you require.

Client and Server Application Parameters

Table 5 defines Siebel application parameters.

Table 5. Siebel Application Parameters

Name	Description
AccessDir	Directory where Microsoft Access is installed.
AppletTitleFont	Font to use in the applet title. The font settings are for the user interface. AppletTitleFont controls the font for the title control for applets.
ApplicationName	Name of application object in repository to use, such as Siebel Sales or Siebel Service. The ApplicationName setting determines which splash screen appears and which set of menus is enabled.
ApplicationSplashText	Text that appears on the application splash screen when starting up a Siebel application. The default varies by the application. If you are starting Siebel Sales, for example, the ApplicationSplashText is set to `Siebel Sales` by default.
ApplicationTitle	Changing the text in the Application Title parameter in the .cfg file will change Application Title value the multi-value group applets and the Title that appears on the left hand side of the screen. Make this change in the appropriate .cfg file for the intended application. For example, use fins.cfg for financial services.
CaptionPrefix	Allows customizing of the title in the upper left-hand corner of the Siebel client application. Reads `Siebel` by default.

Table 5. Siebel Application Parameters

Name	Description
ClientRootDir	Directory where client software is installed.
ComponentName	This parameter specifies the Siebel Anywhere configuration that should be used during version check. Navigate to the Siebel Anywhere Administration > Configurations view to see the configurations. Change the setting for this parameter if you want this .cfg file to be version-checked by a specific Siebel Anywhere configuration. For example, if you want to version-check the office in one city separately from the office in another city, create two Siebel Anywhere configurations appropriately named, then in the .cfg file for each set of users, enter a different value for the ComponentName entry. It is recommended to use only alphanumeric characters plus dashes and normal parentheses for the ComponentName parameter. If you want to use the Priority upgrade feature the maximum character length for the Upgrade Component name should be 40.
CorbaDLL	The Siebel extension layer for CORBA.
CorrespODBCDataSource	Name of ODBC data source used by mail merges and correspondence.
DataSource	Name of default data source as defined in the .cfg file.
DefaultChartFont	Font name specification for chart applets. Defaults to Arial-10 normal.
DockRepositoryName	Obsolete.
EnableCORBA	EnableCORBA is used to load CorbaDLL. For all installations except CORBA Object Manager, this flag is FALSE by default. When using a configuration file with one of the CORBA Object Manager executables, ssomorbx.exe or ssomvisi.exe, the CORBA Object Manager installer sets the EnableCORBA parameter to TRUE.
EnableOLEAutomation	TRUE or FALSE. Enables OLE interfaces.
EnablePersonalization	Must be set to TRUE to activate the personalization (content targeting) functionality. Siebel Business Processes will not execute properly until personalization events are reloaded. For information on clearing and reloading Siebel personalization data, see *Personalization Administration Guide, MidMarket Edition*.
EnableScripting	TRUE or FALSE. Enables use of Siebel Visual Basic or Siebel eScript.

Table 5. Siebel Application Parameters

Name	Description
EncryptPassword	Determines whether to encrypt user's password before passing it the RDBMS. It is used by those who do not want their users to directly log on to the server database using SQL*Plus or some other RDBMS tool other than Siebel Systems. When enabled, a simple encryption algorithm is applied to the password before it is sent to the database. This occurs when users attempt to log on to Siebel eBusiness Applications with their password. The users' Oracle login must also be set up with the encrypted version of the password. There is a special utility to help the administrator set these up. Not supported for Mobile Web Client.
FileSystem	Specifies how the Dedicated Web Client accesses the File System. There are three scenarios for setting this parameter: **1** If the installation has a Siebel Server and will use File System Manager (FSM), set the following parameters: FileSystem = *FSM* GatewayAddress = host name of Gateway server EnterpriseServer = name of the enterprise server **2** If the installation has a Siebel Server and will not use FSM, set the following parameter: FileSystem = $FS_LOCATION\att ($FS_LOCATION is the location of the Siebel File System). Make sure the Dedicated Web Client user has physical access privileges for the File System directories. **3** If the installation has no Siebel Server, set the following parameter: FileSystem = $FS_LOCATION\att ($FS_LOCATION is the location of the Siebel File System). The system administrator must manually create the att subdirectory in the Siebel File System and, if there is an existing installation, move all file attachments from $FS_LOCATION to $FS_LOCATION\att.
HelpFile	Help file for the current configuration.
HoldExportOdbcConnection	This option applies to Access reports and Correspondence only. It does not apply to Actuate reports, which use OLE to retrieve data. TRUE or FALSE. This parameter tells the Siebel application to disconnect from, or to keep the connection with, the Microsoft ODBC data source after the Siebel application has exported data into a staging database during a report generation or correspondence mail merge. Keeping the connection is more stable than not keeping it. If the option is turned off, then Microsoft's ODBC jet engine driver (ODBCJT32.DLL) will consistently crash on the second disconnect attempt.

Table 5. Siebel Application Parameters

Name	Description
JSECorbaConnector	Required for eScript CORBA support if you are using Siebel eScript and calling CORBA from eScript. This parameter defines the name of the eScript CORBA extension DLL. Change this setting, depending on the CORBA ORBs (Object Request Broker) that you are using: ■ Use `corbavgn.dll` for Inprise Visibroker ■ Use `corborbx.dll` for Iona ORBIX The default setting for this parameter is `corbavgn.dll`. Note that the ScriptingDLL parameter must be set to `sscfjs.dll` to select Siebel eScript as the scripting language. By default, the ScriptingDLL parameter is set to Visual Basic.
LargeFont	Font to use when the Siebel application calls for large font.
LargeDataFont	Use in the list applets when the Siebel application calls for a large font.
LocalDbODBCDataSource	Name of the ODBC datasource that is set up to access the local database. It is used by a variety of features in the Siebel eBusiness Applications and in Siebel Tools. It should not need to be modified because it is correctly configured by the installation program.
MultiCurrency	TRUE or FALSE. Enables multicurrency support.
NavBarltemFont	The NavBar settings affect the Page Tabs and the Viewbar areas. This is the font to use for the Navigation Bar text.
NavBarSelectFont	Font to use when a Navigation Bar item is selected.
NavBarTitleFont	Font to use for titles in the Navigation Bar (View bar's title area).
OLEAutomationDLL	Name of .DLL that implements OLE interfaces.
OLEMessagePendingDelay	Controls the amount of time that the Siebel application will wait for an OLE server to respond to a request before a `"Server not responding ..."` timeout message appears. This parameter should be set in milliseconds, contained within quotation marks. For example, to set this value to 15 seconds, the format should be `OLEMessagePendingDelay= "15000"`. The default setting is eight seconds. You may want to increase the timeout on slow computers so that the timeout message does not appear as frequently.

Table 5. Siebel Application Parameters

Name	Description
PersonalizationLog	Add `PersonalizationLog= "c:\personalization.txt"` to the .cfg to view a log of all personalization activity, where `c` is the drive letter where you want to store the log. The log may assist in the process of debugging your rules, events, and actions.
ReportsDir	Directory where reports are installed. It is typically left blank.
ReportsODBCDataSource	Name of ODBC data source used by Access reports.
RepositoryFile	Name of the Siebel .SRF file to use. RepositoryFile is different from the MainRepositoryName parameter. RepositoryFile is the physical file which contains all runtime object definitions, while MainRepositoryName is used in cases where some part of the code must connect to the database to obtain information from the repository.
ScriptingDLL	Name of the shared library that implements Siebel Visual Basic or Siebel eScript.
SharedModeUsersDir	Directory where user preference files are stored. It is typically left blank, otherwise it must be set to a directory under a network shared drive, but it cannot be set to the shared drive itself. For example, if \\yourserver\common is the network shared drive, you cannot set SharedModeUsersDir to `\\yourserver\common`. Instead, set SharedModeUsersDir to a directory under \common.
ShowMessageBar	TRUE by default. This client parameter should be set to FALSE to remove the message box at the bottom of the Siebel application window.
SmallDataFont	Use in the list applets when the Siebel application calls for a small font.
SmallFont	Font to use when the Siebel application calls for a small font.

Table 5. Siebel Application Parameters

Name	Description
SortCollation	Allows the user to specify sorting order on Local/Sample database. This parameter is not a default part of .cfg file, so users must add it manually for it to take effect. If this parameter is not present, sorting in Siebel applications will operate according to the internal sorting order of SQL Anywhere. After this parameter is changed, the Siebel application must be restarted in order for the change to take effect. The valid values of the SortCollation parameter supported by the SQL Anywhere database consist of the following **bold** values, followed by the collation ID: ISO 14651 Unicode multilingual (Default): **default**; 0 ISO 14651 Unicode multilingual ordering standard: **14651**; 258 (same results as Default) Big5 (Traditional Chinese) binary order: **big5bin**; 264 Binary sort: **binary**; 50 (for Siebel 7.5 or later this will give UTF-8 binary order) CP 850 Western European: no accent: **altnoacc**; 39 CP 850 Western European: lower case first: **altdict**; 45 CP 850 Western European: no case, preference: **altnocsp**; 46 CP 850 Scandinavian dictionary: **scandict**; 47 CP 850 Scandinavian: no case, preference: **scannocp**; 48 CP874 (TIS 620) Royal Thai dictionary order: **thaidict**; 257 CP932 (Japanese on Windows) Shift-JIS binary order: **sjisbin**; 259 CP932 (Japanese on Windows) Shift-JIS with Microsoft extensions binary order: **cp932bin**; 263 GB2312 (Simplified Chinese) binary order: **gb2312bin**; 262 GB 2312 (Simplified Chinese) Pinyin phonetic order: **gbpinyin**; n/a EUC JIS (Japanese on Unix) binary order: **eucjisbin**; 261 EUC KSC (Korean) binary order: **eucksbin**; 265 ISO 8859-1 ('Latin-1') English, French, German dictionary order: **dict**; 51 ISO 8859-1 ('Latin-1') English, French, German no case: **nocase**; 52 ISO 8859-1 ('Latin-1') English, French, German no case, preference: **nocasep**; 53 ISO 8859-1 ('Latin-1') English, French, German no accent: **noaccent**; 54

Table 5. Siebel Application Parameters

Name	Description
SortCollation (continued)	ISO 8859-1 ('Latin-1') Spanish dictionary: **espdict**; 55 ISO 8859-1 ('Latin-1') Spanish no case: **espnocs**; 56 ISO 8859-1 ('Latin-1') Spanish no accent: **espnoac**; 57 ISO 8859-2 Hungarian dictionary: **hundict**; 69 ISO 8859-2 Hungarian no accents: **hunnoac**; 70 ISO 8859-2 Hungarian no case: **hunnocs**; 71 ISO 8859-5 Cyrillic dictionary: **cyrdict**; 63 ISO 8859-5 Cyrillic no case: **cyrnocs**; 64 ISO 8859-5 Russian dictionary: **rusdict**; 58 ISO 8859-5 Russian no case: **rusnocs**; 59 ISO 8859-7 Greek dictionary: **elldict**; 65 ISO 8859-9 Turkish dictionary: **turdict**; 72 ISO 8859-9 Turkish no accents: **turnoac**; 73 ISO 8859-9 Turkish no case: **turnocs**; 74 Unicode UTF-8 binary sort: **utf8bin**; 260 (in Siebel 7.5 or later, this has the same results as Binary sort) In the values above, no accent indicates that the accented and nonaccented characters are treated equivalently by the sort. No case indicates that the sort ignores case. Preference indicates that uppercase records will appear before lowercase records where the letter is the same but the case differs.
TempDir	Directory where temporary files should be created.
Version	Represents version of file. This parameter is for internal use only and is automatically maintained by Siebel Anywhere. When you create an upgrade kit for the .cfg file, Siebel Anywhere increments this version string appropriately, based on the version information from the Upgrade Components screen. Note that when you perform a Siebel Anywhere upgrade, you must manually upgrade files from the upgraded Siebel client directory to the Siebel server directory.

Datasources

Table 6 lists DataSources in the Siebel Configuration file.

Table 6. DataSources

Name	Function
Local	Defines parameters for connecting to local database
Sample	Defines parameters for connecting to sample database
ServerDataSrc	Defines parameters for connecting to Siebel Enterprise Database
GatewayDataSrc	Defines Gateway parameters

NOTE: If you want to prevent a data source from being displayed as a choice in the Connect To: portion of the user login, add two slash characters (//) in front of the data source in the [DataSources] section of the .cfg file. For example, //Sample = Sample.

Properties of DataSources

Table 7 lists the properties associated with the different DataSources. The previous table, Table 6 on page 92, lists each DataSource name. Each DataSource must have its own section that defines the properties of the DataSource. Sample DataSource sections are shown in "Sample DataSource Sections in the Siebel.cfg File" on page 99.

Table 7. Properties of DataSources

Name	Comment
CaseInsensitive	TRUE or FALSE. If TRUE, notifies the client to work with the database in case-insensitive mode. Note that queries against fields of type DTYPE_ID are always case-sensitive, even if the CaseInsensitive parameter is set to TRUE. For more information, see *Siebel Applications Administration Guide MidMarket Edition*.
ConnectString	Database-dependent string that defines how to connect to the database. For SQL Anywhere, the -q option hides the SQL Anywhere icon. The -c option indicates the initial cache size, and -ch indicates the limit of the cache size. The -m option indicates to the SQL Anywhere database engine to truncate the transaction log after each checkpoint. The ConnectString parameter is also used to specify the Gateway Name Server machine in the GatewayDataSrc section. In the Dedicated Web Client's .cfg file, you must specify the Gateway Name Server's hostname, preferably in a fully qualified form like node.domain.xxx. Failure to specify this parameter correctly will result in the Server Administration screens not being accessible. For more information on using connect strings for different server databases, see *Siebel Server Installation Guide for Microsoft Windows, MidMarket Edition* .
ContactLogin	TRUE or FALSE. If TRUE, indicates that the corresponding datasource uses contact login, rather than employee login. Because a contact user is generally not associated one-to-one with a database account, you must use a security adapter to support contact users. If FALSE, the datasource is using employee login, rather than contact login.

Table 7. Properties of DataSources

Name	Comment
DLL	Name of the .DLL file to use for the database connector code. The names differ depending upon whether you are using Oracle, SQL Server, DB2, and so on.
DockConnString	Name of the docking server. It is the machine name of the Siebel Server against which the Mobile Web Client synchronizes.
DockedDBFilename	Specifies local db file name when using MS SQL Server as the local database. For example: `m:\siebel\local\sse_data.mdf` (where `m:\siebel` is the Siebel root directory).
DockRecvTxnsPerCommit	Number of transactions received by the mobile client before a commit is issued to the database. The default value for this parameter is `10`. Change the setting to: ■ A higher value if you have a fast network connection, such as a LAN. Increasing the value can provide better performance when synchronizing the mobile client with the server. ■ A lower value if you have a lower-bandwidth network connection, such as a modem.
DockTxnsPerCommit	Number of transactions processed before a commit is issued to the database.
EnterpriseServer	Name of the Siebel Enterprise Server.
ExtensionType	LINK or JOIN. This parameter indicates how data is retrieved from extension tables. It sets the default value for Business Components that do not have the Extension Type property set. For more information on this parameter, see *Siebel Tools Online Help, MidMarket Edition*.
GatewayAddress	Virtual IP Address of the Siebel Gateway Server.
Hidden	TRUE or FALSE. Determines if the data source shows up in the login dialog's picklist of data sources.

Table 7. Properties of DataSources

Name	Comment

InsensitivityFactor	Set to a positive integer value (default is 2). Only applies when the datasource's CaseInsensitivity setting is TRUE. The value controls the number of characters in each string that will be treated as case-insensitive in a query. Not all database vendors support case-insensitivity efficiently, so this feature provides an approximate solution. Below is an example of the SQL WHERE clause generated when searching for an Opportunity named New when the InsensitivityFactor is set to 2.
	`WHERE`
	`((S_OPTY.NAME LIKE 'ne%' OR`
	`S_OPTY.NAME LIKE 'Ne%'OR`
	`S_OPTY.NAME LIKE 'nE%'OR`
	`S_OPTY.NAME LIKE 'NE%')`
	`AND`
	`UPPER(S_OPTY.NAME)=UPPER('New'))`
	The above example shows that all permutations of the first two letters of the string 'New' are checked. With a higher factor, the number of permutations grows exponentially, and performance will suffer.
	Do not set this parameter to a value higher than 13.

InsUpdAllCols	TRUE or FALSE. Ordinarily when the Siebel application generates INSERT or UPDATE statements to send to the database, the actual statement contains only the columns where data is present or has changed. When there are situations where you generate many statements on a particular table, the differences in the values being updated may prevent you from using an array interface supported by the DBMS. When this feature is set to TRUE, all columns are present in all INSERT and UPDATE statements. This automatically enables two statements issued against the same table in the same business component as part of a batch operation to use any existing array feature of the DBMS.

Table 7. Properties of DataSources

Name	Comment
IntegratedSecurity	TRUE or FALSE. Available for Mobile and Dedicated Web clients only. Turns on the model where the user does not have to enter a database username and password, since the operating system will authenticate the user. This is the property of a particular DataSource, although it is only supported for Oracle and MS SQL Server data sources. It can be set to TRUE or FALSE, but it defaults to FALSE. If TRUE, it prevents the Siebel client software from prompting the user for a username and password. Instead, it uses the database server's own authentication facilities to determine if that user should be allowed to log in to the database. For Oracle, refer to the OPS$ and REMOTE_OS_AUTHENT features. For MS SQL Server, refer to Integrated Security.
MaxCachedCursors	Designates the maximum number of cursors that will be allowed to connect to the database at single time.
MaxCachedDataSets	Indicates the number of data sets that will be cached in memory. This parameter applies when the Cache Data property is available. The default is 10.
MaxConnections	Number of connections that can be made to the DataSource database server.
MaxCursorSize	This sets the total number of rows that can be returned in a result set. Setting this parameter to anything other than the default value may adversely affect database behavior.
NetworkPacketSize	The size of the packet sent across the network. This is a datasource property for Sybase databases and allows the TDS network packet size to be changed from the default of 512 bytes.
NonSQL	TRUE or FALSE. Setting that indicates that the data source does not use an SQL DBMS to retrieve its data. This would be used only in conjunction with a specialized business component that would build internally. It would never be arbitrarily set by a Siebel customer.

Table 7. Properties of DataSources

Name	Comment
PrefetchSize	Number of records that the Siebel application will read initially as part of a query execution. This parameter is only intended to be used in conjunction with the MaxCursorSize parameter and must be set to the same value. If these two values are set during the execution phase, the Siebel application will read the specified number of records and close the database cursor. Setting this parameter to anything other than the default value may adversely affect database behavior.
PrimaryEnterprise	The name of the Enterprise Server you want to administer from the client machine. Set this parameter to view or change information in the Server Administration screens.
RemoteSearchServer	TRUE or FALSE. TRUE indicates the search will be performed on a remote machine; FALSE indicates the search will be performed on a local machine.
RemoteSearchServerPath	Indicates the name of the remote machine that will perform searches.
RequestServer	If you are not using Resonate Central Dispatch, this is the name of the Siebel Server that should service requests from the Siebel client. If you are using Resonate Central Dispatch, this parameter should be left blank.
ReverseFillThreshold	When the current query contains many rows, it may be very inefficient to read sequentially through all of them if the user hits the End button. For this reason, the customer may configure a threshold value to invert the current sort, re-execute the query, and fill the data buffers from the end. This is hidden from the user.
SearchDefName	Search Definition from Tools to be used for searching.
SearchEngine	Defines the search engine to be used for searching. Currently, only Hummingbird is supported.
SearchInstallDir	File location of the Hummingbird installation. Example: C:\Program Files\HUMMINGBIRD.

Table 7. Properties of DataSources

Name	Comment
SecurityAdapter	Optional. This is set to LDAP in a data source section to specify the Siebel-provided security adapter. This line must be included for each data source for which you want to use a security adapter. If you do not set SecurityAdapter to anything, this indicates that you are using the database for authentication. The value to which you set SecurityAdapter: ■ Indicates the security adapter you are using for authentication. If you are not using the Siebel-provided security adapter, SecurityAdapter will be set to a value other than LDAP. ■ Must be a valid value specified in the Security Adapters section, described in "SAP Subsystem Parameters" on page 104. See also "LDAP Parameters" on page 106 for a description of other security adapter parameters.
SqlStyle	Tells Siebel eBusiness Applications what database you are using. When generating SQL to send to a DBMS, you may need to construct the SQL statement to suit your particular DBMS.
TableOwner	In a database, tables are identified by both their owner and their name. When queries that reference tables are issued the tableowner must be included in those references (for example, SIEBEL.S_EVT_ACT where SIEBEL is the tableowner).
UpperCaseLogin	The default is FALSE. If set to TRUE, the login name of the user is converted to uppercase before it is sent to the database for authentication. This value is applicable only if the database is used for authentication; the value of the parameter is ignored when SecurityAdapter is set to a non-empty value. Use this parameter if you wish to enforce a policy of having all database accounts in uppercase on a case-sensitive database, but you will not want users to worry about case when they type in their user names. Note that the value of UpperCaseLogin does not affect the password.

Sample DataSource Sections in the Siebel.cfg File

The following example shows the `[DataSources]` section in the `siebel.cfg` file.

```
[DataSources]

Local = Local

Sample = Sample

ServerDataSrc = Server

GatewayDataSrc = Gateway
```

In addition, there is a separate parameter list for each data source named in the `[DataSources]` section. The following example shows a sample list of parameters and values for the Local data source:

```
[Local]

Docked                    = FALSE

ConnectString                                              =
C:\sea75x\client\local\sse_data.dbf  -q -m -x NONE -gp 4096 -c40m -
ch60m

TableOwner                = SIEBEL

DockedDBFilename          = CHANGE_ME

DLL                       = SSCDW7.DLL

SqlStyle                  = Watcom

MaxCachedCursors          = 16

MaxCachedDataSets         = 16

ReverseFillThreshold      = 100

CaseInsensitive           = FALSE

InsensitivityFactor       = 2

DockTxnsPerCommit         = 500

DockConnString            = FALSE

ChartServer               = localhost:8001
```

```
ChartImageFormat         = png

AutoStopDB               = TRUE

EnterpriseServer         = CHANGE_ME
```

The following example shows a sample list of parameters and values for the Server data source:

```
[ServerDataSrc]

Docked                   = TRUE

ConnectString            = $(ConnectString)

TableOwner               = $(TableOwner)

DLL                      = sscddcli.dll

SqlStyle                 = DB2

MaxCachedCursors         = 16

MaxCachedDataSets        = 16

ReverseFillThreshold     = 100

CaseInsensitive          = FALSE

InsensitivityFactor      = 2

FileSystem               = .\CHANGE_ME\att

GatewayAddress           = CHANGE_ME

EnterpriseServer         = CHANGE_ME

RequestComponent         = CHANGE_ME

RequestServer            = CHANGE_ME

CurrentSQLID             = %SQLID%

MaxCursorSize            = -1

PrefetchSize             = -1

ChartServer              = localhost:8001

ChartImageFormat         = png
```

Actuate Reports Parameters

Table 8 defines Actuate Reports parameters.

Table 8. Actuate Reports Parameters

Name	Definition
ActuateDevWBDir	Directory used in Tools to determine where Actuate Developer Workbench is located.
ActuateReportExportFileName	File used in Tools to export all Actuate VB scripts to a flat file.

Preload Parameters

Table 9 defines preload parameters.

Table 9. Preload Parameters

Name	Description
Preload	Specifies views to load during startup of the application. With view precaching enabled, navigating to a view for the first time is faster.
View1	Name of the first view to be preloaded at startup.
View2	Name of the second view to be loaded at startup.
View*n*	Name of the *n*th view to be loaded at startup.

DataCleansing Parameters

Table 10 defines the parameters in the [DataCleansing] section of the client .cfg file.

NOTE: Data cleansing is available only for the Siebel Web Client and Dedicated Web Client.

Table 10. DataCleansing Parameters

Name	Description
Enable	Set this optional parameter to TRUE to turn on data cleansing on a client. Set to FALSE to disable data cleansing. The following are required to use the data cleansing feature: ■ Data Quality license key ■ Firstlogic software installed
Type	Do not change the value from `IdCentric`.
Dir	Set to the local directory where the Firstlogic executable (not Postal Dictionary) files reside. The Siebel Mobile and Dedicated Web Client installation program may set this automatically if you installed Firstlogic prior to installing the Siebel client, but only if the Siebel installer detects the presence of Firstlogic, which depends on your system configuration.

DeDuplication Parameters

Table 11 defines the parameters in the [DeDuplication] section of the client .cfg file.

NOTE: Data deduplication is available only for the Siebel Web Client and Dedicated Web Client.

Table 11. DeDuplication Parameters

Name	Description
Enable	Set this optional parameter to TRUE to turn on data deduplication on a client. Set to FALSE to disable data deduplication. To use the data deduplication feature you must have installed Firstlogic software and have entered the Data Quality license key.
Type	Do not change the value from `IdCentric`.
Dir	Set to the local directory where the Firstlogic executable (not Postal Dictionary) files reside. The Siebel dedicated client installation program may set this automatically if you installed Firstlogic prior to installing the Siebel client, but only if the Siebel installer detects the presence of Firstlogic, which depends on your system configuration.

SAP Subsystem Parameters

Table 12 defines the [SAPSubsys] section parameters.

Table 12. SAPSubsys Parameters

Name	Definition
SAPIdocAllowedObjects	This optional parameter specifies allowed integration objects for incoming IDOCs. Change this value to receive IDOCs corresponding to integration objects that are different from the default. The default value is: `Product - Receive SAP Material (IDOC Input), Account - Receive SAP Customer (IDOC Input)`
SAPRfcConnectString	This optional parameter defines the connect string for SAP name-value pairs, IDOC outbound and BAPI adapter. Change the values to connect to the appropriate SAP client and program ID if your application sends IDOCs or makes BAPI requests. For example: `SAPRfcConnectString` is `DEST=dest CLINET= 100 LANG=E`
SAPRfcDestEntry	This optional parameter defines the destination entry of type R in the `saprfc.ini` file (IDOC inbound). Change the value to listen on an RFC program ID to which you want to send IDOCs. An example setting for `SAPRfcDestEntry` is `SAPRfcDestEntry=dest`
SAPRfcPassword	This optional parameter is the password for logging into the SAP system (IDOC outbound and BAPI adapter).
SAPRfcUserName	This optional parameter is the username for logging into the SAP system (IDOC outbound and BAPI adapter).

Security Adapters

Siebel Web Client and Dedicated Web Client support security adapters. Table 13 provides information about the configuration parameter that must be specified for each data source for which you are using a security adapter. An example of the Security Adapters section is shown in "Sample Security Adapters Section in the Siebel.cfg File." For more information on security adapters, see *Security Guide for Siebel eBusiness Applications, MidMarket Edition*.

Table 13. Security Adapter Configuration Parameter

Name	Definition
LDAP	LDAP specifies the LDAP security adapter supported by Siebel Systems. If you are using the Siebel-provided security adapter, then `LDAP` is the correct value. If you are using another security adapter, the parameter name and value will be something other than `LDAP`.
ADSI	ADSI specifies a security adapter supported by Siebel Systems. If you are using the Siebel-provided security adapter for Microsoft Active Directory, then `ADSI` is the correct value. If you are using another security adapter, the parameter name and value will be something other than `ADSI`.

Sample Security Adapters Section in the Siebel.cfg File

If you are using a security adapter with any of your data sources, you must specify a Security Adapters section in the siebel.cfg file. If you are using the security adapter provided by Siebel Systems, then your Security Adapters section in the siebel.cfg file will look like this:

```
[SecurityAdapters]

LDAP = LDAP

ADSI = ADSI
```

In addition to setting parameters in the Security Adapters section, you must specify a parameters section for each security adapter. The LDAP section parameters are described in "LDAP Parameters" on page 106. The ADSI section parameters are described in "ADSI Parameters" on page 109. The LDAP and ADSI parameters sections are valid for the security adapters provided by Siebel Systems.

Sample Security Adapters Section for other Security Adapters

If you are not using the security adapter provided by Siebel Systems, then your Security Adapters section could look like this:

```
[SecurityAdapters]

myadapter = myadapter
```

In this example, `myadapter` represents the name of your security adapter.

If you are not using the security adapter provided by Siebel Systems, you must also specify a parameters section that is similar to the LDAP parameters section.

LDAP Parameters

Table 14 provides information about the configuration parameters that must be specified for each datasource for which you are using the security adapter provided by Siebel Systems. An example of the LDAP section is shown in "Sample LDAP Section in the Siebel.cfg File" on page 108.

Table 14. LDAP Security Adapter Configuration Parameters

Name	Description
BaseDN	Required. The default is "", but it should never be used. BaseDN represents the root of the sub-tree in the LDAP directory under which all users of interest are stored—for example: "ou = People, o = AKParker.com." Users can be stored directly or indirectly below this DN. If administration through the Siebel client is supported and a new user is added to LDAP through the Siebel application, it will be added directly under this DN.
CredentialsAttributeType	Required. The default is `credentials`, and represents the attribute type for credentials. They are stored in the user entry under this attribute in LDAP. See *Siebel Server Administration Guide MidMarket Edition* for more information about credentials.
DllName	Required. Specifies the .DLL to load which implements the security adapter functions. The value for LDAP is `sscfldap.dll`.

Table 14. LDAP Security Adapter Configuration Parameters

Name	Description
EncryptCredentialsPassword	This parameter is optional, and the default value is FALSE. If TRUE, all passwords stored in credentials will be encrypted after they are read from the security adapter and before they are sent to the database or other destination for authentication. The encryption algorithm used for EncryptCredentialsPassword is the same as that used by the general configuration file parameter EncryptPassword.
PasswordAttributeType	Required. The default is `userPassword`, and represents the attribute type for passwords in LDAP.
Port	Required, and the default is `389` if SslDatabase is not set. If SslDatabase is set, then the default is `636`. This value represents the port on the server machine through which LDAP is accessed. In most instances, use `389` for standard transmission and `636` for secure transmission.
RolesAttributeType	Required. The default is `roles`, which is the attribute type for roles. The roles are stored in the user entry under this attribute in LDAP. See *Siebel Server Administration Guide MidMarket Edition* for more information about roles.
ServerName	Required. The name of the machine on which the LDAP server is running, such as `AKParkerserver.com.`
SslDatabase	Required. The default is `""`. If the value is empty, SSL is not being used. If the value is not empty, it must be the absolute path of a valid Netscape 4.x cert7.db certificate database that contains a certificate for the LDAP server or the Certificate Authority used by the LDAP server. See *Siebel Server Administration Guide MidMarket Edition* for more information.

Table 14. LDAP Security Adapter Configuration Parameters

Name	Description
SupportsIntegratedAuthentication	Optional, and the default value is FALSE. For LDAP, this parameter must be FALSE. If TRUE, the specified Security Adapter supports integrated authentication. This means that the user may not be required to enter a user name and password and may be authenticated in some other way, such as through the operating system. If TRUE, the Siebel client will attempt to use integrated authentication to authenticate with the security adapter. Note that the thin client never uses integrated authentication.
UsernameAttributeType	Required. The default is `uid`, and represents the attribute type under which the user name is stored. For example, when user SADMIN attempts to log in, the LDAP search will be for uid = SADMIN.

Sample LDAP Section in the Siebel.cfg File

You must specify an LDAP section in the siebel.cfg file for each Siebel-provided security adapter that you specify in each data source. Here is a sample LDAP section:

```
[LDAP]

DllName = sscfldap.dll

ServerName = ldap.AKParker.com

Port = 389

BaseDN = "ou=People, o=AKParker.com"

UsernameAttributeType = uid

PasswordAttributeType = userPassword

CredentialsAttributeType = credentials

RolesAttributeType = roles

SslDatabase =
```

ADSI Parameters

Table 15 provides information about the configuration parameters that must be specified for each data source for which you are using an ADSI security adapter. ADSI adapters are used with Microsoft's Active Directory. An example of the ADSI section is shown in "Sample ADSI Section in the Siebel.cfg File."

Table 15. ADSI Security Adapter Configuration Parameters

Name	Description
CredentialsAttributeType	Required. The default is `credentials`, and represents the attribute type for credentials. They are stored in the user entry under this attribute in ADSI. See *Siebel Server Administration Guide MidMarket Edition* for more information about credentials.
DllName	Required, and specifies the dll to load which implements the security adapter functions. The value for ADSI is `sscfadsi.dll`.
RolesAttributeType	Required. The default is `roles`, which is the attribute type for roles. The roles are stored in the user entry under this attribute in ADSI. See *Siebel Server Administration Guide MidMarket Edition* for more information about roles.
ServerName	Required. The name of the machine on which the ADSI server is running, such as `AUTHENSERVER`.

Sample ADSI Section in the Siebel.cfg File

You must specify an ADSI section in the siebel.cfg file for each Siebel-provided security adapter that you specify in each datasource. Here is a sample ADSI section:

```
[ADSI]

DllName = sscfadsi.dll

ServerName = servername

-CredentialsAttributeType = physicalDeliveryOfficeName

RolesAttributeType = roles
```

Siebel Packager Utility C

This appendix contains information on using the Siebel Packager Utility to prepare custom software installation packages for distribution to end users. Siebel administrators can use these installation packages whether they are installing Siebel eBusiness Applications for the first time or upgrading from a previous version.

In addition, administrators can use these installation packages to upgrade Siebel clients over a LAN or WAN, the Internet, or CD-ROM. These installation packages can also be distributed using Siebel Anywhere.

For information on how to distribute software and configuration changes, using Siebel Anywhere, see *Siebel Anywhere Administration Guide MidMarket Edition*.

Siebel Packager Utility Overview

The Packager Utility allows the Siebel administrator to assemble the Siebel client executables and your custom configuration into a self-extracting installer, tailored to your environment. After the software is packaged into a single, self-extracting file, the installer can be distributed to your users in several ways:

- **Siebel Anywhere.** Distribute and execute the installation automatically for both Mobile Web Client and Dedicated Web Client. Because access to the Siebel Anywhere kit requires the previous installation of the Siebel Client on the user's machine, you can use Siebel Anywhere for upgrades, but not for an initial rollout.
- **CD-ROM.** Copy the customized software package onto CD-ROMs for distribution to end users.
- **Telephone or LAN.** Apply a software patch over telephone lines or across the LAN either directly or through third-party software.
- **Other methods.** Distribute a patch by email or FTP to end users.

The Packager Utility creates a standard installation program in two steps:

1. Gathers the Siebel components and files you specify, copies the standard InstallShield components into the client installer directory, and creates a packing list used by InstallShield.
2. (Optional.) Packages Client Installer into a self-extracting archive, which when executed, automatically decompresses and starts the Siebel Client installer prepared in the previous step.

Preparing to Use the Siebel Packager Utility

You must do the procedures in this section before using the Packager Utility.

To prepare to use the Packager Utility

1. Perform a Siebel client installation on the PC on which you will run the Packager Utility. This initial installation will serve as a model for other installations, which may be performed by running Packager against the initial installation.

   - Select *Custom* during client installation and be sure to select the Packager Utility option.

     For instructions on installing Siebel clients, see Chapter 2, "Installing the Mobile and Dedicated Web Clients."

   - The rest of this appendix refers to the root-level of the client installation as SIEBEL_CLNT_ROOT.

   - The Packager uses the files from this client installation (or another client installation, as specified when running the Packager) for the installer that it creates.

   - If there are two clients installed on the same machine, where one is used as a Mobile Web Client and the other is a master installation for Packager, be sure to exit the SQL Anywhere engine before running Packager. An installation that has an initialized local database should never be used as a master installation for creating packages. End users who install a packaged client will have the original database as part of their installation.

     NOTE: Be sure to customize this model Siebel client installation so that it is identical to how you intend to package it. When creating the custom installer, the Packager Utility will reproduce this model installation exactly.

2. If you have custom repository (.srf) or configuration (.cfg) files, report files, or other changes or additions, copy them to the appropriate subdirectories under SIEBEL_CLNT_ROOT, or under the root directory of another installation that you will use to create the custom installation package.

3 Make sure that you have sufficient free disk space on the PC on which you are installing the Packager Utility. During the packaging process, the Packager Utility temporarily requires three times the amount of disk space required by the Siebel Mobile and Dedicated Web Client software you are packaging, plus twice the disk space required by the third-party software you are packaging.

NOTE: The Packager Utility can only package files that reside in the SIEBEL_CLNT_ROOT directory.

Siebel Modules for Packaging

Siebel eBusiness Applications consists of the installable modules described in Table 16. Decide which components you want to package for distribution to end users and create a Siebel directory structure that contains only those files. These modules correspond to the subdirectories under the Siebel root directory.

Table 16. Siebel eBusiness Applications Modules

Component	Description
ACTUATE	Actuate-related files for Reports, located in the c:\SIEBEL_CLNT_ROOT\actuate directory.
BIN	Siebel Executable Files (Binaries) located in the c:\SIEBEL_CLNT_ROOT\bin directory, including the required .dll files, configuration files, and Siebel executable. You should include all files in this directory in your self-extracting installer, except the user preferences file, < uid > &SiebelAppname.spf, and the session file, siebel.ses. You may want to replace the siebel.cfg file with your customized configuration file.
Charts	Contains Charts server components for generating charts, located in the c:\SIEBEL_CLNT_ROOT\charts directory.
FONTS	Contains font files, located in the c:\SIEBEL_CLNT_ROOT\fonts directory.
IDCENTRIC	Contains configuration files related to Siebel Data Quality Matching and Data Cleansing, located in the c:\SIEBEL_CLNT_ROOT\idcentric directory.

Table 16. Siebel eBusiness Applications Modules

Component	Description
LOCAL	Location of the local database, located in the c:\SIEBEL_CLNT_ROOT\local directory. Local databases are unique to individual users and should not be packaged.
LOCALE	Language-specific files, located in the c:\SIEBEL_CLNT_ROOT\locale directory. Do not omit this module when creating a package.
LOG	Log files from client operation (such as synchronization), located in the c:\SIEBEL_CLNT_ROOT\log directory.
MSGTEMPL	Message files used by the client, located in the c:\SIEBEL_CLNT_ROOT\msgtempl directory.
OBJECTS	Object Configuration Template Files (Configured Objects) located in the C:\SIEBEL_CLNT_ROOT\objects directory—the precompiled *.srf file to distribute to end users. The \objects directory must contain at least one .srf file before you start the Packager Utility.
PACKAGER	It is recommended that you do not package the Packager Utility for distribution to end users.
PUBLIC	Contains HTML, JavaScript and image files for Siebel Web Client, located in the C:\SIEBEL_CLNT_ROOT\public directory.
REPORTS	Report Template Files located in the C:\SIEBEL_CLNT_ROOT\reports directory. If you have created your own reports, you should replace the standard Siebel report templates in this directory with your own.
SAMPLE	Sample Database, located in the C:\SIEBEL_CLNT_ROOT\sample directory, if you have installed the sample database. You may decide not to distribute this database to your end users. Note that if you do distribute it, the *.cfg and *.srf files for this database must be included. Otherwise, if end-users try to customize Siebel eBusiness Applications and do not include the *.cfg and *.srf files for the demo database, the demo database might not work with other, modified files included by users when they try to compile *.cfg and *.srf files.
SQLTEMPL	Contains SQL scripts used by the Siebel Web Client, located in the C:\SIEBEL_CLNT_ROOT\sqltempl directory.

Table 16. Siebel eBusiness Applications Modules

Component	Description
TEMP	Working Report files, located in the C:\SIEBEL_CLNT_ROOT\temp directory.
UPGRADE	Siebel Anywhere Upgrade files retrieved by the user, located in the C:\SIEBEL_CLNT_ROOT\upgrade directory.
WEBTEMPL	Contains Web templates, located in the C:\SIEBEL_CLNT_ROOT\webtempl directory.

Running the Siebel Packager Utility

This section describes how to run the Siebel Packager Utility. The Packager Utility wizard walks you through four windows to create the custom client installer.

To run the Siebel Packager utility

1. From the Windows Start menu, select Programs > Siebel Client 7.5 > Packager.

   The Siebel Client Packager wizard launches and the Choose Setup Language window appears.

2. Choose the language in which to conduct the rest of the Packager procedure and click OK. The Directory Definition window appears.

3. Specify the following values:

   - **Package.** The name of the package, which will be used as the name of the self-extracting archive and the name of a subdirectory under SIEBEL_CLNT_ROOT\packager\temp, in which the custom installer will be created.
   - **Siebel Client.** The root-level directory of the Siebel client installation that will be included in the custom installation. Accept the default, SIEBEL_CLNT_ROOT.
   - **InstallShield6.21.** The location of the InstallShield installer bin. Accept the default, which is SIEBEL_CLNT_ROOT\packager\bin.
   - **Language Packs.** Specify a Language Pack or Base. If you wish to include Language Packs in the customized installer, select a Language Pack.

4. At the bottom-right of the screen, choose Full Install or Patch Install, based on your desired goal:

   - **Full Install.** Intended for full installations or upgrades of Siebel eBusiness Applications. This performs an entire installation, using the parameters in the siebel.ini file.
   - **Patch Install.** Copies only the packaged files, preserving the same directory structure as the source. Typically, this is used with an existing installation not requiring further customizing. When you run a patch installer, it prompts only for the installation directory.

   Click Next and the Module Definition dialog box appears.

5 In the Module Definition dialog box:

a Choose the Siebel Modules to be included in the custom installation package.

A list of possible modules appears in the Modules list box on the left. For an explanation of these components, refer to Table 16 on page 114. Do not include Packager itself as an included module.

b If you wish to include or exclude a Template, select an item in the Modules list. Notice that *.* appears in the Include Templates box on the right.

The Include Templates and Exclude Templates boxes allow you to set the filters used to include or exclude files for each selected component. The default Include filter is *.*, which includes all files.

Include Templates also has an Include Subdirectories check box to indicate whether files in subdirectories for these components are included.

NOTE: You do not need to modify Include and Exclude Templates for a typical installer.

- If you want to prevent a directory from being created for a particular module, select the module and click Remove.
- If you want to add new modules which are located in the SIEBEL_CLNT_ROOT directory but do not appear in the list, click Add and specify the path of the new module.

If you are preparing a full installation, do not remove any modules required to create the directories listed in parentheses below:

- Siebel Client Executables (bin)
- Help Files (help)
- LOCAL (local)
- LOCALE (locale)
- LOG (log)
- Message Templates (msgtempl)

- Object Configuration Templates (objects)
- Report Templates (reports)
- TEMP (temp)

You may safely remove the optional modules, such as Packager Utility.

- To create a required directory without any files, select that module from the Modules list and, under Include Templates, click Remove.

  For example, if you do not want to distribute Help files (although at least an empty help directory must exist), select Help Files from the Modules list and click Remove under the Include Templates box to remove the *.* mask.

c Click Next and the Packaging screen appears.

6 To create the custom installer, click Start.

When you click Start, the utility displays progress information while the packager executes.

NOTE: After this process is finished, you can further customize the behavior of the installer by clicking the button labeled Edit siebel.ini. Refer to "Creating a Customized Siebel.ini File" on page 123.

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7 When you are ready to package the custom installer into a self-extracting archive, click Next.

NOTE: If you do not wish to perform this step at this time, you may do it later by running the selfex.bat file in the base directory.

The Self-extracting Archive screen appears.

8 If you are producing an installer for BASE, click Start to package the self-extracting archive.

   The utility creates the archive—a single executable (.exe) file in SIEBEL_CLNT_ROOT\Packager\Temp\name\selfex and specifies the name of the package in another information box.

9 Verify the location of this executable in the directory above.

Making Your Customized Installer Available to End Users

After you have tested your customizations and are satisfied with the client installer you have created, make your customized installer available to end users. You can distribute your customized installation program to end users using one of the following methods.

Siebel Anywhere

For information on distributing Siebel eBusiness Applications to end users, using Siebel Anywhere, see *Siebel Anywhere Administration Guide MidMarket Edition*.

CD-ROM

To distribute the customized Siebel installation program to end users by CD-ROM, write the executable (.exe) file to the CD-ROM. Be sure to include the third-party software that Siebel eBusiness Applications requires. When users double-click the executable file, the program launches the customized installer.

Local Area Network

Regardless of the version of Siebel eBusiness Applications your client machines are running, connected users can access the self-extracting installer through the LAN.

To distribute a self-extracting installer over a LAN (if you created a self-extracting archive)

1. Put the self-extracting installer (packager_name.exe) in a network-accessible directory. Make sure that all users have access to this directory.
2. Send an email to users explaining how to copy and extract the package from this location. Consider telling users how to ftp the self-extracting archive on their own machines and install it from there.

To distribute an installer over a LAN (if you did not create a self-extracting archive)

1. Put the package directory in a network-accessible location to which all users have access.
2. Send an email to users to tell them how to install the package from this location.

Other Methods

You can distribute the program by using any other file distribution mechanism, such as email or ftp.

Creating a Customized Siebel.ini File

The siebel.ini file, located in the \siebel_client\packager\temp\package_name directory, controls the behavior of the Siebel client installation. Review this file and customize it as necessary to make sure the client installation uses the correct settings for your specific environment.

NOTE: Be sure to customize the siebel.ini file during Step 6 on page 119. If you customize the siebel.ini file before running the Packager Utility, those changes will not become part of the customized installer.

The siebel.ini file determines all of the parameters used by the client installation program, including the following:

- The third-party software programs and versions that are required on the client PC
- System settings that improve performance
- Configuration of data sources
- Which installation screens end users see when they run the Siebel client installation program
- Which icons are created upon installation

Full instructions for modifying the siebel.ini file can be found in the file itself. Use a standard text editor to review and edit siebel.ini.

Be sure to set the following parameters in the siebel.ini file:

- The FolderName parameter in the [Defaults] section of the Language Pack .ini file must contain the same value as the FolderName parameter in the [Defaults] section of the Base .ini file. This will make sure that all the relevant icons will be delivered to the same location under the Windows Start key.
- The rootdir parameter in the [Defaults] section should be set to the destination of the installation.
- The ServerDatabase parameter in the [ServerDatabase] section should be set to the appropriate server for connected use: DB2UDB, SQL Server, or Oracle80.

- The DockConnString parameter in the [ServerDatabase] section should not be enclosed in double quotes.
- If the SystemDSN parameter is set to no, the installer creates single-user data sources. This type of data source installation is visible only to the user who performed it. If SystemDSN is set to yes, the installer creates System data sources, shared by all users who log into that particular machine. You must have ADMIN privileges to create a System installation.

CAUTION: Do not change the installation location of a package, as indicated by the root directory value in the [Defaults] section in siebel.ini. This location must match exactly the location used to build the package. This value has been populated with the correct value by the packager utility. For example, if you installed the client on your staging system into C:\sea750\client, then this is where it MUST be installed on the target system. You must create a separate package for every installation location you want to make available to end users.

NOTE: Do not enable any dialogs in a packaged installation, because all user input has already been captured by the initial installation. Enabling any dialogs in the packager is redundant and the input will be ignored.

Major Sections of the Siebel.ini File

The major sections of the siebel.ini file are as follows:

[Startup]—This section defines values needed for setup initialization. Examples include version number, patch install, application name, and so forth.

[AppCollision]—This section defines the file which defines a product. This file is then used to validate that no installations try to overwrite one another.

[StartupFiles]—This section defines third-party startup (.ini) files that may need to be updated or expanded during installation.

[DeleteFiles]—Defines any files that need to be deleted prior to file delivery.

[Module]—Defines component descriptions for use in the UI.

[Module. Configuration]—This section defines what components or features to assign to a given setup type.

[Module. Destination]—This section defines where a component or feature should be installed on the end user's system.

[Regsvr32]—This section defines the files to register on Windows when using the regsvr32 utility.

[Prerequisites]—This section defines the prerequisites for installation to proceed.

[Dialog]—This section defines what dialogs should be enabled or disabled at run time.

[Defaults]—This section defines default values to be used in the UI, or the prompt to use if a dialog is turned off.

[Behavior]—This section defines general installer behavior, such as whether to abort or continue on a failed condition.

[RunAfter]—This section defines the programs or functions to run or call after the installation is complete.

[CustomUninstall]—This section defines programs or what functions should be run or called during uninstallation.

[Icons]— This section defines what icons to be create on the end user's system (Windows only).

Siebel.ini File Hierarchy and Organization

Sections Containing Child Sections

In these sections, a child subsection provides additional information about the parent section. Parent/Child sections take the following format:

```
[Section]

key = value


[key]

key = value

key = value
```

The key in the parent section tells the installer whether that element is enabled. If enabled, the installer looks to the child section whose name is the key from the parent.

In the following example, the AppCollision section is traversed. The installer finds a key (GtwySrvr) and determines if that check should be enabled. In this case, the check would be enabled if a gateway server was selected during installation. If so, the installer will look for the definition. The previous key (GtwySrvr) is redefined as a section which then defines the behavior.

```
[AppCollision]

GtwySrvr         = $(Gateway Selected)=yes


[GtwySrvr]

Description         = Gateway Server

File             = gtwysrvr\bin\namesrvr.exe
```

Sections Without Child Sections

In these sections, all necessary information for the key is contained in the value:

```
[Section]
key = value
```

In the following example, the installer displays the welcome dialog. All necessary information for the key is contained in the value.

```
[Dialog]

Welcome = yes
```

Testing an Installation Program After Customizing the Siebel.ini File

To test an installation program

1. Finish modifying the siebel.ini file.
2. Run install.exe from the \siebel_client\packager\temp\package_name directory on the Network Installation Server.
3. Repeat Step 1 and Step 2 until the siebel.ini file is configured to achieve the desired installation.
4. Check that your custom client installation is functioning properly. Execute it on each LAN-connected PC by running install.exe from the \siebel\client directory on the Network Installation Server.

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