



Siebel Analytics Platform Upgrade Guide

Version 7.8.2, Rev. A
February 2006

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Printed in the United States of America

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1

What's New in This Release

What's New in Siebel Analytics Platform Upgrade Guide, Version 7.8.2, Rev. A

The *Siebel Analytics Platform Upgrade Guide* is for organizations that are upgrading their Siebel Business Analytics platform to a newer version. [Table 1](#) lists the changes described in this version of the documentation.

Table 1. New Product Features in Siebel Analytics Platform Upgrade Guide, Version 7.8.2, Rev. A

Topic	Description
Is it Necessary to Uninstall Earlier Versions of Siebel Analytics? on page 10	Revised this section to further clarify that it refers to both fix packs and maintenance releases.
Adding Licensed Functionality or Components to an Existing Siebel Business Analytics Deployment on page 21	Added this section.
Appendix A: Siebel Analytics Platform Upgrade Topic Areas	Moved most of the information in the former Chapter 2 to this appendix, for reference.

[Table 2 on page 5](#) lists the changes described in the first version of the documentation.

Table 2. New Product Features in Siebel Analytics Platform Upgrade Guide, Version 7.8.2

Topic	Description
Creation of this document from material formerly in the appendix on upgrading Siebel Analytics platform in the Siebel Analytics Platform Installation and Configuration Guide: <ul style="list-style-type: none">■ Chapter 3, Upgrading the Siebel Analytics Platform■ Chapter 4, "Performing a Siebel Analytics Platform Upgrade"	<i>Siebel Analytics Platform Upgrade Guide</i> is for organizations that are upgrading their Siebel Business Analytics platform to a newer version. The previous platform upgrade material has been expanded and clarified.

2

Upgrading the Siebel Analytics Platform

This chapter describes the Siebel Analytics software platform and the decisions that must be made before upgrading it. It contains the following main topics:

- [Description of the Siebel Analytics Software Platform on page 7](#)
- [Deciding to Upgrade the Siebel Analytics Platform on page 9](#)
- [Uninstalling Previous Versions of Siebel Analytics on page 16](#)

NOTE: The terms “Siebel Analytics” and “Siebel Business Analytics” are used interchangeably in this book, and mean the same thing.

Description of the Siebel Analytics Software Platform

The following types of upgrade of Siebel Business Analytics software are possible, based on the components involved:

- Siebel Analytics platform upgrade
- Siebel Analytics applications upgrade (upgrade of data and metadata provided with pre-built Siebel Business Analytics Applications)

This book describes the decisions to make and tasks to perform when upgrading the Siebel Analytics platform only. Deploying the Siebel Analytics platform without other Siebel applications is also called Siebel Analytics Stand-Alone.

Siebel Analytics Platform Components

The following are the Siebel Analytics platform components:

- Siebel Analytics Server
- Siebel Analytics Web Server
- Siebel Analytics Scheduler Server
- Siebel Data Warehouse Administration Console (Client and Server)
- Related component programs:
 - Chart image server
 - Siebel Analytics Catalog Manager
 - Siebel Analytics Client Tools
 - Siebel Analytics ODBC Client

- Siebel Analytics Server Administration Tool

TIP: Several product component licensing considerations may be related to your particular deployment of Siebel Analytics. See the chapter on Siebel Analytics licensing and installation options in the *Siebel Analytics Platform Installation and Configuration Guide*.

About Upgrading the Siebel Analytics Platform

Upgrading a Siebel Analytics platform is a two-step process:

- 1 Deciding to Upgrade the Siebel Analytics Platform.
- 2 Performing a Siebel Analytics Platform Upgrade.

About Upgrading the Siebel Analytics Platform with Siebel Analytics Applications

In general, the Siebel Analytics platform is compatible with older versions of Siebel Analytics applications, and Siebel Analytics applications are compatible with new versions of the Siebel Analytics platform.

If your deployment includes other Siebel Analytics Applications, a Siebel Analytics platform upgrade does not necessarily require also upgrading the applications. It may be sufficient to upgrade only the Siebel Analytics platform, while keeping the Siebel Analytics Applications on a previous version, repository, and set of schema.

The following topic areas are not covered by the *Siebel Analytics Platform Upgrade Guide*:

- Planning or performing an upgrade for the Siebel Analytics repository and Siebel Analytics Web catalog.
 - Upgrading your Analytics repository. See the *Siebel Analytics Server Administration Guide*.
 - Upgrading your Analytics Web catalog. See the *Siebel Analytics Web Administration Guide*.
- Planning or performing an upgrade for the Siebel Data Warehouse.
 - See the *Siebel Analytics Applications Installation and Administration Guide*.
- Siebel Mobile Client (Release 7.7.x)

This component (formerly Disconnected Client) can be upgraded without user interaction. See the topic about silently upgrading the Mobile Client in the Ancillary Client Programs appendix of the *Siebel Analytics Platform Installation and Configuration Guide*.

Deciding to Upgrade the Siebel Analytics Platform

The decision to upgrade the Siebel Analytics platform should be based on specific business requirements to take advantage of new platform functionality, or because an upgrade is planned for Siebel CRM Applications.

The following decisions must be made before upgrading the Siebel Analytics platform:

- [Is it Necessary to Uninstall Earlier Versions of Siebel Analytics? on page 10](#)
- [Should an Incremental Platform Upgrade be Performed? on page 11](#)
- [Checking the Analytics Component Version Number on page 12](#)
- [Which Analytics Folders and Files Should be Backed Up? on page 13](#)
- [Do Other Deployment Components Need Upgrading? on page 15](#)

Is it Necessary to Uninstall Earlier Versions of Siebel Analytics?

This topic is part of the process [Deciding to Upgrade the Siebel Analytics Platform](#).

Releases of Siebel Analytics prior to version 7.7.1 required that you uninstall your currently-installed version first, before proceeding with the upgrade or reinstallation. If you are upgrading from a version higher than 7.7.1, it is no longer necessary to uninstall Siebel Analytics software before upgrading the platform software. Supported platform upgrades of Siebel Analytics software releases are shown in [Table 3 on page 10](#).

Table 3. Siebel Analytics Platform Direct Upgrades Supported

From Version	To Version
7.7	7.8.2 or higher
7.7.x	7.8.2 or higher
7.8	7.8.2 or higher
7.8.1	7.8.2 or higher

Uninstallation is not required when you are upgrading one of the following types of release:

- From one 7.8.x fix pack to a higher 7.8.x fix pack
- From release 7.8.2.x to a higher maintenance release

For example, you don't need to uninstall if you are upgrading from:

- 7.7.1.x to 7.8.x
- 7.8.2.2 to 7.8.2.3

[Table 4](#) shows the platform upgrades that still do require uninstalling. For further information, see *System Requirements & Supported Platforms for the Siebel Business Analytics Platform*.

Table 4. Siebel Analytics Platform Versions Requiring Uninstallation

From Version	To Version	Uninstall Analytics?
7.5.x	7.8.2 or higher	Yes
7.7	7.8.2 or higher	Yes

If you are upgrading from a version of Siebel Analytics that must be uninstalled, also see the following topics:

- [Uninstalling Previous Versions of Siebel Analytics on page 16](#)
- [Adding Licensed Functionality or Components to an Existing Siebel Business Analytics Deployment on page 21](#)

Should an Incremental Platform Upgrade be Performed?

Releases: 7.8.2 release only.

This topic is part of the process [Deciding to Upgrade the Siebel Analytics Platform](#).

Siebel Analytics version 7.8.2 allows incremental additions of individual components of the platform to an existing installation. Users can add new components, without having to uninstall and reinstall the entire platform.

For example, if you buy Siebel Delivers, then you receive a new license key for that component. The incremental feature of the installer creates a new AnalyticsWebLicense.xml file that includes this new license.

To add newly-purchased licensed Analytics functionality or components to an existing Siebel Business Analytics deployment without having to reinstall the product, see the topic [Adding Licensed Functionality or Components to an Existing Siebel Business Analytics Deployment on page 21](#).

Each of the following components can be added to an existing installation of Siebel Analytics 7.8.2:

- Siebel Analytics Web and its sub-components (Delivers, Answers)
- Siebel Analytics Web Plug-In
- Client tools (drivers, Server Administration Tool, Catalog Manager)

Siebel Analytics client environments run the Server Administration Tool must be of the same version as the Server Administration Tool itself. The Siebel Analytics client environments are:

- Server Administration Tool

NOTE: You cannot open a newer version of the repository on an older version of the Server Administration Tool; that is, a repository saved under 7.8 cannot be opened on 7.7.1.

- ODBC client

These client environments are upgraded when you upgrade the platform using the option Complete. If you installed the newer Siebel Analytics software using an incremental upgrade, however, you may need to also install the Siebel Analytics Server or Siebel Analytics ODBC Client. See [Checking the Analytics Component Version Number on page 12](#).

- Siebel Data Warehouse Administration Console (DAC)
- Siebel Analytics Server (and its sub-components, such as Data Mining Engine)

CAUTION: It is the responsibility of the Siebel Analytics Administrator to make sure that the versions of major Siebel Analytics components installed on the same machine are from the same release. For example, if only the Siebel Analytics Web Server is upgraded to 7.8.2 on a system, but the 7.7.1 release of Siebel Analytics Server remains installed, then the two servers will not work together properly. See [Checking the Analytics Component Version Number on page 12](#).

Checking the Analytics Component Version Number

This topic is part of the process [Deciding to Upgrade the Siebel Analytics Platform](#).

The versions of major Siebel Analytics components installed on the same machine must belong to the same release, or they may not function properly together. The release number is of the format

7.8.x.yyyy

where yyyy is the build number.

Use [Table 5](#) to check the version number of a particular component.

Table 5. Checking the Analytics Component Version Numbers

Component	Path to Version Number
Analytics Server	Open the file \$INSTALLDIR\Document\version.txt (Windows).
	Open the file \$INSTALLDIR/Document/version.txt (UNIX).
	Open the file \$INSTALLDIR\Document\apps_version.txt (Windows).
	Open the file \$INSTALLDIR/Document/version_apps.txt (UNIX).
Analytics Web	Click the Admin link.
Catalog Manager	(Toolbar) Help > About Catalog Manager
Job Manager	(Toolbar) Help > About Job Manager
ODBC Client	(Toolbar) Help > About Siebel Analytics ODBC Client
Server Administration Tool	(Toolbar) Help > About Administration Tool

Which Analytics Folders and Files Should be Backed Up?

This topic is part of the process [Deciding to Upgrade the Siebel Analytics Platform](#).

Before uninstalling or upgrading any Siebel Analytics software, it is recommended that backups of key configuration files be made, and the files moved to a temporary location. The following sections show the locations of the configuration files under Windows and UNIX platforms.

Windows Platforms

The installer automatically backs up the Windows files shown in [Table 6](#). The backup files are saved to the directory \$INSTALLDIR\Install_Backup\<installation_date>.

Table 6. Locations of Configuration Files Backed Up Under Windows

File or Folder Name	Location
\SiebelAnalyticsData\Web\Catalog\Deliveries folder	Siebel Analytics Web Server machine
DBFeatures.INI file	\$INSTALLDIR\Config
NQClusterConfig.INI file	\$INSTALLDIR\Config
NQSConfig.INI file	\$INSTALLDIR\Config
Repository (.rpd) file	\$INSTALLDIR\Repository
Instanceconfig.xml file	SiebelAnalyticsData\Web\config
Web Catalog (.webcat) file	See the Note following this table

NOTE: The Siebel Analytics Web Catalog stores the application dashboards and report definitions and contains information regarding permissions and accessibility of the dashboards by groups. If you are upgrading a Siebel Analytics Web Catalog from an earlier version, be sure to shut down the Web server first.

UNIX Platforms

The installer automatically backs up the UNIX files shown in [Table 7](#). The backup files are saved to the directory \$INSTALLDIR/Install_Backup/<installation_date>. (For example, SiebelAnalytics/Install_Backup/05.13.2005_16.40.20.)

Table 7. Locations of Configuration Files Backed Up Under UNIX

File or Folder Name	Location
/SiebelAnalyticsData/Web/catalog/Deliveries folder	Siebel Analytics Web Server machine
DBFeatures.INI file	\$INSTALLDIR/Config
Instanceconfig.xml file	SiebelAnalyticsData/Web/config
NQClusterConfig.INI file	\$INSTALLDIR/Config
NQSConfig.INI file	\$INSTALLDIR/Config
odbc.ini file	\$INSTALLDIR/setup
Repository (.rpd) file	\$INSTALLDIR/Repository
user.csh file	\$INSTALLDIR/setup
user.sh file	\$INSTALLDIR/setup
Web Catalog (.webcat) file	See the Note following this table

NOTE: The Siebel Analytics Web Catalog stores the application dashboards and report definitions and contains information regarding permissions and accessibility of the dashboards by groups. If you are upgrading a Siebel Analytics Web Catalog from an earlier version, be sure to shut down the Web server first. Also see the *Siebel Analytics Web Administration Guide* before installing Siebel Analytics.

Do Other Deployment Components Need Upgrading?

This topic is part of the process [Deciding to Upgrade the Siebel Analytics Platform](#).

A Siebel Analytics platform upgrade is independent of the following deployment components:

- Data
- Database management systems
- Databases and database tablespaces
- File systems
- Load balancing software
- Remote clusters
- Web servers

However, you may also need to upgrade some of these components. Examples of possible component upgrades include the Web server, the database software, and ODBC drivers. The components needing to be upgraded depend on the version of Siebel Analytics you are upgrading from, the version you are upgrading to, and your deployment environment. Before beginning any platform upgrade process, see *System Requirements & Supported Platforms for the Siebel Business Analytics Platform* on Siebel SupportWeb.

NOTE: If an upgrade of an environment component is required, then that component upgrade must be performed before the Analytics platform upgrade.

Uninstalling Previous Versions of Siebel Analytics

This topic is a part of the [Deciding to Upgrade the Siebel Analytics Platform](#).

The following tasks cover uninstalling an earlier version of Siebel Analytics:

- [Is it Necessary to Uninstall Earlier Versions of Siebel Analytics? on page 10](#)
- [Uninstalling Siebel Analytics Under Windows on page 16](#)
- [About Uninstalling the Image Server on page 17](#)
- [Uninstalling Siebel Analytics Under UNIX on page 17](#)

Uninstalling Siebel Analytics Under Windows

Releases: Releases 7.0.x, 7.5.x

Operating System: Windows only.

The following procedure describes how to uninstall an earlier version of Siebel Analytics installed under Windows.

To uninstall an existing installation of Siebel Analytics under Windows

- 1** Stop the following services (from Start > Settings > Control Panel > Administrative Tools > Services):
 - Siebel Analytics Server
 - Siebel Analytics Scheduler
 - Siebel Analytics Cluster Server
 - IIS Admin Service (Microsoft Internet Information Server) and any additional services it stops, such as the World Wide Web Publishing Service
- 2** Using the Windows Add or Remove Programs utility, uninstall Siebel Analytics.

You are asked if you want to keep your existing .rpd, .INI, and .webcat files.

 - Choosing Yes keeps the existing .rpd files (repository) and .INI files (configuration) and appends the extension .sav to them.
 - Choosing No causes the existing files to be replaced.
- 3** Restart the computer when prompted, or later.

NOTE: The uninstallation process is not complete until the computer is restarted.

About Uninstalling the Image Server

Releases: Releases 7.0.x, 7.5.x

Operating System: Windows only.

If you uninstall Siebel Analytics, you also uninstall the chart image server product. However, not all of the image server files are removed, and the directory structure is left behind.

NOTE: When uninstalling chart image server, do not use the Windows Add or Remove Programs utility. Manually delete the remaining image server files and directories.

TIP: For Siebel Analytics versions after 7.5.x, the following changes in the image server apply:

- The location, structure, and content of the chart image server directory have changed.
The image server is now installed in the main installation directory.
- The file key.txt is no longer required.

Uninstalling Siebel Analytics Under UNIX

Releases: Releases 7.0.x, 7.5.x

Operating System: UNIX only.

The following procedure describes how to uninstall an earlier version of Siebel Analytics installed under UNIX.

To uninstall an existing installation of Siebel Analytics under UNIX

- 1 Make sure none of the Siebel Analytics processes is running.

NOTE: The uninstaller runs the command `run-*.sh -forcestop` to stop the servers before removing the files, but it is recommended that you stop all the processes before running the uninstaller.

- 2 Go to the directory `$INSTALLDIR/Uninstall`.
- 3 Run the command for the operating system you are using, as shown in the following table:

Operating System	Command
HP-UX	setupHPUX.bin
IBM AIX	setupAIX.bin
Sun Solaris	setupSolaris.bin

3

Performing a Siebel Analytics Platform Upgrade

A platform upgrade is the process of installing the new Siebel Analytics software version in the same network and machine locations as an earlier version of Siebel Analytics. This chapter contains the following topics about performing a Siebel Analytics platform upgrade:

- [Upgrading Siebel Analytics Platform Components on page 19](#)
- [Adding Licensed Functionality or Components to an Existing Siebel Business Analytics Deployment on page 21](#)
- [Reconfiguring Siebel Analytics After an Upgrade on page 23](#)
- [Reapplying Customized Style Sheets on page 24](#)
- [Using an Upgraded Siebel Analytics Platform and an Older Repository on page 25](#)

Before performing any Analytics platform upgrade, see the following topics:

- [Deciding to Upgrade the Siebel Analytics Platform on page 9](#)
- [Is it Necessary to Uninstall Earlier Versions of Siebel Analytics? on page 10](#)
- [Accessing Siebel Analytics Documentation and Related Resources on page 30](#)

TIP: The platform can be upgraded from Siebel Analytics 7.5.x to 7.8 directly. You do not need to upgrade from Siebel Analytics 7.5.x to 7.7, then from 7.7 to 7.8.

NOTE: If you are upgrading the Siebel Analytics platform as part of a larger system upgrade, you must upgrade the Siebel Analytics platform before upgrading the Siebel Analytics applications components.

Upgrading Siebel Analytics Platform Components

This topic is a part of [Performing a Siebel Analytics Platform Upgrade](#).

To upgrade the Siebel Analytics platform

- 1 Review information on Siebel SupportWeb to make sure you have the latest information about upgrading the Analytics platform. See the topic [Accessing Siebel Analytics Documentation and Related Resources on page 30](#).

- 2 Back up the Siebel Analytics repository, Web catalog, NQSConfig.INI and license files. See the topic [Which Analytics Folders and Files Should be Backed Up? on page 13](#).

NOTE: If either the instanceconfig.xml file or Analytics Windows registry strings have been customized, these should be backed up for comparison to the new installation's instanceconfig.xml file or Analytics Windows registry strings. If the customizations are still viable in the new release, they should be applied accordingly.

- 3 For Siebel Analytics software versions 7.5.x and 7.7, uninstall the older software before installing newer versions. See the topic [Uninstalling Previous Versions of Siebel Analytics on page 16](#).

- 4 Install the Siebel Analytics software for the desired upgrade version.

See the topic about installing the Siebel Analytics platform in the *Siebel Analytics Platform Installation and Configuration Guide*.

- 5 Copy the files backed up in [Step 2](#) back to the appropriate directories.

- 6 From the following appropriate directory, delete the file SiebelAnalytics.webcat.version:

- Under Windows: \$INSTALLDIR\SiebelAnalyticsData\Web\catalog
- Under UNIX: \$INSTALLDIR/SiebelAnalyticsData/web/catalog

- 7 Proceed to the task [Reconfiguring Siebel Analytics After an Upgrade on page 23](#).

Adding Licensed Functionality or Components to an Existing Siebel Business Analytics Deployment

This topic is a part of [Performing a Siebel Analytics Platform Upgrade](#).

You can add newly-purchased licensed Analytics functionality or components to an existing Siebel Business Analytics deployment without having to reinstall the product. For example, it might be required to add recently licensed Siebel Delivers functionality to your current Siebel Business Analytics deployment.

The incremental feature of the Siebel Business Analytics Platform installer is used to add the new licensed functionality. The specific procedure you use depends on your current version of Siebel Business Analytics:

- **7.8.x.** Use the procedure [To add licensed functionality in Analytics version 7.8.x on page 21](#).
- **7.7.1.x.** Use the procedure [To add licensed functionality in Analytics version 7.7.1.x on page 22](#).
- **7.7 and earlier.** Use the procedure [To add licensed functionality in Analytics versions 7.7 and earlier on page 22](#).

NOTE: In all cases, back up the Siebel Analytics repository, Web catalog, NQSConfig.INI and license files. See the topic [Which Analytics Folders and Files Should be Backed Up? on page 13](#).

If either the instanceconfig.xml file or Analytics Windows registry strings have been customized, these should be backed up for comparison to the new installation's instanceconfig.xml file or Analytics Windows registry strings. If the customizations are still viable in the new release, they should be applied accordingly.

Refer to [Table 8 on page 21](#) during the following procedures.

Table 8. Names and Locations of License Key Files

License Key File	Folder
analyticsweblicense.xml	\$INSTALLDIR\SiebelAnalyticsData\Web\config
license.key	\$INSTALLDIR\SiebelAnalytics\DAC\license

TIP: The directory structures referenced are the same for Windows and UNIX environments.

To add licensed functionality in Analytics version 7.8.x

- 1** Make a backup of the existing analyticsweblicense.xml file. See [Table 8 on page 21](#).
- 2** On the machine where Siebel Business Analytics Platform version 7.8.x is deployed, run the Siebel Analytics Installer.

- 3 When prompted to select the license key, provide the new license key that you have received. This license key is of the format AnalyticsInstallLicenseCSN_AN7823.xml.

NOTE: The installer will automatically generate a new analyticsweblicense.xml file and overwrite the existing file in %:\SiebelAnalyticsData\Web\config folder.

If DAC was purchased, the installer will automatically generate a license.key file in the %:\SiebelAnalytics\DAC\license folder.

- The Installer detects an existing installation.
 - Select the radio button Keep Current Configuration.
- 4 Complete the installation.
 - 5 Restart the Siebel Analytics Web Server.
 - 6 Restart the DAC if this component has been added.

To add licensed functionality in Analytics version 7.7.1.x

- 1 Make a backup of the existing analyticsweblicense.xml file. See [Table 8 on page 21](#).
- 2 Perform a clean installation of Siebel Business Analytics version 7.7.1.x with the new license key on a different machine.
- 3 Copy the provided license key file to the folder of your existing Siebel Business Analytics installation, as shown in [Table 8 on page 21](#).

If DAC was purchased, copy the provided license key file to the folder shown in [Table 8 on page 21](#).
- 4 Restart the Siebel Analytics Web Server.
- 5 Restart the DAC if this component has been added.

To add licensed functionality in Analytics versions 7.7 and earlier

- 1 Copy the provided license key file to the folder of your existing Siebel Business Analytics installation, as shown in [Table 8 on page 21](#).

If DAC was purchased, copy the provided license key file to the folder shown in [Table 8 on page 21](#).
- 2 Restart the Siebel Analytics Web Server.
- 3 Restart the DAC if this component has been added.

Reconfiguring Siebel Analytics After an Upgrade

This topic is a part of [Performing a Siebel Analytics Platform Upgrade](#).

After upgrading Siebel Analytics software, you should note the following changes in your deployment:

- **Configuration File.** Use the newer version's configuration file. The upgraded version of Siebel Analytics does not start using the older version's configuration file.
- **Repository Size.** For Siebel Analytics upgrades from version 7.5 to version 7.7 or later versions, you may notice that the size of the RPD (Analytics Repository) file is reduced. This behavior is expected, and is due to a different method of UDML compression, not to data loss.
- **Style Sheets.** Versions of Siebel Analytics after version 7.7 have different style sheets (.css files) from earlier versions of Siebel Analytics. See the topic [Reapplying Customized Style Sheets on page 24](#).

Reapplying Customized Style Sheets

Releases: Releases 7.7 and later.

This topic is a part of [Performing a Siebel Analytics Platform Upgrade](#).

For Siebel Analytics versions 7.7 and later, new styles have been appended to the following style sheets:

- Go.css
- PortalBanner.css
- PortalContent.css
- Views.css

In these versions of Siebel Analytics, new styles and files must be added to the underlying style sheet (for example, to s_Siebel7). For complete functionality, any custom styles require similar updating. In addition, views2.css and some other files are added to the s_ directory. For custom column formatting to work properly, references to font sizes and families should also be removed from the TD styles in PortalBanner.css, PortalContent.css, Views.css.

Because of these changes to styles, review your deployment's customizations manually, reapply them, and test them thoroughly to ensure that there are no problems.

After you have tested them, but before you copy the default views.css files back to the implementation server, perform the following task on the server to clear the server caches.

To clear the server caches and restore your default views

- 1** Shut down Siebel Analytics Server, Siebel Analytics Web and IIS.
- 2** Remove your custom views.css from the directory where it has been installed. For example:
 \$INSTALL\Web\App\Res\s_Siebel7\b_mozilla_4
or
 \$INSTALL\SiebelAnalyticsData\Web.
- 3** Clear Siebel Analytics Web Server Cache:
Delete the nQs_*.temp files in the C:\WINNT\Temp directory.
- 4** Clear the Browser Cache:
From the Internet Explorer menu, navigate to Tools > Internet Options > Settings > View Files, and delete all the files in this folder.
- 5** Restore the default views.css files to the appropriate folder.
- 6** Restart the Siebel Analytics Server, Siebel Analytics Web and IIS.

Using an Upgraded Siebel Analytics Platform and an Older Repository

Releases: Releases 7.0.x, 7.5.x, 7.7.x.

Analytics License: Analytics Applications only.

This topic is a part of [Performing a Siebel Analytics Platform Upgrade](#).

You can upgrade to a later version of the Siebel Analytics platform only while keeping your current version of the Siebel Analytics Web Catalog and repository and current Siebel operational application with its existing repository and schema.

Upgrade only the Siebel Analytics platform components (Siebel Analytics Server and Analytics Web Server) to the later version, as shown in the topics [Deciding to Upgrade the Siebel Analytics Platform](#) and [Upgrading Siebel Analytics Platform Components](#). The Siebel Analytics Web Catalog and repository remain that of the earlier version.

To upgrade a Siebel Analytics Platform while keeping an older repository, use the following procedure.

To convert the older repository to the new platform format

- 1** Make sure that the Siebel Analytics Server is running.
- 2** Using the Server Administration Tool, open the repository file in online mode.
- 3** Save the repository file.

NOTE: If this step is not performed, then, when the upgraded Siebel Analytics Server uses the old repository file, the repository is converted to the new format in memory for use by Siebel Analytics Server, but is not saved.

A

Siebel Analytics Platform Upgrade Topic Areas

This area contains topics relating to the scope and use of *Siebel Analytics Platform Upgrade Guide*, including the following topics:

- [Siebel Analytics Platform File Path and Command Conventions on page 28](#)
- [Accessing Siebel Analytics Documentation and Related Resources on page 30](#)

Siebel Analytics Platform File Path and Command Conventions

Environment variables and path placeholders for both Windows and UNIX paths are used throughout *Siebel Analytics Platform Upgrade Guide*.

Table 9 on page 28 shows the format conventions for paths, navigation, and command execution used in this book.

Table 9. Conventions Used in Siebel Analytics Platform Upgrade Guide

Reference Category	Windows Platforms	UNIX Platforms
Paths	<p>\$INSTALLDIR is the absolute path of the Analytics Server installation directory. When you install Siebel Analytics, the installation script queries for the drive and path to the installation directory. The script then installs the Siebel Analytics Servers on that drive and path.</p> <p>For example, if you specified drive D: as the installation drive, then \$INSTALLDIR is D:\SiebelAnalytics.</p>	<p>\$INSTALLDIR is an environment variable that defines the absolute path of the Analytics Server installation directory.</p> <p>When you install Siebel Analytics, the installation script queries for the path to the installation directory. The script then installs Siebel Analytics in a subdirectory of this path. For example, if you specified /usr/local as the installation directory, then \$INSTALLDIR is /usr/local/SiebelAnalytics.</p> <p>The definition of \$INSTALLDIR and other environment variables required for doing an installation are located in /sa.sh. The Siebel Analytics installation script sets environment variable definitions in this shell script. Do not edit or delete this file.</p>
	<p>TIP: All versions of the UNIX operating system are case-sensitive. If you are running Siebel Analytics under UNIX, treat all filenames, directory names, path names, parameters, flags, and command-line commands as lowercase, unless you are instructed otherwise in the product.</p> <p>If your deployment currently runs under Windows, but you might switch to a UNIX environment or deploy UNIX servers in the future, follow this same practice to avoid having to rename everything later.</p>	

Table 9. Conventions Used in Siebel Analytics Platform Upgrade Guide

Reference Category	Windows Platforms	UNIX Platforms
<p>Path Navigation</p> <p>(Procedural steps that ask you to navigate to a specified directory.)</p>	<p>Open a Command Prompt window and use the cd command to make the specified directory the current directory.</p> <p>NOTE: Do not use the Windows File Explorer to navigate to the directory.</p> <p>For help with the cd command, enter the word help in the Command Prompt window and click Enter.</p>	<p>In a shell window, make the specified directory the current directory.</p>
<p>Command Execution</p> <p>(Procedural steps that ask you to execute a command, unless specified otherwise.)</p>	<p>In a Command Prompt window, verify the current directory is correct and enter the command.</p> <p>Do not run the command by entering it in the Run window in the Start Menu.</p>	<p>TIP: Before performing command line procedures, source sa.csh first. This refreshes the environment variables required to run commands.</p> <p>NOTE: Under UNIX, run .csh scripts in a C shell, and run .sh script in Korn, Bourne, or bash shells.</p> <p>In a shell window, perform the following steps:</p> <ul style="list-style-type: none"> ■ Verify the current directory is correct. ■ Source the siebenv script. ■ Enter the command.

Accessing Siebel Analytics Documentation and Related Resources

This topic describes available Siebel Analytics documentation and how to search for and retrieve it. In addition to Siebel Analytics documentation, Siebel Systems provides documentation that applies in general to upgrade and use of Siebel Business Applications.

- **Product Documentation.** Product documentation is collectively called the *Siebel Bookshelf*. The Siebel Bookshelf is available on CD-ROM. It is also available on SupportWeb under Product Documentation. To access documentation on SupportWeb, see the topic [Accessing Siebel Analytics Documentation on page 31](#).
- **Third-party documentation**, such as that for Informatica, is provided on the *Siebel Business Applications Third-Party Bookshelf* CD-ROM (shipped with the Siebel Bookshelf CD-ROM).
- **Siebel SupportWeb.** This is the Siebel technical support Web site. It provides search engine access to the Siebel Bookshelf, Technical Notes, Siebel Alerts, troubleshooting information and other important information. Before beginning the upgrade process, you should review SupportWeb for the latest updates.
 - **Release Notes.** Release Notes contain late-breaking information that the *Siebel Analytics Platform Installation and Configuration Guide* does not yet include. Release Notes regarding installation are located on SupportWeb at Product Documentation > Release Notes.
 - **Maintenance Release Guides.** Maintenance Release Guides contain important information about updates to applications in maintenance releases. Maintenance Release Guides are located on SupportWeb at Product Documentation > Maintenance Release Guides.
 - **Documentation Updates.** Typically, the Bookshelf is updated monthly. During the month, PDF updates are posted to SupportWeb > Product Documentation > Documentation Updates.
 - **Technical Notes.** Technical notes provide important information on specific installation issues. Technical Notes related to installation are located on SupportWeb at Technical Notes > Product Areas > Siebel Analytics.
 - **Siebel Alerts.** Alerts provide time-critical information on key product behaviors and issues. Siebel Alerts about installation issues are located on SupportWeb at Siebel Alerts > Product Areas > Siebel Analytics.
 - **Troubleshooting Steps.** Troubleshooting Steps contain information about how to troubleshoot common error messages and unwanted behavior in Siebel applications. Troubleshooting Steps are for installation list error messages found in installation logs and describe how to resolve them. Troubleshooting Steps are located on SupportWeb at Troubleshooting Steps > Product Areas > Siebel Analytics.
 - **Siebel Weekly Content Notification Service.** This service notifies you weekly by email of important content changes on SupportWeb. This includes new product documentation, technical notes, alerts, and troubleshooting steps. To subscribe, see the Siebel Weekly Content Notification banner on the SupportWeb search page.

Accessing Siebel Analytics Documentation

Use the following procedure to access Siebel documentation by logging on to Siebel SupportWeb, located at <https://ebusiness.siebel.com/supportweb/>.

NOTE: Only people authorized for access can log on to SupportWeb.

To access Siebel Analytics documentation

- 1 In the SupportWeb Self Service area, click the link *Browse/Search Knowledge Base (English)*.
- 2 In the left browser pane, click the link *Product Documentation*.
- 3 Under Product Documentation, click the *Siebel Bookshelf* link.
- 4 In the Siebel Business Analytics Applications area, click the applicable Siebel Bookshelf version, and then click the All Product Lines link.

Accessing Siebel Analytics System Requirements Documentation

Use the following procedure to locate *Siebel System Requirements and Supported Platforms*.

To access Siebel Analytics System Requirements documentation

- 1 Follow Steps 1 and 2 of [Accessing Siebel Analytics Documentation](#).
- 2 Under Product Documentation, click the link *Siebel System Requirements and Supported Platforms*.
- 3 In the Siebel Business Analytics area, click the applicable version.

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