

Oracle® Solaris Cluster Data Service for Siebel Guide

SPARC Platform Edition

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Preface

Oracle Solaris Cluster Data Service for Siebel Guide explains how to install and configure Oracle Solaris Cluster data services.

Note – This Oracle Solaris Cluster release supports systems that use the SPARC and x86 families of processor architectures: UltraSPARC, SPARC64, AMD64, and Intel 64. In this document, x86 refers to the larger family of 64-bit x86 compatible products. Information in this document pertains to all platforms unless otherwise specified.

This document is intended for system administrators with extensive knowledge of Oracle software and hardware. Do not use this document as a planning or presales guide. Before reading this document, you should have already determined your system requirements and purchased the appropriate equipment and software.

The instructions in this book assume knowledge of the Oracle Solaris Operating System and expertise with the volume-manager software that is used with Oracle Solaris Cluster software.

Using UNIX Commands

This document contains information about commands that are specific to installing and configuring Oracle Solaris Cluster data services. The document does *not* contain comprehensive information about basic UNIX commands and procedures, such as shutting down the system, booting the system, and configuring devices. Information about basic UNIX commands and procedures is available from the following sources:

- Online documentation for the Oracle Solaris Operating System
- Oracle Solaris Operating System man pages
- Other software documentation that you received with your system

Typographic Conventions

The following table describes the typographic conventions that are used in this book.

TABLE P-1 Typographic Conventions

| Typeface | Meaning | Example |
|------------------|---|---|
| AaBbCc123 | The names of commands, files, and directories, and onscreen computer output | Edit your <code>.login</code> file. Use <code>ls -a</code> to list all files. <code>machine_name% you have mail.</code> |
| AaBbCc123 | What you type, contrasted with onscreen computer output | <code>machine_name% su</code> Password: |
| <i>aabbcc123</i> | Placeholder: replace with a real name or value | The command to remove a file is <code>rm filename</code> . |
| <i>AaBbCc123</i> | Book titles, new terms, and terms to be emphasized | Read Chapter 6 in the <i>User's Guide</i> . <i>A cache</i> is a copy that is stored locally. Do <i>not</i> save the file. Note: Some emphasized items appear bold online. |

Shell Prompts in Command Examples

The following table shows the default UNIX system prompt and superuser prompt for shells that are included in the Solaris OS. Note that the default system prompt that is displayed in command examples varies, depending on the Solaris release.

TABLE P-2 Shell Prompts

| Shell | Prompt |
|--|---------------|
| Bash shell, Korn shell, and Bourne shell | \$ |
| Bash shell, Korn shell, and Bourne shell for superuser | # |
| C shell | machine_name% |
| C shell for superuser | machine_name# |

Related Documentation

Information about related Oracle Solaris Cluster topics is available in the documentation that is listed in the following table. All Oracle Solaris Cluster documentation is available at <http://docs.sun.com>.

| Topic | Documentation |
|--------------------------------|---|
| Data service administration | <i>Oracle Solaris Cluster Data Services Planning and Administration Guide</i> Individual data service guides |
| Concepts | <i>Oracle Solaris Cluster Concepts Guide</i> |
| Overview | <i>Oracle Solaris Cluster Overview</i> |
| Software installation | <i>Oracle Solaris Cluster Software Installation Guide</i> |
| System administration | <i>Oracle Solaris Cluster System Administration Guide</i> |
| Hardware administration | <i>Oracle Solaris Cluster 3.3 Hardware Administration Manual</i> Individual hardware administration guides |
| Data service development | <i>Oracle Solaris Cluster Data Services Developer's Guide</i> |
| Error messages | <i>Oracle Solaris Cluster Error Messages Guide</i> |
| Command and function reference | <i>Oracle Solaris Cluster Reference Manual</i> |

For a complete list of Oracle Solaris Cluster documentation, see the release notes for your release of Oracle Solaris Cluster at <http://docs.sun.com>.

Related Third-Party Web Site References

Third-party URLs that are referenced in this document provide additional related information.

Note – Oracle is not responsible for the availability of third-party web sites mentioned in this document. Oracle does not endorse and is not responsible or liable for any content, advertising, products, or other materials that are available on or through such sites or resources. Oracle will not be responsible or liable for any actual or alleged damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods, or services that are available on or through such sites or resources.

Documentation, Support, and Training

The Sun web site provides information about the following additional resources:

- [Documentation \(http://docs.sun.com\)](http://docs.sun.com)
- [Support \(http://www.sun.com/support/\)](http://www.sun.com/support/)
- [Training \(http://education.oracle.com\)](http://education.oracle.com) – Click the Sun link in the left navigation bar.

Sun Welcomes Your Comments

Sun is interested in improving its documentation and welcomes your comments and suggestions. To share your comments, go to <http://docs.sun.com> and click Feedback.

Getting Help

If you have problems installing or using Oracle Solaris Cluster, contact your service provider and provide the following information:

- Your name and email address (if available)
- Your company name, address, and phone number
- The model number and serial number of your systems
- The release number of the Oracle Solaris Operating System (for example, Oracle Solaris 10)
- The release number of Oracle Solaris Cluster (for example, Oracle Solaris Cluster 3.3)

Use the following commands to gather information about each node on your system for your service provider.

| Command | Function |
|---|---|
| <code>prtconf -v</code> | Displays the size of the system memory and reports information about peripheral devices |
| <code>psrinfo -v</code> | Displays information about processors |
| <code>showrev -p</code> | Reports which patches are installed |
| <code>prtdiag -v</code> | Displays system diagnostic information |
| <code>/usr/cluster/bin/clnode show-rev</code> | Displays Oracle Solaris Cluster release and package version information |

Also have available the contents of the `/var/adm/messages` file.

Installing and Configuring Oracle Solaris Cluster HA for Siebel

This chapter explains how to install and configure Oracle Solaris Cluster HA for Siebel.

This chapter contains the following sections.

- “Oracle Solaris Cluster HA for Siebel Overview” on page 9
- “Installing and Configuring Oracle Solaris Cluster HA for Siebel” on page 10
- “Planning the Oracle Solaris Cluster HA for Siebel Installation and Configuration” on page 11
- “Preparing the Nodes and Disks” on page 14
- “Installing and Configuring the Siebel Application” on page 16
- “Verifying the Siebel Installation and Configuration” on page 21
- “Installing the Oracle Solaris Cluster HA for Siebel Packages” on page 22
- “Registering and Configuring Oracle Solaris Cluster HA for Siebel” on page 24
- “Verifying the Oracle Solaris Cluster HA for Siebel Installation and Configuration” on page 29
- “Maintaining Oracle Solaris Cluster HA for Siebel” on page 30
- “Tuning the Oracle Solaris Cluster HA for Siebel Fault Monitors” on page 30

Oracle Solaris Cluster HA for Siebel Overview

Oracle Solaris Cluster HA for Siebel provides fault monitoring and automatic failover for the Siebel application. High availability is provided for the Siebel gateway and Siebel server. With a Siebel implementation, any physical node running the Oracle Solaris Cluster agent cannot be running the Resonate agent as well. Resonate and Oracle Solaris Cluster can coexist within the same Siebel enterprise, but not on the same physical server.

Note – If you are using the Solaris 10 OS, install and configure this data service to run only in the global zone. At publication of this document, this data service is not supported in non-global zones. For updated information about supported configurations of this data service, contact your Oracle service representative.

For conceptual information about failover services, see the *Oracle Solaris Cluster Concepts Guide*.

TABLE 1 Protection of Siebel Components

| SiebelComponent | Protected by |
|-----------------|--|
| Siebel gateway | Oracle Solaris Cluster HA for Siebel The resource type is SUNW.sblgtwy. |
| Siebelsrver | Oracle Solaris Cluster HA for Siebel The resource type is SUNW.sblsrvr. |

Installing and Configuring Oracle Solaris Cluster HA for Siebel

[Table 2](#) lists the tasks for installing and configuring Oracle Solaris Cluster HA for Siebel. Perform these tasks in the order that they are listed.

TABLE 2 Task Map: Installing and Configuring Oracle Solaris Cluster HA for Siebel

| Task | Instructions |
|--|--|
| Plan the Siebel installation | “Planning the Oracle Solaris Cluster HA for Siebel Installation and Configuration” on page 11 |
| Prepare the nodes and disks | “How to Prepare the Nodes” on page 14 |
| Install and configure Siebel | “How to Install the Siebel Gateway on the Global File System” on page 16 |
| | “How to Install the Siebel Gateway on Local Disks of Physical Hosts” on page 17 |
| | “How to Install the Siebel Server and Siebel Database on the Global File System” on page 19 |
| Verify Siebel installation and configuration | “How to Install the Siebel Server and Siebel Database on Local Disks of Physical Hosts” on page 20 |
| | “How to Verify the Siebel Installation and Configuration” on page 21 |

TABLE 2 Task Map: Installing and Configuring Oracle Solaris Cluster HA for Siebel *(Continued)*

| Task | Instructions |
|--|--|
| Install Oracle Solaris Cluster HA for Siebel packages | “Installing the Oracle Solaris Cluster HA for Siebel Packages” on page 22 |
| Register and configure Oracle Solaris Cluster HA for Siebel as a failover data service | “How to Register and Configure Oracle Solaris Cluster HA for Siebel as a Failover Data Service” on page 25 “How to Register and Configure the Siebel Server” on page 27 |
| Verify Oracle Solaris Cluster HA for Siebel installation and configuration | “How to Verify the Oracle Solaris Cluster HA for Siebel Installation and Configuration” on page 29 |
| Maintain Oracle Solaris Cluster HA for Siebel | “Maintaining Oracle Solaris Cluster HA for Siebel” on page 30 |
| Tune the Oracle Solaris Cluster HA for Siebel fault monitors | “Tuning the Oracle Solaris Cluster HA for Siebel Fault Monitors” on page 30 |

Planning the Oracle Solaris Cluster HA for Siebel Installation and Configuration

This section contains the information you need to plan your Oracle Solaris Cluster HA for Siebel installation and configuration.

Configuration Restrictions



Caution – Your data service configuration might not be supported if you do not observe these restrictions.

Use the restrictions in this section to plan the installation and configuration of Oracle Solaris Cluster HA for Siebel. This section provides a list of software and hardware configuration restrictions that apply to Oracle Solaris Cluster HA for Siebel.

For restrictions that apply to all data services, see the release notes for your release of Oracle Solaris Cluster.

- High availability is provided for the Siebel gateway and Siebel server.
- With a Siebel implementation, any physical node running the Oracle Solaris Cluster agent cannot be running the Resonate agent as well. Resonate and Oracle Solaris Cluster can coexist within the same Siebel enterprise, but not on the same physical server.

- If you are using Oracle Solaris Cluster HA for Siebel with Solaris Cluster HA for Sun Java System Web Server, you *must* configure Solaris Cluster HA for Sun Java System Web Server as a failover data service. Scalable Solaris Cluster HA for Sun Java System Web Server *cannot* be used with Oracle Solaris Cluster HA for Siebel.

Configuration Requirements



Caution – Your data service configuration might not be supported if you do not adhere to these requirements.

Use the requirements in this section to plan the installation and configuration of Oracle Solaris Cluster HA for Siebel. These requirements apply to Oracle Solaris Cluster HA for Siebel only. You must meet these requirements before you proceed with your Oracle Solaris Cluster HA for Siebel installation and configuration.

For requirements that apply to all data services, see “[Configuration Guidelines for Oracle Solaris Cluster Data Services](#)” in *Oracle Solaris Cluster Data Services Planning and Administration Guide*.

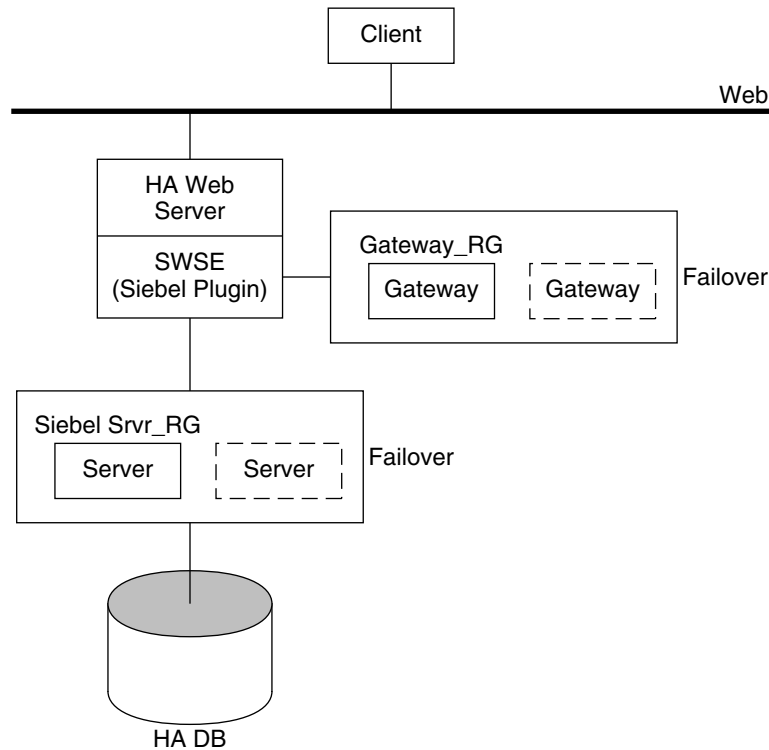
- Install each Siebel gateway and each Siebel server in its own Siebel root environment (each instance has its own `siebenv.sh` file). This allows each instance to be independent of others, making failovers and problem diagnosis easier.
- If more than one Siebel server will use the Siebel Filesystem, install the Siebel Filesystem on a global file system. This will ensure that all Siebel server resources have access to the same Filesystem from any node in the cluster.
- Do not use the `Autostart` feature. When prompted to configure this parameter during the Siebel gateway or Siebel server installation, configure **Autostart=NO**.

Standard Data Service Configurations

Use the standard configuration in this section to plan the installation and configuration of Oracle Solaris Cluster HA for Siebel. Oracle Solaris Cluster HA for Siebel supports the standard configuration in this section. Oracle Solaris Cluster HA for Siebel might support additional configurations. However, you must contact your Oracle service provider for information on additional configurations.

[Figure 1](#) illustrates a possible configuration using Oracle Solaris Cluster HA for Siebel. The Siebel server and the Siebel gateway are configured as failover data services.

FIGURE 1 Standard Siebel Configuration



Configuration Planning Questions

Use the questions in this section to plan the installation and configuration of Oracle Solaris Cluster HA for Siebel. Insert the answers to these questions into the data service worksheets in [Appendix C, “Data Service Configuration Worksheets and Examples,”](#) in *Oracle Solaris Cluster Data Services Planning and Administration Guide*.

- What is the logical hostname for the following resources: Siebel gateway and Siebel server?
- Where will the system configuration files reside?

See “[Configuration Guidelines for Oracle Solaris Cluster Data Services](#)” in *Oracle Solaris Cluster Data Services Planning and Administration Guide* for the advantages and disadvantages of placing the Siebel binaries on the local file system as opposed to the cluster file system.

Preparing the Nodes and Disks

This section contains the procedures you need to prepare the nodes and disks.

▼ How to Prepare the Nodes

Use this procedure to prepare for the installation and configuration of Siebel.

- 1 **Become super user on all of the nodes.**
- 2 **Configure the `/etc/nsswitch.conf` file so that Oracle Solaris Cluster HA for Siebel starts and stops correctly if a switchover or a failover occurs.**

On each node that can master the logical host that runs Oracle Solaris Cluster HA for Siebel, include the following entries in the `/etc/nsswitch.conf` file.

```
passwd: files [NOTFOUND=return] nis [TRYAGAIN=0]
publickey: files [NOTFOUND=return] nis [TRYAGAIN=0]
project: files [NOTFOUND=return] nis [TRYAGAIN=0]
group: files [NOTFOUND=return] nis [TRYAGAIN=0]
```

Oracle Solaris Cluster HA for Siebel uses the `su - user` command to start, stop, and probe the service.

The network information name service might become unavailable when a cluster node's public network fails. Adding the preceding entries ensures that the `su(1M)` command does not refer to the NIS/NIS+ name services if the network information name service is unavailable.

- 3 **Prevent the Siebel gateway probe from timing out while trying to open a file on `/home`.**

When the node running the Siebel gateway has a path beginning with `/home`, which depends on network resources such as NFS and NIS, and the public network fails, the Siebel gateway probe times out and causes the Siebel gateway resource to go offline. Without the public network, Siebel gateway probe hangs while trying to open a file on `/home`, causing the probe to time out.

To prevent the Siebel gateway probe from timing out while trying to open a file on `/home`, configure all nodes of the cluster that can be the Siebel gateway as follows:

- a. **Eliminate all NFS or NIS dependencies for any path starting with `/home`.**

You may either have a locally mounted `/home` path or rename the `/home` mount point to `/export/home` or another name which does not start with `/home`.

- b. **Comment out the line containing `+auto_master` in the `/etc/auto_master` file, and change any `/home` entries to `auto_home`.**

- c. **Comment out the line containing `+auto_home` in the `/etc/auto_home` file.**

- 4 **Prepare the Siebel administrator's home directory.**

- 5 **On each node, create an entry for the Siebel administrator group in the `/etc/group` file, and add potential users to the group.**

Tip – In the following example, the Siebel administrator group is named `siebel`.

Ensure that group IDs are the same on all of the nodes that run Oracle Solaris Cluster HA for Siebel.

```
siebel:*:521:siebel
```

You can create group entries in a network name service. If you do so, also add your entries to the local `/etc/inet/hosts` file to eliminate dependency on the network name service.

- 6 **On each node, create an entry for the Siebel administrator.**

Tip – In the following example, the Siebel administrator is named `siebel`.

The following command updates the `/etc/passwd` and `/etc/shadow` files with an entry for the Siebel administrator.

```
# useradd -u 121 -g siebel -s /bin/ksh -d /Siebel-home siebel
```

Ensure that the Siebel user entry is the same on all of the nodes that run Oracle Solaris Cluster HA for Siebel.

- 7 **Ensure that the Siebel administrator's default environment contains settings for accessing the Siebel database. For example, if the Siebel database is on Oracle, the following entries may be included in the `.profile` file.**

```
export ORACLE_HOME=/global/oracle/OraHome
export PATH=$PATH:$ORACLE_HOME/bin
export LD_LIBRARY_PATH=$ORACLE_HOME/lib:/usr/lib
export TNS_ADMIN=$ORACLE_HOME/network/admin
export ORACLE_SID=siebeldb
```

- 8 **Create a failover resource group to hold the logical hostname and the Siebel gateway resources.**

```
# clresourcegroup create [-n node] failover-rg
```

`-n node` Specifies the node name that can master this resource group.

`failover-rg` Specifies your choice of the name of the failover resource group to add. This name must begin with an ASCII character.

- 9 **Add the logical hostname resource.**

Ensure that logical hostname matches the value of the `SIEBEL_GATEWAY` environment variable that is set in the `siebenv.sh` file of the Siebel gateway, and also the Siebel server installations.

```
# clreslogicalhostname create -g failover-rg logical_host
```

logical_host Specifies an optional resource name of your choice.

10 Bring the resource group online.

```
# clresourcegroup online -M failover-rg
```

11 Repeat Step 8 through Step 10 for each logical hostname that is required.

Installing and Configuring the Siebel Application

This section contains the procedures you need to install and configure the Siebel application. To install the Siebel application, you must install the Siebel gateway, the Siebel server, and the Siebel database.

To install the Siebel application, you need the following information about your configuration.

- The gateway and server root directories (installation locations).
- The logical host names for the Siebel gateway and Siebel server (one logical hostname per Siebel server instance, if they are to failover independently).

You must configure these addresses and they must be online.

To install the Siebel application, see the following sections.

- [“Installing the Siebel Gateway” on page 16](#)
- [“Installing the Siebel Server and Siebel Database” on page 18](#)

Installing the Siebel Gateway

You can install the Siebel gateway either on the global file system or on local disks of physical hosts. To install the Siebel gateway, see one of the following procedures.

- [“How to Install the Siebel Gateway on the Global File System” on page 16](#)
- [“How to Install the Siebel Gateway on Local Disks of Physical Hosts” on page 17](#)

▼ How to Install the Siebel Gateway on the Global File System

Use this procedure to install the Siebel gateway on the global file system. To install the Siebel gateway on local disks of physical hosts, see [“How to Install the Siebel Gateway on Local Disks of Physical Hosts” on page 17](#).

To install the Siebel gateway on the global file system, install the Siebel software only once from any node of the cluster.

- 1 Install the Siebel gateway by following the instructions in the Siebel installation documentation and the latest release notes.**

Do not use the Autostart feature. When prompted, configure **Autostart=NO**.
- 2 Verify that the `siebenv.sh` file is under `gateway_root`, and is owned by the user who will launch the Siebel gateway.**
- 3 In the home directory of the user who will launch the Siebel gateway, create an empty file that is named `.hushlogin`.**

The `.hushlogin` file prevents failure of a cluster node's public network from causing an attempt to start, stop, or probe the service to time out.
- 4 Change the `SIEBEL_GATEWAY` to the logical hostname that is selected for the Siebel gateway in `siebenv.sh` and `siebenv.csh` files under `gateway_root`.**
- 5 Stop and restart the Siebel gateway to ensure that the gateway is using the logical hostname.**

▼ How to Install the Siebel Gateway on Local Disks of Physical Hosts

Use this procedure to install the Siebel gateway on local disks of physical hosts. To install the Siebel gateway on the global file system, see [“How to Install the Siebel Gateway on the Global File System”](#) on page 16.

Note – To install the Siebel gateway on local disks of physical hosts, the directory `gateway_root/sys` must be highly available (it must be installed on a global file system).

- 1 Install the Siebel gateway on any one node of the cluster by following the instructions in the Siebel installation documentation and the latest release notes.**

Do not use the Autostart feature. When prompted, configure **Autostart=NO**.
- 2 Verify that the `siebenv.sh` file is under `gateway_root`, and is owned by the user who will launch the Siebel gateway.**
- 3 In the home directory of the user who will launch the Siebel gateway, create an empty file that is named `.hushlogin`.**

The `.hushlogin` file prevents failure of a cluster node's public network from causing an attempt to start, stop, or probe the service to time out.
- 4 Change the `SIEBEL_GATEWAY` to the logical hostname that is selected for the gateway in `siebenv.sh` and `siebenv.csh` files under `gateway_root`.**
- 5 Stop and restart the Siebel gateway to ensure that the gateway is using the logical hostname.**

- 6 Move `gateway_root/sys` to `/global/siebel/sys` and create a link to the global file system from the local file system.

```
# mv gateway_root/sys /global/siebel/sys
# ln -s /global/siebel/sys gateway_root/sys
```

- 7 Replicate the installation on all remaining nodes of the cluster.

```
# rdist -c gateway_root hostname:gateway_root
```

- 8 Verify that the ownerships and permissions of the files and directories in the Siebel gateway installation are identical on all nodes of the cluster.

- 9 For each node on the cluster, change the ownership of the link to the appropriate Siebel user.

```
# chown -h siebel:siebel gateway_root/sys
```

- 10 As Siebel user, verify that the gateway is properly installed and configured.

Ensure the command below returns a version string.

```
$ srvredit -q -g SIEBEL_GATEWAY -e none -z -c '$Gateway.VersionString'
```

- 11 If you are using Siebel 8.1 or later version, use the following command to verify the status of the gateway server:

```
$ srvredit -q -u gateway_user -p gateway_pwd -g Siebel_gateway -e none -z -c '$Gateway.VersionString'
```

Where:

- `gateway_user` - user name for gateway authentication
- `gateway_pwd` - password for gateway authentication

Installing the Siebel Server and Siebel Database

You can install the Siebel server either on the global file system or on local disks of physical hosts.

Note – If more than one Siebel server will use the Siebel Filesystem, you *must* install the Siebel Filesystem on a global file system.

To install the Siebel server and configure the Siebel server and Siebel database, see one of the following procedures

- [“How to Install the Siebel Server and Siebel Database on the Global File System”](#) on page 19
- [“How to Install the Siebel Server and Siebel Database on Local Disks of Physical Hosts”](#) on page 20

▼ How to Install the Siebel Server and Siebel Database on the Global File System

Use this procedure to install the Siebel server and configure the Siebel server and Siebel database on the global file system. To install the Siebel server on local disks of physical hosts, see “[How to Install the Siebel Server and Siebel Database on Local Disks of Physical Hosts](#)” on page 20.

To install the Siebel server on the global file system, install the software only once from any node of the cluster.

- 1 **Install the Siebel server by following the instructions in the Siebel installation documentation and the latest release notes.**

Do not use the Autostart feature. When prompted, configure **Autostart=No**.

When prompted to enter the gateway hostname, enter the logical hostname for the Siebel gateway.

- 2 **Verify that the `siebev . sh` file is under `server_root` and is owned by the user who will launch the Siebel server.**

- 3 **In the home directory of the user who will launch the Siebel server, create an empty file that is named `.hushlogin`.**

The `.hushlogin` file prevents failure of a cluster node's public network from causing an attempt to start, stop, or probe the service to time out.

- 4 **Ensure that a database such as HA Oracle is configured for Siebel and that the database is online.**

- 5 **Use the Siebel documentation to configure and populate the Siebel database.**

- 6 **Create a database user (for example, `dbuser/dbpassword`) with permission to connect to the Siebel database for use by the Oracle Solaris Cluster HA for Siebel Fault Monitor.**

- 7 **Log in as the user who will launch the Siebel server and manually start the Siebel server.**

- 8 **Run `srvrmgr` to change the configuration of Siebel server to enable Siebel server to run in a cluster.**

- **If you are using Siebel 7.7 or later version, change the `ServerHostAddress` parameter to the IP address of the Siebel server's logical host name resource.**

```
$ srvrmgr:hasiebel> change param ServerHostAddress=lhaddr for server hasiebel
```

- **If you are using a version of Siebel earlier than 7.7, change the `HOST` parameter to the logical hostname for the Siebel server.**

```
$ srvrmgr:hasiebel> change param Host=lhname for server hasiebel
```

Note – These changes take effect when the Siebel server is started under Oracle Solaris Cluster control.

▼ **How to Install the Siebel Server and Siebel Database on Local Disks of Physical Hosts**

Use this procedure to install the Siebel server and configure the Siebel server and Siebel database on local disks of physical hosts. To install the Siebel server on the global file system, see [“How to Install the Siebel Server and Siebel Database on the Global File System”](#) on page 19.

To install the Siebel server on the local disks of the physical hosts, install the software on any one node of the cluster.

1 Install the Siebel server by following the instructions in the Siebel installation documentation and the latest release notes.

Do not use the `Autostart` feature. When prompted, configure **Autostart=No**.

When prompted to enter the gateway hostname, enter the logical hostname for the Siebel gateway.

2 Verify that the `siebev .sh` file is under `server_root` and is owned by the user who will launch the Siebel server.

3 In the home directory of the user who will launch the Siebel server, create an empty file that is named `.hushlogin`.

The `.hushlogin` file prevents failure of a cluster node's public network from causing an attempt to start, stop, or probe the service to time out.

4 Ensure that a database such as HA Oracle is configured for Siebel and that the database is online.

5 Use the Siebel documentation to configure and populate the Siebel database.

6 Create a database user (for example, `dbuser/dbpassword`) with permission to connect to the Siebel database for use by the Oracle Solaris Cluster HA for Siebel Fault Monitor.

7 Log in as the user who will launch the Siebel server and manually start the Siebel server.

- 8 Run `srvrmgr` to change the configuration of Siebel server to enable Siebel server to run in a cluster.
 - If you are using Siebel 7.7 or later version, change the `ServerHostAddress` parameter to the IP address of the Siebel server's logical host name resource.


```
$ srvrmgr:hasiebel> change param ServerHostAddress=lhaddr for server hasiebel
```
 - If you are using a version of Siebel earlier than 7.7, change the `HOST` parameter to the logical hostname for the Siebel server.


```
$ srvrmgr:hasiebel> change param Host=lhname for server hasiebel
```

Note – These changes take effect when the Siebel server is started under Oracle Solaris Cluster control.

- 9 Replicate the installation on all of the remaining nodes of the cluster.


```
# rdist -c server_root hostname:server_root
```
- 10 Verify that the ownerships and permissions of files and directories in the Siebel gateway installation are identical on all nodes of the cluster.

Verifying the Siebel Installation and Configuration

This section contains the procedure you need to verify the Siebel installation and configuration.

▼ How to Verify the Siebel Installation and Configuration

Use this procedure to verify the Siebel gateway, Siebel server, and Siebel database installation and configuration. This procedure does not verify that your application is highly available because you have not installed your data service yet.

- 1 Verify that the logical hostname is online on the node on which the resource will be brought online.
- 2 Manually start the Siebel gateway as the user who will launch the Siebel gateway.
- 3 Manually start the Siebel server as the user who will launch the Siebel server.

4 Use `odbcsql` to verify connectivity to the Siebel database.

```
# odbcsql /s siebsrvr_siebel_enterprise /u dbuser /p dbpassword
```

Note – For Siebel 8.0, the data source name is DSN. Use the following command for Siebel 8.0.

```
# odbcsql /s siebel_enterprise_DSN /u dbuser /p dbpassword
```

5 Run `list servers` subcommand under `svrmgr`.

Before the Siebel server is configured to be highly available, the `HOST_NAME` parameter for the Siebel server shows the physical host name.

After the Siebel server is configured to be highly available, the output from this command depends on the version of Siebel that you are using.

- If you are using Siebel 7.7 or later, the `HOST_NAME` parameter for the Siebel server shows the *physical* host name of the node where Siebel server is running. Therefore, running this command at different times might show different names, depending on whether the Siebel server resource has failed over or has been switched over.
- If you are using a version of Siebel **earlier than 7.7**, the `HOST_NAME` parameter for the Siebel server shows the *logical* host name.

6 If you are using Siebel 7.7 or later, confirm that the `serverhostaddress` parameter is set to the IP address of the Siebel server's logical host name resource.

```
$ svrmgr:hasiebel> list advanced param serverhostaddress
```

- 7 Test various Siebel user sessions, such as sales and call center using a Siebel dedicated client and supported thin client (browser).**
- 8 Manually stop the Siebel server as the user who started the Siebel server.**
- 9 Manually stop the Siebel gateway as the user who started the Siebel gateway.**

Installing the Oracle Solaris Cluster HA for Siebel Packages

If you did not install the Oracle Solaris Cluster HA for Siebel packages during your initial Oracle Solaris Cluster installation, perform this procedure to install the packages. To install the packages, use the `installer` program.

Note – You need to install the Oracle Solaris Cluster HA for Siebel packages in the global cluster and not in the zone cluster.

▼ How to Install the Oracle Solaris Cluster HA for Siebel Packages

Perform this procedure on each cluster node where you are installing the Oracle Solaris Cluster HA for Siebel packages.

You can run the `installer` program with a command-line interface (CLI) or with a graphical user interface (GUI). The content and sequence of instructions in the CLI and the GUI are similar.

Before You Begin Ensure that you have the Oracle Solaris Cluster installation media.

If you intend to run the `installer` program with a GUI, ensure that your `DISPLAY` environment variable is set.

1 On the cluster node where you are installing the data service packages, become superuser.

2 Load the Oracle Solaris Cluster installation media into the DVD-ROM drive.

If the Volume Management daemon `volfd(1M)` is running and configured to manage DVD-ROM devices, the daemon automatically mounts the DVD-ROM on the `/cdrom` directory.

3 Change to the installation wizard directory of the DVD-ROM.

- **If you are installing the data service packages on the SPARC platform, type the following command:**

```
# cd /cdrom/cdrom0/Solaris_sparc
```

- **If you are installing the data service packages on the x86 platform, type the following command:**

```
# cd /cdrom/cdrom0/Solaris_x86
```

4 Start the installation wizard.

```
# ./installer
```

5 When you are prompted, accept the license agreement.

6 From the list of Oracle Solaris Cluster agents under Availability Services, select the data service for Siebel.

- 7 If you require support for languages other than English, select the option to install multilingual packages.**
English language support is always installed.
- 8 When prompted whether to configure the data service now or later, choose Configure Later.**
Choose Configure Later to perform the configuration after the installation.
- 9 Follow the instructions on the screen to install the data service packages on the node.**
The installation wizard displays the status of the installation. When the installation is complete, the wizard displays an installation summary and the installation logs.
- 10 (GUI only) If you do not want to register the product and receive product updates, deselect the Product Registration option.**
The Product Registration option is not available with the CLI. If you are running the installation wizard with the CLI, omit this step.
- 11 Exit the installation wizard.**
- 12 Unload the installation media from the DVD-ROM drive.**
 - a. To ensure that the DVD-ROM is not being used, change to a directory that does *not* reside on the DVD-ROM.**
 - b. Eject the DVD-ROM.**
`# eject cdrom`

Next Steps See [“Registering and Configuring Oracle Solaris Cluster HA for Siebel”](#) on page 24 to register Oracle Solaris Cluster HA for Siebel and to configure the cluster for the data service.

Registering and Configuring Oracle Solaris Cluster HA for Siebel

This section contains the procedures you need to configure Oracle Solaris Cluster HA for Siebel.

Setting Oracle Solaris Cluster HA for Siebel Extension Properties

The sections that follow contain instructions for registering and configuring resources. These instructions explain how to set *only* extension properties that Oracle Solaris Cluster HA for Siebel requires you to set. For information about all Oracle Solaris Cluster HA for Siebel extension properties, see [Oracle Solaris Cluster HA for Siebel Extension Properties](#). You can update some extension properties dynamically. You can update other properties, however, only when you create or disable a resource. The Tunable entry indicates when you can update a property.

To set an extension property of a resource, include the following option in the `clresource(1CL)` command that creates or modifies the resource:

```
-p property=value
-p property      Identifies the extension property that you are setting
value           Specifies the value to which you are setting the extension property
```

You can also use the procedures in [Chapter 2, “Administering Data Service Resources,” in *Oracle Solaris Cluster Data Services Planning and Administration Guide*](#) to configure resources after the resources are created.

▼ How to Register and Configure Oracle Solaris Cluster HA for Siebel as a Failover Data Service

Use this procedure to configure Oracle Solaris Cluster HA for Siebel as a failover data service. This procedure assumes that the data service packages are already installed. If the Oracle Solaris Cluster HA for Siebel packages are not already installed, see [“Installing the Oracle Solaris Cluster HA for Siebel Packages” on page 22](#) to install the packages. Otherwise, use this procedure to configure the Oracle Solaris Cluster HA for Siebel.

- 1 **On one of the nodes in the cluster that hosts the application server become superuser or assume a role that provides `solaris.cluster.modify` and `solaris.cluster.admin` RBAC authorizations.**
- 2 **Register the resource type for the Siebel gateway.**

```
# clresourcetype register SUNW.sblgtwy
```
- 3 **Create a failover resource group to hold the logical hostname and the Siebel gateway resources.**

Note – If you have already created a resource group, added the logical hostname resource, and brought the resource group online when you completed the “[How to Prepare the Nodes](#)” on [page 14](#) procedure, you may skip to [Step 6](#).

```
# clresourcegroup create [-n node] gateway-rg
```

-n *node* Specifies the node name that can master this resource group.

gateway-rg Specifies your choice of the name of the failover resource group to add. This name must begin with an ASCII character.

4 Add the logical hostname resource.

Ensure that logical hostname matches the value of the SIEBEL_GATEWAY environment variable that is set in the `siebenv.sh` file of the Siebel gateway, and also the Siebel server installations.

```
# clreslogicalhostname create -g gateway-rg logical_host
```

logical_host Specifies an optional resource name of your choice.

5 Bring the resource group online.

```
# clresourcegroup online -M gateway-rg
```

6 Verify that `siebenv.sh` file exists under *gateway_root*.

The owner of this file launches the Siebel gateway server when the Siebel gateway resource is brought online.

7 If you are using Siebel 8.1 or later version, create a file called `scgtwyconfig` under *gateway_root*, owned by the owner of `siebenv.sh`.

If the Siebel gateway is installed locally, create the file `scgtwyconfig` under *gateway_root* on all nodes. For security reasons, make this file readable only by the owner.

```
# cd gateway_root
# touch scgtwyconfig
# chown siebel:siebel scgtwyconfig
# chmod 400 scgtwyconfig
```

8 If you are using Siebel 8.1 or later version, in the `scgtwyconfig` file, enter the gateway user name and password that was given while configuring the gateway server enterprise.

For example: `gtwyuser gtwypassword`

This user name and password combination must have permission to connect to the database and also to the gateway server for use by the Sun Cluster HA for Siebel Gateway Fault Monitor.

```
export GTWYUSR=gtwyuser
export GTWYPWD=gtwyuserpassword
```

9 Create the Siebel gateway resource.

```
# clresource create -g gateway-rg \  
-t SUNW.sblgtwy \  
-p Confdir_list=gateway_root sblgtwy-rs
```

-t SUNW.sblgtwy Specifies the name of the resource type for the resource.

-p *Confdir_list* Specifies the path name to the Siebel server root directory.

sblgtwy-rs Specifies your choice of the name of the resource to add.

The resource is created in the enabled state.

- 10 Verify that the Siebel resource group and the Siebel gateway resource are online by using `cluster status -t resourcegroup, resource` and `ps -ef`.**

▼ How to Register and Configure the Siebel Server

1 Add the resource type for the Siebel server.

```
# clresourcetype register SUNW.sblsrvr
```

2 Create the failover resource group to hold the logical hostname and the Siebel server resources.

Note – If you have already created a resource group, added the logical hostname resource, and brought the resource group online when you completed the “[How to Prepare the Nodes](#)” on [page 14](#) procedure, you may skip to [Step 5](#).

```
# clresourcegroup create [-n node] siebel-rg
```

-n *node* Specifies the node name that can master this resource group.

siebel-rg Specifies your choice of the name of the failover resource group to add. This name must begin with an ASCII character.

3 Add the logical hostname resource.

This logical hostname should match the value of the `HOST_NAME` parameter for the Siebel server.

```
# clreslogicalhostname create -g siebel-rg logical_host
```

logical_host Specifies an optional resource name of your choice.

4 Bring the resource group online.

The following command brings the resource group online on the preferred node.

```
# clresourcegroup online -M siebel-rg
```

5 Verify that the `siebenv.sh` file is located under `server_root`.

6 Create a file called `scsblconfig` under `server_root`, owned by the owner of `siebenv.sh`.

If the Siebel server is installed locally, create the file `scsblconfig` under `server_root` on all nodes.

For security reasons, make this file readable only by the owner.

```
# cd server_root
# touch scsblconfig
# chown siebel:siebel scsblconfig
# chmod 400 scsblconfig
```

7 Select a database user (for example, `dbuser/dbuserpassword`) with permission to connect to the database for use by the Oracle Solaris Cluster HA for Siebel Fault Monitor.**8 Select another Siebel user (for example, `sadmin/sadminpassword`) with permission to run the `compgrps` command in `svrmgr`.****9 Add the following entries into the `sbsblconfig` file.**

```
export DBUSR=dbuser
export DBPWD=dbuserpassword
export SADMUSR=sadmin
export SADMPWD=sadminpassword
```

10 If you are using Siebel 8.1 or later version, create a file called `scgtwyconfig` under `server_root`, owned by the owner of `siebenv.sh`.

If the Siebel server is installed locally, create the file `scgtwyconfig` under `server_root` on all nodes. For security reasons, make this file readable only by the owner.

```
# cd server_root
# touch scgtwyconfig
# chown siebel:siebel scgtwyconfig
# chmod 400 scgtwyconfig
```

11 If you are using Siebel 8.1 or later version, in the `scgtwyconfig` file, enter the gateway user name and password that was given while configuring the gateway server enterprise.

For example: `gtwyuser gtwypassword`

This user name and password combination must have permission to connect to the database and also to the gateway server for use by the Sun Cluster HA for Siebel Gateway Fault Monitor.

```
export GTWYUSR=gtwyuser
export GTWYPWD=gtwyuserpassword
```

12 Create the Siebel server resource.

```
# clresource create -g siebel-rg \
-t SUNW.sblsrvr \
-p Confdir_list=server_root \
--p siebel_enterprise=siebel_enterprise_name \
-p siebel_server=siebel_server_name sblsrvr-rs
```

`-t SUNW.sblsrvr` Specifies the name of the resource type for the resource.

- p *Confdir_list* Specifies the path name to the Siebel server root directory.
 - p *siebel_enterprise* Specifies the name of the Siebel enterprise.
 - p *siebel_server* Specifies the name of the Siebel server.
 - sblsvr-rs* Specifies your choice of the name of the resource to add.
- The resource is created in the enabled state.



Caution – If you enter incorrect values for `siebel_enterprise` or `siebel_server`, you may not see any errors during validation. However, resource startup will fail. If `siebel_enterprise` is incorrect, `validate` method will not be able to verify database connectivity, which will result in a warning only.

- 13 **Verify that the resource group and the Siebel server resource are online, by using `cluster status -t resourcegroup, resource` and `ps -ef` commands.**

Verifying the Oracle Solaris Cluster HA for Siebel Installation and Configuration

This section contains the procedure you need to verify that you installed and configured your data service correctly.

▼ How to Verify the Oracle Solaris Cluster HA for Siebel Installation and Configuration

Use this procedure to verify that you installed and configured Oracle Solaris Cluster HA for Siebel correctly.

- 1 **Bring the Siebel database, Siebel gateway, and Siebel server resources online on the cluster.**
- 2 **Log in to the node on which the Siebel server is online.**
- 3 **Confirm that the fault monitor functionality is working correctly.**
- 4 **Start `svrmgr` and run the subcommand `list compgrps`.**
- 5 **Verify that the required Siebel components are enabled.**
- 6 **Connect to Siebel using a supported thin-client (browser) and run a session.**

- 7 As user root, switch the Siebel server resource group to another node.

```
# clresourcegroup switch -n node2 siebel-rg
```
- 8 Repeat [Step 4](#), [Step 5](#), and [Step 6](#) for each potential node on which the Siebel server resource can run.
- 9 As root user, switch the Siebel gateway resource group to another node.

```
# clresourcegroup switch -n node2 gateway-rg
```

Maintaining Oracle Solaris Cluster HA for Siebel

This section contains guidelines for maintaining Oracle Solaris Cluster HA for Siebel.

- To maintain a Siebel resource, you must disable the Siebel resource or bring the Siebel resource group to an unmanaged state using one of the following commands.
 - `clresource disable resource`
 - `clresourcegroup unmanage resource_group`
- To start a Siebel resource, disable the resource, but keep the logical hostname online, before starting the Siebel resource manually.



Caution – If the Siebel server is started manually without disabling the resource or bringing the resource group to an unmanaged state, the Siebel resource start method might “reset” the service on the node where the resource is attempting to be started under Oracle Solaris Cluster control. This may lead to unexpected results.

Tuning the Oracle Solaris Cluster HA for Siebel Fault Monitors

Fault monitoring for the Oracle Solaris Cluster HA for Siebel data service is provided by the following fault monitors:

- The Siebel server fault monitor
- The Siebel gateway fault monitor

Each fault monitor is contained in a resource whose resource type is shown in the following table.

TABLE 3 Resource Types for Oracle Solaris Cluster HA for Siebel Fault Monitors

| Fault Monitor | Resource Type |
|---------------|---------------|
| Siebel server | SUNW.sblsrvr |

TABLE 3 Resource Types for Oracle Solaris Cluster HA for Siebel Fault Monitors (Continued)

| Fault Monitor | Resource Type |
|----------------|---------------|
| Siebel gateway | SUNW.sblgtwy |

System properties and extension properties of these resources control the behavior of the fault monitors. The default values of these properties determine the preset behavior of the fault monitors. The preset behavior should be suitable for most Oracle Solaris Cluster installations. Therefore, you should tune the Oracle Solaris Cluster HA for Siebel fault monitors *only* if you need to modify this preset behavior.

Tuning the Oracle Solaris Cluster HA for Siebel fault monitors involves the following tasks:

- Setting the interval between fault monitor probes
- Setting the timeout for fault monitor probes
- Defining the criteria for persistent faults
- Specifying the failover behavior of a resource

For more information, see “[Tuning Fault Monitors for Oracle Solaris Cluster Data Services](#)” in *Oracle Solaris Cluster Data Services Planning and Administration Guide*. Information about the Oracle Solaris Cluster HA for Siebel fault monitors that you need to perform these tasks is provided in the subsections that follow.

Tune the Oracle Solaris Cluster HA for Siebel fault monitors when you register and configure Oracle Solaris Cluster HA for Siebel. For more information, see “[Registering and Configuring Oracle Solaris Cluster HA for Siebel](#)” on page 24.

Operation of the Siebel Server Fault Monitor

During a probe, the Siebel server fault monitor tests for the correct operation of the following components:

- The Siebel database

If the Siebel database fails, the status of the Siebel server is marked as DEGRADED. When the Siebel database restarts again, the Siebel server resource probe tries to verify that the Siebel server is functioning. If this test fails, the Siebel server is restarted or failed over to another node.

The Siebel database might not be available when the Siebel server resource is started. In this situation, the fault monitor also starts the Siebel server when the Siebel database becomes available.

- The Siebel gateway

If the Siebel gateway fails, the status of the Siebel server is marked as DEGRADED. When the Siebel gateway restarts again, the Siebel server resource probe tries to verify that the Siebel server is functioning. If this test fails, the Siebel server is restarted or failed over to another node.

The Siebel gateway might not be available when the Siebel server resource is started. In this situation, the fault monitor also starts the Siebel server when the Siebel gateway becomes available.

- The Siebel server and all its enabled components

If the Siebel server fails, it is restarted or failed over. If any Siebel component fails, a partial failure is reported. The fault monitor counts this partial failure as 10% of a complete failure.

Note – The fault monitor of the Siebel server can detect component failures *only* in English language installations of Siebel.

Operation of the Siebel Gateway Fault Monitor

The Siebel gateway fault monitor monitors the Siebel gateway process. If the Siebel gateway process dies, the fault monitor restarts it, or fails it over to another node.



Oracle Solaris Cluster HA for Siebel Extension Properties

Extension properties for Oracle Solaris Cluster HA for Siebel resource types are described in the following sections.

- “[SUNW.sblsrvr Extension Properties](#)” on page 33
- “[SUNW.sblgtwy Extension Properties](#)” on page 35

For details about system-defined properties, see the [r_properties\(5\)](#) man page and the [rg_properties\(5\)](#) man page.

SUNW.sblsrvr Extension Properties

The `SUNW.sblsrvr` resource type represents the Siebel server in a Oracle Solaris Cluster configuration. The extension properties of this resource type are as follows:

`Confdir_list`

This property is the path name to the Siebel server root directory.

Data Type: String array

Default: None

Tunable: At creation

`Monitor_retry_count`

This property controls the restarts of the fault monitor. It indicates the number of times the fault monitor is restarted by the process monitor facility and corresponds to the `-n` option passed to the `pmfd(1M)` command. The number of restarts is counted in a specified time window (see the property `Monitor_retry_interval`). Note that this property refers to the restarts of the fault monitor itself, not the Siebel server. Siebel server restarts are controlled by the system-defined properties `Thorough_Probe_Interval`, `Retry_Interval`, and `Retry_Count`, as specified in their descriptions. See [r_properties\(5\)](#).

Data Type: Integer

Default: 4

Tunable: Any time

Monitor_retry_interval

Indicates the time in minutes, over which the failures of the fault monitor are counted, and corresponds to the -t option passed to the pmfadm command. If the number of times the fault monitor fails exceeds the value of Monitor_retry_count, the fault monitor is not restarted by the process monitor facility.

Data Type: Integer

Default: 2

Tunable: Any time

Probe_timeout

This property is the timeout value (in seconds) used by the fault monitor to probe a Siebel server instance.

Data Type: Integer

Default: 300

Tunable: Any time

Siebel_enterprise

This property is set to the name of the Siebel enterprise.

Data Type: String array

Default: None

Tunable: At creation

Siebel_server

This property is set to the name of the Siebel server.

Data Type: String array

Default: None

Tunable: At creation

SUNW.sblgtwy Extension Properties

The SUNW.sblgtwy resource type represents the Siebel gateway in a Oracle Solaris Cluster configuration. The extension properties of this resource type are as follows:

Confdir_list

This property is the path name to the Siebel gateway root directory.

Data Type: String array

Default: None

Tunable: At creation

Monitor_retry_count

This property controls the restarts of the fault monitor. It indicates the number of times the fault monitor is restarted by the process monitor facility and corresponds to the `-n` option passed to the `pmfd(1M)` command. The number of restarts is counted in a specified time window (see the property `Monitor_retry_interval`). Note that this property refers to the restarts of the fault monitor itself, not the Siebel gateway. Siebel gateway restarts are controlled by the system-defined properties `Thorough_Probe_Interval` and `Retry_Interval`, as specified in their descriptions. See [r_properties\(5\)](#).

Data Type: Integer

Default: 4

Tunable: Any time

Monitor_retry_interval

Indicates the time (in minutes) over which the failures of the fault monitor are counted, and corresponds to the `-t` option passed to the `pmfadm` command. If the number of times the fault monitor fails exceeds the value of `Monitor_retry_count` within this period, the fault monitor is not restarted by the process monitor facility.

Data Type: Integer

Default: 2

Tunable: Any time

Probe_timeout

Indicates the timeout value (in seconds) used by the fault monitor to probe a Siebel gateway instance.

Data Type: Integer

Default: 120

Tunable: Any time

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