

Oracle® Enterprise Data Quality

Siebel Connector Installation Guide

11g Release 1 (11.1.1.7)

E47910-02

October 2013

When integrating a Siebel instance with Oracle Enterprise Data Quality Customer Data Services Pack (EDQ-CDS), Oracle recommends that the necessary components be installed and configured in the following order:

1. Install the EDQ-CDS pack on the EDQ server. For more information, see *Oracle Enterprise Data Quality Customer Data Services Pack Installation Guide*.
2. Install the EDQ Siebel Connector on the Siebel server as detailed in this guide.
3. Integrate Siebel with EDQ-CDS. For more information, see *Oracle Enterprise Data Quality Customer Data Services Pack Siebel Integration Guide*.

1 Overview

The EDQ Siebel Connector is a small footprint application that resides on the Siebel server and enables communication with EDQ for real-time (as records are inserted and updated into Siebel) and batch (for running regular data quality jobs on data in Siebel) data quality services. To enable real-time services, the EDQ Siebel Connector translates Siebel function calls into web service requests for EDQ. For batch jobs, EDQ jobs are called from the Siebel Data Quality Manager and a shared staging database is used to pass data between Siebel and EDQ.

The connector is part of the EDQ Media Pack. The installation instructions vary depending on the platform of the Siebel server.

2 Prerequisites

You must ensure that the supported hardware and software requirements are observed including supported operating systems. These requirements represent the certified and supported server configurations. Review the complete list of certified platforms and releases for EDQ prior to installation in the *Oracle Enterprise Data Quality Certification Matrix* at

<http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-certification-100350.html>

Locate **Oracle Enterprise Data Quality** in the Product Area column and then click the **System Requirements and Supported Platforms for Oracle Enterprise Data Quality (11.1.1.7.N) Certification Matrix (xls)** link.

In addition, the Siebel instance and server on which it resides must conform to the following criteria:

- Siebel CRM or UCM version 8.1 or later, with a Siebel Data Quality license.

- The Java Runtime Environment (JRE) version 6 or later must be installed on the Siebel server.
- The version of JRE deployed must match the architecture of the server supported by Siebel. For example, Siebel only supports 32-bit versions of Windows so the 32-bit version of JRE must be installed.

3 Installing the Connector on a Windows Siebel Server

This section describes installing the connector on a Windows Siebel Server.

1. Copy the `dnd.dll` file to the `Siebel_Server_root\bin\` directory.
2. Create a file in the `Siebel_Server_root\SDQConnector\` directory with the name `dnd.parms`. This file will be used to point to the installation directory on the same server where the Siebel connector will run. The file must contain the following lines:

```
javaliib: [location of the JRE]/bin/client/jvm.dll
directory: [the installation directory for the connector]
```

For example:

```
javaliib: C:/Program Files/Java/jre1.6/bin/client/jvm.dll
directory: C:/SiebelConnector
```

Note: The Siebel connector is not language specific so is not installed in a specific language directory.

3. (Optional) If detailed trace information on connector requests is required (for example, for temporary debugging purposes) add the following lines to the `dnd.parms` file to enable logging:

```
logfile: sdq%05d.log
jlogfile: jsdq%05d.log
```

4. Extract the `siebelconnector-11_1_N(N).zip` file into the installation directory specified in the `dnd.parms` file (the default being `Siebel_Server_root\dnd\install .`)

This installs the following files:

- Jar files for the connector.
 - Library jar files needed by the connector.
5. The EDQ Siebel Connector requires the `dnd.properties` configuration properties file to be the same location. This file configures the EDQ Siebel Connector connection details to EDQ. In most cases, the connector is configured to connect to an EDQ server with EDQ-CDS installed. EDQ-CDS provides an example `dnd.properties` file, which only requires simple edits to configure the Connector to use the provided services. To use this file, extract it from the `edq-cds-11_1_N(N).zip` file into the installation directory.
 6. Integrate Siebel with EDQ-CDS. For more information, see *Oracle Enterprise Data Quality Customer Data Services Pack Siebel Integration Guide*.

4 Installing the Connector on AIX, Linux, and Solaris Siebel Servers

This section describes installing the connector on an AIX, Linux, or Solaris Siebel Server.

1. Copy the `libdnd.so` driver file to the `Siebel_Server_root/lib` directory. The driver files for each OS are held in the `native` sub-directory of the `siebelconnector-11_1_N(N)` .zip file in the EDQ distribution, as follows:

AIX:

`/native/aix/ppc/` or `/native/ppc64`, depending on whether a 32-bit or 64-bit version of Siebel is in use.

Linux:

`/native/linux`

Solaris:

`/native/sparcv9`

2. Create a file in the `Siebel_Server_root/SDQConnector` directory with the name `dnd.parms`. This file is used to point to the installation directory on the same server where the EDQ Siebel Connector will run. The file must contain the following lines:

```
javali: [location of the JRE]/lib/i386/client/libjvm.so
directory: [the installation directory for the connector]
```

For example:

```
javali: /usr/java/jre1.6/lib/i386/client/libjvm.so
directory: /opt/siebel/dnd/install
```

3. If detailed trace information on connector requests is required, for example for temporary debugging purposes, add the following lines to the `dnd.parms` file to enable logging:

```
logfile: sdq%05d.log
jlogfile: jsdq%05d.log
```

4. Extract the `siebelconnector-11_1_N(N)` .zip file into the installation directory specified in the `dnd.parms` file (the default being `/opt/siebel/dnd/install`).

This installs the following files:

- Jar files for the connector
 - Library jar files needed by the connector
5. The EDQ Siebel Connector also requires a configuration properties file called `dnd.properties` in the same location. This file configures the EDQ Siebel Connector's connection details to EDQ. In most cases, the connector is configured to connect to an EDQ server with the EDQ-CDS Pack installed. EDQ-CDS provides an example `dnd.properties` file, which only requires simple edits to configure the Connector to use the provided services. To use this file, extract it from the `edq-cds-11_1_N(N)` .zip file into the installation directory.
 6. The next step is to integrate Siebel with EDQ-CDS. For more information, see *Oracle Enterprise Data Quality Customer Data Services Pack Siebel Integration Guide*.

5 Troubleshooting

This section describes difficulties that may arise when installing the Siebel Connector, and how to resolve them.

5.1 Resolving Conflicts Between Siebel Java Business Services and the Connector

In scenarios where Siebel Java Business Services (such as the Siebel Java Message Service) are deployed, the EDQ Siebel Connector may conflict with them causing it to fail.

To avoid this conflict, the connector must be configured to connect to a separate Java process.

If performing a new installation, use the following procedure:

1. Extract the `siebelconnector-11_1_N(N).zip` file into the installation directory specified in the `dnd.parms` file (by default, `/opt/siebel/dnd/install`).

This installs the following files:

- Jar files for the connector.
 - Library jar files needed by the connector.
2. Ensure that the `libdnd.so` or `dnd.dll` files used are up-to-date with the current release.
 3. Edit the `dnd.properties` file as required for the environment.
 4. Open the `dnd.parms` file, and add the following line:

```
remote: true
```

The `directory` and `javali` lines are longer be used though can be left in the file.

5. In the Siebel Connector installation directory, run the following command to start the Java code as a server:

```
java -jar connector.jar
```

Note: The Connector is configured to listen on TCP/IP port 8642 by default. If this port is used by another service, start the server using the following command:

```
java -jar connector.jar -p PORTNUM
```

where `PORTNUM` is the number of the TCP/IP port to be used.

Add the following line to the `dnd.parms` file:

```
port: PORTNUM
```

The version of the JRE can be version 1.6 or later, 32- or 64-bit. The JRE must be either the Oracle (Sun) JRE, or the IBM JRE.

6. Restart Siebel and perform further tests.

In some instances, the `install` directory (containing the `.jar` files and `dnd.properties`) is not on the same system as the Siebel instance. If this is the case,

add a `host` line to `dnd.parms` to specify the host running the Siebel Java code (for example, `host: HOSTNAME`).

If you are modifying an existing installation, you must ensure the `libdnd.so` or `dnd.dll` files used are up to date (as described step 2) and test the Siebel installation then perform steps 3 - 6.

6 Audience

This document is designed for administrators responsible for integrating EDQ with Siebel systems.

7 Related Documents

For more information, see the following documents in the Oracle Enterprise Data Quality documentation set:

- *Oracle Enterprise Data Quality Release Notes*
- *Oracle Enterprise Data Quality Installation Guide*
- *Oracle Enterprise Data Quality Architecture Guide*
- *Oracle Enterprise Data Quality Siebel Connector Installation Guide*
- *Oracle Enterprise Data Quality Customer Data Services Pack Installation Guide*
- *Oracle Enterprise Data Quality Customer Data Services Pack Siebel Integration Guide*

See the latest version of this and all documents in the Oracle Enterprise Data Quality Documentation website at

http://download.oracle.com/docs/cd/E48549_01/index.htm

8 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Siebel Connector Installation Guide, 11g Release 1 (11.1.1.7)
E47910-02

Copyright © 2006, 2013, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license

terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.