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Preface

Using Oracle Siebel Adapter describes how to configure the Oracle Siebel Adapter as a connection in an integration in Oracle Integration Cloud Service.

Topics:

- Audience
- Related Resources
- Conventions

Audience

Using the Oracle Siebel Adapter is intended for developers who want to use the Oracle Siebel Adapter in integrations in Oracle Integration Cloud Service.

Related Resources

For more information, see these Oracle resources:

- *Using Oracle Integration Cloud Service*
- *Using the Oracle Mapper*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Getting Started with the Oracle Siebel Adapter

Review the following conceptual topics to learn about the Oracle Siebel Adapter and how to use it as a connection in integrations in Integration Cloud Service. A typical workflow of adapter and integration tasks is also provided.

Topics

- Introduction to Oracle Siebel Cloud Adapter
- Other Features of the Oracle Siebel Adapter
- What Application Version Does the Oracle Siebel Adapter Support?
- About Integration Cloud Service
- About Integration Cloud Service Concepts
- About Integration Cloud Service Integrations
- Typical Workflow for Creating and Including an Adapter Connection in an Integration

Introduction to the Oracle Siebel Adapter

The Oracle Siebel Adapter offers the most complete connectivity solution for Siebel. It delivers unique features to minimize the implementation effort and maximize the effectiveness of the solution.

The Oracle Siebel Adapter provides comprehensive, standards-based, real-time connectivity to Siebel application systems. The Oracle Siebel Adapter supports web service standards for creation of open and reusable service-oriented applications (SOA). The Oracle Siebel Adapter provides an easy-to-use, robust, scalable connectivity platform to non-intrusively access and expose the critical business logic and data contained with Siebel for building an integrated enterprise.

Other Features of the Oracle Siebel Adapter

The section discusses the various features of the Oracle Siebel Adapter.

These capabilities of the Oracle Siebel Adapter are available out of the box with no additional software requirements.

Comprehensive Siebel Connectivity

The Oracle Siebel Adapter provides bi-directional connectivity to Siebel. The Oracle Siebel Adapter uses JAVA Data Bean to get the published web services list. However, for runtime adapter directly invokes Siebel web services.

Simple and Easy to use Design Time Graphical Interface

The design-time tool of the Oracle Siebel Adapter enables dynamic browsing of the various published web services. The design-time tool exposes the Adapter Services as a Web Service in few simple clicks and enables rapid implementation. Since this introspection is dynamic, all custom written or extended Siebel interfaces and objects are available for use.

Standards Support

The Oracle Siebel Adapter is based on open standards and exposes the underlying Siebel functionality as JCA and Web Services. The Oracle Fusion Middleware product components are seamlessly and rapidly integrated with the Siebel system through these standard interfaces.

Complete Management through the Oracle Application Server

The Oracle Siebel Adapter is deployed on top of Oracle Application Server and leverages it for scalability and high availability. The Oracle Application Server enables the user to monitor and manage the adapter Life-cycle.

What Application Version Does the Oracle Siebel Adapter Support?

This section lists the versions that are supported by Oracle Siebel Adapter.

The Oracle Siebel Adapter is compatible with SiebelServer IP2015 PS9. The Oracle Siebel Adapter also works with older Siebel CRM verion 8.1.1.11.

About Oracle Integration Cloud Service

Oracle Integration Cloud Service is a complete, secure, but lightweight integration solution that enables you to connect your applications in the cloud. It simplifies connectivity between your applications and connects both your applications that live in the cloud and your applications that still live on premises. Oracle Integration Cloud Service provides secure, enterprise-grade connectivity regardless of the applications you are connecting or where they reside.

Oracle Integration Cloud Service provides native connectivity to Oracle Software as a Service (SaaS) applications, such as Oracle Sales Cloud, Oracle RightNow Cloud, and so on. Oracle Integration Cloud Service *adapters* simplify connectivity by handling the underlying complexities of connecting to applications using industry-wide best practices. You only need to create a *connection* that provides minimal connectivity information for each system. Oracle Integration Cloud Service *lookups* map the different codes or terms used by the applications you are integrating to describe similar items (such as country or gender codes). Finally, the visual data mapper enables you to quickly create direct mappings between the trigger and invoke data structures. From the mapper, you can also access lookup tables and use standard XPath functions to map data between your applications.

Once you integrate your applications and activate the integrations to the runtime environment, the dashboard displays information about the running integrations so you can monitor the status and processing statistics for each integration. The dashboard measures and tracks the performance of your transactions by capturing and reporting key information, such as throughput, the number of messages processed successfully, and the number of messages that failed processing. You can also manage business identifiers that track fields in messages and manage errors by integrations, connections, or specific integration instances.

About Oracle Integration Cloud Service Connections

Connections define information about the instances of each configuration you are integrating. Oracle Integration Cloud Service includes a set of predefined *adapters*, which are the types of applications on which you can base your connections, such as Oracle Sales Cloud, Oracle Eloqua Cloud, Oracle RightNow Cloud, and others. A connection is based on an adapter. A connection includes the additional information required by the adapter to communicate with a specific instance of an application (this can be referred to as metadata or as connection details). For example, to create a connection to a specific RightNow Cloud application instance, you must select the Oracle RightNow adapter and then specify the WSDL URL, security policy, and security credentials to connect to it.

Video

About Oracle Integration Cloud Service Integrations

Integrations are the main ingredient of Oracle Integration Cloud Service. An integration includes at the least a trigger (source) connection (for requests sent to Oracle Integration Cloud Service) and invoke (target) connection (for requests sent from Oracle Integration Cloud Service to the target) and the field mapping between those two connections.

When you create your integrations, you build on the connections you already created by defining how to process the data for the trigger (source) and invoke (target) connections. This can include defining the type of operations to perform on the data, the business objects and fields against which to perform those operations, required schemas, and so on. To make this easier, the most complex configuration tasks are handled by Oracle Integration Cloud Service. Once your trigger (source) and invoke (target) connections are configured, the mappers between the two are enabled so you can define how the information is transferred between the trigger (source) and invoke (target) data structures for both the request and response messages.

Video

Typical Workflow for Creating and Including an Adapter Connection in an Integration

You follow a very simple workflow to create a connection with an adapter and include the connection in an integration in Integration Cloud Service.

Step	Description	More Information
1	Create the adapter connections for the applications you want to integrate. The connections can be reused in multiple integrations and are typically created by the administrator.	Creating an Oracle Siebel Adapter Connection
2	Create the integration. When you do this, you add trigger and invoke connections to the integration.	Creating an Integration

Step	Description	More Information
3	Map data between the trigger connection data structure and the invoke connection data structure.	Mapping Integration Cloud Service Data of *Using the Oracle Mapper*
4	(Optional) Create lookups that map the different values used by those applications to identify the same type of object (such as gender codes or country codes).	Creating Lookups of *Using Oracle Integration Cloud Service*
5	Activate the integration.	Managing Integrations of *Using Oracle Integration Cloud Service*
6	Monitor the integration on the dashboard.	Monitoring Integration Cloud Services of *Using Oracle Integration Cloud Service*
7	Track payload fields in messages during runtime.	Assigning Business Identifiers for Tracking Fields in Messages and Managing Business Identifiers for Tracking Fields in Messages of *Using Oracle Integration Cloud Service*
8	Manage errors at the integration level, connection level, or specific integration instance level.	Managing Errors of *Using Oracle Integration Cloud Service*

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Creating an Oracle Siebel Adapter Connection

A connection is based on an adapter. You define connections to the specific cloud applications that you want to integrate. The following topics describe how to define connections:

Topics

- Prerequisites for Creating a Connection
- Creating a Connection
- Editing a Connection
- Cloning a Connection
- Deleting a Connection
- Refreshing Integration Metadata

Prerequisites for Creating a Connection

You must satisfy the following prerequisites for creating a connection with the Oracle Siebel Adapter.

1. Ensure that the target Siebel server is up and running.
2. Know the hostname address and port number of the Siebel server.
3. Know the username and password for connecting to the Siebel server.

Creating a Connection

The first step in creating an integration is to create the connections to the applications with which you want to share data.

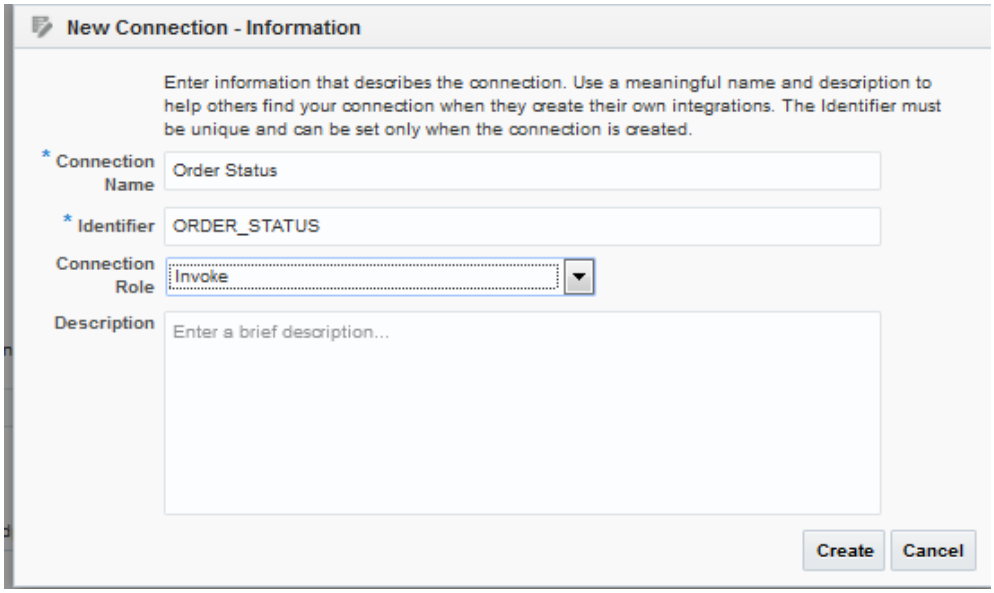
1. In the Integration Cloud Service toolbar, click **Designer**.
2. On the Designer Portal, click **Connections**.
3. Click **New Connection**.

   The Create Connection — Select Adapter dialog is displayed.
4. Select an adapter from the dialog. You can also search for the type of adapter to use by entering a partial or full name in the Search field, and clicking **Search**.

   The New Connection — Information dialog is displayed.

5. Enter the information to describe the connection.

   - Enter a meaningful name to help others find your connection when they begin to create their own integrations. The name you enter is automatically added in capital letters to the **Identifier** field. If you modify the identifier name, do not include a blank space (for example, `OSC Inbound`).
   - Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by this adapter are displayed for selection. When you select a role, only the connection properties and security policies appropriate to that role are displayed on the Connections page. If you select an adapter that supports both invoke and trigger, but select only one of those roles, then try to drag the adapter into the section you did not select, you receive an error (for example, configure an Oracle RightNow Cloud Adapter as only an invoke, but drag the adapter to the trigger section).
   - Enter an optional description of the connection.



6. Click **Create**.

   Your connection is created and you are now ready to configure connection details, such as email contact, connection properties, security policies, and connection login credentials.

Configuring a Connection

Connection consists of email address, connection properties, security details and agent group information. Enter the information so your application can process requests.

Email Address

In the **Email Address** field, enter an email address to receive emails when problems occur and click the **Save** button on the top of the screem

Connection Properties

To configure connection properties:

1. Click **Configure Connectivity**.
2. Enter the following configuration properties in the **Connection Properties** screen.
   - **Gateway Host**: Host name or IP of Siebel Application Server.
   - **Gateway Port**: Siebel Application Server server port number.
   - **Enterprise ID**: Siebel enterprise name that is configured on Siebel server.
   - **Object Manager**: Siebel Object manager.
   - **Web Server**: Siebel web server.
   - **Web Server Port**: Siebel web server port.
   - **Use SSL:** Choose whether to use SSL.

   Note: If Siebel instance is SSL enabled, choose SSL enabled **YES** during connection configuration and import respective certificates into the agent.
3. Click **OK**.

You are now ready to configure security.

Security

Configure security for your Siebel connection by selecting the security policy and setting login credentials. A Siebel connection is only allowed for publicly accessible Siebel servers.

1. Click **Configure Credentials**.
2. Enter your login credentials.
   - Select the security policy. Only the username password token policy is supported. It cannot be deselected.
   - Enter a username and password to connect to the Siebel server.

   The Oracle Siebel Adapter supports a non-managed connection factory.
3. Click **OK**.

You are now ready to configure agent group.

Agent Group

Configure the on-premises agent group for the database connection.

1. Click **Configure Agents**.
2. Select the agent group for accessing your on-premise application.
3. Click **Use**.

You are now ready to test your connection.

Note: Each Siebel instance has a version specific `Siebel.jar/SiebelJI_enu.jar` located at `<SiebelInstallationDir>\ses\siebsrvr\CLASSES`. After installing the agent, copy the jars to`<agenthome>/thirdparty/lib` and restart the Weblogic agent.

Testing the Connection

Test your connection to ensure that it is successfully configured.

1. In the upper right corner of the page, click **Test**.

   If successful, the following message is displayed and the progress indicator shows 100%.

   ```
   The connection test was successful!
   ```

2. If your connection was unsuccessful, an error message is displayed with details. Verify that the configuration details you entered are correct.

3. When complete, click **Save**.

Editing a Connection

You can edit connection settings after creating a new connection.

1. In the Oracle Integration Cloud Service toolbar, click **Designer**.

2. On the Designer Portal, click **Connections**.

3. On the Connections page, search for the connection name.

4. Select **Edit** from the connection **Actions** menu or click the connection name.

   The Connection page is displayed.

5. To edit the notification email contact, change the email address in the **Email Address** field.

6. To edit the connection properties, click **Configure Connectivity**. Note that some connections do not include this button. If your connector does not include a **Configure Connectivity** button, then click the **Configure Credentials** button.

Cloning a Connection

You can clone a copy of an existing connection. It is a quick way to create a new connection.

1. In the Oracle Integration Cloud Service toolbar, click **Designer**.

2. On the Designer Portal, click **Connections**.

3. On the Connections page, search for the connection name.
4. Select **Clone** from the connection **Actions** menu.

The Clone Connection dialog is displayed.

5. Enter the connection information.
6. Click **Clone**.
7. Click **Edit** to configure the credentials of your cloned connection. Cloning a connection does not copy the credentials.

See Editing a Connection for instructions.

Deleting a Connection

You can delete a connection from the connection menu.

1. In the Oracle Integration Cloud Service toolbar, click **Designer**.
2. On the Designer Portal, click **Connections**.
3. On the Connections page, search for the connection name.
4. Click **Delete** from the connection **Actions** menu.

The Delete Connection dialog is displayed if the connection is not used in an integration.

5. Click **Yes** to confirm deletion.

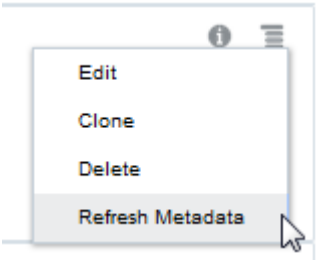
Refreshing Integration Metadata

You can manually refresh the currently-cached metadata available to adapters that have implemented metadata caching. Metadata changes typically relate to customizations of integrations, such as adding custom objects and attributes to integrations. There may also be cases in which integrations have been patched, which results in additional custom objects and attributes being added. This option is similar to clearing the cache in your browser. Without a manual refresh, a staleness check is only performed when you drag a connection into an integration. This is typically sufficient, but in some cases you may know that a refresh is required. For these cases, the **Refresh Metadata** menu option is provided.

To refresh integration metadata:

Note: The **Refresh Metadata** menu option is only available with adapters that have implemented metadata caching.

1. In the Integration Cloud Service toolbar, click **Designer**.
2. In the Designer Portal, click **Connections**.
3. Locate the connection to refresh.
4. From the menu at the right, select **Refresh Metadata**.



A message is displayed indicating that the refresh was successful.

```
Metadata refresh for connection "connection_type" has been initiated successfully.
```

3

Creating an Integration

Integrations use the adapter connections you created to your applications, and define how information is shared between those applications. You can create, import, modify, or delete integrations; create integrations to publish or subscribe to messages; add and remove request and response enrichment triggers; and create routing paths for different invoke endpoints in integrations. Click the following topics for more information.

Topic

- Creating Integrations (in *Using Oracle Integration Cloud Service*)

4

Adding the Oracle Siebel Adapter Connection to an Integration

When you drag the Oracle Siebel Adapter into the invoke area of an integration, the Adapter Endpoint Configuration Wizard is invoked. This wizard guides you through configuration of the Oracle Siebel Adapter endpoint properties.

The following sections describe the wizard pages that guide you through configuration of the Oracle Siebel Adapter as an invoke (target) in an integration.

Topics

- Configuring Basic Information Properties
- Configuring Oracle Siebel Cloud Adapter Operations Properties
- Reviewing Configuration Values on the Summary Page

Configuring Basic Information Properties

Enter the basic information parameters.

Topics

- What you Can Do from the Basic Info Page
- What you See on the Basic Info Page

What You Can Do from the Basic Info Page

You can specify the following values on the Basic Info page. The Basic Info page is the initial wizard page that is displayed whenever you drag the Oracle Siebel Adapter to the invoke area.

- Specify a meaningful name.
- Describe the endpoint with information like purpose of the endpoint and other details.

What You See on the Basic Info Page

The following table describes the key information on the Basic Info page.

Element	Description
What do you want to call your endpoint?	Provide a meaningful name so that others can understand the connection. For example, if you are creating a trigger Oracle Siebel connection, you may want to name it `SiebelInboundDirection`. You can include English alphabetic characters, numbers, underscores, and dashes in the name. You cannot include the following: • Blank spaces (for example, `My Siebel Connection`) • Special characters (for example, `#;83&` or `si(e)bel4`) • Multibyte characters
What does this endpoint do?	Provide a description and purpose of the endpoint.

Configuring Oracle Siebel Adapter Invoke Operations Properties

Enter the Oracle Siebel Adapter invoke operations parameters.

Topics

- What You Can Do from the Oracle Siebel Adapter Invoke Operations Page
- What You See on the Oracle Siebel Adapter Invoke Operations Page

What You Can Do from the Oracle Siebel Adapter Invoke Operations Page

You can configure the following parameters on the Oracle Siebel Adapter invoke Operations page.

- Select from the web services that are published.
- Select an operation type for the web service that you have selected.
- View the description of the web service that you have selected.

What You See on the Oracle Siebel Adapter Invoke Operations Page

The following table describes the key information on the Oracle Siebel Adapter Operations page.

Element	Description
Select a Published Service	Siebel published web service to invoke.
Select an Operation	Select an operation from the published web service.
Web Service Description	Displays the description of the web service that you have selected.

Reviewing Configuration Values on the Summary Page

You can review the specified trigger or invoke adapter configuration values on the Summary page.

Topics

- What You Can Do from the Summary Page
- What You See on the Summary Page

What You Can Do from the Summary Page

You can review trigger or invoke configuration details from the Summary page. The Summary page is the final wizard page after you have completed your configuration.

- View the configuration details you defined for the adapter.
- View the next steps that you need to do once you finish configuring the adapter.
- Click **Done** if you want to save your configuration details.
- Click a specific tab in the left panel to update your configuration definitions.

What You See on the Summary Page

The following table describes the key information on the Summary page.

Element	Description
Summary	Displays a summary of the configuration values that you defined on previous pages of the wizard. To return to a previous page to update any values, click the appropriate tab in the left panel.
Next Steps	View the next steps that you need to do after configuring the adapter.

5

Creating Mappings and Lookups in Integrations

You must map data between trigger connections and invoke connections in integrations. You can also optionally create lookups in integrations.

Topics

- Mapping Integration Cloud Service Data (in *Using Oracle Integration Cloud Service*)
- Creating Lookups (in *Using Oracle Integration Cloud Service*)

6

Administering Integrations

Oracle Integration Cloud Service provides you with the information and tools required to activate, monitor, and manage your integrations in the runtime environment.

Topic

- Administering Integration Cloud Service (in *Using Oracle Integration Cloud Service*)