

# Oracle® Cloud

## Using the Oracle Siebel Adapter with Oracle Integration Generation 2



E85497-15  
November 2023

The Oracle logo, consisting of the word "ORACLE" in white, uppercase, sans-serif font, centered within a solid red square.

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E85497-15

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# Contents

## Preface

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Audience	iv
Documentation Accessibility	iv
Diversity and Inclusion	iv
Related Resources	v
Conventions	v

## 1 Understand the Oracle Siebel Adapter

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Oracle Siebel Adapter Capabilities	1-1
Oracle Siebel Adapter Restrictions	1-2
What Application Version Is Supported?	1-2
Workflow to Create and Add an Oracle Siebel Adapter Connection to an Integration	1-2

## 2 Create an Oracle Siebel Adapter Connection

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Prerequisites for Creating a Connection	2-1
Create a Connection	2-2
Configure a Connection	2-3
Configure an Agent Group	2-3
Test the Connection	2-4
Refresh Integration Metadata	2-4

## 3 Add the Oracle Siebel Adapter Connection to an Integration

---

Basic Information Page	3-1
Trigger Request Properties	3-1
Change Service Transport and Binding of Web Services in a Siebel Application	3-2
Invoke Operations Properties	3-3
Summary Page	3-3

# Preface

This guide describes how to configure this adapter as a connection in an integration in Oracle Integration.

**Note:**

The use of this adapter may differ depending on the features you have, or whether your instance was provisioned using Standard or Enterprise edition. These differences are noted throughout this guide.

**Topics:**

- [Audience](#)
- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Related Resources](#)
- [Conventions](#)

## Audience

This guide is intended for developers who want to use this adapter in integrations in Oracle Integration.

## 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>.

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## Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our

initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

## Related Resources

See these Oracle resources:

- Oracle Cloud  
<http://cloud.oracle.com>
- *Using Integrations in Oracle Integration Generation 2*
- *Using the Oracle Mapper with Oracle Integration Generation 2*

## Conventions

The following text conventions are used in this document:

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

# 1

## Understand 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 Oracle Integration. A typical workflow of adapter and integration tasks is also provided.

### Topics:

- [Oracle Siebel Adapter Capabilities](#)
- [Oracle Siebel Adapter Restrictions](#)
- [What Application Version Is Supported?](#)
- [Workflow to Create and Add an Oracle Siebel Adapter Connection to an Integration](#)



### Note:

There are overall service limits with Oracle Integration. A service limit is the quota or allowance set on a resource. See [Service Limits](#).

## Oracle Siebel Adapter Capabilities

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

The Oracle Siebel Adapter provides the following features:

- Provides comprehensive, standards-based, real-time connectivity to Oracle Siebel application systems.
- Supports web service standards for creation of open and reusable service-oriented applications (SOA).
- Provides an easy-to-use, robust, scalable connectivity platform to non-intrusively access and expose the critical business logic and data contained with Oracle Siebel for building an integrated enterprise.
- Exposes the published web services described in [Predefined Application Service Interfaces](#) of *Siebel Application Services Interface Reference*.
- Provides bidirectional 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.
- Provides a design-time tool for 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 standard and custom services that are exposed by users are available for use.

- 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.
- 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.

## Oracle Siebel Adapter Restrictions

Note the following Oracle Siebel Adapter restrictions.

- The Oracle Siebel Adapter can only be used with the on-premises connectivity agent.



### Note:

There are overall service limits for Oracle Integration. A service limit is the quota or allowance set on a resource. See [Service Limits](#).

## What Application Version Is Supported?

For information about which application version is supported by this adapter, see the [Connectivity Certification Matrix](#).

See [Connectivity Certification Matrix](#).

## Workflow to Create and Add an Oracle Siebel Adapter Connection to an Integration

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

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.	<a href="#">Create an Oracle Siebel Adapter Connection</a>
2	Create the integration. When you do this, you add trigger and invoke connections to the integration.	Create Integrations and <a href="#">Add the Oracle Siebel Adapter Connection to an Integration</a>
3	Map data between the trigger connection data structure and the invoke connection data structure.	Map Data in <i>Using Integrations in Oracle Integration Generation 2</i>

Step	Description	More Information
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).	Manage Lookups in <i>Using Integrations in Oracle Integration Generation 2</i>
5	Activate the integration.	Manage Integrations in <i>Using Integrations in Oracle Integration Generation 2</i>
6	Monitor the integration on the dashboard.	Monitor Integrations in <i>Using Integrations in Oracle Integration Generation 2</i>
7	Track payload fields in messages during runtime.	Assign Business Identifiers for Tracking Fields in Messages and Manage Business Identifiers for Tracking Fields in Messages in <i>Using Integrations in Oracle Integration Generation 2</i>
8	Manage errors at the integration level, connection level, or specific integration instance level.	Manage Errors in <i>Using Integrations in Oracle Integration Generation 2</i>



# 2

## Create 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.

### Topics:

- [Prerequisites for Creating a Connection](#)
- [Create a Connection](#)
- [Refresh 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.
4. Ensure that the user called by the Oracle Siebel Adapter has access to both the Java Data Bean (JDB) and the SOAP Web service invocation roles.
5. Each Siebel instance has a version-specific `Siebel.jar/SiebelJI_enu.jar` file located at `Siebel_Installation_Directory/ses/siebsrvr/CLASSES`. After installing the connectivity agent, copy the JARs to `Agent_Home/thirdparty/lib` and restart the connectivity agent.
6. Siebel has access control at both design time and runtime, although this may vary functionally.

At design time, the Oracle Siebel Adapter fetches a catalog of published web services through a native Siebel business service called Web Service Publisher. The Oracle Siebel Adapter does this by internally invoking the Java data bean provided by Siebel. To access this business service through this Siebel Java data bean, the user you configure in your Oracle Siebel Adapter connection must be given access to this Siebel business service called Web Service Publisher (and specifically the methods `GetWebServiceList` and `RetrieveWebService` within this service) to get the list of published web services. Configuration is described in the Siebel documentation. See the [Siebel Security Guide](#).

To invoke any of the Siebel web services at runtime, you need access at varying levels depending on the type of user (for example, anonymous or a named user). The Siebel documentation covers topics on access roles for these web services. See [Integration Platform Technologies: Siebel Enterprise Application Integration](#).

An example with a specific service is provided. See [Integrating Oracle BI Publisher with Siebel CRM for Siebel Innovation Pack 2017](#).

## Create a Connection

Before you can build an integration, you have to create the connections to the applications with which you want to share data.


To create a connection in Oracle Integration:

1. In the left navigation pane, click **Home > Integrations > Connections**.
2. Click **Create**.

 **Note:**

You can also create a connection in the integration canvas of:

- An orchestrated integration (See Define Inbound Triggers and Outbound Invokes.)
- A basic routing integration (See Add a Trigger (Source) Connection.)

3. In the Create Connection — Select Adapter dialog, select the adapter to use for this connection. To find the adapter, scroll through the list, or enter a partial or full name in the **Search** field and click  **Search**.
4. In the Create Connection dialog, enter the information that describes this connection.
  - a. 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, don't include blank spaces (for example, SALES OPPORTUNITY).
  - b. Enter optional keywords (tags). You can search on the connection keywords on the Connections page.
  - c. Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by the 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, you'll get an error when you try to drag the adapter into the section you didn't select. For example, let's say you configure a connection for the Oracle Service Cloud (RightNow) Adapter as only an **invoke**. Dragging the adapter to a **trigger** section in the integration produces an error.
  - d. Enter an optional description of the connection.
5. Click **Create**.

Your connection is created. You're now ready to configure the connection details, such as connection properties, security policies, connection login credentials, and (for certain connections) agent group.

## Configure a Connection

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

### Connection Properties

To configure connection properties:

1. Go to the **Connection Properties** section.
2. Enter the following configuration properties.
  - **Siebel Host:** Siebel Host name or IP of Siebel Application Server.
  - **Siebel Connection Broker (SCB) Port:** Siebel Connection Broker (SCB) Port number.
  - **Enterprise Name:** 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.

### 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. Go to the **Security** section.
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.

## Configure an Agent Group

Configure an agent group for accessing the service hosted on your premises behind the fire wall.

1. Click **Configure Agents**.  
The Select an Agent Group page appears.
2. Click the name of the agent group.

**3. Click Use.**

To configure an agent group, you must download and install the on-premises connectivity agent. See *Download and Run the Connectivity Agent Installer* and *About Connectivity Agents and Integrations Between On-Premises Applications and Oracle Integration in Using Integrations in Oracle Integration Generation 2*.

## Test the Connection

Test your connection to ensure that it's configured successfully.

1. In the page title bar, click **Test**. What happens next depends on whether your connection uses a Web Services Description Language (WSDL) file.

If Your Connection...	Then...
Doesn't use a WSDL	The test starts automatically and validates the inputs you provided for the connection.
Uses a WSDL	<p>A dialog prompts you to select the type of connection testing to perform:</p> <ul style="list-style-type: none"> <li>• <b>Validate and Test:</b> Performs a full validation of the WSDL, including processing of the imported schemas and WSDLs. Complete validation can take several minutes depending on the number of imported schemas and WSDLs. No requests are sent to the operations exposed in the WSDL.</li> <li>• <b>Test:</b> Connects to the WSDL URL and performs a syntax check on the WSDL. No requests are sent to the operations exposed in the WSDL.</li> </ul>

2. Wait for a message about the results of the connection test.
  - If the test was successful, then the connection is configured properly.
  - If the test failed, then edit the configuration details you entered. Check for typos, verify URLs and credentials, and download the diagnostic logs for additional details. Continue to test until the connection is successful.
3. When complete, click **Save**.

## Refresh 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 left navigation pane, click **Home > Integrations > Connections**.
2. Go to the row of the connection to refresh.
3. Select **Refresh Metadata** from the  menu.

A message is displayed indicating that the refresh was successful.

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

# 3

## Add the Oracle Siebel Adapter Connection to an Integration

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

These topics describe the wizard pages that guide you through configuration of the Oracle Siebel Adapter as a trigger and invoke in an integration.

### Topics:

- [Basic Information Page](#)
- [Trigger Request Properties](#)
- [Invoke Operations Properties](#)
- [Summary Page](#)

### Basic Information Page

Enter the basic information parameters.

Element	Description
<b>What do you want to call your endpoint?</b>	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 <code>SiebelInboundDirection</code> . You can include English alphabetic characters, numbers, underscores, and dashes in the name. You cannot include the following: <ul style="list-style-type: none"><li>• Blank spaces (for example, <code>My Siebel Connection</code>)</li><li>• Special characters (for example, <code>#;83&amp;</code> or <code>si(e)bel4</code>)</li><li>• Multibyte characters</li></ul>
<b>What does this endpoint do?</b>	Provide a description and purpose of the endpoint.

### Trigger Request Properties

Enter the Oracle Siebel Adapter trigger request parameters.

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

## Change Service Transport and Binding of Web Services in a Siebel Application

If you are using the Oracle Siebel Adapter on Oracle Integration inbound, you may not be able to generate WSDL for a few web services. This happens because of service configuration issues (Transport and Binding) on the Siebel Application.

If you are using the Oracle Siebel Adapter on Oracle Integration inbound, you may not be able to generate WSDL for any of the following services:

- External Account
- External Contact
- External Employee
- External Order
- External Position
- External Quote
- External ATP Check
- External Credit Check
- External Shipment Tracking
- External Simple Product

This happens because of service configuration issues (Transport and Binding) on the Siebel Application. To resolve, change the Transport and Binding information of the Siebel service:

1. Log in to Siebel call center.  
For example, `http://<SiebelHost>/callcenter_enu`.
2. Click **Navigate, Site Map**.  
**Screens** page with all the available screens is displayed.
3. Click **Administration – Web Services**.  
**Web Services** page is displayed.
4. Click **Outbound Web Services** under **Administration – Web Services**.

Outbound Web Services screen is displayed.

Outbound Web Services

Export Import Generate WSDL Clear Cache

Namespace	Name	Status	Comment
http://siebel.co...	External ANI Cl...	Inactive	
http://siebel.co...	External ATP C...	Active	
http://siebel.co...	External Account	Active	
http://siebel.co...	External Auto P...	Active	
http://siebel.co...	External CRM L...	Inactive	
http://siebel.co...	External CRM ...	Inactive	
http://siebel.co...	External CRM S...	Inactive	
http://siebel.co...	External Contact	Active	
http://siebel.co...	External Credit ...	Active	
http://siebel.co...	External Emplo...	Active	

Service Ports

Name	Service Display N	Transport	Address	Binding	Comment	Binding Detail Op	Binding Detail Ne

5. Select the services for which you need to change the Transport and Binding and make the following changes for each service:
  - a. Click **Transport** and from the list options, and select **HTTP**.
  - b. Click **Binding** and from the list options and select **SOPA\_DOC\_LITERAL**.

## Invoke Operations Properties

Enter the Oracle Siebel Adapter invoke operations parameters.

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

## Summary Page

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

Element	Description
<b>Summary</b>	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.



<b>Element</b>	<b>Description</b>
<b>Next Steps</b>	View the next steps that you need to do after configuring the adapter.