



Siebel Installation Guide for UNIX

Siebel Innovation Pack 2013

Version 8.1/8.2, Rev. A

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Contents

Chapter 1: What's New in This Release

Chapter 2: Overview of Installing Siebel Business Applications

Installation-Related Changes for Siebel Innovation Pack 2013 25

Before You Install Siebel Business Applications 28

Overview of Siebel Business Applications Server Architecture 29

Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment 30

Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case (Existing Database) 34

Roadmap for Installing Siebel Business Applications in a Patch Installation Case (Existing Installation) 37

Chapter 3: Installing Siebel Enterprise Server Components and the Siebel Web Server Extension

About Installing Siebel Business Applications 39

Installing Siebel Enterprise Server 40

 Installing Siebel Enterprise Server as a New Installation 40

 Installing Siebel Enterprise Server as a Migration Installation 44

Installing the Siebel Web Server Extension 47

 Installing the Siebel Web Server Extension as a New Installation 48

 Installing the Siebel Web Server Extension as a Migration Installation 51

Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode 54

Chapter 4: Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension

About Configuring Siebel Business Applications 57

Starting a Siebel Configuration Wizard 58

- Configuring the Siebel Gateway Name Server 61
- Configuring the Siebel Enterprise 63
- Installing the Siebel Database 72
- Configuring the Siebel Server 72
- Process of Configuring the Siebel Web Server Extension 76
 - Configuring the SWSE Logical Profile 77
 - Applying the SWSE Logical Profile 83
- About Configuring the Siebel Web Server Extension 86

Chapter 5: Installing the Siebel Database on the RDBMS

- About Installing the Siebel Database 87
 - About Installing a Database 88
 - About Adding a Language to an Existing Database 89
 - About Database Updates for Siebel CRM Version 8.1.1.11 or Version 8.2.2.4 89
- Creating Table Owner and Administrator Accounts 90
 - Running the grantusr.sql Script on an Oracle Database 90
 - Running the grantusr.sql Script on IBM DB2 91
- Installing the Stored Procedures and User-Defined Functions on IBM DB2 92
- Installing the Siebel Database 93
- Setting Up Your Environment to Support Global Time Zone 100
- Populating the Siebel File System 101
- Importing a Siebel Repository Manually into the Siebel Database 101

Chapter 6: Additional Postinstallation and Configuration Tasks

- Starting the Siebel Gateway Name Server 105
- Configuring the Siebel Gateway Name Server for Automatic Start 106
 - Configuring the Siebel Gateway Name Server for Automatic Start on AIX 107
 - Configuring the Siebel Gateway Name Server for Automatic Start on HP-UX 108
 - Configuring the Siebel Gateway Name Server for Automatic Start on Linux or Oracle Solaris 109
- Configuring the Siebel Server for Automatic Start 110
 - Configuring the Siebel Server for Automatic Start on AIX 110
 - Configuring the Siebel Server for Automatic Start on HP-UX, Linux or Oracle Solaris 111
- Managing Environment Variables 113
- Process of Configuring Load Balancing for Siebel Business Applications 114

Generating the Load Balancing Configuration File (lbconfig.txt)	115
Setting Up a Third-Party HTTP Load Balancer	116
Setting the Load Balancer Connection Timeout Interval	118
Monitoring Servers with Siebel Native Load Balancer or Third-Party HTTP Load Balancers	118
Preparing to Run Siebel Server Components	119
Enabling and Disabling Server Component Groups	120
Enabling and Disabling Language-Specific Application Object Managers and Adding Languages	120
Synchronizing Batch Components	121
Saving Component Job Definitions During an Upgrade	121
Migrating Siebel Enterprise Server and Siebel Server Parameter Settings	121
Performing Additional Tasks to Configure Siebel Servers	122
Enabling Siebel Open UI	122
Updating the CRC Parameter	125
Obtaining Updated Siebel Repository Files	126
About Installing Additional Siebel Servers for an Existing Siebel Enterprise	127
About Installing and Deploying Siebel Business Applications with Multiple Languages	128
About Language Deployment and the Siebel Network Image	129
About Language Deployment and Patch Installations	129
About Language Deployment on Siebel Server and Siebel Web Server Extension	130
About Language Deployment Tasks Using the Database Configuration Wizard	131
About Language Deployment for Unshipped Languages	131
Limitations for Installing Additional Languages	132
Scenarios for Installing and Deploying Multiple Languages	133
Installing and Deploying All Required Languages Once	134
Installing All Required Languages but Deploying Some Languages Later	135
Installing and Deploying Additional Languages	137
Importing Locale-Specific Data into the Siebel Repository	139
Additional Tasks for the Siebel Web Server Extension and the Web Server	140
Configuring the Web Server	141
Verifying the Siebel Virtual Directories on the Web Server	142
Creating Custom Virtual Directories	143
Setting SWSE and Virtual Directory Permissions	143
Restarting the Web Server	143
Granting User Permissions on the Web Server	144
Configuring IBM HTTP Server for Linux Operating Systems	146
Configuring HP Apache Web Server for Optimal Performance	146
Configuring Oracle iPlanet Web Server to Accept the SWSE	147
Enabling HTTP Compression for Siebel Business Applications	148
Editing the SWSE Configuration File (eapps.cfg)	148

- Configuring the Default HTTP and HTTPS Ports for the Web Server 149
- About the Siebel Enterprise Security Token 151
- Updating Web Server Static Files Using the Siebel Enterprise Security Token 152

Chapter 7: Installing Siebel Web Clients and Siebel Tools

- About Installing the Siebel Web Client or Siebel Tools 155
 - Siebel Web Client Installer Workflow 156
 - About ActiveX Controls for High Interactivity 157
- Process of Installing the Siebel Web Client 157
 - Installing the Siebel Web Client as a New Installation 158
 - Installing the Siebel Web Client as a Patch Installation 162
- Process of Installing Siebel Tools 163
 - Installing Siebel Tools as a New Installation 164
 - Installing Siebel Tools as a Patch Installation 167
- Installing Siebel Web Clients and Siebel Tools in Unattended Mode 168
- Installing and Using the Siebel Sample Database 171
 - Procedure for Installing the Siebel Sample Database 172
 - About the Siebel Sample Database ConnectString Parameter 174
 - Using the Siebel Sample Database with Siebel Tools 174
- Postinstallation Tasks for High Interactivity Clients 175
- Logging in to Your Siebel Application 176
 - Before Logging in to Your Siebel Application 176
 - Logging in Using the Siebel Developer Web Client 178
 - Logging in Using the Siebel Mobile Web Client 178
 - Logging in Using the Siebel Web Client 179
- Siebel Web Client Shortcuts and Startup Options 179
 - Siebel Web Client Shortcuts 179
 - Siebel Web Client Startup Options 181
 - Creating Custom Siebel Application Shortcuts 182
- About Siebel QuickStart 183
- Enabling and Disabling Siebel QuickStart 185

Chapter 8: Verifying and Troubleshooting Your Installation

- Verifying Installation for the Siebel Enterprise Server 189
- Verifying Installation for the Siebel Database 195
- Verifying Installation for the Siebel Web Server Extension 198

Verifying Installation for the Siebel Web Client	200
Verifying Installation for Siebel Tools	203
Verifying the ODBC Data Source	207
Verifying Network Connectivity for the Siebel Server Computer	210
Verifying Network Connectivity for Mobile Users	211
Verifying That the Siebel Gateway Name Server Has Started	211
Troubleshooting Installation and Configuration for Siebel Enterprise Server	212
Troubleshooting Installation for the Siebel Database	217
Troubleshooting Installation for the Siebel Web Server Extension	218
Configuring the Siebel Mobile Web Client When Neither Siebel VB nor Siebel eScript Is Licensed	221
About the Environment Verification Tool	222
Using the Environment Verification Tool	225

Chapter 9: Cloning a Siebel Installation

About Cloning a Siebel Installation	231
Requirements When Cloning an Installation	233
Limitations When Cloning an Installation	235
Process of Cloning a Siebel Installation	236
Creating a Clone on a Source Computer	236
Deploying a Clone on a Target Computer	237
Properties Files Used in Cloning Operations	239
Properties File Settings for Cloning an Installation	239

Chapter 10: Installing and Configuring Siebel Management Agents and Siebel Management Server

About Siebel Management Agent and Siebel Management Server	247
Process of Installing Siebel Management Server	248
Installing Siebel Management Server as a New Installation	248
Installing Siebel Management Server as a Patch Installation	250
Command-Line Options for the Siebel Management Server Installer	251
About Configuring Siebel Management Agents and Siebel Management Server	252
Process of Configuring Siebel Management Agents and Siebel Management Server	256

- Configuring Siebel Management Agents 257
- Configuring Siebel Management Server 260
- Using Perl Scripts to Finish Configuring Siebel Management Agents and Siebel Management Server 264
- Restarting Siebel Management Server After Installation and Configuration 267

Chapter 11: Installing Siebel Charts

- About Installing Siebel Charts 269
- Installing Siebel Charts 270
- Configuring Siebel Charts 271
- Changing the Siebel Charts Server Used by Siebel Web Clients 272

Chapter 12: Uninstalling Siebel Business Applications

- About Uninstalling Siebel Business Applications 275
 - Uninstallation Options for Siebel Modules 276
 - Requirements for Uninstalling Siebel Business Applications 276
 - Limitations for Uninstalling Siebel Business Applications 279
- Process of Removing Configuration Data 281
 - Removing the SWSE Configuration 281
 - Removing the Siebel Server Configuration 282
 - Removing the SWSE Logical Profile 282
 - Removing the Siebel Enterprise Configuration 283
 - Removing the Siebel Gateway Name Server Configuration 284
- Uninstalling Siebel Enterprise Server or Siebel Web Server Extension 284
 - Uninstalling the Siebel Enterprise Server 285
 - Rolling Back the Siebel Enterprise Server 286
 - Uninstalling the Siebel Web Server Extension 288
 - Rolling Back the Siebel Web Server Extension 290
- Uninstalling Siebel Web Clients 291
- Uninstalling Siebel Tools 292
- Uninstalling the Siebel Management Server 293
- Uninstalling Siebel Charts 294
- About Uninstalling Earlier Versions of Siebel Business Applications 295

Chapter 13: Requirements for Installing and Configuring Siebel Business Applications

- About Installing Siebel Business Applications 297
 - About Documented Requirements 298

About Siebel CRM Releases	298
About Installing in Upgrade Environments	301
About Language Installation	302
About Oracle Configuration Manager	302
Planning Your Siebel Deployment	303
Preparing the Hardware and Planning Topologies	304
Planning Siebel Server Load Balancing	305
Planning Disk Space and Configuration Requirements	306
Planning RDBMS Installation and Configuration	307
Managing Temporary Disk Space Required by Siebel Installers and Wizards	309
About The Language in Which Siebel Installers and Wizards Run	310
Planning to Install Multiple Instances of Siebel Business Applications	310
Specifying the Locale for Siebel Business Applications	312
Specifying the Locale for Your UNIX Operating System	313
Setting Permissions and Ownership	315
Installing Siebel Business Applications from a Remote Server Computer	316
Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server	316
Restrictions on Names for Siebel Enterprise and Siebel Server	317
File and Directory Naming Conventions	318
Creating the Siebel File System	319
Creating the Siebel Service Owner Account	323
Installation and Configuration Methods by Deployment Type	324
Requirements for Installing and Configuring Siebel Enterprise Server Components	327
General Requirements for Installing and Configuring Siebel Enterprise Server Components	327
Requirements for Siebel Gateway Name Server Authentication	329
Requirements Specific to UNIX or Linux Operating Systems	331
Requirements for Installing and Configuring the Siebel Gateway Name Server	333
Requirements for Installing and Configuring the Siebel Server	334
Requirements for Installing the Siebel EAI Connector	336
Requirements for Installing and Configuring the Siebel Web Server Extension	336
About the Siebel Web Server Extension	337
Installing the Web Server	338
General Requirements for Installing and Configuring the Siebel Web Server Extension	341
Support for Heterogeneous Environments	342
Siebel Web Server Extension Requirements for Siebel Load Balancing	342
Requirements for the Installation User for the Siebel Web Server Extension	342
Requirements for User Permissions for the Siebel Web Server Extension	343
Requirements for Stopping and Starting the Web Server	344

Requirements for Configuring Anonymous Users for the Siebel Web Server Extension	344
Requirements for Binary Coexistence of the Siebel Web Server Extension	346
Requirements for Installing and Configuring the Siebel Database	347
Requirements for Installing Siebel Web Clients	349
Requirements for Installing Siebel Tools	351
Requirements for Installing and Configuring Siebel Management Agents and Siebel Management Server	352

Chapter 14: Configuring the RDBMS

Overview of Database Configuration	355
Configuring an Oracle Database for Siebel Business Applications	357
Guidelines for Selecting a Language for Oracle Database	358
Guidelines for Configuring Settings in the init.ora File	359
Guidelines for Sizing Redo Logs for an Oracle Database	360
Guidelines for Creating Oracle Tablespaces	360
Guidelines for Sizing the Oracle Database	361
Guidelines for Creating Temporary Oracle Tablespaces	362
Guidelines for Overriding Oracle Default Tablespaces for Database Objects	362
Guidelines for Creating Oracle Database Objects	363
Guidelines for Ongoing Oracle Database Administration	363
Guidelines for Using Real Application Clusters for an Oracle Database	364
Configuring an IBM DB2 Database for Siebel Business Applications	365
Guidelines for Setting IBM DB2 Database Manager Configuration Parameters	366
Guidelines for Selecting a Language for IBM DB2	367
Guidelines for Creating the IBM DB2 Database	369
Guidelines for Setting IBM DB2 Configuration Parameters	369
Guidelines for Setting Up IBM DB2 Buffer Pools	371
Guidelines for Creating IBM DB2 Tablespaces	372
Guidelines for Overriding IBM DB2 Default Tablespaces for Database Objects	373
Guidelines for Preventing IBM DB2 from Running Out of ODBC Statement Handles	375
Guidelines for Increasing the Number of IBM DB2 User Processes Under AIX	375
Guidelines for Determining IBM DB2 Log Space	376
Guidelines for Creating IBM DB2 Database Objects	376
Guidelines for Managing IBM DB2 Fragmentation	377
Configuring Siebel Server Connectivity to the Siebel Database	378

Chapter 15: Creating the Siebel Installation Image on the Network

- About the Siebel Network Image 379
- Obtaining Siebel Installation Media Files 380
- Siebel Installation Media Contents 382
- Preparing to Create a Siebel Installation Image 385
 - Determining the Location for the Siebel Media Files and the Siebel Image 385
 - Requirements for the Siebel Image Directories 387
 - Cross-Platform Issues When Creating Siebel Image Directories 387
 - Requirements for Running Siebel Image Creator 388
- Creating a Siebel Installation Image 390
- Troubleshooting Siebel Image Creation 393

Appendix A: Siebel Deployment Planning Worksheet

- About the Deployment Planning Worksheet 395
- Team Lead Summary 396
- Siebel Enterprise Server Names and Installation Directories 396
- Siebel Accounts, Host Names, and Static IP Addresses 397
- Cluster Deployment Data 398
- Ports and RDBMS Details Data 399

Appendix B: Siebel Configuration Wizard Reference

- About the Siebel Configuration Wizards 401
 - Where to Find Configuration Tasks 402
 - Siebel Configuration Wizards Associated with Installable Components 403
 - Siebel Configuration Wizard Syntax Elements 404
- Options for Configuring the Siebel Gateway Name Server, the Siebel Enterprise, and the SWSE Logical Profile 405
- Settings for Configuring the Siebel Gateway Name Server 406
- Settings for Configuring the Siebel Enterprise 407
- Options for Configuring the Siebel Server 414
- Settings for Configuring the Siebel Server 415
- Options for Configuring the Siebel Web Server Extension 417
- Settings for Configuring the SWSE Logical Profile 419
- Settings for Applying the SWSE Logical Profile 424

Index

1

What's New in This Release

Siebel Installation Guide for UNIX describes the installation and initial configuration of Oracle's Siebel Business Applications. The installation and configuration tasks are covered for Siebel Enterprise Server software, Siebel Web Server Extension (SWSE), Siebel Mobile Web Clients, Siebel Tools, and other installable Siebel modules.

NOTE: The *Siebel Installation Guide* for the operating system you are using is for installing Siebel Innovation Pack 2013. This innovation pack is provided for Siebel CRM version 8.1.1.11 and version 8.2.2.4. The functionality described in this guide applies to these releases and in some cases does not apply to any previous release. For information about the features in these releases, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

What's New in Siebel Installation Guide for UNIX, Version 8.1/8.2, Rev. A

Table 1 on page 13 lists the changes described in this version of the documentation to support this release of the software. The new features described in Table 1 are available in Siebel CRM version 8.1.1.11, Siebel CRM version 8.2.2.4, and later.

Table 1. What's New in Siebel Installation Guide for UNIX, Version 8.1/8.2, Rev. A

Topic	Description
"Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment" on page 30	Modified topics. Updated these and other topics to mention Siebel Patchset releases. Also updated them to mention the requirement to obtain the updated Siebel Repository files (SRF).
"Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case (Existing Database)" on page 34	
"Roadmap for Installing Siebel Business Applications in a Patch Installation Case (Existing Installation)" on page 37	
"About Installing Siebel Business Applications" on page 297	
"Configuring the Siebel Server" on page 72	Modified topics. Deleted references to configuring Siebel Server synchronization for Microsoft Exchange Server. For more information, see <i>Siebel Server Sync Guide</i> .
"Settings for Configuring the Siebel Server" on page 415	

Table 1. What's New in Siebel Installation Guide for UNIX, Version 8.1/8.2, Rev. A

Topic	Description
"Obtaining Updated Siebel Repository Files" on page 126	Modified topic. Customers need the updated Siebel Repository files (SRF) before running Incremental Repository Merge or upgrading the Siebel database.
"Limitations for Installing Additional Languages" on page 132	Modified topic. Updated the information about limitations for Siebel Web Clients and Siebel Tools.
"Before Logging in to Your Siebel Application" on page 176	Modified topic. The Siebel Web Clients support tabbed browsing.
"Uninstallation Options for Siebel Modules" on page 276	Modified topic. Updated the information about rollback uninstalls.
"Planning Disk Space and Configuration Requirements" on page 306	Modified topic. Some of the information in this topic was formerly presented in <i>Siebel System Requirements and Supported Platforms</i> on Oracle Technology Network.
"Setting Permissions and Ownership" on page 315 "Requirements for the Installation User for the Siebel Web Server Extension" on page 342	Modified topics. To install server-based Siebel CRM modules, you must be a nonroot user. You cannot install as the root user using Oracle Universal Installer software. Some workarounds might apply to your deployment.
"Requirements Specific to UNIX or Linux Operating Systems" on page 331	Modified topic. Added content and moved content here from other topics.
"Requirements for Configuring Anonymous Users for the Siebel Web Server Extension" on page 344	Modified topic. Updated the information about configuring anonymous users for employee applications and customer applications.
Chapter 13, "Requirements for Installing and Configuring Siebel Business Applications" Chapter 14, "Configuring the RDBMS" Chapter 15, "Creating the Siebel Installation Image on the Network"	Modified chapters. These are now chapters instead of appendixes.

What's New in Siebel Installation Guide for UNIX, Version 8.1/8.2

[Table 2 on page 15](#) lists the changes described in this version of the documentation to support this release of the software. The new features described in [Table 2](#) are available in Siebel CRM version 8.1.1.11, Siebel CRM version 8.2.2.4, and later.

Table 2. What's New in Siebel Installation Guide for UNIX, Version 8.1/8.2

Topic	Description
Multiple topics	Modified topics. For Siebel CRM version 8.1.1.9 and later, and for Siebel CRM version 8.2.2.2 and later, the system requirements and supported platform certifications are available from the Certifications tab on My Oracle Support. Updated references throughout this guide. For more information, see 1492194.1 (Article ID) on My Oracle Support
"Installation-Related Changes for Siebel Innovation Pack 2013" on page 25	New topic. Summarizes several important changes to the installers for Siebel Enterprise Server and Siebel Web Server Extension (SWSE), affecting both new installations and patch installations. Patch installations for these server modules are also called migration installations. The installation for the Siebel Sample Database has also changed.
"Roadmap for Installing Siebel Business Applications in a Patch Installation Case (Existing Installation)" on page 37	New topic. Summarizes the installation tasks for the current release that you perform for existing installations of Siebel Business Applications.
"Installing Siebel Enterprise Server as a New Installation" on page 40	Modified topic. Describes the updated method of performing a new installation of Siebel Enterprise Server.
"Installing Siebel Enterprise Server as a Migration Installation" on page 44	New topic. Describes how to perform a migration installation of Siebel Enterprise Server for the current release. This method replaces the patch installation method formerly described in <i>Siebel Maintenance Release Guide</i> on My Oracle Support.
"Installing the Siebel Web Server Extension as a New Installation" on page 48	Modified topic. Describes the updated method of performing a new installation of SWSE.
"Installing the Siebel Web Server Extension as a Migration Installation" on page 51	New topic. Describes how to perform a migration installation of SWSE for the current release. This method replaces the patch installation method formerly described in <i>Siebel Maintenance Release Guide</i> on My Oracle Support.
"Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode" on page 54	Modified topic. Describes the updated method of creating a response file. Also includes updated information about performing an unattended installation.
"About Database Updates for Siebel CRM Version 8.1.1.11 or Version 8.2.2.4" on page 89 "About Siebel CRM Releases" on page 298	Modified topics. For an existing installation of Siebel CRM version 8.1.1.x or version 8.2.2.x, running Incremental Repository Merge is required after you install the current release, Siebel Innovation Pack 2013, in a migration installation.

Table 2. What's New in Siebel Installation Guide for UNIX, Version 8.1/8.2

Topic	Description
"Installing the Stored Procedures and User-Defined Functions on IBM DB2" on page 92	Modified topic. Includes information that is applicable to IBM DB2 64-bit databases.
"Updating the CRC Parameter" on page 125	New topic. This topic formerly appeared in <i>Siebel Maintenance Release Guide</i> on My Oracle Support.
"Enabling Siebel Open UI" on page 122	Modified topic. Includes updated information about enabling Siebel Open UI for the current release.
"Obtaining Updated Siebel Repository Files" on page 126	Modified topic. Includes updated information about obtaining updated SRF files for the current release.
"About Installing and Deploying Siebel Business Applications with Multiple Languages" on page 128	Modified topic. Includes updated information about adding languages to an existing installation of the same version by configuring the Siebel Enterprise Server or SWSE installer to run in unattended mode (silent mode). Some limitations that formerly applied for adding languages for earlier releases no longer apply.
"Importing Locale-Specific Data into the Siebel Repository" on page 139	New topic. This topic formerly appeared in <i>Siebel Maintenance Release Guide</i> on My Oracle Support.
"Restarting the Web Server" on page 143	New topic. This topic formerly appeared in <i>Siebel Maintenance Release Guide</i> on My Oracle Support. Use this topic in conjunction with "Requirements for Stopping and Starting the Web Server" on page 344 .
"Installing the Siebel Web Client as a New Installation" on page 158 "Installing Siebel Web Clients and Siebel Tools in Unattended Mode" on page 168	Modified topics. Corrected the name of the Siebel Web Client installer program for Siebel CRM version 8.1.1.
"Installing Siebel Tools as a New Installation" on page 164 "Installing Siebel Web Clients and Siebel Tools in Unattended Mode" on page 168	Modified topics. Corrected the name of the Siebel Tools installer program for Siebel CRM version 8.1.1.
"Installing the Siebel Web Client as a New Installation" on page 158 "Verifying Installation for the Siebel Web Client" on page 200 "File and Directory Naming Conventions" on page 318	Modified topics. Corrected references to the default installation directory for the Siebel Web Client installer for Siebel CRM version 8.2.2.

Table 2. What's New in Siebel Installation Guide for UNIX, Version 8.1/8.2

Topic	Description
<p>"Installing Siebel Tools as a New Installation" on page 164</p> <p>"Verifying Installation for Siebel Tools" on page 203</p> <p>"File and Directory Naming Conventions" on page 318</p>	<p>Modified topics. Corrected references to the default installation directory for the Siebel Tools installer for Siebel CRM version 8.2.2.</p>
<p>"Installing the Siebel Web Client as a Patch Installation" on page 162</p>	<p>New topic. Describes how to perform a patch installation of the Siebel Web Client for the current release. This information was previously published in <i>Siebel Maintenance Release Guide</i> on My Oracle Support.</p>
<p>"Installing Siebel Web Clients and Siebel Tools in Unattended Mode" on page 168</p>	<p>Modified topic. Includes updated information about saving a response file and performing an unattended installation.</p>
<p>"Installing Siebel Tools as a Patch Installation" on page 167</p>	<p>New topic. Describes how to perform a patch installation of Siebel Tools for the current release. This information was previously published in <i>Siebel Maintenance Release Guide</i> on My Oracle Support.</p>
<p>"Installing and Using the Siebel Sample Database" on page 171</p>	<p>Modified topic. Includes updated information about installing a new Siebel Sample Database for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.</p>
<p>"Postinstallation Tasks for High Interactivity Clients" on page 175</p>	<p>New topic. This topic formerly appeared in <i>Siebel Maintenance Release Guide</i> on My Oracle Support.</p>
<p>"Verifying the ODBC Data Source" on page 207</p>	<p>Updated topic. The <i>Siebel Security Guide</i> now describes installing the Oracle Database Client for the current release.</p>
<p>"Installing Siebel Management Server as a Patch Installation" on page 250</p>	<p>New topic. Describes how to perform a patch installation of the Siebel Management Server for the current release. This information was previously published in <i>Siebel Maintenance Release Guide</i> on My Oracle Support.</p>
<p>"About Uninstalling Siebel Business Applications" on page 275</p>	<p>Modified topic. Describes the full uninstallation and rollback uninstallation options for Siebel CRM version 8.1.1.11 or version 8.2.2.4, and the applicable requirements and limitations. Rollback uninstallation for Siebel Enterprise Server and SWSE is available only after performing a migration installation.</p>
<p>"Rolling Back the Siebel Enterprise Server" on page 286</p>	<p>New topic. Describes how to roll back an installation of the current release to an earlier version. You can perform this task after you have performed a migration installation for Siebel Enterprise Server.</p>

Table 2. What's New in Siebel Installation Guide for UNIX, Version 8.1/8.2

Topic	Description
"Rolling Back the Siebel Web Server Extension" on page 290	New topic. Describes how to roll back an installation of the current release to an earlier version. You can perform this task after you have performed a migration installation for SWSE.
"About Installing Siebel Business Applications" on page 297	Modified topic. Includes updates because of changes in the Siebel Enterprise Server and SWSE installers.
"About Siebel CRM Releases" on page 298	Modified topic. Summarizes the major Siebel CRM installable modules for Siebel Innovation Pack 2013 and shows which versions support which types of installations. Mentions the new migration installation type for Siebel Enterprise Server and SWSE. Mentions the new installer for the Siebel Sample Database.
"About Oracle Configuration Manager" on page 302	Modified topic. It is now recommended to specify valid My Oracle Support credentials for Oracle Configuration Manager during the installation of Siebel Enterprise Server or SWSE. Oracle Configuration Manager is installed with both new installations and migration installations, and it is configured automatically after the installation.
"Creating the Siebel File System" on page 319	Modified topic. Includes information about configuring the Siebel File System to exclude certain file types, as determined by their file extensions.
"General Requirements for Installing and Configuring Siebel Enterprise Server Components" on page 327 "Requirements for Installing and Configuring the Siebel Server" on page 334	Modified topics. For the current release, you cannot add new Siebel Enterprise Server components to an existing installation by using the Siebel Enterprise Server installer.

Table 2. What's New in Siebel Installation Guide for UNIX, Version 8.1/8.2

Topic	Description
"About the Siebel Network Image" on page 379 and other topics	<p>Modified topics. For Siebel Enterprise Server and SWSE, you create a Siebel image only for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. For version 8.1.1.11, the Siebel Image Creator no longer presents a choice of full or patch image, and the image you create does not include a version 8.1.1 installer. Siebel CRM version 8.1.1 or version 8.2.2 media or Siebel images are not used for Siebel Enterprise Server or SWSE.</p> <p>For Siebel Sample Database, you create a Siebel image only for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.</p>
"Requirements for Running Siebel Image Creator" on page 388 "Creating a Siebel Installation Image" on page 390	<p>Modified topics. Includes information about running Siebel Image Creator in unattended mode.</p>

What's New in Siebel Installation Guide for UNIX, Version 8.1, Rev. D

Table 3 on page 19 lists the changes described in this version of the documentation to support this release of the software. (Version 8.1, Rev. D of this guide was for Siebel CRM version 8.1.1.10. Significant installer changes were introduced in Siebel CRM version 8.1.1.11.)

Table 3. What's New in Siebel Installation Guide for UNIX, Version 8.1, Rev. D

Topic	Description
"Starting a Siebel Configuration Wizard" on page 58	<p>Modified topic. Added information about the environment setup files that you might have to source before or after running some of the Siebel Configuration Wizards. More information is provided in the topics for performing individual configuration tasks.</p>
"Enabling Siebel Open UI" on page 122 "About Installing the Siebel Database" on page 87 "Installing the Siebel Database" on page 93 "About Installing in Upgrade Environments" on page 301	<p>Modified topics. Siebel database updates are available for Siebel CRM version 8.1.1.10. These updates are available in a new database installation. Alternatively, these updates are available for an existing database by using the Incremental Repository Merge feature or by upgrading the Siebel database, as appropriate for your installed software.</p> <p>For information about the product enhancements in Siebel Fix Pack 8.1.1.10 (also known as Siebel Innovation Pack 2012), see the applicable <i>Siebel Maintenance Release Guide</i> on My Oracle Support, 880452.1 (Article ID). For information about setting up and using Incremental Repository Merge and about database upgrades, see <i>Siebel Database Upgrade Guide</i>.</p>

Table 3. What's New in Siebel Installation Guide for UNIX, Version 8.1, Rev. D

Topic	Description
"Enabling Siebel Open UI" on page 122	Modified topic. Added more information about the parameters for enabling Siebel Open UI and how to set them.
"Obtaining Updated Siebel Repository Files" on page 126 "Requirements for Installing and Configuring the Siebel Server" on page 334 "Requirements for Installing Siebel Web Clients" on page 349	New topic. Added information about obtaining updated Siebel Repository files (SRF) for Siebel Fix Pack 8.1.1.10.
"Installing and Using the Siebel Sample Database" on page 171	Modified topic. Added information about obtaining the updated Siebel Sample Database file (DBF) for Siebel Fix Pack 8.1.1.10.
Chapter 9, "Cloning a Siebel Installation"	Modified topics. Updated information in multiple topics about the role of the Siebel Gateway Name Server and configuration data in usage cases for cloning a Siebel Server installation.
"About Siebel CRM Releases" on page 298	Modified topic. Mentioned Incremental Repository Merge, which is an important new feature provided in Siebel Fix Pack 8.1.1.10.
"Requirements for Installing Siebel Web Clients" on page 349 "Requirements for Installing Siebel Tools" on page 351 "Configuring Siebel Server Connectivity to the Siebel Database" on page 378	Modified topics. Siebel CRM version 8.1.1.10 now provides native support for Microsoft SQL Server 2008, using SQL Server Native Client.
"Configuring the SWSE Logical Profile" on page 77 "Requirements for Configuring Anonymous Users for the Siebel Web Server Extension" on page 344	Modified topics. Noted that employee applications can support either Siebel Open UI or high interactivity. (The anonymous user for employee applications is sometimes called the high interactivity user.)
"Configuring an IBM DB2 Database for Siebel Business Applications" on page 365	Modified topic. Removed references to IBM DB2 parameters that have been identified as deprecated for DB2 v9.7.
"Requirements for the Siebel Image Directories" on page 387	Modified topic. Updated information about adding modules or languages to an existing network image.
"Siebel Installation Media Contents" on page 382	Modified topic. Added information about the requirements for using the third-party media files.

What's New in Siebel Installation Guide for UNIX, Version 8.2, Rev. C

Table 4 on page 21 lists the changes described in this version of the documentation to support this release of the software. (Version 8.2, Rev. C of this guide was for Siebel CRM version 8.2.2.3. Significant installer changes were introduced in Siebel CRM version 8.2.2.4.)

Table 4. What's New in Siebel Installation Guide for UNIX, Version 8.2, Rev. C

Topic	Description
Multiple topics	<p>Siebel Business Applications now support the HP-UX operating system for Siebel CRM version 8.2.2.3 and later. Media files are available for HP-UX for Siebel Enterprise Server and Siebel Web Server Extension, and the Siebel Image Creator utility allows you to select HP-UX as a platform.</p> <p>After installing Siebel CRM version 8.2.2, as described in this guide, customers on HP-UX must install Siebel Fix Pack 8.2.2.3 or later, as described in the applicable <i>Siebel Maintenance Release Guide</i> on My Oracle Support, 1441523.1 (Article ID). Install the Siebel Fix Pack before you configure the Siebel software.</p>
"Starting a Siebel Configuration Wizard" on page 58	<p>Modified topic. Added information about the environment setup files that you might have to source before or after running some of the Siebel Configuration Wizards. More information is provided in the topics for performing individual configuration tasks.</p>
<p>"Enabling Siebel Open UI" on page 122</p> <p>"About Installing the Siebel Database" on page 87</p> <p>"Installing the Siebel Database" on page 93</p> <p>"About Installing in Upgrade Environments" on page 301</p>	<p>Modified topics. Siebel database updates are available for Siebel CRM version 8.2.2.3. These updates are available in a new database installation, if you install the database after installing the Siebel Fix Pack. Alternatively, these updates are available for an existing database by using the Incremental Repository Merge feature or by upgrading the Siebel database, as appropriate for your installed software.</p> <p>For information about the product enhancements in Siebel Fix Pack 8.2.2.3 (also known as Siebel Innovation Pack 2012), see the applicable <i>Siebel Maintenance Release Guide</i> on My Oracle Support, 1441523.1 (Article ID). For information about setting up and using Incremental Repository Merge and about database upgrades, see <i>Siebel Database Upgrade Guide</i>.</p>
"Enabling Siebel Open UI" on page 122	<p>Modified topic. Added more information about the parameters for enabling Siebel Open UI and how to set them.</p>

Table 4. What's New in Siebel Installation Guide for UNIX, Version 8.2, Rev. C

Topic	Description
<p>"Obtaining Updated Siebel Repository Files" on page 126</p> <p>"Requirements for Installing and Configuring the Siebel Server" on page 334</p> <p>"Requirements for Installing Siebel Web Clients" on page 349</p>	<p>New topic. Added information about obtaining updated Siebel Repository files (SRF) for Siebel Fix Pack 8.2.2.3.</p>
<p>"Installing and Using the Siebel Sample Database" on page 171</p>	<p>Modified topic. Added information about obtaining the updated Siebel Sample Database file (DBF) for Siebel Fix Pack 8.2.2.3.</p>
<p>Chapter 9, "Cloning a Siebel Installation"</p>	<p>Modified topics. Updated information in multiple topics about the role of the Siebel Gateway Name Server and configuration data in usage cases for cloning a Siebel Server installation.</p>
<p>"About Siebel CRM Releases" on page 298</p>	<p>Modified topic. Mentioned Incremental Repository Merge, which is an important new feature provided in Siebel Fix Pack 8.2.2.3.</p>
<p>"Requirements for Installing Siebel Web Clients" on page 349</p> <p>"Requirements for Installing Siebel Tools" on page 351</p> <p>"Configuring Siebel Server Connectivity to the Siebel Database" on page 378</p>	<p>Modified topics. Siebel CRM version 8.2.2.3 now provides native support for Microsoft SQL Server 2008, using SQL Server Native Client.</p>
<p>"Configuring the SWSE Logical Profile" on page 77</p> <p>"Requirements for Configuring Anonymous Users for the Siebel Web Server Extension" on page 344</p>	<p>Modified topics. Noted that employee applications can support either Siebel Open UI or high interactivity. (The anonymous user for employee applications is sometimes called the high interactivity user.)</p>
<p>"Configuring an IBM DB2 Database for Siebel Business Applications" on page 365</p>	<p>Modified topic. Removed references to IBM DB2 parameters that have been identified as deprecated for DB2 v9.7.</p>
<p>"Requirements for the Siebel Image Directories" on page 387</p>	<p>Modified topic. Updated information about adding modules or languages to an existing network image.</p>
<p>"Siebel Installation Media Contents" on page 382</p>	<p>Modified topic. Added information about the requirements for using the third-party media files.</p>

About the Microsoft Windows and UNIX Versions of This Guide

This book is published in separate versions for Microsoft Windows or UNIX operating systems:

- *Siebel Installation Guide for Microsoft Windows*
- *Siebel Installation Guide for UNIX*

NOTE: For operating system support details, including supported versions and product support exceptions, see the Certifications tab on My Oracle Support.

In this guide, *Windows* refers to all of the Microsoft Windows operating system versions that are supported for server or client platforms (for applicable Siebel modules) for this release. The supported versions are listed in the Certifications tab on My Oracle Support.

Supported UNIX operating systems include IBM AIX, HP-UX, Linux, and Oracle Solaris (for SPARC).

In *Siebel Installation Guide for UNIX*, supported Linux operating systems are usually discussed in generic terms and are not differentiated. However, some information in this guide applies only to particular Linux operating systems.

Both the Windows and UNIX versions of this guide contain information about installing client-based modules, such as Siebel Mobile Web Clients or Siebel Tools, on Microsoft Windows.

Siebel Installation Guide for UNIX does not contain detailed information about installing Siebel Enterprise Server and Siebel Web Server Extension (SWSE) on Windows.

Siebel Installation Guide for UNIX does not contain information about either Microsoft SQL Server or about Microsoft Internet Information Services (Microsoft IIS).

Siebel Installation Guide for Microsoft Windows does not contain information about UNIX-based Web servers.

Siebel Management Server, a server module that is available only on Windows, is documented in both versions of this guide. However, some information relevant to configuring this module is provided only in *Siebel Installation Guide for Microsoft Windows*.

Additional Information

User interface references in this guide assume that you are using Siebel Open UI. The procedures in this guide assume that you do not use left-hand navigation. For information about implementing left-hand navigation, see *Siebel Fundamentals for Siebel Open UI*.

For more information about third-party products, such as supported operating systems or RDBMS platforms, Web servers, Visual Mining NetCharts, and so on, see the Certifications tab on My Oracle Support (<https://support.oracle.com>).

For Siebel CRM version 8.1.1.9 and later, and for Siebel CRM version 8.2.2.2 and later, the system requirements and supported platform certifications are available from the Certifications tab on My Oracle Support. For more information, see 1492194.1 (Article ID) on My Oracle Support.

2

Overview of Installing Siebel Business Applications

This chapter provides an overview of installing Siebel Business Applications. It includes the following topics:

- [Installation-Related Changes for Siebel Innovation Pack 2013 on page 25](#)
- [Before You Install Siebel Business Applications on page 28](#)
- [Overview of Siebel Business Applications Server Architecture on page 29](#)
- [Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment on page 30](#)
- [Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\) on page 34](#)
- [Roadmap for Installing Siebel Business Applications in a Patch Installation Case \(Existing Installation\) on page 37](#)

Installation-Related Changes for Siebel Innovation Pack 2013

The *Siebel Installation Guide* for the operating system you are using, for Siebel Innovation Pack 2013, describes several critical product changes and requirements that affect your installation tasks and the overall flow of these tasks. Some of the following documentation and product changes are only for the Siebel Enterprise Server and Siebel Web Server Extension (SWSE) installers. See also [“What’s New in Siebel Installation Guide for UNIX, Version 8.1/8.2” on page 14](#).

- **Documentation is for Siebel Innovation Pack 2013.** The *Siebel Installation Guide* for the operating system you are using is for installing Siebel CRM software for Siebel Innovation Pack 2013. This term is used for the following Siebel CRM releases:
 - Siebel CRM version 8.1.1.11
 - Siebel CRM version 8.2.2.4

These releases include new functionality and also the functionality from Siebel CRM version 8.1.1 and version 8.2.2 and from previous Siebel CRM version 8.1.1.x and version 8.2.2.x releases (Siebel Fix Packs). Going forward, separate versions of the *Siebel Bookshelf* are no longer provided for Siebel CRM version 8.1.1 and version 8.2.2. However, the previous versions are still available.

References to the *current release* usually refer to one of these releases. This term might also refer to changed functionality relative to previous releases. Some version references might indicate the Siebel database version.

- **Changes in documentation scope.** Note the following changes in scope for the installation documentation:
 - You use the *Siebel Installation Guide* for the operating system you are using to perform new installations of the current release. For existing deployments, you now also use this guide to perform patch installations, which are also called migration installations for Siebel Enterprise Server and SWSE.
 - For the current release, the applicable *Siebel Maintenance Release Guide* on My Oracle Support still provides key information for both new installations and patch installations, but it no longer contains detailed instructions for performing patch installations.
- **Siebel CRM media and Siebel Image Creator have changed.** You obtain the Siebel CRM version 8.1.1.11 or version 8.2.2.4 media from Oracle Software Delivery Cloud and use the Siebel Image Creator utility to create a Siebel network image from which you can perform a new installation or a patch installation (that is, a migration installation) for Siebel Enterprise Server and SWSE. No separate media or installers are provided or used for Siebel CRM version 8.1.1 or version 8.2.2 for these modules.
- **Patch installation model has changed.** Starting in Siebel CRM version 8.1.1.11 and version 8.2.2.4 (the current release), each Siebel Innovation Pack release is packaged as a complete base release. For an existing installation of Siebel Enterprise Server and SWSE, to apply the current release as a patch installation, you perform a *migration installation*.

In a migration installation, the installer uses information about your existing installation to perform a new installation. The existing installation directory is first renamed to a backup location, and the new installation uses the original Oracle home name and location. The installer then migrates your customized files from the existing installation to the new installation. A report identifies any conflicts between your customized files and the files delivered by the installer.

For other Siebel modules, separate installers are still used for the base release (Siebel CRM version 8.1.1 or version 8.2.2) and for the current release.
- **Uninstallation and rollback have changed.** Uninstallation and rollback to a previous version have changed for Siebel Enterprise Server and SWSE because of the installer changes. To be able to roll back to a previous version, you must have retained the backup directory to which the previous installation was moved during a migration installation.

To roll back a migration installation and revert to the previous installation, you must stop the Siebel services, rename the new installation to a backup location, rename the original installation to its original location (matching the Oracle home and location), and restart the services. Other tasks might also be required, depending on your changes to the Siebel database and the Siebel Repository.
- **Installer user interface has changed.** The user interface for the new installers for Siebel Enterprise Server and SWSE has changed, relative to the previous installers, which were also based on Oracle Universal Installer. The complete installation flow is displayed on the left-hand side of each screen to show key steps and installation progress. To help you to verify that the installation completed successfully, the postinstallation validation is built into the installers, and the installer log files are referenced at the end of the installation task.

- **Language installation options have changed.** The new installers for Siebel Enterprise Server and SWSE support adding languages to an existing installation of the same version, by using unattended mode (silent mode) only. After adding languages in this case, you must run the Configuration Wizards for the Siebel Server and the SWSE, and perform the tasks to add new languages.
- **Limitation for installing Siebel Enterprise Server components.** The new installer for Siebel Enterprise Server does not support adding Siebel Enterprise components to an existing installation.
- **Siebel Configuration Wizards are updated.** In general, after you perform a migration installation for Siebel Enterprise Server or SWSE, you do not have to run the Siebel Configuration Wizards again. However, if you must run these wizards, then you must run the wizards that were installed for the current release (Siebel CRM version 8.1.1.11 or version 8.2.2.4).
- **Running Incremental Repository Merge is required for Siebel Innovation Pack 2013, for an existing installation.** If you install Siebel CRM version 8.1.1.11 or version 8.2.2.4 as a patch installation (in which case you perform migration installations for existing installations of Siebel Enterprise Server and SWSE), then you must use the Incremental Repository Merge feature to update your Siebel database to the current release level.
- **Updated Siebel Repository (SRF) files are available.** You must obtain updated Siebel Repository (SRF) files after you install a new Siebel database, before you run Incremental Repository Merge, or before you upgrade your Siebel database.
- **Updated Siebel Sample Database installer.** The Siebel Sample Database installer is now provided for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.
- **Siebel Patchset releases have replaced Siebel Quick Fix releases.** For the current release, Siebel CRM version 8.1.1.11 and version 8.2.2.4, individual Siebel Quick Fix releases are no longer provided. Instead, monthly Siebel Patchset releases are provided, each of which provides several fixes. The fixes are provided on a cumulative basis in each Siebel Patchset release.

Related Topics

[Chapter 3, "Installing Siebel Enterprise Server Components and the Siebel Web Server Extension"](#)

["Obtaining Updated Siebel Repository Files" on page 126](#)

["About Installing and Deploying Siebel Business Applications with Multiple Languages" on page 128](#)

[Chapter 7, "Installing Siebel Web Clients and Siebel Tools"](#)

[Chapter 10, "Installing and Configuring Siebel Management Agents and Siebel Management Server"](#)

[Chapter 12, "Uninstalling Siebel Business Applications"](#)

["About Siebel CRM Releases" on page 298](#)

[Chapter 15, "Creating the Siebel Installation Image on the Network"](#)

Before You Install Siebel Business Applications

Before you install Siebel Business Applications, you must perform the preinstallation tasks. Many of these tasks are described in *Siebel Deployment Planning Guide*.

- 1 Review hardware and software requirements.
For more information, see the Certifications tab on My Oracle Support.
- 2 Review the worksheet in [Appendix A, “Siebel Deployment Planning Worksheet,”](#) and fill it in as you prepare for installing Siebel Business Applications.
- 3 Plan and prepare for your deployment.
- 4 Configure clustering for the server on which you will install the Siebel Gateway Name Server. Clustering is strongly recommended for production environments.
- 5 Determine your load-balancing strategy.
For more information, see [“Planning Siebel Server Load Balancing” on page 305](#) and [“Process of Configuring Load Balancing for Siebel Business Applications” on page 114](#).
- 6 Configure your RDBMS.
NOTE: You can configure the RDBMS at any point before you run the Siebel Database Configuration Wizard. Most of the database tasks described in this guide do not apply if you have an existing Siebel database, such as in an upgrade environment.

This task applies only for [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30](#). For more information, see [“Planning RDBMS Installation and Configuration” on page 307](#) and [Chapter 14, “Configuring the RDBMS.”](#)
- 7 Obtain the Siebel media and create a Siebel installation image on the network, from which you will perform installations.

Obtain the media for the current release of Siebel Business Applications, such as Siebel CRM version 8.1.1.11 or version 8.2.2.4. The media pack also includes the media for Siebel CRM version 8.1.1 or version 8.2.2 for installing Siebel Mobile Web Client, Siebel Tools, and Siebel Management Server. For more information, see [Chapter 15, “Creating the Siebel Installation Image on the Network.”](#)
- 8 Create directories for Siebel Business Applications software and directories for the Siebel File System.
For more information, see [“File and Directory Naming Conventions” on page 318](#) and [“Creating the Siebel File System” on page 319](#).
- 9 Create the required Siebel accounts.
For more information, see [“Creating the Siebel Service Owner Account” on page 323](#).

Related Books

Siebel Deployment Planning Guide

Siebel Security Guide

Siebel Performance Tuning Guide

Siebel System Administration Guide

Certifications tab on My Oracle Support

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Overview of Siebel Business Applications Server Architecture

Figure 1 on page 29 illustrates a simplified architecture for the server elements in your Siebel deployment, after you have initially installed and configured the software. For a more detailed illustration, see *Siebel Deployment Planning Guide*.

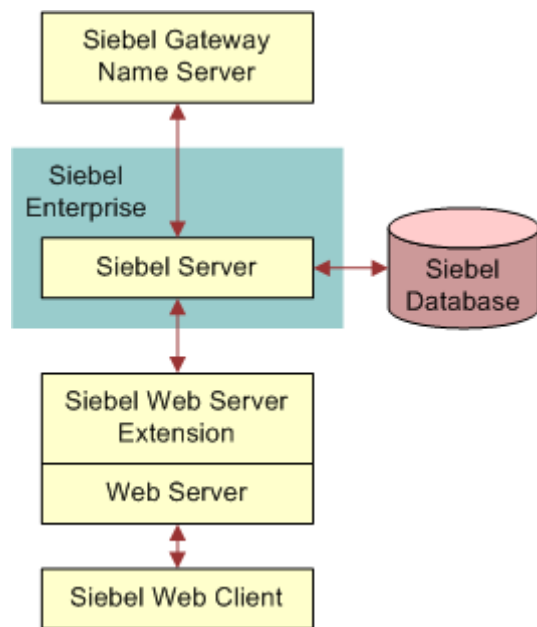


Figure 1. Simplified Architecture for a Siebel Deployment

The Siebel CRM installation and configuration process requires multiple tasks that you perform in a general sequence that depends on your installation case. For more information, see:

- “Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30
- “Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case (Existing Database)” on page 34
- “Roadmap for Installing Siebel Business Applications in a Patch Installation Case (Existing Installation)” on page 37

Installation Guidelines

Follow these general guidelines for your installations:

- You install Siebel Gateway Name Server once for each Siebel Enterprise.
- You install Siebel Database Configuration Utilities once, typically with the first Siebel Server installed.
- In general, you can install each item in sequence and perform its associated configuration tasks, or you can install all of the items and then perform the configuration tasks. However, some requirements apply to the sequence in which you must perform configuration tasks.
- Requirements associated with authenticating access to the Siebel Gateway Name Server can affect your overall installation and configuration process, particularly for a new deployment with no existing Siebel database. This issue affects the installation and configuration task sequence, as shown in the illustrations in the two roadmap topics that follow. For more information, see [“Requirements for Siebel Gateway Name Server Authentication” on page 329](#).
- Multiple instances of Siebel Server and Siebel Web Server Extension (SWSE) are typically installed for medium-sized or larger deployments.
- It is recommended that, for each applicable Siebel module, you install the latest Siebel Patchset release after you install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.

Related Books

Siebel Deployment Planning Guide

Siebel Security Guide

Siebel System Administration Guide

Certifications tab on My Oracle Support

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment

Use this roadmap to guide you in performing the installation and configuration tasks for deploying the current release of Siebel CRM, where there is no existing installation or Siebel database. The current release is Siebel CRM version 8.1.1.11 or version 8.2.2.4 (Siebel Innovation Pack 2013).

Figure 2 on page 31 presents a simplified view of the installation and configuration tasks for server-based modules that apply for a new deployment.

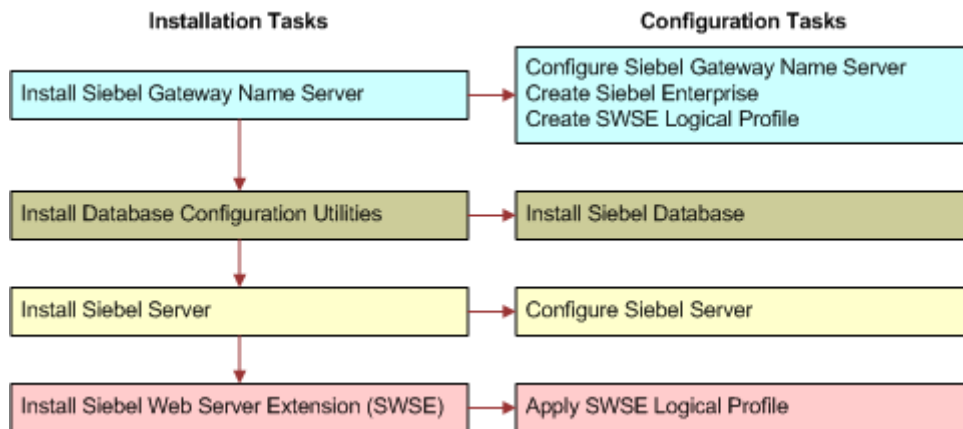


Figure 2. Installing and Configuring Servers for a New Deployment

A Siebel database must exist before you can configure the Siebel Server, in order to provide authentication for access to the Siebel Gateway Name Server. You install Database Configuration Utilities and the first Siebel Server on the same computer where you install Siebel Gateway Name Server.

NOTE: In addition to the tasks listed in this topic, it is recommended that, for each applicable Siebel module, you install the latest Siebel Patchset release. Install the patchset after you install Siebel CRM version 8.1.1.11 or version 8.2.2.4 and before you run the Siebel Configuration Wizards. In some cases, installing a particular Siebel Patchset release might be required. For more information, see [“About Siebel CRM Releases” on page 298](#).

The installation process for Siebel Business Applications for a new deployment requires multiple tasks that you perform in the following general sequence:

- 1 Create the network images for all applicable releases of Siebel CRM:
 - Create a network image for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.
 - Create a network image for Siebel CRM version 8.1.1 or version 8.2.2, for modules such as Siebel Web Client, Siebel Tools Client, or Siebel Management Server.
 - Create a network image for the latest Siebel Patchset release.

See [Chapter 15, “Creating the Siebel Installation Image on the Network.”](#)

- 2 For the Siebel Enterprise Server, install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. Install the following Siebel Enterprise Server components:
 - a Siebel Gateway Name Server
 - b Siebel Server (install with the Siebel Gateway Name Server)
 - c Database Configuration Utilities (install with the first Siebel Server)

See [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

- 3 Configure the following Siebel Enterprise Server modules, in the sequence shown:

- a Siebel Gateway Name Server
- b Siebel Enterprise on the Siebel Gateway Name Server computer

See [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

- 4 Configure the RDBMS.

See [Chapter 14, “Configuring the RDBMS.”](#)

- 5 Install the Siebel database.

This task installs a Siebel database for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. This database contains schema changes, Siebel Repository changes, and seed data for Siebel CRM functionality through the current release.

See [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

- 6 Obtain updated Siebel Repository files (SRF files).

See [“Obtaining Updated Siebel Repository Files” on page 126.](#)

- 7 Configure the Siebel Server, and perform the postinstallation tasks.

NOTE: For a new deployment, you installed a Siebel Server and the Database Configuration Utilities on the Siebel Gateway Name Server computer. Configuring and deploying this Siebel Server is optional. You must run the Database Configuration Wizard and install the Siebel database *before* you can configure this Siebel Server or any Siebel Server. For more information, see [“Requirements for Siebel Gateway Name Server Authentication” on page 329.](#) You must install and configure a Siebel Server before you can configure the Siebel Web Server Extension (SWSE).

See [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension,”](#) and [Chapter 6, “Additional Postinstallation and Configuration Tasks.”](#)

- 8 For the Siebel Web Server Extension (SWSE), install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.

See [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

- 9 Configure the Siebel Web Server Extension in the following sequence:

- a Configure the logical profile for the SWSE on the Siebel Gateway Name Server computer.
- b Apply the SWSE logical profile on the Web server computer where you installed SWSE.

See [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension,”](#) and [Chapter 6, “Additional Postinstallation and Configuration Tasks.”](#)

- 10** (Optional) If you are using Siebel load balancing, then generate the load balancing configuration file `lbconfig.txt` after installing and configuring participating Siebel Servers. Place the file in the SWSE logical profile directory, and reapply the logical profile.

For more information, see [“Process of Configuring Load Balancing for Siebel Business Applications” on page 114.](#)

- 11** (Optional) For Siebel Mobile Web Clients or Developer Web Clients, install the base release, Siebel CRM version 8.1.1 or version 8.2.2. Then install the current release as a patch release for the existing installation of the base release.

See [Chapter 7, “Installing Siebel Web Clients and Siebel Tools.”](#)

- 12** For Siebel Tools, install the base release, Siebel CRM version 8.1.1 or version 8.2.2. Then install the current release as a patch release for the existing installation of the base release.

See [Chapter 7, “Installing Siebel Web Clients and Siebel Tools.”](#)

- 13** Verify the installation of Siebel Business Applications modules.

See [Chapter 8, “Verifying and Troubleshooting Your Installation.”](#)

- 14** (Optional) Install additional Siebel modules. For Siebel Management Server, install the base release, Siebel CRM version 8.1.1 or version 8.2.2, and then install the current release as a patch release for the existing installation of the base release. See the following:

- [Chapter 10, “Installing and Configuring Siebel Management Agents and Siebel Management Server”](#)

- [Chapter 11, “Installing Siebel Charts”](#)

- 15** (Optional) Install and configure additional Siebel Server instances or additional Web server and SWSE instances if they are required for your deployment.

- 16** Install any required third-party products.

See the Certifications tab on My Oracle Support. See also the *Siebel Business Applications Third-Party Bookshelf* in the product media pack on Oracle Software Delivery Cloud.

- 17** (Optional) Install Siebel Search software.

For specific guidelines and requirements about installing search software, see *Siebel Search Administration Guide*.

- 18** Perform any additional postinstallation tasks.

See [Chapter 6, “Additional Postinstallation and Configuration Tasks.”](#)

Related Topics

[“Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)” on page 34](#)

[“Roadmap for Installing Siebel Business Applications in a Patch Installation Case \(Existing Installation\)” on page 37](#)

Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case (Existing Database)

Use this roadmap to guide you in performing the installation and configuration tasks for deploying the current release of Siebel CRM, where there is an existing Siebel database, such as when you are upgrading to the current release. The current release is Siebel CRM version 8.1.1.11 or version 8.2.2.4 (Siebel Innovation Pack 2013).

Figure 3 on page 34 presents a simplified view of the installation and configuration tasks for server-based modules that apply in an upgrade installation case. You install Database Configuration Utilities with the first installed Siebel Server.

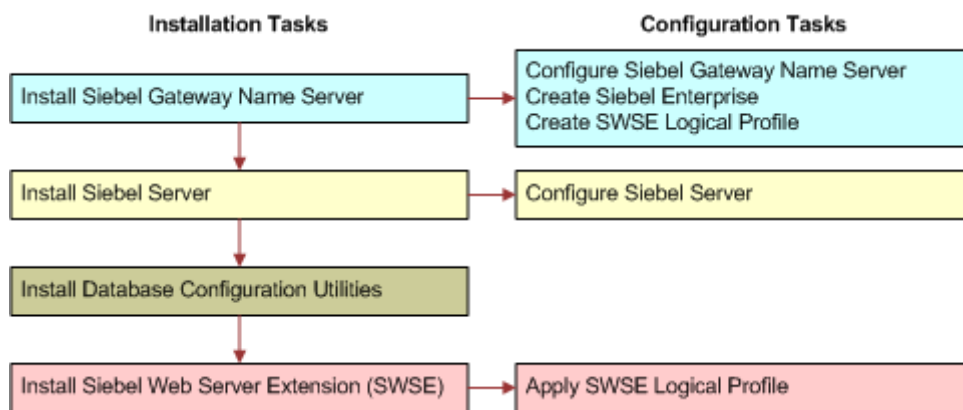


Figure 3. Installing and Configuring Servers in an Upgrade Case

NOTE: In addition to the tasks listed in this topic, it is recommended that, for each applicable Siebel module, you install the latest Siebel Patchset release. Install the patchset after you install Siebel CRM version 8.1.1.11 or version 8.2.2.4 and before you run the Siebel Configuration Wizards. In some cases, installing a particular Siebel Patchset release might be required. For more information, see [“About Siebel CRM Releases” on page 298](#).

This roadmap does not include the database upgrade tasks. Before you upgrade, you must have installed at least one Siebel Server with Database Configuration Utilities and installed Siebel Tools. In addition, you must have updated the Siebel Repository files, as described in [“Obtaining Updated Siebel Repository Files” on page 126](#). For more information about upgrading, see [“About Installing in Upgrade Environments” on page 301](#) and see *Siebel Database Upgrade Guide*.

The installation process for Siebel Business Applications in an upgrade installation case requires multiple tasks that you perform in the following general sequence:

- 1 Create the network images for all applicable releases of Siebel CRM:
 - Create a network image for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.

- Create a network image for Siebel CRM version 8.1.1 or version 8.2.2, for modules such as Siebel Web Client, Siebel Tools Client, or Siebel Management Server.
- Create a network image for the latest Siebel Patchset release.

See [Chapter 15, "Creating the Siebel Installation Image on the Network."](#)

- 2 For the Siebel Enterprise Server, install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. Install the following Siebel Enterprise Server components:
 - a Siebel Gateway Name Server
 - b Siebel Server
 - c Database Configuration Utilities (install with the first Siebel Server)

See [Chapter 3, "Installing Siebel Enterprise Server Components and the Siebel Web Server Extension."](#)

- 3 Configure the following Siebel Enterprise Server modules, in the sequence shown:
 - a Siebel Gateway Name Server
 - b Siebel Enterprise on the Siebel Gateway Name Server computer

See [Chapter 4, "Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension,"](#) and [Chapter 6, "Additional Postinstallation and Configuration Tasks."](#)

- 4 Configure the Siebel Server, and perform the postinstallation tasks.

NOTE: You must install and configure a Siebel Server before you can configure the Siebel Web Server Extension (SWSE).

See [Chapter 4, "Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension,"](#) and [Chapter 6, "Additional Postinstallation and Configuration Tasks."](#)

- 5 For the Siebel Web Server Extension (SWSE), install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.

See [Chapter 3, "Installing Siebel Enterprise Server Components and the Siebel Web Server Extension."](#)

- 6 Configure the Siebel Web Server Extension (SWSE) in the following sequence:
 - a Configure the logical profile for the SWSE on the Siebel Gateway Name Server computer.
 - b Apply the SWSE logical profile on the Web server computer where you installed SWSE.

See [Chapter 4, "Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension,"](#) and [Chapter 6, "Additional Postinstallation and Configuration Tasks."](#)

- 7 (Optional) If you are using Siebel load balancing, then you also generate the load balancing configuration file `lbconfig.txt` after installing and configuring participating Siebel Servers. Place the file in the SWSE logical profile directory, and reapply the logical profile.

For more information, see ["Process of Configuring Load Balancing for Siebel Business Applications" on page 114.](#)

- 8 (Optional) For Siebel Mobile Web Clients or Developer Web Clients, install the base release, Siebel CRM version 8.1.1 or version 8.2.2. Then install the current release as a patch release for the existing installation of the base release.
See [Chapter 7, “Installing Siebel Web Clients and Siebel Tools.”](#)
- 9 For Siebel Tools, install the base release, Siebel CRM version 8.1.1 or version 8.2.2. Then install the current release as a patch release for the existing installation of the base release.
See [Chapter 7, “Installing Siebel Web Clients and Siebel Tools.”](#)
- 10 Verify the installation of Siebel Business Applications modules.
See [Chapter 8, “Verifying and Troubleshooting Your Installation.”](#)
- 11 (Optional) Install additional Siebel modules. For Siebel Management Server, install the base release, Siebel CRM version 8.1.1 or version 8.2.2, and then install the current release as a patch release for the existing installation of the base release. See the following:
 - [Chapter 10, “Installing and Configuring Siebel Management Agents and Siebel Management Server”](#)
 - [Chapter 11, “Installing Siebel Charts”](#)
- 12 (Optional) Install and configure additional Siebel Server instances or additional Web server and SWSE instances if they are required for your deployment.
- 13 Install any required third-party products.
See the Certifications tab on My Oracle Support. See also the *Siebel Business Applications Third-Party Bookshelf* in the product media pack on Oracle Software Delivery Cloud.
- 14 (Optional) Install Siebel Search software.
For specific guidelines and requirements about installing search software, see *Siebel Search Administration Guide*.
- 15 Perform any additional postinstallation tasks.
See [Chapter 6, “Additional Postinstallation and Configuration Tasks.”](#)

Related Topics

- [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30](#)
- [“Roadmap for Installing Siebel Business Applications in a Patch Installation Case \(Existing Installation\)” on page 37](#)

Roadmap for Installing Siebel Business Applications in a Patch Installation Case (Existing Installation)

Use this roadmap to guide you in performing the installation tasks for deploying the current release of Siebel CRM, where there is an existing installation of a prior version. This is the patch installation case. The current release is Siebel CRM version 8.1.1.11 or version 8.2.2.4 (Siebel Innovation Pack 2013).

Use this roadmap when you have an existing Siebel Business Applications installation of a prior version, such as Siebel CRM version 8.1.1 or 8.1.1.10, or Siebel CRM version 8.2.2 or 8.2.2.3. You must perform the patch installation tasks for any existing installed software. For Siebel Enterprise Server and Siebel Web Server Extension, patch installation is also called migration installation.

NOTE: In addition to the tasks listed in this topic, it is recommended that, for each applicable Siebel module, you install the latest Siebel Patchset release after you install Siebel CRM version 8.1.1.11 or version 8.2.2.4. In some cases, installing a particular Siebel Patchset release might be required. For more information, see [“About Siebel CRM Releases” on page 298](#).

This roadmap does not include the task of running Incremental Repository Merge. Before you do this, you must have installed at least one Siebel Server with Database Configuration Utilities and installed Siebel Tools. In addition, you must have updated the Siebel Repository files, as described in [“Obtaining Updated Siebel Repository Files” on page 126](#). For more information about running Incremental Repository Merge, see *Siebel Database Upgrade Guide*.

The installation process for Siebel Business Applications in a patch installation case requires multiple tasks that you perform in the following general sequence:

- 1 Create the network images for all applicable releases of Siebel CRM:
 - Create a network image for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.
 - Create a network image for the latest Siebel Patchset release.See [Chapter 15, “Creating the Siebel Installation Image on the Network.”](#)
- 2 For the Siebel Enterprise Server software, install the current release as a migration installation for each existing installation (patch installation case).
See [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)
- 3 For the Siebel Web Server Extension (SWSE), install the current release as a migration installation for each existing installation (patch installation case).
See [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)
- 4 For Siebel Mobile Web Clients or Developer Web Clients, install the current release as a patch installation for each existing installation.
See [Chapter 7, “Installing Siebel Web Clients and Siebel Tools.”](#)

- 5 For Siebel Tools, install the current release as a patch installation for each existing installation.
See [Chapter 7, "Installing Siebel Web Clients and Siebel Tools."](#)
- 6 Verify the installation of Siebel Business Applications modules.
See [Chapter 8, "Verifying and Troubleshooting Your Installation."](#)
- 7 For Siebel Management Server, install the current release as a patch installation for each existing installation.
See [Chapter 10, "Installing and Configuring Siebel Management Agents and Siebel Management Server."](#)
- 8 Perform any additional postinstallation tasks.
See [Chapter 6, "Additional Postinstallation and Configuration Tasks."](#)

Related Topics

["Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment"](#) on page 30
["Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)"](#) on page 34

3

Installing Siebel Enterprise Server Components and the Siebel Web Server Extension

This chapter explains how to install the Siebel Enterprise Server and the Siebel Web Server Extension. Use the Siebel Enterprise Server installer to install Siebel Gateway Name Server, Siebel Server, Siebel Database Configuration Utilities, and EAI Connector support files. Both new installations and migration installations are described. This chapter includes the following topics:

- [About Installing Siebel Business Applications on page 39](#)
- [Installing Siebel Enterprise Server on page 40](#)
- [Installing the Siebel Web Server Extension on page 47](#)
- [Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode on page 54](#)

About Installing Siebel Business Applications

Before installing Siebel Enterprise Server components or Siebel Web Server Extension, review the following and perform any necessary preinstallation tasks:

- [“Before You Install Siebel Business Applications” on page 28](#)
- [“Installation and Configuration Methods by Deployment Type” on page 324](#)
- [Chapter 13, “Requirements for Installing and Configuring Siebel Business Applications”](#)

After installation, you configure server modules using the Siebel Configuration Wizards. Perform configuration after installing the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, or after installing the current release and then installing the latest Siebel Patchset release. For more information about configuration tasks, see [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

NOTE: For information about installation-related changes for Siebel CRM version 8.1.1.11 and version 8.2.2.4, see [“Installation-Related Changes for Siebel Innovation Pack 2013” on page 25](#). In particular, the installers for Siebel Enterprise Server and Siebel Web Server Extension are new for this release. The migration installation tasks are a new type of patch installation that you perform using the same installers as for new installations.

Installing Siebel Enterprise Server

This topic provides instructions for installing the Siebel Enterprise Server components, using the GUI installation method, as part of standard Siebel Business Applications deployment.

NOTE: This topic includes instructions for installing Siebel Enterprise Server as a new installation or as a migration installation (for a patch installation case). For an existing installation, you perform a migration installation instead of a new installation.

If you are installing from a remote computer, or using X-connectivity software to access a UNIX computer from a Windows computer, then see also [“Installing Siebel Business Applications from a Remote Server Computer”](#) on page 316.

The Siebel Enterprise Server installer verifies that you have the required software at the necessary version levels for installing Siebel Business Applications software.

This topic contains the following information:

- [“Installing Siebel Enterprise Server as a New Installation”](#) on page 40
- [“Installing Siebel Enterprise Server as a Migration Installation”](#) on page 44

Related Topics

[“Installation-Related Changes for Siebel Innovation Pack 2013”](#) on page 25

[“Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode”](#) on page 54

Chapter 4, [“Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

Chapter 6, [“Additional Postinstallation and Configuration Tasks”](#)

[“Verifying Installation for the Siebel Enterprise Server”](#) on page 189

Chapter 12, [“Uninstalling Siebel Business Applications”](#)

Chapter 13, [“Requirements for Installing and Configuring Siebel Business Applications”](#)

Related Books

Siebel Security Guide

Siebel Global Deployment Guide

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Installing Siebel Enterprise Server as a New Installation

Use the following procedure to install Siebel Enterprise Server as a new installation for Siebel CRM version 8.1.1.11 or version 8.2.2.4.

NOTE: Use this procedure only when Siebel Enterprise Server is not already installed. Where an earlier version of Siebel Enterprise Server is already installed, you perform a migration installation instead, as described in [“Installing Siebel Enterprise Server as a Migration Installation”](#) on page 44.

This topic is part of [“Installing Siebel Enterprise Server”](#) on page 40.

This task is a step in:

- [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment”](#) on page 30
- [“Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)”](#) on page 34

To install Siebel Enterprise Server as a new installation

- 1 Review [“About Installing Siebel Business Applications”](#) on page 39.

For example, if you are installing a Siebel Server that will communicate with an existing installation of Siebel Gateway Name Server on another computer, then make sure that the Siebel Gateway Name Server is running.

- 2 (AIX only) Verify that the login ID performing the installation has permission to run `sl i bcl ean` by asking the administrator to change the permission as follows:

```
chmod 6555 /usr/sbin/sl i bcl ean
```

- 3 (AIX only) Execute the following command:

```
/usr/sbin/sl i bcl ean
```

- 4 Log on to the server, using the Siebel service owner account that you recorded in the copy that you made earlier of the worksheet in [Appendix A, “Siebel Deployment Planning Worksheet.”](#)

- 5 Open a new shell, and navigate to the Siebel image location for the current release. Then navigate to the directory where the installer is located. For example, for Oracle Solaris, navigate to `Siebel_Image/Solaris/Server/Siebel_Enterprise_Server/Disk1/install`.

In this path, *Siebel_Image* is the directory for your version-specific Siebel network image, such as `/Siebel_Install_Image/8.1.11` or `/Siebel_Install_Image/8.2.4`.

- 6 Verify the permissions to the directory into which you will install the Siebel Enterprise Server. You must have write and execute permission.

- 7 To start the Siebel Enterprise Server installer, enter the following command:

```
./runInstaller -jreLoc jre_location -invPtrLoc inventory_location
```

where:

- *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the `-jreLoc` option. It is not required on other operating systems. For more information about the JRE requirements for AIX, see [“Requirements Specific to UNIX or Linux Operating Systems”](#) on page 331.
- *inventory_location* is the full path of the `oralnst.loc` file (for example, `/export/home/oralnst.loc`), which points to the OUI inventory location. Use the `-invPtrLoc` option if you want to specify an inventory pointer file other than the default.

Optionally, for an unattended installation, you can append the flags described in [“Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode”](#) on page 54.

The Siebel Enterprise Server installer displays the Welcome screen.

8 Click Next.

The Oracle Configuration Manager screen appears, which prompts for email contact information.

9 Enter your My Oracle Support credentials and click Next.

Oracle Configuration Manager software is installed on the target computer. For more information, see [“About Oracle Configuration Manager”](#) on page 302.

The Select Installation Task screen appears. The New Installation task is selected by default.

10 To perform a new installation of Siebel Enterprise Server software where no existing installation of Siebel CRM version 8.1.1.x or version 8.2.2.x is present, click Next.

The New Installation Details screen appears.

11 Enter a name for your installation, and specify the installation location, and then click Next. (Note the installation name and location for future reference.) Note the following:

- The default installation name (Oracle Home Name) is SES_HOME. If you have an existing installation, then you must specify a new name for a new installation.
- The default installation path (Oracle Home Location) for a new installation is /siebel/8.1.1.11.0/ses or /siebel/8.2.2.4.0/ses or a similar value. Accept the default path or specify a different fully qualified path by typing it directly or by clicking Browse. If you have an existing installation, then you must specify a new path for the new installation.

For more information about Oracle home and installation path requirements, see [“File and Directory Naming Conventions”](#) on page 318.

The Select Siebel Enterprise Server Components screen appears.

12 Choose the Siebel Enterprise Server components that you want to install. Choose one or more of the following options, and click Next:

- Gateway Name Server
- Siebel Server
- Database Configuration Utilities
- EAI Connector

Install all of the Siebel Enterprise Server components that you might need on this server computer.

You can install the Database Configuration Utilities only with a Siebel Server. In other words, you cannot install Database Configuration Utilities unless you are also installing Siebel Server.

For more information about different ways of deploying Siebel Enterprise Server components, see [“Installation and Configuration Methods by Deployment Type”](#) on page 324.

NOTE: You cannot add components later using this installer, for the current release.

The Select Languages screen appears. All of the languages that were included in the Siebel network image for Siebel Enterprise Server are available for selection.

- 13** Select the languages that you want to install, and click Next. You must select at least one language in order to proceed.

You specify languages to install in order to run applications using these languages. If you install the software with a single language, then this language serves as the primary (base) language, in which your server messages and log files will display. If you install the software with multiple languages, then when you configure the Siebel Server you can specify which installed languages to deploy and which installed language is the primary language.

NOTE: You can add languages to an existing installation by running the installer in unattended mode (silent mode). For more information about installing and deploying languages, see [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

The Summary screen appears. This screen displays the location into which it will install the Siebel Enterprise Server.

- 14** Review the information in the Summary screen. Before you proceed, confirm that you have met all of the installation requirements, such as for disk space. Then do one of the following:
 - To save a response file to use for an unattended installation later, click Save Response File. After the response file is saved, if you are not also installing, then Click Cancel. For information about performing unattended installations, see [“Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode” on page 54](#).
 - To begin installing the Siebel Enterprise Server software, click Install. You can also click Install after saving a response file.

The Installation Progress screen appears. The Siebel Enterprise Server software is installed into the directory that you specified in [Step 11 on page 42](#).

- 15** When the Next button becomes available, the installation is complete. Click Next.

The Finish Installation screen appears. This screen indicates whether the installation was successful and shows the location of the main installer log file. You can access this file to review the installation results.

- 16** To close the installer, click Close.

The Siebel Enterprise Server installation is now finished.

- 17** After installing the Siebel Enterprise Server software:
 - Verify the Siebel Enterprise Server installation, as described in [“Verifying Installation for the Siebel Enterprise Server” on page 189](#).
 - Install the latest Siebel Patchset release. Then verify the installation again.
 - Start the Siebel Enterprise Configuration Wizard so that you can configure the components that you installed, as described in [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)
 - Perform any additional postinstallation steps, as described in [Chapter 6, “Additional Postinstallation and Configuration Tasks.”](#)

Installing Siebel Enterprise Server as a Migration Installation

Use the following procedure to install Siebel Enterprise Server as a migration installation for Siebel CRM version 8.1.1.11 or version 8.2.2.4 (for a patch installation case).

NOTE: Use this procedure only when an earlier version of Siebel Enterprise Server is already installed. Otherwise, you must follow the steps in “Installing Siebel Enterprise Server as a New Installation” on page 40 instead.

During a migration installation, the original Siebel Enterprise Server installation directory is renamed from *Original Name* to *Original Name_pre8.1.1.11.0* or *Original Name_pre8.2.2.4.0*. For example, if the original directory name was *ses*, then this directory is renamed to *ses_pre8.1.1.11.0* or *ses_pre8.2.2.4.0*. The new Siebel Enterprise Server installation directory is named *Original Name*, such as *ses*. Retain the original directory, in case you choose to perform a rollback uninstallation later. For more information, see “Rolling Back the Siebel Enterprise Server” on page 286.

This topic is part of “Installing Siebel Enterprise Server” on page 40.

This task is a step in “Roadmap for Installing Siebel Business Applications in a Patch Installation Case (Existing Installation)” on page 37.

To install Siebel Enterprise Server as a migration installation

- 1 Review “About Installing Siebel Business Applications” on page 39.

For example, if you are installing a Siebel Server that will communicate with an existing installation of Siebel Gateway Name Server on another computer, then make sure that the Siebel Gateway Name Server is running on that computer.

- 2 (Optional) Shut down the Siebel CRM modules to be updated on this computer.

For example, stop the services for the Siebel Gateway Name Server, Siebel Server, Siebel Management Agent, and Oracle Configuration Manager. Also shut down any running instances of the Siebel Server Manager (*svrmgr*). If you do not shut down the Siebel Gateway Name Server, Siebel Server, and Oracle Configuration Manager modules, then the installer shuts them down.

- 3 (AIX only) Verify that the login ID performing the installation has permission to run *sl i bcl ean* by asking the administrator to change the permission as follows:

```
chmod 6555 /usr/sbi n/sl i bcl ean
```

- 4 (AIX only) Execute the following command:

```
/usr/sbi n/sl i bcl ean
```

- 5 Log on to the server, using the Siebel service owner account that you recorded in the copy that you made earlier of the worksheet in [Appendix A, “Siebel Deployment Planning Worksheet.”](#)

- 6 Open a new shell, and navigate to the Siebel image location for the current release. Then navigate to the directory where the installer is located. For example, for Oracle Solaris, navigate to *Siebel_Image/Sol aris/Server/Si ebel _Enterpri se_Server/Di sk1/i nstal l*.

In this path, *Siebel_Image* is the directory for your version-specific Siebel network image, such as */Si ebel _I nstal l _I mage/8.1.1.11* or */Si ebel _I nstal l _I mage/8.2.2.4*.

- 7 Verify the permissions to the directory into which you will install the Siebel Enterprise Server. You must have write and execute permission.

- 8 To start the Siebel Enterprise Server installer, enter the following command:

```
./runInstaller -jreLoc jre_location -invPtrLoc inventory_location
```

where:

- *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the `-jreLoc` option. It is not required on other operating systems. For more information about the JRE requirements for AIX, see [“Requirements Specific to UNIX or Linux Operating Systems” on page 331](#).
- *inventory_location* is the full path of the `oralnst.loc` file (for example, `/export/home/oralnst.loc`), which points to the OUI inventory location. Use the `-invPtrLoc` option if you want to specify an inventory pointer file other than the default.

Optionally, for an unattended installation, you can append the flags described in [“Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode” on page 54](#).

The Siebel Enterprise Server installer displays the Welcome screen.

- 9 Click Next.

The Oracle Configuration Manager screen appears, which prompts for email contact information.

- 10 Enter your My Oracle Support credentials and click Next.

Oracle Configuration Manager software is installed on the target computer. For more information, see [“About Oracle Configuration Manager” on page 302](#).

The Select Installation Task screen appears. The New Installation task is selected by default.

- 11 To perform a migration installation of the Siebel Enterprise Server software where an existing prior installation of Siebel CRM version 8.1.1.x or version 8.2.2.x is present, choose Migration Installation, and click Next.

The Installation Migration Details screen appears.

- 12 Confirm or select the name and location of your existing installation, and then click Next. Note the following:

- Confirm the existing installation name, or select it from the drop-down list.
- Confirm the existing installation location, or select it from the drop-down list.

For more information about Oracle home and installation path requirements, see [“File and Directory Naming Conventions” on page 318](#).

The Summary screen appears. This screen displays the location into which it will install the Siebel Enterprise Server.

- 13** Review the information in the Summary screen. Before you proceed, confirm that you have met all of the installation requirements, such as for disk space. Then do one of the following:
- To save a response file to use for an unattended installation later, click Save Response File. After the response file is saved, if you are not also installing, then Click Cancel. For information about performing unattended installations, see [“Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode” on page 54](#).
 - To begin installing the Siebel Enterprise Server software, click Install. You can also click Install after saving a response file.

The Installation Progress screen appears. The Siebel Enterprise Server software is installed into the directory that you specified in [Step 12 on page 45](#).

- 14** When the Next button becomes available, the installation is complete. Click Next.

The Finish Installation screen appears. This screen indicates whether the installation was successful and shows the location of the main installer log file. You can access this file to review the installation results. This screen also shows the new location of the original installation, which the installer moved before it performed the new installation.

- 15** Review the report that is generated about any conflicts between your customized files and the files that are delivered by the Siebel Enterprise Server installer. As needed, copy any of your customized files from the original installation to the new migrated installation.

Conflicts are identified in the file `overwrittenfiles_timestamp.log`, which is created in the `ORACLE_HOME/cfgtoollogs/oui` directory (in the new Siebel Enterprise Server installation).

- 16** To close the installer, click Close.

The Siebel Enterprise Server installation is now finished.

After the migration process is complete, then the installer starts the services for the Siebel Gateway Name Server, Siebel Server, and Oracle Configuration Manager. Note that the software that runs is part of the new installation you are migrating to, not part of the original installation.

- 17** Start the service for the Siebel Management Agent, if it is needed.

- 18** After installing the Siebel Enterprise Server software:

- Verify the Siebel Enterprise Server installation, as described in [“Verifying Installation for the Siebel Enterprise Server” on page 189](#).
- Install the latest Siebel Patchset release. Then verify the installation again.
- Perform any additional postinstallation steps, as described in [Chapter 6, “Additional Postinstallation and Configuration Tasks.”](#)

Installing the Siebel Web Server Extension

This topic provides instructions for installing the Siebel Web Server Extension (SWSE) on your Web server computer, using the GUI installation method, as part of standard Siebel Business Applications deployment.

NOTE: This topic includes instructions for installing the SWSE as a new installation or as a migration installation (for a patch installation case). For an existing installation, you perform a migration installation instead of a new installation.

The installation program sets up the Siebel directory structures and copies the required files and components to the target location on the Web server.

If you are installing from a remote computer, or using X-connectivity software to access a UNIX computer from a Windows computer, then see also [“Installing Siebel Business Applications from a Remote Server Computer” on page 316](#).

The SWSE installer verifies that you have the required software at the necessary version levels for installing Siebel Business Applications software.

This topic contains the following information:

- [“Installing the Siebel Web Server Extension as a New Installation” on page 48](#)
- [“Installing the Siebel Web Server Extension as a Migration Installation” on page 51](#)

Related Topics

[“Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode” on page 54](#)

[Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[Chapter 6, “Additional Postinstallation and Configuration Tasks”](#)

[“Verifying Installation for the Siebel Web Server Extension” on page 198](#)

[Chapter 12, “Uninstalling Siebel Business Applications”](#)

[Chapter 13, “Requirements for Installing and Configuring Siebel Business Applications”](#)

Related Books

Siebel Security Guide

Siebel Global Deployment Guide

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Installing the Siebel Web Server Extension as a New Installation

Use the following procedure to install the Siebel Web Server Extension (SWSE) as a new installation for Siebel CRM version 8.1.1.11 or version 8.2.2.4.

NOTE: Use this procedure only when SWSE is not already installed. Where an earlier version of SWSE is already installed, you perform a migration installation instead, as described in [“Installing the Siebel Web Server Extension as a Migration Installation”](#) on page 51.

This topic is part of [“Installing the Siebel Web Server Extension”](#) on page 47.

This task is a step in:

- [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment”](#) on page 30
- [“Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)”](#) on page 34

To install the SWSE as a new installation

- 1 Review [“About Installing Siebel Business Applications”](#) on page 39.
- 2 Install or create an instance of the Web server, and record the port number at which it is listening.
For more information, see [“Installing the Web Server”](#) on page 338.
- 3 (AIX only) Verify that the login ID performing the installation has permission to run `sl i bcl ean` by asking the administrator to change the permission as follows:

```
chmod 6555 /usr/sbi n/sl i bcl ean
```
- 4 (AIX only) Execute the following command:

```
/usr/sbi n/sl i bcl ean
```
- 5 Open a new shell and navigate to the Siebel image location for the current release. Then navigate to the directory where the installer is located. For example, for Oracle Solaris, navigate to `Siebel_Image/Sol aris/Server/Si ebel _Web_Server_Extensi on/Di sk1/i nstal l`.
In this path, `Siebel_Image` is the directory for your version-specific Siebel network image, such as `/Si ebel _I nstal l _I mage/8. 1. 1. 11` or `/Si ebel _I nstal l _I mage/8. 2. 2. 4`.
- 6 Verify the permissions to the directory into which you will install the SWSE. You must have read, write, and execute permission.

- 7 To start the SWSE installer, enter the following command:

```
./runInstaller -jreLoc jre_location -invPtrLoc inventory_location
```

where:

- *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the -jreLoc option. It is not required on other operating systems. For more information about the JRE requirements for AIX, see ["Requirements Specific to UNIX or Linux Operating Systems" on page 331](#).
- *inventory_location* is the full path of the oraInst.loc file (for example, /export/home/orainst.loc), which points to the OUI inventory location. Use the -invPtrLoc option if you want to specify an inventory pointer file other than the default.

The SWSE installer displays the Welcome screen.

- 8 Click Next.

The Oracle Configuration Manager screen appears, which prompts for email contact information.

- 9 Enter your My Oracle Support credentials and click Next.

Oracle Configuration Manager software is installed on the target computer. For more information, see ["About Oracle Configuration Manager" on page 302](#).

The Select Installation Task screen appears. The New Installation task is selected by default.

- 10 To perform a new installation of Siebel Web Server Extension software where no existing installation of Siebel CRM version 8.1.1.x or version 8.2.2.x is present, click Next.

The New Installation Details screen appears.

- 11 Enter a name for your installation, and specify the installation location, and then click Next. (Note the installation name and location for future reference.) Note the following:

- The default installation name (Oracle Home Name) is EAPPWEB_HOME. If you have an existing installation, then you must specify a new name for a new installation.
- The default installation path (Oracle Home Location) for a new installation is /siebel/8.1.1.11.0/sweapp or /siebel/8.2.2.4.0/sweapp or a similar value. Accept the default path or specify a different fully qualified path by typing it directly or by clicking Browse. If you have an existing installation, then you must specify a new path for the new installation.

For more information about Oracle home and installation path requirements, see ["File and Directory Naming Conventions" on page 318](#).

CAUTION: Do not specify the Web server installation directory as the directory in which to install SWSE. Doing this results in configuration errors later.

The Select Languages screen appears. All of the languages that were included in the Siebel network image for SWSE are available for selection.

- 12** Select the languages that you want to install, and click Next. You must select at least one language in order to proceed.

You specify languages to install in order to run applications using these languages. If you install the software with a single language, then this language serves as the primary (base) language, in which your server messages and log files will display. If you install the software with multiple languages, then when you configure the SWSE you can specify which installed languages to deploy and which installed language is the primary language.

You must install and deploy on the SWSE the superset of all of the languages required by the Application Object Managers that connect to it. It is strongly recommended that you install and deploy, or at least install, all of the languages that are installed in the Siebel Enterprise Server.

NOTE: You can add languages to an existing installation by running the installer in unattended mode (silent mode). For more information about installing and deploying languages, see [“About Installing and Deploying Siebel Business Applications with Multiple Languages”](#) on page 128.

The Cryptographic Seed screen appears. For more information, see *Siebel Security Guide*.

- 13** Enter the cryptographic seed that you will use for your SWSE installation.

The Summary screen appears. This screen displays the location into which it will install the SWSE software.

- 14** Review the information in the Summary screen. Before you proceed, confirm that you have met all of the installation requirements, such as for disk space. Then do one of the following:

- To save a response file to use for an unattended installation later, click Save Response File. After the response file is saved, if you are not also installing, then Click Cancel. For information about performing unattended installations, see [“Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode”](#) on page 54.
- To begin installing the SWSE software, click Install. You can also click Install after saving a response file.

The Installation Progress screen appears. The SWSE software is installed into the directory that you specified in [Step 11 on page 49](#).

- 15** When the Next button becomes available, the installation is complete. Click Next.

The Finish Installation screen appears. This screen indicates whether the installation was successful and shows the location of the main installer log file. You can access this file to review the installation results.

- 16** To close the installer, click Close.

The SWSE installation is now finished.

- 17** After installing the SWSE software:

- Verify the SWSE installation, as described in [“Verifying Installation for the Siebel Web Server Extension”](#) on page 198.
- Install the latest Siebel Patchset release. Then verify the installation again.

- Start the SWSE Configuration Wizard so that you can configure it (configure the SWSE logical profile and apply it to the SWSE), as described in [“Process of Configuring the Siebel Web Server Extension” on page 76](#). You must have already configured the Siebel Enterprise Server components.
- Perform any additional postinstallation steps, as described in [Chapter 6, “Additional Postinstallation and Configuration Tasks.”](#)

Installing the Siebel Web Server Extension as a Migration Installation

Use the following procedure to install the Siebel Web Server Extension (SWSE) as a migration installation for Siebel CRM version 8.1.1.11 or version 8.2.2.4 (patch installation case).

NOTE: Use this procedure only when an earlier version of SWSE is already installed. Otherwise, you must follow the steps in [“Installing the Siebel Web Server Extension as a New Installation” on page 48](#) instead.

During a migration installation, the original SWSE installation directory is renamed from *Original Name* to *Original Name_pre8.1.1.11.0* or *Original Name_pre8.2.2.4.0*. For example, if the original directory name was *sweapp*, then this directory is renamed to *sweapp_pre8.1.1.11.0* or *sweapp_pre8.2.2.4.0*. The new SWSE installation directory is named *Original Name*, such as *sweapp*. Retain the original directory, in case you choose to perform a rollback uninstallation later. For more information, see [“Rolling Back the Siebel Web Server Extension” on page 290](#).

This topic is part of [“Installing the Siebel Web Server Extension” on page 47](#).

This task is a step in [“Roadmap for Installing Siebel Business Applications in a Patch Installation Case \(Existing Installation\)” on page 37](#).

To install the SWSE as a migration installation

- 1 Review [“About Installing Siebel Business Applications” on page 39](#).
- 2 (Optional) Stop the Oracle Configuration Manager service for the existing installation of SWSE. If you do not shut down this service, then the installer shuts it down.
- 3 Stop the Web server by running one of the following commands:
 - `ompmctl stopall` – for Oracle HTTP Server (on supported Linux platforms)
 - `stopapa` – for other Apache-based Web servers (on AIX, HP-UX, or supported Linux platforms)
 - `stop` – for Oracle iPlanet Web Server (on Oracle Solaris)
- 4 (AIX only) Verify that the login ID performing the installation has permission to run `sl i bcl ean` by asking the administrator to change the permission as follows:

```
chmod 6555 /usr/sbin/sl i bcl ean
```
- 5 (AIX only) Execute the following command:

```
/usr/sbin/sl i bcl ean
```

- 6 Open a new shell and navigate to the Siebel image location for the current release. Then navigate to the directory where the installer is located. For example, for Oracle Solaris, navigate to *Siebel_Image/Solaris/Server/Siebel_Web_Server_Extension/Disk1/install*.

In this path, *Siebel_Image* is the directory for your version-specific Siebel network image, such as */Siebel_Install_Image/8.1.1.11* or */Siebel_Install_Image/8.2.2.4*.

- 7 Verify the permissions to the directory into which you will install the SWSE. You must have read, write, and execute permission.
- 8 To start the SWSE installer, enter the following command:

```
./runInstaller -jreLoc jre_location -invPtrLoc inventory_location
```

where:

- *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the `-jreLoc` option. It is not required on other operating systems. For more information about the JRE requirements for AIX, see [“Requirements Specific to UNIX or Linux Operating Systems” on page 331](#).
- *inventory_location* is the full path of the `oralnst.loc` file (for example, `/export/home/oralnst.loc`), which points to the OUI inventory location. Use the `-invPtrLoc` option if you want to specify an inventory pointer file other than the default.

The SWSE installer displays the Welcome screen.

- 9 Click Next.

The Oracle Configuration Manager screen appears, which prompts for email contact information.

- 10 Enter your My Oracle Support credentials and click Next.

Oracle Configuration Manager software is installed on the target computer. For more information, see [“About Oracle Configuration Manager” on page 302](#).

The Select Installation Task screen appears. The New Installation task is selected by default.

- 11 To perform a migration installation of the SWSE software where an existing prior installation of Siebel CRM version 8.1.1.x or version 8.2.2.x is present, choose Migration Installation, and click Next.

The Installation Migration Details screen appears.

- 12 Confirm or select the name and location of your existing installation, and then click Next. Note the following:

- Confirm the existing installation name, or select it from the drop-down list.
- Confirm the existing installation location, or select it from the drop-down list.

For more information about Oracle home and installation path requirements, see [“File and Directory Naming Conventions” on page 318](#).

The Summary screen appears. This screen displays the location into which it will install the SWSE.

13 Review the information in the Summary screen. Before you proceed, confirm that you have met all of the installation requirements, such as for disk space. Then do one of the following:

- To save a response file to use for an unattended installation later, click Save Response File. After the response file is saved, if you are not also installing, then Click Cancel. For information about performing unattended installations, see ["Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode"](#) on page 54.
- To begin installing the SWSE software, click Install. You can also click Install after saving a response file.

The Installation Progress screen appears. The SWSE software is installed into the directory that you specified in [Step 12 on page 52](#).

14 When the Next button becomes available, the installation is complete. Click Next.

The Finish Installation screen appears. This screen indicates whether the installation was successful and shows the location of the main installer log file. You can access this file to review the installation results. This screen also shows the new location of the original installation, which the installer moved before it performed the new installation.

15 Review the report that is generated about any conflicts between your customized files and the files that are delivered by the SWSE installer. As needed, copy any of your customized files from the original installation to the new migrated installation.

Conflicts are identified in the file `overwrittenfiles_timestamp.log`, which is created in the `ORACLE_HOME/cfgtoollogs/oui` directory (in the new SWSE installation).

16 To close the installer, click Close.

The SWSE installation is now finished.

After the migration process is complete, then the installer restarts the service for the Oracle Configuration Manager. Note that the software that runs is part of the new installation you are migrating to, not part of the original installation.

17 Restart the Web server.

18 After installing the SWSE software:

- Verify the SWSE installation, as described in ["Verifying Installation for the Siebel Enterprise Server"](#) on page 189.
- Install the latest Siebel Patchset release. Then verify the installation again.
- Perform any additional postinstallation steps, as described in [Chapter 6, "Additional Postinstallation and Configuration Tasks."](#)

Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode

The installer programs for Siebel Enterprise Server and Siebel Web Server Extension support an optional *unattended installation*, which is an installation that has been preconfigured to require no user input when the installation program runs. You can save a response file in a regular installer session. Then you can run the installer at the command line with certain flags appended to the installer command to execute the response file. Together, these tasks constitute installing in unattended mode.

You can perform unattended installations for better performance when installing multiple servers. Or, you might perform unattended installations if user input during an installation is not allowed in your environment, as might be the case in some secure environments. An unattended installation prepackages all of the required parameters so that you only have to execute a command to perform the installation.

You can use unattended mode to perform a new installation or migration installation of the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.

CAUTION: Unattended installations provide no direct feedback or error notification. Therefore, you must test your settings in a development environment before system-wide deployment in a production environment. It is strongly recommended that you become thoroughly familiar with GUI installation for any Siebel modules for which you intend to perform unattended installation.

This topic contains the following information:

- [“Guidelines for Installing Servers in Unattended Mode” on page 55](#)
- [“Saving an Installation Response File” on page 55](#)
- [“Performing an Installation in Unattended Mode” on page 56](#)

Related Topics

- [“Installing Siebel Enterprise Server” on page 40](#)
- [“Installing the Siebel Web Server Extension” on page 47](#)
- [“Verifying Installation for the Siebel Enterprise Server” on page 189](#)
- [“Verifying Installation for the Siebel Web Server Extension” on page 198](#)
- [Chapter 13, “Requirements for Installing and Configuring Siebel Business Applications”](#)

Related Books

- Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)
- Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Guidelines for Installing Servers in Unattended Mode

Review the following guidelines for installing Siebel Enterprise Server or Siebel Web Server Extension in unattended mode:

- **Keep track of the response file results.** Because the unattended installation session is controlled by the response file, you must keep careful track of the result each response file will yield when you perform an unattended installation. For example, depending on your selections when you generated a response file for Siebel Enterprise Server, the unattended installation performed with this file might install any or all of the Siebel Enterprise Server components: Siebel Gateway Name Server, Siebel Server, Siebel Database Configuration Utilities, or EAI Connectors.
- **Create the response file on a computer similar to the target computer.** When you run the installer as described in [“Saving an Installation Response File” on page 55](#), installer validations are done as if you were performing a real installation. It is strongly recommended that you run the installer on a computer that has similar resources and configuration settings as the target computer on which the installation will be performed, as described in [“Performing an Installation in Unattended Mode” on page 56](#). Unattended installations must meet all of the documented requirements, including those described in [Chapter 13, “Requirements for Installing and Configuring Siebel Business Applications.”](#)
- **Validate the installation.** Validate each installation after it has completed, as described in [“Verifying Installation for the Siebel Enterprise Server” on page 189](#) and [“Verifying Installation for the Siebel Web Server Extension” on page 198](#).

To install Siebel Enterprise Server components or Siebel Web Server Extension and specified Siebel language packs in unattended mode, perform the following tasks:

- [“Saving an Installation Response File” on page 55](#)
- [“Performing an Installation in Unattended Mode” on page 56](#)

Saving an Installation Response File

Perform the following steps to save an installation response file to be used in an unattended server installation.

To save an installation response file

- 1 Navigate to the Siebel image location where the installer is located.
- 2 Start the installer for Siebel Enterprise Server or Siebel Web Server Extension (SWSE).
For information about starting these installers, see [“Installing Siebel Enterprise Server” on page 40](#) and [“Installing the Siebel Web Server Extension” on page 47](#).
- 3 Provide input to the installer wizard, as in a normal GUI installation.
- 4 In the Summary screen, click Save Response File.
- 5 Specify the location of the response file, for example, `/usr/tmp/sesinstall.rsp`.

A response file is generated that includes data that is derived from the input that you made during the installer session.

- 6 After the response file is saved, click Cancel.

The installer session ends.

In addition to saving the response file at the location that you specified at the command line, the installer creates the Siebel installation directory at the location that you specified in the installer session (for example, `/usr/tmp/sesinstall.rsp`). Although the Siebel module is not installed (because you clicked Cancel), this directory contains a subdirectory called `inventory`, which includes information about the product inventory.

See the following procedure for performing a Siebel Enterprise Server or SWSE installation in unattended mode, using the response file that you just generated.

Performing an Installation in Unattended Mode

Perform the following steps to perform a unattended server installation.

To perform an unattended installation for Siebel Enterprise Server components or Siebel Web Server Extension, you save an installation response file, as described in [“Saving an Installation Response File” on page 55](#), and run the installer command as shown in the following procedure.

To perform an installation in unattended mode

- 1 Navigate to the Siebel image location where the installer is located.
- 2 Place the response file that you previously generated in the correct Siebel image directory for the Siebel module (where the installer program is located), so that the file can be read when you start the installer.

NOTE: Always back up any existing valid response file before replacing it with a new file.

- 3 Open a new shell.
- 4 Run a command like the following to start the Siebel Enterprise Server or Siebel Web Server Extension installer:

```
./runinstaller -silent -responseFile path_to_installation_response_file -  
invPtrLoc inventory_location
```

where:

- *path_to_installation_response_file* is the full path and name of a response file to be executed (for example, `/usr/tmp/sesinstall.rsp`).
- *inventory_location* is the full path of the `oralnst.loc` file (for example, `/export/home/oralnst.loc`), which points to the OUI inventory location. Use the `-invPtrLoc` option if you want to specify an inventory pointer file other than the default.

This command runs the installer in unattended mode and specifies the location of the response file to be executed. No installer screens are displayed, and no further user input is prompted for after the installer starts.

4

Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension

This chapter explains how to configure Siebel Enterprise Server components and the Siebel Web Server Extension. It includes the following topics:

- [About Configuring Siebel Business Applications on page 57](#)
- [Starting a Siebel Configuration Wizard on page 58](#)
- [Configuring the Siebel Gateway Name Server on page 61](#)
- [Configuring the Siebel Enterprise on page 63](#)
- [Installing the Siebel Database on page 72](#)
- [Configuring the Siebel Server on page 72](#)
- [Process of Configuring the Siebel Web Server Extension on page 76](#)
- [About Configuring the Siebel Web Server Extension on page 86](#)

About Configuring Siebel Business Applications

The Siebel Enterprise Server components you can install include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector (support files). After installing these components, or the Siebel Web Server Extension, you configure these modules by using the Siebel Configuration Wizard, as described in this chapter. The installation for these modules is described in [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

The Siebel Configuration Wizard framework supports configuration tasks for the Siebel Enterprise Server components, the Siebel database, the Siebel Web Server Extension (SWSE), Siebel Management Agent, and Siebel Management Server. Multiple configuration wizards are provided for these modules, supporting different configuration tasks. Within each task, most of the screens provide explanatory information about the settings you are prompted to make. Some configuration wizard tasks can be run multiple times, while others must be run only once.

NOTE: Keep track of which configuration tasks you have performed and which you have not yet performed. Some tasks to configure Siebel Business Applications modules or to remove configuration data have dependencies on other tasks having been performed. Removing existing configuration data is required before uninstalling particular modules. For tasks to remove configuration data, see [“Process of Removing Configuration Data” on page 281.](#)

For detailed information about the configuration wizards and their options and settings, see [Appendix B, “Siebel Configuration Wizard Reference.”](#)

NOTE: In general, after you perform a migration installation for Siebel Enterprise Server or SWSE, you do not have to run the Siebel Configuration Wizards again. However, if you do have to run these wizards for any reason, then you must run the wizards that were installed for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. See also [“Installation-Related Changes for Siebel Innovation Pack 2013”](#) on page 25.

Starting a Siebel Configuration Wizard

Use the following procedure to start a Siebel Configuration Wizard. You start the wizard from the command line. For more information about command-line syntax elements, see [“Siebel Configuration Wizard Syntax Elements”](#) on page 404.

As part of the following procedure, depending on which Configuration Wizards you are running, you must enter the necessary commands to source one of the following environment setup files, as appropriate, to configure or validate the environment.

- **cfgenv.csh or cfgenv.sh.** Before you run the Siebel Enterprise Configuration Wizard, the Siebel Server Configuration Wizard, or the SWSE Configuration Wizard, you must source either `cfgenv.csh` (for C shell) or `cfgenv.sh` (for Bourne or Korn shell). These environment files are located in the installation directory for the installed module. For example for Siebel CRM version 8.1.1.11, modules might be installed in `/siebel/8.1.1.11.0/ses/gtwysrvr`, `/siebel/8.1.1.11.0/ses/siebsrvr`, or `/siebel/8.1.1.11.0/sweapp`. For more information, see the topics for performing the individual configuration tasks.
- **siebenv.csh or siebenv.sh.** These files are created for two different Siebel Enterprise Server components: Siebel Gateway Name Server and Siebel Server.
 - After you run the Siebel Enterprise Configuration Wizard to configure the Siebel Enterprise, you must source either `siebenv.csh` (for C shell) or `siebenv.sh` (for Bourne or Korn shell). These environment files are created in the `$SIEBEL_GATEWAY_ROOT` installation directory. For more information, see [“Configuring the Siebel Enterprise”](#) on page 63.
 - After you run the Siebel Server Configuration Wizard to configure the Siebel Server, you must source either `siebenv.csh` (for C shell) or `siebenv.sh` (for Bourne or Korn shell). These environment files are created in the `$SIEBSRV_ROOT` installation directory. For more information, see [“Configuring the Siebel Server”](#) on page 72.
- **dbenv.csh or dbenv.sh.** Before you run the Database Configuration Wizard, you must source either `dbenv.csh` (for C shell) or `dbenv.sh` (for Bourne or Korn shell). Before you can source one of these files, you must create them by running the script `CreateDbSrvrEnvScript`. These environment files are created in the `$SIEBSRV_ROOT` installation directory. For more information, see [“Installing the Siebel Database”](#) on page 93.

To start a Siebel Configuration Wizard

- 1 Open a shell window.
- 2 Source an environment setup file, as appropriate for the module you are configuring,
 - Before you run the Siebel Enterprise Configuration Wizard, the Siebel Server Configuration Wizard, or the SWSE Configuration Wizard, source either `cfgenv.csh` (for C shell) or `cfgenv.sh` (for Bourne or Korn shell). For more information, see the topics for performing the individual configuration tasks.
 - Before you run the Siebel Database Configuration Wizard, source either `dbenv.csh` (for C shell) or `dbenv.sh` (for Bourne or Korn shell). For more information, see [“Installing the Siebel Database” on page 93](#).
- 3 Navigate to the `config` subdirectory of the installed Siebel module that you want to configure within your `$SIEBEL_ROOT` directory. For example, for Siebel CRM version 8.1.1.11:
 - For configuring the Siebel Gateway Name Server or the Siebel Enterprise, navigate to a directory like `/siebel/8.1.1.11.0/ses/config`. Also navigate to this directory if you are configuring an SWSE logical profile.
 - For configuring the Siebel Server or the Siebel database, navigate to a directory like `/siebel/8.1.1.11.0/ses/config`.
 - For configuring the Siebel Web Server Extension (SWSE), navigate to a directory like `/siebel/8.1.1.11.0/sweapp/config`.
 - For configuring the Siebel Management Agent, navigate to a directory like `/siebel/8.1.1.11.0/ses/config`.
 - For configuring the Siebel Management Server (on Windows only), navigate to a directory like `C:\sba81\mgmtsrvr\config` or `C:\sba82\mgmtsrvr\config`.

To start the Configuration Wizard to configure in GUI mode, go to the next step. For an unattended configuration (where applicable), go to [Step 5 on page 60](#).

- 4 Enter a command similar to the following to start the Configuration Wizard:

```
install_path/config/config -mode mode_name
```

where:

- *install_path* is the installation path for the installed Siebel module
- *mode_name* specifies the Configuration Wizard to run, and is one of the following:
 - `enterprise` is for the Siebel Enterprise Configuration Wizard (includes tasks for configuring Siebel Gateway Name Server, Siebel Enterprise, and SWSE logical profile)
 - `siebsrvr` is for the Siebel Server Configuration Wizard
 - `dbsrvr` is for the Siebel Database Configuration Wizard
 - `swse` is for the Siebel Web Server Extension Configuration Wizard
 - `mgmtagent` is for the Siebel Management Agent Configuration Wizard
 - `mgmtsrvr` is for the Siebel Management Server Configuration Wizard (Windows only)

Example commands follow for each of the modules listed, for different versions.

Siebel Enterprise Configuration Wizard:

```
/siebel /8.1.1.11.0/ses/config/config -mode enterprise
```

```
/siebel /8.2.2.4.0/ses/config/config -mode enterprise
```

Siebel Server Configuration Wizard:

```
/siebel /8.1.1.11.0/ses/config/config -mode siebsrvr
```

```
/siebel /8.2.2.4.0/ses/config/config -mode siebsrvr
```

Siebel Database Configuration Wizard:

```
/siebel /8.1.1.11.0/ses/config/config -mode dbsrvr
```

```
/siebel /8.2.2.4.0/ses/config/config -mode dbsrvr
```

Siebel Web Server Extension Configuration Wizard:

```
/siebel /8.1.1.11.0/sweapp/config/config -mode swse
```

```
/siebel /8.2.2.4.0/sweapp/config/config -mode swse
```

Siebel Management Agent Configuration Wizard:

```
/siebel /8.1.1.11.0/ses/config/config -mode mgmtagent
```

```
/siebel /8.2.2.4.0/ses/config/config -mode mgmtagent
```

Siebel Management Server Configuration Wizard (Windows only):

```
C:\sba81\mgmtsrvr\config\config.bat -mode mgmtsrvr
```

```
C:\sba82\mgmtsrvr\config\config.bat -mode mgmtsrvr
```

Go to [Step 6 on page 61](#).

- 5 For an unattended configuration, start the Configuration Wizard, using the appropriate command-line options:
 - If you are generating a response file, then start the wizard as described in [Step 4 on page 59](#) and also using the `-skipValidation` option. You must also specify to save the response file at the end of the wizard task. Use a command similar to the following:

```
install_path/config/config -mode mode_name -skipValidation
```

- If you are executing a response file you saved in a previous configuration session, then start the wizard using the `-responseFile` option, specifying the name of the response file to execute. Use a command similar to the following:

```
install_path/config/config -mode mode_name -responseFile file_name
```

where:

- *install_path* is the installation path for the installed Siebel module (see examples in [Step 4 on page 59](#))
- *mode_name* specifies the Configuration Wizard to run (see examples in [Step 4 on page 59](#))
- *file_name* is the name of the response file you are executing

NOTE: For an unattended configuration, you would save and later execute separate response files for configuring Siebel Gateway Name Server, Siebel Enterprise, SWSE logical profile, Siebel Server, and Siebel Web Server Extension. Unattended configuration is not supported for the Siebel database, Siebel Management Agent, or Siebel Management Server.

If you are generating a response file, then go to the next step. If you are executing a response file, then the Configuration Wizard runs in unattended mode and completes configuration.

- 6 Respond to the prompts in the Configuration Wizard you are running:
 - For configuring the Siebel Gateway Name Server, see [“Configuring the Siebel Gateway Name Server” on page 61](#).
 - For configuring the Siebel Enterprise, see [“Configuring the Siebel Enterprise” on page 63](#).
 - For installing the Siebel database, see [“Installing the Siebel Database” on page 72](#).
 - For configuring the Siebel Server, see [“Configuring the Siebel Server” on page 72](#).
 - For configuring the Siebel Web Server Extension (SWSE), see [“Process of Configuring the Siebel Web Server Extension” on page 76](#).
 - For configuring the Siebel Management Agent, see [“Configuring Siebel Management Agents” on page 257](#).
 - For configuring the Siebel Management Server (on Windows only), see [“Configuring Siebel Management Server” on page 260](#).
- 7 Click Exit Configuration to exit the Configuration Wizard.
- 8 After you run the Siebel Enterprise Configuration Wizard or the Siebel Server Configuration Wizard, source either `siebenv.csh` (for C shell) or `siebenv.sh` (for Bourne or Korn shell). For more information, see [“Configuring the Siebel Enterprise” on page 63](#) and [“Configuring the Siebel Server” on page 72](#).

Configuring the Siebel Gateway Name Server

After you install the Siebel Gateway Name Server, you run the Siebel Configuration Wizard (Siebel Enterprise Configuration) to configure the Siebel Gateway Name Server.

This task is a step in:

- [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30](#)

- [“Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)” on page 34](#)

To configure the Siebel Gateway Name Server

- 1 Open a shell window on the computer on which you installed the Siebel Gateway Name Server.
- 2 Source the `cfgenv.csh` or `cfgenv.sh` environment setup file.

Navigate to the `$SIEBEL_GATEWAY_ROOT` directory and source the environment file by using one of the following commands, depending on the type of shell that you use. Perform this step before each time that you run the Siebel Enterprise Configuration Wizard.

C shell

```
source cfgenv.csh
```

Bourne or Korn shell

```
./cfgenv.sh
```

TIP: Make sure that there is a space between the initial period and `./cfgenv.sh`.

In this path, `$SIEBEL_GATEWAY_ROOT` is the location of the Siebel Gateway Name Server root directory. For example, for Siebel CRM version 8.1.1.11, the directory might be `/export/home/siebel/8.1.1.11.0/ses/gtwysrvr`.

- 3 Start the Siebel Enterprise Configuration Wizard.

For more information, see [“Starting a Siebel Configuration Wizard” on page 58](#).

Enter a command similar to the following:

```
install_path/config/config -mode enterprise
```

In this path, `install_path` is the installation path for the installed Siebel Enterprise Server software.

- 4 Choose Create New Configuration, then Configure a New Gateway Name Server.
- 5 Provide input as described in [Table 5 on page 63](#). The wizard displays help text with more information about most of these settings.
- 6 Click Exit Configuration to exit the Configuration Wizard.

Configuration Settings for the Siebel Gateway Name Server

Table 5 describes the settings for configuring the Siebel Gateway Name Server.

Table 5. Settings for Configuring the Siebel Gateway Name Server

Setting in Siebel Configuration Wizard	Description
Gateway Name Server TCP/IP Port	Specify the port number that this Siebel Gateway Name Server uses for connections from Siebel Server or other components. The default port number is 2320.
Language for Server Messages and Logs	The primary language, which is used for server messages and log files. Language support must be present on the server on which you have installed the software. See also “About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128.
Autostart Gateway Name Server System Service	Specify whether to start the Siebel Gateway Name Server automatically when the operating system starts.
Enter location of response file	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.

Configuring the Siebel Enterprise

The task for configuring the Siebel Enterprise lets you configure authentication using Siebel security adapters, TLS or SSL encryption, and related settings. You can also modify these settings for an existing Siebel Enterprise. In addition, you can configure many of these settings in the Siebel Server Configuration Wizard, to override Siebel Enterprise-level settings for the current Siebel Server. Many security settings also apply to configuring the SWSE logical profile. For detailed information about security settings in the Configuration Wizards, see *Siebel Security Guide*.

This task is a step in:

- [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment”](#) on page 30
- [“Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)”](#) on page 34

To configure the Siebel Enterprise

- 1 Open a shell window on the computer on which you installed the Siebel Gateway Name Server.
- 2 Source the `cfgenv.csh` or `cfgenv.sh` environment setup file.

Navigate to the `$SIEBEL_GATEWAY_ROOT` directory and source the environment file by using one of the following commands, depending on the type of shell that you use. Perform this step before each time that you run the Siebel Enterprise Configuration Wizard.

C shell

```
source cfgenv.csh
```

Bourne or Korn shell

```
./cfgenv.sh
```

TIP: Make sure that there is a space between the initial period and `./cfgenv.sh`.

In this path, `$SIEBEL_GATEWAY_ROOT` is the location of the Siebel Gateway Name Server root directory. For example, for Siebel CRM version 8.1.1.11, the directory might be `/export/home/siebel/8.1.1.11.0/ses/gtwysrvr`.

- 3 Start the Siebel Enterprise Configuration Wizard.

For more information, see [“Starting a Siebel Configuration Wizard” on page 58](#).

Enter a command similar to the following:

```
install_path/config/config -mode enterprise
```

In this path, `install_path` is the installation path for the installed Siebel Enterprise Server software.

- 4 Choose Create New Configuration, then Configure a New Enterprise in a Gateway Name Server.
- 5 Provide input as described in [Table 6 on page 65](#). The wizard displays help text with more information about most of these settings.
- 6 Click Exit Configuration to exit the Configuration Wizard.
- 7 Source the `siebenv.csh` or `siebenv.sh` environment setup file.

Navigate to the `$SIEBEL_GATEWAY_ROOT` directory and source the environment file by using one of the following commands, depending on the type of shell that you use. Perform this step after each time that you run the Siebel Enterprise Configuration Wizard.

C shell

```
source siebenv.csh
```

Bourne or Korn shell

```
./siebenv.sh
```

TIP: Make sure that there is a space between the initial period and `./siebenv.sh`.

In this path, `$SIEBEL_GATEWAY_ROOT` is the location of the Siebel Gateway Name Server root directory. For example, for Siebel CRM version 8.1.1.11, the directory might be `/export/home/siebel/8.1.1.11.0/ses/gtwysrvr`.

Configuration Settings for the Siebel Enterprise

Table 6 describes the settings for configuring the Siebel Enterprise.

Table 6. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Gateway Name Server Authentication User Account Name	Specify the user name for the account, usually a database account, that you are using for Siebel Gateway Name Server authentication. For more information about this account and the associated requirements, see "Requirements for Siebel Gateway Name Server Authentication" on page 329. NOTE: The first time that you configure a Siebel Enterprise (before authentication settings have been propagated to the Siebel Gateway Name Server), the user account name and password fields have no effect.
Gateway Name Server Authentication User Account Password	Specify the password for the account that you are using for Siebel Gateway Name Server authentication.
Gateway Name Server Host Name	Specify the host name of the computer on which the Siebel Gateway Name Server is installed. For more information, see "Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server" on page 316.
Gateway Name Server TCP/IP Port	Specify the port number that the Siebel Gateway Name Server uses for connections from Siebel Server or other components. The default port number is 2320. Use the port number that you specified when you configured the Siebel Gateway Name Server.
Siebel Enterprise Name	Specify the name that you want for the Siebel Enterprise. For more information, see "Restrictions on Names for Siebel Enterprise and Siebel Server" on page 317.
Enterprise Description (EnterpriseDesc)	Provide a short description for the Siebel Enterprise.
Primary Siebel File System (FileSystem)	Specify the location or locations of the Siebel File System. For more information, see "Creating the Siebel File System" on page 319.
Database Platform	The options are: <ul style="list-style-type: none"> ■ Oracle Database Enterprise Edition ■ IBM DB2 UDB for Linux UNIX Windows ■ IBM DB2 UDB for z/OS ■ Microsoft SQL Server

Table 6. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Microsoft SQL Server Host Name	(Microsoft SQL Server only)
Microsoft SQL Server Database Name	(Microsoft SQL Server only)
Database Table Owner (TableOwner)	(Oracle Database, DB2, or DB2 for z/OS only)
IBM DB2 Database Alias	(DB2 only)
Current IBM DB2 SQL ID / Group Name	(DB2 for z/OS only)
Oracle SQLNet Connect String	(Oracle Database only)
Siebel Database User Account Name	(For all database platforms)
Siebel Database User Account Password	(For all database platforms)

Table 6. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Enterprise Security Authentication Profile	<p>The options are:</p> <ul style="list-style-type: none"> ■ Database Authentication (default). Corresponds to SecAdptMode parameter value DB. ■ Lightweight Directory Access Protocol (LDAP) Authentication. Corresponds to SecAdptMode parameter value LDAP. ■ Custom Security Authentication, using the Security SDK. Corresponds to SecAdptMode parameter value CUSTOM. ■ Active Directory (ADSI) Authentication (Windows only). Corresponds to SecAdptMode parameter value ADSI. <p>Database authentication is enabled by default. After you configure a different security adapter, that adapter is not yet enabled for use.</p> <p>If you enable a security adapter after configuring it, then manually set the parameter SecAdptMode using one of the listed values. For example, do so for an Application Object Manager component for which you are enabling a security adapter, such as the security adapter for LDAP.</p> <p>NOTE: It is strongly recommended that you keep database authentication enabled for the Siebel Enterprise. As applicable for your deployment, enable any non-database security adapter for individual servers or components only, using Server Manager.</p> <p>For customers using Active Directory, it is generally recommended that you use the LDAP security adapter instead of the ADSI security adapter.</p> <p>If, later in the same Configuration Wizard session, you select the option Propagate Authentication Settings to the Gateway Name Server, then the settings are also propagated for Siebel Gateway Name Server authentication. For more information, see "Requirements for Siebel Gateway Name Server Authentication" on page 329. For more information about all of the authentication options, see <i>Siebel Security Guide</i>.</p>

Table 6. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Security Adapter Name (named subsystem)	<p>In general, it is recommended that you accept the default security adapter name. The default name depends on the type of security adapter that you are configuring. Default names are as follows:</p> <ul style="list-style-type: none"> ■ DBSecAdpt ■ LDAPSecAdpt ■ CUSTOMSecAdpt ■ ADSISecAdpt <p>If you enable a security adapter after configuring it, then manually set the parameter SecAdptName to the same name. For example, do so for an Application Object Manager component for which you are enabling a security adapter, such as the security adapter for LDAP. For more information about all of the authentication options, see <i>Siebel Security Guide</i>.</p>
Security Authentication Library CRC Checksum (CRC)	<p>LDAP, ADSI, or custom authentication only.</p> <p>NOTE: This option does not apply to database authentication. The same is true for <i>all of the remaining authentication settings, except those for Siebel Gateway Name Server authentication.</i></p>
Directory Server Domain Name (ServerName)	LDAP or ADSI authentication only.
LDAP Port Configuration (Port)	LDAP authentication only. The default port numbers are 389 or 636 (secure).
Network TCP/IP Port Number (Port)	LDAP authentication only.
Siebel Username Attribute (UsernameAttributeType)	LDAP or ADSI authentication only.
Siebel Password Attribute (PasswordAttributeType)	LDAP authentication only.
Credentials Attribute (CredentialsAttributeType)	LDAP, ADSI, or custom authentication only.
LDAP Roles Attribute (optional) (RolesAttributeType)	LDAP, ADSI, or custom authentication only.

Table 6. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Shared Database Account Distinguished Name (SharedCredentialsDN)	LDAP, ADSI, or custom authentication only.
Store shared database user credentials as parameters	LDAP or ADSI authentication only.
Shared Database Account	LDAP or ADSI authentication only.
Shared Database Account Password	LDAP or ADSI authentication only.
Siebel Application Distinguished Name (DN) (ApplicationUser)	LDAP, ADSI, or custom authentication only.
Application Password (ApplicationPassword)	LDAP or ADSI authentication only.
Configure Web Single Sign-On (Web SSO) (SingleSignOn)	LDAP or ADSI authentication only.
User Specification (UserSpec)	LDAP or ADSI authentication only.
Shared Secret (TrustToken)	LDAP or ADSI authentication only.
SSL Database Certificate File (SslDatabase)	LDAP authentication only.
Hash User Passwords (HashUserPwd)	LDAP, ADSI, or custom authentication only.
Hash Database Passwords (HashDBPwd)	LDAP, ADSI, or custom authentication only.
Salt User Passwords (SaltUserPwd)	LDAP, ADSI, or custom authentication only.
Salt Attribute (SaltAttributeType)	LDAP, ADSI, or custom authentication only.

Table 6. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Security Adapter Mapped User Name (UseAdapterUserName)	LDAP, ADSI, or custom authentication only.
Siebel User ID Attribute (SiebelUsernameAttributeType)	LDAP, ADSI, or custom authentication only.
Base Distinguished Name (DN) (BaseDN)	LDAP or ADSI authentication only.
Propagate Change (PropagateChange)	LDAP or ADSI authentication only.
Propagate Authentication Settings to the Gateway Name Server	Select this option to propagate authentication settings that you made to the Siebel Gateway Name Server. NOTE: The first time that you specify Siebel Gateway Name Server authentication settings at the start of the task, you must select this check box. Subsequently, select this box only when you are changing existing settings.
Microsoft SQL Server Port Number	(Microsoft SQL Server only) This option appears only when database authentication for Siebel Gateway Name Server authentication is used, and you are propagating authentication settings to the Siebel Gateway Name Server.
Tasks for Modifying Enterprise Configurations	Some items shown apply to both creating a new Siebel Enterprise and modifying an existing Siebel Enterprise. NOTE: For listed tasks that do not appear for the Create task, the applicable screens always display anyway. <ul style="list-style-type: none"> ■ Enterprise Database Connection Settings, which is listed only in the task to modify the Siebel Enterprise ■ Enterprise Network Security Encryption Type ■ Charts Server Settings ■ Data Quality Products and Connectors ■ Enterprise Security Authentication Default, which is listed only in the task to modify the Siebel Enterprise

Table 6. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Charts Server Host Name (DSChartServer)	Appears only if you checked Charts Server Settings in Tasks for Modifying Enterprise Configurations. Specify the host name and the port number of the computer where you are running the Siebel Charts server. Use the format <i>Charts_server_hostname:port_number</i> . See “Changing the Siebel Charts Server Used by Siebel Web Clients” on page 272.
Chart Image Format (DSChartImageFormat)	Appears only if you checked Charts Server Settings in Tasks for Modifying Enterprise Configurations. Choose png (the default), jpg, or gif. Accepting the default is recommended. The value must be in lower case. See “Changing the Siebel Charts Server Used by Siebel Web Clients” on page 272.
Siebel Data Quality Matching	Appears only if you checked Data Quality Products and Connectors in Tasks for Modifying Enterprise Configurations. Choose None or Siebel Data Quality Connector.
Security Encryption Level or Type (Crypt and ConnType)	This setting and all of the remaining items appear only if you checked Enterprise Network Security Encryption Type in Tasks for Modifying Enterprise Configurations. Options are: <ul style="list-style-type: none"> ■ SISNAPI Without Encryption ■ SISNAPI Using RSA Encryption Algorithm ■ SISNAPI Using TLS 1.2 ■ SISNAPI Using SSL 3.0 ■ SISNAPI Using Enhanced SSL 3.0 (requires hardware proxy) For more information, see <i>Siebel Security Guide</i> .
Certificate File Name (CertFileName)	This item and all of the remaining items appear only if you selected one of the TLS or SSL options in Security Encryption Level or Type. For more information, see <i>Siebel Security Guide</i> .
Certificate Authority (CA) Certificate File Name (CACertFileName)	For more information, see <i>Siebel Security Guide</i> .
Private Key File Name (KeyFileName)	For more information, see <i>Siebel Security Guide</i> .
Private Key File Password (KeyFilePassword)	For more information, see <i>Siebel Security Guide</i> .

Table 6. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Enable Peer Authentication (PeerAuth)	For more information, see <i>Siebel Security Guide</i> .
Validate Peer Certificate (PeerCertValidation)	For more information, see <i>Siebel Security Guide</i> .
Enter location of response file	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.

Installing the Siebel Database

If you do not have an existing Siebel database, then you have to use the Siebel Database Configuration Wizard to install this database. This task is described in [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

Before you install the Siebel database, you must review the guidelines described for your RDBMS in [Chapter 14, “Configuring the RDBMS.”](#)

This task is a step in [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30](#). When you are following the task sequence in this roadmap, you must perform the Siebel database tasks before you can configure the Siebel Server, as described in the following topic.

Configuring the Siebel Server

Running the Siebel Server Configuration Wizard assumes that you have performed all of the prerequisite configuration tasks: configuring the Siebel Gateway Name Server, Siebel Enterprise, and SWSE logical profile, and installing the Siebel database.

After you have installed Siebel Server and performed the prerequisite tasks, you run the Siebel Server Configuration Wizard to perform the Create New Configuration task as shown. This wizard includes the tasks described in this topic.

NOTE: If you do not yet have a Siebel database, then you must configure the RDBMS and install the Siebel database before you can configure the Siebel Server: the scenario that corresponds to the first roadmap topic identified in the following list.

This task is a step in:

- [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30](#)
- [“Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)” on page 34](#)

NOTE: Run the Siebel Server Configuration Wizard without using the flag for skipping validation, so that the wizard validates that the Siebel Gateway Name Server is running. If it is not running, then the wizard does not let you proceed with the configuration.

To configure the Siebel Server

- 1 Open a shell window on the computer on which you installed the Siebel Server.
- 2 Source the `cfgenv.csh` or `cfgenv.sh` environment setup file.

Navigate to the `$SIEBSRVR_ROOT` directory and source the environment file by using one of the following commands, depending on the type of shell that you use. Perform this step before each time that you run the Siebel Server Configuration Wizard.

C shell

```
source cfgenv.csh
```

Bourne or Korn shell

```
./cfgenv.sh
```

TIP: Make sure that there is a space between the initial period and `./cfgenv.sh`.

In this path, `$SIEBSRVR_ROOT` is the location of the Siebel Server root directory. For example, for Siebel CRM version 8.1.1.11, the directory might be `/export/home/siebel/8.1.1.11.0/ses/siebsrvr`.

- 3 Start the Siebel Server Configuration Wizard.

For more information, see [“Starting a Siebel Configuration Wizard” on page 58](#).

Enter a command similar to the following:

```
install_path/config/config -mode siebsrvr
```

In this path, `install_path` is the installation path for the installed Siebel Server software.

- 4 Choose Create New Configuration.
- 5 Provide input as described in [Table 7 on page 74](#). The wizard displays help text with more information about most of these settings.
- 6 Click Exit Configuration to exit the Configuration Wizard.
- 7 Source the `siebenv.csh` or `siebenv.sh` environment setup file.

Navigate to the `$SIEBSRVR_ROOT` directory and source the environment file by using one of the following commands, depending on the type of shell that you use. Perform this step after each time that you run the Siebel Server Configuration Wizard.

C shell

```
source siebenv.csh
```

Bourne or Korn shell

```
.. /siebenv.sh
```

TIP: Make sure that there is a space between the initial period and `./siebenv.sh`.

In this path, `$SIEBSRV_ROOT` is the location of the Siebel Server root directory. For example, for Siebel CRM version 8.1.1.11, the directory might be `/export/home/siebel/8.1.1.11.0/ses/siebsrvr`.

Configuration Settings for the Siebel Server

Table 7 describes the settings for configuring the Siebel Server.

Table 7. Settings for Configuring the Siebel Server

Setting in Siebel Configuration Wizard (Parameter)	Comment or Description
Gateway Name Server Authentication User Account Name	Specify the user name for the account that you are using for Siebel Gateway Name Server authentication.
Gateway Name Server Authentication User Account Password	Specify the password for the account that you are using for Siebel Gateway Name Server authentication.
Gateway Name Server Host Name	Specify the host name of the computer on which the Siebel Gateway Name Server is installed.
Gateway Name Server TCP/IP Port	Specify the port number that the Siebel Gateway Name Server uses for connections from Siebel Server or other components. The default port number is 2320. Use the port number that you specified when you configured the Siebel Gateway Name Server.
Siebel Enterprise Name	Specify the name of the Siebel Enterprise that you previously configured.
Siebel Server Name	Represents the name of the Siebel Server configuration instance, as it is stored in the Siebel Gateway Name Server. For more information, see "Restrictions on Names for Siebel Enterprise and Siebel Server" on page 317.
Siebel Server Description (ServerDesc)	Provide a short description for the Siebel Server.
Enable Component Groups	Specify the component groups to enable for this Siebel Server. For more information about component groups, see <i>Siebel System Administration Guide</i> .

Table 7. Settings for Configuring the Siebel Server

Setting in Siebel Configuration Wizard (Parameter)	Comment or Description
Language for Server Messages and Logs (Lang)	The primary language, which is used for server messages and log files. Language support must be present on the server on which you have installed the software. See also “About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128.
Deployed Languages	<p>Specifies which installed languages that you want to deploy. Application Object Manager components are created for each of these languages.</p> <p>You can deploy languages that you installed but did not deploy by running the Siebel Server Configuration Wizard again and choosing the task Add Language Support for the Siebel Server.</p> <p>For more information, see “About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128 and “Enabling and Disabling Language-Specific Application Object Managers and Adding Languages” on page 120.</p>
Siebel Connection Broker Port (PortNumber)	Specify the TCP/IP port number for the Siebel Connection Broker component. The default port number is 2321.
Remote Synchronization Manager Port	Specify the TCP/IP port number for the Siebel Remote Synchronization Manager component. The default port number is 40400.
Additional Tasks for Configuring the Siebel Server	<p>Specify subtasks for additional configuration of the Siebel Server. Options include:</p> <ul style="list-style-type: none"> ■ Server-Specific Security Encryption Settings. Use this task to configure TLS or SSL communications between this Siebel Server and other servers. For more information, see <i>Siebel Security Guide</i>. ■ Server-Specific Security Authentication Profile Assignment. Use this task to assign an existing security adapter to this Siebel Server or to specific components. For more information, see <i>Siebel Security Guide</i>.
Certificate File Name (CertFileName)	For the Server-Specific Security Encryption Settings task.
Certificate Authority (CA) Certificate File Name (CACertFileName)	For the Server-Specific Security Encryption Settings task.

Table 7. Settings for Configuring the Siebel Server

Setting in Siebel Configuration Wizard (Parameter)	Comment or Description
Private Key File Name (KeyFileName)	For the Server-Specific Security Encryption Settings task.
Security Adapter Name (SecAdptName and SecAdptMode)	For the Server-Specific Security Authentication Profile Assignment task. Specify the existing security adapter you are assigning to this Siebel Server or to individual server components.
Security Authentication Scope for Server	For the Server-Specific Security Authentication Profile Assignment task. Options are: <ul style="list-style-type: none"> ■ Set this configuration for the entire Siebel Server (server level) ■ Set this configuration for specific Object Managers (component level)
Select Object Managers for Security Adapter	For the Server-Specific Security Authentication Profile Assignment task. The option appears if you specify that you want to configure security for individual Application Object Managers or other server components. Optionally, use Server Manager for this purpose.
Enter location of response file	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.

After you have already configured a Siebel Server, you can modify the Siebel Server configuration using Siebel Server Manager, as described in *Siebel System Administration Guide*.

Process of Configuring the Siebel Web Server Extension

To configure the Siebel Web Server Extension (SWSE), perform the following tasks:

- 1 [“Configuring the SWSE Logical Profile” on page 77](#)
- 2 [“Applying the SWSE Logical Profile” on page 83](#)

This process is a step in:

- [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30](#)
- [“Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)” on page 34](#)

Related Topics

[“About Configuring the Siebel Web Server Extension” on page 86](#)

[“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#)

[“Removing the SWSE Configuration” on page 281](#)

Configuring the SWSE Logical Profile

This procedure describes how to configure an SWSE logical profile. The same steps apply whether you are configuring the first SWSE logical profile, reconfiguring the same profile with different settings, or configuring any additional profile.

For background information, see [“About Configuring the Siebel Web Server Extension” on page 86](#).

This topic is part of [“Process of Configuring the Siebel Web Server Extension” on page 76](#).

To configure the SWSE logical profile

- 1 Open a shell window on the computer on which you installed the Siebel Gateway Name Server.
- 2 Source the `cfgenv.csh` or `cfgenv.sh` environment setup file.

Navigate to the `$SIEBEL_GATEWAY_ROOT` directory and source the environment file by using one of the following commands, depending on the type of shell that you use. Perform this step before each time that you run the Siebel Enterprise Configuration Wizard.

C shell

```
source cfgenv.csh
```

Bourne or Korn shell

```
./cfgenv.sh
```

TIP: Make sure that there is a space between the initial period and `./cfgenv.sh`.

In this path, `$SIEBEL_GATEWAY_ROOT` is the location of the Siebel Gateway Name Server root directory. For example, for Siebel CRM version 8.1.1.11, the directory might be `/export/home/siebel/8.1.1.11.0/ses/gtwysrvr`.

- 3 Start the Siebel Enterprise Configuration Wizard.

For more information, see [“Starting a Siebel Configuration Wizard” on page 58](#).

Enter a command similar to the following:

```
install_path/config/config -mode enterprise
```

In this path, `install_path` is the installation path for the installed Siebel Gateway Name Server software.

- 4 Choose Create New Configuration, then Configure a New Siebel Web Server Extension Logical Profile.

- 5 Provide input as described in [Table 5 on page 63](#). The wizard displays help text with more information about these settings.
- 6 Click Exit Configuration to exit the Configuration Wizard.

Configuration Settings for the SWSE Logical Profile

[Table 8](#) describes the settings for configuring the SWSE logical profile.

Table 8. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Comment or Description
Siebel Enterprise Name	[/SiebelApp_lang] ConnectionString	Part of the ConnectString value represents the Siebel Enterprise name.
SWSE Logical Profile Name	Not applicable	By default, this location is the admin/ Webserver directory under the home directory of the installed Siebel Enterprise Server component (such as Siebel Gateway Name Server). For example, for Siebel CRM version 8.1.1.11 on UNIX, the default SWSE logical profile location is /siebel / 8.1.1.11.0/ses/gtwysrvr/admin/ Webserver. You specify this location later when you configure the SWSE, as described in "Applying the SWSE Logical Profile" on page 83 .
Language for Server Messages and Logs	[swe] Language	The primary language, used for server messages and log files. Specify the same primary language that you selected when configuring the Siebel Enterprise Server software. See also "About Installing and Deploying Siebel Business Applications with Multiple Languages" on page 128 .
Collect Application-Specific Statistics	[swe] AllowStats	Indicates whether to collect application-specific statistics.
Compression Type	[/SiebelApp_lang] ConnectionString	Specify the type of compression to use for communications between the SWSE and the Siebel Servers. Part of the ConnectString value represents the compression type. Possible values are None or ZLIB.

Table 8. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Comment or Description
HTTP 1.1-Compliant Firewall and Enable Web Compression	[defaults] DoCompression	For more information, see “Enabling HTTP Compression for Siebel Business Applications” on page 148.
Login Session Timeout Value	[defaults] GuestSessionTimeout	The total number of seconds that a guest session can remain inactive before the guest user is logged out and the session is closed. Default value: 300 (in seconds)
Active Session Timeout Value	[defaults] SessionTimeout	The total number of seconds that a session can remain inactive before the user is logged out and the session is closed. Default value: 900 (in seconds)
HTTP Port Number	[defaults] HTTPPort	Specify the port number that this Web server uses for Web browser connections. Default value: 80
HTTPS Port Number	[defaults] HTTPSPort	Specify the port number that this Web server uses for secure Web browser connections. Default value: 443
Fully Qualified Domain Name	[defaults] EnableFQDN FQDN	If you specify a fully qualified domain name, then the value is stored in the FQDN parameter, and EnableFQDN is set to TRUE.

Table 8. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Comment or Description
High Interactivity or Employee User Login Name and Password	[defaults] AnonUserName AnonPassword	<p>The Siebel user ID that starts the anonymous session from which an end user is shown the login page for an employee application. (These applications can be deployed using either high interactivity or Siebel Open UI.)</p> <p>Employee applications use these parameters, which are defined in the [defaults] section.</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about anonymous users, see “Requirements for Configuring Anonymous Users for the Siebel Web Server Extension” on page 344.</p>
Password Encryption	[defaults] EncryptedPassword	<p>Specifies whether to encrypt all of the passwords stored in the eapps.cfg file. By default, EncryptedPassword is TRUE. For more information about managing encrypted passwords, see <i>Siebel Security Guide</i>.</p>

Table 8. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Comment or Description
Standard Interactivity or Contact User Login Name and Password	[/SiebelApp_lang] AnonUserName AnonPassword	<p>The Siebel user ID that starts the anonymous session from which an end user is shown the login page for a customer application. This anonymous user must have access to any public view in the Siebel application.</p> <p>For customer applications only, these parameters are defined in application-specific sections of the eapps.cfg file. These values override the values defined in the [defaults] section, which are used by employee applications.</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about anonymous users, see “Requirements for Configuring Anonymous Users for the Siebel Web Server Extension” on page 344.</p>
Siebel Enterprise Security Token	[/SiebelApp_lang] SiebEntTrustToken	<p>A password that is used to update static files on the Web server.</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about this token, see “About the Siebel Enterprise Security Token” on page 151.</p>
Web Server-Specific Statistics: Default Statistics Page for Web Server	[defaults] statspage	<p>The default value is _stats.swe. It is recommended that you change the default value, so that the Web server statistics are saved into a different file name.</p>

Table 8. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Comment or Description
Select the Connection Protocol and Encryption	Not applicable	Specify if you are using TLS (Transport Layer Security) or SSL (Secure Sockets Layer) for communication between Siebel Servers and the SWSE. Choices are TCP/IP (no encryption, the default), TLS, or SSL. TLS or SSL settings for SWSE must be compatible with those for Siebel Servers that connect to this Web server. The wizard prompts for remaining parameters related to TLS or SSL only if you select one of these options. For more information about TLS, SSL, and the related parameters defined in the [ConnMgmt] section of the eapps.cfg file, see <i>Siebel Security Guide</i> .
Deploy SSL or TLS in the Enterprise	Not applicable	Specify if you are using TLS (Transport Layer Security) or SSL (Secure Sockets Layer) for communication between Siebel Servers and the SWSE.
Certificate File Name	[ConnMgmt] CertFileName	For more information, see <i>Siebel Security Guide</i> .
Certification Authority (CA) Certificate File Name	[ConnMgmt] CACertFileName	For more information, see <i>Siebel Security Guide</i> .
Private Key File Name and Password	[ConnMgmt] KeyFileName KeyFilePassword	For more information, see <i>Siebel Security Guide</i> .
Enable Peer Authentication	[ConnMgmt] PeerAuth	For more information, see <i>Siebel Security Guide</i> .
Validate Peer Authentication	[ConnMgmt] PeerCertValidation	For more information, see <i>Siebel Security Guide</i> .
Enter location of response file	Not applicable	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.

Applying the SWSE Logical Profile

This procedure describes the steps for applying a logical profile to a specific installed instance of SWSE. You perform the same procedure for each SWSE.

NOTE: When the SWSE and the Web server are on a different computer from the Siebel Gateway Name Server (as is typical), then, after creating the profile as described in “Configuring the SWSE Logical Profile” on page 77, you must either copy the profile directory to the Web server computer or provide remote access to the directory for the task described in this topic. For example, on Windows you might map the profile directory to the applicable drive on the remote computer.

This topic is part of “Process of Configuring the Siebel Web Server Extension” on page 76.

For background information, see “About Configuring the Siebel Web Server Extension” on page 86.

To apply the SWSE logical profile

- 1 Determine which SWSE logical profile to use for this installed instance of SWSE.
- 2 Verify access to the logical profile directory, if it is located on a remote computer.
- 3 If you will be using load balancing, then make sure that you created the lbconfig.txt file and placed it in the SWSE logical profile directory.

For more information, see “Process of Configuring Load Balancing for Siebel Business Applications” on page 114.

- 4 Open a shell window on the computer on which you installed the SWSE.
- 5 Source the cfgenv.csh or cfgenv.sh environment setup file.

Navigate to the `$SWSE_ROOT` directory and source the environment file by using one of the following commands, depending on the type of shell that you use. Perform this step before each time that you run the SWSE Configuration Wizard.

C shell

```
source cfgenv.csh
```

Bourne or Korn shell

```
./cfgenv.sh
```

TIP: Make sure that there is a space between the initial period and `./cfgenv.sh`.

In this path, `$SWSE_ROOT` is the location of the Siebel Web Server Extension root directory. For example, for Siebel CRM version 8.1.1.11, this directory might be `/export/home/siebel/8.1.1.11.0/sweapp`.

- 6 Start the Siebel Web Server Extension Configuration Wizard.

For more information, see [“Starting a Siebel Configuration Wizard” on page 58](#).

Enter a command similar to the following:

```
install_path/config/config -mode swse
```

In this path, *install_path* is the installation path for the installed Siebel Web Server Extension software.

- 7 Choose Apply an SWSE Logical Profile.
- 8 Provide input as described in [Table 9 on page 84](#).

The wizard displays help text with more information about these settings.

NOTE: When the task to apply the SWSE logical profile is complete, the Web server is stopped and restarted automatically.

- 9 Click Exit Configuration to exit the Configuration Wizard.

Table 9. Settings for Configuring the SWSE

Setting in SWSE Configuration Wizard	Comment or Description
Deployed Languages	<p>Each language that you select must be an installed language. For each deployed language and each application, a separate section is created in the <code>eapps.cfg</code> or <code>eapps_sia.cfg</code> file. For example, Siebel Call Center uses the sections named <code>[/callcenter_lang]</code>. Part of the <code>ConnectionString</code> value represents the three-letter code for the deployed language.</p> <p>You can deploy languages that you installed but did not deploy by running the SWSE Configuration Wizard again and choosing the task <code>Add Language Support for the SWSE Configuration</code>. For more information, see “About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128.</p>
Select a Load Balancer	<p>Specify whether you are using Siebel native load balancing, third-party load balancing, or no load balancing. Specify no load balancing for a deployment with a single Siebel Server. For more information, see “Process of Configuring Load Balancing for Siebel Business Applications” on page 114.</p>
Siebel Server Host Name (Siebel Server)	<p>The host name of the Siebel Server computer. Specify this for a deployment with a single Siebel Server.</p>

Table 9. Settings for Configuring the SWSE

Setting in SWSE Configuration Wizard	Comment or Description
Siebel Connection Broker Port	<p>The Siebel Connection Broker (SCBroker) port number on the Siebel Server computer. Specify this port number for a deployment with a single Siebel Server. The default port number for SCBroker is 2321.</p> <p>NOTE: This port number is used for all of the communications between the Web server and the Siebel Server. Make sure that the port number that you specify for SCBroker is not occupied by any other applications, other Siebel components (such as Siebel Gateway Name Server), or other Siebel Server instances.</p> <p>For more information about the SCBroker component, see <i>Siebel Deployment Planning Guide</i> and <i>Siebel System Administration Guide</i>.</p> <p>If you want to change an SCBroker port number later, then use Siebel Server Manager to specify a value for the Static Port Number parameter (alias PortNumber).</p>
Host Name or Virtual IP Address for Third-Party Load Balancer	A host name or virtual IP address for use with a third-party load balancer.
Network Port Number for Third-Party Load Balancer	A network port number for use with a third-party load balancer.
Siebel Web Server Extension Logical Profile Location	The location of the SWSE logical profile that you created in "Configuring the SWSE Logical Profile" on page 77 .
Enter location of response file	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.
Web Server Instance Location	The location of the Web server instance for which this SWSE is installed.
Restart Web Server	<p>Indicate whether to restart the Web server now to complete the changes.</p> <p>If you do not choose to restart your Web server processes at this time, then you must do so before making Siebel Business Applications available to your users through their browsers.</p> <p>For more information about stopping and restarting the Web server, see "Requirements for Stopping and Starting the Web Server" on page 344.</p>

About Configuring the Siebel Web Server Extension

As described in [“Process of Configuring the Siebel Web Server Extension” on page 76](#), you configure the Siebel Web Server Extension (SWSE) in two phases: creating the SWSE logical profile on the Siebel Gateway Name Server computer and configuring the installed instance of SWSE on the Web server computer.

You can use the same SWSE logical profile with multiple SWSE instances. You can also create multiple SWSE logical profiles for use with sets of SWSE instances with different configuration requirements. It is strongly suggested that you retain all of the SWSE logical profiles and note the SWSE instances to which you applied each profile.

To change a setting that was specified in the SWSE logical profile, perform the SWSE logical profile configuration task again, specifying the same or a different name. If you configure an SWSE logical profile and specify the location of an existing logical profile, then the existing profile is replaced with the new one. You must reapply the logical profile to each applicable SWSE.

About SWSE Configuration and the eapps.cfg File

It is possible to manually edit settings in the eapps.cfg file. However, doing so might cause this file to become out of sync with the SWSE logical profile. If the SWSE logical profile is re-created or reapplied, then your manual changes to the eapps.cfg file might be lost.

About SWSE Configuration and Encryption Type

If you create the SWSE logical profile directly after configuring the Siebel Enterprise, then the profile derives the encryption type from temporary data defined during the previous task, unless you skip validation in the Siebel Configuration Wizard.

If you create the SWSE logical profile without validating the user input in the Configuration Wizard, then the encryption type is set to None in the ConnectString parameters in the eapps.cfg and eapps_sia.cfg files. The connect string value *None* is compatible with Siebel Enterprise configuration encryption type choices of SISNAPI Without Encryption, SISNAPI Using TLS 1.2, SISNAPI Using SSL 3.0, or SISNAPI Using Enhanced SSL 3.0. For more information about validation in the Configuration Wizard, see [“Starting a Siebel Configuration Wizard” on page 58](#).

NOTE: If you configured the Siebel Enterprise with the encryption type set to SISNAPI Using RSA Encryption Algorithm, then it is strongly recommended not to create the SWSE logical profile with validation skipped, so that the encryption settings are compatible between the Siebel Servers and the SWSE (as is required).

For more information about encryption type and Transport Layer Security (TLS) or Secure Sockets Layer (SSL) settings, see *Siebel Security Guide*.

Related Topics

[“Process of Configuring the Siebel Web Server Extension” on page 76](#)

5

Installing the Siebel Database on the RDBMS

This chapter describes running the Database Configuration Wizard to install the Siebel database and related tasks. This chapter is written for administrators who run the Database Configuration Wizard and for database administrators (DBAs) who perform related tasks on the relational database management system (RDBMS). It includes the following topics:

- [About Installing the Siebel Database on page 87](#)
- [Creating Table Owner and Administrator Accounts on page 90](#)
- [Installing the Stored Procedures and User-Defined Functions on IBM DB2 on page 92](#)
- [Installing the Siebel Database on page 93](#)
- [Setting Up Your Environment to Support Global Time Zone on page 100](#)
- [Populating the Siebel File System on page 101](#)
- [Importing a Siebel Repository Manually into the Siebel Database on page 101](#)

NOTE: If your database is IBM DB2 for z/OS, then see *Implementing Siebel Business Applications on DB2 for z/OS* instead of this chapter. See also the relevant information in “Planning RDBMS Installation and Configuration” on page 307.

About Installing the Siebel Database

CAUTION: In an upgrade environment, or in another environment where you have an existing Siebel database, you generally *do not perform any of the tasks mentioned in this chapter*. For more information, see “About Installing in Upgrade Environments” on page 301 and “Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case (Existing Database)” on page 34.

The *Siebel database* on the RDBMS stores the data used by Siebel Business Applications. Siebel Server components (particularly Application Object Managers supporting Siebel Web Clients), Siebel Tools, and Siebel Developer Web Clients connect directly to the Siebel database and make changes in real time.

Siebel Mobile Web Clients download a subset of the server data to use locally. They periodically synchronize with the Siebel database through the Siebel Remote components on the Siebel Server. The synchronization process updates both the local database and the Siebel database.

The *Siebel Database Configuration Utilities* (sometimes called the *Siebel Database Server*) refers to a set of files that you install on a Siebel Server computer, using the Siebel Enterprise Server installer. These files are accessed when you run the Database Configuration Wizard and the Siebel Upgrade Wizard in order to install and configure the Siebel database on the RDBMS.

NOTE: In the Database Configuration Wizard, the main task that you perform is called *installing* the Siebel database. Additional tasks described in this chapter are sometimes referred to by using the general phrase *configuring* the Siebel database.

For instructions on installing Database Configuration Utilities, Siebel Server, and other Siebel Enterprise Server components, see [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

NOTE: This chapter assumes that you have already created the database instance. It also assumes that you have already installed the Database Configuration Utilities on the same computer as a Siebel Server, and in the same top-level installation directory. You install the Database Configuration Utilities only once, on a single Siebel Server computer. It is recommended that you install the Siebel Server and the Database Configuration Utilities at the same time.

For a new deployment, you must install a Siebel Server and the Database Configuration Utilities on the same computer as the Siebel Gateway Name Server. For more information, see [“Requirements for Siebel Gateway Name Server Authentication” on page 329](#). For information about the tasks that you must perform in the RDBMS before you install the Database Configuration Utilities, see [Chapter 14, “Configuring the RDBMS.”](#)

The Database Configuration Utilities installed software has no run-time role in managing database operations for users running Siebel Business Applications. Some of the tasks that you can perform with the Database Configuration Wizard are for upgrades only, and are described in *Siebel Database Upgrade Guide*. For more information about the wizards provided for configuring Siebel Business Applications software, see [Appendix B, “Siebel Configuration Wizard Reference.”](#)

NOTE: After performing a new installation, you must run the Configuration Wizards as described in this book. For more information, see [“Installation-Related Changes for Siebel Innovation Pack 2013” on page 25](#).

This topic includes the following information:

- [“About Installing a Database” on page 88](#)
- [“About Adding a Language to an Existing Database” on page 89](#)
- [“About Database Updates for Siebel CRM Version 8.1.1.11 or Version 8.2.2.4” on page 89](#)

About Installing a Database

When you choose Install Database from the Siebel Database Operation screen in the Database Configuration Wizard, the utility performs several tasks within the database instance that you have already created.

The Database Configuration Wizard is available on the computer on which you installed the Siebel Server and the Database Configuration Utilities.

Before installing the Siebel database, review all of the applicable requirements. The Install Database operation does the following:

- 1 Creates the Siebel schema. Tables and indexes are created in their respective specified tablespaces.
- 2 Inserts Siebel seed data specific to your database. Seed data is inserted for the primary language only. This task also installs views, packages, and procedures for your database.
- 3 Imports the Siebel Repository. The Repository is imported for the primary language only.

- 4 Sets system preferences.

This topic is part of [“About Installing the Siebel Database” on page 87](#).

About Adding a Language to an Existing Database

Adding a language to an existing Siebel database installs seed data to support that language. After the database is initially installed with the primary language, each additional language must be installed separately using an add-language operation.

To add a new language to previously installed Siebel Business Applications, you must have installed its Siebel language pack on the installed Siebel Server, using the Siebel Enterprise Server installer. See also [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

After adding a language, you must import the Siebel Repository for this language. For more information, see [“Importing a Siebel Repository Manually into the Siebel Database” on page 101](#).

After you have added a language to the Siebel database, your seed data is multilingual. You must enable the multilingual list of values (MLOV) capability for Siebel Business Applications, and you must enable individual LOVs associated with the language. For more information, see:

- *Configuring Siebel Business Applications*
- *Siebel Global Deployment Guide*
- For Siebel language support, Unicode support, and legacy code page support, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support.

This topic is part of [“About Installing the Siebel Database” on page 87](#).

About Database Updates for Siebel CRM Version 8.1.1.11 or Version 8.2.2.4

If you have installed the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, as a new installation, then you use the Database Configuration Wizard task to install a new Siebel database. This database contains schema changes, Siebel Repository changes, and seed data for Siebel CRM functionality through the current release.

For an existing installation, running Incremental Repository Merge is required for Siebel Innovation Pack 2013. That is, if you install Siebel CRM version 8.1.1.11 or version 8.2.2.4 as a patch installation (in which case you perform migration installations for existing installations of Siebel Enterprise Server and SWSE), then you must use the Incremental Repository Merge feature to update your Siebel database to the current release level.

For information about the product enhancements in Siebel CRM version 8.1.1.11 or version 8.2.2.4, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support. For information about setting up and using Incremental Repository Merge, see *Siebel Database Upgrade Guide*.

This topic is part of [“About Installing the Siebel Database” on page 87](#).

Related Topics

[“Obtaining Updated Siebel Repository Files” on page 126](#)

[“Installing and Using the Siebel Sample Database” on page 171](#)

Creating Table Owner and Administrator Accounts

Create the table owner and administrator accounts according to the guidelines provided for each database platform identified in this topic. These accounts are created by updating and running the `grantusr.sql` script. Record all of the relevant data, such as the table owner name and password, in the worksheets provided in [Appendix A, “Siebel Deployment Planning Worksheet.”](#)

NOTE: For each applicable database platform, if you are planning to use Siebel Marketing, then also grant `DROP TABLE`, `DROP INDEX`, `CREATE TABLE`, and `CREATE INDEX` rights at the database level within the OLTP schema to the table owner or the database user ID used for Siebel Marketing. For more information, see *Siebel Marketing Installation and Administration Guide*.

CAUTION: It is strongly recommended not to change the name of the Siebel administrator account, `SADMIN`. This account must be created so that you can log in to Siebel Business Applications as the Siebel administrator. For information about changing the password for this account, see *Siebel Security Guide*.

NOTE: Before you execute `grantusr.sql`, confirm that this script will create all of the users that must be created before you install the Siebel database. Optionally, you can also modify the script to define the anonymous users that you will specify when configuring the Siebel Web Server Extension. For more information, see [“Requirements for Configuring Anonymous Users for the Siebel Web Server Extension” on page 344](#).

This topic contains the following information:

- [“Running the `grantusr.sql` Script on an Oracle Database” on page 90](#)
- [“Running the `grantusr.sql` Script on IBM DB2” on page 91](#)

Running the `grantusr.sql` Script on an Oracle Database

Before you install the Siebel database, your DBA must review, modify, and execute the `grantusr.sql` script.

The administrator executes `grantusr.sql` against the database instance to create the Siebel table owner account, the Siebel administrator account (default: `SADMIN`), the `LDAPUSER` account, and the role `sse_role` and to grant them appropriate privileges. The script also creates the default tablespace. The `grantusr.sql` script is located in the `DBSRVR_ROOT/oracle` subdirectory.

After executing `grantusr.sql`, the DBA must manually create all of the additional tablespaces (for data or indexes) that you require in your Siebel database. To do this, use commands similar to the existing `ALTER USER` command defined in `grantusr.sql` for creating the default tablespace. Use commands similar to the following:

```
ALTER USER TABLE_OWNER quota unlimited on tablespace_name;
```

where:

- *TABLE_OWNER* is the name of the Siebel table owner account.
- *tablespace_name* is the name that you are using for each particular tablespace. If it is necessary, then the quota value can be adjusted to an appropriate value for each tablespace.

The *grantusr.sql* script performs the following functions:

- Creates the role *sse_role* and grants CREATE SESSION privilege to this role.
- Creates the Siebel table owner account and grants other appropriate privileges to this account.
- Creates the accounts SADMIN (the Siebel administrator) and LDAPUSER and grants the role *sse_role* to them.
- Creates the default tablespace.

Passwords are prompted for by the script, rather than defined within the script.

The length and allowable characters for the user name and password depend on the rules of your underlying RDBMS platform. For more information, see Oracle Database documentation.

This topic is part of [“Creating Table Owner and Administrator Accounts” on page 90.](#)

To run the *grantusr.sql* script on an Oracle Database

- 1 Execute the *grantusr.sql* script from SQL*Plus, using an account with DBA privileges, and using the following command:

```
@/$SIEBEL_ROOT/dbsrvr/oracle/grantusr.sql
```

NOTE: You must specify the full path to the *grantusr.sql* file.

- 2 Enter the tablespace name listed in [Appendix A, “Siebel Deployment Planning Worksheet.”](#)

Running the *grantusr.sql* Script on IBM DB2

Before you install the Siebel database, your DBA must manually create the Siebel table owner account, the Siebel administrator account (default: SADMIN), and the *sse_role* group. The DBA must then add the Siebel administrator account to the *sse_role* group at the operating system level.

You can add users to the *sse_role* group and permit them to use administrative commands to start, stop or otherwise administer the Siebel Server or components. However, you must change the permissions on the directory to enable write access, using the following command:

```
chmod -R 775 $SIEBEL_ROOT
```

NOTE: On Oracle Solaris, the *sse_role* group cannot be created using *admintool*, due to the use of an underscore in the name. Instead, use the command *groupadd sse_role* to create the *sse_role* group. Ignore the warning: *groupadd: sse_role name should be all lower case or numeric.*

Before you install the Siebel database, execute the *grantusr.sql* script against your database server to grant the appropriate privileges to these users. The *grantusr.sql* script is located in the *DBSRVR_ROOT/db2udb* subdirectory.

Your DBA must review and execute this script, which performs the following functions:

- Grants the appropriate permissions to the Siebel table owner account that will own all of the database objects for your Siebel deployment.
- Creates a role (sse_role) with CREATE SESSION privileges.

You cannot create the LDAPUSER account by running grantusr.sql. This account must belong to the sse_role group and be created by the DBA or the UNIX network administrator, as appropriate. For more information about authentication using the LDAP security adapter, see *Siebel Security Guide*.

This topic is part of [“Creating Table Owner and Administrator Accounts”](#) on page 90.

To run the grantusr.sql script on IBM DB2

- 1 Execute the grantusr.sql script, using an account with DBA privileges.

The usual DB2 System Administration account is called db2inst1 for this procedure.

- 2 Enter the following commands:

```
db2 connect to DB2database_alias user instance_owner_username using password  
db2 -vf $SIEBEL_ROOT/dbsrvr/db2udb/grantusr.sql
```

where:

- *DB2database_alias* is the DB2 alias that you use
- *instance_owner_username* is the login ID of the database instance owner
- *password* is the password for the database instance owner
- *\$SIEBEL_ROOT* is the full path to the Siebel root directory

The script prompts you for the default tablespace in which your Siebel objects are to be created.

- 3 Enter the tablespace name that you recorded in the copy that you made of [Appendix A, “Siebel Deployment Planning Worksheet.”](#)

The length and allowable characters of the account names and passwords depend on the rules of your underlying RDBMS platform. For more information, see IBM DB2 documentation.

Before you install the Siebel database, see [“Installing the Stored Procedures and User-Defined Functions on IBM DB2”](#) on page 92.

Installing the Stored Procedures and User-Defined Functions on IBM DB2

On IBM DB2, after installing the Database Configuration Utilities, you must copy stored procedures and user-defined functions (UDFs) from the Database Configuration Utilities installation to the DB2 database server.

Any method that transfers the necessary files to the correct location on the database server is acceptable. To copy the stored procedure code, complete the procedure that follows. Use the steps appropriate to the operating systems for the Database Configuration Utilities and the RDBMS. For information about how to perform basic IBM DB2 tasks, see the *Quick Beginnings* guide from IBM.

To copy and install the stored procedures and user-defined functions

- 1 Log on to the Siebel Server computer on which you installed the Database Configuration Utilities.
- 2 Navigate to the following subdirectory in the Database Configuration Utilities installation directory:

```
DBSRVR_ROOT/db2udb/siebpoc/DBSRVR_OS
```

where:

- *DBSRVR_ROOT* is the Database Configuration Utilities component subdirectory of your Siebel Business Applications installation directory (*\$SIEBEL_ROOT/dbsrvr*)
 - *DBSRVR_OS* is the string corresponding to the operating system your database server (RDBMS) runs on, such as AIX, HPUNIX, LINUX, or SOLARIS
- 3 Copy the file *siebpoc* to the *function* subdirectory within the DB2 instance directory on the RDBMS computer where DB2 is installed.

For example, on AIX, this location might be *\$INST_HOME/sqlib/function*.

Permissions for *siebpoc* must be *-rw-r---* (read-write for the owner, read for the group, and neither read nor write for all others). The owner of the file must be the instance owner, and the group must be the group to which the instance owner belongs.

For a 64-bit DB2 database, do one of the following instead:

- For a 64-bit DB2 database running on Itanium architecture, copy the file *siebpoc64* to the *SQLLIB/FUNCTION* directory, and rename it to *siebpoc*.
 - For a 64-bit DB2 database running on X64 architecture, copy the file *siebpocEMT64* to the *SQLLIB/FUNCTION* directory, and rename it to *siebpoc*.
- 4 Proceed to [“Installing the Siebel Database” on page 93](#).

Installing the Siebel Database

This topic describes how to install the Siebel database on the RDBMS. This task is a step in [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30](#). (Also perform all of the other applicable tasks in this chapter.)

NOTE: Before you run the Database Configuration Wizard, review the information about Siebel database updates for Siebel CRM version 8.1.1.11 or version 8.2.2.4, in [“About Installing the Siebel Database” on page 87](#).

To install Siebel database components

- 1 Before you run the Database Configuration Wizard for the first time, run the CreateDbSrvrEnvScript script to generate the environment setup files dbenv.csh and dbenv.sh. CreateDbSrvrEnvScript is located in the directory `$SIEBSRVR_ROOT/install_script/install`. Run CreateDbSrvrEnvScript from this location by using the following command:

```
./CreateDbSrvrEnvScript Siebel_Root_Parent_Directory LANG DB_Platform
```

where:

- `Siebel_Root_Parent_Directory` is the top-level Siebel Enterprise Server installation directory.
- `LANG` is the three-letter code for the primary language for the Siebel database that you will install; for example, ITA for Italian.
- `DB_Platform` is Oracle, Db2Udb, or Db2.390.

For example:

```
./CreateDbSrvrEnvScript /siebel ITA Oracle
```

The dbenv.csh and dbenv.sh environment setup files are created in the Siebel Server installation directory.

- 2 Open a shell window.
- 3 Navigate to the `$SIEBSRVR_ROOT` directory and source the environment file by using one of the following commands, depending on the type of shell that you use. Perform this step each time that you run the Database Configuration Wizard. You must have created this file first, by using the script CreateDbSrvrEnvScript, as described in [Step 1 on page 94](#).

C shell

```
source dbenv.csh
```

Bourne or Korn shell

```
./dbenv.sh
```

TIP: Make sure that there is a space between the initial period and `./dbenv.sh`.

In this path, `$SIEBSRVR_ROOT` is the location of the Siebel Server root directory. For example, for Siebel CRM version 8.1.1.11, the directory might be `/export/home/siebel/8.1.1.11.0/ses/siebsrvr`.

- 4 Verify whether the values for SIEBEL_ROOT and LANGUAGE are correctly set or are empty by entering:

```
env
```

If the variables are incorrect or missing, then reset them using one of the following commands, as appropriate to the shell that you use.

For example, for Siebel CRM version 8.1.1.11, the SIEBEL_ROOT value might resemble `/export/home/siebel/8.1.1.11.0/ses/siebsrvr`, while the value for LANGUAGE might be ENU, FRA, JPN, CHS, or another code representing the language in which you are running the Database Configuration Wizard.

C shell

```
setenv SIEBEL_ROOT New_Value
```

```
setenv LANGUAGE New_Value
```

Bourne or Korn shell

```
export SIEBEL_ROOT=New_Value
```

```
export LANGUAGE=New_Value
```

- 5 Navigate to the `config` subdirectory of the `$SIEBEL_ROOT` directory. For example, for Siebel CRM version 8.1.1.11, navigate to a location like `/siebel/8.1.1.11.0/ses/config`.

- 6 Start the Database Configuration Wizard, as described in [“Starting a Siebel Configuration Wizard” on page 58](#). Enter a command similar to the following:

```
install_path/config/config -mode dbsrvr
```

In this path, *install_path* is the installation path for the installed Siebel Enterprise Server software.

The Database Configuration Wizard validates the existence of the `$SIEBEL_ROOT` directory.

- 7 On the Siebel Server Directory screen, do one of the following, and click Next:
 - Accept the default value displayed in the Siebel Server Directory field. The location that you specify is the `$SIEBSRVR_ROOT` installation directory. For example, for Siebel CRM version 8.1.1.11, this directory might be `/export/home/siebel/8.1.1.11.0/ses/siebsrvr`.
 - Click Browse to select a different Siebel Server installation location.
- 8 On the Siebel Database Server Directory screen, do one of the following, and click Next:
 - Accept the default path displayed in the Siebel Database Server Directory field. The location that you specify is the Siebel Database Configuration Utilities installation directory (the `DBSRVR_ROOT` directory). For example, for Siebel CRM version 8.1.1.11, this directory might be `/export/home/siebel/8.1.1.11.0/ses/dbsrvr`.
 - Click Browse to select a different Siebel Database Configuration Utilities installation location.
- 9 On the RDBMS Platform screen, select one of the following platforms, and click Next:
 - IBM DB2 UDB for Linux UNIX Windows
 - IBM DB2 UDB for z/OS
 - Oracle Database Enterprise Edition

- 10 On the Siebel Database Operation screen, select Install Database from the list, and click Next.
- 11 On the Select Installation Operation screen, select Install Siebel Database to install a new Siebel database, or select Add a Language to an Existing Siebel Database, and then click Next.

The Install Siebel Database option creates the Siebel schema and inserts seed data and Siebel Repository data for the primary language at the end of the Configuration Wizard session.

If you instead selected Add a Language to an Existing Siebel Database, then go to [Step 15 on page 96](#). You must have included the language when you installed the Siebel Server and Database Configuration Utilities. For more information, see [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

- 12 On the next screen, confirm that you want to install a new Siebel database, or indicate that you already have a Siebel database.
- 13 On the Siebel User/Role Creation screen, confirm that you (or a database administrator) have already run the grantusr.sql script to set up table owner and administrator accounts.

NOTE: The table owner and administrator accounts must be in place or you will not be able to complete the installation of the tables, indexes, and seed data in the Siebel database. For more information, see [“Creating Table Owner and Administrator Accounts” on page 90](#).

- If you already ran grantusr.sql, then select the corresponding option, and click Next.
- If you did not already run grantusr.sql, then exit the Database Configuration Wizard, and run the script now. When the script has finished executing, restart the Configuration Wizard.

- 14 On the Database Encoding screen, identify the appropriate database encoding method, and click Next:

UNICODE Database
Non-UNICODE Database

CAUTION: Choose the correct option for your database to prevent installing the wrong data types. The database cannot create Unicode data types on a non-Unicode page setting, so check this setting carefully before choosing this option.

NOTE: Before you select languages in the next two steps, review the information about code pages in [“Planning RDBMS Installation and Configuration” on page 307](#).

- 15 On the Base Language screen, specify which language serves as the primary language (base language) for the Siebel database.

The languages listed in this screen are those for which you previously installed Siebel language packs on the Siebel Server where you also installed Database Configuration Utilities.

NOTE: If you installed a single Siebel language pack on the Siebel Server where you also installed Database Configuration Utilities, then this screen does not appear. Go to the next step.

Do one of the following, and click Next:

- If you are installing a new Siebel database, then specify the language that will be the primary language. Seed data and Siebel Repository data will be installed for this language. Go to [Step 17 on page 97](#).
- If you are adding a language to an existing Siebel database, then specify the language that you already installed as the primary language. Go to the next step.

- 16** On the Language Selection screen, select the language that you want to install in the Siebel database. Select the language in which you want to run your database (for an install database operation), or choose the language that you want to add (for an Add Language operation).

The languages listed in this screen are those for which you previously installed Siebel language packs on the Siebel Server where you also installed Database Configuration Utilities.

NOTE: If you installed multiple Siebel language packs on the Siebel Server where you also installed Database Configuration Utilities, and you are installing a new Siebel database, then this screen does not appear. (You already selected the language from the Base Language screen in the previous step.) Go to the next step.

Do one of the following, and click Next:

- If you are installing a new Siebel database and only one Siebel language pack was installed on the Siebel Server where you also installed Database Configuration Utilities, then this screen appears instead of the Base Language screen displayed in the previous step. Select the installed language, which will be the primary (base) language for your database. Seed data and Siebel Repository data will be installed for this language.
- If you are adding a language, then select the language that you want to add. Seed data will be installed for this language. You must import the Siebel Repository for this language separately.

For an add-language operation, some of the remaining screens do not apply. Go to the next applicable step.

- 17** On the ODBC Data Source Name screen, indicate the name for the ODBC data source, such as si eb81_DSN or si eb82_DSN, and click Next.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 307](#).

- 18** On the Siebel Database User Name screen, indicate the following, and click Next:

Database User Name. Type the user name of the Siebel administrator; for example, sadmi n.

- 19** On the Siebel Database Password screen, indicate the following, and click Next:

Database Password. Type the password for the Siebel administrator.

Database Password (confirm). Retype the password to confirm it.

- 20** On the Siebel Database Table Owner screen, indicate the following, and click Next:

Database Table Owner. Type the name of the Siebel database table owner or the account that will own the Siebel objects.

- 21** On the Siebel Database Table Owner Password screen, indicate the following, and click Next:

Database Table Owner Password. Type the password for the Siebel database table owner.

Database Table Owner Password (confirm). Retype the password to confirm it.

- 22** (IBM DB2 only) On the Index Table Space Name screen, indicate the following, and click Next:

Index Table Space Name. Type the name for your index tablespace; for example, SBL_I NDX. (Tablespace names must not contain spaces; underscores are allowed.)

- 23** (IBM DB2 only) On the 4K Table Space Name screen, indicate the following, and click Next:
- 4K Table Space Name.** Type the name for your 4-KB tablespace; for example, TBS_4K. (Tablespace names must not contain spaces; underscores are allowed.)
- 24** (IBM DB2 only) On the 16K Table Space Name screen, indicate the following, and click Next:
- 16K Table Space Name.** Type the name for your 16-KB tablespace; for example, TBS_16K. (Tablespace names must not contain spaces; underscores are allowed.)
- 25** (IBM DB2 only) On the 32K Table Space Name screen, indicate the following, and click Next:
- 32K Table Space Name.** Type the name for your 32-KB tablespace; for example, TBS_32K. (Tablespace names must not contain spaces; underscores are allowed.)
- 26** (Oracle Database only) On the Index Table Space Name screen, indicate the following, and click Next:
- Index Table Space Name.** Type the name for your index tablespace; for example, INDEX01. (Tablespace names must not contain spaces; underscores are allowed.)
- 27** (Oracle Database only) On the Table Space Name screen, indicate the following, and click Next:
- Table Space Name.** Type the name for your tablespace; for example, DATA01. (Tablespace names must not contain spaces; underscores are allowed.)
- 28** (Oracle Database only) On the Siebel License Key Option screen, specify whether you will enter the license key now or later, and click Next.
- If you are not entering the license key in this field, then you can enter it later using Siebel Tools. Go to [Step 31 on page 98](#).
- 29** On the License Key screen, enter the license key, and click Next.
- Go to [Step 31 on page 98](#).
- 30** On the Repository Name screen, specify the name of the Siebel Repository, and click Next.
- 31** (Oracle Database only) On the Oracle Parallel Index screen, specify the statement describing your database environment, and click Next:
- Does not use the Oracle Parallel Indexing option
 - Uses the Oracle Parallel Indexing option
- If you have a single-CPU environment, then choose the first option. If you have a multiple-CPU environment, then choose the first or second option, depending on whether you are running your Oracle Database with parallel indexing on.
- 32** On the Security Group ID / Grantee screen, indicate the following, and click Next:
- Security Group ID / Grantee.** Type the name for your security group; for example, SSE_ROLE.
- 33** On the Log Output Directory screen, accept the default log directory or enter a new directory name, and click Next.
- By default, logging occurs in the `$SIEBSRV_ROOT/Log/operation/output` directory. In this path, *operation* corresponds to the operation that you are performing, such as *install* for an Install Database operation or *install_lang* for an Add Language operation.

The next screen asks if you are ready to apply configuration changes to the Siebel database now, using the Siebel Upgrade Wizard, or will do so later. The following message is displayed:

```
Configuration is complete: your output will be saved under $Siebel Root/siebsrvr/
bin/master_<process>.ucf. Would you like to deploy the process you configured to
the database now or later?
```

NOTE: Check the *Siebel Release Notes* on My Oracle Support for the current release. If this document describes any tasks that you must perform to modify the generated SQL files, then modify the generated SQL files as necessary before you execute the SQL in the Siebel Upgrade Wizard.

34 Choose one of the following, and click Next:

- **Yes apply configuration changes now.** Choose this option if you want the generated SQL files to be executed in the Siebel Upgrade Wizard.
- **No I will apply configuration changes later.** Choose this option if you do *not* want the generated SQL files to be executed in the Siebel Upgrade Wizard. In this case, you must run the Upgrade Wizard manually at a later time in order to execute the generated SQL files.

If you choose to apply configuration changes later, then the command line to apply the configuration later is:

```
$SIEBEL_ROOT/siebsrvr/bin/srvrupgwi z /m master_operation.ucf
```

For this procedure, *operation* is either *install* or *install_lang*.

NOTE: If you ran the Database Configuration Wizard previously, then the SQL files might already have been generated by the sqlgen program. In this case, this program will not run again in the current session. Whether sqlgen runs depends on the existence of the file *DBSRVR_ROOT/COMMON/sqlgen.usg*. If this file does not exist, then sqlgen will run and the SQL files will be regenerated. If you want to force sqlgen to run, then you can manually delete sqlgen.usg.

35 On the Configuration Parameter Review screen, review the values that you entered on the previous screens in the Database Configuration Wizard:

- If you have to change any values, then click Back and Next to access the screens on which to change entries, and then to return to this screen.
- Alternatively, you can click Cancel to cancel the Database Configuration Wizard session, then restart the wizard and enter different values.
- When you have verified your input, click Next. Doing so generates SQL files that you will then apply to the database. When all of the SQL files have been generated, a message appears, stating The configuration changes were applied successfully. Click OK.

If you chose No in [Step 34 on page 99](#), then the Siebel Upgrade Wizard does not appear. You must run it manually, after reviewing the generated SQL files.

If you chose Yes in [Step 34 on page 99](#), then the Siebel Upgrade Wizard appears.

NOTE: When you run the Siebel Upgrade Wizard, if a program or system error occurs, then you can rerun the wizard, starting at the point at which the wizard failed. For more information, see *Siebel Database Upgrade Guide*.

When the Siebel Upgrade Wizard finishes running, the Siebel Upgrade Wizard Complete screen appears. You have now finished installing the Siebel database components.

- 36 After the Siebel Upgrade Wizard has finished running, click Exit to exit the Database Configuration Wizard.

Related Topics

[“About Installing the Siebel Database” on page 87](#)

[“Verifying Installation for the Siebel Database” on page 195](#)

[“Troubleshooting Installation for the Siebel Database” on page 217](#)

Setting Up Your Environment to Support Global Time Zone

Global deployments typically span multiple time zones, making it difficult to manage time-sensitive information that must be exchanged among customers and employees working around the world. You can use the Global Time Zone feature to monitor the transfer of tasks between sites in different time zones.

The Global Time Zone feature converts and stores date and time data, using the Universal Time Coordinated (UTC) standard. UTC is equivalent to Greenwich Mean Time, but without daylight savings time.

CAUTION: The Global Time Zone feature is documented primarily in *Siebel Global Deployment Guide*. Whether or not you plan to enable Global Time Zone, you must review the documentation on this feature before you deploy your Siebel Business Applications and create any user date-time data in the Siebel database.

Make sure that the time is synchronized on all of your computers, by using a common NNTP server for time synchronization.

If you intend to operate your deployment with the Global Time Zone feature enabled, then you can optionally set the operating system of your database servers to UTC time, or its equivalent.

For restrictions on using the Global Time Zone feature on IBM DB2 for z/OS, see *Implementing Siebel Business Applications on DB2 for z/OS*.

NOTE: The Global Time Zone parameter (Universal Time Coordinated system preference) is enabled (set to TRUE) by default. If you do not want to enable the Global Time Zone feature, then you must reset this system preference to FALSE by navigating to the Administration - Application screen, and then the System Preferences view.

Populating the Siebel File System

After you complete installing Database Configuration Utilities and installing the Siebel database, you must populate the Siebel File System. Specific files needed to use the Siebel File System, such as correspondence templates and Siebel Marketing files, are provided with the Database Configuration Utilities software. A subdirectory called `files` is created when you install the Database Configuration Utilities.

The Siebel administrator must populate the `att` directory in the File System with these files after installing the Database Configuration Utilities, and before running the Siebel Web Client.

For detailed information about creating the Siebel File System, including setting the necessary permissions, see [“Creating the Siebel File System” on page 319](#).

To populate the Siebel File System directory

- 1 Copy the appropriate files from the `files` subdirectory of the Database Configuration Utilities software to the `att` subdirectory of the Siebel File System.
- 2 Verify that the files are in the correct location.

Importing a Siebel Repository Manually into the Siebel Database

Installing the Siebel database as described in [“Installing the Siebel Database” on page 93](#) automatically imports the Siebel Repository for the primary language (only). For each nonprimary language in a multilingual deployment, a separate step to manually import the Siebel Repository is needed.

The content in this topic is provided for customers with multilingual deployments or who have some reason to manually import a Siebel Repository.

You can import the Siebel Repository using the Database Configuration Wizard. This task populates the Siebel Repository tables in the Siebel database with new object definitions. You import the Siebel Repository separately for each nonprimary language in a multilingual deployment. This task does not apply to the Siebel Repository for the primary language.

Regardless of how many Siebel Business Applications that you are using (for example, Siebel Call Center, Siebel Sales, Siebel Service, and Siebel Marketing), you load the Siebel Repository tables only once for each language.

NOTE: When you import data into the Siebel Repository tables, a commit is performed once for each table into which Siebel Repository data is imported. Alternatively, the commit frequency can be set to a specified number of rows by including the command-line option `/h num_rows_per_commit` when the `repimexp.exe` utility is invoked.

Some steps in the procedure in this topic pertain to the task of adding a language to an existing Siebel Repository, also using the Database Configuration Wizard. By adding a new language to a Siebel Repository, you populate rows of localized user interface strings for Siebel Repository objects, which allows Siebel Business Applications to display the UI in the new language.

In order to add a new language to an existing Siebel Repository, you must have installed its Siebel language pack on the Siebel Server using the Siebel Enterprise Server installer. Also, you must have added the language to the Siebel database. For more information, see [“Installing the Siebel Database” on page 93](#) and [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

To import the Siebel Repository

1 Start the Database Configuration Wizard, as described in [“Installing the Siebel Database” on page 93](#). Respond to the wizard prompts in the same way that you did for that procedure, up to the Siebel Database Operation screen.

2 On the Siebel Database Operation screen, select Import/Export Repository, and click Next.

3 On the Select Repository Operation screen, choose one of the following options:

Import Repository. This option imports the Siebel Repository for the first time with a primary (base) language. Click Next and go to the next step. *This task does not apply if you are importing Siebel Repository data into an existing Siebel Repository for any nonprimary language.*

Add Language to an Existing Repository. This option adds a new language to your existing Siebel Repository (imports Siebel Repository data for that language). Click Next and go to [Step 6 on page 102](#).

Export Repository. This option exports the Siebel Repository data into a platform-independent file that can be sent to Oracle Global Customer Support for analysis, if needed. *This task is not described in this book.* For more information, see *Using Siebel Tools* and other documentation.

4 On the Import Selection screen, specify that you want to import the standard Siebel 8.x Repository, and click Next.

5 On the Language Selection screen, specify the language. For an import Siebel Repository operation, this is the primary language (base language), the first language installed in [“Installing the Siebel Database” on page 93](#). For an Add Language operation, this is the language that you want to add to the Siebel Repository.

The languages listed in this screen are those for which you previously installed Siebel language packs on the Siebel Server.

6 On the ODBC Data Source Name screen, indicate the name for the ODBC data source, such as si eb81_DSN or si eb82_DSN, and click Next.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 307](#).

7 On the Database User Name screen, indicate the following about your database, and click Next:

Database User Name. Type the user name of the Siebel administrator, for example, sadmi n for Oracle Database and IBM DB2.

Database Password. Type the password for the Siebel administrator.

Database Password (confirm). Retype the password to confirm it.

- 8 On the Database Table Owner screen, indicate the following about your database, and click Next:

Database Table Owner. The Siebel database table owner, or the account that will own the Siebel objects.

Database Table Owner Password. Type the Siebel database table owner password.

Database Table Owner Password (confirm). Retype the password to confirm it.

- 9 On the Import Repository Name screen, type the following values, and click Next:

Import Repository Name. Accept the default name (Siebel Repository) or type another valid name.

Repository File Name/Localized Repository File Name. If you are importing your Siebel Repository for the first time, then this field is named *Repository File Name*. If you are adding a language to an existing Siebel Repository, then this field is named *Localized Repository File Name*. Accept the default installation path and file name for this Siebel Repository, or type another valid installation path.

For Oracle Database, go to the next step. For IBM DB2, go to [Step 11 on page 103](#).

- 10 (Oracle Database only) In the Oracle Parallel Index screen, specify the appropriate environment for your installation, and click Next:

■ I am not running with Parallel Indexing On

■ I am running with Parallel Indexing On

If you have a single-CPU environment, then choose the first option. If you have a multiple-CPU environment, then choose the first or second option, depending on whether you are running your Oracle Database with parallel indexing on.

- 11 In the Log Output Directory screen, accept the default log directory, or enter a new directory name, and click OK.

By default, logging occurs in the `$SIEBEL_ROOT/operation/output` directory. In this path, *operation* corresponds to the operation that you are performing, such as *imprep* for Import Repository or *imprep_lang* for Add Language to an Existing Repository.

The Configuration Parameter Review screen appears.

- 12 Review the configuration values that you entered on the previous Configuration Wizard screens:

■ If you want to change any values, then click Previous or Next to access the screens on which to change entries, and then to return to this screen.

■ When you have verified the configuration values, click Finish. A message box appears with the prompt:

To apply the configuration now, press OK.

To apply the configuration later, press Cancel.

The command line to apply the configuration later is

```
$SIEBEL_ROOT/siebsrvr/bin/srvrupgz /m master_operation.ucf
```

For this procedure, *operation* is either *imprep* or *imprep_lang*.

The Siebel Upgrade Wizard appears, displaying the items to be executed or imported.

NOTE: If a program or system error occurs and you have to rerun the Siebel Upgrade Wizard, then you can do so starting at the point at which the wizard failed. For more information, see *Siebel Database Upgrade Guide*.

13 To begin, click OK.

A window appears, displaying information about Siebel Upgrade Wizard activities to import the Siebel Repository. The Upgrade Wizard displays a message when the operation is complete.

Related Topics

[“About Installing the Siebel Database” on page 87](#)

[“Verifying Installation for the Siebel Database” on page 195](#)

[“Troubleshooting Installation for the Siebel Database” on page 217](#)

Related Books

Using Siebel Tools

Siebel Database Upgrade Guide

6

Additional Postinstallation and Configuration Tasks

This chapter describes some additional tasks that you must perform to complete configuring your Siebel Business Applications. It includes the following topics:

- [Starting the Siebel Gateway Name Server on page 105](#)
- [Configuring the Siebel Gateway Name Server for Automatic Start on page 106](#)
- [Configuring the Siebel Server for Automatic Start on page 110](#)
- [Managing Environment Variables on page 113](#)
- [Process of Configuring Load Balancing for Siebel Business Applications on page 114](#)
- [Preparing to Run Siebel Server Components on page 119](#)
- [About Installing and Deploying Siebel Business Applications with Multiple Languages on page 128](#)
- [Additional Tasks for the Siebel Web Server Extension and the Web Server on page 140](#)

Starting the Siebel Gateway Name Server

If, during configuration, you selected manual start for the Siebel Gateway Name Server, then you must make sure that the Siebel Gateway Name Server is started when you do any of the following:

- Create and configure the Siebel Enterprise
- Configure a new Siebel Server
- Operate any of the Siebel applications
- Remove the configuration of a Siebel Server (such as when you are uninstalling) or the Siebel Enterprise

NOTE: It is recommended that you review the Siebel Gateway Name Server log files, which are found in the `$SIEBEL_GATEWAY_ROOT/l` directory.

Related Topics

- [“Installing Siebel Enterprise Server” on page 40](#)
- [“Configuring the Siebel Gateway Name Server for Automatic Start” on page 106](#)
- [“Configuring the Siebel Server for Automatic Start” on page 110](#)
- [“Verifying Installation for the Siebel Enterprise Server” on page 189](#)
- [“Verifying That the Siebel Gateway Name Server Has Started” on page 211](#)

To verify that the Siebel Gateway Name Server has started

- Navigate to the `$SIEBEL_ROOT/gtwysrvr` directory and source the following environment setup file. Use one of the following commands, depending on the type of shell that you use:

C shell

```
source siebenv.csh
```

Bourne or Korn shell

```
./siebenv.sh
```

TIP: Make sure that there is a space between the initial period and `./siebenv.sh`.

This step sets the Siebel environment variables and path information required to use Siebel utilities.

To configure the Siebel environment shell script to source automatically whenever a Siebel administrator logs on, specify the shell as the default for administrator accounts. Then, add this command to the startup file for the administrator's account.

To verify that the Siebel Gateway Name Server is running

- 1 Enter the following command:

```
list_ns
```

You receive a response similar to this:

```
started at Tue Jul 02 15:33:26 2013, pid: 4024, autostart: yes
```

- 2 If the Siebel Gateway Name Server is stopped, then do the following:

- Execute the `start_ns` command to start the Siebel Gateway Name Server. For more information, see *Siebel System Administration Guide*.
- Execute `list_ns` to verify that it is operating correctly.

Configuring the Siebel Gateway Name Server for Automatic Start

If, during the installation, you selected automatic restart of the Siebel Gateway Name Server, then you have to complete the procedure that follows to configure the Siebel Gateway Name Server to start automatically. You run the Siebel Gateway Name Server service as the same nonroot user who installed the software.

After making the changes described in this topic for your operating system, the Siebel Gateway Name Server starts automatically when you restart your server and stops automatically when you shut down the server.

NOTE: Remember that the Siebel Gateway Name Server must be the first service to start, and the last to shut down, among all of the servers in the Siebel Enterprise that are served by that Siebel Gateway Name Server.

This topic includes the following subtopics:

- [“Configuring the Siebel Gateway Name Server for Automatic Start on AIX” on page 107](#)
- [“Configuring the Siebel Gateway Name Server for Automatic Start on HP-UX” on page 108](#)
- [“Configuring the Siebel Gateway Name Server for Automatic Start on Linux or Oracle Solaris” on page 109](#)

Related Topics

- [“Installing Siebel Enterprise Server” on page 40](#)
- [“Starting the Siebel Gateway Name Server” on page 105](#)
- [“Verifying Installation for the Siebel Enterprise Server” on page 189](#)
- [“Verifying That the Siebel Gateway Name Server Has Started” on page 211](#)
- [“Setting Permissions and Ownership” on page 315](#)

Configuring the Siebel Gateway Name Server for Automatic Start on AIX

Use the procedure in this topic to configure the Siebel Gateway Name Server to start automatically on AIX.

This topic is part of [“Configuring the Siebel Gateway Name Server for Automatic Start” on page 106](#).

To configure the Siebel Gateway Name Server to start automatically on AIX

- 1 Log on as root to the computer on which the Siebel Gateway Name Server was installed.
- 2 Execute the following command on a single line:

```
mki tab "siebg_twyns: 2: wait: su - SIEBEL_ACCOUNT -c \"\${SIEBEL_HOME}/bin/siebel_server start\""
```

where:

- `SIEBEL_ACCOUNT` is the nonroot user account installing Siebel Business Applications
 - `\${SIEBEL_HOME}` is the installation directory for the Siebel Gateway Name Server
- 3 Verify if the file `/etc/rc.shutdown` exists. If it does not exist, then create it and change the permissions:

```
touch /etc/rc.shutdown  
chmod 744 /etc/rc.shutdown
```

- 4 Edit the file `/etc/rc.shutdown` and add the following command:

```
/usr/bin/su - SIEBEL_ACCOUNT -c "$SIEBEL_HOME/bin/siebel_server stop"
```

where:

- `SIEBEL_ACCOUNT` is the nonroot user account installing Siebel Business Applications
 - `$SIEBEL_HOME` is the installation directory for the Siebel Gateway Name Server
- 5 Save and close the file.

Configuring the Siebel Gateway Name Server for Automatic Start on HP-UX

Use the procedure in this topic to configure the Siebel Gateway Name Server to start automatically on HP-UX.

This topic is part of [“Configuring the Siebel Gateway Name Server for Automatic Start”](#) on page 106.

To configure the Siebel Gateway Name Server to start automatically on HP-UX

- 1 Log on as root to the computer on which the Siebel Gateway Name Server was installed.

- 2 Copy the file `siebel_server` to the `/sbin/init.d` directory, as follows:

```
cp $SIEBEL_ROOT/bin/siebel_server /sbin/init.d
```

In this command, `$SIEBEL_ROOT` is the full path to the Siebel root directory.

- 3 Using any text editor, edit `/sbin/init.d/siebel_server`. Replace `$SIEBEL_GATEWAY_ROOT` with the path to the Siebel Gateway Name Server installation directory.

- 4 Set the appropriate permissions by executing the following command:

```
chmod 755 /sbin/init.d/siebel_server
```

- 5 Create a soft link to `/sbin/rc3.d/S720siebel_server` from `/sbin/init.d/siebel_server` by executing the following command:

```
ln -s /sbin/init.d/siebel_server /sbin/rc3.d/S720siebel_server
```

- 6 Create a soft link to `/sbin/rc2.d/K320siebel_server` from `/sbin/init.d/siebel_server` by executing the following command:

```
ln -s /sbin/init.d/siebel_server /sbin/rc2.d/K320siebel_server
```

- 7 Create or edit `/sbin/init.d/siebel_server_nonroot` to add the following line:

```
/usr/bin/su - SIEBEL_ACCOUNT -c "/sbin/init.d/siebel_server $1"
```

In this command, `SIEBEL_ACCOUNT` is the nonroot user account installing Siebel Business Applications.

- 8 Remove `/sbin/rc3.d/S720siebel_server` and `/sbin/rc2.d/K320siebel_server`, if they already exist.

- 9 Execute the following commands:

```
chmod 755 /sbin/init.d/siebel_server_nonroot
```

```
ln -s /sbin/init.d/siebel_server_nonroot /sbin/rc3.d/S720siebel_server
```

```
ln -s /sbin/init.d/siebel_server_nonroot /sbin/rc2.d/K320siebel_server
```

Configuring the Siebel Gateway Name Server for Automatic Start on Linux or Oracle Solaris

Use the procedure in this topic to configure the Siebel Gateway Name Server to start automatically on either Linux or Oracle Solaris.

This topic is part of [“Configuring the Siebel Gateway Name Server for Automatic Start”](#) on page 106.

To configure the Siebel Gateway Name Server to start automatically on Linux or Oracle Solaris

- 1 Log on as root to the computer on which the Siebel Gateway Name Server was installed.

- 2 Copy the file `siebel_server` to the `/etc/init.d` directory, as follows:

```
cp $SIEBEL_HOME/bin/siebel_server /etc/init.d
```

In this command, `$SIEBEL_HOME` is the full path to the Siebel root directory.

- 3 Using any text editor, edit `/etc/init.d/siebel_server`. Make sure that `$SIEBEL_GATEWAY_ROOT` points to the path to the Siebel Gateway Name Server installation directory.

- 4 Set the appropriate permissions by executing the following command:

```
chmod 755 /etc/init.d/siebel_server
```

- 5 Create a soft link to `/etc/rc3.d/S72siebel_server` from `/etc/init.d/siebel_server` by executing the following command.

```
ln -s /etc/init.d/siebel_server /etc/rc3.d/S72siebel_server
```

- 6 Create a soft link to `/etc/rc2.d/K32siebel_server` from `/etc/init.d/siebel_server` by executing the following command:

```
ln -s /etc/init.d/siebel_server /etc/rc2.d/K32siebel_server
```

- 7 Create or edit `/etc/init.d/siebel_server_nonroot` to add the following line:

```
/usr/bin/su - SIEBEL_ACCOUNT -c "/etc/init.d/siebel_server $1"
```

In this command, `SIEBEL_ACCOUNT` is the nonroot user account installing Siebel Business Applications.

- 8 Remove `/etc/rc3.d/S72siebel_server` and `/etc/rc2.d/K32siebel_server`, if they already exist.

- 9 Execute the following commands:

```
chmod 755 /etc/init.d/siebel_server_nonroot
```

```
ln -s /etc/init.d/siebel_server_nonroot /etc/rc3.d/S72siebel_server
```

```
ln -s /etc/init.d/siebel_server_nonroot /etc/rc2.d/K32siebel_server
```

Configuring the Siebel Server for Automatic Start

If, during the installation, you selected automatic restart of the Siebel Server, then you must complete the procedure that follows to configure the Siebel Server to start automatically.

This topic includes the following subtopics:

- [“Configuring the Siebel Server for Automatic Start on AIX” on page 110](#)
- [“Configuring the Siebel Server for Automatic Start on HP-UX, Linux or Oracle Solaris” on page 111](#)

Related Topics

[“Installing Siebel Enterprise Server” on page 40](#)

[“Verifying Installation for the Siebel Enterprise Server” on page 189](#)

[“Verifying That the Siebel Gateway Name Server Has Started” on page 211](#)

Configuring the Siebel Server for Automatic Start on AIX

Use the procedure in this topic to configure the Siebel Server to start automatically on AIX.

This topic is part of [“Configuring the Siebel Server for Automatic Start” on page 110](#).

To configure the Siebel Server to start automatically on AIX

- 1 Navigate to `$SIEBEL_ROOT/bin`.

In this path, `$SIEBEL_ROOT` is the installation directory for the Siebel Server.

- 2 Using any text editor, open the file `siebel_server`. Edit the database environment variable as follows:

Oracle Database

- a Uncomment the line `#ORACLE_HOME=.`
- b Enter the location for `$ORACLE_HOME`.
- c Uncomment the line `#export ORACLE_HOME`.

- d Add the following two lines:

```
TNS_ADMIN=$tns_admin  
export TNS_ADMIN
```

Ask your database administrator for the value of `$tns_admin`.

IBM DB2

- Add a line to execute `db2profile`, for example:

```
./home/db2v8aix/sql/lib/db2profile
```

Ask your database administrator for the location of `db2profile`.

- 3 Save and close the file.

- 4 Log on as root and execute the following command on a single line:

```
mki tab "start_server: 2: wait: su - $SIEBEL_ACCOUNT -c \"\${SIEBEL_ROOT}/bin/  
siebel_server start\""
```

where:

- `SIEBEL_ACCOUNT` is the nonroot user account installing Siebel Business Applications
- `$SIEBEL_ROOT` is the installation directory for the Siebel Server

- 5 Verify whether or not the file `/etc/rc.shutdown` exists. If it does not exist, then create it and change the permissions:

```
touch /etc/rc.shutdown  
chmod 744 /etc/rc.shutdown
```

- 6 Edit the file `/etc/rc.shutdown`. Add the following command:

```
/usr/bin/su - $SIEBEL_ACCOUNT -c "\${SIEBEL_ROOT}/bin/siebel_server stop"
```

where:

- `SIEBEL_ACCOUNT` is the nonroot user account installing Siebel Business Applications
- `$SIEBEL_ROOT` is the installation directory for the Siebel Server

- 7 Save and close the file.

Configuring the Siebel Server for Automatic Start on HP-UX, Linux or Oracle Solaris

Complete one of the procedures that follow to configure the Siebel Server to start automatically as a nonroot user.

This topic is part of [“Configuring the Siebel Server for Automatic Start”](#) on page 110.

Configuring the Siebel Server to Start Automatically on HP-UX

Use the procedure that follows to configure the Siebel Server to start automatically on HP-UX.

To configure the Siebel Server to start automatically on HP-UX

- 1 Log on as root.
- 2 Create or edit `/sbin/init.d/siebel_server_nonroot`. Add the following line:

```
/usr/bin/su - SIEBEL_ACCOUNT -c "/sbin/init.d/siebel_server $1"
```

In this command, `SIEBEL_ACCOUNT` is the nonroot user account installing Siebel Business Applications.

- 3 Remove `/sbin/rc3.d/S720siebel_server` and `/sbin/rc2.d/K320siebel_server`, if they already exist.
- 4 Execute the following commands:

```
chmod 755 /sbin/init.d/siebel_server_nonroot
```

```
ln -s /sbin/init.d/siebel_server_nonroot /sbin/rc3.d/S720siebel_server
```

```
ln -s /sbin/init.d/siebel_server_nonroot /sbin/rc2.d/K320siebel_server
```

Configuring the Siebel Server to Start Automatically on Linux or Oracle Solaris

Use the procedure that follows to configure the Siebel Server to start automatically on Linux or Oracle Solaris.

To configure the Siebel Server to start automatically on Linux or Oracle Solaris

- 1 Log on as root.
- 2 Create or edit `/etc/init.d/siebel_server_nonroot`. Add the following line:

```
/usr/bin/su - SIEBEL_ACCOUNT -c "/etc/init.d/siebel_server $1"
```

In this command, `SIEBEL_ACCOUNT` is the nonroot user account installing Siebel Business Applications.

- 3 Remove `/etc/rc3.d/S72siebel_server` and `/etc/rc2.d/K32siebel_server`, if they already exist.
- 4 Execute the following commands:

```
chmod 755 /etc/init.d/siebel_server_nonroot
```

```
ln -s /etc/init.d/siebel_server_nonroot /etc/rc3.d/S72siebel_server
```

```
ln -s /etc/init.d/siebel_server_nonroot /etc/rc2.d/K32siebel_server
```


Managing Environment Variables

There are several environment variables that must be properly set for optimal functioning of the Siebel Server, as shown in [Table 10 on page 113](#). These include:

- Siebel environment variables
- UNIX operating system environment variables

NOTE: For information about tuning the UNIX kernel and other parameters for Siebel Server optimization, see *Siebel Performance Tuning Guide*.

Table 10. Setting and Managing Environment Variables

Environment Variable	Purpose	Recommended Siebel Value
ODBCINI	Tells the ODBC driver manager which file to open to look for the ODBC data source and driver information. Set within the environment setup files, <code>siebenv.csh</code> (for C shell) and <code>siebenv.sh</code> (for Bourne or Korn shell), which are created during Siebel Enterprise Server and Siebel Server configuration. This variable always points to <code>\$SIEBEL_HOME/sys/.odbc.ini</code> .	Do not modify.
SIEBEL_UNIXUNICODE_DB	Controls the ODBC driver manager responsible for connection to the RDBMS. Reset, if necessary, within each environment setup file before sourcing it.	Set to ORACLE or DB2. This value is set automatically.
LANG	Language environment variable within the environment setup file. Sets the database server client environment appropriate to the language of installation. For more information about specifying locales, see “Specifying the Locale for Siebel Business Applications” on page 312 and “Specifying the Locale for Your UNIX Operating System” on page 313 .	Set this to the language in which your database runs.

The Siebel environment variables `$SIEBEL_HOME` and `$SIEBEL_ROOT` must be set to enable execution of the Siebel Gateway Name Server and Siebel Server management utilities documented in *Siebel System Administration Guide*.

During Siebel Enterprise Server and Siebel Server configuration, the script files `siebenv.csh` (for C shell) and `siebenv.sh` (for Bourne or Korn shell) are automatically created in the `$SIEBEL_ROOT` directory. When sourced, these shell scripts set the environment variables.

If you have configured your Siebel Server to start manually, then you must source either `siebenv.csh` or `siebenv.sh` before starting the server. For this reason, you might want to add a call to the appropriate `siebenv.*` file to the logon files of all of the Siebel administrator UNIX accounts, so that these variables are set automatically whenever a Siebel administrator logs on.

NOTE: If you want to change the default settings of these environment variables, then you must do so before you start the Siebel Server.

Tuning UNIX Operating Systems for Siebel Business Applications

There are several UNIX system environment variables that you must set for proper functioning of the Siebel Server.

For detailed information about tuning the UNIX kernel and other configurable parameters for Siebel Server optimization, see *Siebel Performance Tuning Guide*.

Related Topics

[“Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#)

[“Specifying the Locale for Siebel Business Applications” on page 312](#)

[“Specifying the Locale for Your UNIX Operating System” on page 313](#)

Process of Configuring Load Balancing for Siebel Business Applications

This topic describes configuring load balancing for Siebel Business Applications. Both Siebel native load balancing and third-party load balancing are supported. You perform this task before configuring the Siebel Web Server Extension (SWSE).

NOTE: This topic describes the initial configuration of load balancing. For more information about planning and managing load balancing for your deployment, see [“Planning Siebel Server Load Balancing” on page 305](#), *Siebel Deployment Planning Guide*, and *Siebel System Administration Guide*. For information about implementing third-party load balancing, see 477835.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 540.

To configure load balancing, perform the following tasks:

- 1 [“Generating the Load Balancing Configuration File \(lbconfig.txt\)” on page 115](#)
- 2 [“Setting Up a Third-Party HTTP Load Balancer” on page 116](#)
- 3 [“Setting the Load Balancer Connection Timeout Interval” on page 118](#)
- 4 [“Monitoring Servers with Siebel Native Load Balancer or Third-Party HTTP Load Balancers” on page 118](#)

Related Topics

[“Planning Siebel Server Load Balancing” on page 305](#)

[“Process of Configuring the Siebel Web Server Extension” on page 76](#)

[“Preparing to Run Siebel Server Components” on page 119](#)

Generating the Load Balancing Configuration File (lbconfig.txt)

The load balancing configuration file provides virtual server definitions for Siebel load balancing. It also provides URLs for writing connection rules for third-party HTTP load balancers.

You must generate a load balancing configuration file (lbconfig.txt) in the following situations:

- Before configuring the Siebel Web Server Extension (SWSE), when you are using Siebel native load balancing. Configuring the SWSE means applying the SWSE logical profile that you created as part of Siebel Enterprise configuration.
- When you require URLs for routing rules as part of configuring a third-party HTTP load balancer.
- When you add or remove a Siebel Server and you are using either Siebel native load balancing or a third-party load balancer.

This task is a step in [“Process of Configuring Load Balancing for Siebel Business Applications” on page 114](#).

Generating and Using the lbconfig.txt File

Follow the procedure that follows to generate the lbconfig.txt file and to use it with your Siebel Web Server Extension.

NOTE: If you have modified or optimized the existing lbconfig.txt file, such as by creating multiple virtual server definitions, then you lose these changes when you generate the file. To prevent this result, save your modified file under a new name, regenerate the lbconfig.txt file, then copy your changes from your modified file to the newly generated file.

To generate the lbconfig.txt file

- 1 On a Siebel Server, start the Server Manager at the Siebel Enterprise level (do not use the /s option), and enter the following command:

```
generate lbconfig
```

This step generates the lbconfig.txt file. The file is created in the admin subdirectory of the Siebel Server installation directory.

- 2 Review the generated lbconfig.txt file to verify that virtual server definitions do not include any Siebel Servers that will not participate in load balancing.
- 3 Manually edit the lbconfig.txt file. Remove any Application Object Managers that were disabled, or add comment characters to disable the applicable entries.

- 4 Configure the SWSE logical profile to be used with Web servers that will participate in Siebel native load balancing.

For more information about creating and applying the SWSE logical profile, see [“Process of Configuring the Siebel Web Server Extension” on page 76](#).

- 5 Copy the lbconfig.txt file into the SWSE logical profile directory.
- 6 Configure the installed SWSE by applying the SWSE logical profile.

The SWSE Configuration Wizard retrieves the lbconfig.txt file from the logical profile directory.

- 7 Restart the Web server.

Types of Connection Rules Provided by the lbconfig.txt File

The lbconfig.txt file provides three types of connection rules: component rules, server rules, and round-robin rules. These rule types are mandatory: you must include all three types when you configure the load balancer.

Most load balancers allow you to associate a virtual IP address and virtual port number with a group of load balancing rules. They also allow you to define servers as resources and to create groups for them. The procedure in [“Setting Up a Third-Party HTTP Load Balancer” on page 116](#) outlines general steps for setting up load balancers for Siebel Servers.

Consequences of Incomplete Configuration of Connection Rules

Incomplete configuration of the connection rules has the following consequences:

- Not configuring round-robin rules can cause login failures.
- Not configuring server rules can cause unexpected session termination.

Setting Up a Third-Party HTTP Load Balancer

A third-party load balancer receives SISNAPI messages from the Web server. The load balancer routes each message based on the URL that it contains. To configure an HTTP load balancer, you must write connection rules that route these messages to the correct Siebel Servers.

Use the generate lbconfig command to generate a file containing definitions for such connection rules. For more information, see [“Generating the Load Balancing Configuration File \(lbconfig.txt\)” on page 115](#).

The generate lbconfig command reviews the configuration of the Siebel Servers, then generates a file that pairs connection strings included in SISNAPI messages with paths to the correct Siebel Servers. The rules are stored in the load balancing configuration file (lbconfig.txt). Use this file to help configure the third-party load balancer. Use the following procedure to set up a third-party HTTP load balancer.

This task is a step in [“Process of Configuring Load Balancing for Siebel Business Applications” on page 114](#).

To set up a third-party HTTP load balancer

- 1** Install and complete the initial configuration of the third-party HTTP load balancer.
See the vendor documentation for more information.
- 2** Verify that the load balancer can work with the computers that host the Siebel Servers.
See the vendor documentation for the networking requirements.
- 3** Open the lbconfig.txt file that you generated as a reference for configuring the third-party load balancer.
- 4** Add Siebel Servers to the load balancer as pools of resources.
Typically, each resource is defined as a combination of host name or IP address, and TCP Port. Use the host name or IP address of the Siebel Server, and the port number for the SCBroker component (by default, this is port 2321).
- 5** Create load balancing rules or content rules in the load balancer.
Load balancing rules are mappings between URLs and pools of resources. For each line in the lbconfig.txt file, create one such mapping or rule in the load balancer.
For configuration guidelines for load balancers, see 477835.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 540.
NOTE: You must configure the HTTP load balancer to handle all three types of rules: component, server, and round-robin.
- 6** For each group of load balancing rules, define the desired load balancing scheme.
For component rules, use any preferred load balancing scheme.
For server and round-robin rules, a round-robin load balancing scheme is recommended.
- 7** Define a virtual IP address and virtual port number for all of the load balancing rules.
The virtual IP address and virtual port number must match what is defined in the Application Object Manager connect strings of the SWSE configuration file (eapps.cfg). This file is located in `SWSE_ROOT\bin`. `SWSE_ROOT` is the SWSE installation directory.
- 8** If the load balancer has a configurable TCP connection timeout interval, then adjust this setting so that it is greater than the value of the parameter `SISNAPI Connection Maximum Idle Time` (alias `ConnIdleTime`). Doing so prevents the load balancer from disconnecting active `SISNAPI` sessions.
For more information about setting `ConnIdleTime`, see ["Setting the Load Balancer Connection Timeout Interval"](#) on page 118. See also *Siebel System Administration Guide*.

Setting the Load Balancer Connection Timeout Interval

Many third-party HTTP load balancers allow you to set a connection timeout interval. When the timeout occurs, the load balancer's SISNAPI connection to the Application Object Manager on the Siebel Server is terminated. In addition, Application Object Managers have a configurable timeout parameter, SISNAPI Connection Maximum Idle Time (alias ConnIdleTime). When a session is idle for the specified time, the Application Object Manager closes the session.

This task is a step in ["Process of Configuring Load Balancing for Siebel Business Applications"](#) on page 114.

To set the load balancer connection timeout interval

- Set the load balancer connection timeout interval to be slightly longer than the ConnIdleTime setting of the Application Object Managers for which it will provide load balancing.

For example, if ConnIdleTime is 600 seconds, then set the load balancer connection timeout interval to 601 seconds or higher.

NOTE: Avoid setting ConnIdleTime to be greater than the load balancer connection timeout interval. Doing so can cause login screen delays and problems with communications performance.

Monitoring Servers with Siebel Native Load Balancer or Third-Party HTTP Load Balancers

The Siebel native load balancer and most third-party HTTP load balancers support server health monitoring. To set up server health monitoring, you configure the load balancer to send an HTTP GET request to the server URL.

This task confirms that the Siebel Server is running on the specified server computer and that SCBroker is listening at the specified port. This health check does not verify that specific Application Object Managers or other server components are running on the computer.

CAUTION: Do not use TCP Health Check. It might connect to SCBroker and remain connected until the SCBroker component parameter ConnRequestTimeout expires. During this period, SCBroker cannot handle new user-session requests.

This task is a step in ["Process of Configuring Load Balancing for Siebel Business Applications"](#) on page 114.

To set up monitoring for a Siebel Server

- Configure the load balancer to send an HTTP GET request to the server URL.

Here are example URLs:

```
//Si ebSrvr1: 2321/si eb81/SCBroker
```

```
//Si ebSrvr1: 2321/si eb82/SCBroker
```

where:

- *SiebSrvr1* is the Siebel Server host name or IP address.
- *2321* is the port number for the Siebel Connection Broker (SCBroker). This port number is the default.
- *sieb81* or *sieb82* is the Siebel Enterprise Server name.
- *SCBroker* is the Siebel Connection Broker server component.

If the Siebel Server and Siebel Connection Broker are running, then Siebel Connection Broker returns the string: SCBroker OK.

Guidelines for Setting Up Server Monitoring

Use the following guidelines when you set up server monitoring:

- **On the Siebel Servers that you want to monitor, set the Default Tasks and Maximum Tasks parameters for SCBroker to 2.** These settings provide two instances of SCBroker, which helps prevent monitoring requests from delaying handling of user requests.
- **Use HTTP 1.0 to do health checks.** It terminates connections to SCBroker quickly.

Preparing to Run Siebel Server Components

This topic summarizes some of the tasks that you might have to do after installing and configuring Siebel Server and before you run Siebel Server components. It includes the following information:

- [“Enabling and Disabling Server Component Groups” on page 120](#)
- [“Enabling and Disabling Language-Specific Application Object Managers and Adding Languages” on page 120](#)
- [“Synchronizing Batch Components” on page 121](#)
- [“Saving Component Job Definitions During an Upgrade” on page 121](#)
- [“Migrating Siebel Enterprise Server and Siebel Server Parameter Settings” on page 121](#)
- [“Performing Additional Tasks to Configure Siebel Servers” on page 122](#)
- [“Enabling Siebel Open UI” on page 122](#)
- [“Updating the CRC Parameter” on page 125](#)
- [“Obtaining Updated Siebel Repository Files” on page 126](#)
- [“About Installing Additional Siebel Servers for an Existing Siebel Enterprise” on page 127](#)

You might have to perform some of these tasks on multiple Siebel Servers in order to configure them similarly for use in a load-balanced environment. For more information, see [“Planning Siebel Server Load Balancing” on page 305](#) and [“Process of Configuring Load Balancing for Siebel Business Applications” on page 114](#).

NOTE: For detailed information about enabling and disabling server component groups, synchronizing batch components, creating server component job definitions, using Server Manager, and related tasks, see *Siebel System Administration Guide*.

Enabling and Disabling Server Component Groups

When you initially configured your Siebel Server, you specified which server component groups to enable. Before you deploy your Siebel Server, verify that the server component groups that you require are enabled. It is also recommended that you disable any server component groups that you do not require.

Because you explicitly enabled server component groups when you configured the Siebel Server, you might or might not have to disable component groups after installation and configuration.

This topic is part of [“Preparing to Run Siebel Server Components” on page 119](#).

Related Topics

[“Enabling and Disabling Language-Specific Application Object Managers and Adding Languages” on page 120](#)

Related Books

Siebel System Administration Guide

Enabling and Disabling Language-Specific Application Object Managers and Adding Languages

When you installed and configured Siebel Business Applications software, you would have included one or more languages, as described in [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#). That topic also describes optional approaches to installing and deploying languages in a phased approach.

If you install the Siebel Server with multiple languages and specify these languages as deployed languages when you configure the Siebel Server, then language-specific Application Object Manager components are created for each deployed language. If you decide that you do not require Application Object Managers for one or more of these deployed languages, then you can use Server Manager to disable such components prior to deployment.

If you install multiple languages, then it is recommended that you deploy all of the installed languages when you run the Siebel Server Configuration Wizard. As stated, you can disable any language-specific components that you do not require.

You must coordinate the language deployment tasks between your installations of Siebel Server and Siebel Web Server Extension.

For more information about performing tasks in the Siebel Server Configuration Wizard, see [“Options for Configuring the Siebel Server” on page 414](#).

This topic is part of [“Preparing to Run Siebel Server Components” on page 119](#).

Related Topics

[“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#)

[“Options for Configuring the Siebel Server” on page 414](#)

Related Books

Siebel Global Deployment Guide

Synchronizing Batch Components

After installing and configuring the Siebel Server, you must synchronize any batch components before you can operate them. Do this after upgrading the Siebel database, where applicable. For more information about synchronizing batch components, see *Siebel System Administration Guide*.

This topic is part of [“Preparing to Run Siebel Server Components” on page 119](#).

Saving Component Job Definitions During an Upgrade

In an upgrade, after you install and configure Siebel Servers and after you upgrade the Siebel database, the S_SRM_ACTION and S_SRM_ACT_PARAM tables are truncated, with the result that component job definitions are deleted. To help you re-create these definitions, it is recommended that you save component job definitions before you upgrade.

For example, you can export data from the S_SRM_ACTION table using Siebel EIM, then import this data into the same table after upgrading the database and synchronizing batch components.

This topic is part of [“Preparing to Run Siebel Server Components” on page 119](#).

Related Books

Siebel Database Upgrade Guide

Siebel Enterprise Integration Manager Administration Guide

Migrating Siebel Enterprise Server and Siebel Server Parameter Settings

Some Siebel Enterprise Server and Siebel Server parameter settings can be migrated from one Siebel application environment to another by using the configuration migration utility (cfgmerge). Other customized application data can be migrated by using Siebel Application Deployment Manager (Siebel ADM).

This topic is part of [“Preparing to Run Siebel Server Components” on page 119](#).

Related Books

Siebel System Administration Guide

Siebel Application Deployment Manager Guide

Performing Additional Tasks to Configure Siebel Servers

After installing and configuring a Siebel Server as described in this guide, you might have to perform some additional configuration tasks, such as setting parameters for the Siebel Enterprise, Siebel Server, or server components, such as Application Object Managers.

An example configuration task is setting the server component parameters needed to enable Siebel Open UI, as described in [“Enabling Siebel Open UI” on page 122](#).

You perform these types of configuration tasks with Server Manager, whether by using views in the Administration - Server Configuration screen or by using commands at the `svrmgr` command line. For more information about using Server Manager, see *Siebel System Administration Guide*.

This topic is part of [“Preparing to Run Siebel Server Components” on page 119](#).

Related Books

Siebel System Administration Guide

Enabling Siebel Open UI

Siebel CRM version 8.1.1.9 and version 8.2.2.2 introduced a new client user interface option, Siebel Open UI.

The Siebel Open UI client is an alternative to the high interactivity client (for employee applications) or the standard interactivity client (for customer applications). Siebel Open UI provides a rich user interface experience, like high interactivity, yet presents many advantages over high interactivity and standard interactivity. Recent browser versions are strongly recommended, for optimal functionality.

You can deploy employee applications or partner applications, such as Siebel Call Center or Siebel PRM Portal, in Siebel Open UI. You can also deploy customer applications, such as Siebel eSales or Siebel eService, in Siebel Open UI. A new Application Object Manager component for Siebel eService for Siebel Open UI was introduced in Siebel CRM version 8.1.1.11 and version 8.2.2.4. The Siebel Mobile applications for mobile devices, which are built on Siebel Open UI, were introduced in Siebel CRM version 8.1.1.9 and version 8.2.2.2.

NOTE: User interface references in this guide assume that you are using Siebel Open UI. The Siebel application procedures in this guide assume that you do not use left-hand navigation. However, you can set up left-hand navigation. For more information about left-hand navigation and about implementing it, see *Siebel Fundamentals for Siebel Open UI*.

This topic is part of [“Preparing to Run Siebel Server Components” on page 119](#).

Parameters for Enabling Siebel Open UI

To use Siebel Open UI with the Siebel Web Client, the Application Object Manager component must have the parameters `EnableOpenUI` and `HighInteractivity` set to `True`. To use Siebel Open UI with the Siebel Mobile Web Client, you set these parameters in the application configuration file. For applications that currently use high interactivity, `HighInteractivity` is already set to `True`.

NOTE: Before you enable Siebel Open UI, it is recommended that you first create a new Application Object Manager component that you will deploy using Siebel Open UI. For example, create this component on the same Siebel Server as an existing Application Object Manager component that is enabled for high interactivity, and base the new component on the existing one. For more information about creating server components, see *Siebel System Administration Guide*.

Enabling Siebel Open UI for an Application Object Manager Component

Use the following procedure to enable Siebel Open UI for an Application Object Manager component.

To enable Siebel Open UI for an Application Object Manager component

- 1 Log in to the Siebel client with administrator privileges.
- 2 Navigate to the Administration - Server Configuration screen, and then the Servers view.
- 3 Select the Siebel Server for which you want to configure an Application Object Manager.
- 4 (Optional) Create a new Application Object Manager component that you will deploy using Siebel Open UI.
- 5 In the Components list, query the Component field for the Application Object Manager component for which you are enabling Siebel Open UI. For example, locate the component *Call Center Object Manager (JPN)* for Japanese.
- 6 Click the Parameters view tab.
- 7 In the Component Parameters list, query the Parameter field for *EnableOpenUI*.
- 8 If the `EnableOpenUI` parameter is set to `False`, then change the Value on Restart field to `True`.
NOTE: The `HighInteractivity` parameter also must be set to `True` for Siebel Open UI. For applications that are currently enabled for high interactivity, this parameter is already set to `True`.
- 9 Log out of the client and close the browser.
- 10 Restart the Siebel Server for which you configured the Application Object Manager for Siebel Open UI.
- 11 Log in to the application that you configured and verify that it opens the Siebel Open UI client.

Enabling Siebel Open UI for Siebel Mobile Web Clients

Use the following procedure to enable Siebel Open UI for Siebel Mobile Web Clients.

To enable Siebel Open UI for Siebel Mobile Web Clients

- 1 On the client computer, use a text editor to open the application configuration file, such as `uagent.cfg` for Siebel Call Center. This file is located in `SIEBEL_CLIENT_ROOT\bin\lang`, where `lang` is a deployment language, such as `ita` for Italian.
- 2 In the [InfraUI Framework] section of the configuration file, set the parameter `EnableOpenUI` to `TRUE`.
NOTE: The `HighInteractivity` parameter also must be set to `True` for Siebel Open UI. For applications that are currently enabled for high interactivity, this parameter is already set to `True`.
- 3 Save and close the application configuration file.
- 4 Log in to the application that you configured and verify that it opens the Siebel Open UI client.

Siebel Open UI and Siebel Mobile Applications

For new installations of Siebel CRM version 8.1.1.11 or version 8.2.2.4, the Application Object Managers for the Siebel Mobile applications are enabled for Siebel Open UI and do not require further configuration for this purpose. These applications require Siebel Open UI.

In migration-installation cases where the Siebel Server was already configured, you might have to run a script to create these Application Object Managers. An additional task applies for the Siebel Web Server Extension. For more information, see the documentation for the Siebel Mobile applications.

About Reverting to High Interactivity

After you have enabled Siebel Open UI for any of the Siebel applications, to revert to high interactivity (where applicable), you must set the `EnableOpenUI` parameter back to `False`. If you do this reversion, then the browser requirements for high interactivity apply again. The browser requirements are described in the Certifications tab on My Oracle Support and in *Siebel System Administration Guide*.

Related Books

For more information about configuring and deploying Siebel Business Applications with Siebel Open UI, see the following related books:

- For information about the product enhancements in the current release, Siebel Innovation Pack 2013, and in previous Siebel Fix Pack releases, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support. For Siebel CRM version 8.1.1.x, see 880452.1 (Article ID). For Siebel CRM version 8.2.2.x, see 1441523.1 (Article ID).

- Before you can enable Siebel Open UI, you might have to use the Incremental Repository Merge feature. For more information about whether this requirement applies to you, see [“About Database Updates for Siebel CRM Version 8.1.1.11 or Version 8.2.2.4” on page 89](#). For information about setting up and using Incremental Repository Merge, see *Siebel Database Upgrade Guide*.
- For more information about deploying Siebel Business Applications using Siebel Open UI, see *Deploying Siebel Open UI*.
- For information about creating and configuring Application Object Manager components, see the *Siebel System Administration Guide*.
- Siebel Open UI is already enabled for Application Object Managers for the Siebel Mobile applications, for new installations of Siebel CRM. For more information, see *Siebel Mobile Guide: Connected* and *Siebel Mobile Guide: Disconnected*.
- For information about configuring Siebel Business Applications that use Siebel Open UI, see *Configuring Siebel Open UI*.
- For information about using Siebel Business Applications that are deployed with Siebel Open UI, see *Siebel Fundamentals for Siebel Open UI*.
- For more information about the functionality that is available for Siebel Open UI, see *Siebel Open UI Deployment Guide* on My Oracle Support. To access this article, from within My Oracle Support, navigate to the Knowledge tab and search for Article ID 1499842.1.
- For the minimum browser standards and other support information for Siebel Open UI, see the Certifications tab on My Oracle Support. See also *Deploying Siebel Open UI on Siebel Bookshelf* and 1499842.1 (Article ID) on My Oracle Support.

Updating the CRC Parameter

If you are using a security adapter, then you might have to update the value of the CRC parameter after installing Siebel CRM version 8.1.1.11 or version 8.2.2.4 or later as a patch installation (migration installation). The value must reflect the checksum value applicable to the security adapter library file, such as a DLL file on Microsoft Windows.

This task might be necessary if you previously determined to use checksum validation for your security adapter deployment, and set the value of the CRC parameter. If a Siebel CRM release that you installed later as a patch installation (migration installation) included an updated security adapter library file, then checksum validation fails and Siebel Web Clients might not start. To prevent this result, you must update the value of the CRC parameter. For more information about this task, see the topic about configuring checksum validation in *Siebel Security Guide*.

This topic is part of [“Preparing to Run Siebel Server Components” on page 119](#).

Related Books

Siebel Security Guide

Obtaining Updated Siebel Repository Files

Updated Siebel Repository files (SRF files) are available for download from Oracle. These updated SRF files are available for all of the supported Siebel languages. The SRF files correspond to Siebel Repository updates in the Siebel database for Siebel CRM version 8.1.1.11 and version 8.2.2.4. Obtain and use the updated SRF files to run Siebel Business Applications in any of the following cases:

- After you install the current release as a new installation and install a new Siebel database for Siebel CRM version 8.1.1.11 or version 8.2.2.4.
- After you install the current release as a migration installation (patch installation case) and before you run Incremental Repository Merge to bring the existing Siebel database to Siebel CRM version 8.1.1.11 or version 8.2.2.4.
- After you install the current release and before you upgrade an existing Siebel database to Siebel CRM version 8.1.1.11 or version 8.2.2.4 (such as when upgrading from version 8.0).

Use these updated SRF files in place of the default SRF files that are installed with the Siebel Server for the current release. If you run Incremental Repository Merge or upgrade your database, then you must also compile and use new SRF files in order to include your custom object definitions.

The updated SRF files are available as part of the Siebel CRM version 8.1.1.11 or version 8.2.2.4 media pack on Oracle Software Delivery Cloud. You can download the srf.zip file, among all of the other media ZIP files for the Siebel CRM release. You unzip srf.zip to obtain all of the language-specific updated Siebel Repository Files (SRF files). The srf.zip file is included in the media for Microsoft Windows only. However, the SRF files themselves are applicable to all of the supported operating systems for the Siebel Server and the Siebel Mobile Web Client.

For information about the features in the current release, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support. For more information about setting up and using Incremental Repository Merge and about upgrading the Siebel database, see *Siebel Database Upgrade Guide*.

NOTE: For a Siebel Mobile Web Client that uses the Siebel Sample Database, then using updated SRF files also requires you to install a new instance of the Siebel Sample Database file (DBF file) for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.

Obtaining the updated SRF files

- 1 Review the media ZIP files for the Siebel CRM version 8.1.1.11 or version 8.2.2.4 media pack on Oracle Software Delivery Cloud.
- 2 Download the srf.zip file, among all of the other media ZIP files for the Siebel CRM release.
- 3 Unzip srf.zip to obtain all of the language-specific updated Siebel Repository Files (SRF files).
- 4 Copy the appropriate files to your Siebel Server and client installations, where appropriate.

This topic is part of [“Preparing to Run Siebel Server Components” on page 119](#).

Related Topics

[“About Database Updates for Siebel CRM Version 8.1.1.11 or Version 8.2.2.4” on page 89](#)

[“Installing and Using the Siebel Sample Database” on page 171](#)

Related Books

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Siebel Database Upgrade Guide

About Installing Additional Siebel Servers for an Existing Siebel Enterprise

You can install and configure multiple Siebel Servers for a Siebel Enterprise.

Typically, before installing and configuring additional Siebel Servers for an existing Siebel Enterprise, you complete installation and configuration for the Siebel Web Server Extension (SWSE).

Run the Siebel Enterprise Server installer to install each additional Siebel Server on another server computer, and run the Siebel Server Configuration Wizard to configure this Siebel Server.

You can also deploy a new Siebel Server based on an existing configured Siebel Server, using the Siebel cloning utility.

NOTE: Alternatively, you can use the Siebel Server Configuration Wizard to configure an additional Siebel Server on a single computer where the Siebel Server is already installed and configured. Creating multiple Siebel Server configurations for a single installed Siebel Server instance is typically done *for test or development purposes only*. In your production environment, it is strongly recommended that you configure only one Siebel Server for each server computer. Where Siebel Remote is to be deployed, do not create multiple Siebel Server configurations for a single installed Siebel Server instance.

After configuring a new Siebel Server, you must perform corresponding SWSE configuration tasks to make the applications on this Siebel Server available on the Siebel Web server. You might have to re-create the SWSE logical profile and then reapply the logical profile on the SWSE. In some cases, you might choose to manually edit the `eapps.cfg` file and manually create new virtual directories on the Web server. As part of this overall process, you might also regenerate the `lbconfig.txt` file, which is used for load balancing.

This topic is part of [“Preparing to Run Siebel Server Components”](#) on page 119.

Related Topics

[Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[Chapter 9, “Cloning a Siebel Installation”](#)

[“Process of Configuring Load Balancing for Siebel Business Applications”](#) on page 114

[“Additional Tasks for the Siebel Web Server Extension and the Web Server”](#) on page 140

About Installing and Deploying Siebel Business Applications with Multiple Languages

Multiple Siebel language packs can be installed and deployed as part of Siebel Business Applications installation and configuration. Review this topic and related topics when planning multilingual deployments. Language installation is part of the installation procedure for each installable Siebel module. Tasks for adding and deploying new languages are described for Siebel Server and Siebel Web Server Extension (SWSE).

Scenarios for deploying Siebel Business Applications with more than one language pack are described in [“Scenarios for Installing and Deploying Multiple Languages” on page 133](#).

See also [“General Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#) and other relevant topics.

For a list of the languages supported by Siebel Business Applications, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support. See also *Siebel Global Deployment Guide*, *Siebel System Administration Guide*, and other applicable documentation.

Note the following recommendations:

- It is strongly recommended that you install and deploy, or at least install, all of the languages that you expect to require, on each physical server.
- It is strongly recommended that you install the same set of language files on each physical server. Doing so helps ensure maximum compatibility between physical servers, so that the system can be reconfigured to meet ongoing requirements. Oracle only tests configurations in which the same set of language files are installed on each physical server that is used in a single Siebel Enterprise.

You can add languages to an existing installation of the same version of Siebel Enterprise Server or SWSE software, by using unattended mode (silent mode) only. After adding languages in this case, you must run the Configuration Wizards for the Siebel Server and the SWSE and perform the tasks to add new languages. See the limitations described in this topic for adding languages.

If you include multiple languages with a Siebel Enterprise Server installation, then you designate one language as the primary language to be used for server messages and logging. Typically, the same primary language is also used for the Siebel database, which cannot be changed after database installation.

If you install and deploy a new language in an existing installation, then you must add the language to the Siebel database and perform additional tasks using the Database Configuration Wizard, as described in [“About Language Deployment Tasks Using the Database Configuration Wizard” on page 131](#).

This topic contains the following information:

- [“About Language Deployment and the Siebel Network Image” on page 129](#)
- [“About Language Deployment and Patch Installations” on page 129](#)
- [“About Language Deployment on Siebel Server and Siebel Web Server Extension” on page 130](#)

- [“About Language Deployment Tasks Using the Database Configuration Wizard” on page 131](#)
- [“About Language Deployment for Unshipped Languages” on page 131](#)
- [“Limitations for Installing Additional Languages” on page 132](#)
- [“Scenarios for Installing and Deploying Multiple Languages” on page 133](#)
- [“Installing and Deploying All Required Languages Once” on page 134](#)
- [“Installing All Required Languages but Deploying Some Languages Later” on page 135](#)
- [“Installing and Deploying Additional Languages” on page 137](#)
- [“Importing Locale-Specific Data into the Siebel Repository” on page 139](#)

About Language Deployment and the Siebel Network Image

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

In order to include any languages in a new installation or to add languages not previously installed, the languages must be present in the Siebel network image for the applicable release of Siebel Business Applications, such as Siebel CRM version 8.1.1.11 or version 8.2.2.4, Siebel CRM version 8.1.1 or version 8.2.2 (which are base releases for Siebel client modules), and applicable Siebel Patchset releases.

Where a language was not previously included in the network image, you can add languages to each applicable network image (for all applicable releases) using the Siebel Image Creator utility. For details, see [Chapter 15, “Creating the Siebel Installation Image on the Network.”](#)

About Language Deployment and Patch Installations

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

When you perform a patch installation of the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, including a migration installation for Siebel Enterprise Server or Siebel Web Server Extension (SWSE), files for all of the installed languages are automatically included. Before you install, you must include all of these languages when you create the network image for the current release. For more information about the types of Siebel releases, see [“About Siebel CRM Releases” on page 298](#).

If you plan to perform a patch installation of the current release, and you also want to add languages to your existing deployment, then you have two options for how to do this, subject to limitations:

- **Add languages after installing the current release.** The Siebel Enterprise Server and SWSE installers for Siebel CRM version 8.1.1.11 or version 8.2.2.4 support adding languages to an existing installation of the same version, using an unattended installation method. You would perform this task after performing the migration installation tasks for these modules. Some limitations might apply to adding languages to your existing installed Siebel client software. For more information, see [“Limitations for Installing Additional Languages” on page 132](#) and [“Installing and Deploying Additional Languages” on page 137](#).
- **Add languages before installing the current release.** Subject to limitations for your existing installed Siebel server and client software, it might be possible for you to install new languages before you install the current release. To determine if this option is possible for the currently installed software in your Siebel deployment and, if so, to determine what steps are required, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support and see the *Siebel Installation Guide* for the operating system you are using that applies to your currently installed Siebel software. For example, for Siebel CRM version 8.1.1.10 on Microsoft Windows, see *Siebel Maintenance Release Guide Version 8.1.1.10*, and see *Siebel Installation Guide for Microsoft Windows*, version 8.1, Rev. D.

For a list of the languages supported by Siebel Business Applications, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support.

NOTE: Specific installation tasks and requirements might apply for any language pack for which support is provided after the base release, requiring a minimum Siebel release, such as Siebel CRM version 8.1.1.1x or version 8.2.2.x. For more information, see [“Importing Locale-Specific Data into the Siebel Repository” on page 139](#).

Related Topics

[“Limitations for Installing Additional Languages” on page 132](#)

[“Installing and Deploying Additional Languages” on page 137](#)

[“Importing Locale-Specific Data into the Siebel Repository” on page 139](#)

[“About Siebel CRM Releases” on page 298](#)

About Language Deployment on Siebel Server and Siebel Web Server Extension

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

When you configure each installed instance of Siebel Server and Siebel Web Server Extension (SWSE), you specify which languages to deploy, from among the installed languages. It is possible to deploy a subset of the installed languages. Which languages that you deploy on a given server depends on the uses to which you will put that server.

Note the following points about language deployment on Siebel Server and SWSE:

- On each Siebel Server, the set of deployed languages determines which language-specific components such as Application Object Managers are created on that server. It is recommended that you deploy all of the languages that are installed in the enterprise and optionally disable Application Object Managers for particular languages where they are not required. For more information about Siebel Server configuration tasks, see [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)
- On each instance of SWSE, you must deploy the superset of all of the languages that are required by all of the Application Object Managers that connect to it. It is recommended that you deploy all of the languages that are installed in the enterprise. For more information about SWSE configuration tasks, see [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

See also [“Scenarios for Installing and Deploying Multiple Languages”](#) on page 133.

About Language Deployment Tasks Using the Database Configuration Wizard

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages”](#) on page 128.

In addition to software installation and configuration tasks, for installed languages other than the primary language for the Siebel database, you must perform the following operations, using the Database Configuration Wizard. You perform these tasks after installing the Siebel database. For more information about these tasks, see [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

- Adding the language (including seed data) to the Siebel database. Perform this task once for each nonprimary language that you install. For details, see [“Installing the Siebel Database”](#) on page 93.
- Importing the Siebel Repository into the Siebel database. Perform this task once for each nonprimary language that you install. For details, see [“Importing a Siebel Repository Manually into the Siebel Database”](#) on page 101.
- Running the MLOV (multilingual LOV) conversion utility. Perform this task once after installing multiple languages initially and again after adding one or more languages.

About Language Deployment for Unshipped Languages

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages”](#) on page 128.

If you are localizing Siebel Business Applications to use a language for which a Siebel language pack is not provided, then see also the topics about localizing an unshipped language in *Siebel Global Deployment Guide*.

Limitations for Installing Additional Languages

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages”](#) on page 128.

Although it is strongly recommended to install all of the languages that you might require (whether or not you initially deploy them all), you can also add languages to an existing installation of Siebel Enterprise Server or Siebel Web Server Extension (SWSE) by using the installer for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. However, several limitations apply. Limitations also apply to installing additional languages for Siebel clients.

NOTE: If you plan to perform a patch installation (migration installation) of the current release, and you also want to add languages to your existing deployment, then you might be able to install the languages before you install the current release. For more information, see [“About Language Deployment and Patch Installations”](#) on page 129.

Limitations for Siebel Enterprise Server and SWSE

For Siebel Enterprise Server and SWSE, the limitations for installing additional languages for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, are as follows:

- You can install additional languages for existing installations by using the installers of the same version only. For example, for the current release, you can install the software as a new installation or as a migration installation, then later use the same installers to add languages.
- You can add languages to the current release by running the installer in unattended mode (silent mode) only, using response files that you have prepared for this purpose. You cannot add languages by running the installer in GUI mode.
- You cannot generate response files for an operation to add languages. You must use an edited copy of one of the response files that are provided for Siebel Enterprise Server or SWSE. These files are located in the `Di sk1/stage/Response` subdirectory of the Siebel network image directory for each of these modules.
- You cannot add languages as part of performing a migration installation of the current release. However, you can add languages after the migration installation.
- You cannot add languages to an earlier version of the installed software by using the installers for the current release. Conversely, you cannot use the installers for any earlier release to add languages to an installation of the current release.
- Before you install additional languages, you must uninstall any Siebel Patchset release that you have installed onto the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. Reinstall the Siebel Patchset onto the current release after completing the steps to add the languages.

Limitations for Siebel Mobile Web Clients and Siebel Tools Clients

For Siebel Mobile Web Clients and Siebel Tools Clients, the limitations for installing additional languages for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, are as follows:

- You cannot add languages to an existing installation of the current release. In some cases, you can perform a rollback uninstallation of the current release and then add languages, as follows:
 - If you have installed Siebel CRM version 8.1.1.8 or later (including the current release, Siebel CRM version 8.1.1.11) onto Siebel CRM version 8.1.1, then you can perform a rollback uninstallation of the current release and revert to Siebel CRM version 8.1.1. Then you can add languages using the Siebel CRM version 8.1.1 installer. After adding languages, install any previously installed Siebel Fix Pack release, then install the current release.
 - If you previously installed any Siebel Fix Pack release through Siebel CRM version 8.1.1.7, then you cannot perform a rollback uninstallation of the current release, Siebel CRM 8.1.1.11, and revert to Siebel CRM 8.1.1. For this reason, you cannot add languages to this client installation. To install new languages in this case, you must perform a full uninstallation of the client, then reinstall the client as a new installation of Siebel CRM version 8.1.1, and then install the current release. After installing the client, you must initialize a new local database for this user.
 - If you have installed any Siebel CRM version 8.2.2.x release onto version 8.2.2, then you can perform a rollback uninstallation of the current release, Siebel CRM version 8.2.2.4, and revert to Siebel CRM version 8.2.2. Then you can add languages using the version 8.2.2 installer. After adding languages, install any previously installed Fix Pack release, then install the current release.
- Before you install additional languages, you must uninstall any Siebel Patchset release that you have installed onto the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. Reinstall the Siebel Patchset onto the current release after completing the steps to add the languages.

Related Topics

[“About Language Deployment and Patch Installations” on page 129](#)

[“Installing and Deploying Additional Languages” on page 137](#)

[Chapter 12, “Uninstalling Siebel Business Applications”](#)

Scenarios for Installing and Deploying Multiple Languages

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

Consider the following scenarios for installing and deploying multiple Siebel language packs:

- **Install and deploy all of the languages that you require once.** For customers who are installing and deploying languages shipped with the Siebel CRM base release, and who *do not* plan to deploy other languages at a later date. This option is easiest but might not be suitable for phased language deployments. For details on this scenario, see [“Installing and Deploying All Required Languages Once” on page 134](#).

- **Install all of the languages that you will require, but deploy some languages later.** For customers who are installing and deploying languages shipped with the Siebel CRM base release, but who plan to deploy some of the installed languages at a later date. This option is recommended for phased language deployments. For details on this scenario, see [“Installing All Required Languages but Deploying Some Languages Later” on page 135](#).
- **Install and deploy additional languages in an existing deployment.** For customers who are installing and deploying languages shipped with the Siebel CRM base release, and who plan to install and deploy additional languages at a later date. This option might be suitable for some phased language deployments. You can install languages at any time to meet changing business needs. However, deploying languages is easier if you include them when you first install and configure the Siebel CRM software. For details on this scenario, see [“Installing and Deploying Additional Languages” on page 137](#).

Installing and Deploying All Required Languages Once

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

This scenario is intended for customers who are deploying language packs that shipped with the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, and who are installing all of the language packs that their enterprise will require during initial installation and configuration.

Include all of the required languages with your initial installation and deploy them when you configure the installed Siebel software.

NOTE: You perform the tasks in this topic in conjunction with topics such as [“Installing Siebel Enterprise Server” on page 40](#) and [“Installing the Siebel Web Server Extension” on page 47](#). Perform all applicable steps that are documented in more detail in these and other topics.

To deploy multiple languages shipped with the current release

- 1 Install Siebel Enterprise Server software on all of the applicable servers, with all of the languages that you will require for the enterprise.
- 2 Configure the Siebel Gateway Name Server and configure the Siebel Enterprise. Also configure the SWSE logical profile.
- 3 Install the Siebel database. This task installs seed data for the primary language into the Siebel database.

NOTE: For information about Siebel Gateway Name Server authentication and associated requirements for the installation and configuration sequence, see [“Requirements for Siebel Gateway Name Server Authentication” on page 329](#).

- 4 Configure each Siebel Server, using the Siebel Server Configuration Wizard. During Siebel Server configuration, specify to deploy all of the installed languages.
- 5 Install SWSE software on all of the applicable Web servers, with all of the languages that you will require for the enterprise.

- 6 Configure each SWSE, using the SWSE Configuration Wizard. During SWSE configuration, specify to deploy all of the installed languages.
- 7 For each additional installed (nonprimary) language that you are deploying for the first time: add the language to the Siebel database and import the Siebel Repository. Also run the MLOV conversion utility (once).
- 8 If you have not already done so, install the latest Siebel Patchset release on all of the components in your Siebel CRM deployment. (It is recommended that you install a Siebel Patchset release after you install Siebel CRM software and before you configure it.)

Installing All Required Languages but Deploying Some Languages Later

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages”](#) on page 128.

This scenario is intended for customers who are deploying language packs included in the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, but who plan to deploy some language packs at a later date on particular instances of Siebel Server or SWSE.

Include all of the required languages with your initial installation.

There are two variations of this scenario that can achieve the desired result. Review each option and decide which one works best for your situation. See also [“Installing and Deploying All Required Languages Once”](#) on page 134 for details for some tasks.

NOTE: You perform the tasks in this topic in conjunction with topics such as [“Installing Siebel Enterprise Server”](#) on page 40 and [“Installing the Siebel Web Server Extension”](#) on page 47. Perform all applicable steps that are documented in more detail in these and other topics.

Deploying Multiple Languages Now and Later (Option 1)

Use the following procedure to deploy multiple languages now and at a later date. This procedure represents Option 1. See also Option 2.

To deploy multiple languages now and at a later date (Option 1: preferred)

- 1 Perform tasks similar to those described in [“Installing and Deploying All Required Languages Once”](#) on page 134.
 - Install Siebel Business Applications software with all of the languages that you will deploy now and at a later date.
 - When you configure each Siebel Server and SWSE, specify that you want to deploy all of the installed languages.
- 2 For each Siebel Server, disable any language-specific Application Object Manager components that you do not yet require.

- 3 When you are ready to deploy additional installed languages, re-enable any language-specific Application Object Managers that you previously disabled.
- 4 For each additional installed (nonprimary) language that you are deploying for the first time: add the language to the Siebel database and import the Siebel Repository. Also run the MLOV conversion utility (once).
- 5 If you have not already done so, install the latest Siebel Patchset release on all of the components in your Siebel CRM deployment. (It is recommended that you install a Siebel Patchset release after you install Siebel CRM software and before you configure it.)

Deploying Multiple Languages Now and Later (Option 2)

Use the following procedure to deploy multiple languages now and at a later date. This procedure represents Option 2. See also Option 1.

To deploy multiple languages now and at a later date (Option 2)

- 1 Perform tasks similar to those described in [“Installing and Deploying All Required Languages Once” on page 134](#). In this case, it is assumed that you did not deploy all of the installed languages.
 - Install Siebel Business Applications software with all of the languages that you will deploy now and at a later date.
 - When you configure each Siebel Server or SWSE, optionally specify to deploy only a subset of the installed languages.
- 2 When you are ready to deploy additional installed languages, perform the following for each Siebel Server:
 - a Start the Siebel Server Configuration Wizard.
 - b Perform the wizard task Add Language Support for the Siebel Server.
 - c In the Deployed Languages screen, specify the additional languages to deploy.
 - d Execute the configuration.
- 3 Perform the following for each SWSE:
 - a Start the SWSE Configuration Wizard.
 - b Perform the wizard task Add Language Support for the SWSE Configuration.
 - c In the Deployed Languages screen, specify the additional languages to deploy.
 - d Execute the configuration.
- 4 For each additional installed (nonprimary) language that you are deploying for the first time: add the language to the Siebel database and import the Siebel Repository. Also run the MLOV conversion utility (once).
- 5 If you have not already done so, install the latest Siebel Patchset release on all of the components in your Siebel CRM deployment. (It is recommended that you install a Siebel Patchset release after you install Siebel CRM software and before you configure it.)

Installing and Deploying Additional Languages

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages”](#) on page 128.

This scenario is intended for customers who did not install all of the Siebel language packs and later determine that they require additional supported Siebel language packs that were not previously installed and deployed.

This topic describes adding new languages to your existing Siebel Business Applications deployment and existing physical resource allocation. As part of expanding language support, you might also install components on new servers that include new language packs.

For an existing installation of Siebel Enterprise Server or SWSE of the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, you can run the same installer again to add any available and supported language packs that you require that were not previously installed. You can perform this installation task using unattended mode (silent mode) only.

For detailed requirements and other information about running Siebel installers and Configuration Wizards, see [Chapter 13, “Requirements for Installing and Configuring Siebel Business Applications,”](#) and other applicable parts of this guide.

NOTE: Where you are adding languages to an existing installation, the primary language for the Siebel database will already have been determined when you installed the Siebel database. Any language that is to serve as the primary language for a new Siebel database must be included in the installation of the base release.

The following procedure applies to Siebel Enterprise Server and Siebel Web Server Extension. (For Siebel Web Client and Siebel Tools installers, no explicit option is available for the task to add languages. If you select an existing installation, then the installer allows you to specify the languages to add to this installation.)

The procedure to install additional languages for Siebel Enterprise Server or SWSE in unattended mode using response files includes many parameters that specify details about your existing installation. Review the comments for these parameters in the response file to determine which parameters you must provide values for. For example, for Siebel Enterprise Server, you must set the parameter for each installed component to *true*. For more information about many of these parameters, see the documentation for Oracle Universal Installer on Oracle Technology Network.

NOTE: You perform the tasks in this topic in conjunction with topics such as [“Installing Siebel Enterprise Server”](#) on page 40 and [“Installing the Siebel Web Server Extension”](#) on page 47. Perform all of the applicable steps that are documented in more detail in these and other topics.

To install and deploy additional languages on existing installations

- 1 Perform tasks similar to those described in [“Installing and Deploying All Required Languages Once”](#) on page 134 or [“Installing All Required Languages but Deploying Some Languages Later”](#) on page 135. In this case, it is assumed that you did not install and deploy all of the languages.
- 2 Review [“Limitations for Installing Additional Languages”](#) on page 132.
- 3 Uninstall any Siebel Patchset releases that you have installed on top of Siebel CRM version 8.1.1.11 or version 8.2.2.4.

- 4 Verify that the additional new languages that you require and plan to install are included in the Siebel network image.

- 5 Navigate to the location of an existing response file that corresponds to the task you are performing.

For example, for Siebel Enterprise Server on Oracle Solaris, navigate to *Siebel_Image/Solaris/Server/Siebel_Enterprise_Server/Disk1/stage/Response*.

In this path, *Siebel_Image* is the directory for your version-specific Siebel network image, such as */Siebel_Install_Image/8.1.1.11* or */Siebel_Install_Image/8.2.2.4*.

- 6 Copy and edit the response file that you need. The response files that you can use are as follows, depending on your Siebel version. Choose the file whose name best reflects the version, product, and operating system for your installation.

811x_ses_addlang_unix.rsp

811x_swse_addlang_unix.rsp

822x_ses_addlang_unix.rsp

822x_swse_addlang_unix.rsp

- 7 Copy the edited file to a suitable location. For example, you might place a file into a subdirectory of the existing location for the response files, or into a temporary location.

- 8 Navigate to the location of the installer for the Siebel module for which you are installing additional languages.

For example, for Siebel Enterprise Server on Oracle Solaris, navigate to *Siebel_Image/Solaris/Server/Siebel_Enterprise_Server/Disk1/install*.

- 9 When you are ready to install additional languages as indicated by your response file settings, run the Siebel Enterprise Server or SWSE installer program in unattended mode (silent mode) on each physical server where Siebel modules are installed. The following is an example command for Siebel Enterprise Server, for Siebel CRM version 8.1.1.11:

```
./runInstaller -silent -responseFile /export/home/811x_ses_addlang_unix.rsp  
-invPtrLoc inventory_location
```

- 10 When you are ready to deploy additional installed languages that were not previously deployed on each Siebel Server, perform the following for each Siebel Server where you have installed these languages:

- a Start the Siebel Server Configuration Wizard.
- b Choose the wizard task Add Language Support for the Siebel Server.
- c In the Deployed Languages screen, specify the additional languages to deploy.
- d Execute the configuration.

- 11 When you are ready to deploy additional installed languages that were not previously deployed on each SWSE, perform the following for each SWSE where you have installed these languages:

- a Start the SWSE Configuration Wizard.
- b Choose the wizard task Add Language Support for the SWSE Configuration.

- c** In the Deployed Languages screen, specify the additional languages to deploy.
 - d** Execute the configuration.
- 12** For each additional installed (nonprimary) language that you are deploying for the first time: add the language to the Siebel database and import the Siebel Repository. Also run the MLOV conversion utility (once).
- 13** Install the latest Siebel Patchset release on all of the components in your Siebel deployment.

Related Topics

[“Installing Siebel Enterprise Server” on page 40](#)

[“Installing the Siebel Web Server Extension” on page 47](#)

[“Limitations for Installing Additional Languages” on page 132](#)

[“Installing and Deploying All Required Languages Once” on page 134](#)

[“Installing All Required Languages but Deploying Some Languages Later” on page 135](#)

[Chapter 13, “Requirements for Installing and Configuring Siebel Business Applications”](#)

[“About Siebel CRM Releases” on page 298](#)

Importing Locale-Specific Data into the Siebel Repository

This topic is part of [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

Sometimes it is necessary to update the text strings held in the repository for a particular language or for multiple languages. These text strings are held in the Symbolic String Model (SSM) table, and appear on-screen as labels for tabs, fields, and so on, across all of the Siebel applications.

Updates might be needed either because a string has been incorrectly translated for a particular language or because installing a patch release has caused a new string or message to appear for all of the languages for which Oracle ships language packs for Siebel Business Applications.

NOTE: These instructions are provided for use with any releases to which they apply. They might not apply for any particular Siebel CRM version 8.1.1.x or version 8.2.2.x release or language.

The following procedure uses the Locale Management Utility (LMU), which is part of Siebel Tools, to import an LMU file. An LMU file might contain strings in just one language or in multiple languages. When running the Locale Management Utility, you can choose to import only the strings for the languages that you are using in your installation. In the procedure, when you are prompted for the file to import, specify the name of the LMU file provided for the applicable language.

NOTE: Install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, before you run the Locale Management Utility.

For more information about using the Locale Management Utility, see *Using Siebel Tools* and *Siebel Global Deployment Guide*.

To import strings and other locale-specific attributes into the repository

- 1 In Siebel Tools, choose Tools, then Utilities, and then Locale Management.
The Locale Management Utility appears.
- 2 Select a source language and a target language.
The source language is the language of the locale-specific data in the LMU file that you are importing. The target language is the Siebel language into which the strings will be imported.
- 3 Click the Import tab.
- 4 Enter the name of the LMU file from which you want to import locale-specific attributes.
You can also click Browse to find and select the file.
- 5 Specify whether you want to mark records in the repository with the Redo flag that have changed since the export occurred.
When the import occurs, the LMU compares the source language records in the repository with the source language records in the import file. If the records in the repository have changed since the export occurred, then they are marked with the Redo flag. This flag helps you identify records that might have to be retranslated.
- 6 Click Import.
- 7 After completing the import process, recompile the SRF file and restart the Application Object Manager component on the Siebel Server to see the results.

Related Books

Using Siebel Tools

Siebel Global Deployment Guide

Additional Tasks for the Siebel Web Server Extension and the Web Server

Perform the following additional tasks for the Siebel Web Server Extension and the Web server, as required by your deployment:

- [“Configuring the Web Server” on page 141](#)
- [“Verifying the Siebel Virtual Directories on the Web Server” on page 142](#)
- [“Creating Custom Virtual Directories” on page 143](#)
- [“Setting SWSE and Virtual Directory Permissions” on page 143](#)
- [“Restarting the Web Server” on page 143](#)
- [“Granting User Permissions on the Web Server” on page 144](#)
- [“Configuring IBM HTTP Server for Linux Operating Systems” on page 146](#)
- [“Configuring HP Apache Web Server for Optimal Performance” on page 146](#)

- [“Configuring Oracle iPlanet Web Server to Accept the SWSE” on page 147](#)
- [“Enabling HTTP Compression for Siebel Business Applications” on page 148](#)
- [“Editing the SWSE Configuration File \(eapps.cfg\)” on page 148](#)
- [“Configuring the Default HTTP and HTTPS Ports for the Web Server” on page 149](#)
- [“About the Siebel Enterprise Security Token” on page 151](#)
- [“Updating Web Server Static Files Using the Siebel Enterprise Security Token” on page 152](#)

Configuring the Web Server

This topic describes steps for configuring the Web server for use with the SWSE. Some other documented postinstallation tasks also involve Web server configuration.

Additional Web server configuration tasks are described in [“Installing the Web Server” on page 338](#).

For version information for supported Web servers and the operating systems they run on (where you also install SWSE), see the Certifications tab on My Oracle Support.

For Apache-based Web servers, to configure the Web server for use with the SWSE, you must edit the Web server configuration file `httpd.conf`. For more information about the location of this file, see [“Installing the Web Server” on page 338](#).

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

Use the following guidelines for setting parameters in the `httpd.conf` file when using Apache-based Web servers with Siebel Business Applications.

Requirements for an Apache-Based Web Server

Use the following settings for configuring an Apache-based Web server. Some adjustments to these values might be needed, as outlined in article 871352.1 (Article ID) on My Oracle Support.

- Make sure that your section `<worker.c>` looks like the following:

```
<IfModule worker.c>
ThreadLimit N
StartServers 1
ServerLimit 1
MaxClients N
MinSpareThreads 1
MaxSpareThreads N
ThreadsPerChild N
MaxRequestsPerChild 0
</IfModule>
```

In this example, *N* is two times the average number of concurrent users.

- The User and Group values must correspond to an existing user who has appropriate permissions. Most importantly, the user must have appropriate permissions for various SWSE directories.

Recommendations for an Apache-Based Web Server

The following are recommended settings for configuring an Apache-based Web server:

- Set UseCanonicalName to OFF. You are required to set UseCanonicalName to OFF if you load-balance Web servers.
- Set KeepAliveTimeout to 15 seconds.
- Set MaxKeepAliveRequests to 0 for maximum performance.

Optional Settings for an Apache-Based Web Server

If you are not using the CGI functionality of your Apache-based Web server, then you can optionally add comment characters and disable the line that loads the CGI module. Doing this makes tracking Web server processes simpler because there is always one child process.

- IBM HTTP Server:

```
LoadModule cgi_module modules/mod_cgid.so
```

- HP Apache Web Server or Oracle HTTP Server:

```
LoadModule cgi_module modules/mod_cgi.so
```

Verifying the Siebel Virtual Directories on the Web Server

Review the Siebel virtual directories that were created during configuration of the Siebel Web Server Extension. The virtual directories are created on the Web server for the installed Siebel Business Applications. For example, the virtual directory `eservice_enu` is for Siebel eService using U.S. English (ENU).

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

To verify the virtual directories on Apache-based Web servers

- Open the Web server configuration file `httpd.conf`.

See also [“Configuring the Web Server” on page 141](#).

The following examples for Siebel CRM version 8.1.1.11 partially illustrate the virtual directory structure for Siebel Business Applications:

```
Alias /callcenter_enu /vol1/siebel/8.1.1.11.0/sweapp/public/enu
```

```
Alias /sales_enu /vol1/siebel/8.1.1.11.0/sweapp/public/enu
```

To verify the virtual directories on Oracle iPlanet Web Server

- Open the Web server configuration file `obj.conf`.

This file is located in `Oracle_iPlanet_Web_Server_install/web/https-localhost/conf`, in the Web server installation directory. In this path, `Oracle_iPlanet_Web_Server_install` is the root directory of the Oracle iPlanet Web Server.

The following examples for Siebel CRM version 8.1.1.11 partially illustrate the virtual directory structure for Siebel Business Applications:

```
NameTrans fn="pfx2dir" from="/callcenter_enu" dir="/export/home/siebel/8.1.1.11.0/sweapp/public/enu"
```

```
NameTrans fn="pfx2dir" from="/sales_enu" dir="/export/home/siebel/8.1.1.11.0/sweapp/public/enu" . . .
```

Creating Custom Virtual Directories

Virtual directories are created automatically for Siebel Business Applications when you apply the SWSE logical profile to an installed SWSE. However, in some cases you might want to create your own virtual directory and point to an existing Application Object Manager; for example, to be able to test features like Web Single Sign-On (Web SSO).

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server”](#) on page 140.

Setting SWSE and Virtual Directory Permissions

You must set permissions as outlined in [“Requirements for Installing and Configuring the Siebel Web Server Extension”](#) on page 336. See also [“Granting User Permissions on the Web Server”](#) on page 144 and related topics.

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server”](#) on page 140.

Restarting the Web Server

You must restart the Web server (or Web servers) after you have finished installing Siebel CRM version 8.1.1.11 or version 8.2.2.4 as a patch installation (migration installation) on the computers where you installed Siebel Enterprise Server or Siebel Web Server Extension (SWSE).

The restart is required because the Web server must be able to create a directory to contain static files required for the current version of the Siebel application (corresponding to the latest Siebel CRM release). This directory is created as `SWSE_ROOT/public/lang_code/build_number`, where:

- `SWSE_ROOT` is the location where the SWSE is installed
- `lang_code` is each installed language (such as ENU for U.S. English)

- *build_number* is the current build number of the installed Siebel software

The *build_number* directory and other directories are created on the Web server when the first SWSE request is made after you install any Siebel Business Applications release. This directory is populated with static files copied from the Siebel Server directory *SI_EBSRVR_ROOT/webmaster/siebel_build*. The contents of these directories are updated on the Web server each time that the Web server restarts, or when an administrator enters a Web update command in the browser. After a build-specific directory is created on the SWSE, directories representing earlier builds are no longer used.

Failure to restart the Web server after installing the current release for Siebel Enterprise Server and for the SWSE means that the directories described above will not be created on the Web server, which causes the Siebel login screens to stop responding. For detailed information about how to stop and restart the Web server, see [“Requirements for Stopping and Starting the Web Server” on page 344](#).

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

Related Topics

[“About the Siebel Enterprise Security Token” on page 151](#)

[“Updating Web Server Static Files Using the Siebel Enterprise Security Token” on page 152](#)

[“Requirements for Stopping and Starting the Web Server” on page 344](#)

Related Books

Siebel Security Guide

Granting User Permissions on the Web Server

After installing the SWSE on a Web server running on UNIX, take the following steps.

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

To modify permissions on all operating systems

- Verify that the Web server administrator has read and execute permissions for all of the SWSE directories and files.
- Verify that the SWSE process owner (such as the httpd daemon) has recursive read, write, and execute permissions for the *SWSE_ROOT/public* directory. This directory contains the files for the Web image publishing and file caching features.

To modify permissions on Apache-based Web servers

- 1 Make sure that the login running the Web server has the following permissions for the scripts installed with the SWSE. On Oracle HTTP Server, such permissions must apply to the script *OHS_ROOT/opmn/bin/opmnc1* for starting and stopping the Web server.
 - Read, write, and execute privilege

- Write permission for the log file path
- Read-write permissions to files in `SWSE_ROOT/public`

CAUTION: If you use port 1 to 1024, then you must have root privileges to start the Web server (for applicable Web servers). If you do not have or need root privileges, then use a port number greater than 1024. Verify that your port number is available by using a command like the following:

```
netstat -a | grep port_number
```

- 2 Install the SWSE, as described in “Installing the Siebel Web Server Extension” on page 47. Run the installer program under a user account that can modify Web server configuration files.
- 3 Verify that the account the Web server httpd daemon uses has the following privileges:
 - Write permissions for the `SWSE_ROOT/Log` directory. Typically, to do so, you must change the permissions for the appropriate directory.
 - Recursive read and write permissions to all of the files in the `SWSE_ROOT/public` and `SWSE_ROOT/public/enu` directories.

To modify permissions on Oracle iPlanet Web Server

- 1 Verify that you have installed the required version of Oracle iPlanet Web Server, as documented in the Certifications tab on My Oracle Support.
- 2 After the correct version of the Oracle iPlanet Web Server is installed, use the Oracle iPlanet Web Server administration console to create a Web server instance. You can find the administration console at:

```
Oracle_iPlanet_Web_Server_install/https-admserv
```

In this path, `Oracle_iPlanet_Web_Server_install` is the root directory of the Oracle iPlanet Web Server.

- 3 In that directory, run `./start` to start the Admin Web Server instance if it is not running.
- 4 Open a Web browser instance and enter a URL like the following:

```
http://ComputerName:PortNumber/https-admserv
```

where:

- `ComputerName` is the name of the local computer on which the Web server resides
- `PortNumber` is the port number of the Admin Web Server

The Oracle iPlanet Web Server administration console is displayed in the browser window.

- 5 In the Web server administration console, choose Add Server. Enter the following values required to define the new instance of the Web server:

Server Name. This value can be any name, but is usually the host name of the computer, as in `computer_name.domainname.com`.

Server Port. The port number on which you want to run this Web server.

CAUTION: If you use port 1 to 1024, then you must have root privileges to start the Web server. If you do not have or need root privileges, then use a port number greater than 1024. Verify that your port number is available by using a command like the following:

```
netstat -a | grep port_number
```

Server Identifier. This value can be any name, but is usually identified as *computer_name*.

Server User. Usually either *root* or the system user based on which port that you choose and which user that you want to control the Web server instance.

MTA Host. Accept the default.

- 6 Verify that the account the Oracle iPlanet Web Server httpd daemon uses has the following privileges:
 - Recursive read, write and execute permissions for all of the files and subdirectories in the *\$WSE_ROOT/log* and *\$WSE_ROOT/public* directories.

Configuring IBM HTTP Server for Linux Operating Systems

On supported Linux operating systems, if you install and run IBM HTTP Server as root, then you must also execute the following directive in the httpd.conf file to specify where the Web server will create core dumps. The directory must be large enough to hold potentially large core dump files. IBM HTTP Server child processes running as User must have permission to write to this directory. Execute the following directive:

```
CoreDumpDirectory "directory_name"
```

In this directive, *directory_name* is the directory to hold the core dumps.

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server”](#) on page 140.

See also [“Requirements for the Installation User for the Siebel Web Server Extension”](#) on page 342.

Configuring HP Apache Web Server for Optimal Performance

Siebel Business Applications run slowly on HP Apache Web Server, unless you make certain configuration changes, as described in this topic.

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server”](#) on page 140.

To configure HP Apache Web Server for optimal performance

- 1 Edit the `/etc/pri vgroup` file. If it does not exist, then create it. Add the following entry to the file:

```
apache_group_name RTPRI 0
```

In this entry, `apache_group_name` is the group name containing the username that owns the HP Apache Web Server.

- 2 Save the file and exit.
- 3 In the shell, execute the following command:

```
setpri vgrp -f /etc/pri vgroup
```

- 4 Add the following to the file `$APACHE_ROOT/bin/startapa`, at the beginning of the file:

```
rtprio 127 -$$
```

- 5 Save the file and exit.

Configuring Oracle iPlanet Web Server to Accept the SWSE

For the Oracle iPlanet Web Server running on Oracle Solaris, you must configure the Web server to accept the changes that the SWSE Configuration Wizard makes to the Web server configuration files when you configure the SWSE.

CAUTION: If you do not configure the Web server as described here, then changes that you might make in the future to the Web server configuration will overwrite the changes made by the SWSE Configuration Wizard.

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server”](#) on page 140.

To configure Oracle iPlanet Web Server to accept changes made by SWSE

- 1 Navigate to the Oracle iPlanet Web Server Administration page. (For instructions, see the Oracle iPlanet Web Server documentation.)
- 2 Click the button that shows the server instance on which the SWSE was installed.
The Server Preferences page for the instance appears.
- 3 On the upper-right side of the Server Preferences page, click Apply.

Another page with a warning message appears:

```
WARNING: The configuration files have been edited by hand. Use this button to load the latest configuration files.
```

- 4 Click Load Configuration Files. The following message appears:

Success! The most recent config files have been loaded.

This message indicates that the Oracle iPlanet Web Server has accepted the changes made to it by the SWSE Configuration Wizard.

Oracle iPlanet Web Server References to the eapps.cfg File

When you configure the Siebel Web Server Extension, the SWSE Configuration Wizard adds a reference to the Oracle iPlanet Web Server configuration file `magnus.conf`. This file specifies global settings of the Web server, such as server information, object file configuration, DNS lookup, ACL, and so on.

A typical line the SWSE Configuration Wizard would add to `magnus.conf` might resemble the following example:

```
Init fn="swe-init" config-file="SWSE_ROOT/bin/eapps.cfg" siebel -home="SWSE_ROOT"
```

In this entry, `SWSE_ROOT` is the root directory where the SWSE is installed.

To locate `magnus.conf`

- Navigate to the following path:

```
Oracle_iPlanet_Web_Server_install/https-your_server_instance_name/config
```

In this path, `Oracle_iPlanet_Web_Server_install` is the root directory of the Oracle iPlanet Web Server.

Enabling HTTP Compression for Siebel Business Applications

You can specify whether, or when, the SWSE compresses HTTP traffic by setting the value of the `DoCompression` parameter in the `eapps.cfg` file. Compressing HTTP traffic, where it is feasible to do so, substantially reduces bandwidth consumption. This feature is supported on HTTP 1.1 and is not supported on HTTP 1.0.

For detailed information about setting the value for the `DoCompression` parameter, see *Siebel Security Guide*.

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

Editing the SWSE Configuration File (eapps.cfg)

The SWSE configuration process updates the `eapps.cfg` and `eapps_sia.cfg` files in `SWSE_ROOT/bin`. The same files are used for all deployments.

These SWSE configuration files contain configuration information that you entered during the configuration of the SWSE, including identity and connectivity information for the Application Object Managers, and login and security settings.

You can modify the settings in the `eapps.cfg` and `eapps_sia.cfg` files by re-creating and reapplying the SWSE logical profile, or in some cases just reapplying the SWSE logical profile. For more information, see [“Process of Configuring the Siebel Web Server Extension” on page 76](#).

Alternatively, you can manually add or modify selected optional parameters in these files to affect all of the Siebel applications or selected applications. For example, you might do this to tune the performance of Siebel Business Applications. (A manually edited file might then become out of sync with the SWSE logical profile.)

Other related files might also be used in your deployment. The file `eapps_sia.cfg` is included by `eapps.cfg` and extends its functionality by specifying connectivity information for Application Object Managers for additional applications not specifically defined in `eapps.cfg`. In general, documented information about the `eapps.cfg` file also applies to `eapps_sia.cfg`.

For detailed information about the structure and parameters of the `eapps.cfg` file, see *Siebel System Administration Guide*. For information about security and authentication parameters in the `eapps.cfg` file, see *Siebel Security Guide*. Most of the information also applies to `eapps_sia.cfg`.

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

To edit the `eapps.cfg` or `eapps_sia.cfg` file

- 1 Open `eapps.cfg` or `eapps_sia.cfg`, which are located in `SWSE_ROOT/bin`, using a text editor of your choice.
- 2 Modify settings in the file. Save and close the file.
- 3 Stop and restart the Web server, as described in [“Requirements for Stopping and Starting the Web Server” on page 344](#).

Configuring the Default HTTP and HTTPS Ports for the Web Server

The default HTTP and HTTPS ports for the Web server are port 80 and 443. When you deploy SWSE onto the Web server, and if you want to use nondefault port numbers, then use the following procedure to configure these ports.

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

To configure the default ports for HTTP and HTTPS

- 1 Open the `eapps.cfg` file.

For more information, see [“Editing the SWSE Configuration File \(`eapps.cfg`\)” on page 148](#).

2 Locate the [defaults] section.

3 Change the port number for HTTPPort and HTTPSPort to a desired port number. For example:

```
HTTPPort = 81
HTTPSPort = 444
```

NOTE: Alternatively, update these ports by re-creating and reapplying the SWSE logical profile.

4 (Apache-based Web servers only) Configure the HTTP port:

a Using any text editor, open the httpd.conf file on the Web server.

b Locate the Listen section and change the HTTP port number to the number that you set in [Step 3 on page 150](#). For example:

```
Listen HostIP:81
```

In this entry, *HostIP* is the IP address of the Web server. This element (and the separator character) are optional on Oracle HTTP Server and HP Apache Web Server.

c Change the ServerName value to the same value as the one for Listen. For example:

```
ServerName HostIP:81
```

In this entry, *HostIP* is the IP address of the Web server. This element (and the separator character) are optional on Oracle HTTP Server and HP Apache Web Server.

5 (IBM HTTP Server only) Configure the HTTPS port:

a Using any text editor, open the httpd.conf file on the Web server.

b Add the following section before the Virtual Directories section to enable SSL:

```
LoadModule ibm_ssl_module modules/mod_ibm_ssl.so
Listen HostIP:444
```

In this entry, *HostIP* is the IP address of the Web server.

c Add the following section at the end of the httpd.conf file, before the Virtual Directories section.

```
<VirtualHost HostIP:444>
SSLEnable
DocumentRoot $home/$buildd/web/htdocs/en_US
ErrorLog logs/ssl_error_log
CustomLog logs/ssl_access_log common

</VirtualHost>
Keyfile $home/$buildd/web/ssl/key.kdb
```

6 (HP Apache Web Server only) To configure the HTTPS port:

a Using any text editor, open the ssl.conf file on the Web server.

b Change the HTTPS port numbers in the following section to the port number that you set in [Step 3 on page 150](#). For example:

```
Listen 444
<VirtualHost _default_:444>
SSLEngine on
```

7 (Oracle HTTP Server only) To configure the HTTPS port:

- a** Using any text editor, open the `ssl.conf` file on the Web server.
- b** Change the HTTPS port numbers in the following section to the port number that you set in [Step 3 on page 150](#). For example:

```
Listen 444
<VirtualHost _default_: 444>
SSLEngine on
```

- c** Add comment characters to disable the following directives, in order to make sure that attachments can be opened and saved in all supported browsers, including those using HTTP 1.0.

```
# SetEnvIf User-Agent "MSIE" \
#           nokeepalive ssl-unclean-shutdown \
#           downgrade-1.0 force-response-1.0
```

- d** Using any text editor, open the `httpd.conf` file on the Web server.
- e** Add the following section before the Virtual Directories section to enable SSL:

```
<IfDefine SSL>
LoadModule ssl_module modules/mod_ssl.so
</IfDefine>
```

8 (Oracle iPlanet Web Server only) Configure the HTTP or HTTPS ports:

- a** Using the Oracle iPlanet Web Server Administration console, go to the Preferences screen.
- b** Click on the Edit Listen Sockets tab and change the port number to the new value that you set in [Step 3 on page 150](#).

About the Siebel Enterprise Security Token

The Siebel Enterprise security token is the password that your Siebel administrator can use to update static files, such as application image files or cascading style sheet files, on your Web server. Your developers might have placed updated versions of these files on the Siebel Server (in the `webmaster` subdirectory) after customizing the Siebel application with Siebel Tools.

Each time that the administrator restarts the Web server, the Web server contacts the Siebel Server and updates the static files. However, it is not necessary to restart the Web server every time the Web server static files in the SWSE directory must be updated. Instead, you can use the Siebel Enterprise security token that you specified when you configured the SWSE. You can update the static files by entering this token in a command line, particularly when deploying multiple Web servers.

You set the value of the Siebel Enterprise security token during configuration of the SWSE logical profile, as described in [“Configuring the SWSE Logical Profile” on page 77](#). This value is defined as the value for the `SiebEntSecToken` parameter in the `eapps.cfg` file for your SWSE installation. By default, this value is encrypted.

NOTE: If passwords are encrypted in `eapps.cfg`, then, to change the value, you must either reconfigure the SWSE and specify the new password in the SWSE Configuration Wizard or use the `encryptstring` utility to encrypt the password before you add it manually to the `eapps.cfg` file. Directly editing passwords in the `eapps.cfg` file is suitable only when encryption is not used.

The `EncryptedPassword` parameter specifies whether passwords are encrypted in the `eapps.cfg` file. For more information, see [“Configuring the SWSE Logical Profile” on page 77](#). See also *Siebel Security Guide*.

For each language-specific application, the directory on the SWSE where the static files are cached is determined by the setting of the `WebPublicRootDir` parameter in the `eapps.cfg` file.

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

Related Topics

[“Configuring the SWSE Logical Profile” on page 77](#)

[“Restarting the Web Server” on page 143](#)

Updating Web Server Static Files Using the Siebel Enterprise Security Token

Each time the administrator restarts the Web server, the Web server contacts the Siebel Server, and updates the static files. However, it is not necessary to restart the Web server every time the Web server static files in the SWSE directory must be updated. Instead, you can use the Siebel Enterprise security token that you specified when you configured the SWSE. You can update the static files by entering this token in a command line, particularly when deploying multiple Web servers. For more information about the Siebel Enterprise security token, see [“About the Siebel Enterprise Security Token” on page 151](#).

This topic is part of [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

To update the static files on the Web server

- 1 Start a Web browser session.
- 2 Type a URL like the following into the browser:

```
http://host:port/application/  
start.swe?SWECmd=UpdateWebImages&SWEPasswd=EnterpriseSecurityToken
```

where:

- `host` is the name of the Web server computer.
- `port` is the Web server listening port number. This element is not required if you are using the default port, 80.

- *application* is any Siebel application hosted by this Web server (such as callcenter_enu, sales_deu, and so on).
- *EnterpriseSecurityToken* is the unencrypted version of the Siebel Enterprise security token, which is defined in the eapps.cfg file by the SiebEntSecToken parameter.

For example:

`http://siebel:81/sales_deu/start.swe?SWECmd=UpdateWebImages&SWEPassword=siebel`

Related Topics

[“About the Siebel Enterprise Security Token” on page 151](#)

7

Installing Siebel Web Clients and Siebel Tools

This chapter describes the tasks that you must perform to install Siebel Mobile Web Clients, Siebel Tools, and the Siebel Sample Database, and to start Siebel Business Applications. Both new installations and patch installations are described. This chapter includes the following topics:

- [About Installing the Siebel Web Client or Siebel Tools on page 155](#)
- [Process of Installing the Siebel Web Client on page 157](#)
- [Process of Installing Siebel Tools on page 163](#)
- [Installing Siebel Web Clients and Siebel Tools in Unattended Mode on page 168](#)
- [Installing and Using the Siebel Sample Database on page 171](#)
- [Postinstallation Tasks for High Interactivity Clients on page 175](#)
- [Logging in to Your Siebel Application on page 176](#)
- [Siebel Web Client Shortcuts and Startup Options on page 179](#)
- [About Siebel QuickStart on page 183](#)
- [Enabling and Disabling Siebel QuickStart on page 185](#)

About Installing the Siebel Web Client or Siebel Tools

This chapter describes how to install Siebel Web Clients, Siebel Tools, and the Siebel Sample Database, with specified Siebel language packs. In this chapter, the term *Siebel Web Client* refers to either the Mobile Web Client or the Developer Web Client.

The language that the installer displays is the one that corresponds to the current regional settings on the installation client computer.

The software that is installed on the user's computer for Siebel Mobile Web Client and Developer Web Client is identical. A single installer provides the software necessary to install and run either of these Siebel Web Client types. For general information about these client types, see *Siebel Deployment Planning Guide*. Information in this guide about installing the Siebel Web Client refers to these two client types. (Siebel Developer Web Client installation is covered with the Siebel Mobile Web Client.)

Each Siebel Web Client is designed to be used within a single Siebel Enterprise. To support multiple Siebel Enterprises on a single computer for testing purposes, install separate Siebel client instances in separate directories.

Installing the Siebel Web Client or Siebel Tools is a two-step process, where you first install the base release, Siebel CRM version 8.1.1 or version 8.2.2, and then install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.

For Siebel Sample Database, you install only the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.

Before installing, review all documented requirements. The specific requirements for Siebel Mobile Web Client and Siebel Developer Web Client also depend on whether you are deploying Siebel CRM applications using Siebel Open UI (recommended) or high interactivity (the default). For high interactivity, see also the browser configuration information in *Siebel System Administration Guide*.

It is recommended to install the Siebel Developer Web Client with Siebel Tools. The Siebel Developer Web Client has specific requirements for connectivity to the enterprise database. For information about the relational database management systems (RDBMS) that may require installation on the Siebel client computers on which you run Siebel Developer Web Clients, see the Certifications tab on My Oracle Support. These products are not provided by Oracle; you must obtain them based on your database-connection requirements.

This topic includes the following information:

- [“Siebel Web Client Installer Workflow” on page 156](#)
- [“About ActiveX Controls for High Interactivity” on page 157](#)

Related Topics

- [“Process of Installing the Siebel Web Client” on page 157](#)
- [“Process of Installing Siebel Tools” on page 163](#)
- [“Installing and Using the Siebel Sample Database” on page 171](#)
- [“Requirements for Installing Siebel Web Clients” on page 349](#)
- [“Requirements for Installing Siebel Tools” on page 351](#)
- [“Enabling Siebel Open UI” on page 122](#)

Related Books

Siebel Deployment Planning Guide
Siebel System Administration Guide
Deploying Siebel Open UI

Siebel Web Client Installer Workflow

The installer for Siebel Mobile Web Client and Developer Web Client does the following:

- 1 Checks the client computer to verify whether required components have already been installed.
- 2 Creates all of the required ODBC data sources.
- 3 Installs the Siebel Web Client software and specified Siebel language packs.
- 4 Creates Siebel application and utility shortcuts.
- 5 Writes data to installation log files.

- 6 Downloads the ActiveX controls used by the Siebel Web Client when deployed using high interactivity.

This topic is part of [“About Installing the Siebel Web Client or Siebel Tools” on page 155.](#)

About ActiveX Controls for High Interactivity

After the Siebel Web Client installation completes, the file `predeploy.htm` is loaded in a browser window. This file downloads the ActiveX controls that are used by the Siebel Mobile Web Client when it is deployed using high interactivity. Downloading the ActiveX controls to the client computer so that they can be used by the Siebel Web Client is referred to as *predeploying* these controls. The `predeploy.htm` file is located in the directory `SIEBEL_CLIENT_ROOT\bin`. In this path, `SIEBEL_CLIENT_ROOT` is the directory where the Siebel Web Client is installed.

For more information about the ActiveX controls that are used by Siebel Web Clients that are deployed using high interactivity, about related browser settings, and about the `predeploy.htm` file, see the browser configuration chapter in *Siebel System Administration Guide*. Updated ActiveX controls are also predeployed when you install a Siebel CRM release, including the current release, Siebel Innovation Pack 2013. For more information, see [“Postinstallation Tasks for High Interactivity Clients” on page 175.](#)

NOTE: You can deploy Siebel Business Applications using Siebel Open UI, which is an alternative to the high-interactivity client for employee applications, such as Siebel Call Center. For more information, see [“Enabling Siebel Open UI” on page 122.](#)

This topic is part of [“About Installing the Siebel Web Client or Siebel Tools” on page 155.](#)

Process of Installing the Siebel Web Client

This process describes how to install the Siebel Mobile Web Client or Developer Web Client and specified Siebel language packs.

NOTE: This process includes instructions for installing both the base release (Siebel CRM version 8.1.1 or version 8.2.2) and the current release, Siebel Innovation Pack 2013. For a new installation, you install the base release and then the current release. For an existing installation, you install only the current release.

If you are performing an unattended installation, then see also [“Installing Siebel Web Clients and Siebel Tools in Unattended Mode” on page 168.](#)

To install the Siebel Web Client, perform the following tasks:

- 1 [“Installing the Siebel Web Client as a New Installation” on page 158](#)
- 2 [“Installing the Siebel Web Client as a Patch Installation” on page 162](#)

This process is a step in:

- [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30](#)

- [“Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)” on page 34](#)
- [“Roadmap for Installing Siebel Business Applications in a Patch Installation Case \(Existing Installation\)” on page 37](#)

Related Topics

- [“Installation-Related Changes for Siebel Innovation Pack 2013” on page 25](#)
- [“Requirements for Installing Siebel Web Clients” on page 349](#)
- [“About Installing the Siebel Web Client or Siebel Tools” on page 155](#)
- [“Installing Siebel Web Clients and Siebel Tools in Unattended Mode” on page 168](#)
- [“Installing and Using the Siebel Sample Database” on page 171](#)
- [“Verifying Installation for the Siebel Web Client” on page 200](#)
- [“Uninstalling Siebel Web Clients” on page 291](#)

Installing the Siebel Web Client as a New Installation

Use the following procedure to install the Siebel Web Client as a new installation for Siebel CRM version 8.1.1 or version 8.2.2. Some of the information applies to only the Siebel Mobile Web Client or only the Siebel Developer Web Client.

NOTE: Use this procedure only when the Siebel Web Client is not already installed. After performing this procedure, you must follow the steps in [“Installing the Siebel Web Client as a Patch Installation” on page 162](#) to install the current release.

This topic is part of [“Process of Installing the Siebel Web Client” on page 157](#).

To install the Siebel Web Client as a new installation

- 1 Review [“Requirements for Installing Siebel Web Clients” on page 349](#).
- 2 In Windows Explorer, navigate to the Siebel image location for Siebel CRM version 8.1.1 or version 8.2.2. Then navigate to the directory where the installer is located. Navigate to *Siebel_Image\Windows\Client\Siebel_Web_Client\Disk1\install*.

In this path, *Siebel_Image* is the directory for your version-specific Siebel network image, such as C:\Siebel_Install_Image\8.1.1.0 or C:\Siebel_Install_Image\8.2.2.0.
- 3 Start the Siebel Web Client installer for Siebel CRM version 8.1.1 or version 8.2.2, as follows:
 - For Siebel CRM version 8.1.1, double-click *oui.exe* to start the Siebel Web Client installer.
 - For Siebel CRM version 8.2.2, double-click *setup.bat* to start the Siebel Web Client installer.The Siebel Web Client installer displays a Welcome screen.
- 4 Take the action appropriate to the task that you are performing. Do one of the following:
 - To perform a new installation or to add a Siebel language pack to an existing installation, click Next. The Specify Home Details screen appears. Go to the next step.

- To uninstall an installed instance of the software, click Deinstall Products. Follow the procedure described in [“Uninstalling Siebel Web Clients” on page 291](#).
- 5 In the Specify Home Details screen, enter a name for your installation, and specify the installation location, and then click Next. (Note the installation name and location for future reference.) If you are adding a Siebel language pack, then specify the name and path for your existing installation. Note the following:
- The default installation name is Siebel8_home1 or a similar value. The value that you specify is used in the parent program group name for the Siebel application client shortcuts. (A separate program group is created for the Oracle Universal Installer software.) If you have an existing installation, then specify a new name for a new installation.
 - The default installation path is C: \siebel\8.1\client_1 or C: \siebel\8.2.2.0\client_1 or a similar value. Accept the default path, or specify a different location by typing it directly or by clicking Browse.

For more information about Oracle home and installation path requirements, see [“File and Directory Naming Conventions” on page 318](#).

(For Siebel CRM version 8.2.2 only) A screen appears that prompts for email contact information.

- 6 (For Siebel CRM version 8.2.2 only) When prompted for the email address and password corresponding to your My Oracle Support account, click Next. (This information is not used in this context.)

The Product-Specific Prerequisite Checks screen appears.

- 7 Before proceeding, review the installation requirements for the Siebel Web Client software that you are installing.

The installer program performs a validation check to make sure that the installation requirements are met. If they are not, then a prompt appears, stating which requirements are not met. Exit the installer, satisfy the requirements, and restart the installation process.

- 8 If one or more installation requirements have not been met, then correct any missing requirements. (You might have to exit the installer, satisfy the requirements, and restart the installation process.) When you are ready to proceed, click Next.

The Select Languages screen appears.

- 9 Select the languages that you want to install, and click Next. You must select at least one language in order to proceed.

If you are adding languages to an existing installation, then any previously installed languages are unavailable for selection. Do one of the following:

- For a new installation, go to the next step.
- To add a language to an existing installation, go to [Step 20 on page 161](#).

- 10 In the Welcome screen that appears, click Next.

- 11 Specify the type of Siebel Web Client that you are installing: either Siebel Mobile Web Client or Siebel Developer Web Client. Then click Next. Do one of the following:

- For Siebel Mobile Web Client, go to the next step.

- For Siebel Developer Web Client, go to [Step 13 on page 160](#).

- 12** (Siebel Mobile Web Client installations only) In the Remote Server Information screen, specify the name of the Siebel Server on which you are running Siebel Remote Server components. Then click Next. Go to [Step 20 on page 161](#).

Siebel Remote Server components are required for initializing and synchronizing the local database on the Siebel Mobile Web Client computer.

- 13** (Siebel Developer Web Client installations only) In the Siebel Database Server screen, select the type of database server that you are using for Siebel Business Applications. Choose one of the following, and click Next:

- Oracle Database Server
- IBM DB2 UDB for Windows and UNIX
- IBM DB2 UDB for z/OS

NOTE: According to your selection, the Siebel Web Client installer validates that the correct database connectivity software has been installed. If it has not been installed, then you must exit the Siebel Web Client installer, install the required software, and then restart the Siebel Web Client installer.

- 14** (Siebel Developer Web Client installations only) In the Database Identification screen, enter the following information, and click Next. Specify information for the database that you specified in the Siebel Database Server screen in [Step 13 on page 160](#):

- For Oracle Database, specify the Database Alias and Table Owner.
- For IBM DB2, specify the Database Alias and Table Owner.
- For IBM DB2 for z/OS, specify the Database Alias (as defined in DB2 Connect) and Table Owner or Schema Qualifier.

Enter the data that you previously specified in the worksheet in [Appendix A, "Siebel Deployment Planning Worksheet."](#)

- 15** (Siebel Developer Web Client installations only) In the File System Server Information screen, specify the directory path for a network-based Siebel File System by typing it directly or by clicking Browse. Then click Next.

NOTE: For the Siebel File System path, you can use a UNC share name (for example, `\\SRV1\si ebfi le`) or a mapped drive (for example, `K: \si ebel FS`). For more information, see "File and Directory Naming Conventions" on page 318. See also "Creating the Siebel File System" on page 319.

- 16** (Siebel Developer Web Client installations only) In the Remote Server Information screen, click Next to accept the default. (This screen is primarily for Mobile Web Client installation.)

- 17** (Siebel Developer Web Client installations only) In the Enterprise Server Information screen, specify the address of the Siebel Gateway Name Server and the name of the Siebel Enterprise to which this Siebel Web Client will connect for administration. Then click Next.

The Gateway Name Server Address is the network name or the IP address of the computer on which the Siebel Gateway Name Server is installed. To enter a specific port number, append the Gateway Name Server Address string with a colon and the desired port number.

The Enterprise Server name is the name of the Siebel Enterprise under which the Siebel Servers that support the server database were installed.

- 18** (Siebel Developer Web Client installations only) In the Server Request Broker Information screen, specify the Request Server Name, and click Next.

This value is the name of the Siebel Server on which the Server Request Broker component is operating. This component is used for dynamic assignment and other interactive operations.

- 19** (Siebel Developer Web Client installations only) In the Search Server Information screen, if you will use a search server, then enter the following for the server computer where the search server operates. Then click Next.

- **Search Server Hostname.** The default value is localhost.

- **Search Server Port Number.** The default value is 2048.

NOTE: For system requirements and other information about deploying a search server, see *Siebel Search Administration Guide*.

- 20** Review the information in the Summary screen. In particular, confirm that you have met all of the disk space requirements for installation. Click Install to begin installing the Siebel Web Client software.

Siebel Web Client software is installed into the directory specified in [Step 5 on page 159](#).

- 21** When the browser is displayed and indicates that ActiveX controls have been deployed, close the browser window.

NOTE: The ActiveX controls are used only for applications deployed using high interactivity.

- 22** When all of the files have been installed, click Exit.

The Siebel Web Client installation is now finished. Siebel application shortcuts are created in the program folder specified in [Step 5 on page 159](#). For more information about these shortcuts, see [“Siebel Web Client Shortcuts” on page 179](#).

- 23** After installing the Siebel Web Client software for the base release (Siebel CRM version 8.1.1 or version 8.2.2):

- Verify the Siebel Web Client installation, as described in [“Verifying Installation for the Siebel Web Client” on page 200](#).

- Install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, as a patch installation, as described in [“Installing the Siebel Web Client as a Patch Installation” on page 162](#). Then verify the installation again.

- Install the latest Siebel Patchset release. Then verify the installation again.

- Perform any additional postinstallation steps, as described in [Chapter 6, "Additional Postinstallation and Configuration Tasks."](#)

Installing the Siebel Web Client as a Patch Installation

Use the following procedure to install the Siebel Web Client as a patch installation of the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. You install the software as a patch release on top of an existing installation of Siebel CRM version 8.1.1 or 8.1.1.x, or Siebel CRM version 8.2.2 or 8.2.2.x. The information applies to both the Siebel Mobile Web Client and the Siebel Developer Web Client.

NOTE: Use this procedure only when an earlier version of the Siebel Web Client is already installed. Otherwise, you must follow the steps in ["Installing the Siebel Web Client as a New Installation"](#) on page 158 before you can perform this procedure.

This topic is part of ["Process of Installing the Siebel Web Client"](#) on page 157.

To install the Siebel Web Client as a patch installation

- 1 Exit any Siebel software on the client computer where you are installing the current release.
NOTE: For a Siebel Mobile Web Client using the Siebel QuickStart feature, you must also exit the QuickStart agent if it is running. To do this, right-click the QuickStart icon in the system tray, and then choose Exit. For more information, see ["About Siebel QuickStart"](#) on page 183.
- 2 In Windows Explorer, navigate to the Siebel image location for the current release, and then to the directory where the installer is located. Navigate to `Siebel_Image\Windows\Client\Siebel_Web_Client\Disk1\install`.
In this path, *Siebel_Image* is the directory for your version-specific Siebel installation image, such as `C:\Siebel_Install_Image\8.1.1.11` or `C:\Siebel_Install_Image\8.2.2.4`.
- 3 Double-click `setup.bat` to start the Siebel client installer for Siebel CRM version 8.1.1.x or version 8.2.2.x.
- 4 In the Select Oracle Home and Oracle Location screen, select an instance of Siebel CRM version 8.1.1 or 8.1.1.x or Siebel CRM version 8.2.2 or 8.2.2.x to patch, from the list of detected Siebel installations, and then click Next.
- 5 In the Installation Details and Progress screen, click Install to complete the installation of Siebel CRM version 8.1.1.x or version 8.2.2.x.
- 6 When the installer indicates that the software was successfully installed, click Exit.
NOTE: The computer might require a restart at the end of the installation.
- 7 After installing the Siebel Web Client software for the current release (Siebel CRM version 8.1.1.11 or version 8.2.2.4):
 - Verify the Siebel Web Client installation, as described in ["Verifying Installation for the Siebel Web Client"](#) on page 200.
 - Install the latest Siebel Patchset release. Then verify the installation again.

- Perform any additional postinstallation steps, as described in [Chapter 6, "Additional Postinstallation and Configuration Tasks."](#)
- 8 Repeat [Step 1 on page 162](#) through [Step 7 on page 162](#) on each computer with an applicable Siebel Web Client installation to be patched.

Process of Installing Siebel Tools

This process describes how to install the Siebel Tools Client and specified Siebel language packs. Siebel Tools is an integrated environment used by developers for configuring Siebel Business Applications.

NOTE: This process includes instructions for installing both the base release (Siebel CRM version 8.1.1 or version 8.2.2) and the current release, Siebel Innovation Pack 2013. For a new installation, you install the base release and then the current release. For an existing installation, you install only the current release.

The language that the installer displays is the one that corresponds to the current regional settings on the installation client computer.

If you are performing an unattended installation, then see also ["Installing Siebel Web Clients and Siebel Tools in Unattended Mode" on page 168](#).

To install the Siebel Tools Client, perform the following tasks:

- 1 ["Installing Siebel Tools as a New Installation" on page 164](#)
- 2 ["Installing Siebel Tools as a Patch Installation" on page 167](#)

This process is a step in:

- ["Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment" on page 30](#)
- ["Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)" on page 34](#)
- ["Roadmap for Installing Siebel Business Applications in a Patch Installation Case \(Existing Installation\)" on page 37](#)

Related Topics

- ["Installation-Related Changes for Siebel Innovation Pack 2013" on page 25](#)
- ["Requirements for Installing Siebel Tools" on page 351](#)
- ["Installing Siebel Web Clients and Siebel Tools in Unattended Mode" on page 168](#)
- ["Verifying Installation for Siebel Tools" on page 203](#)
- ["Uninstalling Siebel Tools" on page 292](#)

Related Books

- Using Siebel Tools*
- Configuring Siebel Business Applications*

*Configuring Siebel Open UI
Siebel Developer's Reference*

Installing Siebel Tools as a New Installation

Use the following procedure to install Siebel Tools as a new installation for Siebel CRM version 8.1.1 or version 8.2.2.

NOTE: Use this procedure only when Siebel Tools is not already installed. After performing this procedure, you must follow the steps in “Installing Siebel Tools as a Patch Installation” on page 167 to install the current release.

This topic is part of “Process of Installing the Siebel Web Client” on page 157.

To install Siebel Tools as a new installation

- 1 Review “Requirements for Installing Siebel Tools” on page 351.
- 2 In Windows Explorer, navigate to the Siebel image location for Siebel CRM version 8.1.1 or version 8.2.2. Then navigate to the directory where the installer is located. Navigate to `Siebel_Image\Windows\Client\Siebel_Tools\Disk1\install`.

In this path, *Siebel_Image* is the directory for your version-specific Siebel network image, such as `C:\Siebel_Install_Image\8.1.1.0` or `C:\Siebel_Install_Image\8.2.2.0`.
- 3 Start the Siebel Tools installer for Siebel CRM version 8.1.1 or version 8.2.2, as follows:
 - For Siebel CRM version 8.1.1, double-click `oui.exe` to start the Siebel Tools installer.
 - For Siebel CRM version 8.2.2, double-click `setup.bat` to start the Siebel Tools installer.
 The Siebel Tools installer displays a Welcome screen.
- 4 Take the action appropriate to the task that you are performing. Do one of the following:
 - To perform a new installation or to add a Siebel language pack to an existing installation, click Next. The Specify Home Details screen appears. Go to the next step.
 - To uninstall an installed instance of the software, click Deinstall Products. This task is described in “Uninstalling Siebel Web Clients” on page 291.
- 5 In the Specify Home Details screen, enter a name for your installation, and specify the installation location, and then click Next. (Note the installation name and location for future reference.) If you are adding a Siebel language pack, then specify the name and path for your existing installation. Note the following:
 - The default installation name is `Tools1` or a similar value. The value that you specify is used as the program group name for the Siebel Tools shortcut. (A separate program group is created for the Oracle Universal Installer software.) If you have an existing installation, then specify a new name for a new installation.
 - The default installation path is `C:\Siebel\8.1\Tools_1` or `C:\Siebel\8.2.2.0\Tools_1` or a similar value. Accept the default path, or specify a different location by typing it directly or by clicking Browse.

For more information about Oracle home and installation path requirements, see ["File and Directory Naming Conventions"](#) on page 318.

(For Siebel CRM version 8.2.2 only) A screen appears that prompts for email contact information.

- 6 (For Siebel CRM version 8.2.2 only) When prompted for the email address and password corresponding to your My Oracle Support account, click Next. (This information is not used in this context.)

The Product-Specific Prerequisite Checks screen appears.

The installer program performs a validation check to make sure that the installation requirements are met. If they are not, then a prompt appears, stating which requirements are not met. Exit the installer, satisfy the requirements, and restart the installation process.

- 7 If one or more installation requirements have not been met, then correct any missing requirements. (You might have to exit the installer, satisfy the requirements, and restart the installation process.) When you are ready to proceed, click Next.

The Select Languages screen appears.

- 8 Select the languages that you want to install, and click Next. You must select at least one language in order to proceed.

If you are adding languages to an existing installation, then any previously installed languages are unavailable for selection. Do one of the following:

- For a new installation, go to the next step.
- To add a new language to an existing installation, go to [Step 14 on page 166](#).

NOTE: Siebel Tools must be installed with the U.S. English (ENU) language pack. You can install other Siebel language packs as well. The files specific to the languages chosen in this step are copied to your computer.

- 9 In the Siebel Database Server screen, select the type of database server that you are using for Siebel Business Applications. Choose one of the following, and click Next:

- Oracle Database Server
- IBM DB2 UDB for Windows and UNIX
- IBM DB2 UDB for z/OS

- 10 In the Database Identification screen, enter the following information, and click Next. Specify information for the database that you specified in the Siebel Database Server screen in [Step 9 on page 165](#):

- For Oracle Database, specify the Database Alias and Table Owner.
- For IBM DB2, specify the Database Alias and Table Owner.
- For IBM DB2 for z/OS, specify the Database Alias (as defined in DB2 Connect) and Table Owner or Schema Qualifier.

Enter data that you previously specified in the worksheet in [Appendix A, "Siebel Deployment Planning Worksheet."](#)

- 11 In the File System Server Information screen, specify the directory path for a network-based Siebel File System by typing it directly or by clicking Browse. Then click Next.

NOTE: For the Siebel File System path, you can use a UNC share name (for example, \\SRV1\si ebfi le) or a mapped drive (for example, K: \si ebel FS). For more information, see “File and Directory Naming Conventions” on page 318. See also “Creating the Siebel File System” on page 319.

- 12 In the Remote Server Information screen, specify the name of the Siebel Server on which you are running Siebel Remote Server components. Then click Next.

Siebel Remote Server components are required for initializing and synchronizing the local database on the Siebel Tools computer.

- 13 In the Enterprise Server Information screen, specify the address of the Siebel Gateway Name Server and the name of the Siebel Enterprise to which Siebel Tools will connect for administration. Then click Next.

The Gateway Name Server Address is the network name or the IP address of the computer on which the Siebel Gateway Name Server is installed. To enter a specific port number, append the Gateway Name Server Address string with a colon and the desired port number.

The Enterprise Server is the name of the Siebel Enterprise under which the Siebel Servers that support the server database were installed.

- 14 Review the information in the Summary screen. In particular, confirm that you have met all of the disk space requirements for installation. Click Install to begin installing the Siebel Tools software.

Siebel Tools software is installed into the directory specified in [Step 5 on page 164](#).

- 15 When all of the files have been installed, click Exit.

Siebel Tools installation is now finished. The Siebel Tools shortcut is created in the program folder specified in [Step 5 on page 164](#).

- 16 After installing the Siebel Tools software for the base release (Siebel CRM version 8.1.1 or version 8.2.2):

- Verify the Siebel Tools installation, as described in “[Verifying Installation for Siebel Tools](#)” on page 203.
- Install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, as a patch installation, as described in “[Installing Siebel Tools as a Patch Installation](#)” on page 167. Then verify the installation again.
- Install the latest Siebel Patchset release. Then verify the installation again.
- Perform any additional postinstallation steps, as described in [Chapter 6, “Additional Postinstallation and Configuration Tasks.”](#)

Installing Siebel Tools as a Patch Installation

Use the following procedure to install Siebel Tools as a patch installation of the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. You install the software as a patch release on top of an existing installation of Siebel CRM version 8.1.1 or 8.1.1.x, or Siebel CRM version 8.2.2 or 8.2.2.x.

NOTE: Use this procedure only when an earlier version of Siebel Tools is already installed. Otherwise, you must follow the steps in “Installing Siebel Tools as a New Installation” on page 164 before you can perform this procedure.

This topic is part of “Process of Installing Siebel Tools” on page 163.

To install Siebel Tools as a patch installation

- 1 Exit any Siebel software on the Siebel Tools Client computer where you are installing the current release.
- 2 In Windows Explorer, navigate to the Siebel image location for the current release, and then to the directory where the installer is located. Navigate to `Siebel_Image\Windows\Client\Siebel_Tools\Disk1\install`.
In this path, *Siebel_Image* is the directory for your version-specific Siebel installation image, such as `C:\Siebel_Install_Image\8.1.1.11` or `C:\Siebel_Install_Image\8.2.2.4`.
- 3 Double-click `setup.bat` to start the Siebel Tools Client installer for Siebel CRM version 8.1.1.x or version 8.2.2.x.
- 4 In the Select Oracle Home and Oracle Location screen, select an instance of Siebel CRM version 8.1.1 or 8.1.1.x or Siebel CRM version 8.2.2 or 8.2.2.x to patch, from the list of detected Siebel installations, and then click Next.
- 5 In the Installation Details and Progress screen, click Install to complete the installation of Siebel CRM version 8.1.1.x or version 8.2.2.x.
- 6 When the installer indicates that the software was successfully installed, click Exit.
NOTE: The computer might require a restart at the end of the installation.
- 7 After installing the Siebel Tools software for the current release (Siebel CRM version 8.1.1.11 or version 8.2.2.4):
 - Verify the Siebel Tools installation, as described in “Verifying Installation for Siebel Tools” on page 203.
 - Install the latest Siebel Patchset release. Then verify the installation again.
 - Perform any additional postinstallation steps, as described in Chapter 6, “Additional Postinstallation and Configuration Tasks.”
- 8 Repeat Step 1 on page 167 through Step 7 on page 167 on each computer with an applicable Siebel Tools installation to be patched.

Installing Siebel Web Clients and Siebel Tools in Unattended Mode

The installer programs for Siebel Mobile or Developer Web Client and Siebel Tools support unattended installation. These installers can be run at the command line with optional flags appended to the installer command to either save an installation response file or to execute a response file to install in unattended mode.

You can perform unattended installations for better performance when installing multiple Siebel Web Clients. Or, you might perform unattended installations if user input during an installation is not allowed in your environment, as might be the case in some secure environments. An unattended installation prepackages all of the required parameters so that you only execute a command to perform the installation.

You can use unattended mode to install Siebel CRM version 8.1.1 or version 8.2.2 or to install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4.

CAUTION: Unattended installations provide no direct feedback or error notification. Therefore, you must test your settings in a development environment before system-wide deployment in a production environment. It is strongly recommended that you become thoroughly familiar with GUI installation for any Siebel modules for which you intend to perform unattended installation.

This topic contains the following information:

- [“Guidelines for Installing Siebel Web Clients and Siebel Tools in Unattended Mode” on page 168](#)
- [“Saving a Siebel Web Client or Siebel Tools Installation Response File” on page 169](#)
- [“Performing a Siebel Web Client or Siebel Tools Installation in Unattended Mode” on page 170](#)

Related Topics

- [“Process of Installing the Siebel Web Client” on page 157](#)
- [“Process of Installing Siebel Tools” on page 163](#)
- [“Verifying Installation for the Siebel Web Client” on page 200](#)
- [“Verifying Installation for Siebel Tools” on page 203](#)
- [“Requirements for Installing Siebel Web Clients” on page 349](#)
- [“Requirements for Installing Siebel Tools” on page 351](#)

Guidelines for Installing Siebel Web Clients and Siebel Tools in Unattended Mode

Review the following guidelines for installing Siebel Web Clients and Siebel Tools in unattended mode:

- **Keep track of the response file results.** Because the unattended installation session is controlled by the response file, you must keep careful track of the result that each response file will yield when you perform an unattended installation.

- **Create the response file on a computer similar to the target computer.** When you run the installer as described in “Saving a Siebel Web Client or Siebel Tools Installation Response File” on page 169, validations are performed as if you were performing a real installation. It is strongly recommended that you run the installer on a computer that has similar resources and configuration settings as the target computer on which the installation will be performed, as described in “Performing a Siebel Web Client or Siebel Tools Installation in Unattended Mode” on page 170. Unattended installations must meet all of the documented requirements, including those described in “Requirements for Installing Siebel Web Clients” on page 349 and “Requirements for Installing Siebel Tools” on page 351.
- **Validate the installation.** Validate each installation after it has completed, as described in “Verifying Installation for the Siebel Web Client” on page 200 and “Verifying Installation for Siebel Tools” on page 203.

Saving a Siebel Web Client or Siebel Tools Installation Response File

Perform the following steps to save an installation response file to be used in an unattended Siebel Web Client or Siebel Tools installation.

To save an installation response file

- 1 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located.

For Siebel Mobile or Developer Web Client, navigate to
`Siebel_Image\Windows\Client\Siebel_Web_Client\Disk1\install`.

For Siebel Tools, navigate to
`Siebel_Image\Windows\Client\Siebel_Tools_Client\Disk1\install`.

In these paths, *Siebel_Image* is the directory for your version-specific Siebel network image, such as `C:\Siebel_Install_Image\8.1.1.0` or `C:\Siebel_Install_Image\8.2.2.0`.

- 2 Open a DOS command window.
- 3 Start the Siebel Web Client or Siebel Tools installer, as follows:

- For Siebel CRM version 8.1.1, run a command like the following to start the Siebel Web Client or Siebel Tools installer:

```
oui.exe -record -destinationFile path_to_installation_response_file
```

- For Siebel CRM version 8.2.2, run a command like the following to start the Siebel Web Client or Siebel Tools installer:

```
setup.bat -record -destinationFile path_to_installation_response_file
```

- For Siebel CRM version 8.1.1.x or version 8.2.2.x, run a command like the following to start the Siebel Web Client or Siebel Tools installer:

```
setup.bat -record -oneclick -destinationFile  
path_to_installation_response_file
```

In these commands, *path_to_installation_response_file* is the full path and name of a response file to be generated (for example, C:\temp\cli\entinstall.rsp).

These commands run the installer in record mode and specify the location to which you want to save a response file.

- 4 Provide input to the installer wizard, as in a normal GUI installation.
- 5 Click Cancel in the Summary screen to generate the response file and end the installer session. (Do not click Install in this case.)

A response file is generated that includes data that is derived from the input that you made during the installer session.

In addition to saving the response file at the location that you specified at the command line, the installer creates the Siebel installation directory at the location that you specified in the installer session (for example, C:\temp\cli\entinstall.rsp). Although the Siebel module is not installed (because you clicked Cancel), this directory contains a subdirectory called *inventory*, which includes information about the product inventory.

See the following procedure for performing a Siebel Web Client or Siebel Tools installation in unattended mode, using the response file that you just generated.

Performing a Siebel Web Client or Siebel Tools Installation in Unattended Mode

Perform the following steps to perform an unattended Siebel Web Client or Siebel Tools installation.

To perform an unattended installation for the Siebel Mobile or Developer Web Client or Siebel Tools, you save an installation response file, as described in [“Saving a Siebel Web Client or Siebel Tools Installation Response File” on page 169](#), and run the installer command as shown in the following procedure.

NOTE: Before you run the Siebel Mobile Web Client installer for Siebel CRM version 8.1.1 or version 8.2.2, editing the *oraparam.ini* file as described in the following procedure suppresses the Internet Explorer browser from starting during the installation session (to predeploy ActiveX controls), so the installation is truly unattended. For applications deployed in high interactivity, the ActiveX controls must be deployed in the browser after installation. For more information about deploying ActiveX controls for the Microsoft Internet Explorer browser, see [“About ActiveX Controls for High Interactivity” on page 157](#) and see the browser configuration chapter in *Siebel System Administration Guide*.

To perform an unattended installation

- 1 In Windows Explorer, navigate to the same Siebel image installer location as in the procedure for saving an installation response file.
- 2 Place the response file that you previously generated in the correct Siebel image directory for the Siebel module (where the installer program is located), so that the file can be read when you start the installer.

NOTE: Always back up any existing valid response file before replacing it with a new file.

- 3 (Siebel Mobile Web Client installations for Siebel CRM version 8.1.1 or version 8.2.2 only) Open the file `oraparam.ini` for editing. Search for `SUPPRESS_IEPOPUP=FALSE`. Change the value from `FALSE` to `TRUE`, and save the file.
- 4 Open a DOS command window.
- 5 Start the Siebel Web Client or Siebel Tools installer, as follows:

- For Siebel CRM version 8.1.1, run a command like the following to start the Siebel Web Client or Siebel Tools installer:

```
oui .exe -silent -responseFile path_to_installation_response_file
```

- For Siebel CRM version 8.2.2, run a command like the following to start the Siebel Web Client or Siebel Tools installer:

```
setup.bat -silent -responseFile path_to_installation_response_file
```

- (After installing Siebel CRM version 8.1.1 or version 8.2.2) For Siebel CRM version 8.1.1.x or version 8.2.2.x, run a command like the following to start the Siebel Web Client or Siebel Tools installer:

```
setup.bat -silent -oneclick -responseFile path_to_installation_response_file
```

In these commands, *path_to_installation_response_file* is the full path and name of a response file to be executed (for example, `C:\temp\cli\install.rsp`).

These commands run the installer in unattended mode and specify the location of the response file to be executed. No installer screens are displayed, and no further user input is prompted for after the installer starts.

Installing and Using the Siebel Sample Database

The Siebel Sample Database contains example data of various kinds to help you understand how Siebel Business Applications work. You install the Sample Database for the Siebel Mobile Web Client (or the Siebel Developer Web Client). This database, like the local database used with the Siebel Mobile Web Client, is based on SQL Anywhere.

NOTE: Installation of the Siebel Sample Database is optional and applies to the Siebel Mobile Web Client. Before you can install the Sample Database, you must install the Siebel Mobile Web Client, as described in [“Process of Installing the Siebel Web Client” on page 157](#).

For platform requirements for installing and using Siebel Web Clients and the Siebel Sample Database, see the Certifications tab on My Oracle Support. For information about installation path requirements, see [“File and Directory Naming Conventions” on page 318](#).

After you have installed the Siebel Sample Database, you can run Siebel demo applications, such as those described in [“Siebel Web Client Shortcuts and Startup Options” on page 179](#). You can also customize shortcuts, as described in the same topic.

This topic contains the following information:

- [“Procedure for Installing the Siebel Sample Database” on page 172](#)

- [“About the Siebel Sample Database ConnectString Parameter” on page 174](#)
- [“Using the Siebel Sample Database with Siebel Tools” on page 174](#)

Related Topics

- [“About Database Updates for Siebel CRM Version 8.1.1.11 or Version 8.2.2.4” on page 89](#)
- [“Process of Installing the Siebel Web Client” on page 157](#)
- [“Process of Installing Siebel Tools” on page 163](#)
- [“Siebel Web Client Shortcuts and Startup Options” on page 179](#)
- [“Obtaining Updated Siebel Repository Files” on page 126](#)
- [“File and Directory Naming Conventions” on page 318](#)

Procedure for Installing the Siebel Sample Database

Use the following procedure to install the Siebel Sample Database. Install this database after installing the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, for the Siebel Mobile Web Client.

Use this Siebel Sample Database with an updated Siebel Repository file (SRF), such as one that you obtain as described in [“Obtaining Updated Siebel Repository Files” on page 126](#). This database contains schema changes, repository changes, and seed data for Siebel CRM functionality through the current release.

NOTE: The following procedure is for installing a new instance of the Siebel Sample Database, for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. For existing deployments for which you have installed the current release as a patch installation for the Siebel Mobile Web Client, use this installer to install a new instance of the Siebel Sample Database. The installer does not patch an existing instance of the Siebel Sample Database.

This topic is part of [“Installing and Using the Siebel Sample Database” on page 171](#).

To install the Siebel Sample Database

- 1 Uninstall your existing Siebel Sample Database from a previous version.

You might have installed the existing database using a Siebel CRM version 8.1.1 or version 8.2.2 installer, or you might have replaced that database with an updated one, such as for Siebel CRM version 8.1.1.10 or version 8.2.2.3.

- 2 In Windows Explorer, navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located. Navigate to *Siebel_Image\Windows\Client\Siebel_Sample_Database*.

In this path, *Siebel_Image* is the directory for your version-specific Siebel network image, such as *C:\Siebel_Install_Image\8.1.1.11* or *C:\Siebel_Install_Image\8.2.2.4*.

CAUTION: You must run this installation program from a network drive mapped to a drive letter. If you attempt to install from an unmapped network drive, then the installer might be unable to locate the files that it requires to proceed and might fail.

- 3 Double-click `install.exe` to start the Siebel Sample Database installer for Siebel CRM version 8.1.1.11 or version 8.2.2.4.

The Siebel Sample Database installer displays a Welcome screen.

- 4 In the Choose Setup Language screen, choose the language in which to conduct the installation, and click OK.

The default installation language is the one that corresponds to the current regional settings on the installation computer.

- 5 If you have an existing Sample Database installation of the same version, then you can choose to add Siebel language packs to this installation.

- If you are installing a new instance of the Siebel Sample Database (into a Siebel Web Client installation that does not already have the Sample Database), then click Next. Go to the next step.
- If you are adding languages to an existing Siebel Sample Database installation, then do the following:
 - Select the check box next to the line identifying the existing Sample Database installation to which you are adding languages, and click Next.
 - Select the check box next to each language that you are installing, and click Next. Go to [Step 9 on page 173](#).

- 6 In the Welcome screen that appears, click Next.

- 7 In the Setup Type screen, specify an installation directory for the Siebel Sample Database that is the same as where you installed the Siebel Mobile Web Client. The default installation location for the Siebel Mobile Web Client is `C:\siebel\8.1\client_1` or `C:\siebel\8.2.2.0\client_1` or a similar location.

CAUTION: You must install the Siebel Sample Database in the same location where you installed the Siebel Mobile Web Client.

Click Browse to select the installation directory for Siebel Mobile Web Client.

- 8 While still in the Setup Type screen, select Typical. Click Next and go to the next step.

NOTE: The Setup Type options currently install the same components.

- 9 In the Choose Languages screen, select the languages (that is, Siebel language packs) that you want to install.

If you are installing Siebel language packs for an existing installation, then go to [Step 11 on page 174](#).

Verify that your destination computer has sufficient disk space for the installation, and click Next.

- 10 In the Select Program Folder screen, enter the name of the program folder that will contain your Siebel demo application shortcuts, and click Next.

Optionally, you can specify the same location in which shortcuts were created earlier for the Siebel Mobile or Developer Web Client installation. By default, this folder location is similar to `Siebel8_home1\Siebel Web Client 8.1` or `Siebel8_home1\Siebel Web Client 8.2`.

Siebel demo application shortcuts (for example, Siebel Call Center Demo - ENU) are created in the program folder that you specify in this step.

Clicking Next in this step initiates file transfer. The setup program copies files to the local hard disk. A status bar in the Setup Status dialog box indicates the progress of the installation.

The setup program copies files to the local hard disk for each specified language, in addition to those that were installed for the base Sample Database installation.

If you have installed all of the specified Siebel language packs, then go to the next step. Alternatively, if you have installed language packs for an existing Siebel Sample Database installation, then the installer exits. Skip the rest of this procedure.

- 11** Review the information presented in the Event Log screen, and click Next.

This log file provides details of the steps the installer has performed during your Sample Database installation.

- 12** Click Finish in the Setup Complete screen.

The Siebel Sample Database installation is now finished.

About the Siebel Sample Database ConnectString Parameter

The value of the ConnectString parameter in the [Sample] section of the application configuration files, such as uagent.cfg for Siebel Call Center (located in *SIEBEL_CLIENT_ROOT*\bin\enu for U.S. English), resembles the following example (all on one line). This example, for Siebel CRM version 8.1.1, assumes that the Siebel Sample Database was installed in the Siebel Mobile Web Client installation directory:

```
ConnectString = C:\siebel\8.1\Client_1\sampl e\UTF8\sse_samp. dbf -q -m -x NONE  
-gp 4096 -c40m -ch60m
```

NOTE: You can use the same Siebel Sample Database with Siebel Tools if you edit the ConnectString parameter in the tools.cfg file so it uses the same value. See also [“Using the Siebel Sample Database with Siebel Tools” on page 174](#).

This topic is part of [“Installing and Using the Siebel Sample Database” on page 171](#).

Using the Siebel Sample Database with Siebel Tools

A Siebel Sample Database that is installed with the Siebel Mobile Web Client can also be used with Siebel Tools. To configure this, copy the value of the ConnectString parameter from the [Sample] section of the application configuration file, and paste this value for the equivalent parameter in the tools.cfg file (located in *SIEBEL_TOOLS_ROOT*\bin\enu). For more information about the ConnectString parameter for the Siebel Sample Database, see [“About the Siebel Sample Database ConnectString Parameter” on page 174](#).

Alternatively, you can install the Sample Database into the Siebel Tools directory instead of the Siebel Mobile Web Client directory. For information about installing Siebel Tools, see [“Process of Installing Siebel Tools” on page 163](#).

This topic is part of [“Installing and Using the Siebel Sample Database” on page 171](#).

Postinstallation Tasks for High Interactivity Clients

Siebel Business Applications running in high interactivity use both ActiveX controls and Java controls, which must be downloaded or predeployed to each client computer. This topic describes tasks that you might have to perform after installing Siebel Business Applications so that users of these applications can access the necessary controls.

After you install a new Siebel CRM release, including a Siebel Fix Pack or Siebel Innovation Pack release, the applicable ActiveX controls for high interactivity applications are downloaded onto your users' client computers when they run the Siebel application in the Internet Explorer browser and access the features that use these controls. Updated versions of the ActiveX controls are provided in each Siebel Fix Pack or Siebel Innovation Pack release. This behavior applies to high interactivity applications running in the Siebel Web Client, Mobile Web Client, and Developer Web Client.

As an alternative to allowing users of Siebel Mobile Web Clients and Developer Web Clients to download the ActiveX controls when they run the Siebel applications, administrators can predeploy the ActiveX controls to the client computers by loading the file `predeploy.htm` in the Internet Explorer browser. This operation is called predeploying, because it is done before the user logs into the application for the first time. For more information about downloading or predeploying ActiveX controls for high interactivity, see the browser configuration chapter in *Siebel System Administration Guide*. See also [“About ActiveX Controls for High Interactivity” on page 157](#).

When you install the current Siebel CRM release (such as Siebel CRM version 8.1.1.11 or version 8.2.2.4) as a patch installation, an updated `predeploy.htm` file is placed in the directory `SIEBEL_CLIENT_ROOT\publi c\lang`. In this path, `SIEBEL_CLIENT_ROOT` is the Siebel Mobile Web Client installation directory and `lang` represents each installed Siebel language. In order to predeploy the updated ActiveX controls, the administrator must load each language-specific version of this file in the browser.

After a new Siebel software version is installed, Java controls for high interactivity are also downloaded. If caching is enabled, then cached versions of these controls might have to be cleared on the client computer. To clear this data, choose Start, then Settings, then Control Panel, and then Java Plug-In. Click the Cache tab, and then click Reset.

After a new Siebel software version is installed, it is also recommended that users clear their browser cache. To do this in Internet Explorer, choose Tools, then Internet Options, and then choose Delete Files from the General tab.

For the minimum supported version of the Java Runtime Environment (JRE), see the Certifications tab on My Oracle Support. The JRE can be downloaded automatically to client computers, as described in *Siebel System Administration Guide*.

NOTE: You can deploy Siebel Business Applications using Siebel Open UI, which is an alternative to the high interactivity client for employee applications, such as Siebel Call Center. For more information, see [“Enabling Siebel Open UI” on page 122](#).

Related Topics

[“About ActiveX Controls for High Interactivity” on page 157](#)

[“Enabling Siebel Open UI” on page 122](#)

Related Books

Siebel System Administration Guide

Logging in to Your Siebel Application

This topic provides basic instructions for logging in to your Siebel application using one of the Siebel Web Client types. It contains the following information:

- [“Before Logging in to Your Siebel Application” on page 176](#)
- [“Logging in Using the Siebel Developer Web Client” on page 178](#)
- [“Logging in Using the Siebel Mobile Web Client” on page 178](#)
- [“Logging in Using the Siebel Web Client” on page 179](#)

Before Logging in to Your Siebel Application

This topic contains information that you must know before you log in to your Siebel application.

This topic is part of [“Logging in to Your Siebel Application” on page 176](#).

Review the following issues:

- User rights to read and write in Siebel Web Client installation directories are required for running the Siebel Mobile Web Client or Developer Web Client. For information about setting user rights, consult the operating system manuals for the version of Microsoft Windows on which the application is installed.
- After the Siebel database has been installed, as described in [Chapter 5, “Installing the Siebel Database on the RDBMS,”](#) users will be unable to use the Siebel application until the license key for a Siebel CRM base application has been entered into the Siebel database.

You enter license keys initially by using the Siebel Developer Web Client or Siebel Tools. Additional licenses, or licenses for optional modules, can be entered subsequently using the Siebel Web Client, Siebel Developer Web Client, or Siebel Tools.

You can find license key information for Siebel Business Applications at Oracle's license codes site. For the Siebel license keys site, see

<http://licensecodes.oracle.com/siebel.html>

See also *Siebel Applications Administration Guide*.

- The user name and password used to log in to Siebel Business Applications must be those of an employee with a valid position and division defined in the Siebel database.

You must log in to Siebel Business Applications (using the Server database option in the login screen) as the Siebel administrator before anyone else can log in. Log in using the SADMIN user name or using other credentials as defined by your database administrator. Then you or other administrators can set up more users as employees with defined positions and responsibilities and other settings suitable for your access control policies. For more information about setting up employees, see *Siebel Security Guide*.

- To enable Siebel Open UI for the Siebel Mobile Web Client or Siebel Developer Web Client, you set parameters in the application configuration file, such as `uagent.cfg` for Siebel Call Center, as follows:

- In the [Siebel] section of the file, add the parameter `EnableOpenUI`, and set it to `True`.
- In the [Siebel] section of the file, the parameter `HighInteractivity` must also be set to `True` (it is set to `True` by default).

For more information about enabling Siebel Open UI, see ["Enabling Siebel Open UI" on page 122](#).

- For the Siebel Developer Web Client, you must edit the application configuration file, such as `uagent.cfg` for Siebel Call Center, as follows:
 - In the [Siebel] section of the file, add the parameter `ServerDbODBCDataSource`, and set it to the ODBC data source that you are using for the server database.
 - In the [ServerDataSrc] section of the file, set the parameter `ConnectionString` to the necessary value. For an Oracle database, set it to the alias defined in the `tnsnames.ora` file.
- For applications deployed using high interactivity, the Web browser must be correctly configured to run the Siebel application. High-interactivity applications can use the client health check feature to verify that requirements have been met. For more information about configuring the browser for high interactivity, see *Siebel System Administration Guide*. See also the Certifications tab on My Oracle Support. See also ["Postinstallation Tasks for High Interactivity Clients" on page 175](#).
- Tabbed browsing is supported with Siebel applications for one active session. Multiple Web pages can be opened using tabbed browsing, but only one tab can have a live connection to a Siebel application at a given time.

Logging in Using the Siebel Developer Web Client

You can use the Siebel Developer Web Client to log in to the Siebel application.

This topic is part of “Logging in to Your Siebel Application” on page 176.

To log in to your Siebel application using the Siebel Developer Web Client

- 1 Double-click one of the Siebel shortcuts in the program folder, such as Siebel Call Center.
- 2 Log in using a valid user ID and password.
- 3 Specify the Server database, and click OK.

The first time that you log in to the Server database, you are prompted to enter the license key number for your site. You can find license key information for Siebel Business Applications at Oracle’s license codes site. For the Siebel license keys site, see

<http://licensecodes.oracle.com/siebel.html>

See also *Siebel Applications Administration Guide*.

- 4 Enter your license key number in the dialog box that appears, and click OK.

If you see a warning message dialog box, then click OK. Enter your license key number in the dialog box that appears.

NOTE: If you have to access license keys at a later time, such as to enter additional license keys, then you can do so from the License Keys view. To access this view, navigate to the Administration - Application screen, and then the License Keys view.

Logging in Using the Siebel Mobile Web Client

You can use the Siebel Mobile Web Client to log in to the Siebel application.

This topic is part of “Logging in to Your Siebel Application” on page 176.

To log in to your Siebel application using the Siebel Mobile Web Client

- 1 Double-click one of the Siebel shortcuts in the program folder, such as Siebel Call Center.
- 2 Log in using a valid user ID and password.
- 3 Specify the Local database, and click OK.

NOTE: When logging in to a local database for the first time, users are automatically prompted to connect to the Siebel Server and download the local database. Users must attempt this only after a local database has been extracted for them by the system administrator.

For more information about Siebel Remote and extracting local databases, see *Siebel Remote and Replication Manager Administration Guide*.

Logging in Using the Siebel Web Client

You can use the Siebel Web Client to log in to the Siebel application. (In this context, *Siebel Web Client* refers to the client type that is not installed locally, except for the browser itself.)

This topic is part of [“Logging in to Your Siebel Application” on page 176](#).

To log in to your Siebel application using the Siebel Web Client

- 1 Open your Web browser.
- 2 Go to the URL for your Siebel application.
- 3 Log in using a valid user ID and password.

The Siebel application that you are connecting to is already configured to work with a specific database. When using this client type, you do not specify a database to connect to.

Siebel Web Client Shortcuts and Startup Options

This topic provides information about the shortcuts installed in the Siebel program folder when you install the Siebel Web Client, and about command-line options used in these shortcuts.

Shortcuts are also created when you install the Siebel Sample Database. It also provides information about creating custom shortcuts to access Siebel Business Applications using demo users other than those specified in the predefined shortcuts installed with the Siebel Sample Database. For the demo users provided with the Siebel Sample Database, by Siebel application, see *Siebel Demo Users Reference*.

This topic contains the following information:

- [“Siebel Web Client Shortcuts” on page 179](#)
- [“Siebel Web Client Startup Options” on page 181](#)
- [“Creating Custom Siebel Application Shortcuts” on page 182](#)

Siebel Web Client Shortcuts

The Siebel Web Client and Sample Database installers create shortcuts in the Siebel program folder for the modules that you have installed. For Siebel Business Applications, separate shortcuts are installed for each installed language. Which shortcuts are installed depends on your installation choices and is also subject to the settings in the `siebel.ini` file at the time of installation. Most shortcuts are installed in the program group; some are installed in the startup group.

For information about customizing the shortcuts or creating new ones, see [“Siebel Web Client Startup Options” on page 181](#) and [“Creating Custom Siebel Application Shortcuts” on page 182](#).

Siebel application shortcuts are created by the Siebel Web Client installer. When you run a shortcut to start a Siebel application, you can connect to the Siebel database (for LAN-connected users of the Siebel Developer Web Client) or to an initialized local database on the local computer (for Mobile Web Client). Each application shortcut loads the Siebel configuration file for that application; for example, Siebel Call Center uses the file `uagent.cfg`.

Where the Siebel Sample Database has been installed on the local computer, the demo application shortcuts connect to the Sample Database, using predefined demonstration users.

This topic is part of [“Siebel Web Client Shortcuts and Startup Options” on page 179](#).

Siebel Application Shortcuts

Several Siebel application shortcuts are created in the Siebel Web Client program group for Siebel Business Applications. All demo applications use the Siebel Sample Database.

You can create shortcuts for any valid Siebel application for which no shortcut is created by the installer.

Demo Application Shortcuts

The Siebel Sample Database, which is accessed by using one of the demo (demonstration) application shortcuts described in [“Siebel Web Client Shortcuts” on page 179](#), contains many predefined demo users. For example, CCHENG is the demo user for the Siebel Call Center Demo shortcut. Many other demo users are available in the Sample Database that are not represented in the existing demo application shortcuts. Each demo user is intended to illustrate a particular Siebel application as it would appear for a user with certain predefined responsibilities.

Related Books

Siebel Demo Users Reference

Siebel Security Guide

Utility and Synchronization Program Shortcuts

The following are some of the additional shortcuts created in the Siebel Web Client program group for Siebel Business Applications. These shortcuts run utilities or synchronization programs.

- **Siebel Remote.** Starts the Siebel Remote stand-alone synchronization program (`siebsync.exe`).
- **Siebel TrickleSync.** Starts the Siebel TrickleSync program (`autosync.exe`). This shortcut is created in both the program group and the startup group.

Additional shortcuts are created for the synchronization program for specific Siebel Handheld applications.

Related Books

Siebel Remote and Replication Manager Administration Guide

Siebel Web Client Startup Options

The application shortcuts described in [“Siebel Web Client Shortcuts” on page 179](#) run an executable program called `siebel.exe`, followed by various startup options. For example, the shortcut for Siebel Call Center - ENU might be defined as shown in the following example (depending on your installation location). For this example for Siebel CRM version 8.1.1, the only option used is `/c`, to specify the configuration file.

```
"C:\siebel\8.1\client_1\BIN\siebel.exe" /c CFG_FILE_PATH\uagent.cfg
```

The demo application shortcuts also specify the Siebel Sample Database and user and password information. For this example for Siebel CRM version 8.1, the shortcut for Siebel Call Center Demo - ENU might be defined as shown in the following:

```
"C:\siebel\8.1\client_1\BIN\siebel.exe" /c CFG_FILE_PATH\uagent.cfg /d sample /u CCHENG /p CCHENG
```

In the preceding examples, `CFG_FILE_PATH` represents the full path to the configuration file. This file is located in `BIN\LANGUAGE` in the `SIEBEL_CLIENT_ROOT` directory. In this path, `LANGUAGE` is a language code, such as ENU for U.S. English.

For example, the target definition for the Siebel Call Center - ENU shortcut might resemble the following example for Siebel CRM version 8.2:

```
"C:\siebel\8.2.2.0\client_1\BIN\siebel.exe" /c
"C:\siebel\8.2.2.0\client_1\bin\ENU\uagent.cfg"
```

The `siebel.exe` program can also be run from an MS-DOS window. In this case, the startup options would be entered directly on the command line. For information about creating custom shortcuts, see [“Creating Custom Siebel Application Shortcuts” on page 182](#).

This topic is part of [“Siebel Web Client Shortcuts and Startup Options” on page 179](#).

The available startup options are described in [Table 11 on page 181](#).

Table 11. Siebel Web Client Startup Options

Startup Option	Description
<code>/c config_file</code>	Required. Specifies the path and file name for the configuration file to use, such as <code>siebel.cfg</code> for Siebel Sales or <code>uagent.cfg</code> for Siebel Call Center.
<code>/d data_source</code>	Specifies the data source to connect to, as defined in the configuration file. The demo application shortcuts specify <code>/d sample</code> to access the Siebel Sample Database: <ul style="list-style-type: none"> ■ If you do not use <code>/u</code> and <code>/p</code> to specify a valid Siebel user and do not use <code>/d</code> to specify a valid data source, then you can specify the data source from the login screen. ■ If you use <code>/u</code> and <code>/p</code> but do not use <code>/d</code>, then the local database is assumed.

Table 11. Siebel Web Client Startup Options

Startup Option	Description
<i>/l language</i>	<p>Specifies the three-letter code for the language to use for this Siebel Web Client session, such as ENU for U.S. English. The applicable Siebel language pack must have been installed for the Siebel Web Client.</p> <p>If you do not use <i>/l</i> to specify a valid language, then the language is obtained from the configuration file.</p>
<i>/u username</i>	<p>Specifies the user name. The demo application shortcuts specify predefined demo users using <i>/u</i> and <i>/p</i> options.</p> <p>If you do not use <i>/u</i> and <i>/p</i> to specify a valid Siebel user, then you must log in from a login screen.</p> <p>For lists of demo users provided with the Siebel Sample Database, by Siebel application, see <i>Siebel Demo Users Reference</i>.</p> <p>CAUTION: Consider the security issues when using <i>/u</i> and <i>/p</i> options (in particular <i>/p</i>) to access a live, production system. These values are not encrypted.</p>
<i>/p password</i>	<p>Specifies the password for the user specified using <i>/u</i>.</p>
<i>/b browser_exe</i>	<p>Specifies the path and file name for the browser executable program to use for the Siebel Web Client session.</p> <p>The <i>/b</i> option is needed only if a browser that is not supported for the Siebel application is currently the default browser. For example, to run Siebel Call Center when it is deployed using high interactivity, then you must use a supported version of Microsoft Internet Explorer. If this browser is not the default browser, then use <i>/b</i> to specify the browser explicitly.</p> <p>For more information about the supported browsers for Siebel Business Applications using high interactivity, see the Certifications tab on My Oracle Support.</p>
<i>/s spool_file</i>	<p>Specifies spooling SQL to a specified output file. This option can be useful for troubleshooting purposes. For more information, see <i>Siebel Performance Tuning Guide</i>.</p>

Creating Custom Siebel Application Shortcuts

If you want to customize Siebel Business Applications shortcuts described in [“Siebel Web Client Shortcuts” on page 179](#), then you can do so by modifying shortcut properties and changing the value for the Target field. Generally, rather than modifying existing shortcuts or creating them from scratch, it is recommended that you copy existing ones and rename and modify the copies.

Observe the following requirements for creating or modifying shortcuts:

- Do not modify the location displayed in the shortcut property labeled *Start in*.
- When defining the Target value for a shortcut, follow the guidelines for using the options described in [“Siebel Web Client Startup Options” on page 181](#).

This topic is part of [“Siebel Web Client Shortcuts and Startup Options” on page 179](#).

To create custom Siebel application shortcuts

- 1 Copy existing Siebel application shortcuts.
- 2 Modify the copies, for example, by changing the value for the Target field.

About Siebel QuickStart

Siebel QuickStart is an application feature for the Siebel Mobile Web Client that, when enabled, preloads the Siebel application on a mobile user's computer at startup time, reducing the time required to start the Siebel Web Client. Siebel QuickStart is enabled and loaded for the first time from the Siebel application login screen. If it is enabled, then it affects subsequent sessions for the same application. For information about enabling and disabling Siebel QuickStart, see [“Enabling and Disabling Siebel QuickStart” on page 185](#).

NOTE: Siebel QuickStart can be used with the Siebel Mobile Web Client when connecting to the local database only. It does not apply to the Siebel Sample Database, and it does not apply to the Siebel Web Client or Developer Web Client.

Siebel QuickStart Components

Siebel QuickStart has two main components:

- **Siebel QuickStart agent.** The agent represents the Siebel application that is preloaded when the user logs in to Windows, or that remains loaded after logging out of the application.
- **Siebel QuickStart Service.** This Windows service starts the Siebel QuickStart agent when the user logs in to Windows. This service runs automatically by default. If the user selected Enable Siebel QuickStart in the login screen in a previous Siebel application session (in the same or in a previous Windows session), then the service starts the Siebel QuickStart agent to preload the Siebel application.

What Does Siebel QuickStart Do?

Siebel QuickStart applies to subsequent instances of the same type of Siebel application session: running the same application as the same user and with the same startup options. Before enabling Siebel QuickStart for a different type of Siebel application session, users must disable Siebel QuickStart for an existing application session.

The speed increase provided by Siebel QuickStart does not take effect on the initial Siebel login. Subsequent logins of the same type of Siebel application session benefit from Siebel QuickStart, until the user disables Siebel QuickStart.

The Windows service Siebel QuickStart Service shuts down during the application session, to conserve resources. The service restarts the next time Windows is restarted. The Siebel QuickStart agent remains running during the Windows session, unless the user has disabled Siebel QuickStart, as described in this topic. The Siebel QuickStart agent runs under the Local System account and stays running even if the user logs out of Windows and logs back in again, unless the user has logged out of the Siebel application and disabled Siebel QuickStart from the Siebel icon in the system tray.

If the Siebel QuickStart agent is enabled but the Windows service Siebel QuickStart Service is disabled, then the Siebel application remains loaded after the user exits the application, providing quick access when the user restarts the application. However, if the user logs out of Windows, then the Siebel application does not preload when the user logs back in to Windows.

Siebel QuickStart stores the encrypted Siebel user name and password in the file `mwc_storage.cfg`, located in `SIEBEL_CLIENT_ROOT\bin`. Do not modify this file. For more information about the encryption used in this file, see *Siebel Remote and Replication Manager Administration Guide*.

When Does Siebel QuickStart Remain Running?

The Siebel QuickStart agent runs and remains running at least for the rest of the user's Windows session, in the following Siebel Mobile Web Client usage cases:

- After the user has started the Siebel application for the first time and initialized the local database.
- After the user has started the Siebel application by supplying login credentials from the command line.
- After the user has started the Siebel application and checked Enable QuickStart in the login screen.
- After the user has logged in to Windows when Enable QuickStart was specified in a previous Siebel application session (and in a previous Windows session).

NOTE: The listed cases apply only when Siebel QuickStart Service is set to either Automatic or Manual, unless the user has disabled Siebel QuickStart or logged out of the Siebel application.

Options for the Siebel Icon in the System Tray

When the Siebel application is running or the Siebel QuickStart agent is loaded, an icon appears in the system tray. Right-clicking this icon displays several choices:

- **Exit.** Exits the Siebel QuickStart agent for the current Windows session. This option is available only when the Siebel QuickStart agent is loaded and the Siebel application is *not* running. If Siebel QuickStart is enabled, then the agent loads again the next time the user starts the Siebel application the same way or starts Windows.
- **Disable On Startup.** Disables Siebel QuickStart the next time the user starts the Siebel application or starts Windows. Also exits the Siebel QuickStart agent, in the manner described in the previous topic. This option is available only when the Siebel QuickStart agent is loaded and the Siebel application is not running or was not started using Siebel QuickStart Service. This option also disables Siebel QuickStart Service.

- **About.** Displays information about Siebel Business Applications. This option is available when the Siebel application or the Siebel QuickStart agent are running, or both.
- **Help.** Displays *Siebel Online Help*. This option is available when the Siebel application or the Siebel QuickStart agent are running, or both.

Using View Precaching with Siebel QuickStart

When the Siebel QuickStart agent is loaded, views specified using the parameters in the [Preload] section of the configuration file, such as `siebel.cfg`, are preloaded (precached) during startup of the Siebel application. In subsequent application sessions, navigating to a precached view is faster.

In the [Preload] section, specify the names of the views to be precached as the values for configuration parameters named `View1`, `View2`, and so on.

For more information about specifying configuration file parameters, see *Siebel System Administration Guide*.

Siebel QuickStart and AutoStopDB Configuration Parameter

When you are using Siebel QuickStart, you can also decide to set the configuration parameter `AutoStopDB` to `FALSE` for the local database.

If the parameter is `True`, then the SQL Anywhere database engine exits when the user logs out. If it is `FALSE` (the default), then the database engine continues to run after the user logs out of Siebel Business Applications.

The `AutoStopDB` parameter is specified in the [Local] section of the application configuration file, such as `uagent.cfg` for Siebel Call Center.

Both the Siebel QuickStart feature and the ability to keep the SQL Anywhere database engine running have a similar performance benefit when the Siebel application is started and exited multiple times within the same Windows session.

Related Books

Siebel System Administration Guide

Siebel Performance Tuning Guide

Enabling and Disabling Siebel QuickStart

Instructions are provided in the following procedures for enabling and disabling Siebel QuickStart agent and the Windows service Siebel QuickStart Service. For more information about Siebel QuickStart, see [“About Siebel QuickStart” on page 183](#).

Enabling Siebel QuickStart

You enable Siebel QuickStart in the Siebel Mobile Web Client.

To enable Siebel QuickStart

- 1 Start a Siebel application with the Siebel Mobile Web Client and the local database. For example, double-click the shortcut for Siebel Call Center for your applicable language.
- 2 In the Siebel login screen, check the Enable Siebel QuickStart check box, and log in.

The Siebel QuickStart agent is loaded into memory for the rest of the Windows session, and it is loaded again when the user logs in to Windows subsequently, unless the user disables it. If you disable the service named *Siebel QuickStart Service*, then the agent stays loaded in memory for the rest of the Windows session only.

Disabling Siebel QuickStart from the Login Screen

You can disable Siebel QuickStart from the login screen.

To disable Siebel QuickStart from the login screen

- 1 Start a Siebel application with the Siebel Mobile Web Client. For example, double-click the shortcut for Siebel Call Center for your applicable language.
- 2 In the Siebel login screen, clear the Enable Siebel QuickStart check box (if it is checked), and log in.

The Siebel QuickStart agent is not loaded for this Siebel application session, and does not load subsequently, unless it is explicitly specified. You might also choose to disable the service Siebel QuickStart Service.

Disabling Siebel QuickStart from the System Tray

You can disable Siebel QuickStart from the system tray.

To disable Siebel QuickStart from the system tray

- Right-click the Siebel icon in the system tray, and select Disable On Startup.

This option is available only if the Siebel application is not running, or was not started using Siebel QuickStart.

The Siebel QuickStart agent exits. The agent does not load subsequently, unless it is explicitly specified. You might also choose to disable the service Siebel QuickStart Service.

Disabling Siebel QuickStart from the Siebel QuickStart Service

You can disable Siebel QuickStart from the Siebel QuickStart Service.

To disable Siebel QuickStart from the Siebel QuickStart Service

- 1 Navigate to Control Panel, Administrative Tools, and then Services.
- 2 Select Siebel QuickStart Service, click Action, and then Properties.
- 3 Change the startup type for this service from Automatic to Disabled.

The service Siebel QuickStart Service will no longer run automatically when you log in. If you want to reenable it, then change the startup type back to Automatic.

8

Verifying and Troubleshooting Your Installation

This chapter provides information about verifying and troubleshooting your installation of Siebel Business Applications. It includes the following topics:

- [Verifying Installation for the Siebel Enterprise Server on page 189](#)
- [Verifying Installation for the Siebel Database on page 195](#)
- [Verifying Installation for the Siebel Web Server Extension on page 198](#)
- [Verifying Installation for the Siebel Web Client on page 200](#)
- [Verifying Installation for Siebel Tools on page 203](#)
- [Verifying the ODBC Data Source on page 207](#)
- [Verifying Network Connectivity for the Siebel Server Computer on page 210](#)
- [Verifying Network Connectivity for Mobile Users on page 211](#)
- [Verifying That the Siebel Gateway Name Server Has Started on page 211](#)
- [Troubleshooting Installation and Configuration for Siebel Enterprise Server on page 212](#)
- [Troubleshooting Installation for the Siebel Database on page 217](#)
- [Troubleshooting Installation for the Siebel Web Server Extension on page 218](#)
- [Configuring the Siebel Mobile Web Client When Neither Siebel VB nor Siebel eScript Is Licensed on page 221](#)
- [About the Environment Verification Tool on page 222](#)
- [Using the Environment Verification Tool on page 225](#)

Verifying Installation for the Siebel Enterprise Server

After installing the Siebel Enterprise Server software as a new installation or as a patch installation (migration installation), review the installation log files, verify the version number of your installed software, and review the Siebel Enterprise Server directories and files that now exist under the `$SIEBEL_ROOT` directory that you specified during the installation.

NOTE: Additional top-level directories are created, which are parallel to the directories for the Siebel Gateway Name Server, Siebel Server, and so on. These directories include `ccr` for Oracle Configuration Manager files, `confi g` for Siebel Configuration Wizard files, `cfgtool l ogs` for installation log files, `opatch` for files related to the `opatch` utility, `oui` for files related to Oracle Universal Installer, and so on.

This topic contains the following information:

- “Reviewing the Installation Log Files for Siebel Enterprise Server” on page 190
- “Verifying the Installation Version Number for Siebel Enterprise Server” on page 190
- “Reviewing the Installation Directories for Siebel Gateway Name Server” on page 191
- “Reviewing the Installation Directories for Siebel Server” on page 192
- “Reviewing the Installation Directories for Siebel Database Configuration Utilities” on page 194

Reviewing the Installation Log Files for Siebel Enterprise Server

After installing the Siebel Enterprise Server components, review the installation log files to verify that all of the components installed successfully, particularly if you experienced any difficulties with the installation. The log files are created in the following directory:

```
$SIEBEL_ROOT/cfgtoollogs/oui
```

The relevant log files for an installation session are named `installActionsdate_time.log` file. In the file name, `date_time` represents the date and time when the file was created; for example, `installActions2013-07-02_10-28-04PM.log`. For each set of files created, the oldest and largest log file generally represents the Siebel module being installed.

Verifying the Installation Version Number for Siebel Enterprise Server

After installing the Siebel Enterprise Server components, verify the version number of installed software.

To verify the installation version number for Siebel Enterprise Server

- 1 Open a shell window.
- 2 Set the value of the `ORACLE_HOME` environment variable to correspond to your top-level installation location, such as `/siebel/8.1.1.11.0/ses` or `/siebel/8.2.2.4.0/ses` for an installation of Siebel Enterprise Server software. For example, enter a command like this for Siebel CRM version 8.1.1.11:

```
set ORACLE_HOME=/siebel/8.1.1.11.0/ses
```

- 3 Navigate to the `opatch` directory within your installation. For example, enter a command like this for Siebel CRM version 8.1.1.11:

```
cd /siebel/8.1.1.11.0/ses/opatch
```

- 4 Enter the following command:

```
opatch lsiinventory -jre jre_location -invPtrLoc inventory_location
```

where:

- *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the `-jre` option. It is not required on other operating systems. For more information about the JRE requirements for AIX, see ["Requirements Specific to UNIX or Linux Operating Systems"](#) on page 331.
- *inventory_location* is the full path of the `oralnst.loc` file (for example, `/export/home/oralnst.loc`), which points to the OUI inventory location. Use the `-invPtrLoc` option if you want to specify an inventory pointer file other than the default.

The installed components within the specified Oracle home are displayed, with the version number as managed by Oracle Universal Installer. For example, the version number shown for your installed software might be 8.1.1.11.0 or 8.2.2.4.0.

Reviewing the Installation Directories for Siebel Gateway Name Server

After installing the Siebel Gateway Name Server, review the directory structure created by the installer.

The Siebel Gateway Name Server is installed in the `$SIEBEL_GATEWAY_ROOT` directory within the Siebel root directory that you specified during the installation. The default installation location is `/siebel/8.1.1.11.0/ses/gtwysrvr` or `/siebel/8.2.2.4.0/ses/gtwysrvr`. Verify that the following Siebel Gateway Name Server directories and files now exist in the installation directory. In the list, *lang* represents each language that you have installed, such as ENU for U.S. English.

gtwysrvr. Top-level directory for Siebel Gateway Name Server.

admin. The template files used for scripts that control the running and configuration of the Siebel Gateway Name Server.

bin. Siebel Gateway Name Server start script, stop script, and executable programs.

cfgenv.csh. C shell variant of the Siebel script for setting environment variables on the server before you run one of the Siebel Configuration Wizards.

cfgenv.sh. Bourne or Korn shell variant of the Siebel script for setting environment variables on the server before you run one of the Siebel Configuration Wizards.

dbtempl. Dictionary and local database files required by Siebel Remote for regional users and mobile Web users.

input. Contains files related to Siebel Remote.

install_script. Contains files related to installation and configuration.

lib. Siebel Gateway Name Server program library files.

locale. Language-specific files and scripts. These are not configurable.

log. Siebel Gateway Name Server log files.

objects. Empty directory. When you install the Siebel Server into the same root directory, that installation procedure populates this directory with a *lang* subdirectory (such as *enu* for U.S. English) with a corresponding Siebel Repository file (`siebel_sia.srf`).

output. Contains files related to Siebel Remote.

siebenv.csh. C shell variant of the Siebel script for setting environment variables on the server after you configure the Siebel Enterprise Server.

siebenv.sh. Bourne or Korn shell variant of the Siebel script for setting environment variables on the server after you configure the Siebel Enterprise Server.

sqltempl. An empty directory, initially. When you install the Siebel Server into the same root directory, that installation procedure populates this directory with SQL files, containing SQL templates that can be used to create SQL statements that the Siebel Server uses to perform specific database operations.

sys. The backing files and service entry files used by the Siebel Gateway Name Server and server control utilities. Do not edit or modify these files, unless you are instructed to do so by Oracle Global Customer Support.

temp. Stores temporary files generated by the Siebel Gateway Name Server.

upgrade. Files and scripts related to version upgrades of Siebel Business Applications. Also holds temporary, backup, and state log files used during an upgrade.

upgrade.log. File that contains information logged during an upgrade.

Reviewing the Installation Directories for Siebel Server

After installing the Siebel Server, review the directory structure created by the installer.

The Siebel Server is installed in the `$SIEBSVR_ROOT` directory within the Siebel root directory that you specified during the installation. The default installation location is `/siebel/8.1.11.0/ses/siebsvr` or `/siebel/8.2.2.4.0/ses/siebsvr`. Verify that the following Siebel Server directories and files now exist in the installation directory. In the list, *lang* represents each language that you have installed, such as ENU for U.S. English.

NOTE: The `objects` directory contains the SRF file. Monitoring of any SRF files by virus scanning software might significantly degrade Siebel Server performance. If you have virus scanning software installed on your computers, then configure it to skip SRF files. Because these files are binary data files, the risk of virus infection is low, and so excluding these files from scanning is usually acceptable. Alternatively, you can scan SRF files less frequently than other files.

siebsvr. Top-level directory for Siebel Server.

admin. The template files used for scripts that control the running and configuration of Siebel Server.

bin. Binary file directory, containing executable programs, scripts, and language subdirectories related to language-specific server components. Also contains files used by Oracle Global Customer Support for installation workarounds.

cfgenv.csh. C shell variant of the Siebel script for setting environment variables on the server before you run one of the Siebel Configuration Wizards.

cfgenv.sh. Bourne or Korn shell variant of the Siebel script for setting environment variables on the server before you run one of the Siebel Configuration Wizards.

classes.

dbenv.csh. C shell variant of the Siebel script for setting environment variables on the server before you run the Siebel Database Configuration Wizard. You create this file by using the script `CreateDbSrvrEnvScript` before you first run the wizard. For more information, see [“Installing the Siebel Database” on page 93](#).

dbenv.sh. Bourne or Korn shell variant of the Siebel script for setting environment variables on the server before you run the Siebel Database Configuration Wizard. You create this file by using the script `CreateDbSrvrEnvScript` before you first run the wizard. For more information, see [“Installing the Siebel Database” on page 93](#).

dbtempl. Contains dictionary and local database files required by Siebel Remote for regional users and Mobile Web Client users.

docking. Contains transaction files, visibility, and other databases required by Siebel Remote.

enterprises. Files specific to a particular enterprise; contains a server subdirectory that contains files specific to a particular server (for example, log files).

help. Contains help files.

input. Contains files related to Siebel Remote.

install. Contains files used by the installer.

install_script. Contains files related to installation and configuration.

isstempl. Contains templates for Customer Order Management CDA application and engine files for newly created projects. Do not modify any files in the directories `isstempl//ang/EngineSourceFiles` or `isstempl//ang/NewProjectDefault`, unless you are directed to do so by Oracle Global Customer Support.

IVSE.LIC. Merant ODBC Driver license file.

lex. Language-related files.

lib. Library subdirectory. Contains the *.so files used in LDAP or other applications.

locale. Contains language-specific files. These files are not configurable.

log. Contains client and utility log files.

mgmtagent. Stores files related to Siebel Management Agent.

msgtempl. Stores language-specific files for mail merge.

mw. Contains MainWin binaries, libraries, and scripts that function as a Windows interface. For more information, see article 473791.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2240. See also *Siebel System Administration Guide*.

nlp. Contains natural-language processing files.

objects. Contains language-specific Siebel Repository files.

output. Contains files related to Siebel Remote.

reports. Contains the report executable programs used by Siebel Proposals to include reports in proposals.

SDQConnector. Contains the DLLs, configuration files, and other files necessary to connect the Siebel Data Quality Universal Connector to one or more external data quality products. An external data quality product is validated through Oracle's partner initiative.

search. Contains the indexes and scripts used to administer and execute searches.

siebenv.csh. C shell variant of the Siebel script for setting environment variables on the server after you run the Siebel Server Configuration Wizard.

- siebenv.sh.** Bourne or Korn shell variant of the Siebel script for setting environment variables on the server after you run the Siebel Server Configuration Wizard.
- sqltempl.** Contains SQL statements used by Siebel Server components. Do not modify these files.
- SYBSsa90.** Contains the SQL Anywhere 9 engine and an ODBC driver.
- sys.** The service entry files and .odbc.ini files used by the Siebel Server and server control utilities. Do not edit or modify these files, unless you are instructed to do so by Oracle Global Customer Support.
- tclient.** Contains Web server-related files.
- temp.** Stores temporary files for use by the Siebel Server.
- upgrade.** Contains files and scripts related to version upgrades of Siebel Business Applications. Also holds temporary, backup, and state log files used during an upgrade.
- upgrade.log.** File that contains information logged during an upgrade.
- webmaster.** Contains files (including CSS files, IMG files, JS files, and others) that are updated to the Web server when the Web server is restarted, or when an administrator uses the SWE command UpdateWebImages to manually update the files on the Web server. For more information, see [“About the Siebel Enterprise Security Token” on page 151](#) and [“Updating Web Server Static Files Using the Siebel Enterprise Security Token” on page 152](#). See also the topic about adding a password for updating Web server static files in *Siebel Security Guide*.
- webtempl.** Contains Siebel Web templates and HTML files that support the applets and views required for any type of Siebel Web Client for Siebel Business Applications. If you are using Siebel Open UI (in native mode), then do not store your own custom Web template files or HTML files in this directory. For more information, see *Configuring Siebel Open UI*.
- xml.** Web server-related files.

Reviewing the Installation Directories for Siebel Database Configuration Utilities

After installing the Siebel Database Configuration Utilities, review the directory structure created by the installer.

The Siebel Database Configuration Utilities software is installed in the *DBSRVR_ROOT* directory within the Siebel root directory that you specified during the installation. The default installation location is `/siebel/8.1.11.0/ses/dbsrvr` or `/siebel/8.2.2.4.0/ses/dbsrvr`. Verify that the following Siebel Database Configuration Utilities directories and files now exist in the installation directory. In the list, *lang* represents each language that you have installed, such as ENU for U.S. English.

- dbsrvr.** Top-level directory for Siebel Database Configuration Utilities.
 - bin.** Contains files for internal use.
 - common.** Contains database platform-independent files.
 - db_server (oracle, db2udb, or db2390).** Contains scripts specific to your database, including upgrade scripts for previous versions of Siebel Business Applications.

dboutput (IBM DB2 for z/OS only). Contains subdirectories in which DDL is deposited by the installer for later transfer to the DB2 host when the Siebel Schema installation option Generate DDL Into Files is chosen.

siebproc (IBM DB2 only). Contains User Defined Functions (UDFs) and stored procedures for IBM DB2, by operating system. See also [“Installing the Stored Procedures and User-Defined Functions on IBM DB2” on page 92.](#)

aix. UDFs and stored procedures for IBM DB2 on AIX.

hpux. UDFs and stored procedures for IBM DB2 on HP-UX.

linux. UDFs and stored procedures for IBM DB2 on Linux.

solaris. UDFs and stored procedures for IBM DB2 on Oracle Solaris.

win32. UDFs and stored procedures for IBM DB2 on Windows.

sqlproc (IBM DB2 only). Contains subdirectories that contain the SAR (stored procedure archive) files for each of the supported operating systems that are installed on the server.

aix. Stored procedures for IBM DB2 on AIX.

hpux. Stored procedures for IBM DB2 on HP-UX.

linux. Stored procedures for IBM DB2 on Linux.

solaris. Stored procedures for IBM DB2 on Oracle Solaris.

win32. Stored procedures for IBM DB2 on Windows.

storproc (IBM DB2 for z/OS only). Contains stored procedures for DB2 for z/OS.

upgrade. Directories containing files to enable upgrading from specific versions of Siebel Business Applications that are supported for upgrade to the current release.

lang. Contains language-specific and database-specific files for the ancestor Siebel Repository and supporting files. For example, ENU contains language-specific files for U.S. English, and DEU contains language-specific files for German.

files. This directory contains sample file attachments. You must copy these files to the appropriate subdirectory of the Siebel File System. See [“Populating the Siebel File System” on page 101.](#)

locale. Contains translation files (for Oracle use only).

Verifying Installation for the Siebel Database

After installing the Siebel database on the RDBMS using the Siebel Database Configuration Wizard, review the installation log files and the system preferences for the database code page. This topic has the following information:

- [“Reviewing the Installation Log Files for the Siebel Database” on page 196](#)
- [“Verifying System Preferences and Settings for the Database Code Page” on page 197](#)

Reviewing the Installation Log Files for the Siebel Database

Installing Siebel database components on the RDBMS creates several log files within the `$SIEBEL_ROOT/1` og subdirectory. You must review the files in this subdirectory for any errors.

For example, log files created might be named `svrupgwiz1.log` (the most recently created), `svrupgwiz1_01.log`, `svrupgwiz1_02.log`, and so.

NOTE: For information about reviewing log files using the `Logparse` utility, see *Siebel Database Upgrade Guide*. This utility is located in `$SIEBEL_ROOT/bin`.

Some other files generated, by supported RDBMS, are listed as follows.

Oracle Database. For Oracle Database, the following log files are also generated when you create tables, indexes, and seed data:

```
ddl_ctl.log
dataimp_primary.log
dataimp_primary_lang.log
ddlseq.log
ddlora.log
ddlview.log
ddlview_sia.log
seedssa.log
seedver.log
pkgseq.log
pkgldel.log
seedora.log
pkgvis.log
trgreset.log
ifstrg.log
ifindxstrg.log
set_utc_on.log
month_fn.log
```

IBM DB2. For IBM DB2, the following log files are also generated when you create tables, indexes, and seed data:

```
ddl_ctl.log
dataimp_primary.log
dataimp_primary_lang.log
db2ddl.log
siebproc.log
seeddb2.log
seedver.log
seedssa.log
ddlview.log
ddlview_sia.log
grantstat.log
updatestats.log
loadstats.log
set_utc_on.log
```

Verifying System Preferences and Settings for the Database Code Page

After you complete installing Database Configuration Utilities and installing the Siebel database, you must verify system preferences and other settings for the Siebel application that indicate whether you are using Unicode, and indicate the code page that you are using.

For more information about code pages, see [“Planning RDBMS Installation and Configuration” on page 307](#). For Siebel language support, Unicode support, and legacy code page support, see article ID 1513102.1 (for Siebel CRM version 8.1.1.x) or article ID 1524342.1 (for Siebel CRM version 8.2.2.x) on My Oracle Support.

The following procedure assumes that you have already installed Siebel Tools and entered license key information.

- For information about installing Siebel Tools, see [“Process of Installing Siebel Tools” on page 163](#).
- For information about starting Siebel Tools and entering license key information, see [“Verifying Successful Installation of Siebel Tools” on page 206](#).

To verify system preferences and settings for the database code page

- 1 Start Siebel Tools and connect to the Siebel database.
- 2 Navigate to Screens, System Administration, and then System Preferences.
- 3 Look for System Preference Name = Enterprise DB Server Code Page. Verify that the value has been set correctly, based on the value that you selected during the installation of the Siebel database components (see [“Installing the Siebel Database” on page 93](#)).

NOTE: The value of Enterprise DB Server Code Page must be in lowercase, for example, utf-8 or utf-16. An Oracle Database character set might have a different value, although the system preference value must be utf-8. The utf-16 code page is also known as UCS-2, although the system preference value must be utf-16.

Possible values for the system preference are listed in the following table:

Language	Database	Value
All	Oracle	utf-8 (for Unicode)
All	IBM DB2	utf-16 (for Unicode)
Japanese	Oracle, IBM DB2	cp932 (or equivalent)
Western European	All	cp1252 (or equivalent)

- 4 Verify that the column UNICD_DATATYPS_FLG in the table S_APP_VER is set correctly. The flag value must be in uppercase.

Possible values for UNICD_DATATYPS_FLG are listed in the following table:

Code Page	Database	Value
Non-Unicode code page	All	N
Unicode	Oracle	8
Unicode	IBM DB2	Y

Verifying Installation for the Siebel Web Server Extension

After installing the Siebel Web Server Extension (SWSE) software as a new installation or as a patch installation (migration installation), review the installation log files, verify the version number of your installed software, and review the Siebel Web Server Extension (SWSE) directories and files that now exist under the *SWSE_ROOT* directory that you specified during the installation.

This topic contains the following information:

- [“Reviewing the Installation Log Files for the SWSE” on page 198](#)
- [“Verifying the Installation Version Number for the SWSE” on page 198](#)
- [“Reviewing the Installation Directories for the SWSE” on page 199](#)
- [“Reviewing the Log Files for the SWSE” on page 200](#)

Reviewing the Installation Log Files for the SWSE

After installing the SWSE, review the installation log files to verify that all of the components installed successfully, particularly if you experienced any difficulties with the installation. The log files are created in the following directory:

```
$SIEBEL_ROOT/cfgtool/logs/oui
```

The relevant log files for an installation session are named `installActionsdate_time.log` file. In the file name, `date_time` represents the date and time when the file was created; for example, `installActions2013-07-02_10-28-04PM.log`. For each set of files created, the oldest and largest log file generally represents the Siebel module being installed.

Verifying the Installation Version Number for the SWSE

After installing the SWSE, verify the version number of the installed Siebel software.

To verify the installation version number for the SWSE

- 1 Open a shell window.

- 2 Set the value of the ORACLE_HOME environment variable to correspond to your top-level installation location, such as /siebel/8.1.1.11.0/sweapp or /siebel/8.2.2.4.0/sweapp for an installation of Siebel Web Server Extension software. For example, enter a command like this for Siebel CRM version 8.1.1.11:

```
set ORACLE_HOME=/siebel/8.1.1.11.0/sweapp
```

- 3 Navigate to the opatch directory within your installation. For example, enter a command like this for Siebel CRM version 8.1.1.11:

```
cd /siebel/8.1.1.11.0/sweapp/patch
```

- 4 Enter the following command:

```
opatch lsinventory -jre jre_location -invPtrLoc inventory_location
```

where:

- *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the -jre option. It is not required on other operating systems. For more information about the JRE requirements for AIX, see [“Requirements Specific to UNIX or Linux Operating Systems” on page 331](#).
- *inventory_location* is the full path of the oraInst.loc file (for example, /export/home/orainst.loc), which points to the OUI inventory location. Use the -invPtrLoc option if you want to specify an inventory pointer file other than the default.

The installed components within the specified Oracle home are displayed, with the version number as managed by Oracle Universal Installer. For example, the version number shown for your installed software might be 8.1.1.11.0 or 8.2.2.4.0.

Reviewing the Installation Directories for the SWSE

Review the physical directories created during the installation of the Siebel Web Server Extension (SWSE) on the Web server host to familiarize yourself with the locations of files such as the eapps.cfg and eapps_sia.cfg configuration files.

NOTE: Additional top-level directories are created, which are parallel to the sweapp directory for the Siebel Web Server Extension. These directories include ccr for Oracle Configuration Manager files, config for SWSE Configuration Wizard files, cfgtoollogs for installation log files, opatch for files related to the opatch utility, oui for files related to Oracle Universal Installer, and others.

The following list shows some of the physical directories and files created after you install the SWSE on the Web server. Some of these directories are not created until the first login. In the list, *lang* represents each language that you have installed, such as ENU for U.S. English.

sweapp. Top-level directory for SWSE.

admin. Contains model files used during configuration of the SWSE.

bin. Contains the SWSE configuration files (eapps.cfg and eapps_sia.cfg) and the library files needed for the SWSE functionality.

lang. Language-specific files and scripts. These are not configurable.

cfgenv.csh. C shell variant of the Siebel script for setting environment variables on the server before you run one of the Siebel Configuration Wizards.

cfgenv.sh. Bourne or Korn shell variant of the Siebel script for setting environment variables on the server before you run one of the Siebel Configuration Wizards.

install_script. Contains files related to installation and configuration.

locale. Contains resource files with information about any run-time errors. These language-specific files and scripts are not configurable.

log. Reports communication errors between the SWSE and the Application Object Managers in the Siebel Servers.

public. Each language-specific subdirectory contains the default HTML file (default.htm) used to redirect the browser to the SWSE and subdirectories of the Siebel Server. The files are updated from the webmaster directory on the Siebel Server when the Web server is restarted, or when an administrator uses the SWE command UpdateWebImages to manually update the files on the Web server.

For more information, see [“About the Siebel Enterprise Security Token” on page 151](#) and [“Updating Web Server Static Files Using the Siebel Enterprise Security Token” on page 152](#). See also the topic about adding a password for updating Web server static files in *Siebel Security Guide*.

lang. Language-specific files. If you are using Siebel Open UI (in native mode), then do not store your own custom files in subdirectories such as CSS, files, images, or scripts. For more information, see *Configuring Siebel Open UI*.

Reviewing the Log Files for the SWSE

SWSE generates one or more log files as a result of connection attempts with the Siebel Server. These log files reside in *SWSE_ROOT/Log*.

Depending on the logging level that you choose, these files record errors, warnings, and general information. Events such as Web server failures or invalid configuration of the SWSE are captured in these log files. Analyzing the log files can provide clues for troubleshooting SWSE problems. For more information about reviewing log files and monitoring Web servers and SWSE, see *Siebel System Monitoring and Diagnostics Guide*.

Verifying Installation for the Siebel Web Client

After installing the Siebel Web Client software, review the installation log files, verify the version number of your installed software, and review the Siebel Web Client directories and files that now exist under the *SIEBEL_CLIENT_ROOT* directory that you specified during the installation.

This topic contains the following information:

- [“Reviewing the Installation Log Files for the Siebel Web Client” on page 201](#)
- [“Verifying the Installation Version Number for the Siebel Web Client” on page 201](#)
- [“Reviewing the Installation Directories for the Siebel Web Client” on page 202](#)

- [“Verifying ODBC Data Sources for the Siebel Developer Web Client” on page 203](#)

This topic is part of [“Process of Installing the Siebel Web Client” on page 157](#).

Reviewing the Installation Log Files for the Siebel Web Client

After installing the Siebel Web Client software, review installation log files to verify that all of the components installed successfully, particularly if you experienced any difficulties with the installation. The log files are created in the following directory:

```
SIEBEL_CLIENT_ROOT\cfgtool\logs\oui
```

The relevant log files for an installation session are named `installActionsdate_time.log` file. In the file name, `date_time` represents the date and time when the file was created; for example, `installActions2013-07-02_10-28-04PM.log`. For each set of files created, the oldest and largest log file generally represents the Siebel module being installed.

NOTE: This topic applies to the Siebel Web Client installation, but not to the Siebel Sample Database installation.

Verifying the Installation Version Number for the Siebel Web Client

After installing the Siebel Web Client software, verify the version number of the installed Siebel software.

NOTE: This topic applies to the Siebel Web Client installation, but not to the Siebel Sample Database installation.

To verify the installation version number for the Siebel Web Client

- 1 Open a DOS window.
- 2 Set the value of the `ORACLE_HOME` environment variable to correspond to your installation location, such as `C:\siebel\8.1\client_1` or `C:\siebel\8.2.2.0\client_1`. For example, enter a command like this for Siebel CRM version 8.1.1:

```
set ORACLE_HOME=C:\siebel\8.1\client_1
```

- 3 Navigate to the `opatch` directory within your installation. For example, enter a command like this for Siebel CRM version 8.1.1:

```
cd C:\siebel\8.1\client_1\opatch
```

- 4 Enter the following command:

```
opatch lsi nventory
```

Installed components within the specified Oracle home are displayed, with the version number as managed by the Oracle Universal Installer software. For example, the version number of an installation of the Siebel CRM version 8.1.1 or version 8.2.2 base release, with no Siebel Fix Pack or Siebel Innovation Pack release installed, is shown as 8.1.1.0.0 or 8.2.2.0.0.

Reviewing the Installation Directories for the Siebel Web Client

The following minimum directories are created for a Siebel Web Client installation. These directories, the files and subdirectories they contain, and various other files are created in the directory that you specified during the installation, such as C:\siebel\8.1\client_1 or C:\siebel\8.2.2.0.0\client_1. Use Windows Explorer to verify the directory structure on your computer.

NOTE: The objects directory contains the SRF file. The monitoring of any SRF file by virus scanning software might significantly degrade Siebel Web Client performance. If you have virus scanning software installed on your computers, then configure it to skip SRF files. Because these files are binary data files, the risk of virus infection is low, and so excluding these files from scanning is usually acceptable. Alternatively, you can scan SRF files less frequently than other files.

SIEBEL_CLIENT_ROOT. The directory for the Siebel Web Client installation, such as C:\siebel\8.1\client_1 or C:\siebel\8.2.2.0.0\client_1 (or similar locations). This installation directory contains the subdirectories identified here. You can change the name during the installation process. For more information, see [“Requirements for Installing Siebel Web Clients” on page 349](#).

bin. Contains all of the binary files (*.exe, *.dll, and so on), configuration files (*.cfg), user preference files, and language-specific files.

cfgtoollogs. Contains installation log files.

charts. Contains files for generating charts.

fonts. Contains font files.

isstempl. Contains templates for the Customer Order Management CDA application and engine files for newly created projects.

lex. Contains dictionary files used by the spelling checker.

local. Where the local database is stored.

locale. Stores language-specific files.

log. Stores the log files from Siebel Web Client operations, such as synchronization.

msgtempl. Stores message files used by the Siebel Web Client.

objects. Contains compiled Siebel Repository (SRF) files and language-specific files.

opatch. Files used by the opatch utility for installing Siebel Patchset releases.

public. Contains HTML, ActiveX, Java, and JavaScript files, and image files used by the Siebel Web Client.

sample. Contains the Siebel Sample Database.

sqltempl. Contains SQL scripts. Do not modify these files.

temp. Contains working report files.

upgrade. Contains Siebel Anywhere upgrade files that have been retrieved by the user.

webtempl. Contains Siebel application Web templates.

Verifying ODBC Data Sources for the Siebel Developer Web Client

Verification of ODBC data sources for the Siebel Developer Web Client is similar to that for Siebel Tools. For information, see [“Verifying the ODBC Data Sources for Siebel Tools” on page 206](#).

Verifying Installation for Siebel Tools

After installing Siebel Tools, review the installation log files, verify the version number of your installed software, and review the Siebel Tools directories and files that now exist under the *SIEBEL_TOOLS_ROOT* directory that you specified during the installation.

This topic contains the following information:

- [“Reviewing the Installation Log Files for Siebel Tools” on page 203](#)
- [“Verifying the Installation Version Number for Siebel Tools” on page 203](#)
- [“Reviewing the Installation Directories for Siebel Tools” on page 204](#)
- [“Verifying Successful Installation of Siebel Tools” on page 206](#)
- [“Verifying Directory Permissions for Siebel Tools” on page 206](#)
- [“Verifying the ODBC Data Sources for Siebel Tools” on page 206](#)

This topic is part of [“Process of Installing Siebel Tools” on page 163](#).

Reviewing the Installation Log Files for Siebel Tools

After installing Siebel Tools, review the installation log files to verify that all of the components installed successfully, particularly if you experienced any difficulties with the installation. The log files are created in the following directory:

```
SIEBEL_TOOLS_ROOT\cfgtool\logs\oui
```

The relevant log files for an installation session are named `installActionsdate_time.log` file. In the file name, *date_time* represents the date and time when the file was created; for example, `installActions2013-07-02_10-28-04PM.log`. For each set of files created, the oldest and largest log file generally represents the Siebel module being installed.

Verifying the Installation Version Number for Siebel Tools

After installing Siebel Tools, verify the version number of the installed software.

To verify the installation version number for Siebel Tools

- 1 Open a DOS window.
- 2 Set the value of the `ORACLE_HOME` environment variable to correspond to your installation location, such as `C:\siebel\8.1\Tools_1` or `C:\siebel\8.2.2.0.0\Tools_1`. For example, enter a command like this for Siebel CRM version 8.1.1:

```
set ORACLE_HOME=C:\siebel\8.1\Tools_1
```

- 3 Navigate to the `opatch` directory within your installation. For example, enter a command like this for Siebel CRM version 8.1.1:

```
cd C:\siebel\8.1\Tools_1\opatch
```

- 4 Enter the following command:

```
opatch lsi nventory
```

Installed components within the specified Oracle home are displayed, with the version number as managed by the Oracle Universal Installer software. For example, the version number of an installation of the Siebel CRM version 8.1.1 or version 8.2.2 base release, with no Siebel Fix Pack or Siebel Innovation Pack release installed, is shown as 8.1.1.0.0 or 8.2.2.0.0.

Reviewing the Installation Directories for Siebel Tools

The following minimum directories are created for a Siebel Tools installation. These directories, the files and subdirectories they contain, and various other files are created in the directory that you specified during the installation, such as `C:\Siebel\8.1\Tools_1` or `C:\Siebel\8.2.2.0.0\Tools_1`. Use Windows Explorer to verify the directory structure on your computer. In the list, *lang* represents each language that you have installed, such as ENU for U.S. English.

NOTE: The `objects` directory contains the SRF file. Monitoring of any SRF file by virus scanning software might significantly degrade Siebel Tools performance. If you have virus scanning software installed on your computers, then configure it to skip SRF files. Because these files are binary data files, the risk of virus infection is low, and so excluding these files from scanning is usually acceptable. Alternatively, you can scan SRF files less frequently than other files.

adm	Stores SIF files created in Siebel Tools that are used by Siebel ADM.
admpkgr	The ADM packager utility.
bin	All binary files (.exe, .dll, .cfg, .dsn, .enu, .bat), configuration files, and user preference files.
	<i>lang</i> Language-specific DLL files.
	dll Siebel Tools program library files.
	bin Siebel Tools binary files.
	exe Siebel Tools executable files.
cfgtoollogs	Contains installation log files.
classes	Java code files.
	examples
	examples\src
	examples\src\com
	examples\src\com\siebel
	examples\src\com\extra
	examples\src\com\integration
	examples\src\com\integration\mq Examples of Java code files.
	examples\src\com\integration\servlet Examples of Java code files.

ddktempl	Dynamic Developer Kit (DDK) files. For more information, see <i>Siebel Web UI Dynamic Developer Kit Guide</i> .
help	Siebel Tools help files. <i>lang</i> Help files for the language that you installed.
local	The local, extracted database. files Local file attachments. inbox Not used for Siebel Tools. outbox Not used for Siebel Tools.
locale	Text files for installed languages containing version information.
log	Log files from Siebel Tools operations.
msgtempl	Message files.
objects	Location of the compiled Siebel Repository file used by Siebel Tools (siebel_sia.srf). Also the default location for SRF files created using the Siebel Tools object compiler.
opatch	Files used by the opatch utility for installing Siebel Patchset releases.
public	HTML files, graphics files, and cascading style sheet files.
reppatch	Location of the XML files used by the maintenance update wizard. All log files generated by this wizard are also created under reppatch\log.
sample	Location where the Sample Database (sse_samp.dbf) is installed, if you installed it with Siebel Tools. files Where the sample file attachments are installed. inbox Not used for Siebel Tools. outbox Not used for Siebel Tools.
scripts	Location of Java scripts.
sqltempl	SQL statement fragments used by certain Siebel Tools operations.
temp	Temporary working area.
upgrade	Not used for Siebel Tools.
webtempl	Location of Siebel Web Template (.swt) files.

Verifying Successful Installation of Siebel Tools

After installing Siebel Tools, verify that installation was successful by connecting to the Siebel database and entering your license key for Siebel Tools.

To verify that the Siebel Tools installation completed successfully

- 1 Start Siebel Tools and log in to the Siebel database.

The first time that you log in, the system prompts you to enter a license key number, if you have not done so already. You can find license key information for Siebel Business Applications at Oracle's license codes site. For the Siebel license keys site, see

<http://licensecodes.oracle.com/siebel.html>

See also *Siebel Applications Administration Guide*.

- 2 If you have not yet done so, then type your license key number in the dialog box that appears, and click OK.

Verifying Directory Permissions for Siebel Tools

After installing Siebel Tools, verify that the Siebel Tools user has sufficient permissions to read and write data to the Siebel Tools installation directory.

To verify directory permissions for Siebel Tools

- 1 Select the Siebel Tools root directory and right-click on it.
- 2 Choose Properties and go to the Sharing tab.
- 3 Make sure that the Siebel Tools user has read and write access.

In addition, in user account properties, the Siebel Tools user must not be defined as a restricted user in the group membership section.

Verifying the ODBC Data Sources for Siebel Tools

The Siebel Tools installer creates the ODBC data sources described in [Table 12](#). By default, these are created as system data sources, which are visible to all of the user accounts on the computer where Siebel Tools is installed.

Table 12. Siebel Tools ODBC Data Sources

Data Source	Use
SSD Local Db default instance	Connects to the local SQL Anywhere database.
SSD	Connects to the DB2 database.
SSD default instance	Connects to the Oracle Database.

For Oracle Database, verify that the following registry keys are set as shown. These values are required in order for the ODBC driver to behave correctly.

```
PacketSize = 0  
EnableScrollableCursors = 0  
ColumnsAsChar = 1  
ColumnSizeAsCharacter = 1
```

For more information about how to run the Microsoft ODBC Administrator to verify ODBC data sources, see [“Verifying the ODBC Data Source” on page 207](#). Consult this topic as it is presented in *Siebel Installation Guide for Microsoft Windows*. See also [“Requirements for Installing Siebel Tools” on page 351](#).

Verifying the ODBC Data Source

This topic provides information about verifying the ODBC data source for your database platform. It includes the following information:

- [“Verifying the ODBC Data Source for Oracle Database” on page 207](#)
- [“Verifying the ODBC Data Source for IBM DB2” on page 208](#)

Verifying the ODBC Data Source for Oracle Database

Configuring the Siebel Enterprise automatically creates an ODBC system data source name (DSN) that the Siebel Server uses to connect to the Siebel database on the RDBMS.

Make sure that the appropriate version of the Oracle Database Client has been installed and that the Siebel Server service is started prior to verifying the ODBC data source. This topic applies also to virtual ODBC data sources in a clustered environment.

NOTE: For information about installing the Oracle Database Client for Siebel CRM version 8.1.1.11 or version 8.2.2.4, see *Siebel Security Guide*. This client is part of a new LDAP integration for Siebel CRM, for any RDBMS.

CAUTION: In general, do not change the default settings that are created automatically with the ODBC data source. However, if you have upgraded from earlier Oracle Database versions to Oracle Database 11g (which uses CBO), or if you manually created your ODBC, then you must check your ODBC settings, as shown in the following procedure.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 307](#).

To verify the ODBC data source for Oracle Database

- 1 Navigate to the file `$SIEBEL_HOME/sys/.odbc.ini`, and open this file for editing.

- 2 Locate the section of the file containing a reference to `ServerName` and `Driver`.

This section defines the ODBC data source for Siebel Server. A sample section is represented in the following example:

```
[EnterpriseName_DSN]
ServerName=ora11g
Driver=$SIEBEL_HOME/lib/SEor825.so
ColumnsAsChar=1
ColumnSizeAsCharacter=1
```

CAUTION: The `ColumnsAsChar` and `ColumnSizeAsCharacter` parameter settings are required in order for the ODBC driver to behave correctly.

`ServerName` is the Oracle connect string that you entered while configuring the Siebel Enterprise. (To verify this connect string, run `sqlplus`.) The driver must point to `$SIEBEL_HOME/lib/SEor825.so`, allowing you to verify the existence of this file.

- 3 Verify that the `SIEBEL_UNIXUNICODE_DB` environment variable is set to `ORACLE`.

NOTE: If you use Siebel Marketing, which requires simultaneous heterogeneous database connectivity, then set this variable to `ORACLE`, regardless of your database platform.

- 4 Source the `siebenv.csh` (for C shell) or `siebenv.sh` (for Bourne or Korn shell) file.

- 5 Test the connection by navigating to `$SIEBEL_HOME/bin` and entering the command:

```
odbcsql /u database_account_name /p password /s ODBC_DSN
```

where:

- `database_account_name` is a valid database account name.
- `password` is the corresponding database account password.
- `ODBC_DSN` is the ODBC data source name, in the form `SiebelEnterpriseName_DSN`. In the data source name, `SiebelEnterpriseName` is the name of your Siebel Enterprise.

If you do not receive an error message, then the ODBC connection is working. If your ODBC DSN is not working, then the program exits with an error message. For more information, see [“Verifying Network Connectivity for the Siebel Server Computer” on page 210](#) and [“Troubleshooting the ODBC Data Source Connection” on page 216](#).

Verifying the ODBC Data Source for IBM DB2

Configuring the Siebel Enterprise automatically creates an ODBC system data source name (DSN) that the Siebel Server uses to connect to the Siebel database on the RDBMS.

Make sure that the appropriate database client has been installed and that the Siebel Server service is started prior to verifying the ODBC data source. This topic applies also to virtual ODBC data sources in a clustered environment.

CAUTION: Do not change the default settings that are created automatically with the ODBC data source.

For more information about the ODBC data source, see [“Planning RDBMS Installation and Configuration” on page 307](#).

NOTE: For information about verifying the ODBC data source for IBM DB2 for z/OS, see [Implementing Siebel Business Applications on DB2 for z/OS](#).

To verify the ODBC data source for IBM DB2 (on UNIX)

1 Open a DB2 Command Window.

2 Run the following command:

```
db2 get cli cfg for section SiebelEnterpriseName_DSN
```

In the data source name, *SiebelEnterpriseName* is the name given the Siebel Enterprise during initial configuration, for example sieb81 or sieb82.

Entering this command generates the following results:

```
Secti on: SiebelEnterpriseName_DSN
-----
dbal i as=SBL
cli pkg=6
txni sol ati on=1
```

The value for *dbal i as* is the database alias catalogued for your DB2 database server.

If the *SiebelEnterpriseName_DSN* section is missing, then run the *confi gdb2* script in *\$SIEBEL_HOME/bin* to set it, and then verify again that the section is present.

See also [“Guidelines for Preventing IBM DB2 from Running Out of ODBC Statement Handles” on page 375](#).

3 Verify that the *SIEBEL_UNIXUNICODE_DB* environment variable is set to DB2.

NOTE: If you use Siebel Marketing, which requires simultaneous heterogeneous database connectivity, then set this variable to *ORACLE*, regardless of your database platform.

4 Source the *siebenv.csh* (for C shell) or *siebenv.sh* (for Bourne or Korn shell) file.

5 Test the connection by navigating to *\$SIEBEL_HOME/bin* and entering the command:

```
odbcsql /u database_account_name /p password /s ODBC_DSN
```

where:

- *database_account_name* is a valid database account name.
- *password* is the corresponding database account password.
- *ODBC_DSN* is the ODBC data source name, in the form *EnterpriseName_DSN*. In the data source name, *EnterpriseName* is the name of your Siebel Enterprise.

If you do not receive an error message, then the ODBC connection is working.

If your ODBC DSN is not working, then the program exits with an error message. For more information, see [“Verifying Network Connectivity for the Siebel Server Computer” on page 210](#) and [“Troubleshooting the ODBC Data Source Connection” on page 216](#).

Verifying Network Connectivity for the Siebel Server Computer

The Siebel Server must have network access to other Siebel Enterprise components, such as the Siebel Gateway Name Server, the Siebel database on the RDBMS, and the Siebel File System. Use the following procedure to verify that the Siebel Server computer can access other Siebel Enterprise components.

NOTE: For information about verifying network connectivity for IBM DB2 for z/OS, see *Implementing Siebel Business Applications on DB2 for z/OS*.

To verify network connectivity for the Siebel Server computer

- 1 Verify network connectivity to the Siebel Gateway Name Server and the Siebel database from the Siebel Server computer, using the test utility for your network type.

For TCP/IP networks, use the ping utility to verify network connectivity. Or test the connection through Control Panel, Administrative Tools, Data Sources (ODBC), and then System DSN.

- 2 For Oracle Database, verify connectivity to the Siebel database, then go to [Step 4 on page 210](#).

Use the tns ping utility and Oracle Database connectivity alias, as appropriate to your database, from a Command Prompt window to make sure that you can connect to the database using the network connect string that you defined.

- 3 For IBM DB2, verify connectivity to the Siebel database, then go to [Step 4 on page 210](#).

a Open a DB2 Command Window to make sure that you can connect to your database.

b Enter:

```
db2 connect to database_alias user user_ID using password
```

where:

- *database_alias* is your database alias
- *user_ID* is a valid user name on DB2
- *password* is the password for that *user_ID*

If your connection is valid, then you see a message that looks like the following:

```
The connection test is successful
```

```
Database Server      = DB2/AIX/Solaris x.x.x  
SQL authorization ID = SADMIN  
Database alias      = DB_Alias
```

- c** If your connection is not valid, then verify your configuration.

d To close the connection, type `db2 terminate`.
- 4 Provide network connections from the Siebel Server to all of the applicable Siebel File System directories.

For more information, see ["Creating the Siebel File System" on page 319](#).

- 5 Verify that the Siebel File System directories are visible and that the Siebel service owner account has the necessary permissions on these directories.

If you are clustering the Siebel File System, then use the Network IP resource or Network Hostname Resource assigned to that cluster file share.

Verifying Network Connectivity for Mobile Users

Siebel Mobile Web Client users must be able to connect to the Siebel Remote Server, using TCP/IP, to synchronize with the master Siebel database. Make sure that you have the correct network software and hardware installed to support this connectivity and that your remote users are able to establish a TCP/IP connection to the server. To check connectivity, use the ping utility.

Related Book

Siebel Remote and Replication Manager Administration Guide

Verifying That the Siebel Gateway Name Server Has Started

If, during configuration, you selected manual start for the Siebel Gateway Name Server, then you must make sure that the Siebel Gateway Name Server is started when you do any of the following:

- Create and configure the Siebel Enterprise
- Configure a new Siebel Server
- Operate any of the Siebel applications
- Remove the configuration of a Siebel Server (such as when uninstalling) or the Siebel Enterprise

NOTE: It is recommended that you review the Siebel Gateway Name Server log files, which are found in the `$SIEBEL_GATEWAY_ROOT/log` directory.

Related Topics

[“Starting the Siebel Gateway Name Server” on page 105](#)

[“Verifying Installation for the Siebel Enterprise Server” on page 189](#)

[“Troubleshooting Installation and Configuration for Siebel Enterprise Server” on page 212](#)

Troubleshooting Installation and Configuration for Siebel Enterprise Server

This topic presents troubleshooting information related to installation and configuration of Siebel Enterprise Server components.

Related Topics

[“Starting the Siebel Gateway Name Server” on page 105](#)

[“Configuring the Siebel Gateway Name Server for Automatic Start” on page 106](#)

[“Configuring the Siebel Server for Automatic Start” on page 110](#)

[“Verifying Installation for the Siebel Enterprise Server” on page 189](#)

[“Verifying That the Siebel Gateway Name Server Has Started” on page 211](#)

Troubleshooting Installation and Configuration for the Siebel Gateway Name Server

This topic describes potential errors that can result from a faulty installation or configuration of Siebel Gateway Name Server. Such problems can have any of several causes, the most common of which are listed in [Table 13 on page 213](#).

NOTE: If you cannot start the Siebel Gateway Name Server, then you will not be able to configure a Siebel Enterprise or configure and start a Siebel Server.

Table 13. Troubleshooting Siebel Gateway Name Server Installation and Configuration

Problem	Cause	Solution
The Siebel Gateway Name Server does not start.	You might not have privileges as the Siebel service owner.	Review the instructions in “Creating the Siebel Service Owner Account” on page 323.
The Siebel Gateway Name Server does not start.	<p>Failure to start the Siebel Gateway Name Server can be caused by a number of problems including, but not limited to:</p> <ul style="list-style-type: none"> ■ Incorrectly set LIBPATH (AIX), SHLIB_PATH (HP-UX), or LD_LIBRARY_PATH (Linux or Oracle Solaris) environment variable ■ Incorrect permissions set on shared libraries ■ Missing shared libraries 	<p>Use the <code>ldd</code> command to show missing libraries.</p> <p>Make sure that <code>\$SIEBEL_HOME/lib</code> is included and set before <code>LIBPATH</code> (AIX), <code>SHLIB_PATH</code> (HP-UX), or <code>LD_LIBRARY_PATH</code> (Linux or Oracle Solaris). If there are library conflicts, then set <code>\$SIEBEL_HOME/lib</code> as the first element of the shared library path environment variable.</p> <p>Check the <code>LIBPATH</code>, <code>SHLIB_PATH</code>, or <code>LD_LIBRARY_PATH</code> settings in all applicable files, including <code>cfgenv.csh</code> (for C shell) or <code>cfgenv.sh</code> (for Bourne or Korn shell), and <code>siebenv.csh</code> or <code>siebenv.sh</code>.</p> <p>Make sure that <code>siebenv.csh</code> and <code>siebenv.sh</code> were correctly generated.</p>

Troubleshooting Installation and Configuration for the Siebel Server

This topic describes potential errors that can result from a faulty installation or configuration of Siebel Server. Such problems can have any of several causes, the most common of which are listed in [Table 14](#).

Table 14. Troubleshooting Siebel Server Installation and Configuration

Problem	Cause	Solution
The Siebel Server cannot be installed.	Insufficient user privileges	For information about setting up appropriate administrative user privileges to install, see “Setting Permissions and Ownership” on page 315 and “Creating the Siebel Service Owner Account” on page 323.
	Trying to install or configure the Siebel Server out of sequence	For the required installation and configuration sequence, see Chapter 2, “Overview of Installing Siebel Business Applications.”
	Failure to install required hardware or software	Installation errors related to software requirements are logged in the Siebel Enterprise Server installer log file. For requirements, see the Certifications tab on My Oracle Support.
	Environment variables not set properly	For more information about environment variables, see “Managing Environment Variables” on page 113.
	Faulty network connection	Sometimes a faulty network connection can result in the system administrator being unable to install to the <code>\$SIEBEL_HOME</code> directory in which he or she has write privileges. Verify that your network connection is stable.

Table 14. Troubleshooting Siebel Server Installation and Configuration

Problem	Cause	Solution
The Siebel Server does not start.	<p>Failure to start the Siebel Server can be caused by a number of problems including, but not limited to:</p> <ul style="list-style-type: none"> ■ Incorrectly set LIBPATH (AIX), SHLIB_PATH (HP-UX), or LD_LIBRARY_PATH (Linux or Oracle Solaris) environment variable ■ Incorrect permissions set on shared libraries ■ Missing shared libraries 	<p>Use the <code>ldd</code> command to show missing libraries.</p> <p>Make sure that <code>\$SIEBEL_HOME/lib</code> is included and set before <code>LIBPATH</code> (AIX), <code>SHLIB_PATH</code> (HP-UX), or <code>LD_LIBRARY_PATH</code> (Linux or Oracle Solaris). If there are library conflicts, then set <code>\$SIEBEL_HOME/lib</code> as the first element of the shared library path environment variable.</p> <p>Check the <code>LIBPATH</code>, <code>SHLIB_PATH</code>, or <code>LD_LIBRARY_PATH</code> settings in all applicable files, including <code>cfgenv.csh</code> (for C shell) or <code>cfgenv.sh</code> (for Bourne or Korn shell), <code>siebenv.csh</code> or <code>siebenv.sh</code>, and <code>dbenv.csh</code> or <code>dbenv.sh</code>.</p> <p>Make sure that <code>siebenv.csh</code>, <code>siebenv.sh</code>, <code>dbenv.csh</code>, and <code>dbenv.sh</code> were correctly generated.</p>
Application Object Manager component does not start.	<p>Heavily used servers running more than 50 instances of Object Manager components can experience a condition where some of the Object Managers do not start correctly and log the following error message:</p> <p style="padding-left: 40px;">Got error 1801210 when dequeuing a connection request (62)</p>	<p>Change TCP stack parameters.</p> <p>For more information about sizing Application Object Manager components, see <i>Siebel Deployment Planning Guide</i>, <i>Siebel Performance Tuning Guide</i>, and other relevant documents on Oracle Technology Network or My Oracle Support.</p>
The Siebel Server does not start after configuration.	Siebel Gateway Name Server not started	Verify that the Siebel Gateway Name Server was started. Start it if it was stopped.
	Invalid input values during configuration	Verify that the input values during configuration were valid.
	Insufficient system privileges	Verify that you have sufficient system privileges to start the service. For more information, see “Creating the Siebel Service Owner Account” on page 323 .

Troubleshooting the ODBC Data Source Connection

This topic describes troubleshooting steps for your ODBC data source connection.

NOTE: If your database is IBM DB2 for z/OS, then see *Implementing Siebel Business Applications on DB2 for z/OS*.

Troubleshooting Connection Problems on Oracle Database

Complete the following instructions to troubleshoot Oracle Database connection problems on AIX, HP-UX, Linux, or Oracle Solaris. See also [“Configuring Siebel Server Connectivity to the Siebel Database” on page 378](#).

If you are unable to verify if your ODBC connection to your Oracle Database is working, then verify that the value of the environment variable TNS_ADMIN is the exact path of tnsnames.ora.

To troubleshoot a failed ODBC connection for Oracle Database on AIX, HP-UX, Linux, or Oracle Solaris

- 1 Verify that the Oracle connect string entered as part of Siebel Enterprise configuration is valid.
- 2 If the connect string entered is correct, then check the ODBCINI environment variable to verify that it was set by entering the following command:

```
echo ${ODBCINI}
```

The following response appears:

```
$SIEBEL_ROOT/sys/.odbc.ini
```

- 3 If the ODBCINI environment variable was correctly set, then verify that the .odbc.ini file is valid by reviewing it for the presence of the following parameters:

```
[EnterpriseName_DSN]
ServerName=ora11g
Driver=$SIEBEL_ROOT/lib/SEor825.so
ColumnsAsChar=1
ColumnSizeAsCharacter=1
```

CAUTION: The ColumnsAsChar and ColumnSizeAsCharacter parameter settings are required in order for the ODBC driver to behave correctly.

- 4 If the `.odbc.ini` file is valid, then verify that the library path includes the path for the ODBC driver on your operating system by entering the following command:

AIX. Use `echo ${LIBPATH}`.

HP-UX. Use `echo ${SHLIB_PATH}`.

Linux and Oracle Solaris. Use `echo ${LD_LIBRARY_PATH}`.

The following response appears:

```
$SI EBEL_HOME/lib
```

NOTE: Siebel Business Applications support the Oracle 32-bit client. Therefore, if you have installed the Oracle 64-bit client on your Siebel Server, then you must include `$ORACLE_HOME/lib32` in your definition for the `LIBPATH` (AIX), `SHLIB_PATH` (HP-UX), or `LD_LIBRARY_PATH` (Linux or Oracle Solaris) environment variable. (If you require `$ORACLE_HOME/lib` for non-Siebel applications, then make sure that `$ORACLE_HOME/lib32` is placed in front of `$ORACLE_HOME/lib`.)

- 5 If the response illustrated for your operating system in [Step 4 on page 217](#) was correct and you are verifying a Unicode installation, then make sure that the following environment variable is set according to the recommendations from your database platform vendor.

```
SI EBEL_UNI XUNICODE_DB=ORACLE
```

This variable is also set in the `siebenv.csh` (for C shell) and `siebenv.sh` (for Bourne or Korn shell) scripts.

Troubleshooting Installation for the Siebel Database

These topics provide suggestions for troubleshooting problems that you might encounter when installing and configuring the Siebel database.

Troubleshooting Installation for the Siebel Database

Typically, problems during database installation result from insufficient storage space having been allocated, or from the installer having improper user privileges.

Acceptable Errors for Installation of the Siebel Database

The log files might include errors that are expected and benign. Compare any error messages found in the log files to the sample error messages in the `errors.txt` file, which is located in the installation subdirectory for your database, for example, `oracl e`. If a log file is not listed in the `errors.txt` file, then there are no acceptable error messages for that log file. No further action is required if the log files contain errors listed in the `errors.txt` file.

NOTE: Only one of each type of error occurring in a particular log file appears in the `errors.txt` file.

If you find errors that are not listed in the `errors.txt` file, then correct the condition that caused the errors, and rerun the Upgrade Wizard. The wizard restarts from the point where it left off.

Do not review only the error numbers because these might have changed following installation of a new driver version. Instead, compare the error descriptions to find out which are acceptable errors for this database.

CAUTION: Although other errors are rarely encountered, this review is critical. Certain errors, such as a failure to create indexes, might result in performance problems or anomalous behavior in Siebel Business Applications.

You can view a log summary generated using the logparse utility. For more information, see *Siebel Database Upgrade Guide*.

Troubleshooting Siebel Repository Import for the Siebel Database

Typical problems that can occur at this stage are shown in [Table 15](#). These errors might appear in the log files produced by the Siebel Repository import process.

Table 15. Troubleshooting Siebel Repository Import for the Siebel Database

Problem	Cause	Solution
Cannot import a Siebel Repository	Importing a Siebel Repository with the same name as an existing Siebel Repository	Choose a unique name for the new Siebel Repository.
Database runs out of tablespace pages and cannot allocate new data pages	Insufficient tablespace size	Increase the tablespace sizes.
(IBM DB2 only) Errors regarding the settings for DB2 configuration parameters, such as APP_CTL_HEAP_SZ	Values too low	Reset the DB2 configuration parameters to higher values. Guidelines for Siebel Business Applications suggest using only minimum values.

Troubleshooting Installation for the Siebel Web Server Extension

This topic provides suggestions for troubleshooting problems that you might encounter when installing and configuring the Siebel Web Server Extension (SWSE). Typical problems are shown in [Table 16](#).

Table 16. Troubleshooting Siebel Web Server Extension Installation

Problem	Cause	Solution
<p>The Siebel Web Server Extension plug-in does not start.</p>	<p>Failure to start the SWSE plug-in can be caused by a number of problems including, but not limited to:</p> <ul style="list-style-type: none"> ■ Incorrectly set LIBPATH (AIX), SHLIB_PATH (HP-UX), or LD_LIBRARY_PATH (Linux or Oracle Solaris) environment variable ■ Incorrect permissions set on shared libraries ■ Missing shared libraries 	<p>Use the <code>ldd</code> command to show missing libraries.</p> <p>Make sure that <code>\$SIEBEL_HOME/lib</code> is included and set before <code>LIBPATH</code> (AIX), <code>SHLIB_PATH</code> (HP-UX), or <code>LD_LIBRARY_PATH</code> (Linux or Oracle Solaris). If there are library conflicts, then set <code>\$SIEBEL_HOME/lib</code> as the first element of the shared library path environment variable.</p> <p>Check the <code>LIBPATH</code>, <code>SHLIB_PATH</code>, or <code>LD_LIBRARY_PATH</code> settings in all applicable files, including <code>cfgenv.csh</code> (for C shell) or <code>cfgenv.sh</code> (for Bourne or Korn shell).</p>

Table 16. Troubleshooting Siebel Web Server Extension Installation

Problem	Cause	Solution
After installation, when the Siebel Web Client is started, a message appears, stating: Page Cannot be displayed	The Web server instance is not running.	Make sure that the Web server instance is running. Refresh the connection between your browser and the Web site.
	The Web server port is incorrectly specified in the eapps.cfg file.	Verify that the Web server port information in the eapps.cfg file is correct.
	Virtual directories were not installed or configured properly.	Make sure that the Local Path for the virtual directories is correct and resembles the following: <i>SWSE_ROOT/public/language</i>
	Anonymous users have incorrect responsibilities.	Make sure that anonymous users specified in the eapps.cfg file (AnonUserName and AnonPassword parameters) are also defined in the Siebel database with the correct responsibilities. Otherwise, end users cannot access the home page.
	The connect string for the Siebel application is incorrect.	Make sure that the connect string for the Siebel application is correct. The value resembles the following example (where load balancing is not deployed): ConnectString = siebel.TCPIP.none.none:// <i>Siebel ServerHost: 2321/ EnterpriseServerName/ ProductNameObjMgr_language</i>
	Siebel Server components or component groups might not be enabled.	Make sure that the necessary Siebel Server components and component groups are enabled.

Table 16. Troubleshooting Siebel Web Server Extension Installation

Problem	Cause	Solution
Your Siebel application stops responding, displays a blank page or page not found, or times out.	Appropriate parameters are not available within the [defaults] section of the eapps.cfg file for Siebel Business Applications.	Make sure that the [defaults] section of the eapps.cfg file contains valid AnonUserName, AnonPassword, HTTPPort, and HTTPSPort values. Also make sure that SessionTimeout and GuestSessionTimeout have appropriate values. For information about configuring these and other parameters, see “Configuring the SWSE Logical Profile” on page 77.
Inability to access the Siebel Web Client. The browser status bar might display errors such as: SWESubmitOnEnter is undefined Also, the login page might stop responding. Or, the Siebel Web Client login page does not display properly; for example, images might be missing.	The user running the SWSE plug-in does not have proper permissions to the <i>SWSE_ROOT/public/lang</i> directory.	Stop the Web server. Make sure that the permissions meet the requirements described in “Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336. Restart the Web server.

Configuring the Siebel Mobile Web Client When Neither Siebel VB nor Siebel eScript Is Licensed

By default, the Siebel Mobile Web Client has Siebel VB or Siebel eScript enabled. The parameter EnableScripting is set to True in the application configuration files. If this parameter is True, but neither Siebel VB nor Siebel eScript is licensed, then the Siebel Mobile Web Client does not start. An error message is returned, indicating that you must turn off Siebel VB or Siebel eScript before running the Siebel Mobile Web Client.

To configure the Siebel Mobile Web Client when neither Siebel VB nor Siebel eScript is licensed

- Set EnableScripting to FALSE in the configuration file used by your Siebel Mobile Web Client, such as uagent.cfg for Siebel Call Center. This configuration file is located in the directory `SIEBEL_CLIENT_ROOT\bin\LANGUAGE`.

where:

- `SIEBEL_CLIENT_ROOT` is the directory where you installed the Siebel Mobile Web Client.
- `LANGUAGE` is the three-letter code for the language in which you are running the Siebel Mobile Web Client.

About the Environment Verification Tool

The Environment Verification Tool (EVT) is a tool intended to help system administrators verify the configuration of the Siebel CRM environment. System administrators can use the EVT utility to identify errors and potential problems in the Siebel Enterprise after installation in a development or test environment, or following rollout or upgrades.

It is recommended that you use EVT to verify your Siebel Business Applications environment. EVT is included with the installed software for Siebel Server, Siebel Gateway Name Server, and Siebel Web Server Extension (SWSE). It is provided for each supported Siebel Enterprise Server operating system.

Siebel Modules or Third-Party Products That EVT Can Check

You can run EVT against Siebel Business Applications modules and some third-party products.

- Siebel Gateway Name Server
- Siebel Server
- Siebel Web Server Extension
- Web server (Oracle HTTP Server, Microsoft IIS, IBM HTTP Server, HP Apache Web Server, or Oracle iPlanet Web Server)
- Database

EVT Check Groups

The EVT engine is driven by a configuration file (evt.ini). This file is specific for each version of Siebel Business Applications, and cannot be used to run the utility against an earlier or a later version of the software. This file identifies the default checks that must be run, and it also provides the dependency logic, such as operating system-specific checks or database-specific checks, between different checks. The evt.ini file can be customized to check for other issues as well.

If you want to create customized checks, then create a copy of the original evt.ini file for this purpose, so that you do not accidentally affect EVT functionality.

You can use EVT to validate configuration settings in the following check groups:

- Environment checks (ENV)
- Siebel Server checks (SVR)
- Database client checks (DBC)
- Web server checks (WEB)
- Database server (RDBMS) checks (DBS)
- Internal checks (INT)
- Network settings checks (NET)
- Operating system checks (OS)
- Other checks (OTH)

About the EVT Configuration File

EVT uses a configuration file (evt.ini) to determine what checks to perform and, for each check, what settings it will check for. Each Siebel CRM release has a corresponding configuration file specific for that release. This file resides under the bin subdirectory of the \$SIEBSRVR_ROOT directory on the Siebel Server, or of the SWSE_ROOT directory on the SWSE.

In the evt.ini file, the [CheckX] sections contain check definitions for different check groups. Refer to the evt.ini file for descriptions of the parameters used for each check section. A check definition can have the parameters shown in Table 17. Not shown in the table are check-dependent parameters, such as PARAMNAME and PARAMVALUE.

Table 17. EVT Check Definition Format

Parameter	Description
CHECKID	Unique identifier for each check definition.
CHECKGROUP	The area of the application environment that is verified by this check.
CHECKNAME	Name of the check to run.
SERVERTYPE	The server type on which the check can be run: either Siebel Server, Siebel Gateway Name Server, Web server with SWSE, or Database Server (RDBMS). For values, see "Optional EVT Command-Line Flags" on page 227 . SERVERTYPE can have multiple delimited values separated by commas, for example, SERVERTYPE=DBSERVER,SIEBSRVR,SWSE.
OSTYPE	The operating system applicable to this check. OSTYPE can have multiple delimited values separated by commas, for example, OSTYPE=AIX,HPUX,LINUX,SOL,W32. For a list of supported operating systems for the current release, see the Certifications tab on My Oracle Support.

Table 17. EVT Check Definition Format

Parameter	Description
DEPENDENCY	<p>This feature is used to implement conditional logic in the .ini file, for example, checking for the right Oracle client version if Oracle Database is in use.</p> <p>DEPENDENCY can have multiple delimited values separated by commas, for example, DEPENDENCY=Check1,Check231.</p>
PRIMARY	<p>Determines whether this check must be printed as part of the output. Dependent checks that prevent the next check from succeeding are not printed in the output.</p>
RESULTMODE	<p>The value of RESULTMODE specifies how the check is evaluated. Use one of the following values:</p> <ul style="list-style-type: none"> ■ evaluate. Performs a text comparison and returns TRUE if the values are the same. ■ inverted. The opposite of evaluate. Returns FALSE where evaluate would return TRUE. ■ versioncheck. Evaluates version strings, including dotted version strings. ■ invertedversioncheck. The opposite of versioncheck. Returns FALSE where versioncheck would return TRUE.
ERRORLEVEL	<p>This parameter uses two values, WARN and FAIL, to determine whether the failure of a particular check constitutes a critical failure or just a warning.</p> <p>Critical failures are misconfigurations that would result in the failure of Siebel Business Applications software in one form or another. Warnings apply to misconfigurations that might result in reduced performance but not necessarily in a software failure.</p>

Parameters in the .ini file must be set to the alias and not to the value; for example, PARAMNAME=Lang and PARAMVALUE=ENU.

You can use # (pound sign) as a comment character in the evt.ini file, to disable particular entries.

You can also add new checks to the .ini file based on your business requirements, using the parameters described in [Table 17 on page 223](#). If you decide to do so, then make a copy of the file, and make your modifications in the new file. Then run EVT using the -f option, as described in [“Optional EVT Command-Line Flags” on page 227](#), to direct EVT to use the new configuration file.

Using the Environment Verification Tool

EVT uses various operating systems utilities and Siebel command-line utilities to query information about installation and configuration settings for Siebel components. EVT verifies that the computers running Siebel Business Applications software are configured correctly and according to the Certifications tab on My Oracle Support and other documented requirements.

This topic has the following information:

- [“Starting the EVT Utility” on page 225](#)
- [“Running EVT in Query Mode” on page 226](#)
- [“Optional EVT Command-Line Flags” on page 227](#)
- [“Available EVT Output Formats” on page 228](#)
- [“Changing EVT Output Text” on page 229](#)

Starting the EVT Utility

The EVT executable program is installed under the `bin` subdirectory of `$SIEBSRVR_ROOT`. The command name is `evt.exe` for Windows or `evt` for UNIX operating systems.

You can run this executable program with different options, depending on what part of your environment that you want to check.

NOTE: For more information about using EVT, see [477105.1 \(Article ID\) on My Oracle Support](#). This document was previously published as Siebel Technical Note 467.

Review the following topics to determine how to edit the `evt.ini` file and how to use command-line options:

- [“About the EVT Configuration File” on page 223](#)
- [“Optional EVT Command-Line Flags” on page 227](#) (includes command examples)
- [“Available EVT Output Formats” on page 228](#)
- [“Changing EVT Output Text” on page 229](#)

The `evt.ini` file contains all of the approved checks. If you have to add any checks or modify any of the existing checks, then make a copy of the file, and make your modification in the new file. Then run EVT using the `-f` option to direct EVT to use the new configuration file.

To start EVT

- 1 Verify that permissions for the EVT executable program are set to 755.

- 2 Navigate to the `$SIEBEL_ROOT` directory and source the following environment setup file. Use one of the following commands, depending on the type of shell that you use:

C shell

```
source siebenv.csh
```

Bourne or Korn shell

```
./siebenv.sh
```

TIP: Make sure that there is a space between the initial period and `./siebenv.sh`.

- 3 Make `$SIEBSRV_ROOT/bin` the current directory.
- 4 Enter an EVT command, as follows:

```
./evt
```

You can include any of the flags described in [“Optional EVT Command-Line Flags”](#) on page 227.

Running EVT in Query Mode

EVT can also be run in query mode. This mode is intended to work with other utilities that query the installation for information.

To run EVT in query mode, you use the `-q` flag. The `-q` flag must be accompanied by a properly formatted query string.

NOTE: In query mode, EVT ignores all of the other options (except `-h`).

The query string consists of `name=value` pairs delimited by the plus sign (+).

The output of EVT in this mode is either `pass[]` or `fail []`, with the current value of the parameter in brackets, where applicable. The following are examples for UNIX.

Example

```
% evt -q "Checkname=VAR+ParamName=SIEBEL_ASSERT_MODE+ParamValue=0"
```

```
fail []
```

This command returns `fail []` because `SIEBEL_ASSERT_MODE` is not set to 0 and its current value is `[NULL]`.

Example

```
% evt -q "Checkname=UNDEFVAR+ParamName=SIEBEL_ASSERT_MODE"
```

```
pass[]
```

This command returns `pass[]`. Because `SIEBEL_ASSERT_MODE` is not defined, `UNDEFVAR` checks whether the variable is defined. As expected, this check passes, and the current value is still `[NULL]`.

Optional EVT Command-Line Flags

You can run the EVT utility with various options as described in [Table 18 on page 227](#).

NOTE: If you do not provide `-e`, `-g`, `-s`, `-u`, and `-p` options, then EVT tries to query information from the configuration files under the `ENU` directory.

Table 18. Command-Line Flags Used with EVT

Flag	Description
-h	Prints a help message with a list of all of the flags that you can use with the EVT utility.
-g	The name of the Siebel Gateway Name Server. If it is not provided, then EVT picks up the name of the Siebel Gateway Name Server from the Siebel Server configuration file; for example, <code>enu/siebel.cfg</code> .
-s	The name of the Siebel Server. If it is not provided, then EVT tries to determine the name of the server from the directory tree.
-e	The name of the Siebel Enterprise. If it is not provided, then EVT determines the name of the Siebel Enterprise from the Siebel Server configuration file; for example, <code>enu/siebel.cfg</code> .
-u	The user name to use to log in to Server Manager. The default user name is <code>sadmin</code> .
-p	The password to log in to Server Manager. NOTE: If any <code>srvrmgr</code> parameters are provided incorrectly, then EVT will not be able to check Siebel Server parameters. To print the details of root cause, use the <code>-d SHOWERRORS</code> flag.
-o	The output format. EVT can generate output in several formats: TEXT (default), TEXTFILE, HTML, and HTMLFILE. For more information, see “Available EVT Output Formats” on page 228 .
-d	Runs the script in debug mode. Supported debug levels are shown in order of verbosity, starting with the least verbose level (see examples of this flag as follows): DEFAULT. (Default) Prints only check for pass, fail, or not executed. EXPLAIN. Prints a description of what has been checked and why. If a check cannot run, then no explanation is given. If a check executes and finds an error, then it reports the corrective actions to be taken. SHOWERRORS. Prints the same information as EXPLAIN, but, in addition, prints any errors encountered that prevented a check from executing. For example, if the check tried to verify that a particular file was executed, but the file does not exist, then SHOWERRORS provides the error that prevented the execution. SHOWCOMMENTS. Prints the same output as SHOWERRORS, but, in addition, prints more detailed information about how the check was implemented. The output represents debug information, for example: <code>Got value A from file X</code> . EVTLOG. Prints the same output as SHOWCOMMENTS, but, in addition, prints the execution log for EVT. This output is primarily useful to EVT developers.

Table 18. Command-Line Flags Used with EVT

Flag	Description
-l	The output directory to which reports are written.
-t	The type of server to check: <ul style="list-style-type: none"> ■ Siebel Server [SIEBSRVR] ■ Siebel Gateway Name Server [GTWYNS] ■ Database Server (RDBMS) [DBSERVER] ■ Siebel Web Server Extension [SWSE] <p>For example, if -t SWSE is specified, then EVT runs Web server-related checks (along with those checks that can be run on any type of server, such as for JRE).</p>
-f	The location of the evt.ini file. When EVT is started, it verifies the existence of this file. By default, the evt.ini file is located in the same directory as the EVT executable program. If the evt.ini file is located in a different directory, or has a different name, then you must use this flag to specify the location of the evt.ini file.
-q	Runs EVT in query mode. See “Running EVT in Query Mode” on page 226 .
-w	The location of the Web server installation (required for SWSE-related checks on UNIX).

Example 1

Starting EVT using a custom .ini file and generating HTML output:

```
evt -f evt_cust.ini -o HTML > output.htm
```

Example 2

Starting EVT using a custom .ini file and generating HTML output with details on what commands were run, what files were opened, and so on:

```
evt -f evt_cust.ini -o HTML -d SHOWCOMMENTS > output_debug.htm
```

Available EVT Output Formats

EVT supports the following output formats:

- **TEXT.** Prints all of the output directly to the console, terminal, or DOS window. This format is the only mode of operation when EVT is executed in query mode by giving the -q option. For an explanation of flags that can be used with EVT, see [“Optional EVT Command-Line Flags” on page 227](#).
- **TEXTFILE.** Prints all of the output to a log file. The file name format is `evt.hostname.timestamp.log`. The log is created in the current directory. To create the log in a specified directory, use the option `-l log_dir`. In this option, `log_dir` is the path to the directory that you want.

- **HTML.** Prints HTML output to the console, terminal, or DOS window. This format is mainly for redirecting the output to another program or utility that can consume the output or redirect it to a file.
- **HTMLFILE.** HTMLFILE output format creates an HTML file in the current directory. The file name takes the form `evt. hostname. timestamp. htm`, where:
 - *hostname* is the computer name where you are running EVT.
 - *timestamp* is the number of epoch seconds (starting from January 1, 1970). This value is used solely to maintain the uniqueness of file names.

It is recommended that you delete previously generated output files on a regular basis.

Changing EVT Output Text

EVT supports user-specified strings in output reports. By default, EVT output reports are generated using a message template. However, the user can specify any other string to be used as part of the report. The following user-defined output tags are supported:

- **USERPASSEDSTRING.** Overrides the internal message template and allows you to specify your own message, in case this check passes.
- **USERFAILEDSTRING.** Overrides the internal message template and allows you to specify your own message, in case this check fails.
- **USERNOTEXESTRING.** Overrides the internal message template and allows you to specify your own message, in case this check is not executed.

The user-defined message can contain some placeholders that are defined by EVT. Such placeholders are specified by using two underscores on each side. During execution of the checks, these placeholders are substituted. When the check runs, the following placeholders are defined:

- **CURRENTVALUE.** The current value of the parameter being checked.
- **PASSEDSTRING.** The system-defined *check passed* message.
- **FAILEDSTRING.** The system-defined failure or error message.
- **NOTEXESTRING.** The system-defined *check is not executed* message.
- **CHECKID.** The ID number of the currently executing check.

For example, assume a user-defined check like the following:

```
[Check241]
CHECKNAME=OSVERSION
OSTYPE=AI X
PARAMVALUE=5200-02
```

```
USERFAILEDSTRING=[__CHECKID__] Version __CURRENTVALUE__ is not supported anymore.
Please contact Mr. John Smith (j.smith@yourcompanyhere.com) to get your system
upgraded to __PARAMVALUE__.
```

In this example, when the placeholders are filled by values when the check executes, the error defined for the USERFAILEDSTRING tag appears in the output report as follows:

```
[Check241] Version 5100-02 is not supported anymore. Please contact Mr. John Smith (j.smith@yourcompanyhere.com) to get your system upgraded to 5200-02.
```

9

Cloning a Siebel Installation

This chapter explains how to clone an installation of Siebel Enterprise Server or Siebel Web Server Extension on one computer and deploy it on another computer. This chapter includes the following topics:

- [About Cloning a Siebel Installation on page 231](#)
- [Requirements When Cloning an Installation on page 233](#)
- [Limitations When Cloning an Installation on page 235](#)
- [Process of Cloning a Siebel Installation on page 236](#)
- [Properties Files Used in Cloning Operations on page 239](#)
- [Properties File Settings for Cloning an Installation on page 239](#)

About Cloning a Siebel Installation

You can copy or clone an existing installed instance of Siebel Enterprise Server or Siebel Web Server Extension on a source computer and then deploy the clone as a new instance on a target computer.

For a cloning operation, the existing installed Siebel software instance from which you create a clone is called the *source instance*, and the computer where the software instance is installed is called the *source computer*. The new Siebel software instance that you deploy is called the *target instance*, and the computer where you deploy it is called the *target computer*.

About Cloning a Siebel Enterprise Server Installation

The primary intended usage case for Siebel Enterprise Server cloning is to clone an installed and configured instance of Siebel Server.

When you deploy a Siebel Server clone, you can optionally create a new Siebel Gateway Name Server on the target computer. Alternatively, you can specify that the target instance of Siebel Server should use an existing installed instance of Siebel Gateway Name Server on another computer.

When you create the clone for the Siebel Server source instance, you can include certain configuration data sets, such as the Siebel Server configuration or the Siebel Enterprise configuration. Typically, you export the Siebel Server configuration as part of the clone. If you will create a new Siebel Gateway Name Server on the target instance, then you also export the Siebel Enterprise configuration. When you deploy the clone, you can import this configuration data into the new or existing Siebel Gateway Name Server for the new target instance of Siebel Server.

To specify these (and other) variations in how you create and deploy a clone, you use different settings in the cloning properties files, which are described in [“Properties File Settings for Cloning an Installation” on page 239](#).

The files for the Siebel Database Configuration Utilities, Siebel EAI, and Siebel Management Agent are also included if you create and deploy a clone for a Siebel Server instance for which these modules were also installed. However, do not use the Database Configuration Wizard on the target instance, because you already have it on the source instance. You must configure the Siebel Management Agent instance separately on the target computer after deploying the clone.

Where to Obtain the Siebel Cloning Utility

The files that make up the Siebel cloning utility are provided in the file `clone.zip`. You can find `clone.zip` with the JAR files after you unpack the media zip files for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. For more information about obtaining the Siebel CRM media, see [“About Siebel CRM Releases” on page 298](#) and [“Obtaining Siebel Installation Media Files” on page 380](#). See also the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

You must save or copy the file `clone.zip` to any computer that will be used as a source or target computer for a cloning operation. On each source or target computer, you use a standard unpacking tool, such as WinZip or unzip, to extract files into a directory named `clone`.

Files Provided with the Siebel Cloning Utility

The Siebel cloning utility includes the following files:

- The Siebel cloning utility executable program for the operating system on which you run the utility: `clone.bat` (on Microsoft Windows) or `clone.sh` (on UNIX and Linux). These files are created in the `clone` directory that is created when you unpack the `clone.zip` file.
- The files `cloneconfig.jar` and `orainstaller.jar` are created in a subdirectory called `lib`.
- Several example properties files, which are text files that contain settings for use in different operations of the Siebel cloning utility. These files are created in a subdirectory called `templates`. For more information, see [“Properties Files Used in Cloning Operations” on page 239](#).

When you run the Siebel cloning utility at the command line, you specify the name of a properties file that you have updated to include all of the settings necessary for the operation that you are performing. For example, the properties file must include a pointer to the snapshot file that you are creating or deploying, the host name of the source or target computer, and so on. For more information, see [“Properties File Settings for Cloning an Installation” on page 239](#).

About Running the Siebel Cloning Utility

Cloning an existing source instance includes separate tasks to create the clone on a source computer and to deploy the clone on a target computer. Both of these tasks involve running the Siebel cloning utility. These tasks are outlined in [“Process of Cloning a Siebel Installation” on page 236](#).

- **Creating the clone.** The operation to create a clone creates a file called the *snapshot file*, which is a ZIP file representing the installed software that you are cloning, in compressed form. This task is referred to as *creating a clone*. The term *clone*, when it is used as a noun, refers to the snapshot file. What is included in the snapshot file depends on the settings that you specify for the operation to create the clone.

- **Deploying the clone.** The operation to deploy a clone uses the snapshot file to deploy the clone on the target computer. This task is referred to as *deploying a clone*. What is included in the deployed clone depends on the contents of the snapshot file and on the settings that you specify for the operation to deploy the clone.

About Creating and Deploying a Full Clone or a Delta Clone

A clone that you create and deploy can be either a full clone or a delta clone, as follows:

- **Full clone.** Creating and deploying a *full clone* copies a complete installation on the source computer and deploys it on the target computer, assuming that no existing installation is present on the target computer. For a source instance that has not been cloned before, you always create a full clone. To deploy a new target instance, you always deploy a full clone.
- **Delta clone.** Creating and deploying a *delta clone* (also called a *partial clone*) identifies differences in a source instance, relative to a snapshot file, and deploys new or updated files on an existing target instance that had been created using this same snapshot file. Creating a delta clone generates a *delta snapshot file*, which represents the differences between the source instance in its current state and the original full snapshot file. Deploying a delta clone updates the target instance to include these differences.

Excluding Files or File Types

You can specify files or file types that you want to exclude from a cloning operation. You do this by specifying a value for the Exclude File List parameter in the properties file. It is strongly recommended that you do not exclude any files from the cloning operation unless you are certain that the target instance does not require those files. Log files are never cloned and do not have to be specified for exclusion.

Related Topics

["Requirements When Cloning an Installation" on page 233](#)

["Limitations When Cloning an Installation" on page 235](#)

["Process of Cloning a Siebel Installation" on page 236](#)

["Properties Files Used in Cloning Operations" on page 239](#)

["Properties File Settings for Cloning an Installation" on page 239](#)

Requirements When Cloning an Installation

The following are requirements for using the cloning feature for Siebel Business Applications installations and configurations:

- **Using the cloning feature requires the current version, Siebel CRM version 8.1.1.11 or version 8.2.2.4.** You can clone any source instance that is at Siebel CRM version 8.1.1.11 or version 8.2.2.4.

- **The source and target computer environments must be consistent.** The source computer and the target computer must use the same supported server operating system, including the same operating system version and patch updates. The target computer must meet all of the documented requirements for installing the Siebel software that you are cloning, including those documented in this guide and those documented in the Certifications tab on My Oracle Support.
- **Java Runtime Environment (JRE) must be installed.** JRE must be installed on any computer where you will run the Siebel cloning utility, that is, on the source computer and on the target computer. Also, the JAVA_HOME environment variable must be set to point to the JRE installation location at the time that you run the Siebel cloning utility (for example, /usr/java6_64 on AIX). On the source computer, JRE was already installed with the Oracle Universal Installer software, under the JDK directory, so you can set JAVA_HOME to this installation location. For supported version information, see the Certifications tab on My Oracle Support.
- **For Siebel Enterprise Server, the database client and data source must be present on the target computer.** For Siebel Enterprise Server, the database client software must be installed and configured on the target computer, and the data source must be created (using the same name as on the source computer) before you deploy the clone. The database client on the target computer must be able to connect to the correct database. For an Oracle Database, you must also add entries to tnsnames.ora, as needed. For more information, see [Chapter 14, "Configuring the RDBMS."](#)
- **The installation directory on the source instance and the target instance must be the same.** For example, these directories might be /siebel/8.1.1.11.0/ses or /siebel/8.2.2.4.0/ses for Siebel Enterprise Server, or /siebel/8.1.1.11.0/sweapp or /siebel/8.2.2.4.0/sweapp for SWSE.

When you edit the properties file for deploying a clone on the target instance, specify the directory into which you installed the Siebel CRM software on the source instance, such as /siebel/8.1.1.11.0 or /siebel/8.2.2.4.0.

NOTE: The installation directories on the source computer might not match these examples. In particular, the installation paths differ where the Siebel CRM software was initially installed using the original Siebel CRM version 8.1.1 installers, which use InstallShield technology instead of Oracle Universal Installer.

- **The properties file for any cloning operation must contain a valid user name (such as SADMIN) and password.** For security reasons, it is strongly recommended that you include a password in any properties file only when you are using the properties file.
- **You must specify all of the applicable data in the properties file that are necessary for the cloning operation that you are performing.**
- **You must start all of the necessary Siebel modules or create all of the necessary configurations that are required for the cloning operation that you are performing.** For example:
 - Before you create a clone of an installed and configured instance of Siebel Enterprise Server software on a source computer, the applicable Siebel Gateway Name Server must be running. Depending on your cloning case, the Siebel Gateway Name Server might be running on the source computer as part of the source instance, or it might be running on another computer.

- Before you deploy a clone of an installed and configured instance of Siebel Enterprise Server software (Siebel Server only, in this case) on a target computer, where the Siebel Gateway Name Server is running on a different computer, the Siebel Enterprise for the target environment must already have been configured on that Siebel Gateway Name Server. The clone must have been created using the same settings as the Siebel Enterprise that applied to the source environment.
- **The Oracle Configuration Manager service cannot be running during a cloning operation.** If the Oracle Configuration Manager service is running on either the source computer or the target computer, then you must stop this service before you initiate any cloning operation. Otherwise, errors occur and the operation cannot complete successfully.

The name of the Oracle Configuration Manager service is `OracleOracleHomeNameConfigurationManager`, where *OracleHomeName* is the Oracle Home name for the Siebel CRM installation on this computer.

Related Topics

[“About Cloning a Siebel Installation” on page 231](#)

[“Limitations When Cloning an Installation” on page 235](#)

[“Process of Cloning a Siebel Installation” on page 236](#)

[“Properties Files Used in Cloning Operations” on page 239](#)

[“Properties File Settings for Cloning an Installation” on page 239](#)

Limitations When Cloning an Installation

The following are limitations for using the cloning feature for Siebel Business Applications installations and configurations:

- **Support for the cloning feature is currently limited to Siebel Enterprise Server and Siebel Web Server Extension (SWSE).**
- **For Siebel Enterprise Server, the cloning feature is primarily intended to be used to clone a single, configured, source instance of Siebel Server to a target computer.**
 - The cloning feature is not intended to be used as an alternative to installation of the Siebel Enterprise Server software.
 - A Siebel Server that you clone can optionally include the Siebel Gateway Name Server. It is possible to clone a Siebel Gateway Name Server installation that does not also include a Siebel Server, but this is not the primary usage case.
- **For Siebel Web Server Extension, the cloning feature currently supports cloning an installation only.** SWSE configurations are not included in the operations to create or deploy the clone. Although parts of the `eapps.cfg` file are updated when you deploy the SWSE target instance, you must configure this SWSE instance in the standard way (by applying the SWSE logical profile) after you deploy the clone.

- **Siebel Management Agent configuration data is not cloned.** When you deploy a target instance of Siebel Server, the Siebel Management Agent that was installed with the source instance is included in the clone, but its configuration is not included. If you plan to use the target instance of the Siebel Management Agent, then you must configure it.

Related Topics

- [“About Cloning a Siebel Installation” on page 231](#)
- [“Requirements When Cloning an Installation” on page 233](#)
- [“Process of Cloning a Siebel Installation” on page 236](#)

Process of Cloning a Siebel Installation

The installation process requires multiple tasks that you perform in the following general sequence:

- 1 [“Creating a Clone on a Source Computer” on page 236.](#)
- 2 [“Deploying a Clone on a Target Computer” on page 237.](#)

Related Topics

- [“About Cloning a Siebel Installation” on page 231](#)
- [“Requirements When Cloning an Installation” on page 233](#)
- [“Limitations When Cloning an Installation” on page 235](#)
- [“Properties Files Used in Cloning Operations” on page 239](#)
- [“Properties File Settings for Cloning an Installation” on page 239](#)

Creating a Clone on a Source Computer

Use the following procedure to create a clone on a source computer. After you create a clone, you deploy the clone on a target computer. This task is part of [“Process of Cloning a Siebel Installation” on page 236.](#)

To create a clone on a source computer

- 1 Determine your goals for the cloning operation that you are performing.
- 2 Log on to the server computer on which you will create the clone.
- 3 Open a shell window.
- 4 Copy the Siebel cloning utility and all of the relevant files to the target computer.
- 5 Copy one of the existing properties files, and edit the copy appropriately for your operation to create a clone. Use a properties file that is similar to one of the following:
 - For a cloning operation for Siebel Server, use a file that is similar to `unixsource_ses.properties`.

- For a cloning operation for Siebel Web Server Extension, use a file that is similar to `unixsource_swse.properties`.

For example, the properties file must specify the location of the snapshot file that you are creating. Several other settings are required for creating a clone on a source computer.

- 6 Enter a command like the following to run the Siebel cloning utility:

```
./clone.sh -p properties_file -jreLoc jre_location -invPtrLoc inventory_location
```

where:

- *properties_file* is the name of the properties file that you prepared for this operation.
 - *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the `-jreLoc` option. It is not required on other operating systems. For more information about the JRE requirements for AIX, see [“Requirements Specific to UNIX or Linux Operating Systems” on page 331](#).
 - *inventory_location* is the full path of the `oralnst.loc` file (for example, `/export/home/oralnst.loc`), which points to the Oracle Universal Installer inventory location. Use the `-invPtrLoc` option if you want to specify an inventory pointer file other than the default.
- 7 When the operation is complete, validate the creation of the snapshot file in the specified location. Also review the command output to confirm that the operation completed successfully without any errors.

Deploying a Clone on a Target Computer

Use the following procedure to deploy a clone on a target computer. Before you can deploy a clone on a target computer, you must create it on a source computer. This task is part of [“Process of Cloning a Siebel Installation” on page 236](#).

To deploy a clone on a target computer

- 1 Determine your goals for the cloning operation that you are performing.
- 2 Verify that the clone was created on the source computer correctly for your purposes.
- 3 Log on to the server computer on which you will deploy the clone.
- 4 Install and configure the database client software on the target computer. Also create the data source using the same name as on the source computer.
- 5 Open a shell window.
- 6 Create an installation directory on the target computer that corresponds to the installation location on the source computer.

For example, you might create a directory like `/siebel/8.1.1.11.0` or `/siebel/8.2.2.4.0`.

- 7 Copy the Siebel cloning utility and all of the relevant files to the target computer.

- 8 Copy one of the existing properties files, and edit the copy appropriately for your operation to deploy a clone. Use a properties file that is similar to one of the following:
 - For an operation to deploy a clone for the Siebel Server, use a file that is similar to `unixtarget_ses.properties`.
 - For an operation to deploy a clone for the Siebel Web Server Extension, use a file that is similar to `unixtarget_swse.properties`.

For example, the properties file must specify the location of the snapshot file that you are deploying. Several other settings are required for deploying a clone to a target computer.

- 9 Validate that the snapshot file is located in a suitable location for the deployment operation that you are performing. Copy the file to another location, if necessary.

NOTE: You might have created the snapshot file in a network location that is accessible to both the source computer and the target computer. Or, you might have to copy the snapshot file to another location, such as on the target computer, before you run the Siebel cloning utility to deploy the clone.

- 10 Enter a command like the following to run the Siebel cloning utility:

```
./clone.sh -p properties_file -jreLoc jre_location -invPtrLoc inventory_location
```

where:

- *properties_file* is the name of the properties file that you prepared for this operation.
 - *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the `-jreLoc` option. This option is not required on other operating systems. For more information about the JRE requirements for AIX, see [“Requirements Specific to UNIX or Linux Operating Systems” on page 331](#).
 - *inventory_location* is the full path of the `oraInst.loc` file (for example, `/export/home/oraInst.loc`), which points to the Oracle Universal Installer inventory location. Use the `-invPtrLoc` option if you want to specify an inventory pointer file other than the default.
- 11 When the operation is complete, validate the creation of a valid installation as a result of deploying the clone. Also review the command output to confirm that the operation completed successfully without any errors.
 - 12 Perform any additional tasks that are necessary to set up the deployed clone to function as a valid installation.

For example, if you cloned an installation of Siebel Web Server Extension, then you must run the SWSE Configuration Wizard to complete the configuration of the target instance.

Properties Files Used in Cloning Operations

Table 19 on page 239 lists several properties files that are provided for use with the Siebel cloning utility. Before you perform a cloning operation, copy an existing properties file, such as one of the following files, and edit the copy appropriately for your operation to create or deploy a clone.

TIP: Retain the original properties files, and do not modify them. Edit only copies of the properties files for use in your cloning operations. You can also save multiple versions of any file with some of the settings that you typically use, to serve as templates for future use.

Table 19. Siebel Cloning Utility Properties Files

File Name	Operating System	Cloning Operation	Installable Module
unixsource_ses.properties	UNIX	Clone	Siebel Enterprise Server
unixtarget_ses.properties	UNIX	Deploy	Siebel Enterprise Server
unixsource_swse.properties	UNIX	Clone	Siebel Web Server Extension
unixtarget_swse.properties	UNIX	Deploy	Siebel Web Server Extension

Related Topics

[“Properties File Settings for Cloning an Installation” on page 239](#)

Properties File Settings for Cloning an Installation

Table 20 on page 240 describes the possible settings in the properties files for different cloning operations and provides some usage information. The properties files themselves also provide basic usage information. Different settings apply depending on the particulars of your cloning operation, such as whether you are creating or deploying a clone, cloning the Siebel Server or the Siebel Web Server Extension, using Microsoft Windows or UNIX, creating or deploying a full clone or a delta clone, and so on.

Table 20. Settings in the Siebel Cloning Utility Properties File

Setting	Cloning Operation	Description
Product	<p>Creating a clone</p> <p>Deploying a clone</p>	<p>The possible values are:</p> <ul style="list-style-type: none"> ■ ses. Creates or deploys a clone of the Siebel Enterprise Server. ■ swse. Creates or deploys a clone of the Siebel Web Server Extension. <p>This setting cannot be null. It is predefined in the properties files provided with the Siebel cloning utility.</p> <p>The properties files for cloning the Siebel Enterprise Server include <i>ses</i> in the file name. The properties files for cloning the SWSE include <i>swse</i> in the file name.</p>
Mode	<p>Creating a clone (which uses the value <i>clone</i>)</p> <p>Deploying a clone (which uses the value <i>deploy</i>)</p>	<p>The possible values are:</p> <ul style="list-style-type: none"> ■ clone. Creates a clone (that is, a snapshot file) on a source computer. ■ deploy. Deploys a clone on a target computer, using a previously created snapshot file. <p>This setting cannot be null. It is predefined in the properties files provided with the Siebel cloning utility.</p> <p>The properties files for creating a clone include <i>source</i> in the file name. The properties files for deploying a clone include <i>target</i> in the file name.</p>
Type	<p>Creating a clone</p> <p>Deploying a clone</p>	<p>The possible values are:</p> <ul style="list-style-type: none"> ■ full. Creates or deploys a full clone, using a complete snapshot file. ■ delta. Creates or deploys a partial (delta) clone, using a delta snapshot file. <p>This setting cannot be null. It is predefined as <i>full</i> in the properties files provided with the Siebel cloning utility.</p>
Source Location	<p>Creating a clone</p>	<p>The location of the source instance for which you are creating a clone. This setting cannot be null.</p>

Table 20. Settings in the Siebel Cloning Utility Properties File

Setting	Cloning Operation	Description
Target Location	Deploying a clone	The location of the target instance where you are deploying a clone. This setting cannot be null. The value must be the same as the location of the source instance.
Snapshot Location	Creating a clone Deploying a clone	The location of the snapshot file that you are creating or deploying. This setting cannot be null.
Zip FileName	Creating a clone Deploying a clone	The name of the snapshot file, including the file extension, that will be created in the snapshot location or that will be deployed from the snapshot location. This setting cannot be null. For Siebel Enterprise Server, an example file name is sessnapshot.zip. For SWSE, an example file name is swsesnapshot.zip.
Delta Zip FileName	Creating a clone (creating a delta clone only) Deploying a clone (deploying a delta clone only)	The name of the delta snapshot file, including the file extension, that will be created in the snapshot location or that will be deployed from the snapshot location. This setting cannot be null for an operation to create or deploy a delta clone (that is, an operation of type <i>delta</i>).
Exclude File List	Creating a clone	A comma-separated list of files in the source instance that will be excluded when you create a clone. You can use wildcards. For each file that you specify, you must include the full path.
Source Host Name	Creating a clone (for Siebel Enterprise Server only)	The host name of the source computer for which you are creating a clone. This setting cannot be null.
Target Host Name	Deploying a clone	The host name of the target computer on which you are deploying a clone. This setting cannot be null.
Target Gateway Server Host Name	Deploying a clone (for Siebel Enterprise Server only)	The host name of the computer hosting the Siebel Gateway Name Server for the target instance.

Table 20. Settings in the Siebel Cloning Utility Properties File

Setting	Cloning Operation	Description
Gateway Port	<p>Creating a clone (for Siebel Enterprise Server only)</p> <p>Deploying a clone (for Siebel Enterprise Server only)</p>	The port number of the Siebel Gateway Name Server for the source instance or target instance.
Language	<p>Creating a clone (for Siebel Enterprise Server only)</p> <p>Deploying a clone (for Siebel Enterprise Server only)</p>	The language code (such as RUS for Russian) for the primary language for the source instance or target instance. You must use the same setting for creating and for deploying a clone. This setting cannot be null.
UserName	<p>Creating a clone (for Siebel Enterprise Server only)</p> <p>Deploying a clone (for Siebel Enterprise Server only)</p>	The name of the Siebel Administrator user who will access the source instance or target instance, such as SADMIN. This setting cannot be null.
Password	<p>Creating a clone (for Siebel Enterprise Server only)</p> <p>Deploying a clone (for Siebel Enterprise Server only)</p>	The password for the Siebel Administrator user. This setting cannot be null.
Source Enterprise Name	<p>Creating a clone (for Siebel Enterprise Server only)</p>	<p>The name of the Siebel Enterprise for the source instance.</p> <p>Specify the Siebel Enterprise name if you are exporting the Siebel Enterprise configuration when you create the clone. Do this if deploying the clone will also create a new Siebel Gateway Name Server on the target computer. To export the Siebel Enterprise configuration, you also must specify Export Enterprise = Y.</p> <p>If no value is provided, then no Siebel Enterprise configuration is exported when you create the clone.</p>

Table 20. Settings in the Siebel Cloning Utility Properties File

Setting	Cloning Operation	Description
Source Siebel Server Name	Creating a clone (for Siebel Enterprise Server only)	<p>The name of the Siebel Server for the source instance.</p> <p>Specify the Siebel Server name if you are exporting the Siebel Server configuration when you create the clone. This is the expected usage case for cloning a Siebel Server. To export the Siebel Server configuration, you must specify Export Siebel Server = Y.</p> <p>If no value is provided, then no Siebel Server configuration is exported when you create the clone.</p>
Export Enterprise	Creating a clone (for Siebel Enterprise Server only)	<p>The possible values are:</p> <ul style="list-style-type: none"> ■ Y. Exports the Siebel Enterprise configuration when you create a clone. This setting assumes that the Siebel Enterprise has been defined for the source instance and is specified using Source Enterprise Name. The Siebel Gateway Name Server must be running when you create the clone. ■ N. Does not export the Siebel Enterprise configuration when you create a clone. <p>This setting cannot be null.</p>
Export Siebel Server	Creating a clone (for Siebel Enterprise Server only)	<p>The possible values are:</p> <ul style="list-style-type: none"> ■ Y. Exports the Siebel Server configuration when you create a clone. This setting assumes that the Siebel Server is running on the source instance and is specified using Source Siebel Server Name. The Siebel Gateway Name Server must be running when you create the clone. ■ N. Does not export the Siebel Server configuration when you create a clone. <p>This setting cannot be null.</p>

Table 20. Settings in the Siebel Cloning Utility Properties File

Setting	Cloning Operation	Description
Target Enterprise Name	Deploying a clone (for Siebel Enterprise Server only)	<p>The name of the Siebel Enterprise for the target instance. This setting cannot be null.</p> <p>If you exported the Siebel Enterprise configuration when you created the clone, then set Target Enterprise Name to match the setting you used for Source Enterprise Name. In this case, you are creating a new Siebel Gateway Name Server on the target computer. To import the Siebel Enterprise configuration, you must specify Import Enterprise = Y and set Create Gateway = Y.</p> <p>If an existing Siebel Gateway Name Server runs on a computer that is different from the target computer, then specify the name of an existing Siebel Enterprise and point to an existing Siebel Gateway Name Server, which must be running. In this case, you are not creating the Siebel Gateway Name Server on the target computer. You must set Import Enterprise = N and Create Gateway = N.</p>
Target Siebel Server Name	Deploying a clone (for Siebel Enterprise Server only)	<p>The name of the Siebel Server for the target instance. This setting cannot be null.</p> <p>To import the Siebel Server configuration, you also specify Import Siebel Server = Y.</p>
Import Enterprise	Deploying a clone (for Siebel Enterprise Server only)	<p>The possible values are:</p> <ul style="list-style-type: none"> ■ Y. Imports the Siebel Enterprise configuration when you deploy a clone. This setting assumes that the Siebel Enterprise configuration was exported when you created the clone. The Siebel Gateway Name Server must be running when you deploy the clone. ■ N. Does not import the Siebel Enterprise configuration when you deploy a clone. <p>This setting cannot be null.</p>

Table 20. Settings in the Siebel Cloning Utility Properties File

Setting	Cloning Operation	Description
Import Siebel Server	Deploying a clone (for Siebel Enterprise Server only)	<p>The possible values are:</p> <ul style="list-style-type: none"> ■ Y. Imports the Siebel Server configuration when you deploy a clone. This setting assumes that the Siebel Server configuration was exported when you created the clone. The Siebel Gateway Name Server must be running when you deploy the clone. ■ N. Does not import the Siebel Server configuration when you deploy a clone. <p>This setting cannot be null.</p>
Create Gateway	Deploying a clone (for Siebel Enterprise Server only)	<p>The possible values are:</p> <ul style="list-style-type: none"> ■ Y. Creates the Siebel Gateway Name Server when you deploy a clone. The Siebel Gateway Name Server is created using the settings for Target Host Name, Gateway Port, Username, and Password. ■ N. Does not create the Siebel Gateway Name Server when you deploy a clone. <p>This setting cannot be null.</p>
Gateway.VersionString	Deploying a clone (for Siebel Enterprise Server only)	Specifies the version string for the Siebel Gateway Name Server. Use this setting if you are creating a new instance of Siebel Gateway Name Server on the target computer.
Gateway.UseDefault	Deploying a clone (for Siebel Enterprise Server only)	Use this setting if you are creating a new instance of the Siebel Gateway Name Server on the target computer.
Gateway.CreateDefault	Deploying a clone (for Siebel Enterprise Server only)	Use this setting if you are creating a new instance of the Siebel Gateway Name Server on the target computer.
Update SWSE	Deploying a clone (for SWSE only)	Updates the Siebel Web Server Extension configuration files (eapps.cfg and eapps_sia.cfg) to include the target host name. This setting must be Y.

Related Topics

[“Requirements When Cloning an Installation” on page 233](#)

[“Limitations When Cloning an Installation” on page 235](#)

[“Properties Files Used in Cloning Operations” on page 239](#)

10 Installing and Configuring Siebel Management Agents and Siebel Management Server

This chapter explains how to configure Siebel Management Agents and install and configure Siebel Management Server. Both new installations and patch installations are described. It includes the following topics:

- [About Siebel Management Agent and Siebel Management Server on page 247](#)
- [Process of Installing Siebel Management Server on page 248](#)
- [Command-Line Options for the Siebel Management Server Installer on page 251](#)
- [About Configuring Siebel Management Agents and Siebel Management Server on page 252](#)
- [Process of Configuring Siebel Management Agents and Siebel Management Server on page 256](#)

About Siebel Management Agent and Siebel Management Server

Siebel Management Agent and Siebel Management Server are infrastructure components that support Siebel Application Deployment Manager (Siebel ADM). These infrastructure components collectively are also referred to as the Siebel Management Framework.

Siebel Management Server must be installed only once, usually on a dedicated management station. You can use the same Siebel Management Server with one or more Siebel Enterprises. Installed instances of Siebel Management Agent communicate with Siebel Management Server. Siebel Management Agent is automatically installed with each Siebel Server installation.

Before you configure Siebel Management Server after installation, you must install and configure at least one instance of Siebel Management Agent. Ideally, you will already have installed and configured all of the Siebel Servers and Siebel Management Agents.

The Siebel Management Server Configuration Wizard can register one or two Siebel Management Agents with the Siebel Management Server. You can register additional Siebel Management Agents by using the Perl scripts that are provided with the software. Executing the Perl scripts is required in all of the configuration scenarios.

Related Books

Siebel Application Deployment Manager Guide

Siebel Security Guide

Certifications tab on My Oracle Support

Process of Installing Siebel Management Server

This process describes how to install Siebel Management Server on a Microsoft Windows server in a Siebel Business Applications environment.

NOTE: This process includes instructions for installing both the base release (Siebel CRM version 8.1.1 or version 8.2.2) and the current release, Siebel Innovation Pack 2013. For a new installation, you install the base release and then the current release. For an existing installation, you install only the current release.

To install Siebel Management Server, perform the following tasks:

- 1 ["Installing Siebel Management Server as a New Installation" on page 248](#)
- 2 ["Installing Siebel Management Server as a Patch Installation" on page 250](#)

This process is a step in:

- ["Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment" on page 30](#)
- ["Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)" on page 34](#)
- ["Roadmap for Installing Siebel Business Applications in a Patch Installation Case \(Existing Installation\)" on page 37](#)

Related Topics

- ["Installation-Related Changes for Siebel Innovation Pack 2013" on page 25](#)
- ["Requirements for Installing and Configuring Siebel Management Agents and Siebel Management Server" on page 352](#)
- ["About Siebel Management Agent and Siebel Management Server" on page 247](#)
- ["Command-Line Options for the Siebel Management Server Installer" on page 251](#)
- ["About Configuring Siebel Management Agents and Siebel Management Server" on page 252](#)
- ["Process of Configuring Siebel Management Agents and Siebel Management Server" on page 256](#)

Installing Siebel Management Server as a New Installation

Use the following procedure to install Siebel Management Server as a new installation for Siebel CRM version 8.1.1 or version 8.2.2.

NOTE: Use this procedure only when Siebel Management Server is not already installed. After performing this procedure, you must follow the steps in ["Installing Siebel Management Server as a Patch Installation" on page 250](#) to install the current release.

This topic is part of ["Process of Installing Siebel Management Server" on page 248](#).

To install Siebel Management Server as a new installation

- 1** Review [“Requirements for Installing and Configuring Siebel Management Agents and Siebel Management Server”](#) on page 352.
- 2** Log on to the Microsoft Windows server computer where you want to install Siebel Management Server.
- 3** In Windows Explorer, navigate to the Siebel image location for Siebel CRM version 8.1.1 or version 8.2.2. Then navigate to the directory where the installer is located. Navigate to *Siebel_Image\Windows\Server\Siebel_Management_Server*.

In this path, *Siebel_Image* is the directory for your Siebel network image, such as:
C:\Siebel_Install_Image\8.1.1.0 or C:\Siebel_Install_Image\8.2.2.0.

- 4** (Microsoft Windows Server 2008 or Windows Server 2012) Before you run the installer executable program (setup.exe) for Siebel Management Server for the first time, set the compatibility mode to *Windows Server 2003 (service pack 1)*.

Do this on each applicable computer where you install Siebel Management Server. For more information about setting the compatibility mode, see Microsoft documentation.

- 5** Double-click setup.exe to start the Siebel Management Server installer for Siebel CRM version 8.1.1 or version 8.2.2.

The Siebel Management Server installer displays the Welcome screen.

- 6** Click Next to proceed.

A screen appears that asks you to specify the location where you install Siebel Management Server.

- 7** Accept the default directory location proposed by the installer, or enter an alternative directory to install Siebel Management Server, and then click Next.

The default installation directory is C:\sba81\mgmtsrvr or C:\sba82\mgmtsrvr.

NOTE: The installation directory location must not contain spaces; underscores are allowed.

The installer displays the location into which it will install the Siebel Management Server, and displays the disk space required for the installation.

- 8** Review the information, and take the appropriate action:
 - If the information is incorrect, then click Back to correct the installation location.
 - If the information is correct, then click Next.

The installer wizard starts the installation of Siebel Management Server.

- 9** Click Finish to close the installer wizard.

- 10** After installation is complete, review the installer log file to make sure that no errors occurred during the installation.

The installer writes output to a log file, log.txt, which is stored in the Siebel Management Server installation directory.

For information about configuring Siebel Management Server after installing it, see [“Process of Configuring Siebel Management Agents and Siebel Management Server”](#) on page 256.

Installing Siebel Management Server as a Patch Installation

Use the following procedure to install Siebel Management Server as a patch installation for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. You install the software as a patch release on top of an existing installation of Siebel CRM version 8.1.1 or 8.1.1.x, or Siebel CRM version 8.2.2 or 8.2.2.x.

NOTE: Use this procedure only when an earlier version of Siebel Management Server is already installed. Otherwise, you must follow the steps in “Installing Siebel Management Server as a New Installation” on page 248 before you can perform this procedure.

NOTE: Before you perform this procedure, you must have installed Siebel Enterprise Server as a migration installation, for any instance where you are running Siebel Management Agent. For more information, see “Installing Siebel Enterprise Server as a Migration Installation” on page 44.

This topic is part of “Process of Installing Siebel Management Server” on page 248.

To install Siebel Management Server as a patch installation

- 1 Stop the Siebel Management Server service.
- 2 In Windows Explorer, navigate to the Siebel image location for the current release, and then to the directory where the installer is located. Navigate to *Siebel_Image\Windows\Server\Siebel_Management_Server*.

In this path, *Siebel_Image* is the directory for your version-specific Siebel installation image, such as *C:\Siebel_Install_Image\8.1.1.11* or *C:\Siebel_Install_Image\8.2.2.4*.
- 3 (Microsoft Windows Server 2008 or Windows Server 2012) Before you run the installer executable program (setup.exe) for Siebel Management Server for the first time, set the compatibility mode to *Windows Server 2003 (service pack 1)*.

Do this on each applicable computer where you install Siebel Management Server. For more information about setting the compatibility mode, see Microsoft documentation.
- 4 Double-click setup.exe to start the Siebel Management Server installer for Siebel CRM version 8.1.1.x or version 8.2.2.x.

The Siebel Management Server installer displays the Welcome screen.
- 5 Click Next.
- 6 Select an instance of Siebel CRM version 8.1.1 or 8.1.1.x or Siebel CRM version 8.2.2 or 8.2.2.x to patch, from the list of detected Siebel installations, and then click Next.
- 7 Follow all of the prompts to complete the installation of Siebel CRM version 8.1.1.x or version 8.2.2.x.
- 8 Restart the Siebel Management Server service.

NOTE: After you restart Siebel Management Server, it automatically reconnects to each instance of Siebel Management Agent. Newly patched instances of Siebel Management Agent are not operational until Siebel Management Server has also been patched.

- 9 Repeat these steps on each computer with a Siebel Management Server installation to be patched. (In most deployments, only one instance is installed.)

Command-Line Options for the Siebel Management Server Installer

You can run the installer program for Siebel Management Server at the command line with any of several flags optionally appended to the installer command.

Use any of the following flags optionally appended to the Siebel Management Server installer command:

- `-i s:l og logfile`

In this command option, *logfile* is the full path name and the name of a log file to be generated (for example, `/usr/tmp/mgmtsrvr.log`).

This flag generates an additional log file. The logging information in the file is limited to initialization errors. Use this flag for debugging or for troubleshooting when you cannot invoke the installer.

NOTE: The default log file that records status errors during the installation is created in the `MGMTSRVR_INSTALL` directory.

- `-i s:j avaconsol e -consol e`

This flag generates a script-type (non-GUI) user interface called console mode. This method is most useful when installing or configuring over a WAN or VPN, or where the text display of console mode is preferable to GUI mode for other reasons.

- `-i s: tempdi r temp_di rectory_lo cati on`

This flag directs the installer to the location to use for temporary installation-related files. If the default directory is not suitable or does not have the required free space, then you can designate another location. For more information, see ["Managing Temporary Disk Space Required by Siebel Installers and Wizards" on page 309](#).

- `-args RECORD=path_to_installation_response_file`

This flag runs the installer in record mode. Record mode does not perform an installation, but rather it generates a `siebel.ini` file that includes changes based on inputs made during the installer session.

You use this `siebel.ini` file as part of an unattended installation, as follows:

- After you create a `siebel.ini` file using record mode, place the file in the directory where the Siebel Management Server installer program is located so it will be read by the installer when you start it. Always back up your original `siebel.ini` file before replacing it with a new file.

- Alternatively, you can place the new siebel.ini file in some other location, and run the installer using the `-args SS_SETUP_INI` argument to point to the location of the file that you created using record mode.

When you run the installer in record mode, validations are performed as if the installer were running in live mode (normal installation). It is strongly recommended that you run the installer on a computer that has similar resources and configuration settings as the target computer on which the installation will be performed.

NOTE: There must be no spaces before and after the equals sign in the command.

- `-args SS_SETUP_INI =path_to_installation_response_file`

This flag runs the installer using a siebel.ini file at a location that you designate. If this option is not used, then the installer uses the siebel.ini file located in the same directory where the Siebel Management Server installer program is located. The installer session will be governed by the settings in this siebel.ini file.

NOTE: There must be no spaces before and after the equals sign in the command.

Related Topics

[“Process of Installing Siebel Management Server” on page 248](#)

About Configuring Siebel Management Agents and Siebel Management Server

This topic provides background information about configuring Siebel Management Agents and Siebel Management Server.

Related Topics

[“Requirements for Installing and Configuring Siebel Management Agents and Siebel Management Server” on page 352](#)

[“About Siebel Management Agent and Siebel Management Server” on page 247](#)

[“Process of Installing Siebel Management Server” on page 248](#)

[“Process of Configuring Siebel Management Agents and Siebel Management Server” on page 256](#)

[Appendix B, “Siebel Configuration Wizard Reference”](#)

Siebel Enterprise and Siebel Gateway Name Server

When you are configuring an instance of Siebel Management Server for use with Siebel Application Deployment Manager (Siebel ADM), the Siebel Enterprise and Siebel Gateway Name Server that you specify during configuration must be those for the target environment (not the source environment) for any data migration operations that you will be performing. See also *Siebel Application Deployment Manager Guide*.

NOTE: It is possible to configure Siebel Management Server to support multiple Siebel Enterprises. It is recommended that you keep configuration as simple as possible for a deployment of this type. For example, where a Siebel user is specified during configuration, specifying a standard Siebel administrator account, such as SADMIN, simplifies the overall deployment.

Secure Sockets Layer

Configuring Siebel Management Agents and Siebel Management Server includes steps for specifying Secure Sockets Layer (SSL) encryption for communications between components. Before configuring, review topics about SSL encryption in *Siebel Security Guide*.

Default Port Numbers for the Siebel Management Framework

The following port numbers are used by default by components of the Siebel Management Framework:

- Siebel Management Agent: port 1199 (RMI registry)
- Siebel Management Server: port 1099 (RMI registry)

If you are using nondefault port numbers, then you can specify the correct port numbers in the Configuration Wizard for Siebel Management Agent or Siebel Management Server.

As noted in [“Using Perl Scripts to Finish Configuring Siebel Management Agents and Siebel Management Server” on page 264](#), an intermediate file output by a Perl script assumes the default Siebel Management Agent port number of 1199. Update this file as necessary to reference the correct port number.

Anticipate whether you might have port number conflicts with other components on individual computers and take steps to avoid conflicts. For example, the Siebel Charts server also uses port 1099. For more information, see [“Installing Siebel Charts” on page 270](#).

Siebel Management Server uses Apache Tomcat internally. If this Siebel module and another product using Apache Tomcat are installed on the same computer, then you might encounter port conflicts. If necessary, edit the file `server.xml` to specify unique port numbers. For Siebel Management Server, this file is located in the `tomcat\conf` subdirectory of the installation directory. Port 8005 is used for Tomcat shutdown.

To change the port number

- Open the file `server.xml`, and modify this line:

```
<Server port="8005" shutdown="SHUTDOWN">
```

Requirements for the Siebel ADM Package Directory

Note the following requirements for the Siebel ADM package directory. This directory stores packages before deployment in the target environment. You specify the default location while configuring Siebel Management Server.

- The directory that you are specifying as the default location must already exist before you configure Siebel Management Server. The Siebel Management Server Configuration Wizard does not create this directory.
- Users who deploy ADM packages must have read and write permissions in this directory.
- The directory must be a shared network resource that is available to the Siebel Management Server and to Siebel Management Agents on all of the Siebel Server computers.

- For deployments using only Siebel Servers on Microsoft Windows, set a value with a fully qualified path, as in this example:

```
\\ComputerName\packages
```

- For deployments using one or more Siebel Server on a Windows server computer and one or more Siebel Server on a UNIX server computer, set a value with two fully qualified paths (one for Windows and one for UNIX), separated by a semicolon, as in this example:

```
\\ComputerName\packages; /mnt/packages
```

NOTE: Siebel Management Server is supported only on Microsoft Windows, while Siebel Management Agent and Siebel Server are supported on both Windows and UNIX operating systems. The paths defined in the setting of ADM_PACK_LOC must specify the same location as it would be accessed from servers on both Windows and UNIX.

- After you run the Siebel Management Server Configuration Wizard and run the admconfig.pl script, the value that you specify is stored in the batch file `deploy_enterprise_name.bat` as the value of the parameter `ADM_PACK_LOC`. This file is created in the Siebel Management Server installation directory: `MgmtSrvrInstallDir\pref\system`. For more information about this file, see [“Using Perl Scripts to Finish Configuring Siebel Management Agents and Siebel Management Server”](#) on page 264.

For information about how to use the file `deploy_enterprise_name.bat` and about the task for configuring the ADM enterprise profile, see *Siebel Application Deployment Manager Guide*.

- For deployments in which Siebel Management Agent is installed on one or more UNIX computers, a cross-platform networking tool such as Samba might be required to help provide access to the ADM package directory and to the Siebel Management Server on Windows.

Perl Scripts for Configuring Siebel Management Agent and Siebel Management Server

A series of Perl scripts is provided with Siebel Business Applications as a mandatory part of configuring Siebel Management Agent and Siebel Management Server for use with Siebel ADM. The execution tasks are described in [“Using Perl Scripts to Finish Configuring Siebel Management Agents and Siebel Management Server”](#) on page 264.

The Perl scripts provided are:

- **getservers.pl.** This script is provided with both Siebel Management Agent and Siebel Management Server.
- **makeagentconfig.pl.** This script is provided with both Siebel Management Agent and Siebel Management Server.
- **admconfig.pl.** This script is provided with Siebel Management Server only.

Location of the Perl Scripts

On Siebel Management Agent, the Perl scripts (getservers.pl and makeagentconfig.pl only) are located in:

MgmtAgentInstallDir\bin

In this path, *MgmtAgentInstallDir* is the Siebel Management Agent installation directory, such as C:\siebel\8.1.1.11.0\ses\siebsrvr\mgmtagent or C:\siebel\8.2.2.4.0\ses\siebsrvr\mgmtagent (on Windows) or /siebel/8.1.1.11.0/ses/siebsrvr/mgmtagent or /siebel/8.2.2.4.0/ses/siebsrvr/mgmtagent (on UNIX).

On Siebel Management Server, the Perl scripts (getservers.pl, makeagentconfig.pl, and admconfig.pl) are located in:

MgmtSrvrInstallDir\bin

In this path, *MgmtSrvrInstallDir* is the Siebel Management Server installation directory, such as C:\sba81\mgmtsrvr or C:\sba82\mgmtsrvr (on Windows only).

Requirements for Executing the Perl Scripts

Review the following requirements for executing the Perl scripts:

- The Siebel Server, Siebel Management Agent, and Siebel Management Server must be up and running, and the Siebel ADM server components must be enabled and running.
- Use the minimum supported version of Perl, as noted in the Certifications tab on My Oracle Support.
- Execute the Perl scripts getservers.pl and makeagentconfig.pl on a computer on which you have installed a Siebel Server because these scripts have to run srvmgr.

In general, this topic assumes that you execute these Perl scripts on a computer where you have installed both Siebel Server and Siebel Management Agent. By contrast, you execute the script admconfig.pl on a computer where you have installed Siebel Management Server.

What the Perl Scripts Do

Executing getservers.pl and makeagentconfig.pl invokes the srvmgr executable program to retrieve information from the Siebel Gateway Name Server about installed Siebel Servers and Siebel Management Agents. Executing the Perl scripts generates XML files containing data needed by Siebel Management Server, which registers all of the Siebel Management Agents with the Siebel Management Server.

You execute `admconfig.pl` on the Siebel Management Server computer after executing the scripts `getservers.pl` and `makeagentconfig.pl`. The `admconfig.pl` script generates the files `deploy_<enterprise_name>.bat` and `entprofile_<enterprise_name>.xml`. In these file names, `<enterprise_name>` is the name of the Siebel Enterprise.

After verifying or updating port numbers in these files, you then copy the XML files to the Siebel Management Server (updating existing files).

Execute the Perl scripts additional times in the following cases:

- If you add more Siebel Servers with Siebel Management Agents later. These instances of Siebel Management Agent must be registered with the Siebel Management Server.
- If your Siebel Management Server must work with more than one Siebel Enterprise, such as if Siebel ADM must support multiple Siebel Enterprises.
- If multiple instances of Siebel Management Servers are required for any reason. (For two or more Siebel Enterprises with the same name, you must install a separate instance of Siebel Management Server for each unique Siebel Enterprise name.)

Process of Configuring Siebel Management Agents and Siebel Management Server

To configure Siebel Management Agents and Siebel Management Server, perform the following tasks:

1 ["Configuring Siebel Management Agents" on page 257](#)

2 ["Configuring Siebel Management Server" on page 260](#)

Part of this task means registering each Siebel Management Agent with the Siebel Management Server. You can register up to two instances of Siebel Management Agent in the Siebel Enterprise using the Siebel Management Server Configuration Wizard.

3 ["Using Perl Scripts to Finish Configuring Siebel Management Agents and Siebel Management Server" on page 264](#)

Execute Perl scripts to register additional instances of Siebel Management Agent, to register Siebel Management Agents for additional Siebel Enterprises.

4 ["Restarting Siebel Management Server After Installation and Configuration" on page 267](#)

You perform these configuration tasks after installing Siebel Management Server.

Related Topics

["Requirements for Installing and Configuring Siebel Management Agents and Siebel Management Server" on page 352](#)

["About Siebel Management Agent and Siebel Management Server" on page 247](#)

["Process of Installing Siebel Management Server" on page 248](#)

["About Configuring Siebel Management Agents and Siebel Management Server" on page 252](#)

Configuring Siebel Management Agents

This topic describes how you configure the Siebel Management Agents after installation. You configure each instance using the Siebel Management Agent Configuration Wizard.

NOTE: On Microsoft Windows, if you are using database authentication, then, in order to select the Configuration Wizard option to start the Siebel Management Agent immediately, you must have already installed the Siebel database schema and seed data. For more information about performing these tasks, see [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

This task is a step in [“Process of Configuring Siebel Management Agents and Siebel Management Server” on page 256.](#)

To configure Siebel Management Agents

- 1 Review [“About Configuring Siebel Management Agents and Siebel Management Server” on page 252](#) and [“Requirements for Installing and Configuring Siebel Management Agents and Siebel Management Server” on page 352.](#)
- 2 To start the Siebel Management Agent Configuration Wizard at the command line, first open a new command window.
- 3 Set the following environment variables, according to your operating system. (In [Step 4 on page 257](#), you start the wizard at the command line in the same command window.)

■ **AIX:**

```
setenv LIBPATH $SIEBEL_ROOT/siebsvr/mgmtagent/lib: {LIBPATH}
setenv PATH $SIEBEL_ROOT/siebsvr/mgmtagent/bin: {PATH}
```

■ **HP-UX:**

```
setenv SHLIB_PATH $SIEBEL_ROOT/siebsvr/mgmtagent/lib: {SHLIB_PATH}
setenv PATH $SIEBEL_ROOT/siebsvr/mgmtagent/bin: {PATH}
```

■ **Linux and Oracle Solaris:**

```
setenv LD_LIBRARY_PATH $SIEBEL_ROOT/siebsvr/mgmtagent/lib: {LD_LIBRARY_PATH}
setenv PATH $SIEBEL_ROOT/siebsvr/mgmtagent/bin: {PATH}
```

In these commands, `$SIEBEL_ROOT` is the parent directory for the installation.

NOTE: It is recommended that you save the commands that you require into a shell script.

- 4 Start the Siebel Management Agent Configuration Wizard.
A screen appears that requests the account details of the Siebel user who accesses Siebel Management Agent.
- 5 Enter the Siebel user name and password, confirm the password, and then click Next.
Specify a Siebel administrator user, such as `SADMIN`.
The wizard requests the location of the Java Runtime Environment (JRE) home directory.

- 6 Click Browse to navigate to the JRE home directory. Select the directory, and click Next.

The wizard displays a check box that allows you to enable RC2 encryption for the Siebel user account that you specified in [Step 5 on page 257](#). By default, the check box is clear. For more information about RC2 encryption, see *Siebel Security Guide*.

- 7 Take the appropriate action:

- To enable RC2 encryption of the Siebel user's password, select the check box, and click Next. Specify the full path to the RC2 key file.
- To leave the Siebel user's password encoded in base64 Content-Transfer-Encoding, leave the check box clear, and click Next.

The wizard requests the port number for the RMI Registry. Requests to connect to this Siebel Management Agent use this port number (default 1199).

- 8 Enter the port number for the RMI Registry, or accept the default, and then click Next.

The wizard requests the type of authentication to deploy for Siebel Management Agent. You must select the same type of authentication for both Siebel Management Server and any Siebel Management Agents that connect to this Siebel Management Server. For more information about authentication types, see *Siebel Security Guide*.

- 9 Select the type of authentication. Do one of the following, and click Next:

- If you selected LDAP or Database, then go to [Step 10 on page 258](#), and specify the path to the security adapter file. Use one of these options for production deployments.
- If you selected None, then go to [Step 11 on page 258](#). This option is not suitable for production deployments.

NOTE: Selecting None allows the user specified in [Step 5 on page 257](#) to perform Siebel ADM deployment operations without any other authentication.

- 10 Specify the path to the security adapter file (located in the bin subdirectory of the Siebel Management Agent installation directory), and click Next.

- For LDAP, specify the file secadp.cfg.
- For database authentication, specify the file odbcsecadp.cfg.

The wizard asks if you want to deploy the Secure Sockets Layer (SSL) protocol for Siebel Management Agent. For more information about SSL, see *Siebel Security Guide*.

- 11 Take the appropriate action:

- To deploy with SSL, select the SSL radio button, and click Next. Go to the next step.

For more information about configuring SSL for Siebel Management Agent and Siebel Management Server, see *Siebel Security Guide*.

- To deploy without using SSL, select the NoSSL radio button, and click Next. On Windows, go to [Step 16 on page 259](#). On UNIX, go to [Step 18 on page 260](#).
- To deploy for local communications only (with no SSL between different computers), select the LoopBack radio button, and click Next. Go to [Step 16 on page 259](#).

This option binds to a loopback address and accepts connections only from the same computer. You can use this option when Siebel Management Agent and Siebel Management Server are installed on the same Windows computer.

12 Take the appropriate action:

- To use the SSL protocol for communications from the client, select Client, and click Next. (The client in this context is the Siebel Management Server.) The wizard requests the Private Key File Name and Private Key File Password. Go to [Step 14 on page 259](#).
- To use the SSL protocol for communications in both directions (between the Siebel Management Server and the Siebel Management Agents), select Dual, and click Next. The wizard requests the name of the SSL provider.
- To use the SSL protocol for communications from the server, select Server, and click Next. (The server in this context is the Siebel Management Agent.) The wizard requests the name of the SSL provider.

13 For Dual or Server configuration, specify the name of the SSL encryption provider, and click Next. Specify one of the following:

- JSENoStubProviderWrapper
- RSAProviderWrapper
- SunJSSEProviderWrapper

For more information about these options, see *Siebel Security Guide*.

The wizard requests the Private Key File Name and Private Key File Password.

14 Enter values for the Private Key File Name and Private Key File Password, and click Next.

The wizard requests the name of the Truststore file.

15 Enter the name of the Truststore file, and click Next:

- On Microsoft Windows, go to the next step.
- On UNIX, go to [Step 18 on page 260](#).

16 Enter the Windows User Account and the Windows User Account Password, confirm the password, and then click Next.

The wizard asks if you want to start Siebel Management Agent.

17 Take the appropriate action:

- To start Siebel Management Agent when configuration completes, select the check box, and click Next.

NOTE: On Microsoft Windows, if you are using database authentication, then, in order to select this option, you must have already installed the Siebel database schema and seed data. For more information about performing these tasks, see [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

- To start Siebel Management Agent at a later time, leave the check box clear, and click Next.

The wizard summarizes the selections that you have made.

18 Review this information, and take the appropriate action:

- If the information is correct, then click Next to complete the configuration. A dialog box appears that asks if you want to execute the configuration. Go to the next step.
- If the information is incorrect, then click Back to return to the parameter that you want to modify.

19 Click OK to execute the configuration, and complete the configuration of the Siebel Management Agent.

After you have configured all of the Siebel Management Agents, do one of the following:

- To install Siebel Management Server (if it is not yet installed), go to [“Process of Installing Siebel Management Server” on page 248.](#)
- To configure Siebel Management Server (if it is already installed), go to [“Configuring Siebel Management Server” on page 260.](#)

Configuring Siebel Management Server

This topic describes how you configure Siebel Management Server after installation. You configure using the Siebel Management Server Configuration Wizard.

In general, this topic assumes that you configure Siebel Management Server immediately after you install it. When you configure the Siebel Management Server, you are also registering one or two Siebel Management Agents with the Siebel Management Server.

Installation of Siebel Management Server is described in [“Process of Installing Siebel Management Server” on page 248.](#)

NOTE: If you are using database authentication, then, in order to select the Configuration Wizard option to start the Siebel Management Server immediately, you must have already installed the Siebel database schema and seed data. For more information about performing these tasks, see [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

This task is a step in [“Process of Configuring Siebel Management Agents and Siebel Management Server” on page 256.](#)

To configure Siebel Management Server

- 1 Review [“About Configuring Siebel Management Agents and Siebel Management Server”](#) on page 252 and [“Requirements for Installing and Configuring Siebel Management Agents and Siebel Management Server”](#) on page 352.

- 2 Start the Siebel Management Server Configuration Wizard.

The wizard requests the name of the Siebel Enterprise for which you will be using Siebel Management Server.

- 3 Enter the name of the Siebel Enterprise, and click Next.

The wizard requests the name of the computer that hosts the Siebel Gateway Name Server. It also requests the port number (default 2320) on which the Siebel Gateway Name Server listens for requests.

- 4 Enter the name of the computer that hosts the Siebel Gateway Name Server and its port number, and click Next.

NOTE: Make sure that the Siebel Gateway Name Server is running.

The wizard requests the account details of the Siebel user who administers the Siebel Management Server.

- 5 Enter the Siebel user name and password, confirm the password, and then click Next.

Specify a Siebel administrator user, such as SADMIN.

The wizard displays a check box that allows you to enable RC2 encryption for the Siebel user account that you specified in [Step 5 on page 261](#). By default, the check box is clear. For more information about RC2 encryption, see *Siebel Security Guide*.

- 6 Take the appropriate action:

- To enable RC2 encryption of the Siebel user’s password, select the check box, and click Next. Specify the full path to the RC2 key file.
- To leave the Siebel user’s password in base64 Content-Transfer-Encoding, leave the check box clear, and click Next.

The wizard requests the port number for the RMI Registry. The RMI Registry port number (default 1099) is the port number where Siebel Management Server listens for requests.

- 7 Enter the port number for the RMI Registry or accept the default, and then click Next.

The wizard requests the location of the Java Runtime Environment (JRE) home directory.

- 8 Click Browse to navigate to the JRE home directory. Select the directory, and click Next.

The wizard requests the type of authentication to deploy for Siebel Management Server. You must select the same type of authentication for both Siebel Management Server and any Siebel Management Agents that connect to this Siebel Management Server. For more information about the authentication types, see *Siebel Security Guide*.

- 9 Select the type of authentication. Do one of the following, and click Next:
 - If you selected LDAP or Database, then go to [Step 10 on page 262](#), and specify the path to the security adapter file. Use one of these options for production deployments.
 - If you selected None, then go to [Step 11 on page 262](#). This option is not suitable for production deployments.

NOTE: Selecting None allows the user specified in [Step 5 on page 261](#) to perform Siebel ADM deployment operations without any other authentication.

- 10 Specify the path to the security adapter file (located in the bin subdirectory of the Siebel Management Server installation directory). Do one of the following, and click Next:
 - For LDAP, specify the file secadp.cfg.
 - For database authentication, specify the file odbsecadp.cfg.

The wizard asks if you want to deploy the Secure Sockets Layer (SSL) protocol for the Siebel Management Server. For more information about SSL, see *Siebel Security Guide*.

- 11 Take the appropriate action:
 - To deploy with SSL, select the SSL radio button, and click Next. Go to the next step.
For more information about configuring SSL for Siebel Management Agent and Siebel Management Server, see *Siebel Security Guide*.
 - To deploy without using SSL, select the NoSSL radio button, and click Next. Go to [Step 16 on page 263](#).
 - To deploy for local communications only (with no SSL between different computers), select the LoopBack radio button, and click Next. Go to [Step 16 on page 263](#).
This option binds to a loopback address and accepts connections only from the same computer. You can use this option when Siebel Management Agent and Siebel Management Server are installed on the same computer (which applies only on Windows).

- 12 Take the appropriate action:
 - To use the SSL protocol for communications from the client, select Client, and click Next. (The client in this context is the Siebel Management Server.) The wizard requests the Private Key File Name and Private Key File Password. Go to [Step 15 on page 263](#).
 - To use the SSL protocol for communications in both directions (between the Siebel Management Server and the Siebel Management Agents), select Dual, and click Next. The wizard requests the name of the SSL provider.
 - To use the SSL protocol for communications from the server, select Server, and click Next. (The server in this context is the Siebel Management Agent.) The wizard requests the name of the SSL provider.

- 13 For Dual or Server configuration, specify the name of the SSL encryption provider, and click Next. Specify one of the following:
 - JSSNoStubProviderWrapper
 - RSAProviderWrapper

■ SunJSSEProviderWrapper

For more information about these options, see *Siebel Security Guide*.

The wizard requests the Private Key File Name and Private Key File Password.

- 14** Enter values for the Private Key File Name and Private Key File Password, and click Next.

The wizard requests the name of the Truststore file.

- 15** Enter the name of the Truststore file, and click Next.

The wizard requests the Microsoft Windows account details for the computer that hosts Siebel Management Server.

- 16** Enter the Windows User Account and the Windows User Account Password, confirm the password, and then click Next.

The wizard requests the default location of the Siebel ADM package directory, which is the directory that stores packages prior to deployment in the target environment.

- 17** Specify a value representing the default location of the Siebel ADM package directory, and click Next.

The wizard requests the host name and port number (default 1199) of the computer with the first Siebel Management Agent that you want to register with the Siebel Management Server.

- 18** Enter the host name of the computer that hosts the monitored Siebel Server (where the first Siebel Management Agent is installed) and the port number on which Siebel Management Agent listens. Then click Next.

The wizard requests the name of the monitored Siebel Server.

- 19** Enter the name of the Siebel Server, and click Next.

The wizard asks you to select the type of monitored server.

- 20** Take the appropriate action:

- To monitor a Siebel Server, select the Siebel Server check box, and click Next.
- To monitor another type of server, select the Generic Server check box, and click Next. For more information about this option, see *Siebel Application Deployment Manager Guide*.

The wizard asks if you want to register a second Siebel Management Agent with this Siebel Management Server.

- 21** Take the appropriate action:

- If you have two Siebel Servers with Siebel Management Agent and are registering the second Siebel Management Agent, then select the check box, and click Next. Repeat [Step 18](#) through [Step 20](#) to register the second Siebel Management Agent.
- If you do not want to register a second Siebel Management Agent at this time, then clear the check box, and click Next.

For example, clear the check box if you have only one Siebel Server with a Siebel Management Agent, or if you have more than two Siebel Servers with Siebel Management Agents. To register more than two Siebel Management Agents, you must run Perl scripts as described in [“Using Perl Scripts to Finish Configuring Siebel Management Agents and Siebel Management Server”](#) on page 264.

The wizard asks if you want to start Siebel Management Server.

22 Take the appropriate action:

- To start Siebel Management Server when configuration is complete, select the check box, and click Next.

NOTE: On Microsoft Windows, if you are using database authentication, then, in order to select this option, you must have already installed the Siebel database schema and seed data. For more information about performing these tasks, see [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

- To start Siebel Management Server at a later time, leave the check box clear, and click Next.

The wizard summarizes the selections that you have made.

23 Review this information, and take the appropriate action:

- If the information is correct, then click Next to complete the configuration. A dialog box appears that asks if you want to execute the configuration. Go to the next step.
- If the information is incorrect, then click Back to return to the parameter that you have to modify.

24 Click OK to execute the configuration, and complete the configuration of the Siebel Management Server.

25 If you started the Siebel Management Server Configuration Wizard from the installer, then return to [“Process of Installing Siebel Management Server”](#) on page 248 to complete the installation.

NOTE: After you have configured Siebel Management Server using the Configuration Wizard, go to [“Using Perl Scripts to Finish Configuring Siebel Management Agents and Siebel Management Server”](#) on page 264.

Using Perl Scripts to Finish Configuring Siebel Management Agents and Siebel Management Server

This topic describes how to execute a series of Perl scripts provided with Siebel Business Applications. These scripts are a mandatory part of configuring Siebel Management Agents and Siebel Management Server for use with Siebel ADM. For more information about these Perl scripts, see [“Perl Scripts for Configuring Siebel Management Agent and Siebel Management Server”](#) on page 254.

Before you execute these scripts, use the Siebel Management Agent Configuration Wizard to configure each installed instance of Siebel Management Agent, as described in “[Configuring Siebel Management Agents](#)” on page 257. Then use the Siebel Management Server Configuration Wizard to configure the installed instance of Siebel Management Server and to register at least one installed instance, and up to two installed instances, of Siebel Management Agent, as described in “[Configuring Siebel Management Server](#)” on page 260.

This task is a step in “[Process of Configuring Siebel Management Agents and Siebel Management Server](#)” on page 256.

Executing the `getservers.pl` and `makeagentconfig.pl` Scripts

Use this procedure to execute the Perl scripts `getservers.pl` and `makeagentconfig.pl`. Execute these scripts on the Siebel Management Agent computer (where a Siebel Server is also installed). Review this topic before you execute these scripts.

To execute the `getservers.pl` and `makeagentconfig.pl` scripts

- 1 Copy the file `configuration.globals.xml` from the Siebel Management Server installation to the directory where you will execute the Perl scripts.

To execute the Perl scripts on the Siebel Management Agent computer, copy the file from `MgmtSrvrInstallDir\pref\system` (on the Siebel Management Server computer) to `MgmtAgentInstallDir\bin` (on the Siebel Management Agent computer).

- 2 Navigate to the directory `MgmtAgentInstallDir\bin` (on the Siebel Management Agent computer).
- 3 Execute `getservers.pl`. From the command line, execute the following command:

```
perl getservers.pl -g GatewayServerHostname: GatewayServerPortNumber -e SiebelEnterpriseName -u SiebelUsername -p SiebelUserPassword -l DeploymentLanguage
```

For example, you might enter a command like this for Siebel CRM version 8.1.1.11:

```
perl getservers.pl -g sdchs21n044: 4330 -e sieb81 -u sadmin -p db2 -l enu
```

NOTE: Specifying the port number (and the preceding colon) is optional if the Siebel Gateway Name Server uses the default port of 2320.

The following appears in the output window (in this example, `sieb81` is the name of the Siebel Enterprise):

```
Running SrvMgr
Parsing output from SrvMgr
Writing output to sieb81
Generating configuration global s XML file
Renaming configuration global s XML file
```

This command invokes `srvmgr` and retrieves data from the Siebel Gateway Name Server, then writes output to the `configuration.globals.xml` file and to a file named for the Siebel Enterprise, such as `sieb81` (do not rename this file).

- 4 (Optional) If the port number that you are using for Siebel Management Agent is not the default of 1199, then you can edit the output file named for the Siebel Enterprise (such as sieb81) to specify the correct port number. Or, if you do not edit this file, then you can edit the port number for each Siebel Management Agent in a different file later in this procedure. See [Step 8 on page 266](#).

- 5 Execute `makeagentconfig.pl`. From the command line, execute the following command:

```
perl makeagentconfig.pl SiebelEnterpriseName
```

The following appears in the output window:

```
Writing configuration.agents.xml
```

- 6 Copy the following files to the directory `MgmtSrvrInstallDir\pref\system` (on the Siebel Management Server computer):

- `configuration.globals.xml`
- `configuration.agents.xml`
- `sieb81` (in this example, `sieb81` is the name of your Siebel Enterprise)

- 7 Open the file `configuration.agents.xml` and verify that it contains an entry key for each Siebel Management Agent, in the following format:

```
<entry key="SiebelServerName"
value="SiebelServerName: Siebel Server: SiebelEnterpriseName: service:jmx:rmi://
HostofAgent/jndi/rmi://HostofAgent:PortofAgent/jmx/siebel/agent" />
```

For example, it might contain an entry similar to the following:

```
<entry key="SDCHS21N008"
value="sdchs21n008: Siebel Server: sieb81: service:jmx:rmi://SDCHS21N008/jndi/rmi://
SDCHS21N008: 1199/jmx/siebel/agent" />
```

- 8 If necessary, update the Siebel Management Agent port numbers in `configuration.agents.xml`. Do this if you are using nondefault port numbers and did not edit the intermediate output file to change the port number, as described in [Step 4 on page 266](#).

NOTE: Unless you performed [Step 4 on page 266](#), the file `configuration.agents.xml` is generated with the RMI registry port for Siebel Management Agents assumed as the default of 1199. If any of the Siebel Management Agents use a port number other than 1199, then you must manually edit the entries in this file to use the correct port numbers.

Executing the `admconfig.pl` Script

Use the following procedure to execute the Perl script `admconfig.pl`. Execute this script on the Siebel Management Server computer, after executing the scripts `getservers.pl` and `makeagentconfig.pl`. Review this topic before you execute `admconfig.pl`.

This script generates the files `deploy_<enterprise_name>.bat` and `entprofile_<enterprise_name>.xml`. In these file names, `<enterprise_name>` is the name of the Siebel Enterprise.

To execute the admconfig.pl script

- 1 Log in to the computer where you are running Siebel Management Server.
- 2 Change to the *MgmtSrvr\InstallDir\pref\system* directory.
- 3 Execute admconfig.pl. From the command line, execute the following command:

```
perl MgmtSrvr\InstallDir\bin\admconfig.pl -e SiebelEnterpriseName -s  
SCBrokerPortNumber -p ADMDefaultPackageLocation -r MgmtSrvr\InstallDir
```

For example, on Windows you might enter a command like this for Siebel CRM version 8.1.1.11:

```
perl C:\sba81\mgmtsrvr\bin\admconfig.pl -e sieb81 -s 2321 -p  
C:\sba81\mgmtsrvr\adm\packages -r C:\sba81\mgmtsrvr
```

The following information appears in the output window (in this command, sieb81 is the name of the Siebel Enterprise):

```
Creating deploy_sieb81.bat  
Creating entprofile_sieb81.xml
```

This example command creates the file *deploy_sieb81.bat* in the *MgmtSrvr\InstallDir\pref\system* directory and the file *entprofile_sieb81.xml* in the *MgmtSrvr\InstallDir\adm* directory.

See also [“About Configuring Siebel Management Agents and Siebel Management Server” on page 252](#).

Restarting Siebel Management Server After Installation and Configuration

After configuring Siebel Management Server as described in previous topics, you must stop and restart the Siebel Management Server.

For more information about performing this task, see *Siebel System Administration Guide*.

This task is a step in [“Process of Configuring Siebel Management Agents and Siebel Management Server” on page 256](#).

11 Installing Siebel Charts

This chapter describes how to install and configure Siebel Charts for use with Siebel Business Applications. It includes the following topics:

- [About Installing Siebel Charts on page 269](#)
- [Installing Siebel Charts on page 270](#)
- [Configuring Siebel Charts on page 271](#)
- [Changing the Siebel Charts Server Used by Siebel Web Clients on page 272](#)

About Installing Siebel Charts

Siebel Charts, which uses the third-party product NetCharts Server from Visual Mining, provides functionality for generating and displaying charts in Siebel Business Applications. Siebel Charts configuration is part of installation. You specify configuration-related information in the installer before files are copied to the target computer.

For general requirements, see [Chapter 13, "Requirements for Installing and Configuring Siebel Business Applications."](#) See also the *NetCharts Server Installation Guide* by Visual Mining, Inc., on the *Siebel Business Applications Third-Party Bookshelf* in the product media pack on Oracle Software Delivery Cloud.

You can install Siebel Charts on any server computer in your local area network, as long as that server is able to ping the Siebel Servers. Typically, it is installed on a Siebel Server computer. If Siebel Charts is not installed on a Siebel Server computer, then install it on the same subnet as the Siebel Servers. No additional license key is required for Siebel Charts.

NOTE: This topic supplements the installation instructions provided by Visual Mining, Inc., which are provided in the *Siebel Business Applications Third-Party Bookshelf* in the product media pack on Oracle Software Delivery Cloud. It is not intended to replace them.

Default Ports Used by Siebel Charts

The Siebel Charts server requires that certain ports be available. If these ports are used by any other application, then the Charts server will not start correctly. Siebel Charts uses the following ports by default:

- **8001.** This port is used by Web browsers connecting to the Siebel Charts server. This port is specified during the installation and can be changed.
- **8002.** This port is used for shutdown requests. The port that is used is the port number specified during the installation plus one; by default, this is 8001 plus 1 (8002).
- **1099.** This port is used for administration console access (using Java RMI).

By default, port 1099 is also used by Siebel Management Server. If you are using both Siebel Management Server and the Siebel Charts server, then you must either install them on different computers or specify a different port number when you install and configure Siebel Management Server. For more information about configuring Siebel Management Server, see [“Process of Configuring Siebel Management Agents and Siebel Management Server” on page 256](#).

Installing Siebel Charts

Siebel Charts software is installed with the Siebel Mobile Web Client and Developer Web Client. The associated Windows service starts automatically when a chart is accessed within the Siebel Web Client.

This task is a step in:

- [“Roadmap for Installing and Configuring Siebel Business Applications for a New Deployment” on page 30](#)
- [“Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case \(Existing Database\)” on page 34](#)

To install Siebel Charts

- 1 Review the information in [“About Installing Siebel Charts” on page 269](#).
- 2 Log on to the server with root permissions.
- 3 Open a new shell and navigate to the Siebel image location for the current software version. Then navigate to the directory where the installer is located. For example, for Oracle Solaris, navigate to `Siebel_Image/Solaris/Server_Architecture/Visual_Minimum_Netcharts_Server/lang/unix`.
where:
 - *Siebel_Image* is the directory for your version-specific Siebel network image, such as `/Siebel_Install_Image/8.1.1.0` or `/Siebel_Install_Image/8.2.2.0`.
 - *lang* is the three-letter code for the language of your Siebel Business Applications; for example, `enu` for U.S. English.
- 4 Create a directory into which you will install Siebel Charts (for example, `/usr/local/netcharts`). You specify this directory in [Step 6 on page 270](#).
- 5 Execute the command to run the installer program for your UNIX operating system. The file is one of the following:
 - `NetChartsServer4.6SiebelEdition.aix.bin`
 - `NetChartsServer4.6SiebelEdition.hp.itanium.bin`
 - `NetChartsServer4.6SiebelEdition.linux.bin`
 - `NetChartsServer4.6SiebelEdition.solaris.sparc.bin`
- 6 When prompted, specify the installation directory that you created in [Step 4 on page 270](#) (for example, `/usr/local/netcharts`), and press Enter.

- 7 As you proceed from screen to screen using the installer, accept all of the applicable defaults and accept all of the license agreements.

Configuring Siebel Charts

When you configure the Siebel Enterprise, you are prompted to set certain parameters related to communications with the Siebel Charts server (NetCharts).

For instructions on installing and configuring the Siebel Enterprise, see [Chapter 3, "Installing Siebel Enterprise Server Components and the Siebel Web Server Extension,"](#) and [Chapter 4, "Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension."](#)

After installing Siebel Charts software, you must configure the Siebel Charts server, regardless of your UNIX operating system.

To configure Siebel Charts

- 1 Navigate to your installation directory for Siebel Charts; for example:

```
$NETCHARTS_SERVER_HOME/root/projects
```

- 2 Create a new subdirectory called Siebel.chart.
- 3 In the Siebel.chart subdirectory, create a new file, using vi, and type the following three characters in uppercase but without a carriage return:

```
CDL
```

- 4 Save the file as Siebel.cdx.
- 5 Specify a default font to be used by NetCharts if no font is defined for a chart or if the font defined for the chart is not available on the server computer.

Make sure that the DefaultChartFont parameter in your configuration file and the Application Default Chart Font parameter for your Application Object Manager component are set to a font that is available on your computer. For some example font names, see *Siebel Global Deployment Guide*.

NOTE: The NetCharts Server console provides tools that you can use to validate specific fonts on your system, including any extension fonts that you might have loaded. From the Examples link in the console, you can choose either Font Selection or I18N. Under Font Selection, you can select your custom fonts, and specify any font to populate the text areas of your charts. Similarly, under I18N, you can display the full map of characters available to the server. For each character that is unavailable in a given font, a square box is displayed instead of the character.

- 6 If you are deploying Siebel Charts for use with languages other than U.S. English, then, in order to display translated messages and to display chart text correctly (such as in the X and Y axis), you must make the following change in the server.xml file provided with the NetCharts Server:
 - a Navigate to the following subdirectory in your NetCharts Server installation directory; for example:

```
$NETCHARTS_SERVER_HOME/conf
```

- b** Open the file `server.xml` using a suitable editor.
 - c** In the section of the file with the tag `<Parameter Name="Encoding">`, change the Value parameter from "" (null) to "UTF-8", so the section resembles the following:

```
<Parameter Name="Encoding" Value="UTF-8" Description="Sets the encoding used for String to byte[] conversions. Unless you require a specific encoding other than the platform default, leave this property disabled." Disabled="true"/>
```
 - d** Save the file.
- 7** If you are using the Oracle iPlanet Web Server, then verify that JavaScript is enabled on the Web server. NetCharts will not run if JavaScript is disabled, and you will get the following error message:

An error occurred while sending a request to the chart server

NOTE: Specifying `nohup (nohup ./NetChartsServerControl start)` to start the NetCharts Server prevents the NetCharts Server process from being killed when the account owner logs off.

Changing the Siebel Charts Server Used by Siebel Web Clients

The installation script prompts for the Siebel Charts server location and provides the default value of the localhost. You can change the Siebel Charts server specified for a Siebel Enterprise by using the server administration user interface after you install Siebel Business Applications.

NOTE: Some Siebel Enterprise settings related to using charts can be set initially or modified using the Siebel Configuration Wizard. For more information, see ["Configuring the Siebel Enterprise"](#) on page 63.

To specify the Siebel Charts server for Siebel Web Clients (optional)

- 1** Log in as the Siebel administrator.
- 2** Navigate to the Administration - Server Configuration screen, then the Enterprises view.
- 3** Click the Profile Configuration view tab.
- 4** Select the named subsystem Server Datasource (ServerDataSrc).
- 5** In the Profile Parameters list at the bottom of the screen, set the value of the parameter DSChartServer to indicate the host name of the computer where you are running the Siebel Charts server and the port number.

This parameter specifies the Siebel Charts server connect string. Use the following format for the parameter value:

Charts_server_hostname:port_number

You initially specify the Siebel Charts server connect string when you configure the Siebel Server, as described in [Chapter 4, "Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension."](#)

- 6 (Optional) Set the value of the parameter DSChartImageFormat to png (the default), j pg, or gi f. The value must be in lower case. You initially specify the chart image format when you configure the Siebel Server, as described in [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

NOTE: For a Siebel Mobile Web Client, set the equivalent parameter, ChartImageFormat, in the configuration file for the Siebel application, such as uagent.cfg for Siebel Call Center.

12 Uninstalling Siebel Business Applications

This chapter provides instructions for uninstalling Siebel Business Applications. It includes the following topics:

- [About Uninstalling Siebel Business Applications on page 275](#)
- [Process of Removing Configuration Data on page 281](#)
- [Uninstalling Siebel Enterprise Server or Siebel Web Server Extension on page 284](#)
- [Uninstalling Siebel Web Clients on page 291](#)
- [Uninstalling Siebel Tools on page 292](#)
- [Uninstalling the Siebel Management Server on page 293](#)
- [Uninstalling Siebel Charts on page 294](#)
- [About Uninstalling Earlier Versions of Siebel Business Applications on page 295](#)

About Uninstalling Siebel Business Applications

The topics in this chapter describe how to uninstall the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. Separate instructions are provided for server and client software modules. This chapter describes both full uninstallation and rollback uninstallation:

- *Full uninstallation* removes the installed Siebel software module.
- *Rollback uninstallation* (also referred to as *rollback* or *rolling back*) uninstalls a Siebel CRM release that you had installed as a patch release and reverts to the previously installed software release, where applicable. With a rollback uninstallation, the release that you can revert to depends on how you originally installed the Siebel CRM software module.

This topic includes the following information:

- ["Uninstallation Options for Siebel Modules" on page 276](#)
- ["Requirements for Uninstalling Siebel Business Applications" on page 276](#)
- ["Limitations for Uninstalling Siebel Business Applications" on page 279](#)

Related Books

Siebel Deployment Planning Guide

Siebel System Administration Guide

Siebel Global Deployment Guide

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Uninstallation Options for Siebel Modules

This topic summarizes the uninstallation options for the Siebel modules described in this guide.

This topic is part of [“About Uninstalling Siebel Business Applications” on page 275](#).

For Siebel Enterprise Server and Siebel Web Server Extension (SWSE), the following uninstallation options apply:

- If you installed the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, as a new installation, then you can perform a full uninstallation. Performing a rollback uninstallation is not an option.
- If you installed the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, as a patch installation (migration installation), then you can perform a rollback uninstallation to revert to your previously installed software version (such as Siebel CRM version 8.1.1 or 8.1.1.10, or Siebel CRM version 8.2.2 or 8.2.2.3). You can also perform a full uninstallation.

CAUTION: Different rollback installation methods are provided for different situations. Make sure to use the correct method for your situation.

For other Siebel modules, the following uninstallation options apply:

- For Siebel Tools or Siebel Web Clients, you can either perform a full uninstallation or perform a rollback uninstallation of the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, to revert to your previously installed software version (such as Siebel CRM version 8.1.1 or 8.1.1.10, or Siebel CRM version 8.2.2 or 8.2.2.3).
- For Siebel Sample Database, you can perform a full uninstallation of the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. Performing a rollback uninstallation is not an option. (Before you install the current release as a new installation of Siebel Sample Database, you must uninstall the existing installed Siebel Sample Database, if present.)
- For Siebel Management Server, you can either perform a full uninstallation or perform a rollback uninstallation of the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, to revert to Siebel CRM version 8.1.1 or version 8.2.2.

Related Topics

[“Requirements for Uninstalling Siebel Business Applications” on page 276](#)

[“Limitations for Uninstalling Siebel Business Applications” on page 279](#)

Requirements for Uninstalling Siebel Business Applications

Uninstallation of Siebel Business Applications software is subject to various requirements.

This topic is part of [“About Uninstalling Siebel Business Applications” on page 275](#).

The following requirements apply to uninstalling Siebel Business Applications software:

- **Use documented methods.** To successfully uninstall, you must use the supported methods documented in this chapter and observe all of the requirements and limitations that apply for uninstalling each module. Review this entire chapter before you uninstall any software.
- **Before a full uninstallation, you must remove configuration data.** For Siebel Enterprise Server components and Siebel Web Server Extension (SWSE) that were previously configured using Siebel Configuration Wizards, you must perform wizard tasks to remove the configuration data before you uninstall the Siebel software. For detailed information, see [“Process of Removing Configuration Data” on page 281](#).
- **You must have the required access.** When you uninstall an instance of Siebel Enterprise Server or Siebel Web Server Extension, you must either be the same user or be a user in the same group as the user who performed the installation. This requirement applies to both full uninstallation and rollback uninstallation.
- **Do not delete installation directories until you have performed a full uninstallation.** Do not delete the installation directories for any Siebel module until after you have performed a full uninstallation of the module. After a full uninstallation has completed successfully, you might have to restart your computer. Afterwards, you can safely delete the remaining directories. (Do not delete any installation directories after you perform a rollback uninstallation.)
- **Siebel modules must use the same version after a rollback uninstallation.** If you roll back to the previously installed version for Siebel Enterprise Server and SWSE, then you must also perform a similar rollback uninstallation for all of the other Siebel modules sharing the same Siebel Enterprise and Siebel database. For more information about the features in the current release and in prior releases, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support. After you roll back, then see earlier applicable versions of the *Siebel Installation Guide* for the operating system you are using for information about the new current release level.
- **To perform a rollback uninstallation for Siebel Enterprise Server and SWSE, you must have retained the previous installation.** When you installed the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, as a migration installation, the existing installation directory was renamed. You must retain this installation directory in order to be able to roll back to the version that it represents. During a migration installation:
 - The original Siebel Enterprise Server installation directory is renamed from *Original Name* to *Original Name_pre8.1.1.11.0* or *Original Name_pre8.2.2.4.0*. For example, if the original directory name was *ses*, then this directory is renamed to *ses_pre8.1.1.11.0* or *ses_pre8.2.2.4.0*. (The new Siebel Enterprise Server installation directory is named *Original Name*, such as *ses*.)
 - The original SWSE installation directory is renamed from *Original Name* to *Original Name_pre8.1.1.11.0* or *Original Name_pre8.2.2.4.0*. For example, if the original directory name was *sweapp*, then this directory is renamed to *sweapp_pre8.1.1.11.0* or *sweapp_pre8.2.2.4.0*. (The new SWSE installation directory is named *Original Name*, such as *sweapp*.)

- **For Siebel Enterprise Server and SWSE, you must use the correct rollback uninstallation method for your situation.** Different rollback installation methods are provided for different situations. You must use the correct method for your situation, as follows:
 - If you originally installed Siebel CRM version 8.1.1 (using the InstallShield installer) and are now rolling back to Siebel CRM version 8.1.1 through version 8.1.1.7, then you must use the Oracle Universal Installer uninstallation option to roll back the current version. (You must use this method because it removes the defined Oracle home, which no longer applies after the rollback in this case.)
 - If you are rolling back to Siebel CRM version 8.1.1.8 or later or Siebel CRM version 8.2.2 or later, then you must use the manual steps to roll back the current version. (You must use this method because it does not remove the defined Oracle home, which still applies after the rollback in this case. If the Oracle home is removed, then the rollback process is incomplete and your original installation cannot be used in its current state.)
- **After a rollback uninstallation, you must restore the Siebel Repository.** New functionality and bug fixes associated with the current release are no longer available after a rollback uninstallation. After you roll back the current release, you must remove any configuration changes and restore the Siebel Repository and the SRF files to the state when you first installed current release.

NOTE: After you installed Siebel CRM version 8.1.1.11 or version 8.2.2.4 as a migration installation, you would have used the Incremental Repository Merge feature to update the Siebel Repository and to make other Siebel database changes. For more information about Incremental Repository Merge, see *Siebel Database Upgrade Guide*.
- **After a rollback uninstallation, refer to earlier versions of the documentation.** After you roll back the current release, you must refer to the documentation that applies to the Siebel CRM version that you revert to. For example, if you revert to Siebel CRM version 8.1.1.7, then for information about your new effective version you must refer to version 8.1, Rev. A of the *Siebel Installation Guide* for the operating system you are using. This version of the guide is available from 1461732.1 (Article ID) on My Oracle Support. See also the applicable *Siebel Maintenance Release Guide* on My Oracle Support.
- **After a rollback uninstallation, verify the software version.** After a rollback uninstallation, verify the version number of the installed software that you revert to. See the documentation that applies to your new effective version. See also [“Verifying Installation for the Siebel Enterprise Server” on page 189](#) and related topics.
- **After a rollback uninstallation, configure Oracle Configuration Manager (if necessary).** If Oracle Configuration Manager was not configured before you performed a migration installation of Siebel Enterprise Server, then, after a rollback to the original installation, you must configure this instance of Oracle Configuration Manager manually in order for it to function properly. For more information about Oracle Configuration Manager, see [“About Oracle Configuration Manager” on page 302](#).
- **Clustered nodes present special requirements.** Clustered nodes present special requirements that might change part of the installation and uninstallation process from what is described in this guide.

The following recommendations apply to performing a full uninstallation:

- **Uninstall Database Configuration Utilities only after backing up files.** Before you uninstall an instance of Siebel Enterprise Server that includes the Database Configuration Utilities and Siebel Server, it is strongly recommended that you back up relevant files, such as `summary.html` and `summary.txt` in the `DBSRVR_ROOT` directory and the files in the `log` directory under `$SIEBSRVR_ROOT`.
- **Uninstall Database Configuration Utilities only after removing configuration data.** Before you uninstall an instance of Siebel Enterprise Server that includes the Database Configuration Utilities and Siebel Server, it is strongly recommended that you first remove the Siebel Enterprise configuration or the Siebel Gateway Name Server.

Related Topics

[“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#)

[“Uninstallation Options for Siebel Modules” on page 276](#)

[“Limitations for Uninstalling Siebel Business Applications” on page 279](#)

Related Books

Siebel Database Upgrade Guide

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Limitations for Uninstalling Siebel Business Applications

Uninstallation of Siebel Business Applications software is subject to various limitations.

This topic is part of [“About Uninstalling Siebel Business Applications” on page 275](#).

The following limitations apply to uninstalling Siebel Business Applications software:

- **You cannot selectively uninstall Siebel Enterprise Server components installed together on the same computer.** For example, if you have installed Siebel Gateway Name Server and Siebel Server in the same Siebel Enterprise Server instance, then you cannot uninstall Siebel Server by itself. If you do not want to use this Siebel Server, then you can remove configuration data for this Siebel Server or disable the Siebel Server so that it does not run on this server computer. For information about disabling Siebel Server components, see *Siebel System Administration Guide*. See also [“Preparing to Run Siebel Server Components” on page 119](#).
- **You cannot selectively uninstall Siebel language packs.** If you have installed a particular Siebel language pack but determine that it is not needed on that installation, then you can deploy your applications using only the languages that you require. You cannot uninstall the Siebel language pack.

If you have already deployed languages that you do not require, then you can remove and re-create a Siebel Server configuration with fewer deployed languages, or re-create an SWSE logical profile with fewer deployed languages and reapply it to each installed SWSE instance.

Alternatively, you can disable unneeded language-specific Application Object Managers or other components. For these tasks, you do not uninstall the Siebel software. For more information about multilingual deployments, see [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#) and *Siebel Global Deployment Guide*.

- **Limitations might apply for previous versions that you roll back to.** If you installed the current release as a migration installation (patch installation) and are rolling it back, then you can revert to the previously installed software version. After rolling back, however, you might not be able to roll back again to an earlier release. For more information, see [“About Uninstalling Earlier Versions of Siebel Business Applications” on page 295](#).
- **This guide describes uninstalling the current version only.** For information about uninstalling any version prior to the current release (for example, uninstalling Siebel CRM version 8.1.1 or 8.1.1.10, or Siebel CRM version 8.2.2 or 8.2.2.3), see [“About Uninstalling Earlier Versions of Siebel Business Applications” on page 295](#).
- **This guide describes GUI uninstallation only.** Topics in this chapter describe full uninstallation by running Oracle Universal Installer in GUI mode. It is also possible to perform a full uninstallation by using unattended mode, similar to the installation process described in [“Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode” on page 54](#).
- **This guide does not describe uninstalling Siebel Patchset releases.** For information about uninstalling a Siebel Patchset release, see the readme document for the Siebel Patchset.

Related Books

Siebel System Administration Guide

Siebel Global Deployment Guide

Related Topics

[“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#)

[“Uninstallation Options for Siebel Modules” on page 276](#)

[“Requirements for Uninstalling Siebel Business Applications” on page 276](#)

[“About Uninstalling Earlier Versions of Siebel Business Applications” on page 295](#)

Related Books

Siebel System Administration Guide

Siebel Global Deployment Guide

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Process of Removing Configuration Data

This topic describes the tasks that you perform for removing the configuration data for the Siebel Enterprise Server components and the Siebel Web Server Extension (SWSE). You perform these tasks using the same Siebel Configuration Wizards that you used for configuration.

Removing configuration data is related to uninstalling the Siebel software, but it is distinct from it. Before you uninstall Siebel Enterprise Server or SWSE, you must remove configuration data that was previously created for these modules, using Configuration Wizard tasks for this purpose. Do not perform tasks to remove configuration data where a module was not previously configured. In some cases, you might choose to remove configuration data without uninstalling.

Perform the tasks for removing configuration data in the following order (the reverse of the order of configuration):

- 1 ["Removing the SWSE Configuration" on page 281](#)
- 2 ["Removing the Siebel Server Configuration" on page 282](#)
- 3 ["Removing the SWSE Logical Profile" on page 282](#)
- 4 ["Removing the Siebel Enterprise Configuration" on page 283](#)
- 5 ["Removing the Siebel Gateway Name Server Configuration" on page 284](#)

For general information and procedures for starting the Siebel Configuration Wizards, see [Chapter 4, "Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension."](#)

Removing the SWSE Configuration

The SWSE Configuration Wizard removes the physical configuration from the SWSE. This task removes the eapps.cfg file and removes the Siebel application virtual directories that were created when you applied the SWSE logical profile. This task automatically stops and restarts the Web server.

This task is a step in ["Process of Removing Configuration Data" on page 281](#).

To remove the SWSE configuration

- 1 Start the SWSE Configuration Wizard.
- 2 Choose the task Remove the SWSE Configuration, and click Next.
- 3 Click the check box for Remove Selected Siebel Web Server Extension, and click Next.

NOTE: When the task to remove the SWSE configuration is complete, the Web server is stopped and restarted automatically.

Related Topics

[Chapter 4, "Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension"](#)

["About Uninstalling Siebel Business Applications" on page 275](#)

["Uninstalling Siebel Enterprise Server or Siebel Web Server Extension" on page 284](#)

Removing the Siebel Server Configuration

The Siebel Server Configuration Wizard removes Siebel Server configuration data from the Siebel Gateway Name Server and removes the Siebel Server service from the local server computer.

NOTE: When removing Siebel Server configuration data using this wizard task, observe all of the documented requirements. Perform this task only if you have uninstalled, or removed all of the applicable configuration data for, all of the installed instances of SWSE that depend on this Siebel Server. Before you uninstall a previously configured instance of Siebel Server, you must perform this task. This task can also be useful in cases that do not involve uninstallation. When you perform this task, the Siebel Gateway Name Server must be running and the Siebel Server service must be stopped.

If this Siebel Server was not configured, then this task is not necessary before uninstallation.

This task is a step in [“Process of Removing Configuration Data” on page 281](#).

To remove the Siebel Server configuration

- 1 Make sure that the Siebel Gateway Name Server is running.
- 2 Make sure that the Siebel Server service is not running. Stop the service if necessary.
- 3 Start the Siebel Server Configuration Wizard.
- 4 Choose Remove Existing Configuration.
- 5 Follow the wizard prompts.

Related Topics

[Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

[“Uninstalling Siebel Enterprise Server or Siebel Web Server Extension” on page 284](#)

Removing the SWSE Logical Profile

The Siebel Enterprise Configuration Wizard removes an SWSE logical profile that you previously created.

Removing an SWSE logical profile deletes all of the files in the directory that was created with the logical profile, including the files that are used in creating the Siebel application virtual directories on any SWSE instance to which you apply the logical profile.

The task to remove an SWSE logical profile directory can be useful to perform in certain situations (which might or might not involve uninstallation), for housekeeping purposes.

Configuration data saved in an SWSE logical profile is used only when the profile is applied to an installed SWSE instance.

NOTE: It is strongly recommended that you retain any SWSE logical profile that you have created and applied. Back up the files in this directory before you remove it, in case you might need any of the files later.

This task is a step in [“Process of Removing Configuration Data” on page 281](#).

To remove the SWSE logical profile

- 1 Start the Siebel Enterprise Configuration Wizard.
- 2 Choose Remove Existing Configuration, then Remove a Siebel Web Server Extension Profile Directory.
- 3 Follow the wizard prompts.

Related Topics

[Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

[“Uninstalling Siebel Enterprise Server or Siebel Web Server Extension” on page 284](#)

Removing the Siebel Enterprise Configuration

The Siebel Enterprise Configuration Wizard removes a Siebel Enterprise that you have configured on the Siebel Gateway Name Server.

NOTE: When removing a Siebel Enterprise using this wizard task, observe all of the documented requirements. Perform this task only if you have uninstalled, or removed all of the applicable configuration data for, all of the installed instances of SWSE and Siebel Server that depend on this Siebel Enterprise. When you perform this task, the Siebel Gateway Name Server must be running. This task might be useful in cases that do not involve uninstallation.

This task is a step in [“Process of Removing Configuration Data” on page 281](#).

To remove the Siebel Enterprise configuration

- 1 Make sure that the Siebel Gateway Name Server is running.
- 2 Start the Siebel Enterprise Configuration Wizard.
- 3 Choose Remove Existing Configuration, then Remove an Enterprise from the Gateway Name Server.
- 4 Follow the wizard prompts.

Related Topics

[Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

[“Uninstalling Siebel Enterprise Server or Siebel Web Server Extension” on page 284](#)

Removing the Siebel Gateway Name Server Configuration

The Siebel Enterprise Configuration Wizard removes the Siebel Gateway Name Server service from the server computer, for a Siebel Gateway Name Server that you have installed and configured.

NOTE: When removing a Siebel Gateway Name Server using this wizard task, observe all of the documented requirements. Perform this task only if you have uninstalled, or removed all of the applicable configuration data for, all of the installed instances of SWSE and Siebel Server that depend on this Siebel Gateway Name Server. Before you uninstall a previously configured instance of Siebel Gateway Name Server, you must perform this task. When you perform this task, the Siebel Gateway Name Server must be running.

If this Siebel Gateway Name Server was not configured, then this task is not necessary before uninstallation.

This task is a step in [“Process of Removing Configuration Data” on page 281](#).

To remove the Siebel Gateway Name Server configuration

- 1 Make sure that the Siebel Gateway Name Server is running.
- 2 Start the Siebel Enterprise Configuration Wizard.
- 3 Choose Remove Existing Configuration, then Remove a Physical Gateway Name Server.
- 4 Follow the wizard prompts.

Related Topics

[Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

[“Uninstalling Siebel Enterprise Server or Siebel Web Server Extension” on page 284](#)

Uninstalling Siebel Enterprise Server or Siebel Web Server Extension

This topic describes how to uninstall Siebel Enterprise Server and Siebel Web Server Extension software for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. Both full uninstallation and rollback uninstallation (patch uninstallation) are described. With a rollback uninstallation for these modules, you roll back to the previously installed software version (such as Siebel CRM version 8.1.1 or 8.1.1.10, or Siebel CRM version 8.2.2 or 8.2.2.3).

In a full uninstallation, the installed Siebel Enterprise Server software components are uninstalled, which might include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector. Siebel Enterprise Server components might have been installed on a single computer, or different components might have been installed on multiple computers.

CAUTION: Before you proceed with any uninstallation task, review all of the information in [“About Uninstalling Siebel Business Applications” on page 275](#), particularly the requirements and limitations.

This topic includes the following information:

- [“Uninstalling the Siebel Enterprise Server” on page 285](#)
- [“Rolling Back the Siebel Enterprise Server” on page 286](#)
- [“Uninstalling the Siebel Web Server Extension” on page 288](#)
- [“Rolling Back the Siebel Web Server Extension” on page 290](#)

Uninstalling the Siebel Enterprise Server

Use the following procedure to perform a full uninstallation of Siebel Enterprise Server software on a single computer.

NOTE: If you use the method described in this topic to perform a rollback uninstallation rather than a full uninstallation, then you do not remove configuration data first. Use this method only when it is appropriate, so that you do not perform a full uninstallation by mistake. See also [“Rolling Back the Siebel Enterprise Server” on page 286](#).

This topic is part of [“Uninstalling Siebel Enterprise Server or Siebel Web Server Extension” on page 284](#).

Related Topics

[Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)
[“About Uninstalling Siebel Business Applications” on page 275](#)
[“Process of Removing Configuration Data” on page 281](#)

To uninstall the Siebel Enterprise Server components

- 1 Review all of the information in [“About Uninstalling Siebel Business Applications” on page 275](#), particularly the requirements and limitations.
- 2 Verify that you have performed any required tasks to uninstall other modules or remove configuration data.

NOTE: For example, before you uninstall an instance of Siebel Enterprise Server, particularly one that includes Siebel Gateway Name Server, you must perform all of the applicable Configuration Wizard tasks to remove existing configuration data. For more information, see [“Process of Removing Configuration Data” on page 281](#).

- 3 Open a new shell.
- 4 Navigate to the `$SIEBEL_ROOT/ses/oui/bin` directory.

- 5 Start the Oracle Universal Installer software using the following command:

```
./runInstaller -deinstall -jreLoc jre_location -invPtrLoc inventory_location
```

where:

- *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the `-jreLoc` option. It is not required on other operating systems. For more information about the JRE requirements for AIX, see ["Requirements Specific to UNIX or Linux Operating Systems"](#) on page 331.
- *inventory_location* is the full path of the `oralnst.loc` file (for example, `/export/home/oralnst.loc`), which points to the Oracle Universal Installer inventory location. Use the `-invPtrLoc` option if you want to specify an inventory pointer file other than the default.

This action starts the instance of Oracle Universal Installer that was installed with your Siebel Enterprise Server installation.

- 6 Click Installed Products.
- 7 In the Inventory dialog box, select the Oracle Home value (for example, `SES_HOME`) representing the installed instance of Siebel Enterprise Server software that you want to uninstall.
- 8 Click Remove.
- 9 Click Yes to confirm that you want to uninstall this Siebel Enterprise Server and all of its dependent components on the same computer.

The Siebel Enterprise Server software is uninstalled from this computer.

- 10 In the Inventory dialog box, click Close.
- 11 In the Oracle Universal Installer window, click Cancel.
- 12 Restart your server.

Rolling Back the Siebel Enterprise Server

Use the following procedure to roll back the current release of the Siebel Enterprise Server software on a single computer and revert to the previously installed software version. You can do this only when you have installed Siebel CRM version 8.1.1.11 or version 8.2.2.4 as a patch installation (migration installation) for an existing installation of Siebel CRM version 8.1.1.x or version 8.2.2.x.

NOTE: To be able to roll back the current release and revert to a previous version, you must have retained the backup directory to which the previous installation was moved during the migration installation. During that installation, if the original Siebel Enterprise Server installation directory was named `ses`, then it was renamed from `ses` to `ses_pre8.1.1.11.0` or `ses_pre8.2.2.4.0`.

This topic is part of ["Uninstalling Siebel Enterprise Server or Siebel Web Server Extension"](#) on page 284.

To roll back the Siebel Enterprise Server

- 1 Review all of the information in [“About Uninstalling Siebel Business Applications” on page 275](#), particularly the requirements and limitations.
- 2 Verify that the renamed original directory, such as ses_pre8.1.1.11.0 or ses_pre8.2.2.4.0, exists.
- 3 Stop the Siebel services for the Siebel CRM version 8.1.1.11 or version 8.2.2.4 installation.
- 4 Stop any active Oracle Configuration Manager processes.
- 5 You must use the correct rollback uninstallation method for your situation, as follows. For more information, see [“Requirements for Uninstalling Siebel Business Applications” on page 276](#).
 - If you originally installed Siebel CRM version 8.1.1 (using the InstallShield installer) and are now rolling back to Siebel CRM version 8.1.1 through version 8.1.1.7, then use the Oracle Universal Installer uninstallation option to uninstall Siebel CRM version 8.1.1.11. Follow the procedure described in [“Uninstalling the Siebel Enterprise Server” on page 285](#), but do not remove configuration data. After performing this task, go to [Step 10 on page 287](#). (Step 6 through Step 9 do not apply in this case.)
 - If you are rolling back to Siebel CRM version 8.1.1.8 or later or Siebel CRM version 8.2.2 or later, then use the manual steps that follow. Go to the next step. (Step 6 through Step 9 apply in this case only.)
- 6 Delete the directory representing the current installation of Siebel Enterprise Server for Siebel CRM version 8.1.1.11 or version 8.2.2.4. For example, if the directory name is ses, then delete this directory.
- 7 Rename the backup directory representing the previously installed software to use the original installation directory name for Siebel Enterprise Server. Rename the original (renamed) directory, such as ses_pre8.1.1.11.0 or ses_pre8.2.2.4.0, to ses (or whatever your original directory name was).
- 8 Delete the program folder that was created for Siebel CRM version 8.1.1.11 or version 8.2.2.4, which contains the shortcuts for running the Siebel Configuration Wizards.

NOTE: After the rollback, in order to run the Siebel Configuration Wizards, you must use the wizard shortcuts for the version of the software that you rolled back to. Additional requirements apply to the post-rollback environment.
- 9 If you rolled back to Siebel CRM version 8.1.1.8 or later or Siebel CRM version 8.2.2 or later, then verify the version number by using the opatch command, as described in [“Verifying Installation for the Siebel Enterprise Server” on page 189](#).
- 10 Restart the Siebel services.
- 11 If Oracle Configuration Manager was not configured before you performed a migration installation of Siebel Enterprise Server, then, after a rollback to the original installation, you must configure this instance of Oracle Configuration Manager manually in order for it to function properly.

Related Topics

[Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)
[“Verifying Installation for the Siebel Enterprise Server” on page 189](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

[“Process of Removing Configuration Data” on page 281](#)

Uninstalling the Siebel Web Server Extension

Use the following procedure to perform a full uninstallation of Siebel Web Server Extension (SWSE) software on a single computer. Uninstalling SWSE is similar to uninstalling the Siebel Enterprise Server.

NOTE: If you use the method described in this topic to perform a rollback uninstallation, then you do not remove configuration data first. Use this method only when it is appropriate, so that you do not perform a full uninstallation by mistake. See also [“Rolling Back the Siebel Web Server Extension” on page 290](#).

This topic is part of [“Uninstalling Siebel Enterprise Server or Siebel Web Server Extension” on page 284](#).

Related Topics

[Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

[“Process of Removing Configuration Data” on page 281](#)

To uninstall the Siebel Web Server Extension

1 Review all of the information in [“About Uninstalling Siebel Business Applications” on page 275](#), particularly the requirements and limitations.

2 Verify that you have performed any required tasks to uninstall other modules or remove configuration data.

NOTE: For example, before you uninstall an instance of Siebel Web Server Extension, you must perform the Configuration Wizard task to remove existing SWSE configuration data. For more information, see [“Process of Removing Configuration Data” on page 281](#).

3 Open a new shell.

4 Navigate to the `$SIEBEL_ROOT/sweapp/oui/bin` directory.

5 Start the Oracle Universal Installer software using the following command:

```
./runInstaller -deinstall -jreLoc jre_location -invPtrLoc inventory_location
```

where:

- *jre_location* is the full path of the installed Java Runtime Environment (JRE) software. On AIX, you must use the `-jreLoc` option. It is not required on other operating systems. For more information about the JRE requirements for AIX, see [“Requirements Specific to UNIX or Linux Operating Systems” on page 331](#).
- *inventory_location* is the full path of the `oralnst.loc` file (for example, `/export/home/oralnst.loc`), which points to the Oracle Universal Installer inventory location. Use the `-invPtrLoc` option if you want to specify an inventory pointer file other than the default.

This action starts the instance of Oracle Universal Installer that was installed with your Siebel Web Server Extension installation.

- 6 Click Installed Products.
- 7 In the Inventory dialog box, select the Oracle Home value (for example, EAPPWEB_HOME) representing the installed instance of Siebel Web Server Extension software that you want to uninstall.
- 8 Click Remove.
- 9 Click Yes to confirm that you want to uninstall this Siebel Web Server Extension and all of its dependent components on the same computer.

The Siebel Web Server Extension software is uninstalled from this computer.

- 10 In the Inventory dialog box, click Close.
- 11 In the Oracle Universal Installer window, click Cancel.
- 12 Restart your server.

Restoring a Web Server After Uninstalling the SWSE

After uninstalling your SWSE, you can restore your Web server by using the following procedure.

To restore your Web server

- 1 Copy all of the backup configuration files, which were created during the installation and are referenced in the following example, to their original location under the Web server directory.

config_file_name_backup_timestamp.bak

For example:

obj_conf_020714204932.bak

■ **AIX, HP-UX, and Linux**

- *conf/httpd.conf*
- *conf/mime.types*

■ **Oracle Solaris**

- *start*
- *config/mime.types*
- *config/obj.conf*
- *config/magnus.conf*

- 2 (HP-UX only) Reset any existing LANG variable to the directory that the symbolic link represents. If the environment variable LANG is set to a directory name that is a symbolic link, then the uninstaller will fail.

NOTE: The LANG variable cannot be set to *uni v. utf8*. This setting causes the uninstaller to fail.

- 3 Remove additional files that were created on the Web server as a result of installing the SWSE, particularly if you are uninstalling a previous version of SWSE.

For example, for IBM HTTP Server, you might have to remove the library file `libmod_swe.so` from the `modules` subdirectory of the Web server installation directory. Otherwise, when you later install a more recent version of SWSE (such as the current version), the newer version of this file does not overwrite the existing file.

Rolling Back the Siebel Web Server Extension

Use the following procedure to roll back the current release of the Siebel Web Extension (SWSE) software on a single computer and revert to the previously installed software version. You can do this only when you have installed Siebel CRM version 8.1.1.11 or version 8.2.2.4 as a patch installation (migration installation) for an existing installation of Siebel CRM version 8.1.1.x or version 8.2.2.x.

NOTE: To be able to roll back the current release and revert to a previous version, you must have retained the backup directory to which the previous installation was moved during the migration installation. During that installation, if the original SWSE installation directory was named `sweapp`, then it was renamed from `sweapp` to `sweapp_pre8.1.1.11.0` or `sweapp_pre8.2.2.4.0`.

This topic is part of “[Uninstalling Siebel Enterprise Server or Siebel Web Server Extension](#)” on page 284.

To roll back the Siebel Web Server Extension

- 1 Review all of the information in “[About Uninstalling Siebel Business Applications](#)” on page 275, particularly the requirements and limitations.
- 2 Verify that the renamed original directory, such as `sweapp_pre8.1.1.11.0` or `sweapp_pre8.2.2.4.0`, exists.
- 3 Stop the Web server.
- 4 Stop any active Oracle Configuration Manager processes.
- 5 You must use the correct rollback uninstallation method for your situation, as follows. For more information, see “[Requirements for Uninstalling Siebel Business Applications](#)” on page 276.
 - If you originally installed Siebel CRM version 8.1.1 (using the InstallShield installer) and are now rolling back to Siebel CRM version 8.1.1 through version 8.1.1.7, then use the Oracle Universal Installer uninstallation option to uninstall Siebel CRM version 8.1.1.11. Follow the procedure described in “[Uninstalling the Siebel Web Server Extension](#)” on page 288, but do not remove configuration data. After performing this task, go to [Step 10 on page 291](#). ([Step 6](#) through [Step 9](#) do not apply in this case.)
 - If you are rolling back to Siebel CRM version 8.1.1.8 or later or Siebel CRM version 8.2.2 or later, then use the manual steps that follow. Go to the next step. ([Step 6](#) through [Step 9](#) apply in this case only.)
- 6 Delete the directory representing the current installation of SWSE for Siebel CRM version 8.1.1.11 or version 8.2.2.4. For example, if the directory name is `sweapp`, then delete this directory.

- 7 Rename the backup directory representing the previously installed software to use the original installation directory name for SWSE. Rename the original (renamed) directory, such as sweapp_pre8.1.1.11.0 or sweapp_pre8.2.2.4.0, to sweapp (or whatever your original directory name was).
- 8 Delete the program folder that was created for Siebel CRM version 8.1.1.11 or version 8.2.2.4, which contains the shortcut for running the SWSE Configuration Wizard.

NOTE: After the rollback, in order to run the SWSE Configuration Wizard, you must use the wizard shortcut for the version of the software that you rolled back to. Additional requirements apply to the post-rollback environment.
- 9 If you rolled back to Siebel CRM version 8.1.1.8 or later or Siebel CRM version 8.2.2 or later, then verify the version number by using the `opatch` command, as described in [“Verifying Installation for the Siebel Web Server Extension” on page 198](#).
- 10 Restart the Web server.
- 11 If Oracle Configuration Manager was not configured before you performed a migration installation of SWSE, then, after a rollback to the original installation, you must configure this instance of Oracle Configuration Manager manually in order for it to function properly.

Related Topics

[Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[“Verifying Installation for the Siebel Web Server Extension” on page 198](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

[“Process of Removing Configuration Data” on page 281](#)

Uninstalling Siebel Web Clients

This topic describes how to uninstall Siebel Mobile Web Client or Developer Web Client software, using Oracle Universal Installer. Both full uninstallation and patch uninstallation are described. Patch uninstallation is also called rollback, because you are rolling back the current release and reverting to the previously installed software version (such as Siebel CRM version 8.1.1 or 8.1.1.10, or Siebel CRM version 8.2.2 or 8.2.2.3).

CAUTION: Before you proceed with any uninstallation task, review all of the information in [“About Uninstalling Siebel Business Applications” on page 275](#), particularly the requirements and limitations.

NOTE: If you installed the Siebel Sample Database, then uninstall it before you uninstall the Siebel Web Client. Otherwise, you might be unable to uninstall the Sample Database. To uninstall the Sample Database, run the Siebel Uninstallation Manager from Add or Remove Programs in the Control Panel.

Related Topics

[“Process of Installing the Siebel Web Client” on page 157](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

Uninstalling the Siebel Web Client

Use the following procedure to uninstall the Siebel Mobile Web Client or Developer Web Client in a full uninstallation.

To uninstall the Siebel Web Client

- 1 Choose Start, All Programs, Oracle - Siebel8_home1 (or a similar Oracle home identifier), Oracle Installation Products, and then Universal Installer.
- 2 Click Deinstall Products.
- 3 Select the Oracle home (for example, Siebel8_home1) representing the installed instance of Siebel Mobile or Developer Web Client that you want to uninstall.
- 4 Click Remove.

Rolling Back the Siebel Web Client

Use the following procedure to roll back the installed current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, for the Siebel Mobile Web Client or Developer Web Client and revert to Siebel CRM version 8.1.1 or a prior version 8.1.1.x release, or revert to Siebel CRM version 8.2.2 or a prior version 8.2.2.x release.

To roll back the Siebel Web Client

- 1 Exit the Siebel client if it is running.
- 2 From a DOS prompt, navigate to the `ORACLE_HOME\oui\bin` directory, such as
`C:\siebel\8.1\client_1\oui\bin` (for Siebel CRM version 8.1.1.x) or
`C:\siebel\8.2.2.0\client_1\oui\bin` (for Siebel CRM version 8.2.2.x).
- 3 To roll back Siebel CRM version 8.1.1.11 and revert to Siebel CRM version 8.1.1 or a prior version 8.1.1.x release, or to roll back Siebel CRM version 8.2.2.4 and revert to Siebel CRM version 8.2.2 or a prior version 8.2.2.x release, enter the following command:


```
rollback -proceed
```
- 4 When the rollback process is complete, restart the Siebel Web Client.

Uninstalling Siebel Tools

This topic describes how to uninstall Siebel Tools, using Oracle Universal Installer. Both full uninstallation and patch uninstallation are described. Patch uninstallation is also called rollback, because you are rolling back the current release and reverting to the previously installed software version (such as Siebel CRM version 8.1.1 or 8.1.1.10, or Siebel CRM version 8.2.2 or 8.2.2.3).

CAUTION: Before you proceed with any uninstallation task, review all of the information in [“About Uninstalling Siebel Business Applications”](#) on page 275, particularly the requirements and limitations.

Related Topics

[“Process of Installing Siebel Tools” on page 163](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

Uninstalling Siebel Tools

Use the following procedure to uninstall Siebel Tools in a full uninstallation.

To uninstall Siebel Tools

- 1 Choose Start, All Programs, Oracle - Tools1 (or a similar Oracle home identifier), Oracle Installation Products, and then Universal Installer.
- 2 Click Deinstall Products.
- 3 Select the Oracle home (for example, Tools1) representing the installed instance of the Siebel Web Client that you want to uninstall.
- 4 Click Remove.

Rolling Back Siebel Tools

Use the following procedure to roll back the installed current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, for Siebel Tools and revert to Siebel CRM version 8.1.1 or a prior version 8.1.1.x release, or revert to Siebel CRM version 8.2.2 or a prior version 8.2.2.x release.

To roll back Siebel Tools

- 1 Exit Siebel Tools if it is running.
- 2 From a DOS prompt, navigate to the *ORACLE_HOME\oui\bin* directory, such as
C: \siebel\8.1\Tools_1\oui\bin (for Siebel CRM version 8.1.1.x) or
C: \siebel\8.2.2.0\Tools_1\oui\bin (for Siebel CRM version 8.2.2.x).
- 3 To roll back Siebel CRM version 8.1.1.11 and revert to Siebel CRM version 8.1.1 or a prior version 8.1.1.x release, or to roll back Siebel CRM version 8.2.2.4 and revert to Siebel CRM version 8.2.2 or a prior version 8.2.2.x release, enter the following command:

```
rollback -proceed
```
- 4 When the rollback process is complete, restart Siebel Tools.

Uninstalling the Siebel Management Server

This topic describes how to uninstall Siebel Management Server on a Microsoft Windows computer.

CAUTION: Before you proceed with any uninstallation task, review all of the information in [“About Uninstalling Siebel Business Applications” on page 275](#), particularly the requirements and limitations.

Related Topics

[Chapter 10, “Installing and Configuring Siebel Management Agents and Siebel Management Server”](#)
[“About Uninstalling Siebel Business Applications” on page 275](#)

Uninstalling the Siebel Management Server

Use the following procedure to uninstall the Siebel Management Server in a full uninstallation.

To uninstall the Siebel Management Server

- 1 Navigate to Add or Remove Programs, and select the full uninstall option for Siebel Management Server.
- 2 Click Change/Remove.
- 3 Follow the prompts to complete the uninstallation.

Rolling Back the Siebel Management Server

Use the following procedure to uninstall the installed current release, Siebel CRM 8.1.1.11 or version 8.2.2.4, for the Siebel Management Server and revert to Siebel CRM version 8.1.1 or version 8.2.2.

To roll back the Siebel Management Server

- 1 Navigate to Add or Remove Programs, and select the maintenance release uninstall option for Siebel Management Server.
- 2 Click Change/Remove.
- 3 Follow the prompts to complete the uninstallation and rollback.
- 4 When the uninstallation and rollback process is complete, restart Siebel Management Server.

Uninstalling Siebel Charts

This topic describes how to uninstall Siebel Charts (Visual Mining NetCharts).

Related Topics

[Chapter 11, “Installing Siebel Charts”](#)

To uninstall Siebel Charts

- 1 Open a new shell.
- 2 Navigate to the Visual Mining NetCharts installation directory (the directory containing uninstallation data).

- 3 Enter a command similar to the following:

```
Uninstall_NetChartsServer_Siebel_Edition -f /export/home/qa2/Charts -i console
```

Alter the command to contain the valid path for your installation. Add ./ at the start of the command, if required for your environment.

- 4 Remove any Visual Mining NetCharts installation directories that were not removed by the uninstall command.
- 5 Restart services on the UNIX computer.

About Uninstalling Earlier Versions of Siebel Business Applications

To uninstall an earlier version of Siebel Business Applications software, you must use the documented uninstallation method for that version, as follows. For each version, always use the latest revision of the documentation that applies for the Siebel CRM version that you are uninstalling.

For Siebel CRM version 8.1.1 and version 8.1.1.x (through version 8.1.1.10)

- For the full uninstallation instructions for Siebel CRM version 8.1.1, which used the InstallShield versions of the Siebel Enterprise Server and Siebel Web Server Extension (SWSE) installers, see the version of the *Siebel Installation Guide* for the operating system you are using, the guide that you used when you initially installed. The most recent applicable guides that cover the InstallShield installers, version 8.1, Rev. A, are available on My Oracle Support, at 1461732.1 (Article ID).
- For the full uninstallation instructions for Siebel CRM version 8.1.1.8 through version 8.1.1.10 (when Siebel Enterprise Server and SWSE were installed as a new installation), see the version of the *Siebel Installation Guide* for the operating system you are using, the guide that you used when you initially installed. The most recent applicable guides, version 8.1, Rev. D, are available on My Oracle Support, at 1461732.1 (Article ID).
- For the Siebel Fix Pack uninstallation instructions for Siebel CRM version 8.1.1.x Fix Pack releases prior to Siebel CRM version 8.1.1.11 (when Siebel Enterprise Server and SWSE were installed as a patch installation), see the applicable *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID). Different uninstallation options apply for different Siebel Fix Pack releases. In particular, uninstallation options are different for Siebel CRM versions 8.1.1.8 and later, compared to Siebel CRM versions 8.1.1.1 through 8.1.1.7.

For Siebel CRM version 8.2.2 and version 8.2.2.x (through version 8.1.1.3)

- For the full uninstallation instructions for Siebel CRM version 8.2.2, see the version of the *Siebel Installation Guide* for the operating system you are using, the guide that you used when you initially installed. The most recent applicable guides, version 8.2, Rev. C, are available on My Oracle Support, at 1461732.1 (Article ID).
- For the Siebel Fix Pack uninstallation instructions for Siebel CRM version 8.2.2.x Fix Pack releases prior to version 8.2.2.4, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID).

For Siebel CRM versions 8.0, 7.8.x, or 7.7.x

- For the uninstallation instructions for Siebel CRM version 8.0, 7.8.x, or 7.7.x, see version 8.0, 7.8, or 7.7 of the *Siebel Installation Guide* for the operating system you are using.

For Siebel CRM versions 7.5.x, 7.0.x, or 6.x.x

- For the uninstallation instructions for Siebel CRM versions 7.5.x, 7.0.x, or 6.x.x, see the applicable version of the *Siebel Server Installation Guide* for your operating system. See also *Siebel Web Client Administration Guide*, *Siebel Tools Reference*, or other applicable documents for these earlier versions.

Related Topics

[“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#)

[“About Uninstalling Siebel Business Applications” on page 275](#)

Related Books

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Earlier versions of the *Siebel Installation Guides* on My Oracle Support, 1461732.1 (Article ID)

13 Requirements for Installing and Configuring Siebel Business Applications

This chapter documents requirements that apply to installing and configuring Siebel Business Applications software. It contains the following topics:

- [About Installing Siebel Business Applications on page 297](#)
- [Planning Your Siebel Deployment on page 303](#)
- [Requirements for Installing and Configuring Siebel Enterprise Server Components on page 327](#)
- [Requirements for Installing and Configuring the Siebel Web Server Extension on page 336](#)
- [Requirements for Installing and Configuring the Siebel Database on page 347](#)
- [Requirements for Installing Siebel Web Clients on page 349](#)
- [Requirements for Installing Siebel Tools on page 351](#)
- [Requirements for Installing and Configuring Siebel Management Agents and Siebel Management Server on page 352](#)

About Installing Siebel Business Applications

Each Siebel Business Applications software release from Oracle has a specific version level. The *current release* is Siebel Innovation Pack 2013, which refers to Siebel CRM version 8.1.1.11 or version 8.2.2.4.

You can install Siebel Enterprise Server and Siebel Web Server Extension at one of these versions, whether it is a new installation or a migration installation (patch). Other modules require that you first install Siebel CRM version 8.1.1 or version 8.2.2 as the base installation and then install the current release as a patch on top of the base installation.

The procedures in this guide are for installing all of the applicable versions of the software that are necessary to install the software at the current release level.

This topic contains the following information:

- ["About Documented Requirements" on page 298](#)
- ["About Siebel CRM Releases" on page 298](#)
- ["About Installing in Upgrade Environments" on page 301](#)
- ["About Language Installation" on page 302](#)
- ["About Oracle Configuration Manager" on page 302](#)

Related Topics

[Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)

[Chapter 7, “Installing Siebel Web Clients and Siebel Tools”](#)

[Chapter 12, “Uninstalling Siebel Business Applications”](#)

About Documented Requirements

This topic is part of [“About Installing Siebel Business Applications” on page 297](#).

Before installing any Siebel release, observe all of the documented requirements and review documented installation tasks. See this guide or any updated version of it, the applicable *Siebel Maintenance Release Guide* on My Oracle Support, the Certifications tab on My Oracle Support, and any other relevant documents on Oracle Technology Network or My Oracle Support. Documentation for each Siebel Patchset release is provided with the Siebel Patchset.

NOTE: All Siebel modules used within a given Siebel Enterprise must share the same release level (version number), such as Siebel CRM version 8.1.1.11 or version 8.2.2.4. Third-party products must use supported release levels as documented in the Certifications tab on My Oracle Support.

Examples of installation requirements follow:

- Before installing a Siebel Innovation Pack release for Siebel Enterprise Server (migration installation case), you must shut down services for Siebel Server or Siebel Gateway Name Server, and shut down any running instances of `svrmgr`.
- Before installing a Siebel Innovation Pack release for Siebel Web Server Extension (migration installation case), you must stop the Web server.

Requirements differ for applications deployed in Siebel Open UI, high interactivity, or standard interactivity. For example, after any Siebel CRM release is installed, including Siebel Innovation Pack 2013, the browser health check (if enabled) runs when a user logs in for the first time to an application deployed in high interactivity. For more information about browser configuration and related requirements for high interactivity applications, see *Siebel System Administration Guide*. For more information about deploying applications using Siebel Open UI, see [“Enabling Siebel Open UI” on page 122](#).

About Siebel CRM Releases

This topic is part of [“About Installing Siebel Business Applications” on page 297](#).

Siebel CRM software releases and their various installation methods have evolved significantly. New types of releases are provided, and some of the traditional types of releases no longer apply. The current release is Siebel CRM version 8.1.1.11 or version 8.2.2.4. The term Siebel Innovation Pack 2013 represents both of these releases. This book describes the tasks and requirements that apply for the current release.

An *innovation pack* release is similar to a traditional Siebel Fix Pack release, but includes new application functionality. Although installation methods are evolving, innovation pack releases are also called *patch releases*, because they can also be installed as a patch release for an existing installation. Siebel Fix Pack releases are no longer provided.

This guide, *Siebel Installation Guide* for the operating system you are using, is for installing the current release. This guide is concerned only with installers that are relevant for the current release. Patch installation instructions, which were formerly published in the *Siebel Maintenance Release Guide* on My Oracle Support, are now described in this guide.

You install Siebel Enterprise Server and Siebel Web Server Extension as a new installation of the current version of the software. For existing installations, you can also perform a new type of patch installation called a migration installation. For more information, see [“Installation-Related Changes for Siebel Innovation Pack 2013” on page 25](#).

NOTE: For an existing installation, running Incremental Repository Merge is required for Siebel Innovation Pack 2013. For more information, see [“About Database Updates for Siebel CRM Version 8.1.1.11 or Version 8.2.2.4” on page 89](#).

You install Siebel Web Client (Siebel Mobile Web Client or Developer Web Client), Siebel Tools, and Siebel Management Server in two phases using installers of two different versions. You run each installer from its version-specific network image.

[Table 21 on page 299](#) lists the major Siebel CRM installable modules and shows which versions support which installation methods in order to install the current release as a new installation or as a patch for an existing installation.

Table 21. Siebel CRM Installers and Applicable Versions

Siebel CRM Module	Installer Versions	Installation Method for Current Release
Siebel Enterprise Server	8.1.1.11	New installation (one step) Migration (patch) installation (one step)
	8.2.2.4	New installation (one step) Migration (patch) installation (one step)
Siebel Web Server Extension	8.1.1.11	New installation (one step) Migration (patch) installation (one step)
	8.2.2.4	New installation (one step) Migration (patch) installation (one step)

Table 21. Siebel CRM Installers and Applicable Versions

Siebel CRM Module	Installer Versions	Installation Method for Current Release
Siebel Web Client	8.1.1 and 8.1.1.11	New installation and patch installation (two steps)
	8.1.1.11	Patch installation only
	8.2.2 and 8.2.2.4	New installation and patch installation (two steps)
	8.2.2.4	Patch installation only
Siebel Tools	8.1.1 and 8.1.1.11	New installation and patch installation (two steps)
	8.1.1.11	Patch installation only
	8.2.2 and 8.2.2.4	New installation and patch installation (two steps)
	8.2.2.4	Patch installation only
Siebel Sample Database	8.1.1.11	New installation only
	8.2.2.4	New installation only
Siebel Management Server	8.1.1 and 8.1.1.11	New installation and patch installation (two steps)
	8.1.1.11	Patch installation only
	8.2.2 and 8.2.2.4	New installation and patch installation (two steps)
	8.2.2.4	Patch installation only

For information about the features and fixes provided in particular releases for your Siebel Business Applications, including Siebel Innovation Packs and prior Siebel Fix Pack releases, and about the configuration requirements for new features, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support. For information about setting up and using Incremental Repository Merge, see *Siebel Database Upgrade Guide*.

Typically, no additional Siebel Configuration Wizard tasks are associated with a patch installation (or migration installation). You would not run the Siebel Configuration Wizard to configure a module that was already configured. However, requirements might vary for a given release, or for using particular functionality.

Individual Siebel Quick Fix releases are no longer provided for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. Instead, monthly Siebel Patchset releases are provided, each of which provides several fixes. The fixes are provided on a cumulative basis in each Siebel Patchset release. In some cases, installing a particular Siebel Patchset release might be required. This guide does not describe installing or uninstalling Siebel Patchset releases.

NOTE: You must verify the availability, characteristics, and requirements of any future releases, including any Siebel CRM version 8.1.1.x or version 8.2.2.x releases, that might also be covered by this guide (or updated versions of it) or by other documentation. The installation tasks and requirements for all future releases are subject to change.

Related Books

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

For the readme documents for individual Siebel Patchset releases, see *Siebel Patchset Installation Guide for Siebel CRM 8.1.1.11 / 8.2.2.4 IP2013*, 1614310.1 (Article ID) on My Oracle Support.

For more information about Siebel Patchset releases, see 1600520.1 (Article ID) on My Oracle Support.

About Installing in Upgrade Environments

This topic is part of [“About Installing Siebel Business Applications”](#) on page 297.

When you install Siebel Business Applications, you might be creating a new deployment or you might be installing updated software to be used in a deployment that is being upgraded from a previous release of Siebel Business Applications, such as an upgrade from version 8.0 to the current version. A deployment that is being upgraded is sometimes called an *upgrade environment*. You install your new Siebel Business Applications software *before* upgrading the Siebel database.

In some cases, you can upgrade the Siebel database directly to Siebel CRM version 8.1.1.11 or version 8.2.2.4. For information about the product enhancements in Siebel CRM 8.1.1.11 or version 8.2.2.4, see the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

For detailed information about upgrading the Siebel database, and about tasks that you perform before installing or upgrading, see *Siebel Database Upgrade Guide*. See also any relevant documents on Oracle Technology Network or My Oracle Support.

NOTE: Review all of the applicable documentation before you install or upgrade.

For IBM DB2 for z/OS, see relevant parts of [“Planning RDBMS Installation and Configuration”](#) on page 307 and see *Siebel Database Upgrade Guide for DB2 for z/OS*.

CAUTION: As part of installing Siebel Business Applications software in an upgrade environment, in general, you do not perform any database-related tasks described in this guide.

In an upgrade environment:

- You *do* install the Siebel Enterprise Server component called *Database Configuration Utilities* on a Siebel Server, as described in [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)
- You *do not* create the database instance on the RDBMS, as described in [Chapter 14, “Configuring the RDBMS.”](#) (After the upgrade is complete, you might have to modify database parameters for your RDBMS platform to match settings described in that chapter.)

- You *do not perform* the tasks described in [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)
- Certain installation and configuration requirements associated with Siebel Gateway Name Server authentication that apply for new deployments do not apply in this case. For details, see [“Requirements for Siebel Gateway Name Server Authentication” on page 329.](#)

After installing and upgrading, you might have to perform additional tasks. For example, some tasks that might apply are described in *Siebel Application Deployment Manager Guide* and *Siebel System Administration Guide*. See also [“Preparing to Run Siebel Server Components” on page 119.](#)

When you install Siebel Business Applications in some upgrade scenarios, you might in some cases be able to install different versions of a Siebel module on the same computer, if this scenario is valid for particular modules and might be helpful to you. For more information, see [“Planning to Install Multiple Instances of Siebel Business Applications” on page 310.](#)

After you install the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4, you can install the latest Siebel Patchset release. Install the Siebel Patchset release *before* you initiate the upgrade process. After upgrading, you can install additional patchset releases as they become available.

CAUTION: After you have started upgrading, do not install any Siebel CRM releases until the upgrade is complete.

For information about types of Siebel CRM releases, see [“About Siebel CRM Releases” on page 298.](#) See also the applicable *Siebel Maintenance Release Guide* on My Oracle Support.

Instructions in this guide apply both for new installations and upgrades, except where noted.

About Language Installation

This topic is part of [“About Installing Siebel Business Applications” on page 297.](#)

It is strongly recommended that you install and deploy, or at least install, all of the languages that you expect to require. For more information about installing and deploying languages, see [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128.](#)

About Oracle Configuration Manager

This topic is part of [“About Installing Siebel Business Applications” on page 297.](#)

Oracle Configuration Manager is installed by the installers for Siebel Enterprise Server and Siebel Web Server Extension (SWSE). These installers, which use Oracle Universal Installer software, automatically invoke the installer for Oracle Configuration Manager before completing the Siebel installation.

During the installation session, as described in [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension,”](#) the user is prompted for email contact information. Specify the credentials for a valid My Oracle Support account.

NOTE: After installation, update Oracle Configuration Manager online with the latest version in order to obtain fixes and enhancements.

Oracle Configuration Manager is configured automatically after installation. Oracle Configuration Manager collects system configuration data for Siebel installation computers and uploads it to the Oracle repository. Oracle Configuration Manager is intended to help Oracle Global Customer Support representatives resolve customer issues more effectively.

For more information about Oracle Configuration Manager and its installer, see the Oracle Configuration Manager documentation provided on Oracle Technology Network. In particular, see *Oracle Configuration Manager Installation and Administration Guide*. For Oracle Configuration Manager documentation, see

<http://www.oracle.com/technology/documentation/ocm.html>

For the version number of the Oracle Configuration Manager software provided with the current Siebel CRM release, see the Certifications tab on My Oracle Support.

An instance of Oracle Configuration Manager is installed for both new installations and migration installations of Siebel Enterprise Server or SWSE, for the current release. Before performing a migration installation or before rolling back an installation after a migration, you must stop any active Oracle Configuration Manager processes.

NOTE: If Oracle Configuration Manager was not configured before you performed a migration installation of Siebel Enterprise Server or SWSE, then, after a rollback to the original installation, you must configure this instance of Oracle Configuration Manager manually in order for it to function properly.

The Oracle Configuration Manager service cannot be running during a cloning operation. For more information, see [“Requirements When Cloning an Installation” on page 233](#).

If you uninstall a Siebel module for which Oracle Configuration Manager was installed, then this instance of Oracle Configuration Manager is also uninstalled. See also [Chapter 12, “Uninstalling Siebel Business Applications.”](#)

Planning Your Siebel Deployment

You must plan where to install the various Siebel components on your servers. This topic contains the following information:

- [“Preparing the Hardware and Planning Topologies” on page 304](#)
- [“Planning Siebel Server Load Balancing” on page 305](#)
- [“Planning Disk Space and Configuration Requirements” on page 306](#)
- [“Planning RDBMS Installation and Configuration” on page 307](#)
- [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 309](#)
- [“About The Language in Which Siebel Installers and Wizards Run” on page 310](#)
- [“Planning to Install Multiple Instances of Siebel Business Applications” on page 310](#)
- [“Specifying the Locale for Siebel Business Applications” on page 312](#)
- [“Specifying the Locale for Your UNIX Operating System” on page 313](#)
- [“Setting Permissions and Ownership” on page 315](#)

- [“Installing Siebel Business Applications from a Remote Server Computer” on page 316](#)
- [“Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server” on page 316](#)
- [“Restrictions on Names for Siebel Enterprise and Siebel Server” on page 317](#)
- [“File and Directory Naming Conventions” on page 318](#)
- [“Creating the Siebel File System” on page 319](#)
- [“Creating the Siebel Service Owner Account” on page 323](#)
- [“Installation and Configuration Methods by Deployment Type” on page 324](#)

Preparing the Hardware and Planning Topologies

This topic is part of [“Planning Your Siebel Deployment” on page 303](#).

Verify that the hardware that you have chosen meets all of the requirements for running your Siebel Business Applications as well as the required third-party software. Verify also that the hardware is able to support the RDBMS and the Siebel database, the Siebel File System, Siebel Gateway Name Server, Siebel Server, and other Siebel modules. Also plan to support Siebel Tools developer workstation computers and Siebel Mobile Web Client computers, where applicable.

Consider running specialized components on dedicated computers. Whether you do so depends on considerations that include available resources, overall load, performance, security, and so on.

In general, it is assumed that, for security purposes, your computer resources are not shared between Siebel CRM and other applications or systems that are not related to supporting your Siebel CRM deployment.

Record the computer names and installation directory names that you decide on in your copy of the worksheet in [Appendix A, “Siebel Deployment Planning Worksheet.”](#)

Related Topics

- [“Planning to Install Multiple Instances of Siebel Business Applications” on page 310](#)
- [“Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server” on page 316](#)
- [“Restrictions on Names for Siebel Enterprise and Siebel Server” on page 317](#)
- [“File and Directory Naming Conventions” on page 318](#)
- [“Creating the Siebel File System” on page 319](#)
- [“About the Siebel Web Server Extension” on page 337](#)
- [“Installing the Web Server” on page 338](#)

Related Books

- Siebel Deployment Planning Guide*
- Siebel Performance Tuning Guide*
- Siebel Security Guide*
- Siebel Security Hardening Guide*

Certifications tab on My Oracle Support

Planning Siebel Server Load Balancing

This topic is part of [“Planning Your Siebel Deployment”](#) on page 303.

Before you install your Siebel Enterprise Server components, determine your load balancing strategy for Siebel Servers. For more information, see [“Process of Configuring Load Balancing for Siebel Business Applications”](#) on page 114. See also *Siebel Deployment Planning Guide* and *Siebel System Administration Guide*.

Requirements for Generating the Load Balancing Configuration File

Generating the load balancing configuration (lbconfig.txt) file has the following requirements:

- **Verify that all of the Siebel Servers for which you want to provide load balancing are running.**
- **On each Siebel Server, verify that the Application Object Managers that you want to load balance are enabled.** Disable any Application Object Managers that you will not use. Note the Application Object Managers that are to be load balanced, so that you can later remove or comment out any disabled Application Object Managers that appear in the lbconfig.txt file that you generate.

Requirements for Setting Up a Third-Party HTTP Load Balancer

Observe the following requirements for setting up a third-party HTTP load balancer:

- **The third-party HTTP load balancer must be validated for use with Siebel Business Applications.** For more information, see 477835.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 540.
- **Your third-party load balancer must have the following characteristics:**
 - It must be an HTTP load balancer capable of level 7 HTTP routing. It must be able to parse URLs in HTTP headers.
 - It must allow end-points to manage TCP connections. Specifically, it must allow one-to-one mapping between client and server TCP sessions. Also, it must not do back-end connection pooling, such as reverse proxy server pooling.
- **Verify that all of the Siebel Servers for which you want to provide load balancing are running.** At least one Siebel Server must be running.
- **On each Siebel Server, verify that the Application Object Managers that you want to load balance are enabled.** Disable any Application Object Managers that you will not use.
- **Select an unallocated, static virtual IP address and virtual port number for the load balancer.**
- **Generate the load-balancing configuration file (lbconfig.txt),** as described in [“Generating the Load Balancing Configuration File \(lbconfig.txt\)”](#) on page 115.

- **Review the HTTP load balancer rule types.** Review the component rules, server rules, and round-robin rules.
- **Configure the SWSE.** The SWSE Configuration Wizard will ask you to choose Siebel load balancing or third-party load balancing. Choose third-party load balancing and enter the virtual IP address and virtual port number for the load balancer. For more information, see [“Process of Configuring the Siebel Web Server Extension” on page 76.](#)

Planning Disk Space and Configuration Requirements

This topic is part of [“Planning Your Siebel Deployment” on page 303.](#)

Before you install, you must anticipate your disk space requirements for each installable Siebel module. Each Siebel installer displays the required disk space for the installed software before files are copied. Also anticipate the disk space required for Siebel image directories. For more information, see [Chapter 15, “Creating the Siebel Installation Image on the Network.”](#)

Siebel installers also have temporary disk space requirements, as described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 309.](#)

The Siebel Enterprise Server architecture is designed to scale across multiple application server computers to meet the needs of large, complex deployments. For assistance in capacity planning and sizing hardware platforms for Siebel Enterprise Server, contact your Oracle sales representative or Oracle Advanced Customer Services to request assistance from Oracle’s Application Expert Services.

The number of server computers, the CPU resources, and the memory resources required for operating Siebel Business Applications increases with the number and types of users and the deployed Siebel CRM modules.

In addition to the disk space required for installation, computers operating Siebel Remote components require 15 MB of usable disk space for each mobile user. Oracle recommends using high-performance and high-availability storage solutions, as appropriate, for deployments of Siebel Business Applications, particularly for high-capacity deployments. Oracle also recommends using high-performance disks or fault-tolerant disk arrays for all server computers, Siebel File System servers, and database servers.

Hardware or software high-availability disk configurations are critical for Siebel Remote servers, Siebel File System servers, and database servers. It is recommended that you configure other Siebel application servers, Siebel Web servers, and other Siebel Server components to use hardware or software RAID level 1 or comparable configurations.

High-availability solutions, such as clustering, are also recommended on critical components and can be used in conjunction with applicable high-availability storage solutions. Clustering is critical for high availability of the Siebel Gateway Name Server, Siebel Remote servers, and the database server. Clustering is also recommended for any application server computer that is not load-balanced. See also [“Planning Siebel Server Load Balancing” on page 305](#) and related topics.

Customers are responsible for making sure that clustering is supported on each server component and that the Siebel Server hardware operates with the supported server operating systems and clustering solutions. For supported operating systems and supported Web servers, see the Certifications tab on My Oracle Support. For more information, see 1492194.1 (Article ID) on My Oracle Support.

NOTE: Some of the information in this topic was formerly presented in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network. Use the requirements described in this topic as a guideline. The requirements do not take into consideration various factors that affect scalability and performance.

For more information about some of these recommendations, see *Siebel Deployment Planning Guide*. See also *Siebel Performance Tuning Guide*.

Planning RDBMS Installation and Configuration

This topic is part of “[Planning Your Siebel Deployment](#)” on page 303.

Note the following guidelines for installing and configuring the Relational Database Management System (RDBMS) on which you will create the Siebel database.

For more information about configuring the RDBMS, see [Chapter 14, “Configuring the RDBMS.”](#) For more information about configuring the Siebel database after installing Siebel Enterprise Server, see [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

- Make sure that this release of Siebel Business Applications supports the exact version of your chosen RDBMS, as specified in the Certifications tab on My Oracle Support, and that the RDBMS has been installed on its designated server. This server will hold the database tables containing your business data, such as sales (personnel, territories, opportunities, and activities), marketing, and customer service information.
- Verify that the network name of the server that will support the Siebel database is properly recorded in your copy of the worksheet in [Appendix A, “Siebel Deployment Planning Worksheet.”](#)
- When you configure the Siebel Enterprise, the Siebel Enterprise Configuration Wizard creates the ODBC data source name, using the name *EnterpriseName_DSN*. For example, if your Siebel Enterprise name is sieb81, then the ODBC data source name will be sieb81_DSN. Using this pattern, determine what your ODBC data source name will be and record it in your copy of the worksheet in [Appendix A, “Siebel Deployment Planning Worksheet.”](#)

NOTE: In most cases, do not change any of the default ODBC settings or parameters. Otherwise, you will encounter problems using the ODBC. For example, setting `OptimizeLongPerformance` to `enable` corrupts all of the scripts in the Siebel Repository during import or export processes. See also the topics for verifying the ODBC data source for your RDBMS platform, such as those in [“Verifying the ODBC Data Source”](#) on page 207.

Siebel Web Client and Siebel Tools installers also create ODBC data source names during the installation. The naming convention is different than ODBC data source names created by the Siebel Enterprise Configuration Wizard. For more information, see [Chapter 7, “Installing Siebel Web Clients and Siebel Tools.”](#)

About Database Code Pages and Locale Support

In a database environment that is enabled for Unicode, you can install any of the available Siebel language packs. However, in a database environment that is not enabled for Unicode, you must consider the correlation of the language packs that you want to install and the characters supported by your database code page. For example, in a Western European code page database, you can only install Western European language packs, such as U.S. English, French, Spanish, or German language packs. In a Japanese code page database, you can only install Japanese or U.S. English language packs. The installed languages and the code page of the operating system on which your Siebel Server runs must match those of your Siebel database instance.

Related Topics

[“Specifying the Locale for Siebel Business Applications” on page 312](#)

[“Specifying the Locale for Your UNIX Operating System” on page 313](#)

[Chapter 14, “Configuring the RDBMS”](#)

Related Books

Siebel Global Deployment Guide

Certifications tab on My Oracle Support

For Siebel language support, Unicode support, and legacy code page support, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support.

Planning Database Connectivity

Use the ODBC driver versions listed in the Certifications tab on My Oracle Support for your chosen RDBMS for Siebel Servers, Siebel Tools, and Siebel Developer Web Clients (if applicable). Make sure that ODBC connectivity uses TCP/IP as the transport layer protocol for your Siebel Servers, Siebel Tools, and Siebel Developer Web Clients.

How to Use This Guide If Your Database Is IBM DB2 for z/OS

This guide describes installation of Siebel modules for each supported RDBMS, with the exception of IBM DB2 for z/OS. (This database product was formerly referred to in some *Siebel Bookshelf* documentation as *IBM DB2 UDB for z/OS and OS/390*.)

NOTE: The *Siebel Bookshelf* is available on Oracle Technology Network (OTN) and Oracle Software Delivery Cloud. It might also be installed locally on your intranet or on a network location.

Customers for IBM DB2 for z/OS require this guide (*Siebel Installation Guide* for the operating system you are using) and *Implementing Siebel Business Applications on DB2 for z/OS*. Both of these guides are available on the *Siebel Bookshelf*.

NOTE: In this guide, Chapter 14, “Configuring the RDBMS,” and Chapter 5, “Installing the Siebel Database on the RDBMS,” do not apply to customers using DB2 for z/OS. Instead, see *Implementing Siebel Business Applications on DB2 for z/OS* for database-related content. If you are upgrading on this platform, then see also *Siebel Database Upgrade Guide for DB2 for z/OS*. For information about relevant requirements related to authentication for the Siebel Gateway Name Server, see “Requirements for Siebel Gateway Name Server Authentication” on page 329.

Implementing Siebel Business Applications on DB2 for z/OS includes, but is not limited to, topics such as special security issues for this RDBMS, installing the Siebel schema, performance guidelines for use of this RDBMS with Siebel Business Applications, and specific procedures for moving data from development to production. Also consult all of the other applicable *Siebel Bookshelf* documentation, such as *Siebel Security Guide*.

Managing Temporary Disk Space Required by Siebel Installers and Wizards

This topic is part of “Planning Your Siebel Deployment” on page 303.

Siebel installer programs, the Siebel Image Creator utility, and Siebel Configuration Wizards all require the use of temporary disk space while operating. Disk space required varies by operating system. The location of temporary directories is specified using the TEMP and TMP environment variables. Set these variables the same: to a valid existing directory that contains adequate space.

It is recommended that you periodically clear out the temporary directory that you are using. You might have to do this as part of resolving installer or wizard problems.

On Microsoft Windows, the temporary directory used by default is C:\Documents and Settings\username\Local Settings\Temp.

The minimum disk space figures provided in this topic are general guidelines only. The specific amount of temporary disk space needed by a particular installation operation varies. If there is insufficient disk space, then the installer will notify you that more disk space is needed.

The user running the installer or wizard must have privileges that include write permission for the temporary directory.

Table 22 on page 309 shows the minimum disk space required by Siebel installers and wizards (by operating system), along with the default temporary directory locations.

Table 22. Temporary Disk Space Required by Siebel Installers and Wizards

Operating System	Minimum Required Space	Default Location
Windows	65 to 100 MB	System drive (usually C:)
AIX	200 MB	/tmp
HP-UX	240 MB	/var/tmp
Linux	200 MB	Home directory for user
Oracle Solaris	115 MB	/var/tmp

About The Language in Which Siebel Installers and Wizards Run

This topic is part of [“Planning Your Siebel Deployment”](#) on page 303.

When you start Siebel installer programs, the Siebel Image Creator utility, or Siebel Configuration Wizards, the language in which the program runs (the user interface text) is determined by the language for the locale of your operating system, where this language and locale are supported for the current version of Siebel Business Applications and for the installer or other type of wizard.

Installers for Siebel CRM server modules and client modules are based on Oracle Universal Installer and run in the current language corresponding to the regional and language options settings on the server or client computer, where the current language is one of the following: U.S. English, French, German, Italian, Brazilian Portuguese, Spanish, Japanese, Korean, Chinese Simplified, or Chinese Traditional. For any other current language setting, the installer runs in U.S. English.

Siebel Configuration Wizards and Siebel Image Creator also use the current language corresponding to the regional and language options setting. The programs can run in all of the languages corresponding to the available Siebel language packs, except Arabic, Hebrew, Polish, Russian, Thai, or Turkish. If the current language is one of these or any language not supported for Siebel Business Applications, then the program runs in U.S. English.

For all of the Siebel installers and Configuration Wizards, and Siebel Image Creator, in order to change the user interface language, you must change the current operating system language and locale. Make sure that the locale of your operating system is set to the desired choice of your language. The language that you select must be one of those supported for Siebel Business Applications, as described earlier.

NOTE: If a supported locale that you intend to use does not exist on the supported operating system, then use another existing supported locale, so that you can proceed with installation and initial configuration in a familiar language; for example, DE_DE.UTF-8 for German (on AIX), en_US.UTF-8 for U.S. English (on Oracle Solaris), and so on. For a list of supported locales for your UNIX operating system, see [“Specifying the Locale for Your UNIX Operating System”](#) on page 313.

For information about installing language packs for Siebel Business Applications, see the applicable installation task topic and see [“About Installing and Deploying Siebel Business Applications with Multiple Languages”](#) on page 128.

Planning to Install Multiple Instances of Siebel Business Applications

This topic is part of [“Planning Your Siebel Deployment”](#) on page 303.

This topic describes issues in installing multiple instances of similar or dissimilar versions of Siebel Business Applications on the same computer.

Installing Multiple Instances of Similar Versions of Siebel Business Applications

By default, the Siebel installers automatically install Siebel Business Applications software in directories with unique names that will not conflict with other Siebel modules that you install on the same computer. To install another instance of the same version of a module on a single computer (where applicable), specify a custom installation path.

However, installing multiple instances of some modules might cause problems. For example:

- You cannot install multiple instances of the same version of Siebel Gateway Name Server on the same computer.
- Restrictions apply for installing multiple instances of SWSE. For details, see [“Requirements for Installing and Configuring the Siebel Web Server Extension”](#) on page 336.

For important related considerations, see also [“About Installing Siebel Business Applications”](#) on page 297 and [“Preparing the Hardware and Planning Topologies”](#) on page 304.

NOTE: In this context, *same version* refers to all of the releases sharing the same first two digits, such as 8.1.1 and 8.1.1.11, or 8.2.2 and 8.2.2.4, and so on.

All Siebel Enterprise Server components that you install on the same computer are installed into the same root directory (such as C:\siebel\8.1.1.11.0\ses or C:\siebel\8.2.2.4.0\ses on Microsoft Windows or /siebel/8.1.1.11.0/ses or /siebel/8.2.2.4.0/ses on UNIX), except in the case described in the note that follows. These components include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector. See also [“File and Directory Naming Conventions”](#) on page 318.

NOTE: If you have already installed Siebel Enterprise Server for the current release, and you require additional Siebel Enterprise Server components (for example, Siebel Gateway Name Server is already installed and you want to install a Siebel Server), then you can install a new instance, with the modules you require, in a different directory or on a different computer. (Then install the latest Siebel Patchset release for all of the applicable installed instances.) For more information about options in this situation, see [“General Requirements for Installing and Configuring Siebel Enterprise Server Components”](#) on page 327.

Installing Multiple Instances of Dissimilar Versions of Siebel Business Applications

Multiple versions of Siebel components can be installed on the same computer. Sometimes you might have to do this as part of some upgrade scenarios.

Use naming conventions for your installation directories that reflect the component and the version being installed, such as 81 or 82 for the current version. The default installation directories already reference Siebel CRM version 8.1 or version 8.2 in this way.

- If you install multiple versions of the Siebel Gateway Name Server on the same computer, then you must install them in different directories and assign unique port numbers.
- If you install multiple versions of the Siebel Server on the same computer, then you must install them in different directories.
- Restrictions apply for installing multiple instances of Siebel Web Server Extension.

Related Topics

[Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension”](#)
[“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#)

Related Books

Siebel Database Upgrade Guide

Specifying the Locale for Siebel Business Applications

This topic is part of [“Planning Your Siebel Deployment” on page 303](#).

When a Siebel application component (Siebel Server, Siebel Tools, or Siebel Developer Web Client) opens a connection to the Siebel database, the locale is automatically determined on a per-session basis for the connection. This setting overrides settings that might be defined elsewhere.

Do not explicitly set the NLS_LANG (Oracle-specific), LANG, or SIEBEL_CODEPAGE environment variables for Siebel Business Applications. Siebel environment setup files such as siebenv.csh (for C shell) or siebenv.sh (for Bourne or Korn shell) might set these variables, but these settings are not used for the database connection. The settings in the siebenv.csh or siebenv.sh files affect any software that runs in the Siebel environment controlled by those files (except for Siebel Business Applications).

For deployments using Oracle Database, the NLS_LANG variable determines default behaviors that can be overridden using other variables, such as NLS_SORT, that are *not* set automatically for Siebel Business Applications using an Oracle Database connection. Therefore, settings that you make for NLS_SORT will affect any software that runs in the Siebel environment (*including* Siebel Business Applications).

CAUTION: For development environments, Siebel Business Applications support only binary sort order. Therefore, for Oracle Database, when you are setting the locale for your development environment, either do not set NLS_SORT at all, or set it to BINARY. In production environments, this restriction does not apply. (In this guide, *sort order* and *collation sequence* are used interchangeably, even though these terms might not always mean the same thing.)

You can explicitly set the locale to be used by a Siebel Server or Application Object Manager component by setting the Locale Code parameter.

Related Topics

[“Planning RDBMS Installation and Configuration” on page 307](#)
[“Specifying the Locale for Your UNIX Operating System” on page 313](#)
[“Managing Environment Variables” on page 113](#)
[Chapter 14, “Configuring the RDBMS”](#)

Related Books

Siebel Applications Administration Guide
Siebel Global Deployment Guide

Specifying the Locale for Your UNIX Operating System

This topic is part of “[Planning Your Siebel Deployment](#)” on page 303.

To successfully run Siebel Business Applications on UNIX, you must configure the appropriate locales on your operating system for the language that you will run the applications in. In some cases, you might have to install additional content on your system in order to support the locale.

For LANG or LC_ALL settings on different UNIX operating systems for supported languages or locales, see [Table 23 on page 313](#).

NOTE: The setting of the LANG environment variable does not affect database connections for Application Object Manager components for Siebel Business Applications. However, it does affect database connections used by other Siebel components.

Table 23. Lang or LC_ALL Parameter Settings for Supported Languages or Locales

Language or Locale Siebel Language Code	LANG or LC_ALL Parameter Setting for Each Supported UNIX Operating System		
	AIX	HP-UX or Linux	Oracle Solaris
Arabic (Saudi Arabia) ARA	AR_SA.UTF-8	ar_SA.utf8	ar_SA.UTF-8
Chinese (Simplified) CHS	ZH_CN.UTF-8	zh_CN.utf8	zh_CN.UTF-8
Chinese (Traditional) CHT	ZH_TW.UTF-8	zh_TW.utf8	zh_TW.UTF-8
Czech CSY	CS_CZ.UTF-8	cs_CZ.utf8	cs_CZ.UTF-8
Danish DAN	DA_DK.UTF-8	da_DK.utf8	da_DK.UTF-8
Dutch NLD	NL_NL.UTF-8	nl_NL.utf8	nl_NL.UTF-8
English (United States) ENU	EN_US.UTF-8	en_US.utf8	en_US.UTF-8
Finnish FIN	FI_FI.UTF-8	fi_FI.utf8	fi_FI.UTF-8
French (France) FRA	FR_FR.UTF-8	fr_FR.utf8	fr_FR.UTF-8
German (Germany) DEU	DE_DE.UTF-8	de_DE.utf8	de_DE.UTF-8
Hebrew HEB	IW_IL.UTF-8	iw_IL.utf8	iw_IL.UTF-8

Table 23. Lang or LC_ALL Parameter Settings for Supported Languages or Locales

Language or Locale Siebel Language Code	LANG or LC_ALL Parameter Setting for Each Supported UNIX Operating System		
	AIX	HP-UX or Linux	Oracle Solaris
Italian ITA	IT_IT.UTF-8	it_IT.utf8	it_IT.UTF-8
Japanese JPN	JA_JP.UTF-8	ja_JP.utf8	ja_JP.UTF-8
Korean KOR	KO_KR.UTF-8	ko_KR.utf8	ko_KR.UTF-8
Polish PLK	PL_PL.UTF-8	pl_PL.utf8	pl_PL.UTF-8
Portuguese (Brazil) PTB	PT_BR.UTF-8	pt_BR.utf8	pt_BR.UTF-8
Portuguese (Portugal) PTG	PT_PT.UTF-8	pt_PT.utf8	pt_PT.UTF-8
Russian RUS	RU_RU.UTF-8	ru_RU.utf8	ru_RU.UTF-8
Spanish (Modern) ESN	ES_ES.UTF-8	es_ES.utf8	es_ES.UTF-8
Swedish SVE	SV_SE.UTF-8	sv_SE.utf8	sv_SE.UTF-8
Thai THA	TH_TH.UTF-8	th_TH.utf8	th_TH.UTF-8
Turkish TRK	TR_TR.UTF-8	tr_TR.utf8	tr_TR.UTF-8

Related Topics

[“Specifying the Locale for Siebel Business Applications” on page 312](#)

[“Managing Environment Variables” on page 113](#)

Setting Permissions and Ownership

This topic is part of [“Planning Your Siebel Deployment” on page 303](#).

This topic provides information about permissions and ownership for user accounts that will perform installations.

- To install server-based Siebel CRM modules, you must be a nonroot user. You cannot install these modules as the root user using Oracle Universal Installer software. This requirement applies to all new installations of Siebel Enterprise Server and Siebel Web Server Extension (SWSE). It also applies to all migration installations and to all installations of Siebel Patchset releases for the current release (Siebel CRM version 8.1.1.11 or version 8.2.2.4).

For existing installations of Siebel CRM version 8.1.1.7 or earlier that were originally installed as the root user (using InstallShield installers), you can use the `chown` command to change the owner for all of the installation directories and files to a nonroot user in order to perform the migration installation.

After installing as a nonroot user, you can optionally change the installation owner back to the root user. Note that the same requirement will apply every time that you install a new release, including migration installations of a future release or installations of Siebel Patchset releases. In general, it is recommended not to change the owner back to the root user, unless your deployment requires it.

For example, for new or existing installations of SWSE, after installing as a nonroot user, you might need to change the owner to the root user in order to work with an existing Web server installation that uses privileged ports that are reserved for the root user (for example, port 80).

For more information, see [“Requirements for the Installation User for the Siebel Web Server Extension” on page 342](#).

- Before you install each server module discussed in this guide, set `umask` to `027` on the installation directory of that computer. Changing this setting eliminates other permissions, including group write permissions. This action also sets the default permissions, so that all of the files and directories that are created afterwards have `rwxr-x---` permissions. The Siebel service owner account must have all permissions. However, the group must have read and execute (for directory access) permissions only. See also [“Creating the Siebel Service Owner Account” on page 323](#).

Related Topics

[“Requirements Specific to UNIX or Linux Operating Systems” on page 331](#)

[“Configuring the Siebel Gateway Name Server for Automatic Start” on page 106](#)

[“Configuring the Siebel Server for Automatic Start” on page 110](#)

Installing Siebel Business Applications from a Remote Server Computer

This topic is part of [“Planning Your Siebel Deployment” on page 303](#).

If you are installing server-based Siebel modules in GUI mode from a remote server computer, then you must set the DISPLAY variable to display the Java installer user interface on your local computer. For example, depending on your shell:

```
export DISPLAY=mycomputer:0.0
```

or:

```
setenv DISPLAY mycomputer:0.0
```

In this command, *mycomputer* is the computer name or IP address of your local workstation computer.

You might be able to test that your display works correctly on your local computer by entering:

```
xclock
```

You can also verify the IP address by entering:

```
echo $DISPLAY
```

If the clock does not appear on your local computer, then issue the following command on your local computer:

```
xhost +
```

If you are using X-connectivity software to access the UNIX computer from a Windows computer, then the installer might fail or stop responding. If this is the case, then try using a later version of the X-connectivity software.

NOTE: For additional information, refer to vendor or other documentation for your UNIX operating system, or contact your system administrator for assistance.

Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server

This topic is part of [“Planning Your Siebel Deployment” on page 303](#).

See also [“Restrictions on Names for Siebel Enterprise and Siebel Server” on page 317](#), which is about names for Siebel entities that you specify during configuration.

This topic describes restrictions for host names for server computers on which you will install Siebel Gateway Name Server or Siebel Server.

The Siebel Gateway Name Server name is defined automatically based on the host name of the server computer. However, problems might arise during configuration of Siebel modules unless the following requirements are observed:

- Host names for Siebel Gateway Name Server or Siebel Server must not include dashes (hyphens). It is recommended that you use an underscore if a separator character is required. For example, `host_sba81` is acceptable, but `host-sba81` is not.

NOTE: A dash might not cause problems in every scenario, but problems have been observed in many specific scenarios, as noted in 477993.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1067. (Workarounds described in the alert, involving substitute *.scm files, do not apply to the current software version.) In any case, similar restrictions for naming a Siebel Enterprise or Siebel Server are noted in [“Restrictions on Names for Siebel Enterprise and Siebel Server”](#) on page 317.

- The host name for Siebel Gateway Name Server must be no longer than 15 characters.

The Siebel Configuration Wizard task for configuring the Siebel Gateway Name Server cannot execute successfully if the host name is longer than 15 characters.

(Configuration Wizard tasks for configuring the Siebel Enterprise and the Siebel Server also validate that the name of the Siebel Gateway Name Server, which would have been previously configured, is no longer than 15 characters.)

- In general, it is recommended not to define the host name for the Siebel Gateway Name Server computer to include domain information, as might be common in some UNIX environments. The entire host name is subject to the 15-character limit mentioned previously.

Restrictions on Names for Siebel Enterprise and Siebel Server

This topic is part of [“Planning Your Siebel Deployment”](#) on page 303.

This topic describes restrictions to observe when planning the names that you will give the Siebel Enterprise and Siebel Server instances during configuration of Siebel Business Applications software.

See also [“Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server”](#) on page 316.

Siebel Configuration Wizard tasks that specify or refer to the Siebel Enterprise name or the Siebel Server name validate for some of the following requirements, such as the 12-character limit. User input is validated in the wizard, unless you specify to skip validation, as described in [“Starting a Siebel Configuration Wizard”](#) on page 58. Observe all of the documented restrictions regardless of validation behavior.

Siebel Enterprise Naming Restrictions

The following restrictions apply to naming a Siebel Enterprise:

- The name must be no longer than 12 characters.
- The name cannot be *server* or *enterprise*. (A name such as *enterprise1* is acceptable.)

Siebel Server Naming Restrictions

When planning the names of Siebel Server instances within a Siebel Enterprise, the following restrictions apply:

- Names must contain only alphabetic characters, numerals, underscores, or a combination thereof. For example, do not use dashes (hyphens) in naming Siebel Server instances.
- Names must lead with an alphabetic character.
- Names must be unique within the Siebel Enterprise.
- Names must be no longer than 12 characters.
- Names cannot be *server* or *enterprise*. (Names such as *server1* are acceptable.)

File and Directory Naming Conventions

This topic is part of “[Planning Your Siebel Deployment](#)” on page 303.

Use lowercase for all of the file names, directory names, path names, parameters, flags, and command-line commands, unless you are instructed otherwise.

Directory names or file names cannot contain special characters, including periods, apostrophes, accents, number (pound or hash) signs, ampersands, or spaces. Underscores are acceptable. Spaces are not allowed for server installs on Windows (though the operating system might otherwise allow it). Spaces are acceptable for Siebel Web Client or Siebel Tools installs (on Windows).

How This Guide Refers to Your Installation Directories

This guide uses the following conventions to refer to the installation directories either created by the installers or to which users navigate to access files and executable programs.

NOTE: The default installation directories shown in this guide for Siebel Enterprise Server components or Siebel Web Server Extension are those for new installations of Siebel CRM version 8.1.1.11 or version 8.2.2.4. If your installed instances of these modules were installed before Siebel CRM version 8.1.1.8 (using the InstallShield installers), then different locations apply. In this case, the Siebel root directory under which server products were installed might be `/export/home/siebel` or something similar. Alternatively, your products might have been installed in nondefault installation directories. For more information, see the version of the *Siebel Installation Guide* for the operating system you are using that you used when you initially installed. Prior guides for Siebel CRM version 8.1 and version 8.2, including the most recent guides applicable to the InstallShield installers (version 8.1, Rev. A), are available on My Oracle Support, at 1461732.1 (Article ID).

`$SIEBEL_ROOT`. Generally, this refers to the main directory in which software for each Siebel Enterprise Server component has been installed. The installers for the Siebel Enterprise Server components install into the top-level directory, such as `/siebel/8.1.1.11.0/ses` by default, although the directory where you install might be different, such as `/export/home/siebel/8.1.1.11.0/ses`. Generally, this directory is what `$SIEBEL_ROOT` represents in this guide.

NOTE: `$SIEBEL_ROOT` might also represent the value of the `SIEBEL_ROOT` environment variable, which usually corresponds to a module-specific installation directory, such as `/siebel/8.1.1.11.0/ses/siebsrvr` for Siebel Server.

\$ORACLE_HOME. This refers to the same directory as represented by **\$SIEBEL_ROOT**.

\$SIEBEL_HOME. The installation or root directory for Siebel Business Applications software in general (such as `/siebel/8.1.1.11.0/ses` or `/siebel/8.2.2.4.0/ses`), or of a specific module such as the Siebel Gateway Name Server or the Siebel Server (such as `/siebel/8.1.1.11.0/ses/siebsrvr` or `/siebel/8.2.2.4.0/ses/siebsrvr` for Siebel Server), depending on the context. Many scripts contain variables with this name; its meaning is most often derived from the context.

\$SIEBSRV_ROOT. The installation or root directory for Siebel Server. By default, it is installed in `/siebel/8.1.1.11.0/ses/siebsrvr` or `/siebel/8.2.2.4.0/ses/siebsrvr`.

\$SIEBEL_SERVER_ROOT. This term is sometimes used within executable programs, such as the `siebel_server` script, as a synonym for **\$SIEBEL_HOME**.

\$SIEBEL_GATEWAY_ROOT. The installation or root directory for Siebel Gateway Name Server. By default, it is installed in `/siebel/8.1.1.11.0/ses/gtwysrvr` or `/siebel/8.2.2.4.0/ses/gtwysrvr`.

DBSRV_ROOT. The directory into which you install the Siebel Database Configuration Utilities (formerly referred to as the *Siebel Database Server*). By default, these utilities are installed in `/siebel/8.1.1.11.0/ses/dbsrvr` or `/siebel/8.2.2.4.0/ses/dbsrvr` (on a Siebel Server computer).

SWSE_ROOT. The directory into which you install the Siebel Web Server Extension (SWSE). By default, it is installed in `/siebel/8.1.1.11.0/sweapp` or `/siebel/8.2.2.4.0/sweapp`.

SIEBEL_CLIENT_ROOT. The directory into which you install the Siebel Mobile Web Client or Siebel Developer Web Client. By default, it is installed in `C:\siebel\8.1\client_1` or `C:\siebel\8.2.2.0\client_1` or a similar location.

SIEBEL_TOOLS_ROOT. The directory into which you install Siebel Tools. By default, it is installed in `C:\siebel\8.1\tools_1` or `C:\siebel\8.2.2.0\tools_1` or a similar location.

Creating the Siebel File System

This topic is part of [“Planning Your Siebel Deployment” on page 303](#).

The *Siebel File System* is a shared directory, or set of directories, that is network-accessible to the Siebel Server and that can store files such as attachments for use by Siebel Business Applications. Siebel File System directories might optionally exist on multiple separate devices or partitions.

Each File System directory might be created on a server computer where you have installed a Siebel Server, or on another network server that can share the directory, so that it is available to the Siebel Server. Consult your third-party documentation for requirements for networked file systems.

Creating multiple Siebel File System directories in different locations can enable you to store larger volumes of data. As new file attachments are inserted, they are evenly distributed to these multiple File System directories. If you create multiple File System directories, then you must include all of the directory locations, delimited by commas, when you specify the Siebel File System location during configuration of your Siebel environment. Each File System directory location must be uniquely named within the network context where it will be accessed.

You can exclude certain types of files from being saved to the Siebel File System, as determined by their file extensions. For more information about setting system preferences to enable this feature and to specify the file extensions to be excluded, see *Siebel Security Hardening Guide*.

Siebel File System Requirements

The following are requirements for the Siebel File System. Additional requirements are noted later in this topic.

- A primary Siebel File System directory must be created before you configure the Siebel Enterprise. You specify this location during configuration. The user running the Siebel Configuration Wizard must have write permission in this directory.
- It is strongly recommended that you disable short file-name generation on Windows servers hosting the Siebel File System, because this type of file-naming can cause severe performance issues when the file system grows to a large size.
- The underlying physical file system must use file locking. Valid locks must be returned that are appropriate to the action being undertaken. For example, when a file is created or written to, an exclusive lock is needed. File locking must ensure the integrity of the files accessed. If a write lock is acquired for a file, then no other process must be able to access the file. For more information and recommendations, see 759070.1 (Article ID) on My Oracle Support.

For a UNIX deployment with an NFS file system, you must enable the NFS server's `lockd` and `statd` daemons, and also the basic NFS daemons that implement mounting and accessing a share. These locking daemons must be tuned to the number of operating system threads. Otherwise, these daemons might not be able to manage the high volume of concurrent file system lock requests that a large scale Siebel CRM system can generate.

- If the operating systems of the computers hosting the Siebel Server and a File System directory are different (for example, one Windows and one UNIX), then you might have to deploy a third-party cross-platform networking tool, such as Samba, to allow both computers to share the directory. See your third-party vendor documentation for details.
- You must create a separate Siebel File System for each Siebel Enterprise. For example, if you have development and test databases, then you must have two separate Siebel Enterprises, and therefore two Siebel File Systems.
- The ability to use multiple directories and devices for the Siebel File System does not apply to the Siebel Mobile Web Client, for which the Siebel File System must use a single directory on the client computer.
- If you operate a File System directory as part of a cluster for failover purposes, then you must create the directory on a clustered disk drive with a clustered network share resource. For information about clustering your servers and about deployment options for the Siebel File System, see *Siebel Deployment Planning Guide*.

Siebel File System and Siebel Server Components

Each Siebel Server accesses the Siebel File System (for the Siebel Enterprise) by means of a dedicated server component, called File System Manager (alias FSMSrvr). Individual Siebel Web Clients require no direct knowledge of the locations of the Siebel File System directories, because they connect to FSMSrvr through the Application Object Manager component on the Siebel Server to request file uploads or downloads. The Application Object Manager passes such requests to FSMSrvr, which processes the requests through interaction with the File System directories.

Because the Siebel Server is the sole access mechanism to the Siebel File System, the user with administrative privileges for the Siebel Server, and no other user, must have access privileges to the File System directories. This precaution protects the File System from direct physical access by all other users.

Some Siebel Server components might access the Siebel File System directly, without using File System Manager.

Siebel File System Parameter

The Siebel File System parameter defines the particular directory or set of directories that you are using for the Siebel File System. Specify multiple File System directories delimited by commas.

The Siebel File System parameter can be defined at the Siebel Enterprise level, Siebel Server level, or server component level. For example, for a Siebel Server dedicated for use with Siebel EIM, you might choose to use a Siebel File System location that is not in general use in the Siebel Enterprise. Use Server Manager to individually modify the parameter at the Siebel Server or component level, if the File System that is to be used by a particular Siebel Server or applicable component has different directory locations than are defined for the Siebel Enterprise.

The value of the Siebel File System parameter cannot exceed 255 characters in length.

NOTE: Verify that the network names of servers that support the Siebel File System are properly recorded in your copy of the worksheet in [Appendix A, "Siebel Deployment Planning Worksheet."](#) Use the computer names, not the IP addresses, for the Siebel File System names. IP addresses are not supported.

Siebel File System Utilities

Two utilities are available to help you manage your Siebel File System directories: `sfscleleanup` and `sfspartition`. For information about using these utilities to partition an existing Siebel File System to use multiple File System directories or to clean up orphan files in the File System, see *Siebel System Administration Guide*.

Naming a Siebel File System Directory

Each Siebel File System directory name must be alphanumeric, must begin with an alphabetic character, and cannot contain special characters or spaces. Underscores are permitted. For example, you might name a directory something like this:

```
/server/siebel or /server/siebel/filesystem
```

Such a directory might be referred to using the following notation:

/SiebelFS/siebel8x

where:

- *SiebelFS* is the host name of the computer (for example, where a dedicated computer is used for the Siebel File System).
- *siebel8x* is the name of the shared directory.

You have to specify all of the applicable shared directories (delimited by commas) when configuring the Siebel Enterprise. These shared directories must be available to all of the Siebel Servers in the Siebel Enterprise. You might have to use a file-sharing tool to access the directories.

As part of the Siebel Server installation, File System Manager automatically generates a set of subdirectories under each Siebel File System root directory, as described in [Table 24 on page 322](#).

Table 24. Siebel File System Subdirectories

Subdirectory	Purpose
att	Main subdirectory for file attachments
atttmp	Temporary directory for file attachments
cms	Files used for outbound communication requests
ei m	Siebel transaction files for Siebel EIM
Marketi ng	Main subdirectory for Siebel Marketing
red	Rule edit cache for Siebel Configurator
ssp	Session preferences
userpref	Siebel user preferences

NOTE: When you create a Siebel File System shared directory, only the associated Siebel Servers must be allowed to create subdirectories in that location. Do not manually create subdirectories in that location.

For more information about some of these subdirectories, see *Siebel System Administration Guide*.

Setting Up the Siebel File System

Use the following procedures to set up the Siebel File System directories.

NOTE: In addition to using the following steps, you must install the third-party software required to view standard attachment types, such as Microsoft Word, Excel, or Lotus Notes, on client computers where users run Siebel Business Applications.

To set up the Siebel File System

- 1 Create each directory on the applicable server and record all of the directory locations in the copy that you made of the worksheet in [Appendix A, “Siebel Deployment Planning Worksheet.”](#)
- 2 Using the appropriate administrative tools for your UNIX operating system, set permissions for the Siebel administrator to access the directory and subdirectories to 700.

NOTE: Only the Siebel administrator for the Siebel Server, and no other user, must have access privileges to the Siebel File System directories.

- 3 Grant access to each Siebel Server for the appropriate group.

If an appropriate GUI-based administrative tool does not exist on your operating system, then you can use the `chmod` and `chgrp` utilities to set these parameters. Consult your UNIX operating system documentation for more information.

Related Topics

[“Populating the Siebel File System” on page 101](#)

Related Books

Siebel Deployment Planning Guide

Siebel System Administration Guide

Siebel Security Guide

Siebel Security Hardening Guide

Creating the Siebel Service Owner Account

This topic is part of [“Planning Your Siebel Deployment” on page 303.](#)

The Siebel Enterprise Server requires that you create a standard UNIX system user account. This account must be available on each Siebel Server in your Siebel Enterprise under which Siebel processes and components operate.

Use the following guidelines to create the Siebel service owner account:

- The Siebel service owner account must be defined or available on each applicable server computer: on the Siebel Gateway Name Server, on each Siebel Server in the Siebel Enterprise, and on any computer on which the Siebel File System exists.
- Create the Siebel service owner account at the network level, using an appropriate administration tool for your UNIX operating system, so that the same account can be used for all of the UNIX server computers within the Siebel Enterprise Server. Make sure that the numeric values for `uid` and `gid` match across the various computers.
- The Siebel service owner account password must not require a change on next logon and must be set not to expire.
- The Siebel service owner account name or password cannot contain any spaces.

- When you determine the Siebel service owner account name and password, record this information in your copy of the worksheet in [Appendix A, "Siebel Deployment Planning Worksheet."](#) (For security reasons, you might prefer not to record the password in the worksheet.) See also *Siebel Security Guide*.

Related Topics

["Setting Permissions and Ownership" on page 315](#)

["Requirements Specific to UNIX or Linux Operating Systems" on page 331](#)

[Appendix A, "Siebel Deployment Planning Worksheet"](#)

Installation and Configuration Methods by Deployment Type

You can use any of several different overall methods for installing and configuring Siebel Business Applications software. Use the following information to help you determine which overall method, or combination of methods, is most suitable for your deployment requirements.

- ["Small to Medium-Sized Deployments" on page 324](#)
- ["Medium-Sized Deployments" on page 325](#)
- ["Large Deployments" on page 325](#)
- ["Installation and Configuration Options" on page 326](#)

For more information, see [Chapter 2, "Overview of Installing Siebel Business Applications,"](#) and other relevant topics.

Small to Medium-Sized Deployments

Do you require a small to medium-sized deployment? For smaller deployments, including some test or demonstration deployments, you might require all of the server-based Siebel Business Applications software to be installed on the same computer.

Verify that you have created the database instance (if you do not already have a Siebel database) and installed the Web server. The Siebel database might be located on the same computer as the Siebel Enterprise Server and the Web server with the Siebel Web Server Extension (SWSE), or on a different computer.

In this scenario, you install the Siebel Enterprise Server components and you install the Siebel Web Server Extension (SWSE) on the computer with the Web server. Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector.

You use the Siebel Enterprise Server installer to install the Siebel Enterprise Server components, and you use the SWSE installer to install the SWSE.

Run Siebel Configuration Wizards to configure the components that you installed. First configure the Siebel Gateway Name Server, then the Siebel Enterprise, then the SWSE logical profile. (You configure the physical SWSE after SWSE installation.)

If you do not have a Siebel database, then you start the Database Configuration Wizard and perform the task to install the Siebel database into the database instance. After you install the Siebel database, you start the Siebel Server Configuration Wizard and configure the Siebel Server.

You install the SWSE on the Web server computer, where you also installed Siebel Enterprise Server components, then you apply the SWSE logical profile.

Medium-Sized Deployments

Do you require a medium-sized deployment? Will you install all of the Siebel Enterprise Server components on the same computer? Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector.

Verify that you have created the database instance (if you do not already have a Siebel database) and installed the Web server. The Siebel database is assumed to be located on a different computer than the computer with Siebel Enterprise Server software.

In this scenario, all of the Siebel Enterprise Server components are to be installed on the same computer, but the Web server and Siebel Web Server Extension (SWSE) are to be installed on a different computer.

You use the Siebel Enterprise Server installer to install the Siebel Enterprise Server components, and you use the SWSE installer to install the SWSE.

You can install in GUI mode or use unattended installation. For more information about unattended installation, see [“Large Deployments” on page 325](#).

Run Siebel Configuration Wizards to configure the components that you installed. First configure the Siebel Gateway Name Server, then the Siebel Enterprise, then the SWSE logical profile. (You configure the physical SWSE after SWSE installation.)

If you do not have a Siebel database, then you start the Database Configuration Wizard and perform the task to install the Siebel database into the database instance. After you install the Siebel database, you start the Siebel Server Configuration Wizard and configure the Siebel Server.

You install the SWSE on the Web server computer, then you apply the SWSE logical profile.

Large Deployments

Do you require a relatively large deployment? Will you use multiple servers to deploy your Siebel Enterprise Server components? Siebel Enterprise Server components include Siebel Gateway Name Server, Siebel Server, Database Configuration Utilities, and EAI Connector.

If you must support many users or multiple Siebel Business Applications and have multiple servers available, then you will probably install the Siebel Gateway Name Server on a different computer than the Siebel Server.

A large deployment usually also requires multiple Siebel Servers running on different computers. Each Siebel Server might be configured to run a particular application or set of applications. Or, multiple Siebel Servers might be configured similarly for participation in load balancing. Install and configure additional Siebel Servers after completing initial installation and configuration tasks.

Verify that you have created the database instance (if you do not already have a Siebel database) and installed the Web server. The Siebel database and the Web server are assumed to be located on different computers than those with Siebel Enterprise Server software.

You use the Siebel Enterprise Server installer to install the Siebel Enterprise Server components, and you use the SWSE installer to install the SWSE.

You install the Database Configuration Utilities with the first Siebel Server. For a new deployment, you must install both of these on the same computer where you installed the Siebel Gateway Name Server. (Configuring and deploying this Siebel Server is optional.) The Siebel database itself is located on a different computer than the Siebel Enterprise Server software.

You can install in GUI mode or use unattended installation.

Run Siebel Configuration Wizards to configure the components that you installed. First configure the Siebel Gateway Name Server, then the Siebel Enterprise, then the SWSE logical profile. (You configure the physical SWSE after SWSE installation.)

If you do not have a Siebel database, then you start the Database Configuration Wizard and perform the task to install the Siebel database into the database instance. After you install the Siebel database, you start the Siebel Server Configuration Wizard and configure the Siebel Server.

You install the SWSE on the Web server computer, then you configure the installed SWSE (apply the SWSE logical profile).

Installation and Configuration Options

This topic is part of [“Installation and Configuration Methods by Deployment Type”](#) on page 324.

Options that can help you install and configure Siebel Business Applications software efficiently include:

- Installation and configuration tasks are separate and are performed at different times, optionally by different users. After basic deployment decisions are made, installations can be done under the supervision of administrators who are most familiar with Siebel Business Applications. Such specialized administrators might perform all of the Siebel Configuration Wizards tasks.
- You can perform unattended installation or configuration, which can save you time, provide greater flexibility, and reduce error, compared to installing and configuring each installed component manually.
 - For information about unattended installation, see [“Installing Siebel Enterprise Server Components and Siebel Web Server Extension in Unattended Mode”](#) on page 54.
 - For information about unattended configuration, see [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

Requirements for Installing and Configuring Siebel Enterprise Server Components

Review the requirements and guidelines in the following topics before installing and configuring the Siebel Enterprise Server:

- [“General Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#)
- [“Requirements for Siebel Gateway Name Server Authentication” on page 329](#)
- [“Requirements Specific to UNIX or Linux Operating Systems” on page 331](#)
- [“Requirements for Installing and Configuring the Siebel Gateway Name Server” on page 333](#)
- [“Requirements for Installing and Configuring the Siebel Server” on page 334](#)
- [“Requirements for Installing the Siebel EAI Connector” on page 336](#)

For requirements specific to the Siebel database, see [“Requirements for Installing and Configuring the Siebel Database” on page 347](#).

General Requirements for Installing and Configuring Siebel Enterprise Server Components

This topic is part of [“Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#).

Review this topic before installing and configuring Siebel Enterprise Server components. See also the topics about individual components.

- Review the Certifications tab on My Oracle Support. Also check for applicable alerts, bulletins, or other documents on My Oracle Support.
- Review [“About Installing Siebel Business Applications” on page 297](#) and [“Planning Your Siebel Deployment” on page 303](#).
- All computers on which the Siebel Enterprise Server software is installed must meet the hardware and software requirements detailed in the Certifications tab on My Oracle Support or elsewhere. The Siebel Enterprise Server installer verifies that you have required software at the necessary version levels.
- In general, you must have installed all of the third-party products that you will require for the Siebel Enterprise Server software that you are installing. Some products can be installed after Siebel Business Applications software. Such products are listed in the Certifications tab on My Oracle Support.

- You must have created a Siebel Business Applications installation image that includes all of the modules and components that you require. Users who run Siebel installers or modify installer files must have the necessary permissions to the network directories where the Siebel image is located. For information about creating the Siebel installation image, see [Chapter 15, “Creating the Siebel Installation Image on the Network.”](#)
- When you install multiple components of the Siebel Enterprise Server, such as Siebel Gateway Name Server and Siebel Server, on the same computer, they are installed into a common root directory, such as `/siebel/8.1.1.11.0/ses` or `/siebel/8.2.2.4.0/ses`. The environment variable `SIEBEL_ROOT` might be set differently in different locations, to reflect the full path to the installation location of a specific component, such as Siebel Server.
- Installation directories must meet the requirements described in [“File and Directory Naming Conventions” on page 318](#).
- If you will be clustering the Siebel Gateway Name Server or Siebel Server, then plan your use of clustering or redundant disk arrays (RAID) to configure against a single point of failure. For more information about this topic, see *Siebel Deployment Planning Guide*.
- Each computer that supports Siebel Enterprise Server software must have TCP/IP network connectivity to other computers that are part of or that work with the Siebel Enterprise Server. For example, the Siebel Gateway Name Server computer requires connectivity to all of the Siebel Server computers. Verify connectivity between all such computers, using the `ping` utility. For more information, see [“Verifying Network Connectivity for the Siebel Server Computer” on page 210](#).
- Before running any of the Siebel Configuration Wizards in which you will specify a server computer’s host name or IP address, validate the host name or IP address that you will enter during configuration. You can use the `ping` utility for this purpose. The host name and IP address data that you specify when you run the wizards must be correct in order for the configuration process to proceed correctly.
- Verify that the network names of the servers that will support the Siebel Gateway Name Server and all of the Siebel Servers are recorded in [Appendix A, “Siebel Deployment Planning Worksheet.”](#) You need this information when configuring the Siebel Servers.
- If you intend to use Transport Layer Security (TLS) or Secure Sockets Layers (SSL) with any Siebel Business Applications modules described in this guide, then you must review all of the applicable information before you configure the software. For details, see *Siebel Security Guide*.
 - If you are not yet ready to configure TLS or SSL for Siebel Enterprise Server (and Siebel Web Server Extension), then you can either postpone configuration until you are fully ready to configure TLS or SSL, or you can configure these components without TLS or SSL and reconfigure them later to use TLS or SSL.
 - If you are not yet ready to configure SSL for Siebel Management Agent and Management Server, then it is strongly recommended that you postpone configuration of these components until you are fully ready to configure SSL. See [Chapter 10, “Installing and Configuring Siebel Management Agents and Siebel Management Server.”](#)
- Review the issues described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 309](#). For example, make sure that you have adequate disk space, and make sure that the login ID running the installer has write permissions to this directory.

- It is strongly recommended that you install and deploy, or at least install, all of the languages that you expect to require. For more information, see [“About Installing and Deploying Siebel Business Applications with Multiple Languages”](#) on page 128.

For more information, see additional relevant topics, including:

- [“About Installing Siebel Business Applications”](#) on page 297
 - [“Planning RDBMS Installation and Configuration”](#) on page 307
 - [“Siebel Installation Media Contents”](#) on page 382
 - [“About Configuring Siebel Business Applications”](#) on page 57 and following topics
 - [“Preparing to Run Siebel Server Components”](#) on page 119
- You cannot install new Siebel Enterprise Server components into an existing installation.
 - Note that the Siebel Enterprise Server installer user interface can run in the supported languages described in [“About The Language in Which Siebel Installers and Wizards Run”](#) on page 310.
 - Before you configure Siebel Enterprise Server components, you must have created the Siebel File System. It must meet all of the criteria described in [“Creating the Siebel File System”](#) on page 319.
 - Before you install Siebel Business Applications, review documented information about the installation and configuration process and applicable requirements. Customers must manage the overall installation and configuration process carefully to ensure success.

Related Topics

[Chapter 2, “Overview of Installing Siebel Business Applications”](#)

[“Installation and Configuration Methods by Deployment Type”](#) on page 324

[“About Configuring Siebel Business Applications”](#) on page 57 and following topics

[“Requirements Specific to UNIX or Linux Operating Systems”](#) on page 331

Requirements for Siebel Gateway Name Server Authentication

This topic is part of [“Requirements for Installing and Configuring Siebel Enterprise Server Components”](#) on page 327.

Before you configure any Siebel Enterprise Server software, review the requirements associated with authentication for access to the Siebel Gateway Name Server. Authentication applies to access using Siebel Configuration Wizards or Siebel Server Manager.

Note the following requirements:

- When you initially configure the Siebel Enterprise (after installing and configuring the Siebel Gateway Name Server), you propagate settings to the Siebel Gateway Name Server that specify authentication settings. Siebel Gateway Name Server authentication uses Siebel security adapters, which are discussed in detail in *Siebel Security Guide*.

- Database authentication is the default Siebel Gateway Name Server authentication method. LDAP, ADSI, or custom methods are also supported, but additional configuration is required. You must use database authentication for your initial Siebel Server configuration.
- The user account that you use for Siebel Gateway Name Server authentication must have the same privileges as the Siebel administrator account created during the Siebel installation process; these privileges are required to connect to the Siebel Gateway Name Server. You can choose to use the Siebel administrator account for Siebel Gateway Name Server authentication, or you can create a new database user account, ensuring that you assign it the same level of rights and privileges as the Siebel administrator account. For more information about requirements for this account, see *Siebel Security Guide*.
- If you do not have an existing Siebel database, then you must install an instance of Siebel Server and Siebel Database Configuration Utilities on the same computer where you install the Siebel Gateway Name Server. You can select all three options to install together. In this scenario, you must configure the installed modules in the sequence shown in [Figure 2 on page 31](#). Note in particular that you must install the Siebel database before you can configure the Siebel Server.

NOTE: After you install the Siebel database, you can optionally configure and deploy the Siebel Server that you installed with Siebel database Configuration Utilities. Or, you can skip configuring this Siebel Server and instead install and configure a Siebel Server on one or more other computers.

- If you already have a Siebel database, such as in an upgrade scenario, then you do not install the Siebel database before you configure the Siebel Server. In this scenario, you do not have to install Siebel Server and Database Configuration Utilities on the same computer with the Siebel Gateway Name Server. For a general illustration of this scenario, see [Figure 3 on page 34](#).
- After you configure the Siebel Gateway Name Server and the Siebel Enterprise, users doing subsequent Configuration Wizard tasks that require Siebel Gateway Name Server authentication, or using Server Manager, must enter Siebel administrator user credentials that are valid for the authentication method in use.

Configuration Wizard tasks subject to Siebel Gateway Name Server authentication include configuring the Siebel Server, configuring a Siebel Enterprise (after initial configuration), modifying a Siebel Enterprise, and removing an existing Siebel Enterprise or Siebel Server.

For more information about using Server Manager, see *Siebel System Administration Guide*.

- When you propagate authentication settings to the Siebel Gateway Name Server, these settings are written to the gateway.cfg file, which is located in the bin subdirectory in the Siebel Gateway Name Server installation. Security adapter configuration data stored in this file corresponds to the configuration settings that apply to the Siebel Enterprise, which are stored on the Siebel Gateway Name Server itself (in the siebns.dat file).

- If you want to use LDAP, ADSI, or a custom authentication method for the Siebel Gateway Name Server, then you can configure this method as part of the Configuration Wizard tasks for creating or modifying the Siebel Enterprise. However, although the wizard configures the security adapter, it does not enable it (for the Siebel Enterprise or for the Siebel Gateway Name Server).

To enable an authentication method, edit the gateway.cfg file on the Siebel Gateway Name Server and specify appropriate values for the SecAdptMode and SecAdptName parameters in the section [InfraSecMgr]. Use similar values to those described in *Siebel Security Guide*. After editing this file, you restart the Siebel Gateway Name Server. For this scenario, make these configuration changes after your initial configuration of the first Siebel Server.

- Additional parameters in the gateway.cfg file include:
 - NSAdminRole, which is set to Siebel Administrator by default. This parameter defines the role that is required to access the Siebel Gateway Name Server.
 - EnableAuditTrail, which is set to False by default. When this is set to True, most accesses to the Siebel Gateway Name Server are logged, including login operations, writes, modifications, and deletions (simple reads are not logged). When this parameter is False, only failed login attempts are logged. The audit trail is in the file nameserver_audit.log, which is located in the bin subdirectory of the Siebel Gateway Name Server installation directory.
- If you want to configure a second Siebel Enterprise on the same Siebel Gateway Name Server, then do not check the option to propagate authentication settings to the Siebel Gateway Name Server when prompted. Otherwise, your settings will overwrite the existing settings.

Requirements Specific to UNIX or Linux Operating Systems

This topic is part of [“Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#).

Review the following requirements specific to UNIX or Linux operating systems:

- Verify that the network adapter is correctly configured to support full duplex Ethernet by verifying the following parameters:
 - RJ45 Port Link Status: up
 - Media Speed Selected: 100 Mbps Full Duplex
 - Media Speed Running: 100 Mbps Full Duplex
- If the set-group-id flag is used, then make sure that the installer ID is a member of the group that owns the Siebel Enterprise Server root directory.

- Installation must be performed as a nonroot user. This requirement stems from the Oracle Universal Installer software.

Future Siebel CRM releases must be installed as the same user who installed the base release.

For more information, see [“Setting Permissions and Ownership” on page 315](#).

See also [“Configuring the Siebel Gateway Name Server for Automatic Start” on page 106](#) and [“Configuring the Siebel Server for Automatic Start” on page 110](#).

- On UNIX operating systems, when you install Siebel server modules into a mount point location, you must do so into a directory that is at least one level down from this location.

For example, given the mount points `/export/home` or `/export/siebel`, you must create a new directory under either of these directories, in which you will install the Siebel Enterprise Server or Siebel Web Server Extension (SWSE). For example, you might create a directory named `siebel` and then install into `/export/home/siebel` or `/export/siebel/siebel`. Installing directly into the mount point location, such as `/export/siebel`, might create significant problems for your installation.

- On UNIX operating systems, you must configure the environment before you run the Database Configuration Wizard. Run the script `CreateDbSrvrEnvScript` to generate the environment setup files `dbenv.csh` and `dbenv.sh`. Source one of these files before you run the Database Configuration Wizard. For more information, [“Installing the Siebel Database” on page 93](#). See also [“General Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#).

Requirements for AIX Only

The following requirements apply on HP-UX only:

- Before installing, verify that the login ID performing the installation has permission to run `sl i bcl ean` by asking the administrator to change the permission as follows:

```
chmod 6555 /usr/sbin/sl i bcl ean
```

- Before you install Siebel Enterprise Server software on AIX, you must install X11 filesets, if they were not included as part of the base AIX installation.
- Java Runtime Environment (JRE) must be installed on any computer running AIX where you will run the installer for Siebel Enterprise Server or Siebel Web Server Extension software. In addition, the following requirements apply:
 - When you run the command for installing or uninstalling, specify the JRE installation location using the command-line option `-jreLoc`, as shown in [“Installing Siebel Enterprise Server” on page 40](#).
 - Before you run the `opatch` command, which you use to verify the version of installed software, set the `ORACLE_HOME` environment variable. Then, when you run `opatch`, specify the JRE installation location using the command-line option `-jre` (instead of `-jreLoc`).

For supported version information for JRE, see the Certifications tab on My Oracle Support.

Requirement for HP-UX Only

The following requirement applies on HP-UX only:

- If the environment variable LANG is set to a directory name that is a symbolic link, then the Java installer for Siebel Server will fail. You must reset any existing LANG variable to the directory that the symbolic link represents.

NOTE: The LANG variable cannot be set to uni v. utf8. Doing so causes the installer to fail.

Requirement for Oracle Solaris Only

The following requirement applies on Oracle Solaris only:

- Set the TCP ndd variable tcp_co_min to the MTU of the network interface card.

Requirements for Installing and Configuring the Siebel Gateway Name Server

This topic is part of [“Requirements for Installing and Configuring Siebel Enterprise Server Components”](#) on page 327.

Review this topic before installing and configuring the Siebel Gateway Name Server. See also [“General Requirements for Installing and Configuring Siebel Enterprise Server Components”](#) on page 327.

- Install the Siebel Gateway Name Server once for each Siebel Enterprise. If necessary, multiple Siebel Enterprises can be supported by a single Siebel Gateway Name Server. In general, installing multiple instances of the same version of Siebel Gateway Name Server on the same computer is not recommended.

For more information, see [“Planning to Install Multiple Instances of Siebel Business Applications”](#) on page 310. See also 477770.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 531.

- Siebel Gateway Name Server uses port 2320 by default. If necessary, you can select any port number (32767 or lower) that is free on the computer where the Siebel Gateway Name Server is running. Do not use port number 2321, which is the default port number for the SCBroker (Siebel Connection Broker) component, or any other port already in use on the server. To confirm that a port (such as 2320) is free, use a command like `netstat -a | grep 2320`.

Requirements for Installing and Configuring the Siebel Server

This topic is part of [“Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#).

Review this topic before installing and configuring the Siebel Server. See also [“General Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#).

- To configure a Siebel Server, a Siebel Gateway Name Server must be installed and running, and the Siebel Enterprise must be configured, unless you are using the Configuration Wizard option to skip validation.
- After you install the Siebel Gateway Name Server, you run the Configuration Wizard to configure it, and then you configure the Siebel Enterprise. All Siebel Servers you install that are part of the same Siebel Enterprise, regardless of the operating system, must connect to the same Siebel database. For most deployments, all of the Siebel Servers connecting to this database will belong to the same Siebel Enterprise.

Additional Siebel Servers that you install and configure inherit parameters from the Siebel Enterprise. You configure each Siebel Server using the Siebel Server Configuration Wizard.

- When you run the Siebel Server Configuration Wizard for each Siebel Server, all of the component groups are listed and you must enable the ones that you need for this server. If you do not enable component groups during Siebel Server configuration, then you can enable them manually after installation, using Server Manager. For more information about component groups and about using Server Manager, see *Siebel System Administration Guide*. See also [“Preparing to Run Siebel Server Components” on page 119](#).
- The Siebel Server software must be installed only once on each computer. For test or development purposes only, you can use the Siebel Server Configuration Wizard to configure an additional Siebel Server on a single computer where the Siebel Server is already installed and configured. For more information, see [“About Installing Additional Siebel Servers for an Existing Siebel Enterprise” on page 127](#).
- Depending on your business requirements, you might deploy one or more Siebel Enterprise Servers. For information about deploying multiple Siebel Enterprise Servers, see *Siebel Deployment Planning Guide*. See also 477770.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 531.

NOTE: In special cases, such as for some large deployments, a single Siebel database can support multiple Siebel Enterprises. Such a deployment must be planned carefully. For details, see 477829.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 544.

About Clustering the Siebel Gateway Name Server and Siebel Server

If you will operate certain servers as part of a cluster, then it is strongly recommended that you install and configure the Siebel Gateway Name Server and the Siebel Server on separate resource groups. For information about clustering, see *Siebel Deployment Planning Guide*.

Language and Locale Requirements

Make sure that you have the appropriate locales installed on the computers on which you intend to deploy Siebel Server. Siebel log and configuration files use UTF-8 with Byte Order Mark as the default encoding. If these files contain any non-ASCII characters, then proper viewing and editing requires a UTF-8 locale.

For more information about supported locales, see the Certifications tab on My Oracle Support.

The locale can affect how dates and times are displayed. For more information, see *Siebel Global Deployment Guide*.

NOTE: Make sure that the locale that you are using matches the locale set at your operating system level. For details, see [“Specifying the Locale for Your UNIX Operating System”](#) on page 313.

Guidelines for Installing Multiple Language Packs on the Siebel Server

If you will install multiple language versions of Siebel Business Applications on your Siebel Servers, then review the following configuration guidelines:

- You can include multiple languages when you install and configure a Siebel Server.
- For each installed language that you choose to deploy in the Siebel Server Configuration Wizard, language-specific Application Object Manager components are created.

For more information about scenarios for multilingual deployments, see [“About Installing and Deploying Siebel Business Applications with Multiple Languages”](#) on page 128 and related topics. See also *Siebel Global Deployment Guide*.

- If multiple languages are installed on a Siebel Gateway Name Server or Siebel Server, then you will be prompted for the primary (base) language. The primary (base) language is the language in which you want your server to run and in which you normally want to read messages. If you want to change the language in which you bring up your server, then you must change this setting.

Search Server

A Siebel Server computer can be configured to execute searching using a locally installed search server or can be pointed to a remote search server to handle search execution tasks.

NOTE: For search-related installation guidelines and requirements, see *Siebel Search Administration Guide*.

Database Requirements

Make sure that your database administrator has installed the RDBMS that your site will use and created the Siebel database instance and that you meet all of the database connectivity requirements. For more information, see [Chapter 14, “Configuring the RDBMS,”](#) including [“Configuring Siebel Server Connectivity to the Siebel Database”](#) on page 378.

The RDBMS that you are using must support the same languages and code pages that you install on the Siebel Servers. For Siebel language support, Unicode support, and legacy code page support, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support.

Siebel Repository Files Requirement

Make sure that you have the Siebel Repository files (SRF files) that are correct for your installed Siebel CRM version and the version of your Siebel database, such as Siebel CRM version 8.1.1.11 or version 8.2.2.4. For more information, see [“Obtaining Updated Siebel Repository Files” on page 126](#).

Third-Party Software Requirements

Make sure that you have already installed the appropriate version of all of the third-party software products required. Otherwise, the Required Software Components prompt appears. For more information, see the Certifications tab on My Oracle Support.

Temporary Disk Space

Review the issues described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 309](#). For example, make sure that you have adequate disk space, and make sure that the login ID running the installer has write permissions to this directory.

Requirements for Installing the Siebel EAI Connector

This topic is part of [“Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#).

For a list of supported operating systems for EAI connectors, see the Certifications tab on My Oracle Support. See also [“General Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#).

Requirements for Installing and Configuring the Siebel Web Server Extension

Before installing and configuring the SWSE, review the requirements described in the following information:

- [“About the Siebel Web Server Extension” on page 337](#)
- [“Installing the Web Server” on page 338](#)
- [“General Requirements for Installing and Configuring the Siebel Web Server Extension” on page 341](#)
- [“Support for Heterogeneous Environments” on page 342](#)

- [“Siebel Web Server Extension Requirements for Siebel Load Balancing”](#) on page 342
- [“Requirements for the Installation User for the Siebel Web Server Extension”](#) on page 342
- [“Requirements for User Permissions for the Siebel Web Server Extension”](#) on page 343
- [“Requirements for Stopping and Starting the Web Server”](#) on page 344
- [“Requirements for Configuring Anonymous Users for the Siebel Web Server Extension”](#) on page 344
- [“Requirements for Binary Coexistence of the Siebel Web Server Extension”](#) on page 346

About the Siebel Web Server Extension

Siebel Web Server Extension (SWSE) enables communication between Siebel Web Clients and Siebel Servers. Siebel Business Applications are a family of Web-based applications that users access through a standard Web browser. Several components work together to deliver the applications to end users:

- **Siebel Web Client.** The Siebel Business Applications client that runs in the browser on the end user’s computer and connects to the Web server. Particular Siebel applications might be deployed using Siebel Open UI, high interactivity, or standard interactivity.

For information about other Siebel clients, see the applicable documentation. For example, for information about the Siebel Mobile applications, see *Siebel Mobile Guide: Connected* and *Siebel Mobile Guide: Disconnected*.

- **Web server.** Client Web browsers connect to Web servers to access Siebel Business Applications. Supported Web servers and operating systems include:
 - Microsoft IIS (on Microsoft Windows)
 - IBM HTTP Server (on AIX and supported Linux operating systems)
 - HP Apache Web Server (on HP-UX)
 - Oracle HTTP Server (on supported Linux operating systems)
 - Oracle iPlanet Web Server (on Oracle Solaris)

NOTE: For more information about Web servers, see [“Installing the Web Server”](#) on page 338. For Web server platform support, see the Certifications tab on My Oracle Support. You must use a supported version of the Web server. If you are using Oracle HTTP Server, then see also 475370.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1317.

Depending on the operating system of the Web server computer, specific Web servers are discussed in either the Windows version or the UNIX version of this guide (the *Siebel Installation Guide* for the operating system you are using).

For Web server and operating system tuning information, see *Siebel Performance Tuning Guide*.

NOTE: IBM HTTP Server, HP Apache Web Server, and Oracle HTTP Server are sometimes referred to in this document as *Apache-based Web servers*, because they share many characteristics, such as the use of the `httpd.conf` configuration file.

- **Siebel Web Server Extension (SWSE).** A plug-in extension, installed on the Web server computer, that runs within the Web server and that communicates with the Siebel Web Engine (which is part of an Application Object Manager component, such as Call Center Object Manager) on the Siebel Server.

For SWSE installation instructions, see [“Installing the Siebel Web Server Extension” on page 47](#). For SWSE configuration instructions, see [“Process of Configuring the Siebel Web Server Extension” on page 76](#).

- **Siebel Web Engine (part of Application Object Manager on Siebel Server).** The Siebel Web Engine is part of the Application Object Manager component on the Siebel Server, such as Call Center Object Manager. The Application Object Manager provides access to Siebel Business Applications data and logic.

For information about the hardware, operating systems, Web servers, and Web browsers supported for Siebel Business Applications, see the Certifications tab on My Oracle Support.

Installing the Web Server

Before installing the SWSE, you must install, configure, and start the supported Web server software on the designated computers. Follow the vendor documentation for this task, and also see relevant information in this chapter.

For the best performance and scalability, put the Web server on a dedicated computer.

Some Web server configuration tasks are also included in [“Additional Tasks for the Siebel Web Server Extension and the Web Server” on page 140](#).

This topic is part of [“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#).

Planning the Web Server Topology

Before you install the Siebel Web Server Extension (SWSE), as described in [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension,”](#) you must decide how to will distribute the Web servers and other components. Two basic methods are as follows:

- **Single-node.** Installing Siebel Enterprise Server components and your Web server and SWSE on a single computer or node. (If you do this, then use separate installation directories to avoid file permission problems at installation time.)
- **Distributed.** Distributing the preceding components, where multiple Web servers connect to multiple Siebel Servers in the Siebel Enterprise. These Web servers can be dynamically balanced for Application Object Manager components on different Siebel Server computers.

Each deployment choice involves a trade-off. However, in enterprise-sized deployments, it is strongly recommended that you use a distributed node deployment for the following reasons:

- **Less resource contention.** Distributing the Web servers and the Siebel Servers (with Application Object Manager components) on different computers eliminates contention for CPU and other server resources. However, to take advantage of the performance improvement, you must have a high-speed network connection between the two computers.

- **Higher fault tolerance.** Operating multiple instances of components on multiple computers reduces downtime and the effect of failure on any one computer.
- **Greater flexibility with firewalls.** Putting the Web components of Siebel Business Applications on a different computer from the Siebel Server with Application Object Managers lets you deploy your Web server in the DMZ while keeping the Siebel Enterprise Server behind a secure firewall.
- **High availability.** A multinode configuration is required for deployments that support large numbers of concurrent users or where high availability is an operating requirement.

For more information about Web servers and Siebel Web Server Extension, see [“About the Siebel Web Server Extension” on page 337](#).

See also *Siebel Deployment Planning Guide* and *Siebel Security Guide*.

Editing the httpd.conf File for Apache-Based Web Servers

For Apache-based Web servers, to configure the Web server for use with the SWSE, you must edit the Web server configuration file httpd.conf. This file contains configuration directives for the Web server. Detailed information about the directives in httpd.conf is available at the Apache Web site:

<http://www.apache.org>

The httpd.conf file is located in the conf subdirectory under the Web server installation directory or instance directory. The following are some example paths (exact paths might vary).

- For Oracle HTTP Server, the httpd.conf file is located in a directory like /vol 2/smi thj ones/dohs/web/ohs/conf.
- For IBM HTTP Server, the httpd.conf file is located in a directory like /usr/IBMHS/conf.
- For HP Apache Web Server, the httpd.conf file is located in a directory like /opt/hpws/apache32/conf.

Specifying the Character Set Encoding for Apache-Based Web Servers

Apache-based Web servers might use the default character encoding setting AddDefaultCharset ISO-8859-1 in the httpd.conf configuration file. For nonresident user interface languages, this setting makes some static content, such as pop-ups, About boxes, and help pages, display incorrectly. Complete the procedure that follows to reset this for non-Western languages.

To specify a different character encoding setting

- 1 Open httpd.conf with a text editor, such as vi.
- 2 Locate the line AddDefault tCharset I S0-8859-1 and comment it out by placing a number sign (#) character at the beginning of the line.
- 3 Save the file.
- 4 Restart the server.

Specifying SWSE Port Number for Apache-Based Web Servers

If a different port number is specified for SWSE, then you also have to make the following modifications in the httpd.conf file.

To specify a different port number for SWSE

- Modify the following two lines in the httpd.conf file:

Listen: PortNumber

ServerName: PortNumber

where:

- *Listen* is the IP Address of the Web server computer
- *ServerName* is the computer name
- *PortNumber* is the port number

For example:

72.20.167.154:16131

sdch70a012.oracle.com:16131

Adding Domain Name for Oracle iPlanet Web Server

For Oracle iPlanet Web Server installations, add the domain name to either /etc/hosts or resolve.conf.

Finding the Web Server Listening Port Number on Oracle iPlanet Web Server

During SWSE configuration, you are prompted to provide the listening port number for your Web server. You can find this number for Oracle iPlanet Web Server using the following procedure.

NOTE: For Oracle iPlanet Web Server, you can instantiate a virtual Web server on existing installed software.

To find the Web server listening port number on Oracle iPlanet Web Server

- 1 Open the server.xml file located under the config subdirectory of your Web server instance.
- 2 Locate the line `port=port_number`.

In this entry, *port_number* is a number for your listening port.

General Requirements for Installing and Configuring the Siebel Web Server Extension

This topic lists general requirements for installing and configuring the SWSE.

This topic is part of [“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#).

- Before installing Siebel Business Applications software, you must review the Certifications tab on My Oracle Support.
- Review the issues described in [“Managing Temporary Disk Space Required by Siebel Installers and Wizards” on page 309](#). For example, make sure that you have adequate disk space, and make sure that the login ID running the installer has write permissions to the temporary directory.
- You must have installed a supported Web server as identified in the Certifications tab on My Oracle Support for the current release. See also [“Installing the Web Server” on page 338](#).

Make sure that the Web server computer on which you install the SWSE meets all of the hardware and software platform requirements documented in the Certifications tab on My Oracle Support.

NOTE: Note the port number for the Web server. For an Apache-based Web server, if you are using a nondefault port number, then you must modify the `httpd.conf` file to reflect the correct port number. For details, see [“Editing the httpd.conf File for Apache-Based Web Servers” on page 339](#).

- You must have installed all of the key Siebel Enterprise Server components, including the Siebel Gateway Name Server, at least one Siebel Server, and the Database Configuration Utilities.

You must have configured the Siebel Gateway Name Server, created and configured the Siebel Enterprise, created the SWSE logical profile, and configured the Siebel Server.

Application Object Manager components must be enabled for the Siebel CRM products that you purchased and intend to use. You enable components during initial Siebel Server configuration. For information about enabling server components using Server Manager, see *Siebel System Administration Guide*.

NOTE: Wait to install additional Siebel Servers until after you have completed installation of the SWSE software and verified the connection from the Web server to the initial Siebel Server.

- You can deploy multiple language packs on one Web server and one SWSE instance. The Siebel Server and the Web server do not have to be operated in the same language. However, the Siebel Server, the Web server, and all of the other server components must use the same character set. For more information, see *Siebel Global Deployment Guide*. See also [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).
- At least one SWSE is required for each Siebel Enterprise.
- Note that uninstalling an SWSE instance that you have configured removes the associated Siebel application virtual directories. See also [“Uninstalling the Siebel Web Server Extension” on page 288](#).
- Note that the SWSE installer user interface can run in the supported languages described in [“About The Language in Which Siebel Installers and Wizards Run” on page 310](#).

Support for Heterogeneous Environments

SWSE configuration can be performed in homogeneous environments or in heterogeneous environments where the Siebel Gateway Name Server (where you configure the SWSE logical profile) and the Web server and SWSE are on different operating systems.

This topic is part of [“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#).

Heterogeneous environments might resemble the following scenarios:

- You installed the Siebel Gateway Name Server on a UNIX or Linux computer, and installed the Web server and SWSE on a Windows computer.
- You installed the Siebel Gateway Name Server on a Windows computer, and installed the Web server and SWSE on a UNIX or Linux computer.

According to your needs, you can move the SWSE logical profile directory to another computer before configuring the physical SWSE (applying the logical profile to an installed instance of SWSE). For more information, see [“Applying the SWSE Logical Profile” on page 83](#).

Siebel Web Server Extension Requirements for Siebel Load Balancing

If you will use Siebel native load balancing for your Siebel Servers, then you must generate the load-balancing configuration file (lbconfig.txt).

This topic is part of [“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#).

After you create the SWSE logical profile, you generate the load balancing file and place the file in the SWSE logical profile directory. When you apply the profile to an installed SWSE instance, the SWSE Configuration Wizard copies the lbconfig.txt file to the installed SWSE.

After initially applying the SWSE logical profile, you might have to generate the lbconfig.txt file again after installing and configuring additional Siebel Servers that will participate in load balancing. Then apply the SWSE logical profile again.

For more information, see [“Process of Configuring the Siebel Web Server Extension” on page 76](#) and [“Process of Configuring Load Balancing for Siebel Business Applications” on page 114](#).

Requirements for the Installation User for the Siebel Web Server Extension

You must install the SWSE as a nonroot user, due to requirements of Oracle Universal Installer software. Patch releases must be installed as the same user who installed the base release. Further, the SWSE must be installed as the same user who installed the Web server. This user must be able to modify files on the Web server. In general, it is recommended that all installations be performed by a nonroot user for simpler administration and maintenance.

Note the following:

- Consult your vendor documentation about requirements and configuration options for your supported Web server. For example, some supported Web servers (for example, Oracle HTTP Server) must be installed as a nonroot user.
- In any of the following cases, you must either reinstall the Web server and SWSE as a nonroot user or else perform applicable workarounds to resolve conflicting requirements:
 - The Web server was installed as root.
 - The SWSE was installed as root (for version 8.1.1 through 8.1.1.7 only).
 - The Web server and SWSE must run as root, such as to use privileged port numbers.

Applicable workarounds, where available, vary depending on Web server requirements and capabilities and depending on the requirements of your deployment. For information about possible workarounds to use in some of these cases, see [“Setting Permissions and Ownership” on page 315](#), [“Granting User Permissions on the Web Server” on page 144](#), [“Requirements for User Permissions for the Siebel Web Server Extension” on page 343](#), and other relevant topics.

- For more information about Oracle HTTP Server, see article 475370.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1317.
- For more information about IBM HTTP Server, see [“Configuring IBM HTTP Server for Linux Operating Systems” on page 146](#).

This topic is part of [“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#).

Requirements for User Permissions for the Siebel Web Server Extension

This topic describes some requirements for permissions that affect installation or operation of the SWSE software and the Siebel virtual directories on the Web server.

This topic is part of [“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#).

The user who will run the SWSE plug-in must have read, write, and execute permissions on the *SWSE_ROOT/public/language* directories and their subdirectories (in this path, *SWSE_ROOT* is the directory in which the SWSE is installed and *language* is a language directory such as ENU, FRA, CHT, and so on). These permissions allow static public files to be cached on the Web server. These directories are created during SWSE installation and configuration. In general, Siebel administrators require full access to *SWSE_ROOT* and all of its subdirectories.

The Web server administrator and all of the Siebel users and groups must have read and execute permission on all of the virtual directories for Siebel Business Applications. The virtual directories are created on the Web server during SWSE configuration. If these permissions are not granted, then login pages will not be rendered properly.

See also [“Setting SWSE and Virtual Directory Permissions” on page 143](#), [“Requirements for the Installation User for the Siebel Web Server Extension” on page 342](#), and [“Granting User Permissions on the Web Server” on page 144](#).

(AIX only) Before installing, verify that the login ID performing the installation has permission to run `sl i bcl ean` by asking the administrator to change the permission as follows:

```
chmod 6555 /usr/sbin/sl i bcl ean
```

Requirements for Stopping and Starting the Web Server

At various points in the process of installing and configuring the Siebel Web Server Extension, you might be required to stop the Web server, perform certain tasks, and then restart the Web server. Or you might only have to restart the Web server. The SWSE Configuration Wizard also stops and starts the Web server automatically, as needed.

For example, you have to stop the Web server before installing the current release as a migration installation, and you have to restart the Web server after completing this installation. For more information about when you might have to restart the Web server, see [“Restarting the Web Server” on page 143](#). See also the third-party documentation for the Web server product.

Choosing the SWSE Configuration Wizard option to restart the Web server executes the following commands for supported Web servers:

- For Oracle HTTP Server (on supported Linux operating systems), this wizard option executes the commands `ompmctl stopall` and `ompmctl startall`.
- For other supported Apache-based Web servers (on AIX, HP-UX, or supported Linux operating systems), this wizard option executes the commands `stopapa` and `startapa`.
- For Oracle iPlanet Web Server (on Oracle Solaris), this wizard option executes the commands `stop` and `start`.

NOTE: From now on, if you must manually restart the Web server instance for any reason, then use these commands or equivalent methods, such as using the administration console for the Web server. Do not use other commands for this purpose, such as `apachectl` for Apache-based Web servers.

This topic is part of [“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#).

Requirements for Configuring Anonymous Users for the Siebel Web Server Extension

As noted in [“Configuring the SWSE Logical Profile” on page 77](#), when you configure the SWSE logical profile, you are prompted for user names and passwords of Siebel users who will serve as anonymous users for employee applications and customer applications, respectively. Provide the credentials for the anonymous users, as appropriate for your deployment.

This topic is part of [“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#).

The following are the two main types of anonymous users:

- **Anonymous user for employee applications.** Where applicable, the anonymous user for employee applications (sometimes called the employee user or the high interactivity user) starts the anonymous session that displays the login page to an end user for an employee application.

NOTE: Most of the employee applications can be deployed using either high interactivity or Siebel Open UI. Most of the employee applications are configured by default for high interactivity, while newer applications, such as the Siebel Mobile applications, require Siebel Open UI.

- **Anonymous user for customer applications.** Where applicable, the anonymous user for customer applications (sometimes called the contact user or the standard interactivity user) starts the anonymous session that displays the login page to an end user for a customer application, and allows anonymous navigation within the application. This user must have access to any public view in the application.

NOTE: Most of the customer applications can be deployed using either standard interactivity or Siebel Open UI. Most of the customer applications are configured by default for standard interactivity, while newer applications, such as Siebel eService for Siebel Open UI or Siebel Partner Portal for Siebel Open UI, require Siebel Open UI.

If, after initial configuration, you change the password for the database account that you are using for an anonymous user, or decide to specify a different anonymous user for a particular application, then you can edit the `eapps.cfg` or `eapps_sia.cfg` files manually and update values for the parameters `AnonUserName` and `AnonPassword`. Alternatively, you can re-create the SWSE logical profile and reapply it to each physical SWSE.

Record the credentials for each anonymous user in your deployment in the worksheet provided in [Appendix A, "Siebel Deployment Planning Worksheet."](#)

For additional information about configuring anonymous users, see *Siebel Security Guide*.

Note the following guidelines and requirements:

- All anonymous users for your deployment must be defined in the Siebel database and must be defined as Siebel users. Strong passwords are highly recommended for anonymous user accounts. Anonymous users should have limited access rights, no more than is necessary for the usage context.
- If your Siebel application does not use functionality that requires anonymous browsing, then you can disable access by the anonymous user by setting the `AllowAnonUsers` parameter for the Application Object Manager to `False`. If anonymous browsing must be enabled, then you set `AllowAnonUsers` to `True`.
- Some Siebel application functionality that requires that anonymous browsing be enabled include using a Siebel login view (not just an HTML page), using external authentication such as LDAP, browsing by unregistered users, self-registration, and so on.
- If password encryption is in effect, then you must use the `encryptstring` utility to encrypt any password before inserting it into `eapps.cfg` or `eapps_sia.cfg` as a value for `AnonPassword`. See also 475381.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1306.

- The anonymous user for employee applications that you configure in the wizard is defined in `eapps.cfg` as a default that applies to all of the applications of this type. The `AnonUserName` and `AnonPassword` parameters are defined once, in the `[defaults]` section of this file.
- The anonymous user for customer applications that you configure in the wizard is defined in `eapps.cfg` and `eapps_sia.cfg` for each application of this type. The `AnonUserName` and `AnonPassword` parameters are defined in separate application-specific sections of these files.
- To use application-specific anonymous users, you must define `AnonUserName` and `AnonPassword` in separate application-specific sections of `eapps.cfg` or `eapps_sia.cfg`.
- Optionally, you can create new database users before initial configuration through editing the `grantusr.sql` script, which you review, modify, and execute before you install the Siebel database. You still must add corresponding Siebel users. For more information, see [“Creating Table Owner and Administrator Accounts” on page 90](#).

Related Books

Siebel Security Guide

Siebel Security Hardening Guide

Siebel System Administration Guide

Related Topics

[“Configuring the SWSE Logical Profile” on page 77](#)

[“Creating Table Owner and Administrator Accounts” on page 90](#)

Requirements for Binary Coexistence of the Siebel Web Server Extension

If you do *not* require side-by-side installations of the same or different versions of SWSE on the same computer, then uninstall any existing version of SWSE on the computer before installing the current version. See [“Uninstalling the Siebel Web Server Extension” on page 288](#).

This topic is part of [“Requirements for Installing and Configuring the Siebel Web Server Extension” on page 336](#).

Side-by-side installations of the same or different versions of SWSE on the same computer (sometimes referred to as *binary coexistence*) might be helpful in some upgrade scenarios or for development or testing purposes. In general, however, it is recommended that you install only one instance of SWSE on each Web server computer. Binary coexistence scenarios might be subject to limitations for your operating system and Web server platform.

For more information about creating and applying the SWSE logical profile, see [“Process of Configuring the Siebel Web Server Extension” on page 76](#).

NOTE: Scalability and performance implications must be taken into consideration when running multiple instances of SWSE on a single Web server computer.

Note the following considerations and limitations applicable to binary coexistence:

- **Oracle Solaris using Oracle iPlanet Web Server.** You can install multiple instances (virtual server instances) of Oracle iPlanet Web Server on the same computer. You can also install multiple instances of SWSE to run against these virtual server instances. Configure each SWSE instance to communicate with a separate virtual server instance using a different port.
- **UNIX operating systems (including Linux) using Apache-based Web server.** You can install multiple instances of a supported Apache-based Web server on the same computer. You can also install multiple instances of SWSE to run against these Web server instances. Configure each SWSE instance to communicate with a separate Web server instance using a different port.
- **Microsoft Windows using Microsoft IIS.** You can install only a single instance of the Web server on the same computer. You can install multiple instances of SWSE on this computer, but you cannot run multiple instances of SWSE simultaneously, unless you configure them to run in separate memory spaces.

Before you configure a new installed instance of SWSE where another instance is already installed and configured, you must edit the batch file that creates the virtual directories for Siebel Business Applications so that the virtual directory names for the new instance are unique. The virtual directories are created by batch files in the SWSE logical profile directory. You can also edit these batch files before configuring the SWSE to remove entries for virtual directories that you do not need. For more information about using Microsoft IIS, see *Siebel Installation Guide for Microsoft Windows*.

Requirements for Installing and Configuring the Siebel Database

Before you install and configure the Siebel database, review the following information:

- Review database information in the Certifications tab on My Oracle Support and elsewhere.
For Siebel language support, Unicode support, and legacy code page support, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support.
- For new installations, make sure that the Siebel database instance has been created and is properly configured, as documented in [Chapter 14, "Configuring the RDBMS."](#)
- Review [Chapter 5, "Installing the Siebel Database on the RDBMS,"](#) including ["About Installing the Siebel Database"](#) on page 87 and the topics that follow.
- Obtain the services of a qualified database administrator (DBA) to assist you with your installation and, where applicable, upgrade.
- Complete the appropriate RDBMS-specific information in your copy of the worksheet in [Appendix A, "Siebel Deployment Planning Worksheet,"](#) as follows.

General Requirement

Installing the Siebel database is subject to installation requirements for Siebel Database Configuration Utilities related to Siebel Gateway Name Server authentication, which are noted in [“General Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#).

Oracle Database

For Oracle Database, make sure that the following elements are defined for your Siebel database:

- **Oracle SQLNet alias connect string.** You need this to connect to your Oracle Database.
- **Table owner account (schema) name and password.** Using an Oracle Database requires that you assign a user name and password to any database tables that you create. The term *table owner* refers to the schema that owns the database objects, such as tables, indexes, views, and triggers.

Before installing the Siebel database components, you have to edit the grantusr.sql script, enter this and related information, and execute the script. See [“Creating Table Owner and Administrator Accounts” on page 90](#).

- **Siebel data tablespace.** The name of the tablespace on the Oracle Database server where the Siebel data tables are stored.
- **Siebel index tablespace.** The name of the tablespace on the Oracle Database server where the Siebel indexes are stored.
- Install the Oracle Database Client software onto the computer where you will install the Database Configuration Utilities. Make sure that you have set the ORACLE_HOME variable appropriately before installing Siebel Business Applications software. For information about installing the Oracle Database Client for Siebel CRM version 8.1.1.11 or version 8.2.2.4, see *Siebel Security Guide*.

NOTE: Make sure that the Oracle Database Client and Oracle Database versions are the same, unless you are otherwise advised by Oracle Global Software Support or unless required for your particular deployment. For supported versions of Oracle Database products, see the [Certifications tab on My Oracle Support](#).

IBM DB2

For IBM DB2, make sure that the following elements are defined for your Siebel database:

- **Database alias.** The DB2 database alias that you created when you installed the DB2 software.
- **Table owner or database owner account user name and password.** DB2 requires that you assign a user name and password to each database that you create.

Before you install the tablespaces and indexes, you are prompted to edit the grantusr.sql script, enter this and related information, and execute the script. See [“Creating Table Owner and Administrator Accounts” on page 90](#).

- **Siebel index tablespace.** The name of the tablespace on the DB2 server where the Siebel indexes are stored.

- **Siebel 4-KB tablespace.** The name of the tablespace on the DB2 server where the 4 KB Siebel data tables are stored.
- **Siebel 16-KB tablespace.** The name of the tablespace on the DB2 server where tables reside whose row length is equal to or greater than 4005 bytes, but less than 16384 bytes.
- **Siebel 32-KB tablespace.** The name of the tablespace on the DB2 server where tables reside whose row length is 32768 bytes.
- Statistics are generated automatically during table, index, and seed data installation, and during the Siebel Repository import process. However, it is recommended that statistics be kept up to date through standard database administration procedures.
- Make sure that you have installed the required IBM fix pack on your database server computer. For more information, see the Certifications tab on My Oracle Support.
- Make sure that IBM DB2 is properly configured and you have allocated disk space appropriate to your installation requirements.

Requirements for Installing Siebel Web Clients

Review the issues and tasks in this topic before running the Siebel Web Client installer.

Administrative Rights for Installation

Administrative rights are required for installation or uninstallation of the Siebel Mobile Web Client or Developer Web Client.

For information about setting administration rights, consult the operating system manuals for the version of Microsoft Windows on which you are installing the Siebel Web Client software.

For information about uninstalling Siebel Web Client software, see [“Uninstalling Siebel Web Clients” on page 291](#).

Directory Naming Conventions

By default, the Siebel Web Client installer assumes an installation directory of C:\siebel\8.1\client_1 or C:\siebel\8.2.2.0\client_1 or a similar location. You can specify to install in a different location, but the default location is generally recommended.

If you must change the installation location to use a nondefault path, then use installation directory names that describe both the version number and the component being installed. The directory name can use any characters appropriate for Windows-compatible long file names, except that spaces must not be used in your install directory.

In this guide, the directory into which you install the Siebel Web Client is often referred to as *SIEBEL_CLIENT_ROOT*. If you install into a directory other than the default, then make appropriate substitutions throughout this guide.

CAUTION: Do not install other Siebel components, such as Siebel Tools, into the same directory where you have installed the Siebel Web Client, such as C:\siebel\8.1\client_1 or C:\siebel\8.2.2.0.0\client_1. Install each component into a separate directory, or into a subdirectory of the top-level directory, such as a subdirectory of C:\siebel\8.1\client_1 or C:\siebel\8.2.2.0.0\client_1. If you install the Sample Database, then do so in the same directory as the Siebel Mobile Web Client. (Alternatively, you can install the Sample Database into the Siebel Tools directory instead of the Siebel Mobile Web Client directory.) If you install multiple Siebel components on the same computer (that will access different data sources), then determine your directory-naming convention before you begin installing.

Related Topics

[“Process of Installing Siebel Tools” on page 163](#)

[“Installing and Using the Siebel Sample Database” on page 171](#)

Requirements and Recommendations for Siebel Web Client

Before beginning Siebel Web Client installation, review the requirements and recommendations for hardware, system software, and third-party software described in the Certifications tab on My Oracle Support.

Restricted Support for Siebel Developer Web Client

The Siebel Developer Web Client is not supported for end-user deployment. This Siebel Web Client type is supported only for development, troubleshooting, and limited administration usage scenarios.

Database Connectivity Software for Siebel Developer Web Client

Siebel Developer Web Client computers connecting directly to the Siebel database must have the correct vendor-specific database connectivity software installed. See the Certifications tab on My Oracle Support.

NOTE: The correct version of database connectivity software must be installed before you install the Siebel Web Client.

For additional information, see [“Logging in to Your Siebel Application” on page 176](#).

When you have installed your database connectivity software, configure it as follows:

- For Oracle Database, you install and configure the Oracle client software to connect to the Siebel database. Record the connect string and table owner information on the worksheet in [Appendix A, “Siebel Deployment Planning Worksheet.”](#) Use the driver version specified in the Certifications tab on My Oracle Support.

For an Oracle client, use a binary sort order for development environment databases. This setting is required for adequate performance from the Siebel Developer Web Client.

For more information, see [“Specifying the Locale for Siebel Business Applications” on page 312](#). See also [“Configuring an Oracle Database for Siebel Business Applications” on page 357](#) and *Siebel Database Upgrade Guide*.

- For IBM DB2, you install and configure the DB2 Client software to connect to the Siebel database. Record the connect string and table owner information on the worksheet in [Appendix A, “Siebel Deployment Planning Worksheet.”](#) Use the ODBC driver version specified in the Certifications tab on My Oracle Support.
- For IBM DB2 for z/OS, you use DB2 Connect to connect from the Siebel Developer Web Client to the Siebel database. For details, see *Implementing Siebel Business Applications on DB2 for z/OS*.

Siebel Repository Files Requirement

Make sure that you have the Siebel Repository files (SRF files) that are correct for your installed Siebel CRM version and the version of your Siebel database, such as Siebel CRM version 8.1.1.11 or version 8.2.2.4. For more information, see [“Obtaining Updated Siebel Repository Files”](#) on page 126.

Other Third-Party Software

Your Siebel application might require some third-party software products to be installed on the client computer, for full functionality. For more information about third-party software, see the Certifications tab on My Oracle Support.

For information about requirements for the Web browser environment for running Siebel Web Clients, see also *Siebel System Administration Guide*.

NOTE: Remember to install on the client computers all of the software required to view any standard attachment types your Siebel Business Applications deployment might use.

Closing Browser Sessions

Before you install the Siebel Web Client software, it is strongly recommended that you close any browser sessions on the client computer.

For information about requirements for the Web browser environment for running Siebel Web Clients, see also *Siebel System Administration Guide*. See also [“Enabling Siebel Open UI”](#) on page 122.

Requirements for Installing Siebel Tools

Before you install Siebel Tools, check the following requirements:

- Your Siebel Tools platform must meet the requirements defined in the Certifications tab on My Oracle Support.
- You must have all of the third-party software required for your implementation installed, including the database connectivity software for your chosen RDBMS. See the Certifications tab on My Oracle Support.
- You must have installed and configured the Siebel Enterprise Server software, as described in [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension,”](#) and [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

- You must have created the Siebel database and installed the Siebel schema and seed data, as described in [Chapter 14, “Configuring the RDBMS,”](#) and [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#) This database stores the Siebel Tools project repositories.

A local database can also be initialized for each developer user, as applicable. For more information, see *Configuring Siebel Business Applications* and *Using Siebel Tools*.

NOTE: Siebel Tools can also access demonstration data in the Siebel Sample Database, which you can install with the Siebel Mobile Web Client. For more information, see [“Installing and Using the Siebel Sample Database” on page 171](#) and related topics.

- The sort order for the Siebel database for development environments must be set to binary. If it is set otherwise, then you cannot compile or merge repositories.
- Administrative rights are required for installation or uninstallation of Siebel Tools. For information about setting administration rights, consult the operating system manuals for the version of Microsoft Windows on which you are installing the Siebel Web Client software.

Related Topics

[“Process of Installing Siebel Tools” on page 163](#)

[“Uninstalling Siebel Tools” on page 292](#)

Requirements for Installing and Configuring Siebel Management Agents and Siebel Management Server

This topic describes requirements and prerequisite tasks for configuring Siebel Management Agent and installing and configuring Siebel Management Server.

- Using Siebel Image Creator, create a Siebel installation image on your network that includes the files required to install Siebel Server and Siebel Management Server for all of the applicable operating systems. For more information about using Image Creator, see [Chapter 15, “Creating the Siebel Installation Image on the Network.”](#)
 - Siebel Management Agent is automatically installed with each Siebel Server installation, and can be installed on supported versions of Microsoft Windows or UNIX operating systems.
 - Siebel Management Server can only be installed on Microsoft Windows.
- On Microsoft Windows Server 2008 or Windows Server 2012, before you run the installer executable program (setup.exe) for Siebel Management Server for the first time, you must set the compatibility mode to *Windows Server 2003 (service pack 1)*. Do this on each applicable computer where you install Siebel Management Server, for either a new installation or a patch installation. For more information about setting the compatibility mode, see Microsoft documentation.

For more information about Siebel Business Applications support for Microsoft Windows Server 2008 and Windows Server 2012, see the Certifications tab on My Oracle Support. See also 781428.1 (Article ID) on My Oracle Support.

- Java Runtime Environment (JRE) must be installed on any computer that will host Siebel Management Agent or Siebel Management Server. Also, the JAVA_HOME environment variable must be set to point to the JRE installation location at the time that you configure these modules (for example, C:\Program Files\Java\jre6 on Windows). For supported version information, see the Certifications tab on My Oracle Support.
- If you use Perl scripts as part of the configuration process, then the computers that host Siebel Management Agent or Management Server must have a recent version of Perl installed. The Perl installation directory must be correctly referenced in the PATH environment variable.
- If you intend to use Secure Sockets Layers (SSL) with Siebel Management Agent or Management Server, then you must review all of the applicable information before you install and configure the software. For details, see *Siebel Security Guide*.

NOTE: If you are not yet ready to configure SSL, then it is strongly recommended that you postpone configuration of Management Agent and Management Server until you are fully ready to configure SSL for these components.

- Determine your installation and configuration strategy for your Siebel Servers, Siebel Management Agents, and Siebel Management Server. Review the remaining points in this topic.
- After you install the Siebel Server software, configure the Siebel Server. Then configure the Siebel Management Agent, using the Management Agent Configuration Wizard. For Siebel Server installation instructions, see [Chapter 3, "Installing Siebel Enterprise Server Components and the Siebel Web Server Extension."](#)
- Siebel Management Agent cannot be uninstalled separately from the Siebel Server. Uninstalling Siebel Server uninstalls this instance of Management Agent. For Siebel Server uninstallation instructions, see [Chapter 12, "Uninstalling Siebel Business Applications."](#)
- Siebel Management Server can only be installed on Microsoft Windows.

One instance of Siebel Management Server can support one or more Siebel Enterprises.

For installation instructions, see [Chapter 10, "Installing and Configuring Siebel Management Agents and Siebel Management Server."](#)

- Before you configure Siebel Management Server after installation, you must install and configure at least one instance of Siebel Management Agent. Ideally, you will already have installed and configured all of the Siebel Servers and Management Agents. The Management Server Configuration Wizard can register one or two Management Agents with the Management Server. You can register additional Management Agents by using the Perl scripts that are provided with the software.

14 Configuring the RDBMS

This chapter provides guidelines for configuring the third-party RDBMS and creating the database instance that you will use for the Siebel database. It includes the following topics:

- [Overview of Database Configuration on page 355](#)
- [Configuring an Oracle Database for Siebel Business Applications on page 357](#)
- [Configuring an IBM DB2 Database for Siebel Business Applications on page 365](#)
- [Configuring Siebel Server Connectivity to the Siebel Database on page 378](#)

Overview of Database Configuration

This chapter is intended for use by database administrators (DBAs) and by others who can perform the tasks for configuring the third-party RDBMS and creating the database instance that you will use for the Siebel database.

Follow the general steps for your supported RDBMS platform, as described in this chapter. For more information, see your third-party vendor documentation, the guidelines presented in this chapter for each RDBMS, and other applicable parts of this guide.

For the third-party RDBMS product versions supported for this release of Siebel Business Applications, see the Certifications tab on My Oracle Support.

For Siebel language support, Unicode support, and legacy code page support, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support.

CAUTION: *Do not perform any of the tasks mentioned in this chapter in an upgrade environment (or in another environment where you have an existing Siebel database). In particular, you do not create the database instance on the RDBMS. However, after the upgrade is complete, you might have to modify database parameters for your RDBMS platform to match settings described in this chapter. For more information, see “About Installing in Upgrade Environments” on page 301 and “Roadmap for Installing and Configuring Siebel Business Applications in an Upgrade Case (Existing Database)” on page 34.*

For nonupgrade deployments (where there is no existing Siebel database), after creating the database instance and installing Siebel Business Applications software, you use scripts and utilities that are provided with the Database Configuration Utilities installation to create the Siebel database. Creating the Siebel database loads the Siebel schema and seed data into the database instance. For more information, see [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

See also [“Planning RDBMS Installation and Configuration” on page 307.](#)

In this guide, `DBSRVR_ROOT` refers to the installation directory of the Siebel Database Configuration Utilities. For more information, see [“File and Directory Naming Conventions” on page 318.](#)

NOTE: In general, it is easier to configure and administer a Siebel database that does not share a database instance with other applications. This approach is considered a best practice. However, some customers might decide to include multiple applications in a single database instance. The implications of this choice might differ by RDBMS type: for example, the term *database instance* has a different meaning for an Oracle Database than it does for IBM DB2. The shared database instance must be configured according to the requirements described in this chapter.

After you have completed configuring your database as described in this chapter, you can perform all of the Siebel installation and configuration tasks, including those described in:

- Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension”
- Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension”
- Chapter 5, “Installing the Siebel Database on the RDBMS”
- Chapter 6, “Additional Postinstallation and Configuration Tasks”

Overview of Configuring the Database

The overall process of configuring the RDBMS and installing the Siebel database is outlined as follows. The exact process depends on your deployment requirements.

- 1 Install the RDBMS software:
 - Install the RDBMS server software on the appropriate server computers.
 - Install the RDBMS client software on computers where you will install Siebel Server, Siebel Tools, or other modules that directly connect to the Siebel database.
- 2 Create the database instance.
- 3 Configure the parameters for the database instance.
- 4 (IBM DB2) Create the database, and configure the parameters for the database.
- 5 Configure storage settings, log space, and other elements for the Siebel database.

NOTE: After you perform these tasks, you install the Siebel Enterprise Server software, including Siebel Gateway Name Server, Siebel Database Configuration Utilities, and Siebel Server. You must install Database Configuration Utilities and Siebel Server on the computer where you run the Siebel Gateway Name Server; it is optional to configure and deploy this installed Siebel Server. Then you configure the Siebel Gateway Name Server, the Siebel Enterprise, and the Siebel Web Server Extension (SWSE) logical profile.

- 6 On the computer where you installed the Database Configuration Utilities, run the Database Configuration Wizard. Perform the task to install the Siebel database (schema) in the database instance.

This step creates the Siebel objects (tables and indexes) in the Siebel database, imports seed data for the primary language, and adds the Siebel Repository for the primary language. Also perform the other applicable tasks for the Siebel database. For more information, see [Chapter 5, “Installing the Siebel Database on the RDBMS.”](#)

NOTE: After you perform these tasks, you configure the Siebel Server, install and configure the SWSE, and perform additional configuration tasks that are required for your deployment.

About Using Sample Scripts for Creating Siebel Database Objects

Sample scripts that are provided with the Database Configuration Utilities installation can optionally be used to create the Siebel database. *These scripts are for testing purposes in small, nonproduction environments only.* If you intend to use such a script, then first perform the tasks listed previously, through [Step 6 on page 356](#), but omit [Step 4](#) and [Step 5](#).

Related Topics

[“Guidelines for Creating Oracle Database Objects” on page 363](#)

[“Guidelines for Creating IBM DB2 Database Objects” on page 376](#)

Configuring an Oracle Database for Siebel Business Applications

This topic contains guidelines for obtaining optimum performance from an Oracle Database. These guidelines will be useful to a broad segment of customers. Choose values for the parameters that are described in this guide that reflect the conditions in your particular environment. For more information, see Oracle Database technical documentation.

See also [“Overview of Database Configuration” on page 355](#).

NOTE: When scripts from the Siebel Database Configuration Utilities installation are executed in an Oracle Database, as described in [Chapter 5, “Installing the Siebel Database on the RDBMS,”](#) sequences are generated with the CACHE option. Do not drop these sequences and regenerate them with the NOCACHE option, or else performance might be adversely affected and database contention might occur. If you require additional Oracle sequence objects, then you must create them manually, and you must grant SELECT on these objects to sse_role.

Collect statistics for the tables, indexes, and histograms for the columns where the data shape is skewed. Recollect these statistics whenever a large amount of data has been updated, deleted, or inserted. For more information about how to collect statistics, see the Oracle Database administration manuals.

For performance reasons, do not collect statistics for an empty table. For more information, see 478242.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Alert 1162.

Guidelines for Configuring an Oracle Database

Various kinds of guidelines are presented for configuring an Oracle Database:

- [“Guidelines for Selecting a Language for Oracle Database” on page 358](#)
- [“Guidelines for Configuring Settings in the init.ora File” on page 359](#)
- [“Guidelines for Sizing Redo Logs for an Oracle Database” on page 360](#)
- [“Guidelines for Creating Oracle Tablespaces” on page 360](#)
- [“Guidelines for Sizing the Oracle Database” on page 361](#)

- [“Guidelines for Creating Temporary Oracle Tablespaces” on page 362](#)
- [“Guidelines for Overriding Oracle Default Tablespaces for Database Objects” on page 362](#)
- [“Guidelines for Creating Oracle Database Objects” on page 363](#)
- [“Guidelines for Ongoing Oracle Database Administration” on page 363](#)
- [“Guidelines for Using Real Application Clusters for an Oracle Database” on page 364](#)

Guidelines for Selecting a Language for Oracle Database

When creating your database, you must specify the character set at the database level. You specify other language characteristics at the database client level.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications” on page 357](#).

Related Topics

- [“Planning RDBMS Installation and Configuration” on page 307](#)
- [“Specifying the Locale for Siebel Business Applications” on page 312](#)
- [“Verifying Installation for the Siebel Database” on page 195](#)

To specify the character set of your database

- Execute the following command to specify the character set for your database:

```
CREATE DATABASE INSTANCE_NAME CHARACTER SET CHARACTER_SET_NAME
```

where:

- *INSTANCE_NAME* is the name of your Oracle Database instance; for example, SIEBCRM.
- *CHARACTER_SET_NAME* is the textual name of the character set that you want to run; for example, WE8MSWIN1252 or AL32UTF8.

National Character Set

Siebel Business Applications do not use the three data types that store Unicode data using the national character set (NCHAR, NVARCHAR2, NCLOB). The default national character set, AL16UTF16, is acceptable.

Sort Order and Date Format

Follow the documented Oracle Database guidelines for client-level settings for the NLS_SORT and NLS_DATE_FORMAT parameters.

Guidelines for Configuring Settings in the init.ora File

The init.ora file contains parameters that have a major effect on the performance of Siebel Business Applications using Oracle Database.

Use the following settings as guidelines for your initial configuration. Your final settings will vary depending on the hardware configuration, the number of users, and the type of workload.

In the init.ora file, default parameter values are provided for small, medium, and large database deployments. Unless the configuration parameters are specified in the following settings, set them to the large database values. For detailed descriptions of each of the parameters and their effects on database performance and system resource utilization, see Oracle Database documentation.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications” on page 357](#).

Brief descriptions follow for several parameters for which you might have to adjust values:

- **CURSOR_SHARING.** This parameter is set to EXACT by default and must not be changed.
CAUTION: Changing this value might lead to failure of some Siebel Server components.
- **DB_FILE_MULTIBLOCK_READ_COUNT.** The database buffer cache parameter dictates the number of data blocks that are read in a single Oracle I/O operation during a table scan. For most implementations, set this parameter to an initial value of 32. If you are using NAS storage (such as a NetApp Filer), then set the value to 8 to reduce potential network traffic problems.
- **MEMORY_TARGET.** This parameter specifies the Oracle system-wide usable memory. A common recommendation is to set it to a value equalling the physical memory minus 1 GB. For example, if the Oracle Database server has 16 GB of memory, then set MEMORY_TARGET to 15 GB.
- **NLS_DATE_FORMAT.** Set this parameter as needed. The default setting is DD-MON-YY. For information about the supported formats, see Oracle Database documentation and see [“Specifying the Locale for Siebel Business Applications” on page 312](#).
- **NLS_SORT.** The sort order is specified during the initial installation of a database and defines the way in which the database sorts character data. Sort order support depends on both the code page of the database and whether it will be used in a development or a production environment. For more information, see [“Specifying the Locale for Siebel Business Applications” on page 312](#).

Considerations for development and production environments are as follows:

- **Development environment databases.** The repository object names in your development environment database must sort using a binary sort order, because Siebel Tools uses this sort order internally. Specify the same sort order at the database client level, so that output there does not have to be resorted.

NOTE: Binary sort order is the simplest and fastest sort order to perform in the database. Binary sorting is case-sensitive and is based on the numeric values (for example, 0 through 255 for an 8-bit character set) of the characters in the installed character set.

Customers are responsible for making sure their data is backed up and restored correctly.

- **Production environment databases.** For information about production environment database restrictions, see the Certifications tab on My Oracle Support. See also Oracle Database documentation.

- **OPEN_CURSORS.** This parameter controls the amount of spaces that are reserved for the maximum number of cursors (a cursor being the same as an open query). The minimum open cursor requirement for Oracle Database is 1000 and the maximum is 2000. Within these limits, this parameter can be adjusted according to observed usage patterns.
- **OPTIMIZER_FEATURES_ENABLE.** This is an umbrella parameter for enabling a series of optimizer features that are based on an Oracle release number. For example, set this parameter to a value corresponding to the current release level of your Oracle Database. For more information, see Oracle Database documentation. For more information about performance tuning for Siebel CRM with an Oracle Database, see 781927.1 (Article ID) on My Oracle Support.
- **OPTIMIZER_INDEX_COST_ADJ.** It is recommended that you set this parameter to 1. Use this parameter to tune the optimizer to use index access path over a full table scan. However, depending on the data shape for your Siebel database, how statistics are gathered, and the nature of your Siebel configuration changes, other values might provide better results.
- **OPTIMIZER_MODE.** Set this parameter to ALL_ROWS (the default) for the Cost-Based Optimizer (CBO).

NOTE: For more information about performance tuning for Siebel CRM with an Oracle Database, see 781927.1 (Article ID) on My Oracle Support. See also *Siebel Database Upgrade Guide*.

Guidelines for Sizing Redo Logs for an Oracle Database

If redo logs are too small, then frequent log switches occur, creating resource-intensive Oracle Database check-pointing in which all of the dirty buffers are flushed. A range of 10 to 15 minutes or longer for log switching is preferable under a normal OLTP (Online Transaction Processing) load. However, during periods of heavy DML (data manipulation language) activity, such as during large Siebel EIM loads or upgrades, the logs might switch more frequently than every two minutes. When this occurs, overall database performance suffers as a result.

You can check the frequency of this operation either in the alert log or by querying v\$loghist. It is best to use verification when there is the greatest activity and the heaviest load on the database.

If this activity occurs too frequently, then drop and re-create individual redo log groups with larger sizes. A suggested minimum size is 300 MB.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications”](#) on page 357.

Guidelines for Creating Oracle Tablespaces

The initial (minimum) tablespace allocation recommendations are as follows:

- Data: 5 GB
- Index: 5 GB
- Temp: 2 GB
- System: 2 GB
- Sysaux: 1 GB

This allocation is enough for a fresh installation of Oracle Database (Unicode-enabled or non-Unicode-enabled).

The following additional guidelines will help you in creating tablespaces:

- To improve performance on your production system, create at least two tablespaces for a Siebel implementation: one for indexes and one for data.
- Distribute objects that you anticipate to be large or points of contention by creating additional separate tablespaces (preferably on separate disk devices).
- Be sure that you, or whoever is responsible for setting up permissions, grant the Siebel table owner account the privilege and sufficient quota to create tables and indexes in these tablespaces.

Besides the table owner, the database user ID used for Siebel Marketing also requires additional rights at the database level within the OLTP schema. You must grant `DROP TABLE`, `DROP INDEX`, `CREATE TABLE`, and `CREATE INDEX` rights to this user. For more information, see *Siebel Marketing Installation and Administration Guide*.

- Set storage parameters for your data and index tablespaces. The Siebel database installation procedure does not set storage parameters for the objects it creates. The storage configuration for each object follows the default storage parameters of its tablespace. It is recommended that you create locally managed tablespaces by using the following syntax:

```
extent management local autoallocate segment space management auto;
```

- In a development or test environment, multiple Siebel Business Applications installations can coexist on one Oracle Database instance. Install each Siebel database under a separate table owner, so that each schema owner is unique.
- Function-based indexes based on expressions that require `QUERY_REWRITE_ENABLED` to equal `TRUE` are not supported. However, `DESC` (descending) indexes are supported, as in a standard schema.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications” on page 357](#).

Guidelines for Sizing the Oracle Database

Monitor object growth and fragmentation carefully and alter the database storage parameters as required. Also use the following guidelines for initial sizing of your Oracle Database. (If you use `EXTENT MANAGEMENT LOCAL AUTOALLOCATE` for `CREATE DATABASE`, then these guidelines *do not apply*.)

- Set the initial extent to a very small size (the minimum is one database block), so that empty tables and indexes do not consume large amounts of space. For example, start with either two or four blocks (in other words, 16 KB or 32 KB with an 8-KB block size). This allocation promotes less fragmentation.

Even if you have as many 10,000 objects, this number of objects uses only 312 MB, which is far less space required than for some standard office software packages.

- Set the default next extent for your data and index tablespaces to a minimum of 100 KB.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications” on page 357.](#)

Guidelines for Creating Temporary Oracle Tablespaces

Modify all of the user temporary tablespace definitions from the default of SYSTEM to the name of the temporary tablespace; for example, TEMP.

To find out which users are assigned to which temporary tablespaces, query the TEMPORARY_TABLESPACE column of DBA_USERS. If any users are assigned to a tablespace other than the one allocated for temporary sort-type operations, then correct the situation.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications” on page 357.](#)

Guidelines for Overriding Oracle Default Tablespaces for Database Objects

Siebel Business Applications provide the option of overriding the default storage parameters for the tablespaces in which specific tables or indexes are created. You created these tablespaces by using the instructions in [“Guidelines for Creating Oracle Tablespaces” on page 360.](#) To override these parameters, edit the ddl.ctl file located in the *DBSRVR_ROOT/oracle* directory.

NOTE: The ddl.ctl file must not be modified except by a qualified DBA.

For each Siebel object (table or index), you can specify a tablespace by using the Table Space parameter. In the following example, the tablespace for the table S_APP_VIEW is set to DATA1.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications” on page 357.](#)

As provided by Siebel Business Applications, the .ctl file does not set storage parameters for the objects it creates, so that they default to the parameters of the tablespaces in which they are created. However, the Table Space parameter works only under the following conditions:

- When the table does not yet exist (for example, when you are performing a new database installation).
- When the table must be rebuilt. In other words, when schema changes are made to the table such that an ALTER TABLE command is insufficient to implement the schema changes. In this case, the table must be dropped and re-created.

The following example illustrates the use of the Table Space parameter to set storage values for specific tables:

```
[Object 219]
Type = Table
Name = S_APP_VIEW
Column 1 = ROW_ID VARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY VARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 5 = LAST_UPD_BY VARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22, 7) DEFAULT 0
```

```
Column 7 = MODIFICATION_NUM NUMERIC(10,0) NOTNULL DEFAULT 0  
Column 8 = CONFLICT_ID VARCHAR(15) NOTNULL DEFAULT '0'  
Column 9 = NAME VARCHAR(50) NOTNULL  
Column 10 = DESC_TEXT VARCHAR(255)  
Column 11 = LOCAL_ACCESS_FLG CHAR(1)  
Table Space = data1
```

If you use locally managed tablespaces and want to change the storage parameters, then see Oracle Database technical documentation.

For an example (IBM DB2) of overriding the defaults for specific tables and indexes, see [“Guidelines for Overriding IBM DB2 Default Tablespaces for Database Objects”](#) on page 373.

Guidelines for Creating Oracle Database Objects

Siebel Business Applications provide sample scripts (CrBlankOracleSiebelDEMO.sql and CrBlankOracleSiebelDEMOPostCrDB.sql), located in the *DBSRVR_ROOT/Oracl e* directory. Use these scripts as a reference to help you create your own scripts for creating a blank Siebel database, based on the requirements for your deployment.

Use the settings in the script as guidelines for your initial configuration. Your final settings will vary depending on the server hardware configuration, the number of users, and the type of workload. Use a small, nonproduction environment for testing purposes.

Before using these scripts, read the file CrBlankOracleSiebelDEMOReadMe.txt. See also [“Overview of Database Configuration”](#) on page 355.

After you install the Database Configuration Utilities on the Siebel Server computer, as described in [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension,”](#) you can modify the database table and index creation scripts to specify the tablespace names that you created for Siebel tables and indexes. For more information, see [“Guidelines for Overriding Oracle Default Tablespaces for Database Objects”](#) on page 362.

Additional information about Oracle Database configuration and tuning options is available from Oracle, your hardware vendor, and other sources.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications”](#) on page 357.

Guidelines for Ongoing Oracle Database Administration

After your Siebel Business Applications installation is up and running, monitor the following areas on a regular basis:

- **Insertion rates on tables.** You probably will want to set the INI_TRANS value for tables with high insertion rates to a value higher than 1; a typical setting is 4.

This parameter determines how many simultaneous inserts can occur on the database blocks that store data for those tables and, therefore, can affect performance in an intensive data-entry environment. Use multiple freelists for the table S_DOCK_TXN_LOG, because this table receives numerous inserts.

- **SGA cache hits.** Determine whether SGA parameters have to be adjusted for your system.
- **The extents used by each object.** A large number of extents on a table or index creates response time degradation for transactions that access the table or index.
- **Siebel tables that are subject to frequent INSERT and DELETE operations.** This transaction mixture can cause some database tables to become fragmented over time.

If you are using Siebel Remote, then your DBA must monitor space utilization and fragmentation of the following tables, and perform regular database maintenance procedures as recommended for an Oracle Database. Monitor the following tables in particular, because they will have frequent changes when transaction logging is enabled:

- S_SRM_REQUEST
- S_DOCK_TXN_LOG
- S_DOCK_TXN_LOGT
- S_DOCK_TXN_SET
- S_DOCK_TXN_SETT
- S_DOCK_INST
- S_DOCK_INIT_ITEM

Your DBA might also choose to monitor all of the tables and indexes in the Siebel schema, reorganizing them when required.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications” on page 357.](#)

Guidelines for Using Real Application Clusters for an Oracle Database

Siebel Business Applications support Oracle Real Application Clusters (RAC) failover configurations for Oracle Database. Both active-passive and active-active RAC configurations are supported.

For more information, see:

- 473859.1 (Article ID) on My Oracle Support. This document was previously published as Siebel Technical Note 635.
- 478215.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2220.
- Certifications tab on My Oracle Support.
- Concepts documentation for Oracle Real Application Clusters software on Oracle Technology Network.

This topic is part of [“Configuring an Oracle Database for Siebel Business Applications” on page 357.](#)

Configuring an IBM DB2 Database for Siebel Business Applications

This topic contains guidelines for obtaining optimal performance from an IBM DB2 Database for use with Siebel Business Applications. These guidelines will be useful to a broad segment of customers. Choose values for the parameters described in this guide that reflect conditions in your particular environment. For more information, see IBM DB2 technical documentation.

NOTE: In this guide, the terms *IBM DB2* or *DB2* are often used to refer to the database platform IBM DB2 for Linux, UNIX, and Windows.

See also [“Overview of Database Configuration”](#) on page 355.

When you use IBM DB2, the DB2 Client must be installed on the RDBMS computer where the Siebel database is located. Verify that the DB2 Client is installed before proceeding. For details, see *Siebel Database Upgrade Guide*. In addition, the DB2 Runtime Client must be installed on the Siebel Server computer. For details, see the Certifications tab on My Oracle Support.

NOTE: If your database is IBM DB2 for z/OS, then see *Implementing Siebel Business Applications on DB2 for z/OS* instead of this chapter. See also the relevant information under [“Planning RDBMS Installation and Configuration”](#) on page 307.

Guidelines for Configuring an IBM DB2 Database

Various kinds of guidelines are presented for configuring an IBM DB2 database:

- [“Guidelines for Setting IBM DB2 Database Manager Configuration Parameters”](#) on page 366
- [“Guidelines for Selecting a Language for IBM DB2”](#) on page 367
- [“Guidelines for Creating the IBM DB2 Database”](#) on page 369
- [“Guidelines for Setting IBM DB2 Configuration Parameters”](#) on page 369
- [“Guidelines for Setting Up IBM DB2 Buffer Pools”](#) on page 371
- [“Guidelines for Creating IBM DB2 Tablespaces”](#) on page 372
- [“Guidelines for Overriding IBM DB2 Default Tablespaces for Database Objects”](#) on page 373
- [“Guidelines for Preventing IBM DB2 from Running Out of ODBC Statement Handles”](#) on page 375
- [“Guidelines for Increasing the Number of IBM DB2 User Processes Under AIX”](#) on page 375
- [“Guidelines for Determining IBM DB2 Log Space”](#) on page 376
- [“Guidelines for Creating IBM DB2 Database Objects”](#) on page 376
- [“Guidelines for Managing IBM DB2 Fragmentation”](#) on page 377

Guidelines for Setting IBM DB2 Database Manager Configuration Parameters

You can set the IBM DB2 database configuration parameters by using the update database manager configuration command of the DB2 Command Line Processor or by using the DB2 Control Center. For more information about modifying these configuration parameters, see IBM DB2 technical documentation.

Table 25 on page 366 describes IBM DB2 database manager configuration parameters that differ from the default settings. Set these parameters for each DB2 instance. Use the configuration information in Table 25 for the listed parameters. For parameters not listed in this table, accept the default settings.

This topic is part of “Configuring an IBM DB2 Database for Siebel Business Applications” on page 365.

Table 25. IBM DB2 Database Manager Configuration Parameters

Parameter	Explanation	Setting or Comment
SHEAPTHRES	Sort heap threshold (4 KB)	200000 Deployments with 3,000 or more concurrent users and using over 5 GB of RAM can increase this to 300000. If you are using automatic management, then set this parameter to 0.
DIR_CACHE	Directory cache support	YES
ASLHEAPSZ	Application support layer heap size	15
RQRIOBLK	Maximum requester I/O block size (bytes)	65535
MON_HEAP_SZ	Database monitor heap size (4 KB)	128 (minimum)
KEEPFENCED	Keep Fenced process	YES
NUM_INITAGENTS	Initial number agents in pool	10
NUM_POOLAGENTS	Number of agents in the agent pool kept active at all times	80
MAX_COORDAGENTS	Maximum number coordinating agents	automatic
INDEXREC	Index re-creation time	RESTART
INTRA_PARALLEL	Enable intra-partition parallelism	NO
INSTANCE_MEMORY	Amount of memory to be reserved for instance management	automatic

DB2set Parameters

Use the `db2set` command to set the parameters (for example, `db2set DB2_HASH_JOIN = NO`) referenced in [Table 26 on page 367](#).

Table 26. db2set Parameters

Parameter	Explanation	Setting
EXTSHM	<p>(AIX only) Use this parameter only when you have the Siebel database and the Siebel Server on the same AIX computer.</p> <p>EXTSHM must be set when the IBM DB2 database is created and must be included in the script that starts it. The parameter also must appear in the <code>sql/lib/db2profile</code> file for the DB2 server.</p> <p>Include this parameter in the script that starts the DB2 client.</p> <p>After changing any of these settings, you must perform a <code>db2stop</code>, then <code>db2start</code>, to implement the changes in your DB2 database.</p>	ON
DB2ENVLIST	(AIX only) When starting an IBM DB2 server and running EXTSHM, EXTSHM must be part of the DB2 environment. This parameter must be set when the database is created.	EXTSHM
DB2MEMDISCLAIM	(AIX only) When set to YES, IBM DB2 disclaims some or all of the freed memory, depending on the value of DB2MEMMAXFREE.	YES
DB2_MMAP_READ	(AIX only) Recommended setting only; evaluate this setting for your particular configuration and environment.	OFF
DB2_MMAP_WRITE	(AIX only) Recommended setting only; evaluate this setting for your particular configuration and environment.	OFF
DB2_PARALLEL_IO	Useful when using RAID devices. For more information, see IBM DB2 documentation.	* (asterisk)
DB2_REDUCED_OPTIMIZATION	Controls optimization techniques used at specific optimization levels.	IXOROFNR

Guidelines for Selecting a Language for IBM DB2

As part of database creation, you must set the language characteristics of your database, even if you deploy in only one language.

To do this, you must know in which of the Siebel-supported languages your database runs, the codeset your database uses, the territory for your language, and the sort order (also known as the collation sequence) that your users prefer.

For an IBM DB2 production environment database, you can use any sort order. For a development environment database, you must use binary (identity) sort order.

Setting the language characteristics of the database is part of the sample script in the *DBSRVR_ROOT/DB2UDB* directory.

For Siebel language support, Unicode support, and legacy code page support, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support.

See also [“Planning RDBMS Installation and Configuration” on page 307](#) and [“Specifying the Locale for Siebel Business Applications” on page 312](#).

See also [“Verifying Installation for the Siebel Database” on page 195](#).

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications” on page 365](#).

Codeset

IBM DB2 distinguishes between a code page (also known as a character set) and a codeset. A *codeset* is defined as a textual string that describes the character encoding standard used for the database, whereas a *code page* is a numeric representation of the same standard.

Territory

The *territory*, or region, is a combination of the language and the locale; for example, French would be a language example, while Canada or France would be locales in which French is used with regional differences. So, an example of a territory is Canadian French.

Sort Order

The sort order is specified during the initial installation of a database and defines the way in which the database sorts character data. Sort order support depends on both the code page of the database and whether it will be used in a development or a production environment.

For more information about supported sort orders, see the Certifications tab on My Oracle Support.

- **Development environment databases.** The repository object names in your development environment database must sort in the same order that they would under the UTF-16 binary sort order, because Siebel Tools uses this sort order internally.

NOTE: Binary sort order is the simplest and fastest sort order to perform in the database. Binary sorting is case-sensitive and is based on the numeric values (for example, 0 through 255 for an 8-bit character set) of the characters in the installed character set.

Customers are responsible for making sure that their data is backed up and restored correctly.

- **Production environment databases.** For information about production environment database restrictions, see the Certifications tab on My Oracle Support. See also IBM DB2 documentation.

Guidelines for Creating the IBM DB2 Database

If you are installing a database that is to be enabled for Unicode, then you must specify UTF-8 as the codeset (including the hyphen). UTF-8 is the parameter used for Unicode implementations on IBM DB2, although the processing will use UCS-2. When you specify UTF-8 as the encoding for the VARCHAR type, the encoding for the VARGRAPHIC type is automatically set to UCS-2, even though UCS-2 is not specified as the parameter.

Verify that your data is exported and imported correctly.

For Siebel language support, Unicode support, and legacy code page support, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications” on page 365](#).

To create the IBM DB2 database

- 1 Locate the primary (base) language that your database will use, the territory for your language, and the applicable codeset.
- 2 Using the DB2 Command Line Processor, enter the following command:

```
db2 create database dbname using codeset territory collate using identity
```

where:

- *dbname* is the alias for your database
- *codeset* is the textual representation of your code page
- *territory* is the territory for the language that your database runs in, under that codeset

Guidelines for Setting IBM DB2 Configuration Parameters

The database configuration parameters can be set by using the `update database configuration` command of the DB2 Command Line Processor or by using the DB2 Control Center.

For more information about modifying these configuration parameters, see IBM DB2 technical documentation.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications” on page 365](#).

[Table 27 on page 370](#) describes IBM DB2 database configuration parameters that differ from the default settings. However, these descriptions are guidelines only. Set these parameters for *each* database within an instance on which you run your Siebel application. For other parameters, accept the default settings.

Table 27. IBM DB2 Configuration Parameters

Parameter	Explanation	Setting
DFT_DEGREE	Degree of parallelism (the value 1 turns query parallelism off).	1
DFT_QUERYOPT	Default query optimization class. This parameter only takes effect on the database server and affects the Siebel Server components, such as Siebel EIM or Siebel Remote. Queries run through the UI are not affected by this setting. They take the value of the Siebel system preference DB2: Default Opt Level, or you can override them at the business component level by using Siebel Tools.	3
DBHEAP	Database heap (4 KB).	10000
CATALOGCACHE_SZ	Catalog cache size (4 KB).	10000
LOGBUFSZ	Log buffer size (4 KB).	512
LOCKLIST	Maximum storage for lock list (4 KB).	Automatic.
SORTHEAP	Sort list heap (4 KB). Use lower values for development environments; use higher values for production. However, increasing this value can lead to insufficient memory on the database server. Also, this parameter might have to be set below the recommended range if you have a high number of Siebel users. Always monitor database server memory and performance to find the best setting for your environment.	Automatic.
STMTHEAP	Minimum setting. If necessary, increment this parameter in 1048 blocks.	25600
STAT_HEAP_SZ	Statistics heap size (4 KB).	14000
MAXLOCKS	Percentage of lock lists for each application.	Automatic.
LOCKTIMEOUT	Lock time out (seconds).	300
CHNGPGS_THRESH	Changed pages threshold.	60
NUM_IOCLEANERS	Number of asynchronous page cleaners.	Automatic.
SEQDETECT	Sequential detect flag.	YES
DFT_PREFETCH_SZ	Default prefetch size (4 KB).	32

Table 27. IBM DB2 Configuration Parameters

Parameter	Explanation	Setting
MAXAPPLS	Maximum number of active applications.	Automatic.
AVG_APPLS	Average number of active applications.	Automatic.
MAXFILOP	Maximum DB files open for each application.	500
LOGFILSIZ	Log file size (in 4 KB increments).	65535
LOGPRIMARY	Number of primary log files.	25 to 50 The value of LOGPRIMARY and LOGSECOND together must not exceed 256.
LOGSECOND	Number of secondary log files.	Up to 103 The value of LOGPRIMARY and LOGSECOND together must not exceed 256.
SOFTMAX	Percent log file reclaimed before soft checkpoint.	80
APPLHEAPSZ	Default application heap (4 KB).	2500
PCKCACHESZ	Package cache size (4 KB).	Automatic.
NUM_IOSERVERS	Number of disks on which the database resides.	Automatic.

Guidelines for Setting Up IBM DB2 Buffer Pools

A *buffer pool* is an area of main system memory that is used for holding pages of data that have been fetched from the tablespace. In IBM DB2, each tablespace is associated with a buffer pool. Adding more space to a buffer pool enhances the performance of the database.

You must have at least three buffer pools for the Siebel tablespaces. You can use the default buffer pool to buffer data pages from all of the Siebel 4-KB tablespaces.

You must also create additional buffer pools with 16-KB and 32-KB page sizes for sorting and other SQL processing. A sample configuration is shown in [Table 28 on page 371](#).

Table 28. Sample Buffer Pool Configuration

Buffer Pool	Suggested Buffer Pool Size	Page Size
BUF4K	50% of available memory	4 KB
BUF16K	25% of available memory	16 KB
BUF32K	32 MB	32 KB

Different operating systems support different maximum amounts of IBM DB2 addressable memory. Depending on the memory configuration of a given server, the suggested pool sizes for BUF4K and BUF16K buffer pools might exceed these maximums, requiring you to allocate a smaller percentage. To determine the optimal buffer pool sizes, use IBM DB2 monitoring features.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications”](#) on page 365.

Guidelines for Creating IBM DB2 Tablespaces

The Siebel database installation process described in [Chapter 5, “Installing the Siebel Database on the RDBMS,”](#) specifies the tablespaces in which to store your Siebel tables and indexes.

A Siebel database on IBM DB2 requires at least four tablespaces using database-managed space (DMS). Each tablespace can have one or more tablespace containers to store the data. Create a *minimum* of four DB2 tablespaces to hold your tables and indexes: a 4-KB, a 16-KB, and a 32-KB tablespace, for your various sized tables, and an additional tablespace to hold your indexes. The tablespaces must be created as database-managed space. Use a small, nonproduction environment for testing purposes.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications”](#) on page 365.

Observe the following guidelines when creating tablespaces:

- Create at least three IBM DB2 tablespaces for tables of various sizes, as shown in [Table 29 on page 372](#). Using the default tablespace names is recommended.

Table 29. IBM DB2 Tablespace Values for Non-Unicode and Unicode-Enabled Databases

DB2 Tablespace Name	Buffer Pool Name	Recommended Value	Description
Non-Unicode Database			
SIEBEL_4K	BUF4K	2 GB	Tablespace name for tables with row sizes less than 4006 bytes.
SIEBEL_16K	BUF16K	300 MB	Tablespace name for tables with row sizes from 4006 bytes through 16,293 bytes.
SIEBEL_32K	BUF32K	100 MB	Tablespace name for tables with row sizes greater than 16,293 bytes.
Unicode-Enabled Database			
SIEBEL_4K	BUF4K	4 GB	Tablespace name for tables with row sizes less than 4006 bytes.
SIEBEL_16K	BUF16K	700 MB	Tablespace name for tables with row sizes from 4006 bytes through 16,293 bytes.
SIEBEL_32K	BUF32K	100 MB	Tablespace name for tables with row sizes greater than 16,293 bytes.

- Create additional tablespaces as required for individual tables, such as S_DOCK_TXN_LOG. If you expect to have large, heavily used tables, then put these in their own tablespace.
- In addition, for performance reasons it is highly recommended that you create a separate tablespace for indexes. For example, you might create a tablespace named SIEBEL_IDX and using buffer pool BUF16K, with a page size of 16 KB, and with 3 GB allocated for this tablespace.
- Create at least 4-KB, 16-KB, and 32-KB temporary tablespaces to use for sorting and other SQL processing as described in the following topics. If you do not create them, then your database will experience serious performance and stability problems. Use system-managed space (SMS) for all of the temporary tablespaces. Make sure that these temporary tablespaces are expandable to 2 GB for storage purposes.
- If you intend to use the DB2 Load utility to populate EIM tables, then this method makes the tablespace in which EIM tables resides unavailable for the duration of the load. Placing the EIM tables in one or more separate tablespaces allows concurrent activity on the database while the load utility is running.
- To override default storage parameters, such as the tablespace definitions, see [“Guidelines for Overriding IBM DB2 Default Tablespaces for Database Objects” on page 373](#).
- Record the tablespace names in [Appendix A, “Siebel Deployment Planning Worksheet.”](#)

Guidelines for Overriding IBM DB2 Default Tablespaces for Database Objects

Siebel Business Applications provide the option of overriding the default storage parameters for the tablespaces in which specific tables or indexes are created. You created these tablespaces by using the instructions in [“Guidelines for Creating IBM DB2 Tablespaces” on page 372](#). To override these defaults, edit the `ddl.ctl` file located in the `DBSRV_ROOT/DB2UDB` directory.

NOTE: The `ddl.ctl` file must not be modified except by a qualified DBA.

For each Siebel table, you can specify a tablespace by using the Table Space parameter. In the following example, the tablespace for the table S_APP_VIEW is set to DATA1.

As provided, the `.ctl` file does not set storage parameters for the objects it creates, so they default to the parameter settings of the tablespaces in which they are created. However, the Table Space parameter works only under the following conditions:

- When the table does not yet exist (for example, when you are performing a new database installation).
- When the table must be rebuilt. In other words, when schema changes are made to the table such that an ALTER TABLE command is insufficient to implement the schema changes. In this case, the table must be dropped and re-created.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications” on page 365](#).

As shown in the following example, you can use the Table Space parameter to set storage parameters for specific tables:

```
[Object 219]
Type = Table
Name = S_APP_VIEW
Column 1 = ROW_ID VARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY VARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 5 = LAST_UPD_BY VARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22, 7) DEFAULT 0
Column 7 = MODIFICATION_NUM NUMERIC(10, 0) NOTNULL DEFAULT 0
Column 8 = CONFLICT_ID VARCHAR(15) NOTNULL DEFAULT '0'
Column 9 = NAME VARCHAR(50) NOTNULL
Column 10 = DESC_TEXT VARCHAR(255)
Column 11 = LOCAL_ACCESS_FLG CHAR(1)
Table Space = data1
```

The following example illustrates how to override the defaults for specific tables and indexes:

```
[Object 7135]
Type = Table
Name = S_EVT_ACT
Group = Activity-1
Append Mode = Yes
Column 1 = ROW_ID WVARCHAR(15) NOTNULL
Column 2 = CREATED_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 3 = CREATED_BY WVARCHAR(15) NOTNULL
Column 4 = LAST_UPD_TIMESTAMP NOTNULL DEFAULT %NOW%
Column 5 = LAST_UPD_BY WVARCHAR(15) NOTNULL
Column 6 = DCKING_NUM NUMERIC(22, 7) DEFAULT 0
Column 7 = MODIFICATION_NUM NUMERIC(10, 0) NOTNULL DEFAULT 0
Column 8 = CONFLICT_ID WVARCHAR(15) NOTNULL DEFAULT '0'
Column 9 = ACTIVITY_UID WVARCHAR(30) NOTNULL DEFAULT 'x'
...
Column 166 = TODO_CD WVARCHAR(30)
Column 167 = USER_MSG_ID WVARCHAR(15)
Column 168 = WC_START_VIEW WVARCHAR(250)
Column 169 = WC_TYPE_CD WVARCHAR(30)
```

```
[Object 7136]
Type = Index
Name = S_EVT_ACT_F1
Table = S_EVT_ACT
Column 1 = CON_PRDINT_ID ASC
Index Space = S_EVT_ACT_TBS_IDX
```

```
[Object 7137]
Type = Index
Name = S_EVT_ACT_F10
Table = S_EVT_ACT
Allow Reverse Scans = Yes
```

```
Column 1 = TARGET_OU_ID ASC  
Column 2 = APPT_START_DT DESC  
Column 3 = ROW_ID ASC  
  
[Object 7138]  
Type = Index  
Name = S_EVT_ACT_F11  
Table = S_EVT_ACT  
Column 1 = PAR_EVT_ID ASC  
Index Space = S_EVT_ACT_TBS_IDX
```

Guidelines for Preventing IBM DB2 from Running Out of ODBC Statement Handles

IBM DB2 can quickly run out of ODBC statement handles, depending on the number of business objects your enterprise uses. Because it is difficult to know how many business objects your users use, increase this number automatically each time that you install the DB2 Client, or when you rebind database utilities. You can increase the number of CLI packages with the CLI PKG option for the bind command.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications”](#) on page 365.

To rebind the CLI packages

- 1 Navigate to sql lib/bnd in the IBM DB2 instance home directory, by using a method appropriate to your operating system.
- 2 Connect to the DB2 database, and enter a command similar to the following example, which sets the number of CLI packages to 30:

```
db2 bind @db2cli.lst blocking all grant public clipkg 30
```

Specify a value for CLI PKG that is sufficient to run your applications. For more information about the DB2 bind command and the CLI PKG option, see IBM DB2 documentation.

Guidelines for Increasing the Number of IBM DB2 User Processes Under AIX

When you reach about 400 concurrent database users running under AIX, the connection to IBM DB2 might fail. To avoid this problem, reset the parameter controlling the maximum number of user processes on your AIX server.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications”](#) on page 365.

To reset the parameter

- 1 Log on to the server as the AIX system administrator.

- 2 Navigate to `$SIEBEL_HOME` (the Siebel Server root directory), and source environment variables, by using one of the following commands, depending on the type of shell that you use:

C shell

```
source siebenv.csh
```

Bourne or Korn shell

```
./siebenv.sh
```

TIP: Make sure that there is a space between the initial period and `./siebenv.sh`.

- 3 Execute the following command to review the options:

```
smitty chgsys
```

- 4 Select Maximum Number of Processes and reset the default (512) to a larger number; for example, specify a value like 10,000 to avoid imposing an upper limit on the number of processes that a single user can spawn.

Guidelines for Determining IBM DB2 Log Space

You must create database transaction log files large enough to support various large transactions used by Siebel Business Applications. On IBM DB2, three parameters affect the amount of log file space reserved:

- **LOGFILSIZ.** The size of the log file.
- **LOGPRIMARY.** The number of log files to preallocate and use.
- **LOGSECOND.** Extra log files that are allocated only if they are needed for a large transaction.

For a large system, allocate 4 to 8 GB of total log file space, as needed. Create 25 to 50 primary log files of 160 MB each, by setting the LOGFILSIZ database configuration parameter to 40000 and the LOGPRIMARY parameter to a value between 25 to 50. To support very large transactions, set the LOGSECOND parameter to 128 minus the value of LOGPRIMARY. Smaller systems can use less log file space.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications”](#) on page 365.

Guidelines for Creating IBM DB2 Database Objects

Siebel Business Applications provide a sample script (`CrBlankDB2UDBSiebelIDEMO.sql`), located in the `DBSRVR_ROOT/DB2UDB` directory. Use this script as a reference to help you create your own scripts for creating a blank Siebel database based on the requirements for your deployment.

Use the settings in the script as guidelines for your initial configuration. Your final settings will vary depending on the server hardware configuration, the number of users, and the type of workload. Use a small, nonproduction environment for testing purposes.

Before using this script, read the file `CrBlankDB2UDBSiebelIDEMOReadMe.txt`. See also [“Overview of Database Configuration”](#) on page 355.

After you install the Database Configuration Utilities on the Siebel Server computer, as described in [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension,”](#) you can modify the database table and index creation scripts to specify the tablespace names that you created for Siebel tables and indexes. For more information, see [“Guidelines for Overriding IBM DB2 Default Tablespaces for Database Objects”](#) on page 373.

Additional information about IBM DB2 configuration and tuning options is available from IBM, your hardware vendor, and other sources.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications”](#) on page 365.

Guidelines for Managing IBM DB2 Fragmentation

No strict guidelines can be offered as to which tables and indexes might be fragmented, because of the variety in application and customer operation variables at any given customer site. However, DBAs must pay attention to the status of large or heavily used tables, because fragmentation of these tables can affect performance significantly. For a list of these Siebel tables, see *Siebel Deployment Planning Guide*.

NOTE: Do not reorganize S_ESCL_LOG, S_DOCK_INIT_ITEM, S_ESCL_ACTN_REQ, S_APSRVR_REQ, and all tables named S_DOCK_INITM_%% (in this table name, % is a digit), because these tables are defined to be in append mode.

This topic is part of [“Configuring an IBM DB2 Database for Siebel Business Applications”](#) on page 365.

Use the following strategy to manage table fragmentation:

- Run REORGCHK on heavily used tables, and then review the resulting reports and extract a list of any fragmented objects.
- Based on the results of REORGCHK, reorganize any tables, as needed, by running REORG TABLE. For details on how to reorganize tables or indexes, see the following:
 - 477378.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2072.
 - 477402.1 (Article ID) on My Oracle Support. This document was previously published as Siebel FAQ 2073.
- After reorganizing tables, update statistics by using the runstats utility on any reorganized tables with the following minimum parameters:

```
runstats on table tablename with distribution and detailed indexes all shrlevel change
```

You might add other parameters as required, but use the shrlevel change parameter to allow concurrent access to your tables while runstats executes.

CAUTION: The runstats utility overwrites statistics loaded by Siebel Business Applications. If you use runstats, then always execute loadstats.sql afterwards, by using either DB2 CLP or odbcsql. Otherwise, valuable statistics will be lost.

To run loadstats.sql by using `odbcsql`, use the following command:

```
odbcsql /s DATASOURCE_NAME /u username /p password /v separator siebel_root/  
dbsrvr/db2udb/loadstats.sql TABLEOWNER_NAME
```

Configuring Siebel Server Connectivity to the Siebel Database

Review this topic to configure connectivity to the Siebel database from the computer where you will install Siebel Server.

The database will already have been created, as described in this chapter.

For database connectivity software requirements, see the Certifications tab on My Oracle Support.

Oracle Database

Verify that the Oracle Database connectivity software is installed on each computer, according to the Oracle Database documentation.

Siebel Server connections to the Oracle Database are made through dedicated server processes rather than through Oracle MTS; the use of MTS might negatively affect performance.

Use Oracle's Easy Configuration utility to define a database alias with the proper connection information for your Siebel database. Record the connect string in [Appendix A, "Siebel Deployment Planning Worksheet."](#) You specify this connect string when configuring the Siebel Enterprise.

NOTE: Siebel Business Applications support the Oracle 32-bit client. Therefore, if you have installed the Oracle 64-bit client on your Siebel Server, then you must include `$ORACLE_HOME/i i b32` in your definition for the `LIBPATH` (AIX), `SHLIB_PATH` (HP-UX), or `LD_LIBRARY_PATH` (Linux or Oracle Solaris) environment variable. (If you require `$ORACLE_HOME/i i b` for non-Siebel applications, then make sure that `$ORACLE_HOME/i i b32` is placed in front of `$ORACLE_HOME/i i b`.)

IBM DB2

Define a database alias with the proper connection information for your Siebel database. Record the connect string in [Appendix A, "Siebel Deployment Planning Worksheet."](#) You specify this connect string when configuring the Siebel Enterprise.

Use either the DB2 Client Configuration Assistant or the Command Line Processor (CLP) to define your database alias. For more information, see IBM DB2 documentation.

IBM DB2 for z/OS

For information about configuring database connectivity for IBM DB2 for z/OS, see *Implementing Siebel Business Applications on DB2 for z/OS*.

15 Creating the Siebel Installation Image on the Network

This chapter describes how to obtain the Siebel installation media files and how to create a network image from which you install Siebel Business Applications software. It includes the following topics:

- [About the Siebel Network Image on page 379](#)
- [Obtaining Siebel Installation Media Files on page 380](#)
- [Siebel Installation Media Contents on page 382](#)
- [Preparing to Create a Siebel Installation Image on page 385](#)
- [Creating a Siebel Installation Image on page 390](#)
- [Troubleshooting Siebel Image Creation on page 393](#)

About the Siebel Network Image

For each Siebel Business Applications release representing the products that you have purchased, you run the Siebel Image Creator utility to create a Siebel network image, which is also called a Siebel image. All installations of Siebel Business Applications modules must be performed from a Siebel image. The Siebel Image Creator is also called the Network Image Creator. Unless otherwise stated in documentation for a particular release, each Siebel release includes Siebel Image Creator and you use this utility to create a version-specific Siebel image.

To install all of the Siebel software, you require images of different versions, such as Siebel CRM version 8.1.1.11 and version 8.1.1, or Siebel CRM version 8.2.2.4 and version 8.2.2. For Siebel Innovation Pack 2013, you must create network images as follows:

- For Siebel Enterprise Server and Siebel Web Server Extension (SWSE), create a network image for Siebel CRM version 8.1.1.11 or version 8.2.2.4.

Installing Siebel Enterprise Server or SWSE is a one-step task. The installers for these modules perform a complete installation of the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. For these modules, Siebel CRM version 8.1.1.11 and version 8.2.2.4 are base releases, and no Siebel CRM version 8.1.1 or version 8.2.2 network images are required or used. For existing deployments, you can use the same installers to install Siebel CRM version 8.1.1.11 or version 8.2.2.4 as a migration installation.

- For Siebel Web Clients, Siebel Tools, or Siebel Management Server, create a network image for Siebel CRM version 8.1.1 or version 8.2.2, and then create a network image for Siebel CRM version 8.1.1.11 or version 8.2.2.4.

Installing Siebel Web Clients (Siebel Mobile Web Clients), Siebel Tools, or Siebel Management Server is a two-step task. The installers for these modules require files for Siebel CRM version 8.1.1 or version 8.2.2 (the base release). These modules also require files for the current release, Siebel CRM version 8.1.1.11 or version 8.2.2.4. For these modules, you install the base release first and then install the current release on top of it as a separate task.

- For Siebel Sample Database, create a network image for Siebel CRM version 8.1.1.11 or version 8.2.2.4.

Installing Siebel Sample Database is a one-step task. The installer for this module requires files for Siebel CRM version 8.1.1.11 or version 8.2.2.4. For this module, Siebel CRM version 8.1.1.11 and version 8.2.2.4 are base releases, and no Siebel CRM version 8.1.1 or version 8.2.2 network image is required or used. For an existing installation, you first uninstall the existing Siebel Sample Database from Siebel CRM version 8.1.1, version 8.2.2, or any prior Siebel CRM version 8.1.1.x or version 8.2.2.x. Then you install the Siebel Sample Database for the current version on the Siebel Mobile Web Client installation.

You must allocate space on the network for the Siebel images that you will use as the source location for Siebel installations. Retain all of the Siebel images until they no longer apply. Also retain all of the Siebel media files, particularly the JAR files that you use to create the Siebel images.

The remaining topics in this chapter describe how to obtain the Siebel media files from Oracle and how to create a Siebel image.

NOTE: The Siebel image is always of application type *Siebel Industry Applications*. The application type *Siebel Business Applications* (formerly used for Siebel Cross-Industry Applications) no longer applies. For more information about the implications of this change, see 549362.1 (Article ID) and related articles on My Oracle Support. This document often refers to Siebel Business Applications in a generic way that currently means the same thing as Siebel Industry Applications.

Related Topics

["Installation-Related Changes for Siebel Innovation Pack 2013" on page 25](#)

["About Siebel CRM Releases" on page 298](#)

Related Books

Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)

Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Obtaining Siebel Installation Media Files

In general, Oracle distributes the media files for Siebel Business Applications to customers as follows:

- The media files for Siebel CRM base releases, including Siebel Innovation Pack 2013, are provided as ZIP files on Oracle Software Delivery Cloud.

<https://edelivery.oracle.com>

- The media files for Siebel Patchset releases are provided as ZIP files on My Oracle Support.

<https://support.oracle.com>

NOTE: Whether particular releases are distributed as described above might change in some cases. If you cannot find your release, then check the *Siebel Release Notes*, the *Siebel Maintenance Release Guide* on My Oracle Support, and other relevant information on My Oracle Support.

Use a standard unpacking tool such as WinZip to extract from each ZIP file a set of JAR files that serve as the Siebel media files. (Validate that the unpacking tool that you are using can handle files of the sizes of the Siebel media files.) These JAR files, which are compressed files using the Java Archive format, are processed when you run the Siebel Image Creator utility. Siebel Business Applications releases are also available on DVD.

NOTE: Siebel Business Applications software must be installed from a Siebel network image that was created using Siebel Image Creator. You cannot install directly from the ZIP files, JAR files, or DVDs.

Download the ZIP files representing the Siebel modules and languages that you require into one or more target locations. After you download the files, review the ZIP file sizes and validate the checksum values of the downloaded files against the published values. Also provided are the Siebel Image Creator executable program and the files it requires. Extract the JAR files from the ZIP files and place them in a single directory on your network. Typically, you run Siebel Image Creator from the JAR files directory. All of the JAR file names include the designation *SBA* (for Siebel Business Applications).

TIP: If you obtain JAR files for more than one release, then it is generally recommended that you put them into a separate directory for each release, corresponding to the version number.

You use Siebel Image Creator to create a *network image* (also called a *Siebel image*) from which you subsequently install Siebel Business Applications. All installations for Siebel modules must be performed from the Siebel image, for each software version that supports a full installation, such as for Siebel CRM version 8.1.1.11 or 8.1.1, or for Siebel CRM version 8.2.2.4 or 8.2.2 (depending on the module that you are installing), and for any applicable Siebel Patchset releases. The installation process is described in [Chapter 3, “Installing Siebel Enterprise Server Components and the Siebel Web Server Extension,”](#) and other chapters for installing particular Siebel modules.

For more information about the contents and organization of the Siebel media files, see [“Siebel Installation Media Contents” on page 382.](#)

Before you download the ZIP files to your network, see [“Preparing to Create a Siebel Installation Image” on page 385.](#)

Siebel Installation Media Files Provided on DVD

Alternatively, you can obtain Siebel media ZIP files on DVD. These files are the same as the ZIP files that you can obtain from Oracle Software Delivery Cloud.

Accessing the Siebel media files that are provided on DVD requires a compatible DVD drive (+R compatible). You must use an appropriate mount command to mount each DVD before you can access its contents.

NOTE: The Siebel DVD media require the Rock Ridge extensions. On some UNIX operating systems, such as HP-UX, the mount command might require the `-o rr` switch to properly mount Rock Ridge-compliant media. For details, see the mount CDFS command manpages for your operating system.

For each DVD, copy the ZIP media files representing the Siebel modules or languages that you require into one or more target locations. Review the ZIP file sizes before you copy them. Each DVD uses up to 5 GB of storage.

For more information about the contents and organization of the Siebel media files, see [“Siebel Installation Media Contents” on page 382.](#)

Before you copy the ZIP files to your network, see [“Preparing to Create a Siebel Installation Image” on page 385](#).

Related Documents

For more information about the available patch releases for Siebel CRM, see 975515.1 (Article ID) on My Oracle Support.

For more information about finding and downloading patch releases for Siebel CRM, see 975535.1 (Article ID) on My Oracle Support.

For more information about the Siebel CRM installers and media files, see 1461640.1 (Article ID) on My Oracle Support.

Siebel Installation Media Contents

For each Siebel Business Applications release, the software is provided through the base media for individual installable Siebel modules and media for associated Siebel language packs, for all of the applicable languages. Most Siebel modules require one or more language packs for successful installation. Siebel Business Applications deployments include installations from both base media and language media.

The media for ancillary third-party modules are also provided with the base media. Siebel installable modules that are based on third-party modules do not use Siebel language media.

As the Siebel image is created when you use Siebel Image Creator, each JAR file is extracted and the directories and files for the corresponding module are copied to the Siebel image location.

NOTE: This guide generally refers to Siebel *modules* to mean the same thing as the items selectable as *products* in Siebel Image Creator.

See also [“Obtaining Siebel Installation Media Files” on page 380](#).

Siebel Installation Base Media

The base media for Siebel Business Applications software are organized by operating system, product category, version number, and product (module) name. For most of the Siebel modules, language support is delivered separately through the language media. The operating systems are as follows:

- Microsoft Windows
- IBM AIX
- HP-UX
- Linux
- Oracle Solaris (for SPARC)

For detailed support information about the listed operating systems, see the Certifications tab on My Oracle Support.

The base media for the listed operating systems are provided as described in [“Obtaining Siebel Installation Media Files” on page 380](#). Note the following points regarding the organization of the base media files:

- For Siebel Enterprise Server and Siebel Web Server Extension, the network image for Siebel CRM version 8.1.1.11 or version 8.2.2.4 is the base media.
- For client modules, the base, language, and third-party media files are available for Windows only, and might apply for customers on all of the server operating systems. Example client modules include Siebel Web Client (Siebel Mobile Web Client) and Siebel Tools.
- The Windows server base media files for some modules are included with the server base media for UNIX operating systems, as well as provided separately. An example module is Siebel Management Server.

NOTE: When you run Siebel Image Creator, you must select the Windows operating system to be able to select any Windows-based modules. For more information about cross-platform issues when creating Siebel images, see [“Cross-Platform Issues When Creating Siebel Image Directories” on page 387](#).

- For server modules, the base, language, and third-party media files are included with the base media for your operating system, where applicable. The media files for such modules are provided with the UNIX base media where these modules run natively on Windows and are not available on UNIX.

NOTE: When you run Siebel Image Creator, you must select the Windows operating system to be able to select any Windows-based modules.

- For each applicable release, all customers must obtain the third-party media and must place the JAR files from this media into the JAR files directory before running Siebel Image Creator.

Some of the third-party media files provide library files that are required for Siebel installers. In particular, JAR files similar to the following ones for third-party library files must be present when you run Siebel Image Creator to create the network image for Siebel Enterprise Server, Siebel Web Server Extension, Siebel Web Client, or Siebel Tools Client.

Third-party JAR Files for Siebel CRM Version 8.1.1.11 and Version 8.1.1

- SBA_8.1.1.11_Base_Windows_Siebel_Enterprise_Server_3rdparty.jar
- SBA_8.1.1.11_Base_Windows_Siebel_Web_Server_Extension_3rdparty.jar
- SBA_8.1.1.0_Base_Windows_Siebel_Web_Client_3rdparty.jar
- SBA_8.1.1.0_Base_Windows_Siebel_Tools_3rdparty.jar
- SBA_8.1.1.11_Base_Windows_Siebel_Web_Client_3rdparty.jar
- SBA_8.1.1.11_Base_Windows_Siebel_Tools_3rdparty.jar

Third-party JAR Files for Siebel CRM Version 8.2.2.4 and Version 8.2.2

- SBA_8.2.2.4_Base_Windows_Siebel_Enterprise_Server_3rdparty.jar
- SBA_8.2.2.4_Base_Windows_Siebel_Web_Server_Extension_3rdparty.jar
- SBA_8.2.2.0_Base_Windows_Siebel_Web_Client_3rdparty.jar

- SBA_8.2.2.0_Base_Windows_Siebel_Tools_3rdparty.jar
- SBA_8.2.2.4_Base_Windows_Siebel_Web_Client_3rdparty.jar
- SBA_8.2.2.4_Base_Windows_Siebel_Tools_3rdparty.jar

The preceding JAR files are for Microsoft Windows. For Siebel Enterprise Server and Siebel Web Server Extension, similar JAR files are available for each supported UNIX operating system. Language-specific versions of these JAR files are also required, for each language that you include in the network image. See also [“Requirements for Running Siebel Image Creator” on page 388](#).

Other third-party media files provide separately installable third-party software modules that work with Siebel Business Applications. In this context, *third-party* products can also include non-Siebel products from Oracle, such as the Oracle LDAP Client. These third-party modules are not installed through Siebel installers, and do not use language media. Documentation is provided in this guide (the *Siebel Installation Guide* for the operating system you are using), in other books on the *Siebel Bookshelf*, or in the *Siebel Business Applications Third-Party Bookshelf* in the product media pack on Oracle Software Delivery Cloud.

Language Media

The language media, also known as language extension packs or language packs, provide language support for Siebel Business Applications.

When you run Siebel Image Creator to create a Siebel image or to add modules to an existing Siebel image, you specify the languages for all of the modules that you include in the Siebel image. Alternatively, you can also add languages to all of the modules in an existing Siebel image.

When you install Siebel modules, you can include languages when you install. You can also install additional languages later. It is strongly recommended that you install and deploy, or at least install, all of the languages that you expect to require, on each physical server.

For Siebel Tools, a base JAR file and a U.S. English (ENU) language JAR file are provided. Support for other languages is provided through separate JAR files. When using Siebel Image Creator to add Siebel Tools to your Siebel image, you must select ENU and any other desired languages to proceed with extracting the base JAR file for Siebel Tools. When you later install Siebel Tools, you must select U.S. English (ENU) and optionally select any other languages that are part of the Siebel image.

For more information about the supported languages and about deploying languages, see:

- [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#)
- For Siebel language support, Unicode support, and legacy code page support for supported databases, see 1513102.1 (Article ID) for Siebel CRM version 8.1.1.x or 1524342.1 (Article ID) for Siebel CRM version 8.2.2.x on My Oracle Support.
- Certifications tab on My Oracle Support
- *Siebel Global Deployment Guide*
- Version 8.1.1.x *Siebel Maintenance Release Guide* on My Oracle Support, 880452.1 (Article ID)
- Version 8.2.2.x *Siebel Maintenance Release Guide* on My Oracle Support, 1441523.1 (Article ID)

Preparing to Create a Siebel Installation Image

Before you create a Siebel installation image on your network, review the issues described in the following information:

- [“Determining the Location for the Siebel Media Files and the Siebel Image” on page 385](#)
- [“Requirements for the Siebel Image Directories” on page 387](#)
- [“Cross-Platform Issues When Creating Siebel Image Directories” on page 387](#)
- [“Requirements for Running Siebel Image Creator” on page 388](#)

Determining the Location for the Siebel Media Files and the Siebel Image

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 385](#).

It is recommended that you download or copy all of the Siebel media files to a central location on your network where you have sufficient disk space. This location might be the same location where you will create your Siebel image, a subdirectory of this location, or some other location.

The default top-level names used by Siebel Image Creator for the Siebel image directory are C: \Si ebel _I nstal I _I mage on Windows or /Si ebel _I nstal I _I mage on UNIX.

For example, if you are creating a Siebel image for Siebel CRM version 8.1.1.11 on a UNIX computer, then you might create a directory /Si ebel _I nstal I _I mage, in which you store your Siebel media files and Siebel images. In this example, when you run Siebel Image Creator, specify /Si ebel _I nstal I _I mage as the top-level directory.

It is recommended that you also create one or more subdirectories in which to store the ZIP files and JAR files. For example, for Siebel CRM version 8.1.1.11 and 8.1.1, you might create subdirectories ZIP_8. 1. 1. 11 and ZIP_8. 1. 1. 0 and JAR_8. 1. 1. 11 and JAR_8. 1. 1. 0, in which you would store the ZIP files and JAR files that you use to create the Siebel image for files of Siebel CRM version 8.1.1.11 and version 8.1.1.0. You can use a similar approach for Siebel CRM version 8.2.2.4 and version 8.2.2.0.

Siebel Image Creator automatically creates another subdirectory (such as 8. 1. 1. 11 or 8. 2. 2. 4) to contain the installable Siebel modules, organized by operating system, that you choose to include in the Siebel image.

Siebel Image Directories

Your directories for the Siebel image, the ZIP files, and the JAR files might be as shown in [Table 30 on page 386](#). For other Siebel CRM releases, substitute the appropriate version numbers. As needed, you can create similar directories later for ZIP files and JAR files for subsequent Siebel CRM releases.

NOTE: Optionally, after you create the network image in a central location, you might choose to copy a module-specific subdirectory of the Siebel image to a computer where you will install this module. Doing so can significantly improve performance during the installation, particularly for installations of Siebel Enterprise Server or Siebel Web Server Extension. For additional recommendations or requirements, see Oracle Universal Installer documentation on Oracle Technology Network.

Table 30. Siebel Image Directories

Directory Function	Example Directory Locations	Comments
Siebel image directory	/Siebel_Installation_Image/8.1.1.11 /Siebel_Installation_Image/8.1.1.0 /Siebel_Installation_Image/8.2.2.4 /Siebel_Installation_Image/8.2.2.0	Siebel Image Creator creates version-specific subdirectories like these, which contain the installer files for each applicable module. For Siebel Enterprise Server and SWSE, the installers are located in the location for the current release, such as for Siebel CRM version 8.1.1.11 or version 8.2.2.4.
ZIP files directory (optional)	/Siebel_Installation_Image/ZIP_8.1.1.11 /Siebel_Installation_Image/ZIP_8.1.1.0 /Siebel_Installation_Image/ZIP_8.2.2.4 /Siebel_Installation_Image/ZIP_8.2.2.0	Before you run Image Creator, you can optionally create version-specific subdirectories like these to contain the ZIP files that you obtain from Oracle.
JAR files directory (optional)	/Siebel_Installation_Image/JAR_8.1.1.11 /Siebel_Installation_Image/JAR_8.1.1.0 /Siebel_Installation_Image/JAR_8.2.2.4 /Siebel_Installation_Image/JAR_8.2.2.0	Before you run Image Creator, you can optionally create version-specific subdirectories like these to contain the JAR files that you extract from the ZIP files that you obtain from Oracle. NOTE: For each version for which you create a Siebel image, the JAR files directory must also include the files for Siebel Image Creator.

Requirements for the Siebel Image Directories

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 385](#).

The directory in which you create a Siebel image, or the directory that you specify as the location for Siebel media files (JAR files), must meet the following requirements:

- The user creating the Siebel image must have write permission in the Siebel image directory.
Users who have to access the Siebel image directory in order to perform installations must have read and execute permissions. Users who have to modify files to support unattended installation mode must also have write permission.

See also the relevant topics in [“Planning Your Siebel Deployment” on page 303](#).
- Any directory that you specify for creating a Siebel image must contain sufficient disk space for all of the Siebel modules and languages that you include in the Siebel image.
- When you specify the network image directory for adding modules or languages, you must specify the top-level directory containing the valid network image for the JAR files that you are using. For example, if you are adding languages to a Siebel CRM version 8.1.1.11 or version 8.2.2.4 Siebel image, then the top-level directory that you specify, such as / Siebel_Instal l_ l_ image, must contain a subdirectory 8. 1. 1. 11 or 8. 2. 2. 4, which must contain an existing Siebel image for Siebel CRM version 8.1.1.11 or version 8.2.2.4. Siebel Image Creator cannot add modules or languages to the network image, unless a valid top-level directory is specified.
- Any directory that you specify for creating a Siebel image must follow the conventions described in [“File and Directory Naming Conventions” on page 318](#). For example, on Windows, a directory name must not contain spaces or number signs (pound or hash signs).
- Do not copy or move any Siebel image subdirectories. Create each Siebel image and all of its directories by running Siebel Image Creator. It is acceptable to move or rename the top-level directory in which the Siebel image was created.

Cross-Platform Issues When Creating Siebel Image Directories

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 385](#).

Each Siebel image that you create contains directories representing the specified operating system platforms that you will use, such as Windows, AIX, and so on. The Siebel image itself can reside on any supported operating system. Siebel Image Creator can run natively on Microsoft Windows, IBM AIX, HP-UX, Linux, and Oracle Solaris.

Many customers support multiple operating systems. For example, a customer who installs server modules on UNIX still might have to install client or server modules that run only on a supported Microsoft Windows operating system, such as Siebel Web Client (Siebel Mobile Web Client), Siebel Tools, Siebel Management Server, and so on. For more information, see [“Siebel Installation Media Contents” on page 382](#).

If you support multiple operating systems (such as Windows and one of the supported UNIX operating systems), then use one or more of the following strategies in creating your Siebel images:

- Create a single multi-platform Siebel image on one of your operating systems. Use a cross-platform networking tool, such as Samba, to make the Siebel image accessible from operating systems other than the one where the Siebel image was created.

For example, when you run Siebel Image Creator on Windows, include Windows and all of the applicable UNIX operating systems and include all of the modules for applicable operating systems. Before you run Siebel Image Creator, make sure that you have located the JAR files as described in [“Determining the Location for the Siebel Media Files and the Siebel Image” on page 385](#). In order to install modules on UNIX computers (in this example), users who perform installations must be able to access the Windows-based Siebel image files.

This approach is generally recommended, because it consolidates all of the modules and applicable operating systems in a single Siebel image.

- On each applicable operating system, create a separate Siebel image that includes the modules that will be installed on that operating system.

For example, run Siebel Image Creator on Windows and include only the Windows operating system and the modules that will be installed on Windows. Then run Siebel Image Creator on Oracle Solaris (or another UNIX operating system) and include only Oracle Solaris and the modules that will be installed on that operating system.

Before you run Siebel Image Creator, make sure that you have located the JAR files for the applicable operating system as described in [“Determining the Location for the Siebel Media Files and the Siebel Image” on page 385](#). In order to install the Siebel modules (in this scenario), no cross-platform tool would be necessary to access the Siebel image files, because the files for each module already reside on the operating system on which the installations will be performed.

Requirements for Running Siebel Image Creator

This topic is part of [“Preparing to Create a Siebel Installation Image” on page 385](#).

Before you run Siebel Image Creator for one of the supported operating systems, consider the following requirements:

- Make sure that you have extracted all of the JAR files from the ZIP files.
- You must place the Siebel module JAR files and the Siebel Image Creator files in the appropriate directory or directories, as described in [“Determining the Location for the Siebel Media Files and the Siebel Image” on page 385](#).

You must place at least one JAR file representing a Siebel module in the directory where you run Siebel Image Creator, referred to here as the JAR files directory. Doing so enables the utility to determine the version of the Siebel image that is to be created. For example, running Siebel Image Creator in the Siebel CRM version 8.1.1.11 or version 8.2.2.4 JAR files directory creates a Siebel image for that version. If the directory contains JAR files with multiple versions, then the utility prompts for the version when you start it.

It is strongly recommended that all of the Siebel module JAR files for the same version be located in the same directory (the JAR files directory). Optionally, some JAR files might be located in one or more other directories that you specify while running Siebel Image Creator.

- Siebel Image Creator includes the following files, which must be present in the JAR files directory where you run the utility. Do not modify these files.
 - The Siebel Image Creator executable program for the operating system on which you run the utility: `snic.bat` (for Windows) or `snic.sh` (for UNIX)
 - `snic.jar`
 - `siebel.ini`
- Siebel Image Creator also includes the following template response files, which you can edit and use to run the utility in unattended mode:
 - `sample_snic_windows.rsp`
 - `sample_snic_unix.rsp`
- You can run Siebel Image Creator in GUI mode or in unattended mode. The following requirements apply only to running the utility in unattended mode:
 - To run Siebel Image Creator in unattended mode, you must use the U.S. English (ENU) locale.
 - When using unattended mode, you can only create a new Siebel image. You cannot add languages or products to an existing Siebel image.
 - To run Siebel Image Creator in unattended mode, you must use a template response file provided by Oracle that you have edited for your purposes. These files are named `sample_snic_windows.rsp` and `sample_snic_unix.rsp`. Example values are shown in the template response files. For example, you might specify values like the following, from the file `sample_snic_windows.rsp`:

```
imageVersion="8.1.1.11"
imageDirectory="Siebel_Install_Image"
platformList={Windows}
productList={Siebel_Tools}
languageList={ENU}
```
- Java Runtime Environment (JRE) must be installed on any computer where you will run Siebel Image Creator. Also, the `JAVA_HOME` environment variable must be set to point to the JRE installation location at the time that you run Image Creator (for example, `/usr/java6_64` on AIX). For supported version information, see the Certifications tab on My Oracle Support.
- The JAR files from the third-party media must be present when you run Siebel Image Creator to create the network image for Siebel Enterprise Server, Siebel Web Server Extension, Siebel Web Client, or Siebel Tools Client. If these JAR files are not present when you run Siebel Image Creator, then errors about missing library files occur when you later try to install these Siebel modules. For more information, see [“Siebel Installation Media Contents” on page 382](#).
- A Siebel Image Creator session might take a long time to complete. While the files are being extracted or copied, you cannot click Cancel to cancel a Siebel Image Creator session. Be sure of your selections before you begin creating the Siebel image.

- For any issues that you encounter while running Siebel Image Creator as described in “Creating a Siebel Installation Image” on page 390, see “Troubleshooting Siebel Image Creation” on page 393.

Creating a Siebel Installation Image

You use Siebel Image Creator to create the Siebel installation image (the Siebel image) on the network for all of the Siebel CRM modules that were delivered through the Siebel media files.

The procedure in this topic describes running Siebel Image Creator to create a new Siebel image or running the utility to add modules or languages to an existing Siebel image. When you add modules or languages to an existing Siebel image, some of the steps do not apply.

NOTE: You can run Siebel Image Creator in GUI mode or unattended mode. If you will run Siebel Image Creator in unattended mode, then you must first prepare a response file. For more information about running Siebel Image Creator in unattended mode, see “Requirements for Running Siebel Image Creator” on page 388.

See also “Troubleshooting Siebel Image Creation” on page 393.

To create a Siebel installation image

- 1 Review the information that is presented in “Obtaining Siebel Installation Media Files” on page 380 and “Siebel Installation Media Contents” on page 382.
- 2 Review the issues that are described in “Preparing to Create a Siebel Installation Image” on page 385. In particular, determine where the Siebel media files will reside and where you will create the Siebel image.
- 3 Obtain the Siebel media ZIP files, as described in “Obtaining Siebel Installation Media Files” on page 380. If you download the files, then validate the checksum values of the downloaded files against the published values. Then extract the JAR files from the ZIP files.
- 4 Place the JAR files into one or more directories that you created for the purpose.

For example, for Siebel CRM version 8.1.1.11, you might place the Siebel CRM version 8.1.1.11 JAR files into a directory like JAR_8.1.1.11. For Siebel CRM version 8.1.1 for all of the products other than Siebel Enterprise Server or Siebel Web Server Extension, you might place the Siebel CRM version 8.1.1.0 JAR files into a directory like JAR_8.1.1.0. For more information, see “Determining the Location for the Siebel Media Files and the Siebel Image” on page 385.
- 5 Log on to the server computer on which you will run Siebel Image Creator.
- 6 Open a shell window and navigate to the directory where you placed the Siebel media JAR files and the Siebel Image Creator files. For example, for Siebel CRM version 8.1.1.11, navigate to a directory like /export/home/Siebel_Installation_Image/JAR_8.1.1.11.
- 7 If it is not already set, then set the JAVA_HOME environment variable to point to the Java Runtime Environment installation location.
- 8 To run Siebel Image Creator in unattended mode from the JAR files directory, first prepare a response file, and then run a command like the following:

```
./snic.sh -silent -responseFile response_file
```

The Siebel image is created, according to the settings you made in the response file, as described in [“Requirements for Running Siebel Image Creator” on page 388](#). Go to [Step 19 on page 393](#).

- 9 To run Siebel Image Creator in GUI mode from the JAR files directory, run the following command:

```
sni c. sh
```

Siebel Image Creator displays a welcome message.

- 10 Click Next to proceed.
- 11 Specify whether you are creating a new Siebel image (or adding modules to an existing Siebel image) or adding languages to an existing Siebel image. Click Next.
- 12 If you are creating a new Siebel image, then specify the directory in which the version-specific image directory is to be created. For example, navigate to a directory like `/export/home/Siebel_Installation_Image`. You can enter a directory (which must be an absolute path) or click Browse to specify the directory. Click Next.

When you specify the network image directory for adding modules or languages, you must specify the top-level directory containing the valid network image for the JAR files that you are using. For more information, see [“Requirements for the Siebel Image Directories” on page 387](#).

For guidelines for creating the directories for Siebel images, see [“Preparing to Create a Siebel Installation Image” on page 385](#).

- 13 If applicable, then specify the version for the Siebel image.

The Siebel image version automatically derives from the presence of one or more Siebel media JAR files for Siebel modules in the directory from which you are running Siebel Image Creator. If JAR files exist for multiple versions, such as Siebel CRM version 8.1.1.11 and version 8.1.1.0, then specify one of the versions shown.

The version determines the version-specific subdirectory in which the Siebel image is created, such as 8.1.1.11 or 8.2.2.4. Or, the version specifies an existing Siebel image to be added to.

If you are adding modules to an existing Siebel image, then go to [Step 14 on page 391](#).

If you are adding languages to an existing Siebel image, then go to [Step 16 on page 392](#).

- 14 Specify one or more operating systems to include in your version-specific Siebel image. You can specify Windows, AIX, HP-UX, Linux, and Oracle Solaris. Click Next.

You can specify one or more operating systems to include in your Siebel image. In general, include all of the operating systems for which you will install one or more Siebel modules. You can add operating systems and modules to the Siebel image later. For more information, see [“Cross-Platform Issues When Creating Siebel Image Directories” on page 387](#).

For more information about the contents of the Siebel media, see [“Siebel Installation Media Contents” on page 382](#).

- 15** Specify the Siebel modules to include in your version-specific Siebel image. Click Next.

Each module can be selected by clicking its check box. The listed modules represent the superset of the client and server modules, including third-party modules, that are supported by this version of Siebel Image Creator for all of the applicable operating systems.

The Siebel image will include the selected modules for each applicable operating system that you specified in [Step 14 on page 391](#). Some modules do not apply to certain operating systems. For example, Siebel Tools applies to Windows only.

For more information about the contents of the Siebel media, see [“Siebel Installation Media Contents” on page 382](#).

- 16** Specify all of the languages that you want to include in the Siebel image. When you are ready to begin creating the Siebel image based on your selections, click Next.

The selected languages are included for each selected or existing module, where they apply. The languages do not apply to some modules, such as third-party modules. For information about Siebel Tools and the U.S. English language pack, see [“Siebel Installation Media Contents” on page 382](#).

NOTE: If you are adding modules to an existing Siebel image, then you must specify all of the languages that were previously included in the Siebel image, in order to be able to install these modules correctly.

Siebel Image Creator now processes all of the Siebel media JAR files in the current directory, and includes all of the selected modules and languages in the version-specific Siebel image subdirectory of the directory specified in [Step 12 on page 391](#). Siebel Image Creator displays the current processing status, as follows:

- If all of the Siebel media JAR files matching your selections were found in the current directory, then Siebel Image Creator completes creating or adding modules or languages to the Siebel image. Go to [Step 18 on page 393](#).
- If one or more of the JAR files matching your selections were not found in the current directory, then the utility prompts for the location of the next file. Go to [Step 17 on page 392](#).

- 17** If Siebel Image Creator cannot locate a JAR file matching your selections, then specify the location of the indicated Siebel media JAR file. You can enter a directory (which must be an absolute path) or click Browse to specify the directory. Click Next.

For example, for a Siebel CRM version 8.2.2 Siebel image, assume that you selected Windows and the Siebel Charts module (which is based on Visual Mining NetCharts), but Siebel Image Creator could not locate the file SBA_8.2.2.0_Base_Windows_Visual_Mining_Netcharts_Server.jar. Specify the location of this file, and click Next. If the file is found, then it is processed and the module that it represents is included in your Siebel image.

If you do not have the current media JAR file, then you might have to obtain the required Siebel media from Oracle before proceeding. Place the JAR file in the appropriate directory before clicking Next. If all of the remaining Siebel media files matching your selections were found in the current directory, then Siebel Image Creator completes creating or adding the modules or languages to the Siebel image.

If you decide that you do not require the module or language component represented by the current media file to be included in the Siebel image at this time, then click Next again. You are prompted to either skip the file (click Skip) or look for the file in another directory (click Select). You might have to rerun Siebel Image Creator later to add items that you previously skipped because of missing JAR files. See also “[Troubleshooting Siebel Image Creation](#)” on page 393.

- 18 After all of the modules or languages have been added to the Siebel image, or skipped, Siebel Image Creator indicates that the Siebel image has been successfully created. Click Finish.
- 19 After the Siebel image has been created, review the products.txt file to validate the modules that were included in the Siebel image. This file is located in the main directory for the Siebel image, such as /Siebel_Installation_Image/8.1.1.11 or /Siebel_Installation_Image/8.2.2.4.

Troubleshooting Siebel Image Creation

When you run Siebel Image Creator, the utility validates the integrity of each JAR file that it processes as it creates the Siebel image. Consequently, it is unnecessary to validate the JAR files beforehand.

If a JAR file is invalid for some reason, then Siebel Image Creator displays a message to this effect. Obtain a new copy of the JAR file and rerun Siebel Image Creator in order to include the content in the Siebel image. Rerunning Siebel Image Creator might also be necessary in some other cases identified in this topic.

When you run Siebel Image Creator and create a Siebel image successfully, the files in the Siebel image have the same timestamp as the corresponding files that were included in the JAR files.

When you rerun Siebel Image Creator, it will not replace any files that have the same or a newer timestamp.

Rerunning Siebel Image Creator might be necessary in the following cases:

- If you have deleted a Siebel image or any part of the Siebel image by mistake. In this case, remove all of the files generated by Siebel Image Creator for any affected Siebel modules, then run Siebel Image Creator again to re-create the Siebel image for those modules.
- If a JAR file is invalid and you have since obtained a new version of the JAR file.
- If you skipped a missing JAR file during a Siebel Image Creator session and have since obtained the missing JAR file.
- If any Siebel module was incompletely processed by Siebel Image Creator. In this case, remove all of the files generated by Siebel Image Creator for the affected module, then run Siebel Image Creator again to re-create the Siebel image for this module.

TIP: Keep track of the operating systems, Siebel modules, and languages in your Siebel image for the applicable version. If you have to rerun Siebel Image Creator, then reselect the options that you require to complete the Siebel image.

You might also have to run Siebel Image Creator multiple times if you intentionally processed only some of the Siebel modules that you require and have to process the JAR files in multiple batches. For example, if you obtained Siebel CRM version 8.1.1.11 and version 8.1.1 files, then you might create the Siebel CRM version 8.1.1.11 image for all of the Siebel modules. After this, you might have to create a Siebel CRM version 8.1.1 image for all of the modules other than Siebel Enterprise Server and SWSE. Multiple operations might require moving or copying JAR files and the Siebel Image Creator files into different directories for your purposes.

Siebel Image Creator Logging

Siebel Image Creator logs details about its processing in the file `log.txt`, which is created in the top-level directory that you specified for the Siebel image (for example, `/export/home/Siebel_Installation`).

Review the log file to identify where problems occurred when you created the Siebel image, such as in the following cases:

- Siebel Image Creator logs a message like the following after each JAR file has been successfully extracted. (If a JAR file is only partially extracted, then this message is not written.)

```
Extracted SBA_8.1.1.11_Base_Windows_Siebel_Enterprise_Server.jar
```

- Siebel Image Creator logs a message like the following when a JAR file has been skipped.

```
Skipped JAR_file_name - Please run Siebel Image Creator again and add module_name to the network image, once all image files are available.
```

Installer Errors and the Siebel Image

You must validate that the Siebel image was created correctly for all of the applicable modules. However, installation errors sometimes indicate problems in the Siebel image.

If, when you run a Siebel installer, errors are returned about missing or corrupt files, then remove all of the files generated by Siebel Image Creator for any module that was incompletely processed, make sure that you have all of the JAR files that you require (including those representing third-party files), and then run Siebel Image Creator again to re-create the Siebel image for that module.

For installation instructions, see [Chapter 3, "Installing Siebel Enterprise Server Components and the Siebel Web Server Extension,"](#) and other chapters for installing particular Siebel modules.

For installation requirements, see [Chapter 13, "Requirements for Installing and Configuring Siebel Business Applications."](#)

For installation troubleshooting information, see [Chapter 8, "Verifying and Troubleshooting Your Installation."](#)

A

Siebel Deployment Planning Worksheet

This appendix provides the Deployment Planning Worksheet. It includes the following topics:

- [About the Deployment Planning Worksheet on page 395](#)
- [Team Lead Summary on page 396](#)
- [Siebel Enterprise Server Names and Installation Directories on page 396](#)
- [Siebel Accounts, Host Names, and Static IP Addresses on page 397](#)
- [Cluster Deployment Data on page 398](#)
- [Ports and RDBMS Details Data on page 399](#)

About the Deployment Planning Worksheet

The topics that follow provide the Deployment Planning Worksheet for installing Oracle's Siebel Business Applications product family. This worksheet is an integral part of the installation process.

Before proceeding with installation-related tasks, make a copy of the worksheet topics that follow. Using the copy, the deployment team fills out the first section. Members of the team fill out the information in the sections for which they are responsible. As you work through preparation steps, record the information that you will need while installing and configuring Siebel Business Applications.

In various places in this book, you are prompted to refer to the Deployment Planning Worksheet for specific information about your site and deployment. You also use it to record other important information for future installations, upgrades, reconfiguration, and expansion of your deployment.

Each time that you install a new Siebel Enterprise Server in your deployment, make new copies of the Deployment Planning Worksheet for the deployment team.

CAUTION: Customers are responsible for ensuring the security of sensitive information, such as account passwords, that might be recorded in this worksheet or in similar documents or information stores created or employed by the customer.

Team Lead Summary

Section 1: Deployment Team Members

Deployment Team Lead	
Siebel Administrator	
System Administrator	
Database Administrator	

Section 2: Deployment Overview

Component Name	Version	Codepage or Unicode	Owner	Number of Users	Server Operating System
Database Server (RDBMS:)					
Siebel Servers					
Web Server					

Siebel Enterprise Server Names and Installation Directories

Make a copy for *each* Siebel Enterprise Server that you install.

ODBC data sources are created automatically by the Siebel Enterprise Server installer. For more information, see [“Planning RDBMS Installation and Configuration” on page 307](#).

Section 3: Server Names

Siebel Enterprise Name	
ODBC Data Source Name	
Primary Language	
Other Deployed Languages	<p>NOTE: Different languages might be deployed on different servers. Keep track of all of the languages deployed and the servers on which they are deployed.</p>

Component Name	Network Host Name	Installation Directory
Siebel Gateway Name Server		
Siebel Server		
Database Configuration Utilities		
Web Server and Siebel Web Server Extension (SWSE)		NOTE: Also record the locations of all of the SWSE logical profiles that you create for configuring installed SWSE instances.
Siebel File System Directories		

Siebel Accounts, Host Names, and Static IP Addresses

Make a copy for *each* Siebel Enterprise Server that you install.

NOTE: Requirements vary for user accounts mentioned in this topic. For example, the employee user (anonymous user) must be defined as an employee within the Siebel database.

Section 4: Siebel Account Information

	Login or User ID	Password
Siebel Service Owner		
Siebel Administrator	SADMIN	
Employee Anonymous User		
Contact Anonymous User		
Additional Anonymous User		
Security User		

Section 5: Host Name and Static IP Addresses

Server Name	Static IP or Host Name	Subnet Mask
Siebel Gateway Name Server		

Load balancer virtual IP, if third-party load balancer is used		
Siebel Server		

Cluster Deployment Data

Make a copy for *each* partition of your shared disk. (Choice of resource groups clustered is optional.)

Section 6: Cluster Resource Groups

Resource Group	Network Name	IP Address or Computer Name
Siebel Gateway Name Server		
Siebel File System		
Siebel Database		

Section 7: Cluster Configuration

Server Type	Network Host Name	Cluster IP Address	Resource Group IP Address	Subnet
Siebel Gateway Name Server Node 1				
Siebel Gateway Name Server Node 2				
Siebel File System Node 1				
Siebel File System Node 2				

Cluster Group	Heartbeat IP Address	Heartbeat Subnet

Ports and RDBMS Details Data

Section 8: Port Numbers

Make a copy for *each* Siebel Enterprise Server that you install.

NOTE: If your database is IBM DB2 for z/OS, then use the Deployment Planning Worksheet dedicated to the Siebel database installation that is provided in *Implementing Siebel Business Applications on DB2 for z/OS*.

Siebel Gateway Name Server	
Synchronization Manager for Remote Users	
Request Manager (optional)	
Siebel Connection Broker	
Siebel Management Server	
Web Server	
Other Ports	

Section 9: Database Information

Items (if applicable)	Value
RDBMS Operating System, Version and Patch	
RDBMS Platform, Version, and Patch	
Database Server	
Host Instance Name	
Database Name	
Port Number	
Table Owner and Password	
Tablespace Name, Usage (Data or Index), and Page Size	
Tablespace Name, Usage (Data or Index), and Page Size	
Tablespace Name, Usage (Data or Index), and Page Size	

B

Siebel Configuration Wizard Reference

This appendix provides important background information about configuring Siebel Enterprise Server components and certain other installable components of Siebel Business Applications. Configuration tasks are performed after installation, using the Siebel Configuration Wizard. This appendix includes the following topics:

- [About the Siebel Configuration Wizards on page 401](#)
- [Options for Configuring the Siebel Gateway Name Server, the Siebel Enterprise, and the SWSE Logical Profile on page 405](#)
- [Settings for Configuring the Siebel Gateway Name Server on page 406](#)
- [Settings for Configuring the Siebel Enterprise on page 407](#)
- [Options for Configuring the Siebel Server on page 414](#)
- [Settings for Configuring the Siebel Server on page 415](#)
- [Options for Configuring the Siebel Web Server Extension on page 417](#)
- [Settings for Configuring the SWSE Logical Profile on page 419](#)
- [Settings for Applying the SWSE Logical Profile on page 424](#)

About the Siebel Configuration Wizards

After you install one or more Siebel Enterprise Server components, start the Siebel Configuration Wizard for each installed component, so that you can perform tasks to configure these components.

NOTE: You cannot operate any Siebel Enterprise Server components until you have configured them. Also, you must be running the Siebel Gateway Name Server in order to configure the Siebel Enterprise or the Siebel Server.

The Configuration Wizard framework supports configuration tasks for multiple components in Siebel Business Applications, including Siebel Enterprise Server components, SWSE, Siebel Management Agent, and Siebel Management Server. Some Configuration Wizard tasks can be run multiple times, while others must be run only once.

The Configuration Wizard automatically runs in the language that you are currently using, if the language is supported for this purpose. Make sure that you have the correct language set at the operating system level. For more information, see [“About The Language in Which Siebel Installers and Wizards Run” on page 310](#).

The Configuration Wizard displays in its title bar the name *Siebel Configuration Wizard*. Which screens it displays depends on what modules you are configuring.

The Configuration Wizard displays fields and selectable options, such as check boxes or radio buttons. It also displays descriptive text for many of the tasks or settings.

NOTE: Sometimes this guide refers to the *Siebel Configuration Wizard* to mean any or all of the Configuration Wizards. Or, depending on the context, this guide might instead refer to a wizard using a more specific name, such as the Siebel Server Configuration Wizard.

The Siebel Configuration Wizards support initial configuration of Siebel Business Applications and provide limited capability to reconfigure components that have already been configured. For example, you can use the wizard to modify Siebel Enterprise Server settings. To reconfigure an existing Siebel Server, you can remove an existing Siebel Server configuration and then re-create it. Alternatively, to modify existing Siebel Enterprise or Siebel Server settings, use Siebel Server Manager.

This topic includes the following information:

- [“Where to Find Configuration Tasks” on page 402](#)
- [“Siebel Configuration Wizards Associated with Installable Components” on page 403](#)
- [“Siebel Configuration Wizard Syntax Elements” on page 404](#)

Where to Find Configuration Tasks

Configuration tasks are found in the following locations, as shown in [Table 31](#).

Table 31. Where to Find Configuration Tasks

Component	Where
Siebel Gateway Name Server Siebel Enterprise Siebel Server	Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension” Chapter 6, “Additional Postinstallation and Configuration Tasks” NOTE: You cannot operate any Siebel Enterprise Server components until you have configured them. Also, you must be running the Siebel Gateway Name Server in order to configure the Siebel Enterprise or the Siebel Server.
EAI Connector	No configuration required
Siebel database	Chapter 14, “Configuring the RDBMS” Chapter 5, “Installing the Siebel Database on the RDBMS”
Siebel Web Server Extension (SWSE)	Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension” Chapter 6, “Additional Postinstallation and Configuration Tasks”
Siebel Management Agent (installed automatically with Siebel Server) Siebel Management Server	Chapter 10, “Installing and Configuring Siebel Management Agents and Siebel Management Server”

Siebel Configuration Wizards Associated with Installable Components

A list of the Configuration Wizards associated with selected installable server-based components in Siebel Business Applications is shown in [Table 32](#).

Table 32. Configuration Wizards for Siebel Business Applications Components

Component	Associated Siebel Configuration Wizard
Siebel Enterprise Server: Siebel Gateway Name Server	<p>The Siebel Enterprise Configuration Wizard (or Siebel Configuration Wizard) is the wizard associated with this component. This wizard is described in this appendix.</p> <p>Use this wizard to configure the Siebel Gateway Name Server, the Siebel Enterprise, and the SWSE logical profile.</p>
Siebel Enterprise Server: Siebel Server	<p>The Siebel Server Configuration Wizard is the wizard associated with this component. This wizard is described in this appendix.</p> <p>Use this wizard to configure the Siebel Server.</p>
Siebel Enterprise Server: Database Configuration Utilities	<p>The Siebel Database Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in Chapter 5, "Installing the Siebel Database on the RDBMS."</p> <p>Use this wizard to install the Siebel database and perform other tasks to set up the database to support your installed Siebel Business Applications and languages.</p>
Siebel Web Server Extension (SWSE)	<p>The Siebel Web Server Extension Configuration Wizard (or SWSE Configuration Wizard) is the Configuration Wizard associated with this component. This wizard is described in Chapter 4, "Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension."</p> <p>Use this wizard to configure the physical SWSE. Before configuring, you must have created an SWSE logical profile using the Siebel Enterprise Configuration Wizard.</p>

Table 32. Configuration Wizards for Siebel Business Applications Components

Component	Associated Siebel Configuration Wizard
Siebel Management Agent (installed with Siebel Server)	<p>The Management Agent Configuration Wizard is the Configuration Wizard associated with this component. This wizard is described in “Configuring Siebel Management Agents” on page 257.</p> <p>Use this wizard to configure the Siebel Management Agent. Run this wizard once for each installed component.</p>
Siebel Management Server	<p>The Management Server Configuration Wizard is the Configuration Wizard associated with this component (which is available only on Windows). This wizard is described in “Configuring Siebel Management Server” on page 260.</p> <p>Use this wizard to configure the Siebel Management Server. Run this wizard once for each installed component.</p> <p>No Windows shortcut is created when Management Server is installed. To start the wizard, use a command similar to the following:</p> <pre>C: \sba81\mgmtsrvr\config\config.bat -mode mgmtsrvr</pre> <pre>C: \sba82\mgmtsrvr\config\config.bat -mode mgmtsrvr</pre>

Siebel Configuration Wizard Syntax Elements

This topic describes the command-line syntax for starting the Siebel Configuration Wizards. See also the procedures for starting configuration wizards in [Chapter 4, “Configuring Siebel Enterprise Server Components and the Siebel Web Server Extension.”](#)

The command-line syntax for starting the Configuration Wizard includes the following elements:

- **-mode *mode_name***. Specifies the Siebel Configuration Wizard that you are running. The command must be executed within an installed instance of the applicable Siebel module. The supported modes are as follows:
 - **enterprise**. Starts the Siebel Enterprise Configuration Wizard (to configure Siebel Gateway Name Server, Siebel Enterprise, or SWSE logical profile). When using this mode, you can optionally save a response file for later unattended configuration. These configuration tasks are performed from the Siebel Gateway Name Server installation.
 - **siebsrvr**. Starts the Siebel Server Configuration Wizard. When using this mode, you can optionally save a response file for later unattended configuration. This configuration task is performed from the Siebel Server installation.
 - **dbsrvr**. Starts the Siebel Database Configuration Wizard. This configuration task is performed from the Siebel Server installation where you also installed Siebel Database Configuration Utilities.
 - **swse**. Starts the Siebel Web Server Extension Configuration Wizard. When using this mode, you can optionally save a response file for later unattended configuration. This configuration task is performed from the Siebel Web Server Extension (SWSE) installation.

- **mgmtagent.** Starts the Siebel Management Agent Configuration Wizard. This configuration task is performed from the Siebel Server installation.
- **mgmtsrvr.** Starts the Siebel Management Server Configuration Wizard. This configuration task is performed from the Siebel Management Server installation (on Microsoft Windows only).
- **-responseFile *file_name*.** Specifies the name of a response file that you are executing, for an unattended configuration. The response file would have been saved in a previous configuration session for one of the listed modes that supports saving response files. In unattended mode, wizard screens that would normally display are not displayed, because the applicable data is already stored in the response file. Unattended configuration is often invoked from an unattended installation session. The flags `-mode` and `-responseFile` are mutually exclusive (that is, they cannot be used in the same session).
- **-skipValidation.** Specifies that no validation should be performed of user input. Use this flag when saving a response file for an unattended configuration, or when previewing wizard screens. (The Siebel Database Configuration Wizard, Siebel Management Agent Configuration Wizard, and Siebel Management Server Configuration Wizard do not support unattended configuration and require validation.)
- **-verbose.** Specifies that more details should be included in configuration log files.

Options for Configuring the Siebel Gateway Name Server, the Siebel Enterprise, and the SWSE Logical Profile

After you install Siebel Gateway Name Server, you run the Siebel Configuration Wizard (Siebel Enterprise Configuration). This wizard includes the following tasks. Perform the tasks under Create New Configuration in the order shown.

■ Create New Configuration

- **Configure a New Gateway Name Server.** Configures the Siebel Gateway Name Server that you have installed. For more information, see [“Settings for Configuring the Siebel Gateway Name Server” on page 406](#).
- **Configure a New Enterprise in a Gateway Name Server.** Creates a new Siebel Enterprise configuration on the Siebel Gateway Name Server. For more information, see [“Settings for Configuring the Siebel Enterprise” on page 407](#).

Before you perform this task, the Siebel Gateway Name Server must have already been installed and configured, and must be running, unless you skip validation.

- **Configure a New Siebel Web Server Extension Logical Profile.** Creates and saves an SWSE logical profile in a location that you designate. The logical profile stores settings that might apply to one or multiple SWSE installations. The logical profile also includes editable files that automatically create the Siebel application virtual directories on the Web server when you apply the SWSE logical profile.

When you configure an installed instance of SWSE, you apply an SWSE logical profile. This task updates the `eapps.cfg` file on the SWSE with settings from the SWSE logical profile and other settings specific to this SWSE instance. It also creates the virtual directories on the Web server. See also [“Options for Configuring the Siebel Web Server Extension” on page 417](#).

For more information about creating and applying the SWSE logical profile, see [“Process of Configuring the Siebel Web Server Extension” on page 76](#).

- **Modify Existing Configuration**

- **Modify an Existing Enterprise.** Modifies configuration settings for a Siebel Enterprise that you previously configured. For more information, see [“Settings for Configuring the Siebel Enterprise” on page 407](#).

Alternatively, you can modify the configuration settings for the Siebel Enterprise using Siebel Server Manager, as described in *Siebel System Administration Guide*.

Settings for Configuring the Siebel Gateway Name Server

[Table 33 on page 406](#) lists the settings requested in the Siebel Configuration Wizard for configuring the Siebel Gateway Name Server. The wizard displays help text with more information about most of these settings.

Table 33. Settings for Configuring Siebel Gateway Name Server

Setting in Siebel Configuration Wizard	Description
Gateway Name Server TCP/IP Port	Specify the port number that this Siebel Gateway Name Server uses for connections from Siebel Server or other components. The default port number is 2320.
Language for Server Messages and Logs	The primary language, which is used for server messages and log files. Language support must be present on the server on which you have installed the software. See also “About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128 .
Autostart Gateway Name Server System Service	Specify whether to start the Siebel Gateway Name Server automatically when the operating system starts.
Enter location of response file	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.

Settings for Configuring the Siebel Enterprise

The task for configuring the Siebel Enterprise lets you configure authentication using Siebel security adapters, TLS or SSL encryption, and related settings. You can also modify these settings for an existing Siebel Enterprise. In addition, you can configure many of these settings in the Siebel Server Configuration Wizard, to override Siebel Enterprise-level settings for the current Siebel Server. Many security settings also apply to configuring the SWSE logical profile. For detailed information about security settings in the Configuration Wizards, see *Siebel Security Guide*.

[Table 34 on page 407](#) lists the settings requested in the Siebel Configuration Wizard for configuring the Siebel Enterprise. The wizard displays help text with more information about most of these settings.

Most of the following items appear in the task to configure a new Siebel Enterprise. Some of these items also appear in tasks to modify an existing Siebel Enterprise. Which screens and items display, and some of the default values, depend on prior selections. Wizard tasks might branch in several different ways. The sequence of items listed in the table might not correspond to wizard tasks.

Parameters that are set as a result of configuring the Siebel Enterprise are set at the Siebel Enterprise level or set for named subsystems such as for a data source or security adapter.

For requirements and restrictions for these parameters, see [“Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#). For additional information about many of these parameters, see *Siebel System Administration Guide* and *Siebel Security Guide*.

Table 34. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Gateway Name Server Authentication User Account Name	Specify the user name for the account, usually a database account, that you are using for Siebel Gateway Name Server authentication. For more information about this account and the associated requirements, see “Requirements for Siebel Gateway Name Server Authentication” on page 329 . NOTE: The first time that you configure a Siebel Enterprise (before authentication settings have been propagated to the Siebel Gateway Name Server), the user account name and password fields have no effect.
Gateway Name Server Authentication User Account Password	Specify the password for the account that you are using for Siebel Gateway Name Server authentication.
Gateway Name Server Host Name	Specify the host name of the computer on which the Siebel Gateway Name Server is installed. For more information, see “Restrictions on Host Names for Siebel Gateway Name Server and Siebel Server” on page 316 .

Table 34. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Gateway Name Server TCP/IP Port	Specify the port number that the Siebel Gateway Name Server uses for connections from Siebel Server or other components. The default port number is 2320. Use the port number that you specified when you configured the Siebel Gateway Name Server.
Siebel Enterprise Name	Specify the name that you want for the Siebel Enterprise. For more information, see “Restrictions on Names for Siebel Enterprise and Siebel Server” on page 317.
Enterprise Description (EnterpriseDesc)	Provide a short description for the Siebel Enterprise.
Primary Siebel File System (FileSystem)	Specify the location or locations of the Siebel File System. For more information, see “Creating the Siebel File System” on page 319.
Database Platform	The options are: <ul style="list-style-type: none"> ■ Oracle Database Enterprise Edition ■ IBM DB2 UDB for Linux UNIX Windows ■ IBM DB2 UDB for z/OS ■ Microsoft SQL Server
Microsoft SQL Server Host Name	(Microsoft SQL Server only)
Microsoft SQL Server Database Name	(Microsoft SQL Server only)
Database Table Owner (TableOwner)	(Oracle Database, DB2, or DB2 for z/OS only)
IBM DB2 Database Alias	(DB2 only)
Current IBM DB2 SQL ID / Group Name	(DB2 for z/OS only)
Oracle SQLNet Connect String	(Oracle Database only)
Siebel Database User Account Name	(For all database platforms)
Siebel Database User Account Password	(For all database platforms)

Table 34. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Enterprise Security Authentication Profile	<p>The options are:</p> <ul style="list-style-type: none"> ■ Database Authentication (default). Corresponds to SecAdptMode parameter value DB. ■ Lightweight Directory Access Protocol (LDAP) Authentication. Corresponds to SecAdptMode parameter value LDAP. ■ Custom Security Authentication, using the Security SDK. Corresponds to SecAdptMode parameter value CUSTOM. ■ Active Directory (ADSI) Authentication (Windows only). Corresponds to SecAdptMode parameter value ADSI. <p>Database authentication is enabled by default. After you configure a different security adapter, that adapter is not yet enabled for use.</p> <p>If you enable a security adapter after configuring it, then manually set the parameter SecAdptMode using the values shown. For example, do so for an Application Object Manager component for which you are enabling a security adapter, such as the security adapter for LDAP.</p> <p>NOTE: It is strongly recommended that you keep database authentication enabled for the Siebel Enterprise. As applicable for your deployment, enable any non-database security adapter for individual servers or components only, using Server Manager.</p> <p>For customers using Active Directory, it is generally recommended that you use the LDAP security adapter instead of the ADSI security adapter.</p> <p>If, later in the same Configuration Wizard session, you select the option Propagate Authentication Settings to the Gateway Name Server, then the settings are also propagated for Siebel Gateway Name Server authentication. For more information, see "Requirements for Siebel Gateway Name Server Authentication" on page 329. For more information about all of the authentication options, see <i>Siebel Security Guide</i>.</p>

Table 34. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Security Adapter Name (named subsystem)	<p>In general, it is recommended that you accept the default security adapter name. The default name depends on the type of security adapter that you are configuring. Default names are as follows:</p> <ul style="list-style-type: none"> ■ DBSecAdpt ■ LDAPSecAdpt ■ CUSTOMSecAdpt ■ ADSISecAdpt <p>If you enable a security adapter after configuring it, then manually set the parameter SecAdptName to the same name. For example, do so for an Application Object Manager component for which you are enabling a security adapter, such the security adapter for LDAP. For more information about all of the authentication options, see <i>Siebel Security Guide</i>.</p>
Security Authentication Library CRC Checksum (CRC)	<p>LDAP, ADSI, or custom authentication only.</p> <p>NOTE: This option does not apply to database authentication. The same is true for <i>all of the remaining authentication settings, except those for Siebel Gateway Name Server authentication.</i></p>
Directory Server Domain Name (ServerName)	LDAP or ADSI authentication only.
LDAP Port Configuration (Port)	LDAP authentication only. The default port numbers are 389 or 636 (secure).
Network TCP/IP Port Number (Port)	LDAP authentication only.
Siebel Username Attribute (UsernameAttributeType)	LDAP or ADSI authentication only.
Siebel Password Attribute (PasswordAttributeType)	LDAP authentication only.
Credentials Attribute (CredentialsAttributeType)	LDAP, ADSI, or custom authentication only.
LDAP Roles Attribute (optional) (RolesAttributeType)	LDAP, ADSI, or custom authentication only.

Table 34. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Shared Database Account Distinguished Name (SharedCredentialsDN)	LDAP, ADSI, or custom authentication only.
Store shared database user credentials as parameters	LDAP or ADSI authentication only.
Shared Database Account	LDAP or ADSI authentication only.
Shared Database Account Password	LDAP or ADSI authentication only.
Siebel Application Distinguished Name (DN) (ApplicationUser)	LDAP, ADSI, or custom authentication only.
Application Password (ApplicationPassword)	LDAP or ADSI authentication only.
Configure Web Single Sign-On (Web SSO) (SingleSignOn)	LDAP or ADSI authentication only.
User Specification (UserSpec)	LDAP or ADSI authentication only.
Shared Secret (TrustToken)	LDAP or ADSI authentication only.
SSL Database Certificate File (SslDatabase)	LDAP authentication only.
Hash User Passwords (HashUserPwd)	LDAP, ADSI, or custom authentication only.
Hash Database Passwords (HashDBPwd)	LDAP, ADSI, or custom authentication only.
Salt User Passwords (SaltUserPwd)	LDAP, ADSI, or custom authentication only.
Salt Attribute (SaltAttributeType)	LDAP, ADSI, or custom authentication only.

Table 34. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Security Adapter Mapped User Name (UseAdapterUserName)	LDAP, ADSI, or custom authentication only.
Siebel User ID Attribute (SiebelUsernameAttributeType)	LDAP, ADSI, or custom authentication only.
Base Distinguished Name (DN) (BaseDN)	LDAP or ADSI authentication only.
Propagate Change (PropagateChange)	LDAP or ADSI authentication only.
Propagate Authentication Settings to the Gateway Name Server	Select this option to propagate the authentication settings that you made to the Siebel Gateway Name Server. NOTE: The first time that you specify Siebel Gateway Name Server authentication settings at the start of the task, you must select this check box. Subsequently, select this box only when you are changing existing settings
Microsoft SQL Server Port Number	(Microsoft SQL Server only) This option appears only when database authentication for Siebel Gateway Name Server authentication is used, and you are propagating authentication settings to the Siebel Gateway Name Server.
Tasks for Modifying Enterprise Configurations	Some items shown apply to both creating a new Siebel Enterprise and modifying an existing Siebel Enterprise. NOTE: For the following tasks that do not appear for the Create task, the applicable screens always display anyway. <ul style="list-style-type: none"> ■ Enterprise Database Connection Settings, which is listed only in the task to modify the Siebel Enterprise ■ Enterprise Network Security Encryption Type ■ Charts Server Settings ■ Data Quality Products and Connectors ■ Enterprise Security Authentication Default, which is listed only in the task to modify the Siebel Enterprise

Table 34. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Charts Server Host Name (DSChartServer)	Appears only if you checked Charts Server Settings in Tasks for Modifying Enterprise Configurations. Specify the host name and the port number of the computer where you are running the Siebel Charts server. Use the format <i>Charts_server_hostname:port_number</i> . See “Changing the Siebel Charts Server Used by Siebel Web Clients” on page 272.
Chart Image Format (DSChartImageFormat)	Appears only if you checked Charts Server Settings in Tasks for Modifying Enterprise Configurations. Choose GIF, JPEG, or PNG (default). Accepting the default is recommended. See “Changing the Siebel Charts Server Used by Siebel Web Clients” on page 272.
Siebel Data Quality Matching	Appears only if you checked Data Quality Products and Connectors in Tasks for Modifying Enterprise Configurations. Choose None or Siebel Data Quality Connector.
Security Encryption Level or Type (Crypt and ConnType)	This setting and all of the remaining items appear only if you checked Enterprise Network Security Encryption Type in Tasks for Modifying Enterprise Configurations. Options are: <ul style="list-style-type: none"> ■ SISNAPI Without Encryption ■ SISNAPI Using RSA Encryption Algorithm ■ SISNAPI Using TLS 1.2 ■ SISNAPI Using SSL 3.0 ■ SISNAPI Using Enhanced SSL 3.0 (requires hardware proxy) For more information, see <i>Siebel Security Guide</i> .
Certificate File Name (CertFileName)	This item and all of the remaining items appear only if you selected one of the TLS or SSL options in Security Encryption Level or Type. For more information, see <i>Siebel Security Guide</i> .
Certificate Authority (CA) Certificate File Name (CACertFileName)	For more information, see <i>Siebel Security Guide</i> .
Private Key File Name (KeyFileName)	For more information, see <i>Siebel Security Guide</i> .
Private Key File Password (KeyFilePassword)	For more information, see <i>Siebel Security Guide</i> .

Table 34. Settings for Configuring the Siebel Enterprise

Setting in Siebel Configuration Wizard (Parameter)	Description
Enable Peer Authentication (PeerAuth)	For more information, see <i>Siebel Security Guide</i> .
Validate Peer Certificate (PeerCertValidation)	For more information, see <i>Siebel Security Guide</i> .
Enter location of response file	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.

Options for Configuring the Siebel Server

Running the Siebel Server Configuration Wizard assumes that you have performed all of the prerequisite configuration tasks: configuring the Siebel Gateway Name Server, Siebel Enterprise, and SWSE logical profile; and installing the Siebel database.

After you have installed Siebel Server and performed the prerequisite tasks, you run the Siebel Server Configuration Wizard to perform the Create New Configuration task as shown. This wizard includes the following tasks.

NOTE: Unless you run the Siebel Server Configuration Wizard with the flag for skipping validation, the wizard validates that the Siebel Gateway Name Server is running. If it is not running, then the wizard does not let you proceed with configuration.

After you have already configured a Siebel Server, you can modify the Siebel Server configuration using Siebel Server Manager, as described in *Siebel System Administration Guide*.

- **Create New Configuration.** Creates a new Siebel Server configuration on the Siebel Gateway Name Server. For more information, see [“Settings for Configuring the Siebel Server” on page 415](#).
- **Add Language Support for the Siebel Server.** Deploys any additional installed languages for a Siebel Server that you previously configured. This task applies only if *both* of the following are true:
 - You have already initially configured the Siebel Server (Create New Configuration task).
 - You have already installed on the Siebel Server the new languages that you want to add as deployed languages.

In the screen where you specify languages to deploy, specify only the new languages that you want to deploy. See also [“Settings for Configuring the Siebel Server” on page 415](#).

Perform this task in conjunction with related language deployment tasks, such as to install and deploy languages on the SWSE. For more information, see [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

NOTE: If you add (install) languages before having configured the Siebel Server, and you have not yet configured the Siebel Server, then do not perform this task. Instead, use the task Create New Configuration, and specify all of the applicable languages that you want to deploy.

Settings for Configuring the Siebel Server

Table 35 on page 415 lists the settings requested in the Siebel Configuration Wizard for configuring the Siebel Server. The wizard displays help text with more information about most of these settings.

Which screens and items display depends on prior selections. Wizard tasks might branch in several different ways. The sequence of items listed in the table might not correspond to wizard tasks. Wizard defaults in some cases also depend on prior selections.

For requirements for and restrictions on these parameters, see [“Requirements for Installing and Configuring Siebel Enterprise Server Components” on page 327](#). For additional information about many of these parameters, see *Siebel System Administration Guide* and *Siebel Security Guide*.

Table 35. Settings for Configuring the Siebel Server

Setting in Siebel Configuration Wizard (Parameter)	Description
Gateway Name Server Authentication User Account Name	Specify the user name for the account that you are using for Siebel Gateway Name Server authentication.
Gateway Name Server Authentication User Account Password	Specify the password for the account that you are using for Siebel Gateway Name Server authentication.
Gateway Name Server Host Name	Specify the host name of the computer on which the Siebel Gateway Name Server is installed.
Gateway Name Server TCP/IP Port	Specify the port number that the Siebel Gateway Name Server uses for connections from Siebel Server or other components. The default port number is 2320. Use the port number that you specified when you configured the Siebel Gateway Name Server.
Siebel Enterprise Name	Specify the name of the Siebel Enterprise that you previously configured.
Siebel Server Name	Represents the name of the Siebel Server configuration instance, as it is stored in the Siebel Gateway Name Server. For more information, see “Restrictions on Names for Siebel Enterprise and Siebel Server” on page 317 .
Siebel Server Description (ServerDesc)	Provide a short description for the Siebel Server.

Table 35. Settings for Configuring the Siebel Server

Setting in Siebel Configuration Wizard (Parameter)	Description
Enable Component Groups	Specify the component groups to enable for this Siebel Server. For more information about component groups, see <i>Siebel System Administration Guide</i> .
Language for Server Messages and Logs (Lang)	The primary language, which is used for server messages and log files. Language support must be present on the server on which you have installed the software. See also “About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128.
Deployed Languages	<p>Specifies which installed languages that you want to deploy. Application Object Manager components are created for each of these languages.</p> <p>You can deploy languages that you installed but did not deploy by running the Siebel Server Configuration Wizard again and choosing the task Add Language Support for the Siebel Server.</p> <p>For more information, see “About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128 and “Enabling and Disabling Language-Specific Application Object Managers and Adding Languages” on page 120.</p>
Siebel Connection Broker Port (PortNumber)	Specify the TCP/IP port number for the Siebel Connection Broker component. The default port number is 2321.
Remote Synchronization Manager Port	Specify the TCP/IP port number for the Siebel Remote Synchronization Manager component. The default port number is 40400.
Additional Tasks for Configuring the Siebel Server	<p>Specify subtasks for additional configuration of the Siebel Server. Options are:</p> <ul style="list-style-type: none"> ■ Server-Specific Security Encryption Settings. Use this task to configure TLS or SSL communications between this Siebel Server and other servers. For more information, see <i>Siebel Security Guide</i>. ■ Server-Specific Security Authentication Profile Assignment. Use this task to assign an existing security adapter to this Siebel Server or to specific components. For more information, see <i>Siebel Security Guide</i>.
Certificate File Name (CertFileName)	For the Server-Specific Security Encryption Settings task.

Table 35. Settings for Configuring the Siebel Server

Setting in Siebel Configuration Wizard (Parameter)	Description
Certificate Authority (CA) Certificate File Name (CACertFileName)	For the Server-Specific Security Encryption Settings task.
Private Key File Name (KeyFileName)	For the Server-Specific Security Encryption Settings task.
Security Adapter Name (SecAdptName and SecAdptMode)	For the Server-Specific Security Authentication Profile Assignment task. Specify the existing security adapter that you are assigning to this Siebel Server or to individual server components.
Security Authentication Scope for Server	For the Server-Specific Security Authentication Profile Assignment task. Options are: <ul style="list-style-type: none"> ■ Set this configuration for the entire Siebel Server (server level) ■ Set this configuration for specific Object Managers (component level)
Select Object Managers for Security Adapter	For the Server-Specific Security Authentication Profile Assignment task. The option appears if you specify that you want to configure security for individual Application Object Managers or other server components. Optionally, use Server Manager for this purpose.
Enter location of response file	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.

Options for Configuring the Siebel Web Server Extension

Running the SWSE Configuration Wizard is done on each Siebel Web Server Extension (SWSE) instance, after SWSE installation.

Running this wizard assumes that you have performed all of the prerequisite configuration tasks: configuring the Siebel Gateway Name Server, Siebel Enterprise, SWSE logical profile, and Siebel Server. You would also have installed the Siebel database using the Database Configuration Wizard.

After you install SWSE, you run the SWSE Configuration Wizard to apply the SWSE logical profile that you previously created. For detailed information about creating and applying the SWSE logical profile, see [“Process of Configuring the Siebel Web Server Extension” on page 76](#).

This wizard includes the following tasks:

- **Apply an SWSE Logical Profile.** Specifies the location of an SWSE logical profile that you previously created using the Siebel Configuration Wizard and applies the settings to this installed instance of SWSE, along with other settings that you specify using this task. This task updates the SWSE configuration files, `eapps.cfg` file and `eapps_sia.cfg`.

The `eapps.cfg` and `eapps_sia.cfg` files are located in `SWSE_ROOT\bin`. In this path, `SWSE_ROOT` is the SWSE installation directory.

Applying an SWSE logical profile also creates (or re-creates) on the Web server the virtual directories required for Siebel Business Applications.

On Microsoft Windows (with Microsoft IIS Web server), batch files create the virtual directories for Siebel Business Applications. These batch files are located in the SWSE logical profile directory. Before configuring the SWSE, you can edit these batch files to remove entries for virtual directories that you do not need. For more information about using Microsoft IIS, see *Siebel Installation Guide for Microsoft Windows*.

If you are using Siebel native load balancing, then generate the configuration file `lbconfig.txt` and place it in the SWSE logical profile location before you apply the logical profile. Perform these tasks as a second phase of SWSE configuration: after the initial SWSE configuration to get the system up and running and after installing and configuring all of the Siebel Servers that will participate in load balancing. For more information about configuring load balancing, see [“Process of Configuring Load Balancing for Siebel Business Applications” on page 114](#).

- **Add Language Support for the SWSE Configuration.** Deploys any additional installed languages for an SWSE that you previously configured. This task applies only if *both* of the following are true:
 - You have already initially configured the SWSE (Apply an SWSE Logical Profile task).
 - You have already installed on the SWSE the new languages that you want to add as deployed languages.

In the screen where you specify languages to deploy, specify only the new languages that you want to deploy. See also [“Applying the SWSE Logical Profile” on page 83](#).

Perform this task in conjunction with related language deployment tasks, such as to install and deploy languages on the Siebel Server. For more information, see [“About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128](#).

NOTE: If you add (install) languages *before* having applied the SWSE logical profile, and you have not yet configured the SWSE, then do not perform this task. Instead, use the task Apply an SWSE Logical Profile, and specify all of the applicable languages that you want to deploy.

Settings for Configuring the SWSE Logical Profile

Table 36 on page 419 lists the settings requested in the Siebel Configuration Wizard for configuring the SWSE logical profile. The wizard displays help text with more information about these settings.

In the table, parameters might be identified by name and by the section of the eapps.cfg file in which they appear. For example, `[/SiebelApp_lang]` might be `[/callcenter_deu]`, which is the Siebel Call Center application for German.

See also the topics in [“Additional Tasks for the Siebel Web Server Extension and the Web Server”](#) on page 140.

Related Books

Siebel Security Guide

Siebel System Administration Guide

Table 36. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Description
Siebel Enterprise Name	<code>[/SiebelApp_lang]</code> ConnectString	Part of the ConnectString value represents the Siebel Enterprise name.
SWSE Logical Profile Name	Not applicable	By default, this location is the <code>admin/Websvr</code> directory under the home directory of the installed Siebel Enterprise Server component (such as Siebel Gateway Name Server). For example, on UNIX, the default SWSE logical profile location is <code>/siebel/8.1.1.11.0/ses/gtwysrvr/admin/Websvr</code> or <code>/siebel/8.2.2.4.0/ses/gtwysrvr/admin/Websvr</code> . You specify this location later when you configure the SWSE, as described in “Applying the SWSE Logical Profile” on page 83.
Language for Server Messages and Logs	<code>[swe]</code> Language	The primary language, used for server messages and log files. Specify the same primary language that you selected when configuring the Siebel Enterprise Server software. See also “About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128.

Table 36. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Description
Collect Application-Specific Statistics	[swe] AllowStats	Indicates whether to collect application-specific statistics.
Compression Type	[/SiebelApp_lang] ConnectionString	Specify the type of compression to use for communications between the SWSE and the Siebel Servers. Part of the ConnectString value represents the compression type. Possible values are None or ZLIB.
HTTP 1.1-Compliant Firewall and Enable Web Compression	[defaults] DoCompression	For more information, see “Enabling HTTP Compression for Siebel Business Applications” on page 148.
Login Session Timeout Value	[defaults] GuestSessionTimeout	The total number of seconds that a guest session can remain inactive before the guest user is logged out and the session is closed. Default value: 300 (in seconds)
Active Session Timeout Value	[defaults] SessionTimeout	The total number of seconds that a session can remain inactive before the user is logged out and the session is closed. Default value: 900 (in seconds)
HTTP Port Number	[defaults] HTTPPort	Specify the port number that this Web server uses for Web browser connections. Default value: 80
HTTPS Port Number	[defaults] HTTPSPort	Specify the port number that this Web server uses for secure Web browser connections. Default value: 443
Fully Qualified Domain Name	[defaults] EnableFQDN FQDN	If you specify a fully qualified domain name, then the value is stored in the FQDN parameter, and EnableFQDN is set to TRUE.

Table 36. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Description
High Interactivity or Employee User Login Name and Password	[defaults] AnonUserName AnonPassword	<p>The Siebel user ID that starts the anonymous session from which an end user is shown the login page for an employee application. (These applications can be deployed using either high interactivity or Siebel Open UI.)</p> <p>Employee applications use these parameters, which are defined in the [defaults] section.</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about anonymous users, see “Requirements for Configuring Anonymous Users for the Siebel Web Server Extension” on page 344.</p>
Password Encryption	[defaults] EncryptedPassword	<p>Specifies whether to encrypt all of the passwords stored in the eapps.cfg file. By default, EncryptedPassword is TRUE. For more information about managing encrypted passwords, see <i>Siebel Security Guide</i>.</p>

Table 36. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Description
Standard Interactivity or Contact User Login Name and Password	[/SiebelApp_lang] AnonUserName AnonPassword	<p>The Siebel user ID that starts the anonymous session from which an end user is shown the login page for a customer application. This anonymous user must have access to any public view in the Siebel application.</p> <p>For customer applications only, these parameters are defined in application-specific sections of the eapps.cfg file. These values override the values defined in the [defaults] section, which are used by employee applications.</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about anonymous users, see “Requirements for Configuring Anonymous Users for the Siebel Web Server Extension” on page 344.</p>
Siebel Enterprise Security Token	[/SiebelApp_lang] SiebEntTrustToken	<p>A password that is used to update static files on the Web server.</p> <p>The EncryptedPassword parameter specifies whether passwords are encrypted in the eapps.cfg file.</p> <p>For more information about this token, see “About the Siebel Enterprise Security Token” on page 151.</p>
Web Server-Specific Statistics: Default Statistics Page for Web Server	[defaults] statspage	<p>The default value is _stats.swe. It is recommended that you change the default value, so that the Web server statistics are saved into a different file name.</p>

Table 36. Settings for Configuring the SWSE Logical Profile

Setting in Siebel Configuration Wizard	Parameter in eapps.cfg File	Description
Select the Connection Protocol and Encryption	Not applicable	<p>Specify if you are using TLS (Transport Layer Security) or SSL (Secure Sockets Layer) for communication between Siebel Servers and the SWSE.</p> <p>Choices are TCP/IP (no encryption, the default), TLS, or SSL.</p> <p>TLS or SSL settings for SWSE must be compatible with those for Siebel Servers that connect to this Web server.</p> <p>The wizard prompts for remaining parameters related to TLS or SSL only if you select one of these options.</p> <p>For more information about TLS, SSL, and the related parameters defined in the [ConnMgmt] section of the eapps.cfg file, see <i>Siebel Security Guide</i>.</p>
Deploy SSL or TLS in the Enterprise	Not applicable	<p>Specify if you are using TLS (Transport Layer Security) or SSL (Secure Sockets Layer) for communication between Siebel Servers and the SWSE.</p>
Certificate File Name	[ConnMgmt] CertFileName	For more information, see <i>Siebel Security Guide</i> .
Certification Authority (CA) Certificate File Name	[ConnMgmt] CACertFileName	For more information, see <i>Siebel Security Guide</i> .
Private Key File Name and Password	[ConnMgmt] KeyFileName KeyFilePassword	For more information, see <i>Siebel Security Guide</i> .
Enable Peer Authentication	[ConnMgmt] PeerAuth	For more information, see <i>Siebel Security Guide</i> .
Validate Peer Authentication	[ConnMgmt] PeerCertValidation	For more information, see <i>Siebel Security Guide</i> .
Enter location of response file	Not applicable	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.

Settings for Applying the SWSE Logical Profile

Table 37 on page 424 lists the settings requested in the SWSE Configuration Wizard for configuring the SWSE: applying the SWSE logical profile. The wizard displays help text with more information about these settings.

Related Books

Siebel Security Guide

Siebel System Administration Guide

Table 37. Settings for Configuring the SWSE

Setting in SWSE Configuration Wizard	Description
Deployed Languages	<p>Each language that you select must be an installed language. For each deployed language and each application, a separate section is created in the eapps.cfg or eapps_sia.cfg file. For example, Siebel Call Center uses the sections named [/callcenter_lang]. Part of the ConnectString value represents the three-letter code for the deployed language.</p> <p>You can deploy languages that you installed but did not deploy by running the SWSE Configuration Wizard again and choosing the task Add Language Support for the SWSE Configuration. For more information, see “About Installing and Deploying Siebel Business Applications with Multiple Languages” on page 128.</p>
Select a Load Balancer	<p>Specify whether you are using Siebel native load balancing, third-party load balancing, or no load balancing. Specify no load balancing for a deployment with a single Siebel Server. For more information, see “Process of Configuring Load Balancing for Siebel Business Applications” on page 114.</p>
Siebel Server Host Name (Siebel Server)	<p>The host name of the Siebel Server computer. Specify this for a deployment with a single Siebel Server.</p>

Table 37. Settings for Configuring the SWSE

Setting in SWSE Configuration Wizard	Description
Siebel Connection Broker Port	<p>The Siebel Connection Broker (SCBroker) port on the Siebel Server computer. Specify this port number for a deployment with a single Siebel Server. The default port number for SCBroker is 2321.</p> <p>NOTE: This port number is used for all of the communications between the Web server and the Siebel Server. Make sure that the port number that you specify for SCBroker is not occupied by any other applications, other Siebel components (such as Siebel Gateway Name Server), or other Siebel Server instances.</p> <p>For more information about the SCBroker component, see <i>Siebel Deployment Planning Guide</i> and <i>Siebel System Administration Guide</i>.</p> <p>If you want to change an SCBroker port number later, then use Siebel Server Manager to specify a value for the Static Port Number parameter (alias PortNumber).</p>
Host Name or Virtual IP Address for Third-Party Load Balancer	A host name or virtual IP address for use with a third-party load balancer.
Network Port Number for Third-Party Load Balancer	A network port number for use with a third-party load balancer.
Siebel Web Server Extension Logical Profile Location	The location of the SWSE logical profile that you created in “Configuring the SWSE Logical Profile” on page 77 .
Enter location of response file	The location of a response file to save, if you intend to later execute such a file to perform unattended configuration.
Web Server Instance Location	The location of the Web server instance for which this SWSE is installed.
Restart Web Server	<p>Indicate whether to restart the Web server now to complete the changes.</p> <p>If you do not choose to restart your Web server processes at this time, then you must do so before making Siebel Business Applications available to your users through their browsers.</p> <p>For more information about stopping and restarting the Web server, see “Requirements for Stopping and Starting the Web Server” on page 344.</p>

Index

Symbols

\$SIEBEL_HOME 318

\$SIEBEL_ROOT 318

A

ActiveX controls, downloading 157

ADM

See Siebel Application Deployment Manager (ADM)

AIX

configuring Siebel Gateway Name Server for autostart 107

configuring Siebel Server for autostart 110

increasing the number of IBM DB2 user processes 375

anonymous users 80, 81, 344

authentication, for Siebel Gateway Name Server 329

autostart

configuring for Siebel Gateway Name Server 106

configuring for Siebel Server 110

AutoStopDB configuration parameter 185

C

cfgenv.csh and cfgenv.sh files 58, 62, 63, 73, 77, 83

clone.bat file 232

clone.sh file 232

clone.zip file 232

cloning feature

See installation cloning

Cluster Deployment Data worksheet 398

clustering

file system prerequisites 320

Siebel Gateway Name Server requirements 334

Siebel Server requirements 334

codeset, code page difference 368

Configuration Wizard

See Siebel Configuration Wizard

console-mode installation for Siebel Management Server 251

contact user 81, 344

CreateDbSvrEnvScript script 58, 94, 193, 332

CURSOR_SHARING parameter 359

D

Database Configuration Utilities

about 87

and Database Configuration Wizard 87

preinstallation tasks 347

reviewing installation 194

Database Configuration Wizard, installing

Siebel database 87

database connectivity, configuring 378

DB_FILE_MULTIBLOCK_READ_COUNT parameter 359

DB2

See IBM DB2

dbenv.csh and dbenv.sh files 58, 94, 332

Dedicated Web Client

See Developer Web Client

Deployment Planning worksheet

Cluster Deployment Data 398

Enterprise Server Names and Installation

Directories 396

Ports and RDBMS Details Data 399

Siebel Accounts, Host Names, and Static IP Addresses 397

Team Lead Summary 396

Developer Web Client

about login 176

creating custom shortcuts 182

installing 157

issues before logging in to 176

logging in to 178

shortcuts 179

startup options 181

utility and synchronization program shortcuts 180

Developer Web Client, uninstalling

full uninstallation 291

rollback uninstallation 291

development environment database, sorting

Siebel Repository names 368

directories naming conventions 318

E

eapps.cfg file, editing 148

employee user 80, 344

EnableOpenUI parameter 122

Enterprise Server Names and Installation
Directories worksheet 396

environment setup files

about 58

cfgenv.csh and cfgenv.sh 58, 62, 63, 73, 77, 83

dbenv.csh and dbenv.sh 58, 94, 332

siebenv.csh and siebenv.sh 58, 64, 73, 106, 113, 114

Environment Verification Tool

about 222

available EVT output formats 228

EVT check groups 222

EVT configuration file 223

EVT optional command line flags 227

products EVT checks 222

running in Query mode 226

starting 225

using 225

EVT

See Environment Verification Tool

F

file system

about creating 319

clustering prerequisites 320

naming the file system directory 321

files, naming conventions 318

flags for Siebel Management Server

installation commands 251

full uninstallation 275

G

Gateway Name Server

See Siebel Gateway Name Server

Global Time Zone, supporting 100

guidelines, for IBM DB2 configuration 365

guidelines, for Oracle Database

configuration 357

H

hardware, preparing for installation 304

help

troubleshooting Siebel database

installation 217

troubleshooting Siebel Gateway Name Server

installation 212

troubleshooting Siebel Repository

import 218

troubleshooting Siebel Server

installation 214

troubleshooting Siebel Web Server Extension

installation 218

high interactivity user 80, 344

High Interactivity parameter 122

HP Apache Web Server 337

HP Apache Web Server, configuring for optimal performance 146

HP-UX, configuring Siebel Gateway Name Server for autostart 108

HTTP

configuring port for Web server 149

enabling compression for Siebel Business Applications 148

httpd.conf file

editing on IBM HTTP Server 339

modifying for port number 340

HTTPS, configuring port for Web server 149

I

IBM DB2

about database objects 376

configuration guidelines 365

creating database 369

creating database objects 376

creating tablespaces 372

database manager configuration parameter guidelines 366

DB2set parameters 367

EXTSHM parameter 367

increasing the number of user processes 375

installing stored procedures and user-defined functions 92

log space guidelines for database objects 376

managing fragmentation 377

overriding default storage parameters 373

process of configuring 365

running out of ODBC statement handles 375

selecting language 367

setting configuration parameters 369

setting up buffer pools for database objects 371

IBM DB2 for z/OS

about Deployment Planning worksheet 399

using guide 308

IBM DB2 UDB

See IBM DB2

IBM HTTP Server 337

editing httpd.conf file 339

modifying permissions 144

Image Creator utility

See Siebel Image Creator utility

Incremental Repository Merge 27, 89

installation cloning

- about Siebel cloning feature 231
- clone.bat file 232
- clone.sh file 232
- clone.zip file 232
- creating a clone 232, 236
- delta clone 233
- deploying a clone 233, 237
- files for Siebel cloning utility 232
- full clone 233
- JAVA_HOME environment variable 234
- JRE requirement 234
- limitations 235
- obtaining Siebel cloning utility 232
- properties file settings 239
- properties files 232, 239
- requirements 233
- Siebel Enterprise configuration 231
- Siebel Enterprise Server 231
- Siebel Gateway Name Server 231
- Siebel Server 231
- Siebel Web Server Extension 231
- snapshot file 232
- source instance 231
- target instance 231

installation directories, referred to in guide 318

J

Java Runtime Environment (JRE)

- and AIX 41, 45, 49, 52, 191, 199, 237, 238, 286, 288, 332
- and Siebel cloning utility 234
- and Siebel Image Creator 389
- and Siebel Management Agent 257, 353
- and Siebel Management Server 261, 353

JAVA_HOME environment variable 234, 353, 389, 390

L

LANG environment variable 113, 312, 313

language

- importing new language to Siebel Repository 101
- selecting for IBM DB2 367
- selecting for Oracle Database 358
- Siebel Server language requirement 335

lbconfig.txt file

- and SWSE logical profile 83, 342
- generating 115

LC_ALL environment variable 313

Linux

- configuring Siebel Gateway Name Server for autostart 109

- configuring Siebel Server for autostart 111

load balancing, third-party

- monitoring servers 118
- setting up 116

Locale Management Utility (LMU) 139

locales

- importing locale-specific data into the Siebel Repository 139
- language Siebel Configuration Wizard uses 310
- locale for UNIX 313

log files

- reviewing for Siebel database installation 196
- reviewing for Siebel Web Server Extension installation 200

logical profile

- applying for SWSE 83
- configuring for SWSE 77

M

magnus.conf, locating 148

media, obtaining for install 380

MEMORY_TARGET parameter 359

Microsoft Internet Information Services (IIS) 337

Mobile Web Client

- about login to 176
- creating custom shortcuts 182
- enabling or disabling Siebel QuickStart 185
- installing 157
- logging in to 176, 178
- QuickStart and AutoStopDB configuration parameters 185
- shortcuts 179
- Siebel Icon options in system tray 184
- startup options 181
- using Siebel QuickStart 183
- using view precaching with Siebel QuickStart 185
- utility and synchronization program shortcuts 180

Mobile Web Client, uninstalling

- full uninstallation 291
- rollback uninstallation 291

multilingual seed data, installing on Siebel database 93

N

NetCharts

- See Siebel Charts server

network connectivity, verifying 210

NLS_DATE_FORMAT parameter 359

NLS_LANG environment variable 312
NLS_SORT environment variable 312
NLS_SORT parameter 359

O

ODBCINI environment variable 113
Open UI
 See Siebel Open UI
OPEN_CURSORS parameter 360
OPTIMIZER_FEATURES_ENABLE parameter 360
OPTIMIZER_INDEX_COST_ADJ parameter 360
OPTIMIZER_MODE parameter 360
Oracle Configuration Manager
 about 302
 and cloning 235
 and migration installation 44, 46, 278, 303
 and rollback uninstallation 278, 303
 directory for 189, 199
 service for 235
Oracle Database
 about configuring 357
 collecting optimizer statistics 357
 configuration guidelines 357
 configuring database objects 363
 configuring init.ora file 359
 creating tablespaces 360
 creating temporary tablespaces 362
 guidelines for sort order and date format 358
 Oracle Real Application Clusters support 364
 overriding default storage parameters 362
 parameters 360
 process of configuring 357
 reviewing log files for installation 196
 selecting language 358
 sizing database 361
 sizing redo logs 360
Oracle HTTP Server 337
Oracle iPlanet Web Server 337
 configuring to accept Siebel Web Server Extension 147
 modifying permissions 145
Oracle Solaris
 configuring Siebel Gateway Name Server for autostart 109
 configuring Siebel Server for autostart 111

P

PATH environment variable 353
Ports and RDBMS Details Data worksheet 399
predeploy.htm file 157

preferences

See system preferences

properties file settings, for installation

cloning 239

properties files, for installation cloning 232, 239

R

RDBMS

planning database connectivity 308
 planning install and configuration 307

RDBMS, configuring

collecting optimizer statistics for Oracle Database 357
 configuring IBM DB2 365
 configuring Oracle Database 357
 configuring Oracle Database objects 363
 creating IBM DB2 database 369
 creating IBM DB2 database objects 376
 creating IBM DB2 tablespaces 372
 creating Oracle Database tablespaces 360
 creating temporary Oracle Database tablespaces 362
 database connectivity for Siebel Server 378
 DB2set parameters for IBM DB2 367
 EXTSHM parameter for IBM DB2 367
 IBM DB2 database manager configuration parameter guidelines 366
 IBM DB2 guidelines 365
 IBM DB2 process 365
 increasing the number of user processes for IBM DB2 375
 managing IBM DB2 fragmentation 377
 Oracle Database guidelines 357
 Oracle Database guidelines for sort order and date format 358
 Oracle Database process 357
 Oracle Real Application Clusters support 364
 overriding IBM DB2 default storage parameters 373
 overriding Oracle Database default storage parameters 362
 preventing IBM DB2 from running out of ODBC statement handles 375
 selecting language for IBM DB2 367
 selecting language for Oracle Database 358
 setting IBM DB2 configuration parameters 369
 sizing Oracle Database 361
redo logs, sizing 360
region (territory), about 368
rollback uninstallation 275
rolling back

- Developer Web Clients 291
- Mobile Web Clients 291
- Siebel Enterprise Server 286
- Siebel Management Server 293
- Siebel Tools 292
- Siebel Web Server Extension 290

S

- servers, naming conventions** 317
- sfscleanup utility** 321
- sfspartition utility** 321
- Siebel Accounts, Host Names, and Static IP Addresses worksheet** 397
- Siebel Application Deployment Manager (ADM)** 247
- Siebel Business Applications**
 - about installing multiple versions 303
 - about installing one version 303
- Siebel Business Applications, rolling back**
 - Developer Web Clients 291
 - Mobile Web Clients 291
 - Siebel Enterprise Server 286
 - Siebel Management Server 293
 - Siebel Tools 292
 - Siebel Web Server Extension 290
- Siebel Business Applications, uninstalling**
 - about 275
 - Developer Web Clients 291
 - Mobile Web Clients 291
 - Siebel Charts 294
 - Siebel Enterprise Server 284, 285
 - Siebel Management Server 293
 - Siebel Sample Database 291
 - Siebel Tools 292
 - Siebel Web Server Extension 288
- Siebel Charts server, installing**
 - about 269
 - changing Siebel Charts server for a Siebel Web Client 272
 - configuring 271
 - installing 270
- Siebel Charts server, uninstalling** 294
- Siebel Client**
 - See Siebel Web Client
- Siebel Configuration Wizard, about language used** 310
- Siebel database**
 - acceptable installation errors 217
 - creating table owner and administrator accounts 90
 - importing a new language to Siebel Repository 101
 - importing the Siebel Repository 101
 - installing components 93
 - installing multilingual seed data 93
 - installing stored procedures and user-defined functions on IBM DB2 92
 - installing the Siebel database 93
 - populating the Siebel File System 101
 - reviewing installation 194
 - reviewing log files for installation 196
 - supporting Global Time Zone 100
 - troubleshooting installation 217
 - troubleshooting Siebel Repository import 218
 - verifying system preferences 197
- Siebel Dedicated Web Client**
 - See Developer Web Client
- Siebel Developer Web Client**
 - See Developer Web Client
- Siebel directory structure, planning**
 - creating a file system 319
 - creating a Siebel image 390
 - creating Siebel service owner account 323
 - file and directory naming conventions 318
 - installing Siebel Business Applications versions 303
 - language Siebel Configuration Wizard uses 310
 - planning RDBMS install and configuration 307
 - server naming conventions 317
 - setting up the Siebel File System 323
- Siebel EAI Connector**
 - verifying installation requirements 336
- Siebel Enterprise security token, about** 152
- Siebel Enterprise Server, installing**
 - verifying server requirements 327
 - with existing Siebel database 34
 - without existing Siebel database 30
- Siebel Enterprise Server, uninstalling** 285
 - full uninstallation 284
 - rollback uninstallation 286
- Siebel File System**
 - populating files from Database Configuration Utilities installation 101
 - setting up 323
- Siebel Gateway Name Server authentication** 329
- Siebel Gateway Name Server, installing**
 - clustering requirements 334
 - configuring for automatic start 106
 - list of postinstall tasks 191
 - reviewing software installation 191
 - starting the server 105, 211
 - troubleshooting installation 212
 - verifying server requirements 333

- verifying the server is running 106
- Siebel Gateway Name Server, uninstalling** 284
- Siebel Image Creator utility**
 - about 380
 - creating Siebel image for install 390
- Siebel installation media, obtaining** 380
- Siebel language packs**
 - installing and deploying multiple 128
 - installing on the Siebel Server 335
- Siebel Management Agent, configuring** 256
- Siebel Management Framework** 247
- Siebel Management Server**
 - configuring 256
 - installing 248
- Siebel Management Server, uninstalling**
 - full uninstallation 293
 - rollback uninstallation 293
- Siebel Mobile applications** 124
- Siebel Mobile Web Client**
 - See Mobile Web Client
- Siebel Open UI** 122
- Siebel Patchset releases** 300
- Siebel QuickStart**
 - about 183
 - configuration parameters 185
 - enabling or disabling 185
 - using view precaching 185
- Siebel Repository**
 - importing 101
 - importing a new language 101
 - obtaining updated SRF files 126
 - troubleshooting Siebel Repository
 - import 218
- Siebel Sample Database, installing** 171
- Siebel Server, installing**
 - clustering requirements 334
 - configuring database connectivity 378
 - configuring for automatic start 110
 - database requirements 335
 - language locale requirements 335
 - multiple Siebel language packs 335
 - search server 335
 - temporary disk space 336
 - third-party applications 336
 - troubleshooting installation 214
 - verifying network connectivity 210
 - verifying server requirements 334
- Siebel Server, uninstalling** 284
- Siebel service owner account, creating** 323
- Siebel Tools, installing**
 - administrative rights 352
 - installing Siebel Tools 163
 - requirements 351
- verifying directory structure 204
 - verifying read and write access to directories 206
 - verifying successful installation 206
 - verifying tools ODBC data sources 206
- Siebel Tools, uninstalling**
 - full uninstallation 292
 - rollback uninstallation 292
- Siebel Web Client**
 - about login 176
 - administrative rights for installation 349
 - configuring when Siebel VB or Siebel eScript is not licensed 221
 - creating custom shortcuts 182
 - database connectivity software 350
 - directory naming conventions 349
 - installing 157
 - installing Mobile Web Client and Developer Web Client 157
 - installing the Siebel Sample Database 171
 - logging in to 176, 179
 - preinstallation tasks 349
 - requirements and recommendations 350
 - shortcuts and startup options 179
 - third-party software 351
 - verifying directory structure 202
- Siebel Web Server Extension, configuring**
 - applying logical profile 83
 - configuring logical profile 77
- Siebel Web Server Extension, installing**
 - about the Siebel Enterprise security token 152
 - configuring default HTTP and HTTPS ports 149
 - configuring Oracle iPlanet Web Server to accept SWSE 147
 - configuring the Web server 141
 - creating a new virtual directory 143
 - domain name requirement 340
 - editing configuration file 148
 - enabling HTTP compression 148
 - granting user permissions 144
 - installation requirements 336
 - installing Siebel Web Server Extension 47
 - postinstallation tasks 140
 - recommended Web server topology 338
 - reviewing installation directories 199
 - reviewing log files 200
 - setting SWSE directory permissions 343
 - troubleshooting installation 218
 - uninstalling the Web server 338
 - updating Web server static files 152
 - verifying Siebel Gateway Name Server and Enterprise Server 336

- verifying virtual directories 142
 - verifying Web server requirements 336
 - Siebel Web Server Extension, uninstalling**
 - full uninstallation 288
 - rollback uninstallation 290
 - SIEBEL_CODEPAGE environment variable** 312
 - SIEBEL_HOME environment variable** 113
 - SIEBEL_ROOT environment variable** 113, 318, 328
 - SIEBEL_SERVER_ROOT** 318
 - SIEBEL_UNIXUNICODE_DB environment variable** 113, 208, 209
 - siebenv.csh and siebenv.sh files** 58, 64, 73, 106, 113, 114
 - snapshot file, for installation cloning** 232
 - snic.bat file** 389
 - snic.sh file** 389
 - sort order, about** 368
 - source instance, for installation cloning** 231
 - standard interactivity user** 81, 344
 - storage parameters**
 - overriding IBM DB2 default storage parameters 373
 - overriding Oracle Database default storage parameters 362
 - SWSE**
 - See Siebel Web Server Extension
 - system preferences, verifying for Siebel database installation** 197
- T**
- target instance, for installation cloning** 231
 - Team Lead Summary worksheet** 396
 - TEMP environment variable** 309
 - territory, about** 368
 - third-party software**
 - Siebel Server 336
 - Siebel Web Client 351
 - TMP environment variable** 309
 - troubleshooting**
 - Siebel database installation 217
 - Siebel Gateway Name Server
 - installation 212
 - Siebel Repository import 218
 - Siebel Server installation 214
 - Siebel Web Server Extension installation 218
- U**
- unattended installation**
 - Siebel Enterprise Server 55
 - Siebel Management Server 251
 - Siebel Tools 168
 - Siebel Web Client 168
 - Siebel Web Server Extension 55
 - uninstallation, full** 275
 - uninstallation, rollback** 275
 - uninstalling**
 - Developer Web Clients 291
 - earlier Siebel releases 295
 - Mobile Web Clients 291
 - Siebel Business Applications 275
 - Siebel Charts 294
 - Siebel Enterprise Server 284, 285
 - Siebel Management Server 293
 - Siebel Sample Database 291
 - Siebel Tools 292
 - Siebel Web Server Extension 288
 - Web server 338
 - Universal Time Coordinated (UTC)** 100
 - UNIX, locales for UNIX** 313
 - UTC** 100
- V**
- Visual Mining NetCharts**
 - See Siebel Charts server
- W**
- Web Server Extension**
 - See Siebel Web Server Extension
 - Web server, installing** 338
 - worksheet**
 - See Deployment Planning worksheet

