SIEBEL® eBUSINESS APPLICATIONS

SIEBEL SERVER ADMINISTRATION GUIDE

SIEBEL 2000

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Siebel Systems, Inc., 2207 Bridgepointe Parkway., San Mateo, CA 94404

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Introduction

Who Should Use This Guide

As part of the System Administration documentation set, this guide provides information necessary to implement, configure, and administer Siebel applications, with particular emphasis on server administration.

The audience for this guide consists of:

Call Center Administrators	Persons responsible for setting up and maintaining a call center; duties include designing and managing Computer Telephony Integration, SmartScripts, and message broadcasts.
Siebel Application Administrators	Persons responsible for planning, setting up, and maintaining Siebel applications.
Siebel System Administrators	Persons responsible for the whole system, including installing, maintaining, and upgrading Siebel products.
Database Administrators	Persons who administer the database system, including data loading; system monitoring, backup, and recovery; space allocation and sizing; and user account management.
Configurators	Persons responsible for planning, implementing, and configuring Siebel applications. A configurator is typically a consultant or someone from the Information Systems department.

The user should possess skills in SQL, RDBMS, and network connectivity using TCP/IP. Previous experience with application and database software will be helpful.

What's New in This Release

Version 6.0 of Siebel eBusiness Applications has several new features that relate to this guide:

Feature	Description
Component groups	Component groups allow you to run related tasks and administer related components in logical groupings.
Configuration Explorer	The Configuration Explorer allows you to configure enterprise and server parameters using an explorer applet. You can also administer component groups and component jobs using the Configuration Explorer.
Component jobs	Predefined component requests that use parameter values that you have defined.
Component requests	Server tasks with defined parameters or component jobs that are scheduled to run once at a specific time.
Repeating component requests	Component requests that are scheduled to run repeatedly at specific times over specific intervals.
Component run modes	Server components run in the following modes: background, batch, and interactive. These are new names for existing modes. Run modes are now part of the component configuration for component types that can run in multiple modes.
Event logging	The event logging system writes events to the log file based on the log level for each event type.
External security adapter	An interface that allows you use an external system to authenticate users rather than the traditional approach of using the database.
Application Object Manager components	More predefined Application Object Manager components are now available. Except for fixed parameters, the component parameters can now be modified.

NOTE: Your Siebel implementation may not have all the features described in this guide, depending on which software modules you have purchased.

The Siebel System Administration Documentation

This guide is part of the System Administration documentation set, which comprises the following books:

- *Siebel Anywhere Guide*

  This guide provides information necessary to perform all administration functions of Siebel Anywhere. System administrators should read and familiarize themselves with the entire book.

- *Siebel Assignment Manager Administration Guide*

  This guide provides information necessary to perform all administration and configuration functions of the Siebel Assignment Manager. System administrators who manage enterprises that utilize the Siebel Assignment Manager should read and familiarize themselves with the entire book, since each chapter covers a separate Assignment Manager topic.

- *Siebel Client Installation and Administration Guide*

  This guide provides information necessary to install and administer Siebel dedicated clients, mobile clients, and thin clients. System administrators who set up and manage Siebel clients should read and familiarize themselves with the entire book.

- *Siebel Communications Server Administration Guide*

  This guide provides information necessary to configure, administer, and use Siebel Communications Server. System administrators who manage outbound communications to groups of contacts, prospects, or employees via email, fax, or page should read and familiarize themselves with the entire book.

- *Siebel Enterprise Integration Manager Administration Guide*

  This guide provides information necessary to import and export batch data to and from Siebel and other application databases. Database administrators should read and familiarize themselves with the entire book, since each chapter covers a separate integration administration topic.

- *Siebel Remote and Replication Manager Administration Guide*

  This guide provides information necessary to perform all administration functions of the Siebel Remote Servers and Siebel Regional Servers. System administrators who manage enterprises that support mobile clients and regional nodes should read and familiarize themselves with the entire book, since each chapter covers a separate administration topic.

- *Siebel Server Administration Guide*

  This guide provides information necessary to perform all server administration functions of the Siebel enterprise. System administrators should read and familiarize themselves with the entire book, since each chapter covers a separate server administration topic.

- *Siebel Workflow Guide*

  This guide provides information necessary to perform all administration and configuration functions of the Siebel Workflow Manager. System administrators who manage enterprises that utilize the Siebel Workflow Manager should read and familiarize themselves with the entire book, since each chapter covers a separate Workflow Manager topic.

Additional Documentation

The following documentation also provides information on the topics addressed in this guide.

Siebel Applications Administration Guide

Siebel Remote and Replication Manager Administration Guide

Siebel Enterprise Integration Manager Administration Guide

Siebel Assignment Manager Administration Guide

Siebel Workflow Guide

Siebel Anywhere Guide

Siebel Client Installation and Administration Guide

Siebel Release Notes

This guide is intended for system administrators who set up and maintain the features that end users work with. This guide does not provide information about general software concepts, such as records and queries, or about using Windows. Nor does it provide instructions for basic navigation of Siebel applications. For this kind of information about Siebel applications, refer to *Siebel Basics*.

Administrators should also read the *Siebel Applications Administration Guide* for information on how to set up and maintain Siebel applications features. Administrators may also want to read the appropriate administration guide for their Siebel industry-specific application.

You will find information about Siebel Technical and Professional Services in the *Guide to Siebel Global Services*.

For copies of these documents, please use Siebel Books Online, accessible via the Worldwide Services tab on the Siebel Systems Web site (www.siebel.com). Through Siebel Books Online, you can order additional Siebel documentation and copies of the *Bookshelf for Siebel eBusiness Applications* CD-ROM.

Another source of information is the *Siebel Online Help*.

Contacting Siebel Technical Support

Do you know how to access Siebel Technical Support? It is crucial that you understand the requirements for getting support before you encounter technical issues that require Siebel Technical Support's assistance. This will facilitate smooth resolution of your issues. If you have questions, please don't hesitate to contact us.

To maximize your knowledge of Siebel products and your return on investment:

You must attend Siebel training to become a *designated contact*.

Your Siebel-trained designated contacts provide technical support to your users. Siebel Technical Support provides support directly to your designated contacts only.

To provide efficient, timely support and access to an extensive knowledge base:

Siebel Technical Support is primarily Web-based, accessed through Siebel SupportWeb (http://supportweb.siebel.com). Please submit new service requests to us through SupportWeb, where you can also search the knowledge base for solutions.

Designated contacts receive read/write access to Siebel SupportWeb. All other project team members at your company receive read-only accounts so that they can access the support knowledge base.

To register for Siebel training, please access http://www.siebel.com/education/ and choose Implementation Team Training.

Please submit your technical issues and updates to Siebel SupportWeb (http://supportweb.siebel.com). If you do not have a SupportWeb account, or if you have a question, please contact us at support@siebel.com or call your local Siebel Support Center below:

- **North America:** +800 214 0400 or +1 650 295 5724
- **Brazil (Sao Paulo):** +55 11 5110 0800
- **UK (London):** +44 (0) 800 072 6787 or +44 (0) 1784 494949
- **Germany (Munich):** +49 89 957 18 400

- **France (Paris):** Check SupportWeb (*Using Technical Support* section) in Q3 for phone number
- **Japan (Tokyo):** 0120 606 750 (Japan domestic only), +81 3 5469 3811 (outside of Japan)
- **Singapore:** +65 320 8533

Outside of local support center hours, Gold and Rollout Support Option customers can call +1 800 214 0400 or +1 650 295 5724.

We appreciate your business and look forward to working with you.

Siebel Welcomes Your Comments

To help us with future versions, we want to know about any corrections or clarifications that you would find useful. Please include in your message:

- The title and version of this guide
- Your name, company name, job title or functional area, phone number, and email address

Write to us via regular mail or email at:

Siebel Systems, Inc.
Technical Publications Department
2207 Bridgepointe Parkway
San Mateo, CA 94404-5009

doc@siebel.com

We appreciate your feedback.

Siebel Enterprise Server Architecture 1

Siebel Application Environment

The Siebel application environment consists of three entities. Table 1-1 lists the three types of Siebel application entities.

Table 1-1. Siebel Application Entities

Entity	Comments
Siebel clients	Includes dedicated, mobile, and thin clients.
Siebel database server and Siebel file system	Stores the data and physical files used by Siebel clients.
Siebel Enterprise Server	Includes the Siebel Server, Enterprise Server, and Gateway Server. Collectively, these entities provide both batch mode and interactive services to and on behalf of Siebel clients.

The Siebel Enterprise Server environment represents the middle tier within the Siebel application environment. Figure 1-1 contains a logical diagram of all the entities that make up the Siebel application environment.

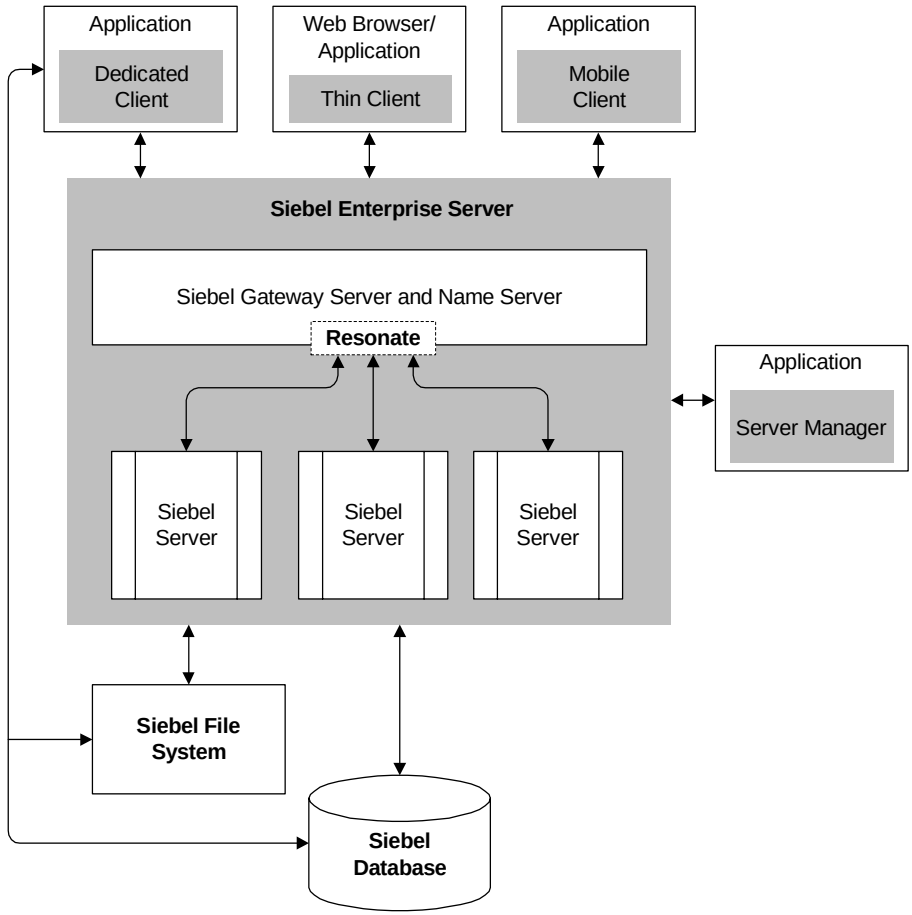


Figure 1-1. Logical Diagram of the Siebel Application Environment

This chapter discusses only the Siebel Enterprise Server architecture and entities. For a complete discussion of the other entities, see the *Siebel Installation Guide*.

Siebel Gateway Server

The Siebel Gateway Server:

- Serves as a single entry point for accessing Siebel Servers
- Provides enhanced scalability, load balancing, and high availability across the Enterprise Server

Two primary services that coordinate the Enterprise Server and Siebel Servers operate within the Gateway Server: Name Server and Connection Brokering.

Name Server

The Name Server provides the persistent backing of Siebel Server configuration information, including:

- Definitions and assignments of component groups and components
- Operational parameters
- Connectivity information

As this information changes—such as during the installation or configuration of a Siebel Server—it is written to the Name Server. At start-up, the Siebel Server obtains its configuration information from the Name Server.

The Name Server also serves as the dynamic registry for Siebel Server and component availability information. At start-up, a Siebel Server within the Enterprise Server notifies the Name Server of its availability and stores its connectivity information—such as network addresses—in the Name Server's non-persistent (volatile) store.

Enterprise components (including the Server Manager) query the Name Server for Siebel Server availability and connectivity information. When a Siebel Server shuts down, this information is cleared from the Name Server.

In a Windows NT environment, the Name Server runs as an NT service, controlled through the NT Services Control Panel. In a UNIX environment, the Name Server runs as a daemon process.

A single Name Server can potentially serve several databases in an environment (such as multiple development and test environments). For purposes of mitigating dependencies and improving recoverability, you should keep the Siebel production environment separate from other Siebel environments (development or test) by using a separate Name Server.

If you decide to maintain multiple development or test environments on one Name Server, ensure that you use a distinct Enterprise Server for each table owner (or database for SQL server platforms).

NOTE: Do not maintain the development, test, and production environments on the same Name Server.

You can specify and create a new Enterprise Server when you install the first Siebel Server for a table owner (or database for SQL Server platforms).

NOTE: There can be only one Name Server installed per machine.

Connection Brokering

Connection Brokering directs client connection requests to the least-laden Siebel Server operating the desired component, which provides greater scalability and higher availability. Connection Brokering is an optional service of the Gateway Server that uses the Resonate Central Dispatch product to distribute client connection requests across multiple Siebel Servers. Only client connections to the Siebel Object Manager (for thin clients), request processor, and request agent components (for Interactive Assignment) will be distributed by Resonate Central Dispatch.

NOTE: Mobile client connections will not be distributed by Resonate Central Dispatch.

For more information about Connection Brokering, see the *Siebel Installation Guide*. For information on Resonate Central Dispatch, contact:

Resonate Inc.
385 Moffett Park Drive, Suite 205
Sunnyvale, CA 94089 USA
1.408.548.5500

Siebel Enterprise Server

The Siebel Enterprise Server is a logical grouping of all Siebel Servers that support the same group of users accessing a common database server. The Enterprise Server can be configured, managed, and monitored as a single logical group, allowing the Siebel administrator to start, stop, monitor, or set parameters for all Siebel Servers within an enterprise.

You can set some Siebel Server parameters at the enterprise level, and these parameters will apply to all Siebel Servers and components operating within that enterprise; other parameters can be adjusted at the server or component level to support fine-tuning.

All Siebel Servers that connect to a common database schema must be installed within the same Enterprise Server.

The Enterprise Server itself has no processes and thus cannot have a state. However, you can start and shut down operations at the enterprise level, and these actions will apply to all Siebel Servers within that enterprise.

For information on administering the Enterprise Server, see "Enterprise Server Administration" on page 4-6.

Siebel Server

The Siebel Server is the middle-tier platform that supports both back-end and interactive processes for all Siebel application clients. These processes are components within the Siebel Server architecture, and support functions such as:

- Mobile client synchronization
- Operation of business logic for Siebel Thin Clients, as well as connectivity and access to the database server and file system
- Integration with legacy or third-party data
- Automatic assignment of new accounts, opportunities, service requests, and other records
- Workflow management

The Siebel Server supports both multi-process and multi-threaded components, and can operate components in background, batch, and interactive modes. Many of the Siebel Server components can operate on multiple Siebel Servers simultaneously to support an increased numbers of users or larger batch workloads.

Siebel Server System Service

The Siebel Server runs as a system service that monitors and controls the state of all server components operating on that Siebel Server. Each Siebel Server is an instantiation of the Siebel Server System Service within the current enterprise. The Siebel Server runs as a Windows NT service in a Windows NT environment, and a daemon process in a UNIX environment. For information on administering the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 3-5.

Siebel Server Manager

The Siebel Server Manager is the management console for the Siebel Server and Enterprise Server.

The Siebel Server Manager allows you to configure the parameters governing the operation of each component, and determine which Siebel Servers a given component can operate. Use the Siebel Server Manager to:

- Start, stop, pause, and resume Siebel Servers, components, and tasks
- Monitor the status and collect statistics across the Siebel Enterprise Server, Siebel Servers, components, and tasks
- Manage the configuration of the Siebel Enterprise Server, Siebel Servers, components, and tasks

You can operate the Server Manager using one of two interfaces:

- Graphical user interface, or GUI, by using the Server Administration views in the Siebel application client

  Use the Server Manager GUI for most administrative duties, since it includes a more user interface functionality (including the ability to search for and sort various fields within views) and a more intuitive view into the operation of Siebel Servers than does the command-line interface.

- Command-line interface, or the srvrmgr program

  Use the command-line interface for batch-mode processing, since it can run from batch scripts by invoking script files with administration commands that need to run on a regular basis.

The Server Manager (both the GUI and the command-line interface) connects to the Siebel Gateway Server, which contains all availability and connectivity information for the Siebel Servers within the enterprise. The Server Manager then connects with each of the servers and starts a Server Manager component task. The Server Manager task on each Siebel Server:

- Handles administration commands from the Server Manager

- Executes requested functions
- Returns each operation's results to the Server Manager

NOTE: Each session of Server Manager will create a separate Server Manager task. You will thus create a new Server Manager task each time you access the Server Administration screens.

For information on using the Server Manager, see "Siebel Server Administration" on page 4-8.

Siebel Server Components

The various programs that operate on the Siebel Server are implemented as *components*. A component represents only a specific type of program; a component is executed or operated as a *task*, or instantiation of a component, on a specific Siebel Server.

Component Modes

Components can execute tasks in one of three run modes: background, batch, or interactive.

- **Background mode components.** Background mode components execute tasks to perform background operations for the Siebel Server. Once a background mode component task starts, it runs until you explicitly stop the task, or until the Siebel Server itself is shut down.

  You can manually start a background mode component by using the Siebel Server Manager. For more information, see "Running Server Tasks" on page 4-49. Components with a Default Tasks parameter set to a value greater than zero may start automatically when the Siebel Server is started. Examples of background mode components include Transaction Router, Replication Agent, and Workflow Monitor Agent.

- **Batch mode components.** To start batch mode components, you need to manually start these components using the Server Manager. For more information, see "Running Server Tasks" on page 4-49. Siebel clients may also start these components using the Server Request Manager component. Batch mode components end once the task has been completed. Examples of batch mode components include Database Extract and Enterprise Integration Manager.

- **Interactive mode components.** Interactive mode components start tasks automatically in response to client requests. Interactive mode component tasks execute for as long as the client maintains the session, and end when the client disconnects. Examples of interactive mode components include Synchronization Manager and Object Manager.

For a complete list of Siebel Server components and their associated run modes, see "Server Components" on page A-6.

Component Types

Siebel Server supports multiple component types; each type performs a specific function or job. A component type is configured with a set of parameters that determine its behavior to create an entity called a *defined component* (or simply *component*). Components are defined at the enterprise level in *component groups*. Component groups are then assigned to one or more Siebel Servers within the enterprise on which they can execute tasks.

When the Enterprise Server is installed, predefined components are automatically configured for each component type. These predefined components are then automatically assigned to each Siebel Server within the enterprise. You can run your entire Siebel applications deployment using these predefined components, or you can modify their definitions and create new defined components to fine-tune your Siebel configuration. For a complete list of predefined Siebel Server components, see "Server Components" on page A-6.

The defined components feature allows you to create multiple defined components for a given component type, simplifying the process of starting various types of tasks using different parameters, and managing components across multiple Siebel Servers. For example, you may create one defined component for an Object Manager running in the Siebel Sales Enterprise application in English, and another for an Object Manager running the Siebel Service Enterprise application in French. Although these defined components use the same component type, they service distinct sets of users with different functionality requirements, and are distinct entities that can be individually managed, configured, and administered. Defined components are configured in the Enterprise Component Definitions view of the Server Manager GUI. For more information, see "Component Group and Server Component Administration" on page 4-13.

NOTE: For the remainder of this guide, the term *component* refers to both predefined components and defined components that you may create or modify.

Component Groups

Component groups are logical groupings of server components that are parts of a process. Using component groups, you can start or stop all components that are required for a single process, such as Siebel Remote or Workflow Management. Siebel eBusiness Applications provide a number of predefined component groups:

- Assignment Manager
- Communications Management
- Dun & Bradstreet
- Data Quality
- Enterprise Application Integration
- Field Service
- Incentive Compensation
- Marketing
- Siebel Remote
- SAP Connector
- System Management
- Siebel Thin Client
- Web Collaboration
- Workflow Management

You can also create your own component groups. For more information, see "Component Group and Server Component Administration" on page 4-13. For a list of components contained within each component group, see "Component Groups" on page A-2.

Database Reconnect

Database reconnect is a feature that enables server components to automatically attempt a database connection following a database or network failure. At regular intervals after the failure, server components will try to reconnect to the database and resume any tasks that were rolled back due to the failure. This feature greatly reduces the administration of server components.

Without database reconnect, a database or network failure will cause the server component to shut down and all running tasks to crash. You will then need to manually restart all components that were shutdown and rerun all tasks that crashed.

Database reconnect is enabled for all background mode and batch mode server components, with exception to the Enterprise Integration Mgr and Database Extract server components. This feature is disabled for all interactive mode server components (such as Synchronization Manager and all Object Manager components).

Server Configuration 2

Configuring the Siebel Server and Its Components

Before starting the Siebel Server, you may want to modify Siebel Server configuration. You will need to enable component groups on the Siebel Server. In some cases, you may need to reinstall the Siebel Server. This chapter describes the configuration methods that you may need to perform after completing the Siebel installation.

NOTE: The instructions in this chapter assume that you have successfully completed the installation of your Gateway Server, Enterprise Server, and all other Siebel Servers, as described in the *Siebel Installation Guide*.

Modifying Parameters Using the Server Manager GUI

Before starting the Siebel Server, you may want to add site-specific parameter values or overrides of existing values. You may perform server configuration using one of the following methods:

- Using the Server Manager GUI
- Using a modified configuration file for Siebel Server parameters

If you plan to configure only one server, you should use the Server Manager GUI to modify parameters specific to that server.

You can configure a server by modifying the parameters at the server, component, or task level for the given server. Changes to parameters at the server level will roll over to the component and task levels. Changes to parameters at the component level will only roll over to the task level. For more information, see "Parameter Administration" on page 4-57.

Changing the Siebel Administrator Password

After completing the Siebel installation, you may want to change the Siebel Administrator password. By default, the password for the Siebel Administrator is SADMIN.

To change the Siebel Administrator password

1. Change the Windows NT domain login password for the Siebel Administrator user.

   For more information, see the Windows NT documentation.

2. Change the Siebel Services password.

   a. In the Windows NT Control Panel, double-click Services.

   b. In the Services dialog box, click Startup.

   c. In the Service dialog box, change the password in the Password field.

3. Change the Siebel password using Server Manager.

   a. Choose Screens → Server Administration → Servers → Server Parameters.

   b. In the Siebel Servers list applet, select the Siebel Server for which you want to change the Siebel Administrator password.

   c. In the Server Parameters list applet, select Password.

   d. In the Current Value field, type in the new password.

4. Change the database user password for the Siebel Administrator database account.

   For more information, see the documentation for your RDBMS.

5. Restart the Siebel Server System Service.

   For information on restarting the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 3-5.

Enabling Component Groups

After you have installed the Siebel Server product, only the System component group is enabled. You must manually enable any other component groups that you want to run on the Siebel Server.

To enable component groups, see "Enabling Assigned Component Groups at the Enterprise Level" on page 4-20.

Reinstalling the Siebel Gateway Server and Siebel Server

In some cases, you may need to reinstall the Siebel Gateway Server and Siebel Server(s). These cases include scenarios when you want to:

- Rename the machine on which the Siebel Gateway Server and/or Siebel Server(s) are running.
- Make structural changes to the directory where the Siebel Gateway Server and/or Siebel Server(s) are installed.
- Move the Siebel Gateway Server and/or Siebel Server(s) to another machine.

Each of these operations will require you to uninstall and reinstall both the Siebel Gateway Server and Siebel Server(s). Due to possible problems that may arise from the reinstallation, it is highly recommended that you do not perform these operations.

To reinstall the Siebel Gateway Server and Siebel Server

Caution: Due to possible problems that may arise, it is highly recommended that you do not attempt to reinstall the Siebel Gateway Server and Siebel Server(s).

1. Uninstall the Siebel Server(s).

   For information on uninstalling Siebel Servers, see *Siebel Installation Guide*.

2. Uninstall the Siebel Gateway Server.

   For information on uninstalling the Siebel Gateway Server, see *Siebel Installation Guide*.

3. Reinstall the Siebel Gateway Server.

   For information on installing the Siebel Gateway Server, see *Siebel Installation Guide*.

4. Reinstall the Siebel Server(s).

   For information on installing Siebel Servers, see *Siebel Installation Guide*.

5. Re-extract all mobile clients.

   For information on extracting mobile client databases, see *Siebel Remote and Replication Manager Administration Guide*.

Server System Services 3

Administering the Siebel Gateway Name Server System Service

Occasionally, you will need to stop and restart the Siebel Gateway Name Server System Service for maintenance purposes. You should only restart the System Service when it is necessary. For information about Siebel Gateway Name Server System Service, see "Name Server" on page 1-4.

To start the Siebel Gateway Name Server System Service in Windows NT

1. Choose Start → Settings → Control Panel.
2. Double-click Services.
3. Scroll through the list of services and select Siebel Gateway Name Server.
4. Click Start.

   Windows NT will now start the Siebel Gateway Name Server System Service. This may take a few seconds. Once the service is started, the Status field will change to Started.
5. Click Close.

To stop the Siebel Gateway Name Server System Service in Windows NT

1. Choose Start → Settings → Control Panel.
2. Double-click Services.
3. Scroll through the list of services and select Siebel Gateway Name Server.
4. Click Stop.
5. Click Yes to confirm this operation.

   Windows NT will now stop the Siebel Gateway Name Server System Service. This may take a few seconds. Once the service is stopped, the Status field will be blank.
6. Click Close.

To check the status of the Siebel Gateway Name Server System Service in Windows NT

1. Choose Start → Settings → Control Panel.
2. Double-click Services.
3. Scroll through the list of services and select Siebel Gateway Name Server.

   A value of Started in the Status field for the selected service indicates that the System Service is running for the Siebel Gateway Name Server. If the Status field is blank, the System Service is not currently running.
4. Click Close.

To start the Siebel Gateway Name Server System Service in UNIX

- Enter:

  ```
  start_ns
  ```

  a To specify the Siebel root directory, use the `-r` switch by entering:

  ```
  start_ns -r siebel_root
  ```

  Typically, you do not need to use this switch, since the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Gateway Name Server will run.

  b To start the Gateway Name Server only if currently marked with the autostart attribute, use the `-a` switch by entering:

  ```
  start_ns -a
  ```

  Typically, this flag should only be used when invoking the start_ns script from an autostart script. For more information on the autostart script, see *Siebel Installation Guide*.

  c To "force" the start-up, use the `-f` switch by entering:

  ```
  start_ns -f
  ```

  This can be used to ensure that the Name Server will start up even if it was not previously shut down completely. This switch is typically not needed.

To stop the Siebel Gateway Name Server System Service in UNIX

- Enter:

  ```
  stop_ns -r siebel_root -f
  ```

  a To specify the Siebel root directory, use the `-r` switch by entering:

  ```
  stop_ns -r siebel_root
  ```

  Typically, you do not need to use this switch, since the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Gateway Name Server is running.

  b To force the shutdown, use the `-f` switch by entering:

  ```
  stop_ns -f
  ```

  This will cause the Name Server to shut down more quickly, but it may not shut down completely. In general, the `-f` switch should only be used if the Name Server did not respond to the non-forced shutdown in a timely manner.

To check the status of the Siebel Gateway Name Server System Service in UNIX

- Enter:

  ```
  list_ns
  ```

  To specify the Siebel root directory, use the `-r` switch by entering:

  ```
  list_ns -r siebel_root
  ```

  Typically, you do not need to use this switch, since the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Gateway Name Server is configured.

Administering the Siebel Server System Service

Occasionally, you will need to stop and restart the Siebel Server System Service for certain administrative changes to take effect. You should only restart the System Service when it is necessary.

NOTE: The Siebel Server System Service must be running before any Siebel Server can be started.

For information about the Siebel Server System Service, see "Siebel Server System Service" on page 1-8.

Administering the Siebel Server System Service on Windows NT

This section describes how to start, stop, and check the Siebel Server System Service in Windows NT.

To start the Siebel Server System Service in Windows NT

1. Choose Start → Settings → Control Panel.
2. Double-click Services.
3. Scroll through the list of services and select the desired Siebel Server service (the enterprise name and Server name will be indicated in square brackets).
4. Click Start.

   Windows NT will now start the Siebel Server System Service. This may take a few seconds. Once the service is started, the Status field will change to Started.
5. Click Close.

To stop the Siebel Server System Service in Windows NT

1. Choose Start → Settings → Control Panel.
2. Double-click Services.
3. Scroll through the list of services and select the desired Siebel Server service (the enterprise name and Server name will be indicated in square brackets).
4. Click Stop.
5. Click Yes to confirm this operation.

   Windows NT will now stop the Siebel Server System Service. This may take a few seconds. Once the service is stopped, the Status field will be blank.
6. Click Close.

To check the status of the Siebel Server System Service in Windows NT

1. Choose Start → Settings → Control Panel.
2. Double-click Services.
3. Scroll through the list of services and select the desired Siebel Server service (the enterprise name and Server name will be indicated in square brackets).

   A value of Started in the Status field for the selected service indicates that the System Service is running for the Siebel Server. If the Status field is blank, the System Service is not currently running.
4. Click Close.

Administering the Siebel Server System Service in UNIX

This section describes how to start, stop, check, and reset the Siebel Server System Service daemon process in UNIX.

To start the Siebel Server System Service in UNIX

- Enter:

  `start_server` *`siebel_server_name`*

  You may run this script to start the System Service for a specified Siebel Server (or servers), either within a specified enterprise or across all enterprises defined for the current installation.

  a To start multiple servers, enter the names of the Siebel Servers (separated by spaces), or `all` to start all Siebel Servers configured under the specified SIEBEL_ROOT on the particular server machine (or all Siebel Servers for a particular enterprise, if the enterprise name is specified, as described in Step c):

  `start_server` *`server1 server2...`*

  `start_server all`

  For example, to start the System Services for all Siebel Servers configured for the current installation (across all enterprises), use the following command:

  `start_server all`

  b To specify the Siebel root directory, use the `-r` switch by entering:

  `start_server -r` *`siebel_root`*

  Typically, you do not need to use this switch, since the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the server (or servers) will run.

c To limit the operation to servers in a specific enterprise, use the `-e` switch by entering:

```
start_server -e enterprise server1 server2...
```

You do not need to use this switch if the SIEBEL_ENTERPRISE environment variable is set in the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the enterprise name to indicate the enterprise for which servers will be started. To start all servers for all enterprises configured for the SIEBEL_ROOT, do not use this flag (you may also need to unset the SIEBEL_ENTERPRISE environment variable).

For example, to start the System Service for the `prod01` server in the `siebel` enterprise, use the following command:

```
start_server -e siebel prod01
```

To start the System Services for the `prod01` and `prod02` servers in the `siebel` enterprise, use the following command:

```
start_server -e siebel prod01 prod02
```

d To start only Siebel Servers that are marked with the autostart attribute, use the `-a` switch by entering:

```
start_server -a
```

Typically, this flag should only be used when invoking the start_server script from an autostart script. For more information on the autostart script, see *Siebel Installation Guide*.

e To "force" the start-up, use the `-f` switch by entering:

```
start_server -f
```

This can be used to ensure that the server (or servers) will start up even if it was not previously shut down cleanly. This switch is typically not needed.

To stop the Siebel Server System Service in UNIX

- Enter:

  `stop_server` *`siebel_server_name`*

  You may run this script to stop the System Service for a specified Siebel Server (or servers), either within a specified enterprise or across all enterprises defined for the current installation.

  a To stop multiple servers, enter the names of the Siebel Servers (separated by spaces), or `all` to stop all Siebel Servers configured under the specified SIEBEL_ROOT (or all Siebel Servers for a particular enterprise, if the enterprise name is specified, as described in Step c):

  `stop_server` *`server1 server2...`*

  `stop_server all`

  For example, to stop the System Services for all Siebel Servers configured for the current installation (across all enterprises), use the following command:

  `stop_server all`

  b To specify the Siebel root directory, use the `-r` switch by entering:

  `stop_server -r` *`siebel_root`*

  Typically, you do not need to use this switch, since the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the server (or servers) is running.

c To limit the operation to servers in a specific enterprise, use the `-e` switch by entering:

```
stop_server -e enterprise server1 server2...
```

You do not need to use this switch if the SIEBEL_ENTERPRISE environment variable is set in the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the enterprise name to indicate the enterprise for which servers will be stopped. To stop all servers for all enterprises configured for the SIEBEL_ROOT, do not use this flag (you may need to unset the SIEBEL_ENTERPRISE environment variable).

To stop the System Services for the `prod01` Server in the `siebel` enterprise, use the following command:

```
stop_server -e siebel prod01
```

d Use the `-M` switch if another Siebel Server is currently running under the same Siebel administrator account by entering:

```
stop_server -M
```

You should only need to use this switch in test or development environments, since only one server should run on one physical machine in production systems. This switch disables part of the stop functionality that would affect another Siebel Server running under the same user ID. If the `-M` switch is specified and the system service still fails to start up, you will need to shut down all Siebel Servers running under the same Siebel administrator account.

e To "force" the shutdown, use the `-f` switch by entering:

```
stop_server -f
```

This will cause the server to shut down more quickly, but may not give all components a chance to shut down cleanly. In general, the "force" option should only be used if the servers did not respond to the non-forced shutdown in a timely manner.

To check the status of the Siebel Server System Service in UNIX

- Enter:

  `list_server` *`siebel_server_name`*

  You may run this script to list the System Service for a specified Siebel Server (or servers), either within a specified enterprise or across all enterprises defined for the current installation.

  a To check the status of multiple servers, enter the names of the Siebel Servers (separated by spaces), or `all` to check the status of all Siebel Servers configured under the specified SIEBEL_ROOT (only if an enterprise is not specified):

  `list_server` *`server1 server2...`*

  `list_server all`

  For example, to list the current status of the System Services for all Siebel Servers configured for the current installation (across all enterprises), use the following command:

  `list_server all`

  b To specify the Siebel root directory, use the `-r` switch by entering:

  `list_server -r` *`siebel_root`*

  Typically, you do not need to use this switch, since the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the server (or servers) is configured.

c To specify the enterprise under which the specified server (or servers) is running, use the `-e` switch by entering:

```
list_server -e enterprise server1 server2...
```

You do not need to use this switch if the SIEBEL_ENTERPRISE environment variable is set in the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the enterprise name to indicate the enterprise under which the servers are running. To check the status of all servers for all enterprises configured for the SIEBEL_ROOT, use `all` for the *`enterprise`* variable.

For example, to list the current status of the System Service for the `prod01` Server in the `siebel` enterprise, use the following command:

```
list_server -e siebel prod01
```

To reset the Siebel Server System Service in UNIX

NOTE: This script should only be used if the Siebel Server System Service is unable to start after an abnormal shutdown or crash of the application server machine; it should not be used (or needed) as part of normal operation of the Siebel Server.

- Enter:

```
reset_server siebel_server_name
```

You may run this script to reset the System Service for a specified Siebel Server (or servers), either within a specified enterprise or across all enterprises defined for the current installation. The names of one or more Siebel Servers (separated by spaces) must be specified on the command line.

a To reset multiple servers, enter the names of the Siebel Servers (separated by spaces), or `all` to reset all Siebel Servers configured under the specified SIEBEL_ROOT (or all Siebel Servers for a particular enterprise, if the enterprise name is specified, as described in Step c):

```
reset_server server1 server2...
```

```
reset_server all
```

b To specify the Siebel root directory, use the `-r` switch by entering:

```
reset_server -r siebel root
```

Typically, you do not need to use this switch, since the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the server (or servers) is running.

c To specify the enterprise under which the specified server (or servers) is configured, use the `-e` switch by entering:

```
reset_server -e enterprise server1 server2...
```

You do not need to use this switch if the SIEBEL_ENTERPRISE environment variable is set in the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the enterprise name to indicate the enterprise under which the servers are configured. To reset all servers for all enterprises configured for the SIEBEL_ROOT, use `all` for the *`enterprise`* variable.

To reset the System Services for the `prod01` Server in the `siebel` enterprise, use the following command:

```
reset_server -e siebel prod01
```

d Use the `-M` switch if another Siebel Server is currently running under the same Siebel administrator account by entering:

```
reset_server -M
```

You should only need to use this switch in test or development environments, since only one server should run on one physical machine in production systems. This switch disables part of the reset functionality that would affect another Siebel Server running under the same user ID. If the `-M` switch is specified and the System Service for the Siebel Server is still not able to start up, the other Siebel Servers running under the same Siebel administrator account will need to be shut down (using the Server Manager) in order for reset_server to run without the `-M` switch.

Using the Server Manager GUI 4

Server Manager GUI

The Server Manager Graphic User Interface (GUI) consists of all views within the Server Administration screens under Screens → Server Administration. This chapter describes the administration tasks you can perform using the Server Manager GUI. You should use the Server Manager GUI to perform most administrative duties because it includes a more complete set of user interface functionality, and a more intuitive view into the operation of Siebel Servers, than does the command-line interface. For information on the command-line interface, see Chapter 5, "Using the Server Manager Command-Line Interface." For details on each Server Administration view, see Appendix C, "Server Administration Views."

NOTE: By default, the Server Manager GUI is installed on all Siebel client installations, and is accessible to the user if the Siebel Administrator permission is granted. This feature allows Siebel administrators to gain remote administration from any dedicated client on the network. Therefore, it is important that the Siebel Administrator permission be granted only to designated Siebel administrators. For more information, see *Siebel Applications Administration Guide*.

Gateway Server Administration

Use the Gateway Parameters view to modify parameters for the Siebel Gateway Server. For details on this view, see "Gateway Parameters View" on page C-84. For information about the Siebel Gateway Server, see "Siebel Gateway Server" on page 1-4.

To modify Siebel Gateway Server parameters

1. Choose Screens → Server Administration → Gateway Configuration → Gateway Parameters.
2. In the Gateway Parameters list applet, select the parameter you want to modify.

   Table 4-1 lists the Siebel Gateway Server parameters that you can modify.
3. In the Value field, type in the new value of the parameter.
4. Step off the row to save changes.

5 For the new parameters to take effect, stop and restart the Siebel Gateway Name Server System Service and the Siebel Server System Service.

For more information, see Chapter 3, "Server System Services."

Table 4-1 lists the Siebel Gateway Server parameters that you can modify.

Table 4-1. Siebel Gateway Server Parameters

Parameter	Alias	Description	Example
Gateway Server Description	GatewayDesc	Description of the Siebel Gateway Server.	Siebel Gateway Server on W_ICHAN
Gateway Hostname	GatewayHost	Host name or IP address of the Siebel Gateway Server.	W_ICHAN
User Name	Username	Siebel Gateway Server user name.	HQ\ichan
Password	Password	Siebel Gateway Server user password. Value will appear in asterisks.	ichan
Gateway Port	GatewayPort	TCP port for the Siebel Gateway Server. Default value is 2320.	2320
Gateway Server Virtual IP Address	GatewayVIP	Siebel Gateway Server Virtual IP Address used by the Siebel Connection Broker.	ICHAN

Figure 4-1 shows an example of modifying Siebel Gateway Server parameters.

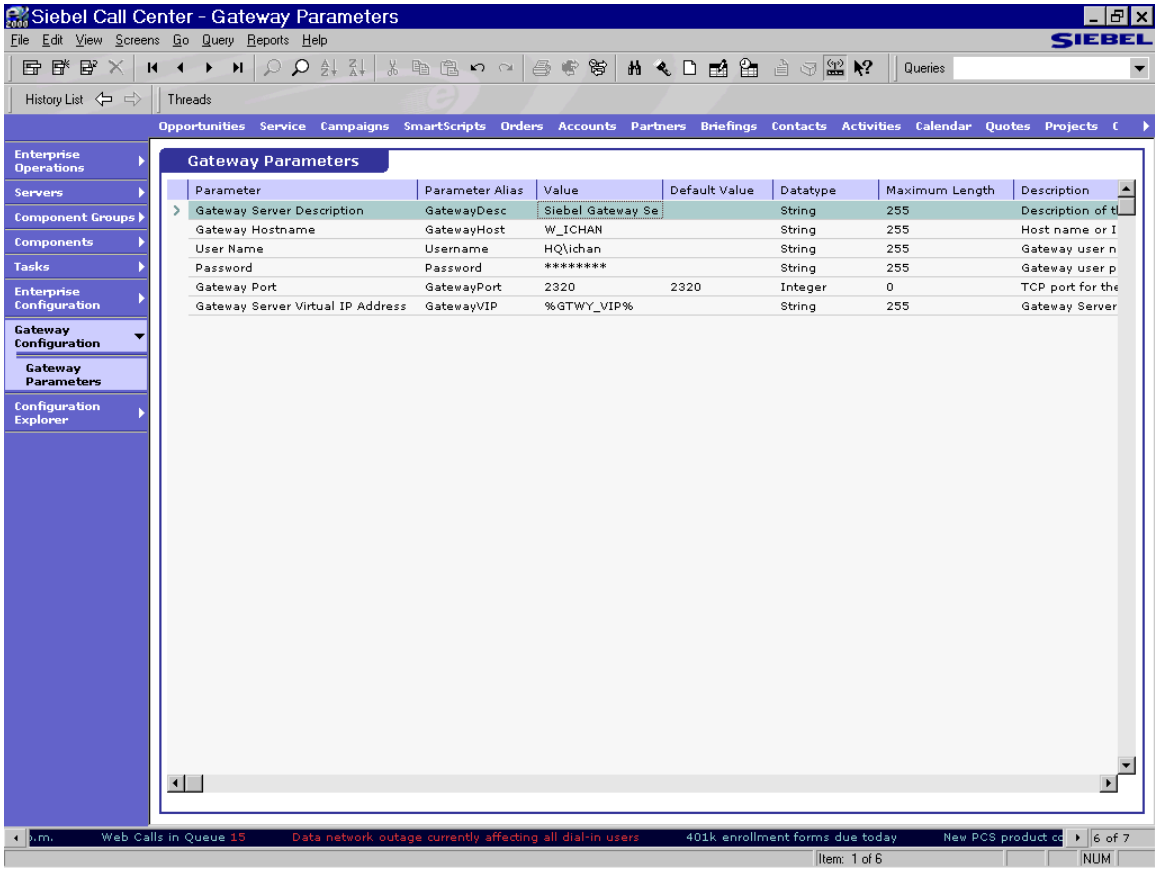


Figure 4-1. Modifying Siebel Gateway Server Parameters

Enterprise Server Administration

Use the Enterprise Servers view to monitor, start, or shut down the Enterprise Server. For details on this view, see "Enterprise Servers View" on page C-4. For information about Siebel Enterprise Servers, see "Siebel Enterprise Server" on page 1-7.

Starting the Enterprise Server

Starting the Enterprise Server causes all Siebel Servers within the enterprise to start, and automatically starts tasks for assigned components with a Default Tasks parameter set to a value greater than 0. Siebel Servers within a running enterprise can be individually stopped and restarted by the Siebel administrator.

To start the Enterprise Server

1. Choose Screens → Server Administration → Enterprise Operations → Enterprise Servers.
2. In the Enterprise Servers list applet, select the Enterprise Server you want to start.
3. Click Startup.

The selected Enterprise Server will now start. Figure 4-2 shows an example.

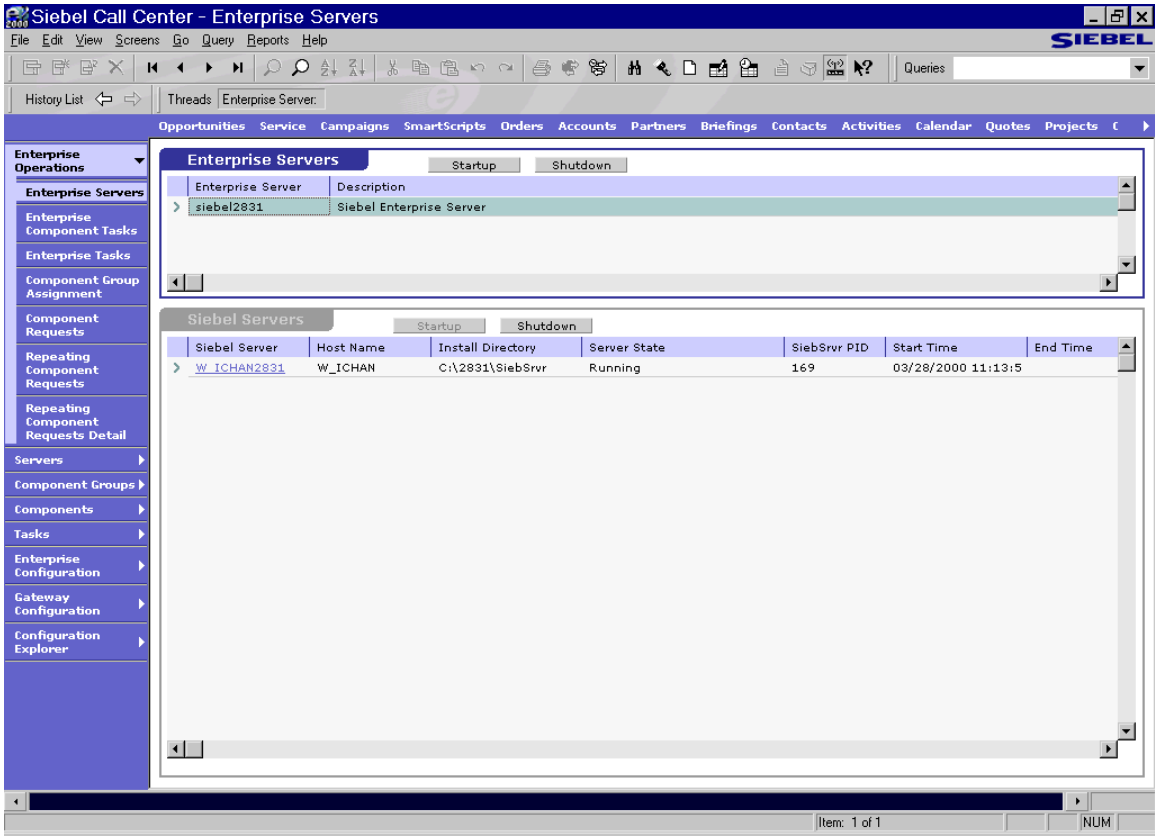


Figure 4-2. Starting and Shutting Down the Enterprise Server

Shutting Down the Enterprise Server

Shutting down the Enterprise Server causes all Siebel Servers within the enterprise to stop all tasks and then shut down.

To shut down the Enterprise Server

1. Choose Screens → Server Administration → Enterprise Operations → Enterprise Servers.
2. In the Enterprise Servers list applet, select the Enterprise Server you want to shut down.
3. Click the Shutdown button.

The selected Enterprise Server will now shut down.

Siebel Server Administration

Use the Enterprise Servers view to monitor the server state, and start or shut down a Siebel Server. For details on this view, see "Enterprise Servers View" on page C-4. For information about Siebel Servers, see "Siebel Server" on page 1-8. To perform these actions using the command-line interface, see "Server Manager Commands" on page 5-5.

The Siebel Server, along with the other components and tasks you defined during installation and setup, will start automatically when the Siebel Server System Service is started (assuming that the Auto Startup Mode server parameter is set to the default value of TRUE).

NOTE: Starting a server enables all server components on that server, and starts the default number of tasks (as defined in the Default Tasks parameter) for each background-mode component.

Once installed, a Siebel Server will always be in one of three states: Running, Shutdown, or Unavailable.

- **Running.** Indicates that the Siebel Server is running and that server components can operate. This is the normal mode of operation for the Siebel Server. When the Siebel Server Service starts, it sets the Siebel Server to the Running state by default (depending on the value of the Auto Startup Mode server-level parameter, which defaults to `true`).

  When the server starts, all of its components are enabled and the default number of tasks is instantiated for the background mode components (the number of tasks is determined by the value of the Default Tasks parameter for each component).

- **Shutdown.** Indicates that the Siebel Server is running, but component tasks are not currently running (other than the Server Manager component, which is operational whenever the Server Manager is connected) and new tasks are not allowed to start. The only processes that can run when the server is in a Shutdown state are the Siebel Server System Service itself and the Server Manager for a Siebel Server Manager client.

  Shut down the Siebel Server using the Server Manager whenever you want to shut down the:

  - Server machine on which the Siebel Server is running. This ensures a clean shutdown of each server component.
  - Siebel Server to perform maintenance.
  - Siebel Server in order to perform an automatic upgrade on the server's software using Siebel Upgrade Wizard.

NOTE: Individual components may be shut down or disabled without having to shut down the entire Siebel Server.

- **Unavailable.** Indicates that the Server Manager cannot connect to the Siebel Server; you will not be able to run any tasks or perform any administrative functions on that server. The Siebel Server may be unavailable for any of the following reasons:
  - The machine on which it is installed is shut down.
  - A network fault or configuration error prevents a connection from being established.
  - The Siebel Server System Service is not running; for example, it may be installed as a manually started service that has not been started. In general, the Siebel Server System Service should always be running when the application server is up.
  - The Siebel Server System Service was stopped manually.

Monitoring the Siebel Server

To monitor the state of the Siebel Server

1. Choose Screens → Server Administration → Enterprise Operations → Enterprise Servers.

   The Enterprise Servers view appears.

2. If necessary, select the enterprise you want to monitor in the Enterprise Servers list applet.

3. In the Siebel Servers list applet, the Server State field shows the state of available Siebel Servers in that enterprise.

To monitor the server state using the command-line interface, see "List Commands" on page 5-8.

To monitor the server state using the Configuration Hierarchy View

1 Choose Screens → Server Administration → Configuration Explorer → Configuration Hierarchy View.

The Configuration Hierarchy View appears.

2 In the Configuration Hierarchical View explorer applet, open the folders for your enterprise and the server you want to monitor.

3 In the Siebel Servers list applet, note the state of the server in the Server State field.

Starting the Siebel Server

To start the Siebel Server

NOTE: In order to start the Siebel Server, the Siebel Server System Service must be running. For more information, see "Administering the Siebel Server System Service" on page 3-5.

1 Choose Screens → Server Administration → Enterprise Operations → Enterprise Servers.

The Enterprise Servers view appears.

2 If necessary, select the enterprise in the Enterprise Servers list applet.

3 In the Siebel Servers list applet, select the Siebel Server you want to start.

4 Click Startup.

The Server State field changes to `Starting up`.

5 Click the Execute Query button in the toolbar until the Server State field changes to `Running`.

To start the Siebel Server using the command-line interface, see "Server Manager Commands" on page 5-5.

Shutting Down the Siebel Server

To shut down the Siebel Server

NOTE: Shutting down the Siebel Server will not automatically shut down the Siebel Server System Service. In some cases, you may need to shut down not only the Siebel Server, but also the Siebel Server System Service. To shut down the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 3-5.

1. Choose Screens → Server Administration → Enterprise Operations → Enterprise Servers.

   The Enterprise Servers view appears.

2. If necessary, select the enterprise you want to monitor in the Enterprise Servers list applet.

3. In the Siebel Servers list applet, select the Siebel Server you want to shut down.

4. Click Shutdown.

   The Server State field changes to `Shutting down`.

5. Click the Execute Query button in the toolbar until the Server State field changes to `Shutdown`.

To shut down the Siebel Server using the command-line interface, see "Server Manager Commands" on page 5-5.

Component Group and Server Component Administration

Use the Server Manager GUI for:

- Configuring Component Groups and Server Components
- Administering Component Groups and Server Components

For information about server components, see "Siebel Server Components" on page 1-11.

Configuring Component Groups and Server Components

Configuring component groups and server components involves the following steps:

- Creating Component Groups
- Creating Defined Components
- Assigning Component Groups to Siebel Servers
- Enabling Assigned Component Groups at the Enterprise Level
- Synchronizing Server Components

Creating Component Groups

Creating component groups is the first step in administering server components. Component groups allow you to run related tasks and administer related components in logical groupings.

To create a component group

1. Choose Screens → Server Administration → Enterprise Configuration → Enterprise Component Groups.
2. In the Enterprise Component Groups list applet, click Create.
3. In the Component Group field, type in a name for the component group.

   The name must be unique across the enterprise and should expressively identify the component group.

4 In the Component Group Alias field, type in an alias for the component group.

   The component group alias must:

   - Be unique across the enterprise
   - Not contain any blanks
   - Contain no more than 14 characters

5 In the Description field, enter a description of the component group.

Creating Defined Components

If you wish to use customized components, you can create defined components or customize existing components. Once defined, a component may have one of three definition states: Creating, Active, or Inactive.

- **Creating.** Indicates that the defined component is being configured. Once the definition is complete, setting its state to Active through the Definition State picklist fixes its configuration and enables the component to be assigned to Siebel Servers. The fixed parameters for the defined component cannot be overridden when the component is assigned, or when tasks are started for the component. Fixed parameters set for the defined component can only be modified while the component definition state is Creating.
- **Active.** Indicates that the defined component definition state is available for registration on Siebel Servers.
- **Inactive.** Indicates that the defined component will be inactivated when you restart the Siebel Server (or servers) to which the component is assigned. The component remains assigned to the servers, but tasks cannot be started for the component until you revert the component definition state to Active and restart the servers.

Use the Enterprise Component Definitions view, shown in Figure 4-3, to configure (create, delete, or modify) defined components. Parameter values in a component definition are used to initialize the component on a specific server. Changes to parameter values in component definitions only apply to the specified server after it has been restarted. For details of this view, see "Enterprise Component Definitions View" on page C-77. To configure defined components using the command-line interface, see "Component Definition Commands" on page 5-15.

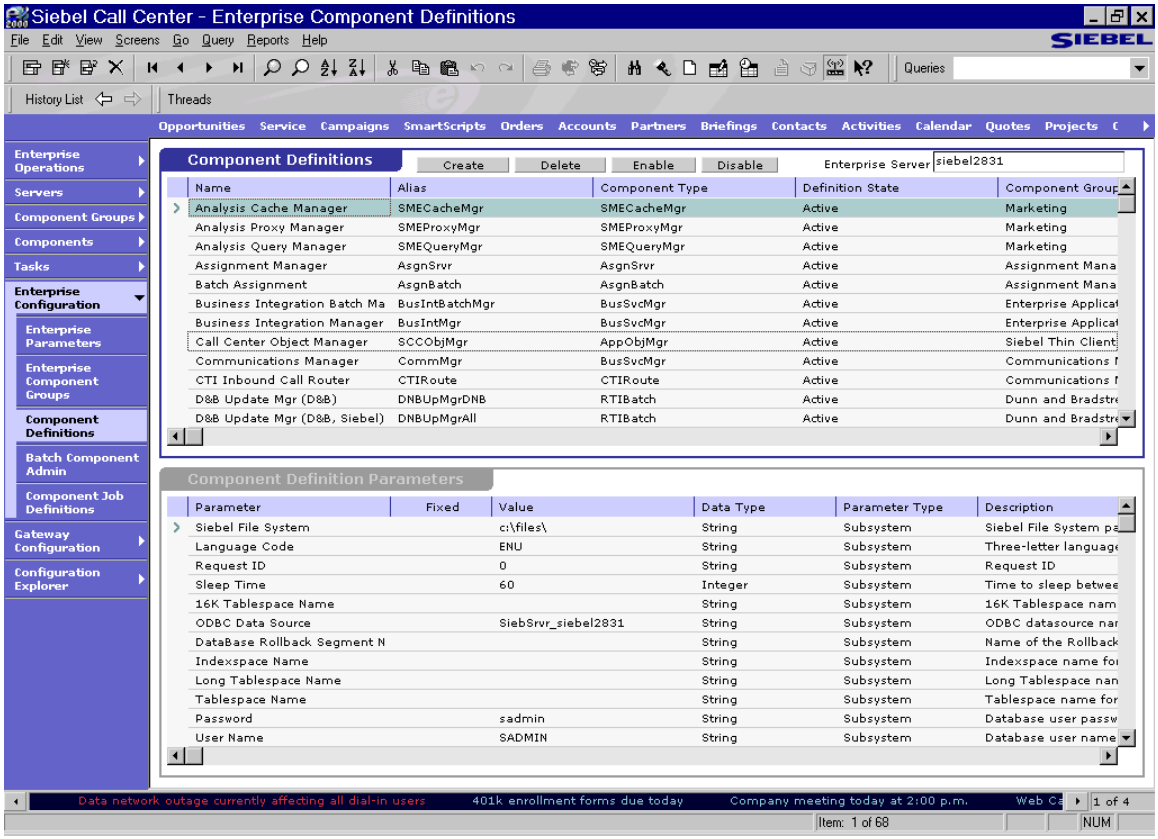


Figure 4-3. Creating Defined Components

To create a defined component

1. Choose Screens → Server Administration → Enterprise Configuration → Component Definitions.
2. In the Component Definitions list applet, click Create.
3. In the Name field, type in a name for the component.

   The name must be unique across the enterprise and should expressively identify the defined component.
4. In the Alias field, type in an alias for the component.

   The component alias must:

   - Be unique across the enterprise
   - Not contain any blanks
   - Contain no more than 30 characters
5. In the Component Type field, select the component type and click Pick.
6. In the Description field, type in a description of this component.
7. In the Component Group field, select a component group in which this component will belong and click Pick.

   The group must exist before you can select it. To create a component group, see "Creating Component Groups" on page 4-13.

   NOTE: This selection cannot be modified once the record is saved.
8. In the Component Definition Parameters list applet, make any desired changes to the component parameters that were created.
9. Activate the Fixed flag by clicking in the Fixed field for any parameters that you do not want overridden for this defined component.

10 In the Component Definitions list applet, select the component you just defined and click Enable.

11 For the change to take effect, stop and restart the Siebel Server System Service.

   For information on how to stop and start the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 3-5.

Once the Definition State field has been changed to Active, you can only modify component parameters that are not fixed. To make changes to fixed parameters for a defined component, you must delete the component and create a new one.

To delete a defined component

1 Choose Screens → Server Administration → Enterprise Configuration → Component Definitions.

   The Enterprise Component Definitions view appears.

2 In the Component Definitions list applet, select the component you want to delete.

3 Click Delete.

4 Click Yes to confirm the deletion.

To modify defined components

1 Choose Screens → Server Administration → Enterprise Configuration → Component Definitions.

   The Enterprise Component Definitions view appears.

2 In the Component Definitions list applet, select the component you want to modify.

3 Change the values in the appropriate fields.

4 Step off the row to save the record and your changes.

Assigning Component Groups to Siebel Servers

Component groups are assigned to Siebel Servers within an enterprise on which the components will run. Component groups must be assigned to Siebel Servers before tasks can be started for them. Both predefined and defined components groups are automatically assigned to each Siebel Server installed within an existing enterprise; only make changes to the component group assignment if you want to unassign or reassign component groups.

Since the Siebel Server needs to allocate memory for component groups, changes to the component group assignment state take effect only when the Siebel Server System Service is restarted.

NOTE: To minimize the number of multi-threaded processes that will be started on the Siebel Server, you may want to unassign component groups that you do not plan to run on that Siebel Server. You should only unassign component groups for which you do not plan to run tasks on the specific server.

Use the Component Group Assignments view to assign or unassign component groups. For details on this view, see "Component Group Assignment View" on page C-13. To assign or unassign components using the command-line interface, see "Component Definition Commands" on page 5-15.

NOTE: After assigning or unassigning a component, you must stop and restart the Siebel Server Service for changes to take effect.

To assign a component group to a server

1. Choose Screens → Server Administration → Enterprise Operations → Component Group Assignment.
2. In the Enterprise Component Group list applet, select the component group you want to assign.
3. In the Component Group Assignments list applet, select the server to which you want to assign the component group.
4. Click Assign.

   The Assigned field now has a checkmark in it.

5 For the change to take effect, stop and restart the Siebel Server System Service.

For information on how to stop and start the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 3-5.

Figure 4-4 shows an example of successfully assigning the SAP Connector component group.

NOTE: The Registration State field will not change to Active until the Siebel Server is restarted.

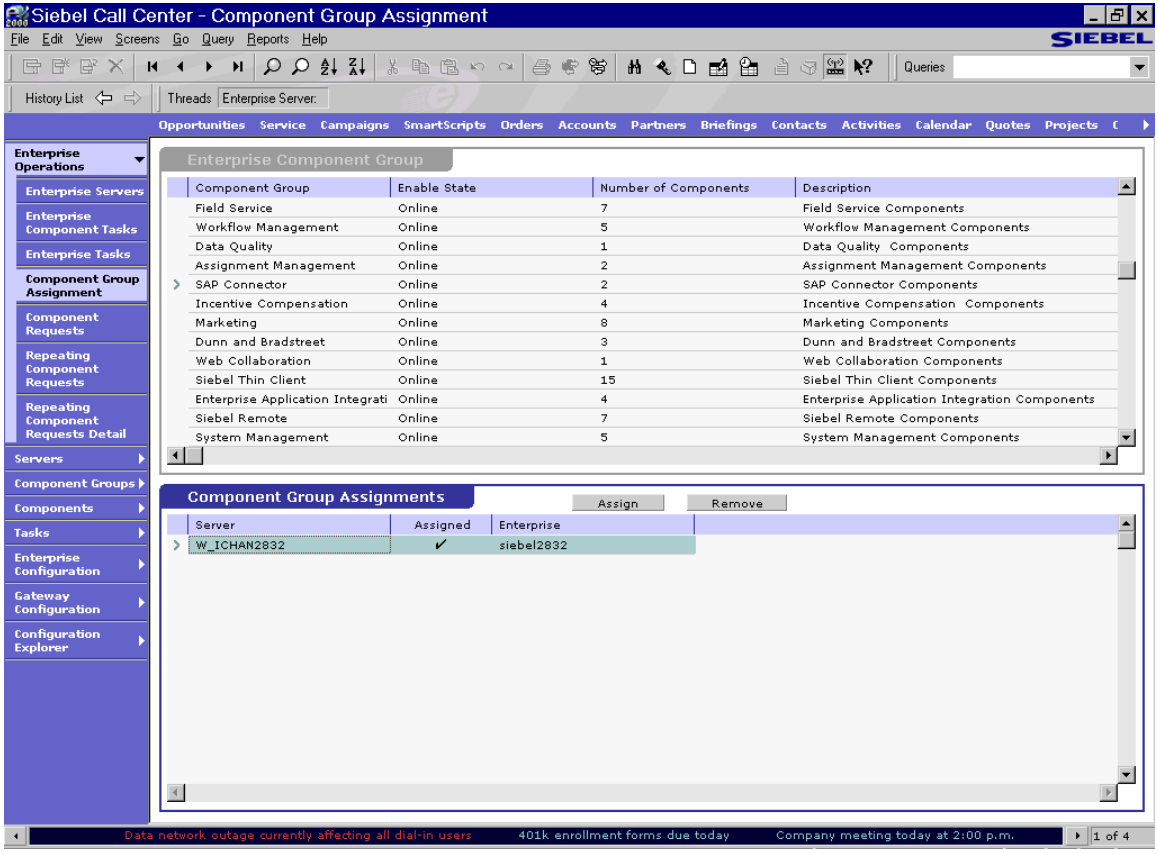


Figure 4-4. Assigning a Component Group

To unassign a component group from a server

1. Choose Screens → Server Administration → Enterprise Operations → Component Group Assignment.

   The Component Group Assignment view appears.

2. In the Enterprise Component Group list applet, select the component group you want to unassign.

3. In the Component Group Assignments list applet, select the server from which you want to unassign the component group.

4. Click Remove.

   The Assigned field no longer has a checkmark in it.

5. For the change to take effect, stop and restart the Siebel Server System Service.

   For information on how to stop and start the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 3-5.

Enabling Assigned Component Groups at the Enterprise Level

Once component groups are assigned to a server, you need to enable them at the enterprise level.

The enable state is dependent on the assignment state; only component groups assigned when the Siebel Server was started can be Enabled. Assigned component groups can have one of two possible enable states:

- **Enabled.** The component group is enabled at the enterprise level. You can then enable the component group run state so tasks can be started for components within the component group.
- **Disabled.** The component group is disabled at the enterprise level. You will not be able to enable the component group run state, and tasks cannot be started for components within the component group.

Use the Enterprise Component Groups view to enable or disable component groups at the enterprise level. For details on this view, see "Enterprise Component Groups View" on page C-74. To enable or disable component groups using the command-line interface, see "Component Group Definition Commands" on page 5-12.

NOTE: After you have installed the Siebel Server product, only the System component group is enabled. You will need to enable all component groups that contain components for which you want to run tasks.

To enable assigned component groups at the enterprise level

1. Choose Screens → Server Administration → Enterprise Configuration → Enterprise Component Groups.
2. In the Enterprise Component Groups list applet, select the component group you want to enable.
3. Click Enable.

   The Enable State field changes to Online.
4. Synchronize batch-mode server components.

   For information on synchronizing server components, see "Synchronizing Server Components" on page 4-25.
5. Stop and restart the Siebel Server System Service for changes to take effect.

   For information on restarting the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 3-5.

Figure 4-5 shows an example of enabling the SAP Connector component group at the enterprise level.

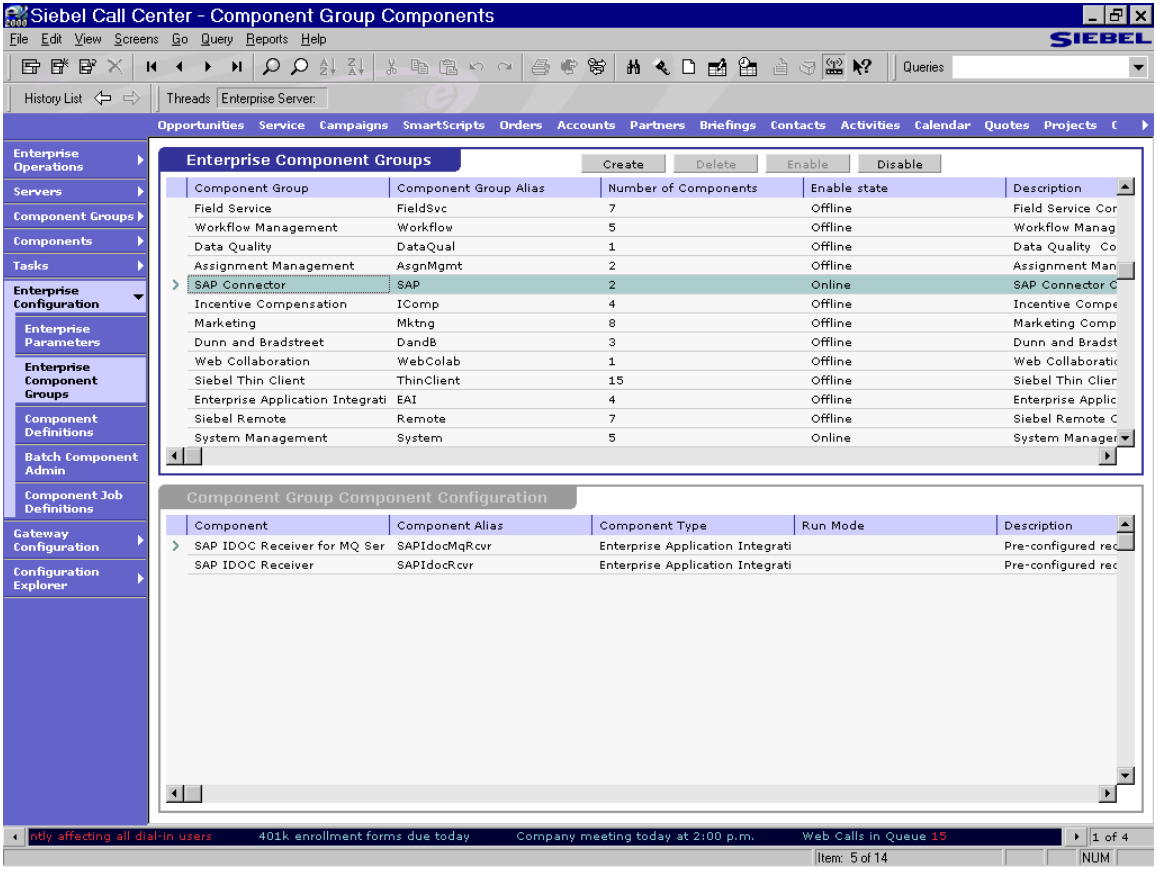


Figure 4-5. Enabling Assigned Component Groups at the Enterprise Level

To disable assigned component groups at the enterprise level

1. Choose Screens → Server Administration → Enterprise Configuration → Enterprise Component Groups.
2. In the Enterprise Component Groups list applet, select the component group you want to disable.
3. Click Disable.

   The Enable State field changes to Disabled.
4. Synchronize batch-mode server components.

   For information on synchronizing server components, see "Synchronizing Server Components" on page 4-25.
5. Stop and restart the Siebel Server System Service for changes to take effect.

   For information on restarting the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 3-5.

Figure 4-6 shows an example of disabling the SAP Connector component group at the enterprise level.

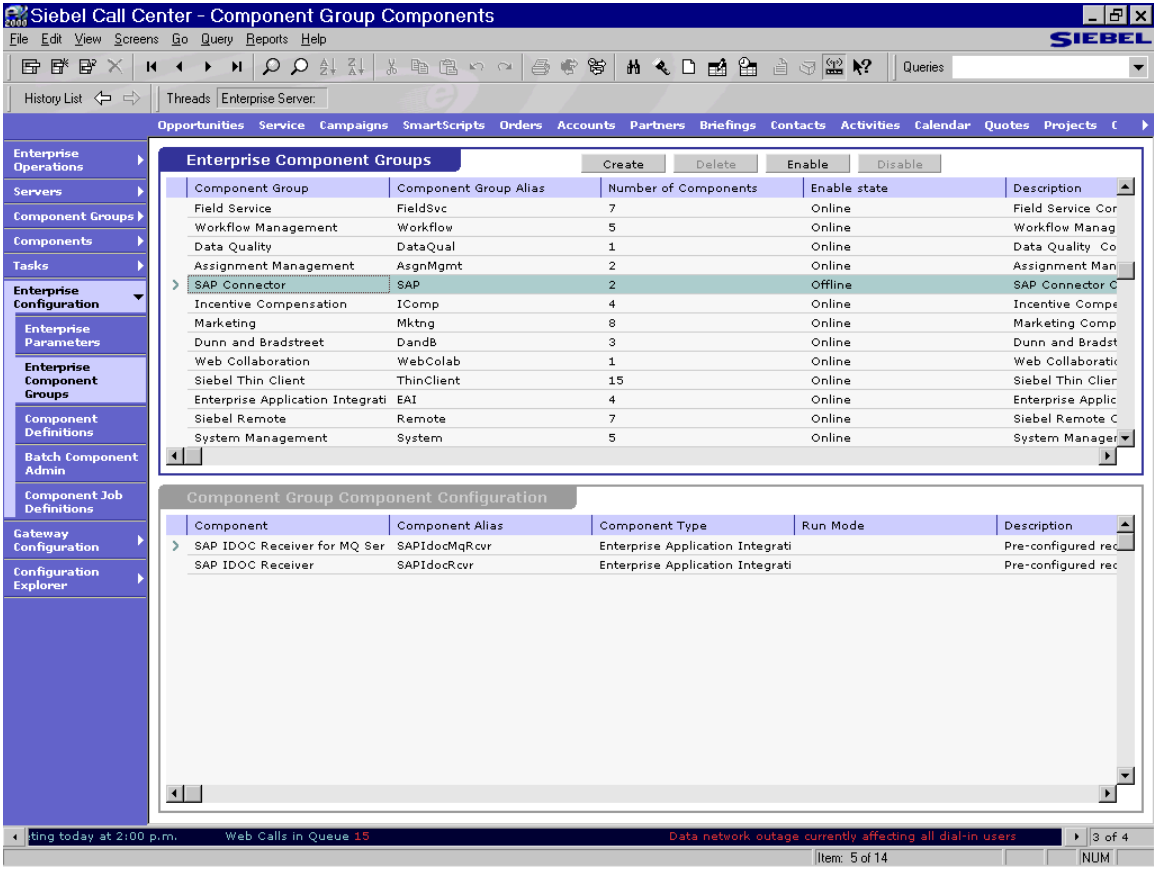


Figure 4-6. Disabling Assigned Component Groups at the Enterprise Level

Synchronizing Server Components

Server component definitions are stored in the Siebel Name Server. You need to synchronize batch-mode server components between the Siebel Name Server and the database whenever you:

- Create new server components
- Create new component jobs
- Modify existing server components
- Delete server components
- Enable server components
- Disable server components

Use the Batch Component Admin view to synchronize batch components. For details on this view, see "Batch Component Admin View" on page C-80.

NOTE: You need to synchronize server components after installing the Siebel Server. For more information on post-installation tasks, see *Siebel Installation Guide*.

To synchronize server components

1. Choose Screens → Server Administration → Enterprise Configuration → Batch Component Admin.
2. In the Batch Components list applet, click Synchronize.

   This operation may take up to a minute to complete.
3. Stop and restart the Siebel Server System Service for changes to take effect.

   For information on restarting the Siebel Server System Service, see "Administering the Siebel Server System Service" on page 3-5.

Figure 4-7 shows an example of synchronizing server components.

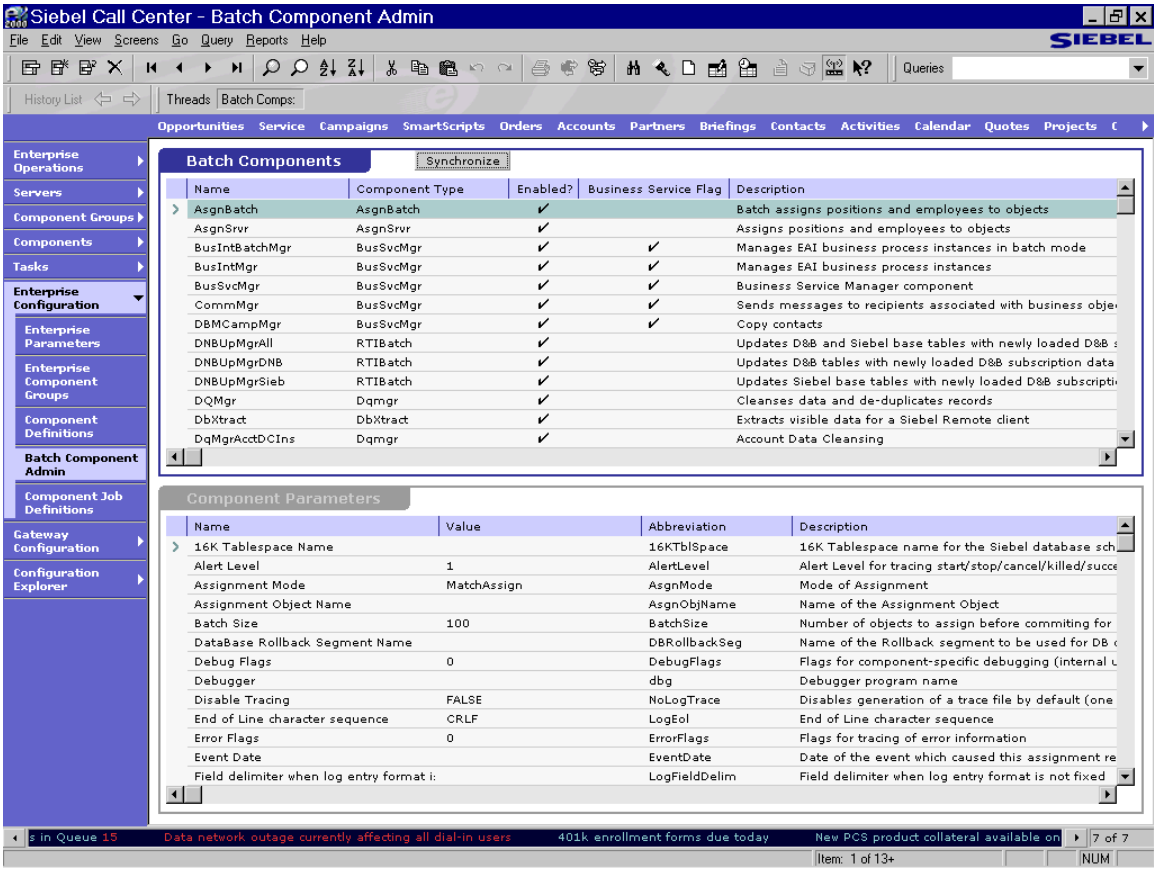


Figure 4-7. Synchronizing Server Components

Administering Component Groups and Server Components

Administering component groups and server components involves the following steps:

- Administering Server Components
- Administering Component Groups
- Monitoring Component Group Status

Administering Server Components

A server component may be in one of five component states: Running, Online, Offline, Shutdown, or Unavailable.

The server component state is dependent on the assignment state of the component group to which it belongs; only server components within assigned component groups when the Siebel Server was started can be Running or Online:

- **Running.** Indicates that tasks are currently running for the server component on the Siebel Server, and new tasks are allowed to start (up to the value of the Maximum Tasks parameter for the component). When the Siebel Server starts up, all background-mode components for which processes are started by default (components with a Default Tasks parameter set to a nonzero value) will start. When the last running task for the component completes or shuts down, the component state changes to Online.
- **Online.** Indicates that tasks are currently not running for the server component, but new tasks may be started through the Siebel Server Manager (or in response to client requests, for interactive-mode components). When the Siebel Server starts, all components for which processes are *not* started by default will be online. When a new task is started for the component, the component state changes to Starting Up.

- **Offline.** Indicates that new tasks may not be started for the component, though current running tasks can continue running (for background-mode components) or run to completion (for batch-mode and interactive-mode components).

  You may wish to disable an individual component in order to perform a system maintenance operation outside of the Siebel Server. For example, you may disable the Synchronization Manager component to do a file system reorganization on the docking subdirectory.

  To minimize the number of multi-threaded processes that will be started on the Siebel Server, you may want to disable components that you do not plan to run. You may also want to disable components due to database licenses. Each server process uses a database connection and therefore counts as a database user. If you have exceeded the maximum licensed connections for your database, then you may want to disable the server components that you will not be using. You should only disable components for which you do not plan to run tasks across the entire enterprise. Set the Min MT Servers parameter to 0 for multi-threaded server components has the same effect as disabling the component.

  An offline component may be set to Online (or Started, if there are still tasks running for the offline component) or Shutdown, in which case any running tasks will be stopped as cleanly as possible.

- **Shutdown.** Indicates that processes are not running for the component and new tasks may not be started. All tasks running when the component shuts down are stopped as quickly as possible. All components will be set to Shutdown when the Siebel Server shuts down, with the exception of the Server Manager component, which remains Online in order to perform administrative commands executed by the Siebel Server Manager. Background-mode components that are set to Shutdown but have a Default Tasks parameter set to a nonzero value may be set to Online or Started.

- **Unavailable.** Indicates that processes are not running for the component when a server process should be running. Multi-threaded server components can go into an Unavailable component state when the Min MT Servers parameter is set to a value greater than 0 and no server processes are actually running for that component. In this case, the server component may exit with error and become unavailable since it failed to initialize. Server components may also go into this state if the database connection is down. In this case, you need to restart the server component once database connection has been reestablished.

Use the Server Components view to change component states. For details on this view, see "Server Components View" on page C-30. To change component states using the command-line interface, see "Component Definition Commands" on page 5-15.

To start an assigned component

1. Choose Screens → Server Administration → Servers → Server Components.
2. In the Assigned Components list applet, select the assigned component you want to start.
3. Click Startup.

   When the component starts, its Component State field changes to Starting Up. Once the component is started and the task is complete, its Component State field changes to Running.

Figure 4-8 shows an example of successfully starting the Assignment Manager component.

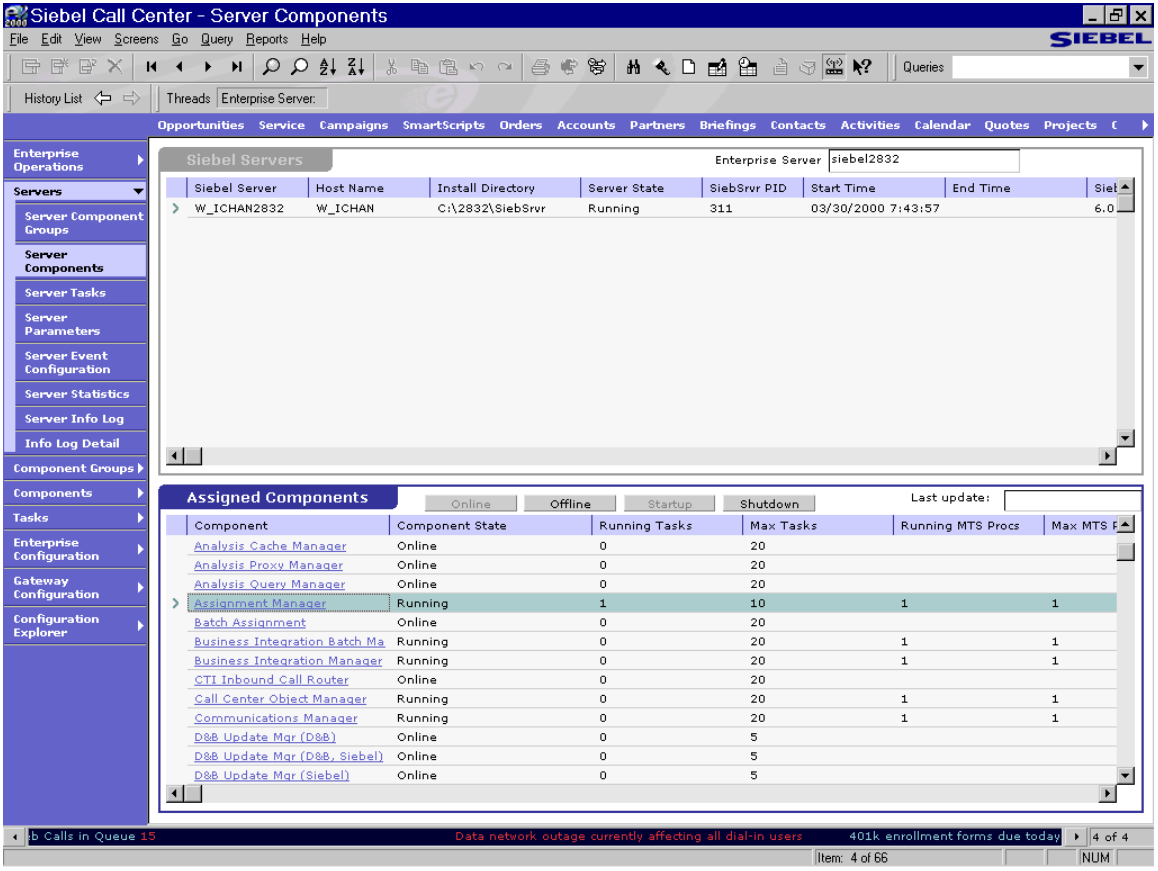


Figure 4-8. Starting an Assigned Component

To enable an assigned component

1. Choose Screens → Server Administration → Servers → Server Components.
2. In the Assigned Components list applet, select the component you want to make available.
3. Click Online.

   Once the component is enabled, its Component State field changes to Online.

Figure 4-9 shows an example of successfully enabling the CTI Inbound Call Router component.

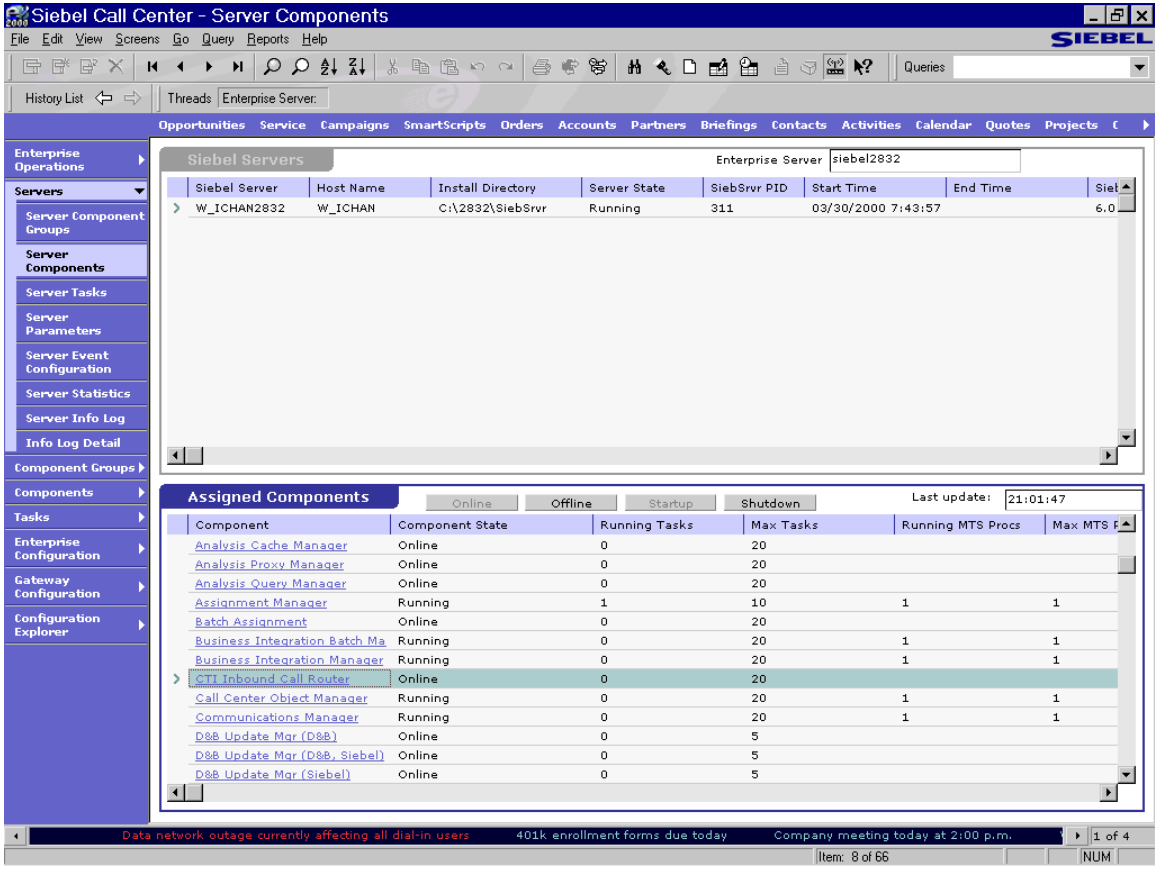


Figure 4-9. Enabling an Assigned Component

To disable an assigned component

1. Choose Screens → Server Administration → Servers → Server Components.
2. In the Assigned Components list applet, select the assigned component you want to disable.
3. Click Offline.

   Once the component is disabled, its Component State field changes to Offline.

Figure 4-10 shows an example of successfully disabling the CTI Inbound Call Router component.

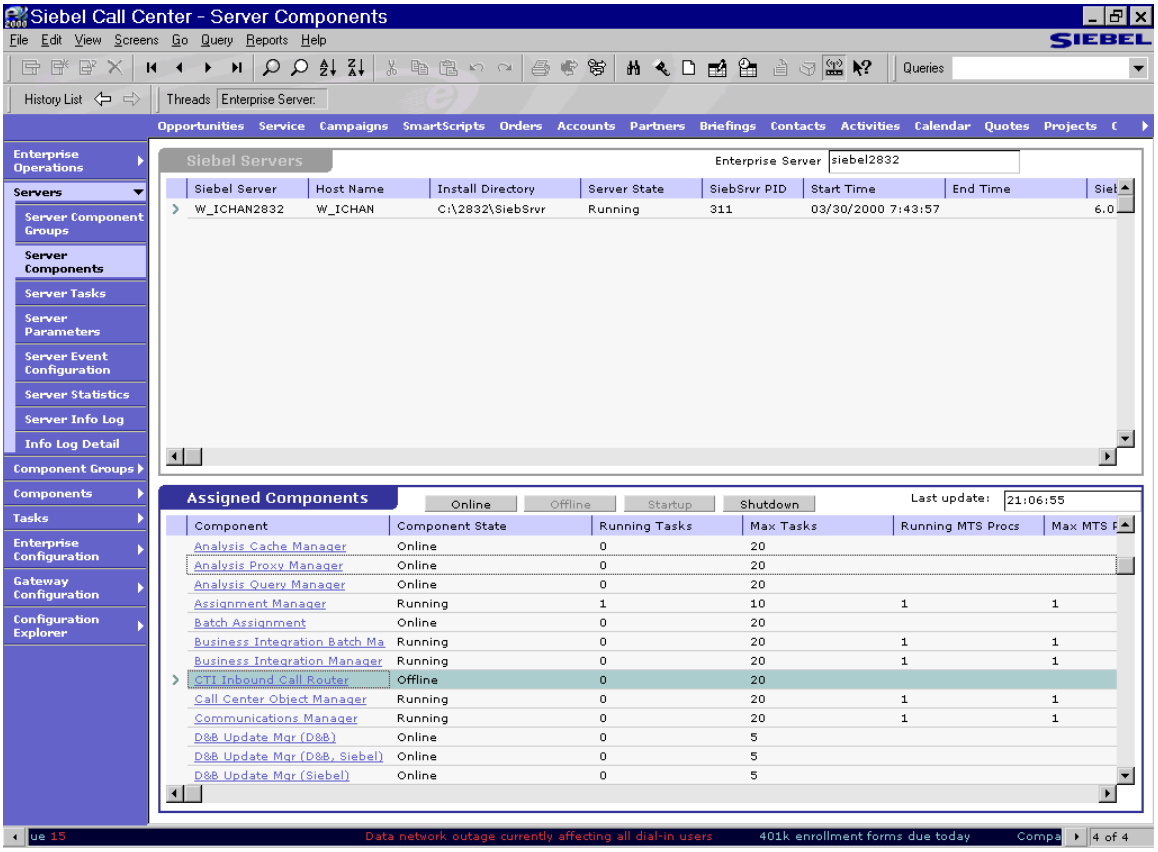


Figure 4-10. Disabling an Assigned Component

To shut down an assigned component

1. Choose Screens → Server Administration → Servers → Server Components.
2. In the Assigned Components list applet, select the assigned component you want to shut down.
3. Click Shutdown.

   Once the component shuts down, its Component State field changes to Shutdown.

Figure 4-11 shows an example of successfully shutting down the Assignment Manager component.

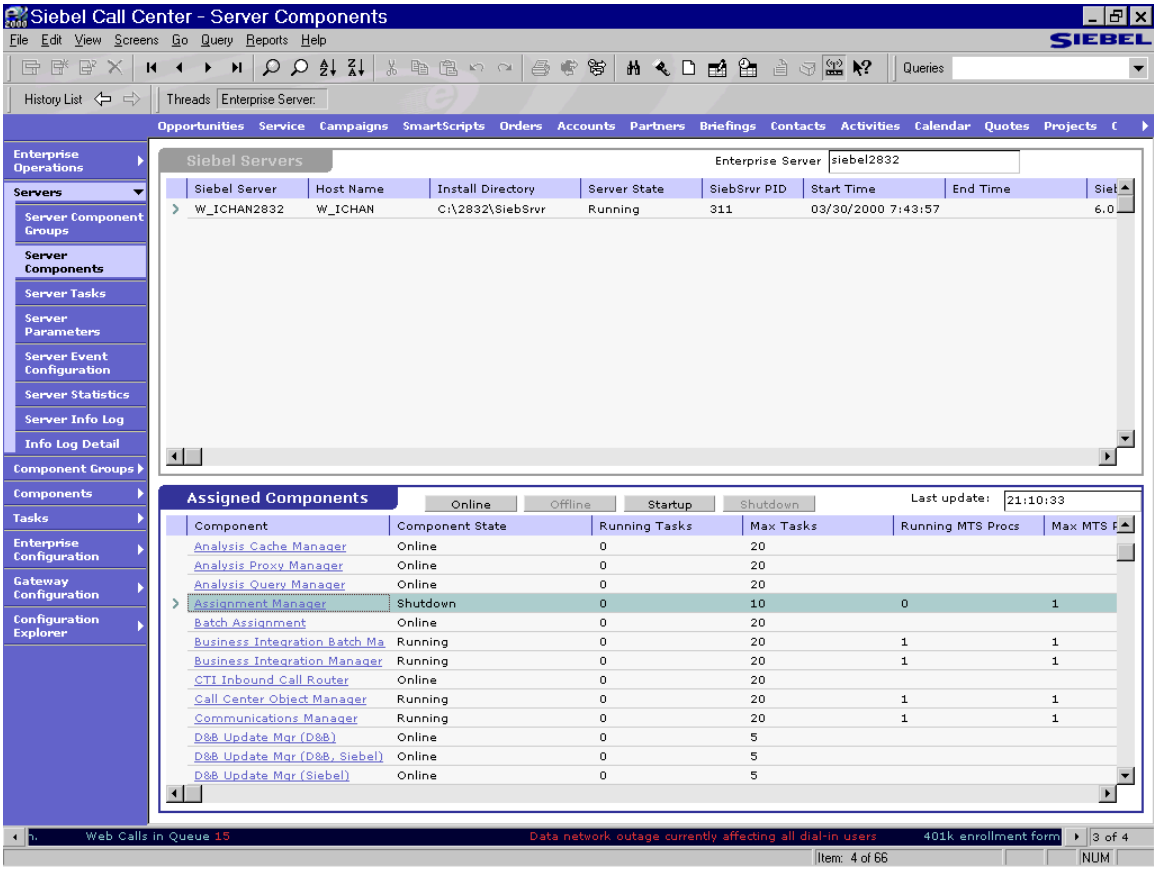


Figure 4-11. Shutting Down an Assigned Component

To recover a server component from an Unavailable component state

1. Choose Screens → Server Administration → Servers → Server Components.
2. In the Assigned Components list applet, select the unavailable component you want to recover.
3. Click Shutdown.

   Once the component shuts down, its Component State field changes to Shutdown.
4. Click Startup.

   When the component starts, its Component State field changes to Starting Up. Once the component is started and the task is complete, its Component State field changes to Running.

Administering Component Groups

A component group may be in one of several states. The run state is dependent on the enable state; only component groups that have an Online enable state when the Siebel Server was started can have a run state of Online or Running:

- **Online.** All components within the component group are enabled to run tasks.
- **Running.** All components within the component group are enabled, and at least one component within the component group is running a task.
- **Shutdown.** All components within the component group are shutdown. Tasks cannot run for any components within the component group.
- **Part shutdown.** At least one component within the component group is shutdown or shutting down.
- **Offline.** All components within the component group are offline.
- **Part offline.** At least one component within the component group is offline or unavailable.
- **Starting up.** At least one component within the component group is starting up.

You will need to enable a component group by setting its run state to Online before tasks can be started for components within the component group. To change the component group run state, use the Server Component Groups view as shown in Figure 4-12.

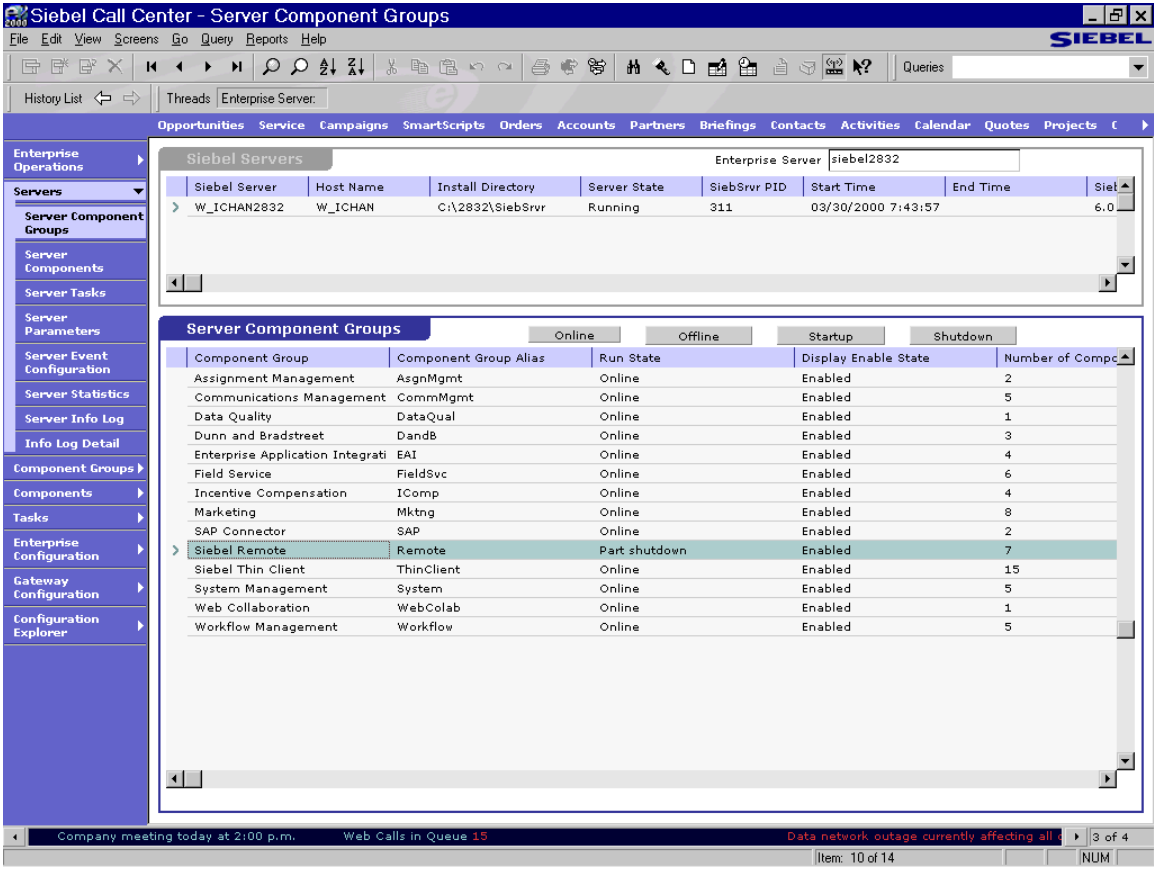


Figure 4-12. Administering Server Component Groups

For details on this view, see "Server Component Groups View" on page C-27.

To enable an assigned component group

1. Choose Screens → Server Administration → Servers → Server Component Groups.
2. In the Siebel Servers list applet, select the server on which the component group is assigned.
3. In the Server Component Groups list applet, select the component group you want to enable.
4. Click Online.

   Once the component group is enabled, its Run State field changes to Online.

To disable an assigned component group

1. Choose Screens → Server Administration → Servers → Server Component Groups.
2. In the Siebel Servers list applet, select the server on which the component group is assigned.
3. In the Server Component Groups list applet, select the component group you want to disable.
4. Click Offline.

   Once the component group is disabled, its Run State field changes to Offline.

To start an assigned component group

1. Choose Screens → Server Administration → Servers → Server Component Groups.
2. In the Siebel Servers list applet, select the server on which the component group is assigned.
3. In the Server Component Groups list applet, select the component group you want to start.
4. Click Startup.

   When the component group starts, its Run State field changes to Starting Up. Once the component group is started and the task is complete, its Run State field changes to Online.

To shut down an assigned component group

1. Choose Screens → Server Administration → Servers → Server Component Groups.
2. In the Siebel Servers list applet, select the server on which the component group is assigned.
3. In the Server Component Groups list applet, select the component group you want to shut down.
4. Click Shutdown.

   Once the component group shuts down, its Run State field changes to Disabled.

Monitoring Component Group Status

Use the Component Groups views to monitor the status of component groups.

To monitor server status for component groups

1. Choose Screens → Server Administration → Component Groups → Component Group Servers.
2. In the Enterprise Component Group list view, select the component group you would like to monitor.
3. In the Component Group Servers list view, check the State field for the server(s) on which the component group is running.

To monitor component status for component groups

1. Choose Screens → Server Administration → Component Groups → Component Group Components.
2. In the Enterprise Component Group list view, select the component group that contains the components you want to monitor.
3. In the Component Group Components list view, check the Run State of the components in the component group.

To monitor task status for component groups

1. Choose Screens → Server Administration → Component Groups → Component Group Tasks.
2. In the Enterprise Component Group list view, select the component group for which you want to monitor task status.
3. In the Compgroup Tasks list applet, check the Status field of all running tasks in the component group.

Component Job Administration

Component jobs are predefined component requests that use parameter values that you have defined. You should use component jobs instead of component requests if you are planning to regularly run component requests with same parameter values.

To define a component job

1. Choose Screens → Server Administration → Enterprise Configuration → Component Job Definitions.

   The Component Job Definitions view appears.
2. In the Component Job Definitions list applet, choose Edit → Add New Record.
3. In the Name field, give the component job a descriptive name, such as "Database Extracts for the CEO."
4. In the Component field, select the component this component job is based on.

   NOTE: Once a component job is created, do not change the value of the Component field. To change the component for an existing component job, create a new component job instead of modifying the existing one.
5. Select the Job Parameters list applet and choose Edit → Add New Record.

6 In the Name field, select the parameter you would like to define for this component job.

   The parameters that appear in the Component Parameters dialog box vary depending on the component you selected in Step 4.

7 Continue to choose parameters until you have defined all the parameters for the component job.

8 Synchronize the component this component job is based on.

   For information on synchronizing server components, see "Synchronizing Server Components" on page 4-25.

9 Stop and restart the Siebel Server.

   For information on starting and stopping Siebel Servers, see "Siebel Server Administration" on page 4-8.

Figure 4-13 shows an example of defining a component job named Monthly EIM.

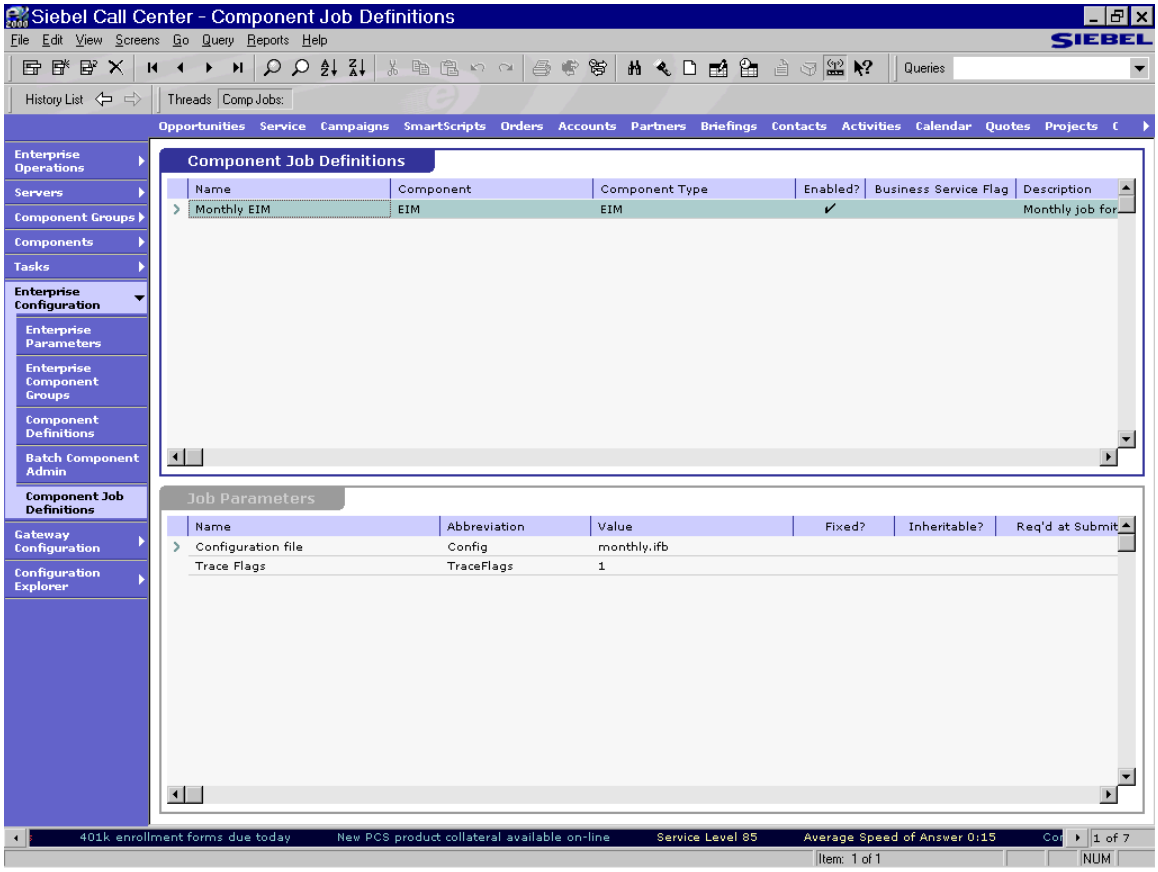


Figure 4-13. Defining Component Jobs

For details on this view, see "Component Job Definitions View" on page C-82.

Component Request Administration

Component requests are the same as server tasks, except they can:

- Be scheduled
- Be repeated
- Use component jobs

Running Component Requests

You can run a component request using either components or component jobs, and you can schedule the component request to run once at a specific time.

To run a component request

1. Choose Screens → Server Administration → Enterprise Operations → Component Requests.

   The Component Requests view appears. For details on this view, see "Component Requests View" on page C-15.

2. Click New.
3. In the Component/Job field, click the down-arrow button.
4. In the Component/Jobs pick applet, select the component or component job and click Pick.

   The Component Request Parameters list applet will be automatically populated with the parameters for the select component or component job.

   If you want to use a component job for your component request, you must first define the component job. For information of defining component jobs, see "Component Job Administration" on page 4-39.

5. Complete the rest of the fields.

   For details on each field, see "Component Requests View" on page C-15.

6. In the Component Request Parameters list applet, add or change any component parameters for the component request.

7 Click Submit.

Figure 4-14 shows an example of creating a component request for the EIM component.

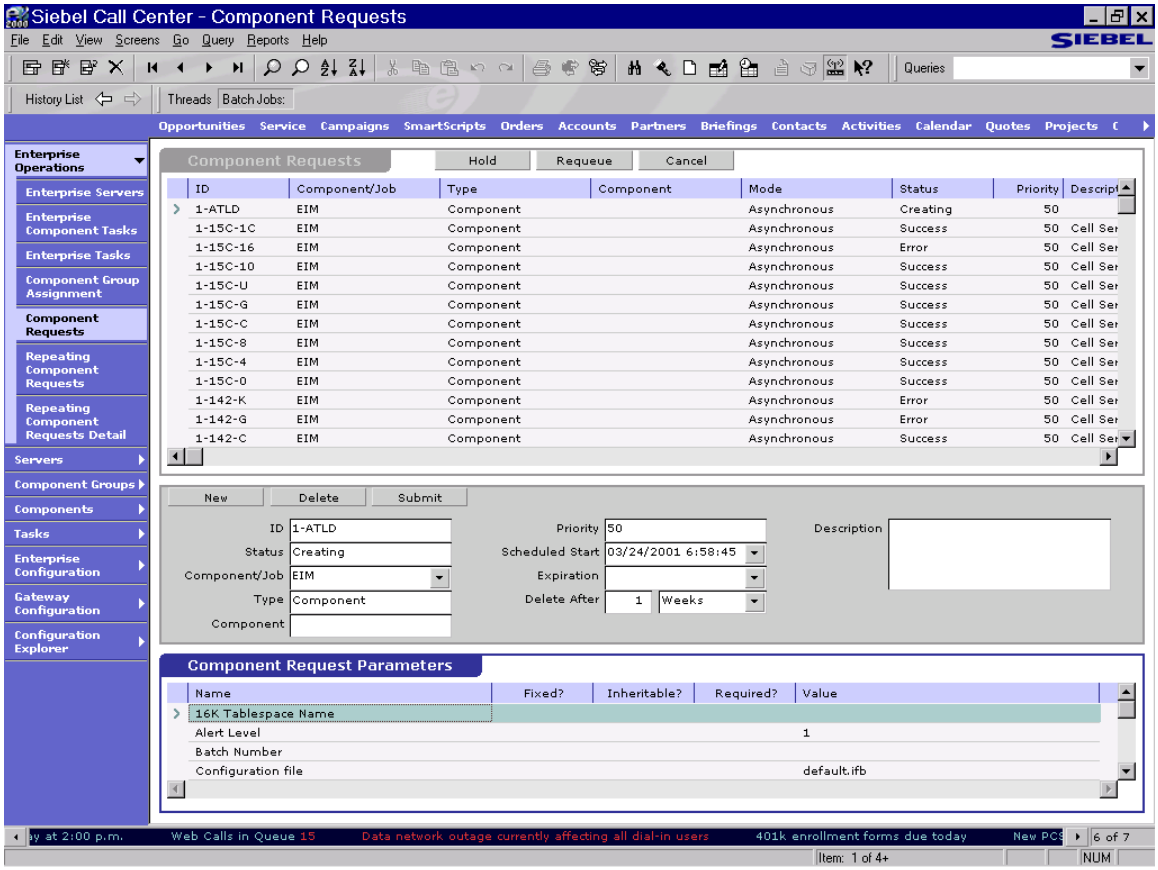


Figure 4-14. Defining Component Requests

Deleting Component Requests

You can only delete component requests that have a Status field of Creating. Once the component request has been submitted, you can only cancel the component request by clicking the Cancel button.

To delete a component request during its creation, click the Delete button. You can also delete component requests by setting the Delete After field while creating the component request.

Monitoring Component Requests

To monitor a component request

1. Choose Screens → Server Administration → Enterprise Operations → Component Requests.

   The Component Requests view appears. For details on this view, see "Component Requests View" on page C-15.

2. In the Component Requests list applet, select the component request you want to monitor and notice the status of the request in the Status column.

3. Use the Hold, Requeue, and Cancel buttons to change the status of the component request.

   - You can only hold a component request that has a Status field of Queued.
   - You can only requeue a component request that has a Status field of On Hold.
   - You can only cancel component requests that have a Status field of Queued or On Hold.

Running Repeating Component Requests

You can define repeating component requests using either components or component jobs, and you can schedule component requests to run repeatedly at specific times over specific intervals.

NOTE: If you need to run repeating requests at unspecified times or intervals, run component requests using a defined component job.

To run repeating component requests

1. Choose Screens → Server Administration → Enterprise Operations → Repeating Component Requests.

   The Repeating Component Requests view appears. For details on this view, see "Repeating Component Requests View" on page C-20.

2. Click New.

3. In the Component/Job field, click the down-arrow button.

4. In the Component/Jobs pick applet, select the component or component job and click Pick.

   The Component Request Parameters list applet will be automatically populated with the parameters for the select component or component job.

   If you want to use a component job for your repeating component request, you must first define the component job. For information of defining component jobs, see "Component Job Administration" on page 4-39.

5. In the Repeat Interval field, select the duration between iterations of component requests (such as 2 Days).

6 In the Repeat From field, select the instance from which the next repetition of the request should be executed.

   To select the instance when the previous iteration of the request was:

   - Scheduled to start, select Scheduled Start.
   - Actually started, select Actual Start.
   - Ended, select End.

7 In the Repetitions field, type in the number of times that the component request will be repeated.

8 In the Delete After field, select the duration that the repeating component request will remain active before it is deleted.

9 In the Component Request Parameters list applet, change the value of parameters as appropriate in the Value field.

10 Click Submit.

Figure 4-15 shows an example of creating a repeating component request for the EIM component that will repeat every 2 days after the schedule start time of the previous iteration for 10 times.

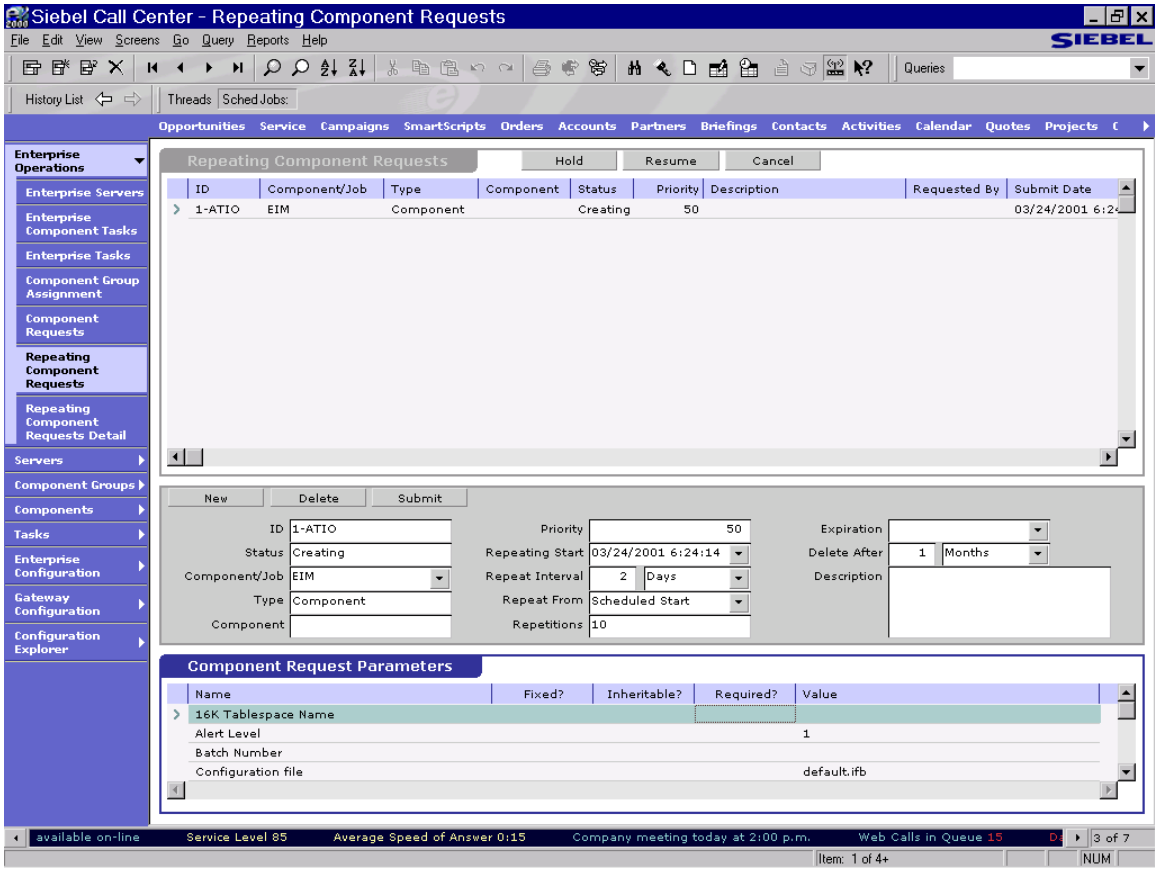


Figure 4-15. Defining Repeating Component Requests

Deleting Repeating Component Requests

You can only delete a repeating component request that has a Status field of Creating. Once the repeating component request has been submitted, you can only cancel the repeating component request by clicking the Cancel button.

To delete a repeating component request during its creating, click the Delete button. You can also delete repeating component requests by setting both the Expiration field and Delete After field while creating the repeating component request. Once the repeating component request has been submitted, these fields will be read-only.

Monitoring Repeating Component Request Status

To monitor repeating component requests

1. Choose Screens → Server Administration → Enterprise Operations → Repeating Component Requests Detail.

   The Repeating Component Requests Detail view appears. For details on this view, see "Repeating Component Requests Detail View" on page C-24.

2. Use the Hold, Requeue, and Cancel buttons to change the status of the repeating component request.

   - You can only hold a repeating component request that has a Status field of Queued.
   - You can only requeue a repeating component request that has a Status field of On Hold.
   - You can only cancel repeating component requests that have a Status field of Queued or On Hold.

Server Task Administration

Use the Server Manager GUI to:

- Run server tasks
- Monitor server task status

Running Server Tasks

Once a component has been enabled, tasks can be started for this component by using the Siebel Server Tasks view. Use this view to change the task status by starting, stopping, pausing, or resuming tasks. For details on this view, see "Server Tasks View" on page C-33. To change the task status using the command-line interface, see "Task Management Commands" on page 5-17.

To start a server task

1. Choose Screens → Server Administration → Servers → Server Tasks.

   The Siebel Server Tasks view appears.

2. In the Siebel Servers list applet, select the server on which you want to start the task.

3. In the Server Tasks list applet, click New.

4. Click the down-arrow button in the Component field, select the component for which you want to start the task, and click Pick.

   NOTE: Complete Step 5 only if you wish to override the default parameters for the component when running this task. If you wish to use the default parameters when running this task, then proceed to Step 6.

5. In the Server Tasks list applet, click the Parameters button.

   a. In the Parameter Overrides dialog box, change any of the default parameters for this component.

   b. Click Close.

6 In the Server Tasks list applet, click Start.

Once the task has started, you may monitor the task status by using various views in the Server Manager GUI. For more information, see "Monitoring Server Task Status" on page 4-51. Figure 4-16 shows an example of successfully starting a server task.

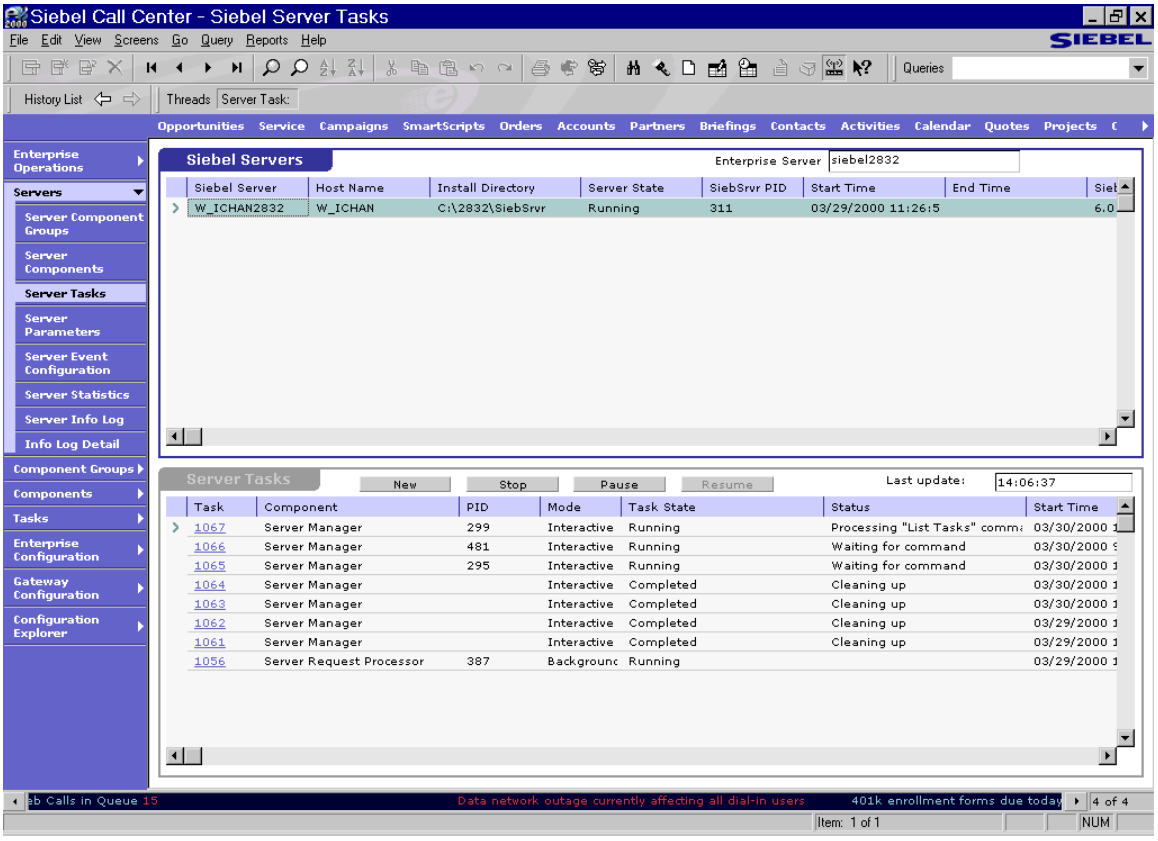


Figure 4-16. Starting a Server Task

While the task is running, you may stop, pause, or resume the task before its completion.

To stop a running task

- In the Server Tasks list applet, click Stop.

The Task Status field changes to Stopping. Once the task has stopped, the Task Status field changes to Completed, and you cannot restart the task. For more information, see "Monitoring Server Task Status".

To pause a running task

- In the Server Tasks list applet, click Pause.

The Task Status field changes to Paused. You may resume or stop a paused task. For more information, see "Monitoring Server Task Status".

To resume a paused task

- In the Server Tasks list applet, click Resume.

The Task Status field changes to Running. For more information, see "Monitoring Server Task Status".

Monitoring Server Task Status

A server component task may be in one of four fundamental states: Running, Paused, Stopping, or Completed.

- **Running.** Indicates that the task is executing normally. While the task is running, it will periodically update its task status, a component-generated message that indicates the task progress (or phase of operation).
  - Background mode component tasks will run until stopped manually, or until the Siebel Server or the component shuts down.
  - Batch mode component tasks will run to completion when their assigned unit of work is done.
  - Interactive mode component tasks will run until the client signs off from the connection (or until the task, component, or server is shut down).

  You may explicitly pause or stop any currently running component task.

- **Paused.** Indicates that the task has been temporarily placed in a suspended state. A paused task does not exclusively hold any shared system resources (such as file locks or database locks), or expend any processor or I/O cycles. You may choose to pause a running task to temporarily free up the system in order to process other critical tasks without having to restart the entire task. You may then resume or stop the paused task.

- **Stopping.** Indicates that the component task has been instructed to stop, or the component or server is being shut down. Occasionally, the shutdown process may take a while, in which case you may issue another Stop command, and the shutdown will be forced (this state may appear as Forcing Shutdown). Once a task has been instructed to stop, it may not be resumed.

- **Completed.** Indicates that the component process is no longer running. Once a process is completed, it may not be restarted, though you may start a new task for the same component. Several variations exist for the Completed state, depending on the manner in which the task finished processing:

  - *Completed* indicates that the task ran to completion and exited normally (batch mode and interactive mode tasks only).

  - *Exited with Error* indicates that the task encountered an error during its processing (such as bad input values or database errors). In this case, the Task Status field will display the error identifier for the error that has occurred.

  - *Killed* indicates that the process was not able to shut down cleanly, and you forced the task to shut down.

You may monitor task status using various views in the Server Manager GUI. To monitor task status using the command-line interface, see "List Commands" on page 5-8.

To monitor tasks across an enterprise

- Choose Screens → Server Administration → Enterprise Operations → Enterprise Tasks.

NOTE: This view refreshes automatically at the time interval set by the SrvrUpdateInterval parameter in the Siebel client siebel.cfg file (by default, this parameter is set to 60 seconds). You can also refresh this view manually by choosing Query → Execute Query.

The Server Task List view displays the tasks across your enterprise. Figure 4-17 shows an example of this view.

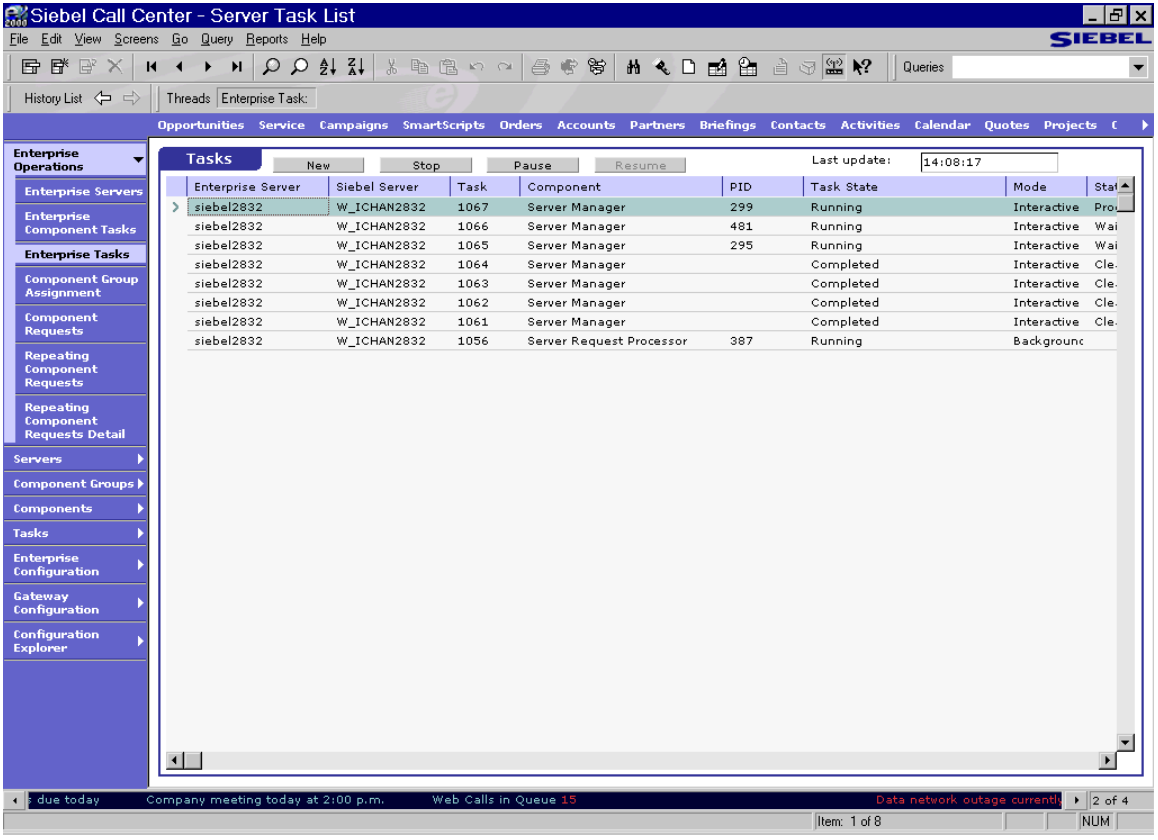


Figure 4-17. Monitoring Tasks Across an Enterprise

For details on this view, see "Enterprise Tasks View" on page C-10.

To monitor tasks on a specific server

1 Choose Screens → Server Administration → Servers → Server Tasks.

The Siebel Server Tasks view appears.

2 In the Siebel Servers list applet, select the server you want to monitor.

The Server Tasks list applet lists the tasks that are running or completed for this server.

NOTE: This view refreshes automatically at the time interval set by the SrvrUpdateInterval parameter in the Siebel client siebel.cfg file (by default, this parameter is set to 60 seconds). You can also refresh this view manually by choosing Query → Execute Query.

---

3 To see more information for a specific task, click the task number in the Task field to drill down to the Task Info Log view.

The Siebel Server Tasks view displays the tasks for the selected server. Figure 4-16 on page 4-50 shows an example of this view.

For details on this view, see "Server Tasks View" on page C-33.

To monitor tasks for a specific component

1 Choose Screens → Server Administration → Components → Component Tasks.

The Server Component Tasks view appears.

2 In the Server Components list applet, select the component you want to monitor.

The Component Tasks list applet lists the tasks that are running or completed for this component.

NOTE: This view refreshes automatically at the time interval set by the SrvrUpdateInterval parameter in the Siebel client configuration file (by default, this parameter is set to 60 seconds). You can also refresh this view manually by choosing Query → Execute Query.

---

3 To see more information for a specific task, click the task number in the Task field to drill down to the Task Info Log view.

The Server Component Tasks view displays the tasks for the selected component. Figure 4-18 shows an example of this view.

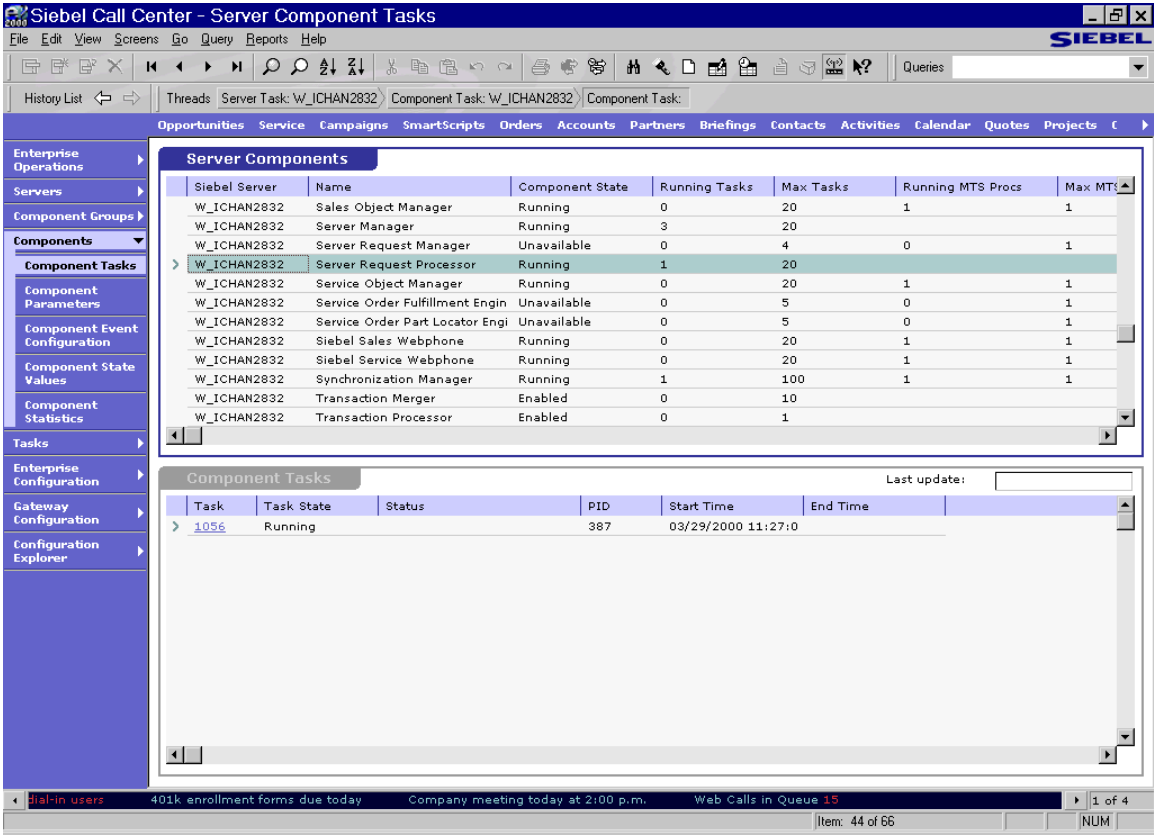


Figure 4-18. Monitoring Tasks for a Specific Component

For details on this view, see "Component Tasks View" on page C-53.

Parameter Administration

Parameters are settings that control the operation of various server components. Parameters are defined at multiple levels within the Siebel Server architecture.

Administering Enterprise Parameters

Enterprise parameters set the attributes of the entire Enterprise Server. These parameters are initially set when the Enterprise Server is created. Each Siebel Server installed in the enterprise inherits these enterprise parameters, which can then be modified or overridden on each Siebel Server. Changes to enterprise parameters remain only on the Siebel Server where they are modified; they are not extended to the Enterprise Server level or to other Siebel Servers.

To modify enterprise parameters

1. Choose Screens → Server Administration → Enterprise Configuration → Enterprise Parameters.
2. In the Enterprise Parameters list applet, change the values of the parameters you want to modify.

   For a complete list of all enterprise parameters and their related attributes, see "Parameters" on page A-11.
3. For changes to take effect, stop and restart the Enterprise Server.

   For information on restarting the Enterprise Server, see "Enterprise Server Administration" on page 4-6.

Figure 4-19 shows an example of setting the Siebel File System enterprise parameter to c:\files\.

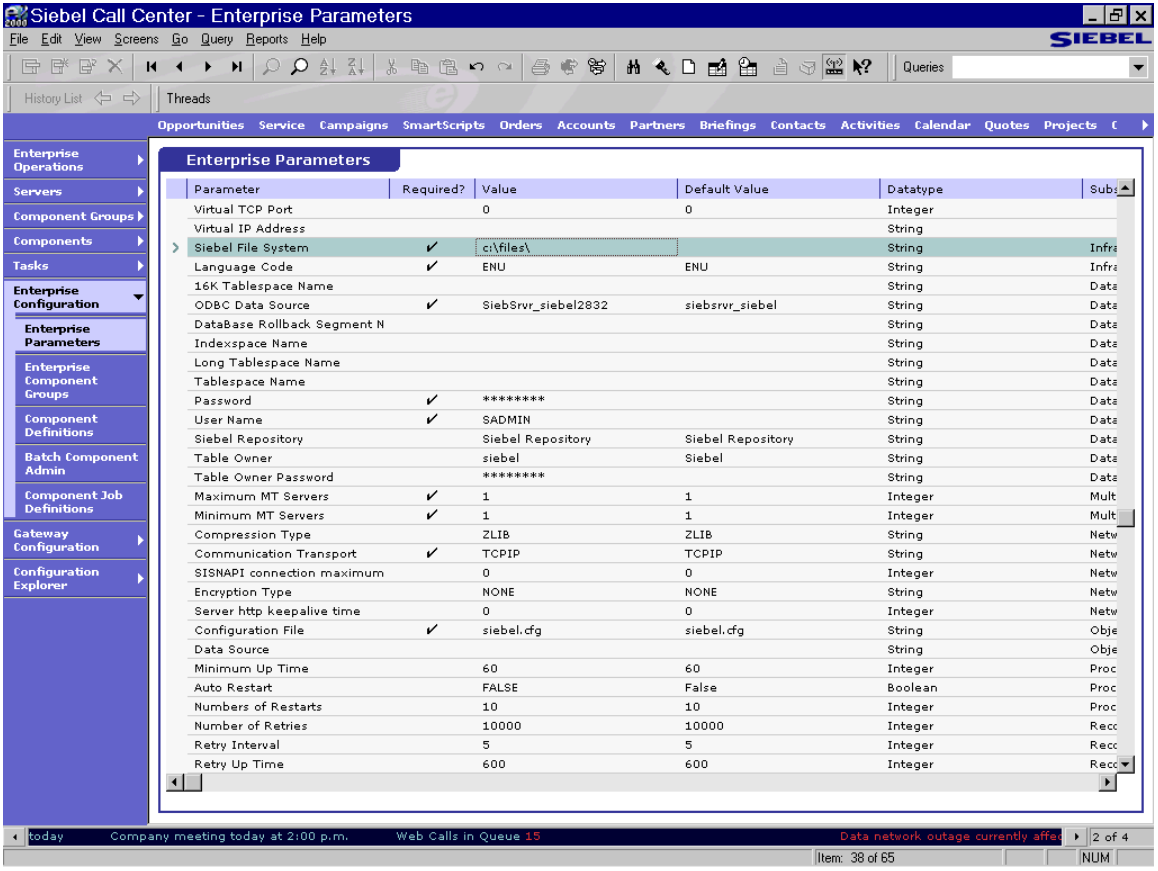


Figure 4-19. Modifying Enterprise Parameters

For details on this view, see "Enterprise Parameters View" on page C-72.

To modify enterprise parameters using the Configuration Explorer

1. Choose Screens → Server Administration → Configuration Explorer → Configuration Hierarchy View.
2. In the Configuration Hierarchical View explorer applet, double-click the enterprise server you want to modify.
3. Click Enterprise Parameters.
4. In the Enterprise Parameters list applet, change the values of the parameters you want to modify.

   For a complete list of all enterprise parameters and their related attributes, see "Parameters" on page A-11.
5. For changes to take effect, stop and restart the Enterprise Server.

   For information on restarting the Enterprise Server, see "Enterprise Server Administration" on page 4-6.

Figure 4-20 shows an example of setting the Siebel File System enterprise parameter to c:\files\ using the Configuration Explorer.

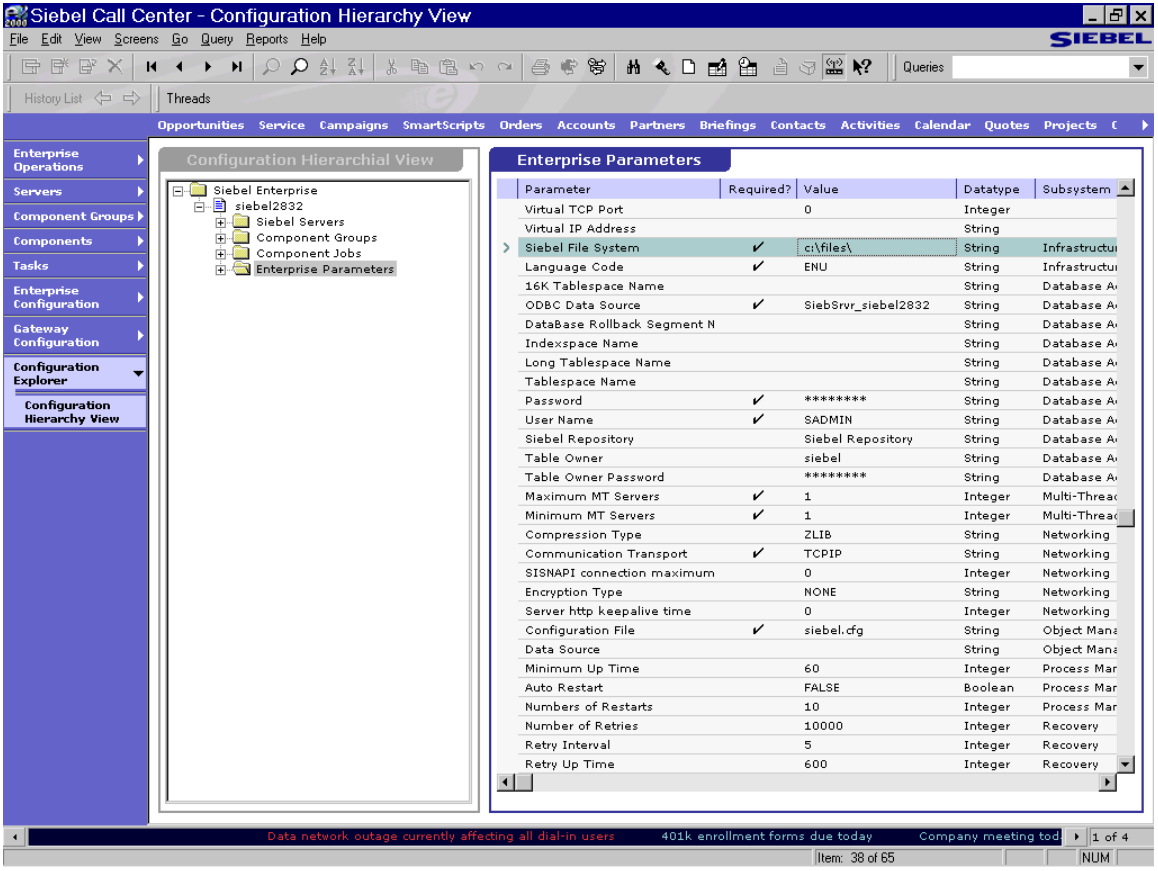


Figure 4-20. Modifying Enterprise Parameters Using the Configuration Explorer

For details on this view, see "Configuration Hierarchy View" on page C-85.

Administering Server Parameters

Server parameters set the attributes of each Siebel Server. These parameters are either used by the Siebel Server for its own operation (such as Server Shutdown Wait Time), or inherited by the components assigned to that Siebel Server.

The complete set of parameters for a given Siebel Server is a combination of the enterprise parameters inherited from the enterprise, and those specified when the server is installed. Either type may be modified for any given Siebel Server.

New values for server-level dynamic parameters (parameters marked as Effective Immediately) set using the Siebel Server Manager will apply to subsequently started tasks, unless these values are overridden at a lower level.

New values for static parameters (parameters not marked Effective Immediately) will not apply to subsequently started tasks until you stop and restart the Siebel Server System Service. For both fixed and static parameters, the Siebel Server Manager views will continue to show both the current value and the value upon Siebel Server restart.

To modify parameters using the command-line interface, see "Parameter Management Commands" on page 5-19.

To modify server parameters

1. Choose Screens → Server Administration → Servers → Server Parameters.
2. In the Siebel Servers list applet, select the server you want to modify.
3. In the Server Parameters list applet, change the values of the parameters you want to modify.

   For a complete list of all server parameters and their related attributes, see "Parameters" on page A-11.
4. For changes to take effect, stop and restart the Siebel Server.

   For information on restarting the Siebel Server, see "Siebel Server Administration" on page 4-8.

Figure 4-21 shows an example of setting the Maximum MT Servers server parameter to 2 (the new value will not appear in the Current Value field until the Siebel Server is restarted).

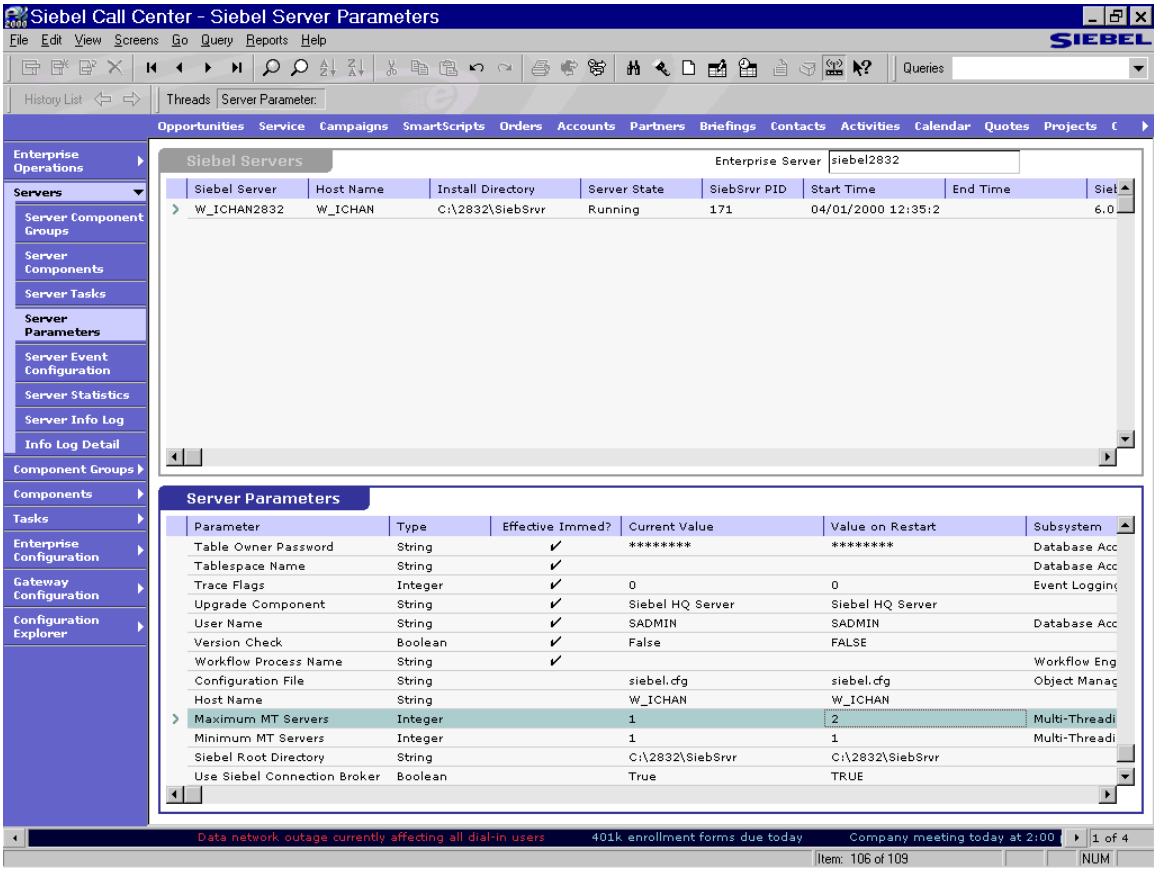


Figure 4-21. Modifying Server Parameters

For details on this view, see "Server Parameters View" on page C-36.

To modify server parameters using the Configuration Explorer

1. Choose Screens → Server Administration → Configuration Explorer → Configuration Hierarchy View.
2. In the Configuration Hierarchical View explorer applet, double-click the enterprise server that contains the Siebel Server you want to modify.
3. Double-click Siebel Servers.
4. Double-click the Siebel Server you want to modify.
5. Click Server Parameters.
6. In the Server Parameters list applet, change the values of the parameters you want to modify by entering a new value in the Value on Restart field.

   For a complete list of all server parameters and their related attributes, see "Parameters" on page A-11.
7. For changes to take effect, stop and restart the Siebel Server.

   For information on restarting the Siebel Server, see "Siebel Server Administration" on page 4-8.
8. This new value will now appear in the Current Value field.

Figure 4-22 shows an example of setting the Maximum MT Servers server parameter to 2 using the Configuration Explorer (the new value will not appear in the Current Value field until the Siebel Server is restarted).

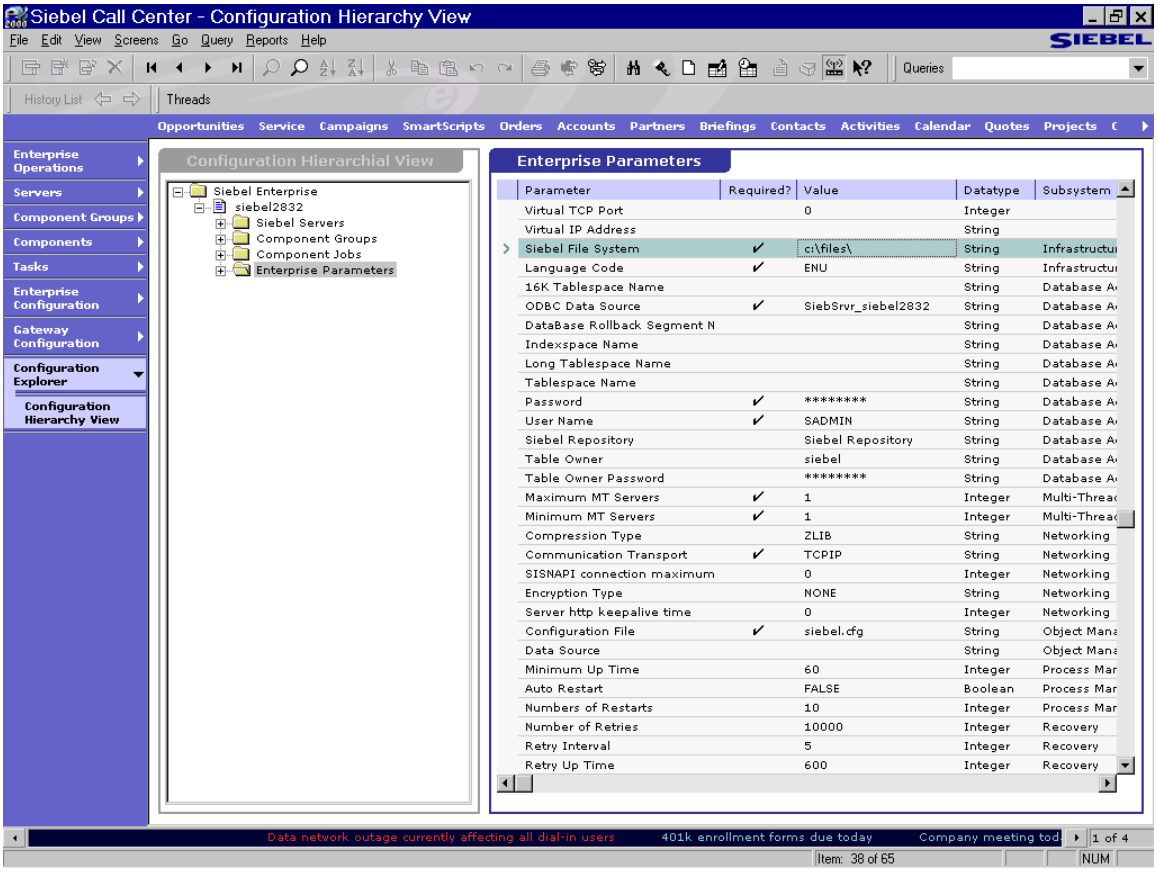


Figure 4-22. Modifying Server Parameters Using the Configuration Explorer

For details on this view, see "Configuration Hierarchy View" on page C-85.

Administering Component Parameters

Component parameters set the attributes specific to a particular component type. These parameters are set initially when the defined component is created. When you assign a component to a Siebel Server, the component inherits the enterprise and server parameters applicable to that server. All three types of parameters (except those marked Fixed when the defined component was created) can be overridden for the particular component on that Siebel Server.

New values for component-level dynamic parameters (parameters marked as Effective Immediately) set using the Siebel Server Manager will apply to subsequently started tasks, unless these values are overridden at a lower level.

New values for static parameters (parameters not marked Effective Immediately) will not apply to subsequently started tasks until you stop and restart the Siebel Server System Service. For both fixed and static parameters, the Siebel Server Manager views will continue to show both the current value and the value upon Siebel Server restart.

To modify component parameters

1. Choose Screens → Server Administration → Components → Component Parameters.

   The Server Component Parameters view appears.

2. In the Server Components list applet, select the component you want to modify.

3. In the Component Parameters list applet, change the values of the parameters you want to modify.

   For a complete list of all component parameters and their related attributes, see "Parameters" on page A-11.

4. To make the parameter dynamic, check the Effective Immed? flag.

5. To save your changes, step off the row.

Figure 4-23 shows an example of the Server Component Parameters view.

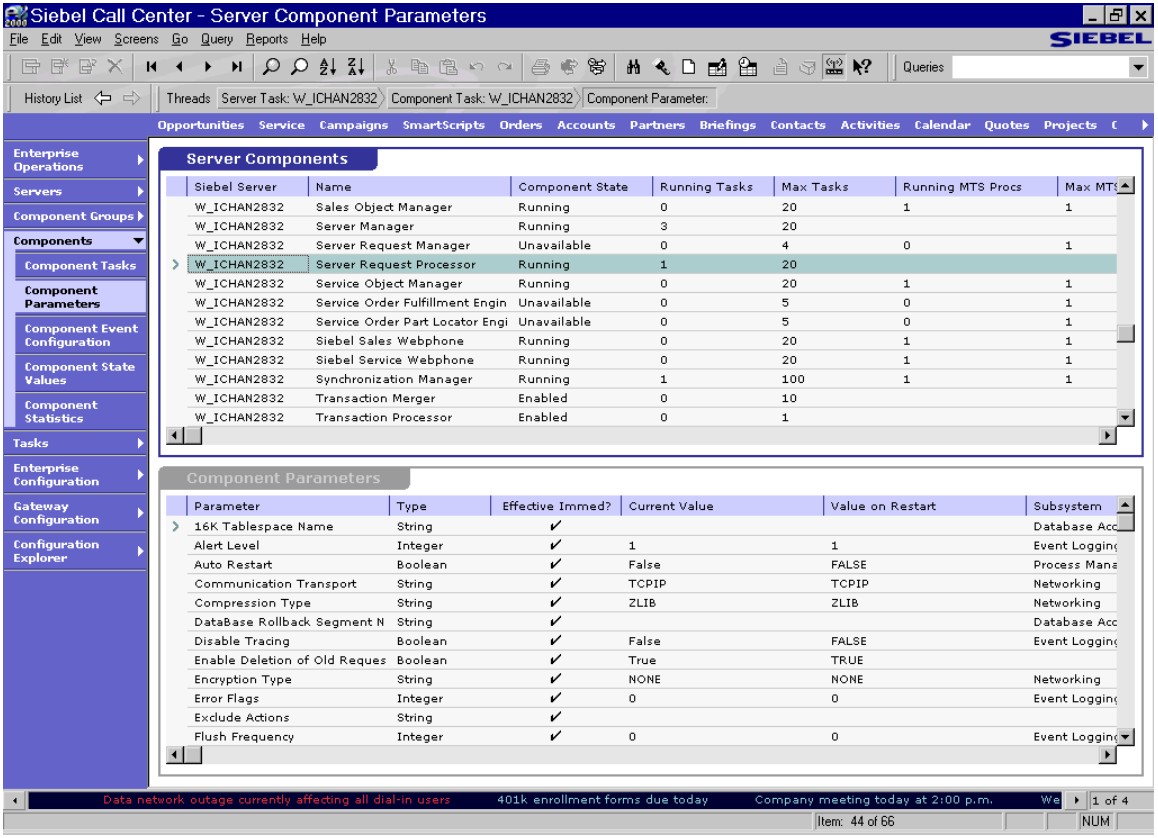


Figure 4-23. Modifying Component Parameters

For details on this view, see "Component Parameters View" on page C-56.

Administering Task Parameters

Task parameters control the execution of a specific task. These parameters consist of enterprise, server, and component-level parameters for the Siebel Server and component for which the task is being executed, as well as task-specific parameters specified when starting the task. Task parameters are set or overridden when you first start the task. Once a task is running, only dynamic parameters may be changed.

NOTE: The delay before the new parameter value is picked up and used by a running task will vary by component, depending on how often the tasks for a particular component recheck their parameter values.

To modify dynamic task parameters

1. Choose Screens → Server Administration → Tasks → Task Parameters.

   The Task Parameters view appears.

2. In the Tasks list applet, select the running task you want to modify.

3. In the Task Parameters list applet, change the values of the parameters you want to modify.

   For a complete list of all component parameters and their related attributes, see "Parameters" on page A-11.

4. To save your changes, step off the row.

Figure 4-24 shows an example of the Task Parameters view.

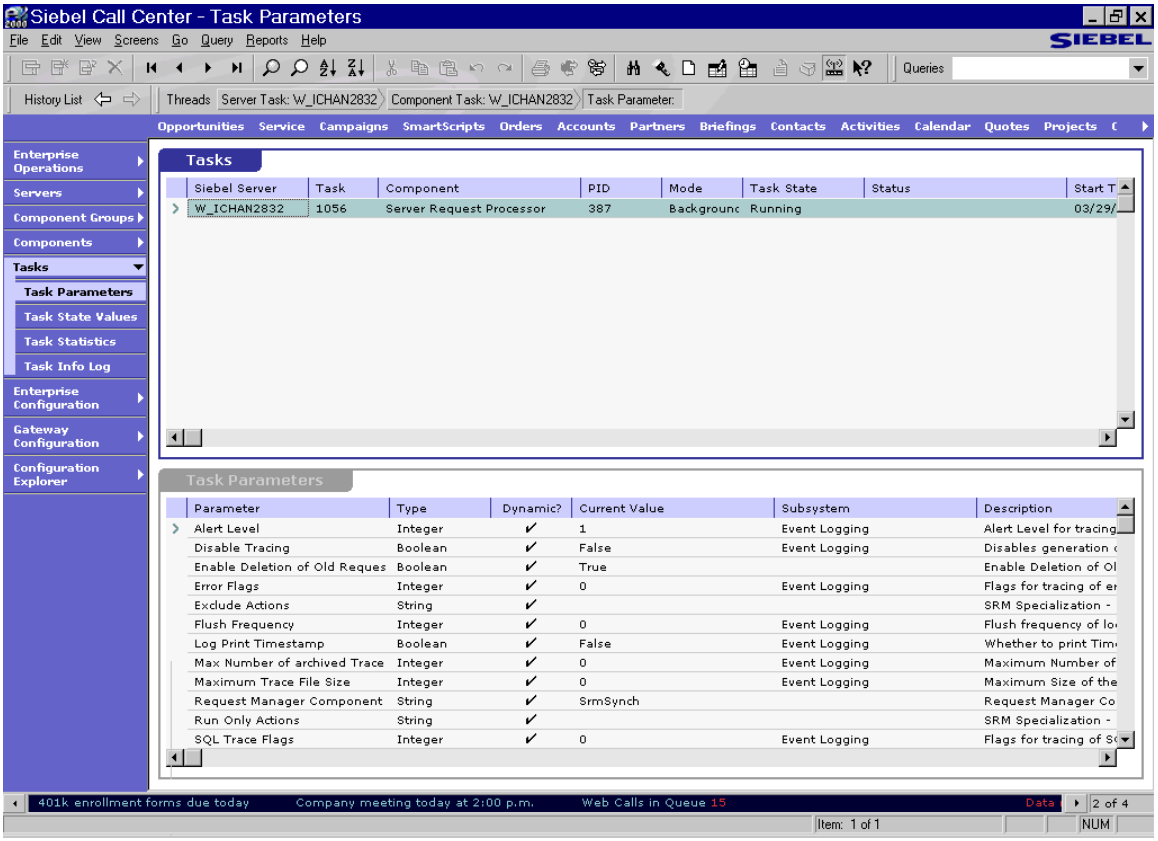


Figure 4-24. Modifying Dynamic Task Parameters

For details on this view, see "Task Parameters View" on page C-64.

State Value Administration

State values contain information about the current operation of a task or the component for which the task is running. Component tasks periodically update their state values to indicate information about their current processing, such as the current phase of operation. State values are defined at the component and task levels. Component-level state values refer to the state of the component as a whole. Task-level state values refer to the state of an individual process for a server component.

Two types of state values exist for both component-level and task-level state values:

- **Generic state values.** Kept for all components (such as Component Start Time and Component Stop Time) and component tasks (such as Task Start Time and Task Stop Time).
- **Component-specific state values.** Kept for all components and component tasks. Only applicable to the component for which they are defined.

To view state values using the command line interface, see "List Commands" on page 5-8.

To view component-level state values

1. Choose Screens → Server Administration → Components → Component State Values.
2. In the Server Components list applet, select the component for which you want to view the state values.

   The state values for the selected component will now be displayed in the Component State Values list applet. For a complete list and description of generic state values, see "State Values" on page A-21.

Figure 4-25 shows an example of the Component State Values view.

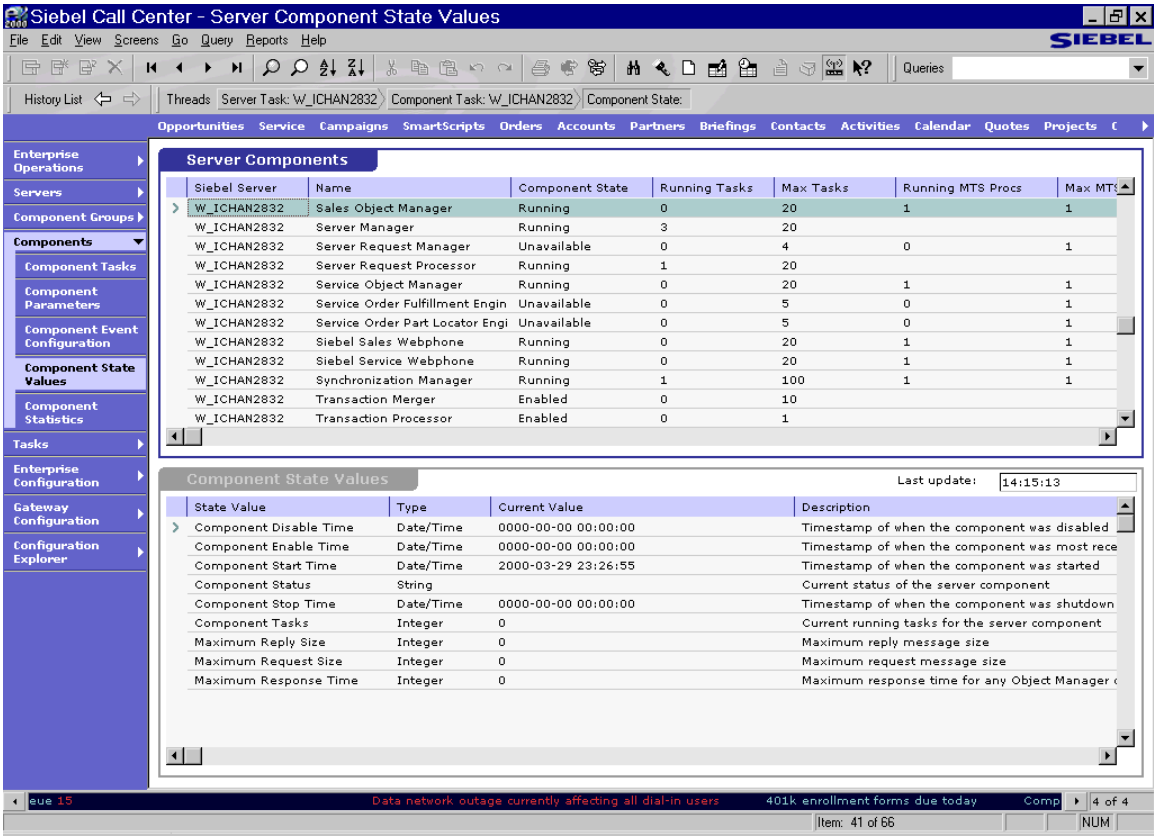


Figure 4-25. Viewing Component-Level State Values

For details on this view, see "Component State Values View" on page C-60.

To view task-level state values

1 Choose Screens → Server Administration → Tasks → Task State Values.

The Task State Values view appears.

2 In the Tasks list applet, select the task for which you want to view the state values.

The state values for the selected task are displayed in the Task State Values list applet. For a complete list and description of generic state values, see "State Values" on page A-21.

Figure 4-26 shows an example of the Task State Values view.

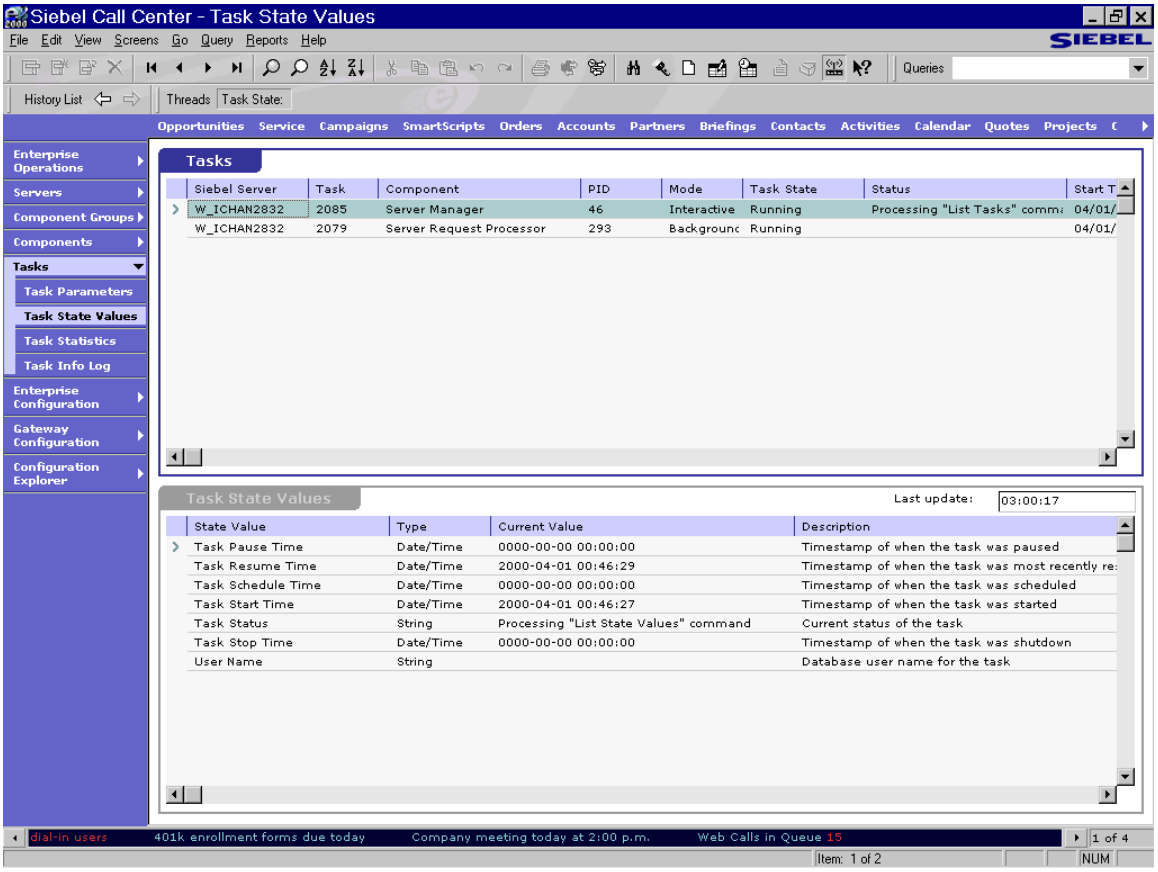


Figure 4-26. Viewing Task-Level State Values

For details on this view, see "Task State Values View" on page C-66.

Statistic Administration

Various statistics are recorded at the task level for all server component tasks. You may use these statistics to:

- Monitor the progress and performance of a task, component, or Siebel Server
- Optimize system performance

When the task completes its operation, task-level statistics (gathered dynamically during the operation of a task) roll up to the component and server levels.

Two types of statistics exist for task-level server statistics:

- **Generic statistics.** Common to all component processes (such as process management, networking, database access, and file I/O) and tracked for all component tasks.
- **Component-specific statistics.** Only applicable to the component for which the statistics are defined.

When a task for a component completes its operation, both generic and component-specific statistics roll up to the component level. Only generic statistics roll up to the Server level.

To view statistics using the command-line interface, see "List Commands" on page 5-8.

To view server statistics

1. Choose Screens → Server Administration → Servers → Server Statistics.
2. In the Siebel Servers list applet, select the server for the statistics you want to view.

   The statistics for the selected server are displayed in the Server Statistics list applet. For a complete list and description of generic statistics defined for Siebel Servers, see "Server Component Tasks Statistics" on page A-22.

Figure 4-27 shows an example of the Siebel Server Statistics view.

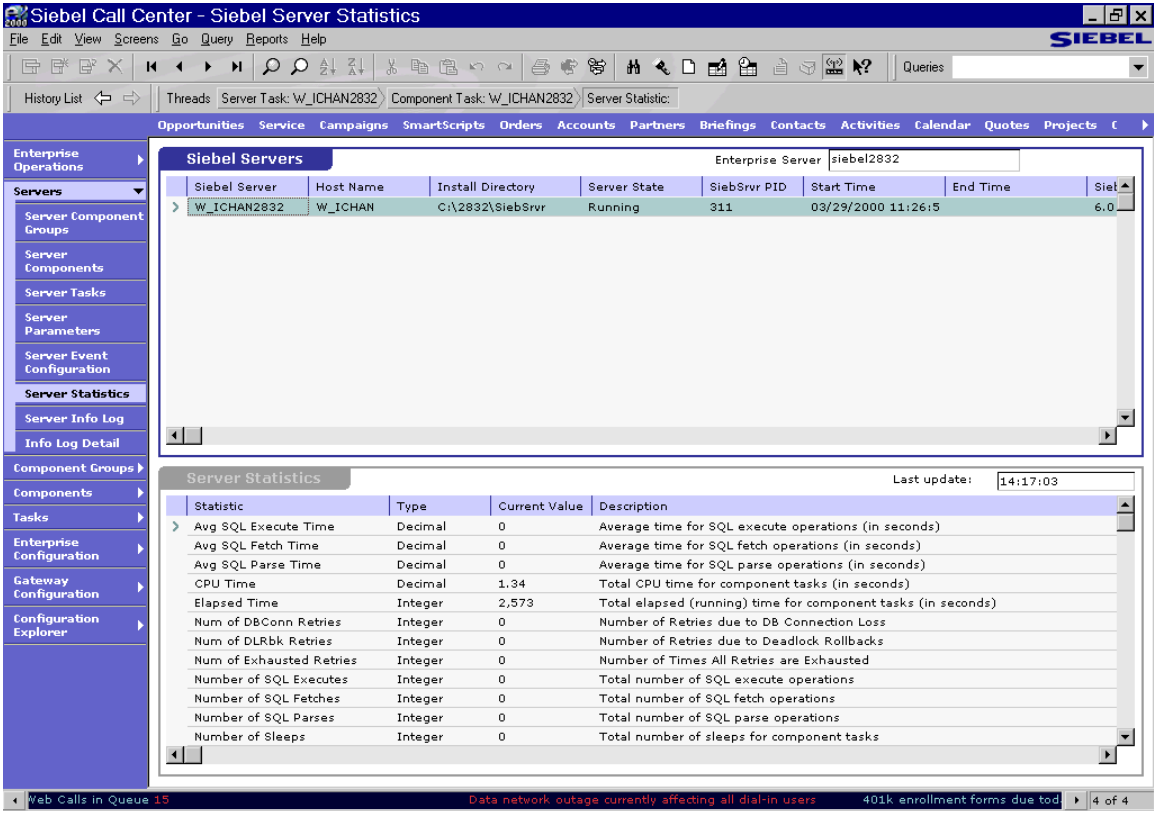


Figure 4-27. Viewing Server Statistics

For details on this view, see "Server Statistics View" on page C-39.

To view component statistics

1 Choose Screens → Server Administration → Components → Component Statistics.

The Server Component Statistics view appears.

2 In the Server Components list applet, select the component for the statistics you want to view.

The statistics for the selected component appear in the Component Statistics list applet. For a complete list and description of generic statistics defined for components, see "Server Component Tasks Statistics" on page A-22.

Figure 4-28 shows an example of the Server Component Statistics view.

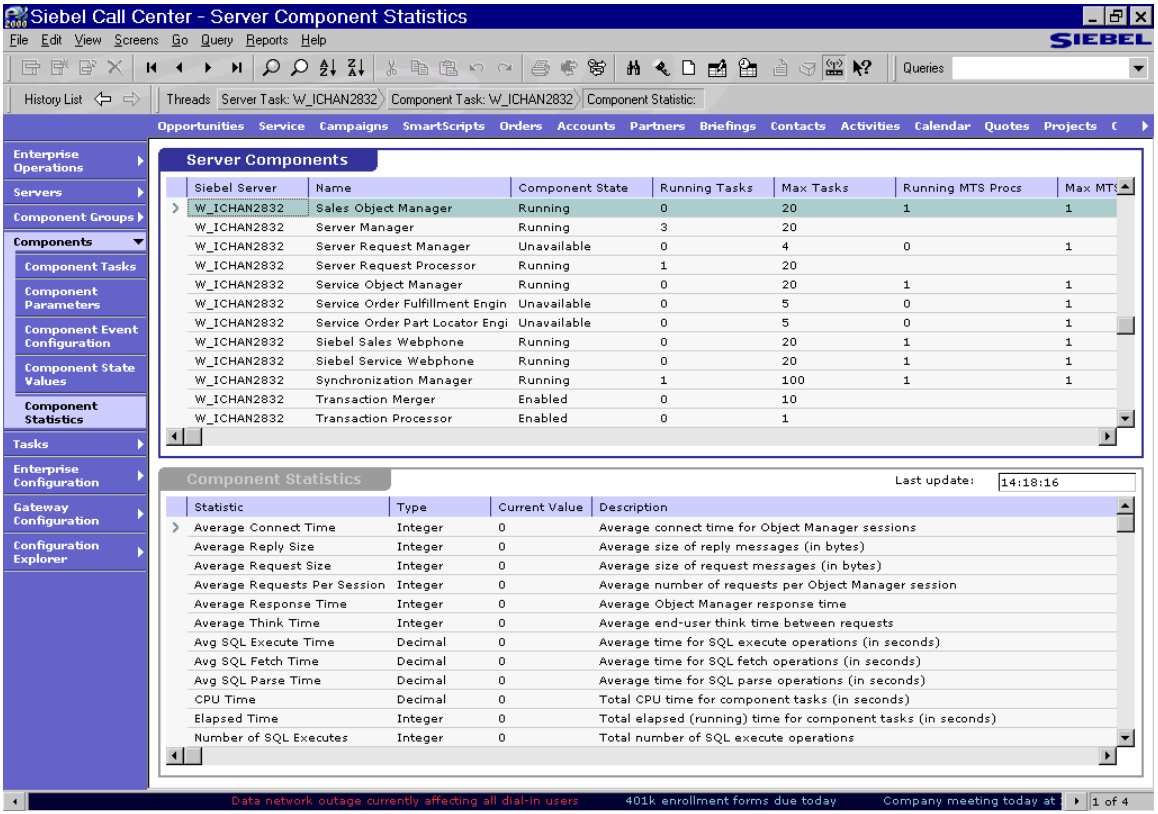


Figure 4-28. Viewing Component Statistics

For details on this view, see "Component Statistics View" on page C-62.

To view task statistics

1 Choose Screens → Server Administration → Tasks → Task Statistics.

The Task Statistics view appears.

2 In the Tasks list applet, select the task for the statistics you want to view.

The statistics for the selected server are displayed in the Task Statistics applet. For a complete list and description of generic statistics defined for tasks, see "Server Component Tasks Statistics" on page A-22.

Figure 4-29 shows an example of the Task Statistics view.

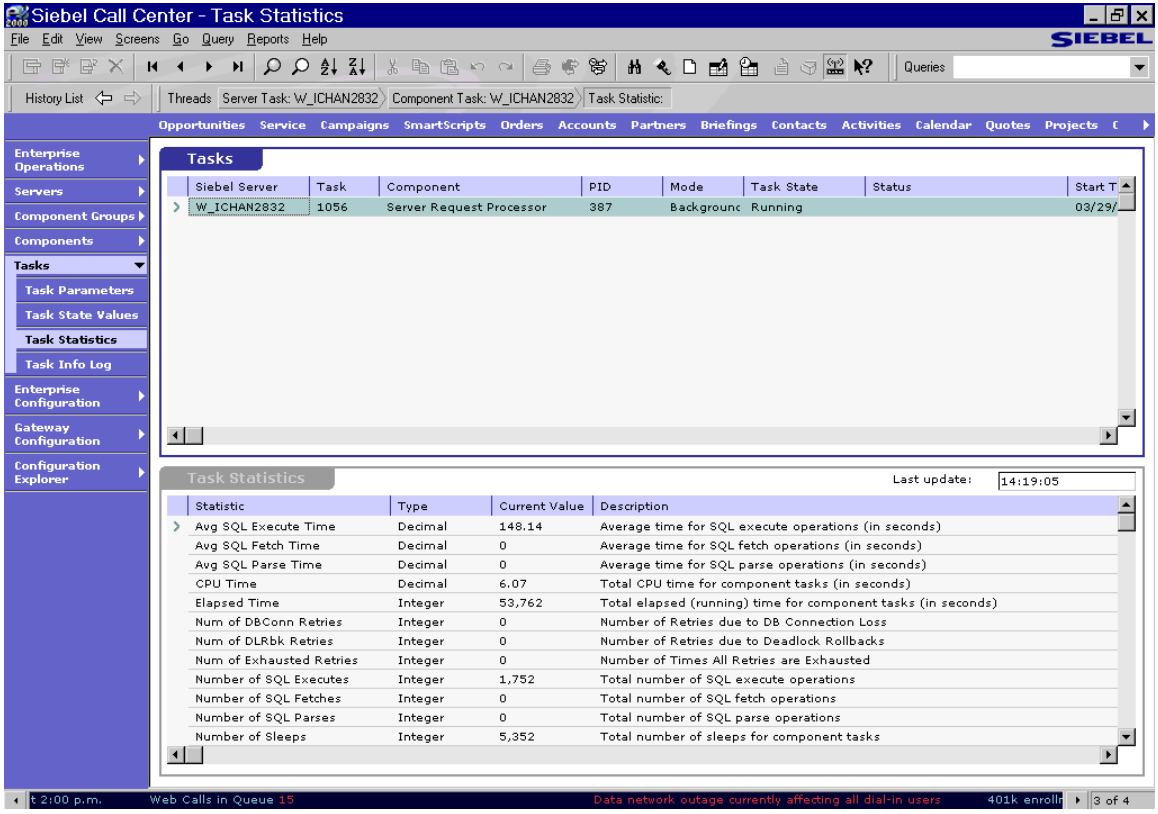


Figure 4-29. Viewing Task Statistics

For details on this view, see "Task Statistics View" on page C-68.

Event Logging Administration

The event logging system writes events to the log file based on the log level for each event type. An event is created each time you execute a program code (such as running a task). Events are categorized into categories called event types. Event subtypes are code references that define the event. Each event subtype is defined to a specific severity level, so when an associated event occurs, the event will have an intrinsic severity level to which it is associated.

Both event types and event subtypes are set to log levels that determine the level at which events will be written to the log file. When an event occurs, the severity level of the event is compared with the log level of the event type. If the log level is equal to or higher than the severity level of the event, then the event will be written to the log file. Table 4-2 lists the severity and log levels of events.

Table 4-2. Severity and Log Levels of Events

Severity/Log Level	Description
0	Fatal
1	Errors
2	Warnings
3	Informational
4	Details

For example, the server components in the Enterprise Application Integration component group have an event type called EAI Siebel Wizard. Several event subtypes belong to the EAI Siebel Wizard event type, including:

- EAI Siebel Wizard Invalid Business Component has a severity level of 2
- EAI Siebel Wizard Invalid MVG has a severity level of 2
- EAI Siebel Wizard MVG has a severity level of 3

While the Enterprise Application Integration component group is running, the process encounters a multi-value group (MVG). This will create an event of the EAI Siebel Wizard MVG subtype. If the MVG is invalid, a second event of the EAI Siebel Wizard Invalid MVG subtype will be created. If the log level of the EAI Siebel Wizard event type is set to 1, both events will be ignored. If the log level is set to 3, both events will be written to the log file.

Events are logged at the server level and the component level. Server-level event types are event types that relate to a specific Siebel Server. For example, the Server State event type is a server-level event that logs changes to the state of the Siebel Server. Component-level event types are events that relate to a specific server component. For example, the SQL Tracing event type is a component-level event that traces SQL statements for a particular server component.

For details on all event types and event subtypes, see Appendix B, "Server and Component Event Types."

Configuring Server Events

Use the Server Event Configuration view to set the log level of server event types. For details on this view, see "Server Event Configuration View" on page C-38.

To configure a server event

1. Choose Screens → Server Administration → Servers → Server Event Configuration.
2. In the Siebel Servers list applet, select the server for which you want to configure an event.
3. In the Server Event Configuration list applet, select the event type you want to configure.
4. In the Log Level field, type in the log level you want to set for this event type.

   For a list of log levels, see Table 4-2 on page 4-78.
5. Step off the row to save changes.

Figure 4-30 shows an example of setting the Server State event type to a log level of 4.

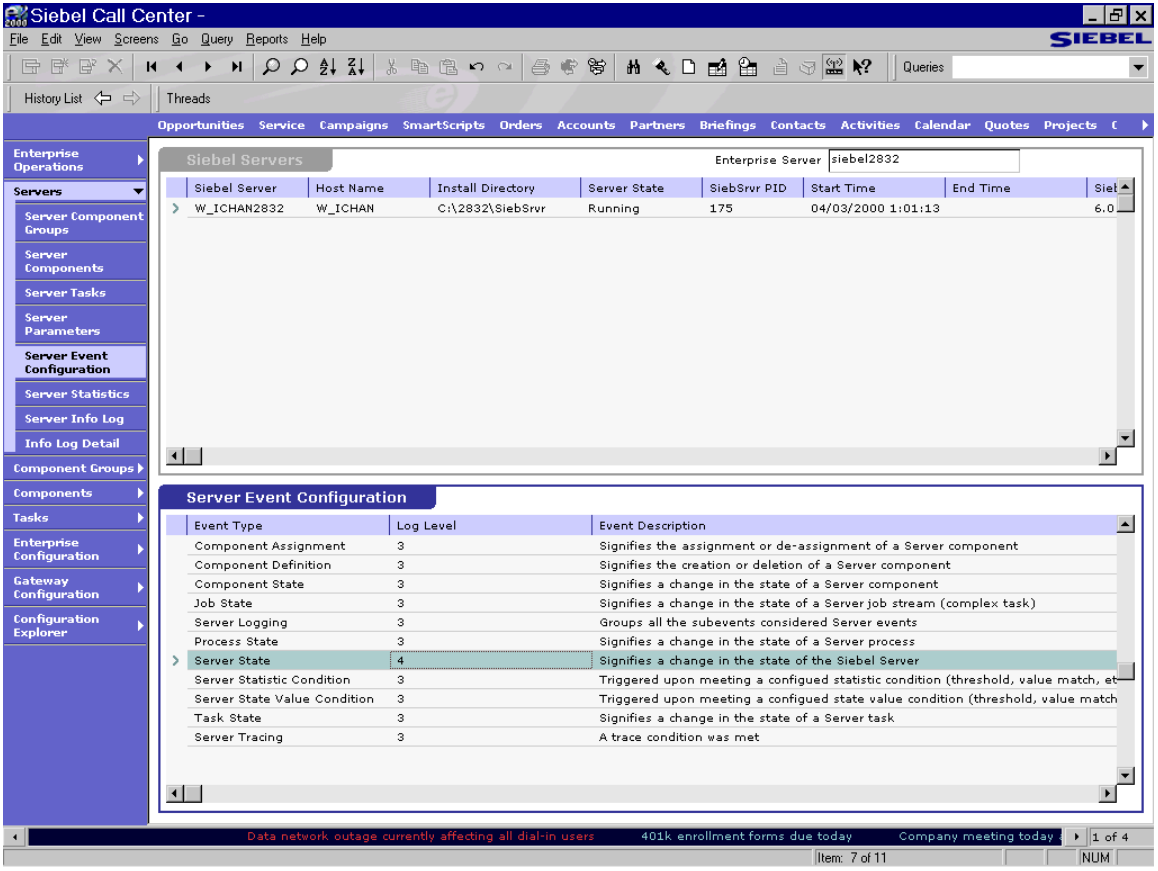


Figure 4-30. Configuring Server Events

Configuring Component Events

Use the Component Event Configuration view to set the log level of component event types. For details on this view, see "Component Event Configuration View" on page C-58.

To configure a component event

1. Choose Screens → Server Administration → Components → Component Event Configuration.
2. In the Server Components list applet, select the server component for which you want to configure an event.
3. In the Component Event Configuration list applet, select the event type you want to configure.
4. In the Log Level field, type in the log level you want to set for this event type.

   For a list of log levels, see Table 4-2 on page 4-78.
5. Step off the row to save changes.

Figure 4-31 shows an example of setting the SQL Tracing event type to a log level of 2 for the Database Extract server component.

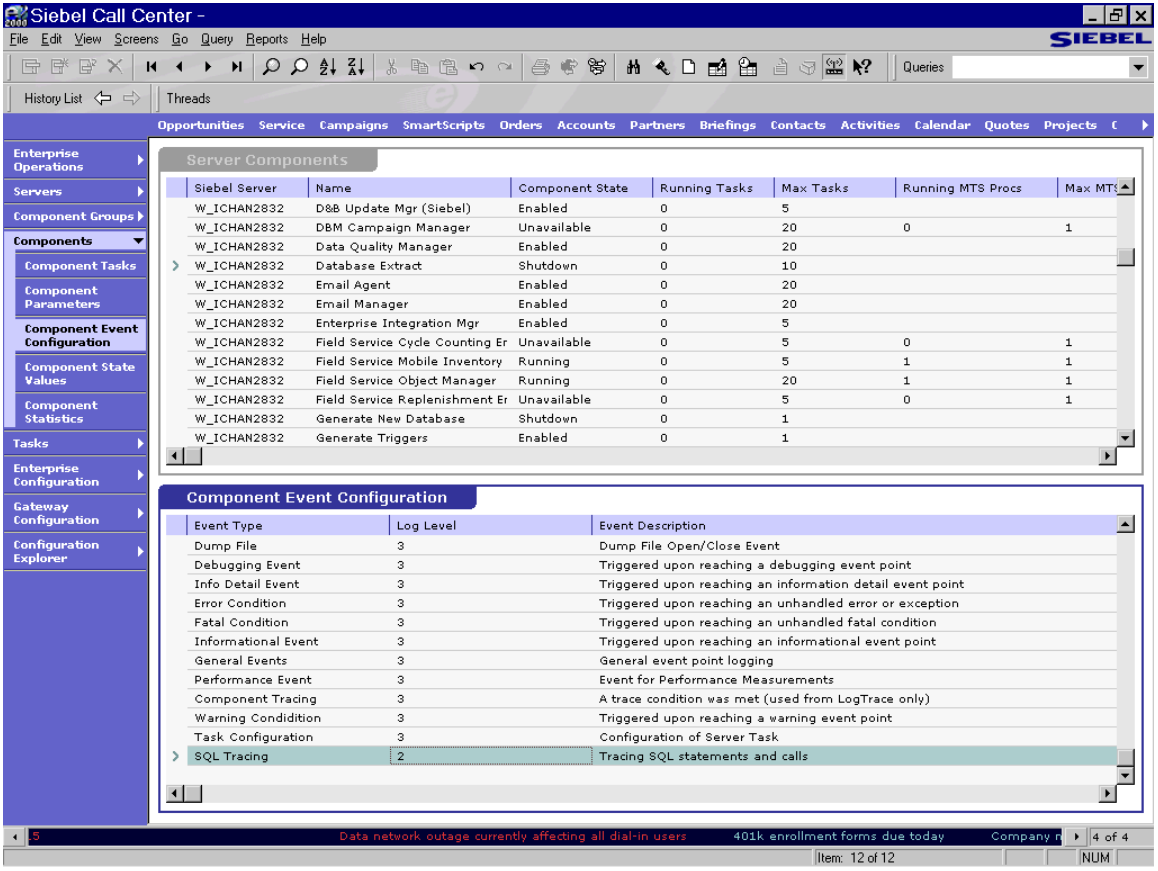


Figure 4-31. Configuring Component Events

Viewing Event Logs

Once an event is generated, it is written to a log file. All log files are located in the Siebel Server \log directory.

Server Event Logs

Server-level events are written to the server log file, which is named *EnterpriseServerName.SiebelServerName*.log. For example, if your enterprise server is siebel and your Siebel Server is w_ichan, the server log file will be named siebel.w_ichan.log. You can also access the server log file using the Server Manager GUI.

To view the server log file

1. Choose Screens → Server Administration → Servers → Server Info Log.
2. In the Siebel Servers list applet, select the server for which you want to view the server log file.
3. The server log file appears in the Server Info Log list applet. To view details for a particular event, click the hyper-linked value in the Log ID field.

   The details appear in the Info Log Details view.

Figure 4-32 shows an example of viewing the server log file using the Server Manager GUI.

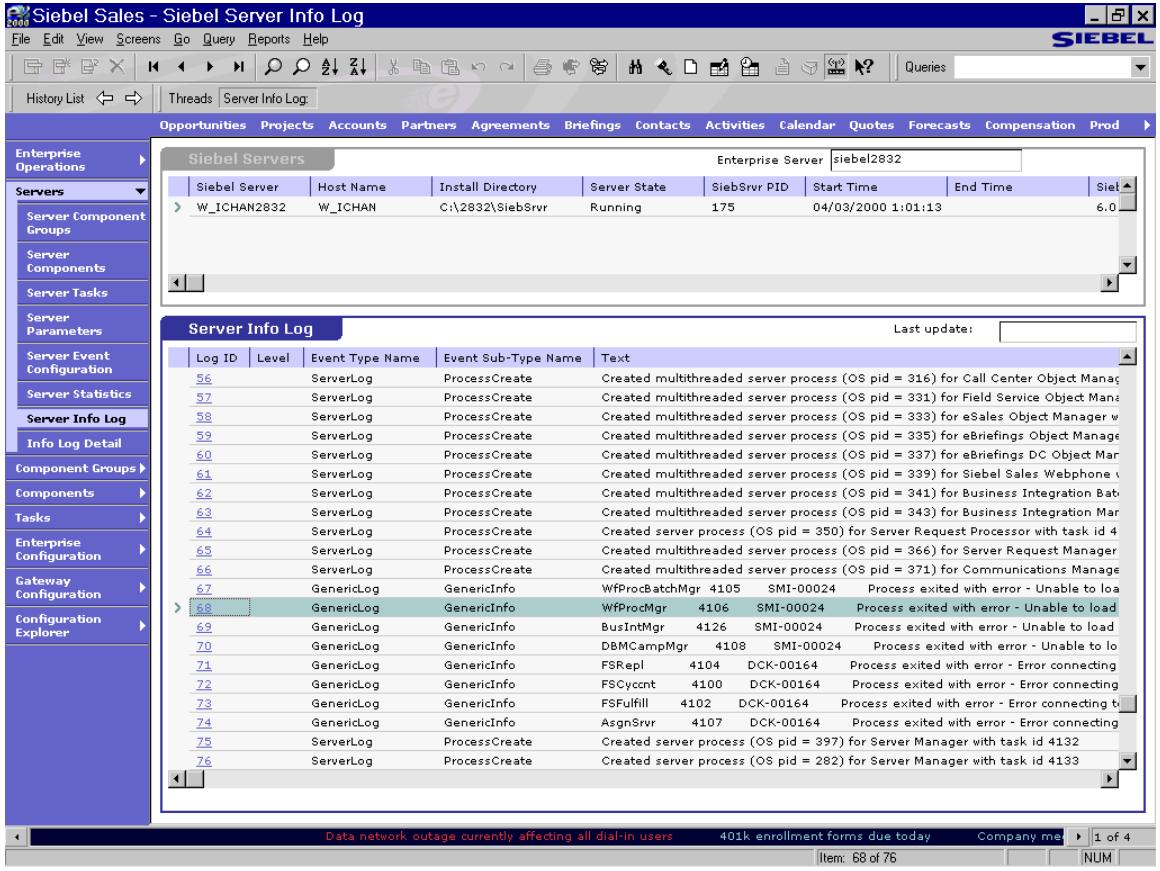


Figure 4-32. Viewing Server Event Logs

For details on this view, see "Server Info Log View" on page C-42.

Component Event Logs

Component-level events are written to component log files for each specific component and task, which is named *ComponentName_TaskId*.log. For example, events for a task running for the Assignment Server component with a task ID of 4107 will be named AsgnSrvr_4107.log. The following file shows an example of a component log file:

```
00001011 2000-04-03 01:01:33 2000-04-03 01:02:13 -0800 00000009 001 ffff 0001 09
AsgnSrvr 4107 294 293 C:\2832\SiebSrvr\log\AsgnSrvr_4107.log 6.0 [2832] ENU

TraceTrace32000-04-03 01:01:33Inherited listening object for port 49163

GenericLogGenericError12000-04-03 01:02:12[MERANT][ODBC Oracle 8 driver][Oracle
8]ORA-12541: TNS:no listener

enericLogGenericError12000-04-03 01:02:13(utlcom2.cpp 6(802) err=1700164 sys=0)
DCK-00164: Error connecting to datasource SiebSrvr_siebel2832 (SADMIN)

GenericLogGenericError12000-04-03 01:02:13(utlcom2.cpp 6(713) err=1700164 sys=0)
DCK-00164: Error connecting to datasource (null) ((null))

GenericLogGenericError12000-04-03 01:02:13(utlcom2.cpp 6(647) err=1700164 sys=0)
DCK-00164: Error connecting to datasource (null) ((null))

GenericLogGenericError12000-04-03 01:02:13(asgnsrvr.cpp 16(610) err=1700164
sys=0) DCK-00164: Error connecting to datasource (null) ((null))

GenericLogGenericError12000-04-03 01:02:13(asgnsrvr.cpp 16(898) err=1700164
sys=0) DCK-00164: Error connecting to datasource (null) ((null))

GenericLogGenericError12000-04-03 01:02:13(smimtsrv.cpp 14(146) err=1700164
sys=0) DCK-00164: Error connecting to datasource (null) ((null))

GenericLogGenericError12000-04-03 01:02:13(logapi.cpp 18(174) err=1700164 sys=2)
DCK-00164: Error connecting to datasource (null) ((null))
```

Using the Server Manager Command-Line Interface 5

Starting the Server Manager Command-Line Interface

This chapter describes how to use the Server Manager command-line interface, which runs in both the Windows NT and UNIX environments.

The command-line interface of the Server Manager is the srvrmgr program.

NOTE: The srvredit and srvrupg programs are not supported in 6.x and later releases. The functionality that existed in these programs have been added to the Server Manager GUI and command-line interfaces.

To start the srvrmgr program

1. For Windows NT servers only: at the DOS prompt, change to the \bin subdirectory within the Siebel Server root directory:

   `cd \siebel_server_root\bin`

   NOTE: Do not complete this step if you are using a UNIX server.

   ---

2. Execute the srvrmgr program by using flags to specify desired parameters:

   `srvrmgr flags`

   For a complete list of srvrmgr flags, see Table 5-2 on page 5-3.

   NOTE: You cannot use the Uniform Naming Convention (UNC) in the Server Manager command when specifying the path and machine names.

   ---

3. Once the Server Manager is started, the prompt changes to:

   `srvrmgr:server_name>`

   The *server_name* parameter appears in the prompt only if you executed the srvrmgr program by specifying a Siebel Server using the `-s` flag, or after specifying a Siebel Server using the `set server` command.

For example, to start the srvrmgr program using the parameters specified in Table 5-1 on a Windows NT server, you would enter:

```
srvrmgr /g gateway1 /e enterprise1 /s server1 /u sadmin /p sadmin
```

To start the srvrmgr program using the parameters specified in Table 5-1 on a UNIX server, you would enter:

```
srvrmgr -g gateway1 -e enterprise1 -s server1 -u sadmin -p sadmin
```

Table 5-1. Example Parameters for Starting the srvrmgr Program

Gateway	Enterprise	Server	User Name	Password
gateway1	enterprise1	server1	sadmin	sadmin

Table 5-2 lists the command-line flags available for the srvrmgr program.

Table 5-2. Command-Line Flags for srvrmgr (Sheet 1 of 2)

NT Flag	UNIX Flag	Parameter	Description	Required
/g	-g	*gateway_server*	Network address of the Gateway Server machine	Y
/e	-e	*entrpr_server*	Enterprise Server name	Y
/u	-u	*username*	Server administrator username	Y
/p	-p	*password*	Server administrator password	Y
/s	-s	*siebel_server*	Siebel Server name (the default is all servers)	
/l	-l	*language*	Language code (default is ENU)	
/i	-i	*input_file*	Gets commands from the input file	
/o	-o	*output_file*	Logs information of server process (such as type of task, task number, task status, start and end time) to the specified file	
/c	-c	*"command"*	Executes a single command (the command must be bounded within double quotes)	

Table 5-2. Command-Line Flags for srvrmgr (Sheet 2 of 2)

NT Flag	UNIX Flag	Parameter	Description	Required
/t	-t	*protocol_id*	Network transport protocol (use 1 for TCP/IP, 2 for NetBIOS, 3 for HTTP, and 4 for FTP)	
/m	-m		Compression enabled	
/r	-r		Encryption enabled (default is N)	
/b	-b		Batch mode (use with /i to indicate exit when an error is encountered)	
/h or /?	-h or -?		Prints a help/usage message	

Server Manager Commands

Once the Server Manager has been started, you can execute administrative tasks using the commands described in this section. These commands can also be written into an ASCII text file, exactly as they would be executed through the Server Manager, and used as a batch input file by running srvrmgr using the `/i` flag. This would be especially useful in the administration of similar server component definitions across multiple Siebel Servers.

NOTE: You must have the Siebel Administrator responsibility in order to start or run server tasks using the Server Manager command-line interface.

The Server Manager commands are divided into the following categories:

- Help
- Environment
- List
- Server management
- Component definition
- Component management
- Task management
- Parameter management
- List definition
- Event logging
- Preferences

Command Syntax

This chapter lists the command-line syntax and usage for all Server Manager commands.

Component names and parameter names used in the command-line interface differ from the Server Manager GUI. To get the actual component and parameter names used in the command-line interface, use the list commands. For information on using list commands, see "List Commands" on page 5-8.

For all user-defined values such as *siebel_server_name*, *component_alias_name*, and *parameter_alias_name*, you need to bound these values in quotes if the value:

- Contains spaces
- Is a keyword such as server or component that you do not want to be parsed

For example, you need to enclose the server name in quotes for the following command since the server name contains a space:

```
start task for component EIM server 'North America' with
Config=default.ifb
```

Help Commands

Use the Help command to retrieve a list of commands or obtain help on a specific command.

To obtain help

- Enter:

  ```
  help
  ```

- For a specific command, enter:

  ```
  help command
  ```

Environment Commands

Use environment commands to set the environment variables that control the current Server Manager session.

To set the current working server

- Enter:

  `set server siebel_server_name`

  This command works only if you did not specify a Siebel Server when executing the srvrmgr program by using the `-s` flag.

To unset (clear) the current working server

- Enter:

  `unset server`

  This command works only if you did not specify a Siebel Server when executing the srvrmgr program by using the `-s` flag.

To spool all output to a file

- Enter:

  `spool output_file`

To stop spooling to a file

- Enter:

  `spool off`

To read commands from a file

- Enter:

  `read input_file`

List Commands

Use the List command to display current data only; this command does not change any data.

To list available Siebel Servers

- Enter:

  ```
  list servers
  ```

- For a component, enter:

  ```
  list servers for component component_alias_name
  ```

To list component groups

- For all component groups, enter:

  ```
  list component groups
  ```

- For a particular server, enter:

  ```
  list component groups for server siebel_server_name
  ```

To list current component group status

- For all instances of the component group, enter:

  ```
  list component group component_group_alias_name
  ```

- For a particular server, enter:

  ```
  list component group component_group_alias_name for server
  siebel_server_name
  ```

To list current component status

- For all instances of the component, enter:

  `list component component_alias_name`

- For a particular server, enter:

  `list component for server siebel_server_name`

- For a particular task, enter:

  `list component for task task_number`

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see "Environment Commands" on page 5-7.

To list the status of current tasks

NOTE: The number of tasks that will be returned is determined by the Maximum Tasks parameter for that component. For more information on the Maximum Tasks parameter, see "Parameters" on page A-11.

- Of all tasks, enter:

  `list tasks`

- For a particular server, enter:

  `list tasks for server siebel_server_name`

- For a particular component, enter:

  `list tasks for component component_alias_name`

- For a particular task, enter:

  `list component for task task_number`

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see "Environment Commands" on page 5-7.

To list current parameter values

- For the enterprise, enter:

  ```
  list ent param
  ```

- For all servers, enter:

  ```
  list parameters
  ```

- For a particular server, enter:

  ```
  list parameters for server siebel_server_name
  ```

- For a particular component, enter:

  ```
  list parameters for component component_alias_name
  ```

- For a particular task, enter:

  ```
  list parameters for task task_number
  ```

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see "Environment Commands" on page 5-7.

To list current state values

- Of all state values, enter:

  ```
  list state values
  ```

- For a particular server, enter:

  ```
  list state values for server siebel_server_name
  ```

- For a particular task, enter:

  ```
  list state values for task task_number
  ```

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see "Environment Commands" on page 5-7.

To list current statistic values

- Of all statistics, enter:

  ```
  list statistics
  ```

- For a particular server, enter:

  ```
  list statistics for server siebel_server_name
  ```

- For a particular component, enter:

  ```
  list statistics for component component_alias_name
  ```

- For a particular task, enter:

  ```
  list statistics for task task_number
  ```

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see "Environment Commands" on page 5-7.

Server Management Commands

Use the server management commands to start or stop a Siebel Server.

To start a Siebel Server

- Enter:

```
startup appserver siebel_server_name
```

To shut down a Siebel Server

- Enter:

```
shutdown appserver siebel_server_name
```

Component Group Definition Commands

Use these commands to create, assign, enable, remove, or delete component groups, and to toggle between online and offline mode.

To create a component group

- Enter:

```
create component group component_group_alias_name full name
'descriptive_name' description 'description_of_component_group'
```

To assign a component group to a server

- Enter:

```
assign component group component_group_alias_name to server
siebel_server_name
```

To enable a component group for the enterprise

1 Enter:

```
enable component group component_group_alias_name
```

2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see "Administering the Siebel Server System Service on Windows NT" on page 3-5.

To enable a component group on a server

1 Enter:

```
enable component group component_group_alias_name for server
siebel_server_name
```

2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see "Administering the Siebel Server System Service on Windows NT" on page 3-5.

To change the run state of the component group to Online mode

- Enter:

```
online component group component_group_alias_name for server
siebel_server_name
```

The component group must contain components before you can change its run state.

To change the run state of the component group to Offline mode

- Enter:

```
offline component group component_group_alias_name for server
siebel_server_name
```

The component group must contain components before you can change its run state.

To disable a component group for the enterprise

1 Enter:

```
disable component group component_group_alias_name
```

2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see "Administering the Siebel Server System Service on Windows NT" on page 3-5.

To disable a component group for a server

1 Enter:

```
disable component group component_group_alias_name for server
siebel_server_name
```

2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see "Administering the Siebel Server System Service on Windows NT" on page 3-5.

To remove component group from a server

- Enter:

```
remove component group component_group_alias_name from server
siebel_server_name
```

To delete a component group

- Enter:

```
delete component group component_group_alias_name
```

Component Definition Commands

Use the component definition commands to create, enable, or delete defined components.

To create a new component

- Enter:

```
create component definition component_alias_name
for component type existing_component_alias_name
component group component_group_alias_name run mode run_mode
full name 'component_full_name'
description 'description_of_component'
with parameter parameter_alias_name fixparam
fixed_parameter_alias_name=fixed_value
```

  The run mode options are:

  - Batch
  - Interactive
  - Background

  The component alias must:

  - Be unique across the enterprise
  - Contain no more than 30 characters

  Be careful not to use keywords in the component description, such as `for` or `component`. The following example creates a defined component named Example, with an alias of Ex, of component type Gentrig:

```
create component definition Example for component type gentrig
full name 'Example Generate Triggers component'
```

To enable a component

- After defining the component, you need to enable the defined component by entering:

```
enable component definition component_alias_name
```

To delete a component definition

- Enter:

```
delete component definition component_alias_name
```

Component Management Commands

Use component management commands to start, shut down, enable, or disable server components.

To start a server component

- Enter:

```
startup component component_alias_name for server
siebel_server_name
```

To shut down a server component

- Enter:

```
shutdown component component_alias_name for server
siebel_server_name
```

To enable a server component

- Enter:

```
online component component_alias_name for server
siebel_server_name
```

To disable a server component

- Enter:

```
offline component component_alias_name for server
siebel_server_name
```

Task Management Commands

Use task management commands to manage tasks for components running in batch or background mode.

You may start a new process by using the start task command or the run task command. You should use the start task command if you plan to start multiple processes, and the run task command if you want to ensure that a process has run to completion.

Start task. The start task command starts a new process and enables you to execute a new command immediately. You will not be notified of the task status, nor will you be alerted if the task fails to complete. Instead, use the list task command to check the status of processes that were started using the start task command.

Run task. The run task command starts a new process that runs to completion (or exits with error). You will not be able to execute a new command until the process has run to completion. The task status will be displayed as the process is running.

To use multiple task parameters in a task command, list the parameters in a comma-separated list bounded by double quotes. The following example shows how to start a new process using various values for a given parameter:

```
start {task | server} for component component_alias_name with
parameter_alias_name=value1, value2, value3
```

To start a new task in task mode

- Enter:

  ```
  start task for component component_alias_name server
  siebel_server_name with parameter_alias_name1=value1,
  parameter_alias_name2=value2
  ```

  This command starts a new task in batch mode and returns to the Server Manager immediately.

To start a new task in background mode

- Enter:

  ```
  start server for component component_alias_name server
  siebel_server_name with parameter_alias_name1=value1,
  parameter_alias_name2=value2
  ```

  This command starts a new task in background mode and returns to the Server Manager immediately.

To run a new task in batch mode

- Enter:

  ```
  run task for component component_alias_name server
  siebel_server_name with parameter_alias_name1=value1,
  parameter_alias_name2=value2
  ```

  This command runs a new task in batch mode to completion before returning to the Server Manager.

To pause a running task

- Enter:

  ```
  pause task task_number for server siebel_server_name
  ```

To resume a paused task

- Enter:

  ```
  resume task task_number for server siebel_server_name
  ```

To stop a running task

- Enter:

  ```
  stop task task_number for server siebel_server_name
  ```

Parameter Management Commands

Use parameter management commands to change the values of a parameter.

To change an enterprise parameter

- Enter:

```
change ent param parameter_alias_name1=value1,
parameter_alias_name2=value2
```

To change a server parameter

- Enter:

```
change parameter parameter_alias_name1=value1,
parameter_alias_name2=value2 for server siebel_server_name
```

To change a component parameter

- Enter:

```
change parameter parameter_alias_name1=value1,
parameter_alias_name2=value2 for component component_alias_name
```

To change a task parameter

- Enter:

```
change parameter parameter_alias_name1=value1,
parameter_alias_name2=value2 for task task_number
```

List Definition Commands

Use list definition commands to list definitions for components, parameters, state values, and statistics.

To list component definitions

- For a particular component, enter:

```
list component definitions for component component_alias_name
```

- For a particular task, enter:

```
list component definitions for task task_number
```

To list parameter definitions

- For a particular component, enter:

  ```
  list parameter definitions for component component_alias_name
  ```

- For a particular task, enter:

  ```
  list parameter definitions for component task task_number
  ```

To list state value definitions

- For a particular component, enter:

  ```
  list stateval definitions for component component_alias_name
  ```

- For a particular task, enter:

  ```
  list stateval definitions for task task_number
  ```

To list statistic definitions

- For a particular component, enter:

  ```
  list statistic definitions for component component_alias_name
  ```

- For a particular task, enter:

  ```
  list statistic definitions for task task_number
  ```

Event Logging Commands

Use the event logging commands to list event types for components and to change the values for event log levels.

To list event types

- Enter:

  ```
  list evtloglvl for component component_alias_name
  ```

To change the event log level for a component

- Enter:

  ```
  change evtloglvl event_alias_name=level for component
  component_alias_name
  ```

To change the event log level for a component on a server

- Enter:

```
change evtloglvl event_alias_name=level for server
siebel_server_name component component_alias_name
```

Preferences

You can create aliases for commands and configure list commands to return specific columns. These can be saved in a preferences file which is available to load the next time you open a server manager session. The preferences file is stored in the same directory as `srvrmgr.exe`.

To create an alias for a command

- Enter:

```
alias alias command_name
```

For example, the following command creates an alias "lc" for the command "list components":

```
srvrmgr> alias lc list components
```

To list the columns returned for a list command

- Enter:

```
configure list_command
```

To configure a list command to show specific columns

- Enter:

```
configure list_command show column1, column2, column3...
```

For example, the following command configures the "list components" command to return the component name column only.

```
srvrmgr> configure list components show CC_NAME
```

To save preferences

- Enter:

  ```
  save preferences
  ```

  Preferences are saved in the same directory as `srvrmgr.exe`.

To load preferences

- Enter:

  ```
  load preferences
  ```

Security Administration 6

Data Security

Database systems provide security features that allow a database administrator to control user access. This chapter covers the data security options available in Siebel applications.

Data access is typically granted to a specific user or group for specific database tables. Changes in a user's job assignment may require adjustments to that user's data access privileges. For example, a sales representative who is promoted to management may need access to information for multiple territories. Traditional data security measures often require that the database administrator change a user's access privileges at the database level whenever that user's responsibilities change.

Siebel applications allow you to control user access to information from within the application. Since the need to know specific information is usually related to a particular responsibility, Siebel applications define data access by responsibility, not by user. Each responsibility provides access to a particular set of views, including the ability to see specified data and take specified actions.

To grant a user access to data and functions, add the user to a responsibility with the proper authority. For example, you would add the name of the new sales manager to the Sales Manager responsibility. Personnel assigned to the Sales Representative responsibility can view opportunity and account information, but only for those opportunities and accounts to which they are assigned. This data access security rule is enforced by the Opportunity list view and Account list view. In contrast, the manager's Opportunity or Account list views enforce a different rule; they allow a manager to access all opportunities and accounts assigned to the manager's employees.

Siebel External Security Adapter

The External Security Adapter is an interface that allows you to use an external system to authenticate users rather than the traditional approach of using the database. Using the traditional approach, you create a database account for each Siebel user. When users log on to the Siebel application the database authenticates the user names and passwords. Using the External Security Adapter, you maintain user information in an external authentication system, such as an LDAP (Lightweight Data Access Protocol) repository. When users log on to the Siebel application, the External Security Adapter validates the user name and password against the information in the external system. If the External Security Adapter finds a match, it retrieves a generic set of database credentials (username/password) that are used to log on to the database. Note that these can be the same credentials for every user.

Using the External Security Adapter facilitates administration, because you do not have to create an account for each Siebel user. You can use a few generic database accounts that are used by multiple Siebel users.

The External Security Adapter that comes with Siebel 6.0 uses an LDAP repository as the external authentication system. To implement the External Security Adapter, you need to provide an LDAP server, such as Netscape's LDAP server. And you must create a single LDAP repository of user information that is structured to enforce the uniqueness of login names.

You can also create your own external security adapter. You can find the API documentation on the Siebel Support Web. The title of the document is *Siebel 2000 Open Authentication Model: Security Adapter Interfaces*.

The information stored in the Siebel External Security Adapter is username, password, credentials, and roles. Additionally, the API supports accounts status; however, currently the Siebel client does not access account status.

Credentials in the LDAP implementation are database credentials. They consist of a string in the following form: `username=U password=P type=T`. The order of the string is arbitrary; there may be any amount of white space between the pairs; within each key/value pair there can be no space; and the keywords username, password, and type must be lowercase. You should specify the username and password of the database user.

The “type” value in the credential string corresponds to the name of the data source (case-insensitive). There may be one credential string that does not have a “type” key/value pair. This would be in the form of “username = U password = P”. When a user attempts to connect to a data source and there is not a credential with a “type” value that matches the data source, this credential is used as a default.

Roles are the same as responsibilities in Siebel. Responsibilities are typically stored in the Siebel database, but they can be stored externally in LDAP instead. If you store roles externally in LDAP, you must use LDAP tools to administer them.

Password Encryption

To prevent users from being able to connect directly to the database using a database user name and password, you can enable password encryption. This feature encrypts passwords as soon as they are entered in the database. These encrypted values are stored in the database and are used when logging users on to the database.

Enabling Password Encryption

You can enable password encryption whether you are using the database for authentication or an external authentication system. Enabling password encryption involves entering command-line syntax that varies depending on the database server.

To enable password encryption for database authentication

1. If you already have database accounts defined, print a list of all Siebel user names and their passwords; otherwise, prepare a list of user names and passwords for your Siebel users.
2. Insert the Password Encryption diskette into the diskette drive of any PC.

   You can obtain the Password Encryption diskette by contacting Siebel Technical Services or your Technical Account Manager. This diskette is compatible with all versions of Siebel applications since version 4.0.

3 Run the setup.exe program on the floppy disk.

   a Choose Start → Run.

   b In the Run dialog box, enter `a:\setup` and click OK.

   This creates the password.exe program in the bin subdirectory of the sysadmin root directory.

4 In the Windows Explorer, run password.exe from the location where the program was installed.

   An encryption dialog box appears.

5 Type each user's password into the top field in the box.

   The corresponding encrypted value appears in the bottom field in the box.

6 On the list you created in Step 1, write each encrypted value beside the corresponding user name.

7 Add the following line to the Siebel configuration file (default is siebel.cfg), located in the bin subdirectory of the Siebel installation directory. Place this parameter in the `[Server]` section of the file.

```
EncryptPassword = TRUE
```

   This step enables the user to log into the database with the encrypted password and into the Siebel application using the unencrypted password. This will cause the database to store *all* passwords in their encrypted state. Therefore, all Siebel clients must have the same encryption status.

   To accomplish this, you must be sure to distribute the modified configuration file to all Siebel connected and mobile clients. If you do not want the password of a particular user to be encrypted, do not complete this step for that user's configuration file.

8 Log on to your database server as the database administrator.

9 For each Siebel user, enter the appropriate database server command:

- **On IBM DB2 systems.** Enter the following:

  ```
  grant privilege on database to group group_name
  ```

- **On Oracle systems.** Using SQL*Plus, enter the following:

  ```
  grant connect sse_role to username identified by
  encrypted_password
  ```

  Oracle is case-sensitive with encryption applied. Be certain to remind all users that their passwords are case-sensitive.

- **On Microsoft SQL Server and Sybase systems.** Using ISQL, enter the following:

  ```
  sp_addlogin username, encrypted_password
  ```

  On Sybase systems, a password must be at least six characters long.

- **On Informix systems.** At the UNIX prompt on the server, enter the following:

  ```
  passwd username
  ```

  When the UNIX prompt reappears, enter the *encrypted_password* value for that user.

To enable password encryption for external authentication

1 Prepare a list of the database credentials (username and password) that will be used by the external security adapter when logging Siebel users onto the database.

2 Insert the Password Encryption diskette into the diskette drive of any PC.

You can obtain the Password Encryption diskette by contacting Siebel Technical Services or your Technical Account Manager.

3 Run the setup.exe program on the floppy disk.

a Choose Start → Run.

b In the Run dialog box, enter `a:\setup` and click OK.

This creates the password.exe program in the bin subdirectory of the sysadmin root directory.

4 In the Windows Explorer, run password.exe from the location where the program was installed.

   An encryption dialog box appears.

5 Type the password of each database account into the top field in the box.

   The corresponding encrypted value appears in the bottom field in the box.

6 On the list you created in Step 1, write each encrypted value beside the corresponding user name.

7 In the security adapter section (for example, `[LDAP]`) of your Siebel application's configuration file, set the following parameter to `TRUE`:

   ```
   [LDAP]

   EncryptCredentialsPassword=True
   ```

8 For each set of database credentials, enter the appropriate database server command:

   - **On Oracle systems.** Using SQL*Plus, enter the following:

     ```
     grant connect sse_role to username identified by
     encrypted_password
     ```

     Oracle is case-sensitive with encryption applied. Be certain to remind all users that their passwords are case-sensitive.

   - **On Microsoft SQL Server and Sybase systems.** Using ISQL, enter the following:

     ```
     sp_addlogin username, encrypted_password
     ```

     On Sybase systems, a password must be at least six characters long.

   - **On Informix systems.** At the UNIX prompt on the server, enter the following:

     ```
     passwd username
     ```

     When the UNIX prompt reappears, enter the *encrypted_password* value for that user.

Encrypting Multiple Passwords

You can enter multiple passwords at the command line or type the passwords into a batch file.

To encrypt multiple passwords at the command line

- Enter the following command-line syntax:

```
encrypt password1 password2 password3 ...
```

To encrypt multiple passwords using a batch file

- Type the passwords into a batch file (in this instance, the file is named foo.txt), and then use the following command-line syntax:

```
encrypt @foo.txt
```

To display help on the encrypt command

Type `encrypt -h` to display help about the encrypt command.

Changing the Siebel Administrator Password

In some cases, you may want to change the password for the Siebel Administrator. The steps required to change the Siebel Administrator password depend on whether the Windows login user name is the same as the Siebel Administrator database account.

To change the Siebel Administrator password when the Windows login user name is the same as the Siebel Administrator database account

1. Change the Windows domain login password.

   For more information, refer to your Windows documentation on changing domain passwords.

2. Change the password for the Siebel Server System Service in the Windows Control Panel.

   a. In Control Panel, double-click Services.

   b. Select the Siebel Server System Service and click Startup.

   c. Change the password in the Password and Confirm Password fields.

   d. Click OK.

3. Change the password in Server Manager.

   a. Choose Screens → Server Administration → Servers → Server Parameters.

   b. In the Siebel Servers list applet, select the appropriate Siebel Server.

   c. In the Server Parameters list applet, select Password.

   d. In the Current Value field, type in the new password.

4 Change the password in the database.

   For more information, refer to your RDBMS documentation on changing passwords.

5 Stop and restart the Siebel Server System Service.

   For more information, see "Administering the Siebel Server System Service on Windows NT" on page 3-5.

To change the Siebel Administrator password when the Windows login user name is different from the Siebel Administrator database account

1 Complete Step 1 and Step 2 on page 6-10.

2 Stop and restart the Siebel Server System Service.

   For more information, see "Administering the Siebel Server System Service on Windows NT" on page 3-5.

Data Quality and List Manager Administration 7

About This Chapter

This chapter describes how to configure and run the Data Quality Manager, as well as how to administer the List Manager.

For more information on Data Quality and List Management, see the *Siebel Applications Administration Guide*, the *Siebel Tools Guide*, and *Using Siebel Applications*.

Administering Data Quality Manager

Before running Data Quality Manager, you need to configure the Data Quality Manager server components. To configure the Data Quality Manager server components, see "Configuring Data Quality Manager." Once the components are configured, you can run Data Quality Manager. To run Data Quality Manager, see "Running Data Quality Manager" on page 7-10. If you receive error messages while running Data Quality Manager, see "Troubleshooting" on page 7-11 for possible resolutions.

Configuring Data Quality Manager

Before configuring the Data Quality Manager server components, make sure the Firstlogic applications are installed properly and that the Siebel Sever configuration files are set up properly to work with them, as described in *Siebel Applications Administration Guide*. Specifically:

- If the Siebel Server was installed with either the Typical installation option or the Custom installation option, make sure the IdCentric option was selected. Selecting this option creates the \Idcentric subdirectory beneath the Siebel Server installation directory.

- Within the \\Siebel Server\Bin directory, the Data Quality option must be explicitly enabled within the tclient.cfg and siebel.cfg files. Do this by modifying the line "Enable = FALSE" to "Enable = TRUE" within both the [Data Cleansing] and [Deduplication] sections of these files.

  If you are invoking Data Quality in a Siebel Workflow process, then you need to create a new .cfg file in the \\Siebel Server\Bin directory with a new name. Set the Enable parameter for both the [Data Cleansing] and [Deduplication] sections of this file to FALSE. Also, you must set the Current Value field of the Configuration File parameter for the Workflow Process Manager server component to the name of this .cfg file. For information on modifying server component parameters, see "Administering Component Parameters" on page 4-65.

- Within the tclient.cfg and siebel.cfg files (located in the \\Siebel Server\Bin subdirectory), the value for DIR within the [Data Cleansing] and [Deduplication] sections must be set to the directory in which the Firstlogic executable files were installed.

- After installing Firstlogic's applications, the values for the system variables PATH and PW_PATH (Control Panel | System | Environment) must be set according to the Firstlogic installation instructions. You should append the directories in which the Firstlogic executable files reside—such as C:\PW\ACELIB;C:\PW\TNLIB;C:\MTC;—to the end of the PATH variable value, with no spaces between these additional values. You should also append the directory in which the IDCentric software is installed—such as C:\PW—to the end of the PW_PATH variable value. Once you modify these System Variables, re-start your Server and Operating System so that these variables will be properly registered on your system.

- Siebel Data Quality in the Siebel 2000 release supports ACE Library version 6.00a, so ensure that the Firstlogic Postal files (for example, city06.dir) installed on your system are those from the 1998-1999 CASS cycle, not the 1999-2000 CASS cycle, and are the most recent set of files available from Firstlogic.

- Make sure the values within the ACE.cfg, ACEAUX.cfg, TN.cfg, and TNAUX.cfg (located in the \\Siebel Server\Idcentric directory) are modified as described in *Siebel Applications Administration Guide*.

- If you want to use a customized dictionary to change the default behavior of Firstlogic, be sure to update the tnaux.cfg file on both the Siebel Server (located in the \\Siebel Server\Idcentric directory) and the Siebel client (such as C:\PW\TNLIB) to use the name of the customized dictionary file. For information on creating customized dictionary files, refer to your Firstlogic documentation.

The Data Quality Manager server component is predefined. Optionally, you may configure Data Quality Manager by defining specific definitions at the component level. You should do this if you plan to run Data Quality Manager tasks regularly. Otherwise, you may simply run tasks for the Data Quality Manager component and specify parameters at the task level. If this is the case, you may skip this section and go to "Running Data Quality Manager" on page 7-10.

To configure Data Quality Manager, you need to create seven component definitions of the Data Quality Manager type at the component level for the different data types:

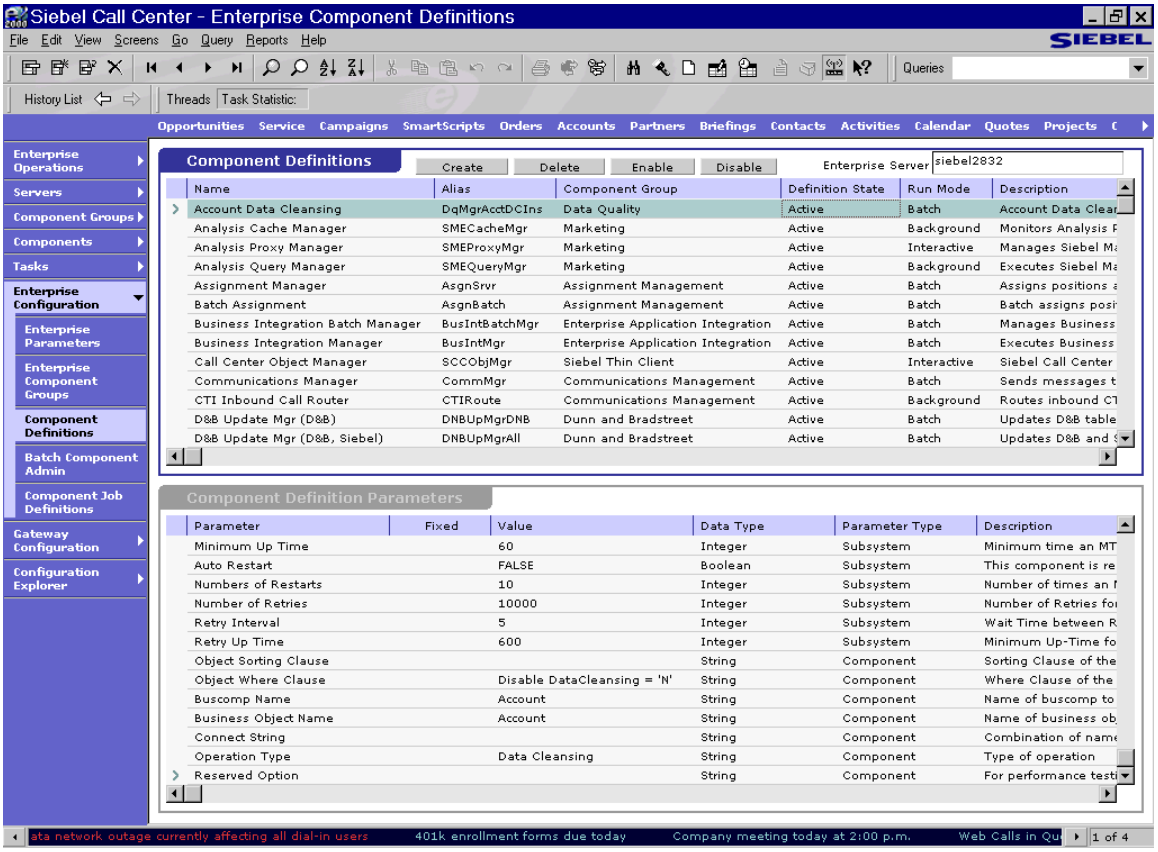
- The Account Data Cleansing defined component enables you to run server tasks to standardize account names and locations. For standardizing address fields, please refer to the Address Data Cleansing defined component.
- The Contact Data Cleansing defined component enables you to run server tasks to standardize contact last names, first names, middle names, and job titles.
- The Prospect Data Cleansing defined component enables you to run server tasks to standardize prospect last names, first names, middle names, job titles, street addresses, cities, states, postal codes, and countries.
- The Address Data Cleansing defined component enables you to run server tasks to standardize business street addresses, cities, states, postal codes, and countries.
- The Account De-Duplication defined component enables you to run server tasks to identify duplicate accounts.
- The Contact De-Duplication defined component enables you to run server tasks to identify duplicate contacts.
- The Prospect De-Duplication defined component enables you to run server tasks to identify duplicate prospects.

You create Data Quality Manager-type component definitions just as you would create other component definitions. For information on creating component definitions, see "Creating Defined Components" on page 4-14.

To configure Data Quality Manager

1. Complete Step 1 through Step 6 in "To create a defined component" on page 4-16 using the values shown in Table 7-1 on page 7-8.
2. Complete Step 7 in "To create a defined component" on page 4-16 by selecting the Data Quality component group.
3. Complete Step 8 in "To create a defined component" on page 4-16 using the values shown in Table 7-2 on page 7-9.
4. Complete Step 9 through Step 11 in "To create a defined component" on page 4-16.
5. Repeat Step 1 through Step 4 in this section until you have created all seven components.

   The following figure shows an example of creating the Account Data Cleansing defined component.


Siebel Call Center - Enterprise Component Definitions
File Edit View Screens Go Query Reports Help
SIEBEL
Queries
History List
Threads
Task Statistic:
Opportunities Service Campaigns SmartScripts Orders Accounts Partners Briefings Contacts Activities Calendar Quotes Projects
Enterprise Operations
Servers
Component Groups
Components
Tasks
Enterprise Configuration
Enterprise Parameters
Enterprise Component Groups
Component Definitions
Batch Component Admin
Component Job Definitions
Gateway Configuration
Configuration Explorer
Component Definitions
Create
Delete
Enable
Disable
Enterprise Server
siebel2832
Name | Alias | Component Group | Definition State | Run Mode | Description
Account Data Cleansing | DqMgrAcctDCIns | Data Quality | Active | Batch | Account Data Clear
Analysis Cache Manager | SMECacheMgr | Marketing | Active | Background | Monitors Analysis F
Analysis Proxy Manager | SMEProxyMgr | Marketing | Active | Interactive | Manages Siebel Ma
Analysis Query Manager | SMEQueryMgr | Marketing | Active | Background | Executes Siebel Ma
Assignment Manager | AsgnSrvr | Assignment Management | Active | Batch | Assigns positions a
Batch Assignment | AsgnBatch | Assignment Management | Active | Batch | Batch assigns posi
Business Integration Batch Manager | BusIntBatchMgr | Enterprise Application Integration | Active | Batch | Manages Business
Business Integration Manager | BusIntMgr | Enterprise Application Integration | Active | Batch | Executes Business
Call Center Object Manager | SCCObjMgr | Siebel Thin Client | Active | Interactive | Siebel Call Center
Communications Manager | CommMgr | Communications Management | Active | Batch | Sends messages t
CTI Inbound Call Router | CTIRoute | Communications Management | Active | Background | Routes inbound CT
D&B Update Mgr (D&B) | DNBUpMgrDNB | Dunn and Bradstreet | Active | Batch | Updates D&B table
D&B Update Mgr (D&B, Siebel) | DNBUpMgrAll | Dunn and Bradstreet | Active | Batch | Updates D&B and
Component Definition Parameters
Parameter | Fixed | Value | Data Type | Parameter Type | Description
Minimum Up Time | | 60 | Integer | Subsystem | Minimum time an MT
Auto Restart | | FALSE | Boolean | Subsystem | This component is re
Numbers of Restarts | | 10 | Integer | Subsystem | Number of times an
Number of Retries | | 10000 | Integer | Subsystem | Number of Retries fo
Retry Interval | | 5 | Integer | Subsystem | Wait Time between R
Retry Up Time | | 600 | Integer | Subsystem | Minimum Up-Time fo
Object Sorting Clause | | | String | Component | Sorting Clause of the
Object Where Clause | | Disable DataCleansing = 'N' | String | Component | Where Clause of the
Buscomp Name | | Account | String | Component | Name of buscomp to
Business Object Name | | Account | String | Component | Name of business ob
Connect String | | | String | Component | Combination of name
Operation Type | | Data Cleansing | String | Component | Type of operation
Reserved Option | | | String | Component | For performance testi
ata network outage currently affecting all dial-in users
401k enrollment forms due today
Company meeting today at 2:00 p.m.
Web Calls in Qu
1 of 4

6 Verify that the Data Quality component group is assigned to the appropriate Siebel Server.

   a Choose Screens → Server Administration → Enterprise Operations → Component Group Assignment.

   b In the Enterprise Component Group list applet, select the Data Quality component group.

   c The Siebel Server on which you want to run the Data Quality component group should be displayed in the Component Group Assignments list applet. If this is not the case, assign the Data Quality component group to the appropriate Siebel Server.

      For information on assigning component groups, see "To assign a component group to a server" on page 4-18.

7 Verify that the Data Quality component group is enabled at the enterprise level.

   a Choose Screens → Server Administration → Enterprise Configuration → Enterprise Component Groups.

   b In the Enterprise Component Groups list applet, select the Data Quality component group.

   c The Enable State field should display Online. If this is not the case, enable the Data Quality component group at the enterprise level.

      For information on enabling component groups at the enterprise level, see "Enabling Assigned Component Groups at the Enterprise Level" on page 4-20.

Table 7-1 lists the Data Quality Manager component definitions that you need to create.

Table 7-1. Data Quality Manager Component Definitions

Name	Component Type	Alias	Description
Account Data Cleansing	Dqmgr	DqMgrAcctDClns	Account Data Cleansing
Account De-Duplication	Dqmgr	DqMgrAcctDDup	Account De-Duplication
Address Data Cleansing	Dqmgr	DqMgrAddrDClns	Address Data Cleansing
Contact Data Cleansing	Dqmgr	DqMgrContDClns	Contact Data Cleansing
Contact De-Duplication	Dqmgr	DqMgrContDDup	Contact De-Duplication
Prospect Data Cleansing	Dqmgr	DqMgrPrspDClns	Prospect Data Cleansing
Prospect De-Duplication	Dqmgr	DqMgrPrspDDup	Prospect De-Duplication

Table 7-2 lists the definition parameters for each of the seven Data Quality Manager component definitions.

Table 7-2. Data Quality Manager Component Definition Parameters (Sheet 1 of 2)

Component	Parameters	Values
Account Data Cleansing	Buscomp Name Business Object Name Connect String[1] Object Sorting Clause Object Where Clause Operation Type	Account Account Disable DataCleansing = 'N' Data Cleansing
Account De-Duplication	Buscomp Name Business Object Name Connect String[1] Object Sorting Clause Object Where Clause Operation Type	Account Account DeDup Token DeDuplication
Contact Data Cleansing	Buscomp Name Business Object Name Connect String[1] Object Sorting Clause Object Where Clause Operation Type	Contact Contact Disable DataCleansing = 'N' Data Cleansing
Contact De-Duplication	Buscomp Name Business Object Name Connect String[1] Object Sorting Clause Object Where Clause Operation Type	Contact Contact DeDup Token DeDuplication
Prospect Data Cleansing	Buscomp Name Business Object Name Connect String[1] Object Sorting Clause Object Where Clause Operation Type	List Mgmt Prospective Contact List Mgmt Disable DataCleansing = 'N' Data Cleansing

Table 7-2. Data Quality Manager Component Definition Parameters (Sheet 2 of 2)

Component	Parameters	Values
Prospect De-Duplication	Buscomp Name Business Object Name Connect String[1] Object Sorting Clause Object Where Clause Operation Type	List Mgmt Prospective Contact List Mgmt DeDup Token DeDuplication
Address Data Cleansing	Buscomp Name Business Object Name Connect String[1] Object Sorting Clause Object Where Clause Operation Type	Business Address Business Address Disable DataCleansing = 'N' Data Cleansing

1. Connect String is an optional parameter that determines the server on which the component will run. If you leave the value for this field blank, the component will run on the server to which it is assigned. To specify a value for this field, use the format "gateway,enterprise,service,server".

Running Data Quality Manager

You can execute the predefined Data Quality Manager component, as well as the Data Quality Manager defined components that you may have created as described in "Configuring Data Quality Manager" on page 7-2, as server tasks. You run Data Quality Manager tasks just as you run other server tasks. For information on running server tasks, see "Running Server Tasks" on page 4-49.

Running Data Quality Manager on Account, Contact, or Prospect objects will update the DeDup_Token values for each respective object record. For each De-Duplication component to identify a valid candidate set for each record, you should either:

- Run a Data Cleansing component prior to running a De-Duplication component (recommended)
- Run the De-Duplication component twice and clear out the Duplicate Administration views between the two runs

NOTE: Make sure the Siebel Application Object Manager is enabled and running before running Data Quality Manager.

To run Data Quality Manager

1 Complete Step 1 through Step 4 in "To start a server task" on page 4-49.

2 In the Pick Assigned Component pick applet, select Data Quality Manager and click Pick.

   If you created Data Quality Manager defined components as described in "Configuring Data Quality Manager" on page 7-2, you may select one of those seven defined components instead of the predefined Data Quality Manager component.

3 If you are running the predefined Data Quality Manager component, you may specify parameters to configure the task to cleanse or de-duplicate the appropriate business component:

   a In the Server Tasks list applet, click the Parameters button.

   b In the Parameter Overrides dialog box, set the parameters for the appropriate business component as described in Table 7-2. These parameters will only be effective for this task.

   c Click Close.

4 In the Server Tasks list applet, click Start.

For information on administering standardized data and duplicate records, see *Siebel Applications Administration Guide*.

Troubleshooting

This section lists common error messages for Data Quality Manager and the common resolutions.

NOTE: The error code may differ between versions. If you cannot locate the error code in this section, try matching the error description.

GEN-27869 - Business Object name supplied is not found.

This error message may be generated if the Business Object Name parameter is misspelled in the component parameter definition. Verify that the Business Object Name parameter value is the same as the BusComp value for the Business Object Component in Siebel Tools.

To verify the Business Object Name parameter value

1. Start Siebel Tools.
2. In the Object Explorer applet, click on the Flat tab.
3. Select Business Object Component.
4. In the Business Object Components list applet, select the business component you want to use.
5. Make sure that the value shown in the BusComp column matches the Business Object Name component parameter value.

   The Business Object Name parameter value is case-sensitive.

GEN-27956 - Incompatible code.

This error message may be generated if you are using Siebel VB code for the business component. To resolve this error, set the EnableScripting parameter in the [Siebel] section of the application configure file to FALSE. For a list of application configuration files, see Table 8-2 on page 8-10.

Administering List Manager

List Manager imports data from flat files into the interface table (S_PRSP_CON_IF) and then sends the request to the Interface Manager (IFMGR) server component to process the interface table. The IFMGR configuration is stored in the .ifb files. For information on .ifb files, see *Siebel Enterprise Integration Manager Administration Guide*. The default .ifb file installed with the Siebel Server is already properly set up for List Manager.

List Manager requires the use of the following component groups:

- Enterprise Application Integration
- Marketing
- System Management (enabled by default)

You must enable these component groups at the enterprise level before submitting a list for import to List Manager. For information on enabling component groups, see "Enabling Assigned Component Groups at the Enterprise Level" on page 4-20.

The following example is a portion of the code in the default.ifb file that List Manager uses:

```
[Import Prospects]
TYPE = IMPORT
BATCH = $LMBATCH
TABLE = S_PRSP_CON_IF
IGNORE BASE TABLES = S_CALL_LST
```

`Import Prospects` is the name of the IFMGR process that is run by List Manager. `LMBATCH` contains IDs of the batches to import and is dynamically passed to the IFMGR by List Manager.

You should not use only the field names from the first row of the incoming list. The entire list should be used as the actual data that you are going to import. The first name field and last field are required fields. If these fields are blank, then the row will not be imported.

The default values for the paths to the IdCentric files are not specified upon installation, so you need to specify the locations of the AceXXX files on your system. Ideally, these should already be installed on the same disk where List Manager is running.

Table 7-3 lists the List Manager server component parameters.

Table 7-3. List Manager Component Parameters

Parameter	Description
List ID	The row ID for the list to import. This parameter is automatically passed to the List Manager by the client when user clicks the Launch Import button on the List Import applet.
AcePath	Path to the IdCentric binary files. List Manager will load the ace32.dll file here. The default value is `\\PW\ACELIB`.
AceCapFile	Path to a required IdCentric file. The default value is `\\PW\ACELIB\PWCAS.DCT`.
AceAddrFile	Path to a required IdCentric file. The default value is `\\PW\ACELIB\ADDRLN.DCT`.
AceLastInFile	Path to a required IdCentric file. The default value is `\\PW\ACELIB\LASTLN.DCT`.
AceCityFile	Path to a required IdCentric file. The default value is `\\PW\DIRS\CITY06.DIR`.
AceZcfFile	Path to a required IdCentric file. The default value is `\\PW\DIRS\ZCF06.DIR`.
AceZipFile	Path to a required IdCentric file. The default value is `\\PW\DIRS\ZIP4US.DIR`.
EimBatchVar	Name of the parameter to the IFMGR that is used to pass the batch number dynamically. The default value is `LMBATCH`.
EimConfig	The IFMGR configuration file name. The default value is `default.ifb`.
EimProcess	The IFMGR process to run (defined in the .ifb file). The default value is Import Prospects.

Application Object Manager Administration 8

Overview of Siebel Application Object Manager

This chapter explains how to configure, deploy, and administer Siebel Application Object Managers to support Siebel Thin Client for Windows, Siebel HTML Thin Client, and Siebel Java Thin Client. This chapter also explains Siebel Application Object Manager concepts to provide useful background information. This chapter does not discuss in detail the various types of Siebel Thin Clients. For information on Siebel Thin Clients, see *Siebel Client Installation and Administration Guide*.

Siebel Application Object Managers host the Business Objects layer and Data Objects layer of the Siebel architecture. The Thin Clients host the Siebel application user interface layer. The Siebel Application Object Manager is used primarily to support Siebel Thin Client connections. To do this, the Application Object Manager operates like a Siebel Dedicated Client with two key differences: it is not visible to the user and it handles multiple users simultaneously by making requests on their behalf.

Using Application Object Managers with Siebel Thin Clients is more efficient than using the Siebel Dedicated Clients because one Application Object Manager process can support up to 20 thin client connections. You can thus transfer much of the processing power and memory requirements from the clients to the server. By hosting Siebel Business Objects and the business logic processing on the server, Siebel Application Object Managers support:

- Deployment of Thin Client for Windows
- Siebel HTML Thin Clients
- Siebel Java Thin Client
- Integration with external applications through the Thin Client for Windows interfaces

Siebel Application Object Managers are hosted as components in the Siebel Server and run on the application server (the machine that hosts the Siebel Server). The Siebel Server provides the infrastructure for a Siebel Application Object Manager to serve multiple Thin Client for Windows and HTML Thin Client users. Multiple Siebel Application Object Manager components can run on a single Siebel Server installation. Siebel Application Object Manager components can be configured to run as multi-threaded processes in the Siebel Server. Like other Siebel Server components, you can administer Siebel Application Object Manager components in the Server Administration views using Siebel Dedicated Clients.

Siebel Application Object Managers communicate with clients using the TCP/IP protocol. Communication between clients and the Application Object Manager can be compressed and encrypted. An independent session is established to serve incoming connect requests from each client. Subsequent requests from clients are directed to the same Application Object Manager tasks until the sessions are terminated. After startup, Siebel Application Object Managers do not achieve their full run-time environments until after the first connect, thus leading to possible delays during the first connection.

The Siebel repository file (.srf) is installed as part of each Siebel Server installation. Any changes to the application's repository file must be applied to the appropriate Siebel Server installations that serve the modified application to the Thin Clients. When they reconnect to an Application Object Manager, Thin Client users will automatically retrieve the new Siebel application configuration. User preferences set and saved by Thin Client for Windows users will be saved on the server.

NOTE: If you are running the Siebel Server in a UNIX environment, Application Object Managers support eScript, but not Visual Basic.

Figure 8-1 shows the difference in deployment between the Siebel Dedicated Client and Siebel Thin Clients.

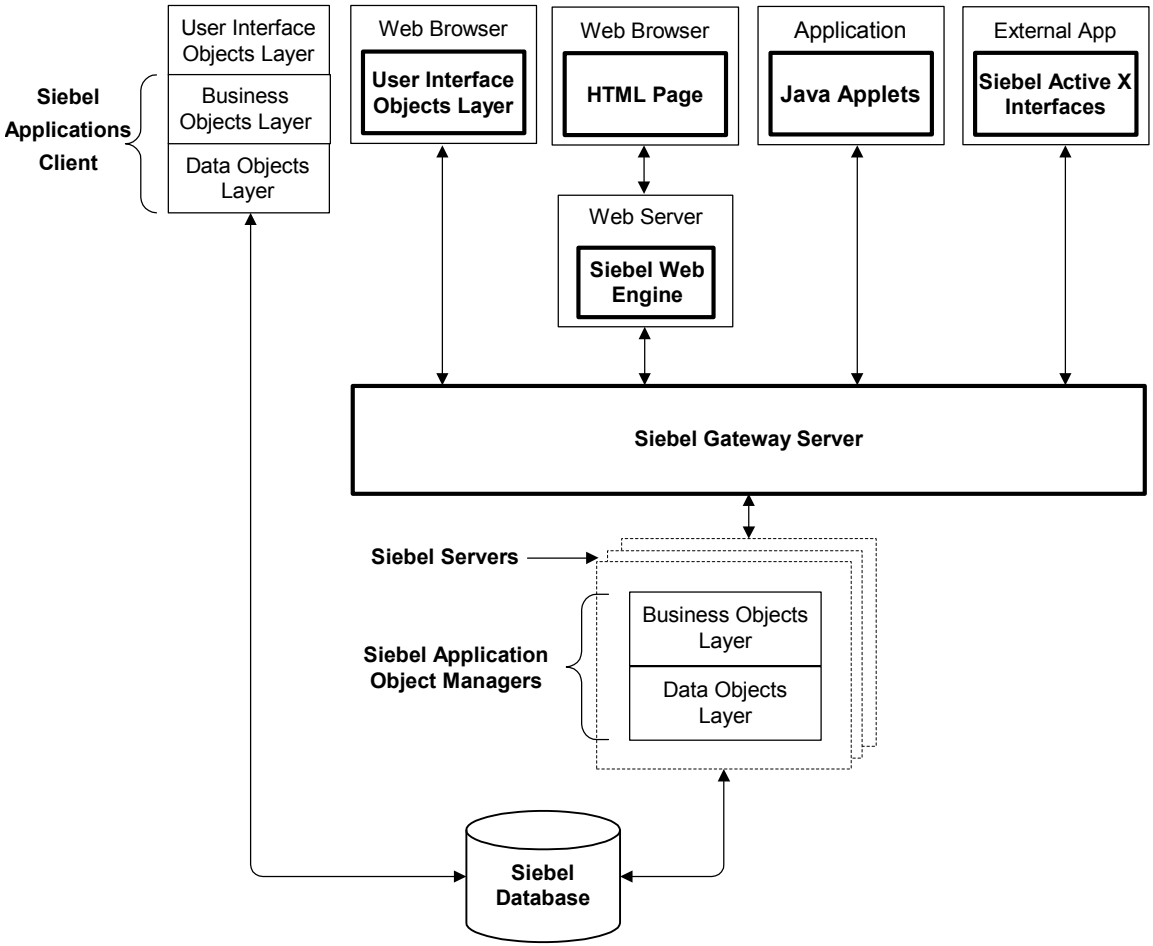


Figure 8-1. Deployment Difference Between the Siebel Dedicated Client and Siebel Thin Clients

Memory Allocation

The Application Object Manager caches information in a couple of different ways. Some information is cached and used by all connections and other information is stored for each user connection.

The Application Object Manager's memory allocation can be broken into three areas:

- User memory
- Shared memory between users
- Administrative memory used to manage the Application Object Manager itself

User Memory

The user area maintains specific information about each user's session. Typically, each user uses 3MB to 4MB of memory, though this is dependent on the eApplication being used. This memory gets released when the task is completed. This may or may not correspond to the end user logging out.

Shared Memory

The next part of memory is for common structures used by all users. This is the largest part of memory for the Application Object Manager. It contains business objects, business components, controls, and other metadata items from the Siebel repository or SRF file. This memory gets loaded on an as-needed basis and remains loaded for the life of the process. It is not uncommon for Application Object Manager processes to use more than 150MB.

Administrative Memory

The third area of memory used by Application Object Manager is to manage the component itself. This memory is relatively small and is used to manage communication between the Application Object Manager and other Siebel Server components. It runs the listener and coordinates threads and tasks.

Configuring the Siebel Application Object Manager Environment

This section describes the required steps to ensure the proper configuration and operation of Siebel Application Object Managers.

To configure the Siebel Application Object Manager environment

1. Make sure that Siebel Application Object Managers are installed as part of all the Siebel Server installations on all application servers you plan to be using.

   Siebel Application Object Managers are installed as components in the Siebel Server. Installing Siebel Server automatically installs predefined Application Object Manager components. For instructions on installing and configuring the Siebel Server, see *Siebel Installation Guide*.

2. Ensure that the customized Siebel repository file (.srf file) is installed or copied to the appropriate Siebel Server installations that will serve the modified application.

   The .srf file should be customized by the application developer. The default location for this file is in the objects directory of the Siebel Server installation.

3. Add or configure Application Object Manager components by setting the parameters that control:

   - Type of application to run (configuration file)
   - Language code
   - Compression setting
   - Encryption setting
   - Number of processes for each component
   - Number of threads/tasks per process

   For details on this topic, see "Siebel Application Object Manager Parameters" on page 8-10.

4 Enable the Siebel Thin Client component group at the enterprise level.

   For information on enabling component groups, see "Enabling Assigned Component Groups at the Enterprise Level" on page 4-20.

5 Restart the Siebel Server System Service to automatically register the Application Object Manager services (configured in Step 3) and enable the Siebel Thin Client component group (configured in Step 4).

Network Configuration (Port Numbers)

This section covers information that pertains to port numbers used by the Siebel Application Object Manager and Siebel Server. This information may be useful to network administrators who configure network devices in the enterprise to permit client port access.

Load Balancing Enabled

If you are using Resonate's Central Dispatch to load balance an Application Object Manager, the following ports may be relevant for configuring network devices:

- The port number on which the Siebel Gateway Server listens for requests from clients. The default port number for the Gateway Server is 2320.
- The port numbers on which Resonate Central Dispatch listens for each Application Object Manager component in the enterprise.

  Each Application Object Manager component listens on different ports for client requests. Each Application Object Manager component in the Siebel enterprise can be configured through Server Administration views to use a static port number (*portnumber* parameter). If static port numbers are not used, each Application Object Manager component in the Siebel enterprise is dynamically assigned a port number. In this case, the same Application Object Manager components on different Siebel Servers will use the same port number.

Load Balancing Not Enabled

If load balancing of Application Object Managers is not enabled, the following ports may be relevant for configuring network devices:

- The port number on which the Siebel Gateway Server listens for requests from clients. The default port number for the Gateway Server is 2320.
- The port numbers on which Central Dispatch listens for each Application Object Manager component on each Siebel Server.

  Each Application Object Manager component can be configured through Server Administration views to use a static port number (*portnumber* parameter).

Predefined Siebel Application Object Manager Components

Siebel Application Object Managers are installed as predefined components in the Siebel Server. Application Object Managers belong to the Siebel Thin Client Component Group and are of the type AppObjMgr. Table 8-1 lists the Siebel Application Object Managers.

Table 8-1. Siebel Application Object Managers (Sheet 1 of 2)

Name	Short Name
Call Center Object Manager	SCCObjMgr
Field Service Object Manager	SFSObjMgr
Sales Object Manager	SSEObjMgr
Service Object Manager	SSVObjMgr
eSales Object Manager	eSalesObjMgr
eChannel Object Manager	eChannelObjMgr
eService Object Manager	eServiceObjMgr
eCustomer Object Manager	eCustomerObjMgr
eMarketing Object Manager	eMarketObjMgr
eBriefings Object Manager	eBriefingsDCObjMgr
eBriefings DC Object Manager	eBriefingsObjMgr

Table 8-1. Siebel Application Object Managers (Sheet 2 of 2)

Name	Short Name
eTraining Object Manager	eTrainingObjMgr
Partner Finder Object Manager	PartnerFinderObjMgr
Siebel Service Webphone	WebphoneServiceObjMgr
Siebel Sales Webphone	WebphoneSalesObjMgr

Siebel Application Object Manager Parameters

At start-up, Siebel Application Object Manager components accept a number of parameters that determine their behavior. The behavior of Application Object Manager components is controlled by specific parameters. These parameters can be modified in both the Server Manager GUI and the application configuration file:

- Parameters for the Siebel Application Object Manager that can be modified in the Server Component Parameters view using the Server Manager GUI
- Application configuration files

Table 8-2. Configuration Files

File Name	Application
uagent.cfg	Siebel Call Center
sfs.cfg	Siebel Field Service
siebel.cfg	Siebel Sales Enterprise
service.cfg	Siebel Service Enterprise
esales	Siebel eSales
scw.cfg	Siebel eChannel
iss.cfg	Siebel eService
ecustomer.cfg	Siebel eCustomer
ebriefings.cfg	Siebel eBriefings
ebriefings_w.cfg	Siebel eBriefings
etraining.cfg	Siebel eTraining
partnerfinder.cfg	Siebel Partner Finder
wpserv.cfg	Siebel Sales Webphone
wpsales.cfg	Siebel Sales Webphone

Selected parameters in the Siebel configuration files appear as Application Object Manager-specific parameters in the Server Manager GUI. The parameter values in the Server Manager GUI take precedence over parameters specified in the configuration files.

Determining Application Object Manager Parameter Values

When setting up the eApplication (such as Siebel eService), you need to consider the application, coding, number of users, and other variables which may impact the performance of the Application Object Manager. You can enhance performance by adjusting the values of generic and component-specific parameters for the Application Object Manager.

You should adjust the values of these parameters as required by your implementation to achieve optimal performance. For example, you should make sure that the Maximum MT Servers and Minimum MT Servers parameters be set correctly to support the anticipated number of Thin Client users. Each MT Server process can support up to 20 users before it becomes unavailable. Since the default number is 1, you should increase the number of MT servers according to your system requirements.

When setting the Maximum Tasks parameter, it is important to know how many concurrent users will be using the system and then allow for some extra tasks. Remember that anonymous tasks may be created to handle login information and will reduce the total number of concurrent tasks that can run. Generally, anonymous tasks represent 10% of all user tasks. For this reason, you should set the Maximum Tasks parameter to a value greater than 2, since at least one task will be started for the Application Object Manager to handle the eApplication, and at least another task will be started to handle the client connection once the login has been established. Once you have determined the optimal setting, restart the Siebel Server to automatically register the Application Object Manager services.

If your system will not be used at night, you may also want to use the Server Manager command-line interface to shutdown the Application Object Manager for your site on a nightly basis to refresh memory. For information on using the Server Manager command-line interface, see Chapter 5, “Using the Server Manager Command-Line Interface.”

Modifying Application Object Manager Parameters Using the GUI

Use the Server Components Parameters view to modify the following Application Object Manager-specific and generic parameters:

- Compression Type
- Encryption Type
- Error Flags
- Flush Frequency
- Language Code
- Log Print Timestamp
- Max Number of Archived Trace Files
- Maximum Trace File Size
- Password
- Static Port Number
- Trace Flags
- User Name
- Load Balanced
- Maximum MT Servers
- Maximum Tasks
- Minimum MT Servers
- Multi-Threaded

For a description of each parameter, see "Parameters" on page A-11.

To modify Application Object Manager parameters using the GUI

1. Choose Screens → Server Administration → Components → Components Parameters.
2. In the Server Components list applet, select the Application Object Manager whose parameters you want to modify.

   The Component Parameters list applet lists the component parameters.
3. In the Component Parameters list applet, select the parameter you want to modify.
4. In the Current Value field, enter the new value for the Application Object Manager parameter.

   The Current Value field of the Configuration File parameter cannot be changed. If you want to use another configuration file for the Application Object Manager, then change the file name in the Value on Restart field for this parameter and restart the Siebel Server for changes to take effect.

Figure 8-2 shows an example of setting the Data Source parameter value to Example.

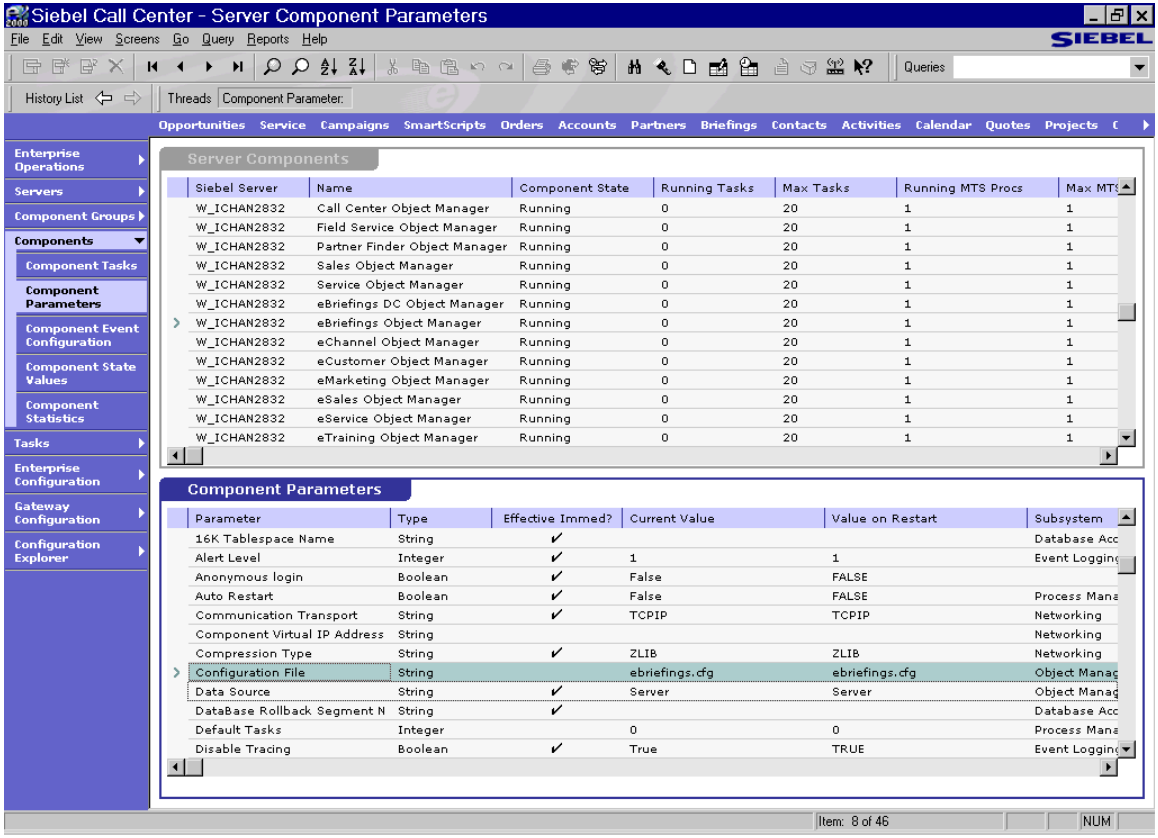


Figure 8-2. Modifying Application Object Parameters

Modifying the Recycling Factor Parameter

In order to control memory growth for Application Object Manager processes, you should modify the Recycling Factor parameter to clean up the memory used by Application Object Managers.

The recycling factor parameter is a multiplier of the maximum number of threads that a multithreaded server can run concurrently (this parameter works in conjunction with the MaxMTServers and MaxTasks parameters). When the multithreaded server is started, it calculates how many threads it can run before it has to recycle itself using the following formula:

(MaxTasks / MaxMTServers) * RecycleFactor

NOTE: MaxTasks is always divisible by MaxMTServers

Whenever a task is created for a client connection, the multithreaded server checks to see if recycling is required. If it is, it will stop accepting further client connections (stop starting new tasks) and create a new multithreaded server to handle the new connections. When the last task ends in a deactivated multithreaded server, the process will exit. This functionality is intended precisely to handle situations where a server component might be leaking any kind of resource.

An example may be that you want to recycle the process (multithreaded server) when it has serviced 100 clients. That means that the process can run 100 tasks before it needs to recycle. On the other hand, due to concurrency limitations, only 20 tasks can be supported per process, but you want to be able to handle up to 1000 simultaneous tasks. You should thus set the values for the Application Object Manager parameters as follows:

MaxTasks = 1000

MaxMTServers = 50

RecycleFactor = 5

These values will yield the following results:

- Concurrent tasks per server = MaxTasks / MaxMTServers or 1000 / 50 = 20
- Max tasks before recycling = concurrent tasks per server * RecycleFactor or 20 * 5 = 100

Since the RecycleFactor parameter is a hidden parameter, you will need to set its value using the Siebel Server Manager command-line interface.

To set the Recycle Factor parameter value

1 Start the Siebel Server Manager command-line interface srvrmgr.exe.

2 Type:

```
change parameter RecycleFactor=Recycle_Factor_Value for component
component_alias_name server siebel_server_name
```

The default value for the RecycleFactor parameter is 0, which means never recycle. For more information on using the Server Manager command-line interface, see Chapter 5, "Using the Server Manager Command-Line Interface."

Modifying Application Object Manager Parameters in the Configuration File

Each application's configuration file contains a detailed set of parameters specific to the Application Object Manager. This file is installed as part of the Siebel Server installation, and can be modified by the system administrator. If the configuration file is modified, the Siebel Server needs to be restarted before changes take effect. Table 8-3 describes the Application Object Manager-specific parameters used in the configuration file to control the Application Object Manager.

See Table 8-2 on page 8-10 for a list of configuration files.

Table 8-3. Application Object Manager-Specific Parameters in the Configuration File

Parameter	Description
RespositoryFile	Name and location of the Siebel repository file.
DataSource	Name of section in the configuration file that determines the data source used by Application Object Manager.
FileSystem	Location of the directory where file attachments are stored. This parameter overrides the FileSystem parameter value set by the Server Manager.
SharedModeUsersDir	Location of directory where Thin Client for Windows user preferences are stored.

For a description of all parameters used in configuration files, see *Siebel Client Installation and Administration Guide*.

Administering the Siebel Application Object Manager

You can monitor Siebel Application Object Managers at:

- The server level using Siebel Server
- The component level using Application Object Manager components
- The task level using Application Object Manager tasks

At each of these levels, you can:

- Use the Server Administration views to monitor:
  - State values
  - Statistics
  - Log file
- Use the Server Components Parameters view to set the Application Object Manager-specific parameters
- Start, stop, pause, or resume any Siebel Application Object Manager tasks

At the component level, you can enable SQL tracing to view the SQL that is generated for the selected Application Object Manager.

Application Object Manager-Specific State Values

Table 8-4 describes the state values specific to the Application Object Manager.

Table 8-4. Application Object Manager-Specific State Values

State Value	Description
Average Connect Size	Average connect time for an Application Object Manager session
Maximum Reply Size	Maximum reply message size
Maximum Reply Size Operation	Maximum reply size operation
Maximum Request Size	Maximum request message size
Maximum Request Size Operation	Maximum request size operation
Maximum Response Time	Maximum response time for any Application Object Manager operation
Maximum Response Time Operation	Maximum response time operation

Application Object Manager-Specific Statistics

You can view Application Object Manager-specific statistics at the component level or the task level.

To view statistics at the component level

1. Choose Screens → Server Administration → Components → Component Statistics.
2. In the Server Components list applet, find the Application Object Manager whose statistics you want to view.

   The statistics for the Application Object Manager component appear in the Component Statistics list applet as shown in Figure 8-3 on page 8-18.

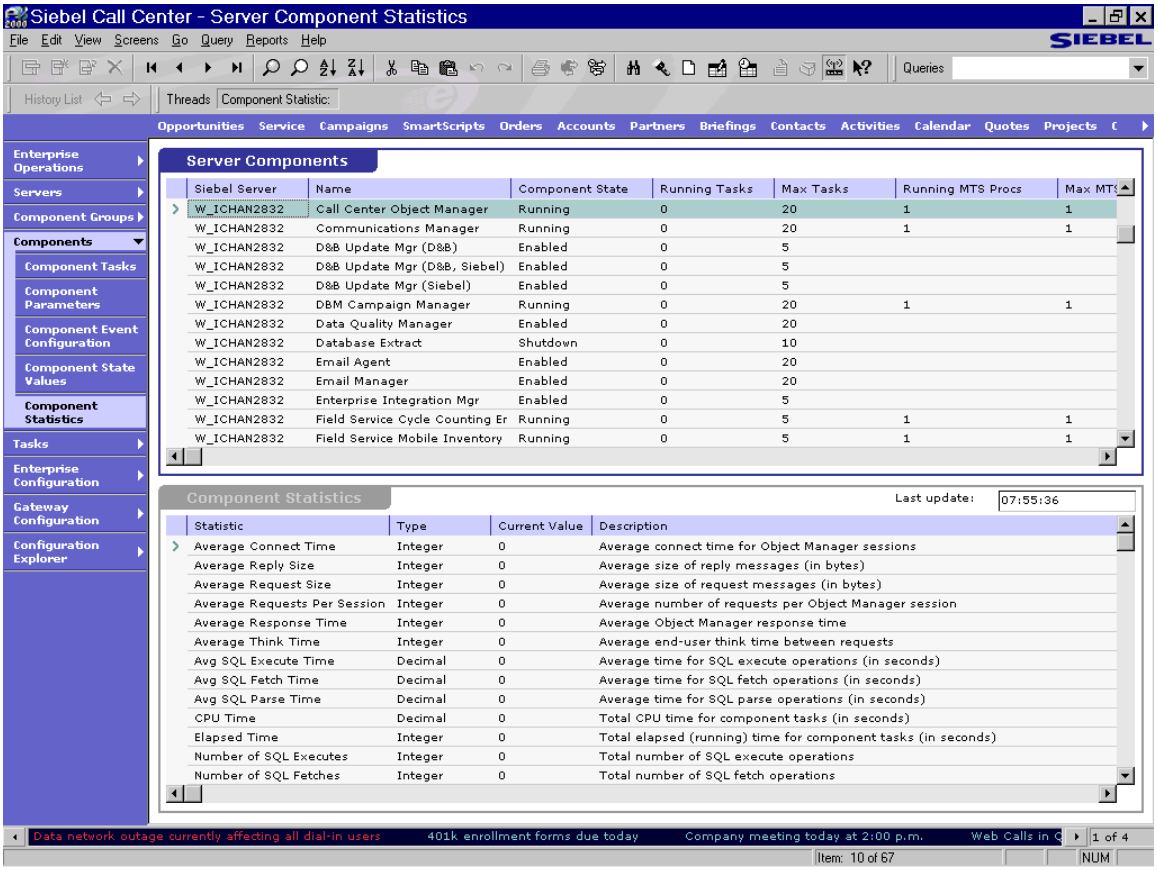


Figure 8-3. Server Component Statistics

To view statistics at the task level

1. Choose Screens → Server Administration → Tasks → Task Statistics.
2. In the Tasks list applet, click the Application Object Manager whose statistics you want to view.

   The statistics for the Application Object Manager components appear in the Task Statistics list applet.

Table 8-5 describes the statistics specific to the Application Object Manager.

NOTE: In Table 8-5, *Application Object Manager session* refers to a session between a client and an Application Object Manager. A session begins when the client connects to the Application Object Manager, and ends when the connection is terminated. A session starts a task on the Application Object Manager. If the Application Object Manager's Multi-Threaded parameter is set to TRUE, tasks will be implemented as threads.

Table 8-5. Application Object Manager-Specific Statistics (Sheet 1 of 2)

Statistic Name	Description
Average Connect Time	Average connect time for an Application Object Manager session.
Average Reply Size	Average size of reply message (in bytes) generated by the Application Object Manager.
Average Request Size	Average size of request messages (in bytes) received by the Application Object Manager.
Average Requests Per Session	Average number of requests received by the Application Object Manager per Application Object Manager session.
Average Response Time	Average Application Object Manager response time to a request.
Average Think Time	Average time between requests from the client.
Application Object Manager Errors	Total number of errors encountered during an Application Object Manager session.
Reply Messages	Total number of reply messages sent by the Application Object Manager.
Request Messages	Total number of request messages received by the server.

Table 8-5. Application Object Manager-Specific Statistics (Sheet 2 of 2)

Statistic Name	Description
Total Reply Size	Total size (in bytes) of reply messages received by the Application Object Manager.
Total Request Size	Total size (in bytes) of request messages received by the Application Object Manager.
Total Response Time	Total Application Object Manager response time (in seconds).
Total Think Time	Total client think time (in seconds), or the total amount of elapsed time between client requests.

Enabling SQL Tracing for Application Object Manager

You can enable SQL tracing for each Application Object Manager at the component level to view the SQL that is generated for each Application Object Manager.

To enable SQL tracing for Application Object Manager

1. Choose Screens → Server Administration → Components → Component Parameters.
2. In the Server Components list applet, select the Application Object Manager for which you want to enable SQL tracing.
3. In the Component Parameters list applet, set the Current Value field of the SQL Trace Flags parameter to 8.
4. Set the Current Value field of the Disable Tracing parameter to False.
5. Choose Screens → Server Administration → Components → Component Event Configuration.
6. In the Server Components list applet, select the Application Object Manager that was chosen in Step 2.

7 In the Component Event Configuration list applet, set the Log Level field of the SQL Tracing event type to 4.

8 For changes to take effect, restart the Siebel Server.

For more information on restarting the Siebel Server, see "Siebel Server Administration" on page 4-8.

Server Components and Parameters

A

Component Groups

Table A-1 lists the predefined Siebel Server component groups, alphabetically by component group.

Table A-1. Predefined Siebel Server Component Groups (Sheet 1 of 4)

Component Group Name	Short Name	Component Name	Short Name
Assignment Management	AsgnMgmt	Batch Assignment	AsgnBatch
		Assignment Manager	AsgnSrvr
Communications Management	CommMgmt	Communications Manager	CommMgr
		CTI Inbound Call Router	CTIRoute
		Email Agent	MailAgent
		Email Manager	MailMgr
		Page Manager	PageMgr
Dun and Bradstreet	DandB	D&B Update Mgr (D&B, Siebel)	DNBUpMgrAll
		D&B Update Mgr (D&B)	DNBUpMgrDNB
		D&B Update Mgr (Siebel)	DNBUpMgrSieb
Data Quality	DataQual	Data Quality Manager	DQMgr
Enterprise Application Integration	EAI	Business Integration Batch Manager	BusIntBatchMgr
		Business Integration Manager	BusIntMgr
		Enterprise Integration Mgr	EIM
		MQSeries Receiver	MqSeriesRcvr

Table A-1. Predefined Siebel Server Component Groups (Sheet 2 of 4)

Component Group Name	Short Name	Component Name	Short Name
Field Service	FieldSvc	Field Service Cycle Counting Engine	FSCyccnt
		Service Order Fulfillment Engine	FSFulfill
		Field Service Mobile Inventory Transaction Engine	FSInvTxn
		Service Order Part Locator Engine	FSLocate
		Preventive Maintenance Engine	FSPrevMnt
		Field Service Replenishment Engine	FSRepl
Incentive Compensation	IComp	ICM Calc Engine	ICMCalcEngine
		ICM CalcWkbk Import	ICMCalcImport
		ICM Order Import	ICMOrderImport
		Incentive Compensation Mgr	ICompMgr
Marketing	Mktng	DBM Campaign Manager	DBMCampMgr
		List Manager	ListMgr
		Analysis Cache Manager	SMECacheMgr
		SME Campaign Manager	SMECampMgr
		SME Cell Server	SMECellSvr
		Analysis Proxy Manager	SMEProxyMgr
		Analysis Query Manager	SMEQueryMgr
		SME Segment Server	SMESgmntSvr

Table A-1. Predefined Siebel Server Component Groups (Sheet 3 of 4)

Component Group Name	Short Name	Component Name	Short Name
Siebel Remote	Remote	Database Extract	DbXtract
		Generate New Database	GenNewDb
		Replication Agent	RepAgent
		Synchronization Manager	SynchMgr
		Transaction Merger	TxnMerge
		Transaction Processor	TxnProc
		Transaction Router	TxnRoute
SAP Connector	SAP	SAP IDOC Receiver for MQ Series	SAPIdocMqRcvr
		SAP IDOC Receiver	SAPIdocRcvr
System Management	System	Server Request Processor	ReqProc
		Server Manager	ServerMgr
		Siebel Server	SiebSrvr
		Server Request Manager	SRMSynch
		Siebel Server Scheduler	SrvrSched

Table A-1. Predefined Siebel Server Component Groups (Sheet 4 of 4)

Component Group Name	Short Name	Component Name	Short Name
Siebel Thin Client	ThinClient	eBriefings Object Manager	eBriefingsObjMgr
		eBriefings DC Object Manager	eBriefingsDCObjMgr
		eChannel Object Manager	eChannelObjMgr
		eCustomer Object Manager	eCustomerObjMgr
		eMarketing Object Manager	eMarketObjMgr
		eSales Object Manager	eSalesObjMgr
		eService Object Manager	eServiceObjMgr
		eTraining Object Manager	eTrainingObjMgr
		Partner Finder Object Manager	PartnerFinderObjMgr
		Call Center Object Manager	SCCObjMgr
		Field Service Object Manager	SFSObjMgr
		Sales Object Manager	SSEObjMgr
		Service Object Manager	SSVObjMgr
		Siebel Sales Webphone Object Manager	WebphoneSalesObjMgr
		Siebel Service Webphone Object Manager	WebphoneServiceObjMgr
Web Collaboration	WebColab	Web Collaboration Server Component	ssscmesrvr
Workflow Management	Workflow	Generate Triggers	GenTrig
		Workflow Process Batch Manager	WfProcBatchMgr
		Workflow Process Manager	WfProcMgr
		Workflow Action Agent	WorkActn
		Workflow Monitor Agent	WorkMon

Server Components

Table A-2 lists the predefined Siebel Server components.

Table A-2. Predefined Siebel Server Components (Sheet 1 of 5)

Component Name	Alias	Mode	Description
Analysis Cache Manager	SMECacheMgr	Background	Mid-tier data cache for the Siebel Marketing Enterprise client; monitors Analysis Proxy Server disk cache usage
Analysis Proxy Manager	SMEPxyMgr	Interactive	Mid-tier extract engine that services Siebel Marketing Enterprise clients
Analysis Query Manager	SMEQueryMgr	Background	Mid-tier query engine that executes analysis queries for Siebel Marketing Enterprise client
Assignment Manager	AsgnSrvr	Batch	Automatic data assignment engine that assigns positions and employees to objects[1]
Batch Assignment	AsgnBatch	Batch	Batch assigns positions and employees to objects
Business Integration Batch Manager	BusIntBatchMgr	Batch	Manages business integration data flows in batch mode
Business Integration Manager	BusIntMgr	Batch	Executes business integration data flows
Call Center Object Manager	SCCObjMgr	Interactive	Siebel Call Center object manager
Communications Manager	CommMgr	Batch	Sends messages to recipients associated with business object instances
CTI Inbound Call Router	CTIRoute	Background	Works in conjunction with CTI middleware to route incoming calls
D&B Update Mgr (D&B)	DNBUpMgrDNB	Batch	Updates D&B tables with subscription data
D&B Update Mgr (D&B, Siebel)	DNBUpMgrAll	Batch	Updates D&B and Siebel tables with subscription data

Table A-2. Predefined Siebel Server Components (Sheet 2 of 5)

Component Name	Alias	Mode	Description
D&B Update Mgr (Siebel)	DNBUpMgrSieb	Batch	Updates Siebel tables with subscription data
Data Quality Manager	Dqmgr	Batch	Cleanses data and de-duplicates records
Database Extract	DbXtract	Batch	Extracts visible data for a Siebel Remote client
DBM Campaign Manager	DBMCampMgr	Batch	Copies contacts from cells to campaigns
eBriefings DC Object Manager	eBriefingsDCObjMgr	Interactive	Siebel eBriefings Object Manager for Dedicated Clients
eBriefings Object Manager	eBriefingsObjMgr	Interactive	Siebel eBriefings Object Manager for browser clients
eChannel Object Manager	eChannelObjMgr	Interactive	Siebel eChannel Object Manager
eCustomer Object Manager	eCustomerObjMgr	Interactive	Siebel eCustomer Object Manager
Email Agent	MailAgent	Background	Monitors and processes incoming email
EMail Manager	MailMgr	Background	Sends email initiated by Workflow Manager
eMarketing Object Manager	eMarketObjMgr	Interactive	Siebel eMarketing Object Manager
Enterprise Integration Manager	EIM	Batch	Integrates enterprise data to and from other systems[2]
eSales Object Manager	eSalesObjMgr	Interactive	Siebel eSales Object Manager
eService Object Manager	eServiceObjmgr	Interactive	Siebel eService Object Manager
eTraining Object Manager	eTrainingObjMgr	Interactive	Siebel eTraining Object Manager
Field Service Cycle Counting Engine	FSCyccnt	Batch	Field Service Cycle Counting Engine[2]

Table A-2. Predefined Siebel Server Components (Sheet 3 of 5)

Component Name	Alias	Mode	Description
Field Service Mobile Inventory Transaction Engine	FSInvTxn	Batch	Field Service Mobile Inventory Transaction Engine[2]
Field Service Object Manager	SFSObjMgr	Interactive	Siebel Field Service Object Manager[2]
Field Service Replenishment Engine	FSRepl	Batch	Replenishes inventory locations[2]
Generate New Database	GenNewDb	Batch	Generates a new Sybase SQL Anywhere database template file for Siebel Remote
Generate Triggers	GenTrig	Batch	Generates triggers for Workflow Manager and Assignment Manager
ICM Calc Engine	ICMCalcEngine	Batch	Incentive Compensation - Compensation Calculation Engine
ICM CalcWkbk Import	ICMCalcImport	Batch	Incentive Compensation - Transaction to Calculation Workbook processor
ICM Order Import	ICMOrderImport	Batch	Incentive Compensation - Order to Transaction Workbook processor
Incentive Compensation Manager	ICompMgr	Batch	Calculates incentive compensations[2]
List Manager	ListMgr	Batch	Loads lists of data into the Siebel Database[2]
MQSeries Receiver	MqSeriesRcvr	Background	Preconfigured receiver for inbound MQ Series messages
Page Manager	PageMgr	Background	Sends pages generated by the Workflow Manager
Partner Finder Object Manager	PartnerFinderObjMgr	Interactive	Siebel Partner Finder Object Manager
Preventive Maintenance Engine	FSPrevMnt	Batch	Generates service requests and activities for preventive maintenance
Replication Agent	RepAgent	Background	Synchronizes a Siebel Remote regional database with a parent database

Table A-2. Predefined Siebel Server Components (Sheet 4 of 5)

Component Name	Alias	Mode	Description
Sales Object Manager	SSEObjMgr	Interactive	Siebel Sales Object Manager
SAP IDOC Receiver	SAPIdocRcvr	Background	Preconfigured receiver for inbound SAP IDOCs via RFC
SAP IDOC Receiver for MQ Series	SAPIdocMqRcvr	Background	Preconfigured receiver for inbound SAP IDOCs via MQ Series
Server Manager	ServerMgr	Background	Administration of Siebel Servers within the enterprise
Server Request Manager	SRMSynch	Batch	Handles synchronous server requests
Server Request Processor	ReqProc	Background	Processes asynchronous requests from Siebel client on the Siebel Server. This component must be running if you plan to run the following processes: ■ EAI ■ EIM ■ Field Service (all components) ■ Incentive Compensation Manager ■ Interactive Assignment List Manager
Service Object Manager	SSVObjMgr	Interactive	Siebel Service Object Manager
Service Order Fulfillment Engine	FSFulfill	Batch	Fulfills pending service orders
Service Order Part Locator Engine	FSLocate	Batch	Locates pending service orders
Siebel Sales Webphone	WebphoneSalesObjMgr	Interactive	Siebel Sales Webphone Object Manager
Siebel Server	SiebSrvr	Background	Siebel Server root process and network listener
Siebel Server Scheduler	SrvrSched	Background	Schedulers Siebel Server job execution

Table A-2. Predefined Siebel Server Components (Sheet 5 of 5)

Component Name	Alias	Mode	Description
Siebel Service Webphone	WebphoneServiceObjMgr	Interactive	Siebel Service Webphone Object manager
SME Campaign Manager	SMECampMgr	Background	Generates campaigns
SME Cell Server	SMECellSvr	Background	Generates cells for a segment
SME Segment Server	SMESgmntSvr	Background	Calculates count of contacts per segment
Synchronization Manager	SynchMgr	Interactive	Manages Siebel Remote and Replication Manager synchronization sessions
Transaction Merger	TxnMerge	Background	Merges transactions from Siebel Remote and Replication Manager clients into the Siebel database server
Transaction Processor	TxnProc	Background	Prepares the transaction log for the Transaction Router
Transaction Router	TxnRoute	Background	Routes visible transactions to Siebel Remote and Replication Manager clients
Web Collaboration Server Component	Ssscmesrvr	Batch	Web Collaboration Server Component
Workflow Action Agent	WorkActn	Background	Executes Workflow Manager actions
Workflow Monitor Agent	WorkMon	Background	Monitors Workflow Manager events
Workflow Process Batch Manager	WfProcBatchMgr	Batch	Executes business processes in batch
Workflow Process Manager	WfProcMgr	Batch	Executes real-time business processes

1. In order to run Interactive Assignment, the Server Request Processor component must also be running.
2. In order for this component to run, the Server Request Processor component must also be running.

Parameters

Table A-3 lists all enterprise, server, and generic parameters and their related attributes. Full descriptions of each parameter follow this table.

Table A-3. Parameters and Attributes (Sheet 1 of 3)

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value[1]
Auto Restart	AutoRestart	Enterprise					
Enterprise Server Description	Enterprise Desc	Enterprise					
Indexspace Name	IdxSpace	Enterprise		Y	Y	Y	
Minimum Up Time	MinUpTime	Enterprise					
Number of Restarts	NumRestart	Enterprise					
Number of Retries	NumRetries	Enterprise					
ODBC Data Source	Connect	Enterprise	Y	Y	Y		***
Retry Interval	RetryInterval	Enterprise					
Retry Up Time	RetryUpTime	Enterprise					
Siebel File System[2]	FileSystem	Enterprise	Y	Y	Y		***
Siebel Repository	Repository	Enterprise		Y	N		Siebel Repository
Table Owner	TableOwner	Enterprise		Y	Y		***
Table Owner Password	TblOwnPass	Enterprise		Y	Y	Y	
Tablespace Name	TblSpace	Enterprise		Y	Y	Y	
Upgrade Component	Upgrade Component	Enterprise			Y		Siebel HQ Server
Virtual IP Address	VIP	Enterprise	Y		Y		
Auto Startup Mode	AutoStart	Server			Y		TRUE

Table A-3. Parameters and Attributes (Sheet 2 of 3)

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value[1]
Communication Transport	Comm	Server	Y		Y		TCPIP
Compression Type	Compress	Server			Y		NONE
Encryption Type	Crypt	Server			Y		NONE
Host Name	Host	Server	Y				
Log Archive Keep	LogArchive	Server			Y		10
Server Description	ServerDesc	Server					
Server Shutdown Wait Time	ShutdownTime	Server			Y	Y	60
Siebel Root Directory	RootDir	Server	Y		N		***
Siebel Server Name	Server	Server	Y		Y		***
Synchronization Port	SyncPort	Server	Y		Y		40400
Alert Level	AlertLevel	Generic		Y	Y	Y	1
Default Processes	DfltProcs	Generic	Y	Y	Y	Y	0
Default Tasks	DfltTasks	Generic	Y				0
Error Flags	ErrorFlags	Generic		Y	Y	Y	0
Flush Frequency	FlushFreq	Generic		Y	Y	Y	0
Language Code	Lang	Generic	Y	Y	Y		ENU
Load Balanced	LoadBalanced	Generic	Y				FALSE
Log Print Timestamp	LogTimestamp	Generic		Y	Y	Y	FALSE
Maximum Archived Trace Files	MaxNumTrace	Generic		Y	Y	Y	0
Maximum MT Servers	MaxMTServers	Generic	Y				1

Table A-3. Parameters and Attributes (Sheet 3 of 3)

Parameter Name	Alias	Level	Req	Override	Effective Immed	Dynamic	Default Value[1]
Maximum Processes	MaxProcs	Generic	Y	Y	N		20
Maximum Tasks	MaxTasks	Generic	Y				1
Maximum Trace File Size	MaxTraceSize	Generic		Y	Y	Y	0
Minimum MT Servers	MinMTServers	Generic	Y				1
Multi-Threaded	Threaded	Generic	Y				FALSE
Password	Password	Generic	Y	Y	Y	Y	***
Request ID	RequestID	Generic		Y	Y	Y	0
Sleep Time	SleepTime	Generic		Y	Y	Y	60
SQL Trace Flags	SQLFlags	Generic		Y	Y	Y	0
Static Port Number	PortNumber	Generic	Y		Y		0
Trace Flags	TraceFlags	Generic		Y	Y	Y	0
User Name	Username	Generic	Y	Y	Y	Y	***

1. Parameters with *** as the default value are initially set during the installation of the Siebel Server (based on the configuration specified by the administrator in response to Install Wizard prompts).
2. This parameter does not apply to the Object Manager. The Object Manager uses the FileSystem parameter value set in the configuration file.

Auto Restart. This component can be restarted automatically. This parameter works with the Number of Restarts parameter to determine the number of times a component will be restarted.

Enterprise Server Description. This is a description of the Enterprise Server, used for identification in Server Manager views. The system prompts you for the value of this parameter during the configuration of the Enterprise Server when the first Siebel Server is installed.

Indexspace Name. Indexspace name for the Siebel database schema tables. This parameter specifies the name of the storage space in which to create the indexes for the Siebel database schema. The exact physical meaning of this parameter is database platform-specific. See *Siebel Installation Guide* to see if this parameter is supported for your database platform.

Minimum Up Time. Minimum time an MTS or server-mode component needs to up for a restart to be successful (in seconds). In order for the component restart to be considered successful, the component must be running for the duration specified by this parameter. This parameter works with the Number of Restarts parameter to determine the number of restart attempts in a time interval allowed for a component (NumRestart * MinUpTime). If a component instance cannot be restarted after this time interval, no new restart will be attempted (the component instance will not be running). The default value for this parameter is 60 seconds.

Number of Restarts. Number of times an MTS or server-mode component will be restarted if it exited with errors in less than the time set for Minimum Up Time. This parameter works with Auto Restart to determine if MTS or server-mode components will be restarted. This parameter also works with the Minimum Up Time parameter to determine the number of restart attempts in a time interval allowed for a component (NumRestart * MinUpTime). If a component instance cannot be restarted after this time interval, no new restart will be attempted (the component instance will not be running). The default value for this parameter is 10.

Number of Retries. Number of retries for recovery. This parameter works with the Retry Interval and Retry Up Time parameters to reconnect MTS or server-mode components to the database if database connectivity has been lost.

ODBC Data Source. ODBC data source name for the Siebel database schema connectivity. The default data source is created during the Siebel Server installation process, but may be overridden for a component or task. This data source must be created as a system DSN. Note that this parameter is case-sensitive.

Retry Interval. Wait time between retries for recovery. This parameter works with the Number of Retries and Retry Up Time parameters to reconnect MTS or server-mode components to the database if database connectivity has been lost.

Retry Up Time. Minimum up-time for a new set of retries for recovery. This parameter works with the Number of Retries and Retry Interval parameters to reconnect MTS or server-mode components to the database if database connectivity has been lost.

Siebel File System. Siebel File System pathname. The specification of the File System path must be valid relative to the machine on which the Siebel Server is installed.

Siebel Repository. Name of the Siebel Repository for application configuration information. The default value is `Siebel Repository`. There can only be one active repository for each database.

Table Owner. Table owner for the Siebel database schema.

- For Oracle, you are prompted for the default value for Table Owner during the Siebel Server installation process.
- For Sybase and Microsoft SQL Server, the value defaults to `dbo`.
- For Informix, the value defaults to `informix`.

Table Owner Password. Database password for the table owner account. This value must be set in order to run server components that manipulate objects in the Siebel database schema (that is, the Generate Triggers and Replication Agent components).

Tablespace Name. Tablespace name for the Siebel database schema tables. This parameter specifies the name of the storage space in which to create the tables for the Siebel database schema. The exact physical meaning of this parameter is database platform-specific. See *Siebel Installation Guide* to see if this parameter is supported for your database platform.

Upgrade Component. This parameter is used by Siebel Anywhere to determine which Siebel Anywhere configuration should be version-checked. By default, the value is Siebel HQ Server. On a regional server, this value should be changed to Siebel Regional Server.

Virtual IP Address. This is the virtual IP address or virtual host name configured in Resonate Central Dispatch for connection brokering to the Enterprise Server. If Resonate is not being used in the enterprise, this parameter can be null. You are prompted for the value of this parameter during the configuration of the Enterprise Server when the first Siebel Server is installed.

Auto Startup Mode. This mode indicates if the server components should start automatically on Siebel Server start up. This parameter defaults to TRUE, which indicates that the server components should be fully enabled and the default number of server processes should be started when the Siebel Server NT Service is started (or the machine is rebooted). If Auto Startup Mode is set to FALSE, the server components will be in a shutdown state after the Siebel Server NT Service is started.

Communication Transport. Name of the transport type for network communications (TCPIP or NetBIOS).

Compression Type. Type of compression for network communications (NONE or PKWARE).

Encryption Type. Type of encryption for network communications (NONE or MSCrypto). If you are running the Siebel Web Server Extension and the Siebel Server on the same machine, you must set this parameter to NONE.

Host Name. Name of the host machine on which the Siebel Server is installed. The value is set automatically during the installation of the server, but may be changed if you want to route connection requests through a network card bound to a different host name.

Log Archive Keep. Number of log archive directories to keep in the logarchive directory. Each time the Siebel Server NT Service is started, the current log subdirectory will be archived under the logarchive subdirectory, tagged with the incarnation number of the server. This parameter indicates the number of previous logarchive directories to retain. If this parameter is set to 0, the current log subdirectory will not be archived upon start up of the Siebel Server NT Service. If this parameter is set to -1, the Siebel Server will keep all logarchive subdirectories.

Server Description. This is a description of the Siebel Server, used for identification in Server Manager views. The value of this parameter is prompted for during the installation of the Siebel Server.

Server Shutdown Wait Time. Time to wait (in seconds) during a Siebel Server shutdown before killing component processes. When a Siebel Server is shut down (either from the Siebel Server Manager, when the Siebel Server NT Service is stopped, or when the machine is shut down or rebooted), the currently running component tasks are notified. If the tasks do not shut down within the time specified by the Server Shutdown Wait Time parameter, the Siebel Server will kill the component processes directly and then complete its shutdown. The default value of this parameter is 60 seconds.

Siebel Root Directory. Root (install) directory for the Siebel Server. All of the Server subdirectories should be directly under this directory (such as admin, dbtempl, docking, log, logarchive, upgrade). The value for this parameter should never be changed, unless the entire directory structure is moved.

Siebel Server Name. Name of the Siebel Server. This parameter is specified during the installation of the Siebel Server. The name of the Siebel Server may not be changed once it is installed.

Synchronization Port. TCP/IP port number for the Synchronization Server component. The mobile clients that synchronize with this Siebel Server must be configured to connect to this port when initiating a synchronization session (in the DockConnString parameter of the client configuration file).

Alert Level. This is the level of logging to the Server Alert File. The value is set to 1 by default, but more detailed information may be specified by setting the parameter to a higher value. Currently, only levels 1 and 2 are supported. Level 1 will send only information about abnormal process and task terminations to the Alert File. Level 2 will send information about every process or task as it exits, whether normally or unexpectedly.

Default Processes. Default number of component processes to start on Siebel Server start-up. This parameter only applies to components that are defined to run in background mode. The processes instantiated during server start up connect to the database using the values for the following server-level parameters (unless overridden at the component level for any of the background mode components): ODBC Data Source, Username, and Password.

Default Tasks. This is the number of processes to start for a background mode component when the component is started explicitly through the Server Manager, or when the Siebel Server is started (if the component state was last set to Running).

Error Flags. Flags used for tracing error information. This parameter is used to turn on various types of component-specific error tracing.

Flush Frequency. Flush frequency of information logging output (number of writes between flushes). The default value for this parameter is 0, which indicates that every write to the information log is flushed to the file system. The flush frequency can be set to a higher number if a large amount of information logging is expected for a component task.

Language Code. Three-letter language code for the component processes. All of the translatable messages (including error messages) will be output in the specified language. The translated message files for the language must exist in the locale subdirectory of the Siebel Server installation.

Load Balanced. Specifies whether the component is load-balanced through the Resonate Central Dispatch connection brokering services. If this parameter is set to FALSE for a component on a particular server, client requests will never be routed to the component through the Siebel Gateway Server; only client requests explicitly directed to the server will be received.

Log Print Timestamp. This parameter specifies whether to print a timestamp on all records written to the trace files. The value is set to TRUE by default, but administrators may wish to override it to FALSE for components that perform a large amount of logging (or if a high value is set for the Trace Flags or SQL Trace Flags parameters).

Maximum Archived Trace Files. This is the maximum number of logarchive directories that will be maintained. Each logarchive directory contains all of the trace files for a previous instantiation of the Siebel Server.

Maximum MT Servers. This is the maximum number of multi-threaded server processes to be run concurrently for a component that has multi-threading enabled. Note that only batch mode and interactive mode components may run with Multi-Threaded set to TRUE. Tasks and client sessions run as threads within the multi-threaded server processes. The number of tasks that may run in each server process is determined by the value of the Maximum Tasks parameter divided by Max MT Servers. You should increase or decrease this value based on the number of users for the given component process.

Maximum Processes. The maximum number of concurrent running processes for a server component. The Siebel Server must be restarted in order for any changes to this parameter to take effect.

Maximum Tasks. The maximum number of background mode, batch mode, or interactive mode processes or threads that may run concurrently for a component. This value applies to threads for components that have multi-threading enabled, or otherwise component processes. You should increase or decrease this value based on the number of users for the given component process. This value also determines the number of tasks for each component that will be tracked by the server.

NOTE: Multi-threaded server processes are not included in the counting of tasks. The tasks run as threads within the multi-threaded server processes; the multi-threaded server processes are guided by the Min MT Servers and Max MT Servers parameters.

Maximum Trace File Size. The maximum size in kilobytes for a component trace file. A setting of 0 indicates no maximum size. Note that information may be lost if a nonzero value is set.

Min MT Servers. The default number of multi-threaded server processes that are started for a component that has multi-threading enabled. These processes are brought up when the component is started explicitly through the Server Manager, or when the Siebel Server is started (if the component state was last set to Running). Additional multi-threaded server processes will be started as needed (namely, when the maximum number of threads that may run in a server process has been reached), up to the value of the Max MT Servers parameter. Setting this parameter to 0 will disable the component.

Multi-Threaded. Specifies whether the component is multi-threaded or multi-process. This parameter only applies to batch mode and interactive mode components. All background mode and batch mode components will be multi-process by default (Multi-Threaded will be set to FALSE). It is recommended that you use the default value for this parameter, and only change the value under the direct guidance of Siebel Technical Support or Professional Services.

Password. Database user password. This parameter specifies the password for the account referenced by the User Name parameter (both are prompted for during the Siebel Server installation process). The User Name and Password parameters are used to connect to the database for Siebel Update version checking, auto start up of background mode components (see the description for the Auto Startup Mode parameter described earlier), and Synchronization Server processes.

Request ID. Specifies the request ID number.

Sleep Time. Time to sleep between iterations (in seconds). This parameter is used for the sleep time of component processes running in background mode when the server is idle.

SQL Trace Flags. Flags for tracing of SQL statements. If this parameter is set to 1, every SQL statement issued by the component tasks will be logged to the information log file for each task. If this parameter is set to 2, each SQL statement will be logged in addition to information about the number of parse, execute, and fetch calls, and timing information about each type of call.

Static Port Number. The network port number on which the component will listen for client requests. If no value is specified, the port number will be generated dynamically. This parameter applies only to interactive mode components, and Server Request Manager batch mode components. The port number, whether static or dynamic, is hidden from the end user, and is provided primarily so that administrators can fix the port numbers used by the component for firewall configuration.

Trace Flags. Flags for component-specific tracing information. This parameter is used to turn on various types of component-specific tracing. See the chapters describing the individual server components for a description of how to set this parameter for each component.

User Name. Database user name. This parameter specifies the user name of the database account that should be used by the Siebel Server or server components that are not started interactively by the Siebel Server Manager. The password for this database account must be specified by the Password parameter (both are prompted for during the Siebel Server installation process). The User Name and Password parameters are used to connect to the database for Siebel Update version checking, auto start up of background mode components (see the description for the Auto Startup Mode parameter described earlier), and Synchronization Server processes.

State Values

Table A-4 lists the generic state values defined for Siebel Server components and tasks.

Table A-4. Generic State Values for Siebel Server Components and Tasks

State Value Name	Alias	Type	Description
Component Disable Time	CompDisableTime	Component	Timestamp of when the component was disabled
Component Enable Time	CompEnableTime	Component	Timestamp of when the component was most recently enabled
Component Start Time	CompStartTime	Component	Timestamp of when the component was started
Component Status	CompStatus	Component	Current status of the server component
Component Stop Time	CompStopTime	Component	Timestamp of when the component was shut down
Task Pause Time	TaskPauseTime	Task	Timestamp of when the task was paused
Task Resume Time	TaskResumeTime	Task	Timestamp of when the task was most recently resumed
Task Schedule Time	TaskSchedTime	Task	Timestamp of when the task was scheduled
Task Start Time	TaskStartTime	Task	Timestamp of when the task was started
Task Status	TaskStatus	Task	Current status of the task
Task Stop Time	TaskStopTime	Task	Timestamp of when the task was shut down
User Name	User	Task	Database user name for the task

Server Component Tasks Statistics

Table A-5 lists the generic statistics defined for Siebel Servers, components, and tasks.

Table A-5. Generic Statistics Defined for Siebel Server Tasks

Statistic Name	Alias	Description
Avg SQL Execute Time	AvgSQLExecTime	Average time for SQL execute operations (in seconds)
Avg SQL Fetch Time	AvgSQLFetchTime	Average time for SQL fetch operations (in seconds)
Avg SQL Parse Time	AvgSQLParseTime	Average time for SQL parse operations (in seconds)
CPU Time	CPUTime	Total CPU time for component tasks (in seconds)
Elapsed Time	ElapsedTime	Total elapsed (running) time for component tasks (in seconds)
Number of Sleeps	Sleeps	Total number of sleeps for component tasks
Number of SQL Executes	SQLExecs	Total number of SQL execute operations
Number of SQL Fetches	SQLFetches	Total number of SQL fetch operations
Number of SQL Parses	SQLParses	Total number of SQL parse operations
Sleep Time	SleepTime	Total amount of sleep time for component tasks (in seconds)
SQL Execute Time	SQLExecTime	Total elapsed time for SQL execute operations (in seconds)
SQL Fetch Time	SQLFetchTime	Total elapsed time for SQL fetch operations (in seconds)
SQL Parse Time	SQLParseTime	Total elapsed time for SQL parse operations (in seconds)
Total Tasks	TotalTasks	Total number of tasks started for server components

Server and Component Event Types

B

Event Types

Events are logged at the server level and the component level. Server-level event types are events that relate to a specific Siebel Server. Component-level event types are events that relate to a specific server component. For information on events, see "Event Logging Administration" on page 4-78.

Table B-1 lists the server-level event types.

Table B-1. Server-Level Event Types

Name	Display Name	Severity	Description
CompAssign	Component Assignment	3	Signifies the assignment or de-assignment of a Server component
CompDef	Component Definition	3	Signifies the creation or deletion of a Server component
CompState	Component State	3	Signifies a change in the state of a Server component
JobState	Job State	3	Signifies a change in the state of a Server job stream (complex task)
ProcessState	Process State	3	Signifies a change in the state of a Server process
ServerLog	Server Logging	3	Groups all the sub-events considered Server events
ServerState	Server State	3	Signifies a change in the state of the Siebel Server
SrvrStatCond	Server Statistic Condition	3	Triggered upon meeting a configured statistic condition (threshold, value match, etc.)
SrvrStateValCond	Server State Value Condition	3	Triggered upon meeting a configured state value condition (threshold, value match, etc.)
SrvrTrace	Server Tracing	10	A trace condition was met
TaskState	Task State	3	Signifies a change in the state of a Server task

Table B-2 lists the component-level event types.

Table B-2. Component-Level Event Types (Sheet 1 of 2)

Name	Display Name	Severity	Description
Assign	Object Assignment	3	Tracing rules, organizations, and persons assignment
Debug	Debugging Event	5	Triggered upon reaching a debugging event point
DefnLoad	Definition Loading	3	Workflow engine loads a process definition into memory
Detail	Info Detail Event	4	Triggered upon reaching an information detail event point
DumpFile	Dump File	3	Dump File Open/Close Event
EAIInfra	EAI Infrastructure		EAI Infrastructure Event Type
EAISAPBAPIAdpt	EAI SAP BAPI Adapter		EAI SAP BAPI Adapter Event Type
EAISAPBAPIWizard	EAI SAP BAPI Wizard	3	EAI SAP BAPI Wizard Event Type
EAISAPIdocAdpt	EAI SAP IDOC Adapter		EAI SAP IDOC Adapter Event Type
EAISAPIdocWizard	EAI SAP IDOC Wizard		EAI SAP IDOC Wizard Event Type
EAISiebAdpt	EAI Siebel Adapter		EAI Siebel Adapter Service Event Type
EAISiebelWizard	EAI Siebel Wizard		EAI Siebel Wizard Event Type
EAITransport	EAI Transport		EAI Transport Event Type
EAIValidation	EAI Integration Object Validation		EAI Integration Object Validation Event Type
EngInv	Engine Invoked	3	A workflow engine method was invoked
Error	Error Condition	1	Triggered upon reaching an unhandled error or exception
Fatal	Fatal Condition	0	Triggered upon reaching an unhandled fatal condition
Info	Informational Event	3	Triggered upon reaching an informational event point

Table B-2. Component-Level Event Types (Sheet 2 of 2)

Name	Display Name	Severity	Description
Match	Rules Evaluation	3	Tracing assignment rules evaluation
Performance	Performance Event	4	Event for Performance Measurements
ProcExec	Process Execution	3	Workflow engine executes a process
RecovErr	Recovery Error	1	Unable to Recover
RecovTry	Recovery Try	1	Attempt to Recover
SQL	SQL Tracing	4	Tracing SQL statements and calls
StepExec	Step Execution	4	Workflow engine executes a step
Trace	Component Tracing	3	A trace condition was met (used from LogTrace only)
Warn	Warning Condition	2	Triggered upon reaching a warning event point
XMLConversion	XML Conversion	3	XML Conversion Service Event Type

Event Subtypes

Event subtypes are code references that define the event. Each event subtype is defined to a specific security level, so when an associated event occurs, the event will have an intrinsic severity level to which it is associated. For information on events, see "Event Logging Administration" on page 4-78.

Table B-3 lists the event subtypes.

Table B-3. Event Subtypes (Sheet 1 of 6)

Name	Parent Field	Display Name	Description	Severity
Crit	Match	Criteria Evaluation	Tracing assignment criteria evaluation	4
DefnLoadStep	DefnLoad	Step Definition Loading	Workflow engine loads a step definition into memory	4
DumpFileClose	DumpFile	Dump File Closed	Dump file was closed successfully	3
DumpFileOpen	DumpFile	Dump File Opened	Dump file was opened successfully	3
EAIInfraInputMsg	EAIInfra	EAI Infrastructure Input Message	EAI Infrastructure Input Message Event Type	3
EAIInfraInputMsgDetail	EAIInfra	EAI Infrastructure Input Message Detail	EAI Infrastructure Input Message Detail Event Type	3
EAIInfraOutputMsg	EAIInfra	EAI Infrastructure Output Message	EAI Infrastructure Output Message Event Type	3
EAIInfraOutputMsgDetail	EAIInfra	EAI Infrastructure Output Message Detail	EAI Infrastructure Output Message Detail Event Type	3
EAISAPBAPIAdptDebug	EAISAPBAPIAdpt	EAI SAP BAPI Adapter Debug	EAI SAP BAPI Adapter Debug Event Type	4

Table B-3. Event Subtypes (Sheet 2 of 6)

Name	Parent Field	Display Name	Description	Severity
EAISAPBAPIAllocateParam	EAISAPBAPIAdpt	EAI SAP BAPI Adapter Allocate Parameters	EAI SAP BAPI Adapter Allocate Parameters Event Type	3
EAISAPBAPIConvert	EAISAPBAPIAdpt	EAI SAP BAPI Adapter Convert Data	EAI SAP BAPI Adapter Convert Data Event Type	3
EAISAPBAPIDecodeParam	EAISAPBAPIAdpt	EAI SAP BAPI Adapter Decode Parameters	EAI SAP BAPI Adapter Decode Parameters Event Type	3
EAISAPBAPIDecodeParamDetail	EAISAPBAPIAdpt	EAI SAP BAPI Adapter Decode Parameters Detail	EAI SAP BAPI Adapter Decode Parameters Detail Event Type	3
EAISAPBAPIEncodeParam	EAISAPBAPIAdpt	EAI SAP BAPI Adapter Encode Parameters	EAI SAP BAPI Adapter Encode Parameters Event Type	3
EAISAPBAPIEncodeParamDetail	EAISAPBAPIAdpt	EAI SAP BAPI Adapter Encode Parameters Detail	EAI SAP BAPI Adapter Encode Parameters Detail Event Type	3
EAISAPBAPIExecuteRfc	EAISAPBAPIAdpt	EAI SAP BAPI Adapter Execute Rfc	EAI SAP BAPI Adapter Execute Rfc Event Type	3
EAISAPIdocAdpRfc	EAISAPIdocAdpt	EAI SAP IDOC Adapter RFC	EAI SAP IDOC Adapter RFC Event Type	3
EAISAPIdocAdptConverter	EAISAPIdocAdpt	EAI SAP IDOC Converter	EAI SAP IDOC Converter Event Type	3
EAISAPIdocAdptDebug	EAISAPIdocAdpt	EAI SAP IDOC Adapter Debug	EAI SAP IDOC Adapter Debug Event Type	4
EAISAPIdocAdptGeneric	EAISAPIdocAdpt	EAI SAP IDOC Adapter Generic	EAI SAP IDOC Adapter Generic Event Type	3

Table B-3. Event Subtypes (Sheet 3 of 6)

Name	Parent Field	Display Name	Description	Severity
EAISAPIdocAdptWarning	EAISAPIdocAdpt	EAI SAP IDOC Adapter Warning	EAI SAP IDOC Adapter Warning Event Type	2
EAISAPIdocWizardDebug	EAISAPIdocWizard	EAI SAP IDOC Wizard Debug	EAI SAP IDOC Wizard Debug Event Type	4
EAISAPIdocWizardGetIntgObj	EAISAPIdocWizard	EAI SAP IDOC Wizard Get Intg Object	EAI SAP IDOC Wizard Get Intg Object Event Type	3
EAISAPIdocWizardList	EAISAPIdocWizard	EAI SAP IDOC Wizard List	EAI SAP IDOC Wizard List Event Type	3
EAISAPIdocWizardWarning	EAISAPIdocWizard	EAI SAP IDOC Wizard Warning	EAI SAP IDOC Wizard Warning Event Type	2
EAISiebAdptCtx	EAISiebAdpt	EAI Siebel Adapter Context	EAI Siebel Adapter Service Error Context	3
EAISiebAdptTrc	EAISiebAdpt	EAI Siebel Adapter Trace	EAI Siebel Adapter Tracing Information	3
EAISiebAdptTrcBusObj	EAISiebAdpt	EAI Siebel Adapter Business Object Trace	EAI Siebel Adapter Tracing Information of Integration for Business Objects	4
EAISiebAdptTrcIntObj	EAISiebAdpt	EAI Siebel Adapter Integration Object Trace	EAI Siebel Adapter Tracing Information for Integration Objects	4
EAISiebAdptWrn	EAISiebAdpt	EAI Siebel Adapter Warning	EAI Siebel Adapter Service Warning	2
EAISiebelWizComponent	EAISiebelWizard	EAI Siebel Wizard Creating Component	Creating Integration Component	3
EAISiebelWizField	EAISiebelWizard	EAI Siebel Wizard Creating Field	Creating Integration Field	3

Table B-3. Event Subtypes (Sheet 4 of 6)

Name	Parent Field	Display Name	Description	Severity
EAISiebelWizInvalidBusComp	EAISiebelWizard	EAI Siebel Wizard Invalid Business Component	The Siebel Integration Wizard encountered an incorrectly defined business component	2
EAISiebelWizInvalidComp	EAISiebelWizard	EAI Siebel Wizard Error Creating Integration Component	Error Creating Integration Component	2
EAISiebelWizInvalidMVG	EAISiebelWizard	EAI Siebel Wizard Error Creating MVG	Error Creating Integration Component for MVG Bus Comp	2
EAISiebelWizMVG	EAISiebelWizard	EAI Siebel Wizard Creating MVG	Creating Integration Component for MVG Bus Comp	3
EAISiebelWizNoUserKeys	EAISiebelWizard	EAI Siebel Wizard Missing User Keys	Could not find user keys for integration component	2
EAISiebelWizUProp	EAISiebelWizard	EAI Siebel Wizard Creating User Property	Creating User Property	3
EAISiebelWizUserKeys	EAISiebelWizard	EAI Siebel Wizard Creating User Keys	Creating Integration Component User Keys	3
EAITransportDLL	EAITransport	EAI Transport DLL	EAI Transport DLL Event Type	3
EAITransportFile	EAITransport	EAI Transport File	EAI Transport File Event Type	3
EAITransportGeneric	EAITransport	EAI Transport Generic	EAI Transport Generic Event Type	3
EAITransportHTTP	EAITransport	EAI Transport HTTP	EAI Transport HTTP Event Type	3
EAITransportMQSeries	EAITransport	EAI Transport MQSeries	EAI Transport MQ Series Event Type	3

Table B-3. Event Subtypes (Sheet 5 of 6)

Name	Parent Field	Display Name	Description	Severity
EAITransportWarning	EAITransport	EAI Transport Warning	EAI Transport Warning Event Type	2
EAIValidationEnd	EAIValidation	EAI Validation End	EAI Validation End Event Type	3
EAIValidationInfo	EAIValidation	EAI Validation Information	EAI Validation Information Event Type	3
EAIValidationStart	EAIValidation	EAI Validation Start	EAI Validation Start Event Type	3
EngInvArgIn	EngInv	Engine Input Arguments Passed	Input arguments were passed to the workflow engine	4
EngInvArgOut	EngInv	Engine Output Arguments Passed	Output arguments were passed from the workflow engine	4
ProcExecCreate	ProcExec	Process Instance Created	Workflow engine created a process instance	3
ProcExecEnd	ProcExec	Process Instance Ended	Workflow engine ended a process instance	3
ProcExecNoStart	ProcExec	Process Instance Not Started	Workflow engine did not start a process instance	2
ProcExecPropGet	ProcExec	Process Instance Property Get	Workflow engine gets the runtime value of a process property	4
ProcExecPropSet	ProcExec	Process Instance Property Set	Workflow engine sets the runtime value of a process property	4
RecovDBConn	RecovTry	Recovery DB Connection	Attempt to Recover from DB Connection Loss	1

Table B-3. Event Subtypes (Sheet 6 of 6)

Name	Parent Field	Display Name	Description	Severity
RecovDLRlbk	RecovTry	Recovery Deadlock Rollback	Attempt to Recover from Deadlock Rollback	1
StepExecCond	StepExec	Step Instance Branch Evaluation	Workflow engine evaluated a branch condition	4
StepExecCreate	StepExec	Step Instance Created	Workflow engine created a step instance	4
StepExecEnd	StepExec	Step Instance Ended	Workflow engine ended a step instance	4
StepExecNoArg	StepExec	Output Argument Not Found	Workflow engine could not get the value of an output argument	2
StepExecTask	StepExec	Step Instance Task Execution	Workflow engine invoked a business service	4
StepExecUpd	StepExec	Step Instance Update Operation	Workflow engine updated a business component	4
XMLCnvParserDebug	XMLConversion	XML Conversion Parser Debug	XML Conversion Service: Debug Event	4
XMLCnvParserWarning	XMLConversion	XML Conversion Parser Warning	XML Conversion: Warning from XML Parser	2

Server Administration Views C

Server Administration Views

Server Administration views are available at the following levels:

- Enterprise Operations
- Servers
- Component Groups
- Components
- Tasks
- Enterprise Configuration
- Gateway Configuration
- Configuration Explorer

Enterprise Operations Views

Server Administration views available at the Enterprise Operations level include:

- Enterprise Servers
- Enterprise Component Tasks
- Enterprise Tasks
- Component Group Assignment
- Component Requests
- Repeating Component Requests
- Repeating Component Requests Detail

Enterprise Servers View

This view lists all Enterprise Servers found in the Siebel Name Server, including the Siebel Servers that are available within each enterprise. Use this view to start or shut down individual servers (or all servers within an enterprise). Figure C-1 shows an example of this view.

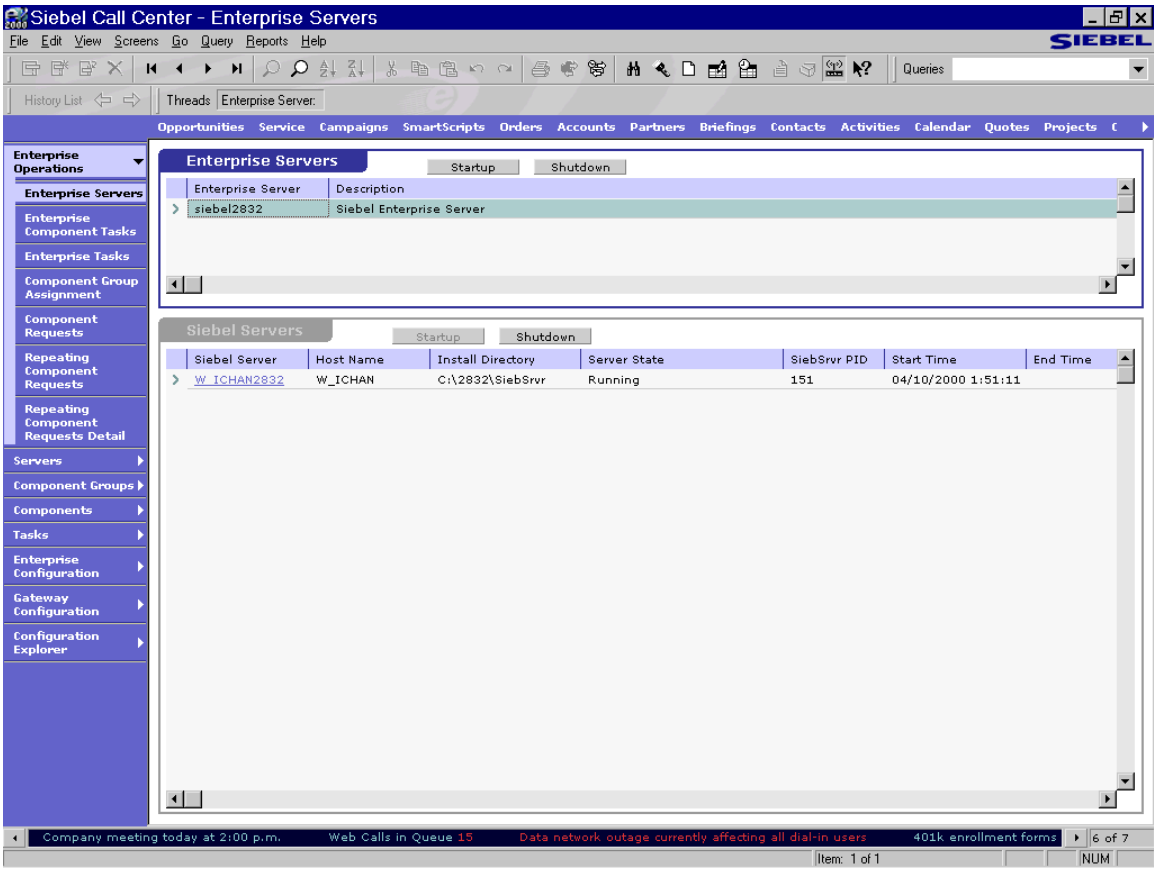


Figure C-1. Enterprise Servers View

Enterprise Servers List Applet

This applet lists all Enterprise Servers within the Gateway Server (the address of the Name Server is specified by the "nameserver" data source in the client configuration file). All other Server Administration views will only display information (such as servers and tasks) that belongs to the active (currently selected) Enterprise Server.

Startup (button). Click this button to start Siebel Servers within the current enterprise. Starting a server enables all components installed on the server, and starts the default number of processes defined to run for each component in server mode. This button will not affect servers that are already running.

Shutdown (button). Click this button to shut down Siebel Servers within the current enterprise. Shutting down a server disables and shuts down each of the components installed on the server. This button will not affect servers that are already shut down.

Enterprise Server. Name of the Enterprise Server. The Enterprise Server is the logical group (or cluster) of Siebel Servers that service the same users and access the same back-end database. You will be prompted to select the Enterprise Server name during the installation of each Siebel Server within the enterprise.

Description. Provides a detailed description of the Enterprise Server. You will be prompted to enter this description during the installation of the Siebel Servers within the enterprise. If the description is specified during a server installation procedure, it will overwrite the previous description of the Enterprise Server.

Siebel Servers List Applet

This applet lists all Siebel Servers within the current Enterprise Server.

Startup (button). Click this button to start the current Siebel Server. The button will be disabled if the server has already started. Starting a server enables all components installed on the server, and starts the default number of processes defined to run for each component in server mode.

Shutdown (button). Click this button to shut down the current Siebel Server. The button will be disabled if the server is already shut down. Shutting down a server disables and shuts down each of the components installed on the server.

Siebel Server. Name of the Siebel Server. Each Siebel Server is an instantiation of the Siebel Server System Service within the current Enterprise Server. The name of the Siebel Server is typically (but not necessarily) the same as the machine name on which the server is running. However, if more than one Siebel Server is running on a machine, then each server must have a unique name. You will be prompted to select a name for the Siebel Server during the installation process. You may click this field to drill down to the Server Components view.

Host Name. Name of the machine on which the server is installed (and running).

Install Directory. Pathname of the directory where the Siebel Server is installed. This pathname is local to the installation host machine, and is displayed for information purposes (the path may not be unique or valid across the network).

Server State. The current operation state for the Siebel Server. The possible states are: Enabled, Running, or Shutdown:

- Enabled or Running indicates that all server components may be started and enabled (though some components may have been shut down or disabled individually).
- Shutdown indicates that all server components are shut down and disabled for the server.

SiebSrvr PID. The operating system process identifier of the Siebel Server System Service process for the server. The Siebel Server System Service is the root process of the server that determines whether the server is available. For monitoring or other administrative purposes, the process identifier is provided so that you may locate the operating system process corresponding to the Server Manager. The exact format and meaning of this field is dependent on the operating system, but will typically be an integer representing the numeric process ID.

Start Time. The date/timestamp when the server was most recently started.

End Time. The date/timestamp when the server was most recently shut down (only active when the server state is Shutdown).

Siebel Version. String representing the release version number of the Siebel Server installation. The version string typically also indicates the internal build number (useful for technical support purposes), as well as the default language code of the release.

Enterprise Component Tasks View

This read-only view lists all server components registered for the system, along with all tasks running (or recently completed) for each component across all servers in the enterprise. The current status of each task is also listed. This view differs from the Enterprise Tasks view in that there are two applets: the top applet lists all components, and the bottom applet lists only the tasks for the current component. The Enterprise Tasks view lists all tasks in a single applet, in the order of server and component. Figure C-2 shows an example of this view.

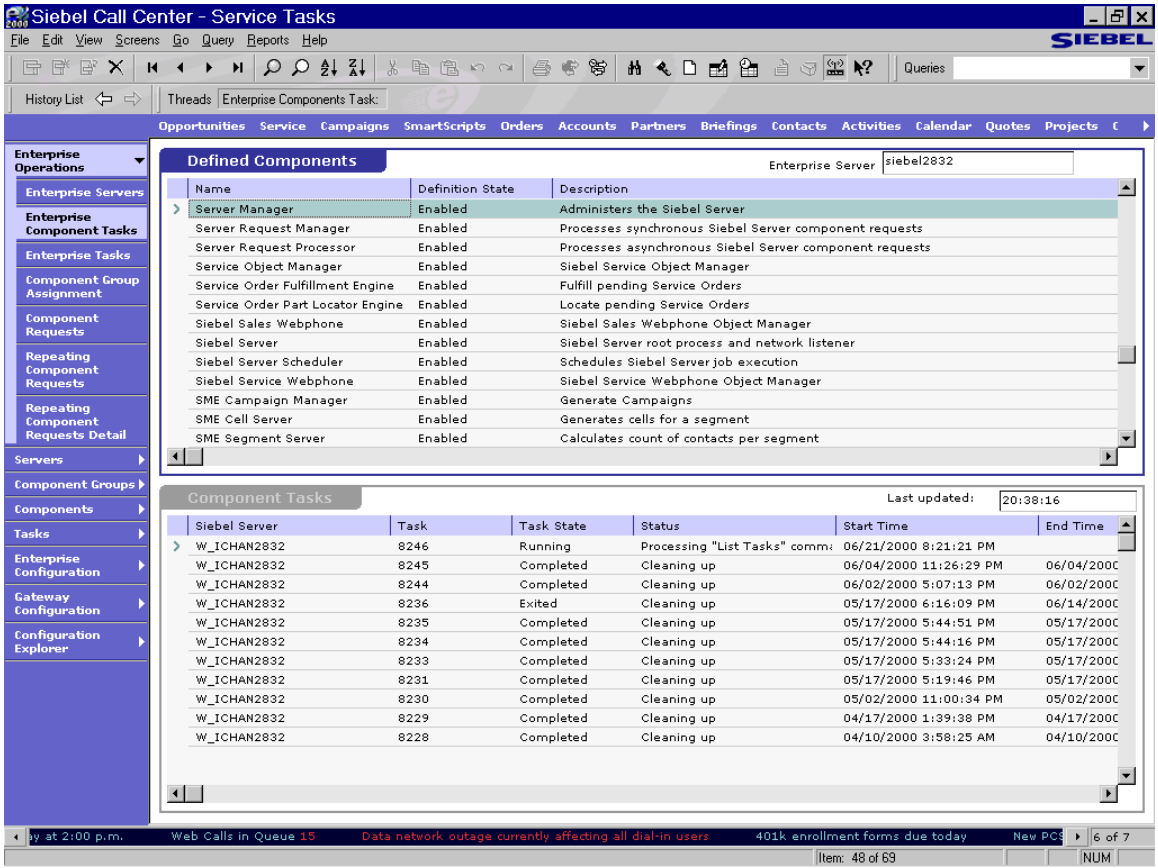


Figure C-2. Enterprise Component Tasks View

Defined Components List Applet

This applet displays a list of all defined components; only the Definition State field can be modified in this view.

Name. Name of the defined component. This is a logical name that uniquely identifies the component and its purpose.

Definition State. Can be in one of the following states:

- Creating indicates that definition is in progress, parameters can be changed, and the component is not available for assignment.
- Active indicates that definition is complete, parameters cannot be changed, and the component is available for assignment.
- Inactive indicates that the component can be modified, but is disabled on the assigned Siebel Servers and cannot execute tasks. This provides the ability to centrally disable a component without losing its assignment and configuration information.

Description. User-defined description of the configured component. This defaults to the description of the component type.

Component Tasks List Applet

This applet lists all tasks for the current component across the Siebel Servers on which the component is installed, along with information about the current status of each component task.

Siebel Server. Name of the Siebel Server on which the component task is running (or has been run).

Task. Identifier number for the process. This number is unique among currently running processes within each Siebel Server. This number may be reused on the server in the future; however, the time gap before reuse is typically very large. The task number never changes for the duration of the process's instantiation, so you may use this number to track the task operation and identify the output trace file for the process.

Task State. Current state of operation for the task. The possible states are Starting Up, Running, Paused, Shutting Down, Completed, and Exited with Error.

Mode. Mode of operation for the task. The possible modes are Server, Task, and Session. For more information, see "Siebel Server Components" on page 1-11.

Status. Current status of a running task. This field describes the current phase of operation or progress for a task. The format and contents of this field are component-specific.

Start Time. The date/timestamp of when the process was started.

End Time. The date/timestamp of when the process was ended (only if the state is Completed, Exited with Error, or Terminated).

Enterprise Tasks View

This view lists all tasks (for all components) running (or recently completed) across all servers in the enterprise. The current status of each task is also listed. Use this view to start, stop, pause, or resume tasks for each component on a specified server. Figure C-3 shows an example of this view.

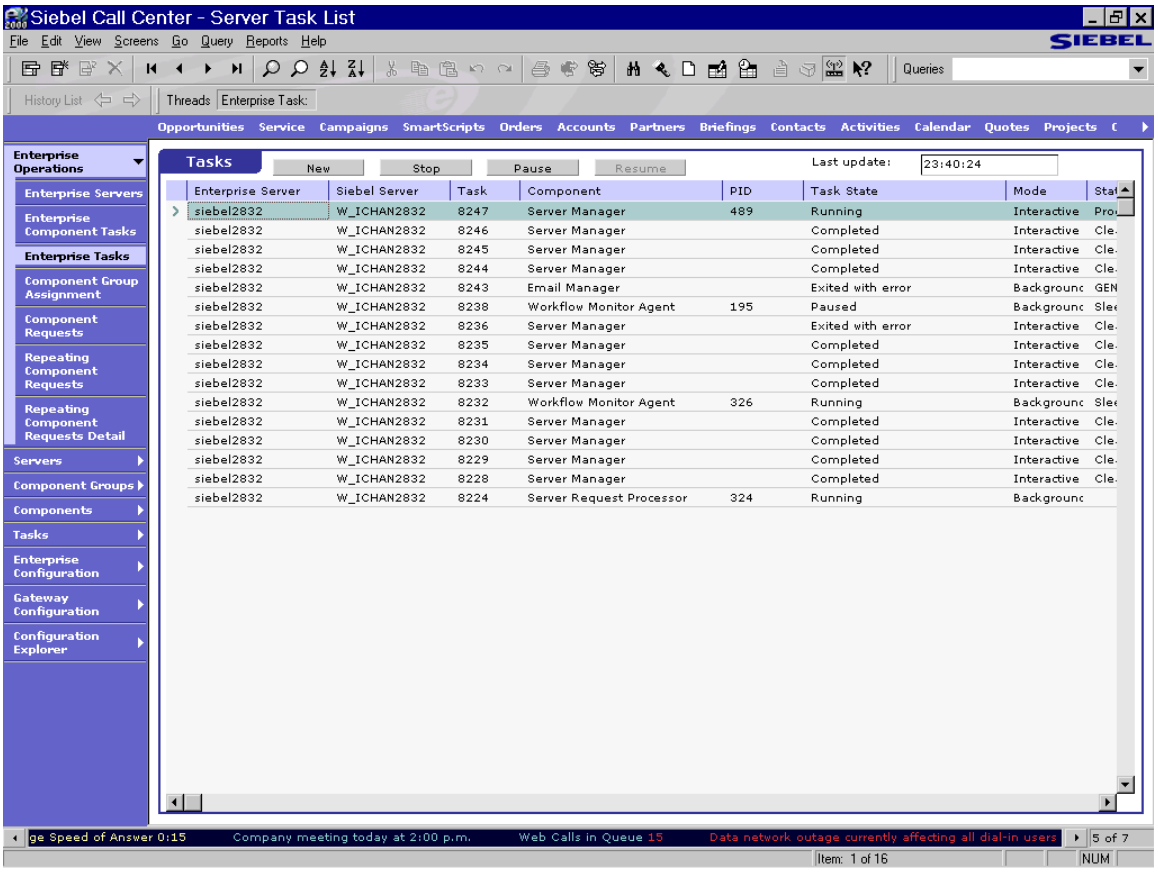


Figure C-3. Enterprise Tasks View

Tasks List Applet

New (button). Click this button to create a new task (process). This button creates a new record in the applet in which you can define attributes for the new task. The component for the new task must be specified. Additionally, you should set parameters for the new task by clicking the Parameters button, which becomes activated when a new task is being defined. You may start the new task by clicking the Start button, or cancel the operation by clicking the Cancel button.

Stop (button). Click this button to stop a running task (process). The server will attempt to shut the process down cleanly.

Pause (button). Click this button to pause tasks for certain components. If tasks for a component cannot be paused, the button will be disabled.

Resume (button). Click this button to resume a paused task. The button will only be enabled if the currently selected task is in a Paused state.

Parameters (button). This button appears only when creating a new task. Click this button to set parameters for this task.

Start (button). This button appears only when creating a new task. Click this button to start a newly defined task.

Cancel (button). This button appears only when creating a new task. Click this button to cancel creation of a task without starting it.

Enterprise Server. Name of the Enterprise Server. The Enterprise Server is a logical group (or cluster) of Siebel Servers that service the same users and access the same back-end database. You will be prompted to select the Enterprise Server name during the installation of each Siebel Server within the enterprise.

Siebel Server. The Siebel Server on which the task is running (or was run).

Task. Identifier number for the process. This number is unique among currently running processes within each Siebel Server. This number may be reused on the server in the future; however, the time gap before reuse is typically very large. The task number never changes for the duration of the process's instantiation, so you may use this number to track the task operation and identify the output trace file for the process.

Component. Name of the defined component for the task.

PID. The operating system process identifier of the Siebel Server System Service process for the server. The Siebel Server System Service is the root process of the server that determines whether the server is available. For monitoring or other administrative purposes, the process identifier is provided so that you may locate the operating system process corresponding to the Server Manager. The exact format and meaning of this field are dependent on the operating system, but the value will typically be an integer representing the numeric process ID.

Task State. Current state of operation for the task. The possible states are Starting Up, Running, Paused, Shutting Down, Completed, and Exited with Error.

Mode. Mode of operation for the component task. The possible modes are Server, Task, and Session.

Status. Current status of a running task. This field describes the current phase of operation or progress for a task. The format and contents of this field are component-specific.

Start Time. The date/timestamp of when the process was started.

End Time. The date/timestamp of when the process was ended (only if the state is Completed, Exited with Error, or Terminated).

Component Group Assignment View

This view allows you to assign or remove component groups to and from servers at the enterprise level. The top applet lists all component groups that have been defined in the enterprise. The bottom applet lists the Siebel Servers within the enterprise to which you can assign components. Figure C-4 shows an example of this view.

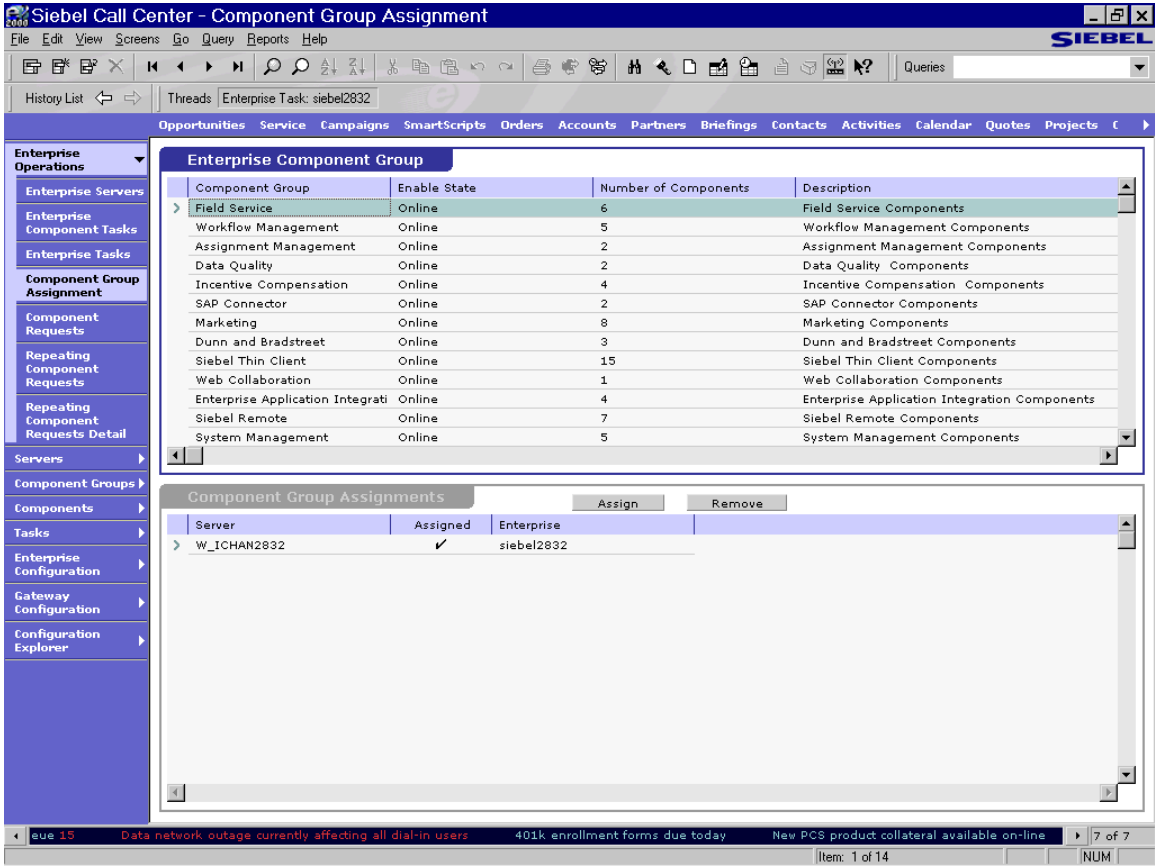


Figure C-4. Component Group Assignment View

NOTE: After assigning or de-assigning a component, you must stop and restart the Siebel Server Service for changes to take effect.

Enterprise Component Group List Applet

Component Group. Name of the component group.

Enable State. The enable state is dependent on the assignment state; only component groups assigned when the Siebel Server was started can be Online. Assigned component groups can have one of two possible enable states:

- **Online.** The component group is enabled at the enterprise level. You can then enable the component group run state so tasks can be started for components within the component group.
- **Offline.** The component group is disabled at the enterprise level. You will not be able to enable the component group run state, and tasks cannot be started for components within the component group.

Number of Components. Number of components within this component group.

Description. Description of the component group.

Component Group Assignments List Applet

Assign (button). Click to assign component group to selected Siebel Server.

Remove (button). Click to remove component group from selected Siebel Server.

Server. Name of Siebel Server.

Assigned. When checked, the component group is assigned to this server.

Enterprise. Name of enterprise in which Siebel Server is installed.

Component Requests View

This view lists all the single component requests submitted in the enterprise. Use this view to monitor, hold, requeue, or cancel single component requests. Figure C-5 shows an example of this view.

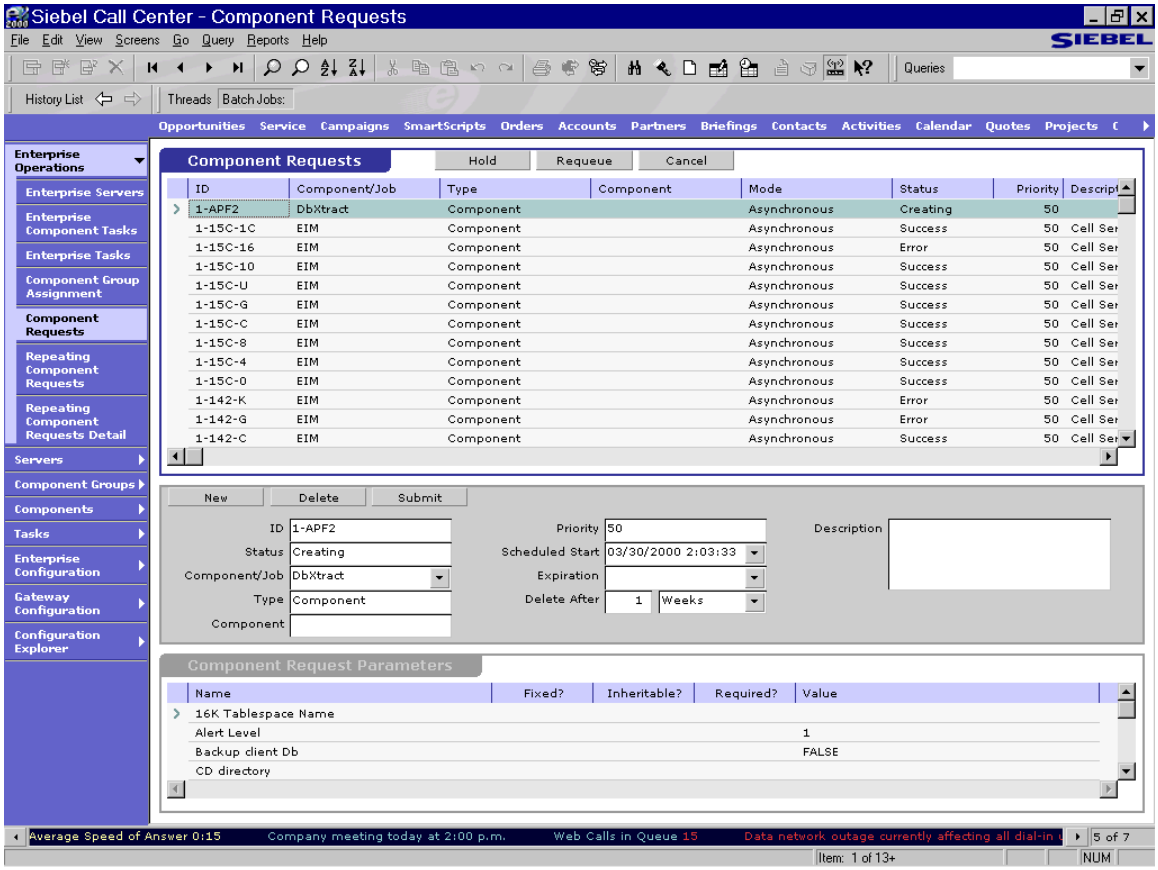


Figure C-5. Component Requests View

Component Requests List Applet

Hold (button). Click this button to put a request on hold. This operation changes the request status to On Hold. Only requests that have a Queued or Active status may be put on hold.

Requeue (button). Click this button to requeue a request that has been put on hold. This operation changes the request status to Queued. Only requests that have an On Hold status may be requeued.

Cancel (button). Click this button to cancel a request. This operation changes the request status to Canceled. Once a request has been canceled, it cannot be resumed, activated, or requeued.

ID. ID number of the component request that is automatically generated when creating the request.

Component/Job. Name of the component or component job that will run for this request.

Type. Type of request, which may be either Component or Component Job.

Component. For component requests that will run a component job, this field will display the component that will be used for the component job. If the request will run a component, this field will be blank.

Mode. The default value for this field is Asynchronous, since the Server Request Manager only handles asynchronous component requests.

Status. Status of the component request. Table C-1 lists the possible status of component requests.

Table C-1. Component Request Status

Status	Description
Creating	Component Request is being created.
Queued	Queued for execution at the schedule start time and will run when the Server Request Processor makes available the required resources for the specified action.
Active	Currently active between repetitions.
On Hold	Currently inactive, may be requeued or resumed.
Canceled	Request canceled. A canceled request cannot be requeued, resumed, or activated.
Success	Request completed successfully.
Error	Request executed with errors.

Priority. The default value for this field is 50. Currently, this field is not used.

Description. Description of the component request.

Requested By. Username of the user who submitted the component request.

Submit Date. Date and time when the component request was submitted.

Repeating Start. Date and time when the component request is scheduled to run.

Actual Start. Date and time when the component request actually started. The Status field will be Active at this time.

End Date. Date and time when the component request was completed. The Status field will be Success or Error at this time.

Expiration Date. Date and time when component request is scheduled to expire.

Completion Code. The value in this field represents the SCF error code. A value of 0 indicates that the request completed successfully. Any other number indicates an error and uniquely maps to a server error message.

Completion Information. First 250 characters of the action reply. Some actions may return a string as a completion text.

Delete Interval. Number of units in the duration that the component request will be active. Once the duration expires, the request will be deleted.

Delete Unit. Type of unit in the duration that the component request will be active. Once the duration expires, the request will be deleted.

Server. Name of the Siebel Server on which Server Request Manager processed the request.

Created By. Username of the request creator.

Progress. Currently, this field is not used.

Component Requests Form Applet

New (button). Click this button to create a new component request. This operation creates a new request record with an unique ID value and a Status value of Creating.

Delete (button). Click this button to delete a component request that still has a Status value of Creating. Once a request has been submitted, it may not be deleted.

Submit (button). Click this button to submit a component request you have created to the Server Request Processor. If you want to specify parameter values for the request, they must be specified before you submit the request.

ID. ID number of the component request that is automatically generated when creating the request.

Status. Status of the component request. The value in this field will automatically be updated to Creating after you click the New button. Table C-1 lists the possible status of server requests.

Component/Job. Click the down-arrow button to select a component or component job in the Component/Jobs pick applet.

Type. Type of request, which may be either Component or Component Job.

Component. For component requests that will run a component job, this field will display the component that will be used for the component job. If the request will run a component, this field will be blank.

Priority. The default value for this field is 50. Currently, this field is not used.

Description. Click in this field to type in a description of the component request.

Scheduled Start. Click the down-arrow button in this field to set the date and time when the component request will be scheduled to run.

Expiration. Click the down-arrow button in this field to set the date and time when the component request will be scheduled to expire.

Delete After. Use these two fields to set the duration that the component request will be active. Once the duration expires, the request will be deleted. To specify the number of units, click in the first Delete After field and enter the amount. To specify the unit, click the down-arrow button in the second Delete After field and select the desired unit in the picklist. The available units of interval are Now, Seconds, Minutes, Hours, Days, Weeks, Months, and Years.

Component Request Parameters List Applet

Name. Name of parameter for the component request.

Fixed. When this read-only field is checked, the parameter is a fixed parameter.

Inheritable. When this read-only field is checked, the parameter is an inheritable parameter.

Required. When this read-only field is checked, the parameter is a required parameter.

Value. Use this field to type in the value to set for a parameter.

Repeating Component Requests View

This view lists all the repeating component requests submitted in the enterprise. Use this view to monitor, hold, requeue, or cancel repeating component requests. Figure C-6 shows an example of this view.

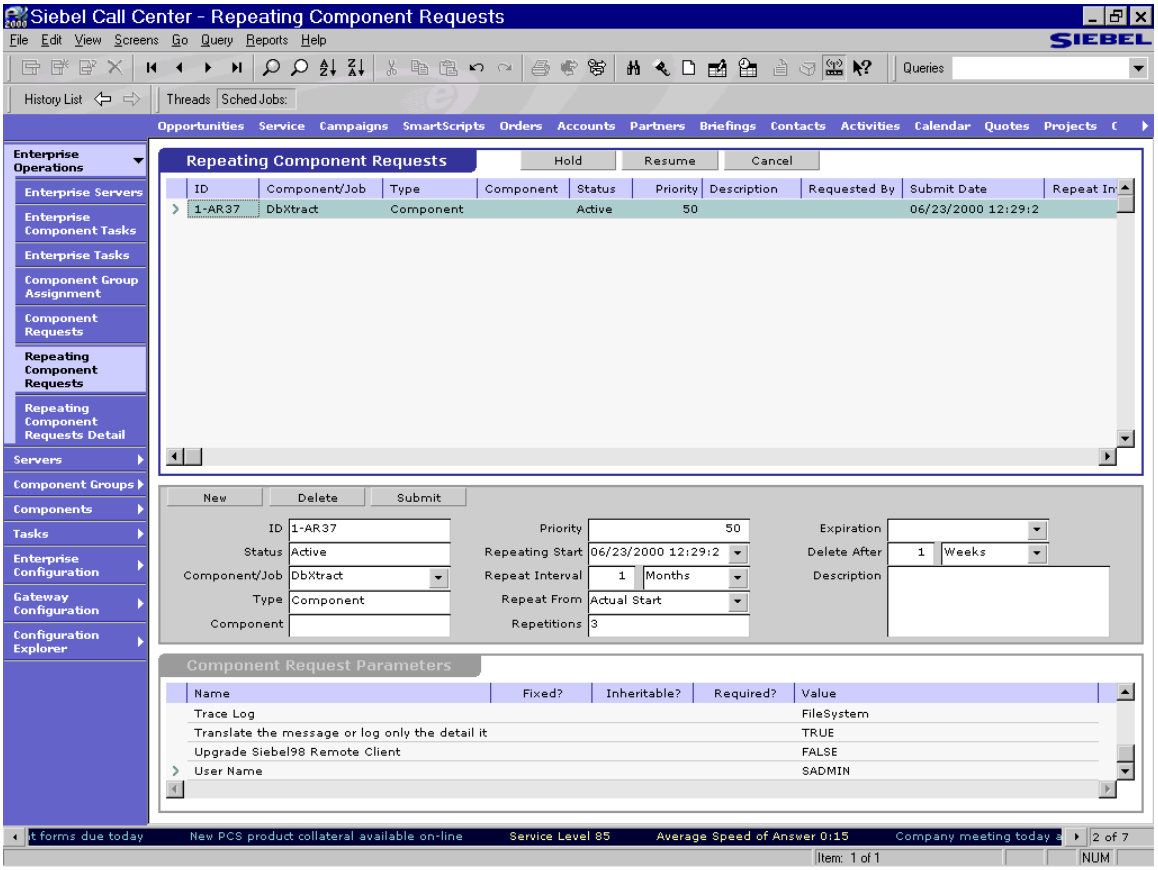


Figure C-6. Repeating Component Requests View

Repeating Component Requests List Applet

Hold (button). Click this button to put a request on hold. This operation changes the request status to On Hold. Only requests that have a Queued or Active status may be put on hold.

Resume (button). Click this button to resume a request that has been put on hold. This operation changes the request status to Active. Only requests that have an On Hold status may be resumed.

Cancel (button). Click this button to cancel a request. This operation changes the request status to Canceled. Once a request has been canceled, it cannot be resumed, activated, or requeued.

ID. ID number of the component request that is automatically generated when creating the request.

Component/Job. Name of the component or component job that will run for this request.

Type. Type of request, which may be either Component or Component Job.

Component. For component requests that will run a component job, this field will display the component that will be used for the component job. If the request will run a component, this field will be blank.

Status. Status of the component request. Table C-1 lists the possible status of server requests.

Priority. The default value for this field is 50. Currently, this field is not used.

Description. Description of the component request.

Requested By. Username of the user who submitted the component request.

Submit Date. Date and time when the component request was submitted.

Repeat Interval. Number of units in the interval between repetitions of the component request.

Repeat Unit. Type of unit in the interval between repetitions of the component request.

Repeat From. Instance from which the next repetition of the request should be executed. Possible instances include Scheduled Start, Actual Start, and End.

Repetitions. Number of times that the component request will be repeated.

Expiration Date. Date and time when component request is scheduled to expire.

End Date. Date and time when the request was completed. The Status field will be Success or Error at this time.

Delete Interval. Number of units in the duration that the component request will be active. Once the duration expires, the request will be deleted.

Delete Unit. Type of unit in the duration that the component request will be active. Once the duration expires, the request will be deleted.

Created By. Username of the request creator.

Repeating Component Requests Form Applet

This applet is identical to the Component Requests form applet for the Component Requests view, except that this applet contains the following additional fields. For more information, see "Component Requests Form Applet" on page C-18.

Repeating Start. This field is the same as the Scheduled Start field in the Component Requests form applet.

Repeat Interval. Use these two fields to specify how often the component request will be repeated. To specify the number of number of times per interval, click in the first field and enter the amount. To specify the unit of interval, click the down-arrow button in the second field and select the desired unit in the picklist. The available units of interval are Now, Seconds, Minutes, Hours, Days, Weeks, Months, and Years.

Repeat From. Click the down-arrow button in this field to select from the picklist the instance from which the next repetition of the request should be executed. To start the next repetition since the time displayed in the:

- Repeating Start field, select Schedule Start
- Actual Start Date field, select Actual Start
- End Date field, select End

The time between repetitions is set in the Repeat Interval field.

Number of Repetitions. Click in this field to type in the number of times the component request will be repeated.

Component Request Parameters List Applet

This applet is identical to the Component Request Parameters list applet in the Component Requests view. For more information, see "Component Request Parameters List Applet" on page C-19.

Repeating Component Requests Detail View

This view lists all instances of the repeating component requests submitted in the enterprise. The top applet lists all the repeating component requests submitted in the enterprise. The bottom applet lists all instances of each repeating component requests. Use this view to monitor, hold, requeue, or cancel all instances of repeating component requests. Figure C-7 shows an example of this view.

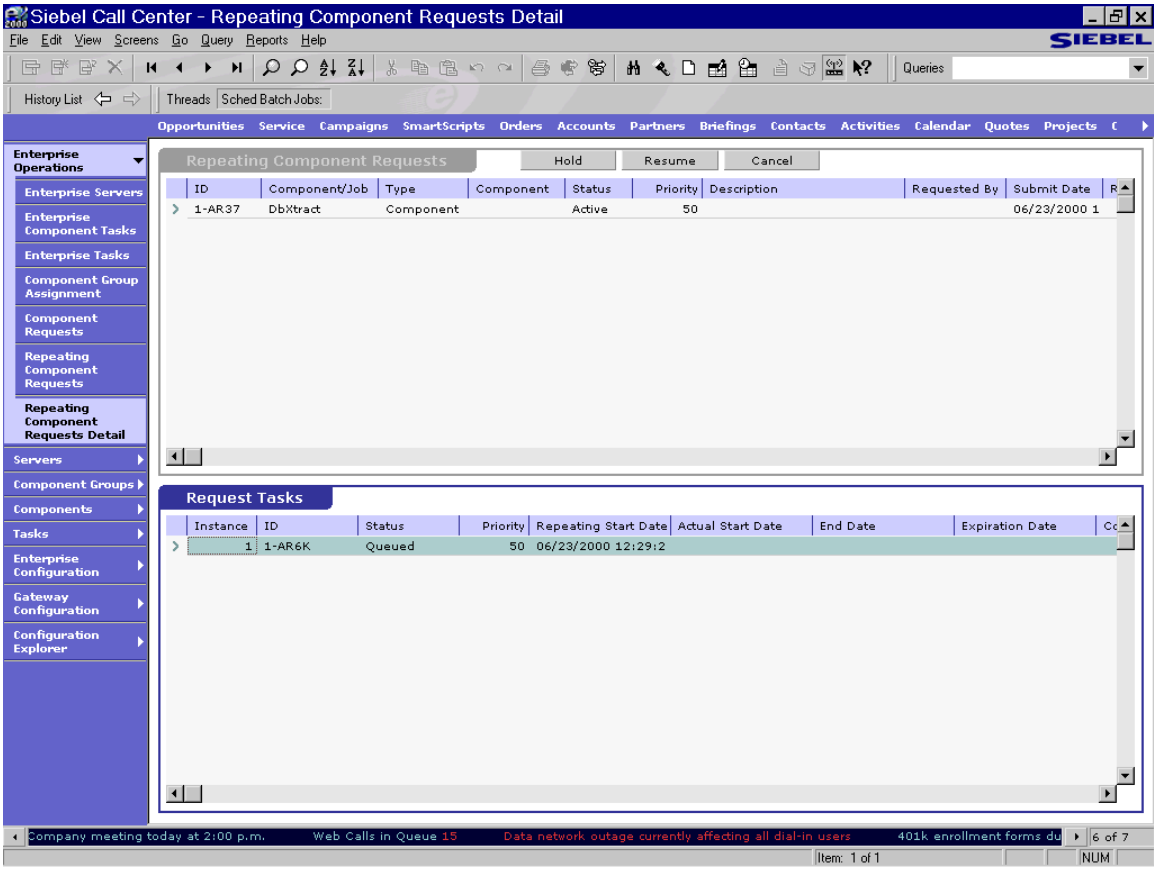


Figure C-7. Repeating Component Requests Detail View

Repeating Component Requests List Applet

This applet is identical to the Repeating Component Requests list applet in the Repeating Component Requests view. For more information, see "Repeating Component Requests List Applet" on page C-21.

Request Tasks List Applet

Instance. Instance number of the repeating component request.

ID. ID number of the component request that is automatically generated when creating the request.

Status. Status of this instance of the component request. Table C-1 lists the possible status of server requests.

Priority. The default value for this field is 50. Currently, this field is not used.

Repeating Start Date. Date and time when this instance of the component request is schedule to start.

Actual Start Date. Date and time when this instance of the component request actually started. The Status field will be Active at this time.

End Date. Date and time when this instance of the component request was completed. The Status field will be Success or Error at this time.

Expiration Date. Date and time when this instance of component request is scheduled to expire.

Completion Code. The value in this field represents the SCF error code. A value of 0 indicates that this instance of the request completed successfully. Any other number indicates an error and uniquely maps to a server error message.

Completion Information. First 250 characters of the action reply. Some actions may return a string as a completion text.

Delete Interval. Number of units in the duration that the component request will be active. Once the duration expires, the request will be deleted.

Delete Unit. Type of unit in the duration that the component request will be active. Once the duration expires, the request will be deleted.

Server. Name of the Siebel Server on which Server Request Manager processed this instance of the request.

Progress. Currently, this field is not used.

Servers Views

Server Administration views available at the server level include:

- Server Component Groups
- Server Components
- Server Tasks
- Server Parameters
- Server Event Configuration
- Server Statistics
- Server Info Log
- Info Log Details

Server Component Groups View

This view lists all component groups for each server within the enterprise. The top applet lists all servers within the enterprise. The bottom applet lists the component groups available on each server as well as their run states and enable states. You will need to enable a component group by setting its run state to Online before tasks can be started for components within the component group. Use this view to change the component group run state. Figure C-8 shows an example of this view.

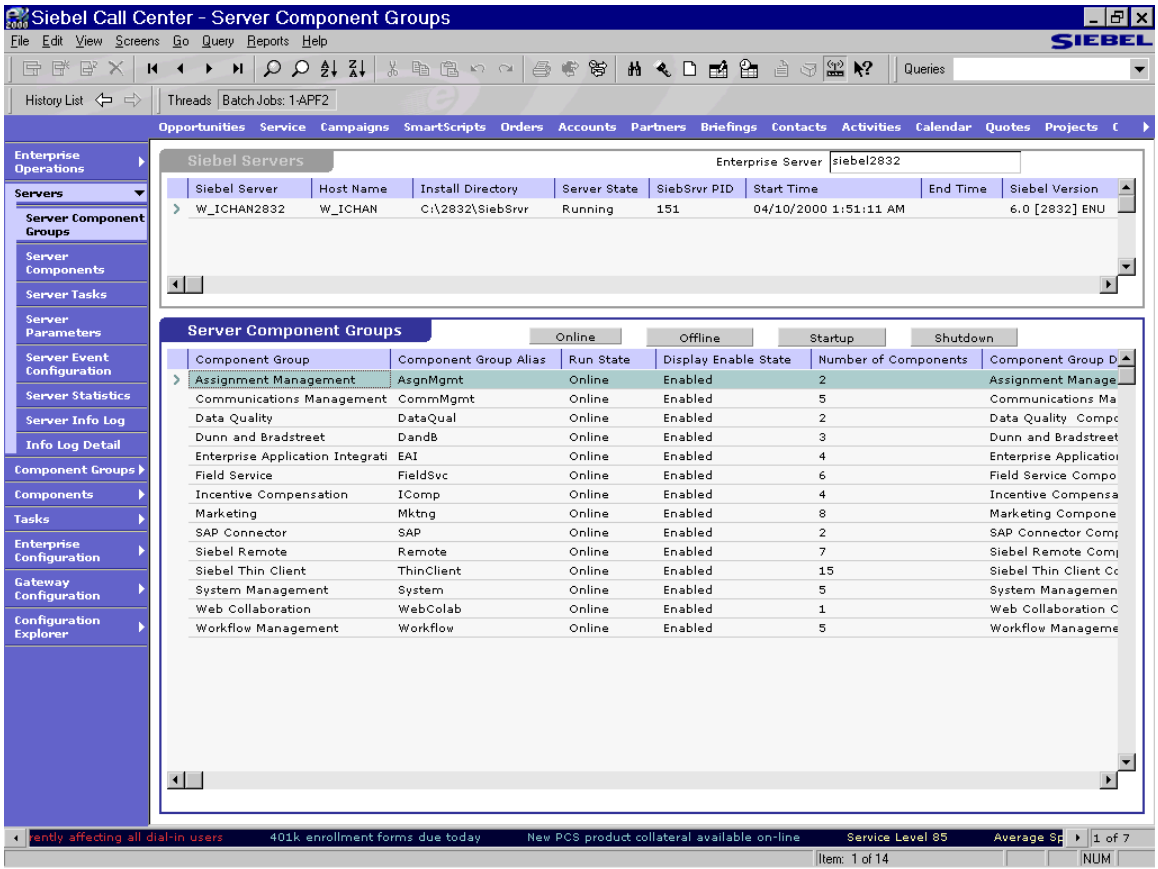


Figure C-8. Server Component Groups View

Siebel Servers List Applet

This applet is identical to the Siebel Servers list applet in the Enterprise Servers view, except that the Startup and Shutdown buttons are not present in this view. For more information, see "Siebel Servers List Applet" on page C-5.

Server Component Groups List Applet

Online (button). Click this button to enable the component group on the Siebel Server that is current in the top applet. Enabling a component group will allow you to start tasks for components within the component group.

Offline (button). Click this button to disable the current component on the Siebel Server selected in the top applet. Disabling a component group will disallow any new tasks from being started for components within the component group.

Startup (button). Click this button to start the current component group on the Siebel Server selected in the top applet. Starting a component group will start all components within the component group.

Shutdown (button). Click this button to shut down the current component group on the Siebel Server selected in the top applet. Shutting down a component will shut down all components within the component group, and will shut down any running tasks as cleanly as possible.

Component Group. Name of the component group.

Component Group Alias. Alias of the component group.

Run State. The run state is dependent on the enable state; only component groups that have an Online enable state when the Siebel Server was started can have a run state of Online or Running:

- **Online.** All components within the component group are enabled to run tasks.
- **Running.** All components within the component group are enabled, and at least one component within the component group is running a task.
- **Shutdown.** All components within the component group are shutdown. Tasks cannot run for any components within the component group.

- **Part shutdown.** At least one component within the component group is shutdown or shutting down.
- **Offline.** All components within the component group are offline.
- **Part offline.** At least one component within the component group is offline or unavailable.
- **Starting up.** At least one component within the component group is starting up.

Display Enable State. The enable state is dependent on the assignment state; only component groups assigned when the Siebel Server was started can be Enabled. Assigned component groups can have one of two possible enable states:

- **Enabled.** The component group is enabled at the enterprise level. You can then enable the component group run state so tasks can be started for components within the component group.
- **Disabled.** The component group is disabled at the enterprise level. You will not be able to enable the component group run state, and tasks cannot be started for components within the component group.

Number of Components. Number of components within this component group.

Component Group Description. Description of the component group.

Server Components View

This view lists all servers in the current enterprise (as selected in the Enterprise Servers view) and the status of all components for each server. Use this view to start, shut down, enable, or disable each of the components for the specified server. Figure C-9 shows an example of this view.

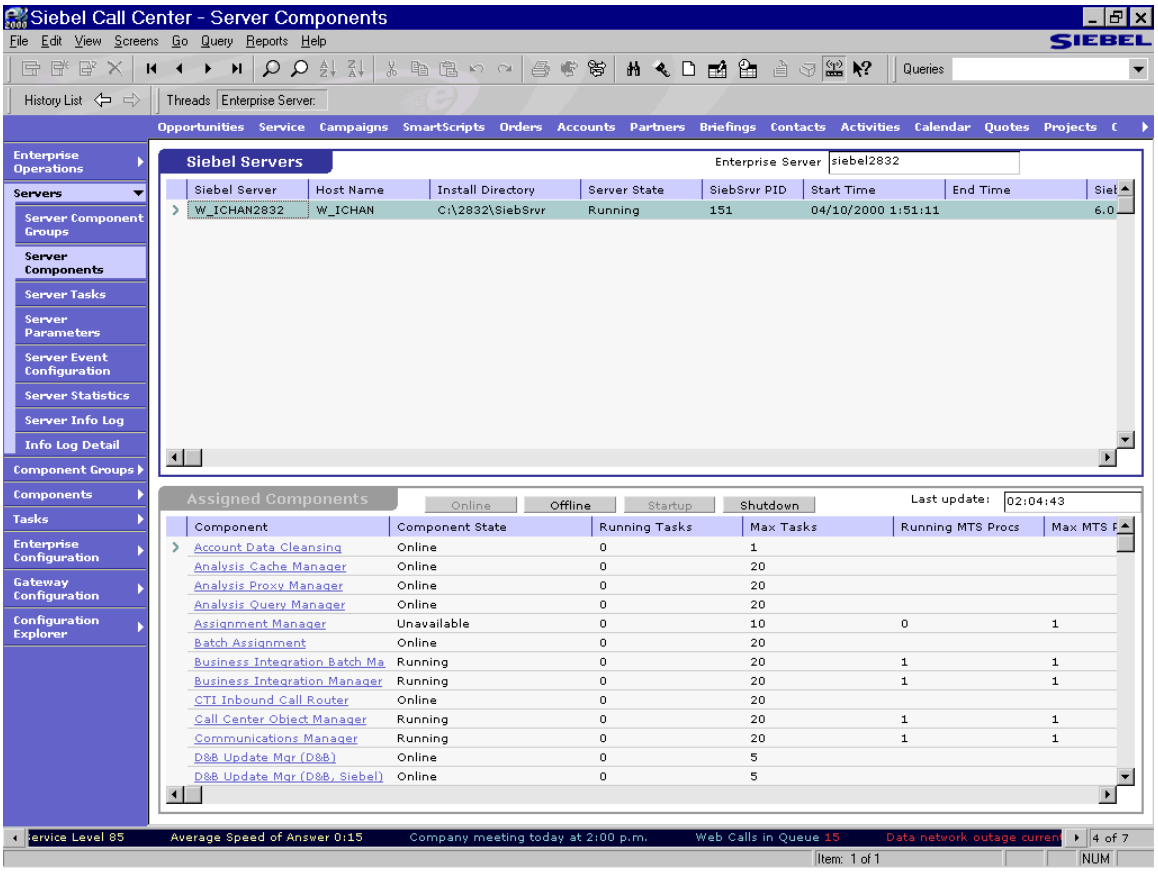


Figure C-9. Server Components View

Siebel Servers List Applet

This applet is identical to the Siebel Servers applet within the Enterprise Servers view, except that the Startup and Shutdown buttons are not present in this view. For more information, see "Siebel Servers List Applet" on page C-5.

Assigned Components List Applet

This applet lists all server components that you may run on the current Siebel Server, along with information about the current status of the component.

Startup (button). Click this button to start the current component on the Siebel Server selected in the top applet. Starting a component will enable it (so that component tasks may be started), and if the component is defined to run in server mode, bring up the default number of server processes.

Shutdown (button). Click this button to shut down the current component on the Siebel Server selected in the top applet. Shutting down a component will disable it (so that no new processes may be started for the component), and will shut down any running component processes as cleanly as possible.

Enable (button). Click this button to enable the component on the Siebel Server that is current in the top applet. Enabling a component will allow tasks to be started for the component. This will not bring up the default number of server mode processes.

Disable (button). Click this button to disable the current component on the Siebel Server selected in the top applet. Disabling a component will disallow any new processes from being started for the component.

Component. Name of the component.

Component State. Current operation state for the component. The possible states are Enabled, Running, Disabled, and Shutdown:

- Enabled or Running indicates that the component is fully enabled (and the default number of servers may be running for components registered to run in server mode).
- Disabled indicates that no new processes or tasks will be spawned for this component; however, existing tasks will be allowed to complete.
- Shutdown indicates that no task or server processes are running for this component, and no new processes will be spawned until the component is restarted.

Running Tasks. This read-only field displays the number of tasks currently running for this component on the Siebel Server.

Max Tasks. This read-only field displays the maximum number of tasks that can be running for this component on the Siebel Server. This is governed by the Maximum Tasks parameter.

Running MTS Procs. This read-only field displays the current number of multi-threaded processes currently running for this component on the Siebel Server. It applies only to those components that operate in a multi-threaded mode.

Max MTS Procs. This read-only field displays the maximum number of concurrent multi-threaded processes that this component can operate on the Siebel Server. This is governed by the Max MTS Procs parameter.

Assigned. This read-only field indicates whether the selected component is assigned to this Siebel Server.

Registration State. This read-only field indicates the current registration state for the component.

Start Time. The date/timestamp when the component was most recently started.

End Time. The date/timestamp when the component was most recently shut down (only if the current state is Shutdown).

Status. The status of the component on this Siebel Server.

Server Tasks View

This view lists all servers in the current enterprise, along with the tasks running (or recently completed) on each server. The current status of each task is also listed. Use this view to start, stop, pause, or resume tasks on the current server (for any component). Figure C-10 shows an example of this view.

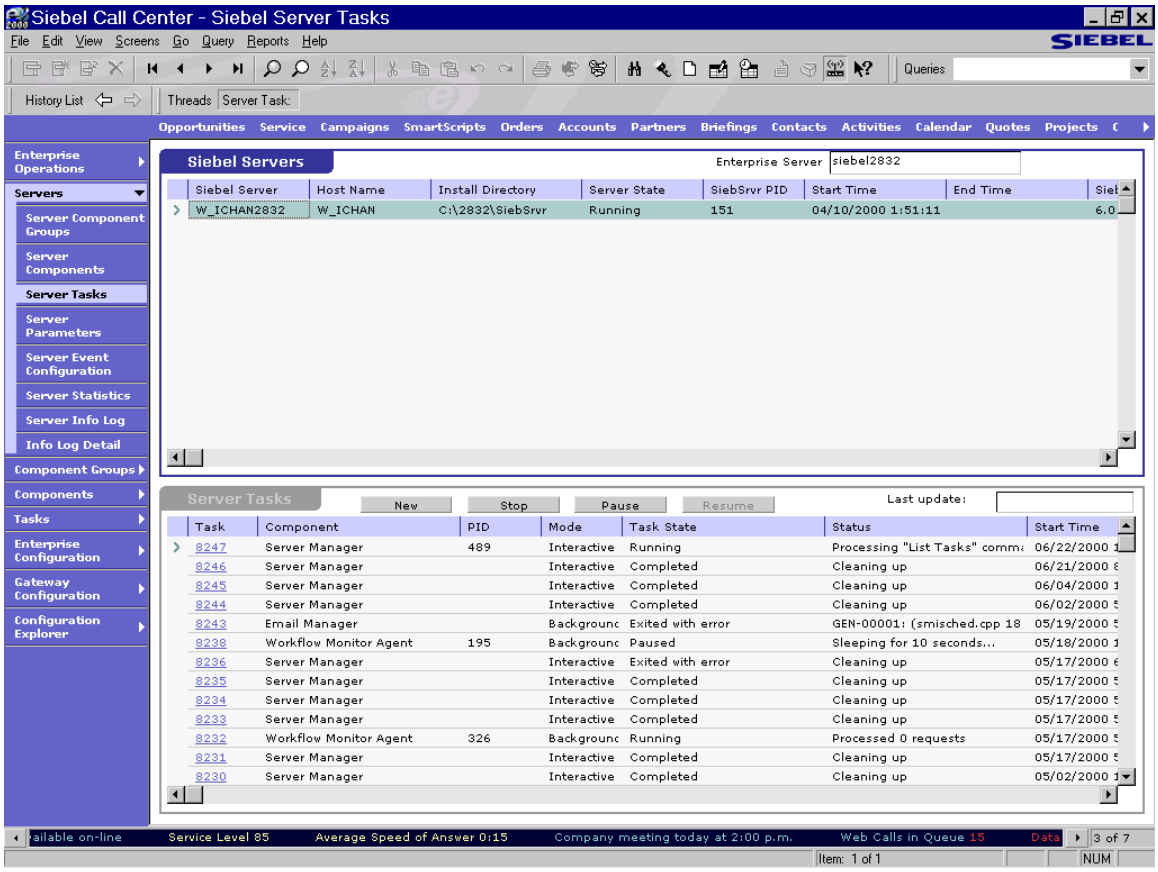


Figure C-10. Server Tasks View

Siebel Servers List Applet

This list applet is identical to the Siebel Servers list applet within the Enterprise Servers view, except that the Startup and Shutdown buttons are not present in this view. For more information, see "Siebel Servers List Applet" on page C-5.

Server Tasks List Applet

This applet lists all processes that are running on the current Siebel Server, along with information about the current status of each process. Processes that have completed operation or terminated recently may also be listed, as long as their task slot within the server has not been reused by another process.

New (button). Click this button to create a new task (process). This button creates a new record in the applet in which you can define attributes for the new task. The component for the new task must be specified. Additionally, you should set parameters for the new task by clicking the Parameters button, which becomes activated when a new task is being defined. You may start the new task by clicking the Start button, or cancel the operation by clicking the Cancel button.

Stop (button). Click this button to stop a running task (process). The server will attempt to shut the process down cleanly.

Pause (button). Click this button to pause tasks for certain components. If tasks for a component cannot be paused, the button will be disabled.

Resume (button). Click this button to resume a paused task. The button will only be enabled if the currently selected task is in a Paused state.

Parameters (button). This button appears only when creating a new task. Click this button to set parameters for this task.

Start (button). This button appears only when creating a new task. Click this button to start a newly defined task.

Cancel (button). This button appears only when creating a new task. Click this button to cancel creation of a task without starting it.

Task. Identifier number for the process. This number is unique among currently running processes within each Siebel Server. This number may be reused on the server in the future; however, the time gap before reuse is typically very large. The task number never changes for the duration of the process's instantiation, so you may use this number to track the task operation and identify the output trace file for the process.

Component. Name of the defined component for the task.

PID. The operating system process identifier of the Siebel Server System Service process for the server. The Siebel Server System Service is the root process of the server that determines whether the server is available. For monitoring or other administrative purposes, the process identifier is provided so that you may locate the operating system process corresponding to the Server Manager. The exact format and meaning of this field are dependent on the operating system, but the value will typically be an integer representing the numeric process ID.

Mode. Mode of operation for the component task. The possible modes are Server, Task, and Session.

Task State. Current operation state for the task. The possible states are Starting Up, Running, Paused, Shutting Down, Completed, and Exited with Error.

Status. Current status of a running task. This field describes the current phase of operation or progress for a task. The format and contents of this field are component-specific.

Start Time. The date/timestamp of when the process was started.

End Time. The date/timestamp of when the process was ended (only if the state is Completed, Exited with Error, or Terminated).

Server Parameters View

This view lists all servers in the current enterprise, along with the server-level (or generic) parameters for the server. The server-level parameters provide the default values for new tasks for all components, unless a particular parameter has been overridden at the component level (see "Component Parameters View" on page C-56). Use this view to change enterprise- and server-level parameters. Figure C-11 shows an example of this view.

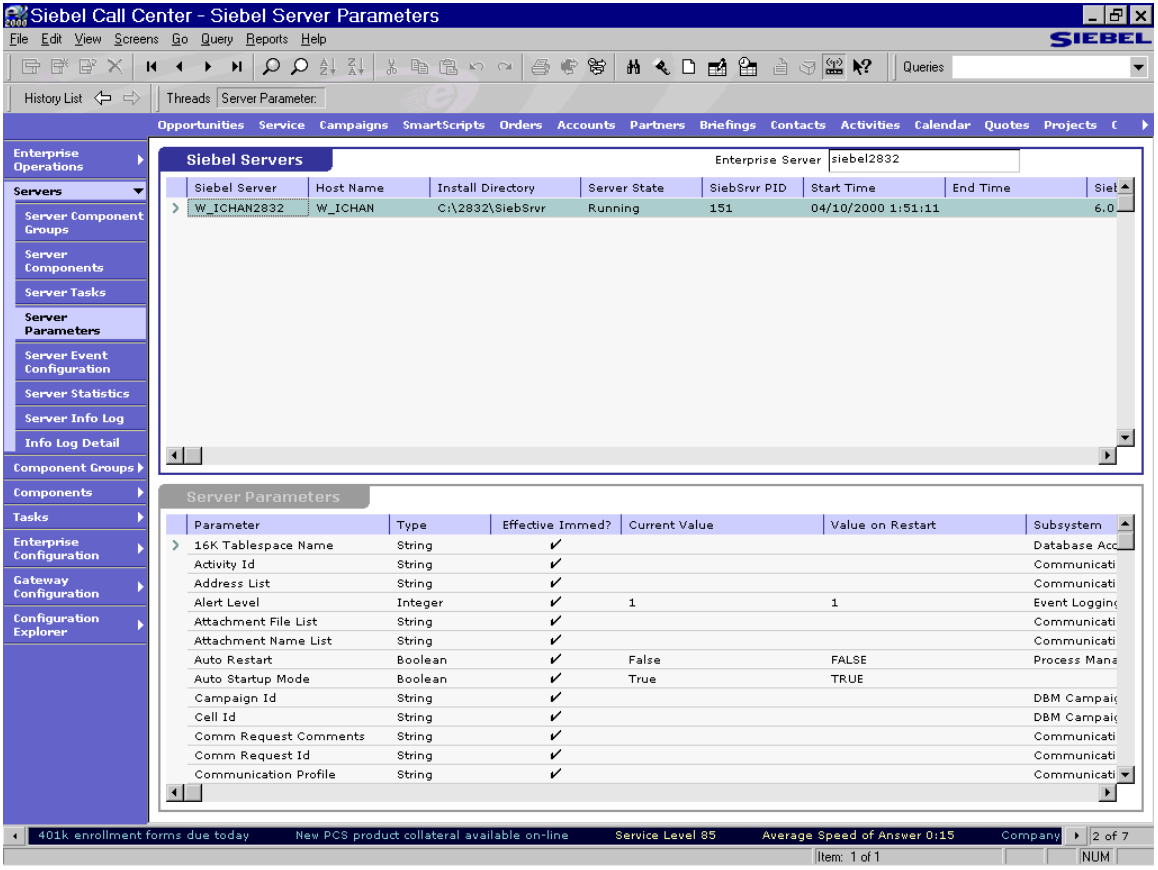


Figure C-11. Server Parameters View

Siebel Servers List Applet

This list applet is identical to the Siebel Servers list applet within the Enterprise Servers view, except that the Startup and Shutdown buttons are not present in this view. For more information, see "Siebel Servers List Applet" on page C-5.

Server Parameters List Applet

This applet lists all parameters that are defined at the server level.

Parameter. Name of the parameter.

Type. The highest level at which the parameter may be defined. Possible values are Enterprise and Generic.

Effective Immed? Indicates whether changing the value of this parameter takes immediate effect. If checked, you can then change the Current Value setting of the parameter, and any new task that is instantiated on this server will inherit the new parameter value (unless it is explicitly overwritten at the component or task level). If unchecked, you may only change the Value on Restart setting, which becomes current only after the Siebel Server System Service is restarted.

Current Value. This is the parameter value currently in effect for the server. All new server processes will inherit this value when started, unless it is overridden at the task or component level. You may change this field only if the Effective Immediately attribute is checked for the parameter. Changes to this field will also be reflected in the Value on Restart field, since the parameter change is saved in the server's persistent configuration.

Value on Restart. The parameter value that will be in effect for the server the next time the Siebel Server System Service is restarted. This field may only be changed for parameters not marked as Effective Immediately. The Current Value setting for these parameters may not be changed while the server is running.

Description. Description of the parameter, including its units (if numeric).

Server Event Configuration View

This view lists all server-level event types on a Siebel Server. The top applet lists the servers within the enterprise. The bottom applet lists all server-level event types and their log levels. Use this view to monitor and change log levels of server-level event types. Figure C-12 shows an example of this view.

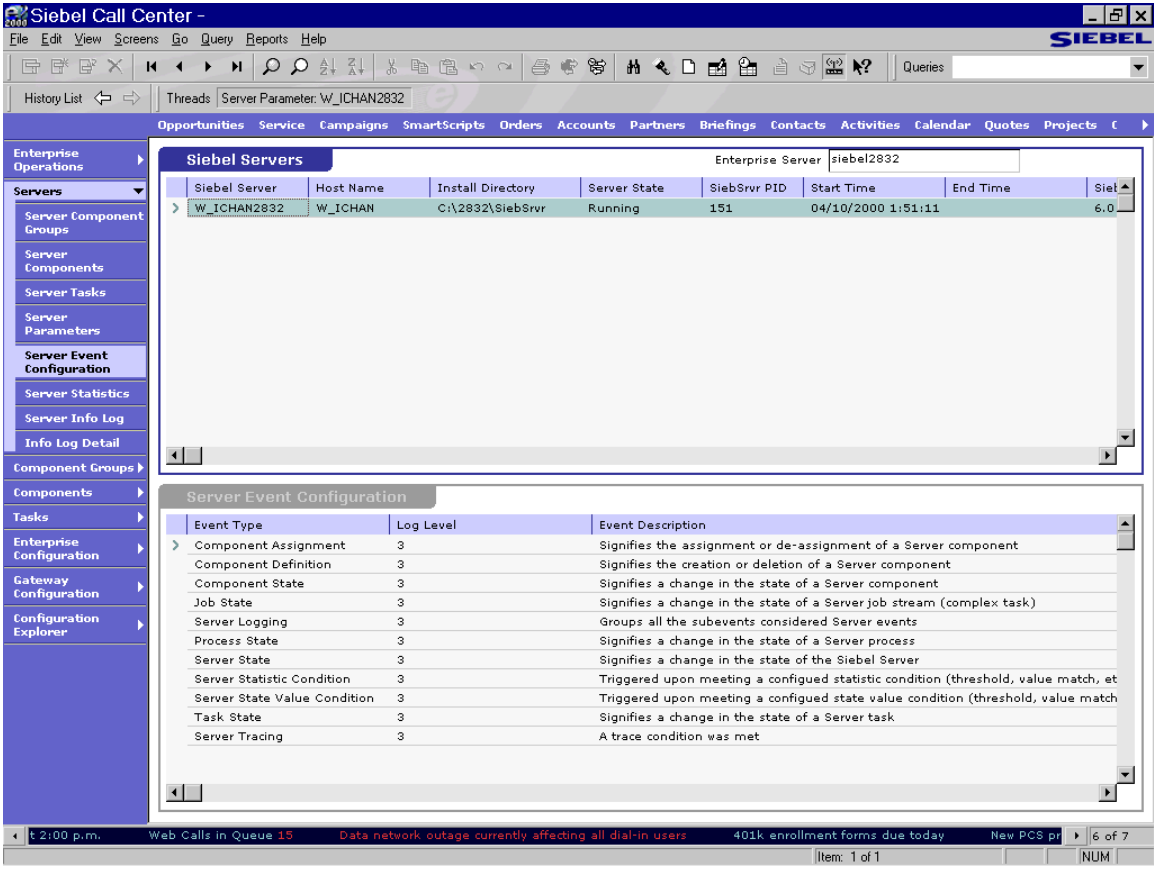


Figure C-12. Server Event Configuration View

Siebel Servers List Applet

This list applet is identical to the Siebel Servers list applet within the Enterprise Servers view, except that the Startup and Shutdown buttons are not present in this view. For more information, see "Siebel Servers List Applet" on page C-5.

Server Event Configuration List Applet

Event Type. Name of the event type.

Log Level. Current log level of the event type. To change the value, type in the new log level in this field.

Event Description. Description of the event type.

Event Type Alias. Alias of the event type.

Server Statistics View

This read-only view lists all servers in the current enterprise, along with the generic statistics that have been rolled up to the server level across all components. The rolled-up statistics include only completed processes, and not statistics gathered for currently running processes.

To view statistics that have been rolled up to the server on a per-component basis, use the Component Statistics view. To view statistics for currently running processes, use the Task Statistics view. Use this view (Server Statistics) to view statistics rolled up to the server level. Figure C-13 shows an example of this view.

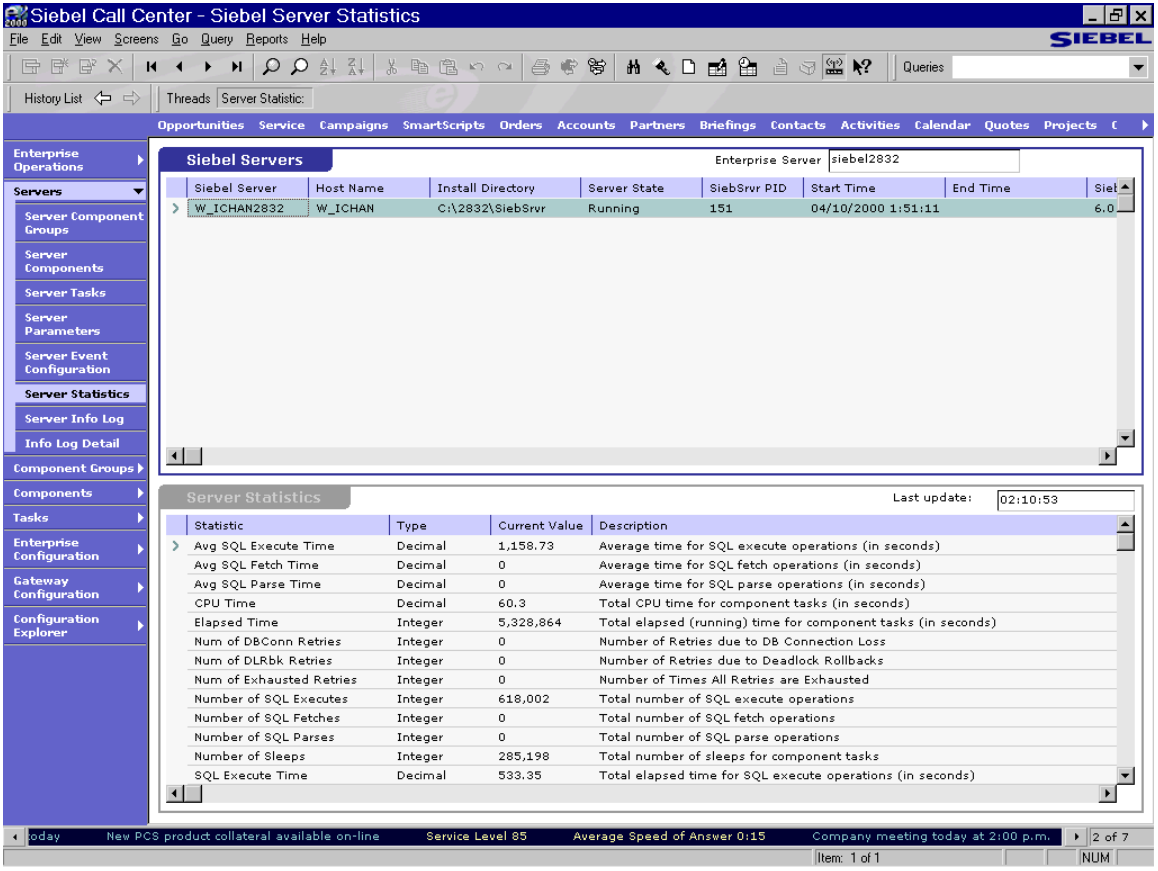


Figure C-13. Server Statistics View

Siebel Servers List Applet

This list applet is identical to the Siebel Servers list applet within the Enterprise Servers view, except that the Startup and Shutdown buttons are not present in this view. For more information, see "Siebel Servers List Applet" on page C-5.

Server Statistics List Applet

This applet lists all statistics that are rolled up to the server level.

Statistic. Name of the statistic.

Type. Type is always Generic for server-level statistics, indicating that these statistics are applicable and gathered for tasks across all server components.

NOTE: Statistics of type Component are not rolled up to the server level.

Current Value. Current value for the statistic. This value is a roll-up of the same statistic for all processes that have run to completion on the server.

Description. Description of the statistic, including its units.

Server Info Log View

This read-only view displays the information log for the individual Siebel Servers. The information log contains the list of events (with timestamps) that have occurred on the server since server start up. The events include process start and end times, as well as system errors. Figure C-14 shows an example of this view.

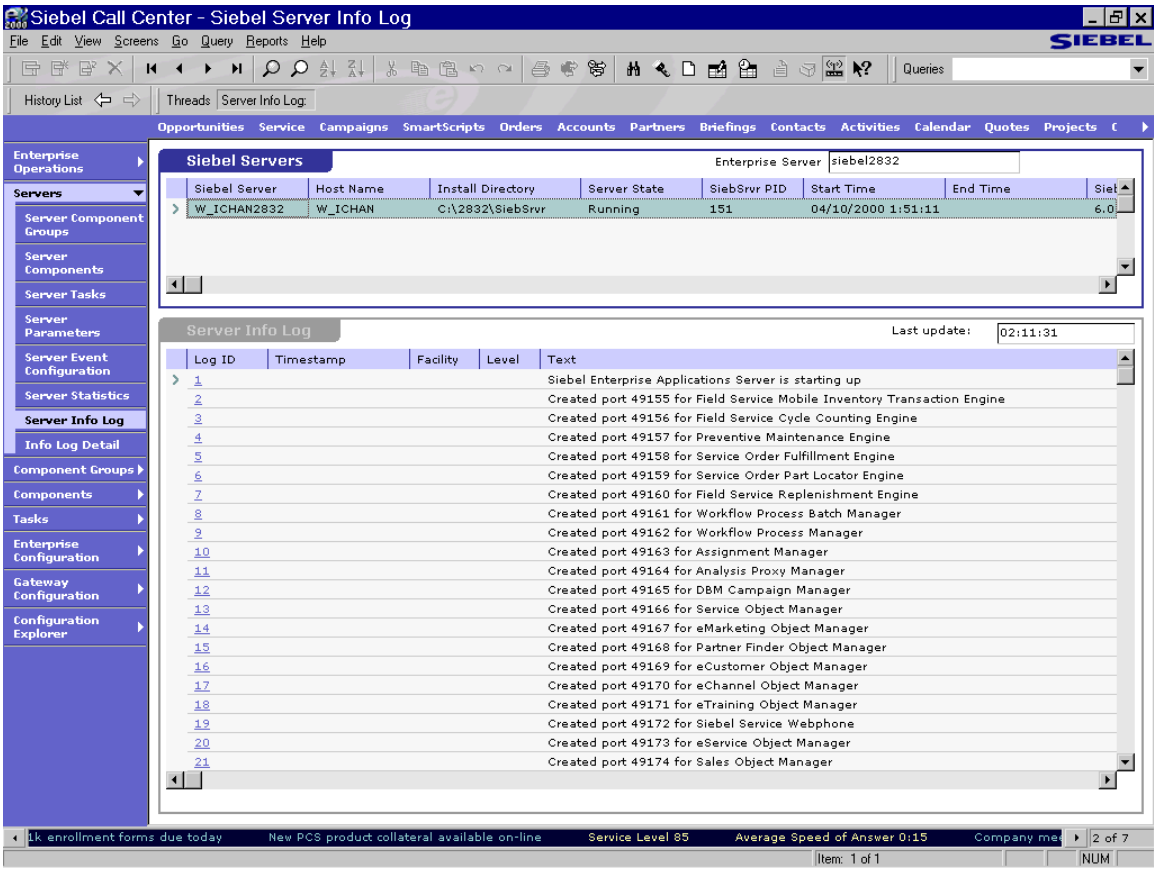


Figure C-14. Server Info Log View

Siebel Servers List Applet

This list applet is identical to the Siebel Servers list applet within the Enterprise Servers view, except that the Startup and Shutdown buttons are not present in this view. For more information, see "Siebel Servers List Applet" on page C-5.

Server Info Log List Applet

This applet lists all entries in the information log for the server. The contents of this applet correspond to the *enterprise.server_name*.log file in the log*server_name* subdirectory of the Siebel Server installation directory.

Log ID. The identifier for the log record. Note that this number strictly increases chronologically. You may click this field to drill down to the Info Log Detail view.

Timestamp. Date/timestamp for when the record was written. The date and time are local to the Siebel Server host machine.

Facility. The facility (or message area) from which the log record was generated. The possible values are ALT (alert), ERR (error), SQL (SQL facility), and TRC (component trace facility).

Level. The numeric level for the log record. This field and the Facility field define the category for the message. These two fields are useful for identifying and isolating specific types of messages (for instance, ALT-98 signifies a server process starting up). The meaning of a particular number is specific to the facility, and therefore not necessarily consistent across facilities.

Text. The text of the information log record.

Info Log Details View

This read-only view lists all Info Log records and Info Log Details records associated with each Log record. Use this view to drill down into the specified output generated by each component task. Figure C-15 shows an example of this view.

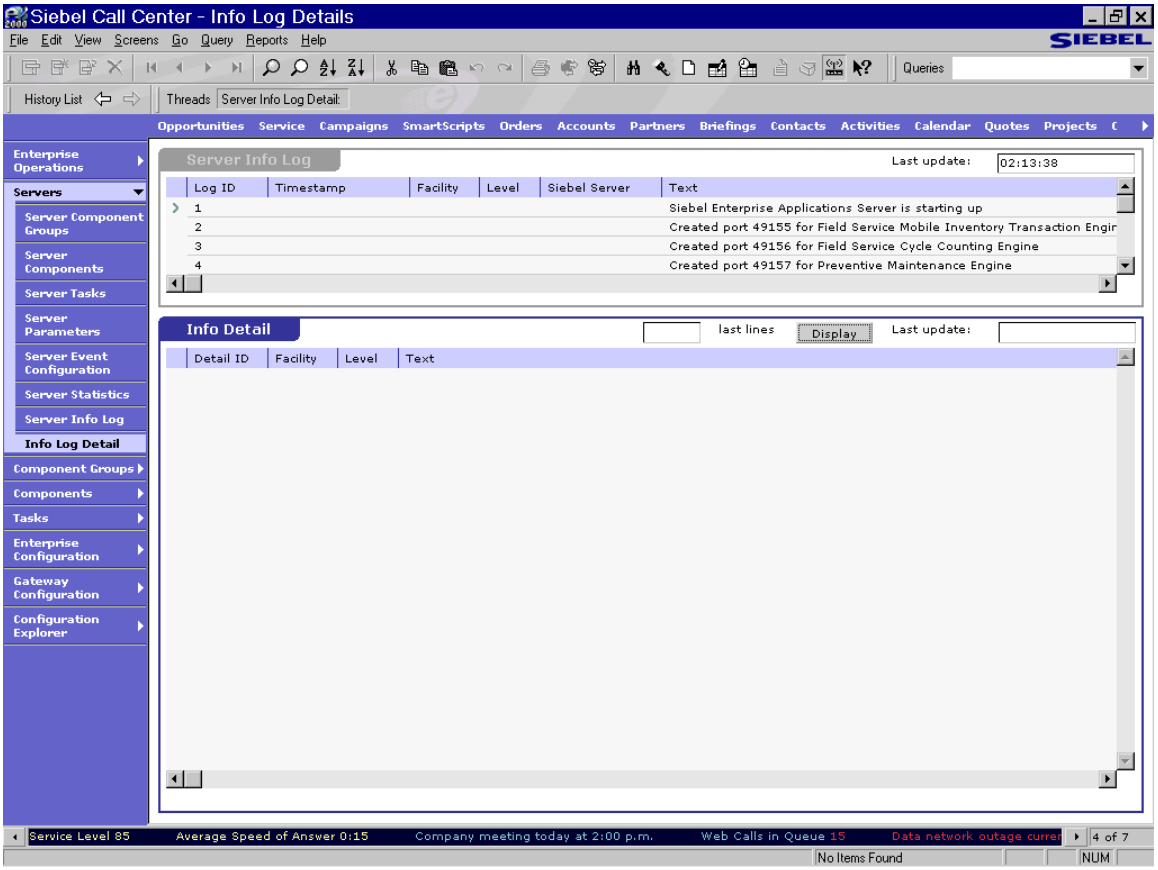


Figure C-15. Info Log Details View

Server Info Log List Applet

This applet is identical to the Server Info Log applet within the Server Info Log view. For more information, see "Server Info Log List Applet" on page C-43.

Info Detail List Applet

This applet lists details associated with the information logging record in the Server Info Log applet. Typically, this applet will contain the tracing output from the component tasks referenced in the Server Info Log applet. The contents of this applet correspond to the trace file for the task, which can be found as *component_tasknum*.trc in the log*server_name* subdirectory of the Siebel Server installation directory.

Detail ID. The identifier for the log detail record. Note that this number strictly increases chronologically.

Facility. The facility (or message area) from which the log record was generated. The possible values are ALT (alert), ERR (error), SQL (SQL facility), and TRC (component trace facility).

Level. The numeric level for the log record. This field and the Facility field define the category for the message. These two fields are useful for identifying and isolating specific types of messages (for instance, ALT-98 signifies a server process starting up). The meaning of a particular number is specific to the facility, and therefore not necessarily consistent across facilities.

Text. The text of the information log detail record.

Component Groups Views

Server Administration views available at the component group level include:

- Component Group Servers
- Component Group Components
- Component Group Tasks

Use the Component Group views to monitor the status of component groups.

Component Group Servers View

This view lists all component groups and the server(s) on which they are enabled. The top applet lists all component groups within the enterprise. The bottom applet lists the Siebel Server(s) to which the component group belongs. Use this view to monitor the server status for component groups. Figure C-16 shows an example of this view.

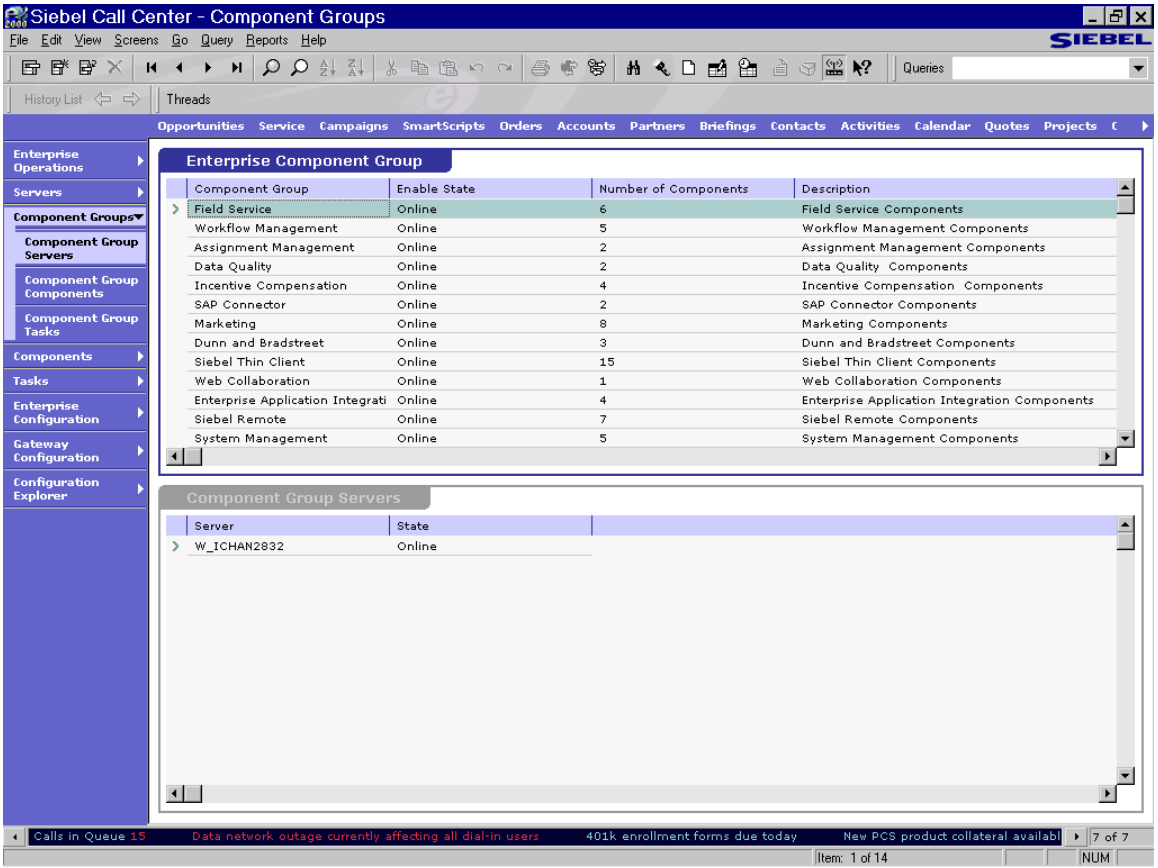


Figure C-16. Component Group Servers View

Enterprise Component Group List Applet

This applet is identical to the Enterprise Component Group list applet within the Component Group Assignment view. For more information, see "Enterprise Component Group List Applet" on page C-14.

Component Group Servers List Applet

Server. Name of the Siebel Server on which the component group is enabled.

State. State of the Siebel Server.

Component Group Components View

This view lists all component groups and the components that belong to each component group. The top applet lists all component groups within the enterprise. The bottom applet lists the components that belong to each component group. Use this view to monitor the component status for component groups. Figure C-17 shows an example of this view.

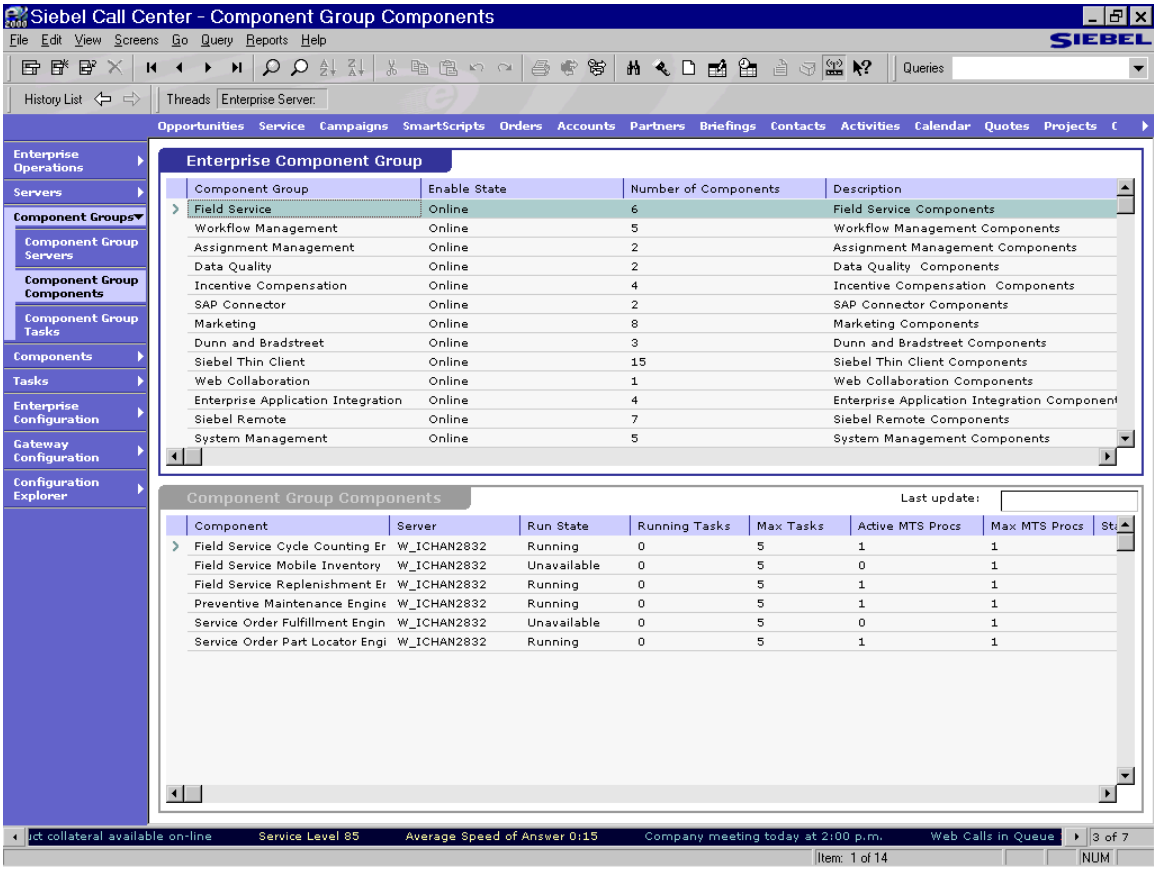


Figure C-17. Component Group Components View

Enterprise Component Group List Applet

This applet is identical to the Enterprise Component Group list applet within the Component Group Assignment view. For more information, see "Enterprise Component Group List Applet" on page C-14.

Component Group Components List Applet

Component. Name of the component.

Server. Name of the Siebel Server on which the component is running.

Run State. This read-only field displays the current run state of the component on the Siebel Server.

Running Tasks. This read-only field displays the number of tasks currently running for this component on the Siebel Server.

Max Tasks. This read-only field displays the maximum number of tasks that can be running for this component on the Siebel Server. This is governed by the Maximum Tasks parameter.

Active MTS Procs. This read-only field displays the current number of multi-threaded processes currently running for this component on the Siebel Server. It applies only to those components that operate in a multi-threaded mode.

Max MTS Procs. This read-only field displays the maximum number of concurrent multi-threaded processes that this component can operate on the Siebel Server. This is governed by the Max MTS Procs parameter.

Status. This read-only field displays the current status of the component on the Siebel Server.

Start Time. Read-only date/timestamp of when the component process (or first task) was started.

End Time. Read-only date/timestamp of when the component process or task was ended (only if the state is Completed, Exited with Error, or Terminated).

Description. Description of server component.

Component Group Tasks View

This view lists all component groups and the tasks that are running for components within the component group. The top applet lists all component groups within the enterprise. The bottom applet lists the components within each component group that are running tasks. Use this view to monitor the task status for component groups. Figure C-18 shows an example of this view.

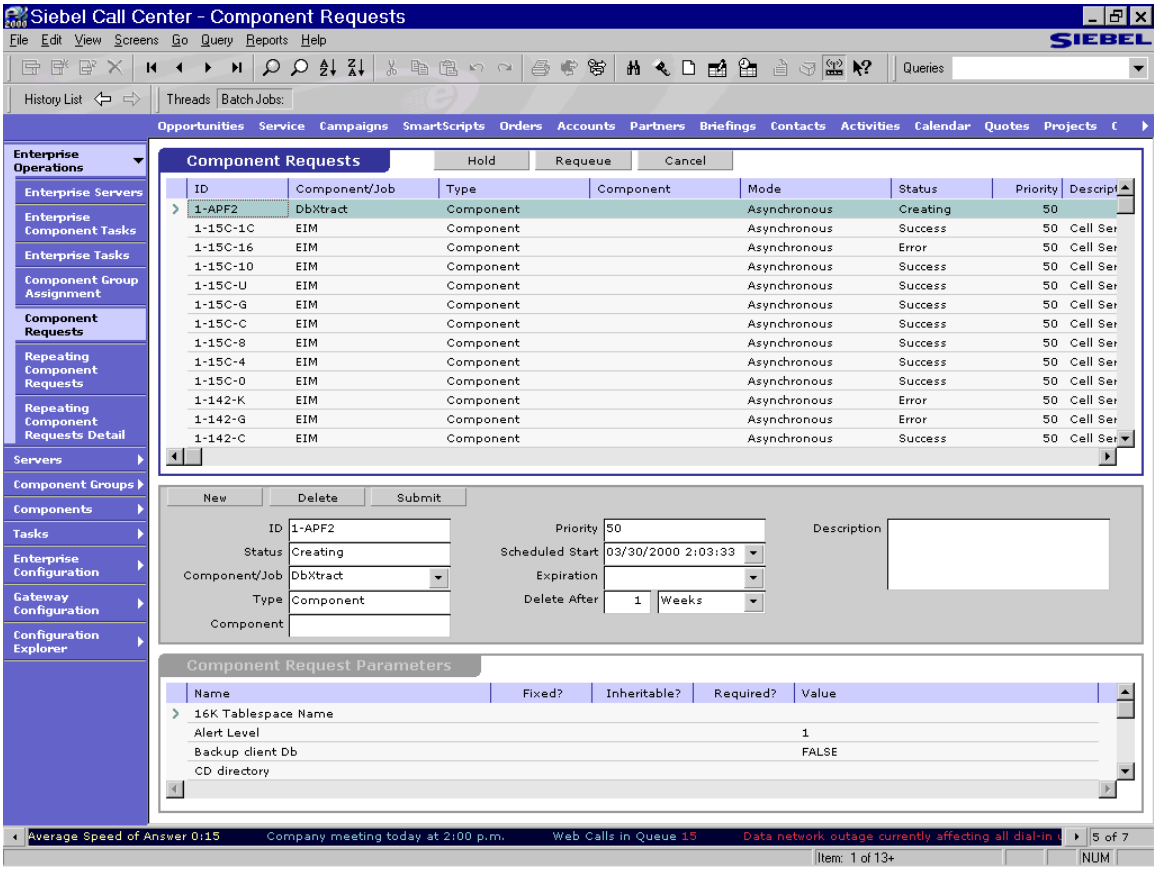


Figure C-18. Component Group Tasks View

Enterprise Component Group List Applet

This applet is identical to the Enterprise Component Group list applet within the Component Group Assignment view. For more information, see "Enterprise Component Group List Applet" on page C-14.

CompGroup Tasks List Applet

Component. Name of the component.

Server. Name of the Siebel Server on which the component is running.

Task ID. Identifier number for the process. This number is unique among currently running processes within each Siebel Server. This number may be reused on the server in the future; however, the time gap before reuse is typically very large. The task number never changes for the duration of the process's instantiation, so you may use this number to track the task operation and identify the output trace file for the process.

Display Run State. Current state of operation for the task. The possible states are Starting Up, Running, Paused, Shutting Down, Completed, and Exited with Error.

Status. Current status of a running task. This field describes the current phase of operation or progress for a task. The format and contents of this field are component-specific.

Start Time. The date/timestamp of when the process was started.

End Time. The date/timestamp of when the process was ended (only if the state is Completed, Exited with Error, or Terminated).

PID. The operating system process identifier of the Siebel Server System Service process for the server. The Siebel Server System Service is the root process of the server that determines whether the server is available. For monitoring or other administrative purposes, the process identifier is provided so that you may locate the operating system process corresponding to the Server Manager. The exact format and meaning of this field are dependent on the operating system, but the value will typically be an integer representing the numeric process ID.

Components Views

Server Administration views available at the component level include:

- Component Tasks
- Component Parameters
- Component Event Configuration
- Component State Values
- Component Statistics

Component Tasks View

This view lists all components registered on each Siebel Server, along with all running tasks (or recently completed tasks) for the specified component and server. The current status of each task is also listed. Figure C-19 shows an example of this view.

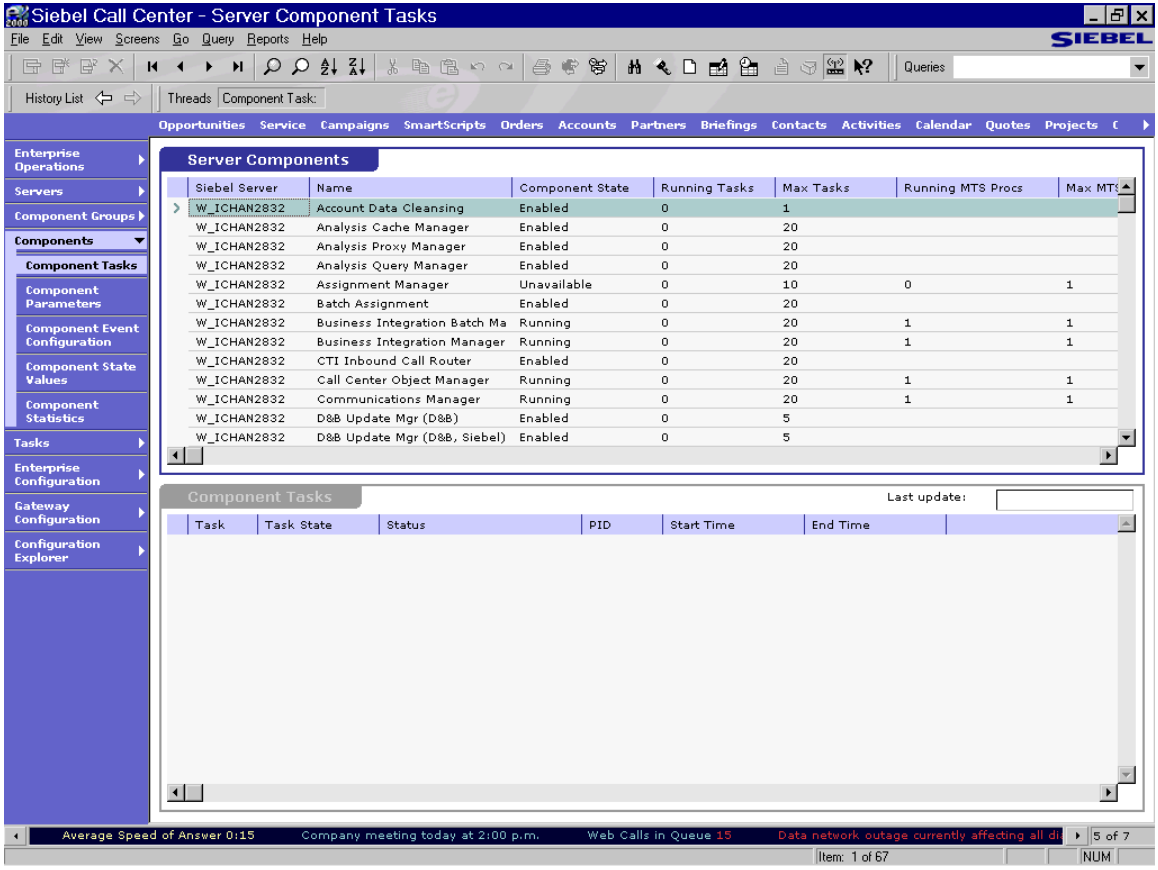


Figure C-19. Component Tasks View

Server Components List Applet

This applet lists all Siebel Server and defined component combinations, along with information about the current status of the component on each server.

Siebel Server. Name of the Siebel Server.

Name. Name of the defined component.

Component State. Current state of operation for the component. The possible states are Enabled, Running, Disabled, and Shutdown:

- Enabled or Running indicates that the component is fully enabled (and the default number of servers may be running for components registered to run in server mode).
- Disabled indicates that no new processes or tasks will be spawned for this component; however, existing tasks will be allowed to complete.
- Shutdown indicates that no task or server processes are running for this component, and no new processes will be spawned until the component is restarted.

Running Tasks. This read-only field displays the number of tasks currently running for this component on the Siebel Server.

Max Tasks. This read-only field displays the maximum number of tasks that can be running for this component on the Siebel Server. This value is governed by the Maximum Tasks parameter.

Running MTS Procs. This read-only field displays the current number of multi-threaded processes currently running for this component on the Siebel Server. It applies only to those components that operate in a multi-threaded mode.

Max MTS Procs. This read-only field displays the maximum number of concurrent multi-threaded processes that this component can operate on the Siebel Server. This value is governed by the Max MTS Procs parameter.

Start Time. The date/timestamp when the component was most recently started up.

End Time. The date/timestamp when the component was most recently shut down (only if the current state is Shutdown).

Component Tasks List Applet

This applet lists all processes that are running for each component and Siebel Server, along with information about the current status of each process. Processes that have completed operation or terminated recently may also be listed, as long as their task slot within the server has not been reused by another process.

Task. Identifier number for the process. This number is unique among currently running processes within each Siebel Server. This number may be reused on the server in the future; however, the time gap before reuse is typically very large. The task number never changes for the duration of the process's instantiation, so you may use this number to track the task operation and identify the output trace file for the process.

Task State. Current operation state for the task. The possible states are Starting Up, Running, Paused, Shutting Down, Completed, and Exited with Error. For more information, see "Server Task Administration" on page 4-49.

Status. Current status of a running task. This field describes the current phase of operation or progress for a task. The format and contents of this field are component-specific.

PID. The operating system process identifier of the Siebel Server System Service process for the server. For monitoring or other administrative purposes, the process identifier is provided so that you may locate the operating system process corresponding to the Server Manager. The exact format and meaning of this field are dependent on the operating system, but the value will typically be an integer representing the numeric process ID.

Start Time. The date/timestamp of when the process was started.

End Time. The date/timestamp of when the process was ended (only if the state is Completed, Exited with Error, or Terminated).

Component Parameters View

This view lists all components assigned to each Siebel Server, along with the component-level parameters for the server. The component-level parameters provide the default values for new component tasks, unless a particular parameter is overridden for the task when the task is started. Use this view to change component-level parameters. Figure C-20 shows an example of this view.

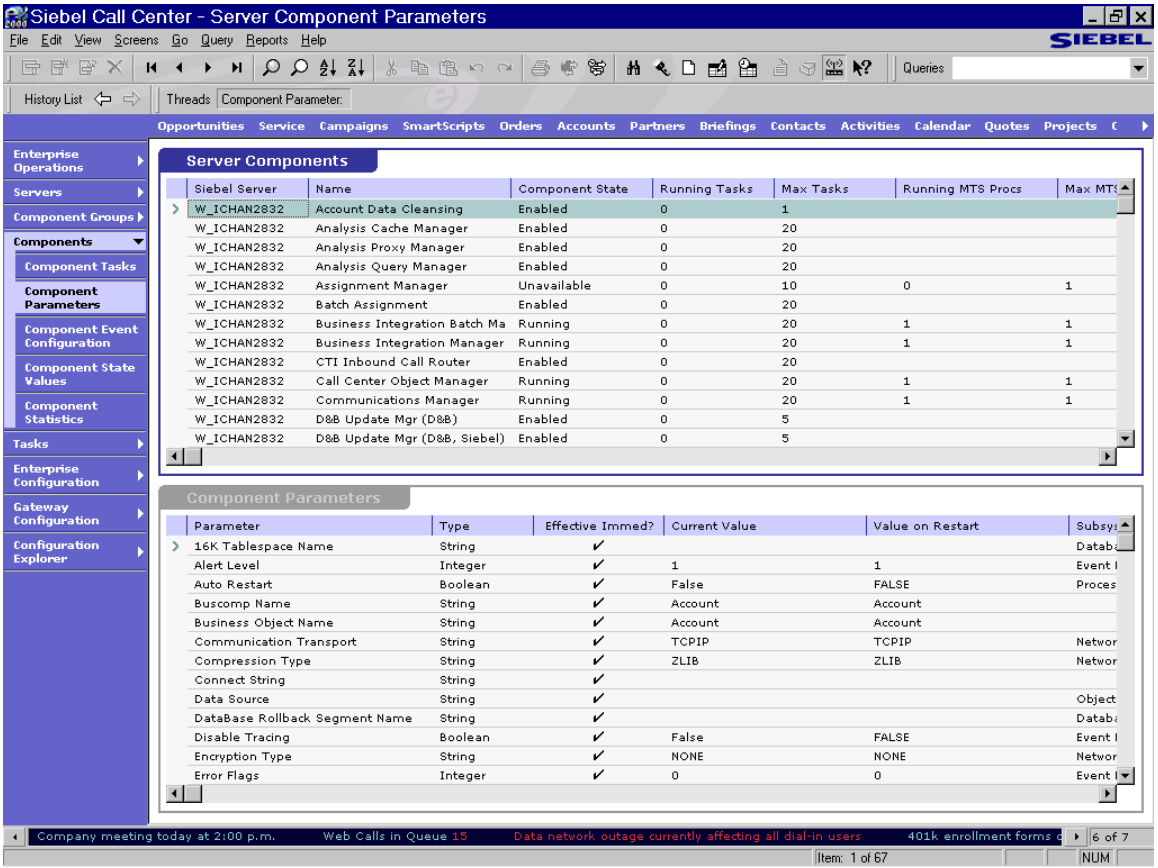


Figure C-20. Component Parameters View

Server Components List Applet

This applet is identical to the Server Components list applet for the Component Tasks view. For more information, see "Server Components List Applet" on page C-54.

Component Parameters List Applet

This applet lists all parameters that are defined for the current component.

Parameter. Name of the parameter.

Type. The highest level at which the parameter may be defined. Possible values are Enterprise, Generic, and Component. If the type is Enterprise or Generic, changing the value in this applet will override the value set in the Server Parameters view. A parameter value set in this view will only affect new component tasks running on the Siebel Server that is current in the top applet.

Effective Immed? Indicates whether changing the value of this parameter takes immediate effect. If checked, you can then change the Current Value setting of the parameter, and any new task that is instantiated on this server will inherit the new parameter value (unless it is explicitly overwritten at the component or task level). If unchecked, you may only change the Value on Restart setting, which becomes current only after the Siebel Server System Service is restarted.

Current Value. This is the parameter value currently in effect for the server. All new server processes will inherit this value when started, unless it is overridden at the task or component level. You may change this field only if the Effective Immediately attribute is checked for the parameter. Changes to this field will also be reflected in the Value on Restart field, since the parameter change is saved in the server's persistent configuration.

Value on Restart. The parameter value for the server the next time the Siebel Server System Service is restarted. This field may only be changed for parameters not marked as Effective Immediately. The Current Value setting of these parameters may not be changed while the server is running.

Description. Description of the parameter, including its units (if numeric).

Component Event Configuration View

This view lists all component-level event types for a component. The top applet lists the components on a Siebel Server. The bottom applet lists all component-level event types and their log levels. Use this view to monitor and change log levels of component-level event types. Figure C-21 shows an example of this view.

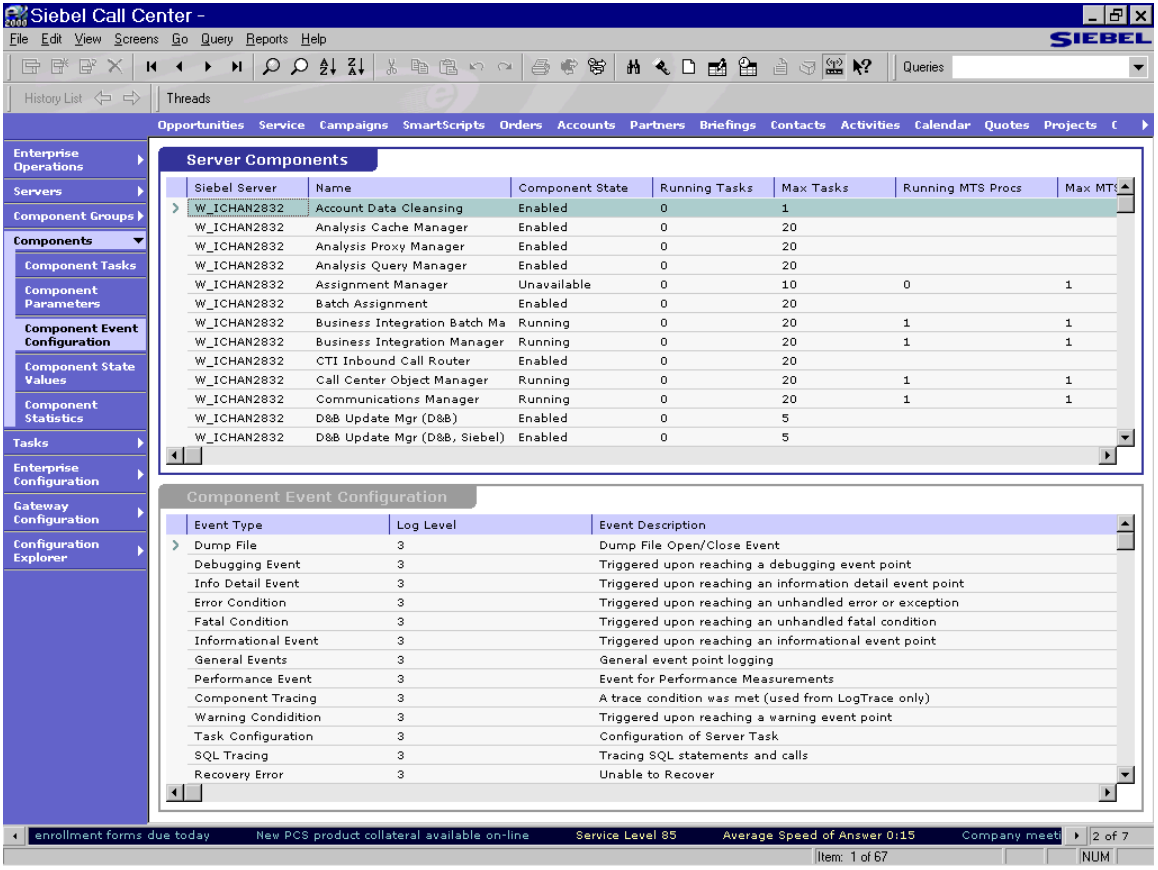


Figure C-21. Component Event Configuration View

Server Components List Applet

This applet is identical to the Server Components list applet for the Component Tasks view. For more information, see "Server Components List Applet" on page C-54.

Component Event Configuration List Applet

Event Type. Name of the event type.

Log Level. Current log level of the event type. To change the value, type in the new log level in this field.

Event Description. Description of the event type.

Event Type Alias. Alias of the event type.

Component State Values View

This read-only view lists all components registered on each Siebel Server, along with the component-level state value for the component and server. Component-level state values represent the state of the overall component running on a server. Figure C-22 shows an example of this view. To view the state of individual tasks for the component, use the Task State Values view.

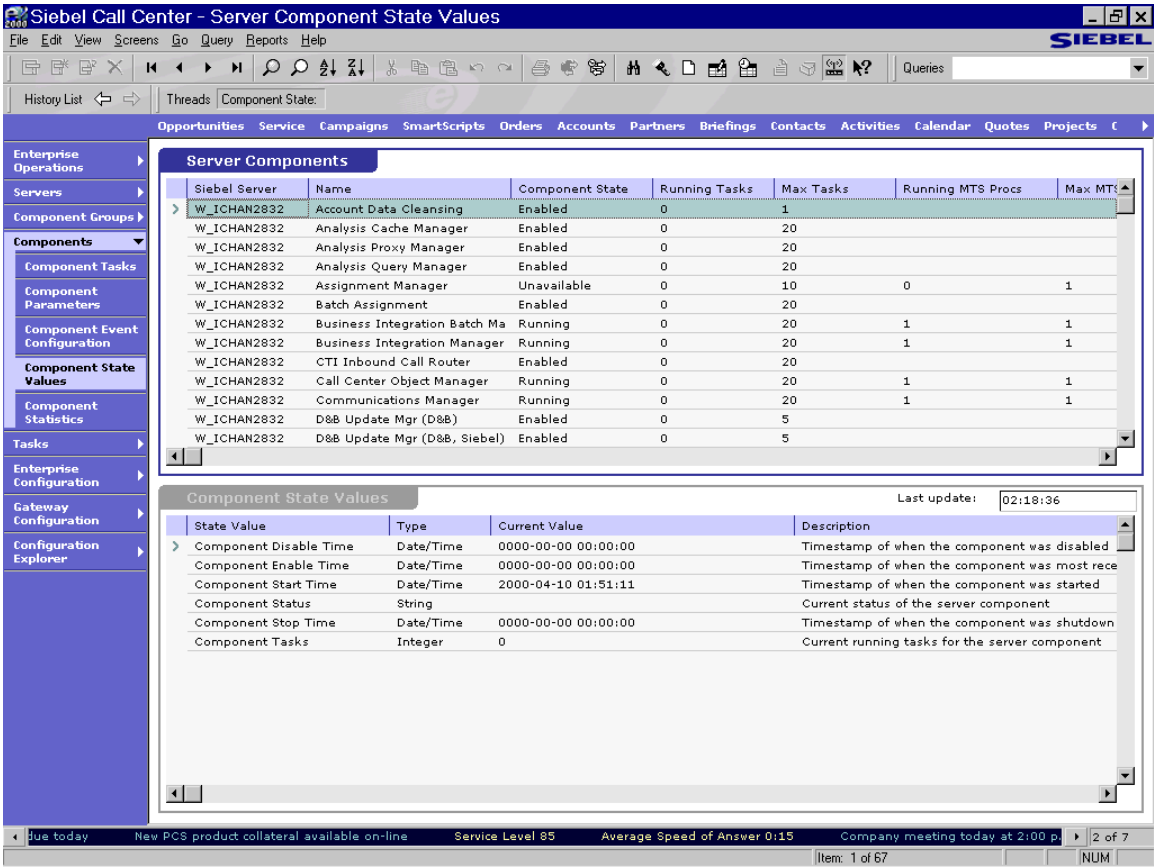


Figure C-22. Component State Values View

Server Components List Applet

This applet is identical to the Server Components list applet for the Component Tasks view. For more information, see "Server Components List Applet" on page C-54.

Component State Values List Applet

This applet lists all state values defined for the component running on the Siebel Server selected in the top applet.

State Value. Name of the state value.

Type. Possible values include:

- Generic indicates that this state value is defined for all components.
- Component indicates that this state value is specific to this component.

Current Value. The current state value for the component on the current Siebel Server.

Description. Description of the state value, including its units (if numeric).

Component Statistics View

This read-only view lists all components registered on each Siebel Server, along with the rolled-up component-level statistics for each component and server. The component-level statistics are rolled up across all completed component tasks on the server. Figure C-23 shows an example of this view. To view statistic values for currently running tasks, use the Task Statistics view.

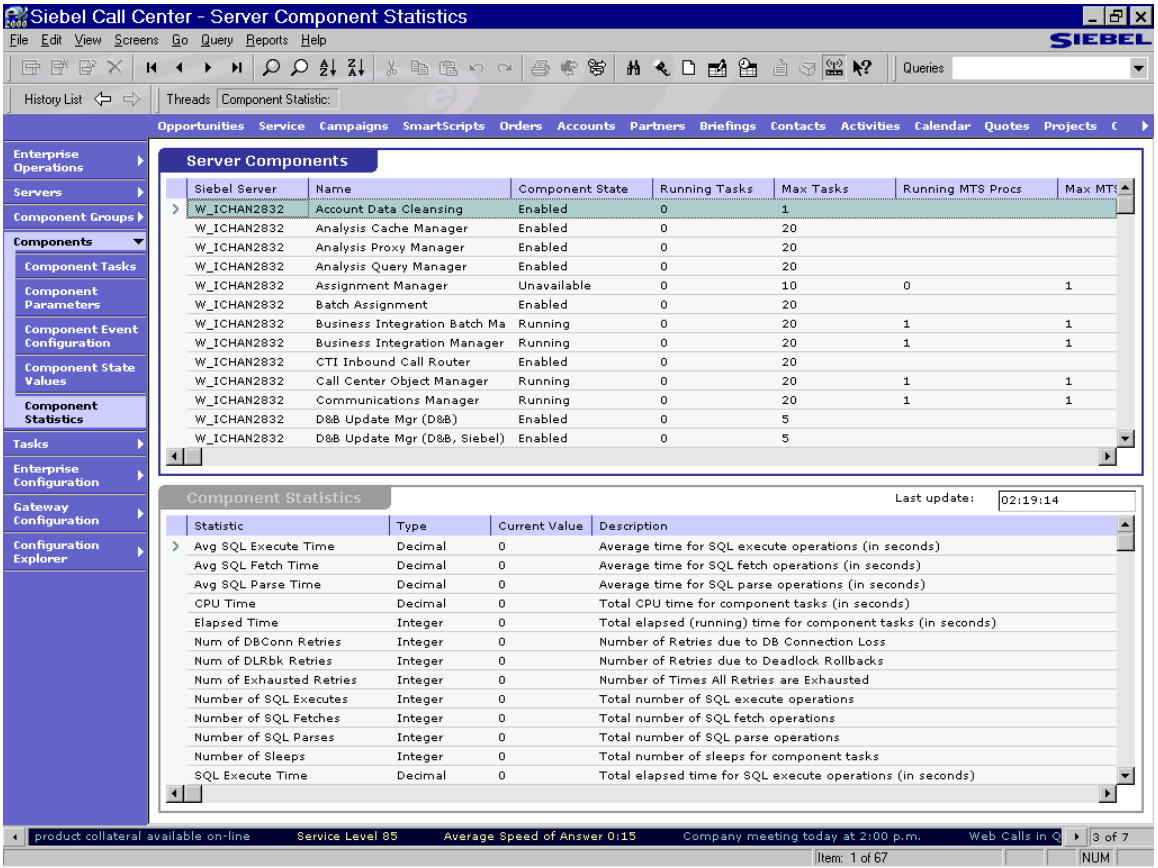


Figure C-23. Component Statistics View

Server Components List Applet

This applet is identical to the Server Components list applet for the Component Tasks view. For more information, see "Server Components List Applet" on page C-54.

Component Statistics List Applet

This applet lists all rolled-up statistics for the component processes selected in the top applet that have run on the Siebel Server.

Statistic. Name of the statistic.

Type. Possible values include:

- Generic indicates that the statistic is applicable and gathered for tasks across all server components.
- Component indicates that this statistic is only relevant for the current component.

Current Value. Current value for the statistic. This value is a roll-up of the same statistic for all processes for the component that have run to completion on the server.

Description. Description of the statistic, including its units.

Tasks Views

Server Administration views available at the task level include:

- Task Parameters
- Task State Values
- Task Statistics
- Task Info Log

Task Parameters View

This view lists all tasks running across all Siebel Servers in the enterprise, along with the current parameter values set for each component. Task-level parameters marked as Dynamic may be changed while the task is running from this view. Figure C-24 shows an example of this view.

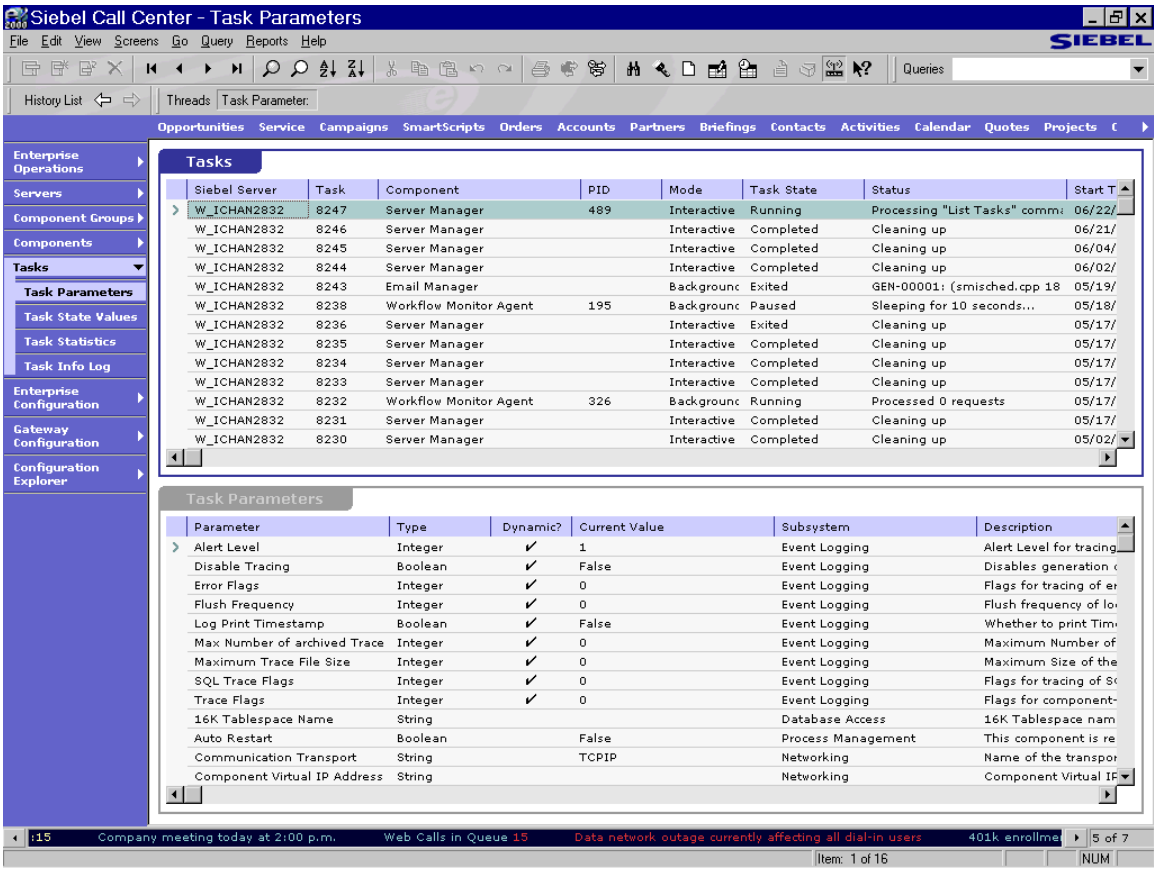


Figure C-24. Task Parameters View

Tasks List Applet

This applet is identical to the Tasks list applet for the Enterprise Tasks view, except that the Create, Stop, Pause, and Resume buttons, and the Enterprise Server field, are not present in this view. For more information, see "Tasks List Applet" on page C-11.

Task Parameters List Applet

This applet lists all parameters that are defined for the current component task.

Parameter. Name of the parameter.

Type. The highest level at which the parameter may be defined. Possible values include Enterprise, Generic, and Component.

Dynamic? Indicates whether you may change the parameter value once the task is running.

Current Value. Current value for the parameter. This value may be changed if the parameter is marked as Dynamic; however, the running component task may not pick up and utilize the new parameter value immediately.

Description. Description of the parameter, including its units (if numeric).

Task State Values View

This read-only view lists all tasks running across all Siebel Servers in the enterprise, along with the task-level state value for each task. Figure C-25 shows an example of this view.

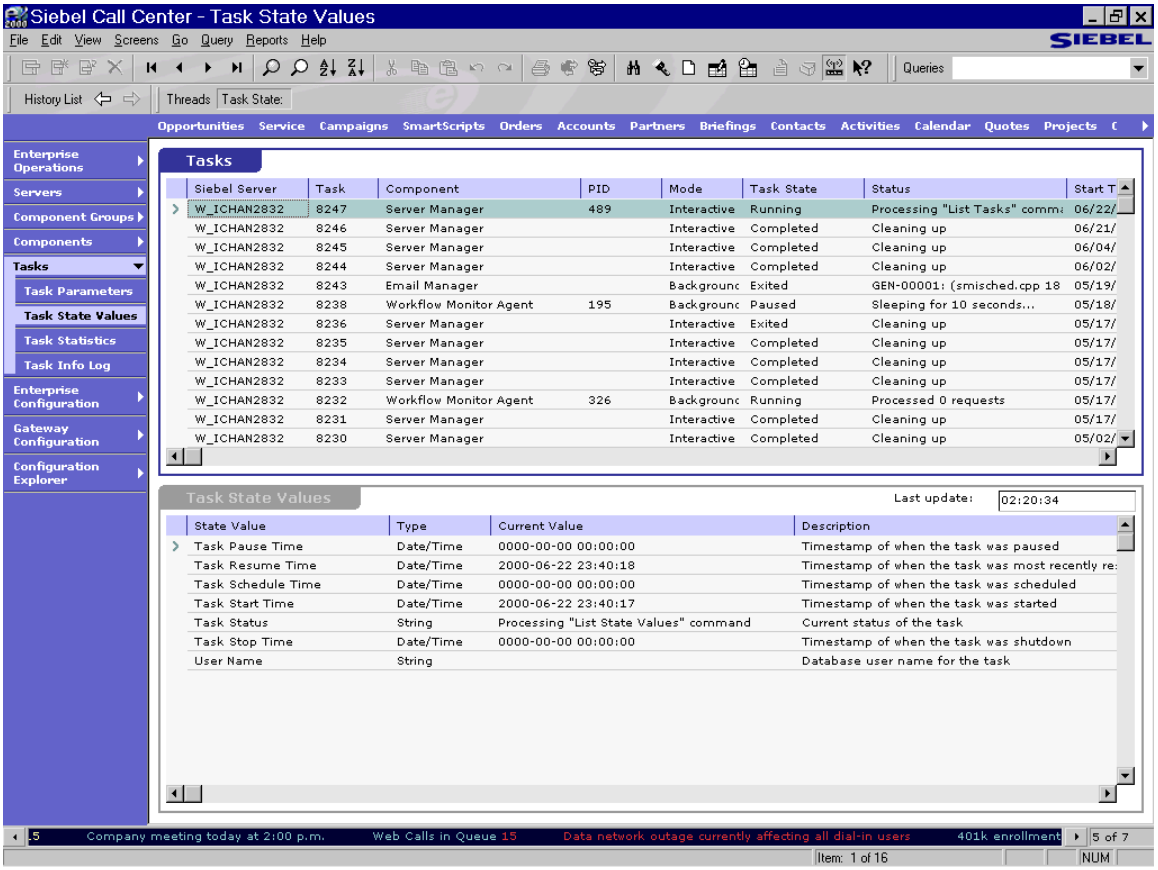


Figure C-25. Task State Values View

Tasks List Applet

This applet is identical to the Tasks list applet for the Enterprise Tasks view, except that the Create, Stop, Pause, and Resume buttons, and the Enterprise Server field, are not present in this view. For more information, see "Tasks List Applet" on page C-11.

State Values List Applet

This applet lists all state values defined for the current task.

State Value. Name of the state value.

Type. Possible values include:

- Generic indicates that this state value is defined for all components.
- Component indicates that this state value is specific to the component for this task.

Current Value. The current state value for the current task.

Description. Description of the state value, including its units (if numeric).

Task Statistics View

This read-only view lists all tasks running across all Siebel Servers in the enterprise, along with the task-level statistics for each task. Figure C-26 shows an example of this view.

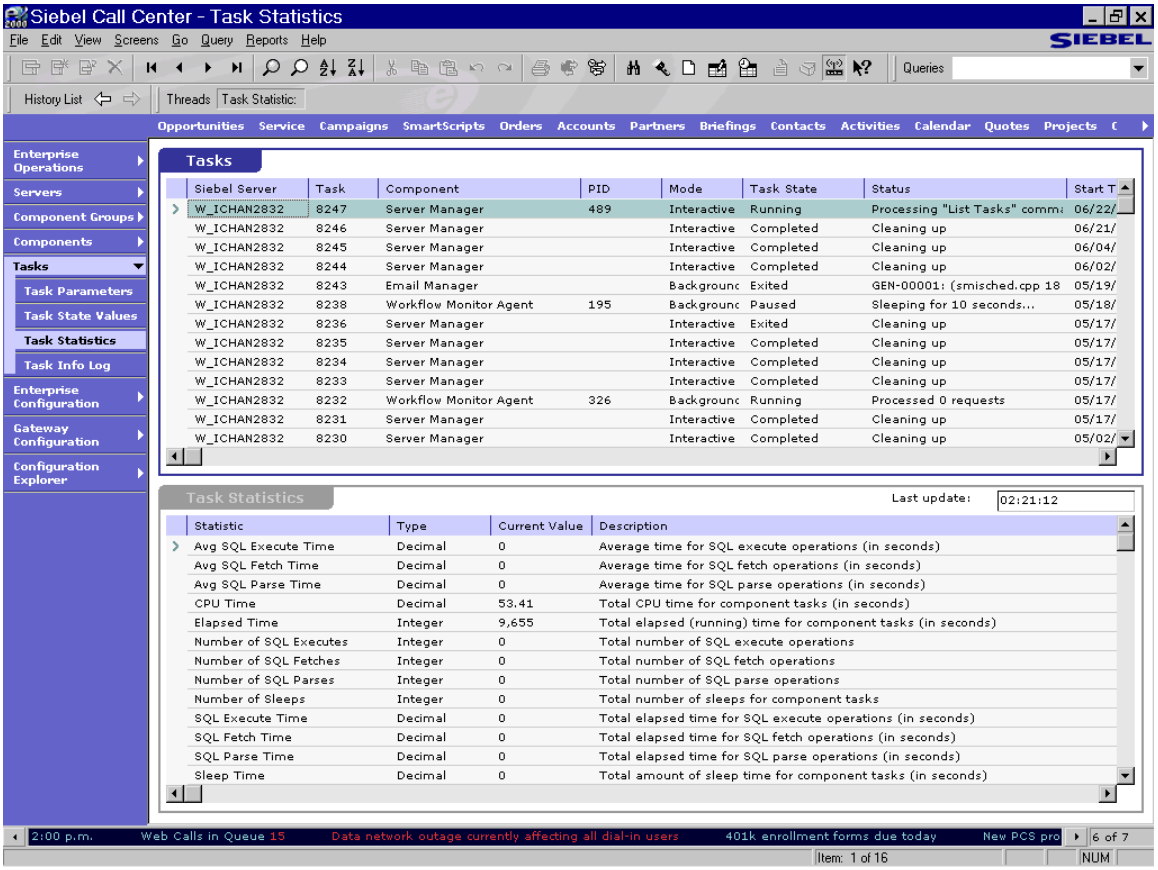


Figure C-26. Task Statistics View

Tasks List Applet

This applet is identical to the Tasks list applet for the Enterprise Tasks view, except that the Create, Stop, Pause, and Resume buttons, and the Enterprise Server field, are not present in this view. For more information, see "Tasks List Applet" on page C-11.

Task Statistics List Applet

This applet lists all statistics for the current task.

Statistic. Name of the statistic.

Type. Possible values include:

- Generic indicates that the statistic is applicable and gathered for tasks across all server components, including the current component.
- Component indicates that this statistic is only relevant for the current component.

Current Value. Current value of the statistic for the current task. The final value for this task will be rolled up to both the component level and the server level when the task completes execution.

NOTE: Both generic and component-specific statistics are rolled up to the component level. Only generic statistics are rolled up to the server level.

Description. Description of the statistic, including its units (if numeric).

Task Info Log View

This read-only view lists all tasks running across all Siebel Servers in the enterprise, along with the information log details written by this task. Figure C-27 shows an example of this view.

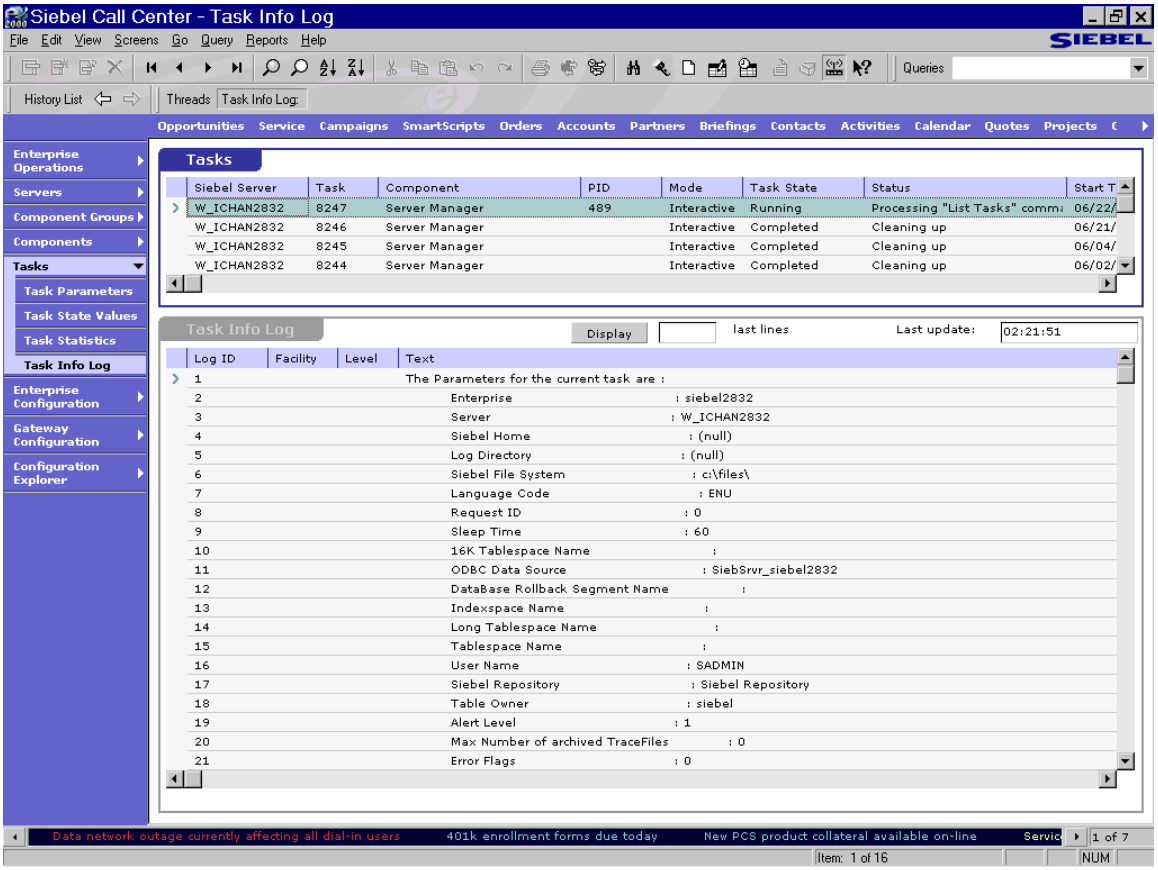


Figure C-27. Task Info Log View

Tasks List Applet

This applet is identical to the Tasks list applet for the Enterprise Tasks view, except that the Create, Stop, Pause, and Resume buttons, and the Enterprise Server field, are not present in this view. For more information, see "Tasks List Applet" on page C-11.

Task Info Log List Applet

This applet lists the log information associated with the current task. The contents of this applet correspond to the trace file for the task, which can be found as *component_tasknum*.trc in the log*server_name* subdirectory of the Siebel Server install directory.

Log ID. Identifier for the log record. Note that this number strictly increases chronologically.

Facility. The facility (or message area) from which the log detail record was generated. The possible values include ALT (alert), ERR (error), SQL (SQL facility), and TRC (component trace facility).

Level. Numeric level for the log record. This field and the Facility field define the category for the message. These two fields are useful for identifying and isolating specific types of messages. The meaning of a particular number is specific to the facility, and therefore not necessarily consistent across facilities.

Text. Text of the information log record.

Enterprise Configuration Views

Server Administration views available at the enterprise configuration level include:

- Enterprise Parameters
- Enterprise Component Groups
- Enterprise Component Definitions
- Batch Component Admin
- Component Job Definitions

Enterprise Parameters View

This view lists all parameters for the enterprise. Use this view to set values for enterprise-level parameters. Figure C-28 shows an example of this view.

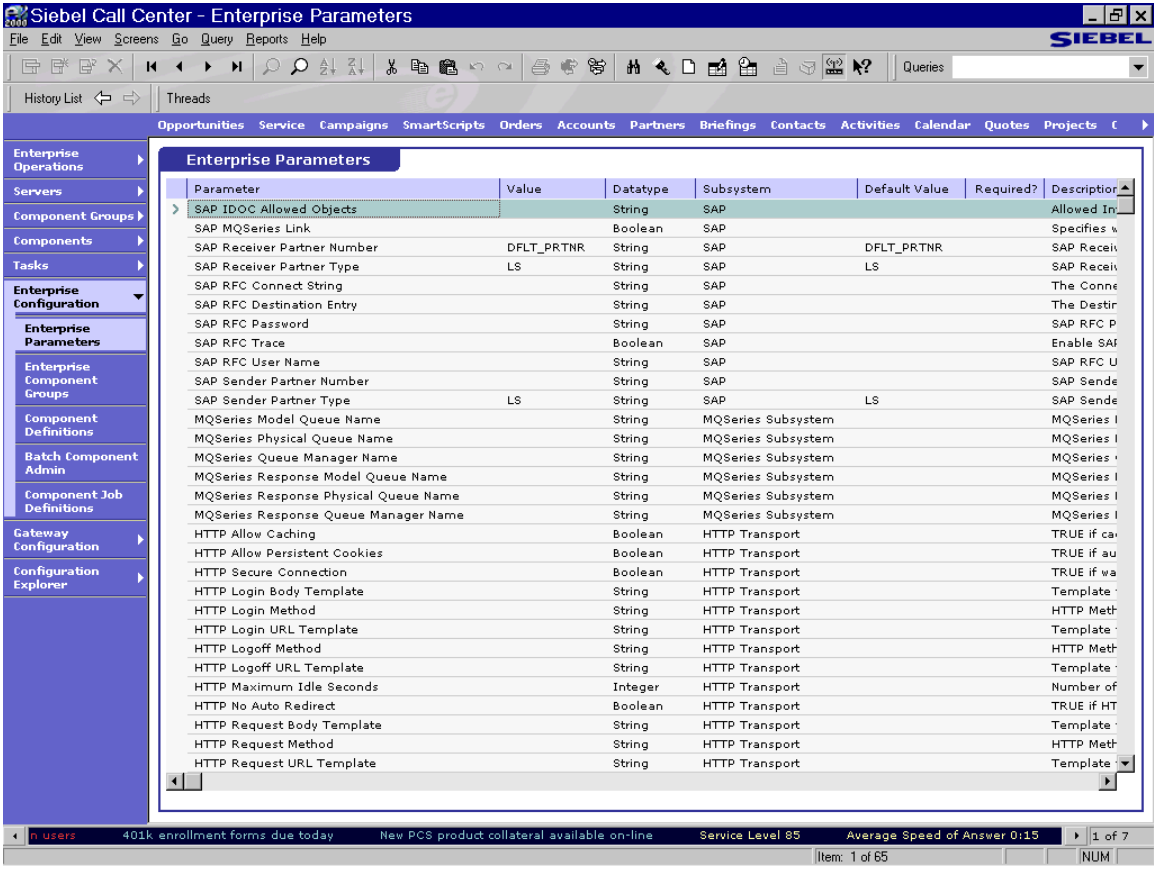


Figure C-28. Enterprise Parameters View

Enterprise Parameters List Applet

Parameter. Name of the parameter.

Value. Current value set for this parameter. To change the value, type in a new value in the field.

Datatype. Type of data. Possible datatypes include String, Integer, and Boolean.

Subsystem. Subsystem in which the parameter belongs.

Default Value. Default value of parameter.

Required. When checked, the parameter is a required parameter.

Description. Description of parameter.

Enterprise Component Groups View

This view lists all component groups in the enterprise and the components within each component group. The top applet lists all component groups in the enterprise, and enables you to create, delete, enable, and disable component groups at the enterprise level. The bottom applet lists all components that belong to a component group. Use this view to create, delete, enable, and disable component groups at the enterprise level. Figure C-29 shows an example of this view.

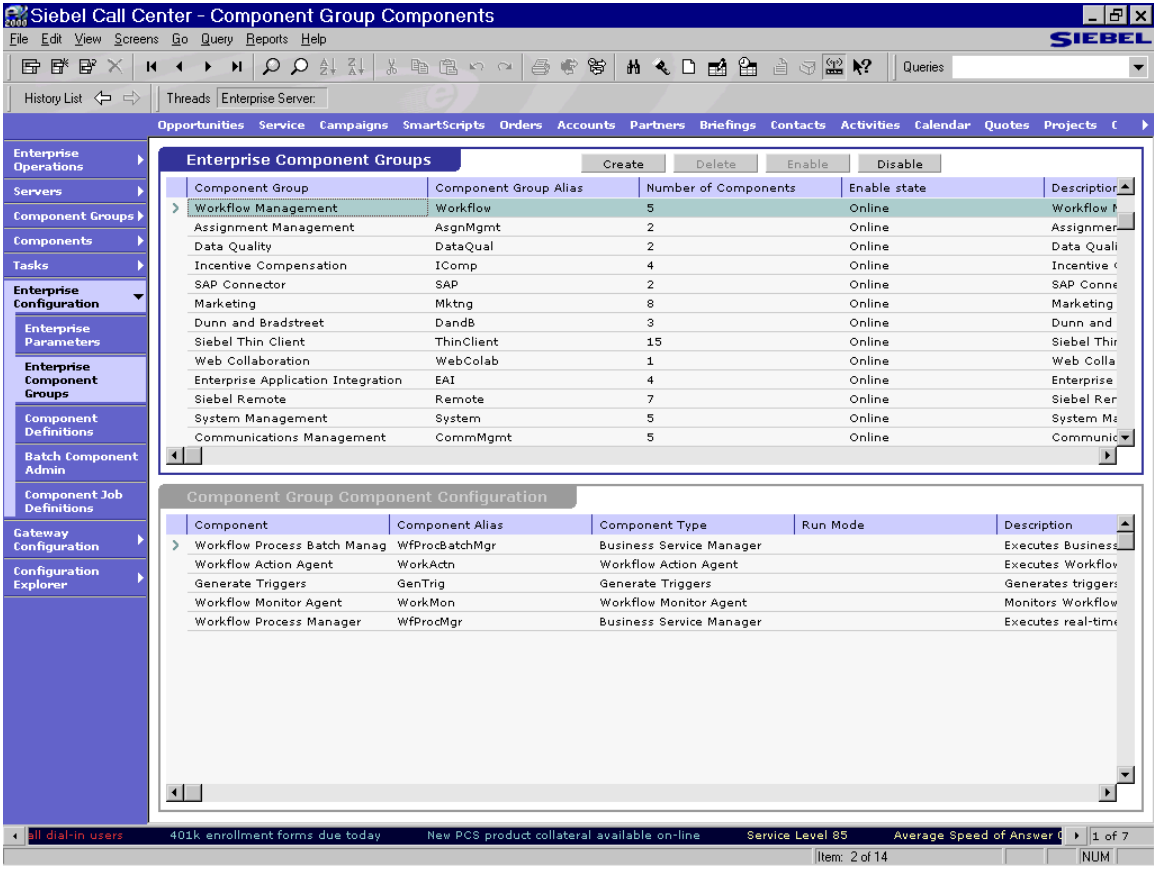


Figure C-29. Enterprise Component Groups View

Enterprise Component Groups List Applet

Create (button). Creates a new component group.

Delete (button). Deletes an existing component group.

Enable (button). Enables the component group at the enterprise level.

Disable (button). Disables the component group at the enterprise level.

Component Group. Name of the component group.

Component Group Alias. Short name for the component group.

Number of Components. Number of components within this component group.

Enable State. The enable state is dependent on the assignment state; only component groups assigned when the Siebel Server was started can be Online. Assigned component groups can have one of two possible enable states:

- **Online.** The component group is enabled at the enterprise level. You can then enable the component group run state so tasks can be started for components within the component group.
- **Offline.** The component group is disabled at the enterprise level. You will not be able to enable the component group run state, and tasks cannot be started for components within the component group.

Description. Description of the component group.

Component Group Component Configuration List Applet

Component. Name of the defined component. This is a logical name that uniquely identifies the component and its purpose.

Component Alias. Short name for the defined component.

Component Type. Type of component.

Run Mode. Components can execute tasks in one of three run modes: background, batch, or interactive. For information on run modes, see "Component Modes" on page 1-11.

Description. User-defined description of the configured component. This defaults to the description of the component type.

Enable State. Current state of operation for the component. The possible states are Enabled, Running, Disabled, and Shutdown:

- Enabled or Running indicates that the component is fully enabled (and the default number of servers may be running for components registered to run in server mode).
- Disabled indicates that no new processes or tasks will be spawned for this component; however, existing tasks will be allowed to complete.
- Shutdown indicates that no task or server processes are running for this component, and no new processes will be spawned until the component is restarted.

Enterprise Component Definitions View

This view lists all defined components within the enterprise. Use this view to configure new defined components. Figure C-30 shows an example of this view.

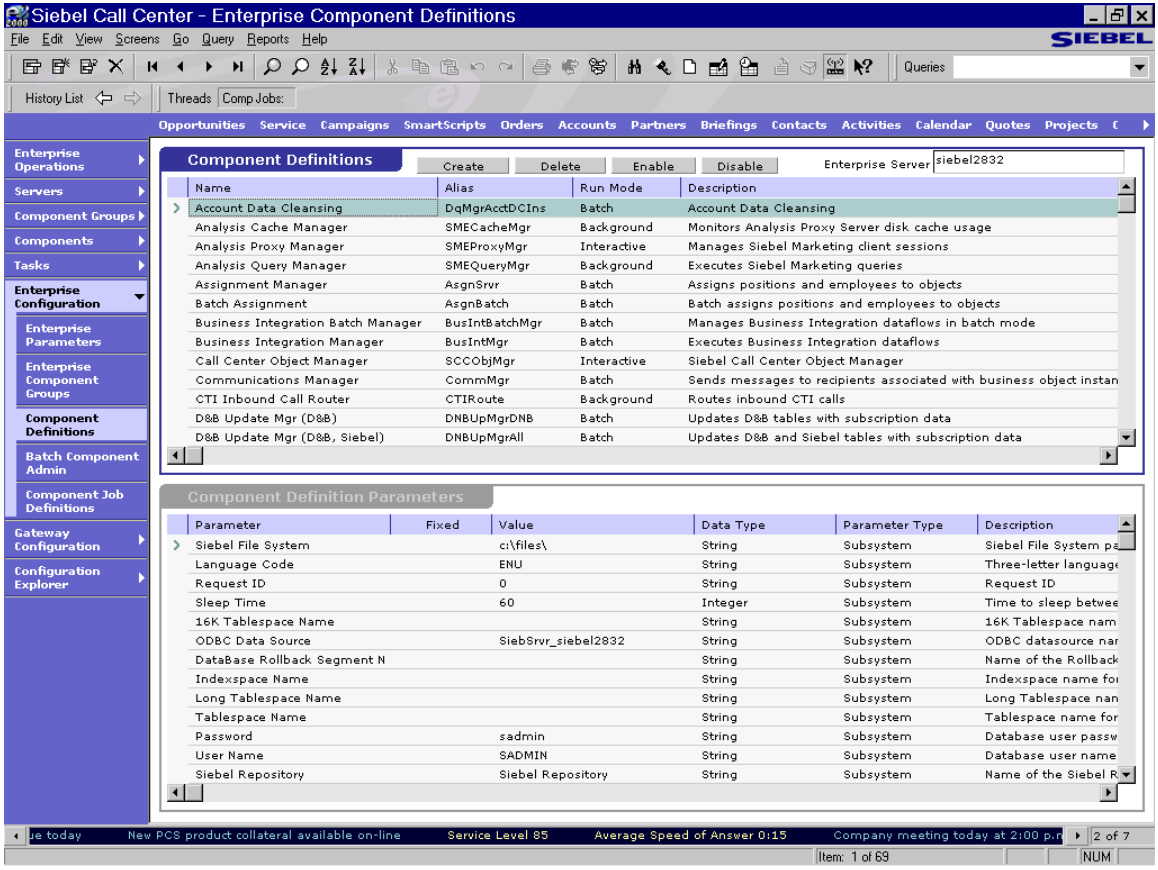


Figure C-30. Enterprise Component Definitions View

Component Definitions List Applet

This applet lists all components defined for the Enterprise Server, along with their status. Only defined components with an Active status are available for assignment and execution on Siebel Servers.

Create (button). Creates a new defined component record.

Delete (button). Deletes an existing defined component record.

Enable (button). Enables the defined component.

Disable (button). Disables the defined component.

Name. Name of the defined component. This is a logical name that uniquely identifies the component and its purpose.

Alias. A short name for the defined component.

Run Mode. Components can execute tasks in one of three run modes: background, batch, or interactive. For information on run modes, see "Component Modes" on page 1-11.

Description. User-defined description of the configured component. This defaults to the description of the component type.

Component Type. Type of component.

Definition State. Can be in one of the following states:

- Creating indicates that definition is in progress, parameters can be changed, and the component is not available for assignment.
- Active indicates that definition is complete, parameters cannot be changed, and the component is available for assignment.
- Inactive indicates that the component can be modified, but is disabled on the assigned Siebel Servers and cannot execute tasks. This provides the ability to centrally disable a component without losing its assignment and configuration information.

Component Group. Name of component group to which this component belongs.

Component Definition Parameters List Applet

This applet lists all parameters for defined components. These parameters are inherited when the component is assigned to a Siebel Server. Parameters marked as Fixed cannot be overridden on the server. The list of parameters is automatically created when you create a new component definition; you cannot add or remove parameters, but you can modify their values.

Parameter. Name of the parameter.

Fixed. If checked, indicates that the parameter cannot be overridden when you assign the component to a Siebel Server or when you start tasks for the component. Should be set for the parameters that uniquely identify the configured component to ensure consistent behavior across all Siebel Servers.

Value. Value for the component; must be a valid value.

Data Type. A read-only field that displays the type of the parameter.

Parameter Type. A read-only field that displays the parameter level: Enterprise, Generic, or Component.

Description. A read-only field that displays a description of the parameter.

Batch Component Admin View

This view lists all batch components in the enterprise and the parameters for each component. The top applet lists all components in the enterprise that run in batch mode. The bottom applet lists all parameters for each component. Use this view to synchronize batch-mode server components between the Siebel Name Server and the database. Figure C-31 shows an example of this view.

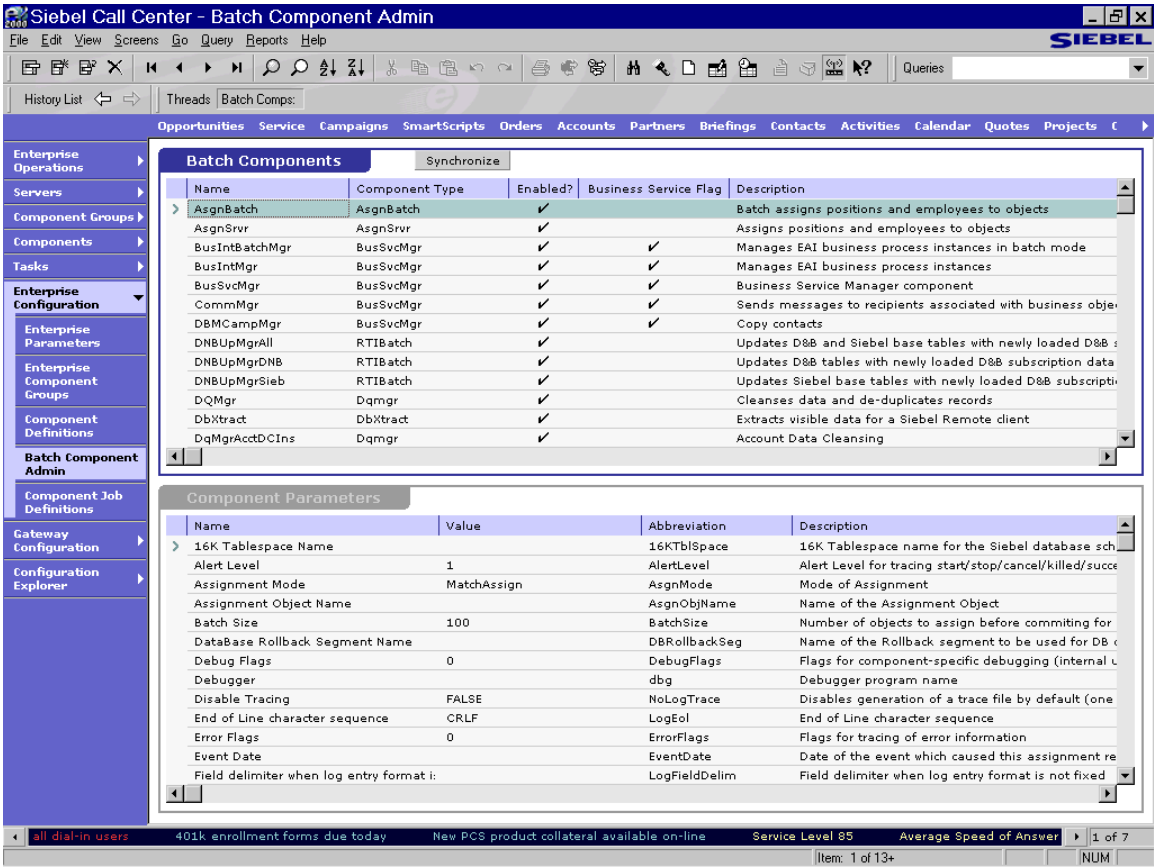


Figure C-31. Batch Component Admin View

Batch Components List Applet

Synchronize (button). Synchronizes batch component between the Siebel Name Server and the database.

Name. Name of the batch component.

Component Type. Type of component.

Enabled. When checked, the batch component is enabled.

Business Service Flag. When checked, this component is enabled for the business service type.

Description. Description of the batch component.

Component Parameters List Applet

Name. Name of the parameter.

Value. This is the parameter value currently in effect for the server. All new server processes will inherit this value when started, unless it is overridden at the task or component level.

Abbreviation. Short name of the parameter.

Description. Description of the parameter, including its units (if numeric).

Component Job Definitions View

This view lists all component job definitions in the enterprise and the parameters for each component job. The top applet lists all component job parameters and enables you to create new component job definitions. The bottom applet lists all user-defined parameters for the component job that you have defined. Use this view to create and modify component job definitions. Figure C-32 shows an example of this view.

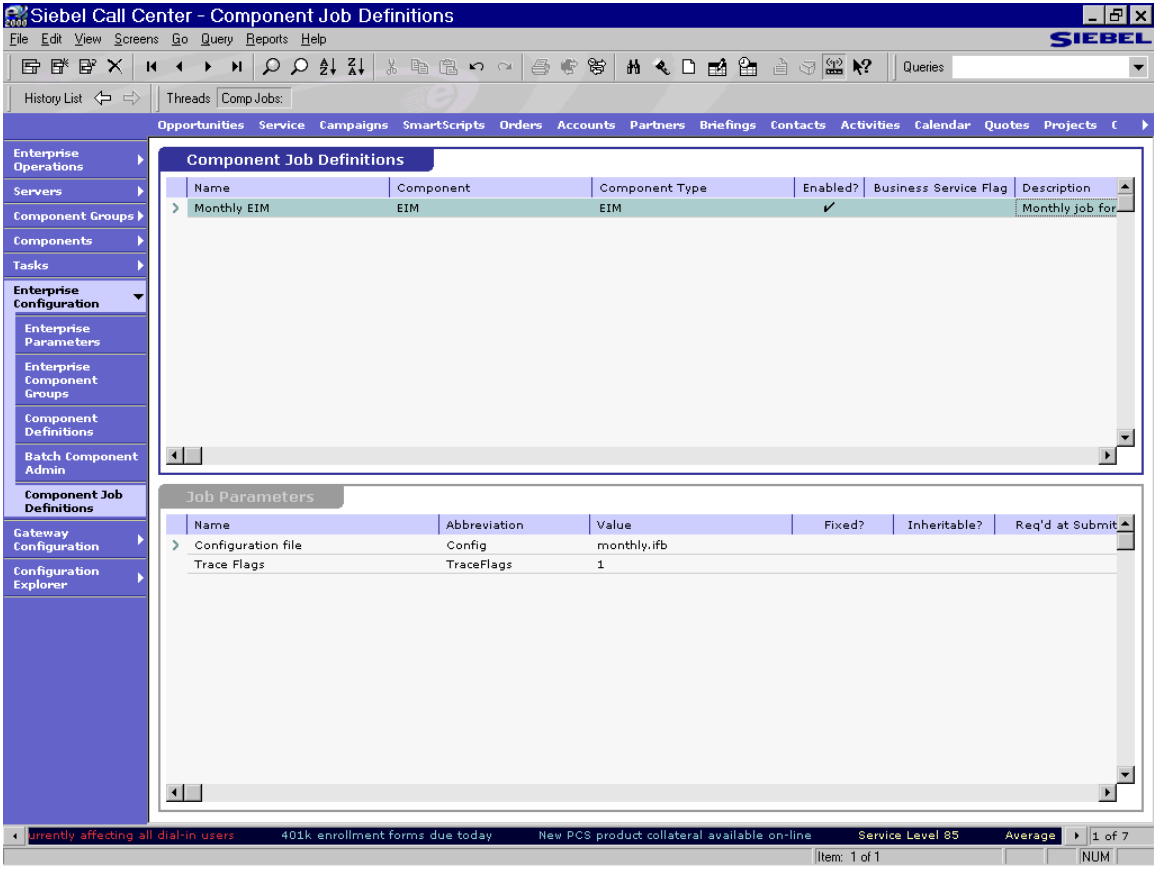


Figure C-32. Component Job Definitions View

Component Job Definitions List Applet

Name. Name of the component job.

Component. Name of the component that will be used by the component job.

Component Type. Type of component.

Enabled. When checked, the component is enabled.

Business Service Flag. When checked, this component is enabled for the business service type.

Description. Description of the component definition.

Job Parameters List Applet

Name. Name of the parameter.

Abbreviation. Short name of the parameter.

Value. This is the parameter value currently in effect for the server. All new server processes will inherit this value when started, unless it is overridden at the task or component level.

Fixed. When checked, this parameter is a fixed parameter.

Inheritable. When checked, this parameter is an inheritable parameter.

Required at Submit. When checked, this parameter is a required parameter when a request is submitted.

Description. Description of the parameter, including its units (if numeric).

Gateway Configuration Views

Server Administration views available at the gateway configuration level include:

- Gateway Parameters

Gateway Parameters View

This view lists all Siebel Gateway Server parameters. Use the Gateway Parameters view to modify parameters for the Siebel Gateway Server. Figure C-33 shows an example of this view.

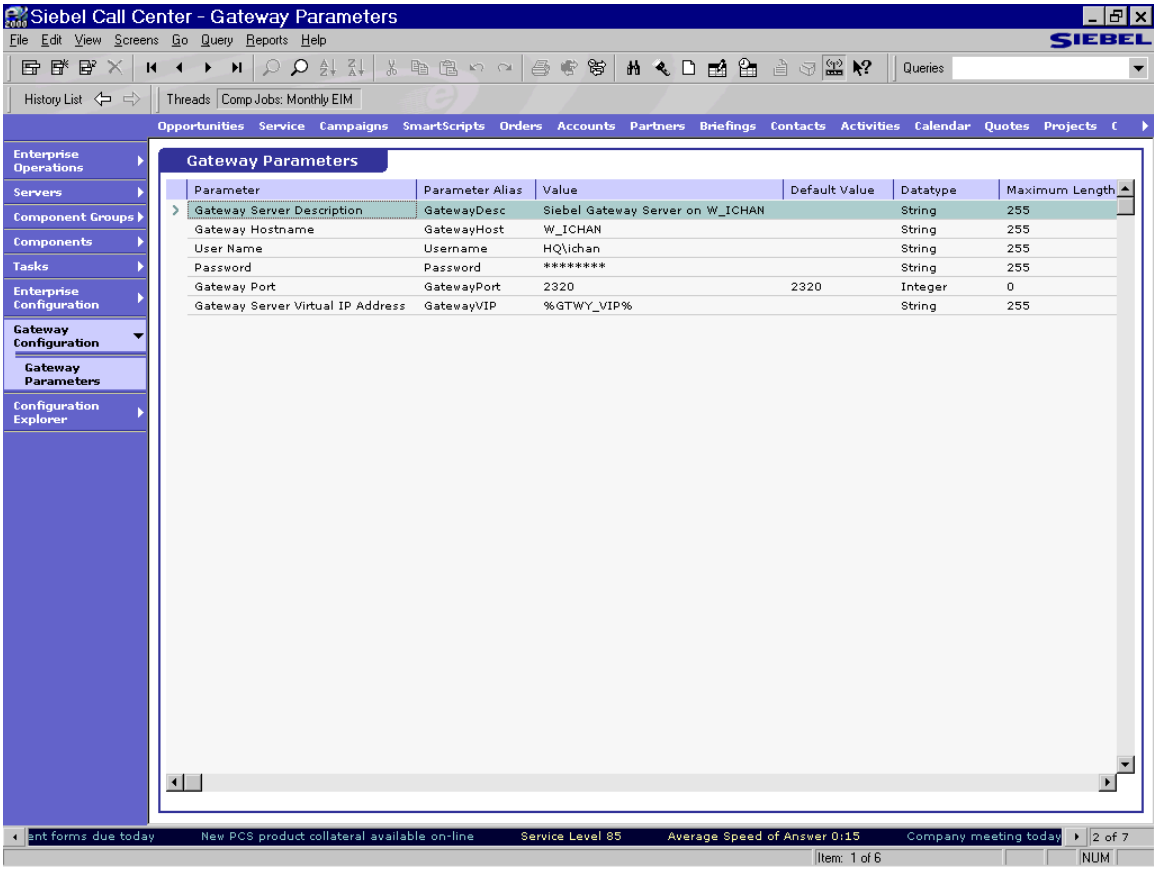


Figure C-33. Gateway Parameters View

Gateway Parameters List Applet

Parameter. Name of the Siebel Gateway Server parameter.

Parameter Alias. Short name of the parameter.

Value. Current value of the parameter.

Default Value. Default value of the parameter.

Datatype. Type of data. Possible datatypes include String, Integer, and Boolean.

Maximum Length. Maximum length of characters for this parameter.

Description. Description of the parameter.

Configuration Explorer Views

Server Administration views available at the configuration explorer level include:

- Configuration Hierarchy

Configuration Hierarchy View

This configuration explorer view enables you to monitor and manage the Siebel enterprise at the enterprise, server, and component levels. The Configuration Hierarchial View explorer applet on the left side contains an expandable explorer. As you select entities in the Configuration Hierarchial View explorer applet, the applet on the right side changes dynamically to display the appropriate applet for configuring or monitor the entity.

This view offers an alternative method to the various Server Administration views used for configuring and monitoring particular aspects of the Siebel enterprise. Figure C-34 shows an example of this view.

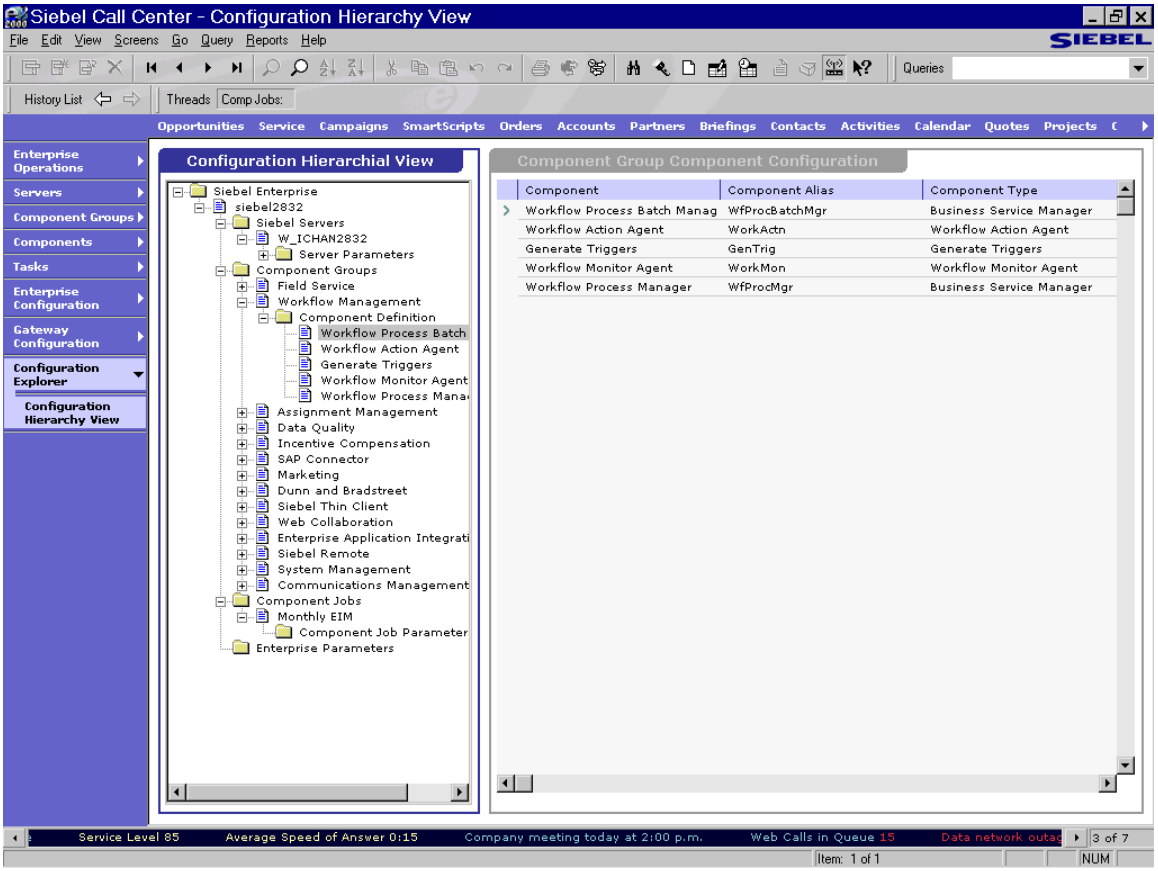


Figure C-34. Configuration Hierarchy View

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