

# Precise Interpoint for Siebel

## Installation Guide

Version 10.2

IDERA

# Precise Interpoint for Siebel Installation Guide

Copyright © 2020 Precise Software Solutions, Inc. All rights reserved.

Document release version 1.1

Precise™, Precise Software™, the Precise™ Logo, Precise i<sup>3</sup>™, Precise Indepth™, Precise Insight™, Precise Savvy™, SmarTune™, Performance Warehouse™, Application Service Dashboard™, Precise for Database™, Precise for Applications™, Precise Insight Inquire™, Performance Management Database™, and PMDB™ are trademarks or registered trademarks of Precise Software Solutions, Inc. or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, decompilation and/or reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Precise Software Solutions, Inc. and its licensors, if any.

Certain third-party software may be distributed, embedded, or bundled with this product or recommended for use in connection with its installation and use. Such third-party software is separately licensed by its copyright holder. The list that includes the names of the copyright and license agreements can be found in the Release Notes document.

THE DOCUMENTATION IS PROVIDED "AS-IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. PRECISE SOFTWARE SOLUTIONS, INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

## **Global Headquarters**

Brookhollow Central III  
2950 North Loop Freeway West, Suite 700  
Houston, Texas 77092  
Phone: +1-877-693-1886  
Fax: +1-650-898-1666

## Third-party legal notices

Third-party software may be recommended, distributed, embedded, or bundled with this Precise product. Such third-party software is licensed separately by its copyright holder. All third-party copyrights associated with this product are listed in the accompanying release notes.

## Technical support

For technical assistance, visit our customer portal at <http://www.idera.com/support/productsupport> where you can find an extensive knowledge base, product updates, and our online community forums. Using the customer portal, you can also contact our Customer Support, or go to <http://www.idera.com/support/productsupport> for a list of our support access numbers in your country.

# Contents

- Performing post-installation action items on a Siebel instance ..... 6
  - About performing actions on a Siebel instance ..... 6
  - Setting up Siebel batch process sampling..... 6
  - About sampling Siebel batch processes (SQL Server)..... 6
  - Modifying the Siebel Repository File (SQL Server) ..... 7
    - Creating the Precise Interpoint project (SQL Server) ..... 7
    - Creating the CX\_VTSSPID table (SQL Server) ..... 8
    - Creating the business component (SQL Server) ..... 8
    - Creating the business object (SQL Server)..... 8
    - Adding the Application\_PreNavigate() function (SQL Server) ..... 9
    - Replacing the table with a custom view (SQL Server) ..... 10
    - Completing the modification (SQL Server) ..... 11
    - Debugging the script (SQL Server)..... 11
  - About sampling Siebel batch processes (Oracle)..... 11
  - Modifying the Siebel Repository File (Oracle) ..... 12
    - Creating the Precise Interpoint project (Oracle) ..... 13
    - Creating the CX\_PSS\_SBL table (Oracle)..... 13
    - Creating the business component (Oracle) ..... 15
    - Creating the business object (Oracle) ..... 16
  - Adding the Application\_PreNavigate() function (Oracle) ..... 17
    - Replacing the table with a global temporary table (Oracle)..... 20
    - Completing the modification (Oracle)..... 20

Debugging the script (Oracle).....	20
Uninstall Action Items.....	21
Detailed Action Items for Siebel .....	21
Action items when Interpoint is installed on Oracle .....	21
Removing changes in the Application_PreNavigate() function (Oracle) .....	21
Removing the Business Object (Oracle) .....	22
Removing the CX_PSS_SBL table (Oracle) .....	23
Removing the project (Oracle) .....	24
Action items when Interpoint is installed on SQL Server .....	24
Removing changes in the Application_PreNavigate() function (SQL Server).....	24
Removing the Business Object (SQL Server) .....	24
Removing the CX_VTSSPID table (SQL Server) .....	24
Removing the project (SQL Server) .....	25

# Performing post-installation action items on a Siebel instance

This section includes the following topics:

- [About performing actions on a Siebel instance](#)
- [Setting up Siebel batch process sampling](#)
- [About sampling Siebel batch processes \(SQL Server\)](#)
- [Modifying the Siebel Repository File \(SQL Server\)](#)
- [About sampling Siebel batch processes \(Oracle\)](#)
- [Modifying the Siebel Repository File \(Oracle\)](#)

## About performing actions on a Siebel instance

The Interpoint for Siebel extension of Precise for SQL Server and Precise for Oracle can only receive notifications of user events if specific objects are included in the Siebel Repository File (SRF). Before you can use Interpoint for Siebel, you need to modify the SRF file. This document describes how to add the required objects to the file.

## Setting up Siebel batch process sampling

For Siebel batch processes to be sampled by the Siebel AppTier Collectors, you need to create a tab-delimited text file that contains the mapping of each Siebel server to its host machine and network address. Each row in the file represents a physical machine. The first field in each row should represent the name of the Siebel server, the second field its corresponding host machine name, and the third its network address.

## About sampling Siebel batch processes (SQL Server)

If you have installed Interpoint for a SQL Server database, perform the following procedures.

To create the text file

1. Log on to the database server where your Siebel AppTier Collector is installed.
2. Create the following tab-delimited text file:

```
<precise_root>\products\sql-server\<instance_name>\etc\siebel_machines.txt
```

To obtain the list of Siebel servers

1. Log on to the SvrMgr utility.

2. Execute the following command:

```
list servers
```

Each returned row represents a Siebel server.

To obtain the host machine name and network address

1. Copy the getAddress.vbs script from the Utilities\Siebel directory on the installation DVD to the server.
2. Run the following command:

```
cscript //nologo getAddress.vbs ODBC data source  
Administrator user name Administrator passwords
```

where ODBC data source is the name of the ODBC data source used by the Siebel server to connect to SQL Server. To determine its name, check the ConnectString value in the siebel.cfg configuration file.

*Administrator user name* and *Administrator password* are the user name and password required to connect to the SQL Server instance.

3. Repeat these steps for each Siebel server.

Following is an example for the content of the siebel\_machines.txt file:

```
sieb1 APPSRV1 00096B26E66C  
sieb2 APPSRV2 00096B26E67C
```

## Modifying the Siebel Repository File (SQL Server)

Once the Siebel AppTier Collectors are installed, modify the Siebel Repository File (SRF), so that Interpoint for Siebel will be able to receive notifications of Siebel-related user events.

Part of the `.srf` file, is a collection of callback scripts, which are triggered by various events in a user's session. A user can view or change these scripts using the Siebel Tools.

- For each targeted Siebel application, modify the `.srf` file on the Siebel server. Define the application name by hard coding it in the **Application\_PreNavigate** function.
- The modified SRFs need to be distributed to each of the Siebel servers

If you have installed Interpoint for Siebel for a SQL Server database, modifying the SRF consists of the following tasks:

- Creating the Precise Interpoint project (SQL Server)
- Creating the CX\_VTSSPID table (SQL Server)
- Creating the business component (SQL Server)
- Creating the business object (SQL Server)
- Adding the Application\_PreNavigate() function (SQL Server)
- Replacing the table with a custom view (SQL Server)
- Completing the modification (SQL Server)
- Debugging the script (SQL Server)

## Creating the Precise Interpoint project (SQL Server)

The following procedure creates the VERITAS Interpoint project. All objects created in the procedures following on this procedure will be grouped under this project.

To create the Interpoint project

1. Open Siebel Tools.
2. In the Object Explorer, on the Types tab, select **Project**.
3. Create a new project by holding down the Ctrl+n.
4. Name the new project Precise Interpoint.
5. Lock the project by clicking the **Locked** column to the right.

## Creating the CX\_VTSSPID table (SQL Server)

The following procedure creates a table in the DBMS.

To create the CX\_VTSSPID table

1. From the File menu, select **New Object**.
2. In the New Object Wizard, on the General tab, select **Table**; then click **OK**.
3. In the General dialog box, do the following:  
In the Enter a name for the new Table text box, type **CX\_VTSSPID**  
From the Choose a Project in which you wish to create the Table list, select **Precise Interpoint**.  
Under Select the type of the Table, select **A stand-alone Table**.
4. Click **Next**; then click **Finish** to close the dialog box.
5. In the Tables workspace, click **Apply**.
6. In the Apply Schema dialog box, if needed, type a valid privileged user ID and privileged user **password** into the relevant text boxes.
7. Click **Apply**. The dialog box closes, and the table is created.
8. In the Tables panel, click **Activate** to activate the new table.

## Creating the business component (SQL Server)

The following procedure creates the VTS\_SPID business component.

To create the business component

1. In Siebel Tools, from the File menu, select **New Object**. The New Object Wizard opens.
2. On the General tab, select **BusComp**.
3. Click **OK**.
4. In the New Business Component dialog box, do the following:  
In the Enter a name for the new Business Component text box, type **VTS\_SPID**.  
From the Select the Project this Business Component will be part of list, select **Precise Interpoint**.  
From the Select the Table this Business Component will operate on list, select **CX\_VTSSPID**.
5. Click **Next**.
6. In the Single Value Fields dialog box, from the Select a column in the Base table list, select **ROW\_ID**. A default Field name automatically appears in the Enter a name for the Field text box.
7. Click **Add** to move the selected row to the table; then click **Finish** to create the business component.

## Creating the business object (SQL Server)

The following procedure creates the VTS\_SPID business object.

To create the business object

1. In Siebel Tools, in the Objects Explorer, on the Types tab, select **Business Object**.
2. In the Business Objects panel, from the Edit menu, select **New Record**. A new record is added to the table in the Business Objects panel.
3. In the Name column, type: **VTS\_SPID**.
4. In the Project column, assign the new record to the VERITAS Interpoint project.
5. On the Types tab in the Object Explorer, select **Business Object>Business Object Component**.
6. From the Edit menu, select **New Record**. A new record is added to the table in the Business Object Components panel.
7. In the BusComp column, type: **VTS\_SPID**.
8. From the Tools menu, select **Compile Project**.



## Adding the Application\_PreNavigate() function (SQL Server)

The following procedure adds the Application\_PreNavigate() function.

To add the Application\_PreNavigate() function

1. In Siebel Tools, from the View menu, select **Options**.
2. In the Development Tools Options dialog box, on the Scripting tab, note the value of the Scripting Language list and click **OK**.
3. In the Object Explorer, on the Types tab, expand **Application**.
4. Right-click on the application to be modified and select **Lock Object**.
5. Right-click on the application to be modified and select **Edit Server Scripts**.
6. In the Server Script Editor, select the Application\_PreNavigate function. The function's default script appears in the text panel.

If this function already contains a custom script, contact Precise Customer Support for alternative instructions.

7. Replace the default script with the following script:

```
Function Application_PreNavigate (DestViewName As String,
DestBusObjName As String) As Integer

    Dim cmd As String

    Dim oActionBO As BusObject

    Dim vtsBC As BusComp

    Dim spid As String

    Const appName = "Siebel Sales Enterprise"

    On Error Resume Next Set oActionBO = theApplication.GetBusObject("VTS_SPID")
    Set vtsBC = oActionBO.GetBusComp("VTS_SPID")
```

With vtsBC

```
    ClearToQuery

    ActivateField "Row Id"

    ExecuteQuery ForwardOnly

    FirstRecord

    i = .GetFieldValue("Row Id")
```

End With

```
    Set oActionBO = Nothing

    Set vtsBC = Nothing

    cmd = "vrts_srf_agent.exe " + i + " "" " + appName + "" "" +
    DestViewName + "" "" + DestBusObjName + "" "" + LoginName
    + "" ""

    Shell(cmd)

    Application_PreNavigate = ContinueOperation
```

End Function

**If the Scripting Language in use is eScript, use the following script:**

```
function Application_PreNavigate (DestViewName, DestBusObjName)
{
    try
    {
        var cmd;
        var oActionBO;
        var vtsBC;
        var appName = "Siebel Sales Enterprise";
        oActionBO = TheApplication().GetBusObject("VTS_SPID");
        vtsBC = oActionBO.GetBusComp("VTS_SPID");
        vtsBC.ClearToQuery();
        vtsBC.ActivateField("Row Id");
        vtsBC.ExecuteQuery(ForwardOnly);
        vtsBC.FirstRecord();
        cmd = "start cmd /c vrts_srf_agent.exe " +
            vtsBC.GetFieldValue("Row Id") + "//SPID
            \" \" + appName +
            \" \" \" + DestViewName +
            \" \" \" + DestBusObjName +
            \" \" \" + TheApplication().LoginName() +
            \" \" ";
        vtsBC = null;
        oActionBO = null;
        Clib.system(cmd);
    }
    catch (obj)
    {
        Clib.system( "start cmd /c vrts_srf_agent.exe \" \" + obj +
            \" \" );
        return (ContinueOperation); //Ignore all exceptions
    }
}
```

8. Modify the appName variable to match the name of the Siebel application.

## Replacing the table with a custom view (SQL Server)

The following procedure replaces the table with a custom view. To replace the table with a custom view

1. Log on to your Siebel database using Query Analyzer. Make sure to log on with a privileged account.

## 2. Run the following script:

```
DROP TABLE CX_VTSSPID
GO
CREATE VIEW [CX_VTSSPID] as select
    '1' as [CONFLICT_ID],
    getdate() as [CREATED],
    '--' as [CREATED_BY],
    getdate() as [LAST_UPD],
    '2' as [LAST_UPD_BY],
    1 as [MODIFICATION_NUM],
    @@spid as [ROW_ID]
GO
GRANT SELECT ON [CX_VTSSPID] TO public
GO
```

## Completing the modification (SQL Server)

The following procedure completes the modification.

To complete the modification

1. Save all changes.
2. Compile the Siebel project. This will create a new Siebel.srf file.
3. Test the project on your development machine.
4. On each of your production Siebel Servers:
  - a. Stop the Siebel Server.
  - b. Deploy the new Siebel.srf file
  - c. Verify that the `EnableScripting` option in the application CFG file is set to TRUE.
  - d. Start the Server.

## Debugging the script (SQL Server)

The following procedure debugs the script.

To debug the script

1. Before attempting to debug, from the View menu, select **Options**.
2. On the Debug file tab, open the file that is specified in the CFG file text box in a text editor.
3. Make sure that the RepositoryFile and ApplicationName options are set correctly.
4. Make sure the EnableScripting option is set to TRUE.

## About sampling Siebel batch processes (Oracle)

For Siebel batch processes to be sampled by the Interpoint for Siebel Collectors, create a tab-delimited text file that contains the mapping of each Siebel server to its host machine, as it appears in Oracle.

To create the text file:

1. Log on to the server where your Siebel AppTier Collector instance is installed.
2. Create the following tab-delimited text file:

For Windows:

```
<precise_root>\products\oracle\<SID>\etc\siebel_machines.txt
```

For UNIX:

```
<precise_root>/products/oracle/<SID>/etc/siebel_machines.txt
```

To obtain the list of Siebel servers:

1. Log on to the SrvrMgr utility.
2. Execute the following command:

```
list servers
```

The following list is an example of the results:

**Table 1-1** List of Siebel servers

SBLSRVR_NAME	HOST_NAME
AsDev1	POOL-SIEBEL1
AsDev2	POOL-SIEBEL2

Each returned row represents a Siebel server. The row information can be split into two columns:

- The first column, SBLSRVR\_NAME represents the name of the Siebel server, for example AsDev1.
- The second column HOST\_NAME represents the corresponding physical machine name, but not necessary as it appears in Oracle.

To find the physical machine name as it appears in Oracle, connect to the Siebel database and execute the following command:

```
SELECT DISTINCT MACHINE FROM V$SESSION;
```

The following list is an example of the results:

**Table 1-2** Machine name list

MACHINE
PRECISE\POOL-SIEBEL1
PRECISE\POOL-SIEBEL2

If there is no entry in V\$SESSION with the physical machine name, use the results from the HOST\_NAME column. After inserting the previous results into the siebel\_machines.txt file, the contents is as follows:

```
AsDev1 PRECISE\POOL-SIEBEL1
AsDev2 PRECISE\POOL-SIEBEL2
```

## Modifying the Siebel Repository File (Oracle)

Once the Siebel AppTier Collectors are installed, modify the Siebel Repository File (SRF), so that Interpoint for Siebel will be able to receive notifications of Siebel-related user events.

Part of the .srf file, is a collection of callback scripts, which are triggered by various events in a user's session. A user can view or change these scripts using the Siebel Tools.

- For each targeted Siebel application, modify the .srf file on the Siebel server. Define the application name by hard coding it in the **Application\_PreNavigate** function.
- The modified SRFs need to be distributed to each of the Siebel servers

If you have installed Interpoint for an Oracle database, modifying the SRF consists of the following tasks:

- Creating the Precise Interpoint project (Oracle)
- Creating the CX\_PSS\_SBL table (Oracle)
- Creating the business component (Oracle)
- Creating the business object (Oracle)
- Adding the Application\_PreNavigate() function (Oracle)
- Replacing the table with a global temporary table (Oracle)
- Completing the modification (Oracle)
- Debugging the script (Oracle)

## Creating the Precise Interpoint project (Oracle)

1. Open Siebel Tools.
2. In the Siebel Tools, on the **Types** tab in the Object Explorer, select **Project**.
3. Create a new project by holding down the **<Ctrl>** key and the **<N>** key.
4. Name the new project **Precise Interpoint**.
5. Lock the project, by choosing the **Locked column to the right** option.

---

**NOTE** All objects created in subsequent steps will be grouped under this project.

---

## Creating the CX\_PSS\_SBL table (Oracle)

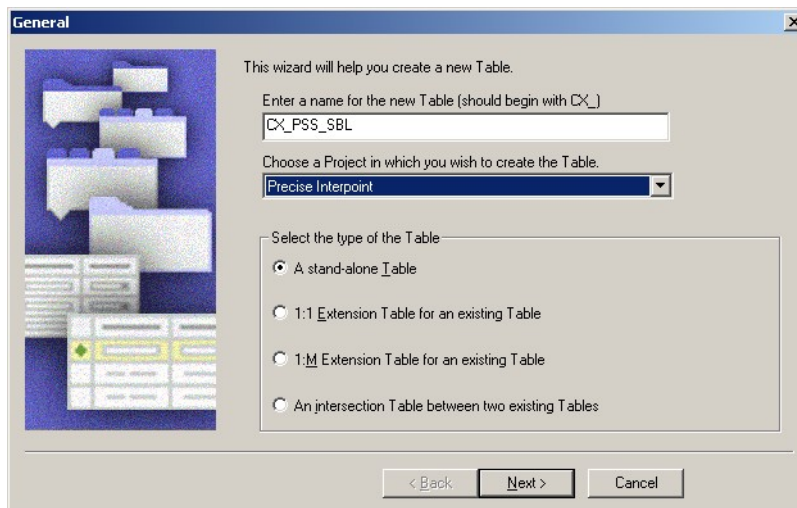
---

**NOTE** This procedure applies to versions up to version 8.0 and version 8.0 and higher. For steps where there are differences between versions, the difference has been clearly specified.

---

1. From the File menu, choose New Object. The New Object Wizard opens.
2. On the **General** tab, select **Table**.
3. Click **OK**. The **General** dialog box opens.

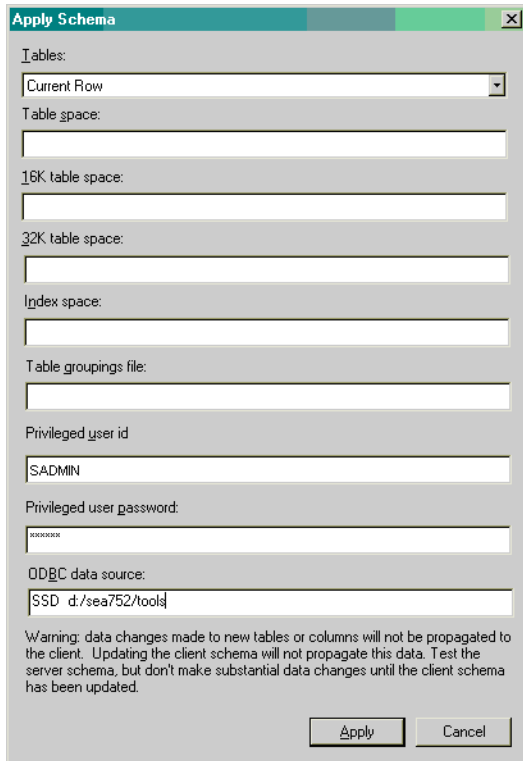
Figure 1-1 General Dialog Box



4. In the Enter a name for the new Table field, type: **CX\_PSS\_SBL**.
5. From the Choose a Project in which you wish to create the Table drop-down list, select **Precise Interpoint**.
6. Under Select the type of the Table, select **A stand-alone Table**.
7. Click **Next**.
8. Click **Finish** to close the dialog box.
9. For versions prior to version 8.0, in the Tables workspace, click **Apply**. For version 8.0 and higher, in the **Tables workspace**, click **Apply/DDL**. In the displayed dialog box, click **Apply**.

10. The **Apply Schema** dialog box is displayed.

**Figure 1-2** Apply Schema dialog box



11. If needed, type a valid privileged user ID and privileged user password into the relevant text boxes.
12. Click **Apply**. The dialog box closes and the table is created.
13. In the **Tables** panel, click **Activate** to activate the new table.
14. In Siebel Tools, on the **Types** tab in the Object Explorer, select **Table**. The **Tables** panel opens. Select table CX\_PSS\_SBL.
15. On the **Types** tab in the Object Explorer, **Expand Tables** and select **Column**. The **Columns** panel opens.
16. From the **Edit** menu, choose **New Record**. A new record is added to the table in the **Columns** panel.
17. Add two new columns to the table as follows:

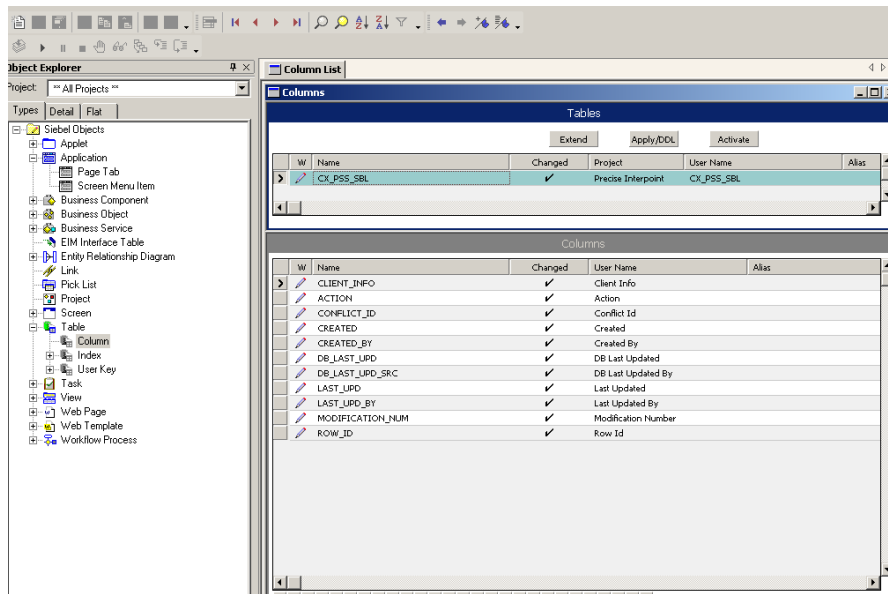
**Table 1-3** Table with new columns

Name	User Name	Physical Type	Length
CLIENT_INFO	Client Info	Varchar	64
ACTION	Action	Varchar	32

18. For versions prior to version 8.0, in the **Tables workspace**, click **Apply**. For version 8.0 and higher, in the **Tables workspace**, click **Apply/DDL**. In the displayed dialog box, click **Apply**.
19. The **Apply Schema** dialog box is displayed (see Figure 1-2).
20. If needed, type a valid privileged user ID and privileged user password into the relevant text boxes.
21. Click **Apply**. The dialog box closes and the records are created.

22. In the **Tables** panel, click **Activate** to activate the table with the new columns.

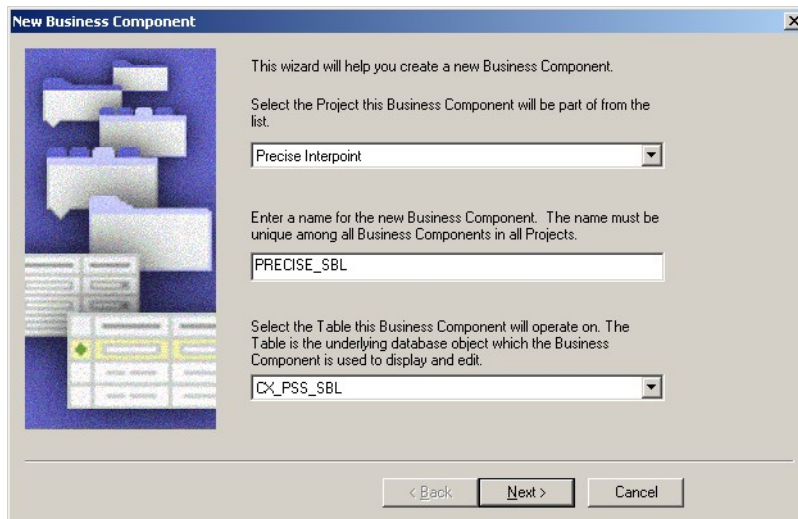
**Figure 1-3** Siebel Repository - Column List Dialog Box



## Creating the business component (Oracle)

1. In Siebel Tools, from the **File** menu, choose **New Object**. The **New Object Wizard** opens.
2. On the **General** tab, select **BusComp**.
3. Click **OK**. The **New Business Component** dialog box opens.

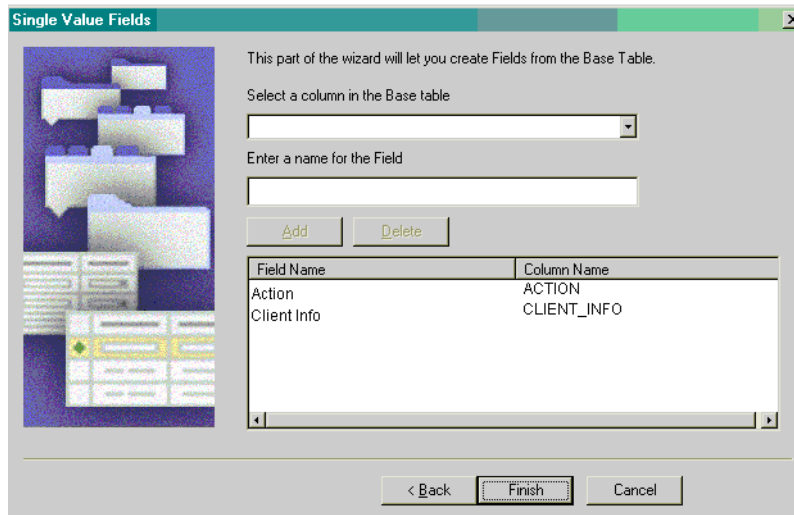
**Figure 1-4** New Business Component Dialog Box



4. In the Enter a name for the new Business Component field, type: `PRECISE_SBL`.
5. From the Select the Project this Business Component will be part of drop-down list, select `Precise Interpoint`.
6. From the Select the Table this Business Component will operate on drop-down list, select `CX_PSS_SBL`.

- Click **Next**. The **Single Value Fields** dialog box opens.

**Figure 1-5** Single Value Fields Dialog Box

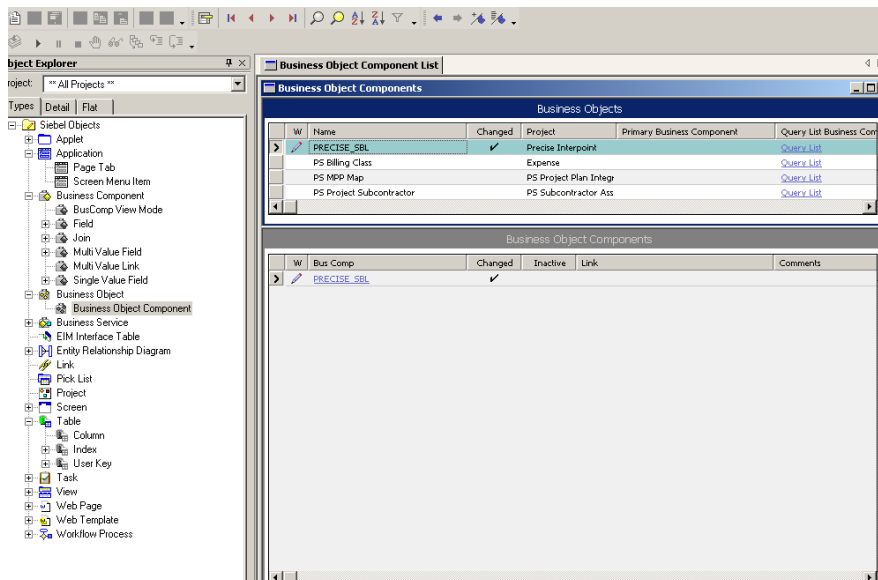


- From the **Select a column in the Base table** drop-down list, select **ACTION**. A default field name automatically appears in the **Enter a name for the Field** text box.
- Click **Add** to move the selected row to the table.
- From the **Select a column in the Base table** drop-down list, select **CLIENT\_INFO**. A default field name automatically appears in the **Enter a name for the Field** text box.
- Click **Add** to move the selected row to the table.
- Click **Finish** to create the Business Component.

## Creating the business object (Oracle)

- In Siebel Tools, on the **Types** tab in the Object Explorer, select **Business Object**. The **Business Objects** panel opens.
- From the **Edit** menu, choose **New Record**. A new record is added to the table in the **Business Objects** panel.
- In the **Name** column, type: **PRECISE\_SBL**.
- In the **Project** column, assign the new record to the Precise Interpoint project.
- On the **Types** tab in the Object Explorer, select **Business Object > Business Object Component**.

**Figure 1-6** Siebel Repository - Business Object Component List Dialog Box



- From the **Edit** menu, choose **New Record**. A new record is added to the table in the **Business Object Components Panel**.
- In the **Bus Comp** column, type: **PRECISE\_SBL**.
- From the **Tools** menu, choose **Compile Project**.

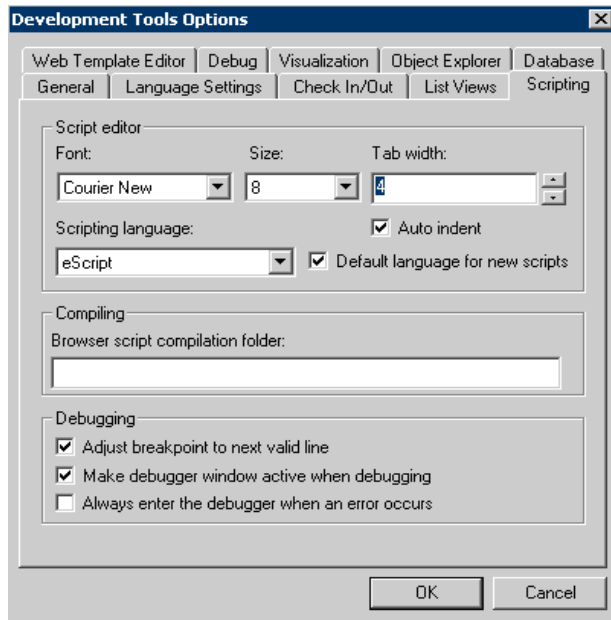


# Adding the Application\_PreNavigate() function (Oracle)

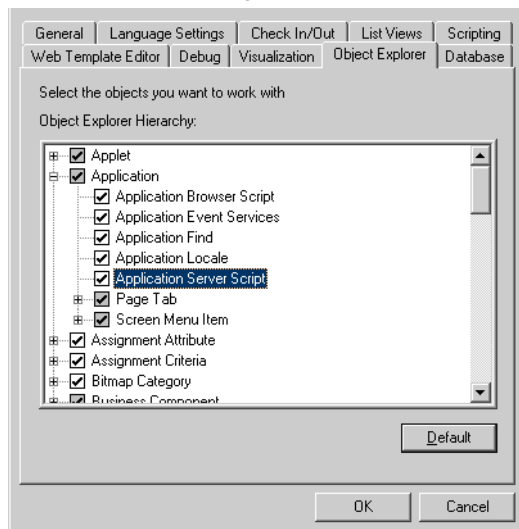
1. In Siebel Tools, from the **View** menu, select **Options**. On the **Scripting** tab, note the value of the **Scripting Language** list. If no language is selected, select the eScript option.

**Figure 1-7** Development Tools Options Dialog Box

For versions prior to version 8.0:

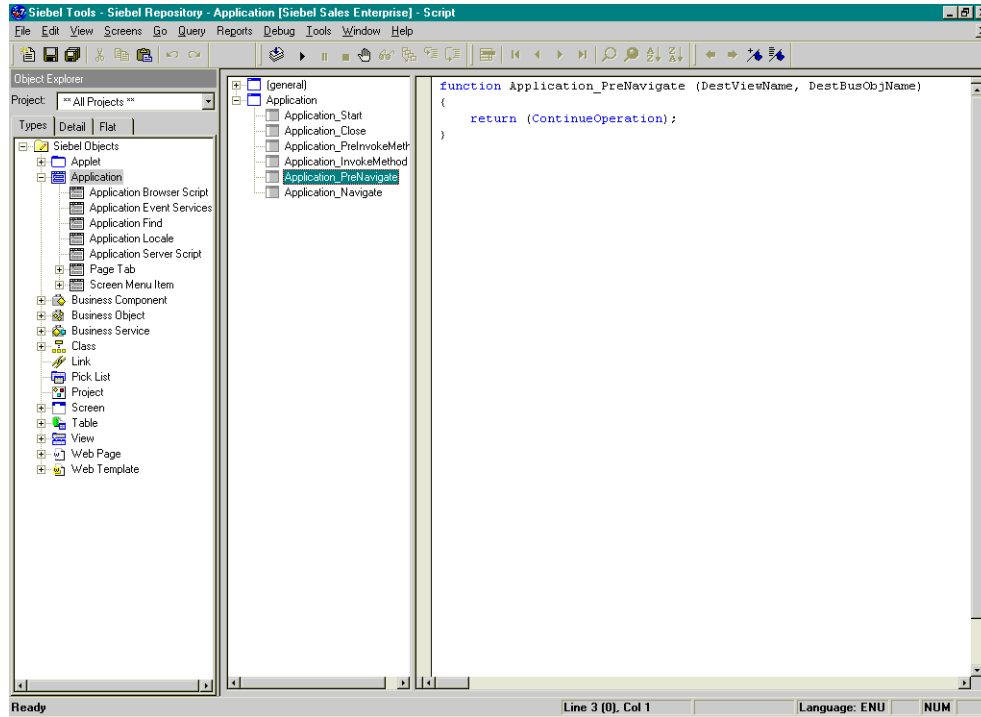


For version 8.0 and higher:



2. In the Object Explorer, on the Types tab, expand **Application**.
3. Right-click on the application to be modified and select **Lock Object**.
4. Right-click on the application to be modified and select **Edit Server Scripts**.
5. In the Server Script Editor, select the **Application\_PreNavigate** function. The function's default script appears in the text panel.

**Figure 1-8** Siebel Repository - Application [Siebel Sales Enterprise] - Script Dialog Box



**NOTE** If this function already contains a custom script, do not continue. Contact Precise Technical Support for alternative instructions.

6. If the used Scripting Language is eScript, use the following script:

**NOTE** Modify the appName variable to match the name of the Siebel application.

```
function Application_PreNavigate (DestViewName, DestBusObjName)
{
    try
    {
        var    oActionBO;
        var    pssBC;
        var    appName = "Siebel Sales Enterprise";
        var    action; //(32)
        var    client_info; //(64)

        oActionBO =
            TheApplication().GetBusObject("PRECISE_SBL");
            pssBC = oActionBO.GetBusComp("PRECISE_SBL");

            action = DestViewName.substring(0,32);
            client_info="S," +
            TheApplication().LoginName().substring(0,14) + "," +
            DestBusObjName.substring(0,31) + "," +
            appName.substring(0,17);

            pssBC.NewRecord(1);
            pssBC.SetFieldValue("Action", action);
    }
}
```

```

pssBC.SetFieldValue("Client Info", client_info);
pssBC.WriteRecord();

pssBC = null;
oActionBO = null;
}
catch (obj)
{
    pssBC = null;
    oActionBO = null;
    var sText = obj.errText;
    var nCode = obj.errCode;
}
finally
{
    return (ContinueOperation);
}
}

```

7. If the used Scripting Language is Visual Basic, use the following script:

---

**NOTE** Modify the appName variable to match the name of the Siebel application.

---

```

Function Application_PreNavigate (DestViewName As String, DestBusObjName As String) As Integer
    Dim oActionBO As BusObject
    Dim pssBC As BusComp
    Dim action As String
    Dim client_info As String
    Const appName = "Siebel Field Service"

    On Error Resume Next
    Set oActionBO = TheApplication.GetBusObject("PRECISE_SBL")
    Set pssBC = oActionBO.GetBusComp("PRECISE_SBL")

    action = Left(DestViewName,32)
    client_info="S," + Left(LoginName,14) + "," + Left(DestBusObjName,31) + "," +
    Left(appName,17)

    pssBC.NewRecord 1
    pssBC.SetFieldValue "Action", action
    pssBC.SetFieldValue "Client Info", client_info
    pssBC.WriteRecord
    Set oActionBO = Nothing
    Set pssBC = Nothing

    Application_PreNavigate = ContinueOperation
End Function

```

8. Compile the project.

## Replacing the table with a global temporary table (Oracle)

1. Log in to your Siebel database, using SQLPLUS. Make sure to log in with a privileged account.

2. Run the following statement:

```
create table CX_PSS_SBL_TAB as select * from CX_PSS_SBL where 1=2;
```

3. Drop the following table:

```
DROP TABLE CX_PSS_SBL;
```

4. Set the following grant for the table:

```
GRANT SELECT, INSERT, UPDATE, DELETE ON CX_PSS_SBL_TAB to SSE_ROLE;
```

5. Create the following view:

```
create view CX_PSS_SBL as
Select * from CX_PSS_SBL_TAB;
```

6. Set the following grant for the view:

```
GRANT SELECT, INSERT, UPDATE, DELETE ON CX_PSS_SBL TO SSE_ROLE;
```

7. Create the following trigger:

```
CREATE OR REPLACE TRIGGER CX_PSS_SBL_TRG
INSTEAD OF INSERT on CX_PSS_SBL
BEGIN
    DBMS_APPLICATION_INFO.SET_CLIENT_INFO (:new.client_info);
    DBMS_APPLICATION_INFO.SET_ACTION (:new.action);
END;
/
```

## Completing the modification (Oracle)

1. Save all changes.
2. Compile the Siebel project. This will create a new `Siebel.srf` file.
3. Test the project on your development machine.
4. On each of your production Siebel Servers:
  - a. Stop the Siebel Server.
  - b. Deploy the new Siebel.srf file
  - c. Verify that the `EnableScripting` option in the application CFG file is set to `TRUE`.
  - d. Start the Server.

## Debugging the script (Oracle)

1. Before attempting to debug, select **Options** from the **View** menu.
2. Click the Debug file tab.
3. Note the file specified in the `CFG` file field and open it in a text editor.
4. Make sure the **RepositoryFile** and **ApplicationName** options are set correctly.
5. Make sure the **EnableScripting** option is set to **TRUE**.

# Uninstall Action Items

This section contains the following topics

- [Detailed Action Items for Siebel](#)
- [Action items when Interpoint is installed on Oracle](#)
- [Action items when Interpoint is installed on SQL Server](#)

## Detailed Action Items for Siebel

When the Siebel AppTier Collectors have been removed, you can delete the Precise Interpoint Project from the Siebel Repository File (SRF). These tasks differ slightly depending on whether Interpoint is installed for a SQL Server or an Oracle database. See [Action items when Interpoint is installed on Oracle](#) on page 21. See [Action items when Interpoint is installed on SQL Server](#) on page 24.

## Action items when Interpoint is installed on Oracle

Deleting this project from the SRF involves the following tasks:

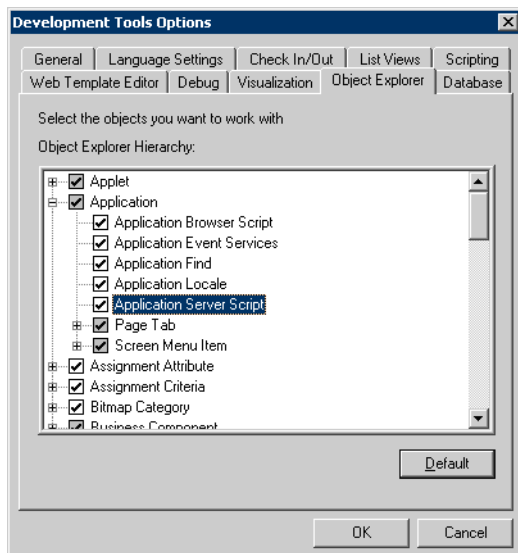
- Removing changes in the Application\_PreNavigate() function
- Removing the Business Object
- Removing the CX\_VTS\_SBL table
- Removing the Precise project

### Removing changes in the Application\_PreNavigate() function (Oracle)

To remove changes in the Application\_PreNavigate() function

1. Make sure that you are able to view the Application Server Scripts objects. To do so, go to **View > Options**. In the Development Tools Options window select the **Object Explorer** tab. Make sure the **Application Server Script** check box under Application is checked.

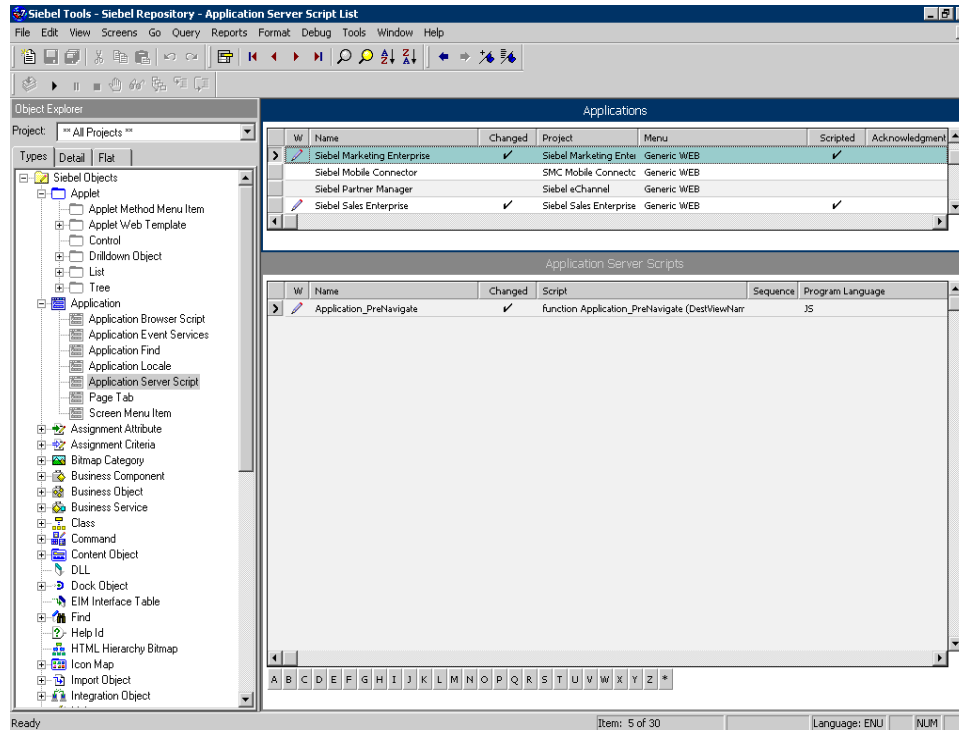
Figure 2-1 Development Tools Options Dialog Box



**NOTE** If the **Application Server Script** has **not** been checked in the **View** Options of the Siebel Tools, you will not be able to see the objects on the **Types** tab in the Object Explorer.

**Action items when Interpoint is installed on SQL Server**

- In the Siebel Tools, on the **Types** tab in the Object Explorer, select **Application > Application Server Script**.
- Mark the `Application_PreNavigate` line and on the Edit menu, choose Delete Record.

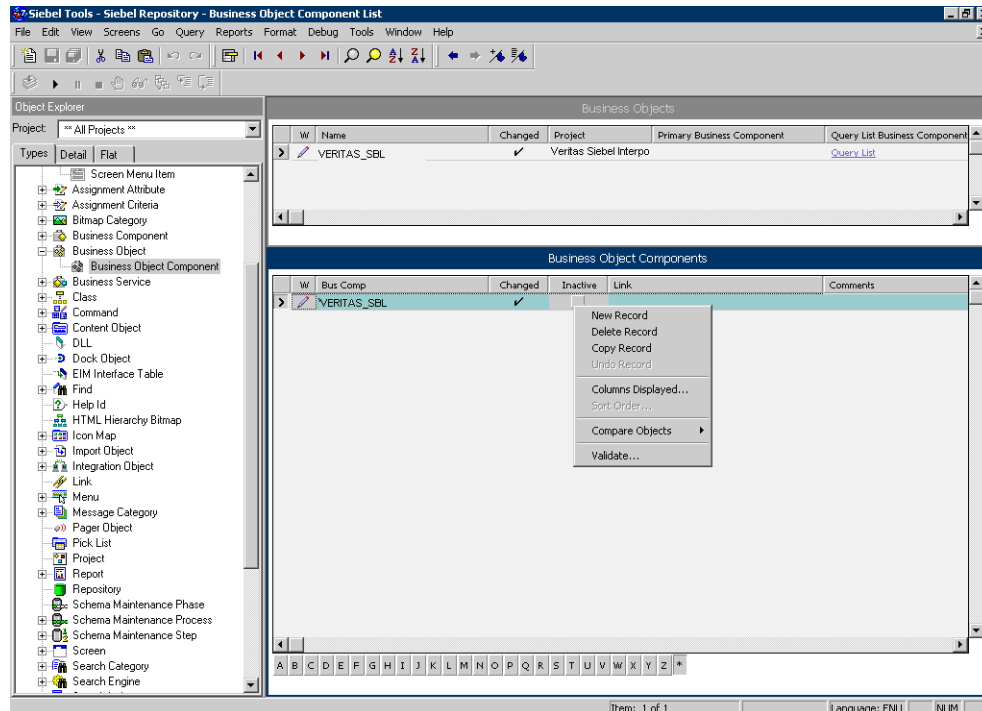
**Figure 2-2** Siebel Repository - Application Server Script List Dialog Box

**NOTE** After you delete the Server Script, you must reopen the Siebel Tools, in order to make other changes in your application.

## Removing the Business Object (Oracle)

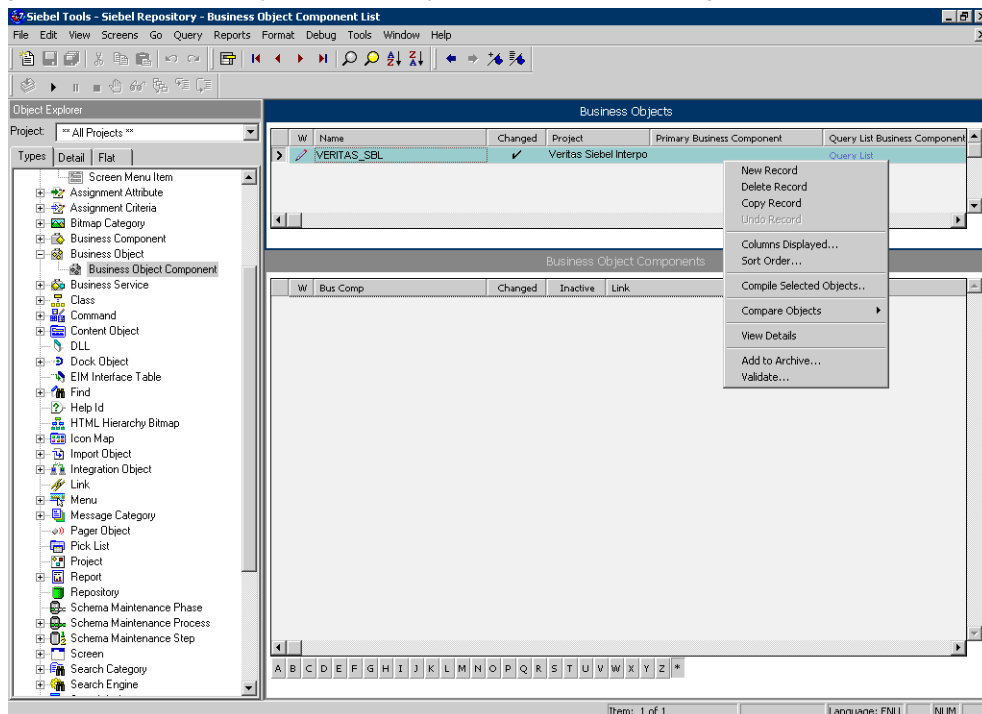
- In Siebel Tools, on the **Types** tab in the Object Explorer, select **Business Object**. The **Business Object** panel opens.
- Select the Business Object called `PRECISE_SBL`.
- On the Types tab in the Object Explorer, select Business Object > Business Object Component. The **Business Object Component** panel for the `PRECISE_SBL` Business Object opens.
- Right click the Business Object Component called `PRECISE_SBL` and choose Delete Record.

Figure 2-3 Siebel Repository - Business Object Component List Dialog Box



5. Remove the Business Object, by a right click on the **PRECISE\_SBL** business object on the **Business Object** panel and choose **Delete Record**.

Figure 2-4 Siebel Repository - Business Object Component List Dialog Box



## Removing the CX\_PSS\_SBL table (Oracle)

1. In Siebel Tools, on the **Types** tab in the Object Explorer, select **Table**. The **Tables** panel opens.
2. Select the table called **CX\_PSS\_SBL**.
3. Right click on the table and choose **Delete Record**.
4. Log in to the Siebel database with the Siebel user.
5. Run:

```
select * from user_views where view_name = 'CX_PSS_SBL';
```

6. If you get a row as a reply, run the following command:  

```
drop view CX_PSS_SBL;
```
7. Run:  

```
select * from user_tables where table_name = 'CX_PSS_SBL_TAB';
```
8. If you get a row as a reply, run the following command:  

```
drop table CX_PSS_SBL_TAB;
```

## Removing the project (Oracle)

1. In Siebel Tools, on the **Types** tab in the Object Explorer, select **Project**.
2. In the projects panel search for the **Precise Interpoint** project.
3. Make the project inactive.

## Action items when Interpoint is installed on SQL Server

Deleting this project from the SRF involves the following tasks:

- Removing changes in the Application\_PreNavigate() function
- Removing the Business Object
- Removing the CX\_VTSSPID table
- Removing the Precise project

## Removing changes in the Application\_PreNavigate() function (SQL Server)

To remove changes in the Application\_PreNavigate() function

1. In Siebel Tools, go to **View>Options**.
2. In the Development Tools Options dialog box, on the Object Explorer tab, select the Application Server Script check box to display this application on the Types tab in the Object Explorer.
3. In the Object Explorer, on the Types tab, go to **Application>Application Server Script**.
4. In the Application Server Scripts panel, select the script called **Application\_PreNavigate**.
5. On the Edit menu, choose **Delete Record**.

If you want to make additional changes to your application, you first need to close and then reopen Siebel Tools.

## Removing the Business Object (SQL Server)

To remove the business object

1. In Siebel Tools, in the Object Explorer, on the Types tab, select **Business Object**.
2. In the Business Object panel, select the Business Object called VTS\_SPID.
3. On the Types tab, go to **Business Object>Business Object Component**. The Business Object Component panel for the VTS\_SPID Business Object opens.
4. In the Business Object Component panel, right-click the component called VTS\_SPID and select **Delete Record**.

## Removing the CX\_VTSSPID table (SQL Server)

To remove the CX\_VTSSPID table

1. In Siebel Tools, in the Object Explorer, on the Types tab, select **Table**.
2. In the Table panel, right-click the table called CX\_VTSSPID and select **Delete Record**.
3. Log on to the Siebel database with the Siebel user.
4. Run the following command:  

```
select * from user_views where view_name = 'CX_VTSSPID';
```
5. If a row is returned, run the following command:  

```
drop view CX_VTSSPID;
```
6. Run the following command:



**Action items when Interpoint is installed on SQL Server**

```
select * from user_tables where table_name = 'CX_VTSSPID_TAB';
```

7. If a row is returned, run the following command:

```
drop table CX_VTSSPID_TAB;
```

## Removing the project (SQL Server)

To remove the Precise Interpoint project

1. In Siebel Tools, in the Object Explorer, on the Types tab, select **Project**.
2. In the Projects panel, search for the Precise Interpoint project.
3. Make the project inactive.