Installing Siebel tier collectors

This section includes the following topics:

Pre-installation tasks

Ensure that the Database Tier is installed before installing this Tier. Most of the screens require you to input details regarding your information systems. Before performing an installation, compile a list of all required user inputs based on the procedures below.

Installing a Siebel Tier instance

This section describes the procedures that are needed to install a Siebel Tier instance. You have the option of adding a new instance, as well as adding a new application. For information on editing or removing an existing instance, see Editing or removing Tier instances or clusters on page 200.

Adding a Siebel Tier instance

On the AdminPoint Instances screen, you can add a new Tier instance.

> Before adding a Tier instance, create a list of all required inputs based on the screen information below.

To add a Tier instance

1. From StartPoint, click the AdminPoint tab.
2. Click the Setup tab.
3. From the drop-down menu, select **Instances & Clusters**.
4. Click the **All instances** tree item
5. At the bottom of the Display Instances & Clusters screen, click **Add Instance**. An Add New Instance dialog box appears.
6. Select the required technology from the list.
7. Select the application from the list. If the desired application is not on the list, follow steps a-d:
    a. Click **Add**.
    b. In the Application Name field, type in the new application name.
    c. On the Application System field, select the system application from the list.
    d. Click **OK**.

    > To install an instance in an application, you must have `ADMINISTRATE.INSTALL` permission for the application in which you want to install the instance. If you only have permission for a specific technology, you will only be able to install in an application that is either empty, or is comprised of only the same technology.

8. Select a Tier from the list.
9. Click **OK** to view the next screen.

> Always refresh AdminPoint after adding an instance.

Defining Siebel property settings

To define Siebel property settings

1. From the "Siebel server name" drop-down menu, select the server with the Siebel instance. Click **Add** to enter the name of a server not on the list. For more information, see see Adding a new server.
2. From the "Siebel Instance" drop-down menu, select the SQL Server or Oracle instance where the Siebel database resides. The list includes only SQL Server or Oracle instances that are monitored by SQL Server or Oracle, respectively.
3. In the "Siebel installation path" textbox, enter the full path of the siebsrvr folder to be used with this Siebel server. If it does not automatically appear correctly, click the **browse (...)** button to search for the appropriate installation path.
4. In the "Siebel enterprise name" textbox, enter the name of the Siebel enterprise you want to monitor.
5. In the "Siebel user name" textbox, enter the name of the Siebel client user. This user is used to execute the SrvrMgr utility. You can either use an existing user with administrator privileges or have your Siebel administrator create a special Siebel client for Precise.
6. In the "Siebel password" textbox, enter the password.
7. In the "Enterprise gateway server name" textbox, enter the name of the Siebel gateway server used by the Siebel enterprise you want to monitor.
8. Click **Next**.

About the AdminPoint Tier installation preview screen

The preview screen signifies that the AdminPoint Tier installer has gathered enough information to begin the installation phase.

The preview screen displays the following details before installation begins:

- Server name or IP address
- The name of the monitored server
- What actions will be performed in their respective order
- Installation folder (location)
- Required disk space
- Currently available disk space

At this screen, you can still change any of the settings displayed. Click **Back** to change any of the displayed settings. Click **Next** to continue installation. Click **Cancel** to stop the installation process.

About the AdminPoint Tier installation progress screen

This screen appears when the AdminPoint Tier installer is actually performing installation. Installation may take several minutes.

The progress screen visually displays the progress of actual installation on selected servers.

About the AdminPoint Tier installation complete screen

This screen appears when the AdminPoint Tier Installer has completed installation of all Tier instances.

If there are no action items, click **Finish** (it will be the only option available) to complete the instance installation. If there are action items, click **Next** (it will be the only option available).

About the AdminPoint Tier Action Items screen

After a Tier instance is installed, you can perform post-installation tasks as may be required. Only after completing any post-installation tasks required can you start using the Tier instances you have just installed.

Perform any tasks displayed on this screen.

Click **Mark as done** if you have performed the action items yourself. See Post-installation actions items on page 166 for more information.

Post-installation actions items

When the Siebel Tier Collectors have been installed, you need to perform the following post-installation tasks:

- Perform any action items show in Post-installation dialog box. See Possible Post-installation action items on page 166.
- Modify the SRF (required for Interpoints). See Modifying the Siebel Repository File (SQL Server) on page 167. See Modifying the Siebel Repository File (Oracle) on page 167.
- Set up Siebel batch process sampling (required for Interpoints) See Setting up Siebel batch process sampling on page 167.
- Stop and restart all Insight Savvies installed on the respective server.
- See the *Precise Interpoint for Siebel User Guide* at https://precise.secure.force.com/ for additional post-installation action items.

Possible Post-installation action items

Perform any action items show in Post-installation dialog box.

To perform Siebel Tier post-installation tasks

1. On the Finish screen, click **Next**.
2. In the Siebel Tier - Post-Installation dialog box, follow the instructions to perform all post-installation tasks.
3. If you have installed the Interpoint for an Oracle database, restart the Oracle Tier Collectors on the Siebel server.
4. Click **Finish**.

Modifying the Siebel Repository File (SQL Server)

Once the Siebel Tier 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 a SQL Server database, modifying the SRF consists of the following tasks:

- Creating the 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)

Modifying the Siebel Repository File (Oracle)

Once the Siebel Tier 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)

Setting up Siebel batch process sampling

For Siebel batch processes to be sampled by the Siebel Tier 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.

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 in to the database server where your Siebel Tier 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 in to the SrvrMgr 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 folder in the Precise v9.6 download or on the DVD to the server.
2. Run the following command:
   `cscript //nologo getAddress.vbs ODBC data source Administrator user name Administrator password`
   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
```

For more information Siebel, see the relevant section in the *Precise Interpoint for Siebel™ Installation Guide*.

Sampling Siebel batch processes (Oracle)

If you have installed Interpoint for an Oracle database, perform the following procedures.

To create the text file

1. Log in to the database server where your Siebel Tier Collector is installed.
2. Create the following tab-delimited text file:
   - Windows
     `<precise_root>\products\oracle\SID\etc\siebel_machines.txt`
   - UNIX
     `<precise_root>/products/oracle/SID/etc/siebel_machines.txt`

To obtain the list of Siebel servers

1. Log in to the SrvrMgr utility.
2. Execute the following command:
   `list servers`

The following is an example of the returned information:

```
SBLSRVR_NAME HOST_NAME AsDev1 POOL-Siebel1

AsDev2 POOL-Siebel2
```

Each returned row represents a Siebel server. The first column represents the name of the Siebel server, the second column the corresponding physical machine name (but not necessarily as it appears in Oracle).

To obtain the host machine names

1. Connect to the Siebel database.
2. Run the following command:
   `SELECT DISTINCT MACHINE FROM V$SESSION;`

The following is an example of the returned information:

```
Machine

PRECISE\POOL-Siebel1

PRECISE\POOL-Siebel2
```

Each returned row represents a physical machine name.

If the command does not return any machine names, use the machine names provided in the `HOST-NAME` column in the table of Siebel servers.

Following is an example for the content of the `siebel-machines.txt` file:

```
AsDev1 PRECISE\POOL-Siebel1

AsDev2 PRECISE\POOL-Siebel2
```

For more information about using Siebel, see Precise Interpoint for Siebel.