

**HERMES SoftLab Oracle's
Siebel Business Applications
SMART Plug-In for HP
Operations Manager
(SPI for Siebel)**

*This Version 03.20 is for use with HP Operations
Manager for UNIX*

**Installation and Configuration
Guide**

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Notices

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Chapter 1

Document Overview

Edition History

New editions are complete revisions of the manual. The printing dates for each edition are listed below.

Edition	Date
First Edition	August 2006
Second Edition	December 2006
Third Edition	July 2007
Fourth Edition	May 2008
Fifth Edition	October 2008

Conventions

The following typographical conventions are used in this manual:

Font	Definition	Example
<i>Italic</i>	Product names, book or manual titles, man page names, and section, table, and figure titles. Emphasis. Window and dialog box names.	Refer to the <i>SPI for Siebel User's Guide</i> for additional information. You <i>must</i> follow these steps. In the <i>Node Bank</i> window, select a node.
Bold	Commands on menus and buttons, dialog box titles and options, menu and icon names.	In the menu, first click Actions , and then Agents .
Computer	File names, syntax, directory names, or text that should be entered on screen or that is displayed on the monitor.	The following file is located on the root directory of the SPI for Siebel installation CD: <code>siebspi-readme-unix.txt</code> .

Product Documentation

With SPI for Siebel, the following documentation is provided:

- *HERMES SoftLab Oracle's Siebel Business Applications SMART Plug-In for HP Operations Manager Installation and Configuration Guide*
Installation and Configuration Guide is available in PDF format (*SIEBSPI-InstallGuideUNIX.pdf*).
- *HERMES SoftLab Oracle's Siebel Business Applications SMART Plug-In for HP Operations Manager User's Guide*
User's guide is available in PDF format (*SIEBSPI-UserGuideUNIX.pdf*).
- *HERMES SoftLab Oracle's Siebel Business Applications SMART Plug-In for HP Operations Manager - Supported Siebel and HP Software Platforms*
Supported Platforms document is available in PDF format (*SPI_for_Siebel-Supported_Platforms.pdf*).
- Release notes
Release notes are available in TXT format (*siebspi-release-notes-unix.txt*).
- Readme
Readme file is available in TXT format (*siebspi-readme.txt*).
- HERMES SoftLab software license terms file
License file is available in TXT format (*hsl_software_license_support_terms_signed.txt*)

Customer Support

Use the following e-mail and Web page addresses if you need help with the licensing process or while using the product, and if you would like additional information about this or other HERMES SoftLab products.

Licensing

To obtain the license activation file you can visit HERMES SoftLab licensing portal:

<http://spi.hermes-softlab.com/licensing/>

or send an e-mail to the following address:

spi-licensing@hermes-softlab.com

For more information on licensing and licensing procedure refer to “Licensing” on page 36.

If you encounter any problems with the licensing process, contact the HERMES SoftLab licensing department at:

spi-licensing@hermes-softlab.com

Contacting Support

IMPORTANT

Should you require additional assistance or information while using the product, contact the vendor that shipped the software.

If you have purchased the software directly from HERMES SoftLab, send e-mail to:

support-siebelspi@hermes-softlab.com

Before Contacting Support

Before you contact the support department, have the following information available so that a technical support analyst can work on your problem more efficiently:

- the support files `siebspi_supp.zip` (on Windows managed nodes) and `siebspi_supp.tar` (on Unix managed nodes)

To create the support file, run the **Collect Information UN*X** or **Collect Information Win** application on one or more nodes. To run the application,

perform the following steps:

1. Go to *Application Bank/SPI for Siebel/SIEBSPI Maintenance/SIEBSPI Support/SIEBSPI UN*X nodes* or *Application Bank/SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI Support/SIEBSPI Win nodes* application group and run the **Collect Information UNIX** or **Collect Information Win** application on the managed nodes for which you would like to collect the information. The files `sieblespissupp.zip` or `sieblespissupp.tar` with the support information are created in the following directory on the node(s): `<OvAgentDataDir>/siebspi/supplog` on Unix

`<OvAgentDataDir>\siebspi\supplog` on windows

- symptoms
- sequence of events leading to the problem
- commands and options that you used
- messages you have received (a description with the time and date)

General Information

For marketing or business-related issues in reference to this or other HERMES SoftLab SPIs, send e-mail to:

spi-info@hermes-softlab.com

Product Web Sites

Visit HERMES SoftLab SMART Plug-In Web site at:

http://www.hermes-softlab.com/products/SPI/about_SPI.html

and the company Web site at:

<http://www.hermes-softlab.com/>

Chapters Summary

This guide describes how to install, configure, and license HERMES SoftLab Oracle's Siebel Business Applications SMART Plug-In for HP Operations Manager to monitor and manage Siebel application resources from the HP Software environment. It also addresses and troubleshoots some of the possible installation problems.

NOTE

This document assumes that you are familiar with the HP Operations Manager administration procedures and concepts.

The guide contains the following chapters:

- [“Installing SPI for Siebel” on page 9](#)
This chapter provides detailed instructions on what must be performed to successfully install, configure, and license SPI for Siebel.
- [“Uninstalling SPI for Siebel” on page 45](#)
This chapter describes how to uninstall SPI for Siebel.
- Appendix A, [“Licensing Overview” on page 52](#)
This chapter provides a visual overview of the licensing process.

Chapter 2

Installing SPI for Siebel

Overview of the Installation Procedure

The following table summarizes procedures to install, configure, and license SPI for Siebel. Make sure to read and perform all steps, otherwise the product may not work properly.

To...	Refer to
check the system hardware and software requirements	"Prepare Hardware and Software" on page 11
plan the environment you want to manage with SPI for Siebel	"Plan the Siebel Environment" on page 13
prepare the environment for SPI for Siebel installation	"Prepare the Siebel Environment" on page 14
obtain installation packages	"Obtain Installation Packages" on page 14
install SPI for Siebel on the HPOM management server	"Installing SPI for Siebel on the HPOM Management Server" on page 16
verify the SPI for Siebel installation	"Verify the Installation" on page 26
configure SPI for Siebel	"Configuring SPI for Siebel on the HPOM Management Server" on page 31
install SPI for Siebel on managed nodes	"Installing SPI for Siebel on the Managed Nodes" on page 33
license the product	"Licensing" on page 35
deploy SPI for Siebel on managed nodes	"Deploying SPI for Siebel Templates/ Policies on the Managed Nodes" on page 42
install and configure reports	"Installing Reports" on page 54

Preparing for Installation

The following must be ensured before you may start with installation of SPI for Siebel:

- Check if SPI for Siebel supports your Siebel and HP Software platforms
- Make sure that HP Operations Manager for UNIX is correctly installed on the management server
- All machines with Siebel installed are added as managed nodes to the HP Operations Manager for Windows
- Complete Siebel configuration data is available
- Managed nodes are configured
- The Siebel environment is prepared
- SPI for Siebel installation package is available
- Remove SPI for Siebel completely (also perform the manual steps) if you already have any version of the product installed

Prepare Hardware and Software

Make sure that hardware and software requirements are met.

Hardware Requirements

The HPOM management server and managed nodes hardware requirements can be found in the HP Operations Manager manuals.

The Siebel Business Applications hardware requirements can be found in the following manual:

- *Siebel System Requirements and Supported Platforms*

Software Requirements

SPI for Siebel is compatible with Siebel Data Sources and the following Oracle's Siebel Business Applications versions:

- Version 6/2000 (6.3, 6.2.1, and 6.0.1)
- Version 7 (7.0.x, 7.5.x, and 7.7.x, 7.8.x)
- Version 8 (8.0.x)

Supported Platforms

The following table contains a list of all operating and management system platforms supported by SPI for Siebel:

Operating System Platform	Siebel Server Platforms	HPOM Management Platforms
Microsoft Windows 2000/2003/2008	YES	YES
Sun Solaris	YES	YES*
IBM AIX	YES	N/A
HP-UX	YES	YES*

* Available in version 03.20 for use with HP Operations Manager for Windows.

For more information about supported platforms and versions refer to the SPI for Oracle Siebel Business Application - Supported Siebel and HP Software Platforms-Summary.pdf.

SPI for Siebel is compatible with the following software for the HP Operations Manager management server.

Software	Versions
HP Operations Manager	7.x, 8.x
HP-UX	11.0, 11i, 11i v2, 11i v3 (PA-RISC and IA64)
Sun Solaris	7, 8, 9, 10

The following Performance Manager and Reporter versions are supported:

Software	Versions
HP Performance Manager	6.x, 8.x, 8.1
HP Reporter	3.7, 3.8
HP Reporter Lite (shipped with HPOM/W)	Reporter Lite with HPOM/W 7.50

Integration with HP Performance Manager or HP Reporter require *HP Performance Agent* (HPPA, formerly OVPA or MWA) or *Embedded Performance Component of the HPOM Agent* (CODA). You can use either HPPA or CODA to gather SPI for Siebel metrics on your managed nodes.

NOTE

The Embedded Performance Component (CODA) of the HPOM Agent is part of HP Operations Manager version 7.50, 8.0.x, and 8.1.x

Plan the Siebel Environment

The following Siebel information will be needed during the SPI for Siebel configuration:

- the name of your Siebel enterprise
- the name of the host on which the Siebel Gateway server is installed
- the database type
- username and password of the Siebel administrator
- the name and the port number of the SMTP mail server
- Siebel language

Prepare the Siebel Environment

On the HP Software side:

- HPOM agents must be installed and running on all Preproduction Siebel nodes with the `opcmsg` template assigned to those nodes to enable sending a message and starting an action from the management server.
- You must have access to the HP Operations Manager management server and all nodes where you will install the SPI for Siebel. During implementation you will also need access to HP Performance Manager, HP Internet Services (optional) and HP Reporter (optional).
- HPOM Management server and HP Agent software must be installed on the management server and all server and agent processes must be running. For more information, refer to *HP Operations Manager Installation Guide*.

On the Siebel side:

- Siebel must be installed and running on all nodes where you will install SPI for Siebel, so that Siebel Enterprise Applications Server Manager command line tool is working. To check the above, run the Siebel command:
`srvrmgr /g gateway /e enterprise /u user /p password`

and run the command `list servers`

You should receive a Running state for the Siebel servers installed in Siebel.

- The `odbcsql` command line tool should work on all target nodes. To check, start the following command:
In Siebel 8.0.x:
`odbcsql /s enterprise_DSN /u user /p password`

Obtain Installation Packages

To install SPI for Siebel Business Application and Reports, you need the following installation packages:

- `SIEBSPI_0320_HP-UX11.x.eu1sa`
- `SIEBSPI_0320_Sun.eu1sa`

You can find them on your installation CD or download `SIEBSPI_0320_HP-UX11.x.eu1sa` and `SIEBSPI_0320_Sun.eu1sa` from the SPI for Siebel download pages.

NOTE

SPIforSiebel-Reports 03.20.exe installation package is part of the `SIEBSPI_0320_HP-UX11.x.eu1sa` and `SIEBSPI_0320_Sun.eu1sa` installation packages and is extracted to `/etc/opt/OV/share/siebspi/reports/` directory on the management server when install the packages.

Installing SPI for Siebel on the HPOM Management Server

To install SPI for Siebel on the HPOM management server, perform the following steps:

NOTE

During the installation, all HPOM processes must be “up and running”.

1. Login to the HPOM management server as the user root.
2. Copy the following files to the /tmp directory:
 - On HP-UX 11.x systems:
 - `hs1_eu1sa_hpux`
 - `SIEBSPI_0320_HP-UX11.x.eu1sa`
 - On Sun Solaris systems:
 - `hs1_eu1sa_sun`
 - `SIEBSPI_0320_Sun.eu1sa`

If needed, set the executable permissions using the `chmod` command to the files `HSLSPIeu1sa_hpux` or `HSLSPIeu1sa_sun`.
3. To obtain the product installation package, you first must enter your information and agree to the end-user license agreement. From the /tmp directory, run from the command line:
 - For HP-UX 11.x:
`./hs1_eu1sa_hpux -e SIEBSPI_0320_HP-UX11.x.eu1sa`
 - For Sun Solaris:
`./hs1_eu1sa_sun -e SIEBSPI_0320_Sun.eu1sa`
4. Enter your name and the name of your company and press [ENTER].
5. The standard HERMES SoftLab Software License Agreement will be displayed. Read it carefully, type `I AGREE`, and then press [ENTER] to generate the installation package file without the `.eu1sa` extension.
6. The message will be displayed that will instruct you to save the End User License & Support Agreement to a secure place.

7. Install SPI for Siebel (refer to [Table 1. on page 17](#) for the contents of the bundle):

- On HP-UX 11.x systems:
`/usr/sbin/swinstall -s /<depot dir>\`
`/SIEBSPI_0320_HP-UX11.x.sdtape SIEBSPI_0320-A11`

- On Solaris systems:
`/usr/sbin/swinstall -s /<depot dir>\`
`/SIEBSPI_0320_Sun.sdtape SIEBSPI_0320-A11`

8. Verify that the installation phase has completed without errors by checking the following log files:

`/var/adm/sw/swagent.log`

and

`/var/adm/sw/swinstall.log`

Note that in HP-UX environments, you can start the swinstall GUI to select siebspi software bundles by typing the following:

`/usr/sbin/swinstall`

At the end of the installation procedure, you need to configure SPI for Siebel.

Configure SPI for Siebel

To set up your SPI for Siebel product, run the `siebspi_configure` application located in the `/opt/ov/siebspi/bin` directory.

Enter the following required data:

1. For the Siebel Enterprise name:

Type the name of the Siebel Enterprise.

2. For Resonate Central Dispatch:

If the Siebel enterprise is using Resonate Central Dispatch, type `Y` or press `[Enter]`.
If not, type `N`.

3. For the cluster (Y/N) [N]: If the Siebel enterprise is using cluster, type `N` or press `[Enter]`. If not, type `Y`.

4. For the Siebel gateway:

Type the name of the host, on which the Siebel gateway server is installed.

NOTE

If you have Resonate Central Dispatch installed, do not enter the gateway VIP!

5. Select Siebel language

Select one of the following types:

- | | | | | |
|---------|---------|---------|---------|---------|
| 1. ara | 2. chs | 3. cht | 4. csy | 5. dan |
| 6. deu | 7. ell | 8. enu | 9. esn | 10. fin |
| 11. fra | 12. heb | 13. hun | 14. ita | 15. jpn |
| 16. kor | 17. nld | 18. nor | 19. plk | 20. ptb |
| 21. ptg | 22. rus | 23. sve | 24. tha | 25. tur |

6. Select Database type:

1. DB2/UDB 2. Oracle 3. MSSQL

7. For the Siebel administrator username and password:

Type the Siebel administrator username and password.

8. For the SMTP (mail) server:

Type the name of the SMTP (mail) server.

9. For the SMTP (mail) server port:

Type the port number of the SMTP (mail) server or press [ENTER] for the default port number 25.

10. HP OpenView Performance Agent Configuration:

The appropriate performance agent (installed on the managed node) must be specified. If no performance agent is installed on the node, NONE should be used. If you use HP Performance Agent (HPPA, formerly OVPA or MWA) then type MWA and if you use Embedded Performance Component DSI2DDF then type CODA.

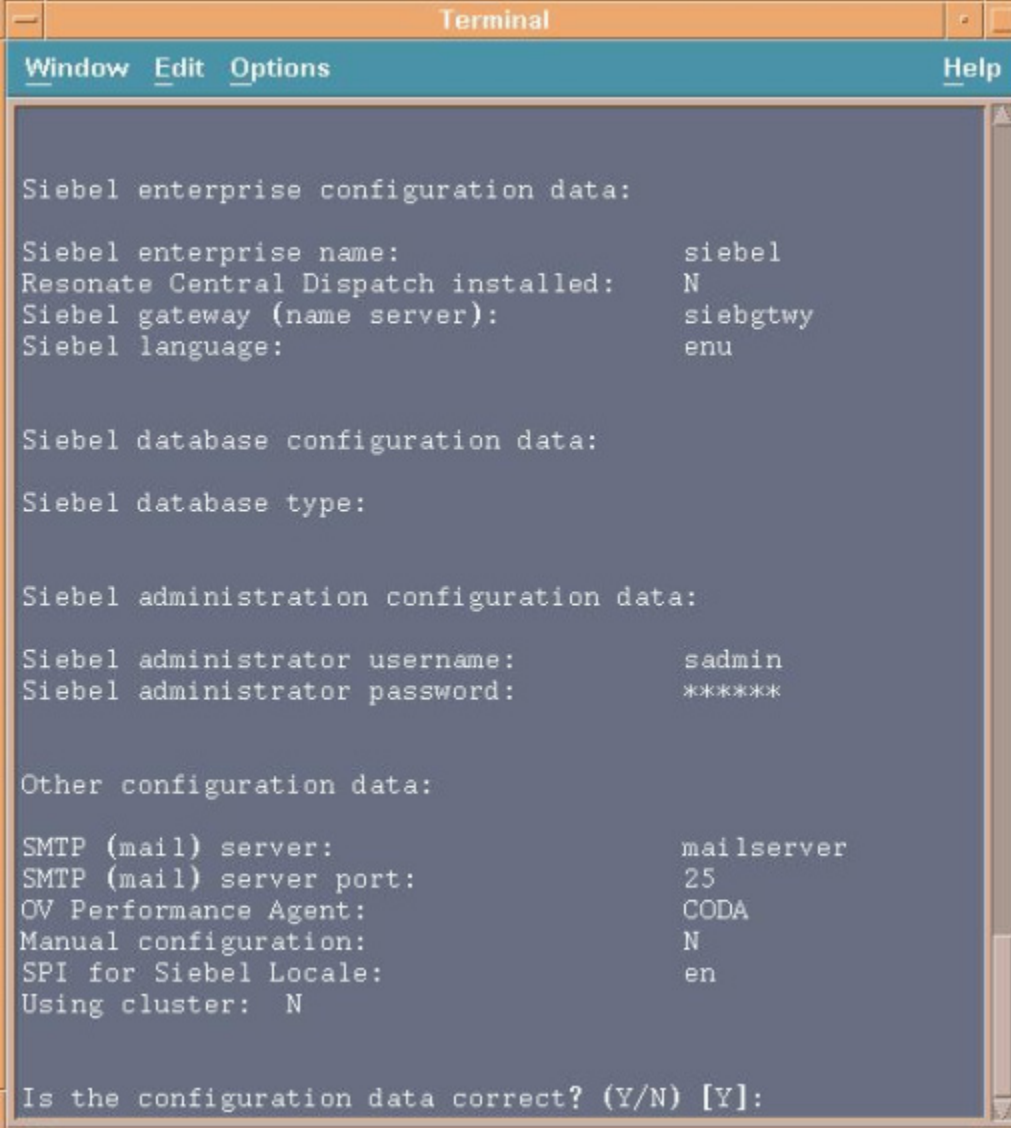
11. SPI for Siebel Locale:

Type the locale that SPI for Siebel should use, the default value is EN.

12. If the configuration that you have entered is correct, type Y.

The configuration should now be updated. You can change the configuration information at any time by running the `siebspi_configure` application again.

Example:

A terminal window titled "Terminal" with a menu bar containing "Window", "Edit", "Options", and "Help". The terminal displays the following configuration data:

```
Siebel enterprise configuration data:

Siebel enterprise name:                siebel
Resonate Central Dispatch installed:   N
Siebel gateway (name server):         siebgtwy
Siebel language:                       enu

Siebel database configuration data:

Siebel database type:

Siebel administration configuration data:

Siebel administrator username:         sadmin
Siebel administrator password:        *****

Other configuration data:

SMTP (mail) server:                   mailserver
SMTP (mail) server port:              25
OV Performance Agent:                 CODA
Manual configuration:                 N
SPI for Siebel Locale:                en
Using cluster: N

Is the configuration data correct? (Y/N) [Y]:
```

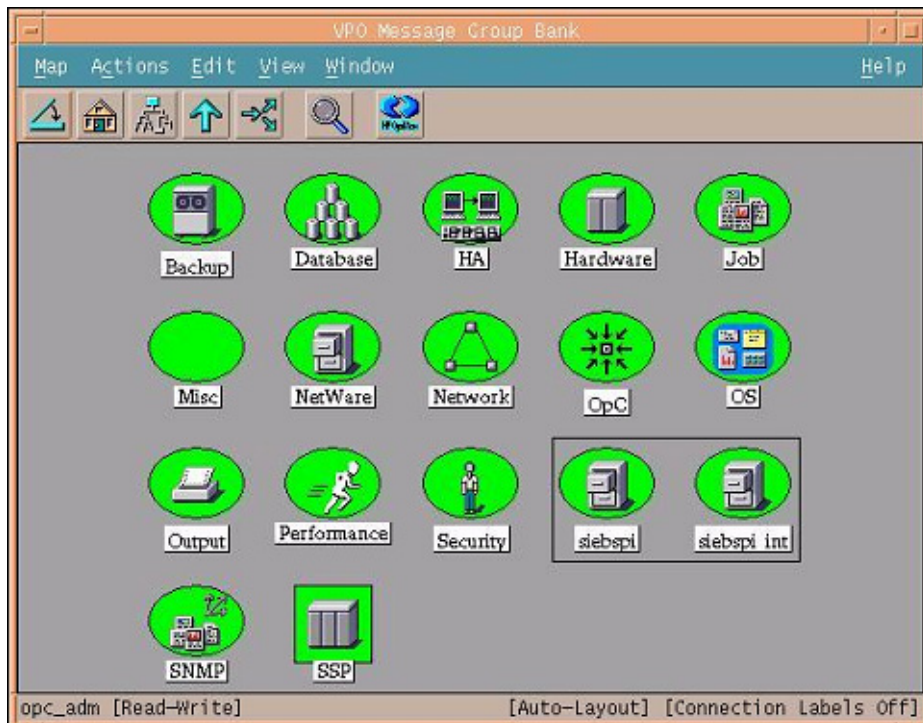
Verify the Installation

After the installation has completed successfully, many new HP Operations Manager configuration items are uploaded to the HP Operations Manager database on the management server.

To review these new items, start the HPOM administrator GUI (graphical user interface) and open the corresponding windows (*Message Group Bank*, *Application Bank*, and *Message Source Templates*).

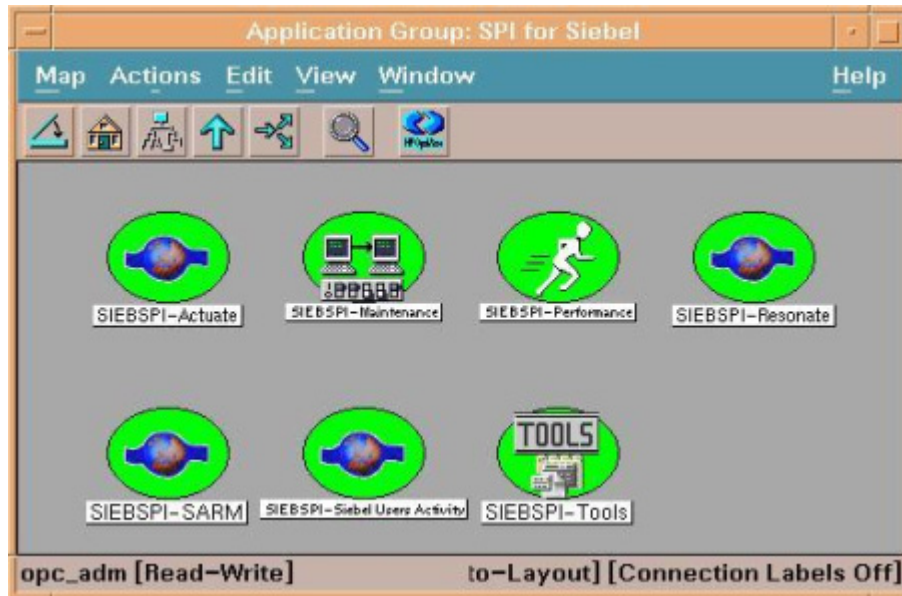
Depending on your installation, the following new configuration items may be visible to the HPOM administrator:

- New message groups:
 - **siebspi**
 - **siebspi_int**

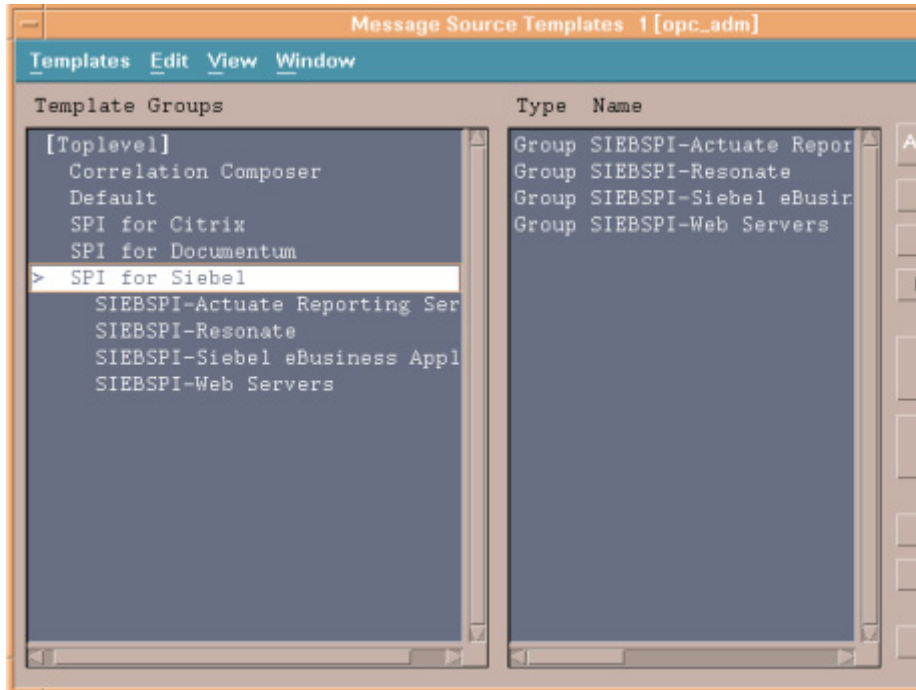


- New node group: **SIEBSPI**

- New application group: **SPI for Siebel**



- New template group: **SPI for Siebel**



- New user profile: **SIEBSPI Operator**

NOTE :

Refer to *SPI for Siebel User's Guide* for detailed information about Applications and Application Groups and Templates and Template Groups.

Configuring SPI for Siebel on the HPOM Management Server

Before you can deploy SPI for Siebel on the managed nodes, you need to perform additional configuration tasks on the HPOM management server.

Assign SIEBSPI Operator User Profile

After installation, assign SIEBSPI operator HPOM User Profile that was created by SPI for Siebel during the installation to all HPOM Users that will be using the HPOM management console with the SPI for Siebel.

SPI for Siebel installs SIEBSPI Operator in User Profile Bank that has responsibilities for SIEBSPI Node Group, SIEBSPI and SIEBSPI_INT Message Groups and SPI for Siebel Application group.

Add Nodes to the Management Server and Installing HPOM Agent

For instructions on how to add nodes to the management server, add nodes that you want to manage, and install HPOM Agent software, refer to *HP Operations Manager for UNIX* online documentation.

Using Applications on localized versions of Microsoft Windows

SPI for Siebel run under the predefined Administrator user account. To use SPI for Siebel on localized versions of Windows (for example, French, or Spanish), you should change tool definition parameter `Execute As user` to the localized administrator account (for example, `Administrateur` on French version) on the HPOM management server for all SPI for Siebel for Windows nodes. Alternatively, you can also create an additional Administrator account on all managed nodes and add this account to local Administrator group.

Installing SPI for Siebel on the Managed Nodes

Install SPI for Siebel on the Managed Nodes

After the software is installed on the HPOM management server and the configuration is uploaded, you must distribute the software components and the configuration to the managed nodes. Note that the Administrator should also customize the thresholds within the templates.

NOTE :

When deploying instrumentation on the nodes, make sure that all Siebel services are running (for example, Gateway service, Siebel Server services, and so on) and that you have performed the configuration steps described in “Configure SPI for Siebel” on page 20 for every enterprise.

To deploy instrumentation and install SPI for Siebel on managed nodes, perform the following steps:

1. Start the *HP Operations Console* and log in as an HP Operations Administrator.
2. In the *Node bank* window, select the target node.
3. From the menu, select **Actions** followed by selecting **Agents** then **Install/Update SW & Config...** The *Install/Update Software and Configuration* window opens.
4. Select the following checkboxes: **Actions**, **Monitors**, and **Commands**, and then click **OK**.
5. Go to **SPI for Siebel/SIEBSPI-Maintainance/SIEBSPI-Installation/SIEBSPI-UN*X Nodes Installation** or **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-Installation/SIEBSPI-Windows Nodes Installation** applications group and run the **Install on UN*X node** or **Install on Windows node** application.

Licensing

Before you can start using SPI for Siebel, you must obtain a valid license key for every managed node that you want to monitor with this product.

IMPORTANT

Each license key is node specific and cannot be transferred to or used on any other node.

To obtain and activate product license keys, perform the following steps:

1. [“Distribute the Licensing Template to the Managed Nodes” on page 35](#) [“Deploy the Licensing Policy on the Managed Nodes” on page 35](#)
2. [“Generate the License Request File” on page 36.](#)
3. [“Obtain the License Activation File” on page 39.](#)
4. [“Merge and Deploy the License Files” on page 39.](#)

For a visual overview of the licensing process, refer to [“Licensing Overview” on page 52.](#)

Distribute the Licensing Template to the Managed Nodes

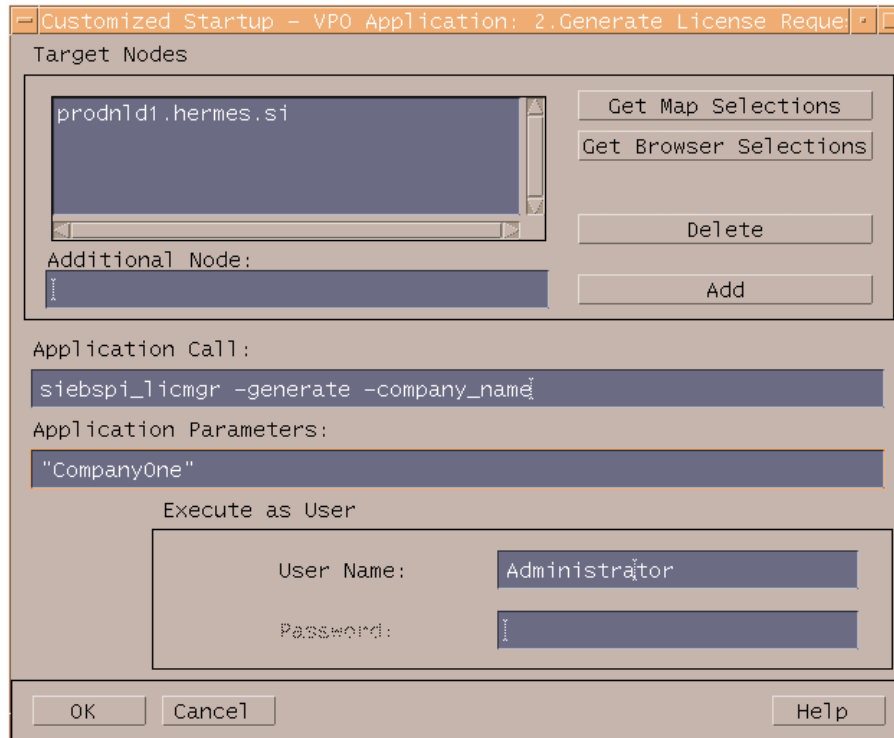
1. Start the HPOM Console and log in as HPOM Administrator.
2. From the *Node Bank* window, select the node(s) to which you want to distribute the template to.
3. From the menu, select **Actions** followed by selecting **Agents** then **Assign Templates**. The *Define Configuration* window opens.
4. Click **Add** to open the *Add Configuration* window.
5. Click **Open Template Window...** to open the *Message Source Templates* window.
6. From the **Template Group** list, expand **SPI for Siebel/SIEBSPI-Siebel eBusiness Appl/SIEBSPI-Siebel *.* /SIEBSPI-Internal** group, and then in the right pane, select the **SIEBSPI_LICENSE_OPC_MSG** message template.
7. In the *Add Configuration* window, click **Get Template Selections** and then **OK**. The selected template is now added to the list of templates in the *Define Configuration* window.

8. From the menu, select **Actions** followed by selecting **Agents** then **Install/Update SW & Config...**. The *Install/Update Software and Configuration* window opens.
9. Select the following **Templates** checkbox and click **OK**. The template required for licensing is installed on the managed node.

Generate the License Request File

1. From the *Node Bank* window, select **Window** followed by selecting **Application Bank**. The *Application Bank* window opens.
2. Go to **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-Licensing/SIEBSPI-{UN*X|Windows} Nodes** application group.
3. Run the **1. Clear License Request File** application to clear the `siebspi_license_requests.dat` license request file on the management server.
4. Run the **2. Generate License Request** application on the managed nodes for which you need licenses. In the *Customized Startup-Application* window, in the

Application Parameters field, replace the string “Your Company Name” with the name of your company.



5. Click **OK** to generate the `siebspi_license_requests.dat` license request file. The licence request file is created on the management server in the following directory: `/opt/OV/siebspi/`.

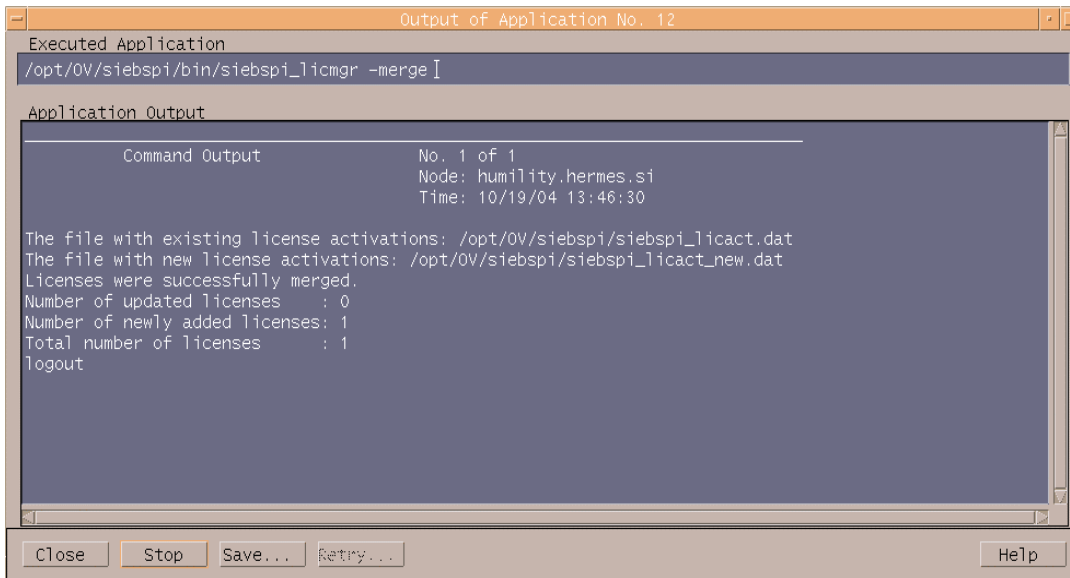
Obtain the License Activation File

1. To obtain the license activation file:
 - Use the Licensing portal:
Go to <http://spi.hermes-softlab.com/licensing/>, register, and upload the license request file. The system will automatically process your request. When registering to the Permanent licenses page, have your PO information ready. You can also access the Temporary licenses page to obtain 30-day license keys for evaluation or testing purposes.
 - or*
 - Send e-mail to the Licensing Department:
Send the generated license request file by e-mail to the HERMES SoftLab Licensing Department at spi-licensing@hermes-softlab.com. You will receive the license activation file usually within 24 hours. If you have bought the product and need immediate response, contact HERMES SoftLab by telephone and e-mail (see contact information on License Entitlement Certificate).
2. You will receive a license activation file `siebspi_liact_new.dat` by e-mail.

Merge and Deploy the License Files

1. Copy the `siebspi_liact_new.dat` file to the following directory on the management server: `/opt/OV/siebspi/`.
2. In the *The Application Bank* window, go to **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-Licensing/SIEBSPI-{UN*X|Windows} Nodes** application group and run the **3. Merge License Activation Codes** application to merge the

`siebspi_licact_new.dat` file with the `siebspi_licact.dat` license file. You will get the following output:



```
Executed Application
/opt/0V/siebspi/bin/siebspi_licmgr -merge I

Application Output

Command Output          No. 1 of 1
                        Node: humility.hermes.si
                        Time: 10/19/04 13:46:30

The file with existing license activations: /opt/0V/siebspi/siebspi_licact.dat
The file with new license activations: /opt/0V/siebspi/siebspi_licact_new.dat
Licenses were successfully merged.
Number of updated licenses : 0
Number of newly added licenses: 1
Total number of licenses : 1
logout
```

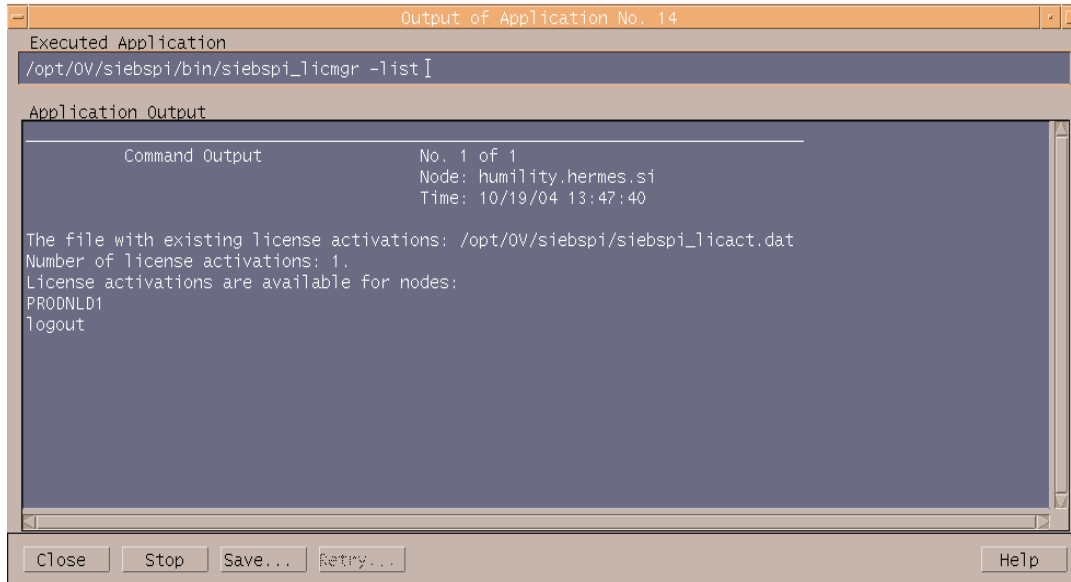
3. From the *Install/Update Software and Configuration* window, distribute **Monitor** to all managed nodes for which you have requested licenses.

Verify Licensing

After you have performed all steps of the licensing procedure, check if the licensing was successful.

List License Activation Codes

To list activated license keys on the management server, run the **4. List License Activation Codes** application. You will get the following output:



```
Output of Application No. 14
Executed Application
/opt/0V/siebspi/bin/siebspi_licmgr -list I
Application Output
Command Output          No. 1 of 1
                        Node: humility.hermes.si
                        Time: 10/19/04 13:47:40

The file with existing license activations: /opt/0V/siebspi/siebspi_licact.dat
Number of license activations: 1.
License activations are available for nodes:
PRODNLD1
Logout
```

Verify License Activation Codes

To check the licensing was successfully performed on the Siebel Gateway server, run the *Name Server Status* application, which is located in the `/SIEBSPI Tools/SIEBSPI-{UN*X} Windows/SIEBSPI Siebel Services/` directory.

Deploying SPI for Siebel Templates on the Managed Nodes

To deploy the templates on the node, follow the steps below. However, do not push all of the SPI for Siebel templates to a node. Depending on the type of software that is running on the selected nodes, you should select template groups carefully. For example, it may be wise to start with autodiscovery and then decide on which template groups should be enabled for a specific managed node.

1. Go to the *Node Bank* window and select **Actions** followed by selecting **Agents** then **Assign Templates....** The *Define Configuration* window opens.
2. Select one or more templates or template groups from the SPI for Siebel template group. For additional information on which templates to use, refer to *SPI for Siebel User's Guide*.
3. From the *Node Bank* window, select **Actions** followed by selecting **Agents** then **Install/Update SW & Config....** The *Install/Update Software and Configuration* window opens.
4. Select the checkbox **Templates** and click **OK**.

Installing and Configuring SPI for Siebel on the Managed Node with Siebel Software Running in Cluster

Background

On clusters, you can install and operate the following Siebel Enterprise Server components:

- Siebel Gateway Server, including Name Server and Central Dispatch
- Siebel Server and its components
- Siebel File System

Those parts of Siebel Enterprise Server use cluster sharing resources (for example, physical disks, network addresses) that can be automatically or manually transferred to another node in the event of failure or shutdown of the first node.

Using SPI for Siebel in an Active/Passive high-availability environment requires a few setup steps to make the managed HPOM agents on those nodes "cluster-aware". These steps follow HP Software guidelines and may vary depending on the version of the HP Operations Manager product, platform, and cluster software being used. In the Active/Active high-availability environment you must additionally configure SPI for Siebel scripts to change SPI configuration settings during failovers of specific Siebel resource groups. In the Active/Passive high-availability environment you do not need to make any additional changes on the SPI for Siebel itself.

Siebel Enterprise server installation in Active/Active cluster configuration uses two physical machines (nodes) clustered together and two different Siebel cluster resource groups (parts of Siebel) running on each node. Cluster resource groups can be joined on one node if the problem occurs with the specific Siebel cluster resource group on the designated primary node. SPI for Siebel supports Siebel in this cluster configuration with the help of the HPOM agent opcapm functionality. opcapm automatically triggers Perl scripts when changes in the status of the specific Siebel cluster resource group occur. The opcapm functionality enables/disables deployed templates and triggers simple command lines on the managed node. SPI for Siebel cluster perl script can be configured to adequately change the SPI for Siebel configuration, restart/stop the SPI for Siebel Request Server service daemon, and enable/disable templates depending on the last change in the status of the specific Siebel cluster resource group.

NOTE

SPI for Oracle's Siebel Business Applications is using HPOM APM functionality described below. It does not use HPOM CIAw functionality introduced with HPOM HTTPS agents.

CIAw (Cluster Awareness)

Cluster awareness is HP Operations Manager functionality, which is used to monitor start and stop events of cluster packages. The CIAw module must be installed on each physical node of a cluster that is to be monitored, as the cluster awareness software only monitors start and stop events on the LOCAL node. The CIAw module is part of the HPOM HTTPS agent and the functionality is located in the ovconfd process.

CIAw Command Line Utilities

1. `$ovBindir/ovclusterinfo` prints cluster related information.

Example:

```
/opt/OV/bin/ovclusterinfo -a
```

2. `$ovBindir/ovappinstance` provides information about application instances and their related HA resource groups (based on the data available in the `apminfo.xml` configuration file). For further information, refer to the man pages for these commands.

Examples:

```
/opt/OV/bin/ovappinstance -ia      -prints active instances  
/opt/OV/bin/ovappinstance -is      -prints all instances
```

APM (Application Package Monitor)

Application Package Monitor is HP Operations Manager functionality which is used to monitor start and stop events of cluster packages. The APM module is part of the HPOM 7.x DCE Agent. The functionality is mainly located in the `opcapm` process, with additional components located in `opcctl` and `opctemplate`. APM serves the same purpose as CIAw and is the predecessor of CIAw. It was introduced through the HPOM Windows product and is also available for HPOM UNIX from version 7.10 on.

APM Command Line Utilities

`$ovBindir/opclustns` provides information about application instances and related resource groups.

Active/Passive Environment - Make HPOM Agent Cluster-aware

NOTE

The following solution was not supported for IBM HACMP because of HP Operations Manager limitations. Nevertheless, other solutions can be implemented to make SPI for Siebel cluster-aware on AIX nodes.

Prerequisites for managing Oracle's Siebel Business Applications on clusters include the following:

- Installed and configured Oracle's Siebel Business Applications on a cluster supported by Siebel (for additional information, refer to Siebel Online help for supported Clusters). The following resource types must be available for each Resource Group:
 - IP Address
(the IP Address itself is a prerequisite for the Network Name)
 - Network Name
(the Network Name must be resolvable - entered in DNS)
- An installed HPOM Agent on every physical node in a cluster. For details about managing cluster-aware applications and supported platforms, refer to the HP Operations Manager Help.

There are two configuration file types:

- `OvDataDir/conf/conf/apminfo.xml`
- `OvDataDir/bin/instrumentation/conf/<app_name>.apm.xml`

NOTE

You must first manually create the directories `$OvDataDir/conf/conf/` and `$OvDataDir/bin/instrumentation/conf/` when you are configuring the `apminfo.xml` file for the first time.

You must prepare two .xml files for the HPOM Agent working in the high availability environment to become "cluster-aware-agents".

They will be used as a configuration file for the mapping between Applications and Resource Groups in a cluster environment and the agent will know which templates should be active or disabled on the cluster node. This depends on the status of the Resource Group. To do this, perform the following steps.

1. Create or edit the `apminfo.xml` file and the `{Name of the cluster-aware`

application}.apm.xml file and follow the procedure for Managing cluster-aware applications described in the HP Operations Manager Help.

Example files:

Siebel.apm.xml

```
<?xml version="1.0" ?>
  <APMApplicationConfiguration>
    <Application>
      <Name>Siebel</Name>
      <Template>SIEBSPI_SERVER_PROCESS</Template>
      <Template>SIEBSPI_SERVER_PROCESS_EXT</Template>
      <Template>SIEBSPI_SERVER_EVENT_LOG</Template>
      ...
    </Application>
  </APMApplicationConfiguration>
```

apminfo.xml

```
<?xml version="1.0" ?>
  <APMClusterConfiguration>
    <Application>
      <Name>Siebel 1</Name>
      <Instance>
        <Name>Node name 2</Name>
        <Package>Cluster Resource Group Name
      </Package>
      </Instance>
    </Application>
  </APMClusterConfiguration>
```

*Note 1: The same name should be used as for the *.apm.xml file*

Note 2: This should be the node name.

2. Copy the appropriate apminfo.xml file on the managed node to:

- DCE agents from HPOM/Unix 7.x:
\$ovDataDir/conf/opc
- HTTPS agents or DCE agents from HPOM/Windows:
\$ovDataDir/conf/conf

From the HPOM/HP-UX or HPOM/Solaris management server you can do this using the following command:

```
opcdeploy -deploy -file /<full path on server>/apminfo.xml -node
<managed node> -targetdir "conf/conf" -trd data
```

NOTE

Syntax check tool for apminfo.xml and <appl_name>.apm.xml on HTTPS agents is located at:

```
/opt/ov/bin/ovappinstance -vc
```

where -vc = verify Configuration

This tool can be called on the managed node where the configuration files are used.

3. Copy the appropriate {Name of the cluster-aware application}.apm.xml file to the following directories on the on the managed node :
 - DCE agents from HPOM/Unix 7.x:
\$ovDataDir/bin/OpC/monitor
 - HTTPS agents or DCE agents from HPOM/Windows:
\$ovDataDir/bin/instrumentation/conf

From the HPOM/HP-UX or HPOM/Solaris management server you can do this using the following command:

```
opcdeploy -deploy -file /<full path on server>/<appl_name>.apm.xml -node
<managed node> -targetdir "/bin/instrumentation/conf" -trd data
```

4. Restart the agent on all of the managed nodes in the cluster with (DCE agent only):


```
opcagt -kill
opcagt -start
```
5. After SPI for Siebel installation, edit the <AgentInstallDir>/siebspi/conf/spi.cfg file on all cluster nodes and change the HOST parameter to the virtual cluster host name.

NOTE

The following templates should be deployed to all HPOM managed nodes on Sun Solaris that are used with Veritas Cluster:

Engine Log (VCS)
Engine notify Log (VCS)

The following template should be deployed to all HPOM managed nodes on HP-UX that are used with MC Service Guard:

MCSG_Syslog

Else failover will not be detected.

Active/Active Environment - Additional Configuration

To configure SPI for Siebel in an Active/Active high-availability environment, you first need to have all HPOM agents cluster-aware and then prepare additional configuration actions that will be automatically triggered on each managed node when a specific Siebel cluster resource group status changes.

Example:

We have active/active cluster configuration with 2 physical machines: SRVR03 and SRVR04. Each physical machine has 2 cluster groups: one for the Siebel Server and one for the Gateway.

1. Configure the `apminfo.xml` file to include references between Siebel resource groups and `<ClusterResourceGroup_Node_>.apm.xml`. We must prepare the following set of files:

```
SiebGW_SRVR03.apm.xml
SiebSRV_SRVR03.apm.xml
SiebGW_SRVR04.apm.xml
SiebSRV_SRVR04.apm.xml
```

Example files:

apminfo.xml for the node SRVR03

```
?xml version="1.0" ?>
<!-- OVO Agent Configuration for cluster -->
<APMClusterConfiguration>
```

```

    <Application>
      <Name>SiebGW_SRVR03</Name> <!-- Name that will be used for
*.apm.xml file -->
      <Instance>
        <Name>procrm03</Name>
        <Package>gcrm</Package> <!-- GW cluster resource group name -->
      </Instance>
    </Application>
    <Application>
      <Name>SiebSRV_SRVR03</Name> <!-- Name that will be used for
*.apm.xml file -->
      <Instance>
        <Name>procrm03</Name>
        <Package>acrm</Package> <!-- Siebel Server cluster resource
group name -->
      </Instance>
    </Application>
  </APMClusterConfiguration>

```

SiebSRV_SRVR03.apm.xml for the node SRVR03

```

<?xml version="1.0" ?>
<!-- OVO Agent Configuration for SPI for Siebel on cluster -->
<APMApplicationConfiguration>
  <Application>
    <Name>SiebSRV_SRVR03</Name>
    <StartCommand>SiebSRV_SRVR03_enable.sh</StartCommand>
    <StopCommand>SiebSRV_SRVR03_disable.sh</StopCommand>
  </Application>
</APMApplicationConfiguration>

```

2. Copy the appropriate <ClusterResourceGroup_Node_>.apm.xml to the managed node to:
 - DCE agents from HPOM/Unix 7.x:
\$ovDataDir/bin/OpC/monitor
 - HTTPS agents or DCE agents from HPOM/Windows:
\$ovDataDir/bin/instrumentation/conf

From the HPOM/HP-UX or HPOM/Solaris management server you can do this using the following command:

```
opcdeploy -deploy -file /<full path on
server<ClusterResourceGroup_Node_>.apm.xml 1 -node <managed node> -
targetdir "/bin/instrumentation/conf" -trd data
```

3. Identify actions that should be performed for each Siebel cluster group on each managed node and save them to appropriate <Resource_group>_<node>action.cfg files.

Perform the following actions when a specific Siebel group goes online or offline:

- Add/Remove configuration parameters from the spi.cfg file

For the Siebel App. server:

```
SERVERS_ON_HOST,
SIEBEL_SERVER_ROOT_PATH,
SIEBEL_SERVER_MNGR
```

For Siebel Gateway:

```
SIEBEL_GATEWAY_ROOT_PATH
```

- Enable/Disable SPI for Siebel policies
- Rewrite the existing spi.cfg file
- Restart SPI for Siebel Request server services

You need to prepare the following set of files:

```
SiebGW_SRVR03_disable.cfg
SiebGW_SRVR03_enable.cfg
SiebGW_SRVR04_disable.cfg
SiebGW_SRVR04_enable.cfg
SiebGW_SRVR03_disable.sh
SiebGW_SRVR03_enable.sh
SiebGW_SRVR04_disable.sh
SiebGW_SRVR04_enable.sh
SiebSRV_SRVR03_disable.cfg
SiebSRV_SRVR03_enable.cfg
SiebSRV_SRVR04_disable.cfg
SiebSRV_SRVR04_enable.cfg
SiebSRV_SRVR03_disable.sh
SiebSRV_SRVR03_enable.sh
SiebSRV_SRVR04_disable.sh
```

SiebsRV_SRVR04_enable.sh

Example files:

SiebsRV_SRVR03_disable.cfg

```
EXEC_SERVERMGR = /var/opt/OV/bin/instrumentation/siebspi_mgr
SPI.CFG = /opt/OV/siebspi/conf/spi.cfg
EXEC_OPCTEMPLATE = /opt/OV/bin/opC/opctemplate
# What should be added/removed from SPI for Siebel configuration in
spi.cfg
Remove parameter: SERVERS_ON_HOST = pcrm_uvg
Remove parameter: SIEBEL_SERVER_ROOT_PATH = /siebelgw/procrm03/siebsrvr
Remove parameter: SIEBEL_SRVR_MNGR = . /siebelgw/procrm03/siebsrvr/
siebenv.sh; srvmgr -s pcrm_uvg
# Which specific templates should be enabled/disabled
Disable template: SIEBSPI_CHECK_TASKS_EXT
Disable template: SIEBSPI_COMP_STATUS_EXT
Disable template: SIEBSPI_CONF_UPD_EXT
Disable template: SIEBSPI_DB_CONNECTIVITY
Disable template: SIEBSPI_DB_LOGIN_PERFORMANCE
Disable template: SIEBSPI_DB_LOGIN_TIME
Disable template: SIEBSPI_DB_TRANSACTION_TIME
Disable template: SIEBSPI_DB_TRANS_PERFORMANCE
Disable template: SIEBSPI_ECOMM_WIRELESS_COMPONENT
Disable template: SIEBSPI_EIM_COMPONENT
Disable template: SIEBSPI_FS_MGR_COMPONENT
# Triggers writing of updated configuration into spi.cfg
Write SPI.CFG
# Restarting of SPI for Siebel Request server service/daemon.
# Script stops service in case SIEBEL_SRVR_MNGR and
SIEBEL_GATEWAY_ROOT_PATH are empty
Restart SIEBSPI_SVC
SiebsRV_SRVR03_disable.sh
/opt/OV/nonOV/perl/a/bin/perl /opt/OV/siebspi/cluster/
siebspi_cluster.pl -cfg_file /var/opt/OV/bin/instrumentation/
SiebsRV_SRVR03_disable.cfg
```

4. Copy all these files on the HPOM management server to:
/var/opt/OV/share/databases/OpC/mgd_node/customer/<os_machine_type>/monitor/
5. Deploy monitors to managed nodes in cluster.
6. Stop the HPOM agent (DCE agent only):
opcagt -kill
7. Restart the HPOM agent and verify the status of opcagm:
opcagt -start
opcagt -status
8. Test failovers and verify if SPI for Siebel adequately updates configuration and enables/disables policies.

NOTE

**For an example of a typical configuration file, refer to:
<SPI for Siebel install dir>\doc\cluster_example**

Refer to the following HP Operations Manager and Siebel documentation for additional information:

- *HP Operations Manager Online help*, specifically the section on Managing cluster-aware applications
- *TECHNICAL NOTE 0380: Siebel eBusiness Applications on Sun Cluster*
- *TECHNICAL NOTE 0368: Siebel eBusiness Applications on Veritas HA Solution Stack*

Re-installing SPI for Siebel

When SPI for Siebel is installed on the HPOM management server, default templates and applications are automatically uploaded into the HPOM configuration.

To re-install the templates and applications with a clean base set, for example, if you are experimenting with template customizations and would like to begin with a fresh set, perform the standard installation process and in the `swinstall` command, set the following option: `reinstall=true`.

For example:

```
swinstall -s <source> -x reinstall=true SIEBSPI_0320-A11
```

NOTE

Any customizations to the original templates or applications will be overwritten.

If you would like to save your template or application customizations, perform the following steps:

1. Download HPOM configuration for the customized items (use the standard `ovpmutil` tool).
2. Re-install SPI for Siebel.
3. Upload HPOM configuration (use the `ovpmutil` tool again).

Installing Reports

To install and configure SPI for Siebel- Reports, perform the following steps:

1. Where HP Reporter or HPOM/W Management server is installed, login to your Windows machine as the user with administrator permissions.
2. Make sure that HP Reporter is correctly installed on your system.
3. Copy the `SPIforSiebel-Reports_03.21.exe` self extracting package from the following location on the Management Server to the HP Reporter system:

`<ovowShareInstallDir>\siebspi\reports\`

On HPOM for Windows version 8.0x, the default location is:

`C:\Program Files\HP\HP BTO Software\Data\shared\SPI-Share\siebspi\reports`

On HPOM for Windows version 7.50, the default location is:

`C:\Program Files\HP OpenView\Data\shared\SPI-Share\siebspi\reports\`

4. Run the package.
5. In the *Select Setup type* window, select one of the following:
 - **HPOM for Unix 7.x**
 - **HPOM for Unix 8.x**
 - **HPOM for Windows 7.0, 7.1, 7.2**
 - **HPOM for Windows 7.50**
 - **HPOM for Windows 8.0 (or higher)**
6. Verify the installation (Reporter only). To verify the installation, start HPOM Reporter on the Reporter system and select Reports. SPI for Siebel must be listed under Reports.

Configure Nodes for the SPI for Siebel Reporter Lite Package

You must also configure nodes for the SPI for Siebel Reporter Package. To do this, perform the following steps:

1. From the menu bar, select **Action**, followed by **Configure**, and then **Nodes**. The *Configure Managed Nodes* window opens.

2. Right-click **Nodes** and in the menu displayed, select **New Folder**. The *Folder Properties* dialog box opens.
3. Enter **Siebel** in the *Display Name* field. Click **Apply** and then close the window.

IMPORTANT:

4. You must place (drag & drop) all of the SPI for Siebel managed nodes into the new Siebel node group.
5. Begin to use Reports when, after at least two days, performance data is collected on the managed nodes.

Chapter 3

Uninstalling SPI for Siebel

Uninstallation Overview

To completely uninstall SPI for Siebel, you must first remove it from the HP Operations Manager managed nodes and then from the HP Operations Manager management server. Although the uninstall process is automatic, some manual steps are required.

To uninstall SPI for Siebel, read and follow all steps described in each of the following sections:

- [“Uninstalling from the Managed Nodes” on page 47](#)
Detailed steps on how to remove SPI for Siebel from the Managed Nodes.
- [“Uninstalling from the Management Server” on page 49](#)
Detailed steps on how to remove SPI for Siebel from the Management Server.
- [“Uninstalling from a Reporter/ReporterLite System” on page 52](#)
Detailed steps on how to remove SPI for Siebel from a system that contains the HP Reporter product.

Uninstalling from the Managed Nodes

To uninstall SPI for Siebel from the managed nodes, perform the following steps:

1. Start the HPOM Console and log in as the HPOM Administrator.
2. In the *Nodes Bank* window, select the SPI for Siebel managed node from which you want to remove the SPI.
3. First click **Actions**, then **Agents**, and then **Assign Templates**. In the *Define Configuration* window, remove the SIEBSPI templates and templates group. When you removed the templates, click **OK**.
4. In the *Node Bank* window, first click **Actions**, then **Agents**, and then **Install/Update SW & Config**. In the *Install/Update Software and Configuration* window, select the **Templates** checkbox. Click **OK** to begin the distribution.
5. Go to **Application Bank/SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-Deinstallation** application group. Depending on the platform of your managed node, double-click the **SIEBSPI-Windows Nodes** or **SIEBSPI-UN*X Nodes** application group and run one of the following applications:
 - Remove from Windows node**
 - Remove from UN*X node**
6. Perform those steps for every managed node with SPI for Siebel installed.

Uninstalling from the Management Server

Before you uninstall SPI for Siebel on the HPOM management server, make sure you uninstalled all managed nodes first. For instructions refer to chapter [“Uninstalling from the Managed Nodes”](#) on page 47.

To uninstall SPI for Siebel from the HPOM management server, manually remove the following items:

1. **siebspi** and **siebspi_int** in the *Message Group Bank*
2. **SIEBSPI** in the *Node Group Bank*
3. **SIEBSPI Operator** in the *User Profile Bank*
4. **SPI for Siebel** in the *Application Bank*
5. **SPI for Siebel Template Group** and **Templates** in the *Message Source Template*

After you have removed the items listed, uninstall SPI for Siebel:

1. From the command line, run as user root: `swremove SIEBSPI_0320-A11`
2. From the command line, run `swlist` and check whether the SIEBSPI entries are removed from the list.
3. Check the following log files for any problems that may have occurred during the removal process:

`/var/adm/sw/swagent.log`

`/var/adm/sw/swremove.log`

Uninstalling from a Reporter System

To uninstall SPI for Siebel - Reports from a system that contains the HP Reporter product, perform the following steps:

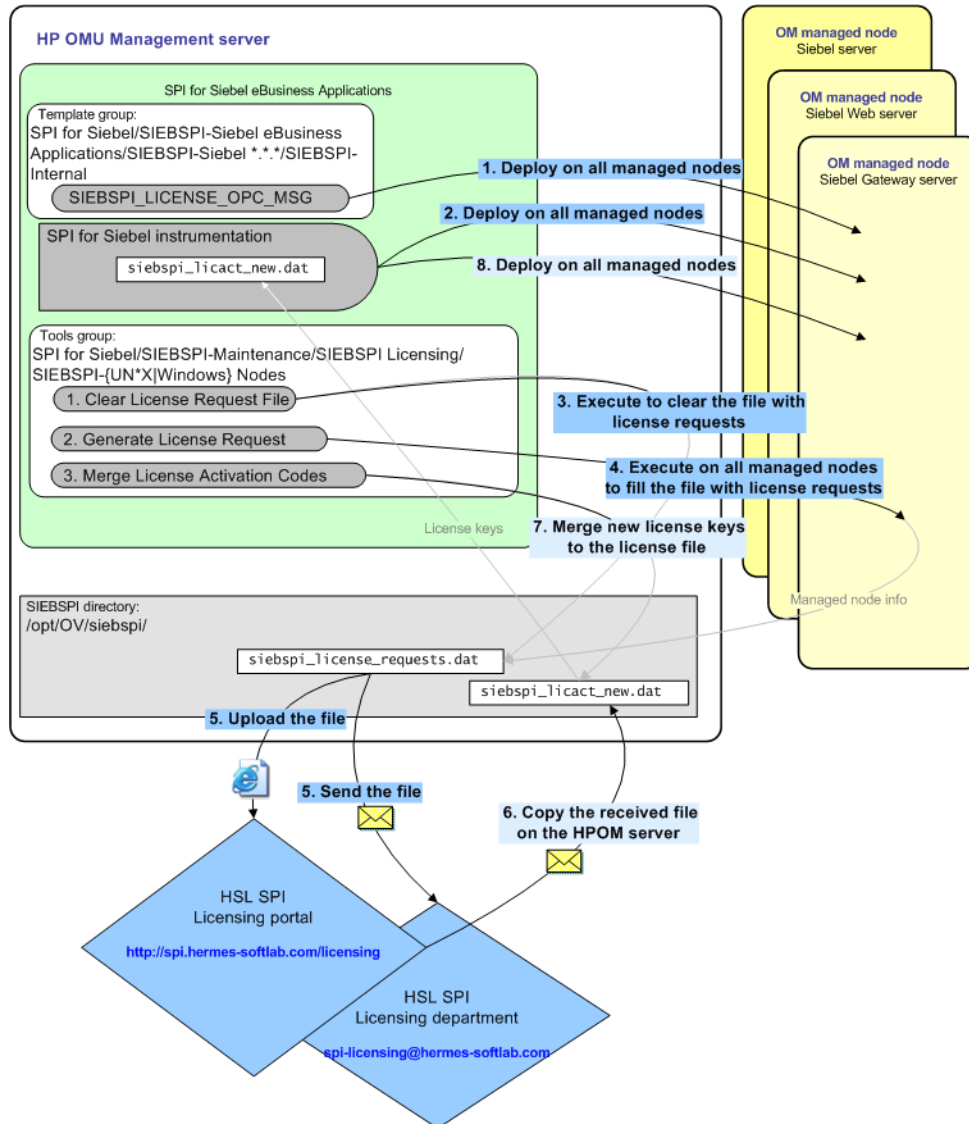
1. Login to your Windows machine where the HP Reporter/ReporterLite is installed as the user with administrator permissions.
2. Open Control Panel and double-click **Add/Remove Programs**.
3. Select **SPI for Siebel - Reports 03.21** and click **Change/Remove** to uninstall the SPI for Siebel - Reports.

Appendix A

Licensing

Licensing Overview

This appendix provides visual overview of the licensing procedure.



For detailed instructions on how to perform the licensing procedure, see [“Licensing”](#) on page 36.

