HERMES SoftLab
Siebel *e*Business
SMART Plug-In
for HP OpenView
(SPI for Siebel *e*Business Applications)

(This version, A.02.51, is for use with HP OpenView Operations for UNIX)

SPI for Siebel *e*Business Applications Installation and Configuration Guide

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Conventions

The following typographical conventions are used in this manual:

Font	Definition	Example
Italic	Product names, book or manual titles, man page names, and section, table, and figure titles	Refer to the *Operations Guide* for more information.
	Emphasis	You *must* follow these steps.
	Window and dialog box names	In the *Install/Update Software and Configuration* window…
Bold	Selection of items	Select **Actions** followed by selecting **Agents** then **Assign Templates…** and assign the template.
`Computer`	File names, syntax, directory path names, or text that should be entered on screen or that is displayed on the monitor	Log in as the HP OpenView Operations Administrator (`opc_adm`).
`[Button]`	Buttons in the user interface or keyboard keys	Press `[OK]`. Press the `[Ctrl]` key.

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1

Quick Introduction to SPI for Siebel *e*Business Applications

Overview

HERMES SoftLab Siebel *e*Business SMART Plug-In for HP OpenView (SPI for Siebel *e*Business Applications) is designed specifically for use on Siebel *e*Business applications from HP OpenView environments. Developed by HERMES SoftLab Group, it performs proactive systems monitoring and services management while providing you with additional control over your computing environment. Additional benefits of using SPI for Siebel *e*Business Applications include the following:

- **Easy installation.** The "standard" HP OpenView GUI is used for all administration and configuration tasks. SPI for Siebel *e*Business Applications also uses well-known procedures to install itself.

- **Seamless integration into your environment.** As a pre-configured software module, SPI for Siebel *e*Business Applications "plugs into" HP OpenView automatically and provides an efficient and productive link between the applications that run on your server and other server applications.

- **Consistent performance.** Because SPI for Siebel *e*Business Applications runs on standard hardware, monitoring of the Siebel system has a low impact on system performance.

- **Dependable usage.** Operators are notified when errors occur. Additionally, backup is handled through the HP OpenView environment.

- **Built-in security features.** SPI for Siebel *e*Business Applications is compatible with the security features pre-established in the HP OpenView environment.

- **Comprehensive reports.** SPI for Siebel *e*Business Applications generates detailed reports on: server, database and component activity and status; remote user client synchronization history and status; event/action history; and Siebel Web Server Extensions.

- **Includes an Intelligent SMART Probe.** This feature measures customer experiences when they use the software.

Contact Information

This chapter contains e-mail and Web page addresses you can use if you want to obtain the license activation file for the product, if you need help 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 online:
  Go to **http://spi.hermes-softlab.com/licensing/**, register, and upload the license request file. When registering, have your PO information ready. The system will automatically process your request and send you the license activation file by e-mail.
- To obtain the license activation file via e-mail:
  Send the generated license request file by e-mail to the HERMES SoftLab Licensing Department at **spi-licensing@hermes.si**. You will receive the license activation file usually within 24 hours. If you need immediate response, contact HERMES SoftLab by telephone and e-mail (see contact information on License Entitlement Certificate).

Contacting Support

I M P O R T A N T N O T E

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.si

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/

Getting Started

The purpose of this chapter is to help you to get started quicker in using SPI for Siebel *e*Business Applications. This chapter also provides you with basic information about using the SPI. However, for additional, detailed information on working with SPI for Siebel *e*Business Applications, refer to the information in the chapters that follow.

Navigating Within This Guide

Refer to the information below for instructions on where to go for additional information about a particular subject.

For information on…	*Go to….*
Hardware and software requirements	Chapter 2: Installing SPI for Siebel *e*Business Applications
How to install SPI for Siebel *e*Business Applications on the management server	Chapter 2: Installing SPI for Siebel *e*Business Applications
How to configure HP OpenView Operations and SPI for Siebel *e*Business Applications to monitor Siebel applications on managed nodes	Chapter 2: Installing SPI for Siebel *e*Business Applications
Integrating SPI for Siebel *e*Business Applications with HP OpenView Performance Agent	Chapter 3: SPI for Siebel *e*Business Applications Usage
Integrating SPI for Siebel *e*Business Applications with HP OpenView Reporter	Chapter 3: SPI for Siebel *e*Business Applications Usage
How to automatically generate service XML files of the Siebel enterprise configuration	Chapter 3: SPI for Siebel *e*Business Applications Usage
How to check for log file errors within the Siebel Gateway, Siebel Server, and Siebel Web Server	Chapter 3: SPI for Siebel *e*Business Applications Usage

SPI for Siebel *e*Business Applications directory structure, and components	Chapter 4: Reference Information
Re-installing SPI for Siebel *e*Business Applications	Chapter 2: Installing SPI for Siebel *e*Business Applications
Removing SPI for Siebel *e*Business Applications from your environment	Chapter 2: Installing SPI for Siebel *e*Business Applications
Purchasing product licenses and performing the SPI for Siebel licensing procedure	Appendix A: SPI for Siebel *e*Business Applications Licensing
Errors and how to solve them	Chapter 5: Troubleshooting
Running the `siebspi_supp` tool, which is a tool installed on the managed node to collect statistics and log files for easy submission to the Support Department in case problems arise	Chapter 3: SPI for Siebel *e*Business Applications Usage

Summary of Installation Tasks

To use this SPI more efficiently, follow the chart below.

1. Ensure that your system environment meets the SPI for Siebel *e*Business Applications' hardware and software requirements.	**SEE CHAPTER 2** →	Check the following: - Operating System Platform - Siebel Server Platform - HP OpenView Operational Management Platform
2. Purchase a product license for every node that will be monitored and perform the SPI for Siebel *e*Business Applications licensing procedure.	**SEE APPENDIX A** →	- To purchase licenses, contact spi-licensing@hermes.si - Install the SPI for Siebel *e*Business Applications product and execute the licensing procedure
3. Install SPI for Siebel *e*Business Applications on the HP OpenView management server.	**SEE CHAPTER 2** →	- Install SPI for Siebel *e*Business Applications - Perform post-installation step and verify installation
4. Configure HP OpenView Operations and SPI for Siebel *e*Business Applications on the managed nodes.	**SEE CHAPTER 2** →	- Distribute SPI actions, monitors, and commands to the managed nodes - Configure the SPI on the managed nodes - Distribute SPI templates to the managed nodes

5. Use SPI for Siebel *e*Business Applications to collect metrics.	**SEE CHAPTER 3** →	- Make sure Performance Agent is installed on the managed node and that the correct agent has been selected in the SPI configuration on that managed node
		- Use one of the performance monitors below:
		
		`SIEBSPI_SERVER_PERFORMANCE`
		`SIEBSPI_GATEWAY_PERFORMANCE`
		`SIEBSPI_SP_PERFORMANCE`
		`SIEBSPI_DB_LOGIN_PERFORMANCE`
		`SIEBSPI_DB_SESSION_PERFORMANCE`
		`SIEBSPI_DB_TRANSACTION_PERFORMANCE`
		`SIEBSPI_SYNC_BACKLOG_PERF`
		`SIEBSPI_TRANS_MERGER_BACKLOG_PERF`
		`SIEBSPI_TRANS_PROCESSOR_BACKLOG_PERF`
		`SIEBSPI_TRANS_ROUTER_BACKLOG_PERF`
		`SIEBSPI_WORKFLOW_BACKLOG_PERF`
		
		or, some of:
		
		`SIEBSPI_*_COMPONENT`
		
		to collect data from your Siebel Environment.

6. Integrate SPI for Siebel *e*Business Applications with HP OpenView Reporter to create Web-based reports.	**SEE CHAPTER 3** →	- Install and configure the SPI for Siebel *e*Business Applications integration package
7. Generate service XML files of the Siebel enterprise configuration.	**SEE CHAPTER 3** →	- Perform autodiscovery

2

Installing SPI for Siebel *e*Business Applications

Pre-requisites and Supported Platforms

This chapter describes the pre-requisites required for the installation of SPI for Siebel *e*Business Applications. To avoid potential problems during the installation of SPI for Siebel *e*Business Applications, read this chapter carefully.

N O T E :

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

Hardware Requirements

The HP OpenView Management Server hardware requirements can be found in the following manual:

- *HP OpenView Operations Installation Guide for the Management Server*

The HP OpenView Managed Nodes hardware requirements can be found in the following manual:

- *HP OpenView Operations Administrator's Reference Volume II*

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

- *Siebel System Requirements and Supported Platforms*

Software Requirements

SPI for Siebel *e*Business Applications is compatible with Siebel Data Sources and the following Siebel *e*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)

Refer to *Table 2-1: Supported Platforms*, below for an overview of the operating and management system platforms that SPI for Siebel *e*Business Applications supports. Additionally, refer to *Table 2-2: Compatible Software*, which follows, for a list of the software that is compatible with SPI for Siebel *e*Business Applications.

Table 2-1: Supported Platforms

Operating System Platforms Available	***Siebel Server Platforms! Compatible with SPI for Siebel eBusiness Applications***	***HP OpenView Operational Management Platforms Compatible with SPI for Siebel eBusiness Applications***
Microsoft Windows 2000, 2003	YES	YES*
Sun Solaris	YES	YES
IBM AIX	YES	N/A
HP-UX	YES	YES

** Available in version B.02.51 (for use with HP OpenView Operations for Windows).*

Table 2-2: Compatible Software

For the HP OpenView Operations Management Server:

Software	***Versions***
HP OpenView Operations	7.x, 8.0 (DCE Agents only)
HP-UX	11.0, 11.11
Sun Solaris	7, 8, 9

In addition, SPI for Siebel eBusiness Applications supports the HP OpenView platforms listed below:

Software	***Versions***
HP OpenView Performance	3.x
HP OpenView Reporter	3.x*

** If you use OV Reporter version 3.50, you must apply the OVR_00008 patch.*

Integration with HP OpenView Performance requires *Performance Agent (OVPA,* formerly MeasureWare or MWA*)* or *Embedded Performance Component of the HP OpenView Operations Agent (CODA)*. You can use either *OVPA* or *CODA* to gather SPI for Siebel metrics on your managed nodes.

N O T E :

The Embedded Performance Component of the HP OpenView Operations Agent is part of HP OpenView Operations version 7.0 or higher.

I M P O R T A N T !

Data Source Integration To Dynamic Data Feed (DSI2DDF) component, version A.01.30, must be installed on the OVO/U management server system if you want to use Embedded Performance Component of the HP OpenView

Operations Agent (CODA). The installation bundle HP OpenView Smart Plug-Ins DSI-to-DDF wrapper utilities can be found on the HP OpenView SMART Plug-ins for OVO CD.

SPI for Siebel *e*Business Applications Licensing

If you want to use SPI for Siebel *e*Business Applications, you will need to purchase a product license for every node that will be monitored by SPI for Siebel *e*Business Applications.

- To obtain the license activation file online:
  Go to **http://spi.hermes-softlab.com/licensing/**, register, and upload the license request file. When registering, have your PO information ready. The system will automatically process your request and send you the license activation file by e-mail.
- To obtain the license activation file via e-mail:
  Send the generated license request file by e-mail to the HERMES SoftLab Licensing Department at **spi-licensing@hermes.si**. You will receive the license activation file usually within 24 hours. If you need immediate response, contact HERMES SoftLab by telephone and e-mail (see contact information on License Entitlement Certificate).

Detailed instructions on the SPI for Siebel *e*Business Applications licensing procedure can be found in *Appendix A: SPI for Siebel eBusiness Applications Licensing* in this document. Refer to this section before installing SPI for Siebel *e*Business Applications.

Installing SPI for Siebel *e*Business Applications

This section discusses how to install SPI for Siebel *e*Business Applications, re-install SPI for Siebel *e*Business Applications templates and applications, and how to uninstall SPI for Siebel *e*Business Applications.

If you need additional help with any of the configuration steps described in this chapter, refer to the following manuals:

- *HP OpenView Operations for Unix Installation Guide for the Management Server*
- *HP OpenView Operations for Unix Concepts Guide*
- *HP OpenView Operations for Unix Administrator's Reference Volume I*
- *HP OpenView Operations Administrator's Guide to Online Information*

To install SPI for Siebel *e*Business Applications, follow the instructions below:

1. Install SPI for Siebel *e*Business Applications on the HP OpenView Operations management server (on HP-UX or on Sun Solaris).
2. Configure HP OpenView Operations and SPI for Siebel *e*Business Applications on the managed nodes by:
    - Distributing SPI for Siebel *e*Business Applications actions, monitors, and commands to the managed nodes
    - Configuring SPI for Siebel *e*Business Applications on the managed nodes
    - Distributing SPI for Siebel *e*Business Applications templates to the managed nodes

Installing SPI for Siebel *e*Business Applications on the Management Server

To install SPI for Siebel *e*Business Applications on the HP OpenView Operations management server, perform the following steps:

1. Login to the HP OpenView Operations management server as the user `root`.

2. Check the following prerequisites:

   ```
   /usr/sbin/swlist | grep ITO
   ```

The bundle, `ITOEngOraAll` version A.07.00, or higher, must be installed on your system. If you want to use service view, the bundle `ITOEngSvcNav` must also be installed.

N O T E :

During the installation process, all HP OpenView Operations processes may be "up and running".

3. Copy the following files to the `/tmp` directory:

   - On HP-UX 11.x systems:

     ```
     HSLSPIeula_hpux
     SIEBSPI_HP-UX11.x.sdtape.eula
     ```

   - On Sun Solaris systems:

     ```
     HSLSPIeula_sun
     SIEBSPI_Sun.sdtape.eula
     ```

   If needed, set the executable permissions using the `chmod` command to the files `HSLSPIeula_hpux` or `HSLSPIeula_sun`.

4. To obtain the product installation package, you first must agree to the end-user license agreement. From the `/tmp` directory, run from the command line:

- For HP-UX 11.x:

  ```
  HSLSPIeula_hpux -f SIEBSPI_HP-UX11.x.sdtape.eula
  ```

- For Sun Solaris:

  ```
  HSLSPIeula_sun -f SIEBSPI_Sun.sdtape.eula
  ```

N O T E :

You can also specify the directory using "-d <destination_dir>", for example: HSLSPIeula_sun -f SIEBSPI_Sun.sdtape.eula -d /tmp

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 `.eula` extension.

6. Install SPI for Siebel *e*Business Applications (refer to *Table 4-1: SIEBSPI-All Software Bundle and Products* for the contents of the bundle):

   - On HP-UX 11.x systems:

     ```
     /usr/sbin/swinstall –s /<depot dir>\
     /SIEBSPI_HP-UX11.x.sdtape SIEBSPI-All
     ```

   - On Solaris systems:

     ```
     /usr/sbin/swinstall –s /<depot dir>\
     /SIEBSPI_Sun.sdtape SIEBSPI-All
     ```

7. 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
```

Table 4-1: SIEBSPI-All Software Bundle and Products

SPI for Siebel eBusiness Applications Bundle	***SPI for Siebel eBusiness Applications Products***	***Description***
SIEBSPI-All	SIEBSPI	Basic components
	SIEBSPI-OVIS	Siebel SMARTProbe for HP OpenView Internet Services
	SIEBSPI-Reports	The installation package for HP OV Reporter

Post-installation Step

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.

N O T E :

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:

   Select one of the following types:

   ```
   1. DB2/UDB   2. Oracle  3. MSSQL
   ```

   For a DB2/UDB database type, you must type the following additional information:

   DB2 instance, for example, “db2inst1”
   DB2 instance acc., for example, "db2inst1(UNIX), db2admin(NT)"

   For an MSSQL database type, you must type the following additional information: the Database hostname.

7. For the Siebel database name:

   Type the name of the database. Very often, the name of the database is `siebel`.

8. For the Siebel administrator username and password:

   Type the Siebel administrator username and password.

9. For the SMTP (mail) server:

   Type the name of the SMTP (mail) server.

10. For the SMTP (mail) server port:

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

11. OpenView Performance Agent Configuration:

    The appropriate HP OpenView performance agent (installed on the managed node) must be specified. If no performance agent is installed on the node, NONE should be used.

12. SPI for Siebel Locale:

    Type the locale that SPI should use.

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

The configuration should now be updated. If you have entered data that is not correct or, you want to change it, run the `siebspi_configure` application again.

Example:

1. Open a console on the HP OpenView Operations Management server.
2. Type the following command:

   ```
   cd /opt/OV/siebspi/bin
   ```

3. Start the configuration script with the following command:

   ```
   ./siebspi_configure
   ```

4. When prompted, enter the following information:

   ```
   Siebel enterprise name (required) [siebel]:

   Are you using Resonate Central Dispatch (Y/N) [Y]:

   Are you using cluster (Y/N) [N]:

   Siebel gateway - not gateway VIP (required): raven
   ```

```
Siebel Language configuration data:

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

Select Siebel language, (required) [8]:

Siebel database configuration data:

1. DB2/UDB

2. Oracle

3. MSSQL
Select Siebel database type, (required): 2

Siebel database name, for example, "siebel"
(required): siebel

Siebel administrator username (required): sadmin

Siebel administrator password (required):

Retype password:

SMTP (mail) server (required) [localhost]:

SMTP (mail) server port (required) [25]:

OpenView Performance Agent Configuration:

1. NONE
2. MWA - HP OpenView Performance Agent
3. CODA - Embedded Performance Agent
```

```
Select performance agent type (required): 2

SPI for Siebel Locale [en]:
```

5. The configuration summary is printed and you are asked if you are satisfied with it.

6. Type `y` to update the configuration.

Verifying Installation on the Management Server

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

To review these new items, start the HP OpenView Operations administrator GUI (graphical user interface) then 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 HP OpenView Operations 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`

N O T E :

Refer to *Chapter 4: Reference Information* for detailed information about Applications and Application Groups and Templates and Template Groups.

Additional Steps on the Management Server

Make sure that the SPI for Siebel *e*Business Applications applications are assigned to the HP OpenView Operations user(s), operator, and/or administrator, who will be using the SPI for Siebel *e*Business Applications instrumentation.

To ensure that SPI for Siebel *e*Business Applications messages appear correctly in the HP OpenView Operations message browser, the new message group, `siebspi`, needs to be assigned to the HP OpenView Operations user(s), operator, and/or administrator, who will be using the SPI for Siebel *e*Business Applications instrumentation.

N O T E :

You can use `SIEBSPI Operator` to assist you in organizing the HP OpenView Operations users.

Configure HP OpenView Operations and SPI for Siebel *e*Business Applications to Monitor Siebel Applications on Managed Nodes

Information on how to configure HP OpenView Operations and SPI for Siebel *e*Business Applications to monitor your Siebel applications on the managed nodes is described in the sections that follow.

Adding Nodes to the Management Server

When you are adding the managed node to the management server, select your communication type by following the steps below:

1. Start the HP OpenView Operations Console and log in as an HP OpenView Operations Administrator (`opc_adm`).

2. From the *Node Bank* window, select **Actions** followed by selecting **Node**, then **Add…**.

3. In the *Add Node* window, add the Node name, and then select the Machine type and OS Name.

4. After the information has been added, press [`OK`] to exit the *Add Node* window.

N O T E :

Make sure that the agent on the node is running.

Using Applications on localized versions of Microsoft Windows

Localized versions of Microsoft Windows (for example, Spanish, French…) do not have administrator user account labeled with `Administrator`. However, SPI for Siebel applications definition contains predefined User account `Administrator` under which applications should be executed on Windows managed nodes.

Before you use those applications from OVO on one of the localized versions of Windows you need to do one of the following:

- Change definition parameter `Execute As user` to the localized one (for example, `Administrateur` on French version) on OVO server for all SPI for Siebel applications for Windows nodes.
- Create additional `Administrator` account on all managed nodes and add this account to the local administrator group.

Distributing SPI for Siebel *e*Business Applications, Templates, Monitors, Actions and Commands to the Managed Nodes

After the software is installed on the HP OpenView Operations management server and the configuration is uploaded, you must distribute the software components and the configuration to the managed nodes by following the steps below. Note that the Administrator should also customize the thresholds within the templates.

1. Make sure that all prerequisites listed in the section, *Software Requirements*, are met.

2. Start the HP OpenView Operations Console and log in as an HP OpenView Operations Administrator (`opc_adm`).

3. To ensure that `SIEBSPI` messages appear correctly in the HP OpenView Operations message browser, make sure that the target nodes are members of their corresponding new node group `SIEBSPI`. This node group and the new message group, `siebspi`, need to be assigned to the HP OpenView Operations user(s), operator, and/or administrator, who will be using the instrumentation. This can be performed by manually assigning the responsibilities to these users or by using the `SIEBSPI Operator` user profile.

4. Select the target node in the HP OpenView Operations *Node Bank* window.

5. From the menu, select **Actions** followed by selecting **Agents** then **Install/Update SW & Config…**. The *Install/Update Software and Configuration* window opens.

6. Select the following checkboxes: **Actions**, **Monitors**, and **Commands** then press [`OK`].

7. Go to **SPI for Siebel/SIEBSPI-Maintainance/SIEBSPI-Installation/ SIEBSPI-UN*X Nodes Installation** applications group and run the *Install SPI for Siebel - UN*X* application.

8. Execute the licensing procedure as described in Appendix A.

9. To install the templates to the node, follow the steps below. However, *do not* push all of the SPI for Siebel *e*Business Applications 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.

   → Go to the *Node Bank* window and select **Actions** followed by selecting **Agents** then **Assign Templates…**. The *Define Configuration* window opens. Assign one or more templates from the `SPI for Siebel` template group. When templates have been assigned, press [`OK`].

   Refer to the *Templates and Template Groups* section within *Chapter 4: Reference Information* for additional information on which template(s) to use.

10. From the *Node Bank* window, select **Actions** followed by selecting **Agents** then **Install/Update SW & Config…**. The *Install/Update Software and Configuration* window opens.

11. Select the checkbox **Templates** and press [`OK`].

    If the distribution is successful, a confirmation message is displayed in the HP OpenView Operations message browser.

Re-installing SPI for Siebel *e*Business Applications

When SPI for Siebel *e*Business Applications is installed on the HP OpenView Operations management server, the default templates and applications are automatically uploaded into the HP OpenView Operations 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. However, in the `swinstall` command, set the following option: `reinstall=true`. For example, refer to the command below:

```
swinstall –s <source> -x reinstall=true SIEBSPI-All
```

Note that any customizations to the original templates or applications will be overwritten. If you would like to save your template or application customizations, perform one of the steps below:

- Rename your customized templates and applications
- Perform a HP OpenView Operations configuration download for the customized items

Uninstalling SPI for Siebel *e*Business Applications

To completely uninstall SPI for Siebel *e*Business Applications, you must first remove it from the HP OpenView Operations managed nodes and then from the HP OpenView Operations management server. Although the uninstall process is automatic, some manual steps, as listed in the following sections, are required.

Uninstalling SPI for Siebel *e*Business Applications from the Managed Nodes

1. Start the HP OpenView Operations Console and log in as HP OpenView Administrator (`opc_adm`).

2. Select the SPI for Siebel *e*Business Applications managed nodes in the *Node Bank* window from which you wish to remove SPI for Siebel *e*Business Applications.

3. Select **Actions** followed by selecting **Agents** then **Assign Templates…**. From the *Define Configuration* window, remove the `SIEBSPI` templates and the templates group. When the templates have been removed, press [`OK`].

4. From the *Node Bank* window, select **Actions** followed by selecting **Agents** then **Install/Update SW & Config…**. In the *Install/Update Software and Configuration* window, select the **Templates** checkbox.

5. Press [`OK`] to begin the distribution. If the distribution is successful, a message appears in the HP OpenView Operations message browser confirming the completion of the distribution operation.

6. From the *Application Bank* window, double-click **SPI for Siebel**.. From the window that opens, double-click **SIEBSPI-Maintenance.** From the window displayed next, double-click the **SIEBSPI-Deinstallation** application group. Depending on the platform of your managed node, double-click the

SIEBSPI-Windows Nodes Deinstallation or **SIEBSPI-UN*X Nodes Deinstallation** application group and run one of the applications below,:

```
Remove SPI for Siebel - WIN
Remove SPI for Siebel - UN*X
```

The SPI for Siebel *e*Business Applications templates and software are now removed from the selected managed node(s).

Uninstalling SPI for Siebel *e*Business Applications from the Management Server

To uninstall SPI for Siebel *e*Business Applications from an HP OpenView Operations management server, perform the following steps:

1. Login to the HP OpenView Operations management server as the user `root`.
2. Perform all the steps described in the section, *Uninstalling SPI for Siebel eBusiness Applications from the Managed Nodes*. Perform the steps on all managed nodes on which SPI for Siebel *e*Business Applications has been installed.
3. Manually remove the following items:
   - **siebspi** and **siebspi_int** from the Message Group Bank
   - **SIEBSPI** from the Node Group Bank
   - **SIEBSPI Operator** from the User Profile Bank
   - **SPI for Siebel** from the Application Bank
   - **SPI for Siebel Template Group** and **Templates** from the Message Source Template
4. From the command line, run: `swremove SIEBSPI-All`

5. From the command line, run `swlist` and check whether the `SIEBSPI` entries are removed from the list.

6. 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
   ```

Managing Siebel *e*Business Applications on Clusters

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

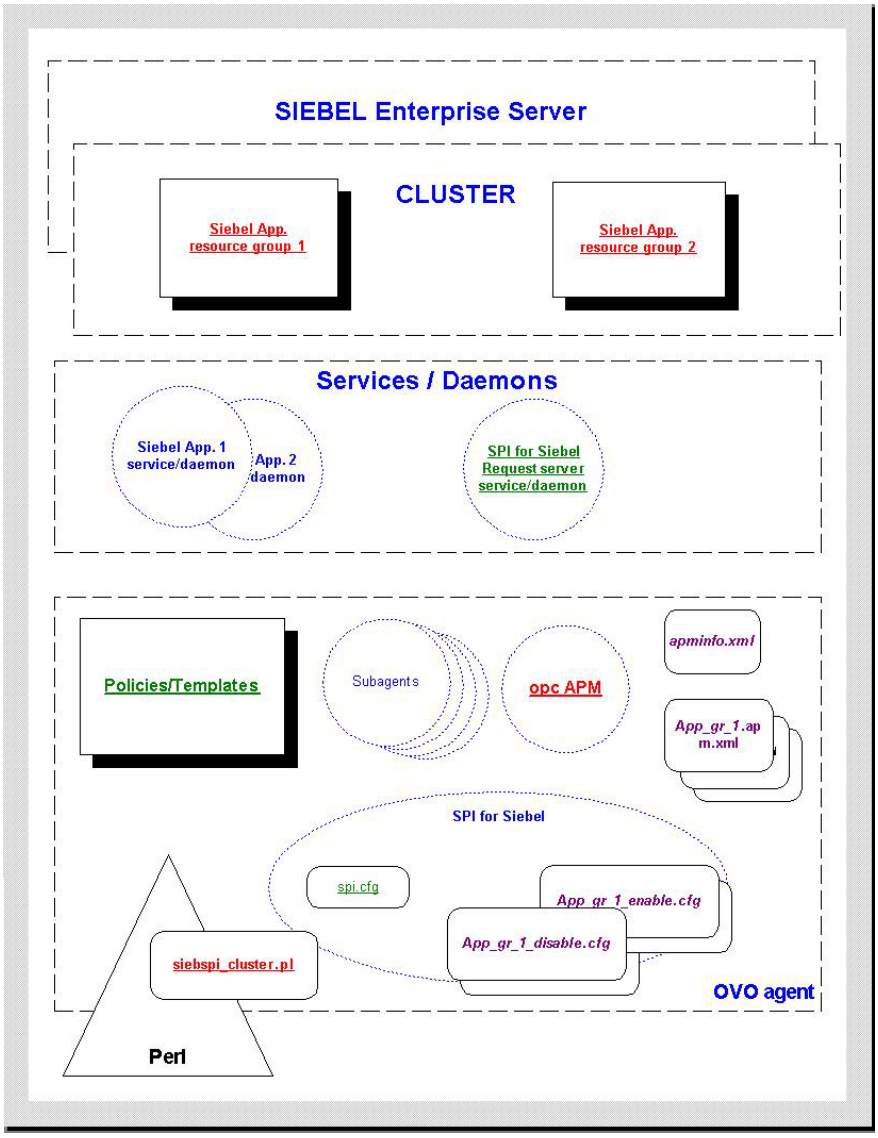
Those parts of Siebel Enterprise Server use cluster sharing resources (for example, physical disks, network addresses) that can be automatically or manually transferred to another node in the event of failure or shutdown of the first node.

Using SPI for Siebel *e*Business Applications in an Active/Passive high-availability environment requires a few setup steps to make the managed HP OpenView Operations agents on those nodes "cluster-aware". These steps follow HP OpenView guidelines and may vary depending on the version of the HP OpenView Operations 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 OVO 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.

Architecture overview



Active/Passive Environment - Make OVO Agent Cluster-aware

N O T E :

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

Prerequisites for managing Siebel *e*Business Applications on clusters include the following:

- Installed and configured Siebel *e*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 HP OpenView Operations Agent on every physical node in a cluster. For details about managing cluster-aware applications and supported platforms, refer to the HP OpenView Operations Help.

Next, you must prepare two `.xml` files for the HP OpenView Operations 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 OpenView Operations Help.

Below is an example of the two 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>
```

[1] The same name should be used as for *.apm.xml.
[2] This should be the node name.

2. Place the `apminfo.xml` file on the managed node into:

```
<AgentInstallDir>/conf/OpC
```

Place files `{Name of the cluster-aware application}.apm.xml` in the following directories on the management server:

```
/var/opt/OV/share/databases/OpC/mgd_node/customer/sun/sparc/\
solaris/monitor/

/var/opt/OV/share/databases/OpC/mgd_node/customer/hp/\
pa-risc/hp-ux11/monitor/

/var/opt/OV/share/databases/OpC/mgd_node/customer/ibm/rs6000/\
aix/monitor/

/var/opt/OV/share/databases/OpC/mgd_node/customer/ms/intel/\
nt/monitor/
```

After redistributing Monitors to the managed nodes you will have those files in:

```
<AgentInstallDir>/bin/OpC/monitor
```

N O T E :

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

Engine Log (VCS)
Engine notify Log (VCS)

3. Restart the agent on all of the managed nodes in the cluster with:

```
opcagt -kill
opcagt -start
```

N O T E :

Before restarting the agent, the { Name of the cluster-aware application }.apm.xml file should be in the directory <AgentInstallDir>/bin/OpC/monitor.

4. After SPI for Siebel *e*Business Applications installation, edit the `<AgentInstallDir>/siebspi/conf/spi.cfg` file on all cluster nodes and change the HOST parameter to the virtual cluster host name.

Active/Active Environment – Additional configuration

To configure SPI for Siebel *e*Business Applications in an Active/Active high-availability environment, you first need to have all OVO 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.

1. Identify actions that should be performed for each Siebel cluster group on each managed node and save them in adequate <`Resource_group>_action.cfg` files.

   See an example `<GroupName>_<action>.cfg` file in Appendix B for typical actions that `siebspi_cluster.pl` perl script can perform.

   Example: Typical actions that should be performed when a specific Siebel group goes online/offline are:

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

     For 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

2. Prepare `<GroupName>_<action>.bat` file in `<OVO agent install dir>/siebspi/cluster` that will call perl script with the specific `<GroupName>_<action>.cfg`.

3. Configure `apminfo.xml` to include references between Siebel resources groups and `<APP>.apm.xml`.

4. Stop the OVO agent:

   ```
   opcagt –kill
   ```

5. Restart the OVO agent and verify the status of `opcapm`:

   ```
   opcagt –start
   opcagt –status
   ```

6. Test failovers and verify if SPI for Siebel adequately updates configuration and enables/disables policies.

For an example of a typical configuration file, refer to:

```
<SPI for Siebel install dir>\doc\cluster_example
```

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

- *HP OpenView Operations 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*

3

SPI for Siebel *e*Business Applications Usage

Integration into Performance Management

SPI for Siebel *e*Business Applications provides integration into both **embedded** (Embedded Performance Component of the OV Operations Agent) and **full-functioning** (HP OpenView Performance Agent) performance management.

Integration with HP OpenView Performance requires that Performance Agent or an Embedded Performance Component of the OVO Agent is running on the managed node.

Open View Performance Agent

Performance Agent (OVPA, formerly MeasureWare or MWA) collects, summarizes, time stamps, and detects alarm conditions on current and historical resource data across a system. It also provides performance, resource, and end-to-end transaction response time measurements, and supports network and database measurement information.

Data collected outside of Performance Agent can be integrated using data source integration (DSI) capabilities. For example, network, database, and your data from SPI for Siebel *e*Business Applications, can be assimilated through DSI and used similarly as other data collected by Performance Agent. All DSI data is logged, time stamped, and can be setup for alarms. For additional information about Performance Agent, refer to the *MeasureWare Agent: Data Source Integration Guide*.

All data collected or received by Performance Agent can be analyzed using spreadsheet programs, or HP or other third-party analysis products.

The data logged by Performance Agent allows you to perform the following tasks:

- Characterize environmental workloads
- Analyze resource usage for load balancing

- Perform trend analysis
- Perform service-level management based on transaction response time
- Perform capacity planning
- Respond to alarm conditions
- Solve system management problems before they arise

Performance Agent also gathers information on system activity and allows for customization. You can accept default configurations, or set parameters to collect data for specific conditions.

For additional information on Performance Agent, refer to the following manuals:

- *HP OpenView Performance Agent for UNIX User's Manual*
- *HP OpenView Performance Agent for UNIX Data Source Integration Guide*
- *HP OpenView Performance Agent (for Sun Solaris Systems) Installation & Configuration Guide*
- *HP OpenView Performance Agent Installation & Configuration Guide*

Embedded Performance Component of the HP OpenView Operations Agent

Integration of SPI for Siebel *e*Business Applications Performance Data is also possible with the Embedded Performance Component of the HP OpenView Operations Agent or Embedded Performance Agent (the executable name is Coda).

It this case, performance metrics are collected by the Embedded Performance Component, which is part of the HP OpenView Operations agents. The

performance component collects performance instance and counter and information from many sources, mainly operating systems. The collected values are stored in a proprietary persistent data store from which they are gathered and changed into presentation values. Tools including HP OpenView Reporter and HP OpenView Performance for Windows can use these values. Note that, however, you cannot extract, export, view, or aggregate the data directly on a managed node.

The Embedded Performance Component is a powerful API and the data collection tool distributed with HP OpenView Operations version A.07.00. The Embedded Performance Component collection is the preferred data collection mechanism and is always used when the Embedded Performance Component is installed on the managed node. Additionally, the Embedded Performance Component has many pluses in comparison to OVP, the original HP OpenView Performance Agent. For example, changes in configuration do not require a restart of the agent. For compatibility, some wrapper functions are used that provide the same interface as OVP; however, the Embedded Performance Component is actually used.

In summary, the HP OpenView Operations Agent or Embedded Performance Agent (OVOA EPC) is available with the HP OpenView Operations agent. It provides the following:

- Lightweight system performance metric collection and storage via a Coda subagent
- Data can be visualized from HP OpenView Operations for Windows, HP OpenView Performance Manager 4, and HP OpenView Reporter 3
- Its Black Box Communication (BBC) datacomm requires less ports through a firewall

Using SPI for Siebel *e*Business Applications with Performance Agent (MWA)

Data Source Integration (DSI) technology allows you to use Performance Agent to log data, define alarms, and access metrics from new data sources beyond the metrics logged by the Performance Agent scopeux collector. Metrics can be acquired from data sources such as databases, LAN monitors, and end-user applications.

SPI for Siebel *e*Business Applications includes `SIEBSPI_SERVER_PERFORMANCE` and `SIEBSPI_GATEWAY_PERFORMANCE` monitors for this purpose. This monitor collects data from the Siebel environment and stores it in *mwa* format.

To use SPI for Siebel *e*Business Applications with Performance Agent, follow the steps below:

1. Make sure that the HP OpenView Performance Agent is installed on the managed node.

2. Start the HP OpenView Operations Console and log in as an HP OpenView Operations Administrator (`opc_adm`).

3. Make sure that the license is already installed on the node. If not, refer to the section *Distributing SPI for Siebel eBusiness Applications Templates, Monitors, Actions and Commands to the Managed Nodes*, step 7.

4. Also make sure that you have selected the 'MWA' option for the performance agent in the configuration of the SPI. Otherwise, use the 'Configure-direct' application for selecting it. Refer to the section, *SPI for Siebel eBusiness Applications Components*, in this manual for details.

5. Select **Actions** followed by selecting **Agents** then **Assign Templates…** and assign the **`SIEBSPI_SERVER_PERFORMANCE or SIEBSPI_GATEWAY_PERFORMANCE`** template to the managed node.

6. For collecting SMART Probe performance information, perform the following step:

   - Go to SIEBSPI-Smart Probe and select `SIEBSPI_SP_PERFORMANCE`

7. For collecting data sources performance information, depending on your database type, perform the following step:

   - If you want to collect performance data for database login time, go to **SIEBSPI-Siebel *.*.* Server** and select **`SIEBSPI_DB_LOGIN_PERFORMANCE`**

     and/or

     if you want to collect performance data for database transaction time select **`SIEBSPI_DB_TRANS_PERFORMANCE`**.

8. For collecting Siebel's component performance information, perform the following steps: In the template group **SIEBSPI-Siebel *.*.* Server,** select the Siebel version group applicable to your environment, for example, 6.x, 7.0.x, 7.5.x, select the Siebel component group that you want to perform, and select one or more of templates with the name **`SIEBSPI_*_COMPONENT.`**

9. From the menu, select **Actions** followed by selecting **Agents** then **Install/Update SW & Config…**. The *Install/Update Software and Configuration* window is displayed. From this window, select the **Templates** checkbox and press [`OK`].

   If the distribution is successful, you will receive a confirmation message in the HP OpenView Operations message browser.

Using SPI for Siebel *e*Business Applications with Embedded Performance Agent (CODA)

S T O P !

Make sure that you have read the *Software Requirements* section in *Chapter 2: Installing SPI for Siebel eBusiness Applications* before continuing on as you will need "HP OpenView Smart Plug-Ins DSI-to-DDF wrapper utilities" to be installed on your management server before proceeding.

Data Source Integration To Dynamic Data Feed (DSI2DDF) technology provides a command-line interface to the Embedded Performance Component (EPC) and passes the performance data to the EPC agent.

For this purpose, you can use the same templates in SPI for Siebel *e*Business Applications as you use for collecting performance data into MWA, which is described in previous section, *Using SPI for Siebel eBusiness Applications with Performance Agent (MWA)*. However, be sure that you have selected the 'CODA' option for the performance agent in the configuration of the SPI (Step 4 in the previous section). Via that configuration, the templates collect data from the Siebel environment and store it in CODA. Available templates include:

- `SIEBSPI_SERVER_PERFORMANCE` and `SIEBSPI_GATEWAY_PERFORMANCE` to collect Siebel server or gateway information
- `SIEBSPI_SP_PERFORMANCE` to collect Smart-Probe performance information
- `SIEBSPI_DB_LOGIN_PERFORMANCE` and `SIEBSPI_DB_TRANS_PERFORMANCE` to collect data source performance information
- `SIEBSPI_*_COMPONENT` to collect Siebel's component performance information
- `SIEBSPI_SYNCH_BACKLOG_PERF`, `SIEBSPI_TRANS_MERGER_BACKLOG_PERF`, `SIEBSPI_TRANS_PROCESSOR_BACKLOG_PERF`,

`SIEBSPI_TRANS_ROUTER_BACKLOG_PERF` and
`SIEBSPI_WORKFLOW_BACKLOG_PERF` for monitoring database backlogs

Metrics Collected with `SIEBSPI_SERVER_PERFORMANCE` and/or `SIEBSPI_GATEWAY_PERFORMANCE`

Siebel Enterprise (`SIEBEL_ENT`)

Metric Name	*Metric Label*	*Description*
AVG_CONN_TIME	Avg. Connect Time	Average connect time for Object Manager sessions
AVG_CPU_TIME	Avg. CPU Time	Total CPU time for component tasks (in seconds)
AVG_R_TIME	Avg. Response Time	Average Object Manager response time
AVG_REP_SIZE	Avg. Reply Size	Average size of reply messages (in bytes)
AVG_REQ_P_S	Avg. Req. Per S	Average number of requests per Object Manager session
AVG_REQ_SIZE	Avg. Request Size	Average size of request messages (in bytes)
AVG_SQL_EXE_T	Avg. SQL Execute Time	Average time for SQL execute operations (in seconds)
AVG_SQL_F_T	Avg. SQL Fetch Time	Average time for SQL fetch operations (in seconds)
AVG_SQL_P_T	Avg. SQL Parse Time	Average time for SQL parse operations (in seconds)
AVG_THINK_TIME	Avg. Think Time	Average end-user think time between requests
DB_LOGIN_TIME	DB Login Time	Database login time from SMART Probe
DB_SQL_EXEC_TIME	DB SQL Exec Time	Database transaction time from SMART Probe
ELAPSED_TIME	Elapsed Time	Total elapsed (running) time for component tasks (in seconds)
ENT_NAME	Enterprise Name	Siebel Enterprise Name
GW_SERVER_CPU	Gateway Server CPU%	Siebel Gateway name server CPU utilization (%)
GW_SERVER_MEM	Gateway Srv. MEM (kb)	Siebel Gateway name server memory Usage (kb)
NUM_ACTIVE_TASKS	Num of Act. Tasks	Number of active tasks on a Siebel server
NUM_CMPLET_TASKS	Num of Completed T.	Number of completed tasks on a Siebel server

Siebel Enterprise (`SIEBEL_ENT`) *continued*

Metric Name	*Metric Label*	*Description*
NUM_DLRBK_RET	Num of DLRbk Re.	Number of re-tries due to deadlock rollbacks
NUM_EXHAS_RET	Num of Exhausted Re.	Number of times all re-tries are exhausted
NUM_EXIT_ERR_T	Num Exit Error T.	Number of completed tasks with an error on a Siebel server
NUM_OF_SERVERS	Num of Servers	Number of Siebel servers in the Siebel enterprise
NUM_OF_TASKS	Num of Tasks	Number of Siebel tasks on a Siebel Server
NUM_OF_SIEBMTSH	Num of `siebmtshs`	Number of `siebmtshs` processes on a Siebel server
NUM_OF_SIEBMTSHMW	Num of `siebmtshsmw`	Number of `siebmtshsmw` processes on a Siebel server
NUM_OF_SIEBSES	Num of `siebses`	Number of `siebses` processes on a Siebel server.
NUM_OF_SLEEPS	Num of Sleeps	Total amount of sleep time for component tasks (in seconds)
NUM_REM_CLIENTS	Num of Remote Cli.	Number of remote clients on the Siebel enterprise
NUM_SQL_EXECS	Num of SQL Exec.	Total number of SQL execute operations
NUM_SQL_FETCHES	Num of SQL Fetch.	Total elapsed time for SQL fetch operations (in seconds)
NUM_SQL_PARSES	Num of SQL Parses	Total elapsed time for SQL parse operations (in seconds)
NUM_USR_NEED_SYNC	Clients Need Sync.	Number of users needing to synchronize
OBJ_MANAGER_ERR	Object Manager Err.	Number of errors encountered during Object Manager session
REPLY_MESSAGES	Reply Messages	Number of reply messages sent by the server
REQ_MESSAGES	Request Messages	Number of request messages received by the server
SIEB_FS_FREE	Sieb FS free (%)	Siebel file server disk free space (%)
SIEB_FS_SIZE	Sieb FS size (kb)	Siebel file server disk usage (kb)
SIEB_SRV_AVA	Servers Av. (%)	Percent of running servers (%)
SLEEP_TIME	Sleep Time	Total amount of sleep time for component tasks (in seconds)
SQL_EXEC_TIME	SQL Execute Time	Total elapsed time for SQL execute operations (in seconds)
SQL_FETCH_TIME	SQL Fetch Time	Total elapsed time for SQL fetch operations (in seconds)

Siebel Enterprise (`SIEBEL_ENT`) *continued*

Metric Name	*Metric Label*	*Description*
SQL_PARSE_TIME	SQL Parse Time	Total elapsed time for SQL parse operations (in seconds)
SRVR_NAME	Server Name	Siebel server name
SV_CPU_UTIL	Server CPU Util.	Siebel server CPU utilization (CPU%)
SV_MEM_USAGE	Srv. Mem Usage (kb)	Siebel server memory usage (kb)
TOT_CPU_SIEBMTSH	CPU util. `siebmtshs`	`siebmtshs` processes CPU utilization on a Siebel server (CPU%)
TOT_CPU_SIEBMTSHMW	CPU `siebmtshsmw`	`siebmtshsmw` processes CPU utilization on a Siebel server (CPU%)
TOT_CPU_SIEBSES	CPU util. of `siebses`	`siebses` processes CPU utilization on a Siebel server (CPU%)
TOT_MEM_SIEBMTSH	MEM usage `siebmtshs`	`siebmthsh` processes memory usage on a Siebel server (kb)
TOT_MEM_SIEBMTSHMW	MEM `siebmtshsmw`	`siebmthshmw` processes memory usage on a Siebel server (kb)
TOT_MEM_SIEBSES	MEM usage of `siebses`	`siebses` processes memory usage on a Siebel server (kb)
TOT_REPLY_SIZE	Total Reply Size	Total size (in bytes) of reply messages
TOT_REQ_SIZE	Total Request Size	Total size (in bytes) of request messages
TOT_RESP_TIME	Total Response Time	Total Object Manager response time (in seconds)
TOT_TASKS	Total Tasks	Total number of tasks started for server components
TOT_THINK_TIME	Total Think Time	Total end-user think time (in seconds)

Metrics Collected with `SIEBSPI_SP_PERFORMANCE`

Siebel Smart Probe (`SIEBEL_SP`)

Metric Name	*Metric Label*	*Description*
SP_ENT_NAME	Enterprise Name	Enterprise name
SP_CL_HOST_NAME	Host Name	Mobile client host name
SP_CL_DB_LOGIN_T	Client Login Time(ms)	Login time required by the client to connect to the database
SP_CL_DB_SQL_EXEC_T	Client Transaction Time(ms)	Transaction execute time from the client host
SP_TRANS_STRING	Transaction String	The name of Siebel's business component, business object and filed name

Metrics Collected with `SIEBSPI_DB_LOGIN_PERFORMANCE`

Siebel Datasources (`SIEBEL_DS`)

Metric Name	*Metric Label*	*Description*
DS_ENT_NAME	Enterprise Name	Enterprise name
DS_HOST_NAME	Host Name	DB client host name
DS_DB_LOGIN_T	DB Login Time(ms)	Login time required by the DB client to connect to the database

Metrics Collected with `SIEBSPI_DB_TRANS_PERFORMANCE`

Siebel Smart Probe (`SIEBEL_TR`)

Metric Name	*Metric Label*	*Description*
TR_ENT_NAME	Enterprise Name	Enterprise name
TR_HOST_NAME	Host Name	Mobile client host name
TR_DB_SQL_NAME	SQL Name	Name of SQL
TR_DB_SQL_EXEC_T	Client SQL Time(ms)	SQL execute time

Metrics Collected with `SIEBSPI_*_BACKLOG_PERF`

Siebel Smart Probe (`SIEBEL_BL`)

Metric Name	*Metric Label*	*Description*
BL_ENT_NAME	Enterprise Name	Enterprise name
BL_HOST_NAME	Host Name	Mobile client host name
BL_DB_BACKLOG_NAME	Backlog Name	Name of backlog
BL_DB_BACKLOG_VALUE	Backlog Value	Backlog value
BL_DB_BACKLOG_STRING	Backlog String	Additional backlog string value

Metrics Collected with `SIEBSPI_*_COMPONENT`

Siebel Enterprise (`SIEBEL_COMP`)

Metric Name	*Metric Label*	*Description*
CS_AVG_SQL_EXE_T	Avg. SQL Execute Time	Average time for SQL execute operations (in seconds)
CS_AVG_SQL_F_T	Avg. SQL Fetch Time	Average time for SQL fetch operations (in seconds)
CS_AVG_SQL_P_T	Avg. SQL Parse Time	Average time for SQL parse operations (in seconds)
CS_COM_NAME	Component Name	Siebel Component Name
CS_CPU_UTIL	Component CPU Util.	Siebel Component CPU utilization (CPU%)
CS_CPU_TIME	Component CPU Time	Siebel Component CPU Time
CS_ELAPSED_TIME	Elapsed Time	Total elapsed (running) time for component tasks (in seconds)
CS_ENT_NAME	Enterprise Name	Siebel Enterprise Name
CS_NUM_OF_SLEEPS	Num of Sleeps	Total amount of sleep time for component tasks (in seconds)
CS_NUM_SQL_EXECS	Num of SQL Exec.	Total number of SQL execute operations
CS_NUM_SQL_FETCHES	Num of SQL Fetch.	Total elapsed time for SQL fetch operations (in seconds)
CS_NUM_SQL_PARSES	Num of SQL Parses	Total elapsed time for SQL parse operations (in seconds)
CS_MEM_USAGE	Srv. Mem Usage	Siebel component memory usage (kb)
CS_SLEEP_TIME	Sleep Time	Total amount of sleep time for component tasks (in seconds)
CS_SQL_EXEC_TIME	SQL Execute Time	Total elapsed time for SQL execute operations (in seconds)
CS_SQL_FETCH_TIME	SQL Fetch Time	Total elapsed time for SQL fetch operations (in seconds)
CS_SQL_PARSE_TIME	SQL Parse Time	Total elapsed time for SQL parse operations (in seconds)
CS_SRVR_NAME	Server Name	Siebel server name
CS_TOT_TASKS	Total Tasks	Total number of tasks started for components

Metrics Received from Performance Agent and Used by SPI for Siebel *e*Business Applications

Metric Name:

```
GBL_CPU_TOTAL_UTIL
GBL_CPU_TOTAL_TIME
GBL_CPU_SYS_MODE_UTIL
GBL_CPU_SYS_MODE_TIME
GBL_CPU_USER_MODE_UTIL
GBL_CPU_USER_MODE_TIME
GBL_CPU_IDLE_UTIL
GBL_CPU_IDLE_TIME
GBL_DISK_PHYS_IO
GBL_DISK_PHYS_READ
GBL_DISK_PHYS_WRITE
GBL_DISK_PHYS_BYTE
GBL_DISK_UTIL_PEAK
GBL_MEM_PAGE_REQUEST
GBL_SWAP_SPACE_UTIL
GBL_MEM_UTIL
GBL_MEM_USER_UTIL
GBL_MEM_SYS_AND_CACHE_UTIL
GBL_NET_PACKET_RATE
GBL_NET_IN_PACKET
GBL_NET_OUT_PACKET
INTERVAL
```

Refer to your HP OpenView Performance Agent documentation for additional information on these metrics.

Analyzing Historical Data from Performance Agent using HP OpenView Operations Performance Manager

HP OpenView Operations Performance Manager provides a central point from where you can monitor and manage the performance of all networked systems in your environment. Using Performance Manager you can analyze historical data from Performance Agent systems, receive alarms generated by Performance Agent, and predict future resource usage. HP OpenView Operations Performance Manager also allows you to perform the following functions:

- Select a data source and list the graphs associated with it
- Choose a graph to view, select how the graph will display, and change the metrics graphed
- Draw graphs
- Drill down to view detail over a period of time
- Export and import systems and graph templates
- Design graphs and save them as templates
- Receive and view alarms
- Create forecasts

Using the Graph Template File: VPI_GraphsUserSPI_for_Siebel.txt
For easier work with Performance Manager, you can use the pre-prepared graph templates of SPI for Siebel *e*Business Applications performance data. This file is located on your Unix management server in the following directory:

```
/etc/opt/OV/share/siebspi/reports
```

Copy the `VPI_GraphsUserSPI_for_Siebel.txt` file into your Performance Manager's data directory to be fully integrated with them.

Note that available graphs are listed under the family **SPI for Siebel**. The information that follows describes the graphs available for use. For additional information on HP OpenView Operations Performance Manager refer to the following documentation:

- *HP OpenView Performance Manager Administrator's Guide*
- *HP OpenView Performance Manager Concepts Guide*

Family: SPI for Siebel		
Category	***Name***	***Description***
Siebel Datasources		
	DS Login Time	Displays Login time required by the DB client to connect to the database.
	DS Transaction Time	Displays transaction time.
	Transaction Processor backlog	Display Transaction Processor backlog count.
	Workflow Policies backlog	Display Workflow backlog count.
Siebel Name Server (Gateway)		
	Name Server CPU utilization	Displays gateway CPU utilization.
	Name Server memory usage	Displays gateway memory usage.
Siebel Server		
	Siebel CPU utilization	Displays siebses, siebmthshmw, siebmthsh processes CPU utilizations.
	Siebel server CPU utilization	Displays Siebel server CPU utilization.
	Siebel Tasks	Displays number of Siebel tasks, active tasks, completed tasks, and completed tasks with an error.
	Siebel memory usage	Displays siebses, siebmthshmw, siebmthsh processes memory usage.
	Siebel server memory usage	Displays Siebel server memory usage.

Family: SPI for Siebel		
Category	***Name***	***Description***
Siebel Server *con't*		
	Siebel File System	Includes information on Siebel file server Disk Usage (kb) and Disk Free Space (%).
	Siebel Server Availability	Includes information on Siebel server availability and the number of Siebel servers in the Siebel enterprise.
Client Smart Probe		
	Client Login Time	Displays login time required by the client to connect to the server.
	Client Smart Probe	Displays login time required by the client to connect to the server and transaction execute time from the client host.
	Transaction Time	Displays transaction execute time from the client host.
Mobile Clients (backlogs)		
	Client not synchronized	Displays number of users needing to synchronize and number of remote clients on the Siebel enterprise.
	Transaction Merger backlogs	Displays files to be merged.
	Synchronization backlogs	Displays files to be sent.
	Transaction Router backlogs	Displays transaction Router leftover.

Family: SPI for Siebel		
Category	***Name***	***Description***
Performance per Components		
	Average SQL times	Displays average SQL times per components.
	CPU time	Displays component CPU time.
	CPU utilization	Displays component CPU utilization.
	Memory usage	Displays component memory usage.
	SQL times	Displays SQL times per components.
	Total Tasks	Displays number of total tasks per components.

SPI for Siebel *e*Business Applications Integration with HP OpenView Reporter

HP OpenView Reporter creates Web-based reports from data derived from the targeted systems that it "discovers". Discovery of a system can occur if the system is running HP OpenView Performance Agent software (formerly known as MeasureWare Agent) or CODA Agent (part of the HP OpenView Operations Agent)

After Reporter has run through its discovery, it gathers data based on pre-defined, and user-specified, lists of metrics. This data is then used to generate reports. From the data it collects, Reporter automatically generates many different reports, providing you with critical information about the systems in your computing environment.

Integration Package Pre-installation Assumptions

SPI for Siebel *e*Business Applications integration with HP OpenView Reporter requires that the following actions have occurred:

- Standalone version of HP OV Reporter is installed or the installed version of Reporter Lite, which is a part of OVO/W Management server, will be used. The standalone version of HP OV Reporter can be installed on the same system as OVO/W or on other dedicated system with access to the Siebel managed nodes.
- MeasureWare Agent or CODA Agent is installed on the Managed Nodes from which you want to generate reports
- The HP OpenView Operations database connection to the HP OpenView Reporter is configured, and the ODBC Data Source Name associated with the HP OpenView Operations database is “ov_net”.

N O T E :

To configure the HP OpenView Operations database connection to the HP OpenView Reporter, refer to *"Appendix B: Connecting HP OpenView Operations Reporter"*, which is located in the *"HP OpenView Operations Reporter Concepts Guide".*

Installation Instructions

To install and configure the SPI for Siebel *e*Business Applications integration package, you must perform the following steps:

1. Where HP OpenView Reporter or OVO Management Server with ReporterLite is installed, login to your Windows machine as the user `administrator`.

2. Make sure that HP OpenView Reporter is correctly installed on your system.

3. Copy the self-extracting file from the Management Server:
   `/etc/opt/OV/share/siebspi/reports/SPIforSiebel-Reports_P0211-001.exe`
   to the Service Reporter system.

4. Execute the program.

5. In the *Select Setup type* window, select **Unix** if you are using the Management server on the Unix system, or, if you are using the Management server on Windows, select **Win**.

6. At the end of the installation procedure, you should verify the installation on the Reporter system. To verify the installation, start HP OpenView Reporter. In the *Reporter* main window, from the *File* menu, select **Configure** then select **Report Packages**. Verify if SPI for Siebel is in the *Installed Packages* window.

7. In the Reporter GUI, create the "Siebel" node group and assign to this group all nodes that have SPI for Siebel performance policies deployed. In the

OVO/W GUI, create the "SPI for Siebel" node group if you will use ReporterLite.

N O T E :

Begin to use Reports when, after at least two days, performance data are collected on the managed nodes.

Deploying Templates and Collecting Performance Data

To produce reports, templates must be deployed. Templates related to collecting performance data are in the following template groups:

SIEBSPI-Siebel Gateway Server

- SIEBSPI_GATEWAY_PERFORMANCE

SIEBSPI-Siebel *.*.* Server

- SIEBSPI_SERVER_PERFORMANCE
- SIEBSPI_*_COMPONENT
- SIEBSPI_DB_LOGIN_PERFORMANCE
- SIEBSPI_DB_SESSION_PERFORMANCE
- SIEBSPI_DB_TRANS_PERFORMANCE

SIEBSPI-Mobile Clients, Backlogs

- SIEBSPI_SYNCH_BACKLOG_PERF
- SIEBSPI_TRANS_MERGER_BACKLOG_PERF
- SIEBSPI_TRANS_PROCESSOR_BACKLOG_PERF
- SIEBSPI_TRANS_ROUTER_BACKLOG_PERF
- SIEBSPI_WORKFLOW_BACKLOG_PERF

SIEBSPI-Smart Probe

- SIEBSPI_SP_PERFORMANCE

After the templates are successfully deployed, the CODA or MWA agent begins to collect performance data. For all Siebel systems where MWA or CODA agents are collecting data, HP OpenView Reporter can be used to generate reports.

How HP OpenView Reporter Creates Reports

Reporter follows the steps below when producing reports:

1. Perform System Discovery
2. Gather Performance Data
3. Generate Reports

Each of the steps is described in detail in the sections that follow.

Perform System Discovery

HP OpenView Reporter creates Web-based reports from data derived from the targeted systems that it "discovers". During a system discovery, Reporter looks for systems that are specified in the **Discovery Area**, and which have a CODA or HP OpenView Performance Agent for Windows NT/2000 (formerly known as MeasureWare Agent or MWA) agent installed on them. It then adds those systems to the **Discovered Systems** group.

Note that the following group is created automatically in OVO Reporter for SPI for Siebel purposes:

- `Siebel`

N O T E :

Node group SPI for Siebel should be created if you will use OVO/W Reporter Lite.

If you want to create this group manually, follow these steps:

1. In the left pane, right-click [`Discovered Systems`].
2. Select **Add Group**.

3. In the *Add Group* dialog box, type the new group name Siebel.

4. Select [Add].

Gather Performance Data

After Reporter has run through its discovery, it gathers performance data from each discovered system and places it in a local database. Additionally, Reporter gathers data only for those metrics that it knows about. These metrics are specified under **Metrics Lists**.

Metric lists control what information is gathered from a system into the Reporter's database. A metric list groups metrics from a single metric class supplied by the performance agent for UNIX or Windows. The metric list can also select the degree of summarization (points every 5 minutes, hour, day, and so on) and how much data to gather and retain in the database. The shorter the interval, the more records collected. The default summarization level is one hour. Metric lists are tightly connected to Data Source and Objects within that Data Source on each system.

The following metric lists are created for SPI for Siebel reports:

- SIEBSPI_ENT
- SIEBSPI_DS
- SIEBSPI_SP
- SIEBSPI_COMP
- SIEBSPI_BL
- SIEBSPI_TR
- SIEBSPI_GLOBAL

More information about metrics that are contained in this metric list is explained in the previous section, *Integration with Performance Agent*.

Generate Reports

Reporter generates HTML reports based on the data available in the local Reporter database.

The following report family is created for SPI for Siebel purposes:

- Siebel

Reports are divided into seven categories as follows:

Siebel Enterprise

- **Gateway CPU utilization**
  Shows the average CPU consumption of the Siebel gateway server processes during the reporting interval
- **Gateway memory utilization**
  Shows the amount of physical memory in use for Siebel gateway server processes during the reporting interval
- **Siebel servers & file system usage**
  Shows the number and percent of running servers during the interval and the size of the Siebel file system
- **Siebel Clients**
  Shows the number of remote clients and the number of clients that must perform synchronization

Siebel Servers

- **Siebel Server CPU utilization**
  Shows the average CPU utilization of all Siebel server processes and the average CPU utilization of the siebmtsh and siebses processes separately
- **Siebel Server Memory Usage**
  Shows the average memory usage of all Siebel server processes and the average memory usage of the siebmtsh and siebses processes separately

- **Siebel Server Tasks**
  Shows the average number of tasks started for server components, average number of active tasks, completed tasks, and tasks completed with an error
- **Siebel Server Messages**
  Shows the average size and average number of reply (request) messages sent (received) by the servers during the interval
- **Siebel Object Manager Sessions**
  Shows the average connect and response time for Object Manager sessions, average number of requests per Object Manager session, and the average number of errors during the Object Manager session.
- **Siebel Server SQL Operations**
  Shows the average time and average number of SQL execute, fetch, and parse operations for Siebel servers during the interval.

Siebel Components

- **Siebel Component CPU utilization**
  Shows the average CPU utilization for the Siebel components during the reporting interval
- **Siebel Component Memory Usage**
  Shows the average memory usage for the Siebel components during the reporting interval
- **Siebel Component SQL Operations**
  Shows the average time and average number of SQL execute, fetch, and parse operations for the Siebel components during the interval
- **Siebel Component Tasks**
  Shows the number of total tasks for the Siebel components during the reporting interval

Siebel Clients

- **Siebel Clients Response**
  Shows the average response time for Siebel clients during the reporting interval
- **Synchronization Backlogs**
  Shows the number of files that need to be sent to the particular client
- **Transaction Merger Backlogs**
  Shows the number of files that need to be merged from the particular client
- **Transaction Router Backlogs**
  Shows the number of transactions that need to be routed to the particular client

Siebel Datasources

- **Siebel DB Login Time**
  Shows the average DB login time for Siebel servers during the reporting interval
- **Siebel DB Transaction Time**
  Shows the average DB transaction time during the reporting interval
- **Siebel DB Table Size Growth**
  Shows the average number of records in the Siebel database tables during the reporting interval

Siebel Systems Performance

- **CPU utilization**
  Shows the average CPU consumption of Siebel systems during the reporting interval
- **Number of Disk IO Transfers**
  Shows the total number of physical IO transfers for local disks during the interval

- **Disk IO Transfers (KB)**
  Shows how much data (KB) is being transferred to and from disk devices during the interval
- **Memory Page Transfers**
  Shows the average percentage of swap space (virtual memory) that was being used by the running processes in the interval
- **Memory Utilization**
  Shows the percentage of physical memory in use during the interval
- **Network Packet Transfers**
  Shows the number of successful network packets (both inbound and outbound) per second during the interval

OpenView Operations Database

- **Siebel Active Message Severity**
  Shows the Siebel messages severity, which were sent to HP OpenView and had not been acknowledged
- **Siebel History Message Severity**
  Shows the Siebel messages severity, which were sent to HP OpenView and had been acknowledged
- **Top Siebel Messages**
  Shows the top Siebel messages, which were sent to HP OpenView and had not been acknowledged yet
- **Top Siebel History Messages**
  Shows the top Siebel history messages, which were sent to HP OpenView and had been acknowledged

Uninstalling from a Reporter-only System

To uninstall SPI for Siebel *e*Business Applications on a system that contains the HP OpenView Reporter product only, follow the steps below.

1. Login to your Windows machine where the HP OpenView Reporter is installed as the user `administrator`.

2. Open Control Panel and double-click **Add/Remove Programs**. Select **SPI for Siebel - Reports** and click [`Change/Remove`] to uninstall the SPI for Siebel *e*Business Application Reports.

Services View Support

HP OpenView Services is an add-on component of the HP OpenView Operations Java-based operator GUI. This component enables you to manage your IT (information technology) environment while focusing on the IT services that you provide.

SPI for Siebel *e*Business Applications contains support for Services View; it automatically generates service XML files of the Siebel enterprise configuration.

N O T E :

For additional information on the HP OpenView Services, refer to the *HP OpenView Operations Manual*.

Autodiscovery

SPI for Siebel *e*Business Applications offers autodiscovery of the Siebel *e*Business application topology, comprising different Siebel object types and their dependencies. As a result, it graphically displays the business impact of Siebel lower-level components, their failures, or performance degradations.

In the application group `SPI for Siebel`, note that an application is provided that performs discovery of the Siebel enterprise configuration. Additionally, the configuration is monitored. If the discovered configuration has changed, a message is sent to the management server, which is automatically acknowledged if the automatic action has completed successfully. For additional information, refer to the *Application: Autodiscovery* description listed in the *Application Group: Windows Nodes* section of *Chapter 4, Reference Information*. Additionally, refer to the `SIEBSPI_ENTERPRISE_CONFIGURATION` description listed in the *Templates and Template Groups* section, which is also included in Chapter 4.

To perform an autodiscovery, do the following steps:

1. Assign the template group **SPI for Siebel/SIEBSPI-Siebel eBusiness Appl/SIEBSPI-Siebel *.*.*/SIEBSPI-Siebel *.*.* Server/SIEBSPI-Autodiscovery** to a node where the Siebel server is installed, and install the template group to the node.

2. Run the application, `Autodiscovery`, on that node.

3. In the Message Browser window, you can check whether the autodiscovery was successful, or not.

N O T E :

You should only assign autodiscovery templates to one node in the Siebel enterprise where the Siebel Server is installed.

By default, services are assigned to the `opc_op` user. If you want these services to also be assigned to another operator or user, you must follow the steps below.

First, change the autodiscovery templates in the SIEBSPI-Autodiscovery group as follows:

1. Log in as `opc_adm`.

2. Open the *Message Source Templates* window.

3. Double-click the **SPI for Siebel** template group.

4. Open the **SIEBSPI-Siebel eBusiness Appl** and then the **SIEBSPI-Siebel *.*.*** application group.

5. Open the **SIEBSPI-Siebel *.*.* Server** template group and then **the SIEBSPI-Autodiscovery** template group.

6. Click the `SIEBSPI_ENTERPRISE_CONFIGURATION` template.

7. Click [Conditions…].

8. Select the condition, **Siebel enterprise configuration changed** and click [Modify…].

9. In the operator initiated actions field, search for the command `siebspi_autod` and change it to the following:

   ```
   siebspi_autod –o <Your operator>
   ```

10. Click [Ok] to confirm the changes and close all of the windows.

N O T E :

You must assign and update the templates on the nodes for the changes to take effect.

Next, modify the Autodiscovery application in the Application bank as follows:

1. Log in as `opc_adm`.

2. Open the *Application Bank* window.

3. Double-click the **SPI for Siebel** application group.

4. Double-click the **SIEBSPI-Tools** application group.

5. Double-click the appropriate application group depending on the platform of the target node where the application will be executed, for example, UN*X Nodes or Windows Nodes.

6. Right-click the **Autodiscovery** application and select **Modify…**.

7. In the *Additional Parameters* field, type:

   ```
   -o <Your operator>
   ```

8. Click [OK] to confirm the changes.

9. From this point on, whenever you run autodiscovery the Service tree of the Siebel Enterprise will be visible for <Your operator>.

N O T E :

To perform an autodiscovery, the template group SPI for Siebel/SIEBSPI-Siebel eBusiness Appl/SIEBSPI-Siebel *.*.*/SIEBSPI-Siebel *.*.* Server/SIEBSPI-Autodiscovery must be assigned and installed on the node where the Siebel server is installed.

Adding Additional Services in Service View

If you want to include additional services in your Service View, you can manually add them in the existing Service View that was discovered by Autodiscovery.

To do this, you must edit the `siebspi_svc.xml` file that was generated by Autodiscovery. This file is located on the management server in the folder: `/opt/OV/siebspi/bin`. This file can be edited and then uploaded using the `opcservice` command line tool. For detailed information about XML format and file upload techniques refer to the *HP OpenView Operations Manual*.

Every service requires its own unique Service Name. Service names are defined in the templates. You can easily discover a Service Name by inspecting the appropriate template for which you want to create a new service. Service names in Service View should not contain any HP OpenView Operations variables (for example, `<$MSG_NODE_NAME>`) such as Service names in templates. When putting Service Name into Service View (by editing the `siebspi_svc.xml` file) you must replace all variables with the actual variable values.

Example: Creating a service for monitoring the Siebel Web Server Extension. Same approach is applicable also for adding Actuate Reporter.

Service Name in the `SIEBSPI_WEB_SERVER_STATUS` template is:

```
<$MSG_NODE_NAME>:SIEBEL_WEB_SERVER
```

When creating a service in Service View you must replace the variable with a variable value. Service Name (if node name is `MYCOMPUTER`) is:

```
MYCOMPUTER:SIEBEL_WEB_SERVER
```

You must use this value as a Service Name in Service View (in `siebspi_svc.xml`).

The other way of discovering the actual Service Name is by inspecting the message in the HP OpenView Operations Message Browser. You can do this by double clicking on the message where you see the actual Service Name. You should use the same Service Name when adding a new service in Service View.

Message Correlation and State-based Browser

Message correlation helps to prevent your message browser from becoming cluttered by messages that describe the same problem. SPI for Siebel *e*Business Applications generates messages with pre-configured "Message Keys" and "Acknowledging Messages With Message Keys" properties to make implementation of that concept for threshold as easy as possible.

N O T E :

This feature is implemented in the most important templates.

About State-based Browsers

When you acknowledge messages automatically, a maximum of one message per managed object exists in the browser. This message reflects the current status of the object. Thus, the message browser has become a state-based browser. SPI for Siebel *e*Business Applications has many *Message Key* and *Acknowledge messages with message key* properties within templates. For additional, detailed information, refer to one of the templates below. (Note that the list below is just a representative sample of the message keys available.)

- `SIEBSPI_SERVER_AVAILABILITY_EXT`
- `SIEBSPI_SERVER_PROCESS_EXT`
- `SIEBSPI_SIEBEL_FS`
- `SIEBSPI_NUM_TASKS_TOO_HIGH_EXT`
- `SIEBSPI_COMP_STATUS_EXT`
- `SIEBSPI_CHECK_TASKS_EXT`
- `SIEBSPI_GATEWAY_PROCESS`

Additionally, an example of a message generated by such templates is shown in *Figure 3 -1: Message Properties, General - Message Key* and *Figure 3-2: Message Properties, Annotations*, displayed on the following pages.

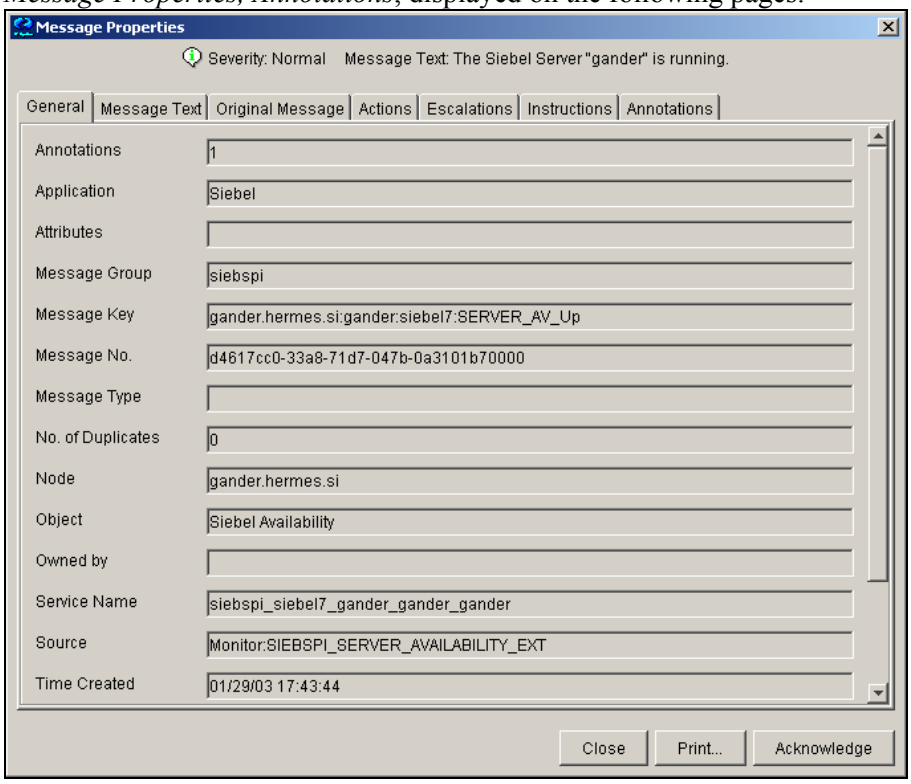


Figure 3-1: Message Properties, General - Message Key

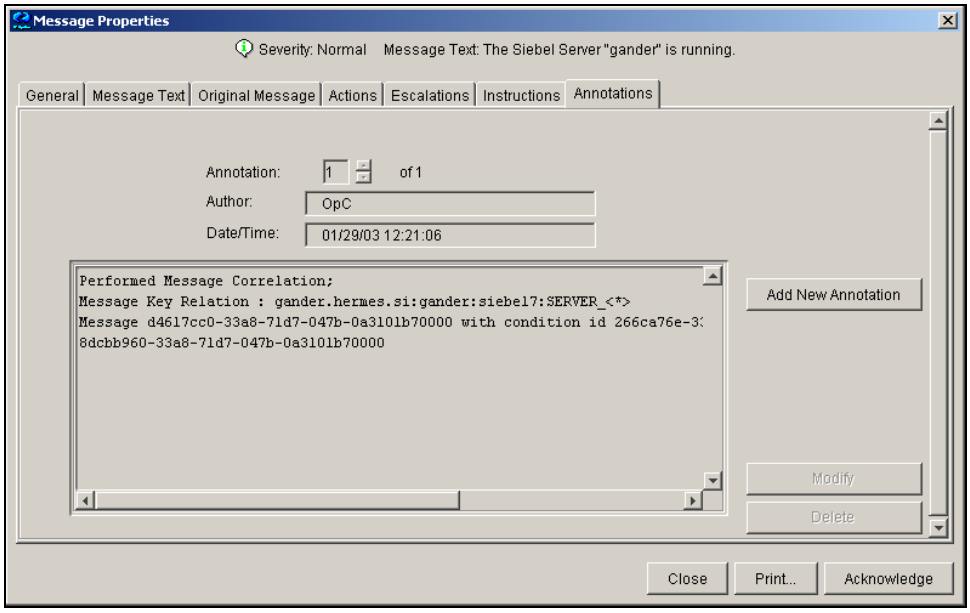


Figure 3-2: Message Properties, Annotations

Monitoring of Components and Tasks

SPI for Siebel *e*Business Applications offers monitoring of components and tasks. Components are checked for changes in their status, for example, online and offline, while tasks are monitored for errors in their exit status and for min/max running tasks.

Monitor templates for Siebel components automatically monitor different language versions of specified Siebel component. In case you don't want or need to monitor components in specific language versions, change monitor template for that specific component using the "-skip_lang" parameter.

To monitor the components and their tasks, you must assign and install templates from the **SPI for Siebel/SIEBSPI-Siebel eBusiness Appl/SIEBSPI-Siebel *.*.*/SIEBSPI-Siebel *.*.* Server/SIEBSPI-Server Components** template group for all of the components that you wish to monitor. In addition, the following templates from the same group must also be assigned and installed:

If you want to monitor the tasks exit status you should install the following:

```
SIEBSPI_CHECK_TASKS_EXT
```

If you want to monitor the component status you should install the following:

```
SIEBSPI_COMP_STATUS_EXT
```

If you want to monitor the max number of running tasks on components you should install the following:

```
SIEBSPI_NUM_TASKS_TOO_HIGH_EXT
```

If you want to monitor the min number of running tasks on components you should install the following:

```
SIEBSPI_NUM_TASKS_TOO_LOW_EXT
```

If you want to collect performance data for the component, you can specify this with a parameter as described below.

By default, both the change of component status and task exit status are checked. However, you can disable one of them by deleting a parameter in the monitor template's "Monitor Program of MIB ID" field.

The following table describes the parameters.

Parameter	***What is monitored***
`-status`	Status of component
`-min_tasks N`	Min tasks for component; `N` specifies the min threshold
`-max_tasks`	Max tasks for component
`-task_exit`	Task exit status
`-perf`	Collect performance per component
`-skip_lang "lang1, lang2…"`	Ignores components ending with specified Language extensions

If you do not want to monitor the status of the components and the exit status of tasks you do not need to install both (`SIEBSPI_CHECK_TASKS_EXT` and `SIEBSPI_COMP_STATUS_EXT`) monitor templates. Assign and install only the appropriate one.

When monitoring the task exit status you can also take advantage of the following feature: When a message is reported in the message browser that a task has exited with an error, you can start an operator-initiated action that will list the log file contents of the Siebel server task that produced the message as an annotation to the message.

Below is an example of how to modify a monitor template to monitor only the component status changes of the *Transaction Merger* component:

1. Log in as `opc_adm`.

2. Open the *Message Source Templates* window.

3. Double-click **SPI for Siebel**.

4. Open the **SIEBSPI-Siebel eBusiness Appl** template group followed by **SIEBSPI-Siebel *.*.* and SIEBSPI-Server *.*.* Components** template group.

5. Open the **SIEBSPI-Siebel Server Components** template group then the **SIEBSPI-Siebel Remote** template group.

6. Select the `SIEBSPI_TXN_MERGE_COMPONENT` template.

7. Press [`Modify…`].

8. From the *Modify Threshold Monitor* window, in the *Monitor Program or MIB ID* text field, add the `-comp` parameter. An example of how the text field should look like follows below:

   ```
   siebspi_extmon -srvr -m SIEBSPI_TXN_MERGE_COMPONENT
   -
   component "Transaction Merger" -status
   ```

9. To confirm the changes, press [`OK`].

N O T E :

For the changes to take effect you must assign and install the monitor template on a node where the Siebel server is installed.

Advanced component monitoring options

Using –extmon Parameter

By default, all SIEBSPI_*_COMPONENT monitor templates send results to standard Siebel component external monitor templates (SIEBSPI_CHECK_TASKS_EXT, SIEBSPI_COMP_STATUS_EXT, SIEBSPI_NUM_TASKS_TOO_HIGH_EXT, SIEBSPI_NUM_TASKS_TOO_LOW_EXT) as described in the previous section. Therefore common thresholds, defined in those external monitor templates, are applied to all of them.

In situations when you need to define component specific thresholds, instructions, or actions you can use the following parameters:

Parameter	***Description***
`-extmon`	Custom external monitor template
`-[status2| min_tasks2| max_tasks2| task_exit2]`	What should be monitored and sent to custom external monitor template.

This way you can define what should be monitored (only one parameter can be selected from the following list: status2, task_exit2, min_tasks2, max_tasks2) and to which external monitor template should results be sent. However, you can make a combination with other standard parameters described in the previous section.

The required postfixes for custom external monitor templates are the following:

- component status external monitor template = *_CS_EXT
- task exit status external monitor template = *_TS_EXT
- number of tasks to low external monitor template = *_TL_EXT
- number of tasks to high external monitor template = *_TH_EXT

Example: Siebel component "Workflow Monitor Agent" should send status results to custom monitor template SIEBSPI_WORK_MON_CS_EXT. Additionally; number of running tasks (alarm if the number of running tasks: >70%, >90%) should be monitored.

Needed steps are:

- Create a copy of SIEBSPI_COMP_STATUS_EXT external monitor template and save it under SIEBSPI_WORK_MON_CS_EXT
- Customize Thresholds (If needed, also: Actions, Instructions…)
- Customize SIEBSPI_WORK_MON_COMPONENT template cmd-line to:

```
siebspi_extmon -srvr -m SIEBSPI_WORK_MON_COMPONENT -
component "Workflow Monitor Agent" –extmon
SIEBSPI_WORK_MON_CS_EXT –status2 -max_tasks
```

Using Object name Parameter in templates

On the UNIX OVO management server you could use the object name parameter to define different thresholds in Siebel component external templates (SIEBSPI_CHECK_TASKS_EXT, SIEBSPI_COMP_STATUS_EXT, SIEBSPI_NUM_TASKS_TOO_HIGH_EXT, SIEBSPI_NUM_TASKS_TOO_LOW_EXT) for specific Siebel components.

Set the Siebel component alias as object name in the following way:

- Create copies of all thresholds and set the object name to component alias
- Modify the thresholds (message, instructions...) to get specific responses for component that is entered as object name

Checking Log Files

SPI for Siebel *e*Business Applications checks for errors on the most important Siebel log files within the following components:

- Siebel Gateway
- Siebel Server
- Siebel Web Server

If a condition in the log file is met, a message is displayed in the message browser. By default, only messages from Siebel that have the following severity are monitored:

- Fatal error
- Error

Siebel Gateway and Server Log Files

For the Siebel gateway and server log files the severity of messages in the log files that are reported, for example, warning, info, and so on, can be changed. To perform this action, you must change the appropriate monitor templates, that is, `SIEBSPI_GATEWAY_LOG, SIEBSPI_SERVER_LOG, SIEBSPI_SERVER_EVENT_LOG`. Instructions for changing a template follow below:

N O T E :

Make sure that the Siebel gateway log file exists. In Siebel *e*Business Applications version 6.0.1 there is no gateway log file available.

To change the template:

1. Log in as `opc_adm`.

2. Open the *Message Source Templates* window.
3. Double-click **SPI for Siebel**, then the **SIEBSPI-Siebel eBusiness Appl** template group.
4. Double-click the **SIEBSPI-Siebel *.*.*** template group.

For the Gateway Log:

5. Open the **SIEBSPI-Siebel Gateway Server** template group.
6. Click the `SIEBSPI_GATEWAY_LOG` template.

   -or-

For the Server Log:

5. Open the **SIEBSPI-Siebel *.*.* Server** template group.
6. Click the `SIEBSPI_SERVER_LOG` template for the Siebel server log file or the `SIEBSPI_SERVER_EVENT_LOG` for the Siebel server event log file.

Then, continue with Step 7, below:

7. Press [`Modify…`].
8. In the *Monitor Program or MIB ID* text field, add the `-s` severity option. An example of how the text field may look like, follows:

   `siebspi_extmon -srvr -m` *`SIEBSPI_SERVER_LOG`* `-s 3`

   where *`SIEBSPI_SERVER_LOG`* is replaced by the name of the corresponding template.

By default, the severity level is 2. However, other values that can be used include the following:

0: No errors are reported
1: Only fatal errors are reported

2: Errors and fatal errors are reported
3: Warnings, errors and fatal errors are reported
4: Info, warnings, errors and fatal errors are reported
5: Details, info, warnings, errors and fatal errors are reported

Optional Use of the –p (Path) Parameter

If the Siebel gateway or server is installed on Unix systems, you may receive a message indicating that the log file could not be found. If this occurs, add the `path` option. To perform this action, follow the instructions below:

1. Follow steps 1 to 7 as described previously in the section, *Siebel Gateway and Server Log Files*.

2. To add the path option, at the end of the *Monitor Program or MIB ID* text field place a `-p`. Note that "path" is the root path where the Siebel application is installed, for example, `c:\sea630` for Windows or `/opt/siebel` for Unix.

3. After adding the path option, the text field may look as follows:
   `siebspi_extmon -srvr -m SIEBSPI_SERVER_LOG -p /opt/siebel`

N O T E :

If a message from SIEBSPI_SERVER_EVENT_LOG is received in the message browser, an operator-initiated action, which displays a detailed log of the Siebel component that produced the error, can be executed.

Siebel Web Server Log File

Monitored are log files for IIS on Windows and SUN One Web Server on Sun managed nodes. Only errors are reported in the HP OpenView Operations message browser if found in the log file. To view the line from the Siebel Web server log file that produced the message, perform the following steps:

1. Double-click the message in the message browser.
2. Click [Show Original Message…].

Resonate Log File

Central Dispatch records all of its activities in log files stored on each node in the Central Dispatch site.

The `SIEBSPI_RCD_AGT_LOG` file template catches Resonate Central Dispatch Agent log file messages with severity 3 (normal), 2 (warning), and 1 and 0 (critical).

Actuate Report Server Log Files

The report server system error log supplies information about report server errors. The file name is generated by the report server using the process name, a report server generated integer, and the date and time. The following is an example view server diagnostic log name:

```
viewsrv6.exe.1824.2002FEB08_09_35_02_Pacific_Standard_Time.1.log
```

The `SIEBSPI_RPT_SRVR_LOG` file template catches report server log file messages with the severity Fatal, Severe, and Warning.

Siebel Data Sources

The sections that follow provide information on Siebel Data Sources.

Siebel Data Sources – DB Performance

Database Performance shows you database server availability and connectivity from the Siebel server systems. It is also possible to collect this performance data and generate reports that show you potential database problems and slowdowns over the period. (Refer to the section, *Deploying Templates and Collecting Performance Data* listed earlier in this chapter for additional information.)

DB Performance monitors the database login time and transaction time with two monitors that are started every 5 minutes. To obtain the transaction time, Performance runs a synthetic transaction, which is the set of predefined SQL statements. Administrators are notified if real-time response times exceed the predefined monitor thresholds or if the database is not available. Performance data is collected with the Performance monitor that is also started every 5 minutes.

Users can write their own SQL queries that will be used with the `SIEBSPI_DB_TRANSACTION_TIME` monitor to measure the transaction time of the database. To measure the database transaction with your custom SQL queries, follow the steps below:

1. Save your SQL query into the following directory:
   `{OVAgent InstallDir}/siebspi/conf`

2. Open the `SIEBSPI_DB_TRANSACTION_TIME` template.

3. Change the program parameters in the template:

```
siebspi_dbperf -mon SIEBSPI_DB_TRANSACTION_TIME -transaction
-sql_name "your sql name" -sql_file "SQL file to be executed"
```

4. Change the thresholds levels in the template conditions.

5. Deploy the `SIEBSPI_DB_TRANSACTION_TIME` template to the Siebel server system.

To collect the transaction data obtained with your custom SQL queries follow these instructions:

1. Open the `SIEBSPI_DB_TRANSACTION_PERFORMANCE` template.

2. Change the program parameters in the template:

```
siebspi_dbperf -mon SIEBSPI_DB_TRANSACTION_PERFORMANCE
-transaction -sql_name "your sql name" -sql_file "SQL file to be
executed" -p
```

3. Deploy the `SIEBSPI_DB_TRANSACTION_PERFORMANCE` template to the Siebel server system.

Siebel Data Sources – Monitoring the Size of the DB Tables

The `SIEBSPI_TRANS_PROCESSOR_BACKLOG` and `SIEBSPI_WORKFLOW_BACKLOG` templates are designed to monitor the size of the `S_DOCK_TXN_LOG` and `S_ESCL_REQ` tables. It is also possible to monitor whichever table from the Siebel database. Refer to the instructions below about how to create a custom template to monitor any Siebel database table.

Monitoring the Transaction Processor Backlog Table

When the **System Preference Docking:Transaction Logging** is TRUE, Siebel *e*Business Applications will record transactions to the transaction log table (`S_DOCK_TXN_LOG`). The Transaction Processor (txnproc) is responsible for deleting entries from this table - once all txnprocs in the system have copied them to the Application server `TXNPROC` directory. Enterprise visible data will be routed to the active mobile clients. The backlog is the number of transactions in `S_DOCK_TXN_LOG`. However, a backlog of 1000 transactions is not usually considered a problem.

The `SIEBSPI_TRANS_PROCESSOR_BACKLOG` template must be deployed on the Siebel server system to monitor the size of the `S_DOCK_TXN_LOG` table.

For more information about transaction processor backlog, see the template instructions or refer to the *Siebel Remote and Replication Manager Administration Guide*.

Monitoring the Workflow Policies Backlog Table

When a trigger fires against a Workflow policy condition, a record is inserted in the Escalation Request table, `S_ESCL_REQ`. This table contains all the rows in the database that could trigger a Workflow Policy to take action. After the workflow Monitor Agent processes a request, it removes the row from this table. If the table becomes very large, this could indicate that the number of policies being monitored is too large and a new Workflow Policies process needs to be created to share the load. If rows are being monitored and not being removed after the time interval is met, this could indicate that a template was deactivated without removing the database triggers. The triggers are continuing to send data that are not being acted on by a Workflow Policies instance.

The `SIEBSPI_WORKFLOW_BACKLOG` template must be deployed on the Siebel server system to monitor the size of the `S_ESCL_REQ` table.

For more information about workflow backlog, see the template instructions or refer to the *Siebel Workflow Administration Guide*.

Monitoring any Siebel Database Table

To monitor the size of any Siebel database table, follow the steps below:

1. Make a copy of the `SIEBSPI_WORKFLOW_BACKLOG` template and change the name of the template.

2. Change the program parameters in the template:

```
siebspi_dbperf -mon "new template name" -backlog_name
"your backlog name" -table "table that should be monitored"
```

3. Change the threshold levels in the template conditions.

4. Deploy the new template to the Siebel server system.

To collect data about the size of your table, follow these instructions:

1. Make a copy of the `SIEBSPI_WORKFLOW_BACKLOG_PERF` template and change the name of the template.

2. Change the program parameters in the template:

```
siebspi_dbperf -mon "new template name" -backlog_name
"your backlog name" -table "table that should be monitored" -p
```

3. Deploy the new template to the Siebel server system.

Siebel Data Sources – DB Backlogs

The `SIEBSPI_SYNCH_BACKLOG`, `SIEBSPI_TRANS_MERGER_BACKLOG`, and `SIEBSPI_TRANS_ROUTER_BACKLOG` templates are designed to monitor the synchronization, transaction merger, and transaction router backlogs. These backlogs are extracted from Siebel database with predefined SQL queries that are stored in the `{OVAgent InstallDir}/siebspi/conf` directory.
It is also possible to monitor custom backlogs. Refer to the instructions below about how to create custom template to monitor the results from your SQL queries.

Monitoring the SYNCHRONIZATION BACKLOG

Synchronization Backlog indicates that there is a substantial amount of data that must be downloaded by the remote user. Remote users need to synchronize daily to keep this low. To monitor the number of files that need to be sent to the particular client, deploy the `SIEBSPI_SYNCH_BACKLOG` and `SIEBSPI_SYNCH_BACKLOG_EXT` templates to the Siebel server system.

Monitoring the TRANSACTION MERGER BACKLOG

Transaction merger backlogs indicate that remote users have made changes on their local databases and uploaded the changes to the server but they have not been applied to the server database yet. A high backlog here indicates that not all changes made by remote users are visible on the server. To monitor the number of files that need to be merged from the particular client, deploy the `SIEBSPI_TRANS_MERGER_BACKLOG` and `SIEBSPI_TRANS_MERGER_BACKLOG_EXT` templates to the Siebel server system.

Monitoring the TRANSACTION ROUTER BACKLOG

Transactions are created when data is updated on the server database. These transactions need to be routed to remote users so that they can see the updates. A backlog of transactions indicates that not all of the data has been routed.
To monitor the number of transactions that need to be routed to the particular client, deploy the `SIEBSPI_TRANS_ROUTER_BACKLOG` and `SIEBSPI_TRANS_ROUTER_BACKLOG _EXT` templates to the Siebel server system.

Monitoring a Custom Backlog

To monitor the custom backlog, follow the steps below:

1. Save your SQL query into the following directory:

   `{OVAgent InstallDir}/siebspi/conf`

2. Make a copy of the `SIEBSPI_SYNCH_BACKLOG` template and change the name of the template.

3. Change the program parameters in the template:

```
siebspi_dbperf -ext_mon "new template name" -pair "backlog name" -
threshold "value"-columns "number of columns in your query" -col1
"string column" -col2 "value column" -sql_file "your SQL query"
```

Parameter description:

`-ext_mon` Template name, for example, `SIEBSPI_SYNCH_BACKLOG`
`-pair` Name of the backlog, for example, synchBL
`-threshold` Value that must be exceeded by the "col2" value to send the opcmon message, for example, 300

For example: The query returns the number of transactions that must be routed to the client. If the number of transactions is not larger than the threshold, the opcmon message will not be sent.
The threshold value should be the same as the threshold value in the template warning condition and actually limits the number of messages sent to the OpenView.

-columns	Number of columns returned by your SQL query, for example, 4
-col	Number of column that returns a string value, for example, 1
-col2	Number of column that returns a float/integer value, for example, 4; this float/integer value is then compared to the threshold value.
-sql_file	Name of your sql file, for example, siebspi_synch.sql

4. Make a copy of the `SIEBSPI_SYNCH_BACKLOG_EXT` template and change the name of the template. Use the same template name as above and add the `_EXT` extension.

5. Change the threshold levels in the template conditions.

6. Deploy both templates to the Siebel server system.

To collect the data from your custom created backlogs:

1. Make a copy of the `SIEBSPI_SYNCH_BACKLOG_PERF` template and change the name of the template.

2. Change the program parameters in the template:

```
siebspi_dbperf -ext_mon "new template name" -pair "backlog name" -
threshold "value"-columns "number of columns in your query" -col1
"string column" -col2 "value column" -sql_file "your SQL query" -p
```

If you want to collect all of the data from your backlog, set the threshold value to 1.

3. Deploy the new template to the Siebel server system.

SMART Probe

SMART Probe is a program that runs on Siebel clients and shows the clients Siebel server availability and connectivity. It monitors the login time and transaction time with two monitors that are started every n-seconds. To obtain the transaction time, SMART Probe runs a synthetic transaction, which is a set of pre-defined client actions, for example, query for Account Names in Accounts. Administrators are notified if real-time response times exceed the predefined monitor thresholds or if the Siebel server/Siebel database is not available. SMART Probe works on any computer where a Siebel Mobile/Dedicated web client is installed.

The SMART Probe template for monitoring transaction time, `SIEBSPI_SP_TRANSACTION_TIME`, or the template for collecting performance data, `SIEBSPI_SP_PERFORMANCE` (Siebel client login and transaction time), in the template group **SPI for Siebel/SIEBSPI-Siebel eBusiness Appl/SIEBSPI-Siebel *.*.*/SIEBSPI-Smart Probe** can be modified to execute a different transaction.

For example, assume that you want to query the Last Names of your Contacts. You can modify the `SIEBSPI_SP_TRANSACTION_TIME` template to monitor the transaction time of the user query by performing the following steps:

1. Log in as `opc_adm`.
2. Open the *Message Source Templates* window.
3. Double-click **SPI for Siebel** and then the **SIEBSPI-Siebel eBusiness Appl** template group.
4. Double-click **SIEBSPI-Siebel *.*.*** and open the **SIEBSPI-Smart Probe** template group.
5. Click the `SIEBSPI_SP_TRANSACTION_TIME` template.
6. Press [`Modify…`].

7. In the *Monitor Program or MIB ID* text field, add the `-busobj, -buscomp and -compfield` parameters.

   Example:

```
siebspi_sp –t –busobj “Contact” –buscomp “Contact” –
compfield “Last Name”
```

   Additionally, the `SIEBSPI_SP_PERFORMANCE` monitor template can be modified in the same manner.

N O T E :

For the changes to take effect, you must deploy the new templates on a node where the Siebel Mobile/Dedicated web client is installed.

OVIS Probe for Siebel

Installation Instructions

For information on how to install and configure OVIS Smart Probe for Siebel, refer to *OVIS SMARTProbe for Siebel Installation and Configuration Guide.*

You can find the self-extracting installation file for HP OpenView Internet Services and OVIS Smart Probe for Siebel documentation in the `etc/opt/OV/share/siebspi/ovis` directory on the management server:

- `OVISProbeforSiebel_B_02_50.exe`
- `OVIS_SmartProbe_for_Siebel_B_02_50.pdf`
- `OVISProbeforSiebel_B_02_51.exe`
- `OVIS_SmartProbe_for_Siebel_B_02_51.pdf`

There are two OVIS SMART Probe for Siebel packages. The differences between the packages are:

- The `B_02_50` package supports only one transaction. Transaction is defined as selecting any Siebel "Screen" and "View" (for example, listing Siebel Business Entity instances using a specific view). "Screen" and "View" are parametrizable, but only one can be selected at a time.

  OVIS SMARTProbe for Siebel target is a Web Server that is used by Siebel Web Clients to access Siebel eBusiness Applications. OVIS SMARTProbe for Siebel supports all Web Servers that are supported by:

  - Siebel eBusiness Applications 7.0.x
  - Siebel eBusiness Applications 7.5.x
  - Siebel eBusiness Applications 7.7

- The `B_02_51` package enables the transactions to be customized by setting actions and parameters in the `SiebelSmartProbe.xml` file.

  OVIS SMARTProbe for Siebel target is a Web Server that is used by Siebel Web Clients to access Siebel eBusiness Applications. OVIS SMARTProbe for Siebel supports all Web Servers that are supported by:

  - Siebel eBusiness Applications 7.7

The SPI for Siebel Service

The SPI for Siebel service is an interface between Siebel's `srvrmgr` command line tool and the SPI for Siebel executables that request information from it. Therefore, the SPI for Siebel service is installed only on managed nodes where the Siebel server is installed. The main benefit of the service is that it is not needed to start the `srvrmgr` command line tool each time when we require some data from the Siebel enterprise.

The SPI for Siebel service is located as follows:

- on Windows nodes in
  `{OVO Agent install dir}\siebspi\bin\siebspi_svc.exe`
- on AIX nodes in `/usr/lpp/OV/siebspi/bin/siebspi_svc`
- on other UNIX nodes in `/opt/OV/siebspi/bin/siebspi_svc`

You can use several applications and commands to administer the SPI for Siebel service. From the HP OpenView Operations management server, you can use the following applications from the SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-SPI for Siebel Service application group:

- `Start SPI for Siebel Service`
- `Stop SPI for Siebel Service`
- `Restart SPI for Siebel Service`
- `SPI for Siebel Status`

The described applications use the following commands, which can also be started manually:

- `siebspi_mgr –service start_spisvc`
  Starts the SPI for Siebel Service
- `siebspi_mgr –service stop_spisvc`
  Stops the SPI for Siebel Service

- `siebspi_mgr –service restart_spisvc`
  Restarts the SPI for Siebel Service
- `siebspi_mgr –service spisvc_status`
  Displays the status of the SPI for Siebel Service

You can also use the following commands on Windows Nodes:

- `siebspi_svc –install`
  Installs the SPI for Siebel Service
- `siebspi_svc –remove`
  Removes the SPI for Siebel Service

and on UNIX Nodes:

- `siebspi_svc –start`
  Starts the SPI for Siebel Service
- `siebspi_svc –stop`
  Stops the SPI for Siebel Service
- `siebspi_svc –status`
  Displays the status of the SPI for Siebel Service

N O T E :

On UNIX nodes, "SPI for Siebel Service" is not started automatically after the system starts. Therefore, you must start this service manually using the tools described above.

Make sure that the "SPI for Siebel Service" on UNIX nodes is started with the appropriate {siebel user name} if other than root.

Monitoring the SPI for Siebel Service

The SPI for Siebel Service is monitored if you deploy the **SIEBSPI-Internal** template group.

If the SPI for Siebel Service is stopped you will receive a critical error message in your message browser. The message instructions will tell you to start the service using the procedure described in the section *The SPI for Siebel Service*, listed previously.

SPI for Siebel Service Error Messages

SPI for Siebel Service error messages follow.

SPISVC-001: Check if the Siebel gateway service is running. Also make sure that the configuration parameters are correct.

You should check if the Siebel gateway service is running. If it is, check if the SPI for Siebel configuration file (`spi.cfg`) parameters on the node are correct. Check the `SIEBEL_ENTERPRISE`, `SIEBEL_GATEWAY` and `ADMIN_USERNAME` parameters. Also make sure, that you typed in the right administrator password for Siebel Enterprise.

SPISVC-002: Internal SPI for Siebel service/daemon error.
Could not execute the command.

An internal error occurred. Check the SPI for Siebel error log file on the managed node.

SPISVC-003: Cannot connect to the SPI for Siebel service/daemon (`siebspi_svc`). Check if the service/daemon is running.

Refer to *Chapter 5: Troubleshooting* for additional information.

SPISVC-004: SPI for Siebel Service is stopping.

If you receive this message, an attempt was made to make a request on the service while it was stopping.

SPISVC-005: SPI for Siebel Service is busy. Maximum number of connections reached.

This message indicates that the maximum number of requests is being handled and therefore the request for executing a command was rejected. If you consistently receive this message, you should reduce the number of templates on the managed node.

SPISVC-006: Timeout occurred. The request could not be processed in specified time.

You will receive this message in the SPI for Siebel *e*Business Applications error log file if a request that has been made could not be processed in a specified timeframe. If you receive this message often, probably the machine is very slow (check the resources usage) or there is a problem with the Siebel Gateway service.

SPISVC-007: No 'srvrmgr' available on host. Executing 'srvrmgr' commands is not allowed.

You will receive this message if a request has been made to execute a ‘srvrmgr’ command and there is no ‘srvrmgr’ tool available on the machine. If you receive this message on a machine where only a Siebel Application Server is installed, this is probably a SPI for Siebel *e*Business Applications configuration error. If you receive these messages on a machine with only a Siebel gateway installed, you have probably installed the templates for the Siebel Server on the Siebel Gateway node.

The siebspi_supp Tool

This tool is installed on the managed node and is implemented to help the Support Department support SPI for Siebel *e*Business Applications. It collects statistics and log files from the system for easy submission to the Support Department. To use this tool, you must login to the management node and run it from the command line.

Tool locations:

- Solaris "/opt/OV/siebspi/support/siebspi_supp"
- AIX "/usr/lpp/OV/siebspi/support/siebspi_supp"
- WIN32 "c:\usr\OV\siebspi\support\siebspi_supp.exe"

Collected log files locations:

- Solaris
"/var/opt/OV/siebspi/supplog/siebspi_supplog.tar.Z"
- AIX
"/var/lpp/OV/siebspi/supplog/siebspi_supplog.tar.Z"
- WIN32 "c:\usr\OV\siebspi\supplog*.*"

Usage:

```
siebspi_supp    -status|-collect
```

`status` Collects and displays statistical data about the installed SPI for Siebel *e*Business Applications files, the HP OpenView agent, and the operating system including detailed information on the following:

- The version of the SPI
- VPO managed node status
- Operating system statistics
- Deployed templates

- Running processes
- Installed software

`collect` Collects and saves log files, statistical data about the installed SPI for Siebel *e*Business Applications files, the HP OpenView agent, and the operating system in the `<OvAgetDir>\siebspi\supplog` directory on the node for easy submission to the Support Department

Detailed information collected includes the following:

- The version of the SPI
- VPO managed node status
- Operating system statistics
- Deployed templates
- Running processes
- Installed software

4

Reference Information

Helpful Facts

This section contains reference information, which can assist you in working with SPI for Siebel *e*Business Applications.

SPI for Siebel *e*Business Applications Directory Structure

Information about the SPI for Siebel *e*Business Applications directory structure follows.

File Tree on the Management Server

The `/var/opt/OV/share/tmp/OpC_appl/SIEBSPI` directory is created when installing the bundle from the `SIEBSPI` depot on the HP OpenView Operations management server. It contains multiple subdirectories that contain the *siebspi* configuration files for HP OpenView Operations.

Platform dependent files (those for installation/update on the management node) are copied to the HP OpenView Operations components directly. The components directory is usually located in the following location:

```
/var/opt/OV/share/database/OpC/mgd_node/customer
```

The file tree in the components directory

For HP-UX:

hp/pa-risc/hp-ux11/actions

```
siebspi_catl
siebspi_smail
```

hp/pa-risc/hp-ux11/cmds

siebspi_mgr

siebspi_licmgr

siebspi_perftool

siebspi_resonate

siebspi_supp

hp/pa-risc/hp-ux11/monitor

siebspi.tar

siebspi_logn

siebspi_resl

siebspi_rptl

siebspi_webl

hp/pa-risc/hp-ux11/RPC_DCE_TCP/actions

siebspi_autod

siebspi_ressvc

hp/pa-risc/hp-ux11/RPC_DCE_TCP/monitor

siebspi_extmon

siebspi_dbperf

hp/pa-risc/hp-ux11/RPC_DCE_UDP/actions

siebspi_autod

siebspi_ressvc

hp/pa-risc/hp-ux11/RPC_DCE_UDP/monitor

siebspi_extmon

siebspi_dbperf

For IBM AIX:

ibm/rs6000/aix/actions

siebspi_catl

siebspi_smail

ibm/rs6000/aix/cmds

siebspi_mgr

siebspi_licmgr

siebspi_perftool

siebspi_resonate

siebspi_supp

ibm/rs6000/aix/monitor

siebspi.tar

siebspi_logn

siebspi_resl

siebspi_rptl

siebspi_webl

ibm/rs6000/aix/RPC_DCE_TCP/actions

siebspi_autod

siebspi_ressvc

ibm/rs6000/aix/RPC_DCE_TCP/monitor

siebspi_extmon

siebspi_dbperf

ibm/rs6000/aix/RPC_DCE_UDP/actions

```
siebspi_autod
siebspi_ressvc
```

ibm/rs6000/aix/RPC_DCE_UDP/monitor

```
siebspi_extmon
siebspi_dbperf
```

ibm/rs6000/aix/RPC_NCS/actions

```
siebspi_autod
siebspi_ressvc
```

ibm/rs6000/aix/RPC_NCS/monitor

```
siebspi_extmon
siebspi_dbperf
```

For Microsoft Windows NT/2000:

ms/intel/nt/actions

```
siebspi_catl.exe
siebspi_smail.exe
```

ms/intel/nt/cmds

```
siebspi_mgr.exe
siebspi_licmgr.exe
siebspi_perftool.exe
siebspi_resonate.exe
siebspi_supp.exe
```

ms/intel/nt/monitor

siebspi.tar
siebspi_logn.exe
siebspi_resl.bat
siebspi_rptl.bat
siebspi_rptl
siebspi_webl.bat

ms/intel/nt/RPC_DCE_TCP/actions

siebspi_autod.exe
siebspi_ressvc.exe

ms/intel/nt/RPC_DCE_TCP/monitor

siebspi_dbperf.exe
siebspi_extmon.exe
siebspi_sp.exe

ms/intel/nt/RPC_DCE_UDP/actions

siebspi_autod.exe
siebspi_ressvc.exe

ms/intel/nt/RPC_DCE_UDP/monitor

siebspi_dbperf.exe
siebspi_extmon.exe
siebspi_sp.exe

For Sun Solaris:

sun/sparc/solaris/actions

siebspi_catl

siebspi_smail

sun/sparc/solaris/cmds

siebspi_mgr

siebspi_licmgr

siebspi_perftool

siebspi_resonate

siebspi_supp

sun/sparc/solaris/monitor

siebspi.tar

siebspi_logn

siebspi_resl

siebspi_rptl

siebspi_webl

sun/sparc/solaris/RPC_DCE_TCP/actions

siebspi_autod

siebspi_ressvc

sun/sparc/solaris/RPC_DCE_TCP/monitor

siebspi_extmon

siebspi_dbperf

sun/sparc/solaris/RPC_DCE_UDP/actions

siebspi_autod

```
siebspi_ressvc
```

sun/sparc/solaris/RPC_DCE_UDP/monitor

```
siebspi_extmon
siebspi_dbperf
```

sun/sparc/solaris/RPC_NCS/actions

```
siebspi_autod
siebspi_ressvc
```

sun/sparc/solaris/RPC_NCS/monitor

```
siebspi_extmon
siebspi_dbperf
```

Configuration Scripts

The configuration scripts are as follows:

/opt/OV/siebspi/bin

```
siebspi_configure
siebspi_licmgr
siebspi_smail
siebspi_svcupd
```

/opt/OV/siebspi/msg

```
email.msg
```

/etc/opt/OV/share/siebspi/conf

Note that this area contains additional installation/configuration scripts.

Libraries

On HP-UX Management Servers:

/opt/OV/siebspi/lib

```
libicudata.sl.26
libicui18n.sl.26
libicuio.sl.26
libicuuc.sl.26
```

On Sun Management Servers:

/opt/OV/siebspi/lib

```
libicudata.so.26
libicui18n.so.26
libicuio.so.26
libicuuc.so.26
```

Message catalogs

/opt/OV/siebspi/locale

```
intmc_en.res
```

Reports

The self-extracting file for HP OV Reporter:

/etc/opt/OV/share/siebspi/reports

```
SPIforSiebel-Reports_P0211-001.exe
```

The graph template file, used to simplify work with Performance Manager:

/etc/opt/OV/share/siebspi/reports

VPI_GraphsUserSPI_for_Siebel.txt

OVIS

The self-extracting file for HP OpenView Internet Services:

etc/opt/OV/share/siebspi/ovis

OVISProbeforSiebel_B_02_50.exe

OVISProbeforSiebel_B_02_51.exe

OVIS_SmartProbe_for_Siebel_B_02_50.pdf

OVIS_SmartProbe_for_Siebel_B_02_51.pdf

Documentation

The documentation manuals are as follows:

/opt/OV/siebspi/doc

siebspi2_UNIXGuide.pdf

siebspi-release-notes.txt

readme.txt

File Tree on the Managed Node

When running the SIEBSPI Application, the following directories are created on the managed node's file system.

For HP-UX:

```
/var/opt/OV/bin/OpC/actions
/var/opt/OV/bin/OpC/cmds
/var/opt/OV/bin/OpC/monitor
```

On IBM AIX systems:

```
/var/lpp/OV/OpC/actions
/var/lpp/OV/OpC/cmds
/var/lpp/OV/OpC/monitor
```

On Windows NT/2000 systems:

```
\usr\OV\bin\OpC\actions
\usr\OV\bin\OpC\cmds
\usr\OV\bin\OpC\monitor
```

On Sun Solaris systems:

```
/var/opt/OV/bin/OpC/actions
/var/opt/OV/bin/OpC/cmds
/var/opt/OV/bin/OpC/monitor
```

SPI for Siebel *e*Business Applications Components

On the HP OpenView Operations management server, SPI for Siebel *e*Business Applications installs the following default components:

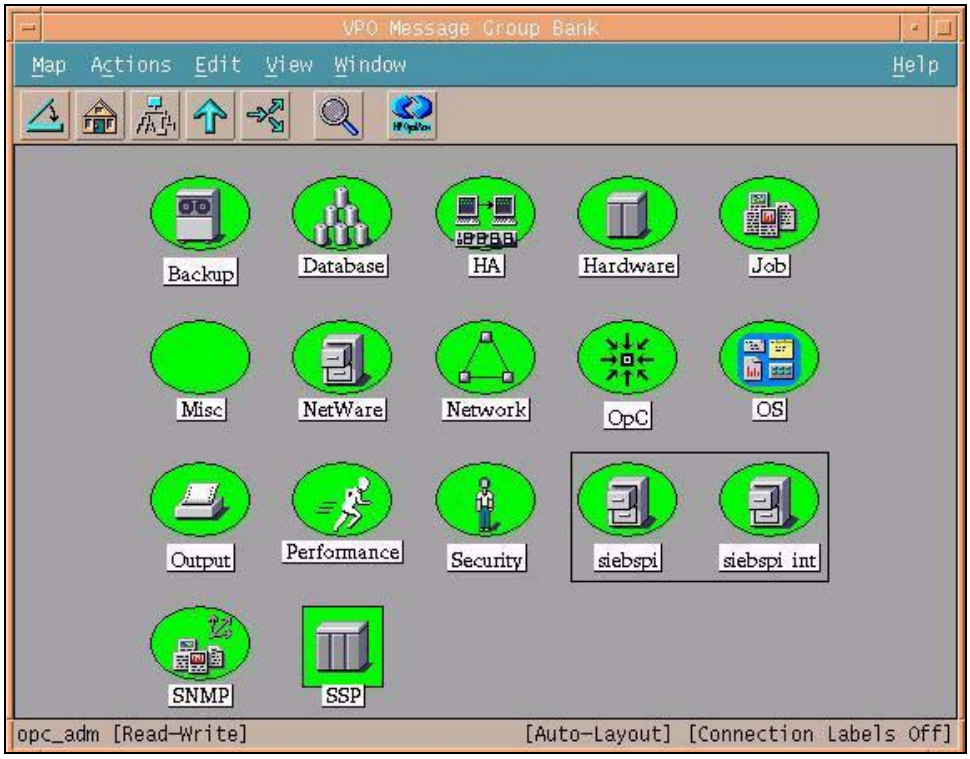
- Message groups
- Applications and application groups
- Templates and template groups

Each of the components is described in the sections that follow.

Message Groups

All messages generated by siebspi templates are placed into one of the siebspi message groups as follows: `siebspi` or `siebspi_int`. In addition, all HP OpenView Operations messages containing information about the monitored Siebel *e*Business application are assigned to the message group `siebspi`. All siebspi internal error messages are assigned to the message group `siebspi_int`. Refer to *Figure 4-1, "siebspi Message Group Bank"* below.

Figure 4-1: siebspi Message Group Bank



Applications and Application Groups

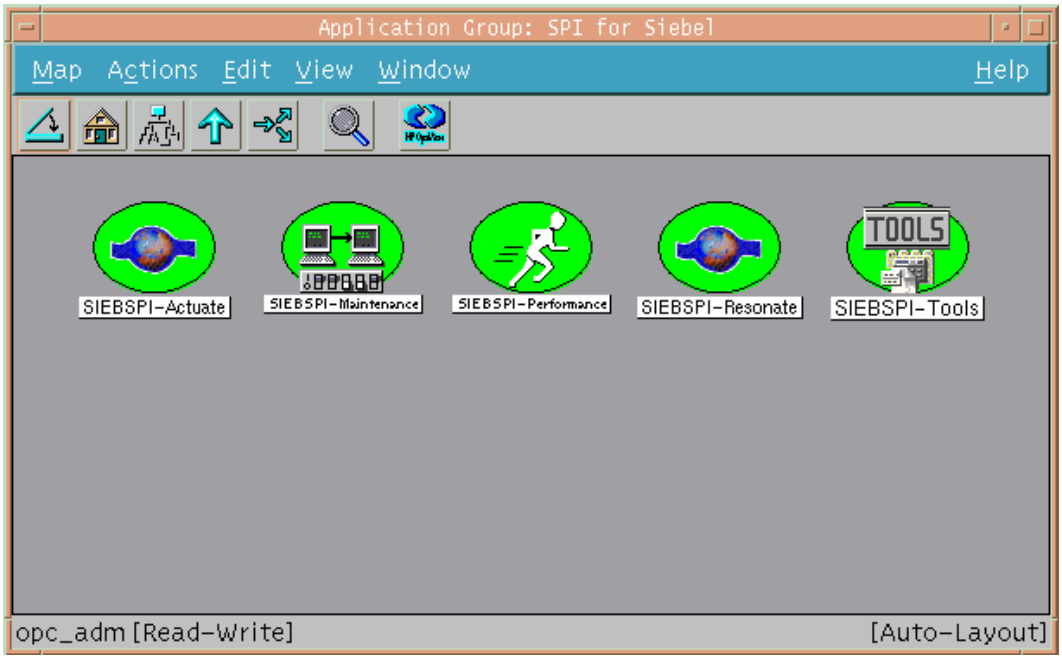
SPI for Siebel *e*Business Applications adds the top-level application group `SPI for Siebel` to the HP OpenView Operations Application Bank. Refer to *Figure 4-2, "ITO Application Bank"* below.

Figure 4-2: ITO Application Bank

The application group, SPI for Siebel, contains the following application groups:

- `SIEBSPI-Actuate`
- `SIEBSPI-Maintenance`
- `SIEBSPI-Resonate`
- `SIEBSPI-Tools`
- `SIEBSPI-Performance`

Figure 4-3: SPI for Siebel Application Group



Running Applications in Application Groups

SPI for Siebel *e*Business Applications contains many applications, for example, applications for configuring SPI for Siebel *e*Business Applications, starting Siebel servers, tasks, and so on. Because of some differences in operating systems, based on UNIX and Windows, applications are always separated in two groups:

- Windows Nodes
- UN*X Nodes

Applications' labels and usage methods in these two groups are the same. However, in some cases the `UN*X Nodes` group contains additional applications that are not in the `Windows Nodes` group.

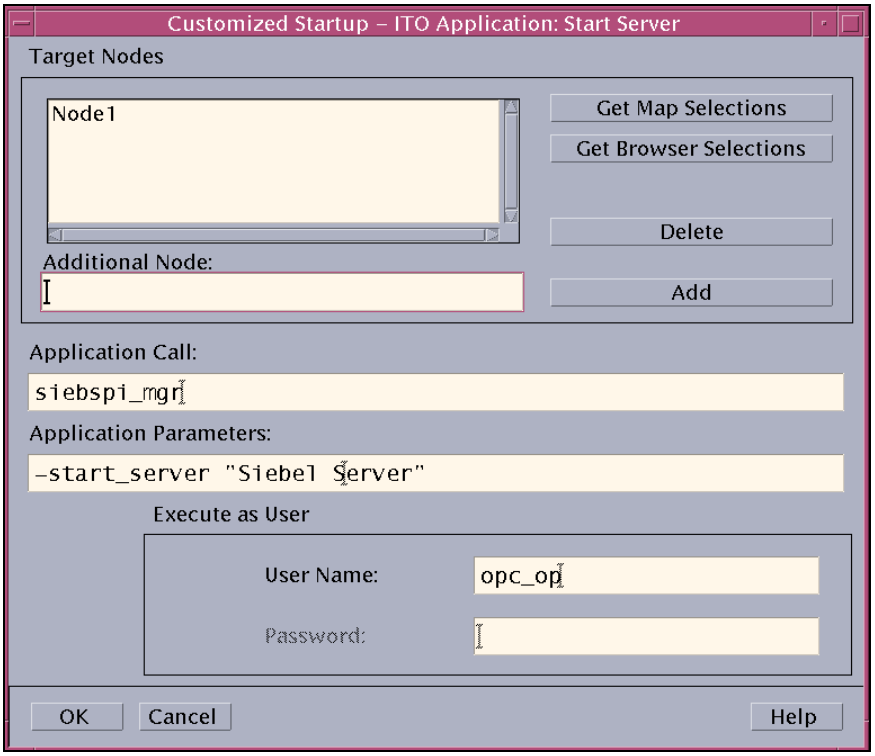
Most applications must be run as a "Customized Startup", where you must add or change additional application parameters. For example, if you want to start the Siebel server named "myserver", you must use (start as Customized Startup) the "Start Server" application with an additional parameter:
`-start_server "myserver"`

Example: From the `SIEBSI-Tools` group, run the **Start Server** application

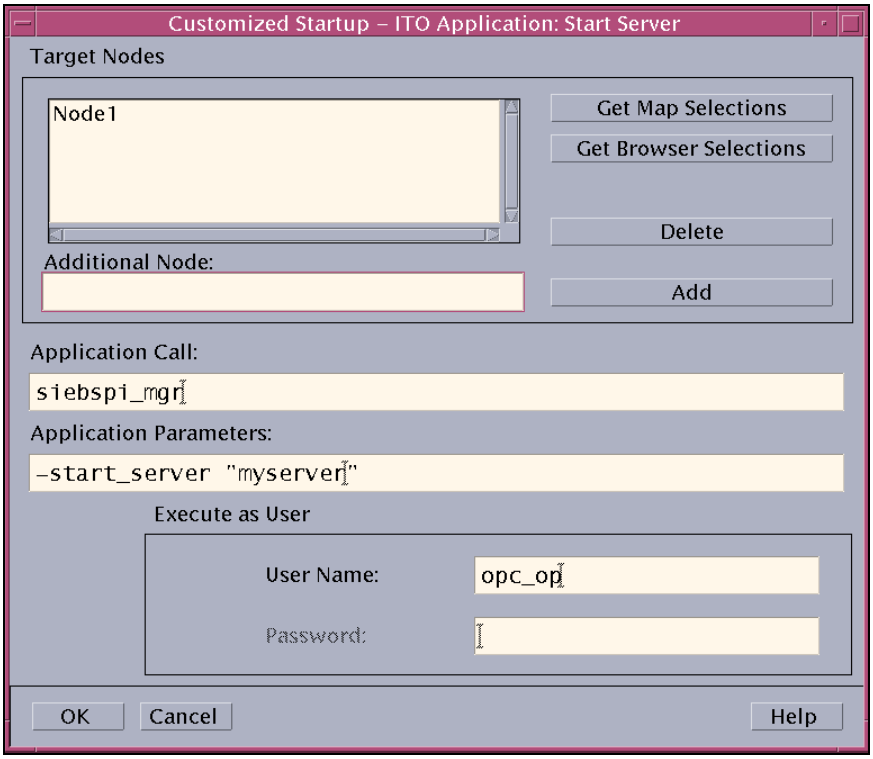
To run the **Start Server** application:

1. Click the node where you want to run the application, for example, "Node1".
2. Right-click the **Start Server** application.
3. From the menu that opens, select **Customized Startup…**.

4. The following dialog box opens:



5. In the *Application Parameters:* field, change the “Siebel Server” value to “myserver”, as indicated below:



6. Press [OK] and wait for the application to execute.

T I P :

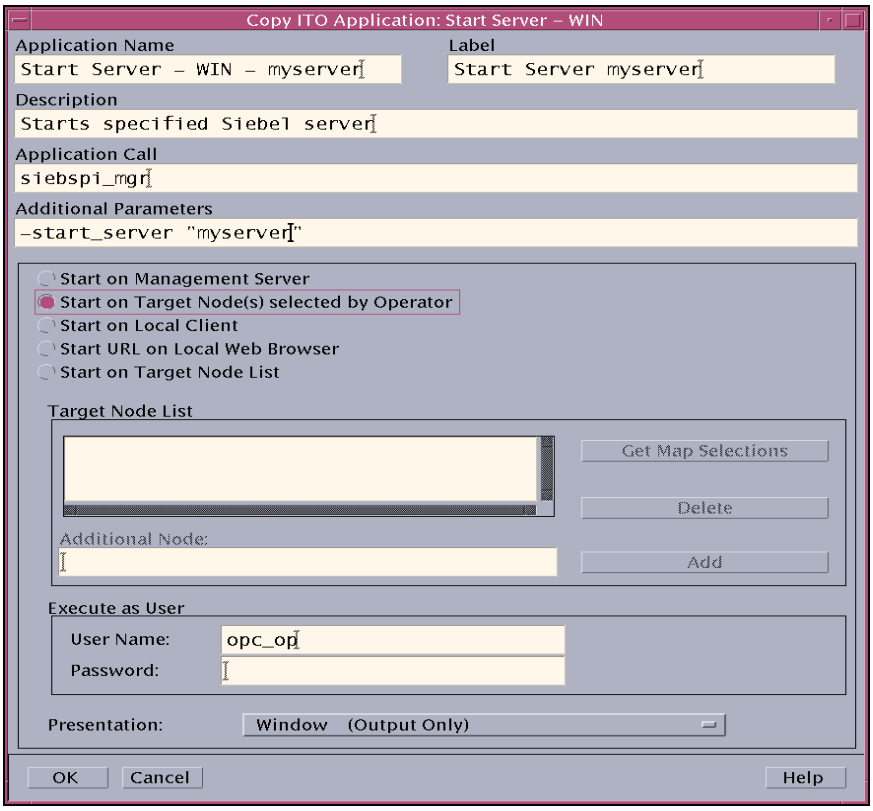
You can customize applications to change parameters to fixed values. This can be done to enlarge your applications group with new applications, for example, “Start Server myserver1”, “Start Server myserver2”, and so on.

Example:

W A R N I N G :

You must be logged in as the `opc_adm` user to perform the actions that follow.

1. Right-click the **Start Server** application.
2. From the menu that opens, select **Copy…**.
3. The following dialog box opens:

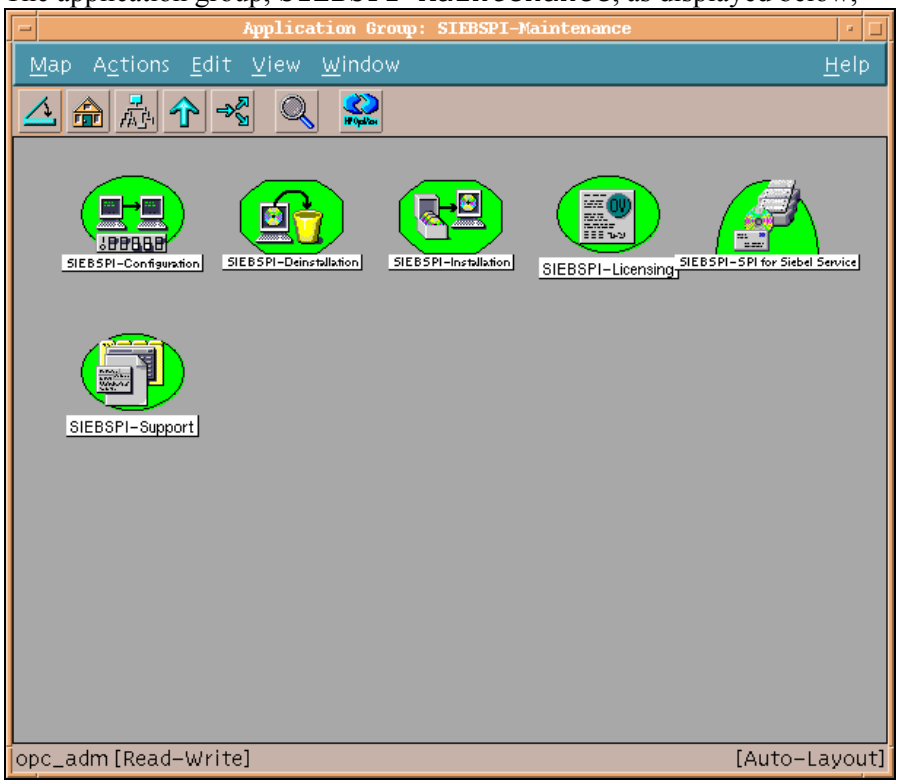


4. Change the following fields as appropriate: *Application Name*, *Label*, and *Additional Parameters*.

5. When all changes have been made, press [OK].

Application Group: SIEBSPI-Maintenance

The application group, `SIEBSPI-Maintenance`, as displayed below,



contains the following applications groups:

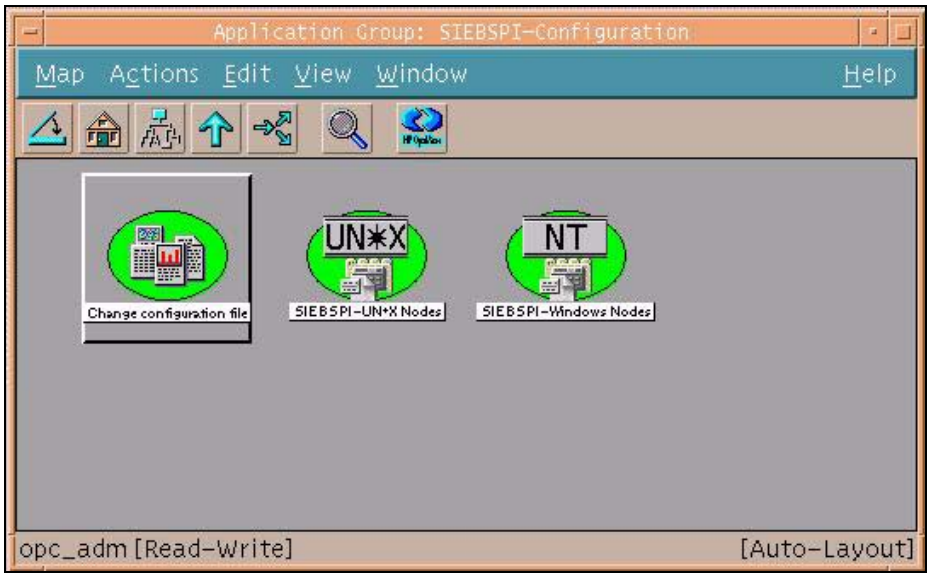
- `SIEBSPI-Configuration`
- `SIEBSPI-Deinstallation`
- `SIEBSPI-Licensing`
- `SIEBSPI-Support`
- `SIEBSPI-Installation`

- SIEBSPI-SPI for Siebel Service

Each of these groups is discussed in detail in the sections that follow.

Application Group: SIEBSPI-Configuration

The application group SIEBSPI-Configuration, as displayed below,



contains the following application and application groups:

- Change configuration file

SIEBSPI-UN*X Nodes

- Configure-direct
- Configure-interactive

SIEBSPI-Windows Nodes

- Configure-direct

Each of these groups is discussed in detail in the sections that follow.

Application: Change configuration file

Additional Parameters	Description
-configure_direct	Starts the tool in non-interactive mode using the additional parameters (described below) that are provided to configure the SPI for Siebel *e*Business Applications product.
-g "Gateway"	Specifies the Gateway server address. The parameter is optional.
-u "username"	Server administrator username. The parameter is optional.
-p "password"	Server administrator password. The parameter is optional.
-e "Enterprise Server"	Enterprise server name. The parameter is optional.
-dbname "database name"	Database name. The parameter is optional.
-resonate "Y|N"	Do we use Resonate? The parameter is optional.
-dbtype "DB2|ORACLE|MSSQL"	What type of database do we have? The parameter is optional.
-db2instance "DB2 instance"	DB2 Instance. DB2 Specific. The parameter is optional.
-db2inst_acc "DB2 instance acc."	DB2 Instance Account. DB2 Specific. The parameter is optional.

Application: Change configuration file *continued…*

`-dbhost "database host"`	Name of machine where the Siebel database resides.
`-cluster "Y|N"`	Do we use cluster? The parameter is optional.
`-smtp_port "SMTP port"`	Mail server port. The parameter is optional.
`-smtp_server "SMTP server"`	Mail server. The parameter is optional.
`-perf_agent "NONE|MWA|CODA"`	Specifies the performance agent type. If performance agent is not specified, the "`NONE`" value should be used. The parameter is required.
`-sieb_locale "locale"`	Siebel locale. The parameter is optional.
`-sieb_lang "Siebel Language"`	Siebel language. The parameter is optional.
`-spi_locale "locale"`	SPI for Siebel locale. The parameter is optional.

Command line: `/opt/OV/siebspi/bin/siebspi_configure (on Management server)`

Description: Changes the configuration file (`spi.cfg`) for SPI for Siebel *e*Business Applications that was generated with the `siebspi_configure` command line application after the installation. The application opens a new xterm window and asks you for every input. If you want to run the application in non-interactive mode, you can use the parameters described previously.

Application: Configure-direct

Additional Parameters	Description
`-g "Gateway"`	Specifies Gateway server address. The parameter is optional.
`-e "Enterprise Server"`	Enterprise server name. The parameter is optional.
`-u "Username"`	Server administrator username. The parameter is optional.
`-p "Password"`	Server administrator password. The parameter is optional.
`-resonate {Y|N}`	Do we use Resonate? The parameter is optional.
`-sieb_lang "Siebel Language"`	Siebel language. The parameter is optional.
`-sieb_locale "locale"`	Siebel locale. The parameter is optional.
`-spi_locale "locale"`	SPI for Siebel locale. The parameter is optional.
`-dbname "database name"`	Database name. The parameter is optional.
`-dbhost "database host"`	Name of machine where the Siebel database resides.
`-cluster "Y|N"`	Do we use cluster? The parameter is optional.
`-dbtype "DB2|ORACLE|MSSQL"`	What type of database do we have? The parameter is optional.
`-db2instance "DB2 instance"`	DB2 Instance. DB2 Specific. The parameter is optional.
`-db2inst_acc "DB2 instance acc."`	DB2 Instance Account. DB2 Specific. The parameter is optional.
`-smtp_port "Mail server port for example, 25"`	Mail server port. The parameter is optional.

Application: Configure-direct *continued…*

`-smtp_server "SMTP server"`	Mail server. The parameter is optional.
`-perf_agent "NONE|MWA|CODA"`	Specifies the performance agent type. If performance agent is not specified, the "`NONE`" value should be used. The parameter is required.
`[-swe {home_dir}]`	Siebel Web Extension home directory. The parameter is optional.
`[-actuate {home_dir}]`	Actuate home directory. The parameter is optional.
`[-web_server {home_dir}]`	Web server home directory. The parameter is optional.

Command line:
```
siebspi_mgr –configure_direct –g
 "Gateway"
 -u "Username" –p "Password"
 -e "Enterprise Server"
 -sieb_lang "Siebel Language"
-sieb_locale "locale"
-spi_locale "locale"
 -smtp_server "SMTP mail
  server"
 -smtp_port "Mail server port"
 -dbhost "database host"
 -perf_agent "NONE|MWA|CODA"
```

Description: Configures SPI for Siebel *e*Business Applications. All parameters are optional, but at least one of them must be specified. Only specified parameters are changed in the configuration file.

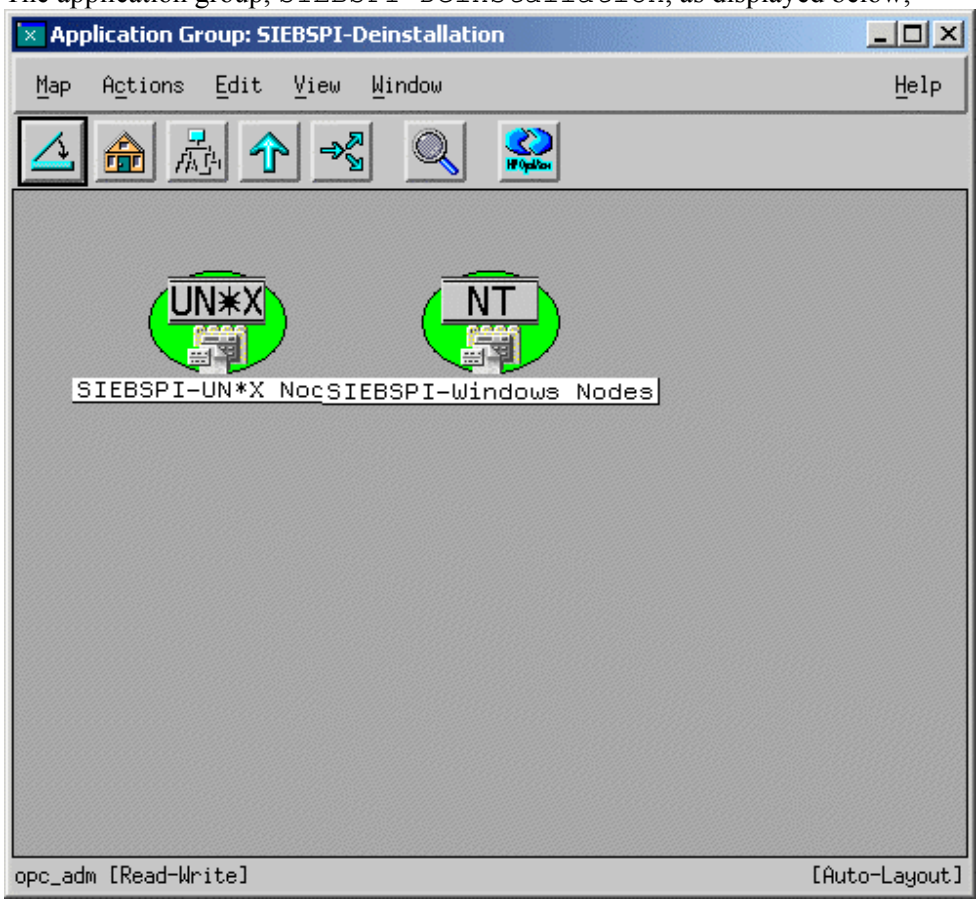
Application: Configure-interactive (ONLY ON UNIX PLATFORMS)

Command line: `siebspi_mgr -configure`

Description: Configures SPI for Siebel *e*Business Applications. Application opens telnet connection. Thus, the proper username and password must be specified, for example, root. The application asks you for every input.

Application Group: SIEBSPI-Deinstallation

The application group, SIEBSPI-Deinstallation, as displayed below,



contains the following application groups:

SIEBSPI-Windows Nodes

- Remove SPI for Siebel - UN*X

SIEBSPI-UN*X Nodes

- Remove SPI for Siebel - WIN

Each of these groups is described in detail in the sections that follow.

Application: Remove SPI for Siebel - UN*X

Command line: `siebspi_mgr -deinstall`

Description: Removes SPI for Siebel from the UNIX node.

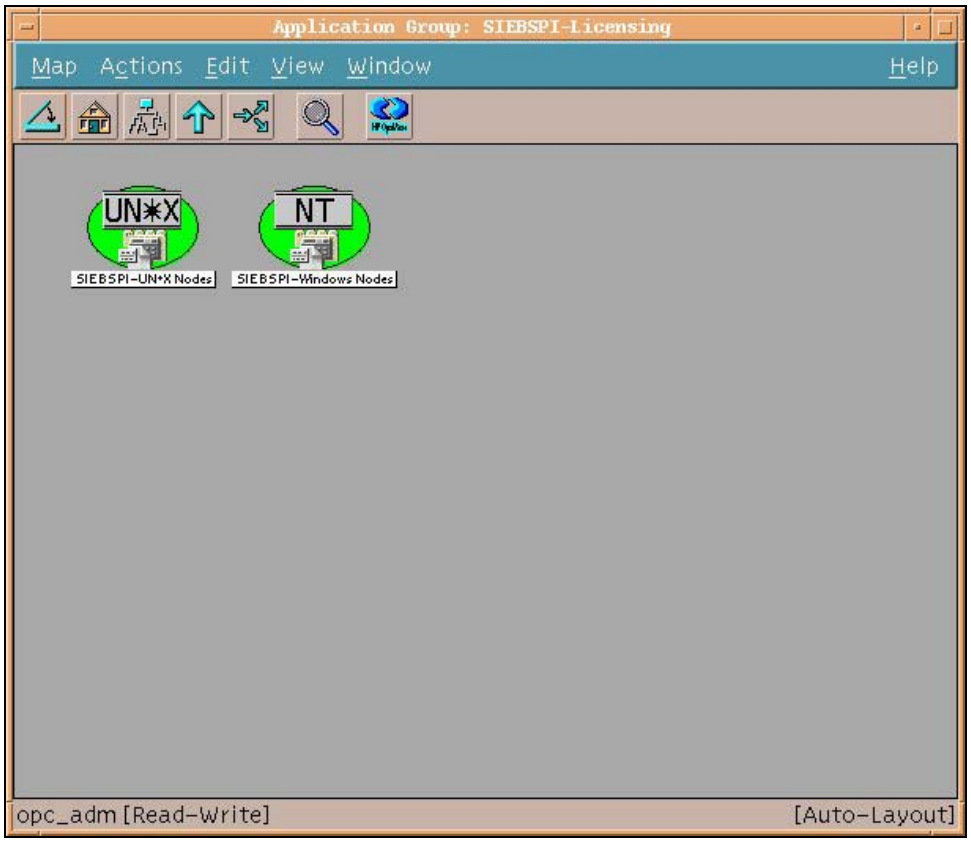
Application: Remove SPI for Siebel - WIN

Command line: `siebspi_mgr -deinstall`

Description: Removes SPI for Siebel from the Windows node.

Application Group: SIEBSPI-Licensing

The application group `SIEBSPI-Licensing`, as displayed below,



contains two application groups:

SIEBSPI-UN*X Nodes

- `1. Clear License Request File`
- `2. Generate License Requests`
- `3. Merge License Activation Codes`

- List License Activation Codes

SIEBSPI-Windows Nodes

- 1. Clear License Request File
- 2. Generate License Requests
- 3. Merge License Activation Codes
- List License Activation Codes

Each of these groups is discussed in detail in the sections that follow.

Application: 1. Clear License Request File

Command line: `/opt/OV/siebspi/bin/siebspi_licmgr -clear`

Description: This application clears the SIEBSPI license request file (`/opt/OV/siebspi/siebspi_license_requests.dat`) on the management server. It executes on the management server only and does not need to be executed on any of the managed nodes. It is usually the first step when requesting SIEBSPI licenses, hence number 1 in front of the application name.

Application: 2. Generate License Requests

Command line: `siebspi_licmgr -generate`

Additional Parameters	Description
`-company_name "Company Name"`	Specifies the company name for which SPI for Siebel *e*Business Applications will be licensed. The parameter is required.

Description: This application generates the SIEBSPI license request information for the managed node. The application is usually executed on several nodes at once to quicken the license request generation. Note that

license request information for all nodes is collected on the management server in a single license request file (`/opt/OV/siebspi/siebspi_license_requests.dat`). It is usually the second application executed when requesting SIEBSPI licenses, hence number 2 in front of the application name.

Note: For this application to work correctly, a node on which this application is executed, must have all templates distributed from the SIEBSPI Licensing template group.

Application: 3. Merge License Activation Codes

Command line: `/opt/OV/siebspi/bin/siebspi_licmgr -merge`

Description: This application merges newly obtained SIEBSPI license activation codes with existing license activations. Once this occurs, license activation codes are ready to be distributed to the Siebel managed nodes. It is usually the third application executed when requesting SIEBSPI licenses, hence number 3 in front of the application name.

Application: List License Activation Codes

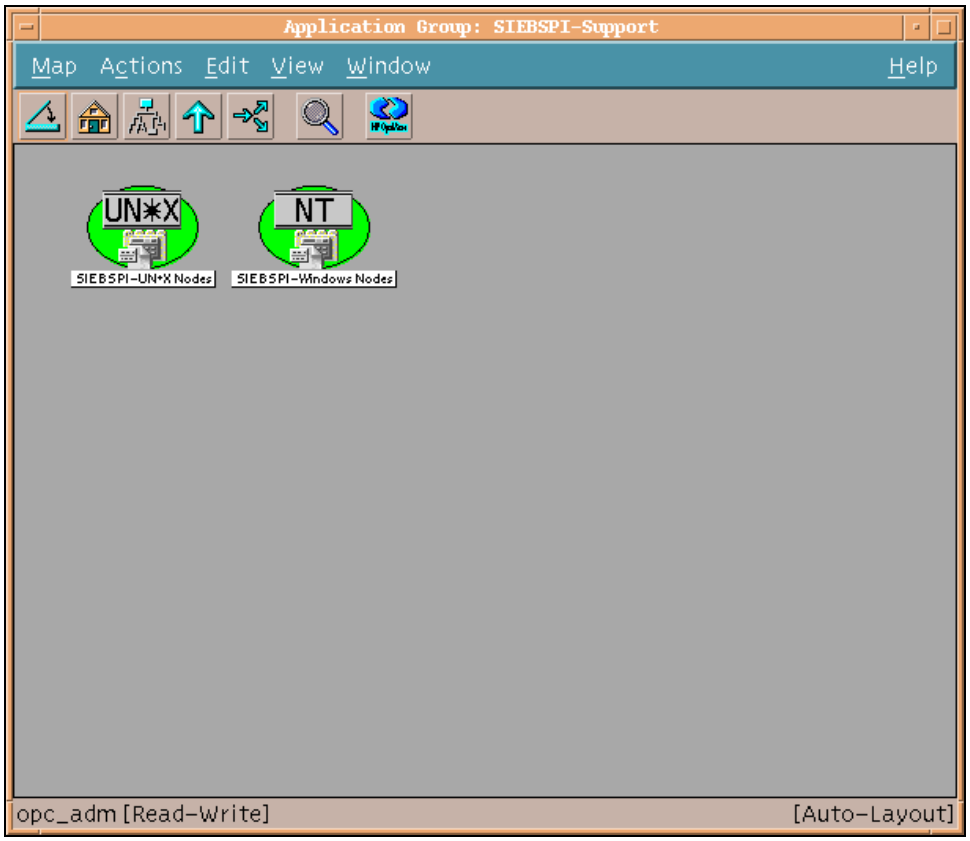
Command line: `/opt/OV/siebspi/bin/siebspi_licmgr -list`

Description: This application lists and counts SIEBSPI license activation codes on the management server.

For additional information on SPI for Siebel licensing, refer to Appendix A.

Application Group: SIEBSPI-Support

The application group `SIEBSPI-Support`, as displayed below,



contains two application groups as follows:

SIEBSPI-UN*X Nodes

- `Display information - UN*X`
- `Collect information - UN*X`

SIEBSPI-Windows Nodes

- Display information - WIN
- Collect information – WIN

Each of these groups is discussed in detail below.

Application: Collect information

Command line: `siebspi_support -collect`

Description: Collects and saves information about the installed SIEBSPI files, the HP OpenView agent, and the operating system.

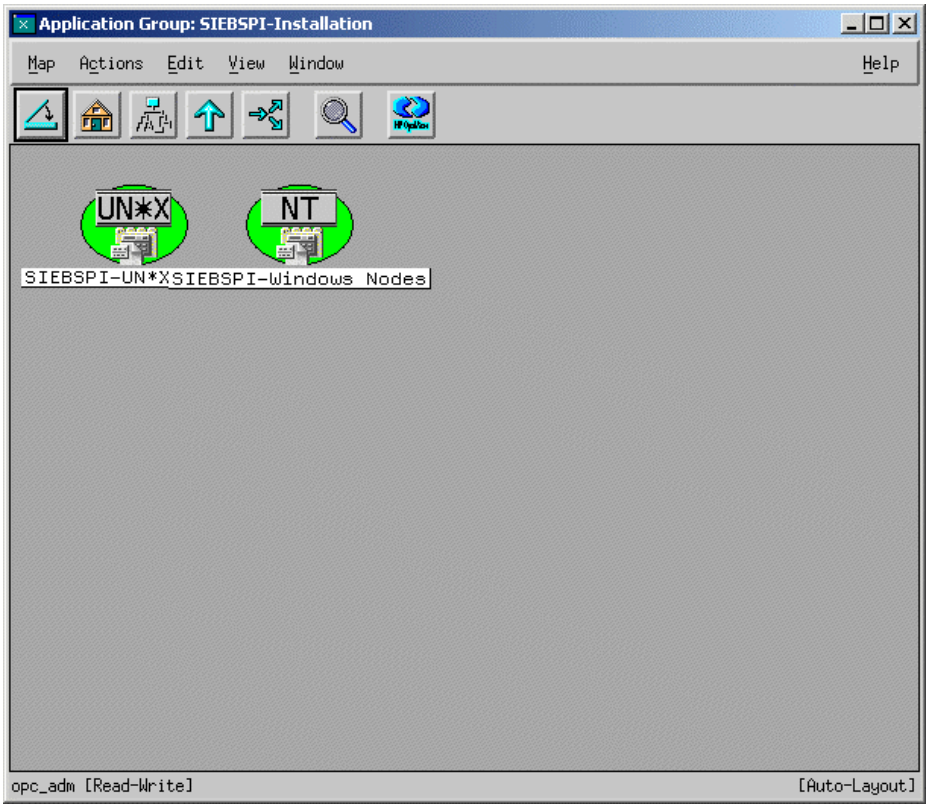
Application: Display information

Command line: `siebspi_support -status`

Description: Displays information about the installed SIEBSPI files, the HP OpenView agent, and the operating system.

Application Group: SIEBSPI-Installation

The application group SIEBSPI-Installation, as displayed below,



contains the following application groups:

SIEBSPI-UN*X Nodes

- Install SPI for Siebel - UN*X

SIEBSPI-Windows Nodes

- Install SPI for Siebel - WIN

Each of these groups is discussed in detail in the sections that follow.

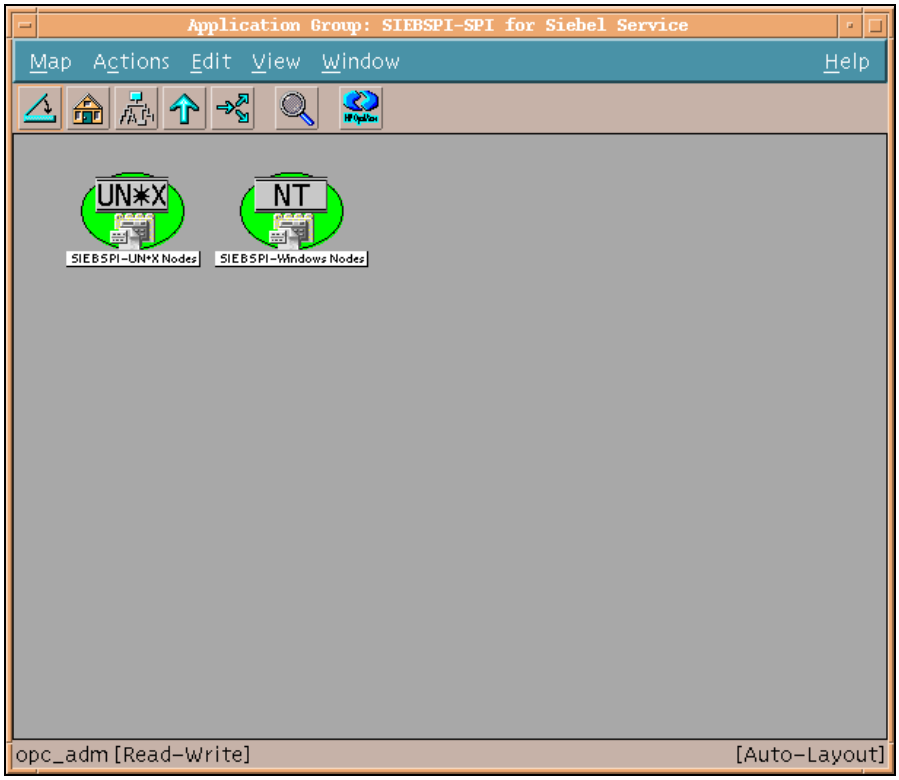
Application:Install SPI for Siebel - UN*X/Windows

Command line: `siebspi_mgr -install`

Description: Forces installation of SPI for Siebel on the UNIX/Windows node.

Application Group: SIEBSPI-SPI for Siebel Service

Items in this application group should only be used on a managed node with the Siebel server installed. The application group `SIEBSPI-SPI for Siebel Service`, as displayed below,



contains the following application groups:

SIEBSPI-UN*X Nodes

SIEBSPI-Windows Nodes

Each of these groups is discussed in detail in the sections that follow.

Application: Start SPI for Siebel Service

Command line: `siebspi_mgr –service start_spisvc`

Description: Starts the SPI for Siebel service.

Application: Restart SPI for Siebel Service

Command line: `siebspi_mgr –service restart_spisvc`

Description: Restarts the SPI for Siebel service.

Application: Stop SPI for Siebel Service

Command line: `siebspi_mgr –service stop_spisvc`

Description: Stops the SPI for Siebel service.

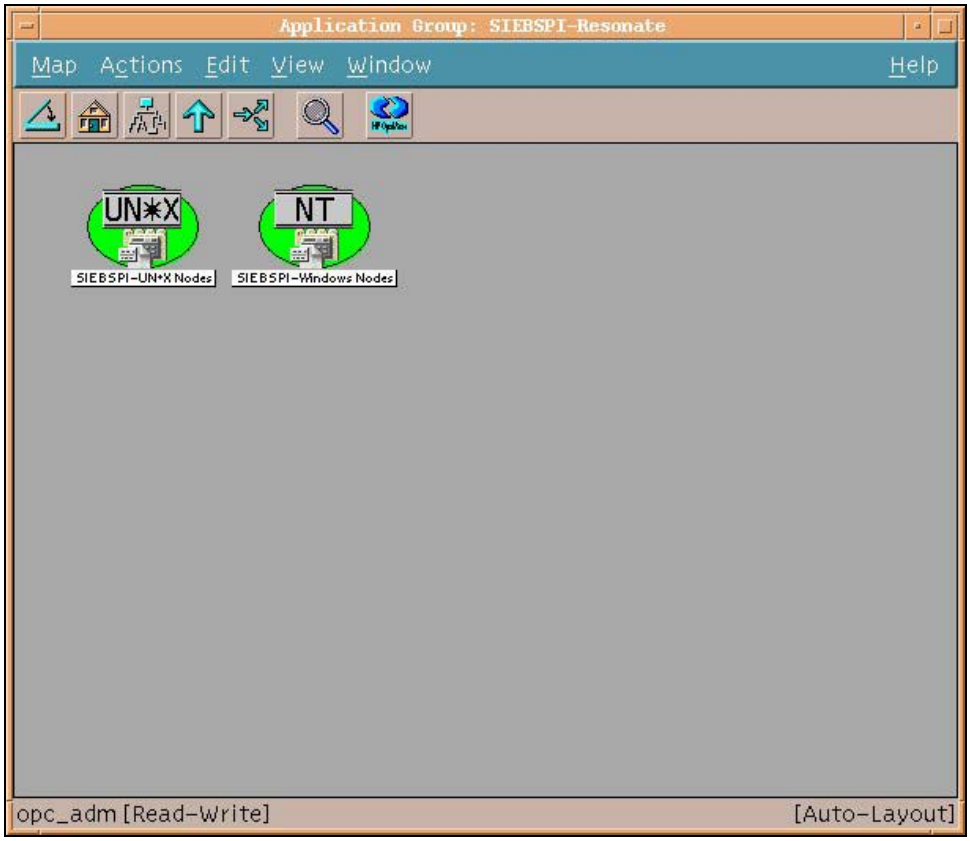
Application: SPI for Siebel Service Status

Command line: `siebspi_mgr –service spisvc_status`

Description: Displays status of the SPI for Siebel service.

Application Group: SIEBSPI-Resonate

The application group `SIEBSPI-Resonate`, as displayed below,



contains two application groups as follows:

SIEBSPI-UN*X Nodes

- RCD add node
- RCD start
- RCD set weight
- RCD disable server
- RCD enable server
- RCD load rules
- RCD make master
- RCD manager
- RCD remove node
- RCD save
- RCD save rules
- RCD status
- RCD stop
- RCD show rules
- Resonate Reporter
  - Data collector install
  - Data collector start
  - Data collector status
  - Data collector stop
  - Data collector uninstall
  - Reporter Viewer
  - Reporter agent install
  - Reporter agent start
  - Reporter agent status
  - Reporter agent stop
  - Reporter agent uninstall

- SIEBSPI-Resonate Services
  - Start Resonate Service
  - Stop Resonate Service
  - Resonate Service Status

SIEBSPI-Windows Nodes

- RCD add node
- RCD start
- RCD set weight
- RCD disable server
- RCD enable server
- RCD load rules
- RCD make master
- RCD remove node
- RCD save
- RCD save rules
- RCD status
- RCD stop
- RCD show rules
- SIEBSPI-Resonate Reporter
  - Data collector install
  - Data collector start
  - Data collector status
  - Data collector stop
  - Data collector uninstall
  - Reporter agent install
  - Reporter agent start
  - Reporter agent status
  - Reporter agent stop
  - Reporter agent uninstall
- SIEBSPI-Resonate Services
  - Start Resonate Service
  - Stop Resonate Service
  - Resonate Service Status

Each of these groups is discussed in detail in the sections that follow.

Application Group: `SIEBSPI-Resonate`

Application: RCD add node

Command line: `siebspi_resonate -cda`
`<host>`
`<password>`
`add_node`
`<node>`

Description: Adds a note to the Resonate Central Dispatch site.

Application: RCD start

Command line: `siebspi_resonate -cda`
`<host>`
`<password>`
`start`
`[<filename>]`

Description: Starts the Resonate Central Dispatch site using the configuration on `<host>` or (optional) using the configuration in `<filename>`.

Application: RCD set weight

Command line: `siebspi_resonate -cda`
`<host>`
`<password>`
`set_weight`
`<node>`
`<n>`

Description: Sets weight of Resonate Central Dispatch server node (1 <= n <= 100).

Application: RCD disable server

Command line: `siebspi_resonate -cda <host> <password> disable_server <server>`

Description: Disables a Resonate Central Dispatch server node.

Application: RCD enable server

Command line: `siebspi_resonate -cda <host> <password> enable_server <server>`

Description: Enables a Resonate Central Dispatch server node.

Application: RCD load rules

Command line: `siebspi_resonate -cda <host> <password> load_rules <filename>`

Description: Loads scheduling rules from `<filename>`.

Application: RCD make master

Command line: `siebspi_resonate -cda <host> <password> make_master <node>`

Description: Makes the node the master of the Resonate Central Dispatch site.

Application: RCD manager

Command line: `siebspi_resonate -manager`

Description: Starts Resonate Central Dispatch manager.

Application: RCD remove node

Command line: `siebspi_resonate -cda <host> <password> remove_node <node>`

Description: Removes the node from the Resonate Central Dispatch site.

Application: RCD save

Command line: `siebspi_resonate -cda <host> <password> save <filename>`

Description: Stores current Resonate Central Dispatch site configuration in <filename>.

Application: RCD status

Command line: `siebspi_resonate -cda <host> <password> status [all]`

Description: Shows server status (enabled or disabled) of all nodes. If "all" is specified, shows server statuses (enabled/disabled, up/down, failback enabled/disabled, server weight, affiliated server or not) for all nodes.

Application: RCD stop

Command line: `siebspi_resonate -cda <host> <password> stop`

Description: Stops the Resonate Central Dispatch site.

Application: RCD show rules

Command line (Win Mgd. node): `cmd /x /c "type" <filename>`
Command line (Un*x Mgd node): `cat <filename>`

Description: Shows scheduling rules from `<filename>`.

Application Group: `siebspi Resonate Reporter`

Application: Data collector install

Command line: `siebspi_resonate -rep_data_collector install`

Description: Installs Reporter data collector.

Application: Data collector start

Command line: `siebspi_resonate -rep_data_collector start`

Description: Starts Reporter data collector.

Application: Data collector status

Command line: `siebspi_resonate -rep_data_collector status`

Description: Shows Reporter data collector status.

Application: Data collector stop

Command line: `siebspi_resonate -rep_data_collector stop`

Description: Stops Reporter data collector.

Application: Data collector uninstall

Command line: `siebspi_resonate -rep_data_collector uninstall`

Description: Uninstalls Reporter data collector.

Application: Reporter Viewer

Command line: `siebspi_resonate -rep_viewer`

Description: Starts Reporter Viewer.

Application: Reporter agent install

Command line: `siebspi_resonate -rep_agent install`

Description: Installs Reporter agent.

Application: Reporter agent start

Command line: `siebspi_resonate -rep_agent start`

Description: Starts Reporter agent.

Application: Reporter agent status

Command line: `siebspi_resonate -rep_agent status`

Description: Shows Reporter agent status.

Application: Reporter agent stop

Command line: `siebspi_resonate -rep_agent stop`

Description: Stops Reporter agent.

Application: Reporter agent uninstall

Command line: `siebspi_resonate -rep_agent uninstall`

Description: Uninstalls Reporter agent.

Application Group: SIEBSPI-Resonate Services

Application: Resonate Service Status

Command line: `siebspi_mgr -service resonate_status`

Description: Displays the status of all Resonate CD services.

Application: Start Resonate Service

Command line: `siebspi_mgr -service start_resonate -s <Resonate CD service name>`

Description: Starts the specific Resonate CD service. Service name should be one of the following: `cdagent, controller, reporter, reporter-agent, sentinel`.

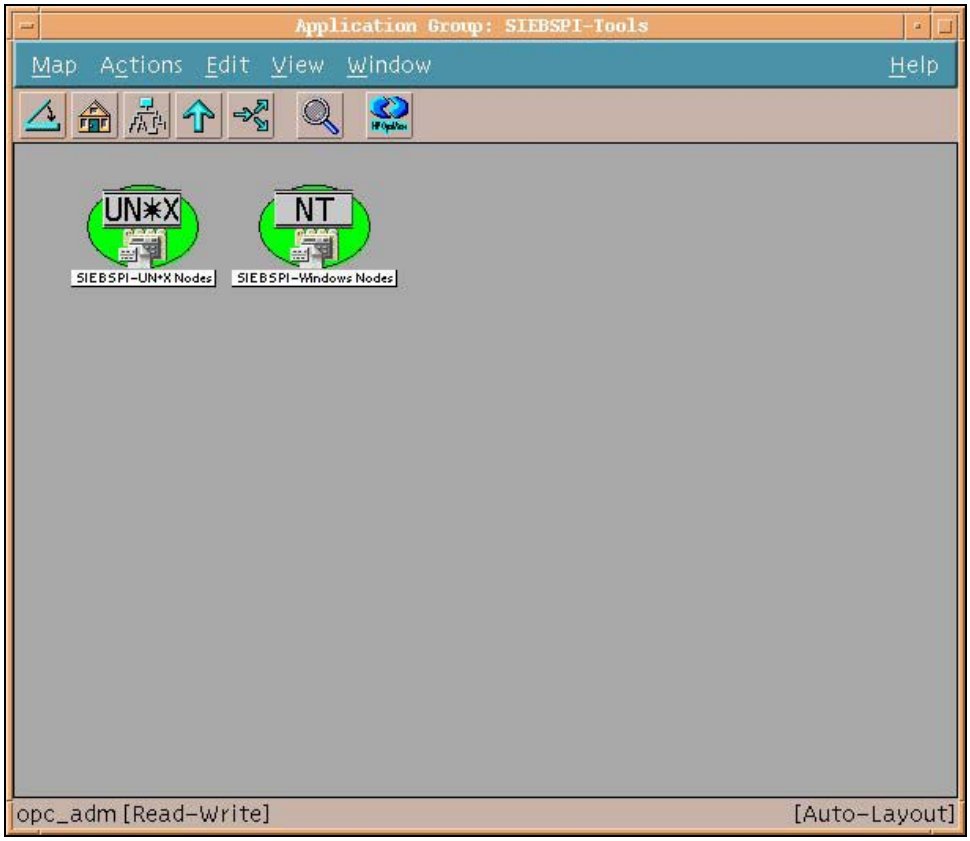
Application: Stop Resonate Service

Command line: `siebspi_mgr -service stop_resonate -s <Resonate CD service name>`

Description: Stops the specific Resonate CD service. Service name should be one of the following: `cdagent, controller, reporter, reporter-agent, sentinel`.

Application Group: SIEBSPI-Tools

The application group `SIEBSPI-Tools`, as displayed below,



contains the following application groups:

`SIEBSPI-UN*X Nodes`

- `List Servers`
- `List Components`

- List EventLog Levels
- List Tasks
- Start Server
- Stop Server
- Offline Component Group
- Online Component Group
- Start Task
- Stop Task
- Pause Task
- Resume Task
- Start “srvrmgr” command
- Autodiscovery
- Set EventLog Level
- SIEBSPI-Siebel Services
  - Name Server Status
  - Siebel Server Status
  - Start Name Server
  - Stop Name Server
  - Restart Name Server
  - Start Siebel Server
  - Stop Siebel Server
  - Restart Siebel Server

SIEBSPI-Windows Nodes

- List Servers
- List Components
- List EventLog Levels
- List Tasks

- Start Server
- Stop Server
- Offline Component Group
- Online Component Group
- Start Task
- Stop Task
- Pause Task
- Resume Task
- Start "srvrmgr" command
- Autodiscovery
- Set EventLog Level
- SIEBSPI-Siebel Services
  - Name Server Status
  - Siebel Server Status
  - Start Name Server
  - Stop Name Server
  - Restart Name Server
  - Start Siebel Server
  - Stop Siebel Server
  - Restart Siebel Server
  - Start Web Server
  - Stop Web Server

These two application groups contain applications that are separated on different operating systems. Each of the groups is discussed in detail in the sections that follow.

Application: List Servers

Command line: `siebspi_mgr -list servers`

Description: Lists Siebel servers.

Application: List Components

Additional Parameters	Description
`-s "Siebel Server"`	Specifies Siebel server name, on which components are listed. The parameter is optional.

Command line: `siebspi_mgr -list components -s "Siebel Server"`

Description: Lists components on specified Siebel server. If server parameter (`-s`) is not specified, components are listed on all available servers.

Application: List EventLog Levels

Additional Parameters	Description
`-comp "Component Alias"`	Specifies Siebel Component Alias
`-s "Siebel Server"`	Specifies Siebel server name, on which components are listed. The parameter is optional.

Command line:
```
siebspi_mgr -list log_levels
            -comp "Component Alias"
            -s "Siebel Server"
```

Description: Lists event log levels for specified component.

Application: List Tasks

Additional Parameters	Description
`-s "Siebel Server"`	Specifies Siebel server name, on which tasks are listed. The parameter is optional.

Command line: `siebspi_mgr -list tasks -s "Siebel Server"`

Description: Lists tasks on specified Siebel server. If server parameter (`-s`) is not specified, tasks are listed on all available servers.

Application: Start Server

Additional Parameters	Description
`-start_server "Siebel Server"`	Specifies Siebel server name that will be started. The parameter is required.

Command line: `siebspi_mgr –start_server "Siebel Server"`

Description: Starts specified Siebel server.

Application: Stop Server

Additional Parameters	Description
`-stop_server "Siebel Server"`	Specifies Siebel server name that will be stopped. The parameter is required.

Command line: `siebspi_mgr –stop_server "Siebel Server"`

Description: Stops specified Siebel server.

Application: Online Component Group

Additional Parameters	Description
`- online_compgrp "Component Group"`	Put a component group online. The parameter is required.
`-server "Siebel Server name"`	If this parameter is specified, a component group is put online only for that Siebel server. The parameter is optional.

Command line: `siebspi_mgr -online_compgrp "Component Group"`

Description: Puts a component group online.

Application: Offline Component Group

Additional Parameters	Description
`- offline_compgrp "Component Group"`	Put a component group offline. The parameter is required.
`-server "Siebel Server name"`	If this parameter is specified, a component group is put offline only for that Siebel server. The parameter is optional.

Command line: `siebspi_mgr -offline_compgrp "Component Group"`

Description: Puts a component group offline.

Application: Enable Component Group

Additional Parameters	Description
`-enable_compgrp "Component Group"`	Enable the component group. The parameter is required.
`-server "Siebel Server name"`	If this parameter is specified, a component group is enabled only for that Siebel server. The parameter is optional.

Command line: `siebspi_mgr -enable_compgrp "Component Group"`

Description: Enables the component group.

Application: Disable Component Group

Additional Parameters	Description
`-disable_compgrp "Component Group"`	Disable the component group. The parameter is required.
`-server "Siebel Server name"`	If this parameter is specified, a component group is disabled only for that Siebel server. The parameter is optional.

Command line: `siebspi_mgr -disable_compgrp "Component Group"`

Description: Disables the component group.

Application: Startup Component

Additional Parameters	Description
`-startup_comp "Component"`	Startup the specified component. The parameter is required.
`-server "Siebel Server name"`	If this parameter is specified, a component group is started only for that Siebel server. The parameter is optional.

Command line: `siebspi_mgr -startup_comp "Component"`

Description: Starts up the component.

Application: Shutdown Component

Additional Parameters	Description
`-shutdown_comp "Component"`	Shutdown the specified component. The parameter is required.
`-server "Siebel Server name"`	If this parameter is specified, a component group is stopped only for that Siebel server. The parameter is optional.

Command line: `siebspi_mgr -shutdown_comp "Component"`

Description: Shuts down the component.

Application: Start Task

Additional Parameters	Description
`-start_task "Component Alias"`	Specifies the component alias, for which the task will be started The parameter is required.
`-s "Siebel Server"`	Specifies Siebel server on which task will be started. The parameter is required.
`-r "Run Mode"`	Run mode for a task. Must be one of: • `batch` • `interactive` • `background` The parameter is required.
`-param "`*`param_alias_name1=value1,`* *`param_alias_name2=value2,…`*`"`	Specifies parameters for a task. You must use the abbreviation (alias) for the parameter name. The parameter is optional.

Command line:
```
siebspi_mgr  -start_task "Component Alias"
             -s "Siebel Server"
             -r "Run Mode"
             -param "param_alias_name1=value1,
                     param_alias_name2=value2,…"
```

Description: On a Siebel server starts a task for the component.

Application: Stop Task

Additional Parameters	Description
`-stop_task "Task ID"`	Specifies ID of task that you want to stop. Use "List Tasks" application to find the task ID. The parameter is required.
`-s "Siebel Server"`	Specifies Siebel server on which

	component will be stopped. The parameter is required.

Command line: `siebspi_mgr -stop_task "Task ID" -s "Siebel Server"`

Description: Stops the specified task.

Application: Pause Task

Additional Parameters	Description
`-pause_task "Task ID"`	Specifies ID of task that you want to place on pause. Use "List Tasks" application to find the task ID. The parameter is required.
`-s "Siebel Server"`	Specifies Siebel server on which component will be stopped. The parameter is required.

Command line: `siebspi_mgr -pause_task "Task ID" -s "Siebel Server"`

Description: Pauses the specified task

Application: Resume Task

Additional Parameters	Description
`-resume_task "Task ID"`	Specifies ID of (paused) task that you want to resume. Use "List Tasks" application to find the task ID. The parameter is required.
`-s "Siebel Server"`	Specifies Siebel server on which component will be stopped.

	The parameter is required.

Command line: `siebspi_mgr -resume_task "Task ID" -s "Siebel Server"`

Description: Resumes the paused task.

Application: Start "srvrmgr" command

Additional Parameters	Description
`-start_command "srvrmgr Command"`	Specifies Siebel Server Manager command. See your Siebel documentation (*System Administration/Server Administration/Using the Server Manager Command-Line Interface*). The parameter is required.

Command line: `siebspi_mgr -start_command "srvrmgr Command"`

Description: Starts the Siebel Server Manager command.

Application: Autodiscovery

Additional Parameters	Description
`-o "Your operator"`	If parameter is specified, the services will be visible not only to the `opc_op` user, but also to `"Your operator"`. The parameter is optional.

Command line: `siebspi_autod`

Description: Starts the Siebel Enterprise configuration and topology discovery. Autodiscovery should only be executed on nodes where the Siebel Server Manager is installed. Normally, these are the nodes where the Siebel server is installed.

Application: **Set EventLog Level**

Additional Parameters	Description
`-set_evtloglvl "log level"`	Specifies desired log level for a Siebel Component. The parameter is required.
`-comp "Component Alias"`	Specifies Siebel Component. The parameter is required.
`-event_type "event type"`	Specifies event type for which you are setting the log level. If you specify "*", the log level will be set for all event types. The parameter is required.

Command line: `siebspi_mgr -set_evtloglvl "log level" -comp "Siebel Component Alias" -event_type "event type"`

Description: Sets log level for a Siebel Component.

Application Group: SIEBSPI-Siebel Services

The application group `SIEBSPI-Siebel Services`, contain subgroups `SIEBSPI-UN*X Nodes` and `SIEBSPI-Windows Nodes` containing following applications:

- `Name Server Status`
- `Siebel Server Status`
- `Start Name Server`
- `Stop Name Server`
- `Restart Name Server`
- `Start Siebel Server`
- `Stop Siebel Server`
- `Restart Siebel Server`
- `Start Web Server`
- `Stop Web Server`

Each of these groups is discussed in detail in the sections that follow.

Application: Name Server Status

Command line: `siebspi_mgr  -service ns_status`

Description: Displays the status of the Siebel Gateway Name Server service.

Application: Siebel Server Status

Command line: `siebspi_mgr -service server_status`

Description: Displays the status of the Siebel Server service(s).

Application: Start Name Server

Command line: `siebspi_mgr -service start_ns`

Description: Starts the Siebel Gateway Name Server service.

Application: Stop Name Server

Command line: `siebspi_mgr -service stop_ns`

Description: Stops the Siebel Gateway Name Server service.

Application: Restart Name Server

Command line: `siebspi_mgr -service restart_ns`

Description: Restarts the Siebel Gateway Name Server service.

Application: Start Siebel Server

Additional Parameters	Description
`-s "Siebel Server"`	Specifies Siebel Server that will be started.

Command line:
```
siebspi_mgr  -service start_server
             -s "Siebel Server"
```

Description: Starts the Siebel Server service for the specified Siebel Server.

Application: Stop Siebel Server

Additional Parameters	Description
`-s "Siebel Server"`	Specifies Siebel Server that will be stopped.

Command line:
```
siebspi_mgr  -service stop_server
             -s "Siebel Server"
```

Description: Stops the Siebel Server service for the specified Siebel Server.

Application: Restart Siebel Server

Additional Parameters	Description
`-s "Siebel Server"`	Specifies Siebel Server that will be restarted.

Command line:
```
siebspi_mgr  -service restart_server
             -s "Siebel Server"
```

Description: Restarts the Siebel Server service for the specified Siebel Server.

Application: Start WEB Server

Command line: `siebspi_mgr -service start_web`

Description: Starts the IIS web service on a Windows managed node.
On SUN managed nodes starts the SUN One Web Server service.

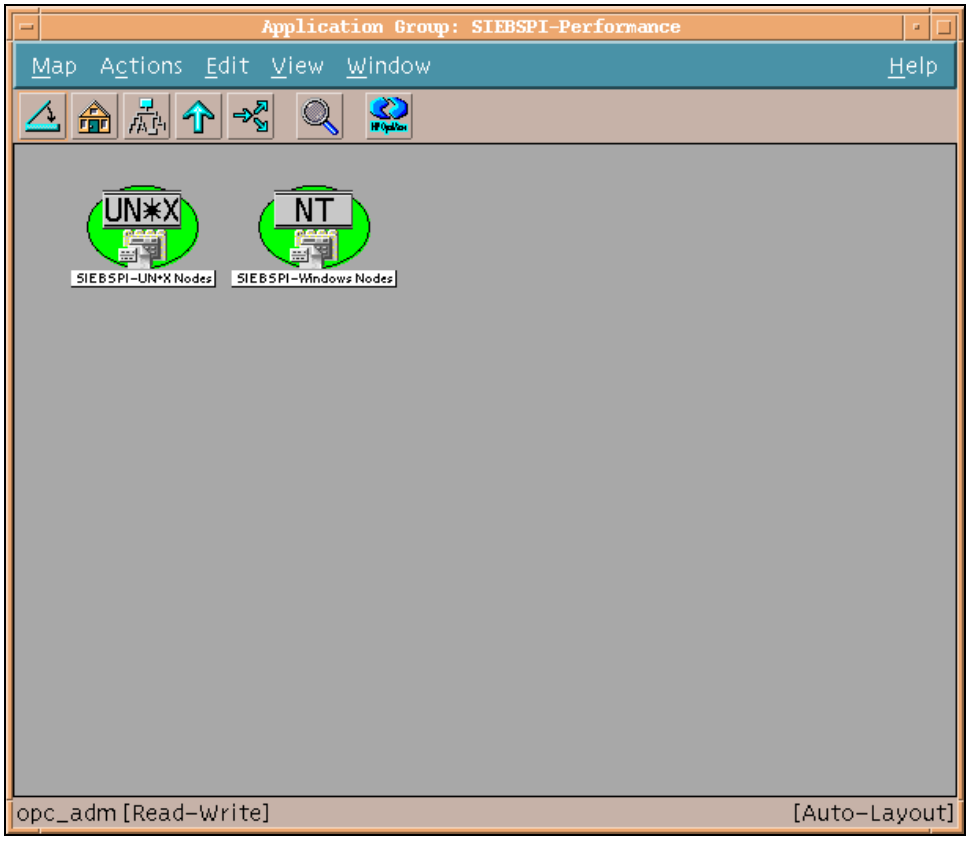
Application: Stop WEB Server

Command line: `siebspi_mgr -service stop_web`

Description: Stops the IIS web service on a Windows managed node.
On SUN managed nodes stops the SUN One Web Server service.

Application Group: SIEBSPI-Actuate

The application group `SIEBSPI-Actuate`, as displayed below,



contains the following application group:

`SIEBSPI-Windows Nodes`

- `Actuate Service Status`
- `Start Actuate Service`

- `Start Tomcat Service`
- `Stop Actuate Service`
- `Stop Tomcat Service`
- `Tomcat Service Status`

`SIEBSPI-UN*X nodes`

- `Actuate Service Status`
- `Start Actuate Service`
- `Stop Actuate Service`

This group is described in detail below.

Application: Actuate Service Status

Command line: `siebspi_mgr -service actuate_status`

Description: Displays the status of the Actuate service.

Application: Start Actuate Service

Command line: `siebspi_mgr -service start_actuate`

Description: Starts the Actuate service.

Application: Stop Actuate Service

Command line: `siebspi_mgr -service stop_actuate`

Description: Stops the Actuate service.

Application: Tomcat Service Status

Command line: `siebspi_mgr -service tomcat_status`

Description: Displays the status of the Tomcat service.

Application: Start Tomcat Service

Command line: `siebspi_mgr -service start_tomcat`

Description: Starts the Tomcat service.

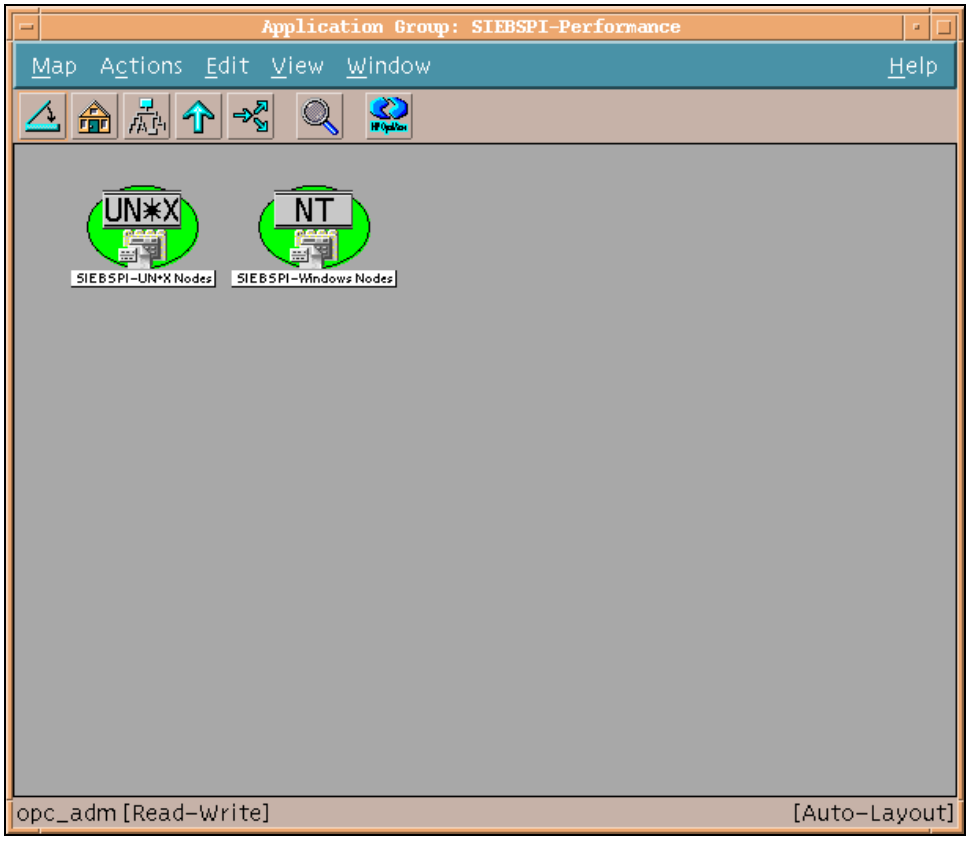
Application: Stop Tomcat Service

Command line: `siebspi_mgr -service stop_tomcat`

Description: Stops the Tomcat service.

Application Group: SIEBSPI-Performance

The application group `SIEBSPI-Performance`, as displayed below,



contains the following application groups:

`SIEBSPI-UN*X Nodes`

- `SIEBSPI-Mob. Clnts, Bcklgs UN*X`
  - `Transaction Merger Backlog UN*X`
  - `Transaction Router Backlog UN*X`

    - Transaction Processor Backlog UN*X
    - Synchronization Backlog UN*X
    - Synchronization Status UN*X
    - Workflow Backlog UN*X
  - DB login time UN*X
  - DB session UN*X
  - DB transaction time UN*X
  - Siebel enterprise performance data UN*X
  - Siebel component performance data UN*X

SIEBSPI-Windows Nodes

  - SIEBSPI-Mob. Clnts, Bcklgs WIN
    - Transaction Merger Backlog WIN
    - Transaction Router Backlog WIN
    - Transaction Processor Backlog WIN
    - Synchronization Backlog WIN
    - Synchronization Status WIN
    - Workflow Backlog WIN
  - DB login time WIN
  - DB session WIN
  - DB transaction time WIN
  - Siebel enterprise performance data WIN
  - Siebel component performance data WIN
  - Smart Probe performance data WIN

Each of these groups is discussed in detail in the sections that follow.

Application: Transaction Merger Backlog UN*X

Command line: `siebspi_dbperf -ext_mon SIEBSPI_TRANS_MERGER_BACKLOG -pair tranMergerBL -threshold 2 -columns 2 -col1 1 -col2 2 -sql_file siebspi_merger.sql -print`

Description: Outputs current values of monitor `SIEBSPI_TRANS_MERGER_BACKLOG`. Applicable for UNIX nodes.

Application: Transaction Router Backlog UN*X

Command line: `siebspi_dbperf -ext_mon SIEBSPI_TRANS_ROUTER_BACKLOG_PERF -pair tranRouterBL -threshold 2 -columns 5 -col1 1 -col2 4 -sql_file siebspi_router.sql -print`

Description: Outputs current values of monitor `SIEBSPI_TRANS_ROUTER_BACKLOG`. Applicable for UNIX nodes.

Application: Transaction Processor Backlog UN*X

Command line: `siebspi_dbperf -mon SIEBSPI_TRANS_PROCESSOR_BACKLOG_PERF -backlog_name tranBL -table S_DOCK_TXN_LOG -print`

Description: Outputs current values of monitor `SIEBSPI_TRANS_PROCESSOR_BACKLOG`. Applicable for UNIX nodes.

Application: Synchronization Backlog UN*X

Command line: `siebspi_dbperf -ext_mon SIEBSPI_SYNCH_BACKLOG_PERF -pair synchBL -threshold 0 -columns 4 -col1 1 -col2 4 -sql_file siebspi_synch.sql -print`

Description: Outputs current values of monitor `SIEBSPI_SYNCH_BACKLOG`. Applicable for UNIX nodes.

Application: Synchronization Status UN*X

Command line: `siebspi_perftool -status`

Description: Outputs synchronization status of mobile clients. Applicable for UNIX nodes.

Application: Workflow Backlog UN*X

Application line: `siebspi_dbperf -mon SIEBSPI_WORKFLOW_BACKLOG_PERF -backlog_name workflowBL -table S_ESCL_REQ -print`

Description: Outputs current values of monitor `SIEBSPI_WORKFLOW_BACKLOG`. Applicable for UNIX nodes.

Application: DB login time UN*X

Command line: `siebspi_dbperf –login -print`

Description: Outputs current DB login time. Applicable for UNIX nodes.

Application: DB Session UN*X

Command line: `siebspi_dbperf -db_session -print [-sql_file siebspi_dbsession.sql]`

Description: Outputs current DB sessions. The parameter for the sql file is optional. Applicable for UNIX nodes.
Only Oracle and MS SQL database types are supported. DB2 is not supported.
NOTE: Make sure that you can access and run the sql files.

Application: DB transaction time UN*X

Command line: `siebspi_dbperf –transaction -print`

Description: Outputs current database transaction time.

Application: Siebel enterprise performance data UN*X

Command line: `siebspi_perftool`

Description: Display current Siebel enterprise performance metrics. Applicable for UNIX nodes.

Application: Siebel component performance data UN*X

Command line: `siebspi_perftool –com_name "Component name or Alias" [-comp_srvr "Siebel Server Name"]`

Description: Display current Siebel component's performance metrics for the defined component. The parameter for the server name is optional. Applicable for UNIX nodes.

Application: Transaction Merger Backlog WIN

Command line: `siebspi_dbperf -ext_mon SIEBSPI_TRANS_MERGER_BACKLOG -pair tranMergerBL -threshold 2 -columns 2 -col1 1 -col2 2 -sql_file siebspi_merger.sql -print`

Description: Outputs current values of monitor `SIEBSPI_TRANS_MERGER_BACKLOG`. Applicable for Windows nodes.

Application: Transaction Router Backlog WIN

Command line: `siebspi_dbperf -ext_mon SIEBSPI_TRANS_ROUTER_BACKLOG_PERF -pair tranRouterBL -threshold 2 -columns 5 -col1 1 -col2 4 -sql_file siebspi_router.sql -print`

Description: Outputs current values of monitor `SIEBSPI_TRANS_ROUTER_BACKLOG`. Applicable for Windows nodes.

Application: Transaction Processor Backlog WIN

Command line: `siebspi_dbperf -mon SIEBSPI_TRANS_PROCESSOR_BACKLOG_PERF -backlog_name tranBL -table S_DOCK_TXN_LOG -print`

Description: Outputs current values of monitor `SIEBSPI_TRANS_PROCESSOR_BACKLOG`. Applicable for Windows nodes.

Application: Synchronization Backlog WIN

Command line: `siebspi_dbperf -ext_mon SIEBSPI_SYNCH_BACKLOG_PERF -pair synchBL -threshold 0 -columns 4 -col1 1 -col2 4 -sql_file siebspi_synch.sql -print`

Description: Outputs current values of monitor `SIEBSPI_SYNCH_BACKLOG`. Applicable for Windows nodes.

Application: Synchronization Status WIN

Command line: `siebspi_perftool -status`

Description: Outputs synchronization status of mobile clients. Applicable for Windows nodes.

Application: Workflow Backlog WIN

Command line: `siebspi_dbperf -mon SIEBSPI_WORKFLOW_BACKLOG_PERF -backlog_name workflowBL -table S_ESCL_REQ -print`

Description: Outputs current values of monitor `SIEBSPI_WORKFLOW_BACKLOG`. Applicable for Windows nodes.

Application: DB login time WIN

Command line: `siebspi_dbperf –login -print`

Description: Outputs current database login time. Applicable for Windows nodes.

Application: DB Session WIN

Command line: `siebspi_dbperf -db_session -print [-sql_file siebspi_dbsession.sql]`

Description: Outputs current DB sessions. The parameter for the sql file is optional. Applicable for Windows nodes.
Only Oracle and MS SQL database types are supported. DB2 is not supported.

NOTE: Make sure that you can access and run the sql files.

Application: DB transaction time WIN

Command line: `siebspi_dbperf –transaction -print`

Description: Outputs current databaseB transaction time. Applicable for Windows nodes.

Application: Siebel enterprise performance data WIN

Command line: `siebspi_perftool`

Description: Displays current Siebel enterprise performance metrics. Applicable for Windows nodes.

Application: Siebel component performance data WIN

Command line: `siebspi_perftool –com_name "Component name or Alias" [-comp_srvr "Siebel Server Name"]`

Description: Displays current Siebel component's performance metrics for the defined component. The parameter for the server name is optional. Applicable for Windows nodes.

Application: Smart Probe performance data WIN

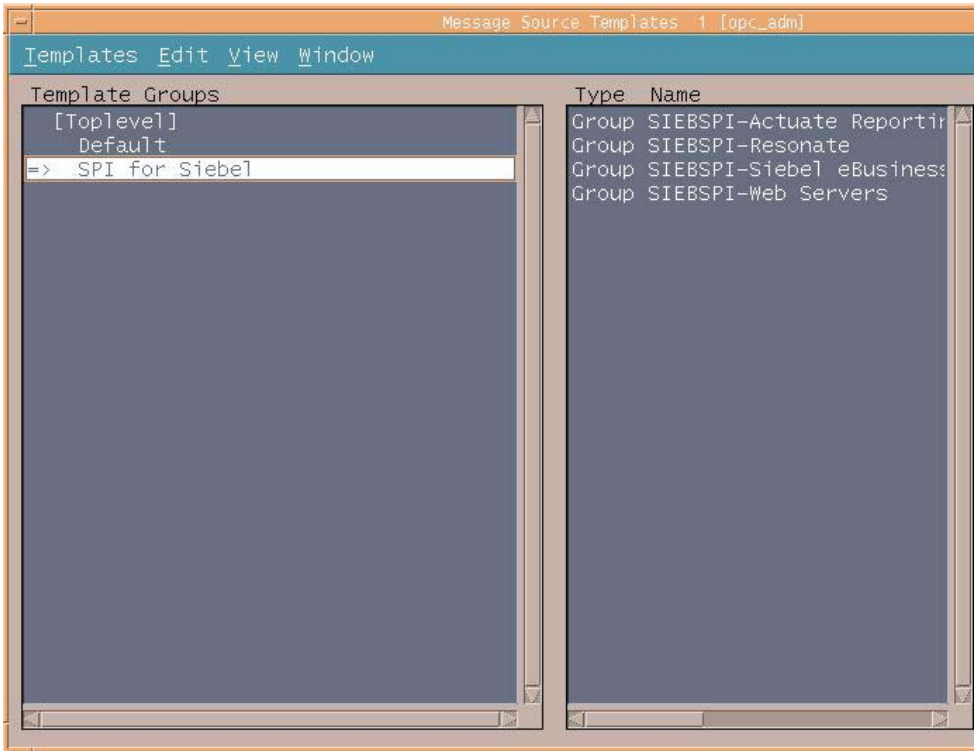
Command line: `siebspi_sp -print`

Description: Outputs current Smart Probe performance data. Applicable for Windows nodes.

Templates and Template Groups

SPI for Siebel *e*Business Applications installs the top-level template group `SPI for Siebel`. This group contains templates for monitoring the Siebel *e*Business Applications. *Figure 4-4, Template Group SPI for Siebel* below shows the HP OpenView *Message Source Templates* window with the template group and templates displayed.

Figure 4-4: Template Group SPI for Siebel



Main Template Groups

The main template groups are as follows:

SIEBSPI-Siebel eBusiness Appl
This template group contains groups for particular Siebel versions (for example, SIEBSPI-Siebel 7.0.x) where you can find the following template groups:

SIEBSPI-Internal
This template group contains templates that intercept internal siebspi messages.

SIEBSPI-Siebel *.*.* Server
This template group should only be installed on a node where the Siebel server is installed.

SIEBSPI-Siebel Gateway Server
This template group should only be installed on a node where the Siebel Gateway server is installed.

SIEBSPI-Siebel Remote Client
This template group should only be installed on a node where a Siebel remote (mobile) client is installed.

SIEBSPI-Smart Probe
This template group should only be installed on the nodes where the Siebel server or dedicated clients are installed.

SIEBSPI-Web Server Extension
This template group should only be installed on a node where the Siebel Web server extension is installed.

SIEBSPI-Actuate Reporting Server
This template group should only be installed on a node where the Actuate Reporting Server is installed.

SIEBSPI-Resonate

This template group should be installed on all nodes in the Siebel enterprise where Resonate Central Dispatch is installed. Typically, these are the nodes where the Siebel server and gateway are installed.

SIEBSPI-Siebel Web Servers

This template group should only be installed on a node where the Siebel Web server is installed.

Monitor Template Group Structure

The complete structure of the monitor template groups is as follows:

```
SPI for Siebel
Group: SIEBSPI-Actuate Reporting Server
Group: SIEBSPI-Resonate
Group: SIEBSPI-Siebel eBusiness Appl
Group: SIEBSPI-Web Servers

  SIEBSPI-Actuate Reporting Server
  Group: SIEBSPI-Actuate 6.0

    SIEBSPI-Actuate 6.0
    SIEBSPI_RPT_SRVR_LOG
    SIEBSPI_ACTUATE_PROCESS

  SIEBSPI-Resonate
  Group: SIEBSPI-Resonate 3.x

    SIEBSPI-Resonate 3.x
    SIEBSPI_RCD_AGT_LOG
    SIEBSPI_RESONATE_CDAGENT_PROCESS
    SIEBSPI_RESONATE_CONTROLLER_PROCESS
    SIEBSPI_RESONATE_REPORTER_AGENT_PROCESS
    SIEBSPI_RESONATE_REPORTER_PROCESS
    SIEBSPI_RESONATE_SENTINEL_PROCESS
    SIEBSPI_RES_SVC_EXT

  SIEBSPI-Siebel eBusiness Appl
  Group: SIEBSPI-Siebel 6.x
  Group: SIEBSPI-Siebel 7.0.x
  Group: SIEBSPI-Siebel 7.5.x
  Group: SIEBSPI-Siebel 7.7.x

    SIEBSPI-Siebel 6.x
    Group: SIEBSPI-Internal
    Group: SIEBSPI-Siebel 6.x Server
    Group: SIEBSPI-Siebel Gateway Server
    Group: SIEBSPI-Siebel Remote Client
    Group: SIEBSPI-Smart Probe
    Group: SIEBSPI-Web Server Extension

      SIEBSPI-Internal
      SIEBSPI_LICENSE_OPC_MSG
      SIEBSPI_CHECK_ERROR_LOG
      SIEBSPI_CHECK_TRACE_LOG
      SIEBSPI_INT_MESSAGE_EXT
```

SIEBSPI-Siebel 6.x Server
SIEBSPI_DB_CONNECTIVITY
SIEBSPI_DB_LOGIN_PERFORMANCE
SIEBSPI_DB_LOGIN_TIME
SIEBSPI_DB_SESSION
SIEBSPI_DB_SESSION_PERFORMANCE
SIEBSPI_DB_TRANSACTION_TIME
SIEBSPI_DB_TRANS_PERFORMANCE
SIEBSPI_DOCKING_DIR
SIEBSPI_DOCKING_DIR_EXT
SIEBSPI_DOCKING_INBOX_DIR
SIEBSPI_DOCKING_INBOX_DIR_EXT
SIEBSPI_DOCKING_OUTBOX_DIR
SIEBSPI_DOCKING_OUTBOX_DIR_EXT
SIEBSPI_SERVER_AVAILABILITY
SIEBSPI_SERVER_AVAILABILITY_EXT
SIEBSPI_SERVER_EVENT_LOG
SIEBSPI_SERVER_EVENT_LOG_EXT
SIEBSPI_SERVER_LOG
SIEBSPI_SERVER_LOGARCHIVE_DIR
SIEBSPI_SERVER_LOGARCHIVE_DIR_EXT
SIEBSPI_SERVER_LOG_DIR
SIEBSPI_SERVER_LOG_DIR_EXT
SIEBSPI_SERVER_LOG_EXT
SIEBSPI_SERVER_PERFORMANCE
SIEBSPI_SERVER_PROCESS
SIEBSPI_SERVER_PROCESS_CPU_MEM
SIEBSPI_SERVER_PROCESS_EXT
SIEBSPI_SESSION_PROCESS_CPU_MEM
SIEBSPI_SIEBEL_CPU_MEM_EXT
SIEBSPI_SIEBEL_FS
SIEBSPI_SIEBMTSHMW_PROCESS_CPU_MEM
SIEBSPI_SIEBMTSH_PROCESS_CPU_MEM
SIEBSPI_SRVRMGR_PROCESS_CPU_MEM
Group: SIEBSPI-Autodiscovery
Group: SIEBSPI-Mobile Clients, Backlogs
Group: SIEBSPI-Server 6.x Components

SIEBSPI-Autodiscovery
SIEBSPI_CONF_UPD_EXT
SIEBSPI_ENTERPRISE_CONFIGURATION

SIEBSPI-Mobile Clients, Backlogs
SIEBSPI_SYNCH_BACKLOG
SIEBSPI_SYNCH_BACKLOG_EXT
SIEBSPI_SYNCH_BACKLOG_PERF
SIEBSPI_SYNCH_STATUS
SIEBSPI_SYNCH_STATUS_EXT
SIEBSPI_TRANS_MERGER_BACKLOG
SIEBSPI_TRANS_MERGER_BACKLOG_EXT
SIEBSPI_TRANS_MERGER_BACKLOG_PERF

SIEBSPI_TRANS_PROCESSOR_BACKLOG
SIEBSPI_TRANS_PROCESSOR_BACKLOG_PERF
SIEBSPI_TRANS_ROUTER_BACKLOG
SIEBSPI_TRANS_ROUTER_BACKLOG_EXT
SIEBSPI_TRANS_ROUTER_BACKLOG_PERF
SIEBSPI_WORKFLOW_BACKLOG
SIEBSPI_WORKFLOW_BACKLOG_PERF

SIEBSPI-Server 6.x Components
SIEBSPI_CHECK_TASKS_EXT
SIEBSPI_COMP_STATUS_EXT
SIEBSPI_NUM_TASKS_TOO_HIGH_EXT
SIEBSPI_NUM_TASKS_TOO_LOW_EXT
Group: SIEBSPI-6.X Assignment Mgmt
Group: SIEBSPI-6.X Communications Mgmt
Group: SIEBSPI-6.X Data Quality
Group: SIEBSPI-6.X Dun and Bradstreet
Group: SIEBSPI-6.X EAI
Group: SIEBSPI-6.X Field Service
Group: SIEBSPI-6.X Incentive Compens.
Group: SIEBSPI-6.X Marketing
Group: SIEBSPI-6.X SAP Connector
Group: SIEBSPI-6.X Siebel Remote
Group: SIEBSPI-6.X Siebel Thin Client
Group: SIEBSPI-6.X System Management
Group: SIEBSPI-6.X Web Collaboration
Group: SIEBSPI-6.X Workflow Management

SIEBSPI-6.X Assignment Mgmt
SIEBSPI_ASGN_BATCH_COMPONENT
SIEBSPI_ASGN_SRVR_COMPONENT

SIEBSPI-6.X Communications Mgmt
SIEBSPI_COMM_MGR_COMPONENT
SIEBSPI_CTI_ROUTE_COMPONENT
SIEBSPI_MAIL_AGENT_COMPONENT
SIEBSPI_MAIL_MGR_COMPONENT
SIEBSPI_PAGE_MGR_COMPONENT

SIEBSPI-6.X Data Quality
SIEBSPI_DATA_QUALITY_MGR_COMPONENT

SIEBSPI-6.X Dun and Bradstreet
SIEBSPI_DNB_UP_MGR_DB_COMPONENT
SIEBSPI_DNB_UP_MGR_SIE_COMPONENT
SIEBSPI_DNB_UP_MGR_ALL_COMPONENT

SIEBSPI-6.X EAI
SIEBSPI_BUS_INT_BATCH_MGR_COMPONENT
SIEBSPI_BUS_INT_MGR_COMPONENT

SIEBSPI_EIM_COMPONENT
SIEBSPI_MQ_SERIES_RCVR_COMPONENT

SIEBSPI-6.X Field Service
SIEBSPI_FS_CYC_CNT_COMPONENT
SIEBSPI_FS_FULFILL_COMPONENT
SIEBSPI_FS_INV_TXN_COMPONENT
SIEBSPI_FS_LOCATE_COMPONENT
SIEBSPI_FS_PREV_MAINT_COMPONENT
SIEBSPI_FS_REPL_COMPONENT

SIEBSPI-6.X Incentive Compens.
SIEBSPI_ICM_CALC_ENG_COMPONENT
SIEBSPI_ICM_CALC_IMP_COMPONENT
SIEBSPI_ICM_ORD_IMP_COMPONENT
SIEBSPI_ICOMP_MGR_COMPONENT

SIEBSPI-6.X Marketing
SIEBSPI_ANALY_CACHE_MGR_COMPONENT
SIEBSPI_ANALY_PROXY_MGR_COMPONENT
SIEBSPI_ANALY_QUERY_MGR_COMPONENT
SIEBSPI_DBM_CAMP_MGR_COMPONENT
SIEBSPI_LIST_MGR_COMPONENT
SIEBSPI_SME_CAMP_MGR_COMPONENT
SIEBSPI_SME_CELL_SRVR_COMPONENT
SIEBSPI_SME_SEGM_SRVR_COMPONENT

SIEBSPI-6.X SAP Connector
SIEBSPI_SAP_IDOC_MG_RCVR_COMPONENT
SIEBSPI_SAP_IDOC_RCVR_COMPONENT

SIEBSPI-6.X Siebel Remote
SIEBSPI_DB_XTRACT_COMPONENT
SIEBSPI_GEN_NEW_DB_COMPONENT
SIEBSPI_REP_AGENT_COMPONENT
SIEBSPI_SYNCH_MGR_COMPONENT

SIEBSPI_TXN_MERGE_COMPONENT
SIEBSPI_TXN_PROC_COMPONENT
SIEBSPI_TXN_ROUTE_COMPONENT

SIEBSPI-6.X Siebel Thin Client
SIEBSPI_EBRIEFINGS_DC_OBJ_MGR_COMPONENT
SIEBSPI_EBRIEFINGS_OBJ_MGR_COMPONENT
SIEBSPI_ECHANNEL_OBJ_MGR_COMPONENT
SIEBSPI_ECUSTOMER_OBJ_MGR_COMPONENT
SIEBSPI_EMARKETING_OBJ_MGR_COMPONENT
SIEBSPI_ESALES_OBJ_MGR_COMPONENT
SIEBSPI_ESERVICE_OBJ_MGR_COMPONENT
SIEBSPI_ETRAINING_OBJ_MGR_COMPONENT
SIEBSPI_PARTNER_FINDER_OBJ_MGR_COMPONENT

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        SIEBSPI_SALES_OBJ_MGR_COMPONENT
        SIEBSPI_SCC_OBJ_MGR_COMPONENT
        SIEBSPI_SFS_OBJ_MGR_COMPONENT
        SIEBSPI_SSE_OBJ_MGR_COMPONENT
        SIEBSPI_SSV_OBJ_MGR_COMPONENT
        SIEBSPI_WEBPHONE_SALES_OBJ_MGR_COMPONENT
        SIEBSPI_WEBPHONE_SERVICE_OBJ_MGR_COMPONENT

        SIEBSPI-6.X System Management
        SIEBSPI_REQ_PROC_COMPONENT
        SIEBSPI_SERVER_MGR_COMPONENT
        SIEBSPI_SIEB_SRVR_COMPONENT
        SIEBSPI_SRM_SYNCH_COMPONENT
        SIEBSPI_SRVR_SCHED_COMPONENT

        SIEBSPI-6.X Web Collaboration
        SIEBSPI_WEB_COLL_COMPONENT

        SIEBSPI-6.X Workflow Management
        SIEBSPI_GEN_TRIG_COMPONENT
        SIEBSPI_WF_PROC_BATCH_MGR_COMPONENT
        SIEBSPI_WF_PROC_MGR_COMPONENT
        SIEBSPI_WORK_ACTN_COMPONENT
        SIEBSPI_WORK_MON_COMPONENT

    SIEBSPI-Siebel Gateway Server
    SIEBSPI_GATEWAY_LOG
    SIEBSPI_GATEWAY_LOG_DIR
    SIEBSPI_GATEWAY_LOG_EXT
    SIEBSPI_GATEWAY_PERFORMANCE
    SIEBSPI_GATEWAY_PROCESS
    SIEBSPI_GATEWAY_PROCESS_CPU
    SIEBSPI_GATEWAY_PROCESS_MEM

    SIEBSPI-Siebel Remote Client
    SIEBSPI_CLI_INBOX_DIR
    SIEBSPI_CLI_OUTBOX_DIR

    SIEBSPI-Smart Probe
    SIEBSPI_SP_LOGIN_TIME
    SIEBSPI_SP_PERFORMANCE
    SIEBSPI_SP_TRANSACTION_TIME

    SIEBSPI-Web Server Extension
    SIEBSPI_WEB_SERVER_LOG

SIEBSPI-Siebel 7.0.x
Group: SIEBSPI-Internal
Group: SIEBSPI-Siebel 7.0.x Server
Group: SIEBSPI-Siebel Gateway Server
Group: SIEBSPI-Siebel Remote Client
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Group: SIEBSPI-Smart Probe
Group: SIEBSPI-Web Server Extension

  SIEBSPI-Internal
  SIEBSPI_LICENSE_OPC_MSG
  SIEBSPI_CHECK_ERROR_LOG
  SIEBSPI_CHECK_TRACE_LOG
  SIEBSPI_INT_MESSAGE_EXT

  SIEBSPI-Siebel 7.0.x Server
  SIEBSPI_DB_CONNECTIVITY
  SIEBSPI_DB_LOGIN_PERFORMANCE
  SIEBSPI_DB_LOGIN_TIME
  SIEBSPI_DB_SESSION
  SIEBSPI_DB_SESSION_PERFORMANCE
  SIEBSPI_DB_TRANSACTION_TIME
  SIEBSPI_DB_TRANS_PERFORMANCE
  SIEBSPI_DOCKING_DIR
  SIEBSPI_DOCKING_DIR_EXT
  SIEBSPI_DOCKING_INBOX_DIR
  SIEBSPI_DOCKING_INBOX_DIR_EXT
  SIEBSPI_DOCKING_OUTBOX_DIR
  SIEBSPI_DOCKING_OUTBOX_DIR_EXT
  SIEBSPI_SERVER_AVAILABILITY
  SIEBSPI_SERVER_AVAILABILITY_EXT
  SIEBSPI_SERVER_EVENT_LOG
  SIEBSPI_SERVER_EVENT_LOG_EXT
  SIEBSPI_SERVER_LOG
  SIEBSPI_SERVER_LOGARCHIVE_DIR
  SIEBSPI_SERVER_LOGARCHIVE_DIR_EXT
  SIEBSPI_SERVER_LOG_DIR
  SIEBSPI_SERVER_LOG_DIR_EXT
  SIEBSPI_SERVER_LOG_EXT
  SIEBSPI_SERVER_PERFORMANCE
  SIEBSPI_SERVER_PROCESS
  SIEBSPI_SERVER_PROCESS_CPU_MEM
  SIEBSPI_SERVER_PROCESS_EXT
  SIEBSPI_SESSION_PROCESS_CPU_MEM
  SIEBSPI_SIEBEL_CPU_MEM_EXT
  SIEBSPI_SIEBEL_FS
  SIEBSPI_SIEBMTSHMW_PROCESS_CPU_MEM
  SIEBSPI_SIEBMTSH_PROCESS_CPU_MEM
  SIEBSPI_SRVRMGR_PROCESS_CPU_MEM
  Group: SIEBSPI-Autodiscovery
  Group: SIEBSPI-Mobile Clients, Backlogs
  Group: SIEBSPI-Server 7.0.x Components

    SIEBSPI-Autodiscovery
    SIEBSPI_CONF_UPD_EXT
    SIEBSPI_ENTERPRISE_CONFIGURATION
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SIEBSPI-Mobile Clients, Backlogs
SIEBSPI_SYNCH_BACKLOG
SIEBSPI_SYNCH_BACKLOG_EXT
SIEBSPI_SYNCH_BACKLOG_PERF
SIEBSPI_SYNCH_STATUS
SIEBSPI_SYNCH_STATUS_EXT
SIEBSPI_TRANS_MERGER_BACKLOG
SIEBSPI_TRANS_MERGER_BACKLOG_EXT
SIEBSPI_TRANS_MERGER_BACKLOG_PERF
SIEBSPI_TRANS_PROCESSOR_BACKLOG
SIEBSPI_TRANS_PROCESSOR_BACKLOG_PERF
SIEBSPI_TRANS_ROUTER_BACKLOG
SIEBSPI_TRANS_ROUTER_BACKLOG_EXT
SIEBSPI_TRANS_ROUTER_BACKLOG_PERF
SIEBSPI_WORKFLOW_BACKLOG
SIEBSPI_WORKFLOW_BACKLOG_PERF

SIEBSPI-Server 7.0.x Components
SIEBSPI_CHECK_TASKS_EXT
SIEBSPI_COMP_STATUS_EXT
SIEBSPI_NUM_TASKS_TOO_HIGH_EXT
SIEBSPI_NUM_TASKS_TOO_LOW_EXT
Group: SIEBSPI-7.0.X Assignment Mgmt
Group: SIEBSPI-7.0.X Communications Mgmt
Group: SIEBSPI-7.0.X Content Center
Group: SIEBSPI-7.0.X DCommerce
Group: SIEBSPI-7.0.X Data Quality
Group: SIEBSPI-7.0.X Dun and Bradstreet
Group: SIEBSPI-7.0.X EAI
Group: SIEBSPI-7.0.X Field Service
Group: SIEBSPI-7.0.X Forecast Service
Group: SIEBSPI-7.0.X Handheld Sync.
Group: SIEBSPI-7.0.X Incentive Compens.
Group: SIEBSPI-7.0.X Marketing
Group: SIEBSPI-7.0.X Oracle Connector
Group: SIEBSPI-7.0.X S2S Connector
Group: SIEBSPI-7.0.X SAP Connector
Group: SIEBSPI-7.0.X Siebel Anywhere
Group: SIEBSPI-7.0.X Siebel Call Center
Group: SIEBSPI-7.0.X Siebel ERM
Group: SIEBSPI-7.0.X Siebel ISS
Group: SIEBSPI-7.0.X Siebel Remote
Group: SIEBSPI-7.0.X Siebel Sales
Group: SIEBSPI-7.0.X Siebel Wireless
Group: SIEBSPI-7.0.X Siebel eChannel
Group: SIEBSPI-7.0.X Siebel eDocuments
Group: SIEBSPI-7.0.X System Management
Group: SIEBSPI-7.0.X Workflow Mgmt

SIEBSPI-7.0.X Assignment Mgmt

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SIEBSPI_ASGN_BATCH_COMPONENT
SIEBSPI_ASGN_SRVR_COMPONENT

SIEBSPI-7.0.X Communications Mgmt
SIEBSPI_COMM_CONF_MGR_COMPONENT
SIEBSPI_COMM_INBOUND_PROCESSOR
SIEBSPI_COMM_IN_MGR_COMPONENT
SIEBSPI_COMM_SESS_MGR_COMPONENT
SIEBSPI_EMAIL_MGR_COMPONENT
SIEBSPI_PAGE_MGR_COMPONENT
SIEBSPI_SMRT_ANSW_MGR_COMPONENT

SIEBSPI-7.0.X Content Center
SIEBSPI_CNT_PROJ_PUB_COMPONENT
SIEBSPI_CNT_PROJ_STRT_COMPONENT

SIEBSPI-7.0.X DCommerce
SIEBSPI_DCOMM_ALERTS_COMPONENT
SIEBSPI_DCOMM_AUT_AUC_CLOSE_COMPONENT
SIEBSPI_DYN_COMM_COMPONENT

SIEBSPI-7.0.X Data Quality
SIEBSPI_DATA_QUALITY_MGR_COMPONENT

SIEBSPI-7.0.X Dun and Bradstreet
SIEBSPI_DNB_UP_MGR_DB_COMPONENT
SIEBSPI_DNB_UP_MGR_MT_COMPONENT
SIEBSPI_DNB_UP_MGR_SIE_COMPONENT

SIEBSPI-7.0.X EAI
SIEBSPI_BUS_INT_BATCH_MGR_COMPONENT
SIEBSPI_BUS_INT_MGR_COMPONENT
SIEBSPI_EAI_OBJECT_MGR_COMPONENT
SIEBSPI_EIM_COMPONENT
SIEBSPI_MQ_SERIES_AMI_RCVR_COMPONENT
SIEBSPI_MQ_SRVR_RCVR_COMPONENT
SIEBSPI_MSMQ_RCVR_COMPONENT
SIEBSPI_WCS_MQ_SERIES_RCVR_COMPONENT

SIEBSPI-7.0.X Field Service
SIEBSPI_APPT_BOOK_COMPONENT
SIEBSPI_FS_CYC_CNT_COMPONENT
SIEBSPI_FS_FULFILL_COMPONENT
SIEBSPI_FS_INVOICE_COMPONENT
SIEBSPI_FS_INV_TXN_COMPONENT
SIEBSPI_FS_LOCATE_COMPONENT
SIEBSPI_FS_OBJ_MGR_COMPONENT
SIEBSPI_FS_PREV_MAINT_COMPONENT
SIEBSPI_FS_REPL_COMPONENT
SIEBSPI_OPTIMIZER_COMPONENT
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SIEBSPI-7.0.X Forecast Service
SIEBSPI_FORECAST_COMPONENT

SIEBSPI-7.0.X Handheld Sync.
SIEBSPI_FS_CE_OBJMGR_COMPONENT
SIEBSPI_PALM_OBJMGR_COMPONENT
SIEBSPI_SALES_CE_OBJMGR_COMPONENT

SIEBSPI-7.0.X Incentive Compens.
SIEBSPI_ICM_CALC_ENG_COMPONENT
SIEBSPI_ICM_CALC_IMP_COMPONENT
SIEBSPI_ICM_ORD_IMP_COMPONENT
SIEBSPI_ICM_QUOTA_IMP_COMPONENT
SIEBSPI_ICOMP_MGR_COMPONENT

SIEBSPI-7.0.X Marketing
SIEBSPI_DATA_DICT_MGR_COMPONENT
SIEBSPI_EEVENTS_OBJ_MGR_COMPONENT
SIEBSPI_EMKTG_OBJ_MGR_COMPONENT
SIEBSPI_LIST_MGR_COMPONENT
SIEBSPI_MKTG_OBJ_MGR_COMPONENT
SIEBSPI_MKTG_SRVR_COMPONENT

SIEBSPI-7.0.X Oracle Connector
SIEBSPI_ORACLE_RCVR_COMPONENT

SIEBSPI-7.0.X S2S Connector
SIEBSPI_HA_UPG_MQRCVR_COMPONENT
SIEBSPI_S2S_MQRCVR_COMPONENT
SIEBSPI_S2S_MSMQRCVR_COMPONENT

SIEBSPI-7.0.X SAP Connector
SIEBSPI_SAP_BAPI_TRFC_RCVR_COMPONENT
SIEBSPI_SAP_IDOC_AMI_RCVR_MQSER_COMPONENT
SIEBSPI_SAP_IDOC_RCVR_COMPONENT
SIEBSPI_SAP_IDOC_RCVR_MQSER_COMPONENT
SIEBSPI_SAP_PROC_TRANS_COMPONENT
SIEBSPI_SAP_SEND_TRANS_COMPONENT

SIEBSPI-7.0.X Siebel Anywhere
SIEBSPI_UPG_KIT_BUILD_COMPONENT

SIEBSPI-7.0.X Siebel Call Center
SIEBSPI_ESERVICE_OBJ_MGR_COMPONENT
SIEBSPI_SCC_OBJ_MGR_COMPONENT
SIEBSPI_SSV_OBJ_MGR_COMPONENT

SIEBSPI-7.0.X Siebel ERM
SIEBSPI_ERM_OBJ_MGR_COMPONENT

SIEBSPI-7.0.X Siebel ISS

SIEBSPI_ECUSTOMER_OBJ_MGR_COMPONENT
SIEBSPI_ESALES_OBJ_MGR_COMPONENT
SIEBSPI_PROD_CFG_OBJ_MGR_COMPONENT

SIEBSPI-7.0.X Siebel Remote
SIEBSPI_DB_XTRACT_COMPONENT
SIEBSPI_GEN_NEW_DB_COMPONENT
SIEBSPI_PAR_DB_EXTRACT_COMPONENT
SIEBSPI_REP_AGENT_COMPONENT
SIEBSPI_SYNCH_MGR_COMPONENT
SIEBSPI_TXN_MERGE_COMPONENT
SIEBSPI_TXN_PROC_COMPONENT
SIEBSPI_TXN_ROUTE_COMPONENT

SIEBSPI-7.0.X Siebel Sales
SIEBSPI_ETRAINING_OBJ_MGR_COMPONENT
SIEBSPI_SALES_OBJ_MGR_COMPONENT

SIEBSPI-7.0.X Siebel Wireless
SIEBSPI_ECHANEL_WEBPHONE_COMPONENT
SIEBSPI_ESERVICE_WEBPHONE_COMPONENT
SIEBSPI_SALES_WEBPHONE_COMPONENT
SIEBSPI_SERVICE_WEBPHONE_COMPONENT

SIEBSPI-7.0.X Siebel eChannel
SIEBSPI_ECHANNEL_OBJ_MGR_COMPONENT
SIEBSPI_PART_MGR_OBJ_MGR_COMPONENT

SIEBSPI-7.0.X Siebel eDocuments
SIEBSPI_DOC_SERVER_COMPONENT

SIEBSPI-7.0.X System Management
SIEBSPI_FS_MGR_COMPONENT
SIEBSPI_REQ_PROC_COMPONENT
SIEBSPI_SERVER_MGR_COMPONENT
SIEBSPI_SERVER_REQ_BROKER_COMPONENT
SIEBSPI_SIEB_SRVR_COMPONENT
SIEBSPI_SRVR_SCHED_COMPONENT

SIEBSPI-7.0.X Workflow Mgmt
SIEBSPI_GEN_TRIG_COMPONENT
SIEBSPI_WF_PROC_BATCH_MGR_COMPONENT
SIEBSPI_WF_PROC_MGR_COMPONENT
SIEBSPI_WORK_ACTN_COMPONENT
SIEBSPI_WORK_MON_COMPONENT

SIEBSPI-Siebel Gateway Server
SIEBSPI_GATEWAY_LOG
SIEBSPI_GATEWAY_LOG_DIR
SIEBSPI_GATEWAY_LOG_EXT
SIEBSPI_GATEWAY_PERFORMANCE
SIEBSPI_GATEWAY_PROCESS

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  SIEBSPI_GATEWAY_PROCESS_CPU
  SIEBSPI_GATEWAY_PROCESS_MEM

  SIEBSPI-Siebel Remote Client
  SIEBSPI_CLI_INBOX_DIR
  SIEBSPI_CLI_OUTBOX_DIR

  SIEBSPI-Smart Probe
  SIEBSPI_SP_LOGIN_TIME
  SIEBSPI_SP_PERFORMANCE
  SIEBSPI_SP_TRANSACTION_TIME

  SIEBSPI-Web Server Extension
  SIEBSPI_WEB_SERVER_LOG

SIEBSPI-Siebel 7.5.x
Group: SIEBSPI-Internal
Group: SIEBSPI-Siebel 7.5.x Server
Group: SIEBSPI-Siebel Gateway Server
Group: SIEBSPI-Siebel Remote Client
Group: SIEBSPI-Smart Probe
Group: SIEBSPI-Web Server Extension

  SIEBSPI-Internal
  SIEBSPI_LICENSE_OPC_MSG
  SIEBSPI_CHECK_ERROR_LOG
  SIEBSPI_CHECK_TRACE_LOG
  SIEBSPI_INT_MESSAGE_EXT

  SIEBSPI-Siebel 7.5.x Server
  SIEBSPI_DB_CONNECTIVITY
  SIEBSPI_DB_LOGIN_PERFORMANCE
  SIEBSPI_DB_LOGIN_TIME
  SIEBSPI_DB_SESSION
  SIEBSPI_DB_SESSION_PERFORMANCE
  SIEBSPI_DB_TRANSACTION_TIME
  SIEBSPI_DB_TRANS_PERFORMANCE
  SIEBSPI_DOCKING_DIR
  SIEBSPI_DOCKING_DIR_EXT
  SIEBSPI_DOCKING_INBOX_DIR
  SIEBSPI_DOCKING_INBOX_DIR_EXT
  SIEBSPI_DOCKING_OUTBOX_DIR
  SIEBSPI_DOCKING_OUTBOX_DIR_EXT
  SIEBSPI_SERVER_AVAILABILITY
  SIEBSPI_SERVER_AVAILABILITY_EXT
  SIEBSPI_SERVER_EVENT_LOG
  SIEBSPI_SERVER_EVENT_LOG_EXT
  SIEBSPI_SERVER_LOG
  SIEBSPI_SERVER_LOGARCHIVE_DIR
  SIEBSPI_SERVER_LOGARCHIVE_DIR_EXT
  SIEBSPI_SERVER_LOG_DIR
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SIEBSPI_SERVER_LOG_DIR_EXT
SIEBSPI_SERVER_LOG_EXT
SIEBSPI_SERVER_PERFORMANCE
SIEBSPI_SERVER_PROCESS
SIEBSPI_SERVER_PROCESS_CPU_MEM
SIEBSPI_SERVER_PROCESS_EXT
SIEBSPI_SESSION_PROCESS_CPU_MEM
SIEBSPI_SIEBEL_CPU_MEM_EXT
SIEBSPI_SIEBEL_FS
SIEBSPI_SIEBMTSHMW_PROCESS_CPU_MEM
SIEBSPI_SIEBMTSH_PROCESS_CPU_MEM
SIEBSPI_SRVRMGR_PROCESS_CPU_MEM
Group: SIEBSPI-Autodiscovery
Group: SIEBSPI-Mobile Clients, Backlogs
Group: SIEBSPI-Server 7.5.x Components

  SIEBSPI-Autodiscovery
  SIEBSPI_CONF_UPD_EXT
  SIEBSPI_ENTERPRISE_CONFIGURATION

  SIEBSPI-Mobile Clients, Backlogs
  SIEBSPI_SYNCH_BACKLOG
  SIEBSPI_SYNCH_BACKLOG_EXT
  SIEBSPI_SYNCH_BACKLOG_PERF
  SIEBSPI_SYNCH_STATUS
  SIEBSPI_SYNCH_STATUS_EXT
  SIEBSPI_TRANS_MERGER_BACKLOG
  SIEBSPI_TRANS_MERGER_BACKLOG_EXT
  SIEBSPI_TRANS_MERGER_BACKLOG_PERF
  SIEBSPI_TRANS_PROCESSOR_BACKLOG
  SIEBSPI_TRANS_PROCESSOR_BACKLOG_PERF
  SIEBSPI_TRANS_ROUTER_BACKLOG
  SIEBSPI_TRANS_ROUTER_BACKLOG_EXT
  SIEBSPI_TRANS_ROUTER_BACKLOG_PERF
  SIEBSPI_WORKFLOW_BACKLOG
  SIEBSPI_WORKFLOW_BACKLOG_PERF

  SIEBSPI-Server 7.5.x Components
  SIEBSPI_CHECK_TASKS_EXT
  SIEBSPI_COMP_STATUS_EXT
  SIEBSPI_NUM_TASKS_TOO_HIGH_EXT
  SIEBSPI_NUM_TASKS_TOO_LOW_EXT
  Group: SIEBSPI-7.5.X Assignment Mgmt
  Group: SIEBSPI-7.5.X Communications Mgmt
  Group: SIEBSPI-7.5.X Content Center
  Group: SIEBSPI-7.5.X Core Ref. App.
  Group: SIEBSPI-7.5.X DCommerce
  Group: SIEBSPI-7.5.X Data Quality
  Group: SIEBSPI-7.5.X Dun and Bradstreet
  Group: SIEBSPI-7.5.X EAI
  Group: SIEBSPI-7.5.X Field Service
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Group: SIEBSPI-7.5.X Forecast Service
Group: SIEBSPI-7.5.X Handheld Sync.
Group: SIEBSPI-7.5.X Incentive Compens.
Group: SIEBSPI-7.5.X Marketing Obj Mgr
Group: SIEBSPI-7.5.X Marketing Server
Group: SIEBSPI-7.5.X Oracle Connector
Group: SIEBSPI-7.5.X S2S Connector
Group: SIEBSPI-7.5.X SAP Connector
Group: SIEBSPI-7.5.X Sales Credit Asgn.
Group: SIEBSPI-7.5.X Sales Hier. Svc.
Group: SIEBSPI-7.5.X Siebel Anywhere
Group: SIEBSPI-7.5.X Siebel Call Center
Group: SIEBSPI-7.5.X Siebel ERM
Group: SIEBSPI-7.5.X Siebel ISS
Group: SIEBSPI-7.5.X Siebel Remote
Group: SIEBSPI-7.5.X Siebel Sales
Group: SIEBSPI-7.5.X Siebel Wireless
Group: SIEBSPI-7.5.X Siebel eChannel
Group: SIEBSPI-7.5.X Siebel eDocuments
Group: SIEBSPI-7.5.X System Management
Group: SIEBSPI-7.5.X Workflow Mgmt

SIEBSPI-7.5.X Assignment Mgmt
SIEBSPI_ASGN_BATCH_COMPONENT
SIEBSPI_ASGN_SRVR_COMPONENT

SIEBSPI-7.5.X Communications Mgmt
SIEBSPI_COMM_CONF_MGR_COMPONENT
SIEBSPI_COMM_IN_MGR_COMPONENT
SIEBSPI_COMM_OUT_MGR_COMPONENT
SIEBSPI_COMM_SESS_MGR_COMPONENT
SIEBSPI_EMAIL_MGR_COMPONENT
SIEBSPI_PAGE_MGR_COMPONENT
SIEBSPI_SMRT_ANSW_MGR_COMPONENT

SIEBSPI-7.5.X Content Center
SIEBSPI_CNT_PROJ_PUB_COMPONENT
SIEBSPI_CNT_PROJ_STRT_COMPONENT

SIEBSPI-7.5.X Core Ref. App.
SIEBSPI_CORE_REF_APP_COMPONENT

SIEBSPI-7.5.X DCommerce
SIEBSPI_DCOMM_ALERTS_COMPONENT
SIEBSPI_DCOMM_AUT_AUC_CLOSE_COMPONENT
SIEBSPI_DYN_COMM_COMPONENT

SIEBSPI-7.5.X Data Quality
SIEBSPI_DATA_QUALITY_MGR_COMPONENT

SIEBSPI-7.5.X Dun and Bradstreet
SIEBSPI_DNB_UP_MGR_DB_COMPONENT
SIEBSPI_DNB_UP_MGR_MT_COMPONENT
SIEBSPI_DNB_UP_MGR_SIE_COMPONENT

SIEBSPI-7.5.X EAI
SIEBSPI_BUS_INT_BATCH_MGR_COMPONENT
SIEBSPI_BUS_INT_MGR_COMPONENT
SIEBSPI_EAI_OBJECT_MGR_COMPONENT
SIEBSPI_EIM_COMPONENT
SIEBSPI_MQ_SERIES_AMI_RCVR_COMPONENT
SIEBSPI_MQ_SRVR_RCVR_COMPONENT
SIEBSPI_MSMQ_RCVR_COMPONENT

SIEBSPI-7.5.X Field Service
SIEBSPI_APPT_BOOK_COMPONENT
SIEBSPI_FS_CYC_CNT_COMPONENT
SIEBSPI_FS_FULFILL_COMPONENT
SIEBSPI_FS_INVOICE_COMPONENT
SIEBSPI_FS_INV_TXN_COMPONENT
SIEBSPI_FS_LOCATE_COMPONENT
SIEBSPI_FS_OBJ_MGR_COMPONENT
SIEBSPI_FS_PREV_MAINT_COMPONENT
SIEBSPI_FS_REPL_COMPONENT
SIEBSPI_OPTIMIZER_COMPONENT

SIEBSPI-7.5.X Forecast Service
SIEBSPI_FORECAST_COMPONENT

SIEBSPI-7.5.X Handheld Sync.
SIEBSPI_SALESCE_OBJ_MGR_COMPONENT
SIEBSPI_SRVCCE_OBJ_MGR_COMPONENT

SIEBSPI-7.5.X Incentive Compens.
SIEBSPI_ICM_CALC_ENG_COMPONENT
SIEBSPI_ICM_CALC_IMP_COMPONENT
SIEBSPI_ICM_CONT_CALC_COMPONENT
SIEBSPI_ICM_CONT_RETRO_COMPONENT
SIEBSPI_ICM_ORD_IMP_COMPONENT
SIEBSPI_ICM_QUOTA_IMP_COMPONENT
SIEBSPI_ICOMP_MGR_COMPONENT

SIEBSPI-7.5.X Marketing Obj Mgr
SIEBSPI_EEVENTS_OBJ_MGR_COMPONENT
SIEBSPI_EMKTG_OBJ_MGR_COMPONENT
SIEBSPI_MKTG_OBJ_MGR_COMPONENT

SIEBSPI-7.5.X Marketing Server
SIEBSPI_DATA_DICT_MGR_COMPONENT
SIEBSPI_LIST_IMP_SVC_MGR_COMPONENT

SIEBSPI_MKTG_SRVR_COMPONENT

SIEBSPI-7.5.X Oracle Connector
SIEBSPI_ORACLE_RCVR_COMPONENT

SIEBSPI-7.5.X S2S Connector
SIEBSPI_HA_UPG_MQRCVR_COMPONENT
SIEBSPI_S2S_MQRCVR_COMPONENT
SIEBSPI_S2S_MSMQRCVR_COMPONENT

SIEBSPI-7.5.X SAP Connector
SIEBSPI_SAP_BAPI_TRFC_RCVR_COMPONENT
SIEBSPI_SAP_IDOC_AMI_RCVR_MQSER_COMPONENT
SIEBSPI_SAP_IDOC_RCVR_MQSER_COMPONENT
SIEBSPI_SAP_PROC_TRANS_COMPONENT
SIEBSPI_SAP_SEND_TRANS_COMPONENT

SIEBSPI-7.5.X Sales Credit Asgn.
SIEBSPI_CCREDIT_ASGN_COMPONENT
SIEBSPI_CCREDIT_ASGN_DB_COMPONENT
SIEBSPI_CCREDIT_UP_MGR_COMPONENT
SIEBSPI_RULE_MGR_SVC_COMPONENT

SIEBSPI-7.5.X Sales Hier. Svc.
SIEBSPI_SALES_HIER_SVC_COMPONENT

SIEBSPI-7.5.X Siebel Anywhere
SIEBSPI_UPGR_KIT_BUILD_COMPONENT

SIEBSPI-7.5.X Siebel Call Center
SIEBSPI_ESERVICE_OBJ_MGR_COMPONENT
SIEBSPI_SCC_OBJ_MGR_COMPONENT

SIEBSPI-7.5.X Siebel ERM
SIEBSPI_ERM_COMPENS_PLAN_SRVC_COMPONENT
SIEBSPI_ERM_OBJ_MGR_COMPONENT
SIEBSPI_ETRAINING_OBJ_MGR_COMPONENT

SIEBSPI-7.5.X Siebel ISS
SIEBSPI_ECUSTOMER_OBJ_MGR_COMPONENT
SIEBSPI_ESALES_OBJ_MGR_COMPONENT
SIEBSPI_PROD_CFG_OBJ_MGR_COMPONENT

SIEBSPI-7.5.X Siebel Remote
SIEBSPI_DB_XTRACT_COMPONENT
SIEBSPI_GEN_NEW_DB_COMPONENT
SIEBSPI_PAR_DB_EXTRACT_COMPONENT
SIEBSPI_REP_AGENT_COMPONENT
SIEBSPI_SYNCH_MGR_COMPONENT
SIEBSPI_TXN_MERGE_COMPONENT
SIEBSPI_TXN_PROC_COMPONENT

SIEBSPI_TXN_ROUTE_COMPONENT

SIEBSPI-7.5.X Siebel Sales
SIEBSPI_MOBILE_CONN_OBJ_MGR_COMPONENT
SIEBSPI_SALES_OBJ_MGR_COMPONENT

SIEBSPI-7.5.X Siebel Wireless
SIEBSPI_ECHANEL_WIRE_COMPONENT
SIEBSPI_SALES_WIRE_COMPONENT
SIEBSPI_SELF_SRVC_WIRE_COMPONENT
SIEBSPI_SRVC_WIRELESS_COMPONENT

SIEBSPI-7.5.X Siebel eChannel
SIEBSPI_ECHANNEL_OBJ_MGR_COMPONENT
SIEBSPI_PART_MGR_OBJ_MGR_COMPONENT

SIEBSPI-7.5.X Siebel eDocuments
SIEBSPI_DOC_SERVER_COMPONENT

SIEBSPI-7.5.X System Management
SIEBSPI_CLIENT_ADM_COMPONENT
SIEBSPI_FS_MGR_COMPONENT
SIEBSPI_REQ_PROC_COMPONENT
SIEBSPI_SERVER_MGR_COMPONENT
SIEBSPI_SERVER_REQ_BROKER_COMPONENT
SIEBSPI_SIEB_SRVR_COMPONENT
SIEBSPI_SRVR_SCHED_COMPONENT

SIEBSPI-7.5.X Workflow Mgmt
SIEBSPI_GEN_TRIG_COMPONENT
SIEBSPI_WF_PROC_BATCH_MGR_COMPONENT
SIEBSPI_WF_PROC_MGR_COMPONENT
SIEBSPI_WORK_ACTN_COMPONENT
SIEBSPI_WORK_MON_COMPONENT

SIEBSPI-Siebel Gateway Server
SIEBSPI_GATEWAY_LOG
SIEBSPI_GATEWAY_LOG_DIR
SIEBSPI_GATEWAY_LOG_EXT
SIEBSPI_GATEWAY_PERFORMANCE
SIEBSPI_GATEWAY_PROCESS
SIEBSPI_GATEWAY_PROCESS_CPU
SIEBSPI_GATEWAY_PROCESS_MEM

SIEBSPI-Siebel Remote Client
SIEBSPI_CLI_INBOX_DIR
SIEBSPI_CLI_OUTBOX_DIR

SIEBSPI-Smart Probe
SIEBSPI_SP_LOGIN_TIME
SIEBSPI_SP_PERFORMANCE

```
  SIEBSPI_SP_TRANSACTION_TIME

  SIEBSPI-Web Server Extension
  SIEBSPI_WEB_SERVER_LOG

SIEBSPI-Siebel 7.7.x
Group: SIEBSPI-Internal
Group: SIEBSPI-Siebel 7.7.x Server
Group: SIEBSPI-Siebel Gateway Server
Group: SIEBSPI-Siebel Remote Client
Group: SIEBSPI-Smart Probe
Group: SIEBSPI-Web Server Extension


  SIEBSPI-Internal
  SIEBSPI_LICENSE_OPC_MSG
  SIEBSPI_CHECK_ERROR_LOG
  SIEBSPI_CHECK_TRACE_LOG
  SIEBSPI_INT_MESSAGE_EXT

  SIEBSPI-Siebel 7.7.x Server
  SIEBSPI_DB_CONNECTIVITY
  SIEBSPI_DB_LOGIN_PERFORMANCE
  SIEBSPI_DB_LOGIN_TIME
  SIEBSPI_DB_SESSION
  SIEBSPI_DB_SESSION_PERFORMANCE
  SIEBSPI_DB_TRANSACTION_TIME
  SIEBSPI_DB_TRANS_PERFORMANCE
  SIEBSPI_DOCKING_DIR
  SIEBSPI_DOCKING_DIR_EXT
  SIEBSPI_DOCKING_INBOX_DIR
  SIEBSPI_DOCKING_INBOX_DIR_EXT
  SIEBSPI_DOCKING_OUTBOX_DIR
  SIEBSPI_DOCKING_OUTBOX_DIR_EXT
  SIEBSPI_SERVER_AVAILABILITY
  SIEBSPI_SERVER_AVAILABILITY_EXT
  SIEBSPI_SERVER_EVENT_LOG
  SIEBSPI_SERVER_EVENT_LOG_EXT
  SIEBSPI_SERVER_LOG
  SIEBSPI_SERVER_LOGARCHIVE_DIR
  SIEBSPI_SERVER_LOGARCHIVE_DIR_EXT
  SIEBSPI_SERVER_LOG_DIR
  SIEBSPI_SERVER_LOG_DIR_EXT
  SIEBSPI_SERVER_LOG_EXT
  SIEBSPI_SERVER_PERFORMANCE
  SIEBSPI_SERVER_PROCESS
  SIEBSPI_SERVER_PROCESS_CPU_MEM
  SIEBSPI_SERVER_PROCESS_EXT
  SIEBSPI_SESSION_PROCESS_CPU_MEM
  SIEBSPI_SIEBEL_CPU_MEM_EXT
  SIEBSPI_SIEBEL_FS
```

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SIEBSPI_SIEBMTSHMW_PROCESS_CPU_MEM
SIEBSPI_SIEBMTSH_PROCESS_CPU_MEM
SIEBSPI_SRVRMGR_PROCESS_CPU_MEM
Group: SIEBSPI-Autodiscovery
Group: SIEBSPI-Mobile Clients, Backlogs
Group: SIEBSPI-Server 7.7.x Components

  SIEBSPI-Autodiscovery
  SIEBSPI_CONF_UPD_EXT
  SIEBSPI_ENTERPRISE_CONFIGURATION

  SIEBSPI-Mobile Clients, Backlogs
  SIEBSPI_SYNCH_BACKLOG
  SIEBSPI_SYNCH_BACKLOG_EXT
  SIEBSPI_SYNCH_BACKLOG_PERF
  SIEBSPI_SYNCH_STATUS
  SIEBSPI_SYNCH_STATUS_EXT
  SIEBSPI_TRANS_MERGER_BACKLOG
  SIEBSPI_TRANS_MERGER_BACKLOG_EXT
  SIEBSPI_TRANS_MERGER_BACKLOG_PERF
  SIEBSPI_TRANS_PROCESSOR_BACKLOG
  SIEBSPI_TRANS_PROCESSOR_BACKLOG_PERF
  SIEBSPI_TRANS_ROUTER_BACKLOG
  SIEBSPI_TRANS_ROUTER_BACKLOG_EXT
  SIEBSPI_TRANS_ROUTER_BACKLOG_PERF
  SIEBSPI_WORKFLOW_BACKLOG
  SIEBSPI_WORKFLOW_BACKLOG_PERF

  SIEBSPI-Server 7.5.x Components
  SIEBSPI_CHECK_TASKS_EXT
  SIEBSPI_COMP_STATUS_EXT
  SIEBSPI_NUM_TASKS_TOO_HIGH_EXT
  SIEBSPI_NUM_TASKS_TOO_LOW_EXT
  Group: SIEBSPI-7.7.X Assignment Mgmt
  Group: SIEBSPI-7.7.X Communications Mgmt
  Group: SIEBSPI-7.7.X Content Center
  Group: SIEBSPI-7.7.X Core Ref. App.
  Group: SIEBSPI-7.7.X DCommerce
  Group: SIEBSPI-7.7.X Data Quality
  Group: SIEBSPI-7.7.X Dun and Bradstreet
  Group: SIEBSPI-7.7.X EAI
  Group: SIEBSPI-7.7.X Field Service
  Group: SIEBSPI-7.7.X Forecast Service
  Group: SIEBSPI-7.7.X Handheld Sync.
  Group: SIEBSPI-7.7.X Incentive Compens.
  Group: SIEBSPI-7.7.X Marketing Obj Mgr
  Group: SIEBSPI-7.7.X Marketing Server
  Group: SIEBSPI-7.7.X Oracle Connector
  Group: SIEBSPI-7.7.X PIM Srv Int Mgmt
  Group: SIEBSPI-7.7.X S2S Connector
```

Group: SIEBSPI-7.7.X SAP Connector
Group: SIEBSPI-7.7.X Sales Credit Asgn.
Group: SIEBSPI-7.7.X Sales Hier. Svc.
Group: SIEBSPI-7.7.X Siebel Anywhere
Group: SIEBSPI-7.7.X Siebel Call Center
Group: SIEBSPI-7.7.X Siebel ERM
Group: SIEBSPI-7.7.X Siebel ISS
Group: SIEBSPI-7.7.X Siebel Remote
Group: SIEBSPI-7.7.X Siebel Sales
Group: SIEBSPI-7.7.X Siebel Wireless
Group: SIEBSPI-7.7.X Siebel eChannel
Group: SIEBSPI-7.7.X Siebel eDocuments
Group: SIEBSPI-7.7.X System Management
Group: SIEBSPI-7.7.X Workflow Mgmt

SIEBSPI-7.7.X Assignment Mgmt
SIEBSPI_ASGN_BATCH_COMPONENT
SIEBSPI_ASGN_SRVR_COMPONENT

SIEBSPI-7.7.X Communications Mgmt
SIEBSPI_COMM_CONF_MGR_COMPONENT
SIEBSPI_COMM_IN_PROC_COMPONENT
SIEBSPI_COMM_IN_RECV_COMPONENT
SIEBSPI_COMM_OUT_MGR_COMPONENT
SIEBSPI_COMM_SESS_MGR_COMPONENT
SIEBSPI_EMAIL_MGR_COMPONENT
SIEBSPI_PAGE_MGR_COMPONENT
SIEBSPI_SMRT_ANSW_MGR_COMPONENT

SIEBSPI-7.7.X Content Center
SIEBSPI_CNT_PROJ_PUB_COMPONENT
SIEBSPI_CNT_PROJ_STRT_COMPONENT

SIEBSPI-7.7.X Core Ref. App.
SIEBSPI_CORE_REF_APP_COMPONENT

SIEBSPI-7.7.X DCommerce
SIEBSPI_DCOMM_ALERTS_COMPONENT
SIEBSPI_DCOMM_AUT_AUC_CLOSE_COMPONENT
SIEBSPI_DYN_COMM_COMPONENT

SIEBSPI-7.7.X Data Quality
SIEBSPI_DATA_QUALITY_MGR_COMPONENT

SIEBSPI-7.7.X Dun and Bradstreet
SIEBSPI_DNB_UP_MGR_DB_COMPONENT
SIEBSPI_DNB_UP_MGR_MT_COMPONENT
SIEBSPI_DNB_UP_MGR_SIE_COMPONENT

SIEBSPI-7.7.X EAI

SIEBSPI_BUS_INT_BATCH_MGR_COMPONENT
SIEBSPI_BUS_INT_MGR_COMPONENT
SIEBSPI_EAI_OBJECT_MGR_COMPONENT
SIEBSPI_EIM_COMPONENT
SIEBSPI_MQ_SERIES_AMI_RCVR_COMPONENT
SIEBSPI_MQ_SRVR_RCVR_COMPONENT
SIEBSPI_MSMQ_RCVR_COMPONENT
SIEBSPI_SMQ_RECV_COMPONENT

SIEBSPI-7.7.X Field Service
SIEBSPI_APPT_BOOK_COMPONENT
SIEBSPI_FS_CYC_CNT_COMPONENT
SIEBSPI_FS_FULFILL_COMPONENT
SIEBSPI_FS_INVOICE_COMPONENT
SIEBSPI_FS_INV_TXN_COMPONENT
SIEBSPI_FS_LOCATE_COMPONENT
SIEBSPI_FS_OBJ_MGR_COMPONENT
SIEBSPI_FS_PREV_MAINT_COMPONENT
SIEBSPI_FS_REPL_COMPONENT
SIEBSPI_OPTIMIZER_COMPONENT

SIEBSPI-7.7.X Forecast Service
SIEBSPI_FORECAST_COMPONENT

SIEBSPI-7.7.X Handheld Sync.
SIEBSPI_SALESCE_OBJ_MGR_COMPONENT
SIEBSPI_SRVCCE_OBJ_MGR_COMPONENT

SIEBSPI-7.7.X Incentive Compens.
SIEBSPI_ICM_CALC_ENG_COMPONENT
SIEBSPI_ICM_CALC_IMP_COMPONENT
SIEBSPI_ICM_CONT_CALC_COMPONENT
SIEBSPI_ICM_CONT_RETRO_COMPONENT
SIEBSPI_ICM_ORD_IMP_COMPONENT
SIEBSPI_ICM_QUOTA_IMP_COMPONENT
SIEBSPI_ICOMP_MGR_COMPONENT

SIEBSPI-7.7.X Marketing Obj Mgr
SIEBSPI_EEVENTS_OBJ_MGR_COMPONENT
SIEBSPI_EMKTG_OBJ_MGR_COMPONENT
SIEBSPI_MKTG_OBJ_MGR_COMPONENT

SIEBSPI-7.7.X Marketing Server
SIEBSPI_LIST_IMP_SVC_MGR_COMPONENT

SIEBSPI-7.7.X Oracle Connector
SIEBSPI_ORACLE_RCVR_COMPONENT

SIEBSPI-7.7.X PIM Srv Int Mgmt
SIEBSPI_PIMSI_ENG_COMPONENT

SIEBSPI-7.7.X S2S Connector
SIEBSPI_HA_UPG_MQRCVR_COMPONENT
SIEBSPI_S2S_MQRCVR_COMPONENT
SIEBSPI_S2S_MSMQRCVR_COMPONENT

SIEBSPI-7.7.X SAP Connector
SIEBSPI_SAP_BAPI_TRFC_RCVR_COMPONENT
SIEBSPI_SAP_IDOC_AMI_RCVR_MQSER_COMPONENT
SIEBSPI_SAP_IDOC_RCVR_MQSER_COMPONENT
SIEBSPI_SAP_PROC_TRANS_COMPONENT
SIEBSPI_SAP_SEND_TRANS_COMPONENT

SIEBSPI-7.7.X Sales Credit Asgn.
SIEBSPI_CCREDIT_ASGN_COMPONENT
SIEBSPI_CCREDIT_ASGN_DB_COMPONENT
SIEBSPI_CCREDIT_UP_MGR_COMPONENT
SIEBSPI_RULE_MGR_SVC_COMPONENT

SIEBSPI-7.7.X Sales Hier. Svc.
SIEBSPI_SALES_HIER_SVC_COMPONENT

SIEBSPI-7.7.X Siebel Anywhere
SIEBSPI_UPGR_KIT_BUILD_COMPONENT

SIEBSPI-7.7.X Siebel Call Center
SIEBSPI_ESERVICE_OBJ_MGR_COMPONENT
SIEBSPI_SCC_OBJ_MGR_COMPONENT

SIEBSPI-7.7.X Siebel ERM
SIEBSPI_ERM_ADMIN_OBJ_MGR_COMPONENT
SIEBSPI_ERM_COMPENS_PLAN_SRVC_COMPONENT
SIEBSPI_ERM_EMB_OBJ_MGR_COMPONENT
SIEBSPI_ERM_OBJ_MGR_COMPONENT
SIEBSPI_ETRAINING_OBJ_MGR_COMPONENT

SIEBSPI-7.7.X Siebel ISS
SIEBSPI_ECUSTOMER_OBJ_MGR_COMPONENT
SIEBSPI_ESALES_OBJ_MGR_COMPONENT
SIEBSPI_PROD_CFG_OBJ_MGR_COMPONENT

SIEBSPI-7.7.X Siebel Remote
SIEBSPI_DB_XTRACT_COMPONENT
SIEBSPI_GEN_NEW_DB_COMPONENT
SIEBSPI_PAR_DB_EXTRACT_COMPONENT
SIEBSPI_REP_AGENT_COMPONENT
SIEBSPI_SYNCH_MGR_COMPONENT
SIEBSPI_TXN_MERGE_COMPONENT
SIEBSPI_TXN_PROC_COMPONENT
SIEBSPI_TXN_ROUTE_COMPONENT

SIEBSPI-7.7.X Siebel Sales

SIEBSPI_MOBILE_CONN_OBJ_MGR_COMPONENT
SIEBSPI_SALES_OBJ_MGR_COMPONENT

SIEBSPI-7.7.X Siebel Wireless
SIEBSPI_ECHANEL_WIRE_COMPONENT
SIEBSPI_SALES_WIRE_COMPONENT
SIEBSPI_SELF_SRVC_WIRE_COMPONENT
SIEBSPI_SRVC_WIRELESS_COMPONENT

SIEBSPI-7.7.X Siebel eChannel
SIEBSPI_ECHANNEL_OBJ_MGR_COMPONENT
SIEBSPI_PART_MGR_OBJ_MGR_COMPONENT

SIEBSPI-7.7.X Siebel eDocuments
SIEBSPI_DOC_SERVER_COMPONENT

SIEBSPI-7.7.X System Management
SIEBSPI_ADMIN_NOTIFY_COMPONENT
SIEBSPI_CLIENT_ADM_COMPONENT
SIEBSPI_FS_MGR_COMPONENT
SIEBSPI_REQ_PROC_COMPONENT
SIEBSPI_SC_BROKER_COMPONENT
SIEBSPI_SERVER_MGR_COMPONENT
SIEBSPI_SERVER_REQ_BROKER_COMPONENT
SIEBSPI_SIEB_SRVR_COMPONENT
SIEBSPI_SRVR_SCHED_COMPONENT
SIEBSPI_SVR_TBL_CLEANUP_COMPONENT

SIEBSPI-7.7.X Workflow Mgmt
SIEBSPI_GEN_TRIG_COMPONENT
SIEBSPI_WF_PROC_BATCH_MGR_COMPONENT
SIEBSPI_WF_PROC_MGR_COMPONENT
SIEBSPI_WF_RECV_MGR_COMPONENT
SIEBSPI_WORK_ACTN_COMPONENT
SIEBSPI_WORK_MON_COMPONENT

SIEBSPI-Siebel Gateway Server
SIEBSPI_GATEWAY_LOG
SIEBSPI_GATEWAY_LOG_DIR
SIEBSPI_GATEWAY_LOG_EXT
SIEBSPI_GATEWAY_PERFORMANCE
SIEBSPI_GATEWAY_PROCESS
SIEBSPI_GATEWAY_PROCESS_CPU
SIEBSPI_GATEWAY_PROCESS_MEM

SIEBSPI-Siebel Remote Client
SIEBSPI_CLI_INBOX_DIR
SIEBSPI_CLI_OUTBOX_DIR

SIEBSPI-Smart Probe
SIEBSPI_SP_LOGIN_TIME

```
SIEBSPI_SP_PERFORMANCE
SIEBSPI_SP_TRANSACTION_TIME

SIEBSPI-Web Server Extension
SIEBSPI_WEB_SERVER_LOG
```

Descriptions of Major SIEBSPI Templates

SIEBSPI_SERVER_AVAILABILITY

Checks the status of the gateway (naming server) and of the Siebel servers. A message is sent if the gateway is unreachable or if the Siebel servers are not available.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_GATEWAY_PROCESS

Checks the `siebsvc` gateway service/daemon (on the gateway server node). If the process fails, a message is sent to the SPI for Siebel *e*Business Applications operator.

Automatic initiated action: The service/daemon will be restarted once and the message will be acknowledged if the service/daemon is successfully restarted.

Operator initiated action: No.

SIEBSPI_SERVER_PROCESS

Checks the `siebsvc` server service/daemon (on each Siebel server). If the process fails, a message is sent to the SPI for Siebel *e*Business Applications operator.

Automatic initiated action: The service/daemon will be restarted once and the message will be acknowledged if the service/daemon is successfully restarted.

Operator initiated action: No.

SIEBSPI_SIEBEL_FS

Monitors the Siebel file system size and availability. If the Siebel file system size is too large or, if it is not available, a message is generated.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_*_COMPONENT

This is a set of monitor templates, all of which have the same functionality. Each of these monitors specific tasks for this component. The component's task status is monitored, and a message is sent if the component task has an error state. Additionally, these templates are used to monitor the status of components, for example, online, offline, and so on. For monitoring the status of the components and the exit status of tasks, the monitor templates `SIEBSPI_CHECK_TASKS_EXT` and `SIEBSPI_COMP_STATUS_EXT` should be also assigned and installed. For monitoring the min and max component tasks, the monitor templates `SIEBSPI_NUM_TASKS_TOO_HIGH_EXT` and `SIEBSPI_NUM_TASKS_TOO_LOW_EXT` should be also assigned and installed.

Command line parameters for `siebspi_ext_mon` specify the areas of component monitoring that will be monitored (the area is monitored only if parameter is specified). Parameters and areas follow.

Parameter	***What is monitored***
`-status`	Status of component
`-min_tasks N`	Min tasks for component; `N` specifies the min threshold
`-max_tasks`	Max tasks for component
`-task_exit`	Task exit status
`-perf`	Collect performance per component
`-skip_lang "lang1, lang2…"`	Ignores components ending with specified Language extensions

Automatic initiated action: No.
Operator initiated actions: No.

SIEBSPI_CHECK_TASKS_EXT

This is executed from the `SIEBSPI_*_COMPONENT` templates if the "`-task_exit`" parameter is included in the `siebspi_extmon` command line.

This monitor template is used when checking the task exit status. When an error exit status is found, this monitor is set to display a message in the message browser.

Automatic initiated action: No.

Operator initiated actions: Lists as an annotation to the message, the log file that was produced by the task, which exited with an error.

SIEBSPI_COMP_STATUS_EXT

This is executed from the `SIEBSPI_*_COMPONENT` templates if the "`-ststus`" parameter is included in the `siebspi_extmon` command line. It checks the component's state (unavailable, shutdown, offline, online, running). When the component's status changes, the appropriate message is sent.

Automatic initiated action: Not available.

Operator initiated actions: Not available.

SIEBSPI_SYNCH_STATUS

Checks the synchronization status of remote clients and sends a message to the HP OpenView Operations operator if they did not synchronize for a certain time period.

Automatic initiated action: An Email is sent to the remote client, which notifies the user that they should synchronize.

Operator initiated actions: No.

SIEBSPI_DOCKING_DIR

Monitors the size of the docking directory on the servers and sends a message to the SPI for Siebel *e*Business Applications operator if the docking directory size is too large.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_DOCKING_INBOX_DIR

Checks the size of the inbox directories of remote users either on the server or on the client, and sends a message to the SPI for Siebel *e*Business Applications operator if the size of the directory is too large.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_DOCKING_OUTBOX_DIR

Checks the size of the outbox directories of remote users either on the server or on the client, and sends a message to the SPI for Siebel *e*Business Applications operator if the size of the directory is too large.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_NUM_TASKS_TOO_HIGH_EXT

This is executed from the `SIEBSPI_*_COMPONENT` templates if the "`-max_tasks`" parameter is included in the `siebspi_extmon` command line.
It watches the number of running tasks of each component and sends a message to the SPI for Siebel *e*Business Applications operator if the number is too close to the maximum number of tasks allowed.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_NUM_TASKS_TOO_LOW_EXT

This is executed from the `SIEBSPI_*_COMPONENT` templates if the "`-min_tasks N`" parameter is included in the `siebspi_extmon` command line, where `N` is a min threshold (if the parameter does not exist, or `N` is equal to `0`, there will be no checking for the min running tasks – by default, the parameter is included only for components with `Background` running mode. It watches the number of running tasks of each component and sends a message to the SPI for Siebel *e*Business Applications operator if the number is lower than the threshold `N`.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_SERVER_LOG

Checks the Siebel server log files for errors.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_SERVER_EVENT_LOG

Checks the Siebel server event log file for errors. If an error is detected in the log file, a message is sent to the SPI for Siebel *e*Business Applications operator. Additionally, an advanced user can apply a filter on the tasks that they want to observe. Only errors that match the filter will be sent.

Automatic initiated action: No.

Operator initiated actions: An operator can view a detailed log of the component that produced this error.

SIEBSPI_GATEWAY_LOG

Checks the Siebel gateway log file for errors. Make sure that the gateway log file exists. In Siebel version 6.0.1 there is no gateway log file available. If an error is detected in the log file, a message is sent to the SPI for Siebel *e*Business Applications operator.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_WEB_SERVER_LOG

Checks the Siebel Web server log file for errors. If an error is detected in the log file, a message is sent to the SPI for Siebel *e*Business Applications operator.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_SERVER_LOG_DIR

Checks the size of the `/log` dir and produces a message if the directory size is too large.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_GATEWAY_LOG_DIR

Checks the size of the `/log` dir and produces a message if the directory size is too large.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_SERVER_LOGARCHIVE_DIR

Checks the size of the `/archivelog` dir and produces a message if the directory size is too large.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_USER_LOG

This monitor template should not be used on default because it is only a template. However, an advanced user can change the template to monitor user-defined logs for errors. If an error in the log file is found, a message is sent to the SPI for Siebel *e*Business Applications operator.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_ENTERPRISE_CONFIGURATION

Checks the Siebel configuration and compares it to the configuration that is stored when the automatic discovery application is started. If the configuration differs from the stored one, a message is sent to the SPI for Siebel *e*Business Applications operator.

Automatic initiated action: No.

Operator initiated actions: Run automatic discovery of the Siebel enterprise configuration.

SIEBSPI_WEB_SERVER_STATUS

Checks the Siebel Web server status and sends a message if the Web server is down.

Automatic initiated action: Restart the Web server.

Operator initiated actions: No.

SIEBSPI_SERVER_PERFORMANCE
SIEBSPI_GATEWAY_PERFORMANCE

Collects and logs Siebel enterprise performance data.

Operator initiated actions: No.

SIEBSPI_CONF_UPD_EXT

This monitor is a part of autodiscovery. When it is triggered, it executes an automatic action on the server that updates the Service View with new information about the Siebel enterprise configuration.

Automatic initiated action: Update the Service View with the new Siebel enterprise configuration.

Operator initiated actions: No.

SIEBSPI_SP_LOGIN_TIME

Checks the Siebel client (for example, CallCenter client) login time. If the client cannot connect or if the login time exceeds the predefined monitor threshold, a message is sent.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_SP_TRANSACTION_TIME

Checks the Siebel client (for example, CallCenter client) time needed for a simple transaction (for example, query for a name in Accounts). If the client cannot perform the transaction or if the transaction time exceeds the predefined monitor threshold, a message is sent.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_SP_PERFORMANCE

Collects database login and transaction time of a client.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_DB_LOGIN_TIME

Checks the database server login time. If the database server is down or if the login time exceeds the predefined monitor threshold, a message is sent.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_DB_SESSION

Checks the open database connections. If the number of database connections exceeds the predefined monitor threshold, a message is sent.

There is an optional `-sql_file` parameter. By default, Siebel SPI collects session information on Oracle with the following SQL:

```
select * from sys.v_$session where username = 'SADMIN'
```

and on MS SQL, with the stored `sp_who` procedure.

Make sure that you can access and run the SQL files. Otherwise set the permissions, for example, on Oracle with the following SQL statement:
`GRANT SELECT ON "SYS"."V_$SESSION" TO "SADMIN"`.
If you want to use your own way of collecting data about the number of sessions, create a new SQL file and use it with the `-sql_file` parameter.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_DB_SESSION_PERFORMANCE

Collects database session performance data.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_DB_TRANSACTION_TIME

Checks the database server transaction time. If the database server is down or if the transaction time exceeds the predefined monitor threshold, a message is sent.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_DB_LOGIN_PERFORMANCE
SIEBSPI_DB_TRANS_PERFORMANCE

Collects database login and SQL execution time.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_TRANS_PROCESSOR_BACKLOG

Checks the number of rows in the `S_DOCK_TXN_LOG` database table. If the number of rows in the table exceeds the predefined monitor threshold, a message is sent. Refer to the *Siebel Data Sources* section listed earlier in this manual for more information about transaction processor backlog.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_WORKFLOW_BACKLOG

Checks the number of rows in the `S_ESCL_REQ` database table. If the number of rows in the table exceeds the predefined monitor threshold, a message is sent. Refer to the *Siebel Data Sources* section listed earlier in this manual for more information about workflow backlog.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_SYNCH_BACKLOG

Checks the number of files that need to be sent to the particular client. If the number of files exceeds the predefined monitor threshold, a message is sent. Refer to the *Siebel Data Sources* section listed earlier in this manual for more information about synchronization backlog.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_TRANS_MERGER_BACKLOG

Checks the number of files that need to be merged to the particular client. If the number of files exceeds the predefined monitor threshold, a message is sent. Refer to the *Siebel Data Sources* section listed earlier in this manual for more information about transaction merger backlog.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_TRANS_ROUTER_BACKLOG

Checks the number of transactions that need to be routed to the particular client. If the number of transactions exceeds the predefined monitor threshold, a message is sent. Refer to the *Siebel Data Sources* section listed earlier in this manual for more information about synchronization backlog.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_INT_MESSAGE

Intercepts siebspi internal messages.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_CHECK_ERROR_LOG, SIEBSPI_CHECK_TRACE_LOG

Checks if the siebspi log/trace file is too long and trims it. The user can modify this monitor and set the maximum size of the log/trace file and the size of the log/trace file after trimming.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_GATEWAY_PROCESS_MEM

Monitors gateway process memory utilization and reports a message if the threshold is reached.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_GATEWAY_PROCESS_CPU

Monitors gateway process CPU utilization and reports a message if the threshold is reached.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_SIEBEL_PROCESS_CPU_MEM_EXT

Holds memory and CPU utilization threshold values for all server processes (siebsvc - server, siebsess, siebmtsh, and siebmtshmw). It is used with these templates:

`SIEBSPI_SERVER_PROCESS_CPU_MEM`

`SIEBSPI_SESSION_PROCESS_CPU_MEM`

`SIEBSPI_SIEBMTSH_PROCESS_CPU_MEM`

`SIEBSPI_SIEBMTSHMW_PROCESS_CPU_MEM`

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_SERVER_PROCESS_CPU_MEM,
SIEBSPI_SESSION_PROCESS_CPU_MEM,
SIEBSPI_SIEBMTSH_PROCESS_CPU_MEM,
SIEBSPI_SIEBMTSHMW_PROCESS_CPU_MEM,

Used for monitoring CPU and memory utilization for siebsvc - server, siebsess, siebmtsh, and siebmtshmw processes.

By default, both memory and CPU utilizations are monitored (both `-mem` and `-cpu` are present in the `siebspi_extmon` command line). By removing one of these parameters, monitoring can be disabled for the metric that the parameter represents.

For all of these policies, is also necessary to deploy the `SIEBSPI_SIEBEL_PROCESS_CPU_MEM_EXT` policy.

SIEBSPI_RCD_AGT_LOG

Checks the Resonate Central Dispatch log file for errors. If an error is detected in the log file, a message is sent to the SPI for Siebel *e*Business Applications operator.

Automatic initiated action: No.

Operator initiated actions: No.

SIEBSPI_RESONATE_CDAGENT_PROCESS,
SIEBSPI_RESONATE_CONTROLLER_PROCESS,
SIEBSPI_RESONATE_REPORTER_PROCESS,
SIEBSPI_RESONATE_REPORTER_AGENT_PROCESS,
SIEBSPI_RESONATE_SENTINEL_PROCESS

Checks the Resonate Central Dispatch services (cdagent, controller, reporter, reporter-agent, sentinel) status and sends a message if the service is down.

Automatic initiated action: Start the service.

Operator initiated actions: No.

SIEBSPI_RES_SVC_EXT

Template used to connect the messages from the Resonate CD with Service Graph.

N O T E :

Some template names that contain an `EXT` at the end of their name are not described here. This is because their purpose is to be used with the monitor template for which they are named and whose description is already listed in this section. For example, the template, `SIEBSPI_DOCKING_DIR_EXT` is used with the monitor template, `SIEBSPI_DOCKING_DIR`. For information about `SIEBSPI_DOCKING_DIR_EXT`, refer to the listing for `SIEBSPI_DOCKING_DIR`.

5

Troubleshooting

Errors and Problems

This section provides information relating to the logging and tracking of errors. It also describes the possible errors that can occur during SPI for Siebel *e*Business Applications usage, and how to resolve any problems if encountered.

Error Logging and Tracing

By default, error logging is on at all times. Additionally, errors are logged to the error log files at the following location:

On Unix systems:

```
/var/opt/OV/siebspi/log/error
```

On Windows systems:

```
c:\usr\OV\siebspi\log\error
```

Each SPI for Siebel binary/executable on the managed node in the `cmds`, actions and monitor directories can be executed with the "`-trace`" option. All errors and additional "trace" information will be printed to the console and logged at the following location:

On Unix systems:

```
/var/opt/OV/siebspi/log/trace
```

On Windows systems:

```
c:\usr\OV\siebspi\log\trace
```

Miscellaneous Troubleshooting

Log Directory Size on Siebel Servers

If the log directory size is increasing rapidly, try to change the level of detail for the log files. We suggest changing the level for the Server Manager component. To change the logging level, follow the steps below:

1. Run a Siebel client and log in with the Siebel administrator username and password.

2. In the menu, select **Screens → Server Administration → Components → Component Event Configuration**.

3. Select the **Server Manager** component and change all log levels of all Event types to **2**. This indicates that the log files will contain only warnings, errors, and fatal errors.

4. If there is more than one server, change the log levels for the Server Manager component for all servers.

N O T E :

You can also use the `Set EventLog Level` application from the SIEBSPI-Tools application group.

Deletion of Files Needed for `SIEBSPI` on the Management Server

SPI for Siebel *e*Business Applications has known problems with the de-installation of the SPI when the managed Siebel server and the HP OpenView management server are installed on the same computer. If this situation exists, do *not* perform the procedure "Uninstalling SPI for Siebel *e*Business Applications from the Managed Nodes" on the HP OpenView management server. Additionally, do *not* run the application "Remove from Node" on the HP OpenView management server as a de-installation from the management server node also deletes the files that are needed for `SIEBSPI` on the management server. In case this occurs, perform the "Re-installing the SPI for Siebel *e*Business Applications" procedure.

Correcting Corruption of the `spi.cfg` File

When using the “Change Configuration” tool, immediately after entering new configuration values, if you use editing keys, for example, [`Backspace`], [`Delete`], [→] and other arrow keys, the configuration file, `spi.cfg` may become corrupted with the addition of special characters. Refer to the example below for a listing of how the file could appear:

```
SIEBEL_ENTERPRISE      "sieb621□□□□□□□_[D_[D_[D_[D□□□□□_[D_[C_[C621"
SIEBEL_GATEWAY "yabg_[d_[d_[c_[c□□□_[d_[d_[d□□□□□□□_[c_[c_[c_[d_
[d_xxx□□_[d_[dngtzee"
SIEBEL_DATABASE_NAME   "_[D_[D_[C_[D_[D_[D_[D_[C_[C_[C_[Csieb_[D_[D_[D_
[D sieb621"
```

A workaround to this problem is to use the `siebspi_configure` executable tool from the console.

SPISVC-003: Cannot connect to SPI for Siebel service/daemon (siebspi_svc). Check if the service/daemon is running.

If you receive messages in your message browser, as listed above, you should check if the SPI for Siebel service/daemon is running. If it is not, you should start it by executing the **Start SPI for Siebel Service** application in the SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-SPI for Siebel Service application group.

If the SPI for Siebel service/daemon is running and you still receive these messages, check the SPI for Siebel error log file on the managed node where the messages came from. Look for entries in the log file such as: "Could not connect to pipe". If the error code number (errno) is 231 (`ERROR_PIPE_BUSY`) on Windows nodes or `ECONNREFUSED` (146 on Solaris, 79 on AIX or 239 on HP-UX) on Unix nodes, this indicates that temporarily, resources could not be allocated. This means that no new connections to the SPI for Siebel service/daemon could be established.

You should check if you receive the same messages if you install only a few templates from the **SPI for Siebel/SIEBSPI-Siebel *.*.* Server** template group and the utilization of the Siebel server is low. If you still receive these kind of messages or, if the error code number in the SPI if Siebel error log file is other than described, you should try restarting the SPI for Siebel service/daemon either with the **Restart SPI for Siebel Service** application or manually by starting the "`siebspi_mgr -service restart_spisvc`" command.

If you still encounter problems with the SPI for Siebel service/daemon, contact the Support Department.

Applications Do Not Work on UN*X Nodes

Some SPI for Siebel applications may not work correctly on UN*X nodes if the user name used to install Siebel *e*Business Applications is other than `root`. Therefore, the following applications must be modified by replacing the user name in the **Target** tab of the applications with the {siebel user name}:

- All of the applications in the **SPI for Siebel/SIEBSPI-Tools/SIEBSPI-UN*X Nodes** applications group that are started with the root user
- SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-SPI for Siebel Service/SIEBSPI-UN*X Nodes/Start SPI for Siebel Service
- SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-SPI for Siebel Service/SIEBSPI-UN*X Nodes/Restart SPI for Siebel Service

In addition, the SPI for Siebel Service must be started with the same {siebel user name}. (See the section *SPI for Siebel Service on UN*X Nodes* that follows for additional information.)

SPI for Siebel Service on UN*X Nodes

If the username used to install Siebel *e*Business Applications is other than `root`, make sure that the SPI for Siebel Service is started with the {siebel user name} to work properly.

After installation, the SPI for Siebel Service is started automatically with the `root` user so you must first stop it with the **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-SPI for Siebel Service/SIEBSPI-UN*X Nodes/Stop SPI for Siebel Service** application. After the SPI for Siebel Service has stopped, modify the **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-SPI for Siebel Service/SIEBSPI-UN*X Nodes/Start SPI for Siebel Service** application, change the user name from `root` to {siebel user name}, and run the application to start the SPI for Siebel Service with the user name that you provided.

For details about the other applications that should be changed, refer to the section *Some Applications Do Not Work on UN*X Nodes*, which is listed previously in this chapter.

Timeouts

This section provides information relating to the timeout settings.

Predefined Timeouts

Some SPI for Siebel executables contain different predefined timeouts that define timeframes (in seconds) in which they expect certain results to be returned from other executables or triggered actions to be completed. Those timeout parameters are exported in three configuration files on every managed node:

```
<OVO agent install dir>/siebspi/conf/siebspi_svc.cfg
<OVO agent install
dir>/siebspi/conf/siebspi_extmon.cfg
<OVO agent install dir>/siebspi/conf/siebspi_mgr.cfg
```

Configuration settings are read from these files only if parameter Manual_configuration=Y. Otherwise executables will use their predefined timeouts.

N O T E :

Settings in these timeout configuration files should not be changed without prior approval from SPI for Siebel Support.

Appendix A

SPI for Siebel *e*Business Applications Licensing

Licensing Procedure

Listed below are steps you must perform to obtain a license needed to use SPI for Siebel.

Distribute the Licensing Template to Managed Nodes

1. Start the HP OpenView Operations Console and log in as an HP OpenView Operations Administrator (`opc_adm`).

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 checkboxes: **Templates**, **Actions, Commands, Monitors** 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.

N O T E :

Perform the next step only if you have already performed a license procedure and would like to generate a license request for additional nodes.

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 *Additional Parameters* field, replace the string "`Your Company Name`" with the name of your company. Press `[OK]` to generate the license request. Note that this tool creates license requests on each selected node and sends them to the management server, which will put all of them to one `siebspi_license_requests.dat` file.

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. When registering, have your PO information ready. The system will automatically process your request and send you the license activation file by e-mail.

     -or-

- Send e-mail:
  Send the generated license request file by e-mail to the HERMES SoftLab Licensing Department at **spi-licensing@hermes.si**. You will receive the license activation file usually within 24 hours. If you 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_licact_new.dat`.

Merge and Distribute the License Files

1. Copy the `siebspi_licact_new.dat` file to the following directory:
   `/opt/OV/siebspi/`

2. Run the *3. Merge License Activation Codes* application to merge the `siebspi_licact_new.dat` file with the SPI license file. When you run this application for the first time, the application will merge the license activation file `siebspi_licact_new.dat` with the empty SPI license activation file `siebspi_licact.dat.`

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

Verify Licensing

To check if the licensing was successful, perform the following steps:

1. List license activation codes
   To list activated license keys on the management server, run the *4. List License Activation Codes* application.

2. Verify license activation codes
   To verify the license key on the managed node, run one of the tools on each of the license nodes.

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

Appendix B

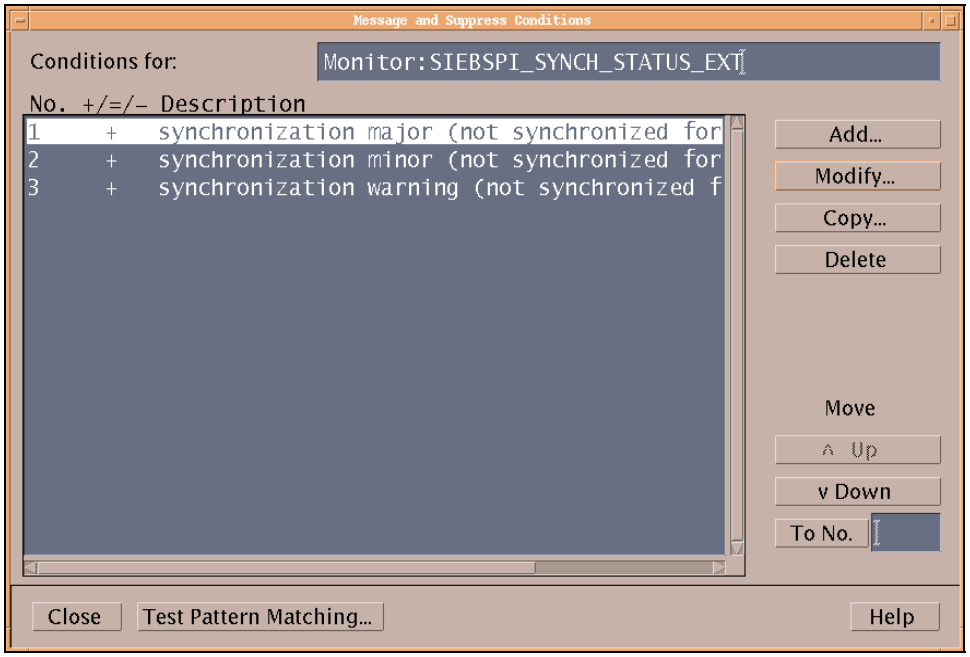
Tips and Tricks

Changing Email for Synchronization Status Reporting

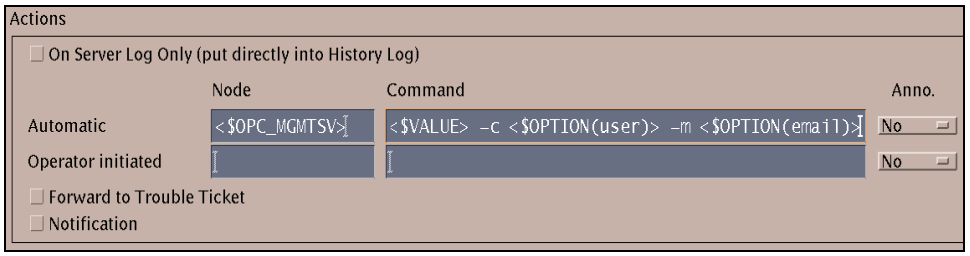
By default, Email with information that a remote user has not synchronized for the specified amount of time is sent only to that user. If you want that mail to be also sent to a fixed Email address (for example, a Siebel administrator) or only to a fixed Email address, you must modify the `SIEBSPI_SYNCH_STATUS_EXT` monitor template, which is located in the **SPI for Siebel/SIEBSPI-Siebel eBusiness Appl/ SIEBSPI-Siebel *.*.*/SIEBSPI-Siebel *.*.* Server/SIEBSPI-Mobile Clients, Backlogs** template group.

Changing Email

Email must be changed in all three conditions of the `SIEBSPI_SYNCH_STATUS_EXT` monitor template. See the screen display below.



Additionally, every condition contains an automatic action command that is used for sending Email to the recipient. The Email address of the recipient is specified with the "**-m**" parameter.



Note that the default value is:

```
-m <$OPTION(email)>
```

This indicates that Email is sent only to the user who was not synchronized for the specified amount of time.

Examples

Example 1:

```
-m "<$OPTION(email)>,name1@dom1.com,name2@dom2.com"
```

This will send an Email to the user who was not synchronized for the specified amount of time and also to the following Email addresses:

```
name1@dom1.com
name2@dom2.com
```

Example 2:

```
-m name@domain.com
```

This will send an Email only to the `name@domain.com` Email address.

Sending Email for Synchronization Status from the Managed Node

By default, Emails are sent from the management server, which requires that the management server have *sendmail* configured. Additionally, you can configure SPI for Siebel *e*Business Applications to send Emails from the managed nodes where the Siebel Servers are installed. The procedure for performing this action follows below.

1. Log in as `opc_adm`.

2. Open the *Message Source Templates* window.

3. Double-click **SPI for Siebel** followed by **SIEBSPI-Siebel eBusiness Appl** and **SIEBSPI-Siebel *.*.***.

4. Open the **SIEBSPI-Siebel *.*.* Server** and then the **SIEBSPI-Mobile Clients, Backlogs** template group.

5. Select the `SIEBSPI_SYNCH_STATUS_EXT` monitor template.

6. Select [`Conditions...`]. You should see a window with three conditions listed. Change each of these conditions. Press [`Modify...`] to continue with the changes.

7. From the new window that opens, in the *Automatic* field within the *Actions* box, delete the `<$OPC_MGMTSV>` string in the *Node* field. Additionally, change the data listed in the *Command* field as follows:

```
siebspi_smail -t <$VALUE> -c <$OPTION(user)> -m <$OPTION(email)> -node
```

8. To confirm the changes, press [`OK`].

N O T E :

For the changes to take effect you must assign and install the monitor template on a node where the Siebel server is installed.

Managing Multiple Siebel Enterprise Environments Concurrently

By default, the SPI for Siebel configuration file **`spi.cfg`** is prepared and maintained on the management server. This file is distributed with the software components and the configuration update to the managed nodes where the SPI for Siebel configuration is updated.

To manage multiple Siebel enterprise environments at the same time you need to prevent those automatic SPI for Siebel configuration updates from occurring. For this purpose, the configuration entry **`MANUAL_CONFIGURATION`** in the SPI for Siebel configuration file is used. To prevent automatic updates of the SPI for Siebel configuration, set this flag to `Y` (Yes). Note that the default value is `N` (No).

Example:

```
MANUAL_CONFIGURATION=Y
```

Active/Active Cluster Environment Example Configuration File

Example of <GroupName>_<action>.cfg

```
EXEC_SERVERMGR = <full path>\siebspi_mgr.exe
SPI.CFG = <full path>\spi.cfg
EXEC_OPCTEMPLATE = <full path>opctemplate


# What should be added/removed from SPI for Siebel configuration
in spi.cfg
Add parameter: <Param> = <Value>
Remove parameter: <Param> = <Value>


# Which specific templates should be enabled/disabled
Enable template: <template name>
Disable template: <template name>


# Perform Enable/Disable template action on all SPI for Siebel
templates
Enable template: ALL_SIEBSPI
Disable template: ALL_SIEBSPI


# Enables templates listed in <filename> if the parameter <EMPTY
PARAM> is not empty in the spi.cfg file
Enable common templates: <EMPTY PARAM> => <Common filename*>


# Disables templates listed in <filename> if the parameter <EMPTY
PARAM> is empty in the spi.cfg file
Disable common templates: <EMPTY PARAM> => <Common filename*>


# Triggers writting of updated configuration to spi.cfg
Write SPI.CFG


# Restarting of SPI for Siebel Request server service/daemon.
# Script stops service if SIEBEL_SRVR_MNGR and
SIEBEL_GATEWAY_ROOT_PATH are empty
Restart SIEBSPI_SVC
```

`* File <Common filename>` should contain a list of templates common to the specific type of the Siebel resource group (for example, Siebel App. Server and components)