

**ComTrade Oracle Siebel CRM/  
Oracle BI Smart Plug-in for HP  
Software  
(SPI for Siebel)**

*This Version 04.00 is for use with HP Operations  
Manager on Linux and UNIX*

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**Installation and Configuration  
Guide**



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# Contents

<b>Notices</b> .....	<b>v</b>
Trademarks .....	v
<b>Document Overview</b> .....	<b>1</b>
Edition History .....	2
Conventions.....	3
<b>Product Documentation</b> .....	<b>4</b>
<b>Customer Support</b> .....	<b>5</b>
Licensing.....	5
Contacting Support.....	5
Before Contacting Support .....	5
General Information .....	6
Product Web Sites .....	6
<b>Chapters Summary</b> .....	<b>7</b>
<b>Installing SPI for Siebel</b> .....	<b>9</b>
<b>Overview of the Installation Procedure</b> .....	<b>10</b>
Preparing for Installation.....	11
Prepare Hardware and Software .....	11
Hardware Requirements .....	11
Software Requirements .....	11
Plan the Siebel Environment .....	11
Prepare the Siebel Environment .....	12
On the HP Software side: .....	12
On the Oracle Siebel side: .....	12
Obtain Installation Packages .....	13
<b>Installing SPI for Siebel on the HPOM Management Server</b> .....	<b>14</b>
Configure SPI for Siebel .....	15
Verify the Installation .....	18
<b>Configuring SPI for Siebel on the HPOM Management Server</b> .....	<b>20</b>

Assign SPI for Siebel Tools to Operator.....	20
Add Nodes to the Management Server and Installing HPOM Agent.....	20
<b>Installing SPI for Siebel on the Managed Nodes.....</b>	<b>21</b>
Install SPI for Siebel on the Managed Nodes .....	21
<b>Licensing .....</b>	<b>23</b>
Deploy the Licensing Policy on the Managed Nodes .....	23
Generate the License Request File .....	24
Obtain the License Activation File .....	25
Merge and Deploy the License Files.....	25
Verify Licensing.....	26
List License Activation Codes .....	27
Verify License Activation Codes .....	27
<b>Deploying SPI for Siebel Policies on the Managed Nodes .....</b>	<b>28</b>
<b>Installing and Configuring SPI for Siebel on the Managed Node with Siebel Software Running in Cluster.....</b>	<b>29</b>
Background .....	29
ClAw (Cluster Awareness) .....	30
APM (Application Package Monitor) .....	30
Active/Passive Environment - Make HPOM Agent Cluster-aware .....	31
Active/Active Environment - Additional Configuration .....	34
<b>Installing Reports.....</b>	<b>39</b>
Verify the Reporter Installation.....	39
Installing Reports on a Clustered HPOM/W Installation.....	40
<b>Installing HP Performance Manager User Graph Templates .....</b>	<b>41</b>
<b>Uninstalling SPI for Siebel .....</b>	<b>43</b>
<b>Uninstallation Overview.....</b>	<b>44</b>
<b>Uninstalling from the Managed Nodes .....</b>	<b>45</b>
<b>Uninstalling from the Management Server.....</b>	<b>46</b>
<b>Uninstalling from a Reporter System.....</b>	<b>47</b>

---

# Contents

Licensing .....	49
Licensing Overview .....	50



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## Notices

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## Chapter 1

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### Document Overview

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## Edition History

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

<b>Edition</b>	<b>Date</b>
First Edition	August 2006
Second Edition	December 2006
Third Edition	July 2007
Fourth Edition	May 2008
Fifth Edition	October 2008
Sixth Edition	October 2009
Seventh Edition	June 2010
Eighth Edition	December 2010

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## Conventions

The following typographical conventions are used in this manual:

Font	Definition	Example
<i>Italic</i>	Product names, book or manual titles, man page names, and section, table, and figure titles.  Emphasis.  Window and dialog box names.	Refer to the <i>SPI for Siebel User's Guide</i> for additional information.  You <i>must</i> follow these steps.  In the <i>Node Bank</i> window, select a node.
<b>Bold</b>	Commands on menus and buttons, dialog box titles and options, menu and icon names.	In the menu, first click <b>Actions</b> , and then <b>Agents</b> .
Computer	File names, syntax, directory names, or text that should be entered on screen or that is displayed on the monitor.	You will receive a license activation file <code>siebspi_licact_new.dat</code> by e-mail.

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## Product Documentation

With SPI for Siebel, the following documentation is provided:

- *SPI for Siebel Installation and Configuration Guide*  
Installation and Configuration Guide is available in PDF format (*SIEBSPI-InstallGuideUNIX.pdf*).
- *SPI for Siebel User's Guide*  
User's guide is available in PDF format (*SIEBSPI-UserGuideUNIX.pdf*).
- *SPI for Siebel Quick Reference Guide*  
Quick reference guide is available in PDF format (*SIEBSPI-QuickReference.pdf*).
- *SPI for Siebel - Supported Platforms*  
Supported Platforms document is available in PDF format.
- Release notes  
Release notes are available in TXT format (*siebspi-release-notes-unix.txt*).
- Readme  
Readme file is available in TXT format (*siebspi-readme-unix.txt*).
- ComTrade software license terms file  
License file is available in TXT format (*comtrade\_software\_license\_support\_terms\_signed.txt*)

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## Customer Support

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

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## Licensing

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

<http://spi.comtrade.com/licensing/>

or send an e-mail to the following address:

[spi-licensing@comtrade.com](mailto:spi-licensing@comtrade.com)

For more information on licensing and licensing procedure refer to “Licensing” on page 23.

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

[spi-licensing@comtrade.com](mailto:spi-licensing@comtrade.com)

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## Contacting Support

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### IMPORTANT

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

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

[support-siebelspi@comtrade.com](mailto:support-siebelspi@comtrade.com)

### Before Contacting Support

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

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

To create the support file, run the **SIEBSPI-Collect Support Information** tool on one or more nodes. To run the tool, perform the following steps:

1. Go to the **SPI for Siebel/SIEBSPI Maintenance/SIEBSPI Support** tool group and run the **SIEBSPI-Collect Support Information** tool on the managed nodes for which you would like to collect the information.
2. The files `sieblespissupp.zip` or `sieblespissupp.tar` with the support information are created in the following directory on the node(s):
  - <OvDataDir>/siebspi/supplog on Unix
  - <OvDataDir>\siebspi\supplog on Windows
  - symptoms
  - sequence of events leading to the problem
  - commands and options that you used
  - messages you have received (a description with the time and date)

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## General Information

For marketing or business-related issues in reference to this or other ComTrade Smart Plug-ins, send e-mail to:

[spi-info@comtrade.com](mailto:spi-info@comtrade.com)

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## Product Web Sites

Visit ComTrade Smart Plug-in Web site at:

[http://www.managementproducts.comtrade.com/smart\\_plug-in/siebel](http://www.managementproducts.comtrade.com/smart_plug-in/siebel)

and the company Web site at:

<http://www.comtrade.com/>

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## Chapters Summary

This guide describes how to install, configure, and license SPI for Siebel to monitor and manage Oracle Business Intelligence (OBI) and Siebel CRM application resources from the HP Software environment. It also addresses and troubleshoots some of the possible installation problems.

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### NOTE

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

The guide contains the following chapters:

- [“Installing SPI for Siebel” on page 9](#)  
This chapter provides detailed instructions on what must be performed to successfully install, configure, and license SPI for Siebel.
- [“Uninstalling SPI for Siebel” on page 43](#)  
This chapter describes how to uninstall SPI for Siebel.
- Appendix A, [“Licensing Overview” on page 50](#)  
This chapter provides a visual overview of the licensing process.





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## Chapter 2

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### Installing SPI for Siebel

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## Overview of the Installation Procedure

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

To...	Refer to
check the system hardware and software requirements	<a href="#">"Prepare Hardware and Software" on page 11</a>
plan the environment you want to manage with SPI for Siebel	<a href="#">"Plan the Siebel Environment" on page 11</a>
prepare the environment for SPI for Siebel installation	<a href="#">"Prepare the Siebel Environment" on page 12</a>
obtain installation packages	<a href="#">"Obtain Installation Packages" on page 13</a>
install SPI for Siebel on the HPOM management server	<a href="#">"Installing SPI for Siebel on the HPOM Management Server" on page 14</a>
verify the SPI for Siebel installation	<a href="#">"Verify the Installation" on page 18</a>
configure SPI for Siebel	<a href="#">"Configuring SPI for Siebel on the HPOM Management Server" on page 20</a>
install SPI for Siebel on managed nodes	<a href="#">"Installing SPI for Siebel on the Managed Nodes" on page 21</a>
license the product	<a href="#">"Licensing" on page 23</a>
deploy SPI for Siebel on managed nodes	<a href="#">"Deploy the Licensing Policy on the Managed Nodes" on page 23</a>
install and configure reports	<a href="#">"Installing Reports" on page 39</a>

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## Preparing for Installation

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

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

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## Prepare Hardware and Software

Make sure that hardware and software requirements are met.

### Hardware Requirements

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

The Oracle Siebel CRM hardware requirements can be found in the documentation, provided with the Oracle Siebel CRM product.

### Software Requirements

For a complete list of supported platforms and software versions for HPOM management server, managed nodes, HP Performance Manager, and HP Reporter, refer to the *SPI for Siebel - Supported Platforms* document.

---

## Plan the Siebel Environment

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

- the name of your Siebel enterprise
- the name of the host on which the Siebel Gateway server is installed

- . the database type
- . username and password of the Siebel administrator
- . the name and the port number of the SMTP mail server
- . Siebel language
- . BI database user username and password
- . BI database type
- . BI database table owner

---

## Prepare the Siebel Environment

### On the HP Software side:

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

### On the Oracle Siebel side:

- . Oracle Siebel CRM and Business Intelligence must be installed and running on all nodes where you will install SPI for Siebel.
- . On Siebel Application Servers, the Server Manager command line tool should be working. To check the above, run the Siebel command:  
`srvrmgr /g gateway /e enterprise /u user /p password`  
and run the command `list servers`  
You should receive a Running state for the Siebel servers installed in Siebel.
- . The `odbcsql` command line tool should work on all target nodes. To check, start the following command:  
On Siebel 7.x:  
`odbcsql /s siebsrvr_enterprise /u user /p password`  
On Siebel 8.0.x or above  
`odbcsql /s enterprise_DSN /u user /p password`

On BI server:

```
nqcmd -d enterprise_DSN -u BI_user -p BI_password
```

---

## Obtain Installation Packages

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

- siebspi\_04.00\_HP-UX.sdtape.bin
- siebspi\_04.00\_sunOS.pkg.bin
- siebspi\_04.00\_Linux.rpm.bin
- siebspi-reports\_04.00\_windows\_NT.exe

You can find them on your installation DVD or download them from the SPI for Siebel download pages.

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## Installing SPI for Siebel on the HPOM Management Server

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

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### NOTE

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

1. Login to the HPOM management server as the user root.
2. Copy the following files to the /tmp directory:
  - On HP-UX systems:
    - comtrade\_eulsa\_HP-UX
    - siebspi\_04.00\_HP-UX.sdtape.bin
  - On Sun Solaris systems:
    - comtrade\_eulsa\_SunOS
    - siebspi\_04.00\_SunOS.pkg.bin
  - On Linux systems:
    - comtrade\_eulsa\_Linux
    - siebspi\_04.00\_Linux.rpm.bin

If needed, set the executable permissions using the `chmod` command to the files `comtrade_eulsa_HP-UX`, `comtrade_eulsa_SunOS`, or `comtrade_eulsa_Linux`.

3. To obtain the product installation package, you first must enter your information and agree to the end-user license agreement. From the /tmp directory, run from the command line:
  - For HP-UX:  
`./comtrade_eulsa_HP-UX -e siebspi_04.00_HP-UX.sdtape.bin`
  - For Sun Solaris:  
`./comtrade_eulsa_SunOS -e siebspi_04.00_SunOS.pkg.bin`
  - For Linux:  
`./comtrade_eulsa_Linux -e siebspi_04.00_Linux.rpm.bin`
4. Enter your name and the name of your company and press [ENTER].
5. The standard ComTrade Software License Agreement will be displayed. Read it carefully, type `I AGREE`, and then press [ENTER] to generate the installation package file without the .bin extension.

6. The message will be displayed that will instruct you to save the End User License & Support Agreement to a secure place.
7. Install SPI for Siebel:
  - On HP-UX systems:  
`/usr/sbin/swinstall -s /tmp/siebspi_04.00_HP-UX.sdtape siebspi`
  - On Solaris systems:  
`/usr/sbin/pkgadd -d /tmp/siebspi_04.00_sunOS.pkg all`
  - On Linux systems:  
`/bin/rpm -i /tmp/siebspi_04.00_Linux.rpm`
8. Verify that the installation phase has completed without errors by checking the install log files.
  - On HP-UX:  
`/var/adm/sw/swagent.log`  
and  
`/var/adm/sw/swinstall.log`
  - On Solaris and Linux, check the default installation logs and output from the installation procedure.

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

---

## Configure SPI for Siebel

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

Enter the following required data:

1. For the Siebel Enterprise name:  
Type the name of the Siebel Enterprise.
2. For Resonate Central Dispatch:  
If the Siebel enterprise is using Resonate Central Dispatch, type `Y` or press `[Enter]`.  
If not, type `N`.
3. For the cluster (Y/N) `[N]`: If the Siebel application server is using cluster, type `Y`.  
If not, type `N` or press `[Enter]`.
4. For the Siebel gateway:  
Type the name of the host, on which the Siebel gateway server is installed.

---

**NOTE**

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

5. Select Siebel language

Select one of the following types:

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

6. Select Database type:

1. DB2/UDB 2. Oracle 3. MSSQL

7. For the Siebel administrator username and password:

Type the Siebel administrator username and password.

8. For the SMTP (mail) server:

Type the name of the SMTP (mail) server.

9. For the SMTP (mail) server port:

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

10. HP Performance Agent Configuration:

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

11. SPI for Siebel Locale:

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

12. BI database username and password. You can use Siebel Administrator.

13. Select the BI database type:

1. ORACLE 2. MSSQL

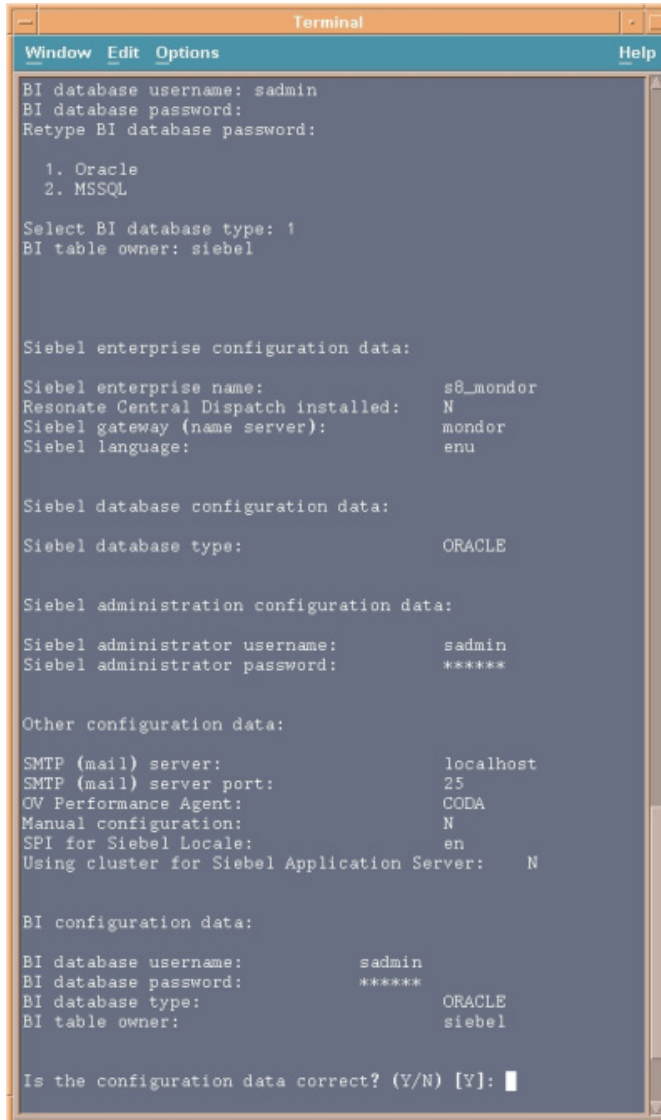
14. Type the BI database table owner.



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

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

Example:

A terminal window titled "Terminal" with a menu bar containing "Window", "Edit", "Options", and "Help". The terminal displays the output of the `siebspi_configure` application. It shows the configuration of BI database credentials, database type (Oracle), Siebel enterprise name (s8\_mondor), gateway (mondor), language (enu), database type (ORACLE), administrator username (sadmin), and password (\*\*\*\*\*). It also shows other configuration data like SMTP server (localhost), OV Performance Agent (CODA), and SPI for Siebel Locale (en). The configuration is confirmed as correct at the end.

```
BI database username: sadmin
BI database password:
Retype BI database password:

  1. Oracle
  2. MSSQL

Select BI database type: 1
BI table owner: siebel

Siebel enterprise configuration data:
Siebel enterprise name:          s8_mondor
Resonate Central Dispatch installed: N
Siebel gateway (name server):   mondor
Siebel language:                enu

Siebel database configuration data:
Siebel database type:           ORACLE

Siebel administration configuration data:
Siebel administrator username:  sadmin
Siebel administrator password: *****

Other configuration data:
SMTP (mail) server:            localhost
SMTP (mail) server port:      25
OV Performance Agent:          CODA
Manual configuration:          N
SPI for Siebel Locale:         en
Using cluster for Siebel Application Server: N

BI configuration data:
BI database username:          sadmin
BI database password:          *****
BI database type:              ORACLE
BI table owner:                siebel

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

---

## NOTE

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You can also run `siebspi_configure` from the Java Console. Go to the SPI for Siebel/ SIEBSPI-Maintenance/SIEBSPI-Configure tool group and start the SIEBSPI-Configuration Wizard tool.

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## Verify the Installation

To check if the installation has completed successfully, run the following command:

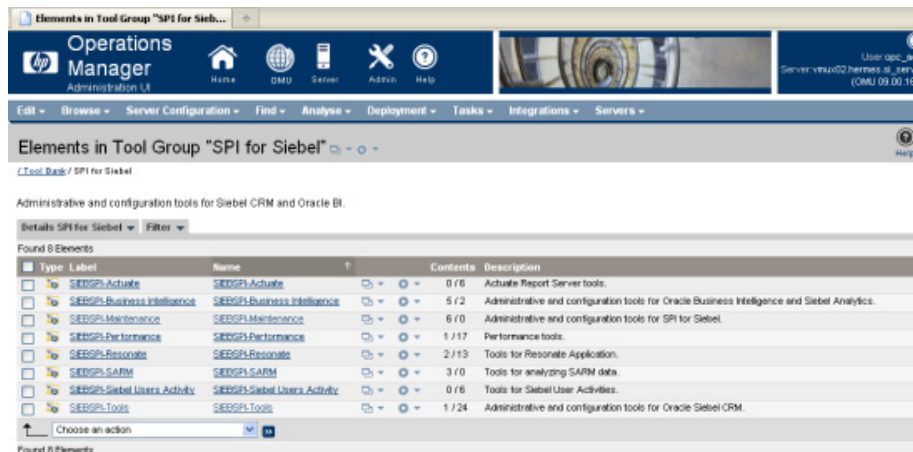
- On HP-UX systems:  
`swlist | grep siebspi`
- On Solaris systems:  
`pkginfo | grep siebspi`
- On Linux systems:  
`rpm -qa | grep siebspi`

Many new HP Operations Manager configuration items are uploaded to the HP Operations Manager database on the management server.

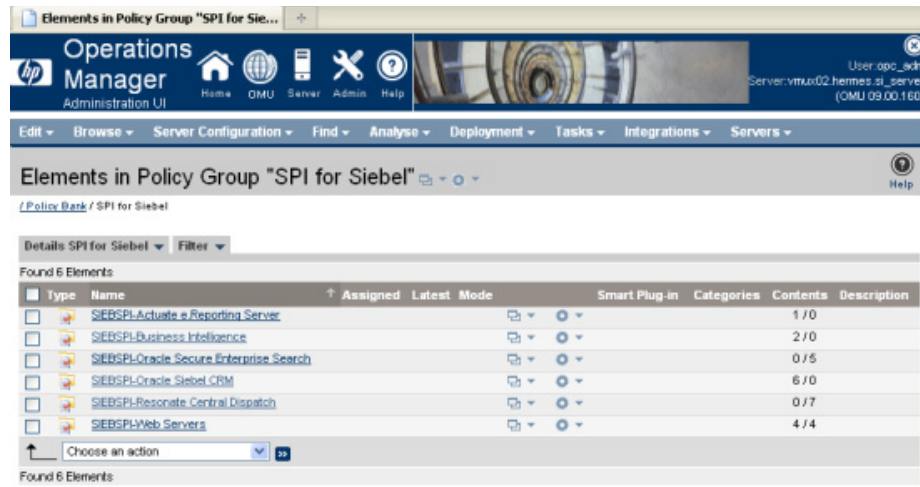
To review these new items, start the *HPOM Administration UI* (user interface) and check if SPI for Siebel group was added to tools and policy groups.

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

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



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




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**NOTE :**

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**Refer to *SPI for Siebel User's Guide* for detailed information about Tools and Tool Groups and Policies and Policy Groups.**

---

## Configuring SPI for Siebel on the HPOM Management Server

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

---

### Assign SPI for Siebel Tools to Operator

1. In the *HPOM Administration UI*, on the Administrative menu, click **Browse**, choose **Tool Bank**, and select checkbox for **SPI for Siebel**.
2. From the **Choose an action** drop-down menu, choose **Assign to User/Profile** and click the **submit** icon.
3. In the *Selector* window, click **All Users**, select the **opc\_op** user, and then click **OK**.

---

### Add Nodes to the Management Server and Installing HPOM Agent

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

---

## Installing SPI for Siebel on the Managed Nodes

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### Install SPI for Siebel on the Managed Nodes

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

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#### NOTE :

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**When deploying instrumentation on the nodes, make sure that all Oracle Siebel CRM and Business Intelligence services are running (for example, Gateway service, Siebel Server services, BI Server service and so on) and that you have performed the configuration steps described in [“Configure SPI for Siebel” on page 15](#) for every enterprise.**

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

1. Start the *HPOM Administration UI* and log in as an HPOM Administrator (opc\_adm).
2. On the Administrative menu, click **Browse**, choose **All Categories**, and select checkboxes for **SPI\_for\_Siebel** and **SPIDataCollector**. Then, from the **Choose an action** drop-down menu, choose **Assign to Node** and click the **submit** icon. In the *Selector* window, click **All Nodes**, select the target node, and then click **OK**.
3. On the Administrative menu, click **Deployment**, choose **Deploy Configuration**, and select checkbox for **Instrumentation**. Then, click **Select** under **Nodes/Nodes in Node Groups/Nodes in Layout Groups to distribute to**.
4. In the *Selector* window, click **All Nodes**, double-click the target node to select it, and then click **Close**. Finally, click **Distribute**.
5. Open the *HPOM Operational UI* and expand the **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-Install** tool group, right-click the **SIEBSPI-Install** tool, and choose **Start Customized**. The *Start Tool - Customized Wizard* window opens. Under **Nodes**, click the target node to select it.
6. Return to the *Start Tool - Customized Wizard* window, click **Get Selections** to get the previously selected node to the **Selected Nodes** box and then click **Next**.

7. Replace the user `$AGENT_USER` with the user with administrative rights (for example, user `root`) and click **Finish**.

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## Licensing

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

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### IMPORTANT

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

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

1. [“Deploy the Licensing Policy on the Managed Nodes” on page 23](#)
2. [“Generate the License Request File” on page 24](#)
3. [“Obtain the License Activation File” on page 25](#)
4. [“Merge and Deploy the License Files” on page 25](#)

For a visual overview of the licensing process, refer to [“Licensing Overview” on page 50](#).

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## Deploy the Licensing Policy on the Managed Nodes

1. Start the *HPOM Administration UI* and log in as an HPOM Administrator (opc\_adm).
2. In the *Policy Bank* window, go to the **SPI for Siebel/SIEBSPI-Oracle Siebel CRM/SIEBSPI-Internal** policy group and select checkboxes for these two policies:
  - SIEBSPI\_INT\_MESSAGE\_EXT
  - SIEBSPI\_LICENSE\_OPC\_MSG
3. From the **Choose an action** drop-down menu, choose **Assign to Node/Node Group** and click the **submit** icon.
4. In the *Selector* window, click **All Nodes**, select the target node, and then click **OK**.
5. On the Administrative menu, click **Deployment**, choose **Deploy Configuration**, select checkbox for **Policies**, and clear other check boxes.
6. Click **Select** to open the *Selector* window, click **All Nodes**, double-click the target node, click **Close**, and then **Distribute**.

---

## Generate the License Request File

1. Start the *HPOM Operational UI* and log in.
2. Go to the **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-Licensing** tool group.
3. Run the **SIEBSPI-1. Clear License Request File** tool to clear the `siebspi_license_request.dat` license request file on the management server.
4. Run the **SIEBSPI-2. Generate License Request** tool on the managed nodes for which you need licenses. Right-click **SIEBSPI-2. Generate License Request** and select **Start Customized**.
5. In the *Customized Wizard* window, select the nodes where you want to run the tool and click **Next**.
6. In the **Additional Parameters** field, replace the string “Your Company Name” with the name of your company.

**Start Tool - Customized Wizard (Step 3 of 3)**

SIEBSPI-2. Generate License Request

Step 3 of 3: Specify additional information needed to run the tool.

Command:

Additional Parameters:

User Name:

Password:

Presentation: Output only.

Click Finish to launch your customized tool.

< Back   Next >   **Finish**   Cancel

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



---

## Obtain the License Activation File

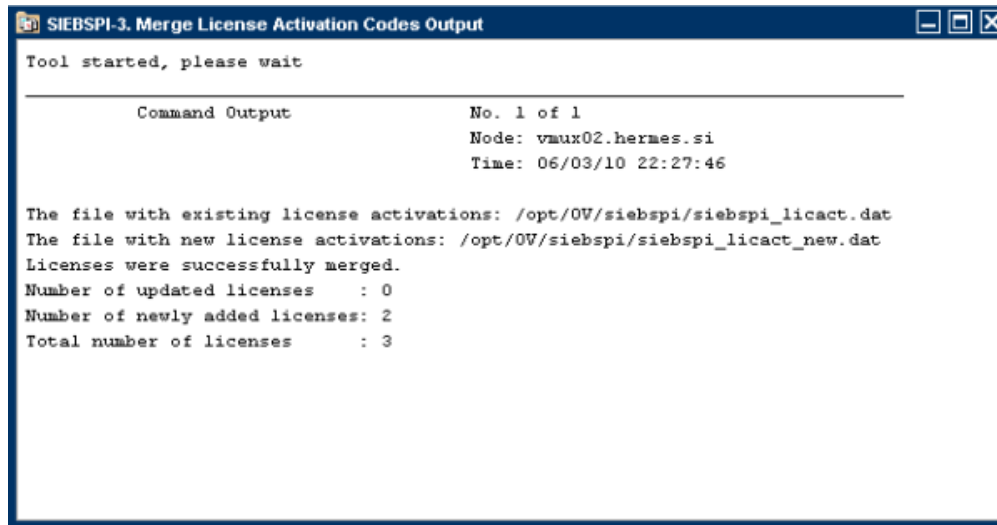
1. To obtain the license activation file:
  - Use the Licensing portal:  
Go to <http://spi.comtrade.com/licensing/>, register, and upload the license request file. The system will automatically process your request. When registering to the Permanent licenses page, have your PO information ready. You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

---

## Merge and Deploy the License Files

1. Copy the `siebspi_licact_new.dat` file to the following directory on the management server: `/opt/ov/siebspi/`.
2. In the *HPOM Operational UI*, go to the **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-Licensing** tool group and run the **SIEBSPI-3. Merge License Activation**

Codes tool to merge the `siebspi_licact_new.dat` file with the `siebspi_licact.dat` license file. You will get the following output:



```
SIEBSPI-3. Merge License Activation Codes Output
Tool started, please wait
-----
Command Output                               No. 1 of 1
                                             Node: vmaux02.hermes.si
                                             Time: 06/03/10 22:27:46

The file with existing license activations: /opt/OV/siebspi/siebspi_licact.dat
The file with new license activations: /opt/OV/siebspi/siebspi_licact_new.dat
Licenses were successfully merged.
Number of updated licenses      : 0
Number of newly added licenses: 2
Total number of licenses       : 3
```

3. In the *HPOM Administration UI*, on the Administrative menu, click **Deployment**, choose **Deploy Configuration**, and select checkbox for **Instrumentation**.
4. Click **Select** to open the *Selector* window, click **All Nodes**, double-click all nodes, for which you have requested the licenses. Click **Close**, and then **Distribute**.

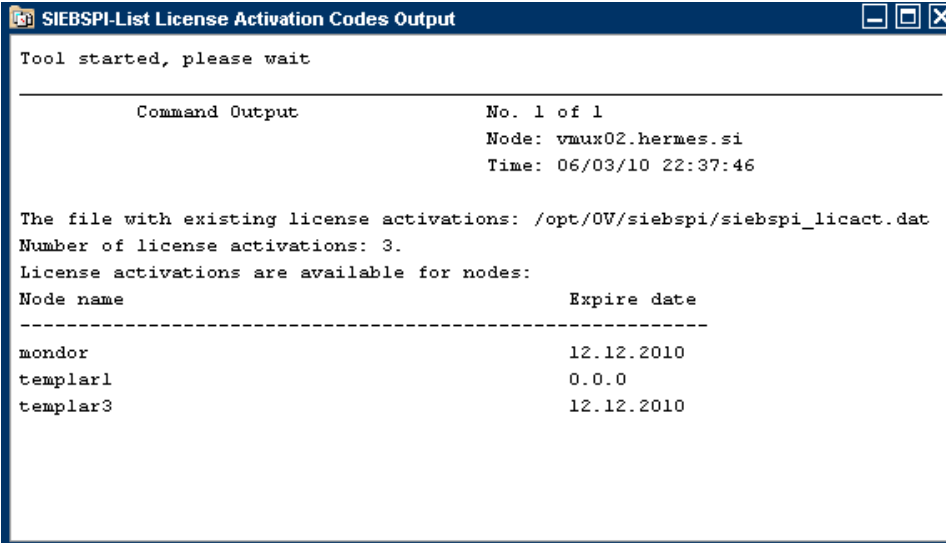
---

## Verify Licensing

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

## List License Activation Codes

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



```
SIEBSPI-List License Activation Codes Output
Tool started, please wait
-----
Command Output                               No. 1 of 1
Node: vmux02.hermes.si
Time: 06/03/10 22:37:46

The file with existing license activations: /opt/OV/siebspi/siebspi_licact.dat
Number of license activations: 3.
License activations are available for nodes:
Node name                                     Expires date
-----
mondor                                        12.12.2010
templar1                                     0.0.0
templar3                                     12.12.2010
```

## Verify License Activation Codes

To check the licensing was successfully performed on the Siebel Gateway server, go to the **SPI for Siebel/SIEBSPI-Tools/SIEBSPI-Siebel Services** tool group and run the **SIEBSPI-Name Server Status** tool.

---

## Deploying SPI for Siebel Policies on the Managed Nodes

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

1. In the *HPOM Administration UI*, open the *Policy Bank* window.
2. Select one or more policies or policy groups from the SPI for Siebel policy group. For additional information on which policies to use, refer to *SPI for Siebel User's Guide*.
3. From the **Choose an action** drop-down menu, choose **Assign to Node/Node Group**.
4. In the *Selector* window, click **All Nodes**, select the target node, and then click **OK**.
5. On the Administrative menu, click **Deployment**, choose **Deploy Configuration**, select checkbox for **Policies**, and clear other check boxes.
6. Click **Select** to open the *Selector* window, click **All Nodes**, double-click the target node, click **Close**, and then **Distribute**.

---

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

---

### Background

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

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

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

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

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

---

## NOTE

---

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

### CIAw (Cluster Awareness)

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

#### CIAw Command Line Utilities

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

*Example:*

```
/opt/ov/bin/ovclusterinfo -a
```

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

*Examples:*

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

### APM (Application Package Monitor)

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

#### APM Command Line Utilities

`$ovBinDir/opcclustns` provides information about application instances and related resource groups.

---

## Active/Passive Environment - Make HPOM Agent Cluster-aware

---

### NOTE

---

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

Prerequisites for managing Oracle Siebel CRM on clusters include the following:

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

There are two configuration file types:

- `OvDataDir/conf/conf/apminfo.xml`
- `OvDataDir/bin/instrumentation/conf/<app1_name>.apm.xml`

---

### NOTE

---

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

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

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

1. Create or edit the `apminfo.xml` file and the `{Name of the cluster-aware application}.apm.xml` file and follow the procedure for Managing cluster-aware applications described in the HP Operations Manager Help.

*Example files:*

Siebel.apm.xml

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

apminfo.xml

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

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

*Note 2: This should be the node name.*

2. Copy the appropriate apminfo.xml file on the managed node to:
  - DCE agents from HPOM/Unix 7.x:  
\$ovDataDir/conf/OpC
  - HTTPS agents or DCE agents from HPOM/Windows:  
\$ovDataDir/conf/conf



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

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

---

## NOTE

---

**Syntax check tool for apminfo.xml and <appl\_name>.apm.xml on HTTPS agents is located at:**

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

**where -vc = verify Configuration**

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

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

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

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

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

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

---

## NOTE

---

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

Engine Log (VCS)  
Engine notify Log (VCS)

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

MCSG\_Syslog

Else failover will not be detected.

---

## Active/Active Environment - Additional Configuration

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

*Example:*

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

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

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

*Example files:*

### **apminfo.xml for the node SRVR03**

```
?xml version="1.0" ?>  
<!-- OVO Agent Configuration for cluster -->  
<APMClusterConfiguration>  
  <Application>  
    <Name>SiebGW_SRVR03</Name> <!-- Name that will be used for *.apm.xml  
file -->  
    <Instance>  
      <Name>procrm03</Name>  
      <Package>gcrm</Package> <!-- GW cluster resource group name -->
```

```

        </Instance>
    </Application>
    <Application>
        <Name>SiebsRV_SRV03</Name> <!-- Name that will be used for *.apm.xml
file -->
        <Instance>
            <Name>procrm03</Name>
            <Package>acrm</Package> <!-- Siebel Server cluster resource group
name -->
        </Instance>
    </Application>
</APMClusterConfiguration>

```

### **SiebsRV\_SRV03.apm.xml for the node SRVR03**

```

<?xml version="1.0" ?>
<!-- OVO Agent Configuration for SPI for Siebel on cluster -->
<APMApplicationConfiguration>
    <Application>
        <Name>SiebsRV_SRV03</Name>
        <StartCommand>SiebsRV_SRV03_enable.sh</StartCommand>
        <StopCommand>SiebsRV_SRV03_disable.sh</StopCommand>
    </Application>
</APMApplicationConfiguration>

```

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

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

```

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

```

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

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

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

For the Siebel App. server:  
SERVERS\_ON\_HOST,  
SIEBEL\_SERVER\_ROOT\_PATH,  
SIEBEL\_SERVER\_MNGR

For Siebel Gateway:  
SIEBEL\_GATEWAY\_ROOT\_PATH

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

You need to prepare the following set of files:

SiebgW\_Srvr03\_disable.cfg  
SiebgW\_Srvr03\_enable.cfg  
SiebgW\_Srvr04\_disable.cfg  
SiebgW\_Srvr04\_enable.cfg  
SiebgW\_Srvr03\_disable.sh  
SiebgW\_Srvr03\_enable.sh  
SiebgW\_Srvr04\_disable.sh  
SiebgW\_Srvr04\_enable.sh  
SiebSRV\_Srvr03\_disable.cfg  
SiebSRV\_Srvr03\_enable.cfg  
SiebSRV\_Srvr04\_disable.cfg  
SiebSRV\_Srvr04\_enable.cfg  
SiebSRV\_Srvr03\_disable.sh  
SiebSRV\_Srvr03\_enable.sh  
SiebSRV\_Srvr04\_disable.sh  
SiebSRV\_Srvr04\_enable.sh

*Example files:*

```
SiebSRV_Srvr03_disable.cfg
EXEC_SERVERMGR = /var/opt/OV/bin/instrumentation/siebspi_mgr
SPI.CFG = /opt/OV/siebspi/conf/spi.cfg
EXEC_OPCTEMPLATE = /opt/OV/bin/OpC/opctemplate
# what should be added/removed from SPI for Siebel configuration in spi.cfg
Remove parameter: SERVERS_ON_HOST = pcrm_uvg
Remove parameter: SIEBEL_SERVER_ROOT_PATH = /siebelgw/procrm03/siebsrvr
Remove parameter: SIEBEL_SVR_MNGR = . /siebelgw/procrm03/siebsrvr/
siebenv.sh; srvmgr -s pcrm_uvg
# which specific templates should be enabled/disabled
```

```

Disable template: SIEBSPI_CHECK_TASKS_EXT
Disable template: SIEBSPI_COMP_STATUS_EXT
Disable template: SIEBSPI_CONF_UPD_EXT
Disable template: SIEBSPI_DB_CONNECTIVITY
Disable template: SIEBSPI_DB_LOGIN_PERFORMANCE
Disable template: SIEBSPI_DB_LOGIN_TIME
Disable template: SIEBSPI_DB_TRANSACTION_TIME
Disable template: SIEBSPI_DB_TRANS_PERFORMANCE
Disable template: SIEBSPI_ECOMM_WIRELESS_COMPONENT
Disable template: SIEBSPI_EIM_COMPONENT
Disable template: SIEBSPI_FS_MGR_COMPONENT
# Triggers writing of updated configuration into spi.cfg
write SPI.CFG
# Restarting of SPI for Siebel Request server service/daemon.
# Script stops service in case SIEBEL_SRVR_MNGR and SIEBEL_GATEWAY_ROOT_PATH
are empty
Restart SIEBSPI_SVC
SiebsRV_SRVR03_disable.sh
/opt/ov/nonov/perl/a/bin/perl /opt/ov/siebspi/cluster/siebspi_cluster.pl -
cfg_file /var/opt/ov/bin/instrumentation/SiebsRV_SRVR03_disable.cfg

```

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

---

## NOTE

---

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

---

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

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

---

## Installing Reports

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

1. Where HP Reporter or HPOM/W Management server is installed, login to your Windows machine as the user with administrator permissions.
2. Make sure that HP Reporter is correctly installed on your system.
3. Copy the siebspi-reports\_04.00\_Windows\_NT.exe self extracting package from your installation DVD or download it from the SPI for Siebel download pages.
4. Run the package.
5. Verify the installation (Reporter only). To verify the installation, start HPOM Reporter on the Reporter system and select Reports. SPI for Siebel must be listed under Reports.

---

### NOTE

With OM 9.00 only SPI for Siebel - Reports, version 04.00 is compatible.

---

## Verify the Reporter Installation

At the end of the installation procedure, verify the installation on the Reporter system:

1. Start HP Reporter.
2. In the Reporter main window, from the **File** menu, select **Configure** then select **Report Packages**.
3. Verify if **SPI for Siebel** is in the *Installed Packages* window.

---

### IMPORTANT

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

---

## **Installing Reports on a Clustered HPOM/W Installation**

If you are installing SPI for Siebel - Reports on HPOM/W running in a cluster, install the reports using the standard installation procedure on the first cluster node only.



---

## Installing HP Performance Manager User Graph Templates

With SPI for Siebel, you also get predefined Performance Manager Graph templates. Graph templates are stored in a plain text file named `VPI_GraphsSPI_for_siebel.txt`. You can download it from the SPI for Siebel download web page.

To install graphs, copy the templates file to the following location on the HP Performance Manager system:

`<OVIInstallDir>/newconfig/OVPM`

That available graphs are listed under the **SPI for Siebel** graph category.

For more information, refer to the *SPI for Siebel User's Guide*, chapter *Analyzing Historical Data from Collected Performance Data Using HP Performance Manager*.



---

## **Chapter 3**

---

### **Uninstalling SPI for Siebel**

---

---

## Uninstallation Overview

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

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

- [“Uninstalling from the Managed Nodes” on page 45](#)  
Detailed steps on how to remove SPI for Siebel from the Managed Nodes.
- [“Uninstalling from the Management Server” on page 46](#)  
Detailed steps on how to remove SPI for Siebel from the Management Server.
- [“Uninstalling from a Reporter System” on page 47](#)  
Detailed steps on how to remove SPI for Siebel from a system that contains the HP Reporter product.

---

## Uninstalling from the Managed Nodes

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

1. Start the *HPOM Administration UI* and log in as the HPOM Administrator.
2. In the *Node Bank* window, browse to the managed node from which you want to remove SPI for Siebel.
3. Browse to the **Direct Policy (group) Assignments** menu, select the **SIEBSPI** policies or policy group you want to remove, and choose an action **Deassign from Node**.
4. On the Administrative menu, click **Deployment**, choose **Deploy Configuration**, select checkbox for **Policies**, and clear other check boxes.
5. Click **Select** to open the *Selector* window, click **All Nodes**, double-click the target node, click **Close**, and then **Distribute**.
6. Open the *HPOM Operational UI*, expand the **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-Uninstall** tool group, right-click **SIEBSPI-Remove** tool, and choose **Start Customized**. The *Start Tool - Customized Wizard* window opens. Under **Nodes**, click the target node to select it.
7. Return to the *Start Tool - Customized Wizard* window, click **Get Selections** to get the previously selected node to the **Selected Nodes** box, and then click **Next**. Click **Finish**.
8. Perform those steps for every managed node with SPI for Siebel installed.

---

## Uninstalling from the Management Server

Before you uninstall SPI for Siebel on the HPOM management server, make sure you uninstalled all managed nodes first. For instructions refer to chapter [“Uninstalling from the Managed Nodes”](#) on page 45.

To uninstall SPI for Siebel from the HPOM management server, run the following commands:

- On HP-UX systems:  
`swremove siebspi`
- On Sun Solaris systems:  
`pkgrm siebspi`
- On Linux systems:  
`rpm -e siebspi`

To check whether the entries are removed from the list, run the following commands:

- On HP-UX systems:  
`swlist | grep siebspi`
- On Sun Solaris systems:  
`pkginfo | grep siebspi`
- On Linux systems:  
`rpm -qa | grep siebspi`

Perform additional steps to complete uninstallation :

- Deassign all nodes from **SPI\_for\_Siebel** categories
- Manually remove **SPI for Siebel** policies and policy groups in the *Policy Bank* window
- Manually remove **SPI\_for\_Siebel** in the *All Categories* window

---

## Uninstalling from a Reporter System

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

1. Login to your Windows machine where HP Reporter is installed as the user with administrator permissions.
2. Open Control Panel and double-click **Add/Remove Programs**.
3. Select **SPI for Siebel - Reports 04.00** and click **Change/Remove** to uninstall the SPI for Siebel - Reports.





---

## Appendix A

---

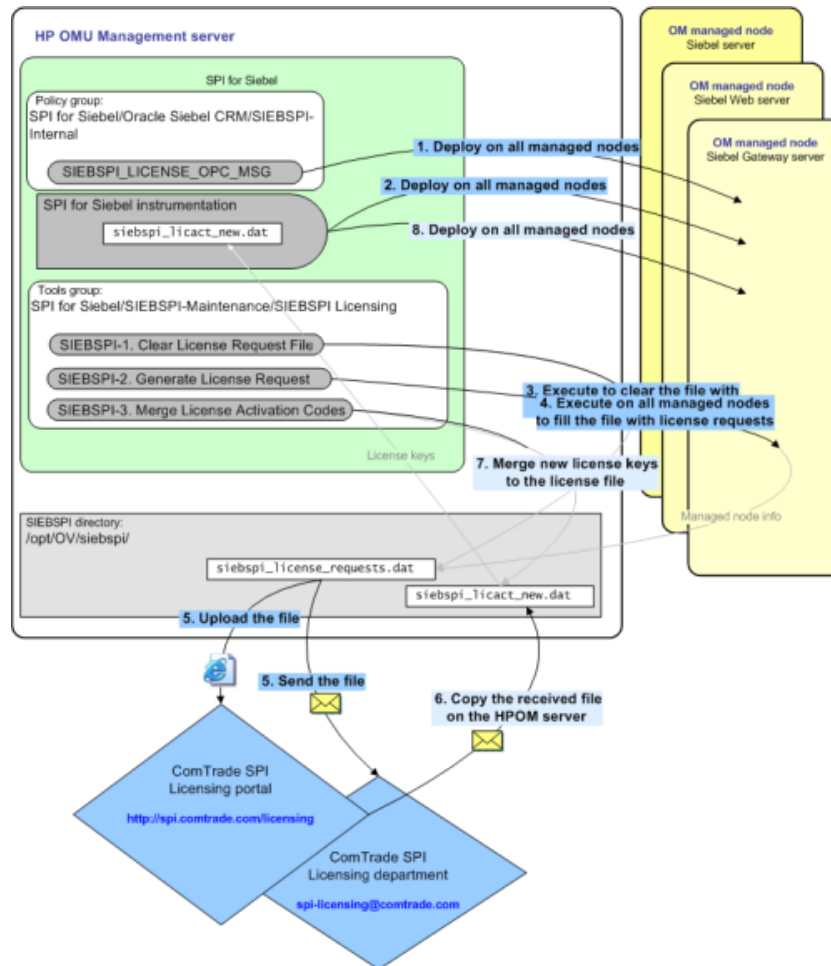
## Licensing

---

---

## Licensing Overview

This appendix provides visual overview of the licensing procedure.



For detailed instructions on how to perform the licensing procedure, see “Licensing” on page 23.