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

(This version, B.02.51, is for use with HP OpenView Operations for Windows)

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

Notice

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HERMES SoftLab d.d.
Litijska 51
SI-1000 Ljubljana
Slovenia, Europe

www.hermes-softlab.com

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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 **Action: Configure → Tools**
`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	Click [`OK`]. Press the [`Ctrl`] key.

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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 map MOF 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 the product - Perform the post-installation step and verify the installation
4. Configure HP OpenView Operations and SPI for Siebel *e*Business Applications on the managed nodes.	**SEE CHAPTER 2** →	- Deploy instrumentation - Configure the SPI on the managed nodes - Distribute SPI policies 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 MOF file 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 eBusiness Applications. To avoid potential problems during the installation of SPI for Siebel eBusiness 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 and Managed Nodes hardware requirements can be found in the following manual:

- *HP OpenView Operations/Performance for Windows Installation Guide*, located on the Management Server installation CD in the following directory: `\Documentation\OVOInstall.pdf`

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 A.02.51 (for use with HP OpenView Operations for UNIX).*

Table 2-2: Compatible Software

For the HP OpenView Operations Management Server:

Software	***Versions***
HP OpenView Operations	7.x
Windows 2000, 2003	4.0, 5.0

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
HP OpenView Reporter Lite*	3.x

* Shipped with HP OVO/W

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.

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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* of 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 policies and tools, 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 *HP OpenView Operations for Windows* online help.

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 the Windows platform)

2. Configure HP OpenView Operations and SPI for Siebel *e*Business Applications on the managed nodes by:

   - Deploying 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 policies to the managed nodes

Installing SPI for Siebel eBusiness 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 your Windows machine where the HP OpenView Operations for Windows management server is installed as the user `administrator`.

2. Make sure that HP OpenView Operations for Windows 7.x is correctly installed on your system.

N O T E :

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

3. Check if the directory …`\HERMES Softlab\SPI for Siebel` exists on the system and remove it before proceeding with the installation.

4. Install SPI for Siebel *e*Business Applications. Note that this step installs all SPI for Siebel *e*Business Applications features.

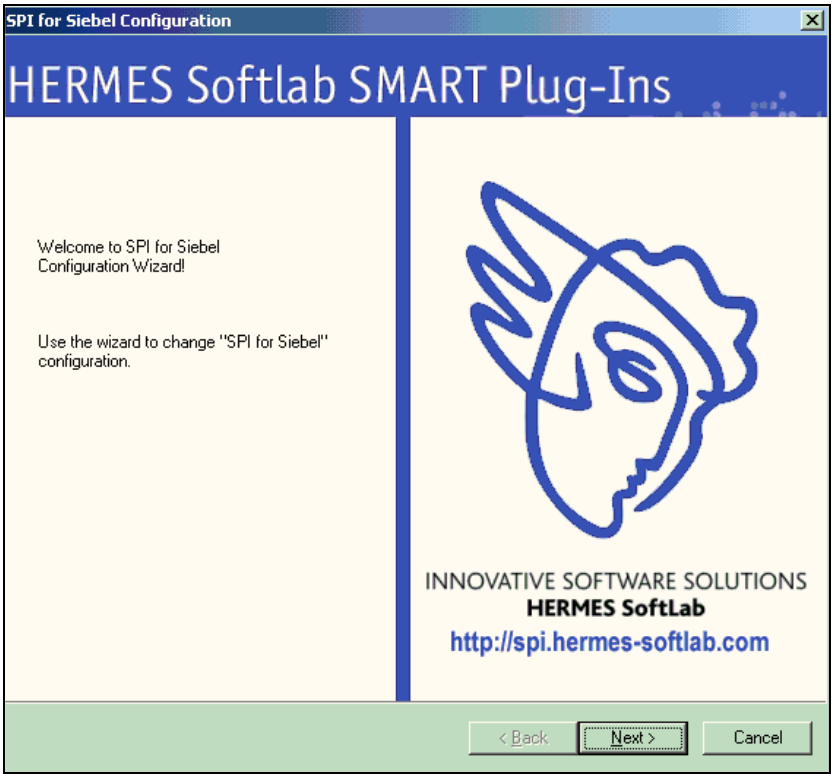
5. Run the `SPIforSiebel_B.02.51.exe` self-extracting package.

6. At the end of installation procedure, you must process one post-installation step as follows.

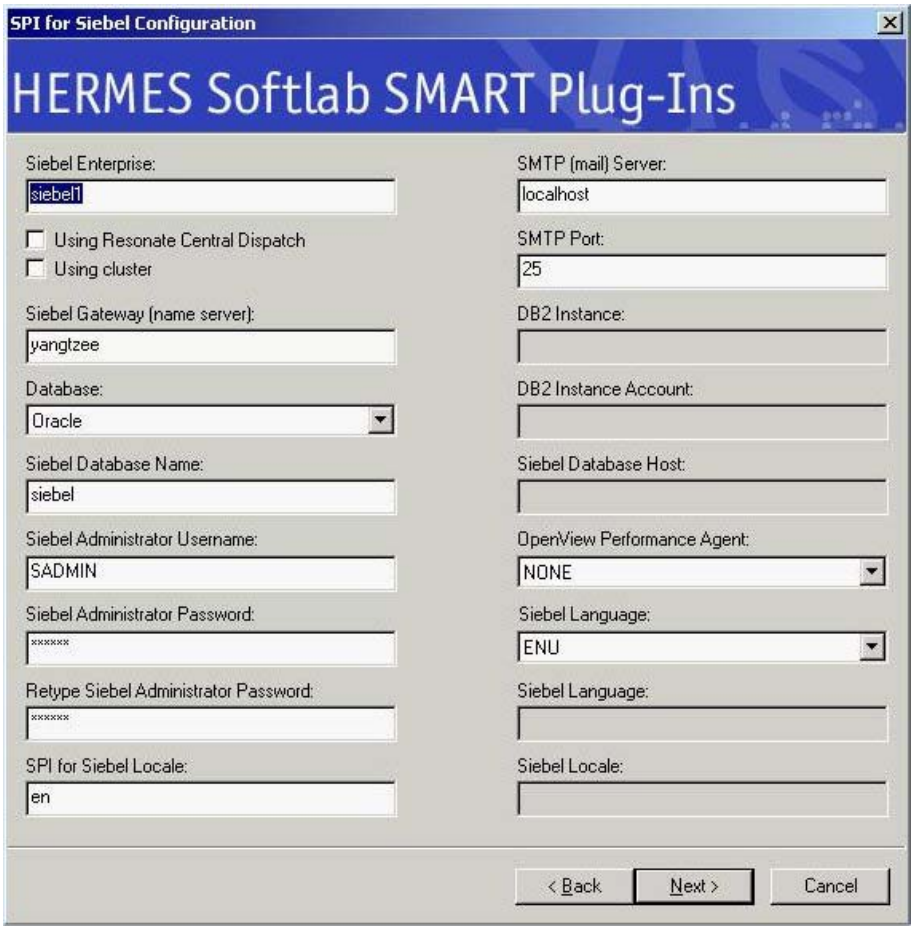
Post-installation Step

Follow the steps below to continue setting-up your SPI for Siebel *e*Business Applications product.

1. After the installation process has completed successfully, the *SPI for Siebel Configuration* window opens, as displayed below:



2. From the *SPI for Siebel Configuration* window, click [`Next>`] to continue the process. At the screen that opens next,



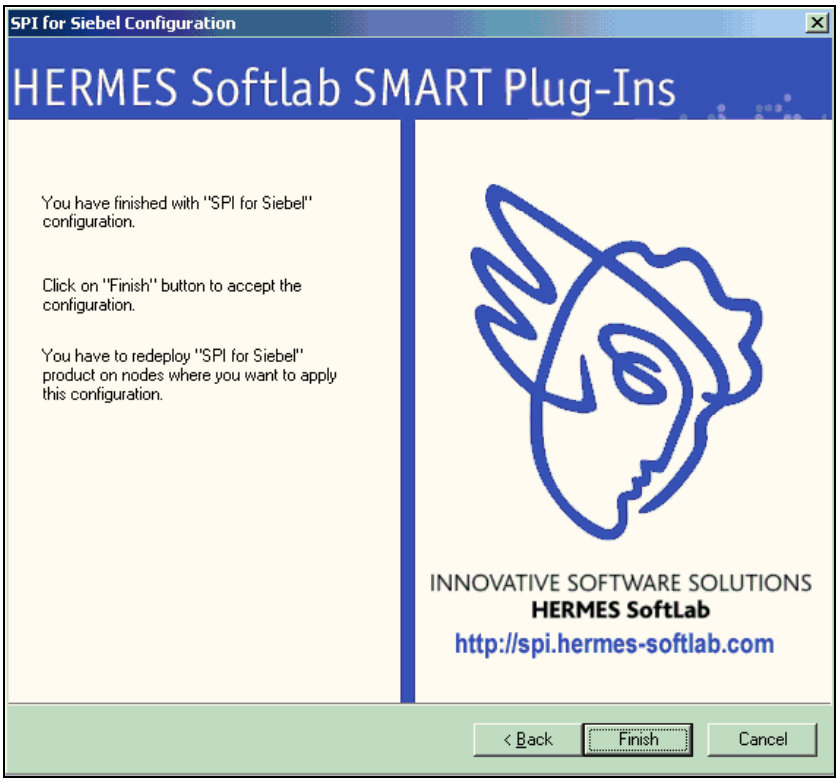
information, similar to that above, must be entered into the text fields displayed. Instructions on how to complete the fields follow.

Field Name	*Instruction to Perform*
Siebel Enterprise	Type the name of the Siebel enterprise.
Using Resonate Central Dispatch	Check the box if you are using Resonate Central Dispatch.
Using cluster	Check the box if you are using cluster.
Siebel Gateway (name server)	Type the name of the host on which the Siebel Gateway Server is installed. If you have Resonate Central Dispatch installed, do not enter the gateway VIP.
Database	Select a database type from the drop-down list.
Siebel Database Name	Type the name of the database; note that often the name of the database is 'siebel'.
Siebel Administrator Username	Type the Siebel administrator user name.
Siebel Administrator Password	Type the Siebel administrator password.
Retype Siebel Administrator Password	Re-enter the Siebel administrator password.
SPI for Siebel locale	Type the locale that SPI should use.
SMTP (mail) Server	Type the SMTP mail server name.
SMTP Port	Type the SMTP mail server port.
DB2 Instance	If a DB2/UDB database type was selected, type the DB instance, for example, "db2inst1".
DB2 Administrator Account	If a DB2/UDB database type was selected, type the DB administrator account, for example, "db2inst1(UNIX), db2admin(NT)".
Siebel Database Host	If an MSSQL database type was selected, type the Siebel database host name.
HP OpenView Performance Agent	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.
Siebel Language	Select Siebel language from the list of languages.
Siebel Language	If "OTHER" was selected in the Siebel Language combo box, type Siebel language.
Siebel Locale	If "OTHER" was selected in Siebel Language combo box, type Siebel locale.

3. After all data has been entered, click [`Next>`].

4. When the *SPI for Siebel Configuration* window opens again as displayed below,



click [`Finish`] to conclude the process. The configuration is updated.

If you have entered data that you believe is incorrect or, if you need to change the configuration information in the future, you can do so by re-running the configuration program following one of the two methods below:

1. From the following path,

   `C:\Program Files\HERMES SoftLab\SPI for Siebel\bin`

   double-click the `siebspi_cfgwiz.exe` file. The *SPI for Siebel Configuration* window opens and you can proceed with making your changes using the instructions explained previously.

2. From your Windows machine, select the **Start** button followed by selecting **Programs**, then **SPI for Siebel**. From the list displayed, double-click **SPI for Siebel Configuration Wizard**. The *SPI for Siebel Configuration* window opens and you can proceed with making your changes using the instructions explained previously.

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 (management console) then check the corresponding sub trees (Tools, Policy groups).

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

New tools group:

- `Tools/SPI for Siebel`

New policy group:

- `Policy management/Policy groups/SPI for Siebel`

N O T E :

Refer to *Chapter 4: Reference Information* for detailed information about Tools and Tools Groups as well as Policies and Policy Groups.

Additional Steps on the Management Server

Configuring User Roles

After installation, you must configure user roles for all users that will be using the management console.

Although user roles can contain both administrative and operator tasks, they are assigned to operators only. Additionally, an operator may be assigned to more than one user role. Note that administrators have access to all operator and administrative functions.

Before operators can be assigned a user role, they must belong to the OpenView NT User Group `HP-OVE-OPERATORS`. If a user is assigned to the `HP_OVE_ADMINS` group, that user has unrestricted administrative access.

SPI for Siebel *e*Business Applications installs two new user roles:

- Siebel administrator
- Siebel operator

To assign a user to a user role or change a "Siebel operator" user role, select the following commands from the menu bar: **Action** followed by **Configure** then **User Roles…**. Refer to the online help, *User Roles configuration editor*, for additional information.

Configuring Nodes for the SPI for Siebel *e*Business Applications Reporter Package

You must also configure nodes for the SPI for Siebel *e*Business Applications Reporter Package. To do this, perform the steps below.

1. From the menu bar, select **Action** followed by selecting **Configure** then **Nodes…**. A *Configure Managed Nodes* window opens. In the right window pane, under **Nodes**, create a new folder called *Siebel*.

2. To create the new folder, right-click **Nodes**. From the menu displayed, select **New Folder**. A *Folder Properties* dialog box opens. Within the box, in the *Display Name: (Required)* field, type **Siebel**. After this value has been entered, click [`Apply`] followed by clicking [`OK`].

I M P O R T A N T !

All of the SPI for Siebel *e*Business managed nodes must be placed, for example, dragged and dropped, into the new Siebel node group that you created.

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 following sections.

Adding Nodes to the Management Server

Refer to your "HP OpenView Operations for Windows" online documentation in regard to adding nodes to the management server and adding nodes that you want to manage.

N O T E :

Make sure that the agent on the node is running.

Using Tools 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 tool definitions contain predefined User account "Administrator" under which tools should be executed on Windows managed nodes.

Prior to using those tools from OVO on one of the localized versions of Windows you need to do one of the following:

- Change the 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 local Administrator group.

Deploying SPI for Siebel *e*Business Applications and Instrumentation 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 policies.

N O T E :

When deploying instrumentation on UNIX nodes, make sure that all Siebel services are running (for example, Gateway service, Siebel Server services, and so on).

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`.

3. From the **Node** tree, select the target node.

4. Right-click the selected node then, from the menu that opens, select **All Tasks** followed by selecting **Deploy instrumentation**.

5. From the *Deploy Instrumentation* window, select the following: **SPI for Siebel** (optionally, select also **SPI Data Collector** if you are using the *Embedded Performance Component of the HP OpenView Operations Agent*). After a selection is made, click [`OK`].

6. Wait for the deployment to finish. Note that you can observe deployment via **Deployment jobs**.

7. Go to **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-Installation/SIEBSPI-Windows Nodes** tools group and run the *Install WIN* tool.

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

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

   → Select **Policy management** followed by selecting **Policy groups** and **SPI for Siebel**. Then, select one or more policies or policy groups from the **SPI for Siebel** policy group. Refer to the *Policies and Policy Groups* section within *Chapter 4: Reference Information* for additional information on which policies to use.

10. After a policy is selected, right-click the selection and from the menu that opens, select **All Tasks** followed by selecting **Deploy on…**.

11. Wait for deployment to finish. Note that you can observe deployment in via **Deployment jobs**.

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 policies and tools are automatically uploaded into the HP OpenView Operations configuration.

To re-install the policies and tools with a clean base set, for example, if you are experimenting with policy customizations and would like to begin with a fresh set, perform the standard installation process.

Note that any customizations to the original policies or tools will be overwritten. If you would like to save your policy or tool customizations, perform one of the steps below:

- Rename your customized policies and tools.
- Perform a HP OpenView Operations configuration download for the customized items (use the standard `ovpmutil.exe` tool).

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 from the Managed Nodes

To uninstall SPI for Siebel *e*Business Applications from the managed nodes, perform the steps below:

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

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

3. Right-click the selected node and from the menu displayed, select **View,** then **Policy Inventory**.

4. In the right window pane, select all policies with a **SIEBSPI** prefix and right-click.

5. From the menu displayed next, select **All Tasks**, then **Remove from node**.

6. Select **Tools** followed by selecting **SPI for Siebel**, then **SIEBSPI-Maintenance** and **SIEBSPI-Deinstallation**.
   To perform the uninstall process, select one of the directories and run one of the following tools, depending on the platform of your managed node:

   `SIEBSPI-UN*X Nodes/Remove UN*X`

   `SIEBSPI-Windows Nodes/Remove WIN`

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

Uninstalling 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 HP OpenView `Administrator`.

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:

   - The `SPI for Siebel` policy group
   - The `SPI for Siebel` tools group
   - The `Siebel Enterprise` services

   Information on how to remove each of these items is described in the sections that follow.

4. After you have removed the items listed, run the computer's Control Panel, accessed via the path `Start`…`Settings`…`Control Panel`, and double-click **Add/Remove Programs**. Select **SPI for Siebel** and click [`Remove`] to remove it.

5. Check if the directory …`\HERMES Softlab\SPI for Siebel` was deleted. If the directory exists, remove it manually.

How to Remove the SPI for Siebel Policy Group

Follow the steps below to remove the SPI for Siebel policy group.

1. Select Policy management followed by selecting Policies grouped by type.

2. For the policy group “Measurement Threshold”, in the right side window scroll to all *Names* listed that have the prefix SIEBSPI. Select all these names then right-click.

3. From the menu displayed, select **All Tasks**, then **Delete** from server. A *Confirm policy delete* dialog box opens.

4. Click [`Yes`] to confirm the deletion process.

5. Repeat steps 1-4 above, replacing the policy group “Measurement Threshold” in step 2 with the policy group “Logfile Entry”.

How to Remove the SPI for Siebel Tools Group

Follow the steps below to remove the SPI for Siebel tools group.

1. Select the **Tools** folder.
2. From the menu bar displayed at the top of the screen, select **Action**.
3. Select **Configure**, then **Tool…**. The *Configure Tools* window opens.
4. From the *Configure Tools* window, select **SPI for Siebel**.
5. Right-click and select **Delete**. A *Confirm Delete* dialog box opens.
6. Click [`Yes`] to confirm the deletion.

How to Remove Siebel Enterprise Services

Follow the steps below to remove Siebel enterprise services.

1. Select the **Services** folder.
2. From the menu bar displayed at the top of the screen, select **Action**.
3. Select **Configure**, then **Services…**. The *Configure Services on ...* window opens.
4. From the *Configure Services on ...* window, select **Siebel Enterprises** then click [`Delete`].
5. Click [`Yes`] to confirm the deletion.

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

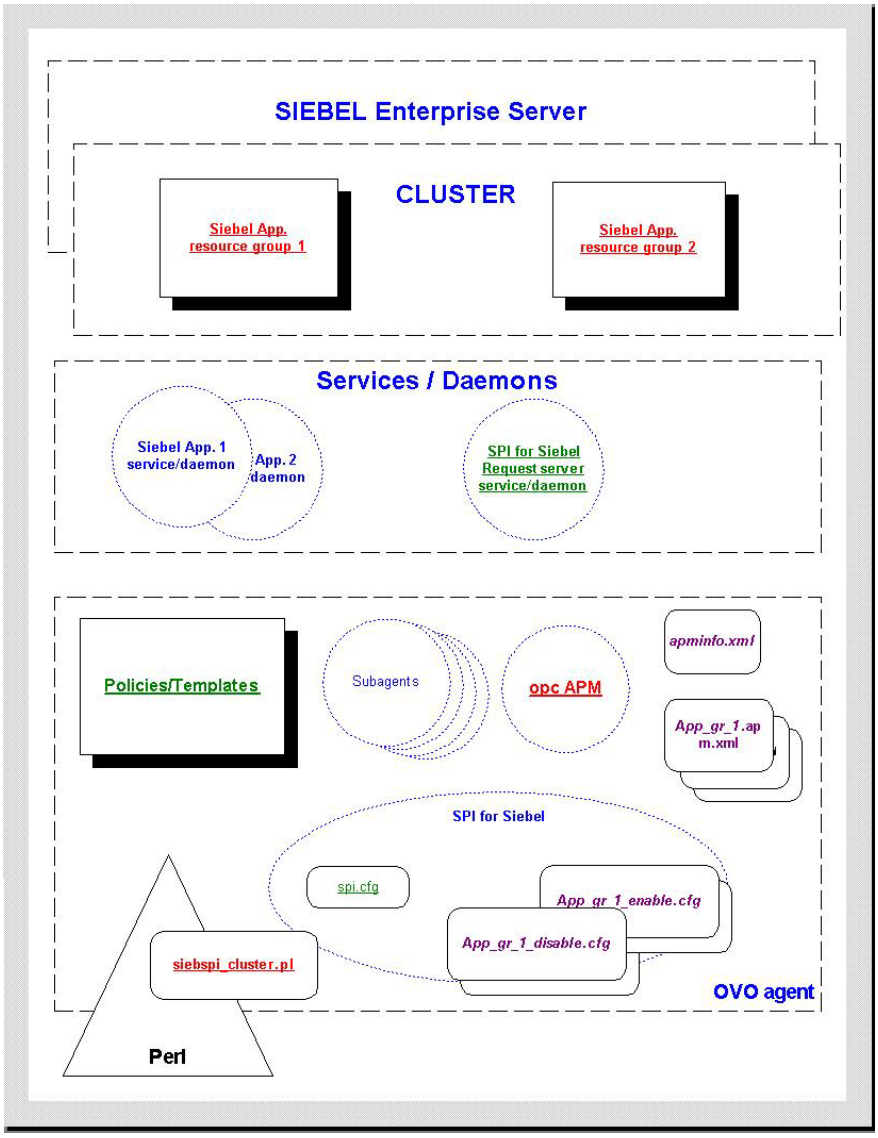
Those parts of Siebel Enterprise Server use cluster sharing resources (for example, physical disks, network addresses) that can be automatically or manually transferred to another node in the event of failure or shutdown of the first node.

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 for Operations for Windows agents on those nodes "cluster-aware". These steps follow HP OpenView guidelines and may vary depending on the version of the HP OpenView Operations for Windows 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 policies 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, and enable/disable policies 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 for Windows Online 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 policies should be active or disabled on the cluster node. This depends on the status of the Resource Group. To perform these actions, 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 for Windows Online 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
   ```

   The `{ Name of the cluster-aware application }.apm.xml` file should exist on the managed nodes from HP OpenView Operations Management Server on Windows in the following directory:

   ```
   <AgentInstallDir>\bin\instrumentation
   ```

   Place the file in the following directories on the management server:

   ```
   <ServerInstallDir>\Instrumentation\AIX\4.3.3\SPI for Siebel

   <ServerInstallDir>\Instrumentation\AIX\5.1.0\SPI for Siebel

   <ServerInstallDir>\Instrumentation\HPUX\B.11.11\SPI for Siebel

   <ServerInstallDir>\Instrumentation\Solaris\7\SPI for Siebel

   <ServerInstallDir>\Instrumentation\Solaris\8\SPI for Siebel

   <ServerInstallDir>\Instrumentation\Windows 2000\5.0\
    SPI for Siebel

   <ServerInstallDir>\Instrumentation\Windows NT\4.0\
   SPI for Siebel

   <ServerInstallDir>\Instrumentation\Windows XP\5.1\
   SPI for Siebel
   ```

N O T E :

The following policies 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\instrumentation.

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:

   ```
   <OVO agent install dir>\bin\OpC\opcagt –kill
   ```

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

   ```
   <OVO agent install dir>\bin\OpC\opcagt –start
   <OVO agent install dir>\bin\OpC\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 on Windows 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.

HP OpenView 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 for HP-UX 10.20 and 11.0 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. These values can be used by tools including HP OpenView Reporter and HP OpenView Performance for Windows. 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 7.x 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. 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** tool to select it. Refer to the section, *SPI for Siebel eBusiness Applications Components*, listed in this manual for details.

3. Start the HP OpenView Operations Console for Windows and log in as administrator.

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

5. Select **Policy management** followed by selecting **Policy groups**.

6. Select **SPI for Siebel** followed by **SIEBSPI-Siebel eBusiness Applications**. Select the Siebel version group applicable to your environment, 6.x, 7.0.x, 7.5.x, or 7.7.x, and then select one of the following:

SIEBSPI-Siebel Server

- or -

SIEBSPI-Siebel Gateway Server

7. From the right window, select **`SIEBSPI_SERVER_PERFORMANCE`** `or` **`SIEBSPI_GATEWAY_PERFORMANCE`** then right-click the name selected.

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

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

9. 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`**.

10. From the menu displayed, select **All Tasks**, then **Deploy on…**. The *Deploy policies on…* window opens.

11. From the right window, select **`SIEBSPI_*_COMPONENT`** then right-click the name selected.

12. From the *Deploy policies on…* window, select the node to which the policy should be deployed. When the desired node is selected, click [`OK`].

To check whether the distribution was successful, perform the steps below:

1. Select a node.
2. Right-click to display a menu.
3. From the menu, select **View** followed by **Policy Inventory**. The right window displays all policies that have been deployed to that node.

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 the "SPI Data Collector" instrumentation to be deployed on your management node 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 monitors in SPI for Siebel *e*Business Applications as you use for collecting performance data into MWA, which is described in the previous section, *Using SPI for Siebel eBusiness Applications with Performance Agent (MWA)*. However, make sure that you have selected the 'CODA' option for the performance agent in the configuration of the SPI, i.e., Step 2 in the previous section. Via that configuration, the monitors collect data from the Siebel environment and store it in CODA.

All available monitors are as follows:

- `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 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)

Siebel Enterprise (`SIEBEL_ENT`) *continued*

Metric Name	*Metric Label*	*Description*
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
NUM_DBCON_RET	Num of DBConn Retr.	Number of re-tries due to DB connection loss
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

Siebel Enterprise (`SIEBEL_ENT`) *continued*

Metric Name	*Metric Label*	*Description*
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)
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)

Siebel Enterprise (`SIEBEL_ENT`) *continued*

Metric Name	*Metric Label*	*Description*
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

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:

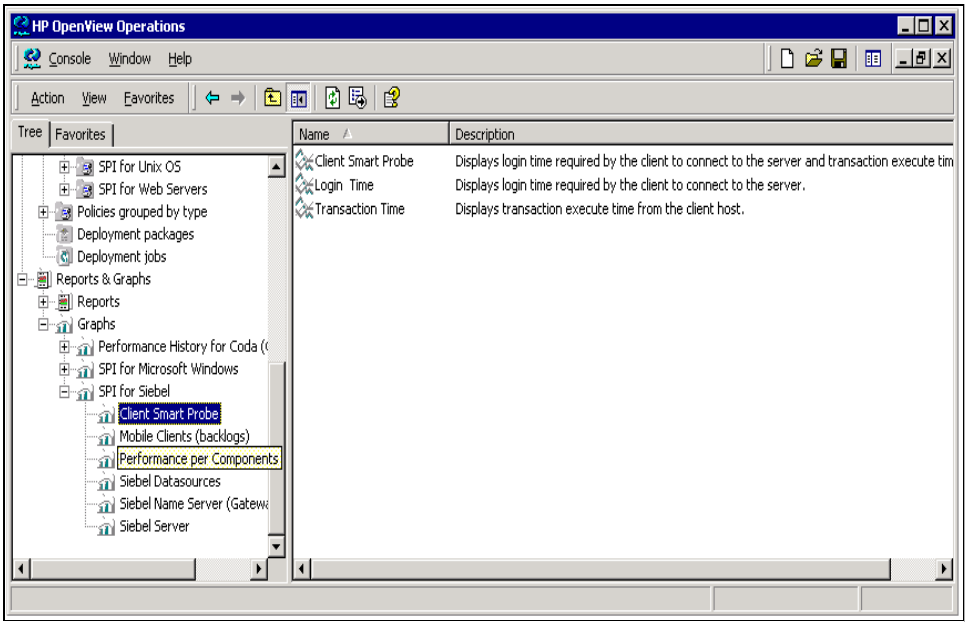
- Select a data source and list the graphs associated with it
- Choose a graph to view, select how the graph will display, and change the metrics graphed
- Draw graphs
- Drill down to view detail over a period of time
- Export and import systems and graph templates
- Design graphs and save them as templates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

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*

HP OpenView Performance Manager User Defined Graph Templates

After installation, performance graphs are added to the management server in the `<OpenView Home>/Data` directory in a text file called `VPI_GraphsUserSPI for Siebel.txt`. Additionally, available graphs are listed under the family **SPI for Siebel**, which is accessible from **Graphs** as displayed below.



The information that follows describes the graphs available for use and refers to both MeasureWare Agent and CODA Agent use. Additionally, sample graph output follows the tables.

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.

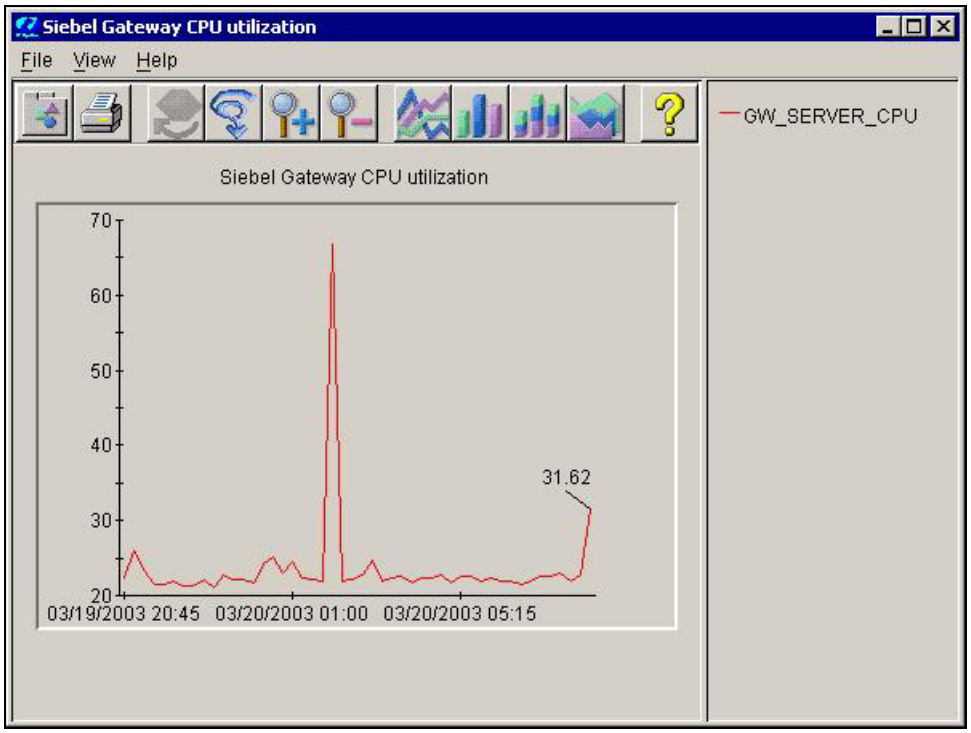
Sample Graph Output

Listed below are two sample graphs that can be produced. Both graphs relate to the **Siebel Enterprise** graph group.

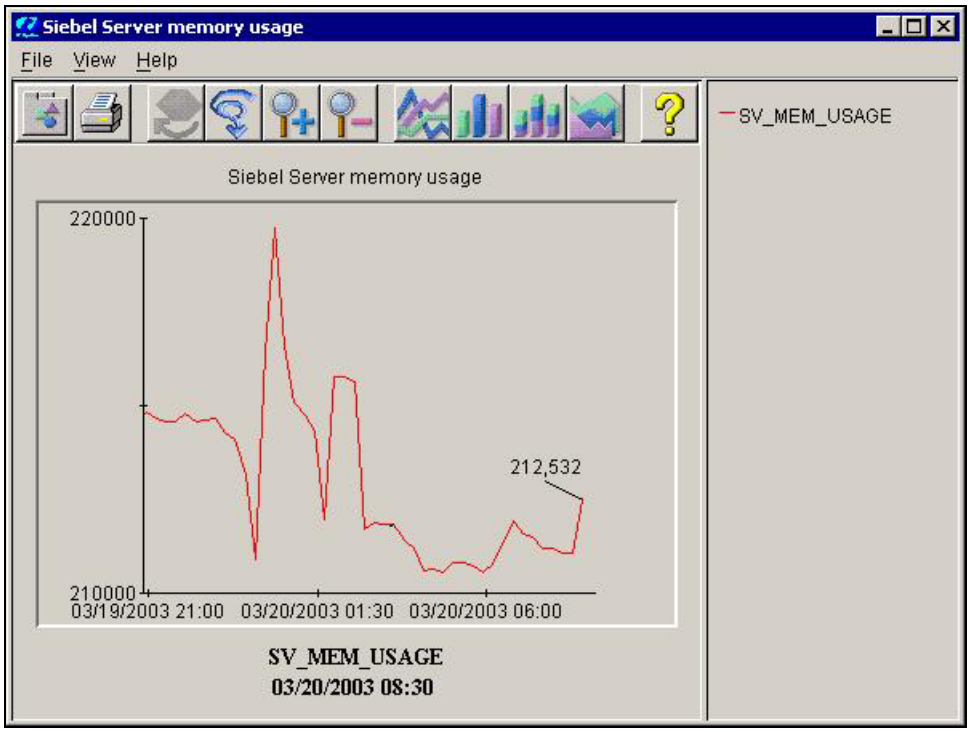
N O T E :

All graphs, which are produced, will display output similar in format to that shown in the sample graphs here.

As displayed below, this graph reflects Siebel Gateway CPU utilization statistics.



The graph that follows displays Siebel Server memory usage information.



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 7.x)

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 or HP OpenView ReporterLite (part of OVO/W) requires that the following actions are taken:

- The HP Service Reporter is installed on the same system as OV Operations, or it can be installed on a standalone system. The Reporter Service is running.
- MeasureWare Agent or CODA Agent is installed on the Managed Nodes from which you want to generate reports. Policies needed for SPI for Siebel performance gathering were deployed.

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: `C:\Program Files\HERMES SoftLab\SPI for Siebel\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 a Management server on the Unix system, or **Win**, if you are using a Management server on Windows.

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**. Check whether **SPI for Siebel** is listed 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 is collected on the managed nodes.

Deploying Policies and Collecting Performance Data

To produce reports, selected policies must be deployed. Policies related to collecting performance data are in the following policies groups:

SIEBSPI-Siebel Gateway Server

- SIEBSPI_GATEWAY_PERFORMANCE

SIEBSPI-Siebel Server

- SIEBSPI_SERVER_PERFORMANCE
- SIEBSPI_*_COMPONENT
- SIEBSPI_DB_LOGIN_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 policies 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:

- Perform System Discovery
- Gather Performance Data
- Generate Reports

Each of these steps is described in detail in the following sections.

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 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, enter 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 section *Integration into Performance Agent*, described earlier in this manual.

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 the **Add/Remove Programs** icon. 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 a component of the HP OpenView Operations 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 services MOF file 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 tools group `SPI for Siebel`, note that a tool 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 acknowledges if the automatic action has completed successfully. For additional information, refer to the *Tool: Autodiscovery* description listed in the *Tools Group: Windows Nodes* section of *Chapter 4, Reference Information*. Additionally, refer to the `SIEBSPI_ENTERPRISE_CONFIGURATION` description listed in the *Policies and Policy Groups* section, which is also included in Chapter 4.

To perform autodiscovery, do the following steps:

1. Assign the policy group **SPI for Siebel/SIEBSPI-Siebel eBusiness Applications/SIEBSPI-Siebel *.*.*/SIEBSPI-Siebel Server/SIEBSPI-**

Autodiscovery to a node where the Siebel server is installed, and install the policy group to the node.

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

3. In the Message Browser window, you can optionally 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. Additionally, to perform an autodiscovery, the template group SPI for Siebel/SIEBSPI-Siebel eBusiness Applications/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 Map

If you want to include additional services in your Service Map, you can manually add them in the existing Service Map that was discovered by Autodiscovery. To do this, you must execute the **Action|New|Graph…** command from the HP OpenView Operations Console. For detailed information about adding services into Service Map, refer to the *HP OpenView Operations Manual*.

Every service requires its own unique Service ID. Service IDs are defined in policies. Service ID can be discovered by inspecting the appropriate policy for which you want to create a new service. Service IDs in Service Map should not contain any HP OpenView Operations variables (for example `<$MSG_NODE_NAME>`) such as Service IDs in policies. When placing a Service ID into the Service Map, you must replace all variables with the actual variable values.

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

Service ID in the `SIEBSPI_WEB_SERVER_STATUS` policy is:

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

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

```
MYCOMPUTER:SIEBEL_WEB_SERVER
```

You must use this value as a Service ID in Service Map.

The other way of discovering the actual Service ID is by inspecting the message in the HP OpenView Operations Message Browser. You can do this by double-clicking the message and selecting the *General* tab, where you can see the actual Service ID. You should use the same Service ID when adding a new service in Service Map.

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 policies.

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 policies. For additional, detailed information, refer to one of the policies 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 policies is shown in the *Figure 3-1: Message Properties*.

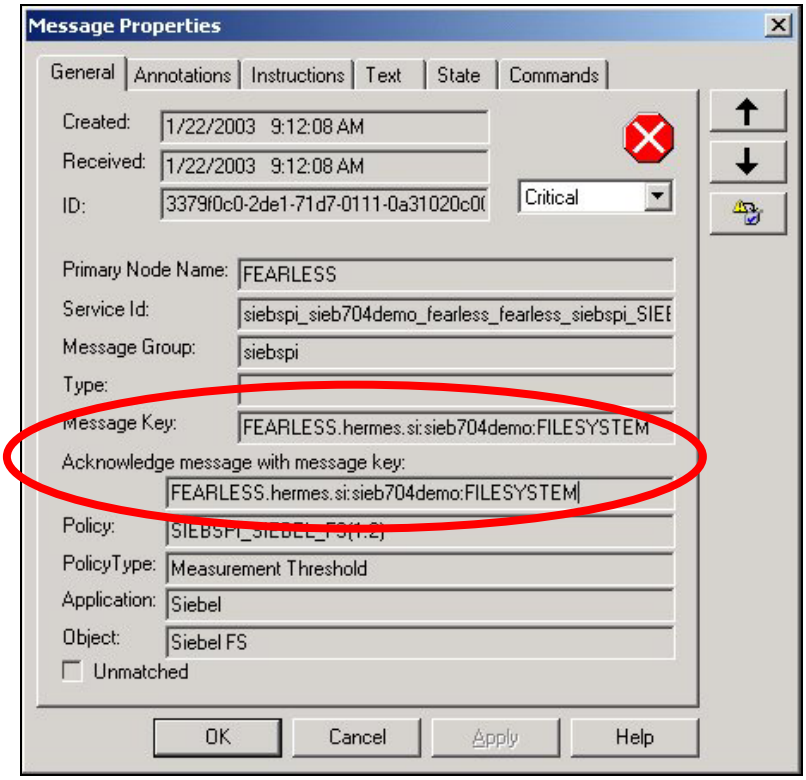


Figure 3-1: Message Properties

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 policies from the **SPI for Siebel/SIEBSPI-Siebel eBusiness Applications/SIEBSPI-Siebel *.*.*/SIEBSPI-Siebel Server/SIEBSPI-Server Components** policy group for all of the components that you wish to monitor. In addition, the following policies 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 policies "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 policies. 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 policy to monitor only the component status changes of the *Transaction Merger* component:

1. Select **Policy management** followed by selecting **Policy groups**.
2. Select **SPI for Siebel** then select **SIEBSPI-Siebel eBusiness Applications**.
3. Select **SIEBSPI-Siebel *.*.*** followed by selecting **SIEBSPI-Server Components** and **SIEBSPI-Siebel Remote**.

N O T E :

For Step 3 above, select the Siebel version applicable to your environment, 6.x, 7.0.x, 7.5.x, or 7.7.x.

4. From the right window, select **`SIEBSPI_TXN_MERGE_COMPONENT`** then right-click the policy.
5. From the menu displayed, select **All Tasks**, then **Edit…**. The *SIEBSPI_TXT_MERGE_COMPONENT [1.0] (Measurement Threshold)* window opens.
6. In the *Program parameters*, *Program name** 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" -comp
   ```

7. Click [`Save and Close`] to execute changes and to exit the window.

N O T E :

For the changes to take effect you must deploy changed policy on a node where the Siebel server is installed.

Advanced component monitoring options

By default, all SIEBSPI_*_COMPONENT monitor policies send results to standard Siebel component external policies (SIEBSPI_CHECK_TASKS_EXT, SIEBSPI_COMP_STATUS_EXT, SIEBSPI_NUM_TASKS_TOO_HIGH_EXT, SIEBSPI_NUM_TASKS_TOO_LOW_EXT) as described in previous section. Therefore common thresholds defined in those policies 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 policy
`-[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 policy should results be sent. However, you can make a combination with other standard parameters described in previous section.

The required postfixes for custom external policies are the following:
- component status external policy = *_CS_EXT
- task exit status external policy = *_TS_EXT
- number of tasks to low external policy = *_TL_EXT
- number of tasks to high external policy = *_TH_EXT

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

Perform the following steps:

1. Create a copy of SIEBSPI_COMP_STATUS_EXT policy and save it under SIEBSPI_WORK_MON_CS_EXT.

2. Customize Thresholds (if needed, also: Actions, Instructions…)

3. Customize SIEBSPI_WORK_MON_COMPONENT policy command line to:

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

Using Instance filter in policies

To define your own thresholds for a specific Siebel component, you must modify standard Siebel component external policies (`SIEBSPI_CHECK_TASKS_EXT`, `SIEBSPI_COMP_STATUS_EXT`, `SIEBSPI_NUM_TASKS_TOO_HIGH_EXT`, `SIEBSPI_NUM_TASKS_TOO_LOW_EXT`).

You can define instance filters for a specific Siebel component in each of the above policies (set object name to components alias). Every instance filter defines which thresholds are processed for a specific object name (component alias used). You can use default actions as templates and customize thresholds according to your needs.

Example:
You would like to define your own definition in the `NUM_TASKS_TOO_HIGH_EXT` policy for the Siebel Call Center Object Manager component. Alarms should be triggered when the number of running tasks exceeds 50% (minor) and 80% (major) of the component maximum number of running tasks.

To change the policy:

1. Open the `NUM_TASKS_TOO_HIGH_EXT` policy for editing.

2. Click the **Specify instance filters** button.

3. Enter the Rule name and set Object name to Siebel component alias.

4. Click `[OK]`.

Default thresholds will be used for this specific Siebel component only. You must write new actions for other Siebel component to be monitored (take default actions as a template).

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:

- 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 policies, that is, `SIEBSPI_GATEWAY_LOG, SIEBSPI_SERVER_LOG, SIEBSPI_SERVER_EVENT_LOG`. Instructions for changing a policy follow.

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 policy:

1. Log in as the HP OpenView Operations Administrator.
2. Select **Policy management** followed by selecting **Policy groups** and **SPI for Siebel**.

3. Select **Siebel eBusiness Applications** followed by selecting **SIEBSPI-Siebel *.*.***.

   For the Gateway Log:

4. Select the **SIEBSPI-Siebel Gateway Server** policy group.

5. From the right window, select the `SIEBSPI_GATEWAY_LOG` policy and right-click it.

   -or-

   For the Server Log:

4. Select the **SIEBSPI-Siebel Server** policy group.

5. From the right window, right-click the `SIEBSPI_SERVER_LOG` policy for the Siebel server log file or the `SIEBSPI_SERVER_EVENT_LOG` for the Siebel server event log file.

Then, continue with Step 6 below.

6. From the menu displayed, select **All Tasks**, then **Edit…**. A new window opens.

7. From the windows displayed, in the *Program parameters*, *Program name** 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 policy.

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, double-click the message in message browser.

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` policy 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 policy 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 Policies 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. DB Performance is implemented for Oracle, IBM DB2, and MSSQL databases. Monitors should be installed on dedicated clients.

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` policy.

3. Change the program parameters in the policy:

```
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 policy conditions.

5. Deploy the `SIEBSPI_DB_TRANSACTION_TIME` policy 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` policy.

2. Change the program parameters in the policy:
```
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` policy to the Siebel server system.

Siebel Data Sources – Monitoring the Size of the DB Tables

The `SIEBSPI_TRANS_PROCESSOR_BACKLOG` and `SIEBSPI_WORKFLOW_BACKLOG` policies 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 policy 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` policy 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 policy 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 policy 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` policy 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 policy 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` policy and change the name of the policy.

2. Change the program parameters in the policy:

```
siebspi_dbperf -mon “new policy name” -backlog_name
“your backlog name” -table “table that should be
monitored”
```

3. Change the threshold levels in the policy conditions.

4. Deploy the new policy 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` policy and change the name of the policy.

2. Change the program parameters in the policy:

```
siebspi_dbperf -mon “new policy name” -backlog_name
“your backlog name” -table “table that should be
monitored” –p
```

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

Siebel Data Sources – DB Backlogs Monitoring

The `SIEBSPI_SYNCH_BACKLOG`, `SIEBSPI_TRANS_MERGER_BACKLOG`, and `SIEBSPI_TRANS_ROUTER_BACKLOG` policies 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` policies 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` policies 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` policies 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` policy and change the name of the policy.

3. Change the program parameters in the policy:

```
siebspi_dbperf -ext_mon “new policy 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` Policy 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 policy 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` policy and change the name of the policy. Use the same policy name as above and add the `_EXT` extension.

5. Change the threshold levels in the policy conditions.

6. Deploy both policies to the Siebel server system.

To collect the data from your custom created backlogs follow these instructions:

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

2. Change the program parameters in the policy:

```
siebspi_dbperf -ext_mon “new policy 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 policy 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 policy for monitoring transaction time, `SIEBSPI_SP_TRANSACTION_TIME`, or the policy for collecting performance data, `SIEBSPI_SP_PERFORMANCE` (Siebel client login and transaction time), in the policy group **SPI for Siebel/SIEBSPI-Siebel eBusiness Applications/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` policy to monitor the transaction time of the user query by performing the following steps:

1. Log in as the HP OpenView Operations Administrator.

2. Select **Policy management** followed by selecting **Policy groups** and **SPI for Siebel**.

3. Select **SIEBSPI-Siebel eBusiness Applications** followed by selecting **SIEBSPI-Siebel *.*.*** and **SIEBSPI-Smart Probe** policy group.

4. From the right window, select the `SIEBSPI_SP_TRANSACTION_TIME` policy and right-click it.

5. From the menu displayed, select **All Tasks** followed by selecting **Edit…**. A new window opens.

6. In the *Program parameters*, *Program name** text field, add the `-busobj, -buscomp and -compfield` parameters. An example of how the text field may look like, follows:

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

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

N O T E :

For the changes to take effect you must deploy the new policies 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 `C:\Program Files\HERMES SoftLab\SPI for Siebel\ovis_probe` 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` 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 tools and commands to administer the SPI for Siebel service. From the HP OpenView Operations management server, you can use the following tools from the **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-SPI for Siebel Service** tools group:

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

The described tools 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** policy 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 policies on the managed node.

SPISVC-006: Timeout occurred. The request could not be processed in the 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, most likely 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 the 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 probably installed policies 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 of SPI for Siebel *e*Business Applications. It collects statistics and log files from the system for easy submission to the Support Department. To use the tool, 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:\Program Files\HP OpenView\Installed Packages\{790C06B4-844E-11D2-972B-080009EF8C2A}\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:\Program Files\HP OpenView\Installed Packages\{790C06B4-844E-11D2-972B-080009EF8C2A}\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 SPI's version

- VPO managed node status
- Operating system statistics
- Deployed policies
- 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 SPI's version
- VPO managed node status
- Operating system statistics
- Deployed policies
- Running processes
- Installed software

4

Reference Information

Helpful Facts

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

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

Platform dependent files (those for deployment on the management node) are copied to the HP OpenView Operations *Instrumentation* folder. The *Instrumentation* folder is usually located in the following folder:

```
C:\Program Files\HP OpenView
```

File tree in the *Instrumentation* folder:

\Instrumentation\AIX\4.3.3\SPI for Siebel

```
siebspi.tar
siebspi_autod
siebspi_catl
siebspi_dbperf
siebspi_extmon
siebspi_logn
siebspi_mgr
siebspi_licmgr
```

siebspi_perftool
siebspi_resl
siebspi_resonate
siebspi_ressvc
siebspi_rptl
siebspi_smail
siebspi_supp
siebspi_webl
spi.cfg

\Instrumentation\AIX\5L 5.1\SPI for Siebel

siebspi.tar
siebspi_autod
siebspi_catl
siebspi_dbperf
siebspi_extmon
siebspi_logn
siebspi_mgr
siebspi_licmgr
siebspi_perftool
siebspi_resl
siebspi_resonate
siebspi_ressvc
siebspi_rptl
siebspi_smail
siebspi_supp
siebspi_webl
spi.cfg

\Instrumentation\AIX\5L 5.2\SPI for Siebel

```
siebspi.tar
siebspi_autod
siebspi_catl
siebspi_dbperf
siebspi_extmon
siebspi_logn
siebspi_mgr
siebspi_licmgr
siebspi_perftool
siebspi_resl
siebspi_resonate
siebspi_ressvc
siebspi_rptl
siebspi_smail
siebspi_supp
siebspi_webl
spi.cfg
```

\Instrumentation\HPUX\B.11.11\SPI for Siebel

```
siebspi.tar
siebspi_autod
siebspi_catl
siebspi_dbperf
siebspi_extmon
siebspi_logn
siebspi_mgr
```

```
siebspi_licmgr
siebspi_perftool
siebspi_resl
siebspi_resonate
siebspi_ressvc
siebspi_rptl
siebspi_smail
siebspi_supp
siebspi_webl
spi.cfg
```

\Instrumentation\Solaris\2.6\SPI for Siebel

```
siebspi.tar
siebspi_autod
siebspi_catl
siebspi_dbperf
siebspi_extmon
siebspi_logn
siebspi_mgr
siebspi_licmgr
siebspi_perftool
siebspi_resl
siebspi_resonate
siebspi_ressvc
siebspi_rptl
siebspi_smail
siebspi_supp
siebspi_webl
```

spi.cfg

\Instrumentation\Solaris\7\SPI for Siebel

siebspi.tar
siebspi_autod
siebspi_catl
siebspi_dbperf
siebspi_extmon
siebspi_logn
siebspi_mgr
siebspi_licmgr
siebspi_perftool
siebspi_resl
siebspi_resonate
siebspi_ressvc
siebspi_rptl
siebspi_smail
siebspi_supp
siebspi_webl
spi.cfg

\Instrumentation\Solaris\8\SPI for Siebel

siebspi.tar
siebspi_autod
siebspi_catl
siebspi_dbperf
siebspi_extmon
siebspi_logn

siebspi_mgr
siebspi_licmgr
siebspi_perftool
siebspi_resl
siebspi_resonate
siebspi_ressvc
siebspi_rptl
siebspi_smail
siebspi_supp
siebspi_webl
spi.cfg

\Instrumentation\Solaris\9\SPI for Siebel

siebspi.tar
siebspi_autod
siebspi_catl
siebspi_dbperf
siebspi_extmon
siebspi_logn
siebspi_mgr
siebspi_licmgr
siebspi_perftool
siebspi_resl
siebspi_resonate
siebspi_ressvc
siebspi_rptl
siebspi_smail
siebspi_supp

```
siebspi_webl
spi.cfg
```

\Instrumentation\Windows 2000\5.0\SPI for Siebel

```
siebspi.tar
siebspi_autod.exe
siebspi_catl.exe
siebspi_dbperf.exe
siebspi_extmon.exe
siebspi_logn.exe
siebspi_mgr.exe
siebspi_licmgr
siebspi_perftool.exe
siebspi_resl.bat
siebspi_resonate.exe
siebspi_ressvc.exe
siebspi_rptl.bat
siebspi_smail.exe
siebspi_sp.exe
siebspi_supp.exe
siebspi_webl.bat
spi.cfg
```

\Instrumentation\Windows XP\5.1\SPI for Siebel

```
siebspi.tar
siebspi_autod.exe
siebspi_catl.exe
siebspi_dbperf.exe
```

siebspi_extmon.exe
siebspi_logn.exe
siebspi_mgr.exe
siebspi_licmgr.exe
siebspi_perftool.exe
siebspi_resl.bat
siebspi_resonate.exe
siebspi_ressvc.exe
siebspi_rptl.bat
siebspi_smail.exe
siebspi_sp.exe
siebspi_supp.exe
siebspi_webl.bat
spi.cfg

\Instrumentation\Windows Server 2003\5.2\SPI for Siebel

siebspi.tar
siebspi_autod.exe
siebspi_catl.exe
siebspi_dbperf.exe
siebspi_extmon.exe
siebspi_logn.exe
siebspi_mgr.exe
siebspi_licmgr.exe
siebspi_perftool.exe
siebspi_resl.bat
siebspi_resonate.exe

```
siebspi_ressvc.exe
siebspi_rptl.bat
siebspi_smail.exe
siebspi_sp.exe
siebspi_supp.exe
siebspi_webl.bat
spi.cfg
```

The SPI for Siebel files that are used and executed on the management server and that are installed in the `SPI for Siebel` folder follow. The default location of this folder is as follows:

```
C:\Program Files\HERMES SoftLab\SPI for Siebel
```

\SPI for Siebel\bin

```
siebspi_cfgwiz.exe
siebspi_configure.exe
siebspi_smail.exe
siebspi_svcupd.exe
siebspi_licmgr.exe
icudt26l.dll
icuin26.dll
icuio26.dll
icuuc26.dll
```

\SPI for Siebel\conf

```
spi.cfg
comp_ad.def
```

\SPI for Siebel\locale

intmc_en.res

\SPI for Siebel\log

No files currently.

\SPI for Siebel\msg

email.msg

\SPI for Siebel\ovis_probe

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

\SPI for Siebel\reports

SPIforSiebel-Reports.exe

Documentation

Product documentation is located as follows:

\SPI for Siebel\doc

siebspi2_WINGuide.pdf

siebspi-release-notes.txt

readme.txt

File Tree on the Managed Node

When deploying SPI for Siebel instrumentation, the directories and files that are listed in the `Instrumentation` directory on the management server are created on the managed node's file system. The target directory on the managed node(s) follows below.

On AIX systems:

```
/var/lpp/OV/instrumentation
```

On HP-UX systems:

```
/var/opt/OV/bin/instrumentation
```

On Solaris systems:

```
/var/opt/OV/bin/instrumentation
```

On Windows 2000/NT systems:

```
C:\Program Files\HP OpenView\Installed Packages\{
   790C06B4-844E-11D2-972B-
   080009EF8C2A}\bin\Instrumentation
```

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: Tools and tools groups and policies and policy groups. Each is described in the sections that follow.

Tools and Tools Groups

SPI for Siebel *e*Business Applications adds the top-level tools group `SPI for Siebel` to Tools. Refer to *Figure 4-1, Tools,* below.

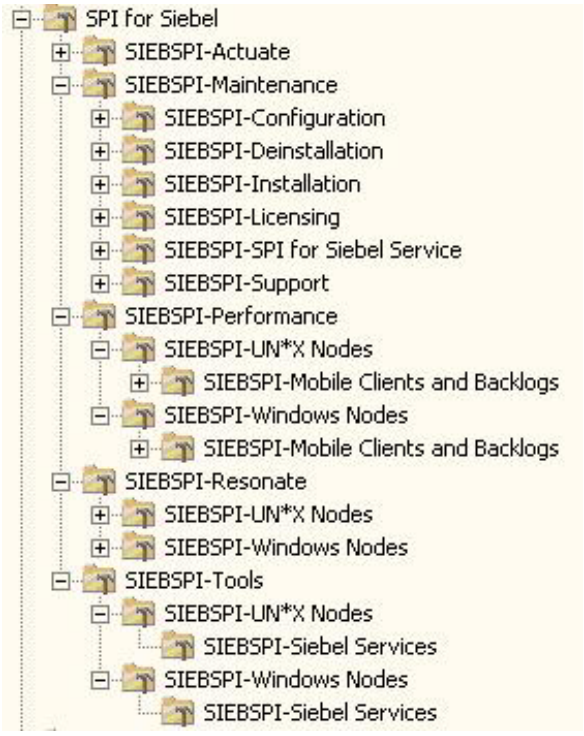


Figure 4-1: Tools

The tools group, **SPI for Siebel**, contains the following tool groups:

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

Running Tools in Tools Groups

SPI for Siebel *e*Business Applications contains many tools, for example, tools 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, tools are always separated in two groups as follows:

- Windows Nodes
- UN*X Nodes

Most tools must be run with the customized "Parameters" field, where you must add or change additional parameters. For example, if you want to start the Siebel server named "myserver", you must use the "Start Server" tool with an additional parameter:

```
-start_server "myserver"
```

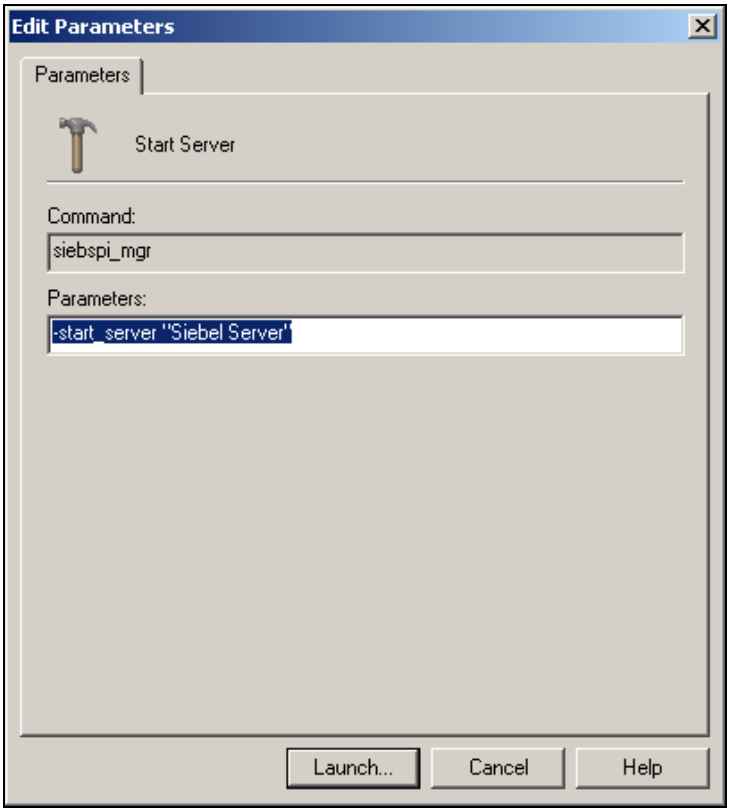
Example: From the **SIEBSPI-Tools** group, run the **Start Server** tool.

Perform the steps below to run the **Start Server** tool:

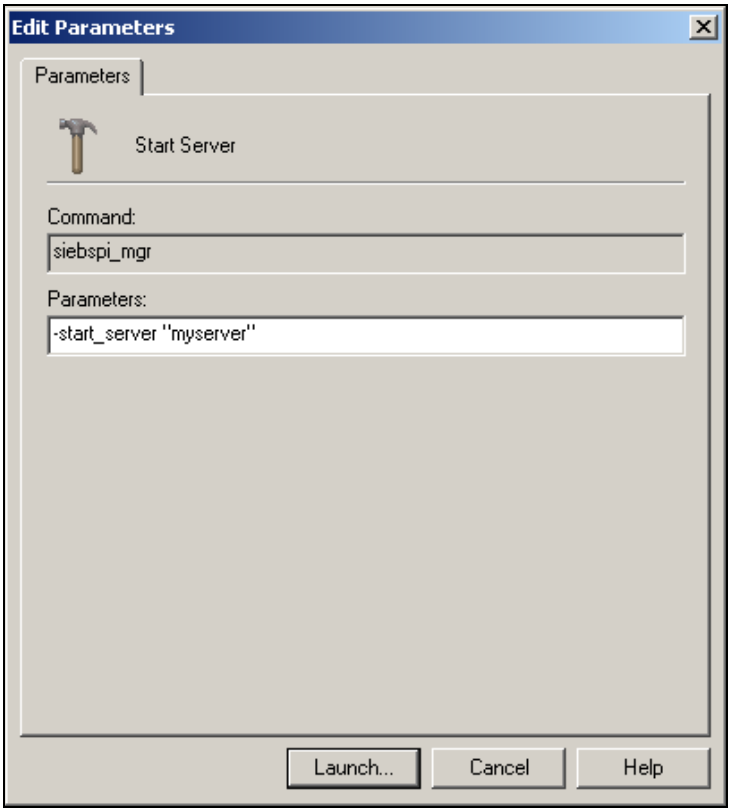
1. From the right window pane, double-click **Start Server**. A *Select where to launch this tool* window opens.

2. From the *Select where to launch this tool* window, select a node then click [`Launch...`].

3. An *Edit Parameters* window opens:


Edit Parameters
Parameters
Start Server
Command:
siebspi_mgr
Parameters:
-start_server "Siebel Server"
Launch...
Cancel
Help

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



5. Click [`Launch...`] and wait for the tool to execute.

N O T E :

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

Instructions follow.

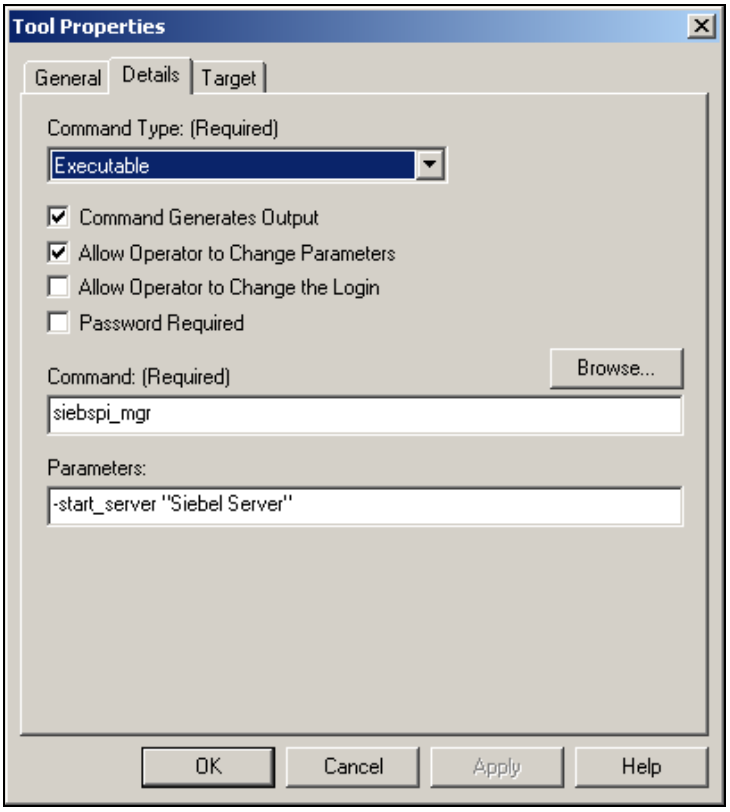
N O T E :

You must be logged in as the HP OpenView Operations administrator to perform the following actions.

1. From the menu bar, select **Action** followed by selecting **Configure** then **Tools…**. A *Configure Tools* window opens.

2. From the *Configure Tools* window, select the tool that you want to change and double-click it.

3. A *Tool Properties* dialog box opens:



4. Change the tool's properties as appropriate, and confirm the changes by clicking [OK].

Tools Group: SIEBSPI-Maintenance

The tools group, `SIEBSPI-Maintenance`, contains the following tools groups:

- `SIEBSPI-Configuration`
- `SIEBSPI-Deinstallation`
- `SIEBSPI-Installation`
- `SIEBSPI-Licensing`
- `SIEBSPI-SPI for Siebel Service`
- `SIEBSPI-Support`

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

SIEBSPI-Configuration

The tools group `SIEBSPI-Configuration`, contains the following tools and tools groups:

`Change configuration file-direct`

`SIEBSPI-UN*X Nodes`

- `Configure-direct`

`SIEBSPI-Windows Nodes`

- `Configure-direct`

Tools: 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.
`-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.

Tools: Change configuration file *continued...*

`-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.

Command line: `(on Management Server)`
`{SPI for Siebel installation path}`
`/bin/siebspi_configure`

Description: Changes the configuration file (`spi.cfg`) for the SPI for Siebel *e*Business Applications that was generated with the `siebspi_configure` command line application after the installation.

Tools: 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.
`-smtp_server "SMTP server"`	Mail server. The parameter is optional.

Tools: Configure-direct *continued….*

`-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"
-dbname "Database Name"
-resonate "Y or N"
-dbtype "DB2|ORACLE|MSSQL"
-db2instance "DB2 instance"
-db2inst_acc "DB2 adm. acc."
 -sieb_lang "Siebel Language"
-sieb_locale "locale"
-spi_locale "locale"
 -smtp_server "SMTP mail
  server"
```

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.

SIEBSPI-Deinstallation

The tools group, `SIEBSPI-Deinstallation`, contains the following tools:

`SIEBSPI-UN*X Nodes`

- `Remove UN*X`

`SIEBSPI-Windows Nodes`

- `Remove WIN`

Tool: Remove UN*X

Command line: `siebspi_mgr -deinstall`

Description: Removes SPI for Siebel from the UNIX node.

Tool: Remove Windows

Command line: `siebspi_mgr -deinstall`

Description: Removes SPI for Siebel from the Windows node.

SIEBSPI-Licensing

The tools group `SIEBSPI-Licensing`, contains two tools groups as follows:

`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.

Tool: 1. Clear License Request File

Command line: `siebspi_licmgr -clear`

Description: This tool clears the SIEBSPI license request file (`C:\Program Files\HERMES SoftLab\SPI for Siebel\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 tool name.

Tool: 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 tool generates the SIEBSPI license request information for the managed node. The tool is usually executed on several nodes at once to quicken license request generation. Note that license request information for all nodes is collected on the management server in a single license request file (`C:\Program Files\HERMES SoftLab\SPI for Siebel\siebspi_license_requests.dat`). It is usually the second tool executed when requesting SIEBSPI licenses, hence number 2 in front of the tool name.

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

Tool: 3. Merge License Activation Codes

Command line: `siebspi_licmgr -merge`

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

Tool: List License Activation Codes

Command line: `siebspi_licmgr -list`

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

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

SIEBSPI-Support

The tools group `SIEBSPI-Support`, contains the following tools:

`SIEBSPI-UN*X Nodes`

- `Display information UN*X`
- `Save support information UN*X`

`SIEBSPI-Windows Nodes`

- `Display information Win`
- `Save support information Win`

Tool: Display information UN*X/Windows

Command line: `siebspi_supp -status`

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

Tool: Save support information UN*X/Windows

Command line: `siebspi_supp -collect`

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

SIEBSPI-Installation

The tools group `SIEBSPI-Installation`, contains the following tools:

`SIEBSPI-UN*X Nodes`

- `Install UN*X`

`SIEBSPI-Windows Nodes`

- `Install Win`

Tool: Install UN*X/Windows

Command line: `siebspi_mgr -install`

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

SIEBSPI-SPI for Siebel Service

The tools group `SIEBSPI-SPI for Siebel Service`, contains the following tools:

`SIEBSPI-UN*X Nodes`

- `Start SPI for Siebel Service UN*X`
- `Stop SPI for Siebel Service UN*X`
- `Restart SPI for Siebel Service UN*X`
- `SPI for Siebel Service Status UN*X`

`SIEBSPI-Windows Nodes`

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

Tool: Start SPI for Siebel Service

Command line: `siebspi_mgr -service start_spisvc`

Description: Starts the SPI for Siebel service.

Tool: Restart SPI for Siebel Service

Command line: `siebspi_mgr -service restart_spisvc`

Description: Restarts the SPI for Siebel service.

Tool: Stop SPI for Siebel Service

Command line: `siebspi_mgr –service stop_spisvc`

Description: Stops the SPI for Siebel service.

Tool: SPI for Siebel Service Status

Command line: `siebspi_mgr –service spisvc_status`

Description: Displays status of the SPI for Siebel service.

Tools Group: SIEBSPI-Resonate

The tools group `SIEBSPI-Resonate`, contains two tools 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 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 Service
    - 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 Service
  - Start Resonate Service
  - Stop Resonate Service
  - Resonate Service Status

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

Tool: RCD Add Node

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

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

Tool: RCD Start

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

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

Tool: RCD Set Weight

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

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

Tool: RCD Disable Server

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

Description: Disable a Resonate Central Dispatch server node.

Tool: RCD Enable Server

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

Description: Enable a Resonate Central Dispatch server node.

Tool: RCD Load Rules

Command line: `siebspi_resonate -cda`

```
                                    <host>
                                    <password>
                                    load_rules
                                    <filename>
```

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

Tool: RCD Make Master

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

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

Tool: RCD Remove Node

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

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

Tool: RCD Save

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

Tool: Store current Resonate Central Dispatch site configuration in <filename>.

Tool: 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.

Tool: RCD Stop

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

Description: Stop the Resonate Central Dispatch site.

Tool: RCD Show Rules

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

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

Tools Group: SIEBSPI-Resonate Reporter

Tool: Data Collector Install

Command line: `siebspi_resonate -rep_data_collector install`

Description: Install Reporter data collector.

Tool: Data Collector Start

Command line: `siebspi_resonate -rep_data_collector start`

Description: Start Reporter data collector.

Tool: Data Collector Status

Command line: `siebspi_resonate -rep_data_collector status`

Description: Show Reporter data collector status.

Tool: Data Collector Stop

Command line: `siebspi_resonate -rep_data_collector stop`

Description: Stop Reporter data collector.

Tool: Data Collector Uninstall

Command line: `siebspi_resonate -rep_data_collector uninstall`

Description: Uninstall Reporter data collector.

Tool: Reporter Agent Install

Command line: `siebspi_resonate -rep_agent install`

Description: Install Reporter agent.

Tool: Reporter Agent Start

Command line: `siebspi_resonate -rep_agent start`

Description: Start Reporter agent.

Tool: Reporter Agent Status

Command line: `siebspi_resonate -rep_agent status`

Description: Show Reporter agent status.

Tool: Reporter Agent Stop

Command line: `siebspi_resonate -rep_agent stop`

Description: Stop Reporter agent.

Tool: Reporter Agent Uninstall

Command line: `siebspi_resonate -rep_agent uninstall`

Description: Uninstall Reporter agent.

Tools Group: SIEBSPI-Resonate Service

Tool: Resonate Service Status

Command line: `siebspi_mgr -service resonate_status`

Description: Displays the status of all Resonate CD services.

Tool: Start Resonate Service

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

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

Tool: Stop Resonate Service

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

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

Tools Group: SIEBSPI-Tools

The tools group `SIEBSPI-Tools`, contains two tools groups as follows:

`SIEBSPI-UN*X Nodes`

- `Disable Component Group`
- `Enable Component Group`
- `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`
- `Shutdown Component`
- `Startup Component`
- `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

- Disable Component Group
- Enable Component Group
- 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
- Shutdown Component
- Startup Component

- 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

As mentioned previously, these two tools groups contain tools that are separated on different operating systems. Each of these groups is discussed in detail in the sections that follow.

Tool: List Servers

Command line: `siebspi_mgr -list servers`

Description: Lists Siebel servers.

Tool: 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.

Tool: 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.

Tool: 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.

Tool: 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.

Tool: 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.

Tool: 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: Put a component group online.

Tool: 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: Put a component group offline.

Tool: 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: Enable the component group.

Tool: 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: Disable the component group.

Tool: 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: Startup the component.

Tool: 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: Shutdown the component.

Tool: 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 the Siebel server, starts a task for the component.

Tool: Stop Task

Additional Parameters	Description
`-stop_task "Task ID"`	Specifies ID of task that you want to stop. Use "List Tasks" tool 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 specified task.

Tool: Pause Task

Additional Parameters	Description
`-pause_task "Task ID"`	Specifies ID of task that you want to place on pause. Use "List Tasks" tool 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 specified task.

Tool: Resume Task

Additional Parameters	Description
`-resume_task "Task ID"`	Specifies ID of (paused) task that you want to resume. Use "List Tasks" tool 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 paused task.

Tool: 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 Siebel Server Manager command.

Tool: Autodiscovery

Additional Parameters	Description
`-o "Your operator"`	If parameter is specified, the services in the Service Navigator 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.

Tool: 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.

Tools Group: SIEBSPI-Siebel Services

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

- `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.

Tool: Name Server Status

Command line: `siebspi_mgr  -service ns_status`

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

Tool: Siebel Server Status

Command line: `siebspi_mgr -service server_status`

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

Tool: Start Name Server

Command line: `siebspi_mgr -service start_ns`

Description: Starts the Siebel Gateway Name Server service.

Tool: Stop Name Server

Command line: `siebspi_mgr -service stop_ns`

Description: Stops the Siebel Gateway Name Server service.

Tool: Restart Name Server

Command line: `siebspi_mgr -service restart_ns`

Description: Restarts the Siebel Gateway Name Server service.

Tool: 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 specified Siebel Server.

Tool: 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 specified Siebel Server.

Tool: 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 specified Siebel Server.

Tool: Start WEB Server

Command line: `siebspi_mgr -service start_web`

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

Tool: Stop WEB Server

Command line: `siebspi_mgr -service stop_web`

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

Tools Group: SIEBSPI-Actuate

The tools group `SIEBSPI-Actuate`, contains the following tools groups:

`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`

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

Tool: Actuate Service Status

Command line: `siebspi_mgr  -service actuate_status`

Description: Displays the status of the Actuate service.

Tool: Start Actuate Service

Command line: `siebspi_mgr -service start_actuate`

Description: Starts the Actuate service.

Tool: Stop Actuate Service

Command line: `siebspi_mgr -service stop_actuate`

Description: Stops the Actuate service.

Tool: Tomcat Service Status

Command line: `siebspi_mgr -service tomcat_status`

Description: Displays the status of the Tomcat service.

Tool: Start Tomcat Service

Command line: `siebspi_mgr -service start_tomcat`

Description: Starts the Tomcat service.

Tool: Stop Tomcat Service

Command line: `siebspi_mgr  -service stop_tomcat`

Description: Stops the Tomcat service.

Tools Group: SIEBSPI-Performance

The tools group `SIEBSPI-Performance`, contains the following tools groups:

SIEBSPI-UN*X Nodes

- Mobile Client and Backlogs
  - 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 transaction time UN*X
- DB Session UN*X
- Siebel enterprise performance data UN*X
- Siebel component performance data UN*X

SIEBSPI-Windows Nodes

- Mobile Client and Backlogs
  - 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.

Tool: 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.

Tool: 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.

Tool: 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.

Tool: 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.

Tool: Synchronization Status UN*X

Command line: `siebspi_perftool -status`

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

Tool: Workflow Backlog UN*X

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 UNIX nodes.

Tool: 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.

Tool: DB transaction time UN*X

Command line: `siebspi_dbperf –transaction -print`

Description: Outputs current DB transaction time.

Tool: Siebel enterprise performance data UN*X

Command line: `siebspi_perftool`

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

Tool: 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.

Tool: 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.

Tool: 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.

Tool: 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.

Tool: 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.

Tool: Synchronization Status WIN

Command line: `siebspi_perftool -status`

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

Tool: 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.

Tool: DB login time WIN

Command line: `siebspi_dbperf –login -print`

Description: Outputs current DB 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.

Tool: DB transaction time WIN

Command line: `siebspi_dbperf –transaction -print`

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

Tool: Siebel enterprise performance data WIN

Command line: `siebspi_perftool`

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

Tool: Siebel component performance data WIN

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 Windows nodes.

Tool: Smart Probe performance data WIN

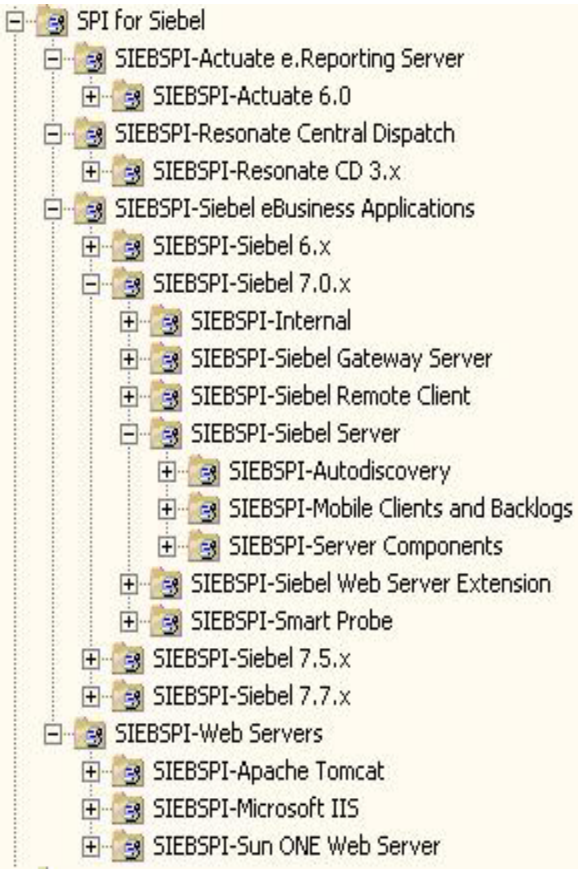
Command line: `siebspi_sp -print`

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

Policies and Policy Groups

SPI for Siebel *e*Business Applications installs the top-level policy group **SPI for Siebel**. This group contains policies for monitoring the Siebel *e*Business Applications.

Figure 4-2: Policy Group SPI for Siebel



Main Policy Groups

The main policy groups are as follows:

SIEBSPI-Siebel eBusiness Applications
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 nodes where the Siebel server or dedicated clients are installed.

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

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

SIEBSPI-Resonate Central Dispatch
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-Web Servers
This template group should only be installed on a node where the the Siebel Web Extension is installed.

Monitor Policy Group Structure

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

```
SPI for Siebel
Group: SIEBSPI-Actuate e.Reporting Server
Group: SIEBSPI-Resonate Central Dispatch
Group: SIEBSPI-Siebel eBusiness Applications
Group: SIEBSPI-Web Servers

  SIEBSPI-Actuate e.Reporting Server
  Group: SIEBSPI-Actuate 6.0

    SIEBSPI-Actuate 6.0
    SIEBSPI_RPT_SRVR_LOG
    SIEBSPI_ACTUATE_PROCESS

  SIEBSPI-Resonate Central Dispatch
  Group: SIEBSPI-Resonate CD 3.x

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


  SIEBSPI-Siebel eBusiness Applications
  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 Gateway Server
    Group: SIEBSPI-Siebel Remote Client
    Group: SIEBSPI-Siebel Server
    Group: SIEBSPI-Siebel Web Server Extension
    Group: SIEBSPI-Smart Probe
```

SIEBSPI-Internal
SIEBSPI_CHECK_ERROR_LOG
SIEBSPI_CHECK_TRACE_LOG
SIEBSPI_INT_MESSAGE_EXT
SIEBSPI_LICENSE_OPC_MSG

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-Siebel 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
Group: SIEBSPI-Autodiscovery
Group: SIEBSPI-Mobile Clients, Backlogs
Group: SIEBSPI-Server 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 Components
  SIEBSPI_CHECK_TASKS_EXT
  SIEBSPI_COMP_STATUS_EXT
  SIEBSPI_NUM_TASKS_TOO_HIGH_EXT
  SIEBSPI_NUM_TASKS_TOO_LOW_EXT
  Group: SIEBSPI-Assignment Mgmt
  Group: SIEBSPI-Communications Mgmt
  Group: SIEBSPI-Data Quality
  Group: SIEBSPI-Dun and Bradstreet
  Group: SIEBSPI-Enterprise App. Integr.
  Group: SIEBSPI-Field Service
  Group: SIEBSPI-Incentive Compensation
  Group: SIEBSPI-Marketing
  Group: SIEBSPI-SAP Connector
  Group: SIEBSPI-Siebel Remote
  Group: SIEBSPI-Siebel Thin Client
  Group: SIEBSPI-System Management
  Group: SIEBSPI-Web Collaboration
  Group: SIEBSPI-Workflow Management

    SIEBSPI-Assignment Mgmt
    SIEBSPI_ASGN_BATCH_COMPONENT
    SIEBSPI_ASGN_SRVR_COMPONENT
```

SIEBSPI-Communications Mgmt
SIEBSPI_COMM_MGR_COMPONENT
SIEBSPI_CTI_ROUTE_COMPONENT
SIEBSPI_MAIL_AGENT_COMPONENT
SIEBSPI_MAIL_MGR_COMPONENT
SIEBSPI_PAGE_MGR_COMPONENT

SIEBSPI-Data Quality
SIEBSPI_DATA_QUALITY_MGR_COMPONENT

SIEBSPI-Dun and Bradstreet
SIEBSPI_DNB_UP_MGR_DB_COMPONENT
SIEBSPI_DNB_UP_MGR_SIE_COMPONENT
SIEBSPI_DNB_UP_MGR_ALL_COMPONENT

SIEBSPI-Enterprise App. Integr.
SIEBSPI_BUS_INT_BATCH_MGR_COMPONENT
SIEBSPI_BUS_INT_MGR_COMPONENT
SIEBSPI_EIM_COMPONENT
SIEBSPI_MQ_SERIES_RCVR_COMPONENT

SIEBSPI-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-Incentive Compensation
SIEBSPI_ICM_CALC_ENG_COMPONENT
SIEBSPI_ICM_CALC_IMP_COMPONENT
SIEBSPI_ICM_ORD_IMP_COMPONENT
SIEBSPI_ICOMP_MGR_COMPONENT

SIEBSPI-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-SAP Connector
SIEBSPI_SAP_IDOC_MG_RCVR_COMPONENT
SIEBSPI_SAP_IDOC_RCVR_COMPONENT

SIEBSPI-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-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
        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-System Management
        SIEBSPI_REQ_PROC_COMPONENT
        SIEBSPI_SERVER_MGR_COMPONENT
        SIEBSPI_SIEB_SRVR_COMPONENT
        SIEBSPI_SRM_SYNCH_COMPONENT
        SIEBSPI_SRVR_SCHED_COMPONENT

        SIEBSPI-Web Collaboration
        SIEBSPI_WEB_COLL_COMPONENT

        SIEBSPI-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 Web Server Extension
    SIEBSPI_WEB_SERVER_LOG

    SIEBSPI-Smart Probe
    SIEBSPI_SP_LOGIN_TIME
    SIEBSPI_SP_PERFORMANCE
    SIEBSPI_SP_TRANSACTION_TIME

SIEBSPI-Siebel 7.0.x
```

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

SIEBSPI-Internal
SIEBSPI_CHECK_ERROR_LOG
SIEBSPI_CHECK_TRACE_LOG
SIEBSPI_INT_MESSAGE_EXT
SIEBSPI_LICENSE_OPC_MSG

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-Siebel 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
Group: SIEBSPI-Autodiscovery
Group: SIEBSPI-Mobile Clients, Backlogs
Group: SIEBSPI-Server 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 Components
  SIEBSPI_CHECK_TASKS_EXT
  SIEBSPI_COMP_STATUS_EXT
  SIEBSPI_NUM_TASKS_TOO_HIGH_EXT
  SIEBSPI_NUM_TASKS_TOO_LOW_EXT
  Group: SIEBSPI-Assignment Mgmt
  Group: SIEBSPI-Communications Mgmt
  Group: SIEBSPI-Content Center
  Group: SIEBSPI-Data Quality
  Group: SIEBSPI-DCommerce
  Group: SIEBSPI-Dun and Bradstreet
  Group: SIEBSPI-EAI
  Group: SIEBSPI-Field Service
  Group: SIEBSPI-Forecast Service Mgmt
  Group: SIEBSPI-Handheld Synch
  Group: SIEBSPI-Incentive Compensation
  Group: SIEBSPI-Marketing
  Group: SIEBSPI-Oracle Connector
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Group: SIEBSPI-SAP Connector
Group: SIEBSPI-Siebel Anywhere
Group: SIEBSPI-Siebel Call Center
Group: SIEBSPI-Siebel eChannel
Group: SIEBSPI-Siebel eDocuments
Group: SIEBSPI-Siebel ERM
Group: SIEBSPI-Siebel ISS
Group: SIEBSPI-Siebel Remote
Group: SIEBSPI-Siebel Sales
Group: SIEBSPI-Siebel to Siebel Connector
Group: SIEBSPI-Siebel Wireless
Group: SIEBSPI-System Management
Group: SIEBSPI-Workflow Mgmt

SIEBSPI-Assignment Mgmt
SIEBSPI_ASGN_BATCH_COMPONENT
SIEBSPI_ASGN_SRVR_COMPONENT

SIEBSPI-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-Content Center
SIEBSPI_CNT_PROJ_PUB_COMPONENT
SIEBSPI_CNT_PROJ_STRT_COMPONENT

SIEBSPI-Data Quality
SIEBSPI_DATA_QUALITY_MGR_COMPONENT

SIEBSPI-DCommerce
SIEBSPI_DCOMM_ALERTS_COMPONENT
SIEBSPI_DCOMM_AUT_AUC_CLOSE_COMPONENT
SIEBSPI_DYN_COMM_COMPONENT

SIEBSPI-Dun and Bradstreet
SIEBSPI_DNB_UP_MGR_DB_COMPONENT
SIEBSPI_DNB_UP_MGR_MT_COMPONENT
SIEBSPI_DNB_UP_MGR_SIE_COMPONENT

SIEBSPI-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-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-Forecast Service Mgmt
SIEBSPI_FORECAST_COMPONENT

SIEBSPI-Handheld Synch
SIEBSPI_FS_CE_OBJMGR_COMPONENT
SIEBSPI_PALM_OBJMGR_COMPONENT
SIEBSPI_SALES_CE_OBJMGR_COMPONENT

SIEBSPI-Incentive Compensation
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-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-Oracle Connector
SIEBSPI_ORACLE_RCVR_COMPONENT

SIEBSPI-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-Siebel Anywhere

SIEBSPI_UPG_KIT_BUILD_COMPONENT

SIEBSPI-Siebel Call Center
SIEBSPI_ESERVICE_OBJ_MGR_COMPONENT
SIEBSPI_SCC_OBJ_MGR_COMPONENT
SIEBSPI_SSV_OBJ_MGR_COMPONENT

SIEBSPI-Siebel eChannel
SIEBSPI_ECHANNEL_OBJ_MGR_COMPONENT
SIEBSPI_PART_MGR_OBJ_MGR_COMPONENT

SIEBSPI-Siebel eDocuments
SIEBSPI_DOC_SERVER_COMPONENT

SIEBSPI-Siebel ERM
SIEBSPI_ERM_OBJ_MGR_COMPONENT

SIEBSPI-Siebel ISS
SIEBSPI_ECUSTOMER_OBJ_MGR_COMPONENT
SIEBSPI_ESALES_OBJ_MGR_COMPONENT
SIEBSPI_PROD_CFG_OBJ_MGR_COMPONENT

SIEBSPI-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-Siebel Sales
SIEBSPI_ETRAINING_OBJ_MGR_COMPONENT
SIEBSPI_SALES_OBJ_MGR_COMPONENT

SIEBSPI-Siebel to Siebel Connector
SIEBSPI_HA_UPG_MQRCVR_COMPONENT
SIEBSPI_S2S_MQRCVR_COMPONENT
SIEBSPI_S2S_MSMQRCVR_COMPONENT

SIEBSPI-Siebel Wireless
SIEBSPI_ECHANEL_WEBPHONE_COMPONENT
SIEBSPI_ESERVICE_WEBPHONE_COMPONENT
SIEBSPI_SALES_WEBPHONE_COMPONENT
SIEBSPI_SERVICE_WEBPHONE_COMPONENT

SIEBSPI-System Management
SIEBSPI_FS_MGR_COMPONENT
SIEBSPI_REQ_PROC_COMPONENT
SIEBSPI_SERVER_MGR_COMPONENT

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      SIEBSPI_SERVER_REQ_BROKER_COMPONENT
      SIEBSPI_SIEB_SRVR_COMPONENT
      SIEBSPI_SRVR_SCHED_COMPONENT

      SIEBSPI-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 Web Server Extension
  SIEBSPI_WEB_SERVER_LOG

  SIEBSPI-Smart Probe
  SIEBSPI_SP_LOGIN_TIME
  SIEBSPI_SP_PERFORMANCE
  SIEBSPI_SP_TRANSACTION_TIME

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

  SIEBSPI-Internal
  SIEBSPI_CHECK_ERROR_LOG
  SIEBSPI_CHECK_TRACE_LOG
  SIEBSPI_INT_MESSAGE_EXT
  SIEBSPI_LICENSE_OPC_MSG

  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-Siebel Server
  SIEBSPI_DB_CONNECTIVITY
  SIEBSPI_DB_LOGIN_PERFORMANCE
  SIEBSPI_DB_LOGIN_TIME
  SIEBSPI_DB_SESSION
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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
Group: SIEBSPI-Autodiscovery
Group: SIEBSPI-Mobile Clients, Backlogs
Group: SIEBSPI-Server 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
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SIEBSPI-Server Components
SIEBSPI_CHECK_TASKS_EXT
SIEBSPI_COMP_STATUS_EXT
SIEBSPI_NUM_TASKS_TOO_HIGH_EXT
SIEBSPI_NUM_TASKS_TOO_LOW_EXT
Group: SIEBSPI-Assignment Mgmt
Group: SIEBSPI-Communications Mgmt
Group: SIEBSPI-Content Center
Group: SIEBSPI-Data Quality
Group: SIEBSPI-DCommerce
Group: SIEBSPI-Dun and Bradstreet
Group: SIEBSPI-EAI
Group: SIEBSPI-Field Service
Group: SIEBSPI-Forecast Service Mgmt
Group: SIEBSPI-Handheld Synch
Group: SIEBSPI-Incentive Compensation
Group: SIEBSPI-Marketing Obj Mgr
Group: SIEBSPI-Marketing Server
Group: SIEBSPI-Oracle Connector
Group: SIEBSPI-Sales Credit Assignment
Group: SIEBSPI-Sales Hierarchy Service
Group: SIEBSPI-SAP Connector
Group: SIEBSPI-Siebel Anywhere
Group: SIEBSPI-Siebel Call Center
Group: SIEBSPI-Siebel Core Reference Appl
Group: SIEBSPI-Siebel eChannel
Group: SIEBSPI-Siebel eDocuments
Group: SIEBSPI-Siebel ERM
Group: SIEBSPI-Siebel ISS
Group: SIEBSPI-Siebel Remote
Group: SIEBSPI-Siebel Sales
Group: SIEBSPI-Siebel to Siebel Connector
Group: SIEBSPI-Siebel Wireless
Group: SIEBSPI-System Management
Group: SIEBSPI-Workflow Mgmt

SIEBSPI-Assignment Mgmt
SIEBSPI_ASGN_BATCH_COMPONENT
SIEBSPI_ASGN_SRVR_COMPONENT

SIEBSPI-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-Content Center
SIEBSPI_CNT_PROJ_PUB_COMPONENT
SIEBSPI_CNT_PROJ_STRT_COMPONENT

SIEBSPI-Data Quality
SIEBSPI_DATA_QUALITY_MGR_COMPONENT

SIEBSPI-DCommerce
SIEBSPI_DCOMM_ALERTS_COMPONENT
SIEBSPI_DCOMM_AUT_AUC_CLOSE_COMPONENT
SIEBSPI_DYN_COMM_COMPONENT

SIEBSPI-Dun and Bradstreet
SIEBSPI_DNB_UP_MGR_DB_COMPONENT
SIEBSPI_DNB_UP_MGR_MT_COMPONENT
SIEBSPI_DNB_UP_MGR_SIE_COMPONENT

SIEBSPI-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-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-Forecast Service Mgmt
SIEBSPI_FORECAST_COMPONENT

SIEBSPI-Handheld Synch
SIEBSPI_SALESCE_OBJ_MGR_COMPONENT
SIEBSPI_SRVCCE_OBJ_MGR_COMPONENT

SIEBSPI-Incentive Compensation
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-Marketing Obj Mgr
SIEBSPI_EEVENTS_OBJ_MGR_COMPONENT
SIEBSPI_EMKTG_OBJ_MGR_COMPONENT
SIEBSPI_MKTG_OBJ_MGR_COMPONENT

SIEBSPI-Marketing Server
SIEBSPI_DATA_DICT_MGR_COMPONENT
SIEBSPI_LIST_IMP_SVC_MGR_COMPONENT
SIEBSPI_MKTG_SRVR_COMPONENT

SIEBSPI-Oracle Connector
SIEBSPI_ORACLE_RCVR_COMPONENT

SIEBSPI-Sales Credit Assignment
SIEBSPI_CCREDIT_ASGN_COMPONENT
SIEBSPI_CCREDIT_ASGN_DB_COMPONENT
SIEBSPI_CCREDIT_UP_MGR_COMPONENT
SIEBSPI_RULE_MGR_SVC_COMPONENT

SIEBSPI-Sales Hierarchy Service
SIEBSPI_SALES_HIER_SVC_COMPONENT

SIEBSPI-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-Siebel Anywhere
SIEBSPI_UPGR_KIT_BUILD_COMPONENT

SIEBSPI-Siebel Call Center
SIEBSPI_ESERVICE_OBJ_MGR_COMPONENT
SIEBSPI_SCC_OBJ_MGR_COMPONENT

SIEBSPI-Siebel Core Reference Appl
SIEBSPI_CORE_REF_APP_COMPONENT

SIEBSPI-Siebel eChannel
SIEBSPI_ECHANNEL_OBJ_MGR_COMPONENT
SIEBSPI_PART_MGR_OBJ_MGR_COMPONENT

SIEBSPI-Siebel eDocuments
SIEBSPI_DOC_SERVER_COMPONENT

SIEBSPI-Siebel ERM
SIEBSPI_ERM_COMPENS_PLAN_SRVC_COMPONENT

SIEBSPI_ERM_OBJ_MGR_COMPONENT
SIEBSPI_ETRAINING_OBJ_MGR_COMPONENT

SIEBSPI-Siebel ISS
SIEBSPI_ECUSTOMER_OBJ_MGR_COMPONENT
SIEBSPI_ESALES_OBJ_MGR_COMPONENT
SIEBSPI_PROD_CFG_OBJ_MGR_COMPONENT

SIEBSPI-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-Siebel Sales
SIEBSPI_MOBILE_CONN_OBJ_MGR_COMPONENT
SIEBSPI_SALES_OBJ_MGR_COMPONENT

SIEBSPI-Siebel to Siebel Connector
SIEBSPI_HA_UPG_MQRCVR_COMPONENT
SIEBSPI_S2S_MQRCVR_COMPONENT
SIEBSPI_S2S_MSMQRCVR_COMPONENT

SIEBSPI-Siebel Wireless
SIEBSPI_ECHANEL_WIRE_COMPONENT
SIEBSPI_SALES_WIRE_COMPONENT
SIEBSPI_SELF_SRVC_WIRE_COMPONENT
SIEBSPI_SRVC_WIRELESS_COMPONENT

SIEBSPI-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-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 Web Server Extension
SIEBSPI_WEB_SERVER_LOG

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  SIEBSPI-Smart Probe
  SIEBSPI_SP_LOGIN_TIME
  SIEBSPI_SP_PERFORMANCE
  SIEBSPI_SP_TRANSACTION_TIME

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

  SIEBSPI-Internal
  SIEBSPI_CHECK_ERROR_LOG
  SIEBSPI_CHECK_TRACE_LOG
  SIEBSPI_INT_MESSAGE_EXT
  SIEBSPI_LICENSE_OPC_MSG

  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-Siebel 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
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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
Group: SIEBSPI-Autodiscovery
Group: SIEBSPI-Mobile Clients, Backlogs
Group: SIEBSPI-Server 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 Components
  SIEBSPI_CHECK_TASKS_EXT
  SIEBSPI_COMP_STATUS_EXT
  SIEBSPI_NUM_TASKS_TOO_HIGH_EXT
  SIEBSPI_NUM_TASKS_TOO_LOW_EXT
  Group: SIEBSPI-Assignment Mgmt
  Group: SIEBSPI-Communications Mgmt
  Group: SIEBSPI-Content Center
  Group: SIEBSPI-Data Quality
  Group: SIEBSPI-DCommerce
  Group: SIEBSPI-Dun and Bradstreet
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Group: SIEBSPI-EAI
Group: SIEBSPI-Field Service
Group: SIEBSPI-Forecast Service Mgmt
Group: SIEBSPI-Handheld Synch
Group: SIEBSPI-Incentive Compensation
Group: SIEBSPI-Marketing Obj Mgr
Group: SIEBSPI-Marketing Server
Group: SIEBSPI-Oracle Connector
Group: SIEBSPI-PIM Server Integration Mgmt
Group: SIEBSPI-Sales Credit Assignment
Group: SIEBSPI-Sales Hierarchy Service
Group: SIEBSPI-SAP Connector
Group: SIEBSPI-Siebel Anywhere
Group: SIEBSPI-Siebel Call Center
Group: SIEBSPI-Siebel Core Reference Appl
Group: SIEBSPI-Siebel eChannel
Group: SIEBSPI-Siebel eDocuments
Group: SIEBSPI-Siebel ERM
Group: SIEBSPI-Siebel ISS
Group: SIEBSPI-Siebel Remote
Group: SIEBSPI-Siebel Sales
Group: SIEBSPI-Siebel to Siebel Connector
Group: SIEBSPI-Siebel Wireless
Group: SIEBSPI-System Management
Group: SIEBSPI-Workflow Mgmt

SIEBSPI-Assignment Mgmt
SIEBSPI_ASGN_BATCH_COMPONENT
SIEBSPI_ASGN_SRVR_COMPONENT

SIEBSPI-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-Content Center
SIEBSPI_CNT_PROJ_PUB_COMPONENT
SIEBSPI_CNT_PROJ_STRT_COMPONENT

SIEBSPI-Data Quality
SIEBSPI_DATA_QUALITY_MGR_COMPONENT

SIEBSPI-DCommerce
SIEBSPI_DCOMM_ALERTS_COMPONENT
SIEBSPI_DCOMM_AUT_AUC_CLOSE_COMPONENT

SIEBSPI_DYN_COMM_COMPONENT

SIEBSPI-Dun and Bradstreet
SIEBSPI_DNB_UP_MGR_DB_COMPONENT
SIEBSPI_DNB_UP_MGR_MT_COMPONENT
SIEBSPI_DNB_UP_MGR_SIE_COMPONENT

SIEBSPI-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-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-Forecast Service Mgmt
SIEBSPI_FORECAST_COMPONENT

SIEBSPI-Handheld Synch
SIEBSPI_SALESCE_OBJ_MGR_COMPONENT
SIEBSPI_SRVCCE_OBJ_MGR_COMPONENT

SIEBSPI-Incentive Compensation
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-Marketing Obj Mgr
SIEBSPI_EEVENTS_OBJ_MGR_COMPONENT
SIEBSPI_EMKTG_OBJ_MGR_COMPONENT
SIEBSPI_MKTG_OBJ_MGR_COMPONENT

SIEBSPI-Marketing Server

SIEBSPI_LIST_IMP_SVC_MGR_COMPONENT

SIEBSPI-Oracle Connector
SIEBSPI_ORACLE_RCVR_COMPONENT

SIEBSPI-PIM Server Integration Mgmt
SIEBSPI_PIMSI_ENG_COMPONENT

SIEBSPI-Sales Credit Assignment
SIEBSPI_CCREDIT_ASGN_COMPONENT
SIEBSPI_CCREDIT_ASGN_DB_COMPONENT
SIEBSPI_CCREDIT_UP_MGR_COMPONENT
SIEBSPI_RULE_MGR_SVC_COMPONENT

SIEBSPI-Sales Hierarchy Service
SIEBSPI_SALES_HIER_SVC_COMPONENT

SIEBSPI-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-Siebel Anywhere
SIEBSPI_UPGR_KIT_BUILD_COMPONENT

SIEBSPI-Siebel Call Center
SIEBSPI_ESERVICE_OBJ_MGR_COMPONENT
SIEBSPI_SCC_OBJ_MGR_COMPONENT

SIEBSPI-Siebel Core Reference Appl
SIEBSPI_CORE_REF_APP_COMPONENT

SIEBSPI-Siebel eChannel
SIEBSPI_ECHANNEL_OBJ_MGR_COMPONENT
SIEBSPI_PART_MGR_OBJ_MGR_COMPONENT

SIEBSPI-Siebel eDocuments
SIEBSPI_DOC_SERVER_COMPONENT

SIEBSPI-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-Siebel ISS
SIEBSPI_ECUSTOMER_OBJ_MGR_COMPONENT
SIEBSPI_ESALES_OBJ_MGR_COMPONENT

SIEBSPI_PROD_CFG_OBJ_MGR_COMPONENT

SIEBSPI-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-Siebel Sales
SIEBSPI_MOBILE_CONN_OBJ_MGR_COMPONENT
SIEBSPI_SALES_OBJ_MGR_COMPONENT

SIEBSPI-Siebel to Siebel Connector
SIEBSPI_HA_UPG_MQRCVR_COMPONENT
SIEBSPI_S2S_MQRCVR_COMPONENT
SIEBSPI_S2S_MSMQRCVR_COMPONENT

SIEBSPI-Siebel Wireless
SIEBSPI_ECHANEL_WIRE_COMPONENT
SIEBSPI_SALES_WIRE_COMPONENT
SIEBSPI_SELF_SRVC_WIRE_COMPONENT
SIEBSPI_SRVC_WIRELESS_COMPONENT

SIEBSPI-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-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 Web Server Extension
SIEBSPI_WEB_SERVER_LOG

SIEBSPI-Smart Probe

```
    SIEBSPI_SP_LOGIN_TIME
    SIEBSPI_SP_PERFORMANCE
    SIEBSPI_SP_TRANSACTION_TIME

SIEBSPI-Web Servers
     Group: SIEBSPI-Apache Tomcat
     Group: SIEBSPI-Microsoft IIS
     Group: SIEBSPI-Sun ONE Web Server

     SIEBSPI-Apache Tomcat
     Group: SIEBSPI-Apache Tomcat 4.1.26

     SIEBSPI-Microsoft IIS
     Group: SIEBSPI-MS IIS 5.0

     SIEBSPI-Sun ONE Web Server
     Group: SIEBSPI-Sun ONE Web Server 6.0

     SIEBSPI-Apache Tomcat 4.1.26
     SIEBSPI_TOMCAT_PROCESS

     SIEBSPI-MS IIS 5.0
     SIEBSPI_WEB_SERVER_STATUS

     SIEBSPI-Sun ONE Web Server 6.0
     SIEBSPI_WEB_SERVER_STATUS
```

Descriptions of Major `SIEBSPI` Policies

`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 policies, 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 policies 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 policies `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 policies `SIEBSPI_NUM_TASKS_TOO_HIGH_EXT` and `SIEBSPI_NUM_TASKS_TOO_LOW_EXT` should also be assigned and installed.

The 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:

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` policies if the "`-task_exit`" parameter is included in the `siebspi_extmon` command line.

This 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` policies if the "`-ststus`" parameter is included in the `siebspi_extmon` command line. It checks components state (unavailable, shutdown, offline, online, running). Additionally, when the component status changes, an 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` policies if the "`-max_tasks`" parameter is included in the `siebspi_extmon` command line.

This 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` policies if the "`-min_tasks N`" parameter is included tin the `siebspi_extmon` command line, where `N` is a min threshold (if the parameter does not exists or if `N` is equal to `0`, there will be no checking for min running tasks – by default, the parameter is included only for components with `Background` running mode). This 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 then 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 policy should not be used by default because it is only a template. However, an advanced user can change the policy 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 tool 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.

Automatic initiated action: Log performance data.

Operator initiated actions: No.

SIEBSPI_CONF_UPD_EXT

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

Automatic initiated action: Update the Service Navigator 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, siebmtshmw). It is used with these policies:

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 the 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. Note that for all these policies, it is necessary to also 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 IBM AIX:

```
/var/lpp/OV/siebspi/log
```

On Windows systems:

```
C:\Program Files\HP OpenView\Installed
Packages\{790C06B4-844E-11D2-972B-
080009EF8C2A}\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:\Program Files\HP OpenView\Installed
Packages\{790C06B4-844E-11D2-972B-
080009EF8C2A}\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` tool from the SIEBSPI-Tools tools group.

Problem Occurs when Old SPI for Siebel *e*Business Executables Exist on Agent

When previous SPI for Siebel *e*Business Applications executables, for example, version B.02.11, exist on a managed node in the HP OpenView for Operations agent, for example,

```
C:\Program Files\HP OpenView\Installed
Packages\{790C06B4-844E-11D2- 972B-
080009EF8C2A}\bin\OpC\vpwin\<actions>|<cmds>|<monitor>
```

the new SPI for Siebel eBusiness Applications product does not use the proper executables that are moved into the following directory:

```
C:\Program Files\HP OpenView\Installed
Packages\{790C06B4-844E-11D2- 972B-
080009EF8C2A}\bin\instrumentation>
```

A solution to this problem is to delete the old executables from the agent directories actions, cmds, and monitor.

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** tool in the **SPI for Siebel/SIEBSPI-Maintenance/SIEBSPI-SPI for Siebel Service** tool 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 policies from the SPI for Siebel/SIEBSPI-Siebel Server policy 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** tool 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.

Some Tools Do Not Work on UN*X Nodes

Some SPI for Siebel tools 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 tools must be modified by replacing the user name in the **Target** tab of the tools with the {siebel user name}:

- All of the tools in the **SPI for Siebel/SIEBSPI-Tools/SIEBSPI-UN*X Nodes** tools 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** tool. 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** tool, change the user name from `root` to {siebel user name}, and run the tool 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 Tools 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.

Deploy the Licensing Template to Managed Nodes

1. Start the HP OpenView Operations Console and log in as an HP OpenView Operations Administrator.

2. From the **Policy groups**, expand **SPI for Siebel/SIEBSPI-Siebel eBusiness Applications/SIEBSPI-Siebel *.*.*/SIEBSPI-Internal** group, and then deploy the `SIEBSPI_LICENSE_OPC_MSG` policy to all SPI for Siebel nodes.

3. Deploy instrumentation **SPI for Siebel** to all Siebel nodes. Note that this step might already be performed as part of the SPI installation.

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/SIEBSPILicensing/SIEBSPI-{UN*X|Windows} Nodes** tools 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* tool to clear the `siebspi_license_requests.dat` license request file on the management server.

4. Run the *2. Generate License Request* tool on the managed nodes for which you need licenses. In the **Edit Parameters** dialog box, 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 Deploy the License Files

1. Copy the `siebspi_licact_new.dat` file to the following directory: `C:\Program Files\HERMES SoftLab\SPI for Siebel\`.

2. Run the *3. Merge License Activation Codes* tool to merge the `siebspi_licact_new.dat` file with the SPI license file. When you run this tool for the first time, the tool will merge the license activation file `siebspi_licact_new.dat` with the empty SPI license activation file `siebspi_licact.dat`

3. Deploy the **SPI for Siebel** instrumentation to all managed nodes with SPI for Siebel installed for which you have requested the licenses.

Appendix B

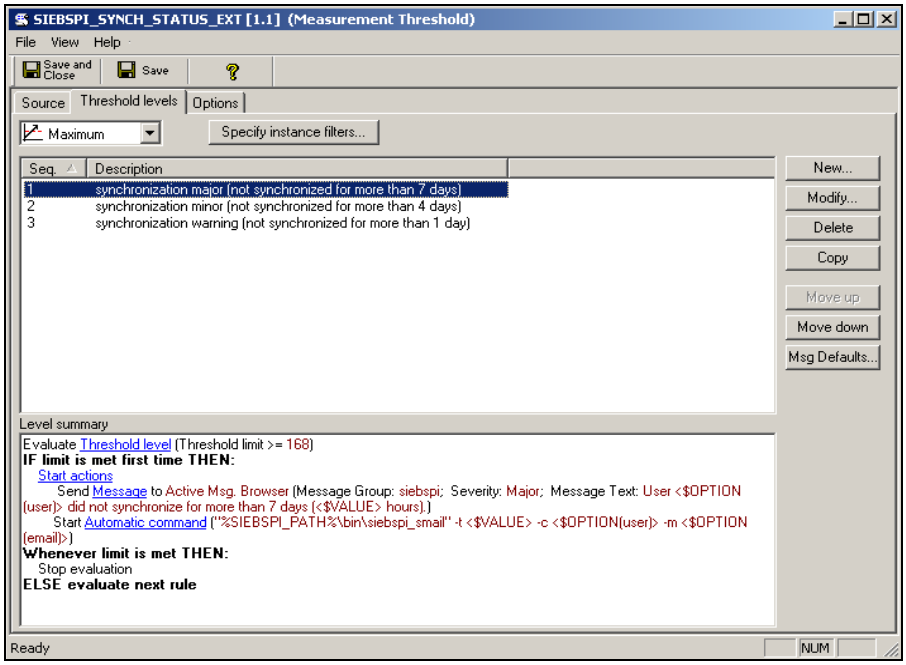
Tips and Tricks

Changing Email for Synchronization Status Reporting

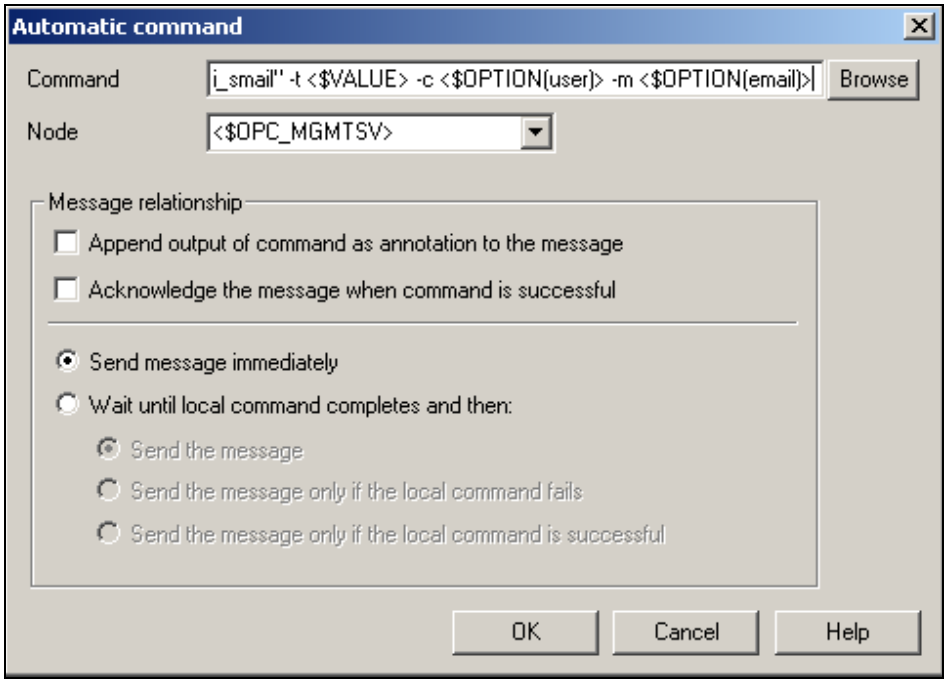
By default, Email which contains information that a remote user has not synchronized for the specified amount of time is sent only to that user. If you want this mail to be also sent to a fixed Email address (for example, the Siebel administrator) or only to a fixed Email address, you must modify the `SIEBSPI_SYNCH_STATUS_EXT` policy, which is located in the **SPI for Siebel/SIEBSPI-Siebel eBusiness Applications/SIEBSPI-Siebel *.*.*/ SIEBSPI-Siebel Server/SIEBSPI-Mobile Clients and Backlogs** policy group.

Changing Email

Email must be changed in all three threshold levels of the **`SIEBSPI_SYNCH_STATUS_EXT`** policy. (Refer to the screen display below.)



Note that every threshold level contains an automatic command that is used for sending Email to the recipient. Additionally, the Email address of a recipient is specified with "**-m**" parameter.



The default value is as follows:

```
-m <$OPTION(email)>
```

This indicates that Email is sent only to the user who was not synchronized for the specified amount of time.

Examples follow.

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 has *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. Select **Policy management** then **Policy groups**.

2. Select **SPI for Siebel** followed by **SIEBSPI-Siebel eBusiness Applications**.

3. Select **SIEBSPI-Siebel *.*.*** followed by **SIEBSPI-Siebel Server** and **SIEBSPI-Mobile Clients and Backlogs**.

4. From the right window, select `SIEBSPI_SYNCH_STATUS_EXT` then right-click the policy.

5. From the menu displayed, select **All Tasks** followed by **Edit…** . The *SIEBSPI_SYNCH_STATUS_EXT (Measurement Threshold)* window opens.

6. From the *SIEBSPI_SYNCH_STATUS_EXT (Measurement Threshold)* window, select the **Threshold levels** tab; another window opens.

7. The window that is displayed lists three threshold levels under the *Description* field. *You need to modify each of these levels*. To do this, select a threshold level and click [`Modify…`]. A *Threshold level* window opens.

8. From the *Threshold level* window, select the **Start actions** tab. In the *Start actions* dialog box, click [`Automatic command…`]. The *Automatic command* window opens.

9. In the *Command* field, change the value listed to the following:

```
siebspi_smail -t <$VALUE> -c <$OPTION(user)> -m
<$OPTION(email)> -node
```

10. In the *Node* field, delete the <$OPC_MGMTSV> string that is displayed.

11. When the changes in steps 9 and 10 have been made, click [OK] to exit the *Automatic command* window. Then, click [OK] again to close the *Threshold levels* window.

12. To execute all changes and exit the process, from the "SIEBSPI_SYNCH_STATUS_EXT (Measurement Threshold)" window click [Save and Close].

N O T E :

For the changes to take effect you must assign and install the monitor policy 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 deployed with the Instrumentation 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 writing 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)