

Siebel 8.1.x Installation and System Administration

Duration: 5 Days

What you will learn

This course is intended to provide in-depth coverage of the Siebel CRM installation process and Siebel CRM system administration. Topics for the installation portion installing and configuring a Siebel Gateway Name Server, Siebel Enterprise, Siebel Server, and Siebel Web Server Extension. The server administration portion will cover configuring application components, parameters, and configuration files; using the command-line server manager interface; logging and event notification, gathering diagnostic information using Siebel Application Response Measurement (SARM); deploying required ActiveX controls for High Interactivity clients; using Application Deployment Manager (ADM) to deploy application customizations to other Siebel Enterprises; and basic performance tuning. Additional topics include installing the Siebel Management Server and Agent, Siebel Developer Web client, and Siebel Tools, as well as multi-server installation, multilingual installation, and configuring LDAP support.

In this course students perform an initial Siebel CRM deployment and configuration. Students learn to install and configure an initial Siebel Enterprise, then learn to install additional components such as the Siebel Management Agent and Server, Siebel Tools, and Siebel Developer Web client.

Advanced topics include adding additional servers or languages to an enterprise, performing silent installations, and configuring alternative authentication mechanisms, such as LDAP.

The course also provides in-depth coverage of Siebel CRM system administration, including server configuration and system and performance monitoring. Administration topics include managing component groups, component definitions, parameters, configuration files, the command-line Server Manager interface, and managing high-interactivity clients. The course then describes the various mechanisms for monitoring the system, including system logging, event notification, and Siebel Application Response Measurement (SARM). Finally, the course describes how to migrate application customizations between Siebel Enterprises using Application Deployment Manager (ADM).

Learn To:

- Install and configure a Siebel Enterprise with a single Siebel Server
- Install and configure additional Siebel CRM components, including the Siebel Management Agent and Server, Siebel Tools, and the Siebel Developer Web client
- Managing High-Interactivity Clients
- Install and Configure ADM
- Migrate application customizations from one Siebel 8.1 Enterprise to another

Audience

Administrator
Developer
Functional Implementer
Support Engineer
Technical Administrator
Technical Consultant

Prerequisites

Required Prerequisites

Siebel 8.0 Fundamentals

Siebel 8.0 Technical Foundations - RWC

Course Objectives

Install and configure a Siebel Enterprise with one or more Siebel Servers and languages

Adjust application parameters to improve performance

Configure alternative authentication mechanisms, such as LDAP, within a Siebel Enterprise

Monitor a Siebel Enterprise by examining log and performance information files

Install and configure additional Siebel CRM components, such as the Siebel Management Agent and Server, Siebel Tool

Manage a Siebel Enterprise by modifying component parameters and editing configuration files

Migrate application customizations from one Siebel 8.1 Enterprise to another

Course Topics

Installing a Siebel Enterprise

Installation Considerations

Installing the Siebel Gateway Name Server

Installing the Siebel Database

Installing a Siebel Server

Installing the Siebel Web Server Extension

Configuring Other Authentication Mechanisms

Installing Additional Server Components

Installing the Siebel Management Agent and Server

Installing Client Components

Installing the Siebel Developer or Mobile Web Client

Installing Siebel Tools

Additional Configuration

Configuring Multiple Servers in an Enterprise

Adding a Language to an Enterprise

Architecture and Configuration

The Siebel Architecture

Components and Parameters

Server Management

Using the Server Manager Command-Line Interface

Configuration Files

System Monitoring

System Logging and Event Notification

Gathering Diagnostic Information

SARMQuery

Additional Configuration

Managing High-Interactivity Clients

Migration

Introducing Application Deployment Manager (ADM)

Installing and Configuring ADM

Exporting and Packaging Application Customizations

Deploying Application Customizations

Performance

Performance Considerations