

Siebel 8.1.x System Administration

Duration: 3 Days

What you will learn

This course 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).

Audience

Administrator
Functional Implementer
Support Engineer
Technical Administrator
Technical Consultant

Prerequisites

Required Prerequisites

Siebel 8.0 Technical Foundations - RWC

Suggested Prerequisites

Siebel 8.0 Technical Foundations
Siebel 8.0 Fundamentals

Course Objectives

Manage a Siebel Enterprise by modifying component parameters and editing configuration files
Monitor a Siebel Enterprise by examining log and performance information files
Migrate application customizations from one Siebel 8.1 Enterprise to another
Adjust application parameters to improve performance

Course Topics

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