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Siebel IP2016

Tools/Client

Installation Guide

Table of Contents

[2. Install Oracle 12c Client 3](#_Toc514340783)

[3. Install Siebel Tools IP2016 5](#_Toc514340784)

[4. Verify LOCAL\_XE 11](#_Toc514340785)

[5. Install Siebel Web Client IP2016 12](#_Toc514340786)

[6. Install Siebel Tools 16.8 Patchset 18](#_Toc514340787)

[7. Install Siebel Web Client 16.8 Patchset 20](#_Toc514340788)

[8. Install LOCAL\_XE database 22](#_Toc514340789)

[9. Setup multiple LOCAL\_XE database instances 23](#_Toc514340790)

[10. Switch between LOCAL\_XE database instances 27](#_Toc514340791)

[11. Ensure Custom Files are in Proper Locations 30](#_Toc514340792)

# Install Oracle 12c Client

|  |  |  |
| --- | --- | --- |
|  | Navigate to the below shared folder to retrieve install files. Copy the file to a local folder.  [\\comfort.com\shares\Keystone\Siebel\_IP13\_UpgTo\_IP16\IP2016\_Installs\winnt\_12102\_client32](file://comfort.com/shares/Keystone/Siebel_IP13_UpgTo_IP16/IP2016_Installs/winnt_12102_client32) | |
|  | Right-click and run setup.exe as an Administrator. |  |
|  | Select Administrator, click Next. |  |
|  | Select language, click Next. |  |
|  | Select Use Windows Built-in Account, click Next. |  |
|  | Specify Oracle base directory.    ***Note:*** Oracle Database Client 12*c* Release 1 (12.1) cannot share Oracle base with Oracle homes from earlier database versions, such as Oracle Database 11g Release 2 (11.2) or earlier. |  |
|  | After prerequisite checks have finished review summary and click Install. |  |
|  | When installation has finished, click Close. |  |
|  | Ensure that an updated tnsnames.ora file exists in the new installation. If not place a current one there. When Oracle XE is installed, the LOCAL\_XE connection will be added to it. |  |
|  | Set the TNS\_ADMIN environment variable to point to the 12c location.  This is done by right-clicking My Computer > Properties > Environment Variables. |  |

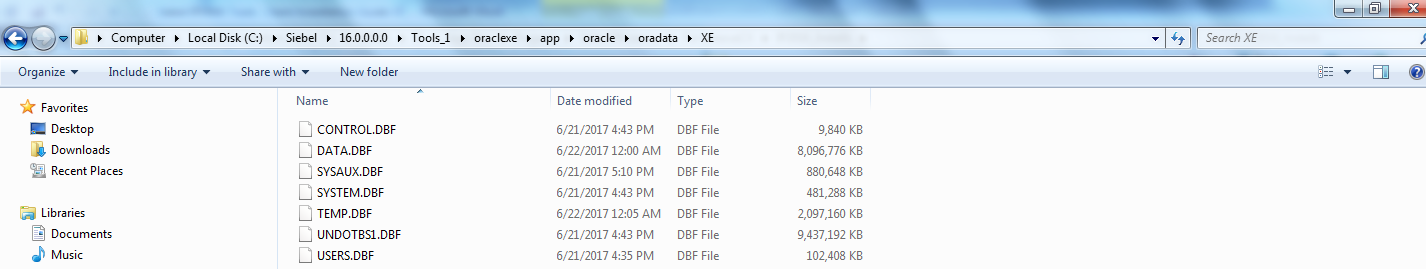
# Install Siebel Tools IP2016

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| --- | --- | --- |
| 1. D | Go to the following link below to grab the required Siebel folders (Client and Tools) for base IP16 install and put it on your machine to run the installer. The Siebel installs are currently located here:  [\\comfort.com\shares\Keystone\Siebel\_IP13\_UpgTo\_IP16\IP2016\_Installs\WindowsInstallImages\Siebel\_Install\_Image16\16.0.0.0\Windows\Client](file://comfort.com/shares/Keystone/Siebel_IP13_UpgTo_IP16/IP2016_Installs/WindowsInstallImages/Siebel_Install_Image16/16.0.0.0/Windows/Client) | |
|  | Navigate to where you stored the Siebel folders.  For Example:  C:\Users\TKHOUNCH\Desktop\IP16\Siebel\_Tools\Disk1\install  Right-click setup.exe and run as administrator. |  |
|  | The welcome screen displays.  Click Next. |  |
|  | Uncheck “I wish to receive…”  Click Next. |  |
|  | Click Yes. |  |
|  | Select New Installation, click Next. |  |
|  | Verify Oracle Home and Location, click Next. |  |
|  | Verify English is the selected language.  Click Next. |  |
|  | Select Oracle Database Server, click Next. |  |
|  | Enter database details, or keep the default. Click Next.  **Enter Database Alias i.e. SBLDEV1**  **Enter Table Owner i.e. SIEBEL**  Click Next |  |
|  | Enter path for Siebel File System, click Next. |  |
|  | Enter hostname of the Remote Server, or keep the default. Click next. |  |
|  | Enter Gateway Name Server address and Enterprise Server name, or keep the default. Click next. |  |
|  | By default Siebel will install a Local XE database. Enter in your db Username and Password. Select the path of the Oracle Client installed on your VM.  **Enter the path to the 32-bit client, such as “c:\oracle12c\product\12.1.0\client\_1”**  Click Next. |  |
| 1. C | Click Install. When installation is complete, click Next.  **Please ensure that this screen states the Oracle Database XE was installed successfully! If not, you will need to uninstall and re-install with proper admin permissions. You may need to contact helpdesk to perform the install.** | cid:image001.png@01D2814C.C551DDA0 |
|  | Click Close. |  |

# Verify LOCAL\_XE

|  |  |
| --- | --- |
| 1. C | Check the tnsnames.ora file in your 12c installation. There should only be one LOCAL\_XE reference. If there are multiples, remove the first entry in the list. Each time you install, it appends a LOCAL\_XE entry at the end. |
|  | Check for the oraclexe folder – drill down into the XE folder to verify that the dbf files exist (location: *TOOLS\_ROOT*\oraclexe\app\oracle\oradata\XE) |
|  | Test connect to the LOCAL\_XE ODBC with SIEBEL/SIEBEL. |
|  | Check the Services application for OracleXE services. |
|  | Check the Start menu for Oracle XE program. |
|  | Run the command via cmdprompt (run as admin): reg query HKLM\SOFTWARE\ORACLE\KEY\_XE /v ORACLE\_BASE |
|  | If you want to continue with setting up your local database, see [section 9](#_Install_LOCAL_XE_database). |

Fig. 38



# Install Siebel Web Client IP2016

|  |  |  |
| --- | --- | --- |
| 1. C | Navigate to where you stored the Siebel folders and right-click and run the setup.exe as Administrator.  Install are located:  [\\comfort.com\shares\Keystone\Siebel\_IP13\_UpgTo\_IP16\IP2016\_Installs\WindowsInstallImages\Siebel\_Install\_Image16\16.0.0.0\Windows\Client](file://comfort.com/shares/Keystone/Siebel_IP13_UpgTo_IP16/IP2016_Installs/WindowsInstallImages/Siebel_Install_Image16/16.0.0.0/Windows/Client) |  |
|  | The Welcome screen appears.  Click Next. |  |
|  | Uncheck “I wish to receive updates…”  Click Next. |  |
|  | Click Yes. |  |
|  | Select New Installation, click Next. |  |
|  | Verify Oracle Home and Location, click Next. |  |
|  | Verify English is selected.  Click Next. |  |
|  | Select Developer Web Client, click Next. |  |
|  | Select Oracle Database Server, click Next. |  |
|  | Enter database details, or keep the defaults. Click Next. |  |
|  | Enter path for Siebel File System, click Next. |  |
|  | Enter hostname of the Remote Server, or keep the default. Click next. |  |
|  | Enter Gateway Name Server address and Enterprise Server name, or keep the default. Click next. |  |
|  | Enter Request Server Name, or keep default. Click Next. |  |
|  | Keep default, click Next. |  |
|  | Review summary, click Install. |  |
|  | When installation is complete, click Next. |  |
|  | Click Close. |  |

# Install Siebel Tools 16.8 Patchset

|  |  |  |
| --- | --- | --- |
|  | Go to the following link below to grab the required Siebel folders (Client and Tools) for 16.8 install and put it on your machine to run the installer. The Siebel installs are currently located here:  [\\comfort.com\shares\Keystone\Siebel\_IP13\_UpgTo\_IP16\IP2016\_Installs\WindowsInstallImages\PS8Siebel\_Install\_Image16\16.8.0.0.patchset8\Windows\Client](file://comfort.com/shares/Keystone/Siebel_IP13_UpgTo_IP16/IP2016_Installs/WindowsInstallImages/PS8Siebel_Install_Image16/16.8.0.0.patchset8/Windows/Client) | |
|  | Navigate to where you stored the Tools folder on your machine, right-click and run the setup.exe as an Administrator. |  |
|  | Verify Oracle Home matches the location of your IP16 Tools install. Click Next. |  |
|  | Review summary, click Install. |  |
| 1. C | Click Close. |  |
|  | To verify the patchset installation, run CMD prompt as Administrator. | |
|  | Type out SET ORACLE\_HOME=C:\Siebel\16.0.0.0.0\Tools (Where ORACLE\_HOME is the location IP16 Tools install) | |
|  | Change the directory to where the Tools Opatch folder is (Ex. Cd C:\Siebel\16.0.0.0.0\Tools\OPatch) | |
|  | Type the command:  opatch lsinventory  Verify installation.  ***Note*** patchset should be 16.8.0.0.0. |  |

# Install Siebel Web Client 16.8 Patchset

|  |  |  |
| --- | --- | --- |
|  | Navigate to where you stored the Client folder on your machine, right-click and run the setup.exe as an Administrator.  Installs Located here:  [\\comfort.com\shares\Keystone\Siebel\_IP13\_UpgTo\_IP16\IP2016\_Installs\WindowsInstallImages\PS8Siebel\_Install\_Image16\16.8.0.0.patchset8\Windows\Client](file://comfort.com/shares/Keystone/Siebel_IP13_UpgTo_IP16/IP2016_Installs/WindowsInstallImages/PS8Siebel_Install_Image16/16.8.0.0.patchset8/Windows/Client) |  |
|  | Verify Oracle Home matches the location of your IP16 Web Client install. Click Next. |  |
|  | Review summary, click Install. |  |
| 1. C | When installation is complete, click Next. |  |
|  | Click Close. |  |
|  | To verify the patchset installation, run CMD prompt as Administrator. | |
|  | Type out SET ORACLE\_HOME= C:\Siebel\16.0.0.0.0\Client (Where ORACLE\_HOME is the location of your IP16 Web Client install) | |
|  | Change the directory to where the Client Opatch folder is (Ex. Cd C:\Siebel\16.0.0.0.0\Client\OPatch) | |
|  | Type the command:  opatch lsinventory  Verify installation.  ***Note*** the patchset should be 16.8.0.0.0. |  |

# Install LOCAL\_XE database

|  |  |
| --- | --- |
|  | Ensure your user in the application is set up with the following:  Responsibilities: Developer and Siebel Administrator  Position: Adjuster |
|  | Open cmd as administrator and navigate to C:\Siebel\16.0.0.0.0\Tools\BIN |
|  | Run the Local Database setup:  LocalDbSetup.exe -s C:\Siebel\16.0.0.0.0\Tools -o **"*SSD default instance*"** -t SIEBEL -u ***NROGERS*** -p ***welcome16*** -r "Siebel Repository" -d LOCAL\_XE -x ***C:\Siebel\16.0.0.0.0***\Tools\oraclexe -l oracle\_xe.log -y R -z N  If you are using a custom ODBC connection for the db, ensure that the reg keys are properly set:  PacketSize = 0  EnableScrollableCursors = 0  ColumnsAsChar = 1  ColumnSizeAsCharacter = 1 |
|  | This should take approximately 2 hours to run. |
|  | After it is complete, attempt to connect with your User Id/Pwd to the LOCAL\_XE; **if you cannot follow the below:**   * 1. Login via SQL Developer to LOCAL\_XE connection (use tns to set this up) with SIEBEL/SIEBEL   2. Add your user to the database with the correct password.  Set Tablespace to Data and temp space to Temp   3. Set SSE\_ROLE and Connect ROLEs |
|  | Login to LOCAL\_XE via Tools.  Try check in feature (ensure SSD default instance is pointed to tst2 unless you are using a custom ODBC in your cfg) |

# Setup multiple LOCAL\_XE database instances

|  |  |
| --- | --- |
| Navigate to ./Bin/ under Siebel tools installation folder | C:\Siebel\16.0.0.0.0\Tools\BIN |
| Edit ‘OracleXEConfig.bat’ in text editor. |  |
| Add Java folder path in front of ‘java’.  C:\Siebel\16.0.0.0.0  \Tools\jre8\bin |  |
| Run ‘Command Prompt’ as Administrator.  Change directory to c:\Siebel\16.0.0.0.0\Tools\BIN  Type ‘OracleXEConfig.bat’ and enter |  |
| Confirm that Existing Instance is ‘Unclassified’  On classification tab  Select Type =‘Local Database’  Label = SBLDEV1  Click Classify |  |
| Wait for the process to finish. It would take less than 10 minutes. |  |
| Verify that the process completed without any errors.  Existing Instance changed to LOCAL\_SBLDEV1.  Under C:\Siebel\16.0.0.0.0\Tools  \oraclexe\app\oracle\oradata,   * New folder LOCAL\_SBLDEV1 is created. * All files (except Control.dbf) are moved from XE folder to LOCAL\_SBLDEV1. |  |
| Setup New Instance for DEV2 |  |
| Populate the fields.  Click ‘Setup’ | Label: DEV2  Pick Dir:  \Siebel\_Install\_Image16\16.0.0.0\Windows\Client\Siebel\_Tools\Disk1\stage\XE\Utils\Local\64bit  UserID: <userID>  Password: < password for new local database> |
| Process would run for less than 10 minutes.  DEV2 instance is setup now.  Exit the Orac;eXE utility. |  |
| Create an ODBC Data Source for DEV2 |  |
| Extract the local data for DEV2 | [Install LOCAL\_XE database](#_Install_LOCAL_XE_database) |
|  |  |

# Switch between LOCAL\_XE database instances

|  |  |
| --- | --- |
| Close the local Tools and/or Client |  |
| Run ‘Command Prompt’ as Administrator.  Change directory to c:\Siebel\16.0.0.0.0\Tools\BIN  Type ‘OracleXEConfig.bat’ and enter |  |
| Navigate to ‘Switch’ tab |  |
| Select the instance you want to switch to.  Click Switch.  This process will take less than a minute.  Close the Oracle XE utility |  |
| Restart the oracle XE Database and listener Service   * OracleServiceXE * OracleXETNSListener |  |

# Ensure Custom Files are in Proper Locations

|  |  |
| --- | --- |
|  | Ensure custom .js, swt, and image files are in the correct locations. See attached zip for files. |
|  | Custom .JS files will need to be placed: (client) C:\Siebel\16.0.0.0.0\Client\public\scripts\siebel\custom |
|  | Custom .SWT files will need to be placed: (tools & client)  C:\Siebel\16.0.0.0.0\Client\webtempl\custom  C:\Siebel\16.0.0.0.0\Tools\webtempl\custom |
|  | Custom image files will need to be placed: (client)  C:\Siebel\16.0.0.0.0\Client\public\images  Rename the existing file. |
|  | Custom .CSS files will need to be placed: (client)  C:\Siebel\16.0.0.0.0\Client\public\files  Rename the existing file. |

**References:**

**Siebel IP16 Windows install bookshelf**

<http://docs.oracle.com/cd/E74890_01/books/PDF/SiebInstWIN.pdf>

**Uninstall Oracle\_XE**

<https://docs.oracle.com/cd/E63029_01/books/SiebInstWIN/SiebInstCOM_UninstallSiebel23.html#wp2041268>

**Uninstall Tools**

<https://docs.oracle.com/cd/E63029_01/books/SiebInstWIN/SiebInstCOM_UninstallSiebel21.html#wp1716324>

**Uninstall Web Client**

<https://docs.oracle.com/cd/E63029_01/books/SiebInstWIN/SiebInstCOM_UninstallSiebel19.html#wp2040827>

**Install LOCAL\_XE**

<http://docs.oracle.com/cd/E74890_01/books/ConfigApps/RoadMap12.html#wp1099189>

**Extract Local IP2016**

<https://support.oracle.com/epmos/faces/DocumentDisplay?_afrLoop=224069125631105&id=2199950.1&_adf.ctrl-state=e0pjlu614_135>

Doc ID 2199950.1