

Applying IP21.12 Patch-set

Version: 1.0

Rajesh R

12-24-2021

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Disclaimer

This document contains installation steps to be followed apply IP21.12 Patch-set to an existing Siebel instance on a Windows machine.

Although all steps mentioned in this document were successfully tested multiple times, this document does not entitle a guaranteed success in bringing up a patched instance by just following the steps given forthwith and it is highly recommended to use the Oracle documentation as the primary source of information relating to the installation process and use this document just as a reference.

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Version History

Version	Date	Changed By	Comments
1.0	24-Dec-2021	Rajesh R	Initial Draft

DO NOT COPY

1. Important Note

- Exercise caution when applying the latest patch-set
- If you are applying this patch-set from a version after IP17 but less than IP21.2, you need to take care of the following
 - Existing installation folder will be renamed to pre21.0 and hence ensure adequate disk space is available (2x or 3x the amount of space consumed by the Siebel installed folder)
 - Existing container services will be suffixed with _external (AI) or _internal (SES)
 - Folder location for files such as JS, CSS, etc. have changed (new path will be something like F:\Siebel\AI\applicationcontainer_external\siebelwebroot)
 - For a detailed list of changes that has happened post IP 21.2, ensure to always go thru the release notes that is available in the Oracle Support Portal

2. Required Software List

Software List	URL
Siebel IP latest patch set (21.12)	Oracle Support portal

3. Preparing for Siebel Installation

a. Generating Installation Media

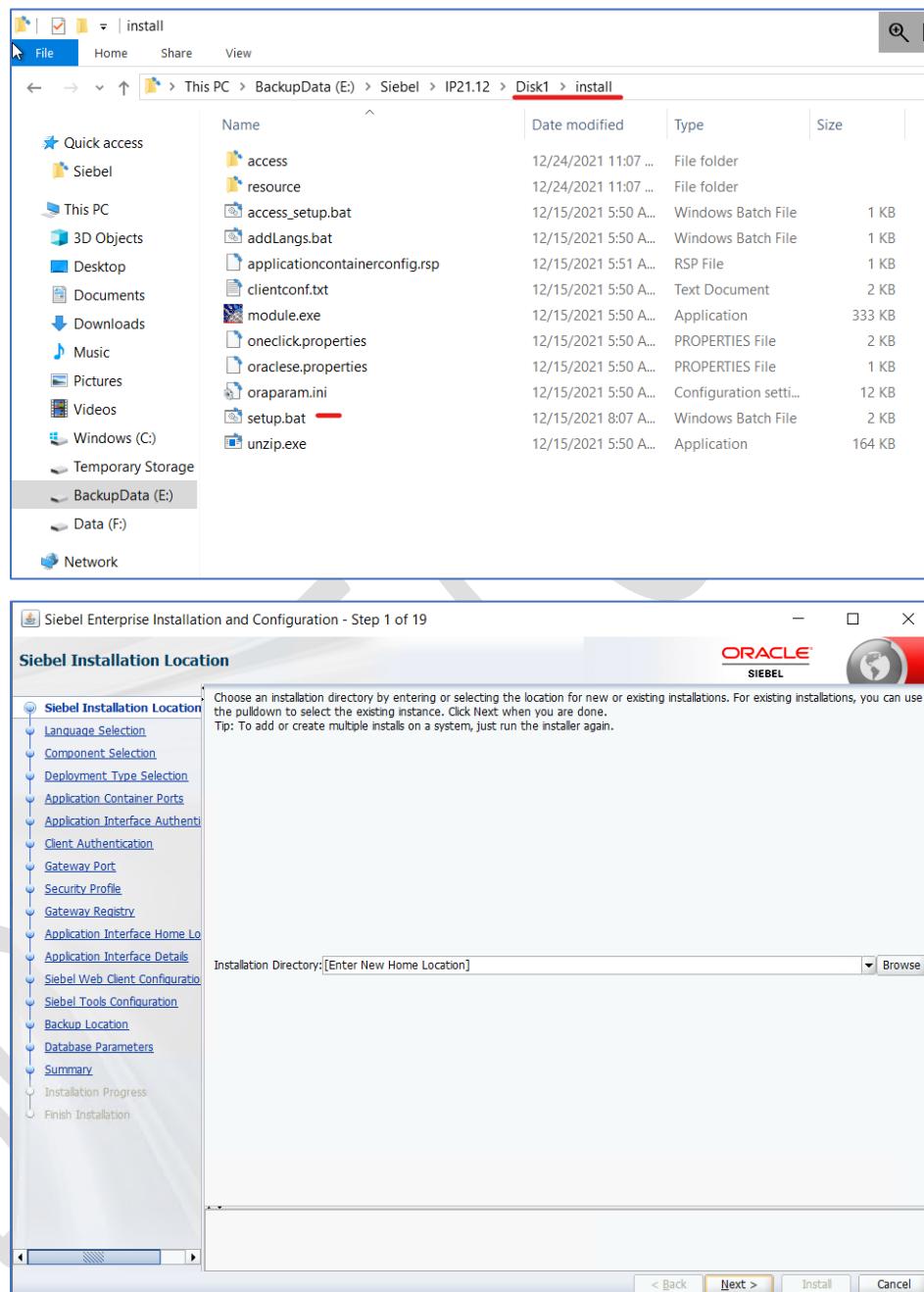
- From IP 21.2 onwards, there is no longer a need to run manual steps to generate Installation Media. Download all the ZIP file Parts and unzip them in one place

b. Shutdown the environment

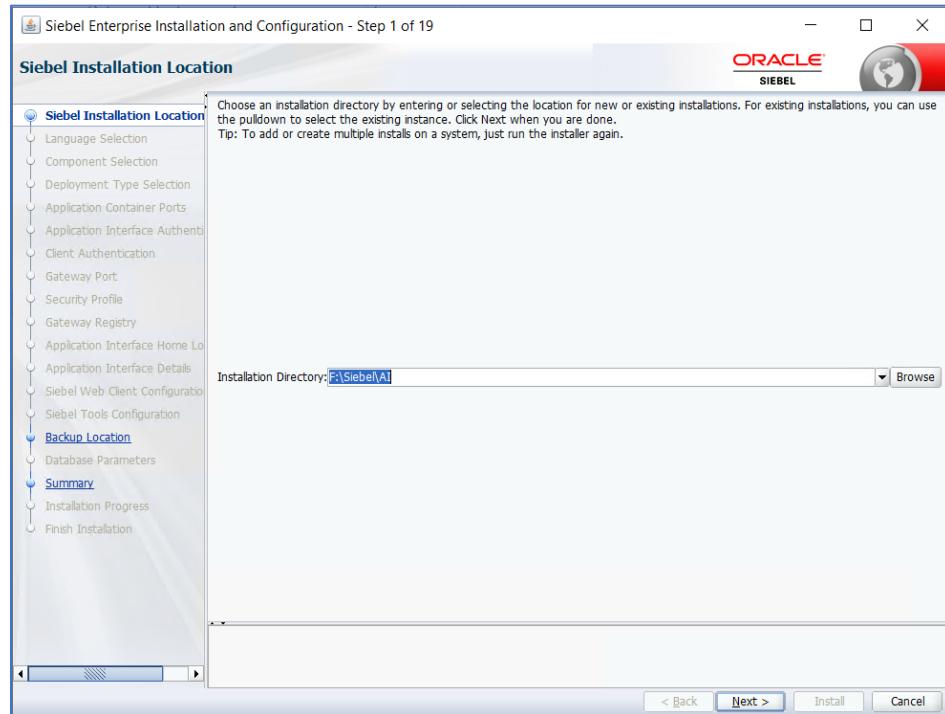
- Ensure no Siebel Services, Tools/Client are running before starting the patching activity
- To be on safe side, if possible, perform a clean restart of the entire server box

4. Applying Patch-set – AI

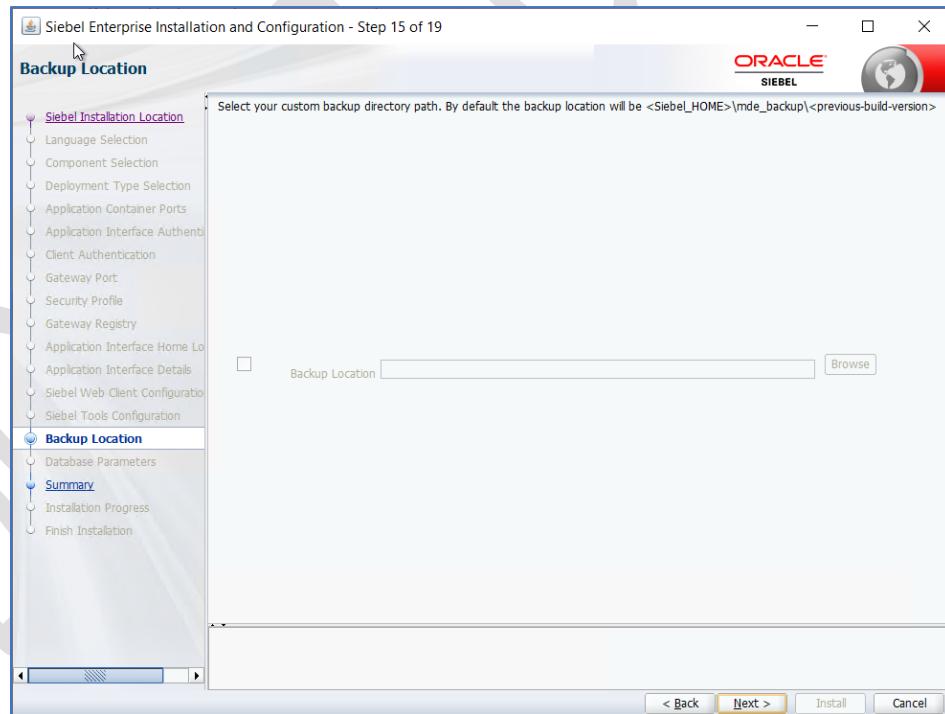
- Navigate to Disk1\install folder where you have unzipped the Siebel Installation media binary and run the 'setup.bat' file as Administrator



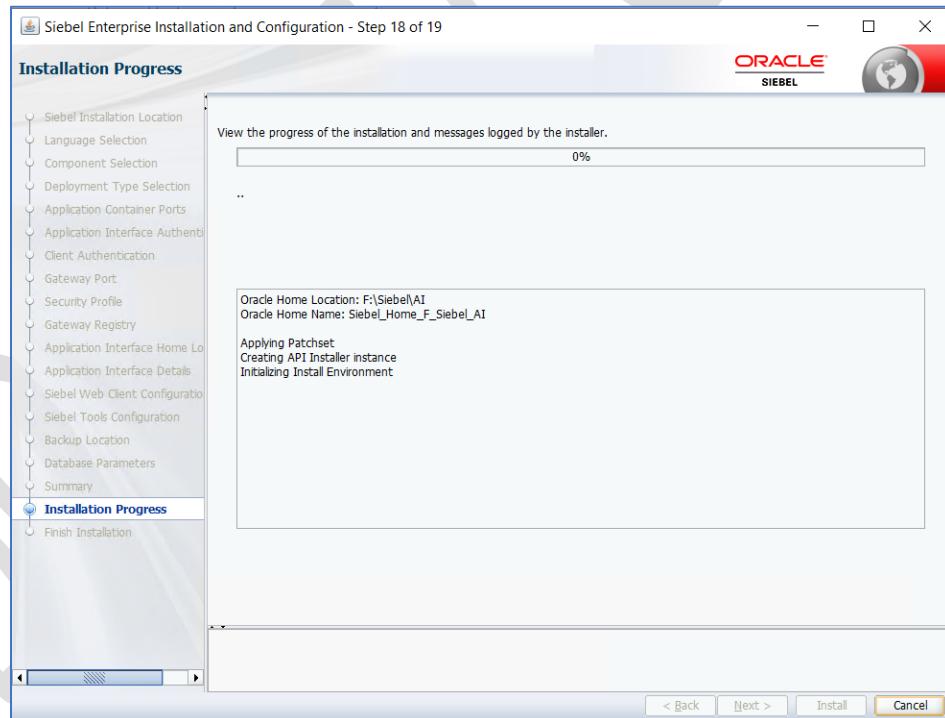
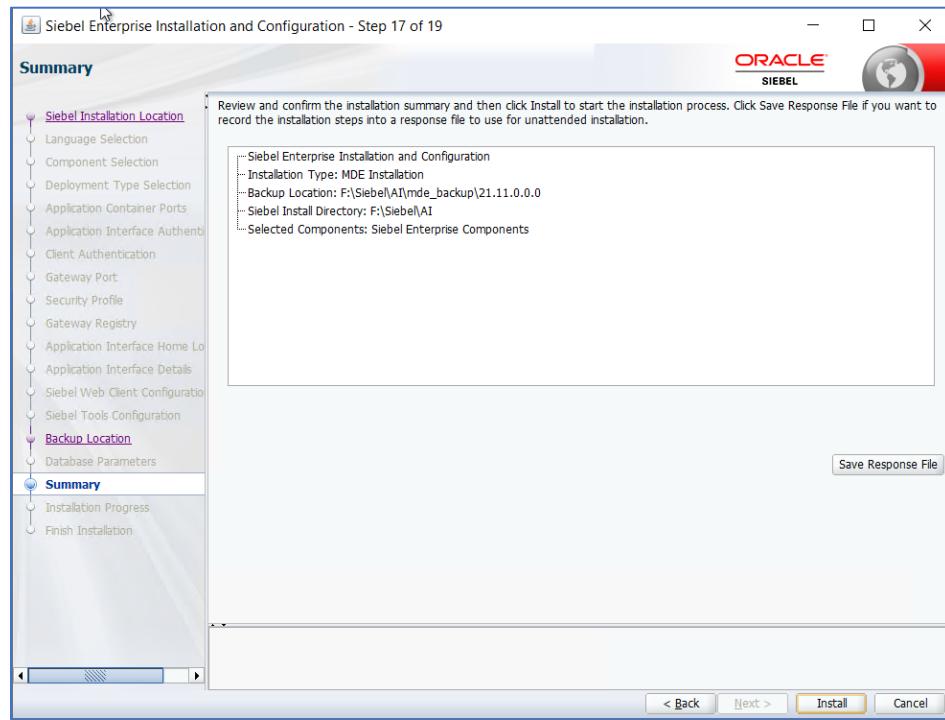
- From the dropdown choose the AI Installed location and click Next



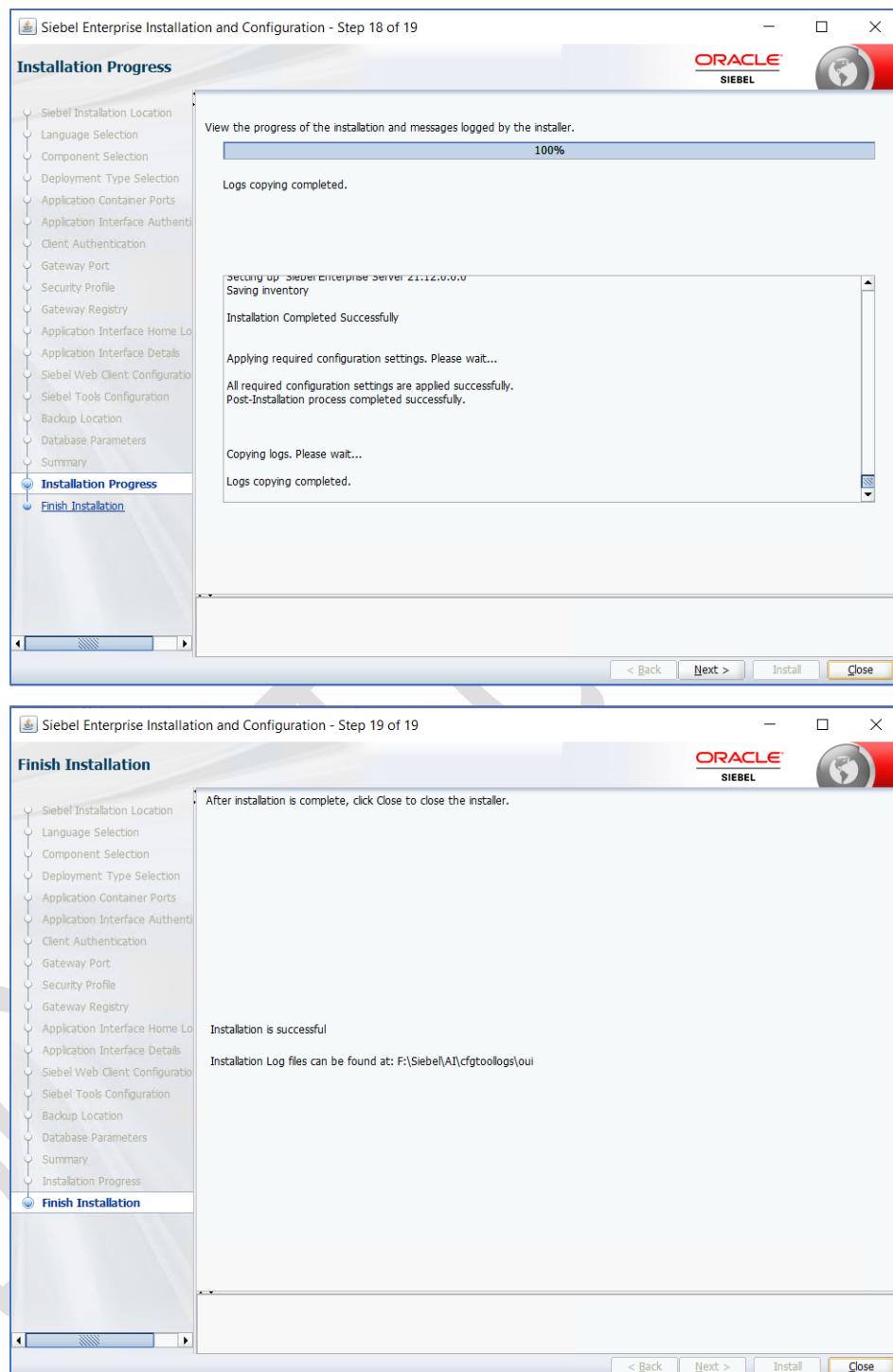
- Accept default value and click Next



- Save the response file if needed and click Next

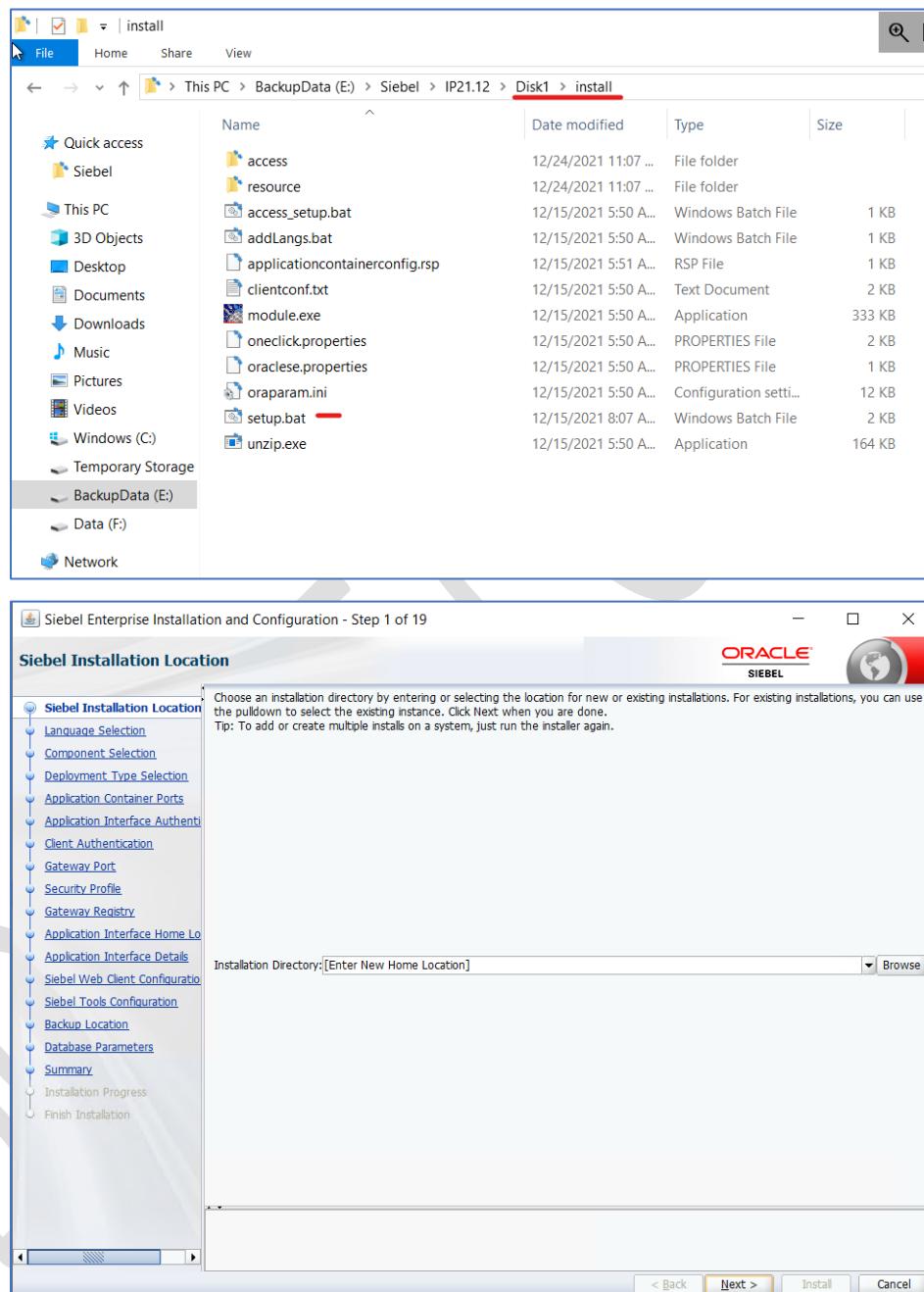


- Once the installation completes successfully, click Next, click Close and choose Yes in the popup that appears

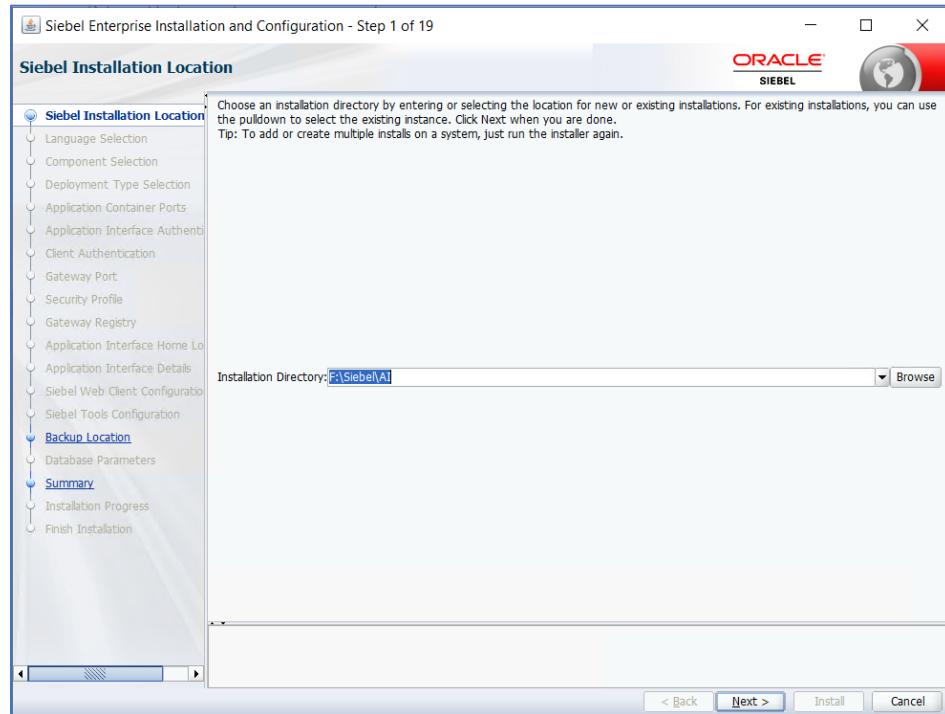


5. Applying Patch-set – Gateway

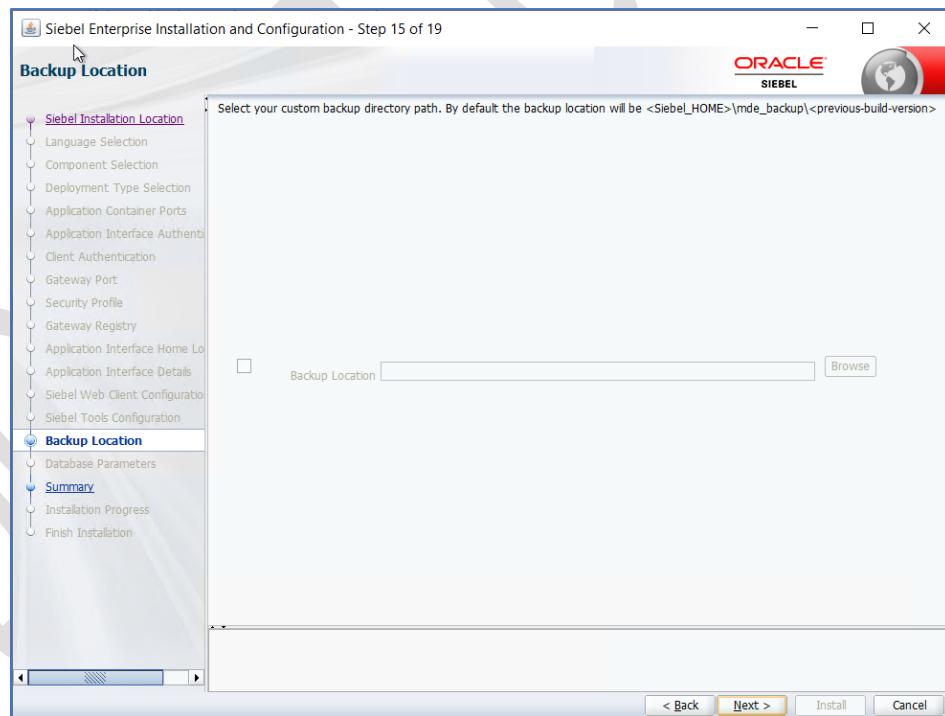
- Navigate to Disk1\install folder where you have unzipped the Siebel Installation media binary and run the 'setup.bat' file as Administrator



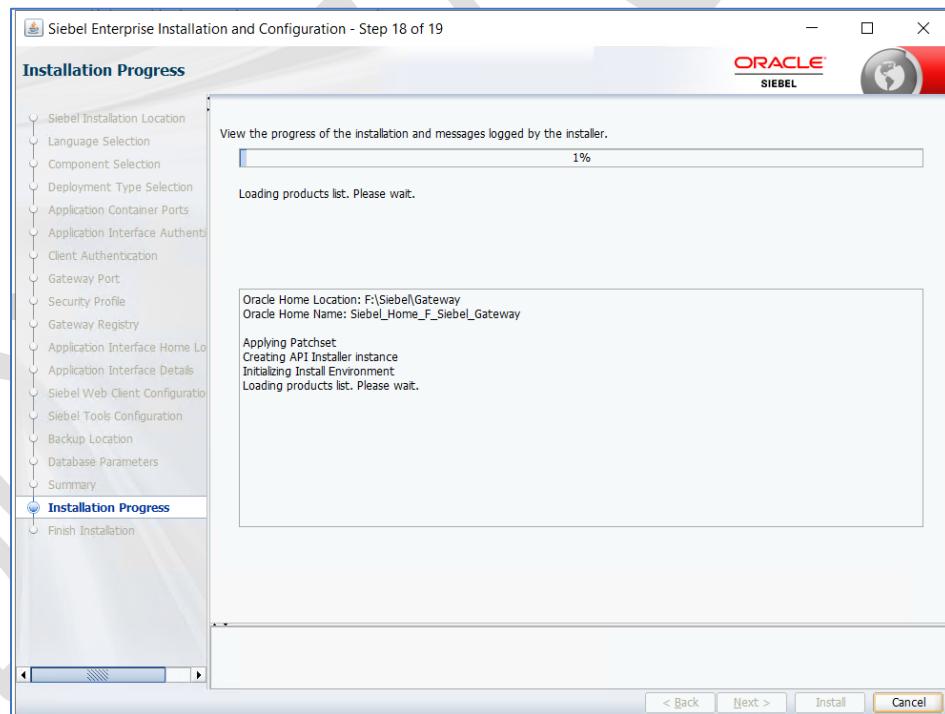
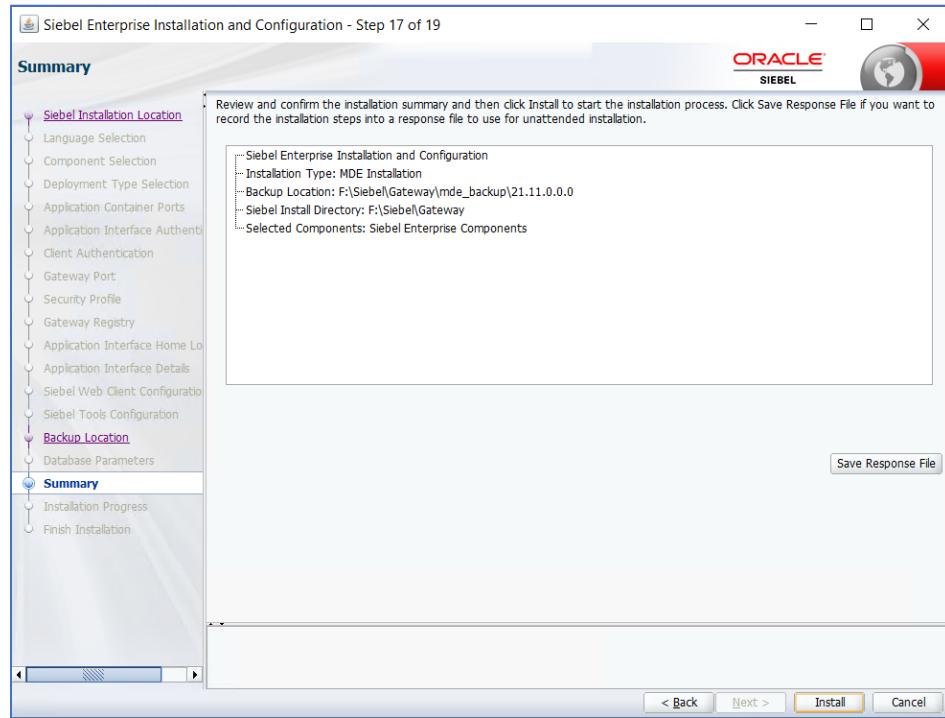
- From the dropdown choose the Gateway Installed location and click Next



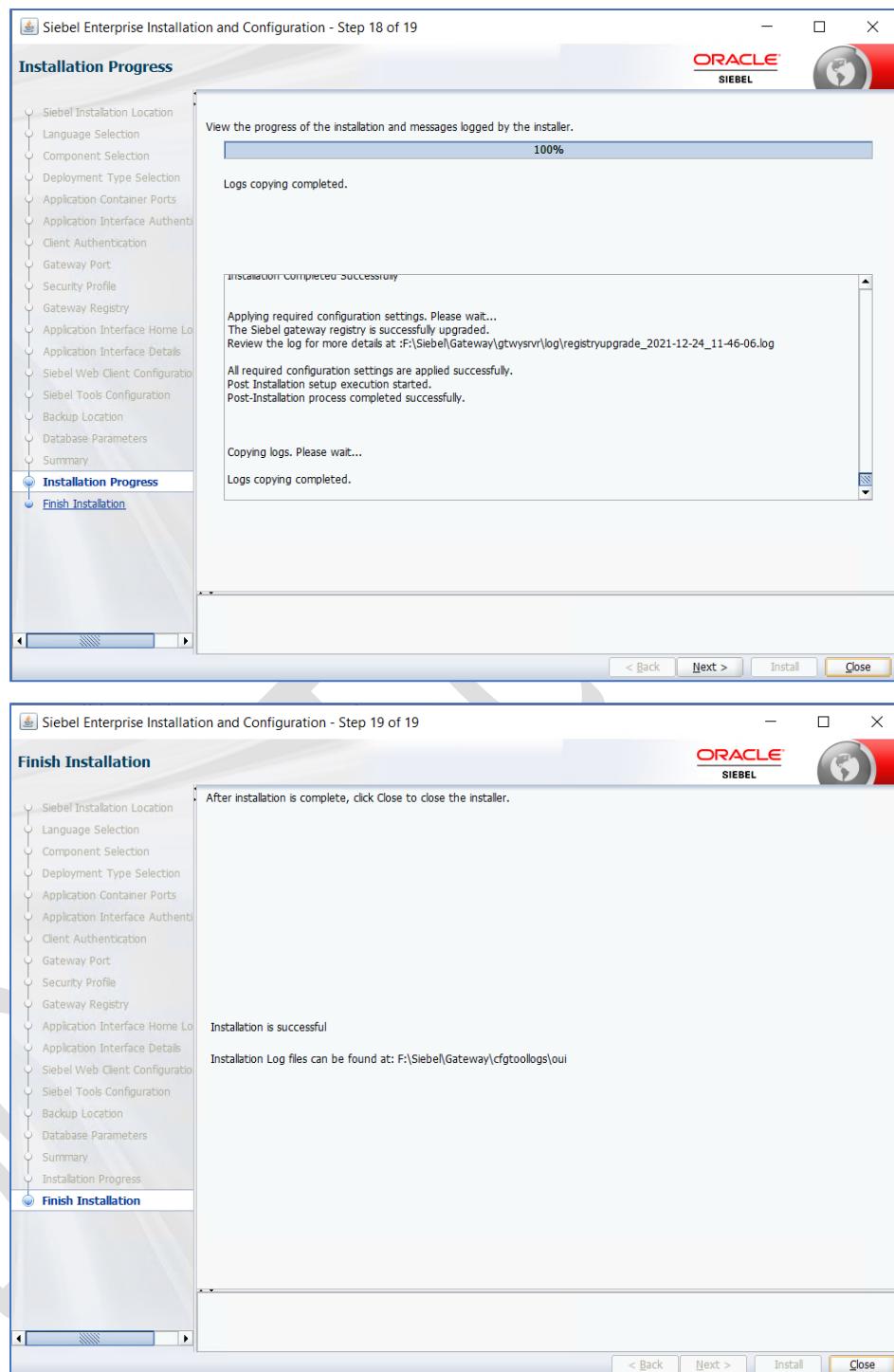
- Accept default value and click Next



- Save the response file if needed and click Next

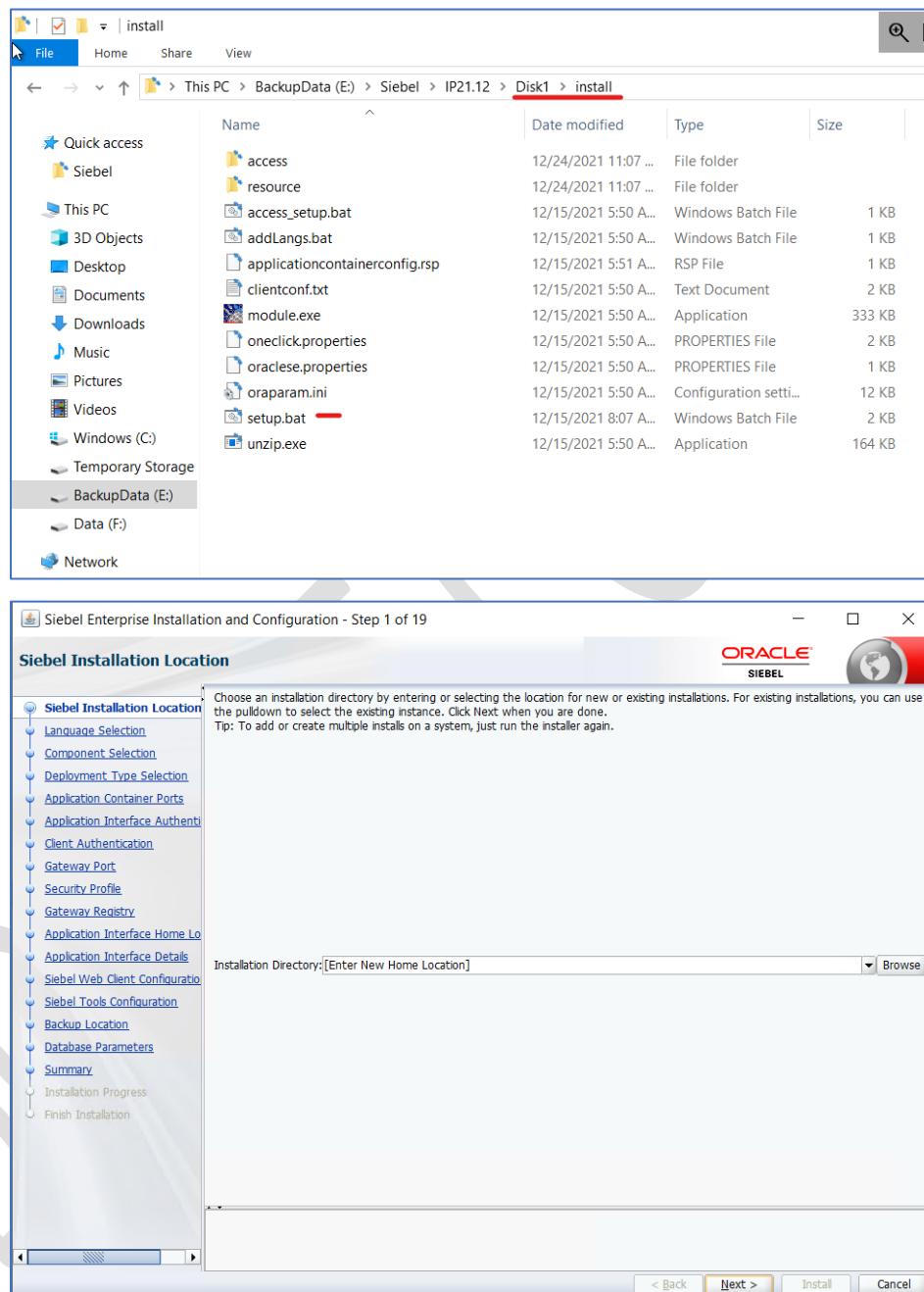


- Once the installation completes successfully, click Next, click Close and choose Yes in the popup that appears

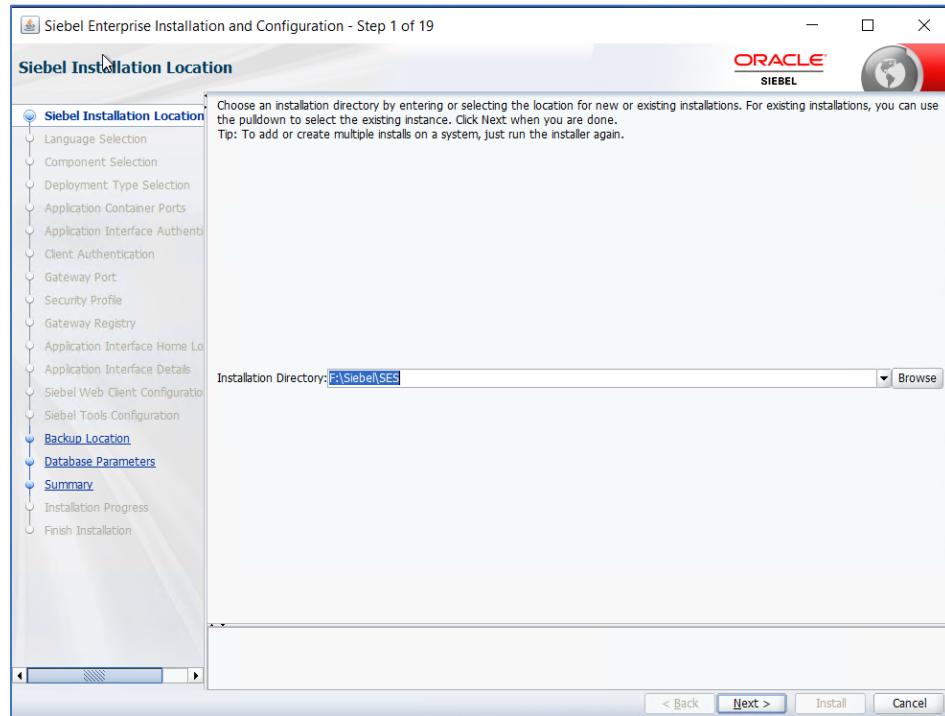


6. Applying Patch-set – SES

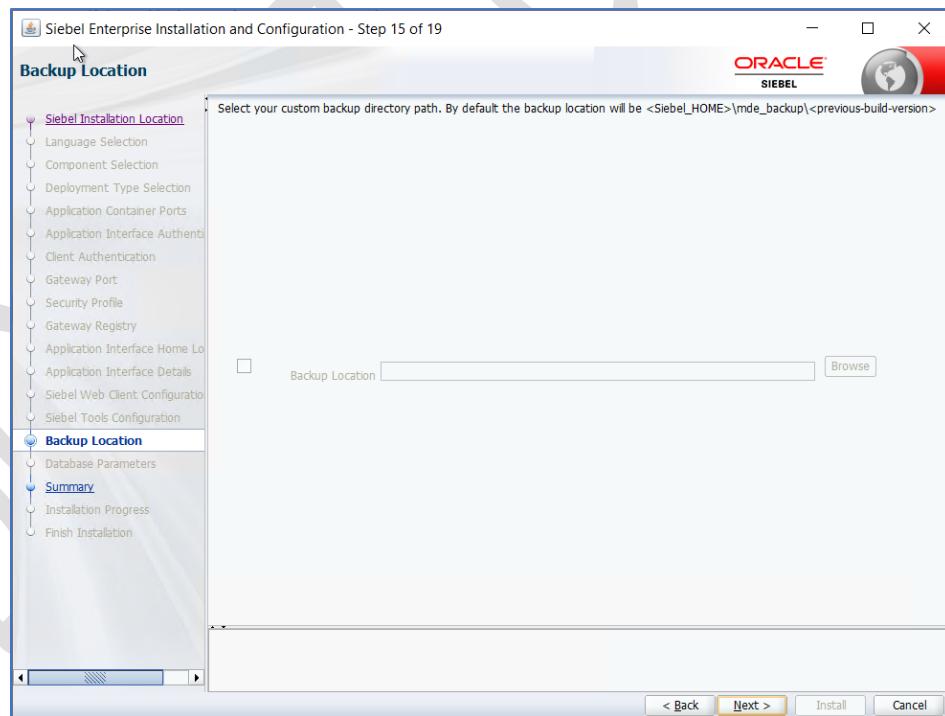
- Navigate to Disk1\install folder where you have unzipped the Siebel Installation media binary and run the 'setup.bat' file as Administrator



- From the dropdown choose the SES Installed location and click Next



- Accept default value and click Next



- Populate the dB Information and click Next. Note that this step is mandatory as it will apply repository related changes that were made as part of the patch-set. If you skip, ensure to run it manually (also make sure you have a copy of the latest Setup.ini file to trigger). Not running this utility will cause abnormal behavior in the application

The screenshot shows the Siebel Enterprise Installation and Configuration interface at Step 16 of 19. The main window title is "Siebel Enterprise Installation and Configuration - Step 16 of 19". The sub-header is "Database Parameters". On the left, there is a navigation tree with the following items:

- Siebel Installation Location
- Language Selection
- Component Selection
- Deployment Type Selection
- Application Container Ports
- Application Interface Authentication
- Client Authentication
- Gateway Port
- Security Profile
- Gateway Registry
- Application Interface Home Location
- Application Interface Details
- Siebel Web Client Configuration
- Siebel Tools Configuration
- Backup Location**
- Database Parameters** (selected)
- Summary
- Installation Progress
- Finish Installation

The right pane displays the "Post Installation Database Update Options" configuration screen. It includes fields for:

- RDBMS Platform: Oracle Database Enterprise Edition
- Database Table Owner: SIEBEL
- Database Table Owner User Name: SIEBEL
- Database Table Owner Password: (redacted)
- Database User Name: SADMIN
- Database Password: (redacted)
- ODBC Data Source Name: SBLPOC_DSN
- Repository Name: Siebel Repository
- Index Table Space Name: sb1_index
- Table Space Name: sb1_data

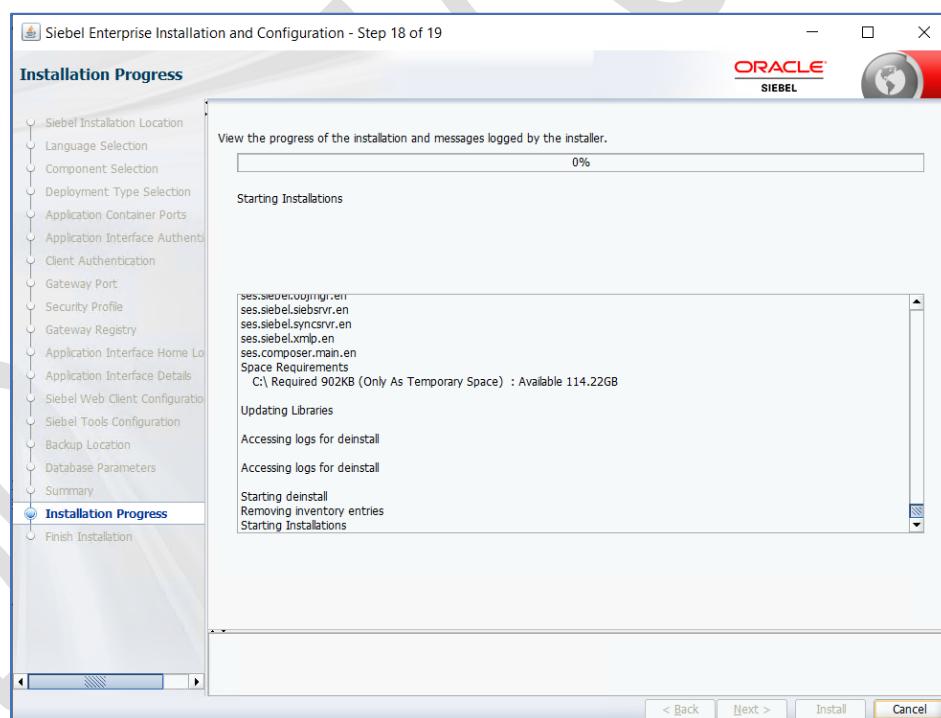
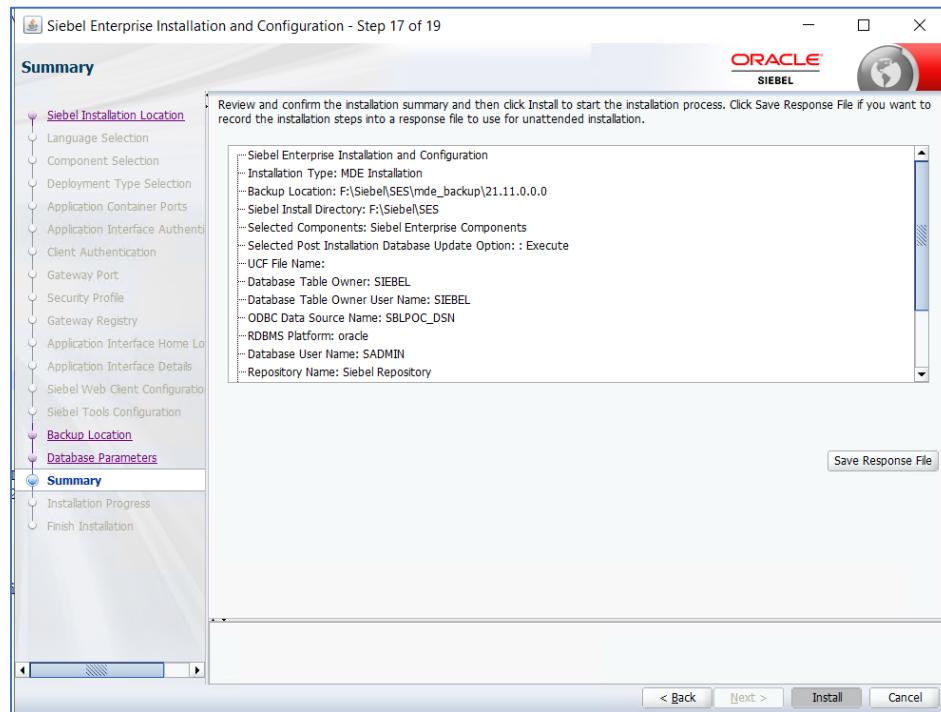
At the bottom of the window are buttons: < Back, Next >, Install, and Cancel.

This screenshot shows the same Siebel Installation and Configuration interface at Step 16 of 19, but with different database configuration settings. The right pane displays the "Post Installation Database Update Options" configuration screen with the following fields:

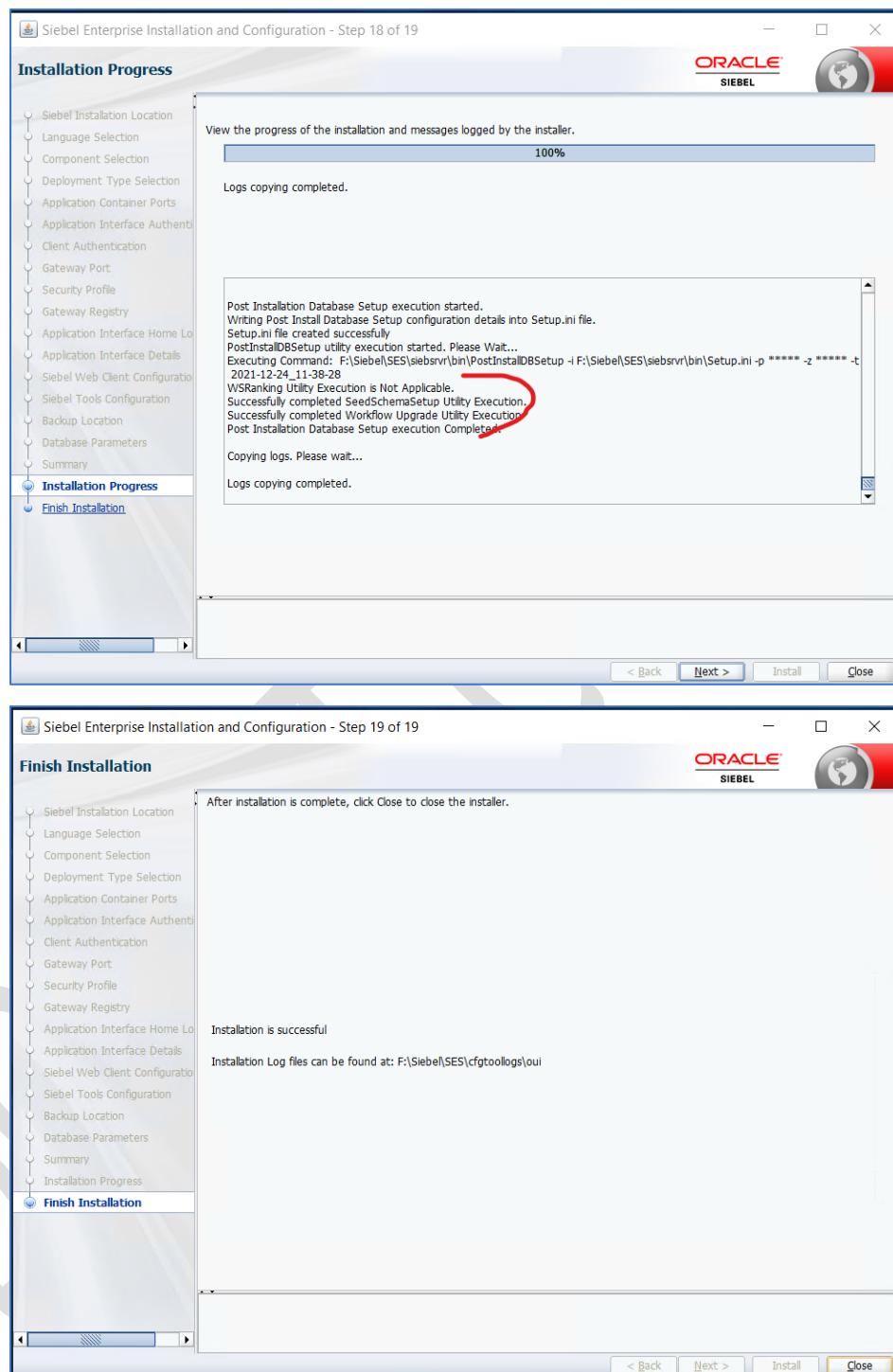
- Database Table Owner Password: (redacted)
- Database User Name: SADMIN
- Database Password: (redacted)
- ODBC Data Source Name: SBLPOC_DSN
- Repository Name: Siebel Repository
- Index Table Space Name: sb1_index
- Table Space Name: sb1_data
- Database Encoding: Unicode Database
- Security Group ID/Grantee: SSE_ROLE
- Base Language: English
- Other Languages: (empty)

At the bottom of the window are buttons: < Back, Next >, Install, and Cancel.

- Save the response file if needed and click Next



- Once the installation completes successfully, validate if the PostInstallDBUtility executed successfully and then click Next, click Close and choose Yes in the popup that appears

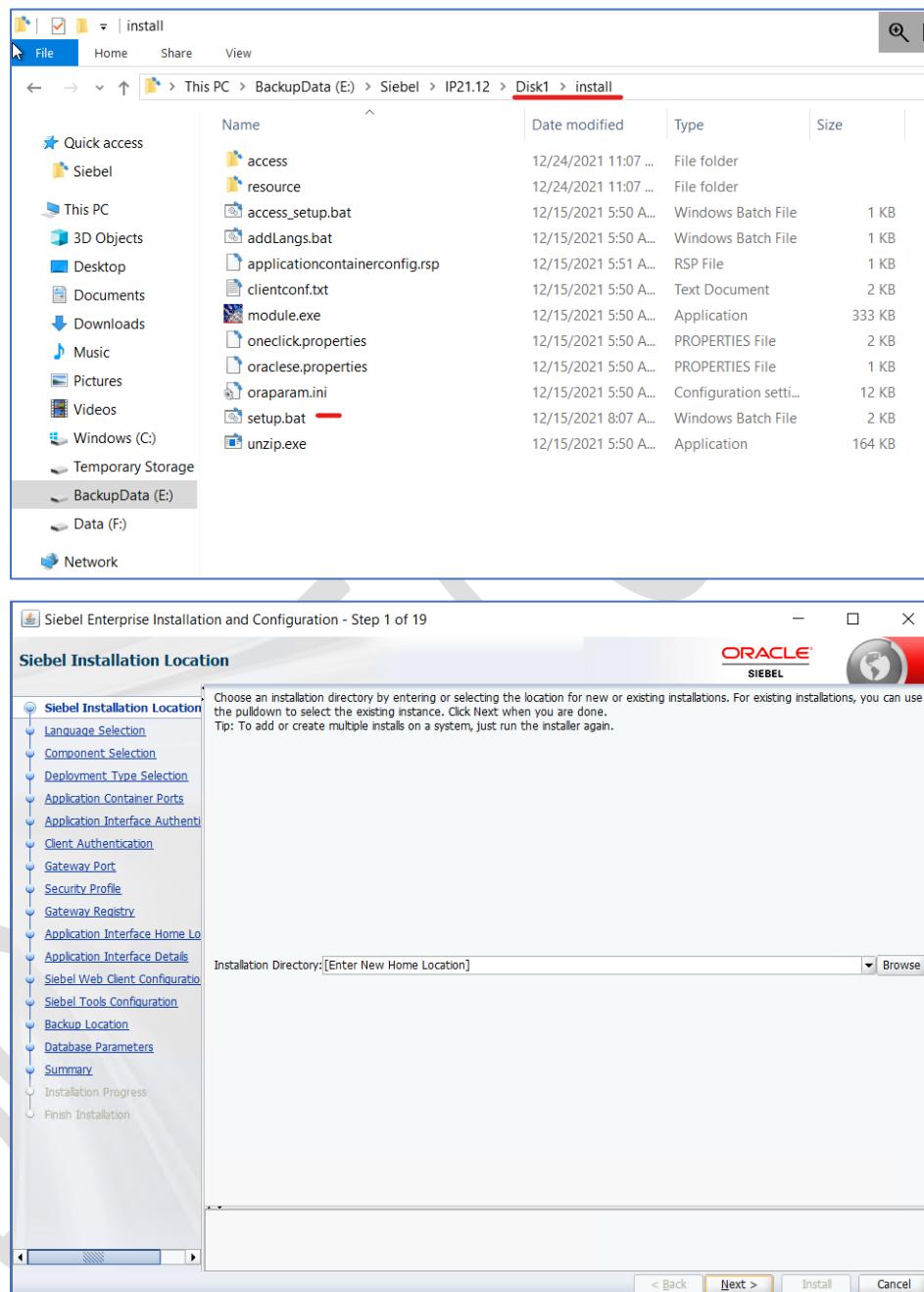


Note: In case PostInstallDBUtility fails, examine the log file (F:\Siebel\SES\siebsrvr\log → PostInstallDBSetup_2021-12-24_11-38-28) for the cause and rerun the utility manually with the following command

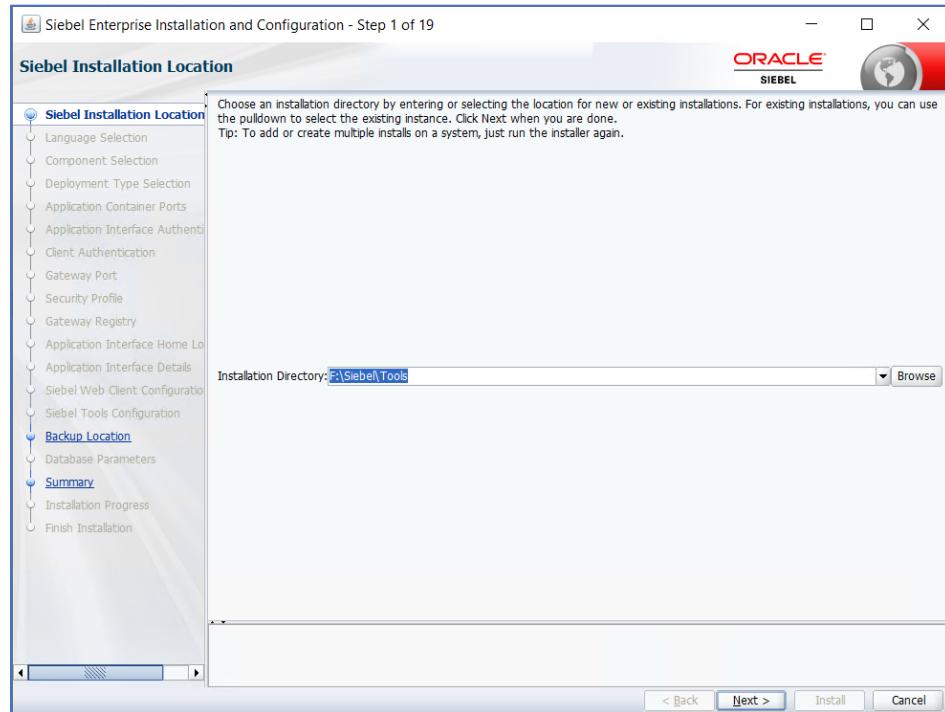
```
F:\Siebel\ses\siebsrvr\BIN\PostInstallDBSetup.exe -i Setup.ini -p SIEBEL_PWD -z SADMIN_PWD
```

7. Applying Patch-set – Local Tools

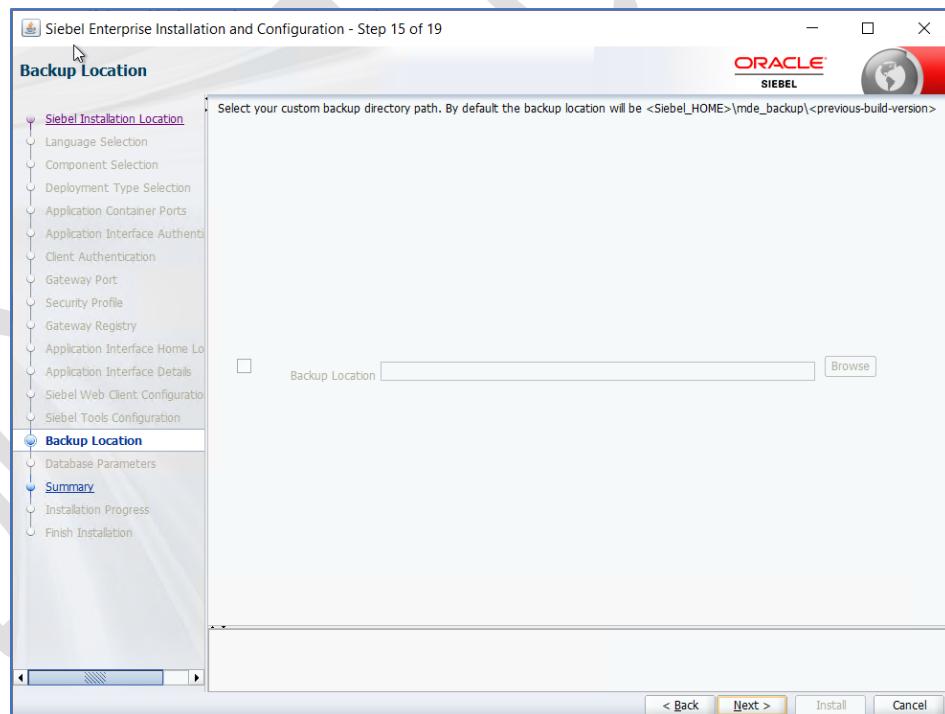
- Navigate to Disk1\install folder where you have unzipped the Siebel Installation media binary and run the 'setup.bat' file as Administrator



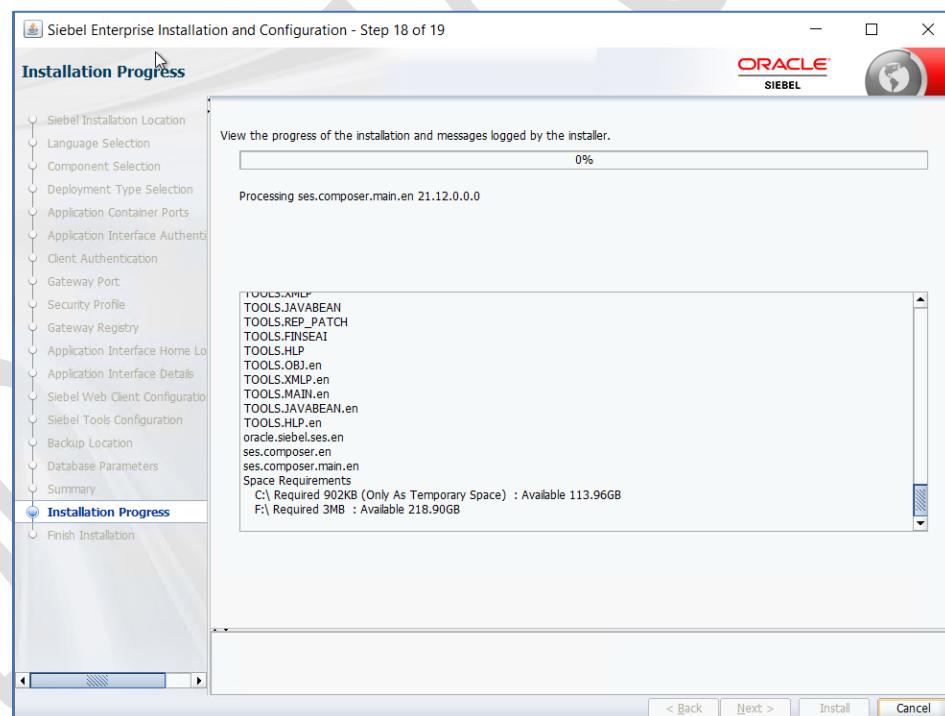
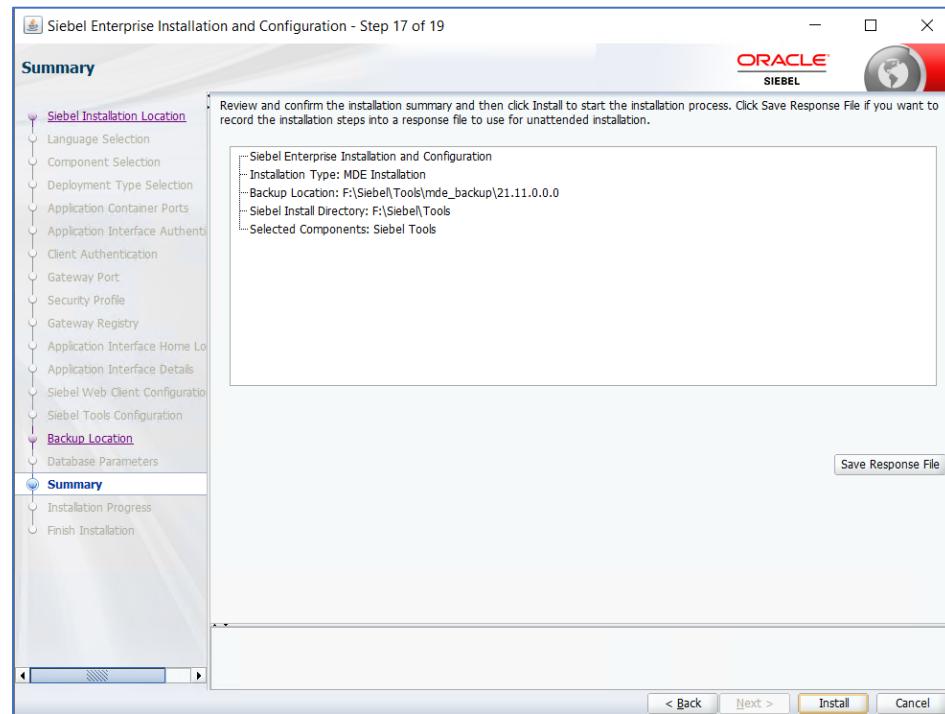
- From the dropdown choose the Local Tools Installed location and click Next



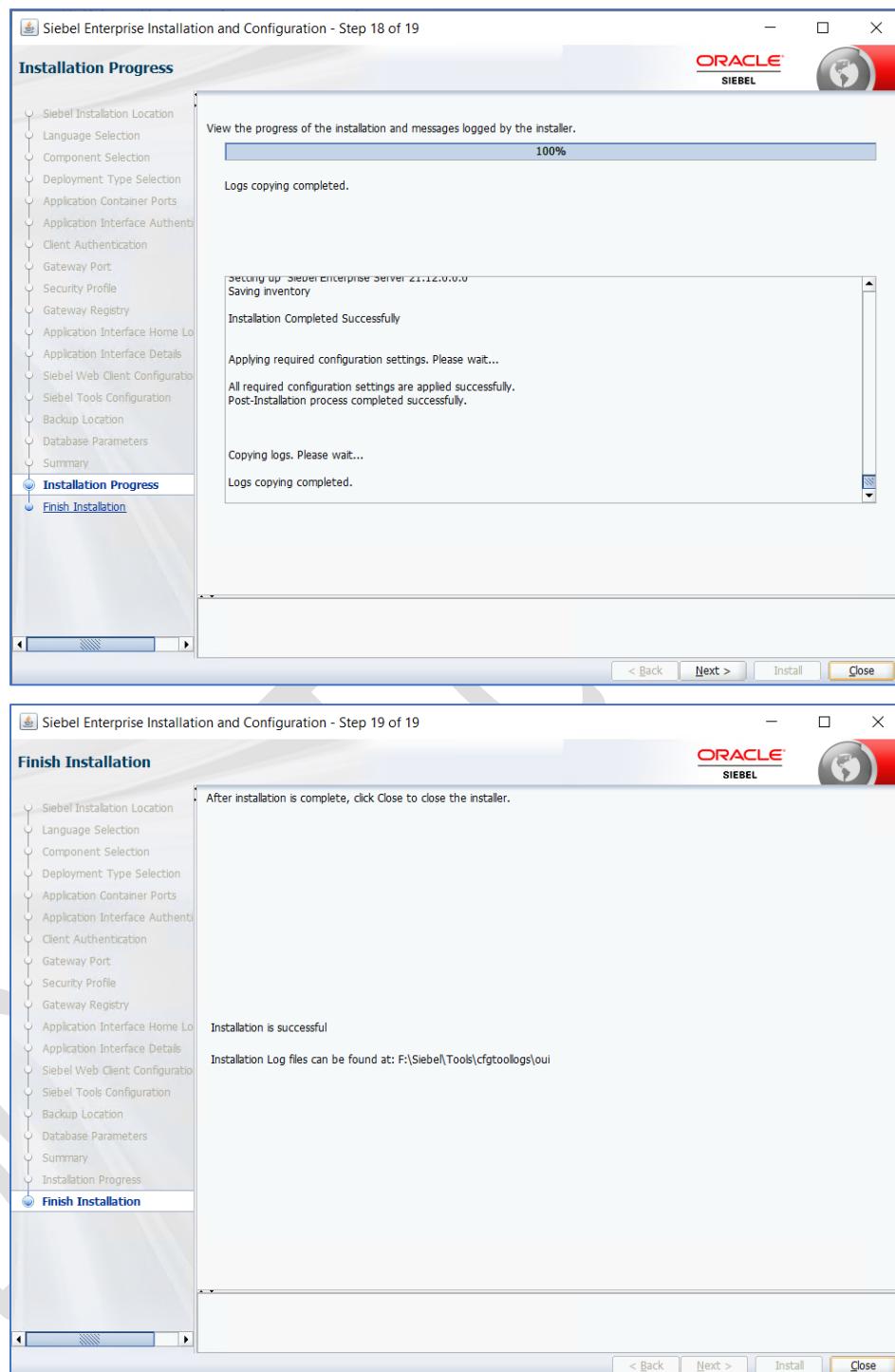
- Accept default value and click Next



- Save the response file if needed and click Next

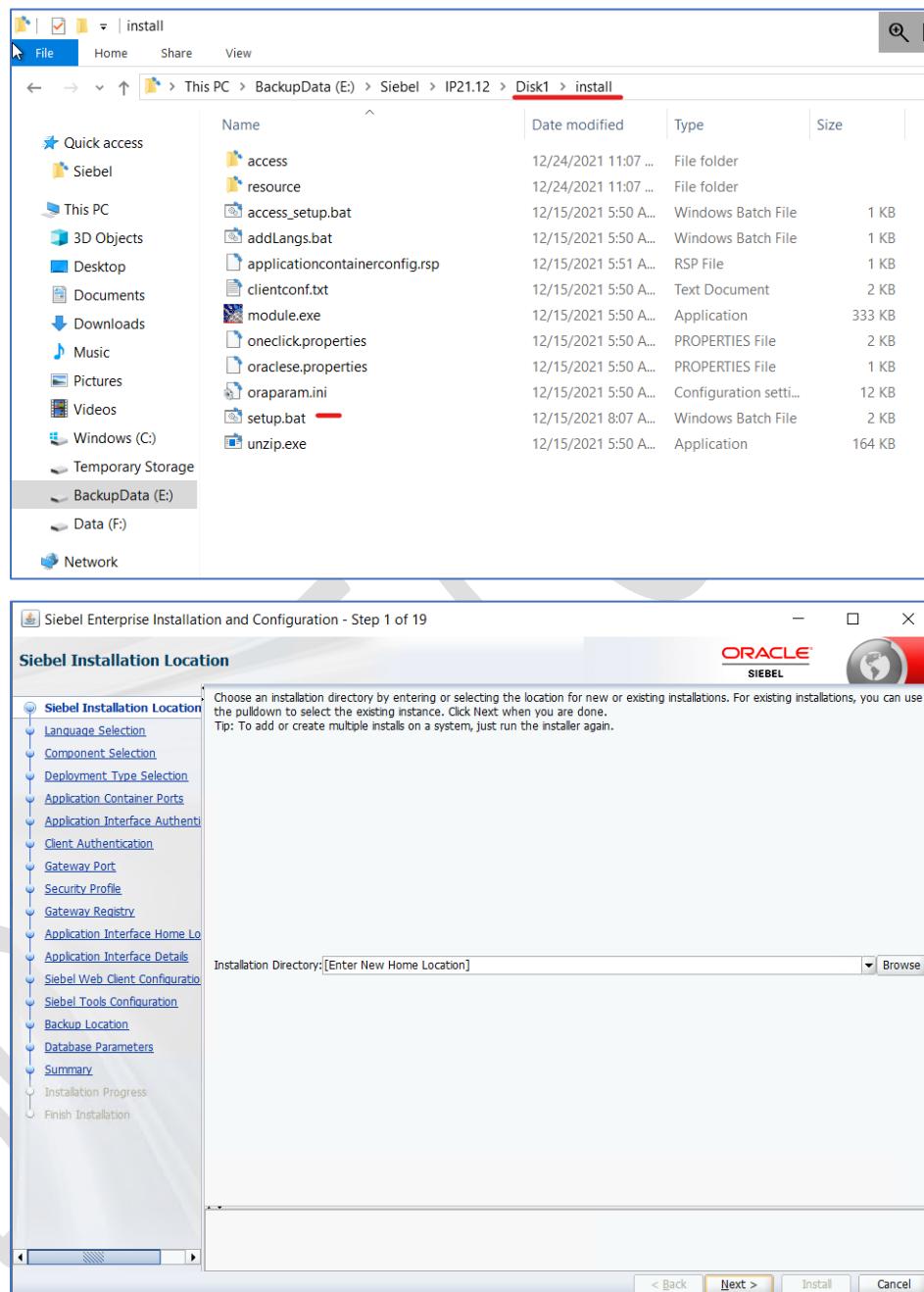


- Once the installation completes successfully, click Next, click Close and choose Yes in the popup that appears

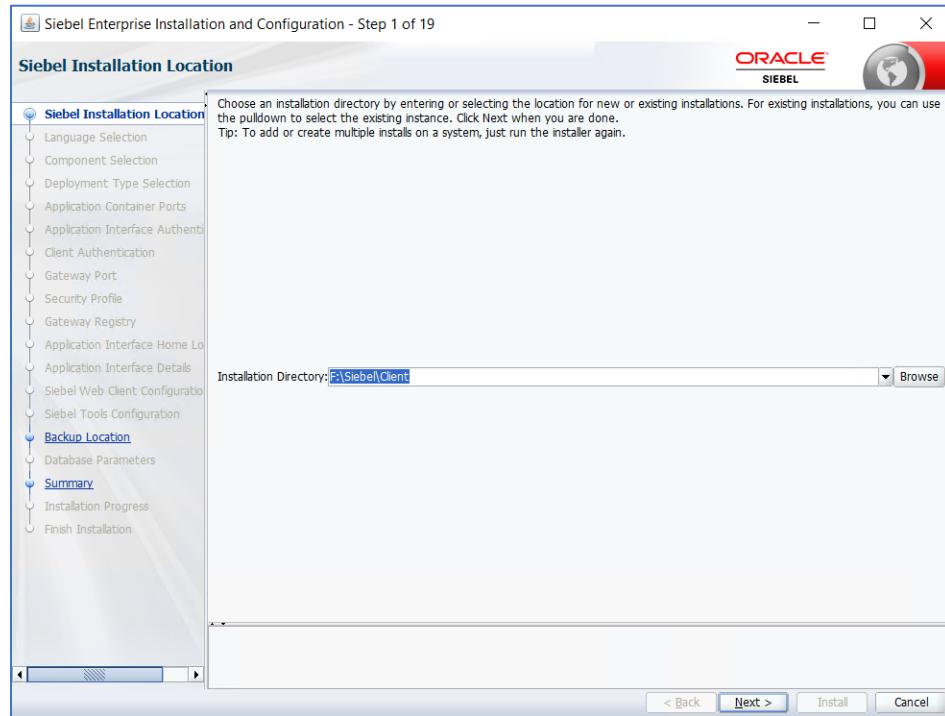


8. Applying Patch-set – Local Client

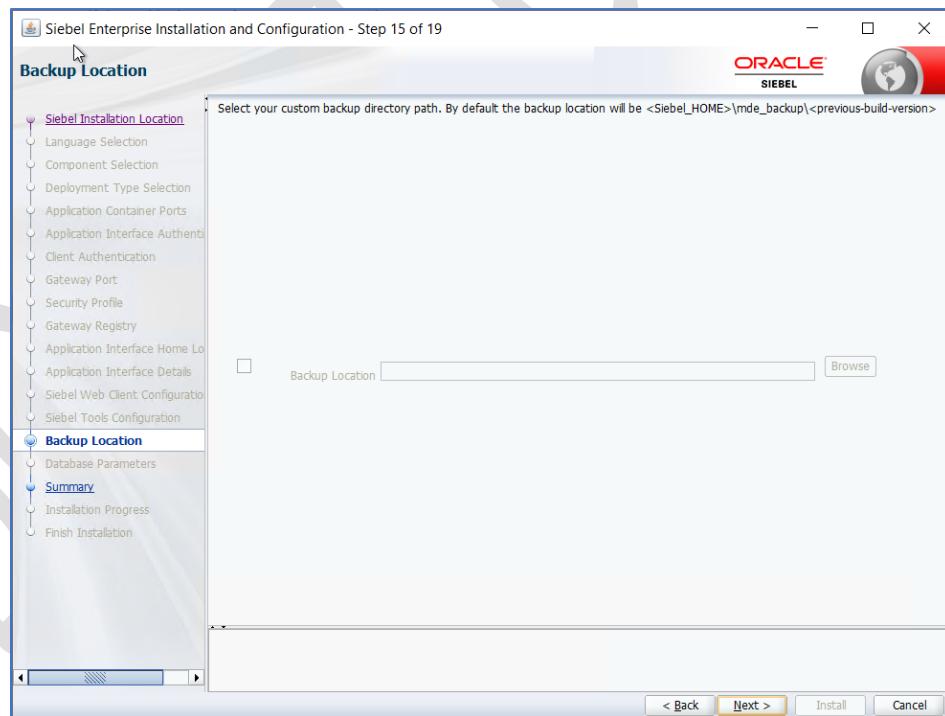
- Navigate to Disk1\install folder where you have unzipped the Siebel Installation media binary and run the 'setup.bat' file as Administrator



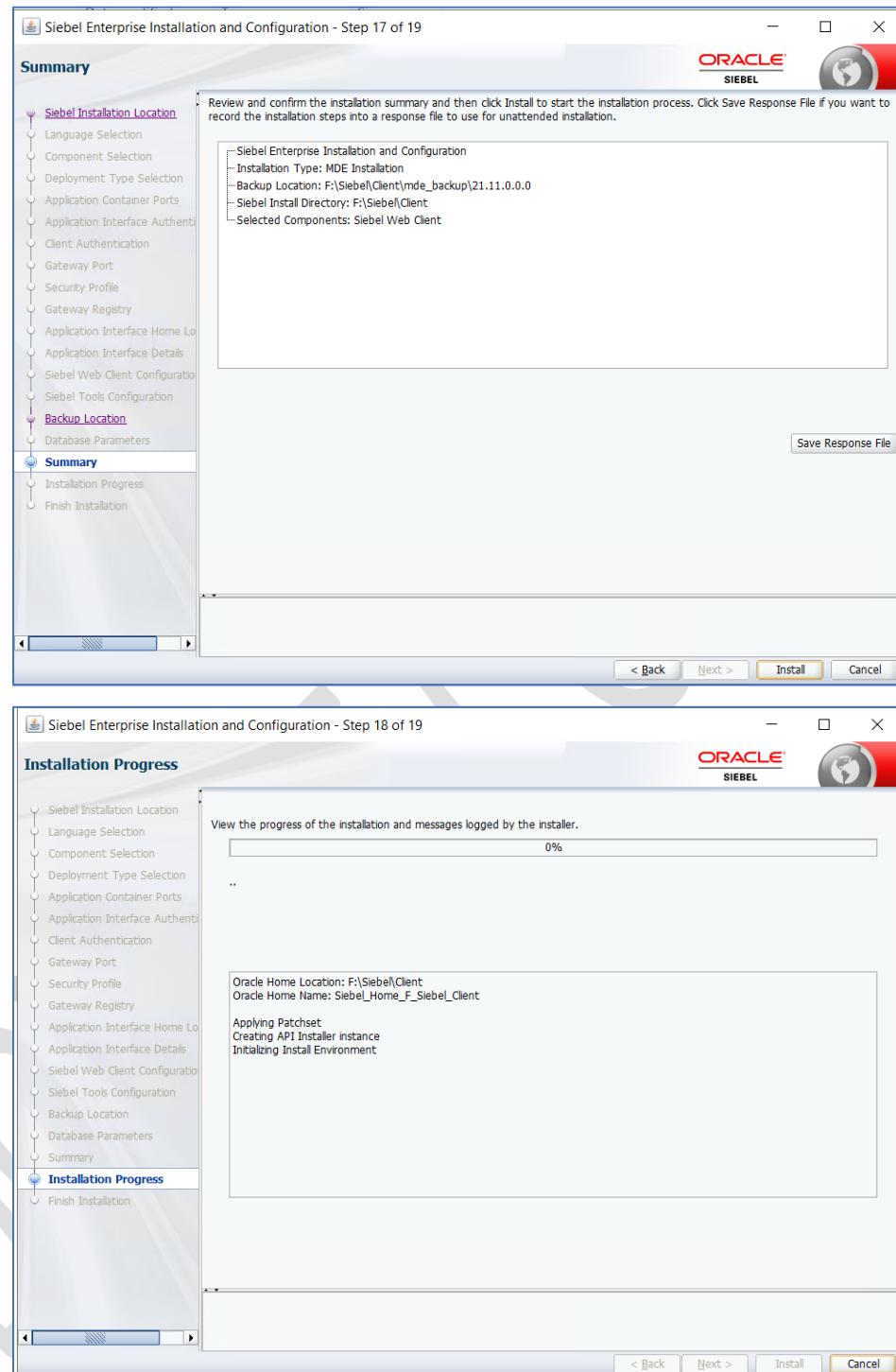
- From the dropdown choose the Local Client Installed location and click Next



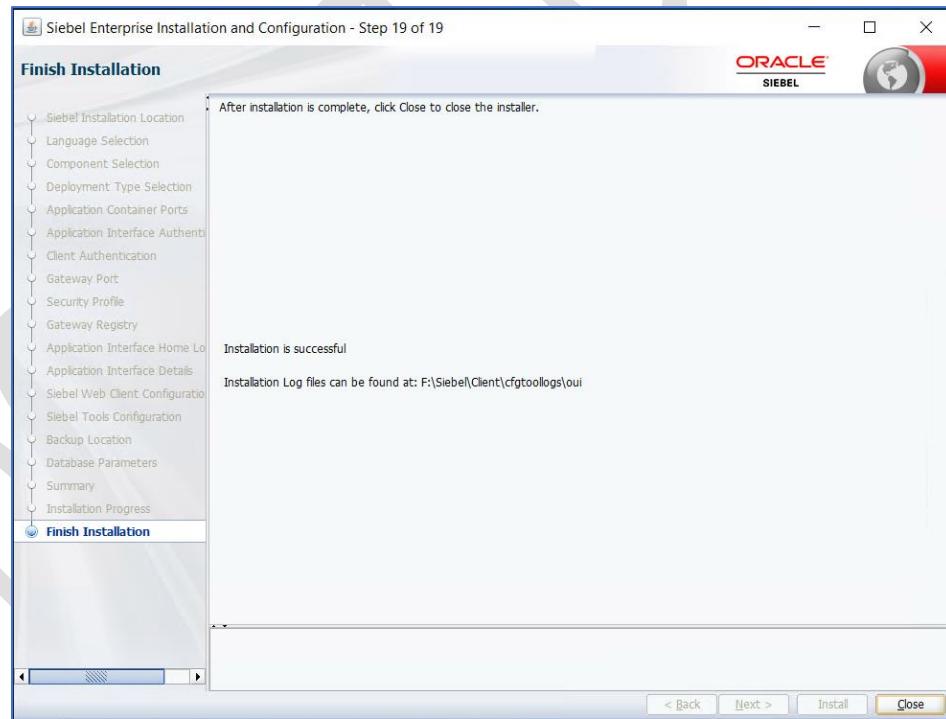
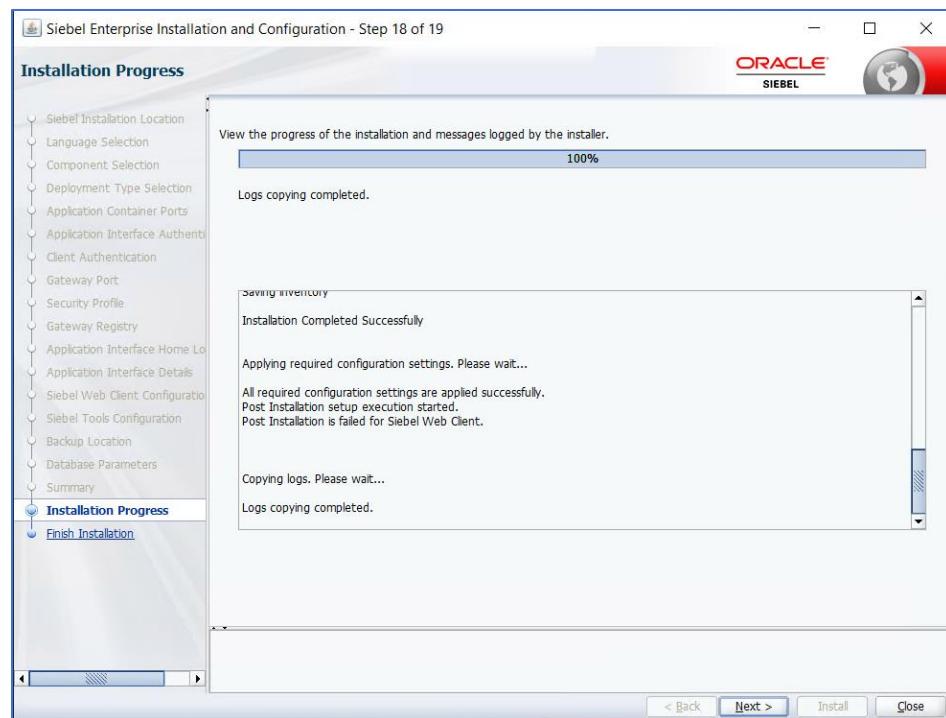
- Accept default value and click Next



- Save the response file if needed and click Next



- Once the installation completes successfully, click Next, click Close and choose Yes in the popup that appears



9. Validation

- Once all the patch-set installation succeeded, shutdown all the services once again since the patch-set installation wizard would have started them automatically post successful completion
- Bring up the environment as per the Oracle recommended sequence and validate the application by navigating thru the application, connecting to server manager, executing test suits etc.
- Some services would have changed the startup mode to auto. If you have, in the past, set the Siebel related services to start manually, ensure to check the same and revert to Manual mode

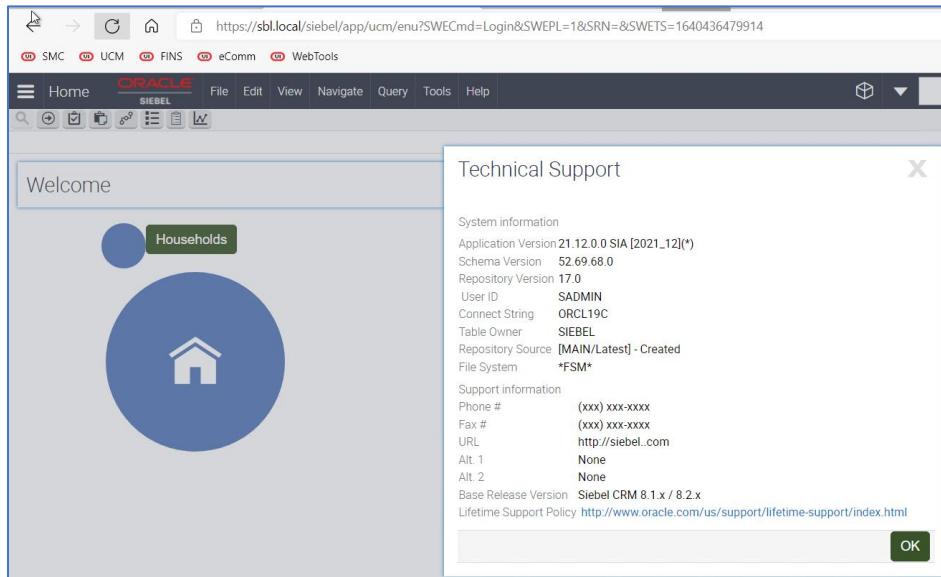
- Server Manager

```
Connected to 1 server(s) out of a total of 1 server(s) in the enterprise
srvrmgr> list server
SBLSRVR_NAME SBLSRVR_GROUP_NAME HOST_NAME INSTALL_DIR          SBLMGR_PID SV_DISP_STATE SBLSRVR_STATE START_TIME           END_TIME SBLSRVR_STATUS
P0Server1      Sb1      F:\Siebel\SES\siebsrvr 3128     Running       Running  2021-12-25 07:28:10  21.12.0.0 [2021_12]
1 row returned.
```

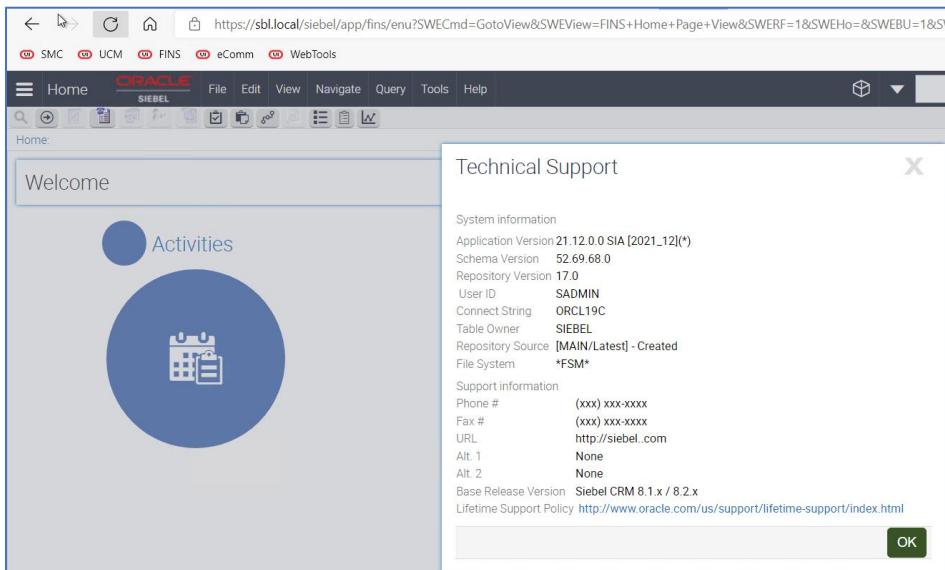
- Web Tools

The screenshot shows the Oracle Siebel Web Tools interface. On the left, there is a sidebar with a tree view under 'Siebel Object' containing categories like Applet, Application, Business Component, etc. The 'Applet' node is selected. In the main pane, the title is 'Applets'. A modal dialog box titled 'Technical Support' is open, displaying system information such as Application Version 21.12.0.0 SIA (2021_12)(*) and Schema Version 52.69.68.0. It also shows support information with placeholder phone and fax numbers, and an URL http://siebel.com.

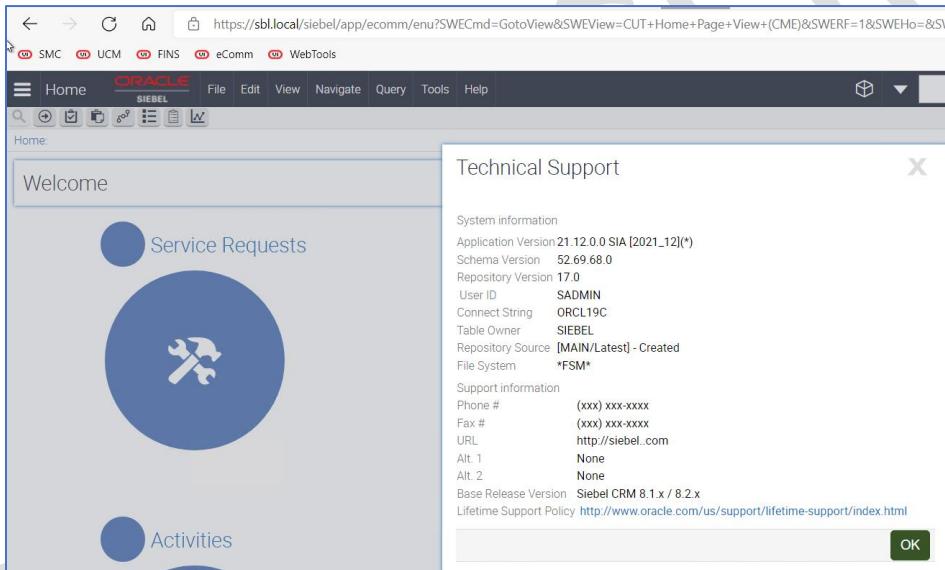
- UCM Application



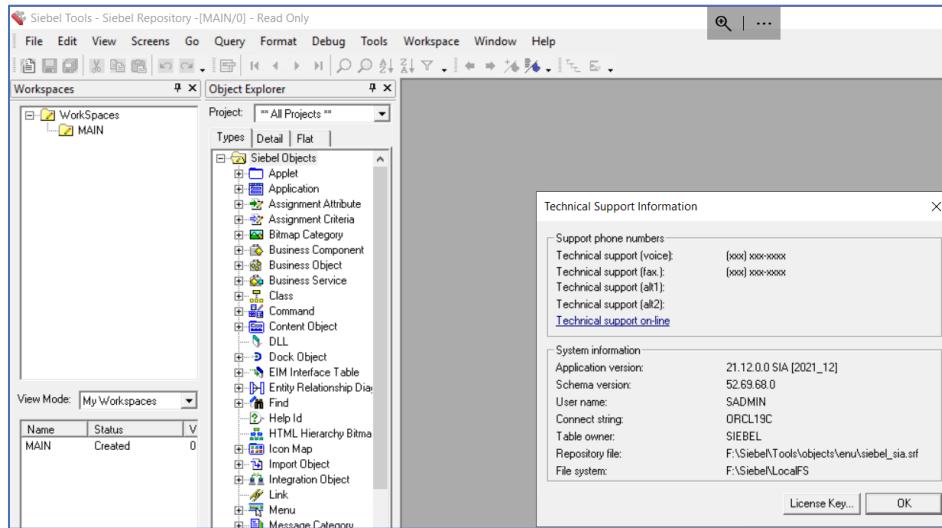
- FINS Application



- sCommunications Application

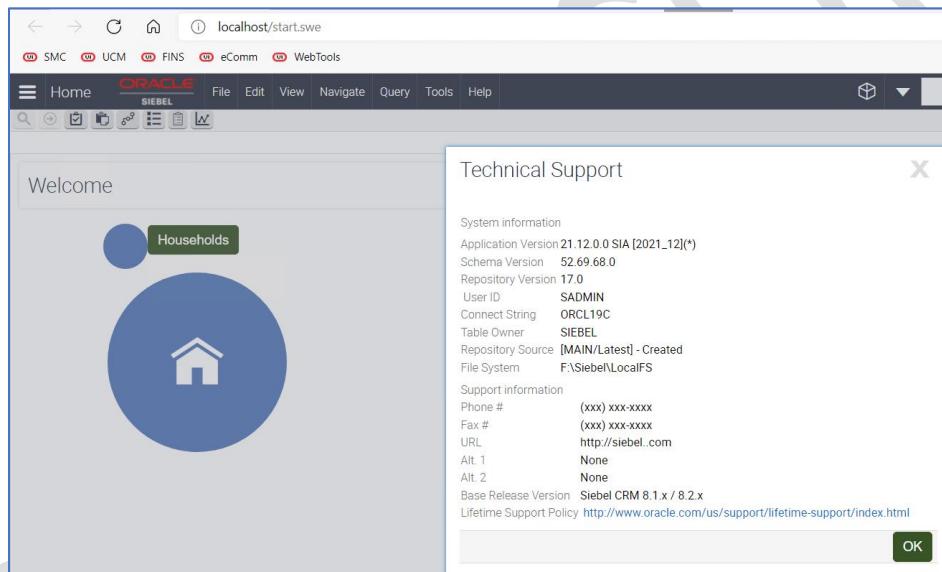


- Local Tools

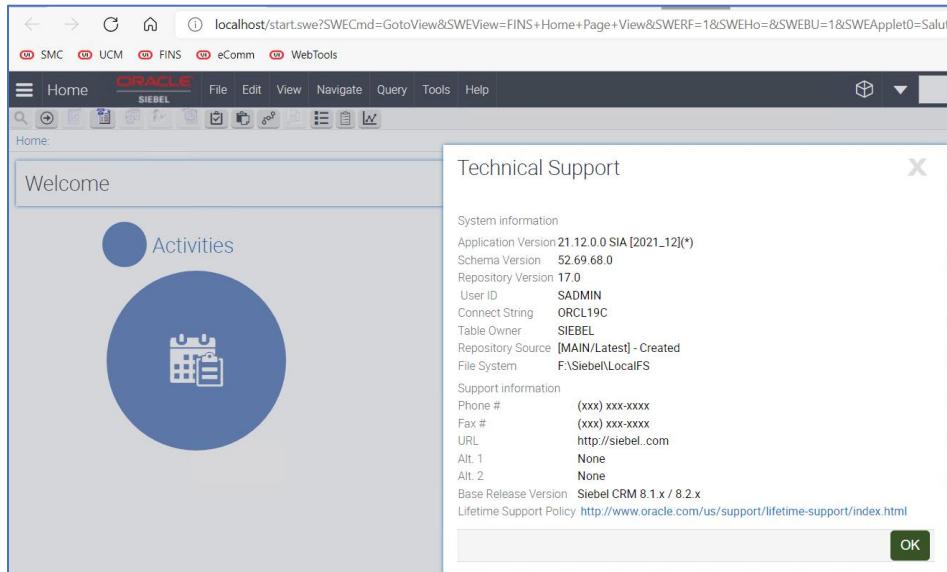


- Local Web Client

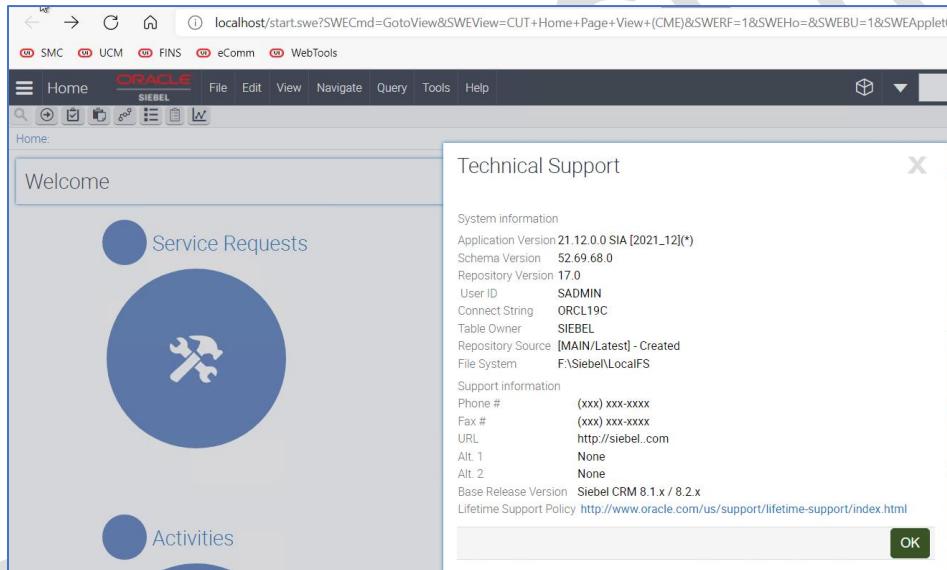
o UCM



- **FINS**



- **sComm**



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