

IBM Tivoli Composite Application Manager Agent for Siebel  
CRM  
Version 7.1.1

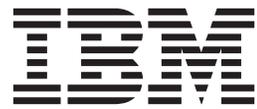
*Installation and Configuration Guide*





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**Note**

Before using this information and the product it supports, read the information in "Notices" on page 33.

This edition applies to version 7.1.1 of IBM Tivoli Composite Application Manager Agent for Siebel CRM (product number 5724-V09) and to all subsequent releases and modifications until otherwise indicated in new editions.

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## Chapter 1. Overview of the agent

The IBM® Tivoli® Composite Application Manager Agent for Siebel CRM (product code UB) provides you with the capability to monitor Siebel CRM. You can also use the agent to take basic actions with the Siebel CRM.

IBM Tivoli Monitoring is the base software for the Siebel agent. The Siebel agent monitors the availability, health, and performance of key Siebel CRM resources: application server, gateway name server, components, tasks, file names, and Siebel logs.

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### IBM Tivoli Monitoring

IBM Tivoli Monitoring provides a way to monitor the availability and performance of all the systems in your enterprise from one or several designated workstations. It also provides useful historical data that you can use to track trends and to troubleshoot system problems.

You can use IBM Tivoli Monitoring to achieve the following tasks:

- Monitor for alerts on the systems that you are managing by using predefined situations or custom situations.
- Establish your own performance thresholds.
- Trace the causes leading to an alert.
- Gather comprehensive data about system conditions.
- Use policies to take actions, schedule work, and automate manual tasks.

The Tivoli Enterprise Portal is the interface for IBM Tivoli Monitoring products. You can use the consolidated view of your environment as seen in the Tivoli Enterprise Portal to monitor and resolve performance issues throughout the enterprise.

See the IBM Tivoli Monitoring publications listed in “Prerequisite publications” on page 31 for complete information about IBM Tivoli Monitoring and the Tivoli Enterprise Portal.

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### Functions of the monitoring agent

Monitors the availability, health and performance of key Siebel CRM resources: application server, gateway name server, components, tasks, file systems, and Siebel logs.

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### New in this release

Version 7.1.1 of the Siebel agent has the following enhancements:

- Changes related to system requirements. See the information about system requirements in Software product compatibility reports (<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html>).
- New attribute group
  - Statistics ServerQueryTime attribute group. This attribute group contains query times for collecting data by using the Siebel Server Manager. With this new attribute group, you can have a better understanding of how the Siebel system is responding to data queries by using the `srvmgr` command.
- New or changed attributes in the following attribute group
  - Performance Object Status
- New or changed workspaces

- Availability workspace is updated with HTTP URL monitoring table.
- Agent Health workspace is updated with Siebel Server Manager query time tracking table.
- The kub.baroc file is updated to support IBM Tivoli Enterprise Console event mapping changes.
- Support is added for the IBM Prerequisite Scanner, which is a stand-alone prerequisite checking tool that analyzes system environments before the installation or upgrade of a Tivoli product or IBM solution.
- Support is added for the Gateway server and Siebel servers in a Windows cluster configuration. The Siebel agent now works in a clustered environment, supporting both availability and file system monitoring when a cluster fails over.
- Support is added for Siebel CRM 8.1.x and 8.2.x.
- Improved usage and richness of error codes is provided in the Performance Object Status attribute group.
- Logging is improved to include more detailed log messages, increased frequency of logging, and smoother implementation of the logging mechanism. This improvement provides you with enhanced quantitative and qualitative information for troubleshooting issues.
- Information is provided on the availability of Siebel web front ends by using HTTP and HTTPS. This availability feature enhances your monitoring capabilities by using the proven utility of the hypertext transfer protocol.
- New bundled agent diagnostics script is provided. The script is an easy method for providing detailed Siebel installation function and configuration data for level three support evaluation. The script records the Siebel installation configuration, user permissions, and system layout. Additionally, it tests and reports on the availability and execution of critical data collection avenues that are required for the Siebel agent to adequately monitor the Siebel environment.

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## Components of the IBM Tivoli Monitoring environment

After you install and set up the Siebel agent, you have an environment that contains the client, server, and monitoring agent implementation for Tivoli Monitoring.

This Tivoli Monitoring environment contains the following components:

### **Tivoli Enterprise Portal client**

The portal has a user interface based on Java™ for viewing and monitoring your enterprise.

### **Tivoli Enterprise Portal Server**

The portal server is placed between the client and the Tivoli Enterprise Monitoring Server and enables retrieval, manipulation, and analysis of data from the monitoring agents. The Tivoli Enterprise Portal Server is the central repository for all user data.

### **Tivoli Enterprise Monitoring Server**

The monitoring server acts as a collection and control point for alerts received from the monitoring agents, and collects their performance and availability data. The Tivoli Enterprise Monitoring Server is also a repository for historical data.

### **Tivoli Enterprise Monitoring Agent, Siebel agent**

This monitoring agent collects data and distributes the data to the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, Tivoli Enterprise Portal, Tivoli Data Warehouse, and Tivoli Integrated Portal.

This agent can run on a separate system from the system where the Siebel CRM is running.

Multiple copies of this agent can run on the same system.

### **IBM Tivoli Netcool/OMNIBus**

Tivoli Netcool/OMNIBus is an optional component and the recommended event management component. The Netcool/OMNIBus software is a service level management (SLM) system that delivers real-time, centralized monitoring of complex networks and IT domain events. Event

information is tracked in a high-performance, in-memory database and presented to specific users through individually configurable filters and views. The software includes automation functions that you can use to perform intelligent processing on managed events. You can use this software to forward events for Tivoli Monitoring situations to Tivoli Netcool/OMNIBus.

### **IBM Tivoli Enterprise Console**

The Tivoli Enterprise Console<sup>®</sup> is an optional component that acts as a central collection point for events from various sources, including events from other Tivoli software applications, Tivoli partner applications, custom applications, network management platforms, and relational database systems. You can view these events through the Tivoli Enterprise Portal (by using the event viewer), and you can forward events from Tivoli Monitoring situations to the Tivoli Enterprise Console component. If you do not already use Tivoli Enterprise Console and need an event management component, you can choose to use IBM Tivoli Netcool/OMNIBus.

### **IBM Tivoli Common Reporting**

Tivoli Common Reporting is a separately installable feature available to users of Tivoli software that provides a consistent approach to generating and customizing reports. Some individual products provide reports that are designed for use with Tivoli Common Reporting and have a consistent look and feel.

### **IBM Tivoli Application Dependency Discovery Manager (TADDM)**

TADDM delivers automated discovery and configuration tracking capabilities to build application maps that provide real-time visibility into application complexity.

### **IBM Tivoli Business Service Manager**

The Tivoli Business Service Manager component delivers real-time information to help you respond to alerts effectively based on business requirements. Optionally, you can use this component to meet service-level agreements (SLAs). Use the Tivoli Business Service Manager tools to help build a service model that you can integrate with Tivoli Netcool/OMNIBus alerts or optionally integrate with data from an SQL data source. Optional components provide access to data from other IBM Tivoli applications such as Tivoli Monitoring and TADDM.

### **IBM Dashboard Application Services Hub**

The Dashboard Application Services Hub has a core set of components that provide such administrative essentials as network security and database management. This component replaces the Tivoli Integrated Portal component after version 2.2.

### **Tivoli Integrated Portal**

Tivoli Integrated Portal helps the interaction and secure passing of data between Tivoli products through a common portal. You can launch from one application to another and within the same dashboard view research different aspects of your managed enterprise. This component is installed automatically with the first Tivoli product that uses the Tivoli Integrated Portal framework. Subsequent products can install updated versions of Tivoli Integrated Portal. After version 2.2, this component is replaced by the Dashboard Application Services Hub.

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## **Agent Management Services**

You can use IBM Tivoli Monitoring Agent Management Services to manage the Siebel agent.

Agent Management Services is available for the following IBM Tivoli Monitoring OS agents: Windows, Linux, and UNIX. The services are designed to keep the Siebel agent available, and to provide information about the status of the product to the Tivoli Enterprise Portal. IBM Tivoli Monitoring V6.2.2, Fix Pack 2 or later provides support for Agent Management Services. For more information about Agent Management Services, see *Agent Management Services* in the *IBM Tivoli Monitoring Administrator's Guide*.

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## User interface options

Installation of the base IBM Tivoli Monitoring software and other integrated applications provides various interfaces that you can use to work with your resources and data.

The following interfaces are available:

### **Tivoli Enterprise Portal user interface**

You can run the Tivoli Enterprise Portal as a desktop application or a browser application. The client interface is a graphical user interface (GUI) based on Java on a Windows or Linux workstation. The browser application is automatically installed with the Tivoli Enterprise Portal Server. The desktop application is installed by using the Tivoli Monitoring installation media or with a Java Web Start application. To start the Tivoli Enterprise Portal browser client in your Internet browser, enter the URL for a specific Tivoli Enterprise Portal browser client installed on your Web server.

### **Command-line interface**

You can use Tivoli Monitoring commands to manage the Tivoli Monitoring components and their configuration. You can also run commands at the Tivoli Enterprise Console event server or the Tivoli Netcool/OMNIbus ObjectServer to configure event synchronization for enterprise situations.

### **Manage Tivoli Enterprise Monitoring Services window**

You can use the window for the Manage Tivoli Enterprise Monitoring Services utility to configure the agent and start Tivoli services not designated to start automatically.

### **IBM Tivoli Netcool/OMNIbus event list**

You can use the Netcool/OMNIbus event list to monitor and manage events. An event is created when the Netcool/OMNIbus ObjectServer receives an event, alert, message, or data item. Each event is made up of columns (or fields) of information that are displayed in a row in the ObjectServer alerts.status table. The Tivoli Netcool/OMNIbus web GUI is also a web-based application that processes network events from one or more data sources and presents the event data in various graphical formats.

### **IBM Tivoli Enterprise Console**

You can use the Tivoli Enterprise Console to help ensure the optimal availability of an IT service for an organization. The Tivoli Enterprise Console is an event management application that integrates system, network, database, and application management. If you do not already use Tivoli Enterprise Console and need an event management component, you can choose to use Tivoli Netcool/OMNIbus.

### **IBM Tivoli Common Reporting**

Use the Tivoli Common Reporting web user interface for specifying report parameters and other report properties, generating formatted reports, scheduling reports, and viewing reports. This user interface is based on the Dashboard Application Services Hub for Tivoli Common Reporting 3.1 and on Tivoli Integrated Portal for earlier versions.

### **IBM Tivoli Application Dependency Discovery Manager**

The Discovery Management Console is the TADDM client user interface for managing discoveries.

### **IBM Tivoli Business Service Manager**

The Tivoli Business Service Manager console provides a graphical user interface that you can use to logically link services and business requirements within the service model. The service model provides an operator with a second-by-second view of how an enterprise is performing at any moment in time or how the enterprise performed over a time period.

### **IBM Dashboard Application Services Hub**

The Dashboard Application Services Hub provides an administrative console for applications that use this framework. It is a web-based console that provides common task navigation for

products, aggregation of data from multiple products into a single view, and the passing of messages between views from different products. This interface replaces the Tivoli Integrated Portal component after version 2.2.

### **Tivoli Integrated Portal**

Web-based products that are built on the Tivoli Integrated Portal framework share a common user interface where you can launch applications and share information. After version 2.2, this interface is replaced by the Dashboard Application Services Hub.



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## Chapter 2. Agent installation and configuration

Agent installation and configuration requires the use of the *IBM Tivoli Monitoring Installation and Setup Guide* and agent-specific installation and configuration information.

To install and configure the Siebel agent, use the *Installing monitoring agents* procedures in the *IBM Tivoli Monitoring Installation and Setup Guide* along with the agent-specific installation and configuration information.

If you are installing silently by using a response file, see *Performing a silent installation of IBM Tivoli Monitoring* in the *IBM Tivoli Monitoring Installation and Setup Guide*.

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### Requirements

Before installing and configuring the agent, make sure that your environment meets the requirements for the IBM Tivoli Composite Application Manager Agent for Siebel CRM.

For information about requirements, see the Prerequisites topic for the agent in the IBM Tivoli Composite Application Manager for Applications Information Center (<http://publib.boulder.ibm.com/infocenter/tivihelp/...>).

For the most up-to-date information about system requirements, see the Software product compatibility reports (<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html>). Search for the ITCAM for Applications product.

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### Language pack installation

The steps for installing language packs depend on which operating system and mode of installation you are using.

To install a language pack for the agent support files on the Tivoli Enterprise Monitoring Server, the Tivoli Enterprise Monitoring Agent, and the Tivoli Enterprise Portal Server, make sure that you installed the product in the English language. Then, use the steps for the operating system or mode of installation you are using:

- “Installing language packs on Windows systems”
- “Installing language packs on UNIX or Linux systems” on page 8
- “Silent installation of language packs on Windows, UNIX, or Linux systems” on page 8

### Installing language packs on Windows systems

You can install the language packs on a Windows system.

#### Before you begin

First, make sure that you installed the product in the English language.

#### Procedure

1. On the language pack CD, double-click the `lpinstaller.bat` file to start the installation program.
2. Select the language of the installer and click **OK**.
3. In the Introduction panel, click **Next**
4. Click **Add/Update** and click **Next**.

5. Select the folder where the National Language Support package (NLSPackage) files are located. Typically, the NLSPackage files are located in the `nlspackage` folder where the installer executable file is located.
6. Select the language support for the agent of your choice and click **Next**. To make multiple selections, press Ctrl and select the language that you want.
7. Select the languages that you want to install and click **Next**.
8. Examine the installation summary page and click **Next** to begin installation.
9. After installation completes, click **Finish** to exit the installer.
10. Restart the Tivoli Enterprise Portal, Tivoli Enterprise Portal Server, and Eclipse Help Server if any of these components are installed.

## Installing language packs on UNIX or Linux systems

You can install the language packs on a UNIX or Linux system.

### Before you begin

First, make sure that you installed the product in the English language.

### Procedure

1. Enter the `mkdir` command to create a temporary directory on the computer, for example, `mkdir dir_name`. Make sure that the full path of the directory does not contain any spaces.
2. Mount the language pack CD to the temporary directory that you created.
3. Enter the following command to start the installation program:  

```
cd dir_name lpinstaller.sh -c install_dir
```

Where: *install\_dir* is where you installed IBM Tivoli Monitoring. Typically, the directory name is `/opt/IBM/ITM` for UNIX and Linux systems.

4. Select the language of the installer and click **OK**.
5. In the Introduction panel, click **Next**.
6. Click **Add/Update** and click **Next**.
7. Select the folder where the National Language Support package (NLSPackage) files are located. Typically, the NLSPackage files are located in the `nlspackage` folder where the installer executable file is located.
8. Select the language support for the agent of your choice and click **Next**. To make multiple selections, press Ctrl and select the language that you want.
9. Select the languages that you want to install and click **Next**.
10. Examine the installation summary page and click **Next** to begin installation.
11. After installation completes, click **Finish** to exit the installer.
12. Restart the Tivoli Enterprise Portal, Tivoli Enterprise Portal Server, and Eclipse Help Server if any of these components are installed.

## Silent installation of language packs on Windows, UNIX, or Linux systems

You can use the silent-mode installation method to install the language packs. In silent mode, the installation process obtains the installation settings from a predefined response file. It does not prompt you for any information.

### Before you begin

First, make sure that you installed the product in the English language.

## Procedure

1. Copy and paste the `ITM_Agent_LP_silent.rsp` response file template as shown in “Response file example.”
2. Change the following parameter settings:

### NLS\_PACKAGE\_FOLDER

Folder where the National Language Support package (NLSPackage) files are located. Typically, the NLSPackage files are located in the `nlspackage` folder, for example:  
`NLS_PACKAGE_FOLDER = //tmp//LP//nlspackage.`

### PROD\_SELECTION\_PKG

Name of the language pack to install. Several product components can be included in one language package. You might want to install only some of the available components in a language pack.

### BASE\_AGENT\_FOUND\_PKG\_LIST

Agent for which you are installing language support. This value is usually the same as `PROD_SELECTION_PKG`.

### LANG\_SELECTION\_LIST

Language you want to install.

3. Enter the command to install the language pack with a response file (silent installation):

- For Windows systems:

```
lpinstaller.bat -f path_to_response_file
```

- For UNIX or Linux systems:

```
lpinstaller.sh -c candle_home -f path_to_response_file
```

where *candle\_home* is the IBM Tivoli Monitoring base directory.

## Response file example

```
# IBM Tivoli Monitoring Agent Language Pack Silent Installation Operation
#
#This is a sample response file for silent installation mode for the IBM Tivoli
#Monitoring Common Language Pack Installer.
#
#This file uses the IBM Tivoli Monitoring Common Agent Language Pack with the
#install package as an example.
#Note:
#This response file is for the INSTALLATION of language packs only.
#This file does not support UNINSTALLATION of language packs in silent mode.
#-----
#-----
#To successfully complete a silent installation of the the example of Common Agent
#localization pack, complete the following steps:
#
#1.Copy ITM_Agent_LP_silent.rsp to the directory where lpinstaller.bat or
#lpinstaller.sh is located (IBM Tivoli Monitoring Agent Language Pack build
#location).
#
#2.Modify the response file so that it is customized correctly and completely for
#your site.
# Complete all of the following steps in the response file.
#
#3.After customizing the response file, invoke the silent installation using the
#following command:
#For Windows:
# lpinstaller.bat -f <path_to_response_file>
#For UNIX and Linux:
# lpinstaller.sh -c <candle_home> -f <path_to_response_file>
#Note:<candle_home> is the IBM Tivoli Monitoring base directory.
#-----
```

```

#-----
#Force silent install mode.
#-----
INSTALLER_UI=silent
#-----
#Run add and update actions.
#-----
CHOSEN_INSTALL_SET=ADDUPD_SET
#-----
#NLS Package Folder, where the NLS Packages exist.
#For Windows:
# Use the backslash-backslash(\\) as a file separator (for example,
#C:\\zosgmv\\LCD7-3583-01\\nlspackage).
#For UNIX and Linux:
# Use the slash-slash (//) as a file separator (for example,
#//installtivolii//lpsilenttest//nlspackage).
#-----
#NLS_PACKAGE_FOLDER=C:\\zosgmv\\LCD7-3583-01\\nlspackage
NLS_PACKAGE_FOLDER=//tmp//LP//nlspackage
#-----
#List the packages to process; both variables are required.
#Each variable requires that full paths are specified.
#Separate multiple entries with a semicolon (;).
#For Windows:
# Use the backslash-backslash(\\) as a file separator.
#For Unix and Linux:
# Use the slash-slash (//) as a file separator.
#-----
#PROD_SELECTION_PKG=C:\\zosgmv\\LCD7-3583-01\\nlspackage\\KIP-NLS.nlspkg
#BASE_AGENT_FOUND_PKG_LIST=C:\\zosgmv\\LCD7-3583-01\\nlspackage\\KIP-NLS.nlspkg
PROD_SELECTION_PKG=//tmp//LP//nlspackage//kex_nls.nlspkg;//tmp//LP//nlspackage//
koq_nls.nlspkg
BASE_AGENT_FOUND_PKG_LIST=//tmp//LP//nlspackage//kex_nls.nlspkg;//
tmp//LP//nlspackage//koq_nls.nlspkg
#-----
#List the languages to process.
#Separate multiple entries with semicolons.
#-----
LANG_SELECTION_LIST=pt_BR;fr;de;it;ja;ko;zh_CN;es;zh_TW

```

---

## Prerequisites checking

The Prerequisite Scanner utility verifies whether all prerequisites that are required for the agent installation are met. The Prerequisite Scanner creates a log file that contains a report of all prerequisites checks when the Prerequisite Scanner was run.

For the Siebel agent, the Prerequisite Scanner verifies the following requirements:

- Memory
- Disk
- Operating systems
- Siebel CRM versions

Additionally, the Prerequisite Scanner verifies whether the user, who installs the agent, is a member of the Administrators group.

For detailed information about installation prerequisites, see the Software product compatibility reports (<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html>).

You can run the Prerequisite Scanner in stand-alone mode or remotely. For more information about the Prerequisite Scanner, see “Prerequisite Checking for IBM Tivoli Monitoring agents” in the *IBM Tivoli Monitoring Installation and Setup Guide*.

---

## Agent-specific installation and configuration

In addition to the installation and configuration information in the *IBM Tivoli Monitoring Installation and Setup Guide*, use this agent-specific installation and configuration information to install the Siebel agent.

### Enabling Per Component Statistics Monitoring

Per Component Statistics Monitoring is disabled by default. You can enable Per Component Statistics Monitoring by using the `KUB_ENABLE_COMP_STATS` environment variable.

#### Before you begin

Because of a known issue with servers of Siebel V8.1 and later, gathering Siebel Component Statistics might have a negative effect on the memory usage of Siebel Gateway Server. This issue is addressed in the Oracle published technote named Gateway Service on Siebel 8.1 Might Consume High Memory Consumption Recovery [Oracle Alert ID 1269177.1]. A fix for the issue is provided in that article. The fix is implemented on the Siebel server.

If Per Component Statistic Monitoring is required in the environment, apply the Oracle fix to the Gateway Servers of Siebel V8.1 and later, before you enable Per Component Statistics Monitoring.

#### About this task

After you apply the Oracle fix, complete the following steps to enable Per Component Statistics Monitoring in the Siebel agent on a Windows computer:

##### Procedure

1. Go to the `CANDLE_HOME\TMAITM6` or to the `CANDLE_HOME\TMAITM6_x64` directory, depending on the version of the operating system. `CANDLE_HOME` is the installation directory of the Siebel agent.
2. Edit the `KUBENV_instance_name` file and set `KUB_ENABLE_COMP_STATS` to true. `instance_name` is the instance name of the Siebel agent.
3. Restart the agent.

**Important:** To persist change over reconfiguration, set `KUB_ENABLE_COMP_STATS` to true in the `KUBENV` file.

### Enabling Per Component Statistics Monitoring on a Linux or UNIX computer

#### About this task

After you apply the Oracle fix, complete the following steps to enable Per Component Statistics Monitoring in the Siebel agent on a Linux or UNIX computer:

##### Procedure

1. Go to the `CANDLE_HOME/config` directory. `CANDLE_HOME` is the installation directory of the Siebel agent.
2. Edit the `ub_instance_name.config` file and set `KUB_ENABLE_COMP_STATS` to true.
3. Restart the agent.

**Important:** To persist change over reconfiguration, set `KUB_ENABLE_COMP_STATS` to true in `ub.ini` and `ub.config` files.

### Verifying user accounts on UNIX or Linux systems

You must verify your user account on UNIX or Linux systems before you configure the Siebel agent.

## About this task

You must verify the user account on UNIX or Linux systems that is used to run the Siebel agent before you configure the agent.

The user account must have permissions to run the Siebel **srvrmgr** command line utility. To verify that the user account has the required permissions, do the following steps:

### Procedure

1. Log on to the UNIX or Linux computer with the user account.
2. Run the following command:

```
srvrmgr /s Siebel_server /g Siebel_gateway /e Siebel_enterprise
/u useraccount /p password
/c "list servers"
```

where *useraccount* is the user account that you use to log on to the computer and *password* is the password that is associated with the user account.

If the user account has the required permissions, you will see output that is similar to the following example:

```
Connected to 1 server(s) out of a total of 1 server(s) in the enterprise
srvrmgr:s80winora> list servers show SBLSRVR_NAME, HOST_NAME, SBLSRVR_STATUS
SBLSRVR_NAME HOST_NAME SBLSRVR_STATUS
-----
s80winora s80winora1 8.0 [20405] LANG_INDEPENDENT
1 row returned.
```

If the **srvrmgr** command does not run correctly, consult with the Siebel CRM administrator of the server. Ensure that you set the required Siebel environment variables for the user account and the user account has the appropriate permissions to run the **srvrmgr** command.

## Configuring the Siebel agent locally

If the Siebel agent is installed locally, follow the instructions in this topic to configure the agent.

### About this task

If the Siebel agent is installed on a Windows computer, you have the following options to configure the agent locally:

- “Configuring the agent through the Manage Tivoli Monitoring Services tool on a Windows system”
- “Configuring the agent through silent configuration” on page 22

If the Siebel agent is installed on a UNIX or Linux computer, you have the following options to configure the agent locally:

- “Configuring the agent through the Manage Tivoli Monitoring Services tool on a Linux or UNIX system” on page 17
- “Configuring the agent through the command line on a Linux or UNIX system” on page 20
- “Configuring the agent through silent configuration” on page 22

### Configuring the agent through the Manage Tivoli Monitoring Services tool on a Windows system

After installation of the Siebel agent, you must configure it before you start the agent. If the Siebel agent is installed on a local Windows computer, you can follow the instructions to configure it.

## About this task

Complete the following steps to configure the Siebel agent through the Manage Tivoli Monitoring Services tool:

### Procedure

1. To open the Manage Tivoli Enterprise Monitoring Services window, click **Start > Programs > IBM Tivoli Monitoring > Manage Tivoli Monitoring Services**.
2. Right-click the **Monitoring Agent for Siebel** item with the **Task/SubSystem** column value of **Template**, and click **Configure Using Defaults**.
3. Enter a unique instance name, and click **OK**. Use only letters, Arabic numerals, the underline character, and the minus character in the instance name.

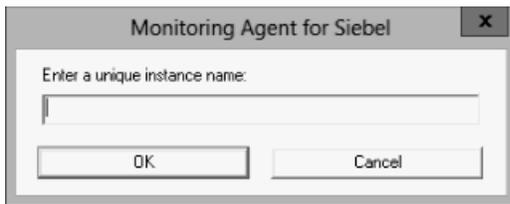


Figure 1. The window to enter a unique instance name

4. Complete the fields depending on the server types that you chose.

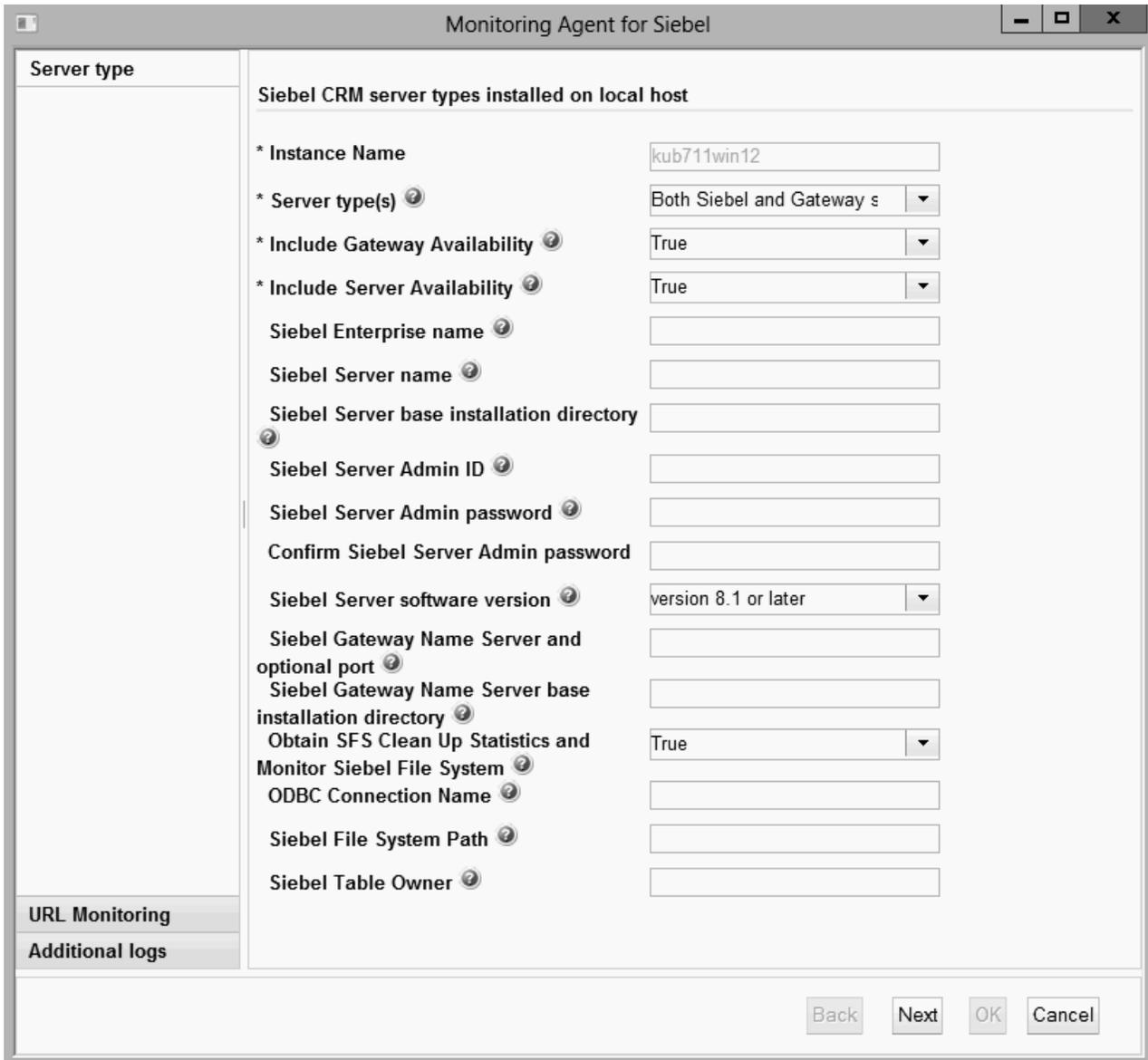


Figure 2. The window for configuration parameters for Siebel CRM server types installed on a local host

See Table 1 for an explanation of each of the configuration attributes.

Table 1. Configuration attributes for the Siebel agent

Attribute name	Description
Server types	Indicates the server types that are installed on the local computer.
Include Gateway availability	Disable if the Siebel Gateway Server is not installed locally or if the Gateway Server process is unreachable because of clustering.
Include Server availability	Disable if the Siebel Server is not installed locally.
Siebel Enterprise name	The Siebel enterprise to monitor. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.

Table 1. Configuration attributes for the Siebel agent (continued)

Attribute name	Description
Siebel Server name	The name of the Siebel Server to monitor. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type. <b>Note:</b> This name is not the host name of the server. It is the server name that is used when invoking the Siebel <b>srvmgr</b> command.
Siebel Server base install directory	The base installation directory for the Siebel Application Server. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server Admin ID	The Siebel specific user ID that the agent uses to authenticate to the Siebel enterprise when invoking the <b>srvmgr</b> command. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server Admin password	The password for the Siebel Server administrator. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server software version	The version of the Siebel Server software. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Gateway Name Server and optional port	The Siebel Gateway Name Server to monitor and optionally the port, for example, <code>gtwysrvr</code> or <code>gtwysrvr:1234</code> . This parameter is required for all the <b>Server type</b> options.
Siebel Gateway Name Server base install directory	The base installation directory for the Siebel Gateway Name Server. This parameter is required for all the <b>Server type</b> options.
Obtain SFS Clean Up Statistics and Monitor Siebel File System	Indicates whether the SFS Clean Up Statistics and Siebel File System should be monitored. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
ODBC Connection Name	The ODBC connection name used for the Siebel File System Cleanup command <b>sfscleanup</b> , for example, <code>SCRM_DSN</code> . This parameter is required if you choose to monitor the Siebel file system.
Siebel File System Path	The path to the Siebel Database File System, for example, on a Windows computer, you can use <code>S:\Siebel\DB\FS</code> , on a UNIX computer, you can use <code>/siebel/db/fs</code> . For mapped drives on a Windows computer, use the network folder path instead of the drive letter, for example, <code>\\server\share_name\</code> . This parameter is required if you choose to monitor the Siebel File System.
Siebel Table Owner	The owner of the Siebel database table. This parameter is required if you choose to monitor the Siebel File System.

**Important:** If the Siebel agent is installed on a computer with the Siebel Server but without the Siebel Gateway Name Server, data that is displayed in the Tivoli Enterprise Portal is applicable only to the Siebel Server for this instance. All other workspaces are empty.

If the Siebel agent is installed on a computer with the Siebel Gateway Name Server but without the Siebel Server, data that is displayed in the Tivoli Enterprise Portal is applicable only to the Siebel Gateway Name Server for this instance. All other workspaces are empty.

5. Click **Next**.
6. Optional: If you want to monitor HTTP or HTTPS URLs for your Siebel environment, enter the fully qualified path to a file that contains the list of URLs to be monitored. Each URL must be on its own separate line in the file. The file can be located anywhere on the file system that the user running the Siebel agent has read permissions to.

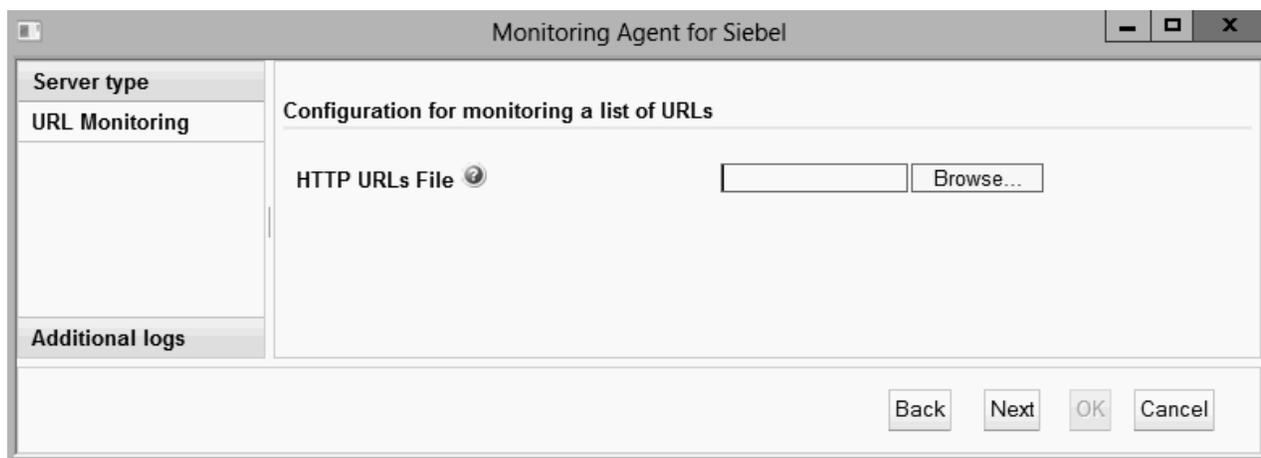


Figure 3. The window to specify HTTP or HTTPS URLs that you want to monitor

See Table 2 for an explanation of the configuration attribute:

Table 2. Configuration attributes for URL monitoring

Attribute name	Description
HTTP URLs File	The HTTP managed URLs file

7. Click **Next**.
8. Optional: By default, only logs of components in the Table 3 on page 17 are monitored by the Siebel agent. If you want extra component logs to be monitored, specify the corresponding component alias, for example, SCBroker.

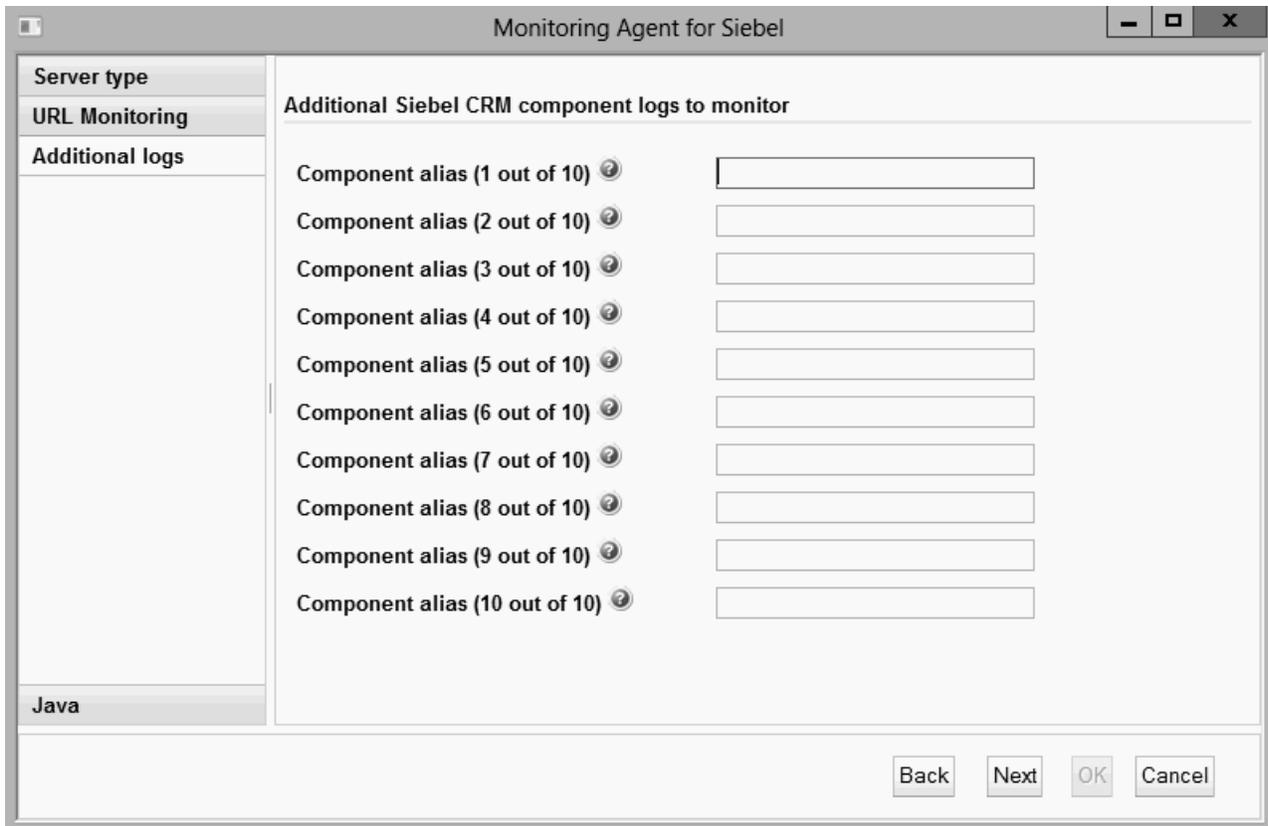


Figure 4. The window to specify extra component logs that you want to monitor

See Table 3 for an explanation of each of the component aliases and corresponding component names:

Table 3. Component aliases and names for which component logs are monitored

Component alias	Component name
SCCObjMgr	Call Center Object Manager
SObjMgr	Marketing Object Manager
SSEObjMgr	Sales Object Manager
CommInboundRcvr	Communications Inbound Receiver
CommOutboundMg	Communications Outbound Manager
CommSessionMgr	Communications Session Manager
WorkMon	Workflow Monitor Agent
WfProcBatchMgr	Workflow Process Batch Manager
WfProcMgr	Workflow Process Manager
SiebSrvr	Siebel Server

9. Click **OK** to complete the configuration.

### Configuring the agent through the Manage Tivoli Monitoring Services tool on a Linux or UNIX system

After installation of the Siebel agent, you must configure it before you start the agent. If the Siebel agent is installed on a local Linux or UNIX computer, you can follow the instructions to configure it.

## About this task

To configure the agent on a Linux or UNIX system, complete the following steps:

### Procedure

1. To open the Manage Tivoli Enterprise Monitoring Services window, go to the `ITMinstall_dir/bin` directory and run the following command:  

```
./itmcmd manage [-h ITMinstall_dir]
```

where `ITMinstall_dir` is the installation directory of IBM Tivoli Monitoring.
2. Click **Monitoring Agent for Siebel**, and right-click it.
3. Click **Configure**.
4. In the Manage Application Instances window, click **Add Instances**.
5. Enter a unique instance name, and click **OK**. Only letters, Arabic numerals, the underline character, and the minus character can be used in the instance name.
6. Complete the fields depending on the servers that you chose. See Table 4 for a description of the fields.

Table 4. Configuration attributes for the Siebel agent

Attribute name	Description
Server types	Indicates the server types that are installed on the local computer.
Include Gateway availability	Disable if the Siebel Gateway Server is not installed locally or if the Gateway Server process is unreachable because of clustering.
Include Server availability	Disable if the Siebel Server is not installed locally.
Siebel Enterprise name	The Siebel enterprise to monitor. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server name	The name of the Siebel Server to monitor (Note: This is not the host name of the server. It is the server name that is used when invoking the Siebel <code>svrmgr</code> command). This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server base install directory	The base installation directory for the Siebel Application Server. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server Admin ID	The Siebel specific user ID that the agent uses to authenticate to the Siebel enterprise when invoking the <code>svrmgr</code> command. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server Admin password	The password for the Siebel server administrator. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server software version	The version of the Siebel Server software. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.

Table 4. Configuration attributes for the Siebel agent (continued)

Attribute name	Description
Siebel Gateway Name Server and optional port	The Siebel Gateway Name Server to monitor and optionally the port, for example, gtwysrvr or gtwysrvr:1234. This parameter is required for all the <b>Server type</b> options.
Siebel Gateway Name Server base install directory	The base installation directory for the Siebel Gateway Name Server. This parameter is required for all the <b>Server type</b> options.
Obtain SFS Clean Up Statistics and Monitor Siebel File System	Indicates whether the SFS Clean Up statistics and Siebel File System should be monitored. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
ODBC Connection Name	The ODBC connection name that is used for the Siebel File System Cleanup command <b>sfscleanup</b> , for example, SCRM_DSN. This parameter is required if you choose to monitor the Siebel File System.
Siebel File System Path	The path to the Siebel Database File System, for example, on a Windows computer, you can use S:\Siebel\DB\FS, on a UNIX computer, you can use /siebel/db/fs. For mapped drives on a Windows computer, use the network folder path instead of the drive letter, for example, \\server\share_name\. This parameter is required if you choose to monitor the Siebel File System.
Siebel Table Owner	The owner of the Siebel database table. This parameter is required if you choose to monitor the Siebel File System.

**Important:** If the Siebel agent is installed on a system with the Siebel Server but without the Siebel Gateway Name Server, in the Tivoli Enterprise Portal, you will see data that is applicable only to the Siebel Server for this instance. All other workspaces are empty.

If the Siebel agent is installed on the system with the Siebel Gateway Name Server but without the Siebel Server, in the Tivoli Enterprise Portal, you will see data that is applicable only to the Siebel Gateway Name Server for this instance. All other workspaces are empty.

7. Click **Next**.

8. Optional: If you want to monitor HTTP or HTTPS URLs for your Siebel environment, enter the fully qualified path to a file that contains the list of URLs to be monitored. Each URL must be on its own separate line in the file. The file can be located anywhere on the file system that the user running the Siebel agent has read permissions to. See Table 5 for an explanation of the configuration attribute:

Table 5. Configuration attributes for URL monitoring

Attribute name	Description
HTTP URLs File	The HTTP managed URLs file

9. Click **Next**.

10. Optional: By default, only logs of components in Table 6 are monitored by the Siebel agent. If you want extra component logs to be monitored, specify the corresponding component alias, for example, SCBroker.

Table 6. Alias and names of the components for which component logs are monitored

Component Alias	Component name
SCCObjMgr	Call Center Object Manager

Table 6. Alias and names of the components for which component logs are monitored (continued)

Component Alias	Component name
SObjMgr	Marketing Object Manager
SSEObjMgr	Sales Object Manager
CommInboundRcvr	Communications Inbound Receiver
CommOutboundMg	Communications Outbound Manager
CommSessionMgr	Communications Session Manager
WorkMon	Workflow Monitor Agent
WfProcBatchMgr	Workflow Process Batch Manager
WfProcMgr	Workflow Process Manager
SiebSrvr	Siebel Server

11. Click **OK** to complete the configuration.

## Configuring the agent through the command line on a Linux or UNIX system

After installation of the Siebel agent, you must configure it before starting the agent. If the Siebel agent is installed on a local Linux or UNIX computer, you can follow the instructions to configure it.

### About this task

Ensure that the user account that you use to run the Siebel agent has the required permissions to run the Siebel **srvmgr** command line utility. See “Verifying user accounts on UNIX or Linux systems” on page 11.

**Remember:** If you are reconfiguring a configured agent instance, the value that is set in the last configuration is displayed for each setting. If you want to clear an existing value, press the Space key when the setting is displayed.

### Procedure

1. Change to the *ITMinstall\_dir/bin* directory, where *ITMinstall\_dir* is the installation directory of IBM Tivoli Monitoring.
2. Optional: To check the names and settings of configured agent instances, run the following command:  

```
./cinfo -s ub
```
3. To configure the Siebel agent, run the following command:  

```
./itmcmd config -A ub
```
4. Type in a name for the agent instance if you want to configure a new agent instance, or type in the name of a configured agent instance that you want to reconfigure, and press Enter. Only letters, Arabic numerals, the underline character, and the minus character can be used in the instance name.
5. Press Enter when you are asked whether you want to edit the Monitoring Agent for Siebel CRM settings. The default value is Yes.
6. Press Enter when you are asked whether you want to edit the Monitoring Agent for Siebel CRM Configuration settings. The default value is Yes.
7. Choose the servers that are installed on the local computer. The default value is 1.
8. Enter the configuration information depending on the servers that you chose. See Table 7 for a description of the fields.

Table 7. Configuration attributes for the Siebel agent

Attribute name	Description
Server types	Indicates the server types that are installed on the local computer.

Table 7. Configuration attributes for the Siebel agent (continued)

Attribute name	Description
Include Gateway availability	Disable if the Siebel Gateway Server is not installed locally or if the Gateway Server process is unreachable because of clustering.
Include Server availability	Disable if the Siebel Server is not installed locally.
Siebel Enterprise name	The Siebel enterprise to monitor. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server name	The name of the Siebel Server to monitor (Note: This is not the hostname of the server. It is the server name that is used when invoking the Siebel <b>srvrmgr</b> command). This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server base install directory	The base installation directory for the Siebel Application Server. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server Admin ID	The Siebel specific user ID that the agent uses to authenticate to the Siebel enterprise when invoking the <b>srvrmgr</b> command. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server Admin password	The password for the Siebel Server administrator. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Server software version	The version of the Siebel Server software. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
Siebel Gateway Name Server and optional port	The Siebel Gateway Name Server to monitor and optionally the port, for example, gtwysrvr or gtwysrvr:1234. This parameter is required for all the <b>Server type</b> options.
Siebel Gateway Name Server base install directory	The base installation directory for the Siebel Gateway Name Server. This parameter is required for all the <b>Server type</b> options.
Obtain SFS Clean Up Statistics and Monitor Siebel File System	Indicates whether the SFS Clean Up statistics and Siebel File System should be monitored. This parameter is required when <b>Siebel server only</b> or <b>Both Siebel and Gateway server</b> is selected for the server type.
ODBC Connection Name	The ODBC connection name that is used for the Siebel File System Cleanup command <b>sfscleanup</b> , for example, SCRM_DSN. This parameter is required if you choose to monitor the Siebel file system.
Siebel File System Path	The path to the Siebel Database File System, for example, on a Windows computer, you can use S:\Siebel\DB\FS, on a UNIX computer, you can use /siebel/db/fs. For mapped drives on a Windows computer, use the network folder path instead of the drive letter, for example, \\server\share_name\. This parameter is required if you choose to monitor the Siebel File System.

Table 7. Configuration attributes for the Siebel agent (continued)

Attribute name	Description
Siebel Table Owner	The owner of the Siebel database table. This parameter is required if you choose to monitor the Siebel File System.

9. Optional: If you want to monitor HTTP or HTTPS URLs for your Siebel environment, enter the fully qualified path to a file that contains the list of URLs to be monitored. Each URL must be on its own separate line in the file. The file can be located anywhere on the file system that the user running the Siebel agent has read permissions to. See Table 8 for an explanation of the configuration attribute:

Table 8. Configuration attributes for URL monitoring

Attribute name	Description
HTTP URLs File	The HTTP managed URLs file

10. Optional: By default, only logs of components in Table 9 are monitored by the Siebel agent. If you want extra component logs to be monitored, specify the corresponding component alias, for example, SCBroker.

Table 9. Alias and names of the components for which component logs are monitored

Component Alias	Component name
SCCObjMgr	Call Center Object Manager
SObjMgr	Marketing Object Manager
SSEObjMgr	Sales Object Manager
CommInboundRcvr	Communications Inbound Receiver
CommOutboundMg	Communications Outbound Manager
CommSessionMgr	Communications Session Manager
WorkMon	Workflow Monitor Agent
WfProcBatchMgr	Workflow Process Batch Manager
WfProcMgr	Workflow Process Manager
SiebSrvr	Siebel Server

11. Press Enter when you are asked whether the agent connects to a Tivoli Enterprise Monitoring Server.
12. Configure the connection between the agent and the Tivoli Enterprise Monitoring Server:
  - a. Type the host name of the Tivoli Enterprise Monitoring Server, and press Enter.
  - b. Type the network protocol that the Tivoli Enterprise Monitoring Server uses to communicate with the agent. You have four choices: IP.UDP, SNA, IP.PIPE, or IP.SPIPE.
  - c. Depending on the type of protocol you specified, provide the required information when prompted.
  - d. Press Enter when you are asked whether you want to configure the connection to a secondary Tivoli Enterprise Monitoring Server. The default value is No.
  - e. Press Enter to accept the default value for the optional primary network name. The default value is none.

## Configuring the agent through silent configuration

The Siebel agent supports silent configuration on Windows, UNIX, and Linux systems.

### About this task

If you want to configure the agent through silent configuration on a UNIX or Linux system, ensure that the user account to run the Siebel agent has the required permissions to run the Siebel **srvrmgr** command

line utility. See “Verifying user accounts on UNIX or Linux systems” on page 11.

## Procedure

1. Create a response file on a computer where the Siebel agent is installed. The response file is a .txt file that contains the configuration options of the agent. The following example is a response file:

```
#####  
INSTANCE=InstanceName  
SERVER_TYPE=SERVER_TYPE  
CDP_GATEWAY_MONITOR_AVAILABILITY_ELEMENT=GATEWAY_AVAILABILITY  
CDP_SERVER_MONITOR_AVAILABILITY_ELEMENT=SERVER_AVAILABILITY  
KUB_SIEBEL_ENTERPRISE=EnterpriseName  
KUB_SIEBEL_SERVERNAME=ServerName  
KUB_SIEBEL_INSTALL_ROOT=InstallDir  
KUB_SIEBEL_ADMINID=UserName  
KUB_SIEBEL_ADMINPASSWORD=Password  
# Siebel Server software version  
# The version of the Siebel Server software.  
# Choose from:  
# 8.0  
# 8.1  
KUB_SIEBEL_VERSION=Version  
KUB_SIEBEL_GATEWAY=ServerName[:PortNum]  
KUB_SIEBEL_GATEWAY_NS_ROOT=InstallDir  
KUB_FS_CHECKBOX=True  
KUB_ODBC_CONNECTION_NAME=ODBC_connection  
KUB_DB_FS_PATH=Siebel_Database_File_System_Path  
KUB_SIEBEL_TABLE_OWNER=owner_Siebel_db_table
```

where

- INSTANCE is the name of the Siebel agent instance.
- SERVER\_TYPE is the type of Siebel CRM servers that are installed on the local host. Valid values are SERVER, GATEWAY, and SERVER\_AND\_GATEWAY.
- CDP\_GATEWAY\_MONITOR\_AVAILABILITY\_ELEMENT: Disable if server type is **Siebel server only** or if the gateway server process is unreachable because of clustering. Valid values are true and false.
- CDP\_SERVER\_MONITOR\_AVAILABILITY\_ELEMENT: Disable if server type is **Gateway only**. Valid values are true and false.
- KUB\_SIEBEL\_ENTERPRISE is the Siebel enterprise to monitor. Required for **Siebel server only** and **Both Siebel and Gateway server** server type options.
- KUB\_SIEBEL\_SERVERNAME is the name of the Siebel Server that you want to monitor. This is not the host name of the server. It is the server name that is used when invoking the Siebel **srvrmgr** command. Required for **Siebel server only** and **Both Siebel and Gateway server** server type options.
- KUB\_SIEBEL\_INSTALL\_ROOT is the base installation directory of the Siebel Application Server. Required for **Siebel server only** and **Both Siebel and Gateway server** server type options.
- KUB\_SIEBEL\_ADMINID is the user ID for the Siebel Server administrator that is used for the **srvrmgr** command. Required for **Siebel server only** and **Both Siebel and Gateway server** server type options.
- KUB\_SIEBEL\_ADMINPASSWORD is the password for the Siebel Server administrator. Required for **Siebel server only** and **Both Siebel and Gateway server** server type options.
- KUB\_SIEBEL\_VERSION is the version of the Siebel Server software. Required for **Siebel server only** and **Both Siebel and Gateway server** server type options. Valid values are 8.0 and 8.1. Use 8.1 if the Siebel version is 8.1 or later.
- KUB\_SIEBEL\_GATEWAY is the Siebel Gateway Name Server to monitor. If a port other than the default port is used for the gateway name server, append a colon and port when you configure the gateway name server, for example, gtwysrvr:1234. Required for all the server type options.

- KUB\_SIEBEL\_GATEWAY\_NS\_ROOT is the base installation directory of the Siebel Gateway Name Server. Required for all server type options.
  - KUB\_FS\_CHECKBOX indicates whether the SFS Clean Up statistics and Siebel File System should be monitored. Required for **Siebel server only** and **Both Siebel and Gateway server** server type options. Valid values are True and False.
  - KUB\_ODBC\_CONNECTION\_NAME is the ODBC connection name that is used for the Siebel File System cleanup command **fscleanup**, for example, SCRM\_DSN. Required if you choose to monitor the Siebel File System.
  - KUB\_DB\_FS\_PATH is the path to the Siebel File System, for example, S:/Siebel/DB/FS or /siebel/db/fs. For mapped drives on a Windows computer, use the network folder path instead of the drive letter, for example, \\server\share\_name\. Required if you choose to monitor the Siebel File System.
  - KUB\_SIEBEL\_TABLE\_OWNER is the owner of the Siebel database table. Required if you choose to monitor the Siebel File System.
2. Do one of the following steps depending on your operating system:
- For Windows systems, complete the following steps:
    - a. Create an agent instance with the `kinconfg -wkubInstanceName` command.
    - b. Configure the agent instance with the `kinconfg -n Response_File_Path -cikub InstanceName` command.
  - For UNIX or Linux systems, go to the installation directory of the agent and run the following command:
 

```
CandleConfig -A -p response_file_path -o InstanceName ub
```

where:

- *InstanceName* is the name of the agent instance that you want to configure. This instance name must be the same as the instance name in the response file.
- *response\_file\_path* is the file path of the response file.

**Important:** You must specify the name of the instance that you want to configure in both the response file and the configuration command.

## Configuration values

For both local and remote configuration, you provide the configuration values for the agent to operate.

When you are configuring an agent, a panel is displayed so you can enter each value. When a default value exists, this value is pre-entered into the field. If a field represents a password, two entry fields are displayed. You must enter the same value in each field. The values that you type are not displayed to help maintain the security of these values.

The configuration for this agent is organized into the following groups:

### Server type (KUB\_SERVER\_TYPE)

Siebel CRM server types that is installed on local host.

The configuration elements defined in this group are always present in the agent's configuration.

This group defines information that applies to the entire agent.

### Include Gateway Availability (CDP\_GATEWAY\_MONITOR\_AVAILABILITY\_ELEMENT)

Disable if the Siebel Gateway Server is not installed locally or if the Gateway Server process is unreachable due to clustering.

The type is one of the following values: "True", "False".

This value is required.

Default value: false

**Include Server Availability (CDP\_SERVER\_MONITOR\_AVAILABILITY\_ELEMENT)**

Disable if the Siebel Server is not installed locally.

The type is one of the following values: "True", "False".

This value is required.

Default value: true

**Siebel File System Path (KUB\_DB\_FS\_PATH)**

The path to the Siebel File System. Example: S:/Siebel/DB/FS; /siebel/db/fs. For mapped drives on Windows systems, use the network folder path instead of the drive letter. Example: \\server\share\_name\. Required if monitoring the Siebel File System.

The type is string.

This value is optional.

Default value: None

**Obtain SFS Clean Up Statistics and Monitor Siebel File System (KUB\_FS\_CHECKBOX)**

Indicates whether the SFS Clean Up Statistics and Siebel File System should be monitored. Required for Server type "Siebel server only" and "Both Siebel and Gateway server".

The type is one of the following values: "True", "False".

This value is optional.

Default value: false

**ODBC Connection Name (KUB\_ODBC\_CONNECTION\_NAME)**

The ODBC connection name that is used for the Siebel File System Cleanup command: sfscleanup. Example: SCRM\_DSN. Required if monitoring the Siebel File System.

The type is string.

This value is optional.

Default value: None

**Siebel Server Admin ID (KUB\_SIEBEL\_ADMINID)**

The Siebel specific user ID that the agent will use to authenticate to the Siebel Enterprise when invoking the srvmgr command. Required for Server type "Siebel server only" and "Both Siebel and Gateway server".

The type is string.

This value is optional.

Default value: SADMIN

**Siebel Server Admin password (KUB\_SIEBEL\_ADMINPASSWORD)**

The password for the Siebel Server administrator. Required for Server type "Siebel server only" and "Both Siebel and Gateway server".

The type is password.

This value is optional.

Default value: password

**Siebel Enterprise name (KUB\_SIEBEL\_ENTERPRISE)**

The Siebel enterprise to monitor. Required for Server type "Siebel server only" and "Both Siebel and Gateway server".

The type is string.

This value is optional.

Default value: siebel

**Siebel Gateway Name Server and optional port (KUB\_SIEBEL\_GATEWAY)**

The Siebel Gateway Name Server to monitor and optionally the port, for example: gtwysrvr or gtwysrvr:1234. Required for all the Server type(s) options.

The type is string.

This value is optional.

Default value: None

**Siebel Gateway Name Server base installation directory (KUB\_SIEBEL\_GATEWAY\_NS\_ROOT)**

The base installation directory for the Siebel Gateway Name Server. Required for all the Server type(s) options.

The type is string.

This value is optional.

Default value: None

**Siebel Server base installation directory (KUB\_SIEBEL\_INSTALL\_ROOT)**

The base installation directory for the Siebel Application Server. Required for Server type "Siebel server only" and "Both Siebel and Gateway server".

The type is string.

This value is optional.

Default value: None

**Siebel Server name (KUB\_SIEBEL\_SERVERNAME)**

The name of the Siebel Server to monitor (Note: This is not the host name of the server. It is the server name as it is used when invoking the Siebel srvmgr command). Required for Server type "Siebel server only" and "Both Siebel and Gateway server".

The type is string.

This value is optional.

Default value: None

**Siebel Table Owner (KUB\_SIEBEL\_TABLE\_OWNER)**

The owner of the Siebel database table. Required if monitoring the Siebel File System.

The type is string.

This value is optional.

Default value: None

**Siebel Server software version (KUB\_SIEBEL\_VERSION)**

The version of the Siebel Server software. Required for Server type "Siebel server only" and "Both Siebel and Gateway server".

The type is one of the following values: "version 8.0", "version 8.1 or later".

This value is optional.

Default value: 8.1

**Server type(s) (SERVER\_TYPE)**

Siebel CRM Components installed on local host.

The type is one of the following values: "Siebel server only", "Gateway only", "Both Siebel and Gateway server".

This value is required.

Default value: None

#### **URL Monitoring (KQZ\_URLS)**

Configuration for monitoring a list of URLs.

The configuration elements defined in this group are always present in the agent's configuration.

This group defines information that applies to the entire agent.

#### **HTTP URLs File (KQZ\_HTTP\_URLS\_FILE)**

The HTTP managed URLs file.

The type is browse.

This value is optional.

Default value: None

#### **Additional logs (OPTIONAL\_SIEBEL\_COMPONENT\_LOG\_MONITORING)**

Extra Siebel CRM component logs to monitor.

The configuration elements defined in this group are always present in the agent's configuration.

This group defines information that applies to the entire agent.

#### **Component alias (1 out of 10) (KUB\_CUSTCOMPLOG\_00)**

The component alias for which to monitor an extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

#### **Component alias (2 out of 10) (KUB\_CUSTCOMPLOG\_01)**

The component alias for which to monitor an extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

#### **Component alias (3 out of 10) (KUB\_CUSTCOMPLOG\_02)**

The component alias for which to monitor an extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

#### **Component alias (4 out of 10) (KUB\_CUSTCOMPLOG\_03)**

The component alias for which to monitor an extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

#### **Component alias (5 out of 10) (KUB\_CUSTCOMPLOG\_04)**

The component alias for which to monitor an extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

**Component alias (6 out of 10) (KUB\_CUSTCOMPLOG\_05)**

The component alias for which to monitor an extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

**Component alias (7 out of 10) (KUB\_CUSTCOMPLOG\_06)**

The component alias for which to monitor an extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

**Component alias (8 out of 10) (KUB\_CUSTCOMPLOG\_07)**

The component alias for which to monitor an extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

**Component alias (9 out of 10) (KUB\_CUSTCOMPLOG\_08)**

The component alias for which to monitor an extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

**Component alias (10 out of 10) (KUB\_CUSTCOMPLOG\_09)**

The component alias for which to monitor extra component log. Example: SCBroker.

The type is string.

This value is optional.

Default value: None

## Remote installation and configuration

You can install the monitoring agent remotely from the Tivoli Enterprise Portal or from the command line.

When installing the agent remotely, you must provide the configuration values for the agent to operate. See “Configuration values” on page 24.

To install from the portal, see the *IBM Tivoli Monitoring Installation and Setup Guide*.

To remotely install or configure an agent through the Tivoli Enterprise Portal, you must have installed the application support for that agent (Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal). You must also have installed the agent bundle into the Remote Deploy Depot.

See the **tacmd describeSystemType** section in the *IBM Tivoli Monitoring Command Reference* for information about displaying the configuration options that are available to use with the **configureSystem** or **addSystem** commands.

**Remember:** The parameters in the following examples are shown on separate lines for clarity. When typing the command, type all of the parameters on one line.

If you are using the command line, the following command is an example of remote installation and configuration for Linux operating systems:

```
tacmd addSystem -t UB -n sample.node.name:KUX
-p INSTANCE=InstanceName
KUB_SERVER_TYPE.SERVER_TYPE="SERVER_AND_GATEWAY"
KUB_SERVER_TYPE.CDP_GATEWAY_MONITOR_AVAILABILITY_ELEMENT=true
KUB_SERVER_TYPE.CDP_SERVER_MONITOR_AVAILABILITY_ELEMENT=true
KUB_SERVER_TYPE.KUB_SIEBEL_ADMINID="ADMIN"
KUB_SERVER_TYPE.KUB_SIEBEL_ADMINPASSWORD="password"
KUB_SERVER_TYPE.KUB_SIEBEL_ENTERPRISE="SCRM"
KUB_SERVER_TYPE.KUB_SIEBEL_GATEWAY="gateway01"
KUB_SERVER_TYPE.KUB_SIEBEL_GATEWAY_NS_ROOT="/apps/siebel/gtwysrvr"
KUB_SERVER_TYPE.KUB_SIEBEL_INSTALL_ROOT="/apps/siebel/siebsrvr"
KUB_SERVER_TYPE.KUB_SIEBEL_SERVERNAME="siebel01"
KUB_SERVER_TYPE.KUB_SIEBEL_VERSION="8.1"
KUB_SERVER_TYPE.KUB_FS_CHECKBOX=true
KUB_SERVER_TYPE.KUB_DB_FS_PATH="/apps/siebel/siebfs"
KUB_SERVER_TYPE.KUB_ODBC_CONNECTION_NAME="SCRM_DSN"
KUB_SERVER_TYPE.KUB_SIEBEL_TABLE_OWNER="SIEBEL"
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_00="SCBroker"
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_01=value
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_02=value
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_03=value
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_04=value
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_05=value
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_06=value
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_07=value
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_08=value
OPTIONAL_SIEBEL_COMPONENT_LOG_MONITORING.KUB_CUSTCOMPLOG_09=value
```

You can use the **tacmd configureSystem** command to edit configuration options of an existing agent. After the command is issued, the agent is restarted automatically for the new configuration parameters to take effect.

The following command is an example of remote configuration for the Siebel agent:

```
tacmd configuresystem -m System
-p INSTANCE=InstanceName
KUB_SERVER_AND_GATEWAY.KUB_SIEBEL_VERSION=ServerVersion
```

The following options are required for remotely configuring the Siebel agent:

- -m *System*
- -p INSTANCE=*InstanceName*



---

## Appendix. ITCAM for Applications documentation library

Various publications are relevant to the use of ITCAM for Applications.

For information about how to access and use the publications, see *Using the publications* ([http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/topic/com.ibm.itm.doc\\_6.3/common/using\\_publications.htm](http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/topic/com.ibm.itm.doc_6.3/common/using_publications.htm)).

To find publications from the previous version of a product, click **Previous versions** under the name of the product in the **Contents** pane.

Documentation for this product is in the ITCAM for Applications Information Center ([http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc\\_7.2.1/welcome\\_apps721.html](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2.1/welcome_apps721.html)):

- Quick Start Guide
- Offering Guide
- Download instructions
- Links to Prerequisites
- Installation and Configuration Guide for each agent
- Link to Reference information for each agent
- Link to Troubleshooting Guide for each agent

---

### Prerequisite publications

To use the information about the agents effectively, you must have some prerequisite knowledge.

See the following information at the IBM Tivoli Monitoring Information Center (<http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/index.jsp>) to gain prerequisite knowledge:

- *IBM Tivoli Monitoring Administrator's Guide*
- *IBM Tivoli Monitoring Installation and Setup Guide*
- *IBM Tivoli Monitoring High Availability Guide for Distributed Systems*
- IBM Tivoli Monitoring: Installation and Configuration Guides for the following agents: Operating System agents and Warehouse agents
- IBM Tivoli Monitoring: User's Guides for the following agents: Agentless OS monitors, Log file agent, System p agents, Systems Director base agent
- *IBM Tivoli Monitoring Agent Builder User's Guide*
- *IBM Tivoli Monitoring Command Reference*
- *IBM Tivoli Monitoring: Messages*
- *IBM Tivoli Monitoring Troubleshooting Guide*
- IBM Tivoli Monitoring: References for the following agents: Operating System agents and Warehouse agents
- IBM Tivoli Monitoring: Troubleshooting Guides for the following agents: Operating System agents and Warehouse agents
- *Tivoli Enterprise Portal User's Guide*

---

### Related publications

The publications in related information centers provide useful information.

See the following information centers, which you can find by accessing Tivoli Documentation Central (<https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/Tivoli%20Documentation%20Central>):

- Tivoli Monitoring
- Tivoli Application Dependency Discovery Manager
- Tivoli Business Service Manager
- Tivoli Common Reporting
- Tivoli Enterprise Console
- Tivoli Netcool/OMNIBus

---

## Other sources of documentation

You can obtain additional technical documentation about monitoring products from other sources.

See the following sources of technical documentation about monitoring products:

- Service Management Connect (SMC)
  - For introductory information about SMC, see IBM Service Management Connect (<http://www.ibm.com/developerworks/servicemanagement/>).
  - For information about Tivoli products, see the Application Performance Management community on SMC (<http://www.ibm.com/developerworks/servicemanagement/apm/index.html>).
  - Connect, learn, and share with Service Management professionals. Get access to developers and product support technical experts who provide their perspectives and expertise. You can use SMC for these purposes:
    - Become involved with transparent development, an ongoing, open engagement between external users and developers of Tivoli products where you can access early designs, sprint demos, product roadmaps, and pre-release code.
    - Connect one-on-one with the experts to collaborate and network about Tivoli and Integrated Service Management.
    - Benefit from the expertise and experience of others using blogs.
    - Collaborate with the broader user community using wikis and forums.
- IBM Integrated Service Management Library (<http://www.ibm.com/software/brandcatalog/ismlibrary/>) is an online catalog that contains integration documentation as well as other downloadable product extensions.
- IBM Redbook publications (<http://www.redbooks.ibm.com/>) include Redbooks® publications, Redpapers, and Redbooks technotes that provide information about products from platform and solution perspectives.
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