

# **TIBCO ActiveMatrix® Adapter Service Engine for Siebel**

## **Installation**

*Software Release 6.0  
April 2010*

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# Preface



**This software may be available on multiple operating systems. However, not all operating system platforms for a specific software version are released at the same time. Please see the readme.txt file for the availability of this software version on a specific operating system platform.**

This document describes how to install TIBCO ActiveMatrix Adapter for Siebel software.

## Topics

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- [Related Documentation, page x](#)
- [Typographical Conventions, page xii](#)
- [How to Contact TIBCO Support, page xiv](#)

## Related Documentation

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This section lists documentation resources you may find useful.

### TIBCO ActiveMatrix Adapter for Siebel Documentation

The following documents form the TIBCO ActiveMatrix Adapter for Siebel documentation set:

- *TIBCO ActiveMatrix Adapter Service Engine for Siebel Installation* Read this manual to learn how to install TIBCO ActiveMatrix Adapter Service Engine for Siebel.
- *TIBCO ActiveMatrix Adapter Service Engine for Siebel Configuration and Deployment* Read this manual for instructions on how to create, configure and deploy adapter projects.
- *TIBCO ActiveMatrix Adapter Service Engine for Siebel Examples* Read this manual to work through the examples provided with the adapter.
- *TIBCO ActiveMatrix Adapter Service Engine for Siebel Release Notes* Read this document for information about new features, deprecated features, and known and closed issues.

Before TIBCO ActiveMatrix Adapter for Siebel can be installed and used, you have to install TIBCO ActiveMatrix Adapter for Siebel. The following documents form the TIBCO ActiveMatrix Adapter for Siebel documentation set:

- *TIBCO ActiveMatrix Adapter for Siebel Concepts* Read this manual to familiarize yourself with the product and its uses.
- *TIBCO ActiveMatrix Adapter for Siebel Installation* Read this manual to learn how to install TIBCO ActiveMatrix Adapter for Siebel.
- *TIBCO ActiveMatrix Adapter for Siebel Configuration and Deployment* Read this manual for instructions on how to create, configure, and deploy adapter projects.
- *TIBCO ActiveMatrix Adapter for Siebel Examples* Read this manual to work through the examples provided with the adapter.
- *TIBCO ActiveMatrix Adapter for Siebel Release Notes* Read this document for information about new features, deprecated features, and known and closed issues.

## Other TIBCO Product Documentation

You may find it useful to read the documentation for the following TIBCO products:

- TIBCO Designer™
- TIBCO Administrator™
- TIBCO ActiveMatrix® Administrator
- TIBCO ActiveMatrix BusinessWorks™
- TIBCO ActiveMatrix BusinessWorks™ Service Engine
- TIBCO Rendezvous®
- TIBCO Enterprise Message Service™
- TIBCO Hawk®
- TIBCO Adapter™ SDK
- TIBCO Runtime Agent™
- TIBCO Business Studio™

## Third-Party Documentation

You may also find it useful to read the Siebel Bookshelf, available from Siebel Systems Inc.




# Typographical Conventions

The following typographical conventions are used in this manual.

Table 1 General Typographical Conventions

Convention	Use
<i>TIBCO_HOME</i> <i>ENV_HOME</i> <i>AMX_HOME</i>	<p>Many TIBCO products must be installed within the same home directory. This directory is referenced in documentation as <i>TIBCO_HOME</i>. The value of <i>TIBCO_HOME</i> depends on the operating system. For example, on Windows systems, the default value is C:\tibco.</p> <p>Other TIBCO products are installed into an installation environment. Incompatible products and multiple instances of the same product are installed into different installation environments. The directory into which such products are installed is referenced in documentation as <i>ENV_HOME</i>. The value of <i>ENV_HOME</i> depends on the operating system. For example, on Windows systems the default value is C:\tibco.</p> <p>TIBCO ActiveMatrix is installed into a directory inside <i>ENV_HOME</i>. This directory is referenced in documentation as <i>AMX_HOME</i>. The value of <i>AMX_HOME</i> depends on the operating system. For example, on Windows systems the default value is C:\tibco\amx. TIBCO ActiveMatrix Adapter for Siebel is installed in a directory inside <i>AMX_HOME</i>.</p>
code font	<p>Code font identifies commands, code examples, filenames, pathnames, and output displayed in a command window. For example:</p> <p>Use MyCommand to start the foo process.</p>
bold code font	<p>Bold code font is used in the following ways:</p> <ul style="list-style-type: none"><li>• In procedures, to indicate what a user types. For example: Type <b>admin</b>.</li><li>• In large code samples, to indicate the parts of the sample that are of particular interest.</li><li>• In command syntax, to indicate the default parameter for a command. For example, if no parameter is specified, MyCommand is enabled: MyCommand [<b>enable</b>   disable]</li></ul>

Table 1 General Typographical Conventions (Cont'd)

Convention	Use
<i>italic font</i>	<p>Italic font is used in the following ways:</p> <ul style="list-style-type: none"> <li>• To indicate a document title. For example: See <i>TIBCO ActiveMatrix BusinessWorks Concepts</i>.</li> <li>• To introduce new terms. For example: A portal page may contain several portlets. <i>Portlets</i> are mini-applications that run in a portal.</li> <li>• To indicate a variable in a command or code syntax that you must replace. For example: <code>MyCommand PathName</code></li> </ul>
Key combinations	<p>Key names separated by a plus sign indicate keys pressed simultaneously. For example: Ctrl+C.</p> <p>Key names separated by a comma and space indicate keys pressed one after the other. For example: Esc, Ctrl+Q.</p>
	The note icon indicates information that is of special interest or importance, for example, an additional action required only in certain circumstances.
	The tip icon indicates an idea that could be useful, for example, a way to apply the information provided in the current section to achieve a specific result.
	The warning icon indicates the potential for a damaging situation, for example, data loss or corruption if certain steps are taken or not taken.

## How to Contact TIBCO Support

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For comments or problems with this manual or the software it addresses, please contact TIBCO Support as follows.

- For an overview of TIBCO Support, and information about getting started with TIBCO Support, visit this site:

<http://www.tibco.com/services/support>

- If you already have a valid maintenance or support contract, visit this site:

<https://support.tibco.com>

Entry to this site requires a user name and password. If you do not have a user name, you can request one.

## Chapter 1

# Installing TIBCO ActiveMatrix Adapter Service Engine for Siebel

This chapter explains how to install TIBCO ActiveMatrix Adapter Service Engine for Siebel on supported platforms.

## Topics

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- [Installation Overview, page 2](#)
- [Installation Requirements, page 5](#)
- [Installation Steps, page 7](#)

## Installation Overview

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This section provides an overview of the installer, the installation registry, and the additional software required before you can install TIBCO ActiveMatrix Adapter Service Engine for Siebel.

### Installation Modes

The following three installation modes are supported on all platforms.

#### GUI Mode

In GUI mode, the installer presents panels that allow you to make choices about product selection, product location, and so on.

To invoke the installer in GUI mode, double-click the executable.

#### Console Mode

Console mode allows you to run the installer from the command prompt or terminal window. This is useful if your machine does not have a GUI environment.

#### Silent Mode

Silent mode installs the product using either default settings or a response file that was saved during an earlier installation. Silent mode installs the product without prompting you for information.

### Installer Account

The installer account information on different platforms is described below.

#### Microsoft Windows

You must have administrator privileges for the machine on which TIBCO ActiveMatrix Adapter Service Engine for Siebel is installed.

If you do not have administrator privileges, the installer exits. You must then log out of the system and log in as a user with the required privileges, or request your system administrator to assign the privileges to your account.



If you intend to install the product on a network drive, you must ensure that the account used for installation has permission to access the network drive.



On Microsoft Windows 2003, before you start the installation, ensure that the files, `vpd.properties` and `vpd.properties.tibco.hostname`, are available in the `USER_HOME\Windows\` folder. If not, copy these files from `C:\Windows\` to the `USER_HOME\Windows\` directory.

## UNIX

TIBCO ActiveMatrix Adapter Service Engine for Siebel can be installed by any type of user:

- regular (non-root) user
- super-user (root)

A graphic environment such as CDE or XWindows is required to run the installer in GUI mode.

## Installer Log File

The installer log file, `tibco_universal_installer.timestamp.username_install.txt`, is written to the `User_Home/.TIBCO` directory. For example, on Windows the installer log is written to the `C:\Documents and Settings\user-name\.TIBCO` directory. The installer log file captures the following information:

- Installation environment details such as user who invoked the installer, hostname, java home in the environment, Operating System details, etc.
- List of assemblies installed.

## Disk Space

When a TIBCO ActiveMatrix Adapter Service Engine for Siebel installation package is unpacked, it is extracted into a temporary folder. The installer requires up to 550 MB of free space to extract the package to a temporary folder.

### Temporary Disk Space Required by the Installer

The installer requires at least 550 MB of free space in the temporary directory. On Microsoft Windows, the temporary directory location is `%SystemDrive%\Documents and Settings\user_name\Local Settings\Temp`.

If your system does not have sufficient disk space in the default temporary area, you can run the installer with a different temporary directory by using the following option when starting the installer:

```
-is:tempdir /new_temp
```

where */new\_temp* has sufficient free disk space.

The installer calculates the disk space required in the product home location for the selected components before the actual installation (the copying of files to the system) begins. The installer will proceed only if sufficient free disk space is available in the product home location.

If the disk space required is consumed by another process while the installer is copying the files, the disk space available can be reduced. In this case, the installer may fail and give a failure message.

While performing the installation, it is recommended not to run other processes that consume disk space in the product home location.

## System Memory

A minimum of 512 MB of physical memory is required.

# Installation Requirements

You can install the software on different machines and use them across the network. For example, you can use TIBCO Designer on one machine to configure a TIBCO ActiveMatrix Adapter Service Engine for Siebel adapter on another machine.

## Software Requirements

The following table lists the prerequisite and compatible software.

Table 2 Required Software

Field	Description
The following products must be installed before installing TIBCO ActiveMatrix Adapter Service Engine for Siebel. See <i>TIBCO ActiveMatrix Adapter Service Engine for Siebel readme.txt</i> for the supported versions.	
TIBCO ActiveMatrix Adapter for Siebel	TIBCO ActiveMatrix Adapter for Siebel enables real-time exchange of business data between Siebel applications and other applications or external business partners.  For detailed information about installing TIBCO ActiveMatrix Adapter for Siebel, refer to <i>TIBCO ActiveMatrix Adapter Service Engine for Siebel Installation</i> .
TIBCO ActiveMatrix Service Grid	TIBCO ActiveMatrix Service Grid is a scalable and extensible platform for developing, deploying, and managing applications that conform to a service-oriented architecture.
TIBCO ActiveMatrix Service Bus	TIBCO ActiveMatrix Service Bus provides service mediation capabilities to the TIBCO ActiveMatrix SOA platform. Service mediation allows you to easily adapt to changing requirements by providing an easy-to-use interface for developing mediation flows.
TIBCO ActiveMatrix BusinessWorks Service Engine	TIBCO ActiveMatrix BusinessWorks Service Engine provides an ActiveMatrix container to deploy ActiveMatrix BusinessWorks projects using the TIBCO ActiveMatrix Administrator.
TIBCO Designer Add-in for TIBCO Business Studio	TIBCO Designer Add-in for TIBCO Business Studio is used for running TIBCO Designer in TIBCO Business Studio.

## Supported Platforms

The following table lists the platforms supported by TIBCO ActiveMatrix Adapter Service Engine for Siebel.

Table 3 Supported Platforms, Package Names, and Disk Space

Platform	Package Names	Hardware Platform	Disk Space (MB)
Microsoft Windows Server 2003 (Enterprise Edition) Microsoft Windows Server 2008 Service Pack 1	TIB_adsblse_6.0.0_win_x86.zip	x86	50MB
Solaris 10	TIB_adsblse_6.0.0_sol8_sparc.zip	SPARC	70MB
Red Hat Enterprise Linux 4.2 and above for version 4, 5.1 and above for version 5	TIB_adsblse_6.0.0_linux24gl23_x86.zip	x86	65MB
HP-UX 11i v2	TIB_adsblse_6.0.0_hpux112_ia64.zip	IA64 Itanium	170MB
IBM AIX 5.3	TIB_adsblse_6.0.0_aix52_power.zip	POWER	75MB

## Installation Steps

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The following sections describe the installation process in the available installation modes.



Make sure your TIBCO ActiveMatrix Adapter Service Engine for Siebel is installed in *AMX\_HOME*, which is the TIBCO ActiveMatrix installation directory.

- [Installing in GUI Mode, page 7](#)
- [Installing in Console Mode, page 12](#)
- [Installing in Silent Mode, page 13](#)
- [Post-Installation Procedures, page 13](#)

### Installing in GUI Mode

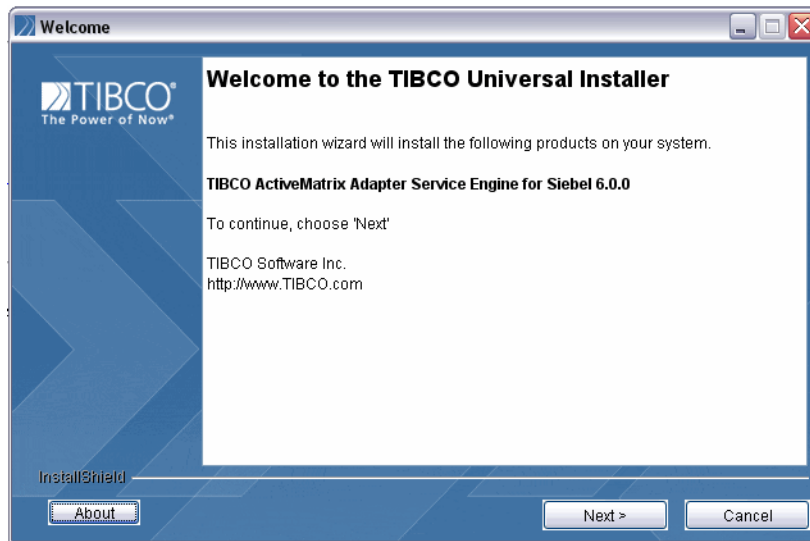
To install the adapter in GUI mode:

1. Open the physical media or download the TIBCO ActiveMatrix Adapter Service Engine for Siebel package.
2. Extract the product's archive file to a temporary directory.
3. Navigate to the temporary directory.
4. Run **TIBCOUniversalInstaller**.

You can do so in one of the following ways:

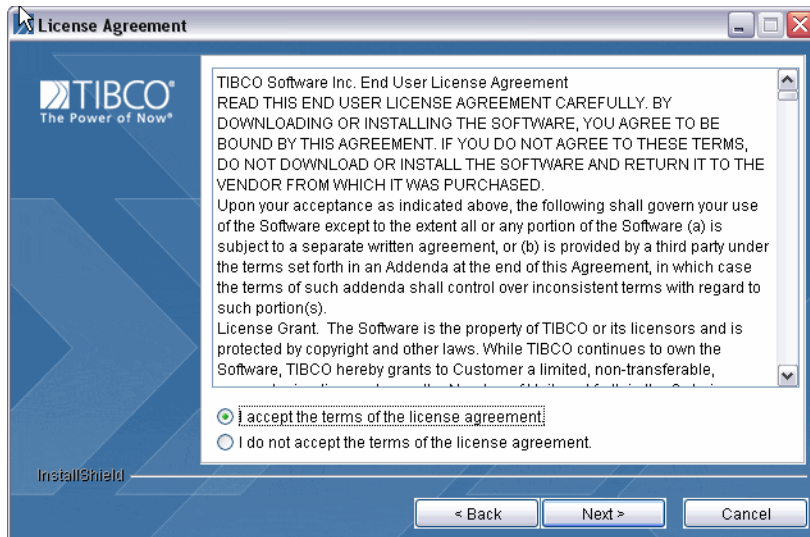
- Double-click the installer icon.
  - On the command prompt, provide the absolute path of the installer file specifying any options. The installer defaults to the GUI mode.
5. The Welcome screen appears, as shown below. Click the **Next** button.

Figure 1 Welcome Screen



6. The License Agreement screen appears, as shown in the next figure. After reading through the license text, click **I accept the terms of the license agreement** and then click the **Next** button.

Figure 2 License Agreement Screen



7. The Installation Environment screen appears, as is shown in the figure below. In the Environment drop-down list, select the installation environment, then click the **Next** button.

The installation environment was created when the pre-requisite software was installed.

Figure 3 Installation Environment Screen



8. The Installation Type screen appears, as shown in the next figure. Select one of the following two installation types to install.

- Typical (Install the default feature set)

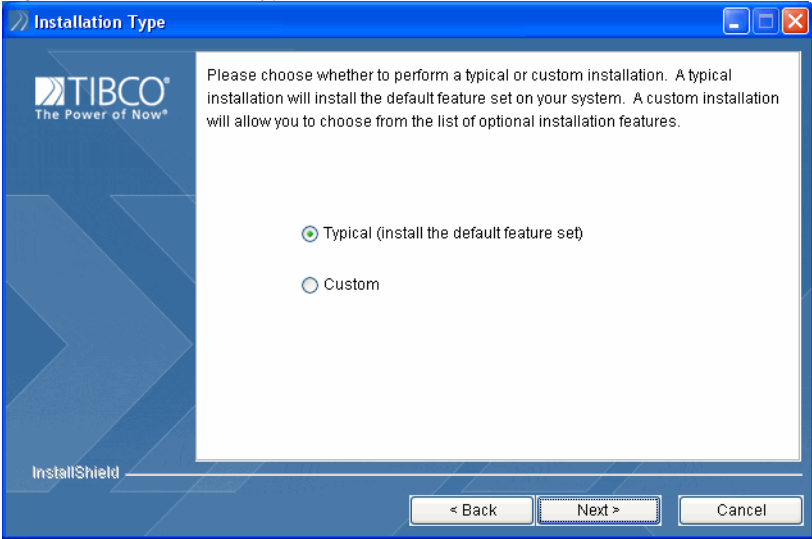
The Typical installation type installs all the products in the package on the specified platform.

If you select **Typical**, proceed to [step 9](#).

- Custom

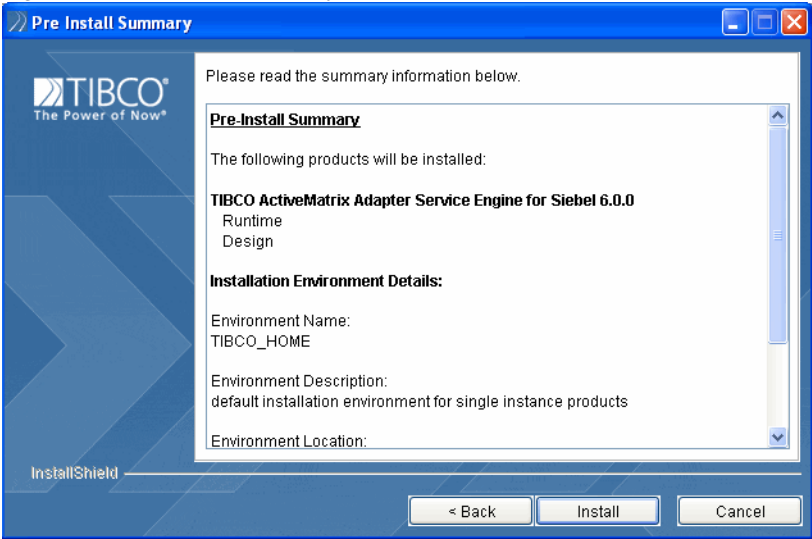
The Custom installation type allows you to select products and components. If you select **Custom**, the Product Features screen appears listing the components available for installation. By default, all the components are selected. Uncheck the checkboxes next to the components you don't want installed. Click the **Next** button.

Figure 4 Installation Type Screen



9. The Pre Install summary screen appears, as shown below. Verify the list of products selected for installation and then click the **Install** button. Click the **Yes to All** button to close any popup windows that display during installation.

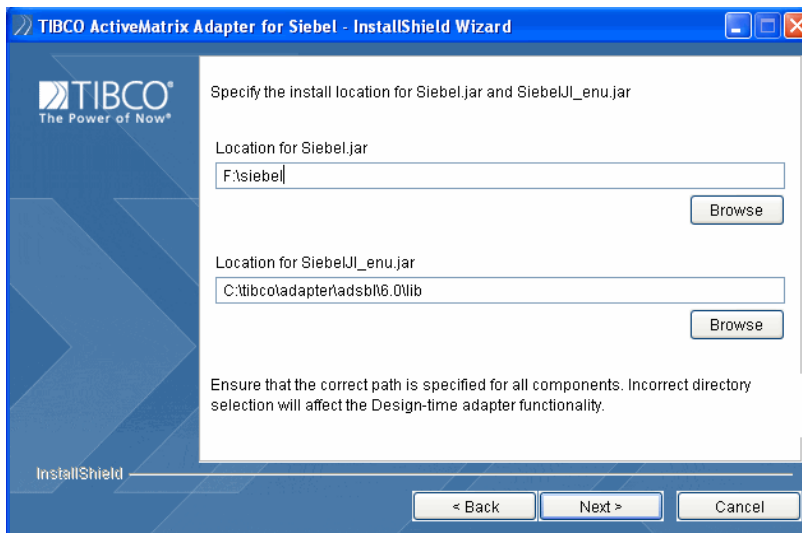
Figure 5 Pre Install Summary Screen





10. The TIBCO ActiveMatrix Adapter Service Engine for Siebel 6.0.0 screen appears, as shown below. Click the **Browse** button to specify the install location for `siebel.jar` and `SiebelJI_enu.jar`, and then click the **Next** button.

Figure 6 TIBCO ActiveMatrix Adapter Service Engine for Siebel 6.0.0 screen



11. The Post Install Summary screen appears, as shown below. This screen summarizes the installation process. Click the **Finish** button to complete the installation process and close the installer window.

After installing TIBCO ActiveMatrix Adapter Service Engine for Siebel, files are installed in the following directories:

`AMX_HOME\extensions\ase`

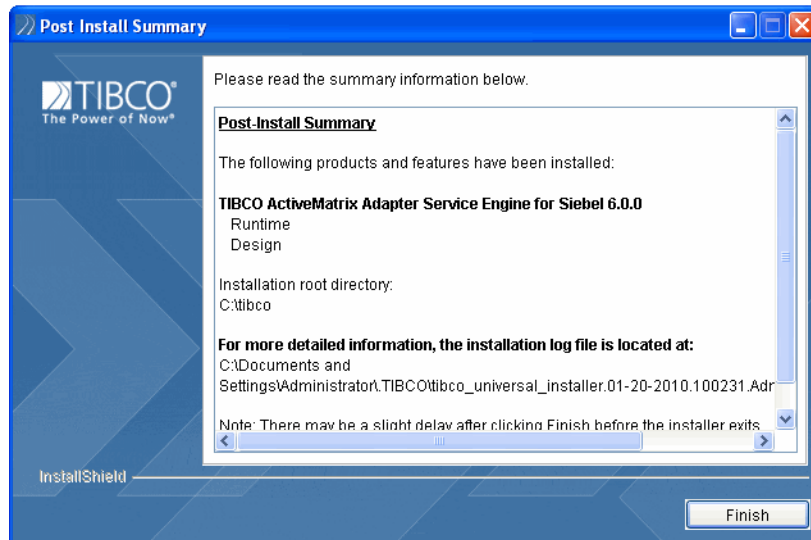
`AMX_HOME\extensions\adsblse\version_number\docs`

`AMX_HOME\extensions\adsblse\version_number\samples`

`ENV_HOME\components\eclipse\plugins`

`ENV_HOME\components\eclipse\features`

Figure 7 Post Install Summary Screen



## Installing in Console Mode

To install the software in console mode, follow these steps:

1. Open the physical media or download the TIBCO ActiveMatrix Adapter Service Engine for Siebel package.
2. Extract the product's archive file to a temporary directory.
3. Using a console window, navigate to the temporary directory.
4. Run **TIBCOUniversalInstaller -console**.
5. Complete the installation by responding to the console window prompts.



While running in the console mode, you can use the following keys to move through the installation process:

**Enter:** Moves forward in the installer.

**BackSpace or 2:** Goes back to the previous screen.

**3:** Cancels the Wizard and exits the installation or uninstallation.

**5:** Redisplays the current screen.

## Installing in Silent Mode

In silent mode, the universal installer does not prompt for any inputs during installation. Instead, the inputs are read from a response file that can be provided as a command-line parameter.

The `TIBCOUniversalInstaller.silent` file is packaged in the directory that contains the universal installer. You must edit the file with information for your environment before launching the silent installation. The file includes comments that describe the installation properties you can set. While you can use the `TIBCOUniversalInstaller.silent` file, it's good practice to copy the file to a different name and use that file for the silent install.

The following procedure explains how to install a TIBCO ActiveMatrix Adapter Service Engine for Siebel in silent mode.

1. Open the physical media or download the TIBCO ActiveMatrix Adapter Service Engine for Siebel package.
2. Extract the product's archive file to a temporary directory.
3. Using a console window, navigate to the temporary directory.
4. Make a copy of the `TIBCOUniversalInstaller.silent` file and rename the file.
5. Using a text editor, open the copied file and update the install location and features to install.
6. Run the following command on the platform:

— For Windows:

```
Run TIBCOUniversalInstaller.cmd -silent -V
responseFile="myfilename.silent"
```

— For Unix:

```
Run TIBCOUniversalInstaller -silent -V
responseFile="myfilename.silent"
```

When installation completes, a line similar to the following is written to the installer log file:

```
Install, com.tibco.installer.util.TIBCOInstaller, dbg.Debug,
The installation has completed. Please check the log file for
additional information.
```

## Post-Installation Procedures

After installing TIBCO ActiveMatrix Adapter Service Engine for Siebel, pay attention to the following operations:

- When you start TIBCO Business Studio for the first time after installing TIBCO ActiveMatrix Adapter Service Engine for Siebel, make sure you use the `-clean` option.
- If any errors occur during installation, they will be listed in the installation log files located `C:\Documents and Settings\user_name\.TIBCO`.

## Chapter 2

# Uninstalling TIBCO ActiveMatrix Adapter Service Engine for Siebel

This chapter explains how to uninstall TIBCO ActiveMatrix Adapter Service Engine for Siebel.

## Topics

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- [Uninstalling TIBCO ActiveMatrix Adapter Service Engine for Siebel, page 16](#)

## Uninstalling TIBCO ActiveMatrix Adapter Service Engine for Siebel

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Before uninstalling the TIBCO ActiveMatrix Adapter Service Engine for Siebel component, make sure you deactivate the container for the node where the TIBCO ActiveMatrix Adapter Service Engine for Siebel component is installed.

Follow these steps to uninstall the adapter service engine component:

1. Navigate to the `TIBCO_HOME\_uninstall` directory and invoke **universal\_uninstall**.
2. Choose the **Custom Uninstall** option
3. Check the checkbox for TIBCO ActiveMatrix Adapter Service Engine for Siebel and uncheck the checkboxes for the other listed products.
4. When the summary screen appears, click the **Finish** button to exit the uninstall wizard. After uninstalling the Adapter Service Engine, the uninstaller may prompt you to reboot your computer.
5. After running the uninstaller, clean up the directories by manually deleting the following directories under `ENV_HOME\components\eclipse\plugins`:

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