

1. Record Nr.	UNINA9910785358703321
Autore	Hansal Alexander
Titolo	Oracle Siebel CRM 8 installation and management [[electronic resource] ] : install, configure, and manage a robust customer relationship management system using Siebel CRM // Alexander Hansal
Pubbl/distr/stampa	Birmingham, U.K., : Packt Pub., 2010
ISBN	1-282-73044-4 9786612730443 1-84968-057-4
Descrizione fisica	1 online resource (572 p.)
Altri autori (Persone)	WeiglMichael BullTim
Disciplina	658.8/12
Soggetti	Customer relations - Management - Computer programs Customer relations - Management - Data processing
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Copyright; Credits; About the Author; About the Reviewers; Table of Contents; Preface; Chapter 1: Introducing the Siebel Web Architecture; The Siebel web architecture; The Siebel database; The Siebel File System; The Siebel Enterprise Server; The Siebel Gateway Name Server; The Siebel Server; The Application Object Manager (AOM); Configuration parameters; Data Manager (DM); Siebel Repository File (SRF); Siebel Web Engine (SWE); Siebel Web Templates (SWT); The web server; The Siebel Web Server Extension; The browser and the Siebel user interface; Summary Chapter 2: Planning and Preparing the InstallationPlanning the Siebel CRM installation; Sample planning document; More planning information; Understanding hardware and software prerequisites; Sizing the Siebel deployment; Preparing the Siebel database; Creating the service owner account; Creating the Siebel File System root folder; Downloading the Siebel installation archives; Using a download management tool; Running the Siebel Image Creator; Obtaining the license key; Summary; Chapter 3: Installing Siebel CRM Server Software on Microsoft Windows; About the Siebel server installer

Installation using GUI mode; Installing the Siebel Gateway Name Server; Installing the Siebel Server; Verifying successful Siebel Server installation; Installing the Siebel Database Server Utilities; About the Sample Database support module; Verifying the successful installation of the Siebel Database Server Utilities; Installing support files for the Siebel EAI Connectors; Installing the Siebel Web Server Extension; Checking the system configuration with the Siebel Environment Verification Tool (EVT); Applying patches for Siebel server software; Summary

Chapter 4: Configuring Siebel Server Software on Microsoft Windows  
About the Siebel Software Configuration Wizard; Configuring the Siebel Gateway Name Server; Verifying the successful Siebel Gateway Name Server configuration; Configuring the Siebel Enterprise; About the Siebel Enterprise name; About additional tasks for configuring the Enterprise; Verifying the successful Enterprise configuration; Configuring the Siebel Web Server Extension logical profile; About SWSE parameters; Verifying the successful SWSE logical profile creation; Installing the Siebel Database schema and seed data  
Preparing and executing the grantusr.sql file  
Enter the correct tablespace names; Modify default passwords if needed; Add additional user accounts; Executing the grantusr.sql Script; About the Siebel Upgrade Wizard and the Log Parser; Steps of the Install Siebel Database task; Verifying the successful Siebel database installation; Using the Siebel Log Parser; Verifying tables and data; Restarting the Siebel Upgrade Wizard in the case of errors; Configuring the Siebel Server; Verifying the successful Siebel Server configuration; Configuring the Siebel Web Server Extension  
Verifying the successful Siebel Enterprise server installation

---

Sommario/riassunto

Install, configure, and manage a robust Customer Relationship Management system using Siebel CRM with this book and eBook

---