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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
