

This document was downloaded from www.siebelguide.com and this document is a contribution by Diwakar.

Below are the exact steps that are followed when restarting the windows or Unix/Linux servers.

Bouncing the Siebel server on Windows machine:

1. Login to the server machine through remote desktop connection.
2. Open Services from Control or typing services.msc from command prompt.
3. Stop the 'Siebel Server' service.
4. Stop the 'Siebel Gateway Server' service.
5. Stop IIS service. (This will by default also stop 'World wide web service' & 'HTTP service')
6. Start IIS service. (Verify if 'World wide web service' & 'HTTP service' are started)
7. Start the 'Siebel Gateway Server' service.
8. Start the 'Siebel Server' service.

Verify the Performance tab in 'Windows Task Manager'. The CPU usage should be less than 100% to get the environment up.

We get the error message "The page you are trying to access is either busy or experiencing difficulties" when either of the above services are down.

If there are no changes made to eapps.cfg then the web server need not be restarted.

Bouncing the Siebel server on HP, AIX, Solaris, RH Linux & Suse Linux machines:

1. Login to the unix/linux server using the specific instance for the server. (eg: If it is a HP environment, the URL for thin client will be like http://sdchp120i11:16661/callcenter_psj. It means the instance for the Siebel server is qa1 and there can be multiple instances with many Siebel servers running on the same machine 'sdchp120i11'.)
2. Navigate to the path 'export/home/qa1/<build>/ses/siebsrvr/bin' and run the command `./stop_server <siebsrvr>` (ie `./stop_sever sdchp120i11`)
3. Navigate to the path 'export/home/qa1/<build>/ses/gtwsrvr/bin' and run the command `./stop_ns` which will stop the gateway name server.
4. Navigate to the path 'export/home/qa1/<build>/SWEApp/eapps/bin' and run the `./stop_http` to stop the web server 'HP Apache' running on the HP machine.
5. Verify the Siebel process running on the machine by running the command `siebps`. There should not any process running. If there are any processes found, kill the process.
6. Start the web server from the 'export/home/qa1/<build>/SWEApp/eapps/bin' by running the command `./start_http`
7. Start the Siebel gateway sever from the path 'export/home/qa1/<build>/ses/gtwsrvr/bin' by running the command `./start_ns`
8. Start the Siebel server from the path 'export/home/qa1/<build>/ses/siebsrvr/bin' by running the command `./start_server <siebsrvr>`
9. Type the command `siebps` to verify if the Siebel processes are started and running.
10. After starting the services, type the command `netstat -an | grep <SCBroker Port>` to know if the SCBroker port is free or occupied.

Mostly for the thin client applications for unix/linux servers, build installation or test infrastructure team would create alias commands for restarting the server. The alias commands can be executed anywhere from the server machine. They will be as below.

```
stop_server all
stop_ns
stop_http
start_http
start_ns
start_server all
```

These above standards are followed by Siebel outsourcing centers, Siebel Systems Inc and Oracle CRM for bouncing the Siebel servers.

Now when the thin client application goes down in Starhub, we are not be able to find whether the Siebel services are running since we don't have access to the server machine through remote desktop connection. But as an alternate approach we can find if the Siebel server is running even when the URL is down.

Connect to the server manager of the server machine. Run the command "list server" from server manager.