

# 10283 Ponder Upgrading Siebel CRM Innovation Pack 15 and Innovation Pack 16 with Special Guest Sonia Wadhwa

**Session ID: 10283**

Tuesday April 12, 2016

9:15 am

Breakers L

**Prepared by:**

Robert Ponder

Ponder Pro Serve



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#C16LV



# Agenda

- Siebel Update
- Upgrading to IP 2015 / 2016
- IP 2016
- Open UI
- Performance
- Questions



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# Siebel Sessions



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Date	Time	Session	Location
Sun Apr 10, 2016	2:15 PM–3:15 PM	OAUG Siebel CRM SIG Meeting	South Seas B
Mon Apr 11, 2016	2:00 PM–3:00 PM	Optimize Siebel CRM Investment and Initiate Cloud Transformation	Mandalay Bay Ballroom K
Mon Apr 11, 2016	2:00 PM–3:00 PM	Tales From Business Intelligence: Using OBIEE to Analyse Customer Service Requests From Seibel	South Seas G
Tue Apr 12, 2016	9:15 PM–10:15 PM	Upgrading Siebel CRM Innovation Pack 15 and Innovation Pack 16	Breakers L
Tue Apr 12, 2016	1:00 PM–2:00 PM	Siebel CRM - Strategy and Roadmap. Delivering Innovation and Customer Success Through Disruptive Technological Changes	Banyan F
Tue Apr 12, 2016	3:30 PM–4:30 PM	Insperity's Open UI Upgrade Project, Increased Agility by Rapid Adoption of Siebel Innovation Pack	Breakers C
Wed Apr 13, 2016	3:00 PM–4:00 PM	Coexistence of Best-of-Breed Oracle Products for an Integrated CRM/Service Solution	Breakers C



# Siebel Update

- IP 2015 released May 2015
- Many customers upgraded / upgrading to IP 15
- 50% of all Oracle customers on OUI
- Nearly 90% Oracle customers on 8.1/8.2
- Current patch set is PS 10
- Overall quality of IP 2015 is very high
- Innovation pack 2016 should go live very soon



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# Our Sunday 4/10 IP 2015 Go Live



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- 8.1.1.11 -> IP 2015 eAuto in several NA/SA countries
- Good things take time – 10 year to get this project
- Manifest was so messed up OUI would not launch
- Attempted .11 OUI go live but OUI was too slow for them
- Many VB issues found – converting to eScript next
- Standard UI changes and custom theme
- 4 hour upgrade window and this included installing 20 servers
- 10 new indexes indented as part of performance tuning
- LoadRunner CE, SQL Playback and Java Virtual Users



# Upgrade Overview

- Pre upgrade steps
- Upgrep
- Merge
- Upgphys
- Post upgrade steps
- Testing
- Install downstream environments and upgrade
- Performance testing and tuning
- Upgrade practice runs
- Go live



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# Common Upgrade Issues

- Can't navigate to certain views because of configuration errors
- Managled applets
- eScript issues if coming from very old version prior to ST
- Workflow process that won't validate without some fixes
- Changes to applets and views



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# In Place Upgrade vs. New Hardware

- New hardware offers many advantages but with IRM don't want new hardware every two years
- If virtual new hardware not so difficult to get
- For in place need to avoid issues by being proactive
- Copy all software ahead of time
- Test directory rename
- Dry run installer ahead of time to ensure Oracle home recognized
- Known issue of installer hanging on final step
- Automatic updates
- Virus scan can cause issue
- Be ready to troubleshoot e.g. old DLL version





# Making the Upgrade Run Fast

- Can tune the upgrade in a number of ways
- Oracle parallel index option
- Doing work ahead of or after the upgrade
- Tuning the driver .ucf file
- Zero downtime upgrades using GoldenGate or non GoldenGate



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# Common Upgrade Mistakes

- Waiting until the very end for performance testing
- Not aware system has crashes or memory leaks
- Not testing nearly well enough
- Having everyone start work at midnight
- Having inexperienced resources do your upgrade
- Not automating as much as possible



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# Must Know Items For IP 15/16

- Profile attribute setting
  - change parameter EditProfileAttr = TRUE for compdef SCCObjMgrOUI\_enu
- Clib setting
  - AllowFileSystemAccess = True System Preference
- File system setting for BIP
  - change ent param EAIFileTransportFolders =  
E:\sba81\siebsrvr\XMLP\REPORTS;E:\sba81\siebsrvr\XMLP\DATA
- SIF for jobs submitted from UI
  - See SR 1944522.1 for Download
- Re encrypt two passwords GenNewDB – migrate
  - change parameter DbnPwd=SQL for compdef GenNewDB
  - change parameter NewDbnPwd =SIA81123 for compdef GenNewDB
- List applet label alignment issue but fix is easy
- Duplicate service - migrate
- Copy existing directory structure
- If you want tabs as default
  - change parameter DefaultNavigation = NAVIGATION\_TAB for compdef  
SCCObjMgrOUI\_enu
- No login on URL for inbound web services



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# Server Considerations

- Oversizing very common – e.g. 20 servers for 2K - 3K users
- Why not virtual?
- VMware snapshot



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