

---

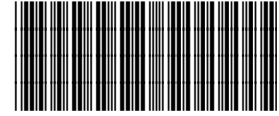
# PATROL<sup>®</sup> for Siebel eBusiness Applications

## Release Notes

Version 1.1.10

March 29, 2001

---



\*100037222\*

These release notes supplement and supersede information found in the *PATROL for Siebel eBusiness Applications User Guide*. The release notes also provide information about problems resolved in this release.

The following topics are discussed:

Topic	Page
<b>What's New</b> .....	<b>2</b>
Unix and DB2 Platform Support .....	2
<b>What's Changed</b> .....	<b>2</b>
New SIEBEL_DATABASE2 Application Class .....	2
Menu Changes .....	2
<b>Maintenance Summary</b> .....	<b>3</b>
Corrected Problems .....	3
Open Problems.....	4
Updating the Binary Files for the PATROL for Windows OS KM .....	4
<b>Product Trials and Product Authorization</b> .....	<b>5</b>
Product Trials and Licenses .....	5
<b>Product Documents</b> .....	<b>5</b>
<b>Where to Get the Latest Product Information</b> .....	<b>6</b>

BMC Software, the BMC Software logos, and all other BMC Software product or service names are registered trademarks or trademarks of BMC Software, Inc. Oracle is a registered trademark, and the Oracle product names are registered trademarks or trademarks of Oracle Corp. All other registered trademarks or trademarks belong to their respective companies. Copyright © 2001 BMC Software, Inc., as an unpublished work. All rights reserved.

## What's New

This topic describes the major new feature of this product.

### Unix and DB2 Platform Support

PATROL for Siebel eBusiness Applications 1.1.10 provides support for Siebel servers on Solaris and AIX as well as IBM's DB2 Universal Database.

## What's Changed

These topics describe what has changed in this product release.

### New SIEBEL\_DATABASE2 Application Class

A new application class has been added to work with DB2 databases. The SIEBEL\_DATABASE2 application class monitors database connectivity for DB2 databases. Either the SIEBEL\_DATABASE or SIEBEL\_DATABASE2 application class will be displayed, depending on which type of database you have installed for your Siebel enterprise. The NumSession parameter and the reports for connected user sessions are only available for Oracle and MS SQL Server databases through the SIEBEL\_DATABASE application class. The DBDirectColl collector parameter is also only active for Oracle and MS SQL Server databases.

## Menu Changes

The following changes have been made to the product menus.

### New Menu Items

The following menu items are new in this version of the product:

<b>Menu Item</b>	<b>Definition</b>
Set Gateway Install Root	Added to the SIEBEL_GATEWAY application class and is available for Solaris and AIX platforms

## Maintenance Summary

The problems that have been corrected with this release are listed in the Corrected Problems section. Any issues still remaining are listed in the Open Issues section.

### Corrected Problems

The following problems were reported in earlier releases of PATROL for Siebel eBusiness Applications and have been corrected in this release:

---

<b>1.1.10</b>	<b>March 29, 2001</b>
<b>Tracking Number</b>	<b>Corrected Problem</b>
235916	<p>The following performance statistics reported by certain parameters in the SIEBEL_PERF_COMP and SIEBEL_PERF_SERVER application classes may be calculated incorrectly.</p> <ul style="list-style-type: none"><li>AvgConnTime</li><li>AvgRepSize</li><li>AvgReqs</li><li>AvgReqSize</li><li>AvgRespTime</li><li>AvgThinkTime</li><li>AvgSQLFetchTime</li><li>AvgSQLParseTime</li><li>AvgSQLExecTime</li><li>AvgTime</li></ul> <p>The code has been updated to calculate the correct values.</p>

---

## Open Problems

The following problems will be corrected in a future release of PATROL for Siebel eBusiness Applications:

Tracking Number	Open Problem
238077	<p>PATROL KM continues to display servers that have been physically removed from Siebel after the Siebel enterprise is configured for monitoring.</p> <p>Use the Toggle Server Monitoring menu command to remove the icon for the deleted server from the PATROL Console desktop.</p>
240643	<p>When the PATROL KM is running on a multiple-processor host in a Unix environment, CPU-utilization values for the NumHighCpuProc, HighCpuProcList, and SiebelProcList parameters are reported for a single processor and are not adjusted to reflect the number of processors on the host. Similarly, the SiebelCpuUtil parameter, which reports the total CPU usage for all Siebel processes, does not normalize this data to reflect the total number of processors. As a result, this parameter consistently misreports CPU utilization as higher than the actual usage and may report a value in excess of 100%. To prevent this parameter from alarming when it reaches 100%, you can change the default alarm threshold to a higher value. For information about setting alarm ranges, see the PATROL Console user guide for your operating system.</p>

## Updating the Binary Files for the PATROL for Windows OS KM

For PATROL for Siebel eBusiness Applications to retrieve CPU and memory usage data, the PATROL for Windows OS KM version 3.5.06 or later must be installed on every Siebel application server in the enterprise for which you want this data. In addition, you must update two binary files for the PATROL for Windows OS KM, **PatProcQuery.exe** and **PatProcess.exe**, with files included in the PATROL for Siebel eBusiness Applications file set.

---

### Note

If you have installed the PATROL for Windows OS KM version 3.6.05 or later, these files are included, and you do not have to complete these steps. It is recommended that you upgrade to PATROL for Windows OS KM 3.6.05, which is expected to become generally available in January, 2001.

---

After you have finished installing PATROL for Siebel eBusiness Applications, copy the binary files from the **\$PATROL\_HOME\Siebel** directory to the **\$PATROL\_HOME\bin** directory by using these instructions:

- Step 1** From the Windows NT Control Panel, stop the PATROL Process Monitor service. While not required, you may also want to stop the PATROL Agent to ensure a synchronized update.
- Step 2** Open Windows Explorer and browse to the **\$PATROL\_HOME\bin** directory and make a backup copy of the **PatProcQuery.exe** and **PatProcess.exe** files if they exist.
- Step 3** Browse to the **\$PATROL\_HOME\Siebel** directory, locate **PatProcQuery.exe** and **PatProcess.exe**, and copy them.
- Step 4** Paste the copied files into the **\$PATROL\_HOME\bin** directory, overwriting any existing version of the files.
- Step 5** From the Windows NT Control Panel, restart the PATROL Process Monitor service. If necessary, restart the PATROL Agent.

## **Product Trials and Product Authorization**

BMC Software licenses its products for use on individual CPUs. You must have a password to run any BMC Software product. For a CPU to be authorized, you must install the appropriate password. Permanent passwords are issued for BMC Software products you purchase. Temporary passwords are issued for BMC Software product trials.

## **Product Trials and Licenses**

BMC Software can distribute its products on a trial basis. To arrange for a product license and a permanent password, contact your BMC Software sales representative at 800 841 2031 in the USA and Canada. Outside these areas, contact your local BMC Software office or agent.

## **Product Documents**

The following documents support the product:

<b>Document</b>	<b>Publication Date</b>
<i>PATROL for Siebel eBusiness Applications User Guide</i>	March 29, 2001

## **Where to Get the Latest Product Information**

To view the latest BMC Software documents, visit the support page on the BMC Software Web site at <http://www.bmc.com/support.html>. Log on and select a product to access the related documentation. (To log on, first time users can request a user name and password either by registering at the support page or by contacting a BMC Software sales representative.)