

OCTS 2.1 Ombudsman

Migration Procedure

Development to Production

8-23-2001

Document History

Customer Name	Project Name	Version	Comment/Summary of Updates	Date
Jon Taillon (Accenture)	Ombudsman	1.0	Updated as a result of Enhancements deliverable 53.2.2. and in support of transition of Operations to ROH.	8.27.01

Migration Procedure

1. **Ensure that all connected Siebel clients are out of the production Siebel database.** (Oracle DBA)
2. **Stop all process on the Siebel processes running on the development and production Siebel Servers through the Siebel client (Siebel Administrator):**
 - Launch the Siebel Client in development and production.
 - Navigate to Server – Server Tasks.
 - Highlight each task with a Task State of Running and click Stop.
3. **Perform a full backup of the Production Database.** (Unix Admin)
4. **Back up the following file d:\<Siebel Gateway Server>\siebns.dat** (Siebel Administrator)
5. **Rename the production Siebel Repository** (Siebel Administrator):
 - Launch Siebel Tools for the production environment.
 - Log in as Sadmin and select Server.
 - From the Object Explorer, highlight Repository.
 - Rename the current Siebel Repository to Siebel Repository –8-23-2001 and commit the record.
 - Close Siebel Tools.
6. **On the development Siebel Server, set the Siebel environment variables** (NT Admin):
 - Launch a command prompt.
 - Navigate to the D:\ss_dev\bin directory.
 - Type Siebenv.bat and hit return.
7. **On the development Siebel Server, add the Siebel Tableowner password to the DEV2PROD.ksh script** (NT Admin):
 - Launch windows explorer.
 - Click on d:\ss_dev\dbsrvr\oracle\dev2prod.ksh.
 - Open the file with Wordpad.
 - Set TGT_TBLO_PSWD equal to the Siebel Table owner password (Siebel).
8. **On the development Siebel Server, execute DEV2PROD.ksh** (NT Admin):

Background: The client wanted the activity comments field to be a long. The Siebel activity table does not have this type of field available. Siebel has extension tables and gives you the ability to add columns to these tables through the use of Siebel Tools. Siebel Tools has a procedure called database extending

which was used to make this change. We followed this documented procedure to add the X_COMMENTS_LONG column to the S_EVT_ACT_X table. We have thoroughly tested this change in development. DEV2PROD.ksh will migrate this schema change to production along with the Siebel Repository. DEV2PROD.ksh is a Siebel developed and supported utility.

- At the command prompt, navigate to d:\ss_dev\dbsrvr\oracle.
- Type sh dev2prod.ksh. Review the variables and type Y if they are correct (variables below).

```
SRC_USR=SADMIN
SRC_PSWD=SADMIN
SRC_TBLO=siebel
SRC_TBLO_PSWD=siebel
SRC_REPOS="Siebel Repository"
SRC_ODBC="SiebSrvr_DEV"
TGT_USR=SADMIN
TGT_PSWD= (This should be the SADMIN Password)
TGT_TBLO=siebel
TGT_TBLO_PSWD= (This should be the Table Owner Password)
TGT_REPOS="Siebel Repository"
TGT_ODBC="SiebSrvr_siebel"
```

9. **On the development Siebel Server review the following files for errors (NT Admin):**

- Exprep.log
- Imprep.log
- Exschem.log
- Ddlsync1.log
- Ddlsync2.log
- Doc_log.log
- Derepos.log

10. **Check the Production DB for the existence of the new column (Oracle DBA):**

- Run the following SQL statement. Select * from siebel.s_evt_act_x; and ensure that the following column exists X_COMMENTS_LONG.

11. **Execute the provided SQL statement to migrate the data from s_evt_act.comments to s_comments_long. (Oracle DBA)**

- Execute the SQL against the production database. Select from both columns to ensure the data transferred correctly. Commit changes to the database.

12. **Place the new SRF file on the network for distribution and on the production server in the bin directory of the Siebel Server.. (TBD on how this will be done) (NT Admin)**

13. Check the diccache.dat file in the <Siebel Server>\bin directory to make sure it was regenerated after the upgrade.

14. Test all changes. (Siebel Admin)