IBM WebSphere Adapter for Siebel Business Applications, Version 6.0

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Description

The IBM(R) WebSphere(R) Adapter for Siebel Business Applications helps you with business integration by connecting Siebel applications to the J2EE components on IBM WebSphere Process Server. It accelerates business integration projects with rapidly deployable, enterprise-ready connections based on best practices. The WebSphere Adapter for Siebel Business Applications provides capabilities, including enterprise metadata discovery, to enable rapid service-enablement.

The IBM WebSphere Adapter for Siebel Business Applications is based on open standards and includes:

- Compatibility with Java 2 Enterprise Edition (J2EE) Connector Architecture (JCA) 1.5
- Support for IBM WebSphere Process Server, version 6.0
- Enterprise service discovery support , with wizard-driven metadata configuration using WebSphere Integration Developer, version 6.0

For more information about the complete WebSphere Adapters portfolio, visit: http://www.ibm.com/software/integration/wbiadapters.

The announcement letter for WebSphere Adapters, version 6.0, is available on the Web. Refer to it for the following types of information:

- Detailed product description, including a description of new function
- Product-positioning statement

- Packaging and ordering details
- International compatibility information

Supported hardware and software

For hardware and software requirements, see [WebSphere Adapters hardware and software requirements](#).

Important installation information

Refer to the following Web sites for installation and configuration information for WebSphere Adapter for Siebel Business Applications:

- [WebSphere Adapters Information Center](#)
- [Adapter installation instructions](#)
- [WebSphere Adapters support information](#)

Updates, limitations, and known problems

Updates, limitations, and known problems about Adapter for Siebel Business Applications, version 6.0, are documented in the form of technotes on the IBM Software Support Web site at http://www.ibm.com/software/integration/wbiadapters/support/.

As limitations and problems are discovered and resolved, the IBM Software Support team updates the knowledge base. By searching the knowledge base, you can quickly find workarounds or solutions to problems that you experience. The following link launches a customized query of the live Support knowledge base. To create your own query, go to the [Advanced search](#) page on the IBM Software Support Web site:

[View technotes for Adapter for Siebel Business Applications](#)

IBM Software Support

IBM Software Support provides assistance with product defects. If you encounter a problem with Adapter for Siebel Business Applications, follow these steps:

1. Download and launch [IBM Support Assistant](#) and search the support information for a solution.
2. If you cannot find the information you need, submit the problem to IBM using the Service component of IBM Support Assistant or by [contacting IBM Software Support](#).

> **Note:** To submit problems to IBM Software Support, you must have an active software maintenance contract. See Contacting IBM Software Support for information.

IBM Support Assistant

The IBM Support Assistant provides access to a variety of IBM resources for help with software questions, through the following services:

- Improved access to IBM support information, IBM newsgroups, and other resources through a federated search interface (one search, multiple resources).
- Easy access to IBM educational materials.
- Easy access to IBM product home pages, product support pages, and product forums or newsgroups through convenient links.
- Improved PMR time to resolution by electronic submission and by collecting and sending critical system data to IBM.

The IBM Support Assistant V2.0 is an extensible client application that is installed on a workstation and provides a framework that allows other IBM software products to plug into it to provide you with self-help information.

This tool helps you use various IBM support options from one central location. To help answer your software questions, the IBM Support Assistant offers three components:

- A Search component, which helps you access pertinent support information in multiple locations
- A Support links component, which provides a convenient location to access various IBM Web resources such as IBM product sites, IBM support sites and links to IBM news groups
- A Service component, which helps you submit an enhanced service request that includes key system data to IBM.

Note: If IBM Support Assistant V2 is already installed on your workstation when you install the adapter, the adapter installer automatically deploys the plug-in to IBM Software Assistant. Refer to the instructions that follow to install the adapter plug-in if the IBM Support Assistant is not present when you install the adapter. Upon installation, the adapter installer will place the plug-in files in the Adapter plug-in location mentioned in the "Adapter plug-in location" section that follows.

To download the IBM Support Assistant

Click the following link, then follow the directions on the product support page to download, extract, install, and use the tool: http://www.ibm.com/support/docview.wss?rs=180&uid=swg21192593.

To learn more about how to use the IBM Support Assistant, click the **User Guide** tab in the IBM Support Assistant window.

Adapter plug-in location

After you install a WebSphere Adapter, the IBM Support Assistant plug-in for the adapter is stored in the following location:

<Install directory>\adapter\Siebel\ISAPlugin\com.ibm.esupport.client.SS6FE6_RASiebel.zip

Adapter plug-in instructions
For adapter plug-in installation instructions, click the following link: http://www-1.ibm.com/support/docview.wss?rs=180&uid=swg21196404

Additional plug-in installation instructions are available in the on-line user guide that is installed with the IBM Support Assistant.

Contacting IBM Software Support

If you cannot resolve the problem using IBM Support Assistant, contact IBM. However, before you submit a problem to IBM Software Support (through IBM Support Assistant or directly), ensure that your company has an active IBM software maintenance contract, and that you are authorized to submit problems to IBM. The type of software maintenance contract that you need depends on the type of product you have:

- For IBM distributed software products (including, but not limited to, Tivoli$^{(R)}$, Lotus$^{(R)}$, and Rational$^{(R)}$ products, as well as DB2$^{(R)}$ and WebSphere products that run on Windows or UNIX operating systems), enroll in Passport Advantage$^{(R)}$ in one of the following ways:

  - **Online:** Go to the Passport Advantage Web site at http://www.lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home, and click **How to Enroll**.
  - **By phone**: For the phone number to call in your country, go to the "Contacts" page of the *IBM Software Support Handbook* at http://techsupport.services.ibm.com/guides/contacts.html, and click the name of your geographic region.

- If you have a Subscription and Support (S & S) contract, go to the Software Service Request Web site at http://www.techsupport.services.ibm.com/ssr/login.

- If you have an IBMLink^{TM}, CATIA, Linux, S/390$^{(R)}$, iSeries^{TM}, pSeries$^{(R)}$, zSeries$^{(R)}$, or other support agreement, go to the IBM Support Line Web site at http://www.ibm.com/services/us/index.wss/so/its/a1000030/dt006.

- For IBM eServer software products (including, but not limited to, DB2 and WebSphere products that run in zSeries, pSeries, and iSeries environments), you can purchase a software maintenance agreement by working directly with an IBM sales representative or an IBM Business Partner. For

more information about support for eServer software products, go to the IBM Technical Support Advantage Web site at http://www.ibm.com/servers/eserver/techsupport.html.

If you are not sure what type of software maintenance contract you need, call 1-800-IBMSERV (1-800-426-7378) in the United States. From other countries, go to the "Contacts" page of the *IBM Software Support Handbook* at http://techsupport.services.ibm.com/guides/contacts.html and click the name of your geographic region for phone numbers of people who provide support for your location.

Submitting a problem report to IBM Software Support

To submit a problem to IBM, first determine the business impact of the problem and gather background information about it. The background information helps IBM Software Support representatives find a solution more quickly. The following sections guide you through the tasks for submitting a problem.

Determine the business impact of the problem

When you report a problem to IBM, you are asked to supply a severity level. Therefore, you need to understand and assess the business impact of the problem that you are reporting. Use the following criteria to determine the severity level:

Severity level	Description
Severity 1	The problem has a *critical* business impact: You are unable to use the program, resulting in a critical impact on operations. This condition requires an immediate solution.
Severity 2	This problem has a *significant* business impact: The program is usable, but it is severely limited.
Severity 3	The problem has *some* business impact: The program is usable, but less significant features (not critical to operations) are unavailable.
Severity 4	The problem has *minimal* business impact: The problem causes little impact on operations, or a reasonable circumvention to the problem was implemented.

Describe the problem and gather background information

When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM Software Support specialists can help you solve the problem efficiently. To save time, know the answers to these questions:

- What software versions were you running when the problem occurred?

- Do you have logs, traces, and messages that are related to the problem symptoms? IBM Software Support is likely to ask for this information.
- Can you re-create the problem? If so, what steps do you perform to re-create the problem?
- Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, or other system components?
- Are you currently using a workaround for the problem? If so, please be prepared to describe the workaround when you report the problem.

Submit the problem

You can submit your problem to IBM Software Support in one of two ways:

- **Online:** Go to the **Submit and track problems** tab on the IBM Software Support site at http://www.ibm.com/software/support/probsub.html. Type your information into the appropriate problem submission tool.
- **By phone**: For the phone number to call in your country, go to the "Contacts" page of the *IBM Software Support Handbook* at http://techsupport.services.ibm.com/guides/contacts.html and click the name of your geographic region.

If the problem you submit is for a software defect or for missing or inaccurate documentation, IBM Software Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Software Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the Software Support Web site daily, so that other users who experience the same problem can benefit from the same resolution.

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