

Raising Service Levels, Lowering Costs, and Minimizing Risks

SunPlex™ System and Sun™ Cluster Software Support for Siebel Software



Sun™ Cluster 3.0 software is Sun's advanced clustering technology. It takes traditional high-availability clustering to the next level by delivering the simplicity of single system manageability and the potential of seamless scalability.

Sun Cluster 3.0 is part of the Sun Open Net Environment (Sun ONE), as well as a key element of the SunPlex system platform. Supporting and complementing Siebel Systems' Siebel software, Sun Cluster 3.0 delivers improved service levels for Siebel applications. It also helps reduce associated costs by easing operations and improving the resource utilization of the system.

The Sun Cluster 3.0 framework is the only high-availability clustering solution that is tightly integrated with and extends the Solaris™ Operating Environment. It provides continuous network, data, and service availability for Siebel solutions. The unique combination of Siebel software and SunPlex systems helps improve service levels by making recovery from failure transparent to clients, simplifying management of the entire infrastructure, and providing the ease of joint customer support from both Siebel and Sun through the Sun Vendor Integration Program — the SunVIP™ program.

SunPlex Systems

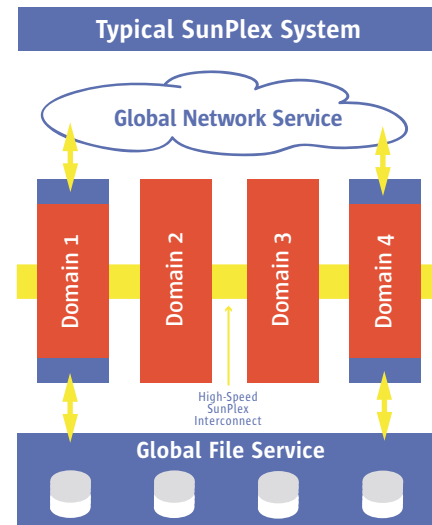
SunPlex systems are designed to manage application services for tightly coupled environments, and are built on powerful Sun products such as Sun Cluster 3.0 software, the Solaris 8 or 9 Operating Environment, Sun Fire™ servers, Sun StorEdge™ storage arrays, network connectivity products, and Sun services. As a key element of SunPlex systems, Sun Cluster software is designed to deliver integrated availability, scalability, manageability, and ease of use.

The SunPlex High Availability (HA) Agent for Siebel Software

The SunPlex HA agent for Siebel software provides enhanced levels of availability to a Siebel deployment by automatically failing over resources to healthy nodes. If a node within the cluster goes down, other nodes automatically take over the workload, reducing downtime and ensuring consistent service levels of critical applications. The SunPlex HA agent provides the best end-to-end availability for Siebel deployments because the SunPlex environment monitors and fails over all components of the Siebel infrastructure — the Web server, Siebel Gateway, Siebel Server, and database. These advanced features create an easily managed application environment for Siebel deployments that provides more than just highly available services — the SunPlex HA agent for Siebel software provides consistent application service levels.

Unlike competing products, Sun Cluster 3.0 software is tightly integrated with both the Solaris 8 and 9 Operating Environments, providing continuous network, data, and service availability of Siebel solutions. The combination of these products delivers increased

scalability and security for application services deployed in the SunPlex environment, including Global Devices, Global File Services, and Global Network Services, and offers seamless integration with Sun Management Center software for overall ease of management.



Manageability is further enhanced with the SunPlex Resource Group Manager (RGM) feature, which provides a central point of control for cluster services, including Siebel Gateway, Siebel Server, and the database. The RGM feature simplifies administration by managing each system's resources within a cluster context. As a result, all cluster resources are efficiently managed and administered just as if they were on a single system.

Benefits of Deploying Siebel Software Within a SunPlex System

Enhanced, End-to-End Infrastructure Availability: The Sun Cluster 3.0 environment enhances availability of all key hardware and software resources of a Siebel deployment by optimizing recovery of failed resources to ensure continuous service levels. In addition, it manages the availability of each resource independently of the others, enabling the failure to be isolated and managed within the resource without impacting uptime of the entire site. By monitoring and automatically recovering all resources in the infrastructure — the servers, storage, public network interfaces, interconnects, operating environment, Web server, Siebel Gateway, Siebel Server, NFS, and database — SunPlex systems enhance the end-to-end availability of a customer's Siebel deployment.

The SunPlex environment also ensures the availability of the private interconnect by providing for failover of one path to another. Application-level traffic can be carried over this high-bandwidth, low-latency private interconnect to allow for fast messaging, which delivers enhanced service levels offered for clients.

Independent Failure Management: Failure recovery of various SunPlex resources is managed independently of other resources such that the failure of one resource does not disable other resources. For example, if a network interface card fails, its IP address is failed over to a functioning network interface card without the need to also failover the application resource.

SunPlex and Siebel systems: Highly available, totally efficient, and easy to manage.

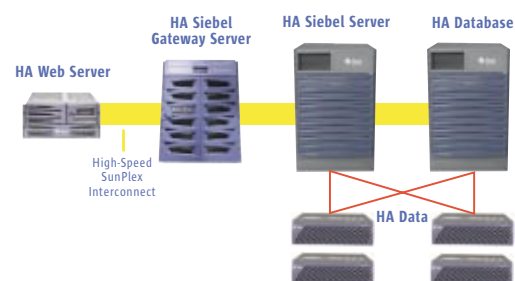
Just what your customers are demanding.

Efficient Resource Utilization: All tiers of the Siebel deployment stack (Web server, Siebel Gateway, Siebel Server, and the database) can be consolidated within the SunPlex environment, improving resource utilization by offering pools of resources within which a failed component can be recovered. Sun Cluster 3.0 works in conjunction with Solaris Resource Manager, guaranteeing resources to the software resource that has the higher priority to the customer's business process while at the same time optimizing the use of server resources. Sun Cluster 3.0 also has a Prioritized Service Management feature that provides high service levels for a high-priority service in the event of its failover to a backup node. It automatically off-loads low-priority services on the backup node to free resources for the high-priority service. The low-priority services can either be shut down or failed over to another node. These features enable optimal utilization of system resources to ensure the highest service levels of Siebel software.

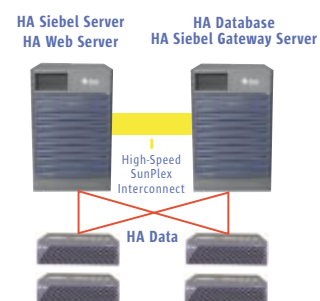
Disaster Recovery: SunPlex systems support Campus Clusters, which allow cluster nodes to be separated by a distance of several miles.

Reduced Risk: SunPlex systems deliver improved system and software availability as well as ease of operations. This helps reduce the probability of user errors and lower overall risk in the deployment.

Example of a Highly Available SunPlex and Siebel System Deployment — 4 Node Configuration



Example of a Highly Available SunPlex and Siebel System Deployment — 2 Node Configuration



Ease of Operations:

Easy Administration: The Sun Cluster 3.0 framework simplifies administration by enabling SunPlex system resources to be managed and administered as if they were on a single system. Administrators have access to all system management tools from any system in the SunPlex system. And because of the tight integration with the Solaris Operating Environment, familiar Solaris commands execute just as if only a single system were being administered.

SunPlex system management is accomplished through either a command-line interface (CLI) or GUI-based management tools (Sun Management Center and SunPlex Manager). The GUI-based tools allow complex tasks to be performed with ease by enabling system administrators to manage any resource on a SunPlex system from anywhere on the network. This provides tremendous cost savings for organizations where administrators are responsible for systems located in different buildings, cities, and even countries.

Flexible Configurations: SunPlex systems provide extensive hardware and software support, a feature that is very appealing to many customers. Both Sun and Sun ISVs offer a wide variety of SunPlex agents for various Web servers and databases. A comprehensive list of supported SunPlex agents can be found in the SunPlex Systems and Sun Cluster 3.0 Software datasheet available at sun.com/clusters.

Minimizing Risks: In addition to the well-architected, easily managed, and technologically superior HA solution, Sun provides customers with the benefit of joint customer support via the Sun Vendor Integration Program. The SunVIP program enables customers to place one support call to either Sun Microsystems or Siebel Systems; both companies work collaboratively to swiftly resolve the customer problem, further minimizing the risk in the customer's environment.

For More Information.

To learn more about Sun Cluster 3.0 software and SunPlex systems, visit our Web site at sun.com/clusters.

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