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# D&B360 Batch for Siebel CRM

*Informatica Upgrade Guide*

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# About this Guide

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## Audience and Purpose

This guide is for D&B360 Batch for Siebel CRM customers who are preparing for the Informatica upgrade.

## Conventions

**NOTE:** Notes mean *reader take note* and provide helpful suggestions.

**IMPORTANT:** Important Notes mean *reader be careful*. In this situation, you might do something that could result in loss of data.

In sections that include instructions for using the graphical user interface (GUI):

- Text in **bold** indicates the name of a window, tab, field, area, or button that you click or interact with.
- Text in `monospace` indicates a directory path or a command that you need to type in the command-line interface.

## Navigating in the PDF

**NOTE:** To download the free, latest version of Adobe Reader, go to this web site:

<http://get.adobe.com/reader/>.

1. To return to the page you were on after you click a cross reference link, press **Alt + Left Arrow**.
2. To return to the first page of the document, press the **Shift + Home**.
3. To navigate in the PDF file or change the Adobe Reader settings, on the Adobe Reader menu, select **View > Page Navigation, Page Display, and Zoom**.

# Introduction

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We are very excited to announce that we are upgrading our Batch infrastructure to meet your requirements in a better way. That's why, in the upcoming days, we are going to be upgrading the Informatica Platform to the latest release.

This step-by-step guide will walk you through the required set of steps to prepare for the Informatica Upgrade. You should follow these steps if you are using D&B360 Batch functionality. Not doing so may result in the malfunctioning of the D&B360 Batch Match and Refresh process.

If you need help or have any questions, contact the D&B360 Support Team by opening a support ticket using the following link:

<http://dnbus.force.com/support?prod=DNB360>

# Pre-Upgrade Steps

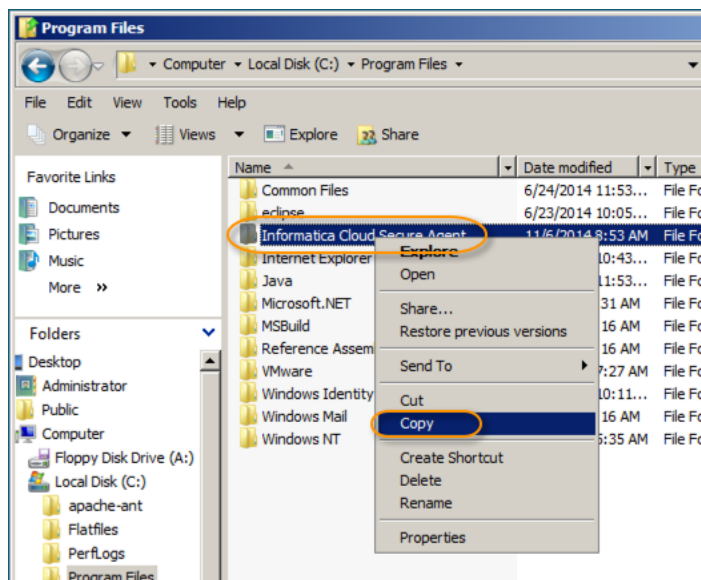
Pre-upgrade steps should be completed before May 1, 2015, prior to the Informatica platform upgrade.

These steps are required to ensure a successful Informatica Secure Agent upgrade.

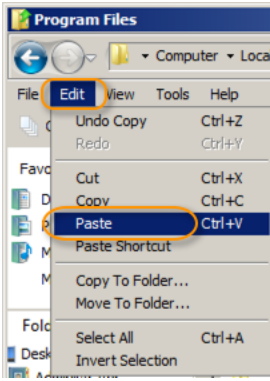
## Step 1: Back Up the Configuration Files

Backup the entire Informatica Cloud Secure Agent folder before. Locate this folder on Program Files (x86) \Informatica Cloud Secure Agent if your Secure Agent is installed on a 64 bit machine.

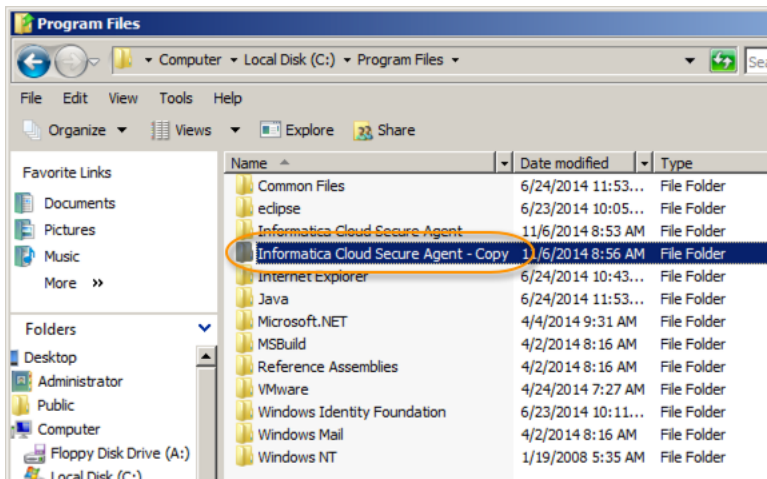
1. Select the folder, right click on it and select Copy.



2. From the Menu, choose Edit and Paste or right-click and Paste on the Windows Explorer window.



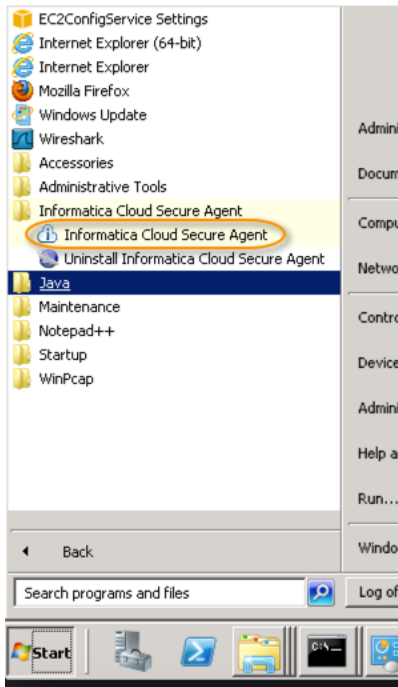
You should now have a new folder, Informatica Cloud Secure Agent – Copy.



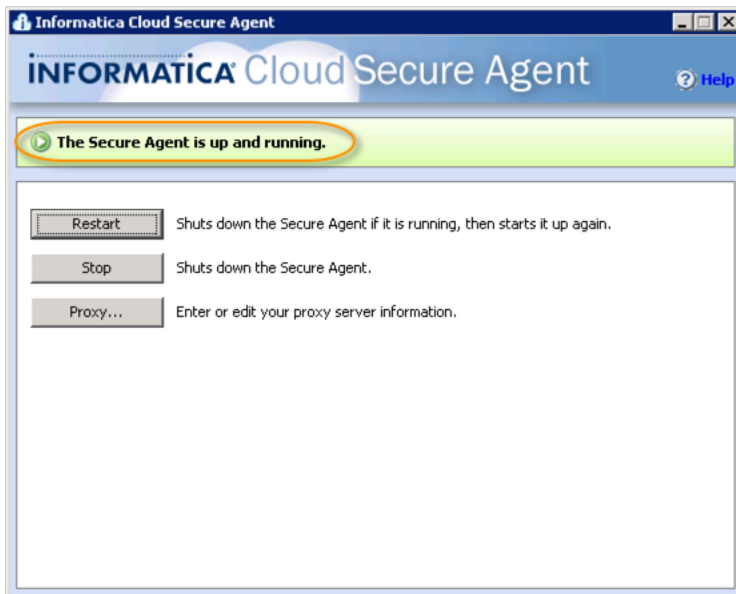
## Step 2: Ensure the Informatica Secure Agent is Up and Running

During the upgrade process, it is important that the Secure Agent is up and running to receive the upgrade instructions sent by the Informatica Cloud infrastructure.

1. On your Secure Agent machine, open the Informatica Cloud Secure Agent by opening Start > All Programs > Informatica Cloud Secure Agent > Informatica Cloud Secure Agent. The Informatica Cloud Secure Agent Console opens.



2. Verify that the agent is up and running.



3. If you do not see the message, The Secure Agent is up and running, click Restart.

**NOTE:** Sometimes the Agent console is not visible depending upon who installed agent. If this is the case, view the status in Windows Services.



# Post Upgrade Steps

The following steps may be performed beginning, May 4, 2015, once the Informatica platform is upgraded.

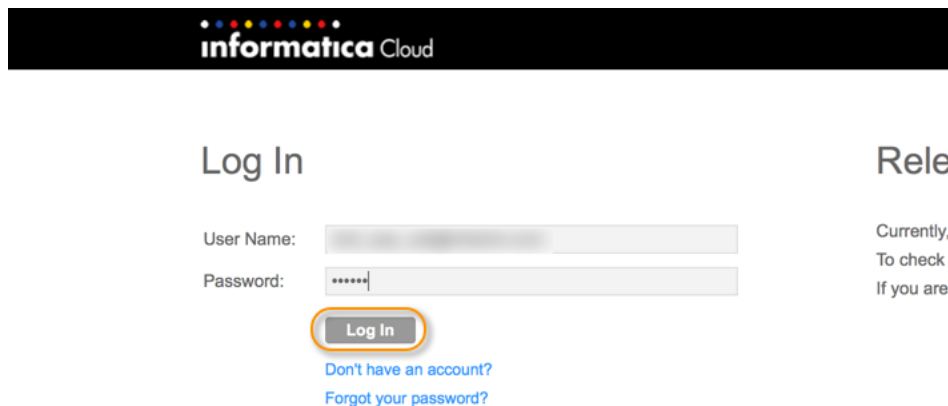
Not following these steps will result in the malfunctioning of the D&B360 Batch feature.

## Step 1: Obtain the Organization ID

You should have received the Organization ID in a separate email. If not, contact D&B360 technical support by logging a support ticket.

## Step 2: Adapt Your Organization Folder

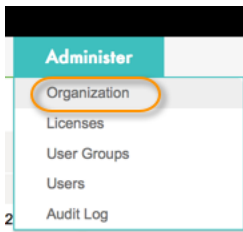
1. Log into the new Informatica Cloud with your old User Name and Password. using the following link:  
<https://icosp2.informaticacloud.com/ma/login>.



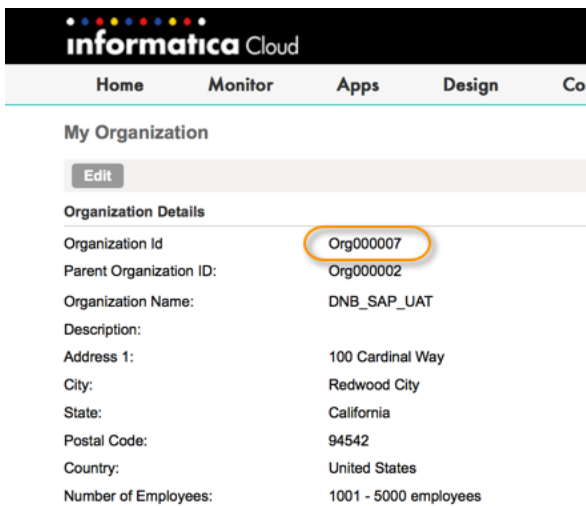
2. Click the Administer tab.

Activity Log

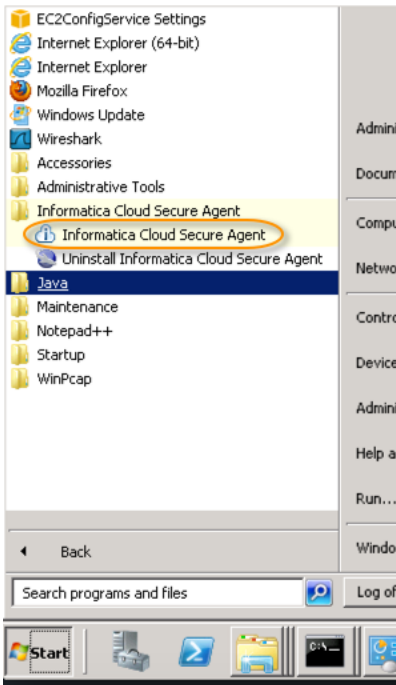
3. Click on the Organization menu option.



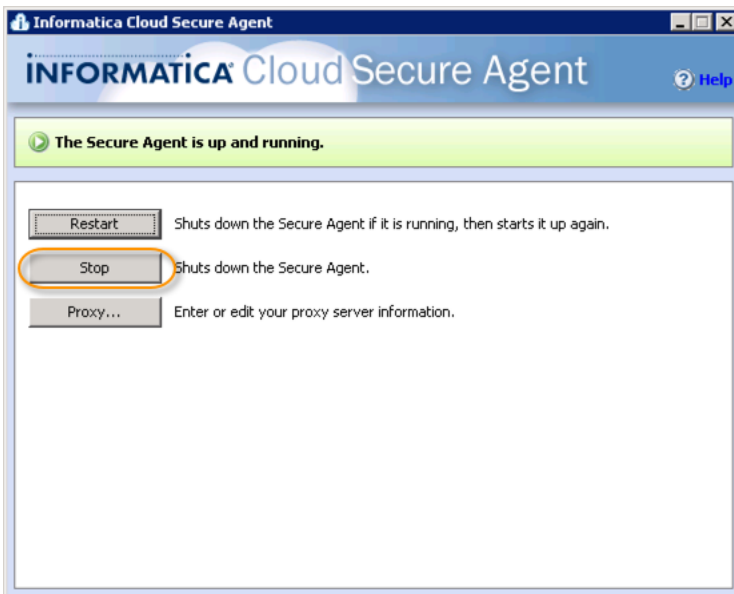
4. Locate and note the new Organization ID (Org000007).



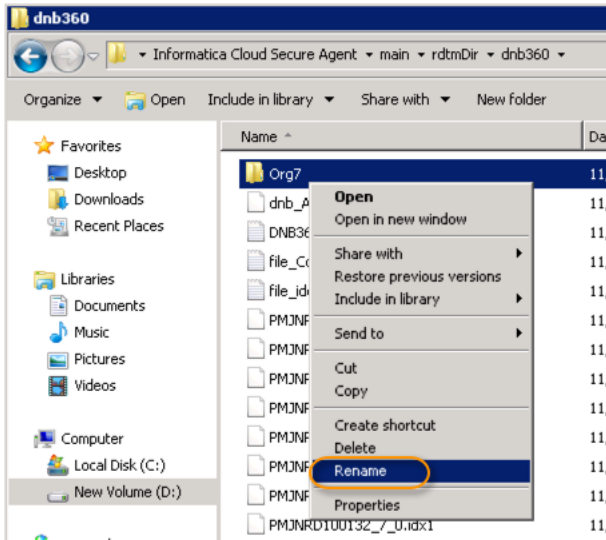
5. On your Secure Agent machine, navigate to the Informatica Cloud Secure Agent by opening Start > All Programs > Informatica Cloud Secure Agent > Informatica Cloud Secure Agent. This will open the Informatica Cloud Secure Agent Console.



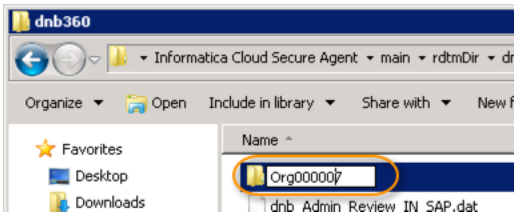
6. Click Stop.



7. Navigate to Program Files (x86)\Informatica Cloud Secure Agent\main\rdtmDir\dnb360 and Rename your Organization folder.



8. Enter the Organization from Step 4 above (Org000007).



## Step 3: Install Microsoft Visual C++ 2008 Redistributable Package (x86)

1. On your Secure Agent machine, please open <http://www.microsoft.com/en-us/download/details.aspx?id=29> and click Download.



### Download Center

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### Microsoft Visual C++ 2008 Redistributable Package (x86)

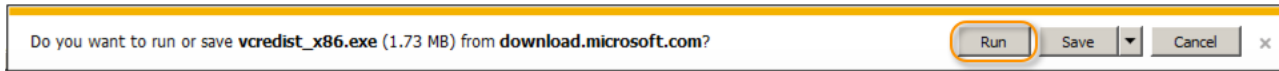
Select Language:

English

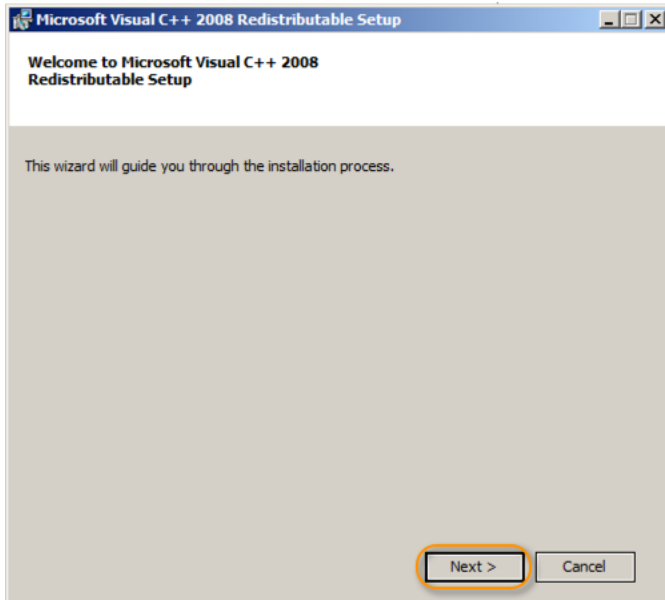
Download

The Microsoft Visual C++ 2008 Redistributable Package (x86) installs runtime components of Visual C++ Libraries required to run applications developed with Visual C++ on a computer that does not have Visual C++ 2008 installed.

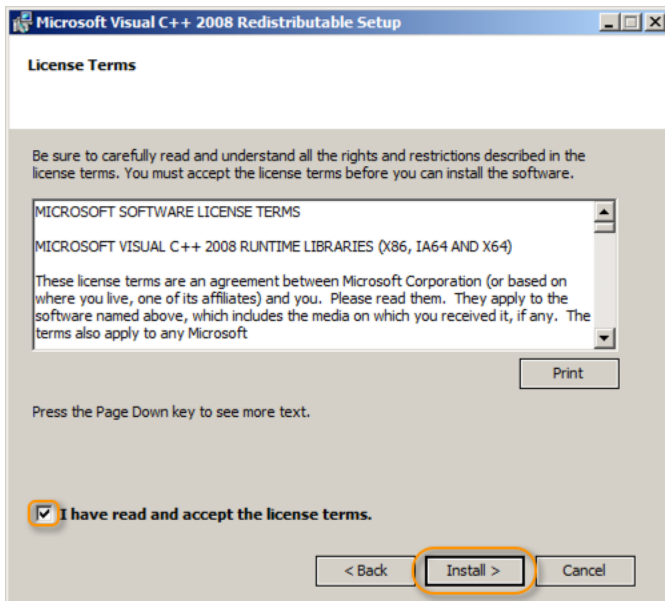
2. Click Run.



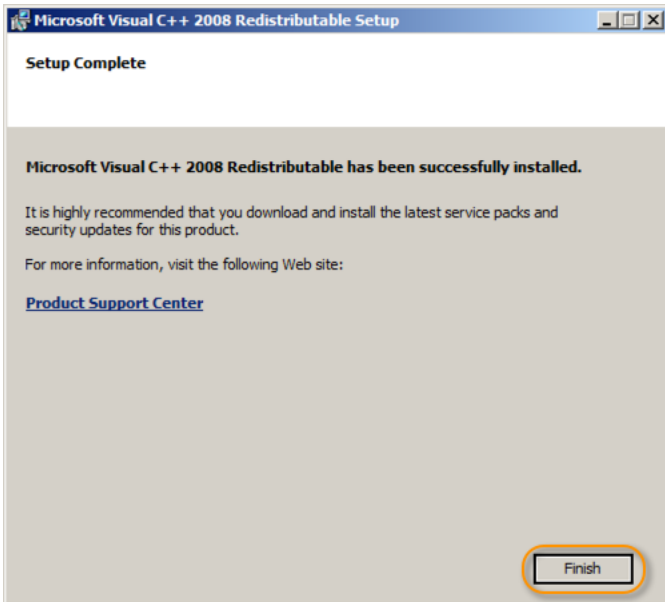
3. Click on Next.



4. Read and accept the license terms by selecting "I have read and accept the license terms". Click Install.

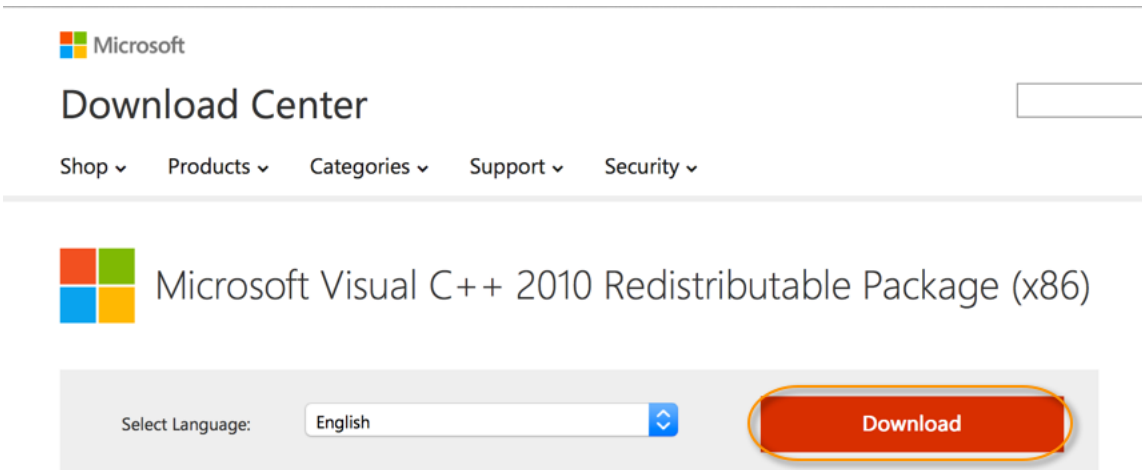


5. When the installer finishes, a summary window displays. Click Finish.



## Step 4: Install Microsoft Visual C++ 2010 Redistributable Package (x86)

1. On your Secure Agent machine, open <http://www.microsoft.com/en-us/download/details.aspx?id=5555> and click Download.



The Microsoft Visual C++ 2010 Redistributable Package installs runtime components of Visual C++ Libraries required to run applications developed with Visual C++ on a computer that does not have Visual C++ 2010 installed.

2. You may be presented with promotional software to download. Click No thanks and continue.

## Microsoft recommends

Select the check box next to any downloads you'd like to add to your queue. After clicking Next, You'll be guided through a simple download process.

**MSN default homepage & Bing default search engine**  
Set MSN as your default homepage and Bing as your default search engine  
Size: 2.1 MB

**Microsoft .NET Framework 4 Client Profile (Web Installer)**  
The Microsoft .NET Framework 4 web installer package downloads and installs the .NET Framework components required to run on the target machine architecture and OS. An Internet connection is required during the installation. The Client Profile is used to run most client applications that target the .NET Framework 4.  
Size: 868 KB

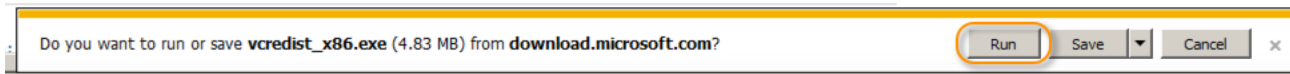
**Download Summary:**

1. Microsoft Visual C++ 2010 Redistributable Package (x86)

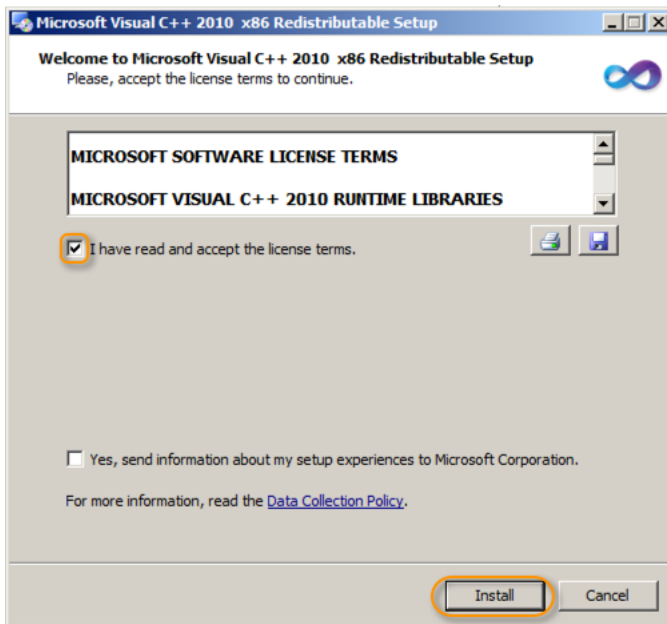
**Total Size: 4.8 MB**

**No thanks and continue**

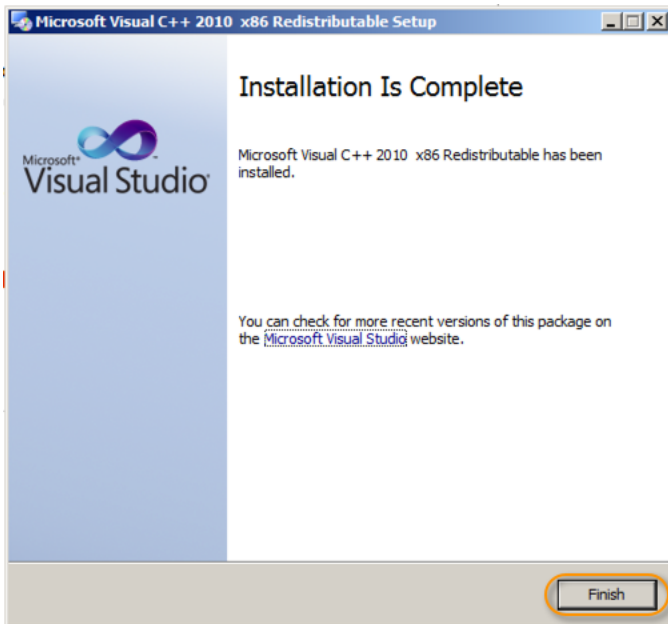
3. Click Run.



4. Read and accept the license terms by selecting "I have read and accept the license terms". Click Install.

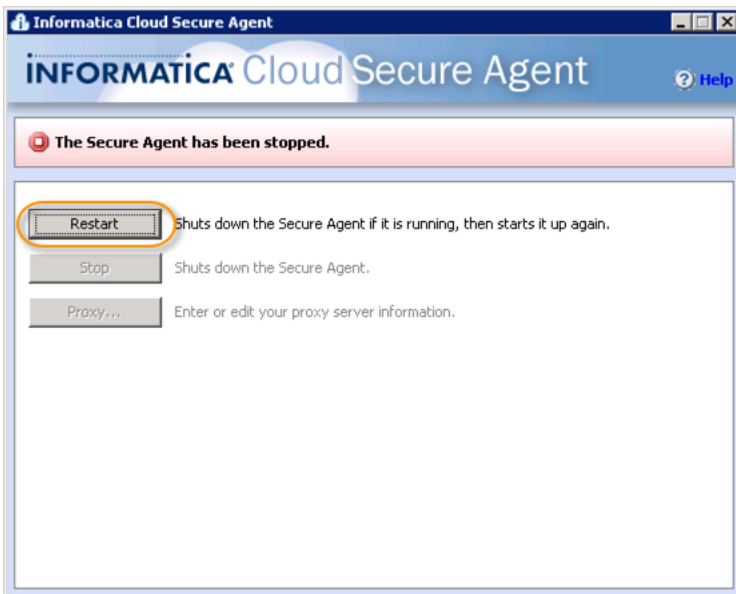


5. At the Installation summary window, click Finish.



## Step 5: Restart the Secure Agent

Once all the required prep steps have been performed, open the Informatica Cloud Secure Agent console and click on Restart.



Congratulations! You have successfully upgraded your secure agent.



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