

# Oracle® Hospitality Suite8

Installation Guide

Release 8.10.1

E80365-01

October 2016

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# Preface

This guide provides instructions on how to upgrade and configure Oracle Hospitality Suite8 release 8.10.1.

You can download the release using the Oracle Software Delivery Cloud at the following URL: <https://edelivery.oracle.com/>

## Audience

This guide is intended for installers, programmers, technical support teams, product specialists, and others who install the Oracle Hospitality Suite8 release 8.10.1.

## Important Information

You must enter a note category for Financial Accounts in Suite8 configuration before running the update. For more information see [Pre-Installation Tasks](#) section.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: <https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality>

## Revision History

Date	Description of Change
October 2016	Initial publication

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# 1 Getting Started

## Before You Start

Installing Suite8 requires:

- PCs and a working knowledge of the Microsoft Windows interface
- Microsoft Windows administrative privileges
- Root privileges if installing on an Oracle Linux environment
- Client Application Loader (CAL) technology

## Understanding the Installation Process

The installation process includes:

1. Prerequisite steps: You must complete these steps prior to installing or upgrading to Suite8 release 8.10.1.
2. Upgrading or installing Suite8: You can run the Suite8 release 8.10.1 Installer to upgrade the Suite8 application and the HTML files. To perform a new installation or to install and add application servers refer to the [Upgrading from a Previous Release](#) section.
  - a. Configure the application settings after installing the application: Configuring the application verifies the application components and the database are configured correctly.
  - b. Verifying the installation: Performing the verification step confirms the Suite8 application and the database applications installed correctly.

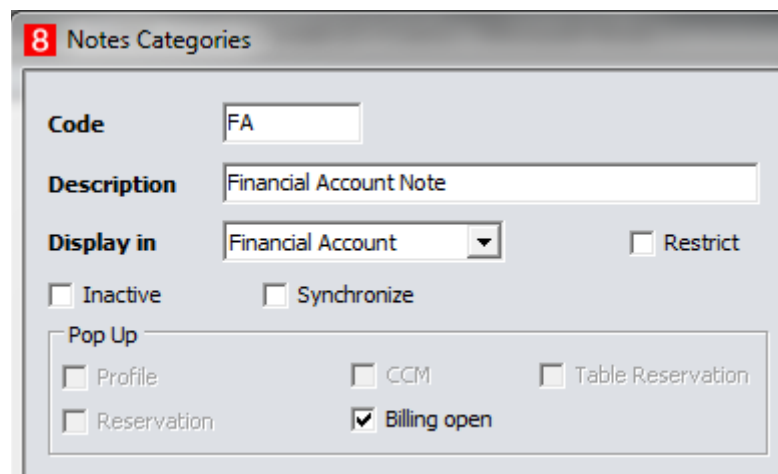
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## 2 Pre-Installation Tasks

Before you install Suite8 you must:

- Confirm the database complies with release 8.10.0.0 or upgrade to the latest release 8.10.0.10.
- Export of the user V8LIVE. Refer to the [Export & Import Suite8 User section](#) for more information.
- Enter a note category for Financial Account notes:
  1. Go to the **Setup** and select the **Configuration** option.
  2. From the **Note Categories** menu enter a new category with the category.
  3. Select **Financial Account** from the **Display in** drop-down list.



The screenshot shows the 'Notes Categories' configuration window in Suite8. The window has a title bar with a red '8' icon and the text 'Notes Categories'. Inside the window, there are several fields and checkboxes:

- Code:** A text field containing 'FA'.
- Description:** A text field containing 'Financial Account Note'.
- Display in:** A dropdown menu showing 'Financial Account'.
- Restrict:** An unchecked checkbox.
- Inactive:** An unchecked checkbox.
- Synchronize:** An unchecked checkbox.
- Pop Up:** A section containing several checkboxes:
  - Profile:** Unchecked
  - Reservation:** Unchecked
  - CCM:** Unchecked
  - Billing open:** Checked (indicated by a checkmark)
  - Table Reservation:** Unchecked

You must configure this option before updating Suite8, during the update a script updates the corresponding records in XCNO. For more details, go to the release notes TT 6874 and TT 18678.

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## 3 Upgrading Using the Upgrade Tool

The Upgrade Tool for Suite8 is now part of each release starting with Suite8 8.10.1 and higher. It can be used for upgrades from version 8.10 and higher.

You can follow the steps below to complete the upgrade process or you can use the InstallShield Wizard to complete specific steps to update part of the Suite8 application.

Using the InstallShield Wizard you can:

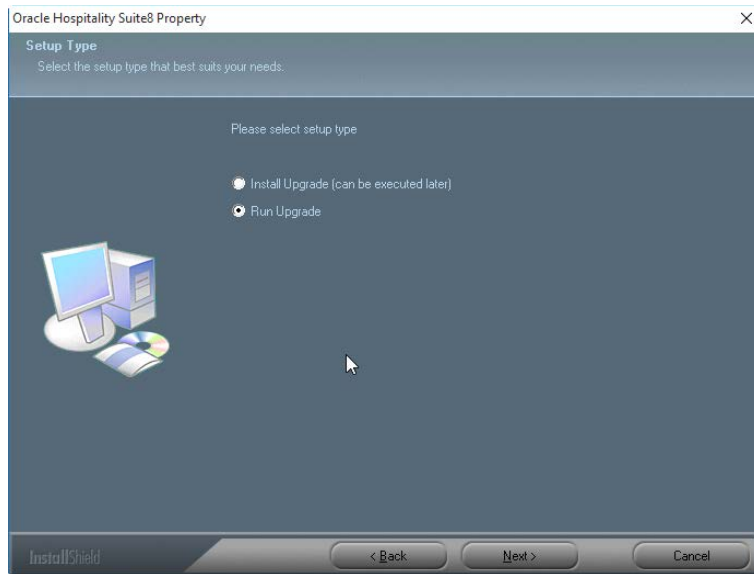
- Upgrade to 8.10.1 and higher
- Upgrade the Suite8 database on the server and the client applications.
- Create shortcuts for Suite8 Installer
- Run certain SQL statements for system maintenance

Use version control (VerCtrl) to distribute programs and HTML files to other clients.

### Upgrading Site8 Release 8.10.1 and higher

Follow these steps to upgrade from release 8.10 to 8.10.1 and higher.

1. Log in and download the Suite8 version 8.10.1 from the Oracle Software Delivery Cloud (OSDC) at <https://edelivery.oracle.com/> Right-click to select run as administrator file `Suite8InstUpgrade.exe`.
2. On the InstallShield, select **Next** to begin the upgrade process.
3. Read the Important Notes, and select **Next**.
4. You can select an option, and select **Next**.
  - A. Select **Run Upgrade** to start the upgrade process.
  - B. Select the **Install Upgrade** to install the program. A shortcut appears on your desktop to start the InstallShield Wizard from the desktop later.

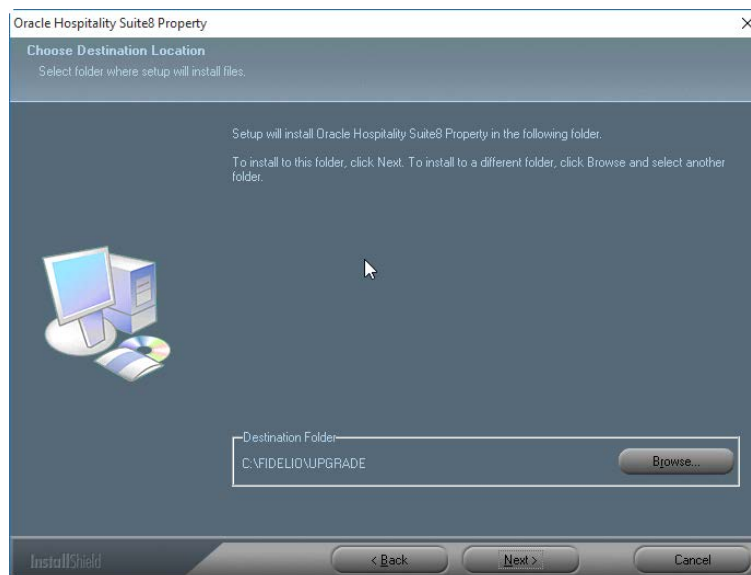


5. Select **Next and Browse** to define the directory to install the program files. During the installation process the InstallShield Wizard checks if the target folder is empty.

If the folder does not exist, the InstallShield Wizard creates the directory and then copies the files to the directory.

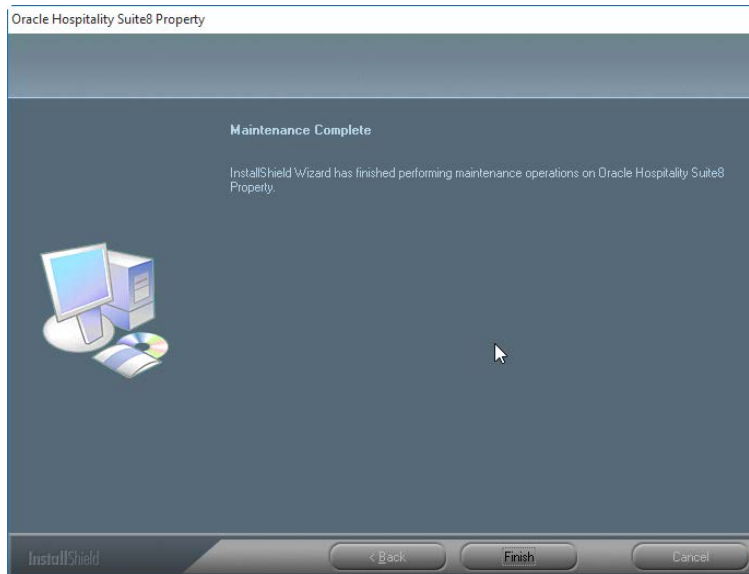
For example, the default directory for the upgrade files:

C:\FIDELIO\UPGRADE



6. If you select **Install Upgrade (can be executed later)** to install the Suite8 application but do not want to start the installation process, click **Finish** to close the window. The upgrade program installed a shortcut on the desktop. When you decide to start the update later, double-click on this shortcut and follow the instructions below.

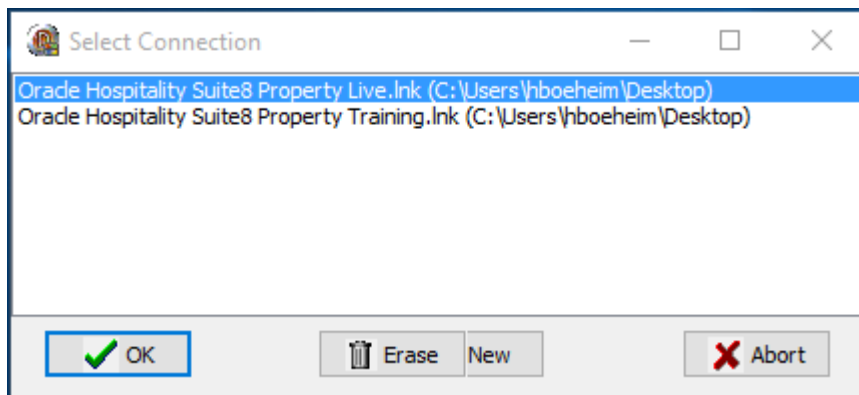




If you select **Run Upgrade**, follow the next steps.

7. Select a connection and click **OK**.

The connections that appear are the shortcuts to start Suite8. You must select the correct connection, for example **live.lnk** for the live production system and select **OK**. If there is just one connection, the screen below does not appear and the next screen appears.



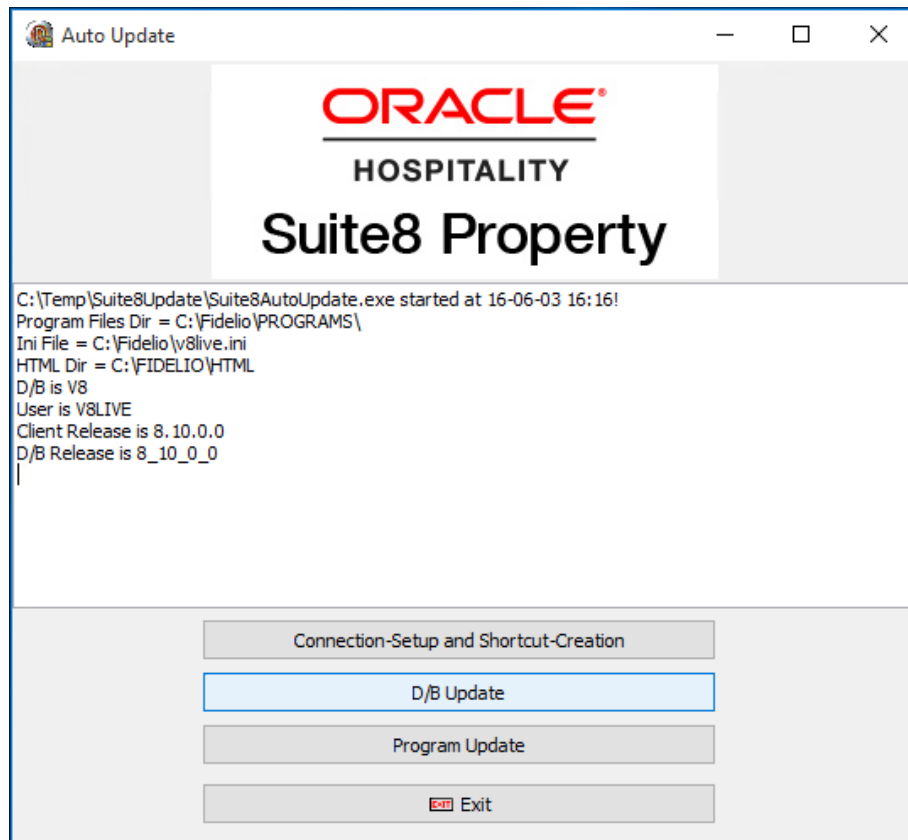
If no connection appears, you may need to create a new shortcut. The [Appendix](#) section below contains more information.

## Updating the Suite8 Database

Use the InstallShield Wizard to upgrade the Suite8 database. You can use the database upgrade option to upgrade the database during the Suite8 application upgrade or you can upgrade the database at any time using the InstallShield.

To update the database run the InstallShield as administrator on the database server.

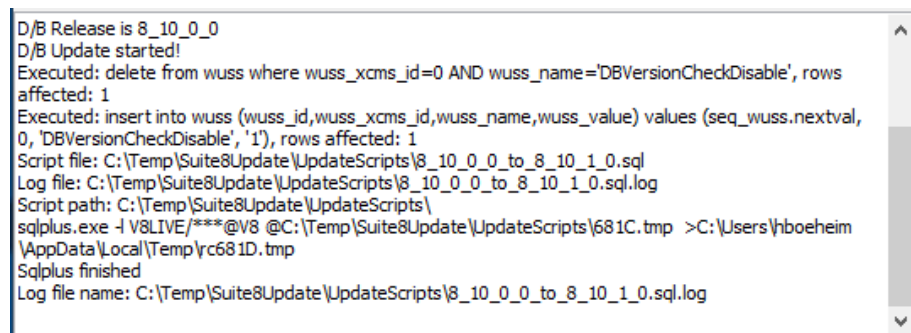
8. Select the **D/B Update** option on the InstallShield wizard to start the database update.



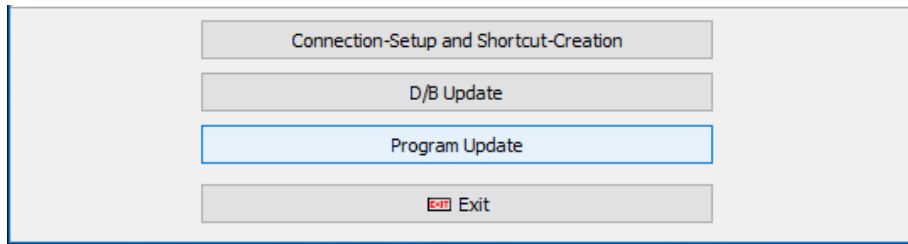
- 9.

The progress is shown in the main window. Log files are created for reference in the same directory with the following naming convention:

8\_10\_0\_0\_to\_8\_10\_1\_0.sql.log



10. Select **Program Update** to start updating the Suite8 application.



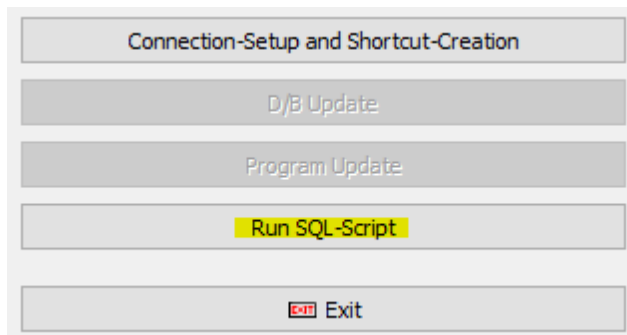
The progress is shown in the main window, programs and HTML files are copied to the dedicated folders.

11. After the update completes, select **OK** on the window that appears to confirm the successful update.

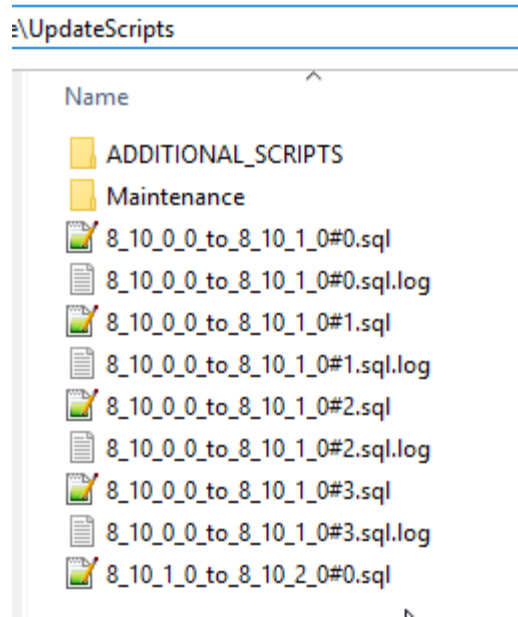
## Installing the SQL Scripts

You must run script only on the advice of an Oracle support representative.

12. You may need to run a script for system maintenance or to install a specific chain requirement. To run a script select the **Run SQL Script** option.
13. To run the SQL script select the **Run SQL Script** option to install the required scripts.

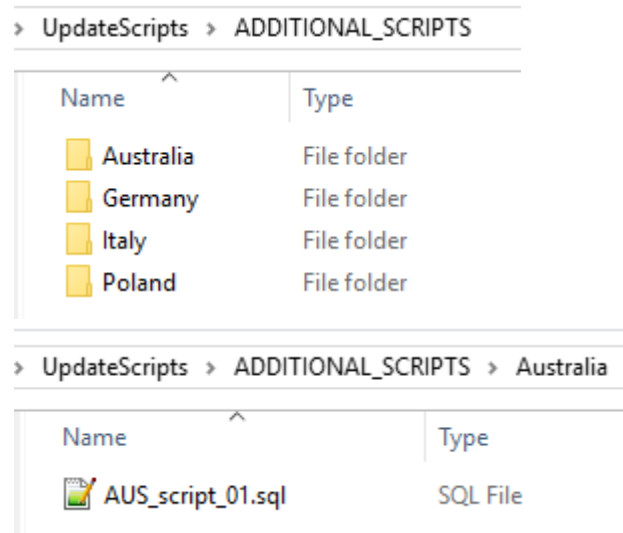


The Microsoft Windows Explorer window opens showing the default scripts. The folder below is the default folder that contains the update scripts.

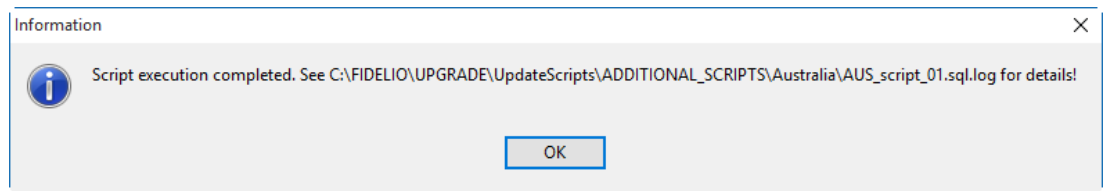


To install country specific scripts go to the directory that contains the script and double-click to run the script.

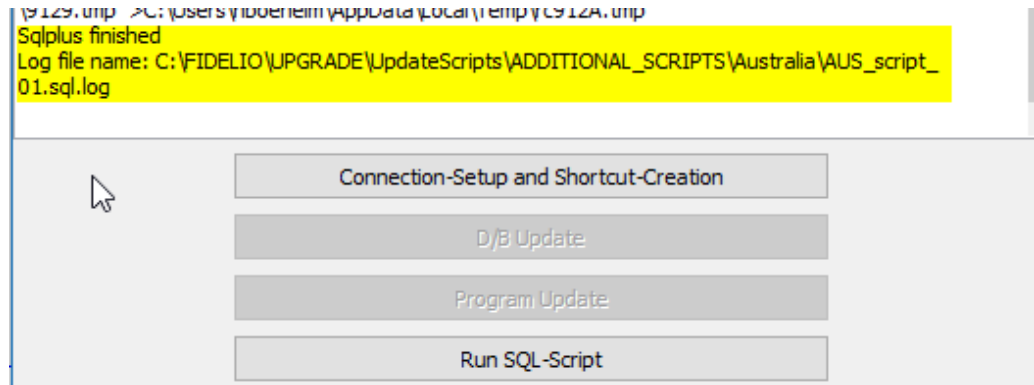
For example, you may execute a script for a patch update for a specific customer or you may need to install a country legal requirement using a script.



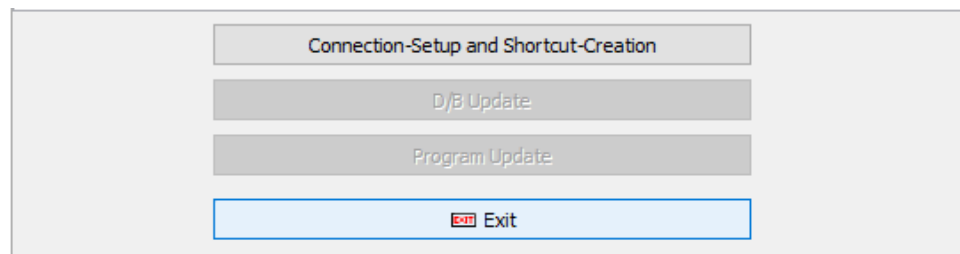
When the script completes, a message appears.



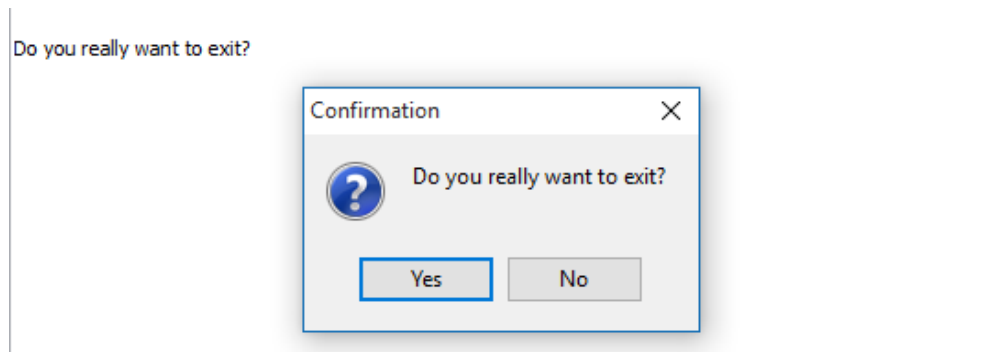
Information is shown in the main window, and a log file is created in the same folder where the script is located.



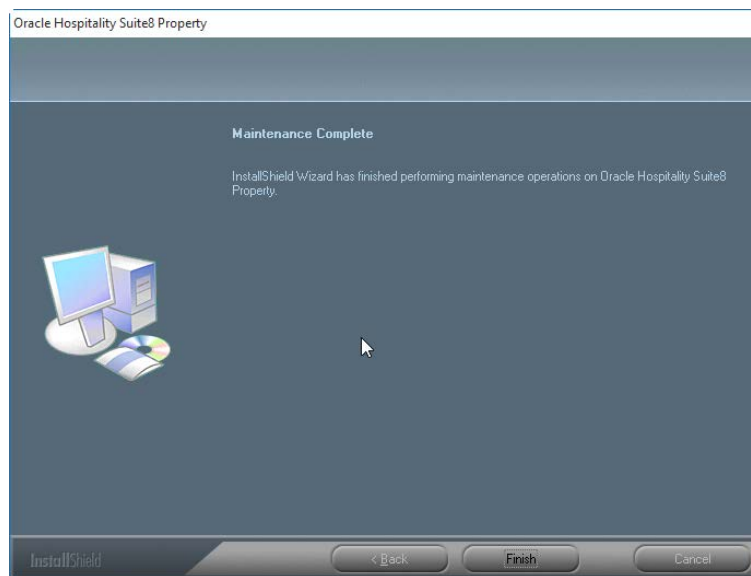
14. To Exit the Upgrade Program click **Exit**



15. Confirm with **Yes** to exit the program.



- 
16. If you have started the upgrade within the Install-Shield, click **Finish** to close the window.



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## 4 Manually Upgrading from a Previous Release

### Upgrading Suite8

1. Confirm your Suite8 application and database servers meet the requirements listed in the *Pre-Installation Tasks* section.
2. Log in and download the Suite8 version 8.10.1 from the Oracle Software Delivery Cloud (OSDC) at <https://edelivery.oracle.com>
3. Unzip and copy the content of the files as follows:
  - \* `programs.zip` -> program files are usually located `\fidelio\programs`
  - \* `rtf.zip` -> HTML files are usually located `\fidelio\html`
  - \* `VersionControl` -> usually located on the File Server `\VersionCtrl`
  - \* `Updatescripts.zip` and `scripts.zip` to a freely definable destination
4. Open Oracle SQL Developer, connect to V8live user and run these extracted scripts from `updatescripts.zip`.

If you are upgrading from 8.10, run these scripts:

  - `8_10_0_0_to_8_10_1_0#0.sql`
  - `8_10_0_0_to_8_10_1_0#1.sql`
  - `8_10_0_0_to_8_10_1_0#2.sql`

If you are upgrading from 8.9.6.10, run these scripts:

  - `8_10_0_10_to_8_10_1_0#0.sql`
  - `8_10_0_10_to_8_10_1_0#1.sql`
  - `8_10_0_10_to_8_10_1_0#2.sql`
5. After the database structure updates, run the following scripts:
  - `01_allviews.sql`
  - `02_allprocs.sql`
  - `03_generated.sql`
  - `04_autoindexes.sql`
  - `05_200index.sql`
  - `06_comments.sql`
  - `07_afterVersionUpdate.sql`
  - `08_gatherstatisticsforall.sql`
6. Use the latest `register.bat` for new installations and `minregister.bat` for updates. The release included both files and new executables and libraries.
7. If you use Version Control, update the existing `VerCtrl.ini` with new libraries, HTML files, and the help files or use the latest `VerCtrl.ini` file included in this release.

The existing `verctrlV8.exe` file must be replaced with the latest `verctrlV8.exe` file included in this release. This new version is required to register the new `Ifc8ComEx.dll` file after you copy the file to other workstations.

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8. To be compliant with Oracle policies, the user password encryption in Suite8 uses the Oracle approved crypto algorithm. This requires converting all existing passwords to the new hashing scheme, which is performed automatically when starting version 8.9.6.0 or higher for the first time. You must back up the XCED table prior to upgrading to 8.10 or higher version in case a downgrade is required later.
  3. Suite8 release 8.10 and higher requires an `ini` file for startup and you must modify all Suite8 shortcuts. Suite8 will not start without the `*.ini` file. Please see section [Installing Suite8 ini file](#) for more details.
  4. Security Guidelines: To fulfill the PA-DSS Certification for 3.1 the protected data `XCCS->XCCS_NUMBER` and `WPRT ->WPRT_VALUE` will be encrypted with Oracle Wallet. If Oracle Wallet is not active or the fields are not encrypted, as a result Suite 8 will not start and an error message appears. For example, activate the Oracle Wallet. The section [Activating Oracle Wallet](#) contains more information.



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## 5 Installing Suite8 ini file

Suite8 release 8.10 and higher requires an `ini` file for startup and you must modify all Suite8 shortcuts. Suite8 will not start without the `*.ini` file.

- The release includes the sample file `v8live.ini`. You can find the media package in the folder `Suite8INI`.
- The `*.ini` file contains all the database connection details including the HTML path and a parameters section that contains the required runtime parameters you can add.

To enable all keys expecting a Boolean value you can set the value to `true`, `1`, or `ON`. To disable a key you can set the value to either `false`, `0`, or `OFF`.

- You must name the `*.ini` file the same as the connected schema user. For example, `v8live`. This simplifies creating shortcuts for different users using the same program files. For example, this simplifies a CRS environment and enables the support to maintain a generic structure.
- The `*.ini` file must be added in the shortcut. For example, the shortcut properties:

`C:\Fidelio\programs\fideliov8.exe C:\Fidelio\v8live.ini`

- If the installation uses the automatic night audit, you can use the command line. To access the command line go to the **Setup** menu, select **Configuration, Global Settings**, and then select **Night Audit** to configure the new startup parameters.
- Using the DPAPI requires encryption key management per user / workstation. The Oracle user password contained in the `ini` file must be encrypted by running the `FidelioV8DBPasswordEncrypt.exe` file included in the 8.10 release. You cannot run the encryption process once and then use the same the `ini` file everywhere. This encryption file must run on each workstation.

### Installing the ini File and Updating Shortcuts

You must complete the following steps to install the `ini` file and create a shortcut.

1. Run `V8-Client-Short-Cut.exe` file and click **Next**.
2. Review the information and click **Next**.
3. Select the setup type and click **Next**.
4. Verify the destination folder and click **Next**.
5. Verify the program icons folder and click **Next**.
6. Enter the Suite8 live user, password, and service. You must enter a password with 8 characters. Click **Next**.
7. Select **Yes** to change the password or select **No** to continue without changing the password.
8. Enter the Suite8 training user, password, and service.
9. Click **Next** and **Finish**

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## 6 Activating Oracle Wallet

You must complete the following steps to activate the Oracle Wallet.

1. Create a folder for the wallet in the Oracle base directory. For example,  
C:\ORACLE\ADMIN\V8\WALLET
2. Add the entry below to SQLNET.ORA. For example, find the 11g  
SQLNET.ORA file in this location:  
C:\oracle\11.2.0\DATABASE\network\admin  
->DIRECTORY You must change the path to the WALLET folder created in  
the previous step.  
ENCRYPTION\_WALLET\_LOCATION = (SOURCE =  
    (METHOD = FILE)  
    (METHOD\_DATA =  
    (DIRECTORY =  
        C:\ORACLE\ADMIN\V8\WALLET)))
3. Restart the database.
4. Connect as sys and execute the following statement to set the encryption  
key. Replace PLACE\_YOUR\_PASSWORD\_HERE with the encryption key and  
keep this key in a safe place.  
ALTER SYSTEM SET ENCRYPTION KEY IDENTIFIED by  
"PLACE\_YOUR\_PASSWORD\_HERE" ;
5. To open Oracle Wallet and activate global encryption: ALTER SYSTEM SET  
ENCRYPTION WALLET OPEN IDENTIFIED BY  
"PLACE\_YOUR\_PASSWORD\_HERE" ;
6. Connect to live schema. For example, V8LIVE and execute the statements  
below.  
ALTER TABLE wprt MODIFY (wprt\_value ENCRYPT USING  
'AES256' SALT);  
ALTER TABLE xccs MODIFY (xccs\_number ENCRYPT USING  
'AES256' SALT);
7. Each restart of the database requires opening the wallet again.  
ALTER SYSTEM SET WALLET OPEN IDENTIFIED by  
"PLACE\_YOUR\_PASSWORD\_HERE" ;
8. Useful Tips:
  - To check the status connect as sys: SELECT \* FROM  
V\$ENCRYPTION\_WALLET;
  - To close the wallet for testing purposes: ALTER SYSTEM SET  
ENCRYPTION WALLET CLOSE IDENTIFIED by  
"PLACE\_YOUR\_PASSWORD\_HERE" ;

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The Oracle Wallet functionality that complies with PA-DSS  
3.1 is not supported with Oracle 10g. The *Post-Upgrade Tasks*  
section contains more information.

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## 7 Post Upgrade Tasks

After upgrading you must:

1. Run the sequence fix Suite8 > Setup > Miscellaneous > System Maintenance > Database -> Sequence Fix
2. Execute the primary key existence check Suite8 > Setup > Miscellaneous > System Maintenance > Miscellaneous > System Check > Database > Primary key existence to confirm no primary keys are missing except for WLNR, WNEB and STAB.
3. Update the mailing by going to Suite8 > Setup > Miscellaneous > Updates > Mailing Update > import mailing.sql included in this release.
4. Update the translation by going to Suite8 -> Setup -> Miscellaneous -> Updates -> Translation Update to import the translation file provided by local office.
5. If you are updating an existing Online Interface installation, you need to first uninstall and then reinstall the interface by using the new Online Interface Install Shield included in this release.
6. The tray icon of the Fidelio Server is not visible anymore when running as a service on a Microsoft Windows 2008 server. This is due to changes in the operating system, but there is a workaround. Refer to the Help File->How To->Fidelio Server->Fidelio Server->Installing Fidelio Server as a Microsoft Windows Service on a Microsoft Windows 2008 Server.
7. Review the FTP connection settings in applicable functions including the Scheduled Task File Upload to implement the new features added since version 8.9.6.0 and to configure and manage FTP accounts in Suite8, similar to common FTP clients.
8. Review the Release Notes for new features and updates in Suite8.
9. Refer to TT 5 for an overview of all new user rights.
10. Verify the version of Oracle installed is one of the following: Oracle 11g release 2 11.2.0.3 or 11.2.0.4 with latest Oracle Patch for the database installation (64bit) and client installation (32bit) **or** Oracle 12c release 1 12.1.0.1 or 12.1.0.2 with latest Oracle Patch for the database installation (64bit) and client installation (32bit). You must install Oracle 11g release 2 with the parameter setting compatible=10.2.0.4. Refer to the *Oracle Hospitality Suite8 Install Shield Guide for Release 8.10.0.0* for more information.
11. When installing the 8.10 release of webConnect, if the following error appears you can follow the instructions below to resolve the error.

Server Error in '/V8Client' Application.

[A]System.Web.WebPages.Razor.Configuration.HostSection cannot be cast to [B]System.Web.WebPages.Razor.Configuration.HostSection. Type A originates from 'System.Web.WebPages.Razor, Version=1.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35' in the context 'Default' at location 'C:\windows\Microsoft.Net\assembly\GAC\_MSIL\System.Web.WebPages.Razor\v4.0.1.0.0\_31bf3856ad364e35\System.Web.WebPages.Razor.dll'. Type B originates from 'System.Web.WebPages.Razor, Version=2.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35' in the context 'Default' at location 'C:\Windows\Microsoft.NET\Framework\v4.0.30319\Temporary ASP.NET Files\v8client\4147f401\9a8a753d\assembly\dl3\e20ddb03\006c5909\_7b7cce01\System.Web.WebPages.Razor.dll'.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.InvalidCastException: [A]System.Web.WebPages.Razor.Configuration.HostSection cannot be cast to [B]System.Web.WebPages.Razor.Configuration.HostSection. Type A originates from 'System.Web.WebPages.Razor, Version=1.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35' in the context 'Default' at location 'C:\windows\Microsoft.Net\assembly\GAC\_MSIL\System.Web.WebPages.Razor\v4.0.1.0.0\_31bf3856ad364e35\System.Web.WebPages.Razor.dll'. Type B originates from 'System.Web.WebPages.Razor, Version=2.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35' in the context 'Default' at location 'C:\Windows\Microsoft.NET\Framework\v4.0.30319\Temporary ASP.NET Files\v8client\4147f401\9a8a753d\assembly\dl3\e20ddb03\006c5909\_7b7cce01\System.Web.WebPages.Razor.dll'.



Source Error:

An unhandled exception has generated during the execution of the current web request. Information regarding the origin and location of the generation can be identified using the stack trace below.

Stack Trace:

---

To resolve this error, go to the bin folder and delete the two files below. For example, C:\inetpub\wwwroot\V8Client\bin

 System.Web.Razor.dll	09.07.2013 10:05	Application extension	261 KB
 System.Web.WebPages.Razor.dll	09.07.2013 10:05	Application extension	39 KB

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## 8 Exporting and Importing a Suite8 User

### What Is Data Pump Export?

Data Pump Export invoked with the `expdp` command is a new utility included in the Oracle Database 10g. Although the functionality and parameters are similar to those of the original Export utility `exp`, they are completely separate utilities and their files are not compatible.

Data Pump Export is a utility for unloading data and metadata into a set of operating system files called a dump file set. The dump file set can be imported only by the Data Pump Import utility. You can import the dump file set on the same system or you can move the files to another system and load the dump file set.

The dump file set contains one or more disk files that contain table data, database object metadata, and control information. The files are written in a proprietary binary format. During an import operation, the Data Pump Import utility uses these files to locate each database object in the dump file set.

Because the dump files are created by the server and not by the client, the database administrator (DBA) must create directory objects.

Data Pump Export enables you to specify that a job should move a subset of the data and metadata, as determined in the export mode by using data filters and metadata filters specified in the Export parameters.

Refer to the *Filtering During Export Operations* section at the following URL:  
[https://docs.oracle.com/cd/B19306\\_01/server.102/b14215/dp\\_export.htm](https://docs.oracle.com/cd/B19306_01/server.102/b14215/dp_export.htm)

### Activating the Data Pump

1. Create a folder on the database server for the data pump.  
For example, `D:\EXP\DAILY`
2. Create a directory with the database and grant access to the directory. Connect as `sys` and execute the following statements:  

```
CONNECT sys/password@ALIAS as sysdba
CREATE OR REPLACE DIRECTORY dpump_dir AS 'd:\FOLDER';
```

Replace `FOLDER` with the name of the directory you created in the previous step.  

```
GRANT READ, WRITE ON DIRECTORY dpump_dir TO public;
```

To check which directory exists in the database use the following command.

```
SELECT * FROM dba_directories;
```

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## Exporting using the Data Pump EXPDP.exe

The export processes on the server and can start from every connected workstation. The files export to the directory defined as `dpump_dir` in the example below.

Use the following command to execute the Data Pump export and refer to the listed explanations below for each parameter.

```
EXPDP USER/PASSWORD@ALIAS DIRECTORY=dpump_dir DUMPFILE=DUMPFILENAME.dmp  
PARALLEL=1 LOGFILE=LOGFILENAME.log  
ENCRYPTION_PASSWORD=ThePassWordForEncrytion ENCRYPTION_MODE=password  
VERSION=11.0.2.3
```

Field	Explanation
EXPDP	Executable
USER/PASSWORD@ALIAS:	Oracle user connect information, for example V8LIVE/live@V8
DIRECTORY=dpump_dir:	The Oracle <code>dpump_dir</code> directory contains the export. The Oracle database settings contain the path to the directory.
DUMPFILE=DUMPFILENAME.dmp	DUMPFILENAME.dmp defines the name of the dump file.
PARALLEL=1	Defines how many processes are used during export. Increasing the number of processes creates a faster export. This affects the performance of Suite8. You must use more than one process only when no one is using the Suite8 application.
ENCRYPTION_PASSWORD =ThePassWordForEncrytion:	You can set the ThePassWordForEncrytion value. You must use the same value during the import process.
ENCRYPTION_MODE=password	Do not change this value.

Field	Explanation
VERSION=11.2.0.3	<p>Use this parameter to enhance the backwards compatibility of the database versions during the import and export process by defining the compatibility of the export database version. This parameter is optional.</p> <p>For example, if the Oracle database version is 12.1.0.2 and the parameter is not set the parameter automatically sets to VERSION=12.1.0.2 and an import is only possible with an Oracle database version of 12.1.0.2. In this example, the export is not possible to import into the Oracle database version 11.2.0.3.</p> <p>For example, if the database version is 11.2.0.3 and parameter is defined, then you can export from an Oracle database version 12.1.0.2 and the export can be imported into an Oracle database version 11.2.0.3 or higher by defining the same parameter during the import process.</p>

## Import using the Data Pump IMPDP.exe

In the example below, the file to import must be in the directory defined as the dpump\_dir directory.

Use the following command to execute the Data Pump import, and refer to the explanations listed below for each parameter.

```
IMPDP USER/PASSWORD@ALIAS DIRECTORY=dpump_dir DUMPFILE=DUMPFILENAME.dmp PARALLEL=1
LOGFILE=LOGFILENAME.log ENCRYPTION_PASSWORD=ThePassWordForEncrytion
ENCRYPTION_MODE=password VERSION=11.0.2.3 REMAP_SCHEMA=OWNER:TARGET
```

Field	Explanation
IMPDP	Executable
USER/PASSWORD@ALIAS	The Oracle user account information. For example: V8LIVE/live@V8
DIRECTORY=dpump_dir	dpump_dir is the name of the Oracle directory where the export is located and in the Oracle database settings the path to the folder is defined.

Field	Explanation
DUMPFIL= DUMPFILNAME . dmp	DUMPFILNAME . dmp defines the name of the dump file.
PARALLEL=1	Defines how many processes are used during the export. Increasing the number of processes creates a faster export. This affects the performance of Suite8. You must use more than one process only when no one is using the Suite8 application.
ENCRYPTION_PASSWORD =ThePassWordForEncrytion	The ThePassWordForEncrytion must be the same as defined in the export.
ENCRYPTION_MODE=password	Do not change.
VERSION=11.2.0.3	<p>Defines the backwards compatibility of the export. The Oracle database version must be equal or higher and requires the same version that was defined during the export process.</p> <p>For example, if the Oracle database version is 12.1.0.2 and the parameter is not set the parameter automatically sets to VERSION=12.1.0.2 and an import is only possible with an Oracle database version of 12.1.0.2. In this example, the export is not possible to import into the Oracle database version 11.2.0.3.</p> <p>For example, if the database version is 11.2.0.3 and parameter is defined, then you can export from an Oracle database version 12.1.0.2 and the export can be imported into an Oracle database version 11.2.0.3 or higher by defining the same parameter during the import process.</p>
REMAP_SCHEMA=OWNER:TARGET	<p>OWNER: Defines the source schema of the export.</p> <p>TARGET: Defines the target schema for the import.</p>



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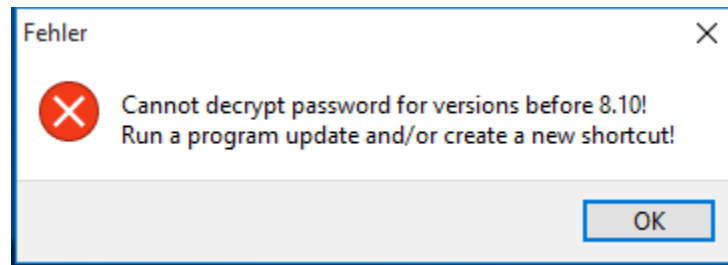
## 9 Appendix: Issues and Solutions

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The following list contains possible issues and solutions for the [Upgrade Tool](#).

### Issue: Error Message Cannot decrypt password

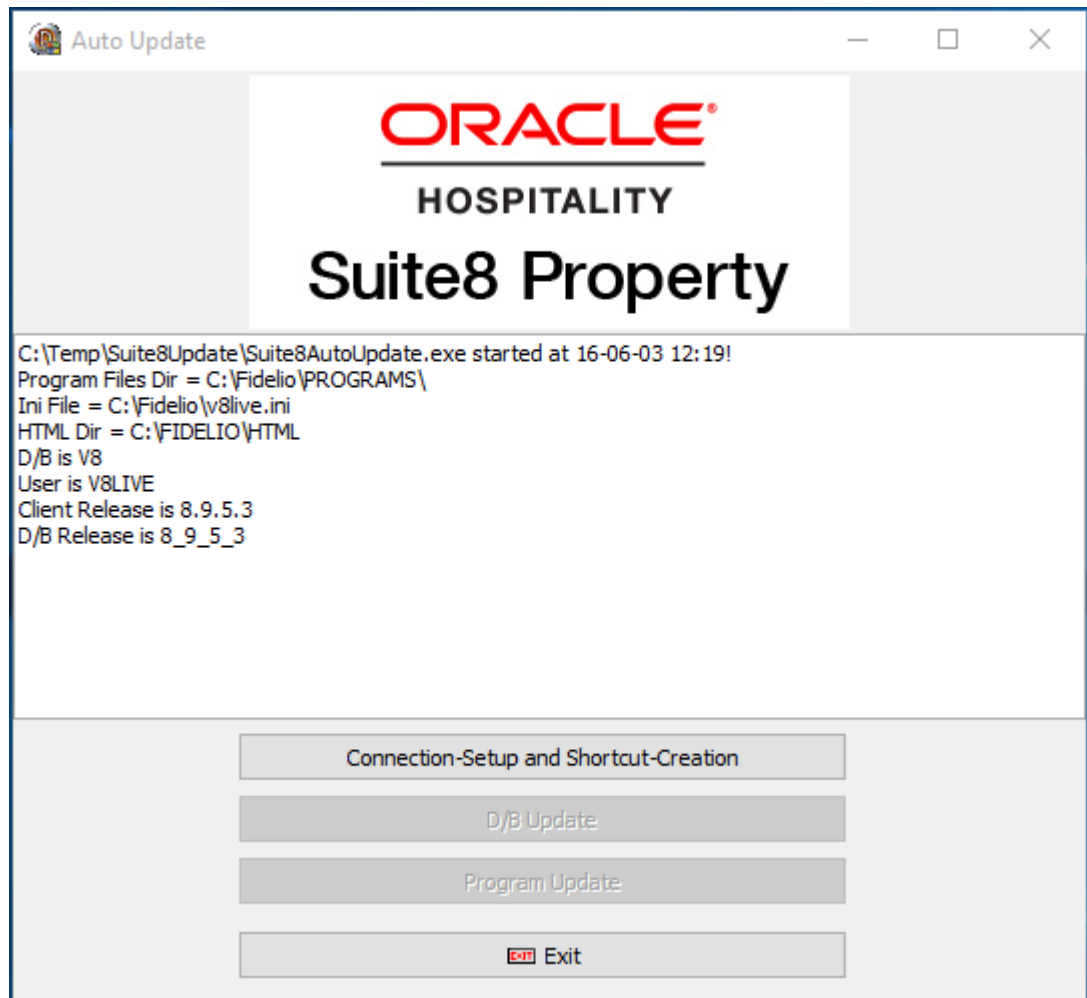
This message indicates the installed Suite8 version is earlier than Suite8 release 8.10. You must update to Suite8 release 8.10 or higher and create new shortcut.



### Issue: Button for D/B-Update or Program Update is grayed out.

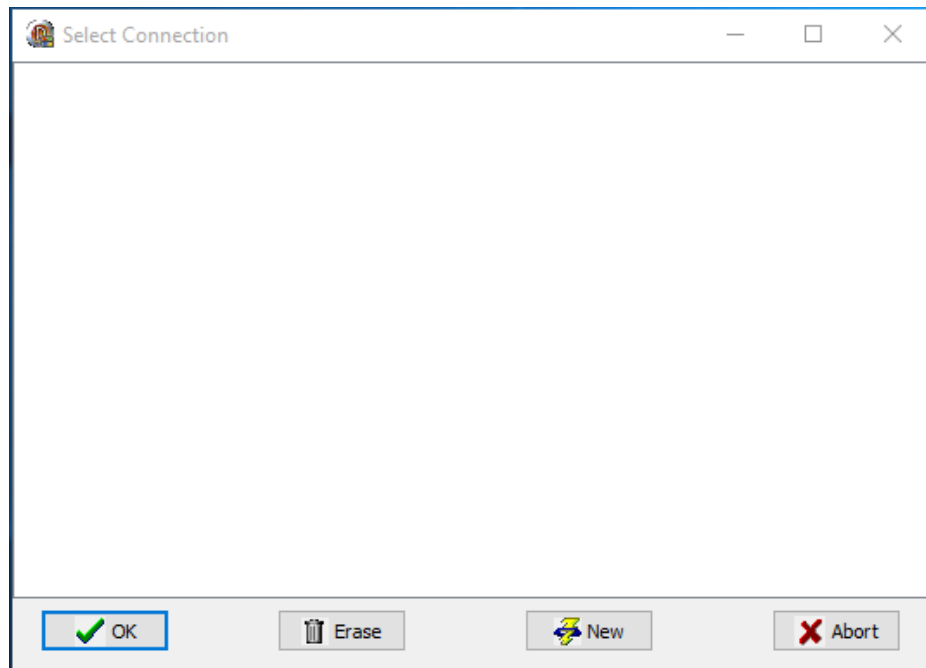
If the Suite8 version installed is lower than release 8.10 or the version is already up-to-date.

To solve this update Suite8 to version 8.10 and start the InstallShield Wizard to try again. If Suite8 is up-to-date, then click Exit. The installed program Client Release version and the D/B Release database version appear in the main window.

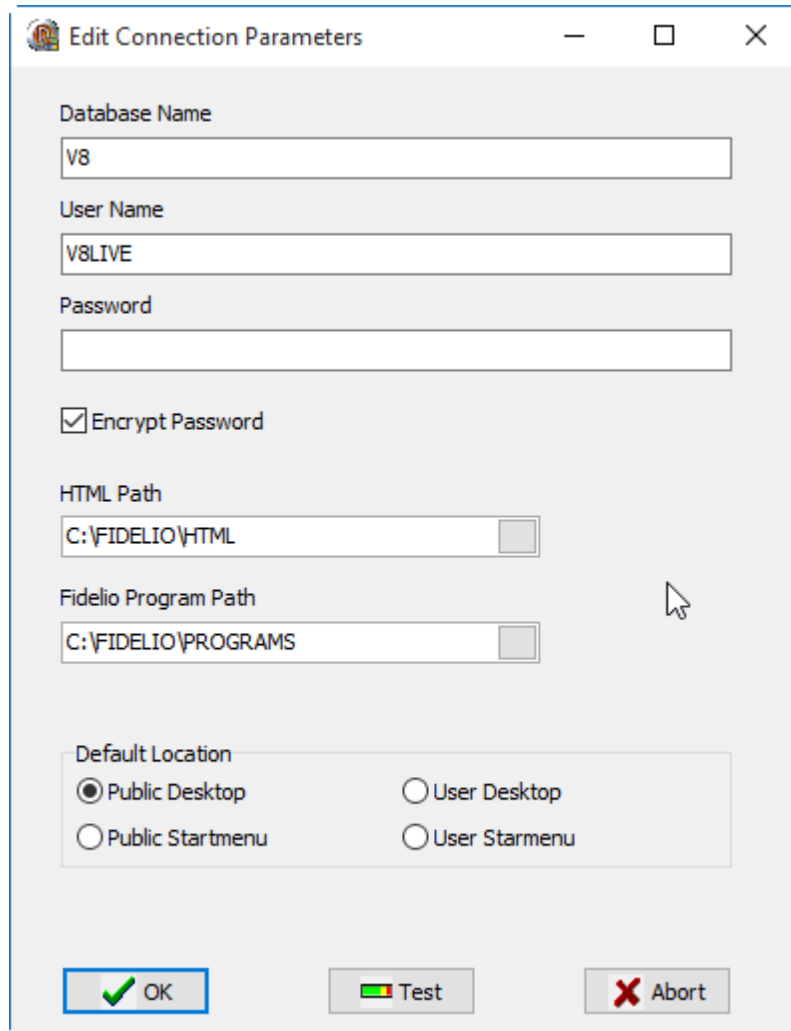


## Issue: Select connection screen is empty

If Suite8 shortcuts do not appear on the connection screen, then you must create a new shortcut using the **New** option.



On the Edit Connection Parameters, review and define the following fields.



**Edit Connection Parameters**

Database Name  
V8

User Name  
V8LIVE

Password

☒ Encrypt Password

HTML Path  
C:\FIDELIO\HTML

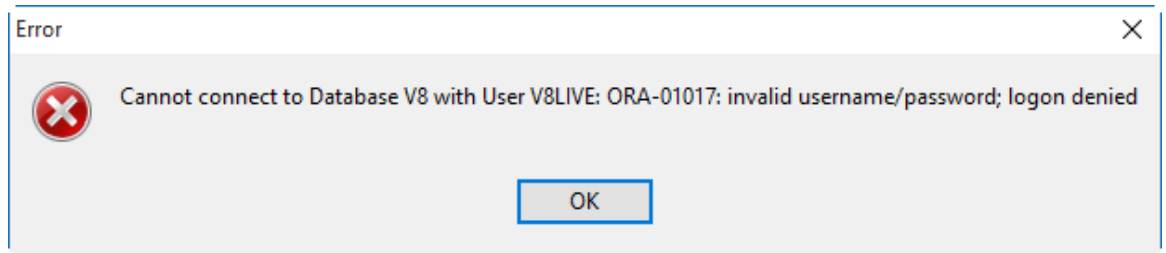
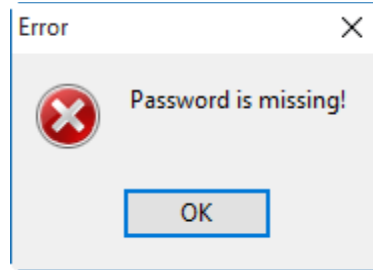
Fidelio Program Path  
C:\FIDELIO\PROGRAMS

Default Location

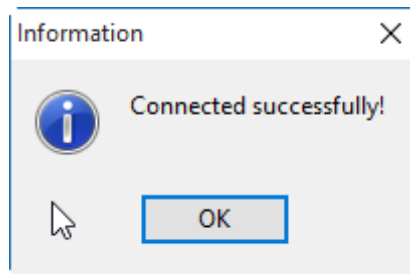
☒ Public Desktop ☐ User Desktop  
☐ Public Startmenu ☐ User Startmenu

OK Test Abort

1. Define the **Database Name**. The default database name is V8.
2. Define the user name of the Oracle user. The default user name for live instances is V8LIVE, and for training instances is V8TRAIN.
3. Enter the password for the Oracle user.
4. Encrypt Password: To maintain Oracle security standards you must encrypt the password. By default, the checkbox is checked to maintain a secure system.
5. HTML Path: the path where the html and query files are located. The default location is C:\FIDELIO\HTML
6. Fidelio Program Path: Select the path for the program files. The default location is C:\FIDELIO\PROGRAMS
7. Default Location: select where the shortcut should appear.
8. Select the **Public Desktop** or **Public Startmenu** to create a shortcut icon to appear for the current user.
9. Click **Test** to check the database connection.  
If you get an error message below, review your entries and try again.



10. If the connection is valid, this message below appears.



11. Click **OK** to finish. A Suite8 shortcut is created on the desktop. Click **Exit** to close the InstallShield wizard.