

**Oracle® Hospitality OPERA Property
Management**

Workstation Setup Guide Release 5.5.0.23 and lower
E76452-01

February 2020

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Preface

This document describes Workstation setup for Oracle Hospitality OPERA Property Management Version 5.5 and higher.

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 and any associated log files
- 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
June, 2016	<ul style="list-style-type: none">• Initial publication.
July, 2016	<ul style="list-style-type: none">• Minor updates.
April, 2018	<ul style="list-style-type: none">• Updates to reflect current version information.

1 Workstation Operating System Requirement

To run Oracle Hospitality OPERA Property Management Version 5.5 and higher, your workstation must use one of these operating systems:

- Windows 7 Professional Edition
- Windows 8 Professional Edition
- Windows 10 Professional Edition

2 Installing the Java Runtime Client

1. Refer to the *OPERA 5 and OPERA Cloud Client and Server Compatibility Matrix* document on the Oracle Help Center at <https://docs.oracle.com/en/industries/hospitality> to find the required JRE version (for example, JRE 7 or JRE 8).

OPERA 5 Matrix:

<https://docs.oracle.com/en/industries/hospitality/pdf/OPERA%205%20Client%20and%20Server%20Compatibility%20Matrix.pdf>

OPERA Cloud Matrix:

<https://docs.oracle.com/en/industries/hospitality/pdf/OPERA%20Cloud%20Client%20Compatibility%20Matrix.pdf>

Note: While the latest update of a supported JRE is recommended, the specific versions of JRE used during QA of an OPERA patch can be found in the application release notes.

2. Log on to the workstation with a user account that has local administrator rights.
3. Download the required JRE version from one of these pages:
 - <http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html>
 - <http://www.oracle.com/technetwork/java/javase/archive-139210.html>
4. Next to **Windows x86 Offline**, click the link `jre-xxxx-windows-i586.exe` to begin the download.

Note: Only 32-bit versions of the JRE are supported with OPERA.

5. When asked if you want to run or save from `download.oracle.com`, click **Run**.
6. Click the **Java** icon on the taskbar.



7. On the **Java Setup - Welcome** screen, click **Install**.

After the installation has completed, the **Java Setup - Uninstall out-of-date versions** screen appears.

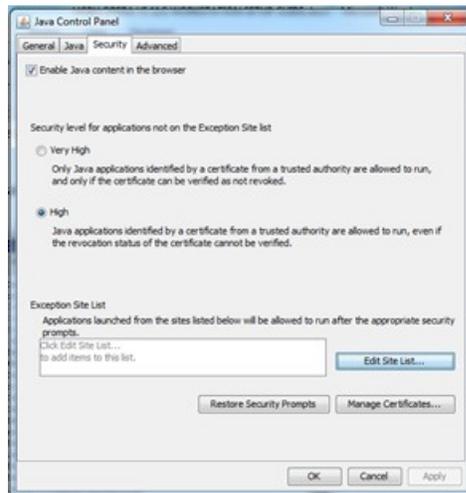


8. Click **Uninstall**.
9. Click the Microsoft Windows Start button.

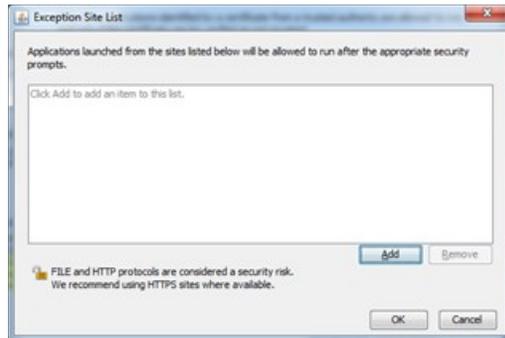


10. Click in the **Search programs and files** field, type **configure java** and then press **Enter**.

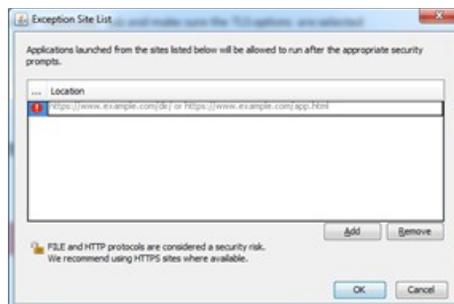
11. On the **Java Control Panel** screen, click the **Security** tab.



12. Click Edit Site List....



13. On the Exception Site List screen, click Add.



14. Click in the Location field, enter your OPERA application URL with http and then click Add.

For example, depending on your OPERA application version and hosted location, your URLs should look something like:

- `http://<yourOPERAURL>.microsd.c.us`

Or

- `http://<yourSSD>-prod-<yourENV>.hospitality.oracleindustry.com`

Note: Do not enter a URL that includes 'OAM', also do not include any paths beyond the hostname that ends in .com.

15. Click in the Location field, enter your OPERA application URL with https http and then click Add.

For example, depending on your OPERA application version and hosted location, your URLs should look something like:

- `https://<yourOPERAURL>.microsd.c.us`

Or

- `https://<yourSSD>-prod-<yourENV>.hospitality.oracleindustry.com`

Note: Do not enter a URL that includes 'OAM', also do not include any paths beyond the hostname which ends in .com.

-
16. On the **Java Control Panel** screen, select the **Advanced** tab.
 17. Ensure that the **Use TLS 1.2** check box is checked. If not, select it.
Note: Older releases of OPERA 5 may also require SSLv3 or TLS1.0 to function.
 18. Click **Apply** and then click **OK**.
 19. Close **Microsoft Internet Explorer**, open it again, and log into OPERA.

3 Setting Microsoft Internet Explorer Options

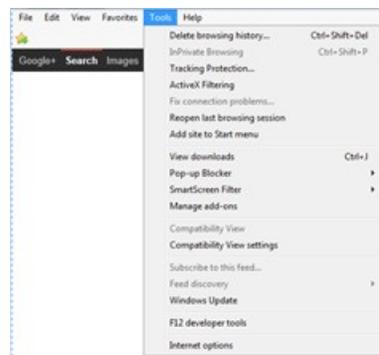
There are several places where changes need to be made to the client machine's Microsoft Internet Explorer options. Depending on your browser version, the steps below may differ.

Note: OPERA 5 requires the use of Microsoft Internet Explorer.

Google Chrome, Mozilla Firefox, Microsoft Edge, and other browsers are not supported.

Adding Trusted Sites

1. Log on to the workstation with a user account that has local administrator rights.
2. Open **Microsoft Internet Explorer**.
3. Select the **Tools** menu.
4. Click **Internet options**.



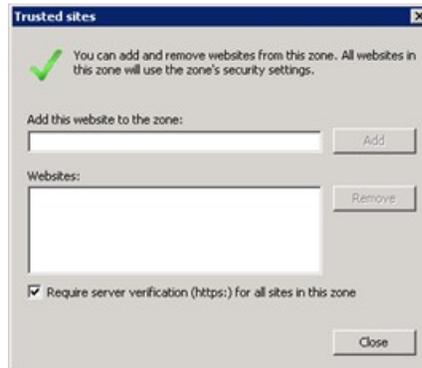
5. On the **Internet Options** screen, select the **Security** tab.

- Click the green check mark for **Trusted sites**.



- Under **Security level for this zone**, change it to **Medium**.

- Click **Sites**.



- Click in the **Add this website to the zone** field.

- Enter your OPERA application URL with both http and https as in these examples:

- http://<yourOPERAURL>.microsdsc.us
- https://<yourOPERAURL>.microsdsc.us

Or

- http://<yourSSD>-prod-<yourENV>.hospitality.oracleindustry.com
- https://<yourSSD>-prod-<yourENV>.hospitality.oracleindustry.com

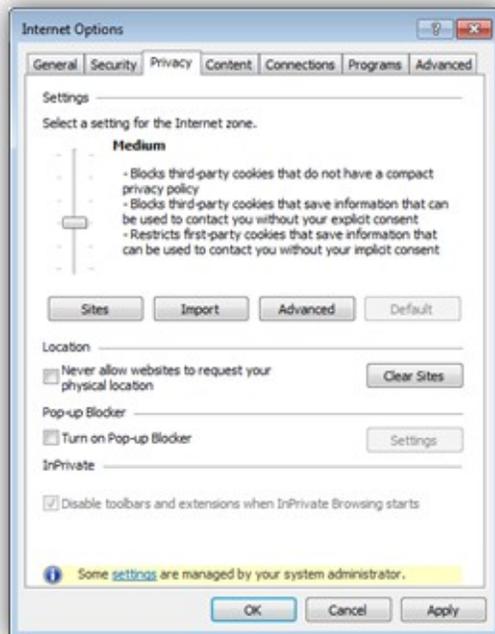
For sites that have multiple application servers for OPERA or for load-balanced environments, ensure that all URLs are entered.

- Click **Add**.

12. Click **Close**.
13. Click **Custom Level** and click **Enable** for these Settings:
 - ActiveX Controls and plug-ins
 - Miscellaneous
14. Click **OK**.

Turning off Pop-up Blocker

1. On the **Internet Options** screen, select the **Privacy** tab.



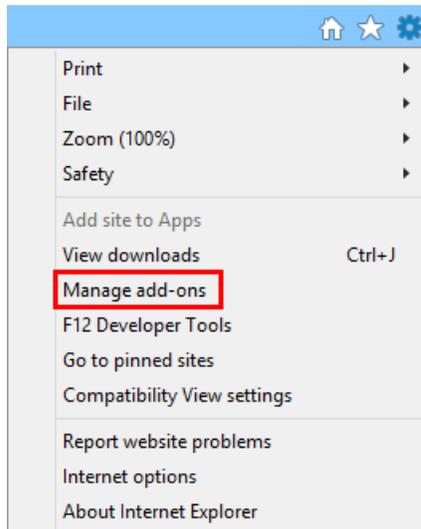
2. Deselect the **Turn on Pop-up Blocker** option.

Changing Advanced Settings

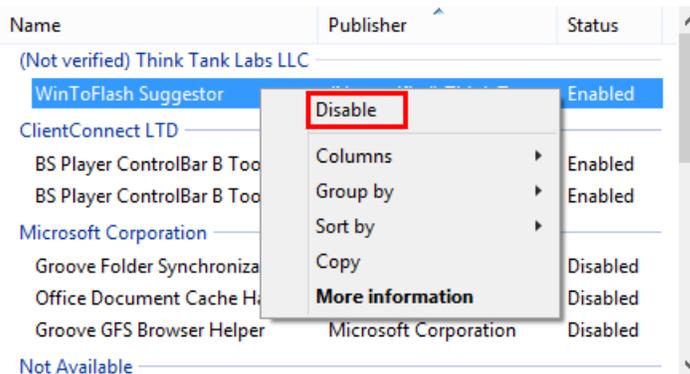
1. On the **Internet Options** screen, select the **Advanced** tab.
2. Select the **Use TLS 1.2** check box.
Note: Older releases of OPERA 5 may also require SSLv3 or TLS1.0 to function.
3. Click **Apply**.
4. Click **OK**.

Disabling Add-ons

1. On the **Internet Options** screen, select the **Programs** tab.
2. Click **Manage Add-ons**.
3. On **Toolbars and Extensions**, disable all except for **Java** and **Adobe**.
4. Click **Close**.
5. Click **OK**.
6. Click the **Tools** icon.
7. Click **Manage add-ons**.

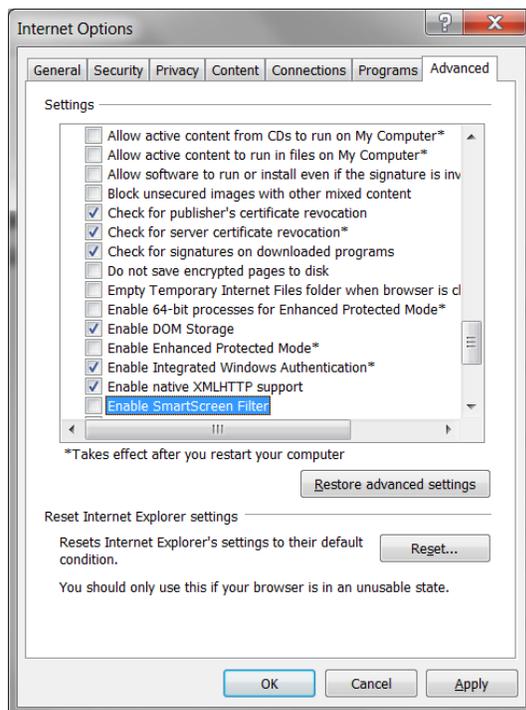


8. Go to the appropriate type of add-ons and find the one you want to disable, right-click it and select **Disable**.



Disabling SmartScreen Filter

1. On the **Internet Options** screen, select the **Advanced** tab.



2. Scroll down to the **Security** section and unselect the **Enable SmartScreen Filter** check box.
3. Click **OK**.

4 Installing Client Side Applications

If you do not want the OPERA Login Page to automatically install the software required by JInitiator when you log in, follow these procedures to preinstall all the required client utilities.

Installing the RegTermUtility

1. Connect to the application server.
2. Install the **RegTerm** utility using this URL: `http://<appserverhost>/InstallRegterm.exe`

Where <appserverhost> is the URL used to access your OPERA environment, which should look something like this:

- `https://<yourOPERAURL>.microsdsc.us`

Or

- `https://<yourSSD>-prod-<yourENV>.hospitality.oracleindustry.com`

For example, `https://<yourENV>.hospitality.oracleindustry.com/InstallRegterm.exe`

Installing OPERA Print Control

The Print Control is loaded along with the Adobe Object and checks for printer availability and status. If it is not automatically installed, perform the step below to enable stream printing to work within OPERA.

1. Install **OPERA Print Control** using the following URL in your browser:
`http://<appserverhost>/InstallOperaPrintCtrl.exe`

Where <appserverhost> is the URL used to access your OPERA environment, which should look something like this:

- `https://<yourOPERAURL>.microsdsc.us`

Or

- `https://<yourSSD>-prod-<yourENV>.hospitality.oracleindustry.com`

For example,

`https://<yourENV>.hospitality.oracleindustry.com/InstallOperaPrintCtrl.exe`

Installing Adobe Acrobat Reader

If installing the client utilities from the OPERA login, the Adobe Acrobat Reader

installation starts automatically while installing OPERA Print Control.

Install **Adobe Acrobat** using the following URL in your browser:

<https://get.adobe.com/in/reader/>

Installing Screen Painter

If it is not automatically installed, perform the step below to install Screen Painter.

1. Install Screen Painter by connecting to the application environment using this URL:
<http://<appserverhost>/InstallScreenWiz.exe>

Where <appserverhost> is the URL used to access your OPERA environment, which should look something like this:

- <https://<yourOPERAURL>.microsd.us>

Or

- <https://<yourSSD>-prod-<yourENV>.hospitality.oracleindustry.com>

For example,

<https://<yourENV>.hospitality.oracleindustry.com/InstallScreenWiz.exe>

Installing Oracle Business Intelligence Publisher

For sites that use BI Publisher to customize reports, a new version has been released that can be installed on Microsoft Windows 7 workstations. This is labeled as *release 4* of the OPERA BI Publisher Desktop installation.

On Microsoft Windows 8.1, Microsoft .NET Framework 4.5.1 is automatically included in the operating system.

The BI Publisher installation however, looks for Microsoft .NET Framework 2.0, which is included in Microsoft .NET Framework 3.5, but must be installed separately in Microsoft Windows 8.1.

Trying to install Microsoft .NET Framework 3.5 gives the following errors (which are also documented at http://docs.oracle.com/cd/E28280_01/bi.1111/e16518/toc.htm#BIEQ1102):

- 0x800f0906: *Windows couldn't connect to the Internet to download necessary files. Make sure that you're connected to the Internet, and click Retry to try again.*
- 0x800F081F: *The changes could not be completed. Please reboot your computer and try again.*

Use the Microsoft Windows operating system installation media and the workaround:

```
DISM /Online /Enable-Feature /FeatureName:NetFx3 /All /LimitAccess
```

```
/Source:d:\sources\sxs
```

Now Microsoft .NET Framework 3.5 installs correctly and the BI Publisher installation can continue. For additional information about installing BI Publisher, see http://docs.oracle.com/cd/E28280_01/bi.1111/e16518/toc.htm#BIEQI102.

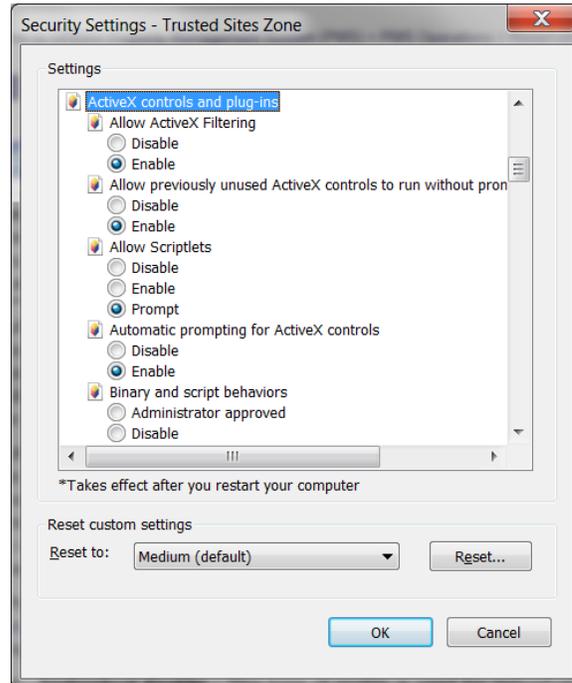
Known Issues

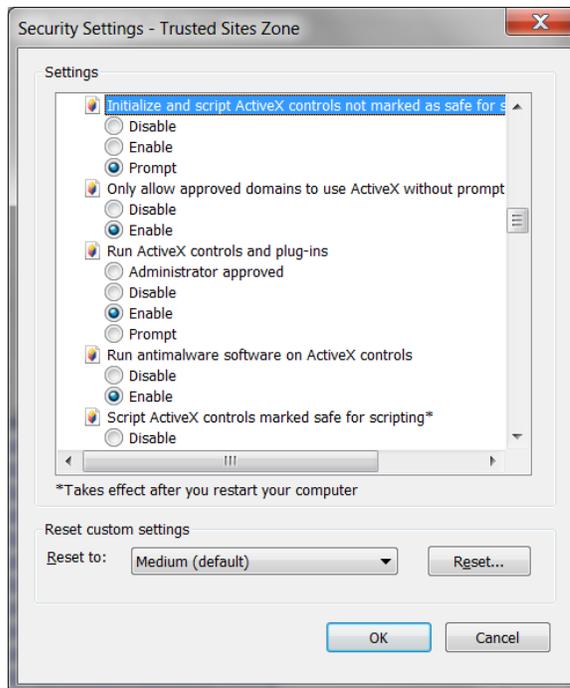
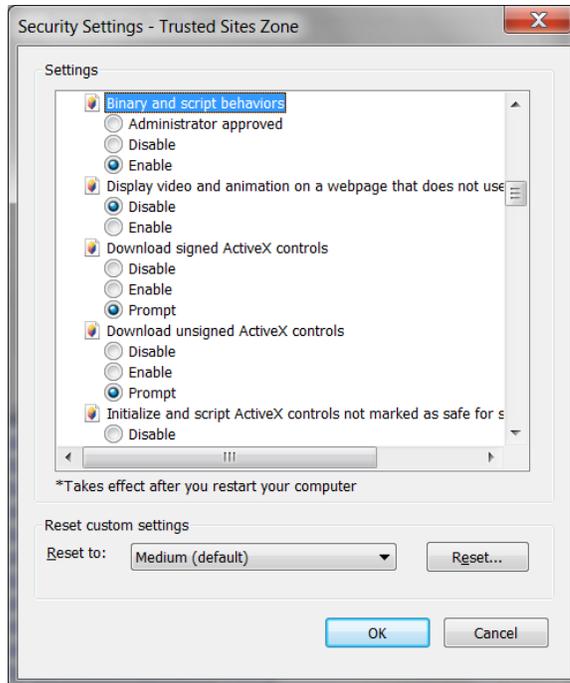
Issue: Workstation Terminals do not Register even with all the above Completed

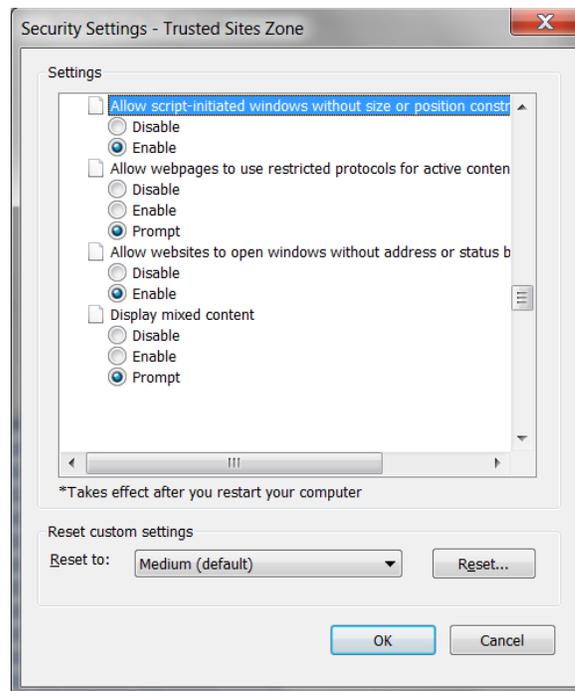
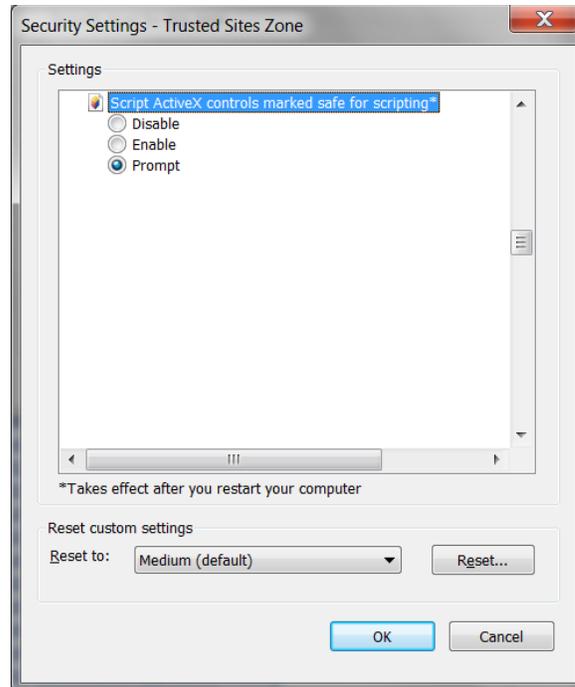
Sometimes the workstation terminals do not register even with all the above completed.

Solution

1. In Microsoft Internet Explorer, click Tools, click Internet Options, click the Security tab, click Trusted Sites, click Custom level..., and set these Security Settings:





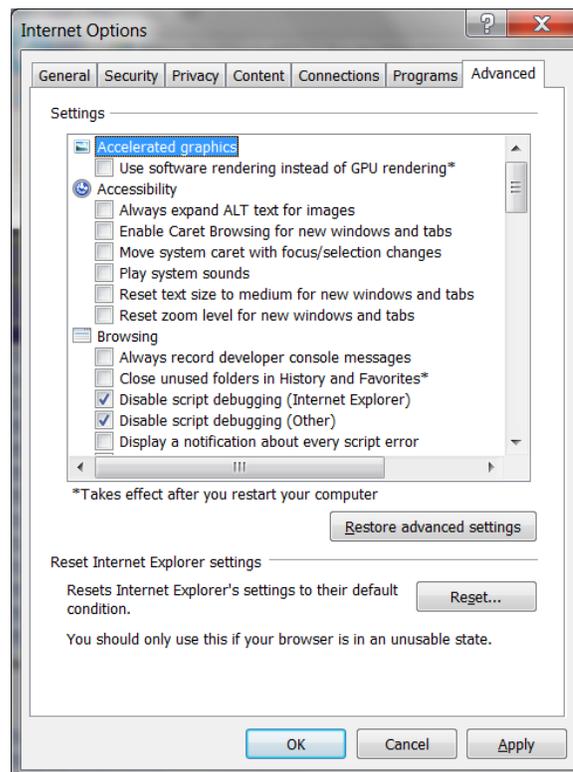


2. If configuring the above still does not allow the terminal to register or Java to launch, we recommend uninstalling all client side components and then deleting the Opera folder at C:\Program Files (x86)\Micros Systems, Inc\Opera.

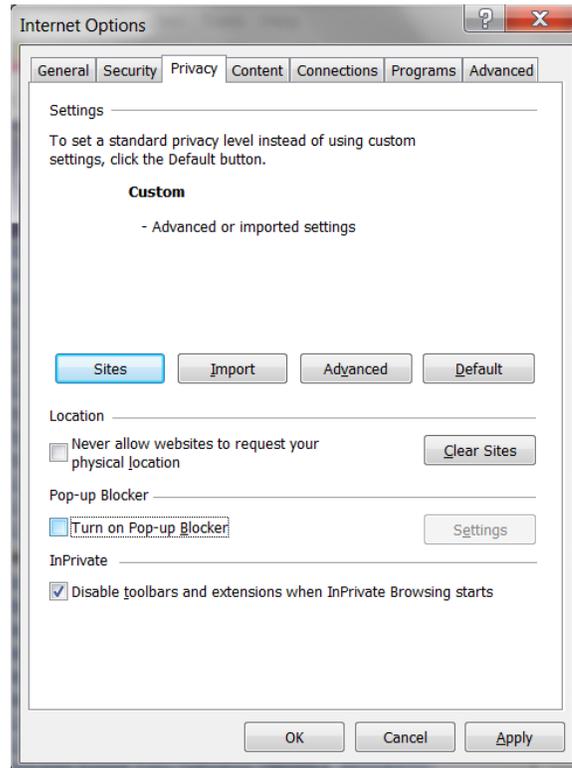
3. Also delete the Opera folder at C:\ProgramData\Oracle\Opera.

If you cannot delete these folders, this means that some process is still running and workstation bounce may be needed.

4. After restarting the workstation, reinstall all client side components (RegTerm, Adobe Reader, Jinit, Java JRE, OperaPrintCtrl, and ScreenWiz, as Administrator user.
5. If TermReg is still not working, then try **Restore advanced settings** and **Reset...** on the **Advanced** tab as seen below:



6. On the **Privacy** tab, deselect (turn off) **Pop-up Blocker**:



7. Then close the browser and launch again.

Issue: Opera Workstation Undefined or Keeps Prompting to Install RegTerm, OperaPrintCtrl, Adobe Each Time Login Screen is opened

Depending on the version of OPERA installed and other software running on the workstation, it is possible to encounter an issue documented in **Oracle support document ID 2193783.1**.

When opening the shortcut to access the OPERA login screen, the prompt to install TermReg, JinitCheck, OperaPrintCtrl, and Adobe keep popping up, even if these have already been installed.

Or

Terminal Name remains UNDEFINED even though TermReg has been installed.

Cause

- 1) This could be due to the Anti-Virus program on the workstation stopping the install from completing or blocking access to certain OPERA component files located in

folders such as:

- a) C:\program files (x86)\micros systems, inc\opera*
- b) C:\programdata\oracle\opera*

- 2) It could be due to the Windows User having insufficient rights to install or access the OPERA components.
- 3) TermReg.ini might need to be manually created in the correct location.

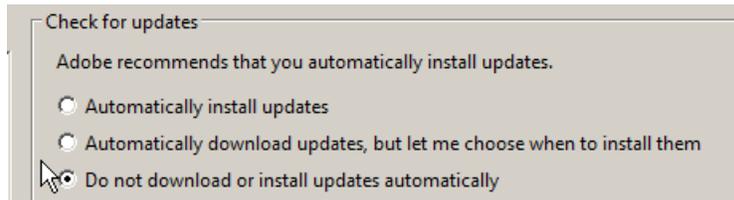
Solution

See the above reference support document for solution options that include re-running some of the installers as administrator, temporarily disabling AV file locking, or manually creating the required files.

5 Setting Adobe Acrobat Reader Preferences

Depending on your Adobe Acrobat Reader version, the steps below may differ.

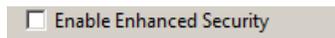
1. Open Adobe Acrobat Reader outside of the application.
2. Select **Edit**, select **Preferences**, select **Updater**, and select the **Do not download or install updates automatically** option.



3. Select **Edit**, select **Preferences**, select **General**, and unselect the **Enable Protected Mode at startup** check box.



4. Select **Edit**, select **Preferences**, select **Security (Enhanced)**, and unselect the **Enable Enhanced Security** check box.



5. Select **Edit**, select **Preferences**, select **Security (Enhanced)**, and select the **Automatically trust sites from my Win OS security zones** check box and verify that the OPERA URL is listed.

