Oracle® Hospitality OPERA Property Management

Workstation Setup Guide Release 5.5.0.24+

E76452-04

May 2022

ORACLE

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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	• Initial publication.
July, 2016	• Minor updates.
April, 2018	• Updates to reflect current version information.
April 2022	• Updated IE compatibility sections
May 2022	• Updates for IE and acrobat support

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 Workstation Setup Utility

The workstation setup utility is designed to simplify the configuration required to run OPERA 5 on Microsoft Edge with IE11 compatibility mode." Please see MOS article (Doc ID: 2869285.1) https://support.oracle.com/epmos/faces/DocumentDisplay?id=2869285.1

If you use the Workstation Setup Utility, skip over sections 3 and 4.

3 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**.

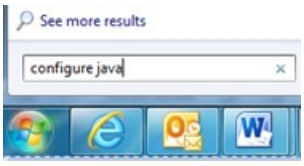
6. Click the **Java** icon on the taskbar.

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

   After the installation has completed, the **Java Setup - Uninstall out-of-date versions** screen appears.

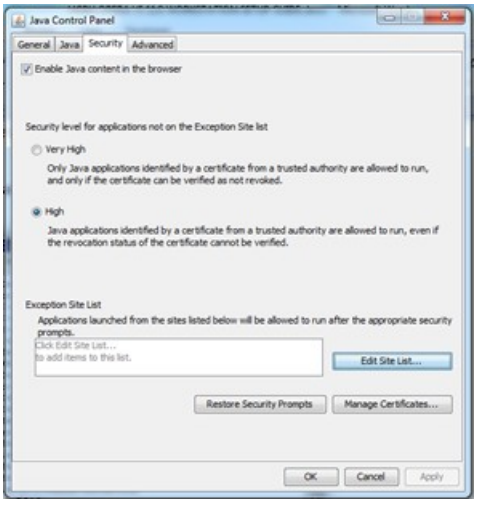
8. Click **Uninstall**.

9. Click the Microsoft Windows Start button.

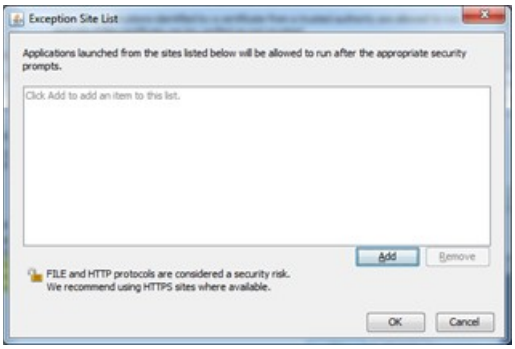


10. Click in the **Search programs and files** field, type configure java and then press **Enter**.

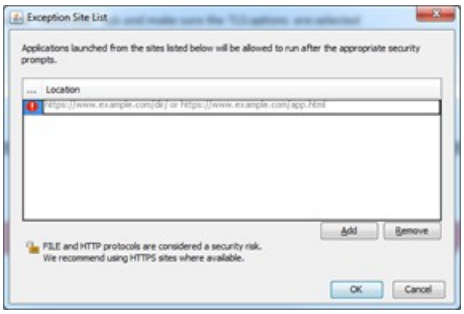
11. On the **Java Control Panel** screen, click the **Security** tab.



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>.microsdc.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>.microsdc.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 the browser, open it again, and log into OPERA.

4 Setting Microsoft Edge with IE 11 Compatibility manually

Oracle Hospitality OPERA 5 is compatible when Microsoft Edge (based on Chromium) is configured to use Internet Explorer (IE) 11 compatibility mode.

This following section explains the changes required to enable IE 11 Compatibility Mode in Microsoft Edge (based on Chromium).

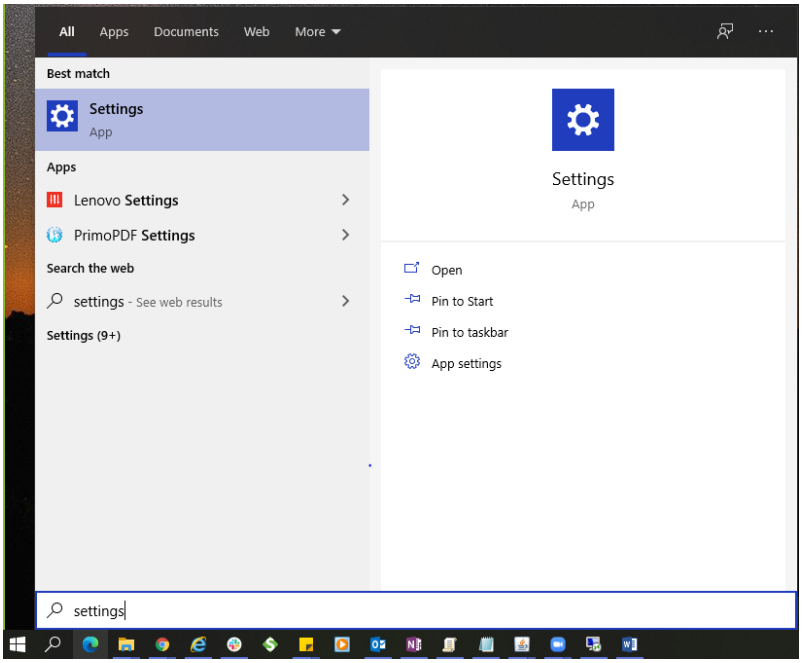
Note: OPERA 5 is not compatible with Google Chrome, Mozilla Firefox, and other browsers.

Prerequisites

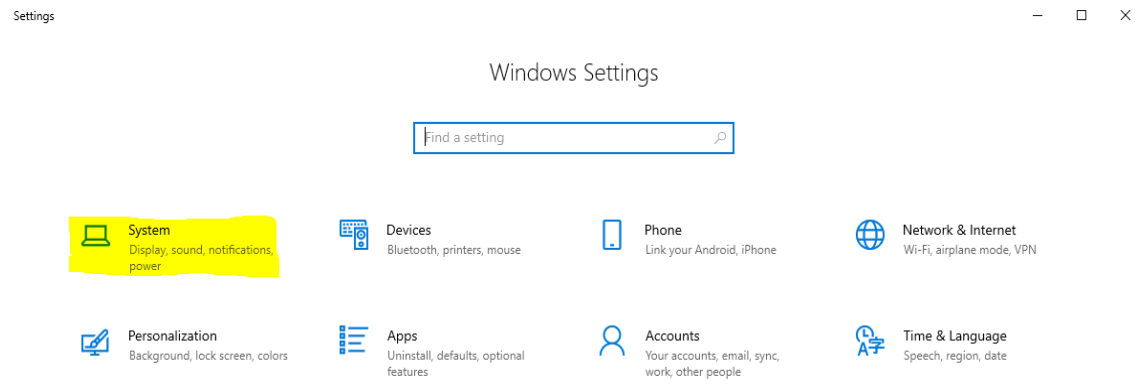
The Windows version should match with one of the versions listed here: https://docs.microsoft.com/en-us/deployedge/edge-ie-mode

How to verify your Microsoft Windows operating system version

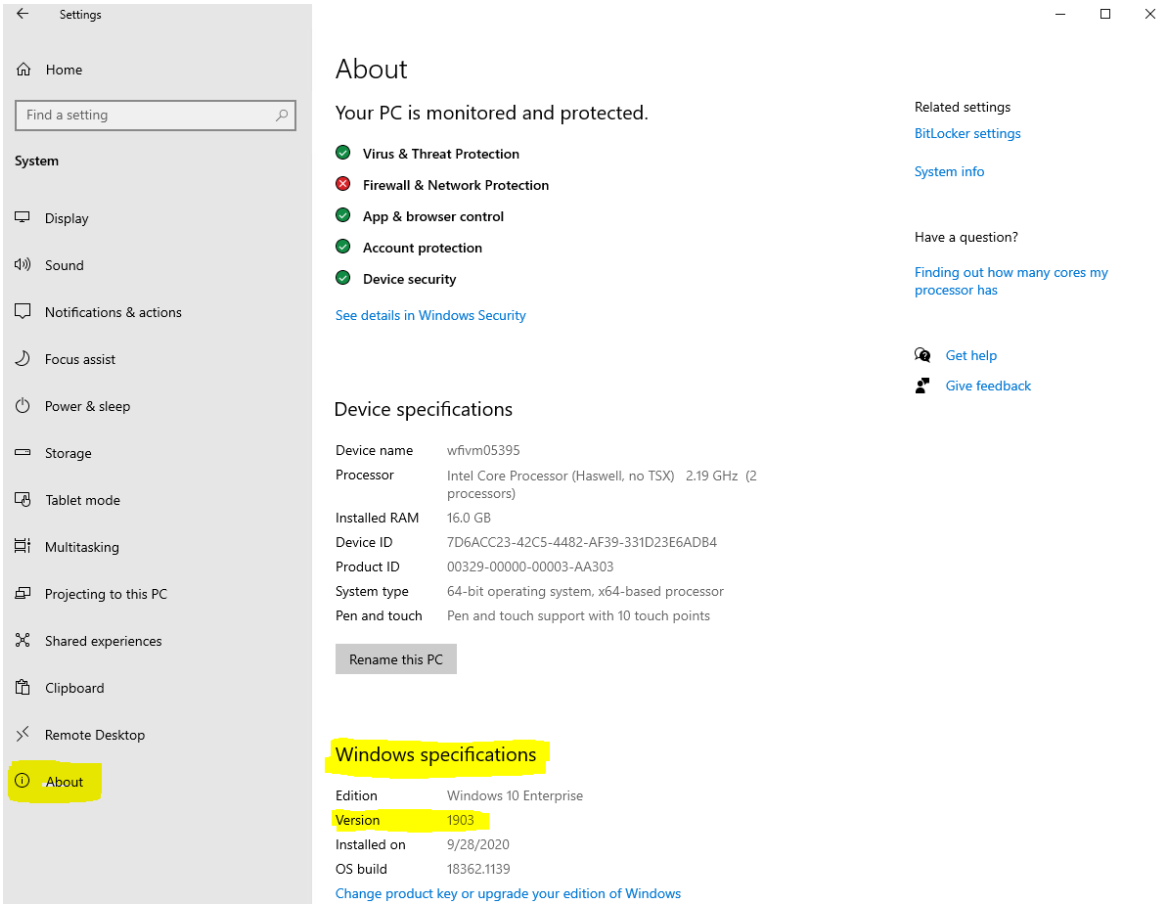
1. Go to Windows > Settings



2. Click on System

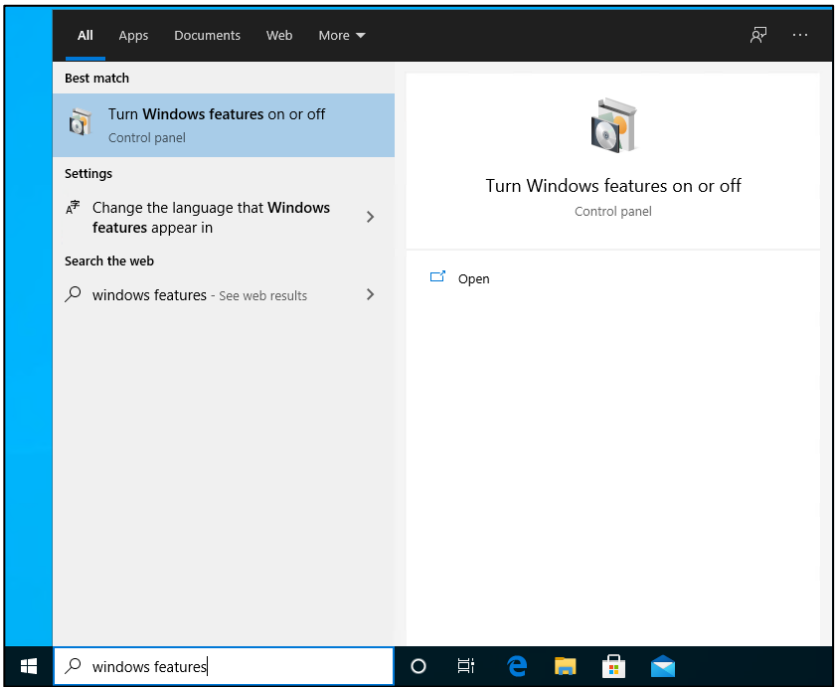


3. Click on About and verify the Version under Windows Specifications

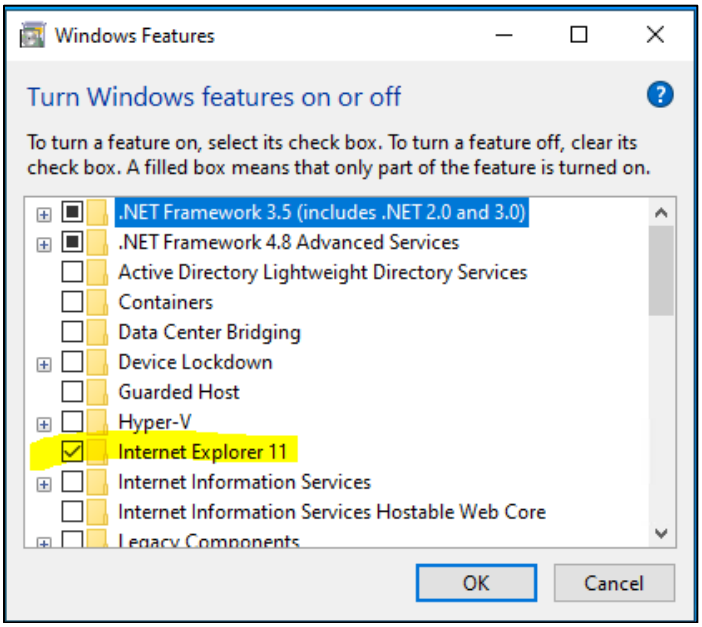


Enable Internet Explorer 11 in Windows Features

1. Go to Windows > Turn **Windows features** on or off



2. On the **Windows Features** popup screen, ensure that **Internet Explorer 11** checkbox is checked

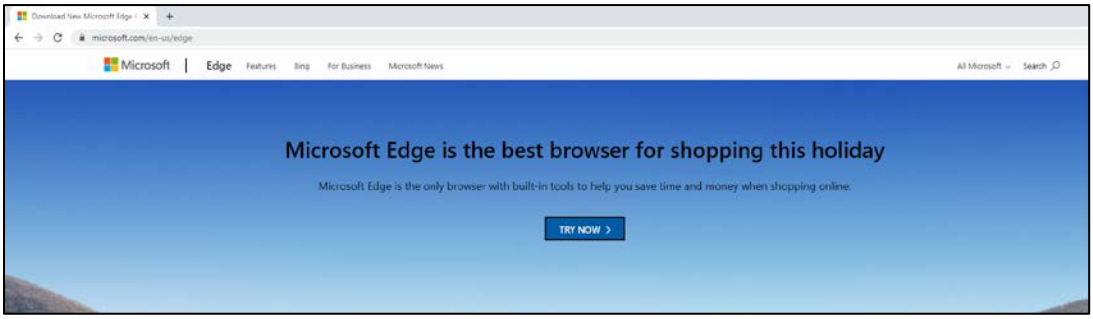


Microsoft Edge Chromium

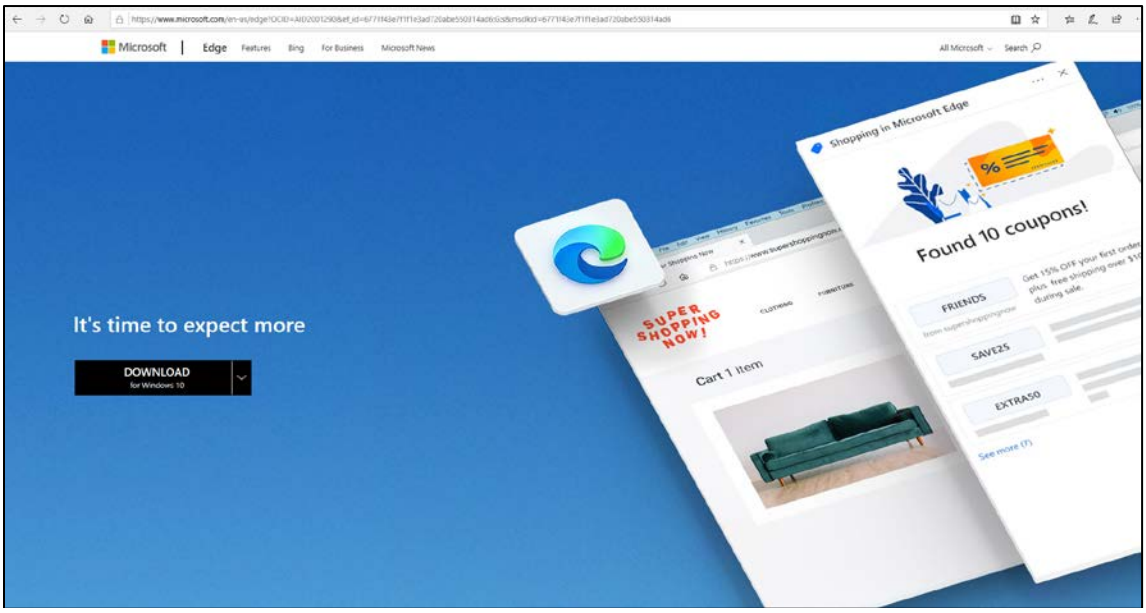
Download and Install Microsoft Edge Chromium

1. Click on the following URL to download Microsoft Edge

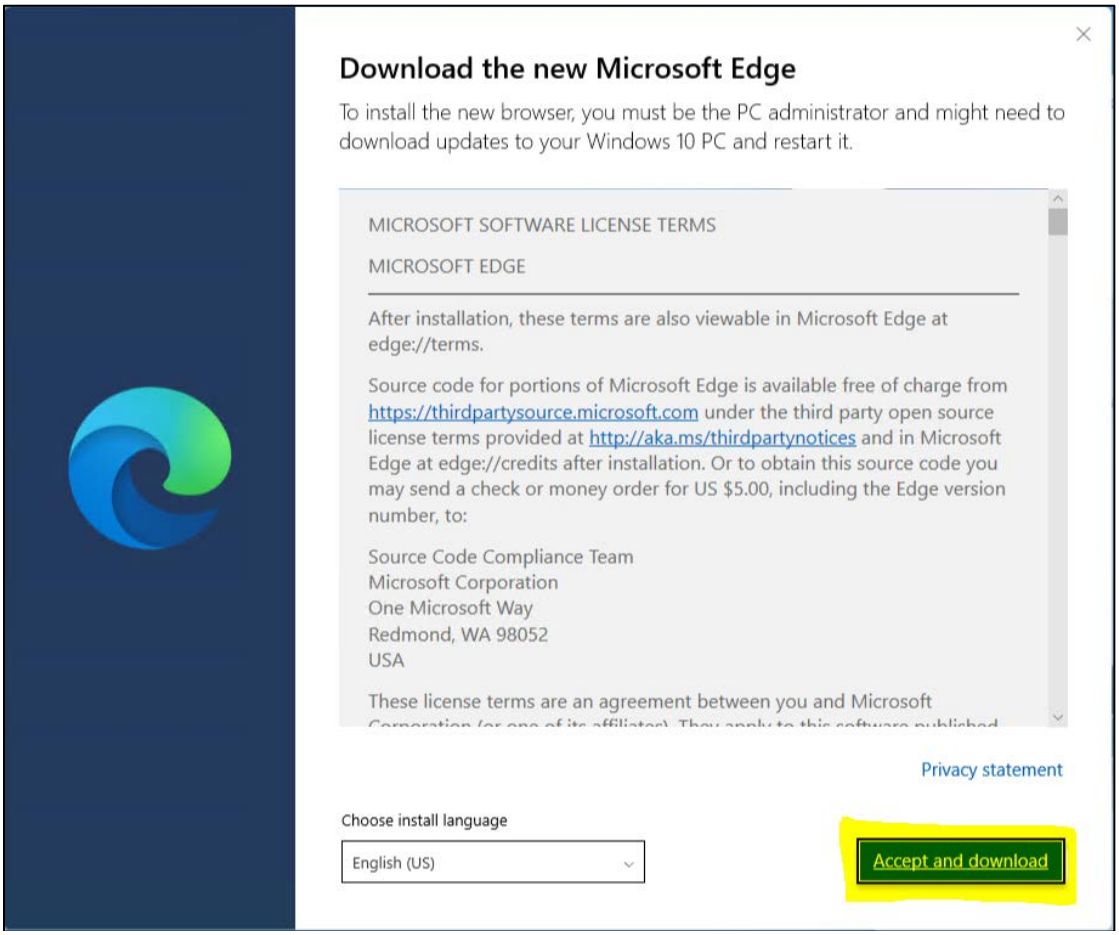
   https://www.microsoft.com/en-us/edge



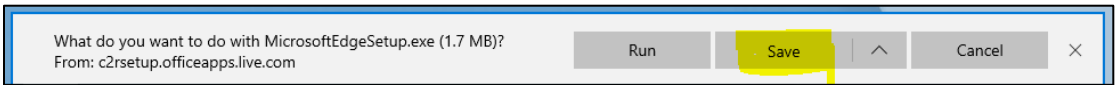
   Click on “Try Now”



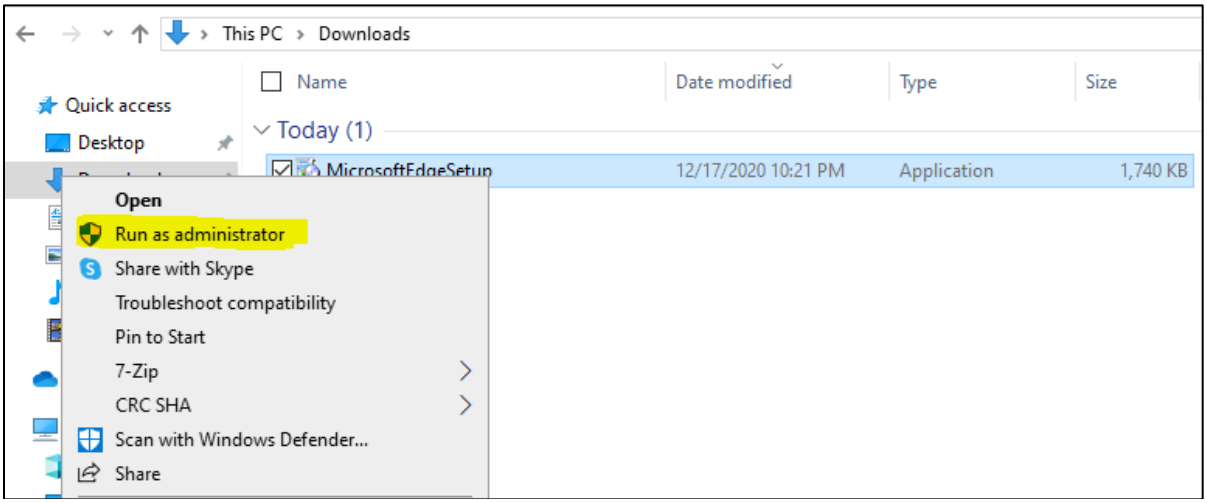
2. Select **DOWNLOAD for Windows 10** (Choose based on your machine Operating System),
   Popup window “Download the new Microsoft Edge” is displayed. Click on **Accept and Download**



3. Save the Setup file



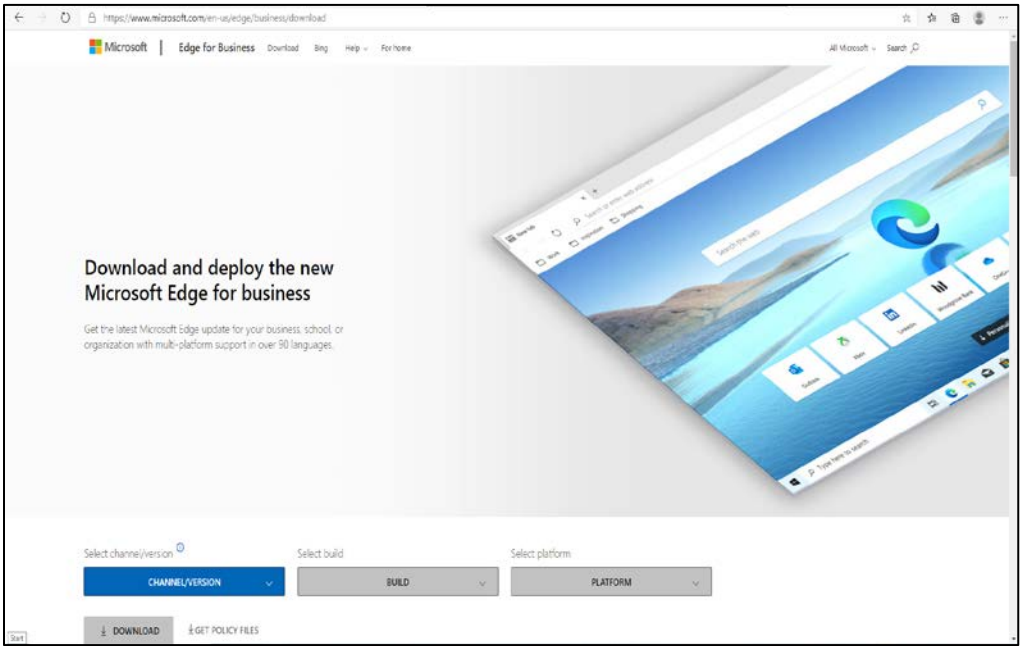
4. Navigate to the location where the Setup file is downloaded. Select the file and right click and then select Run as Administrator. Wait for the Setup to Complete



Microsoft Edge Administrative Template

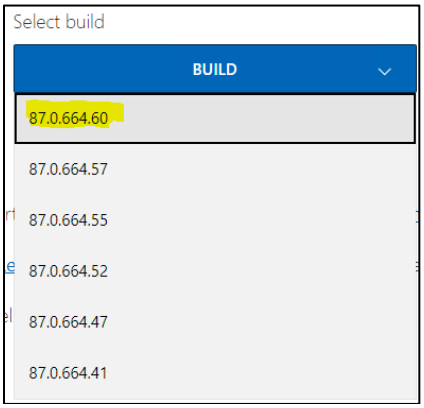
Download and Configure the Microsoft Edge Administrative template

1. Click on the following URL to download Microsoft Edge Administrative Template https://www.microsoft.com/en-us/edge/business/download

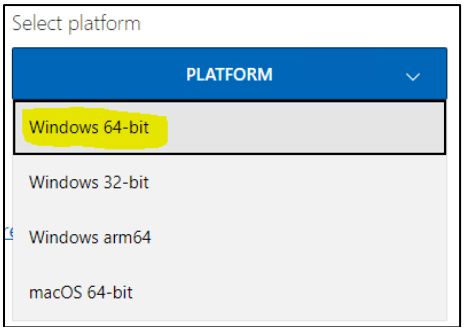


2. Select the below CHANNEL / VERSION :- Current and Supported

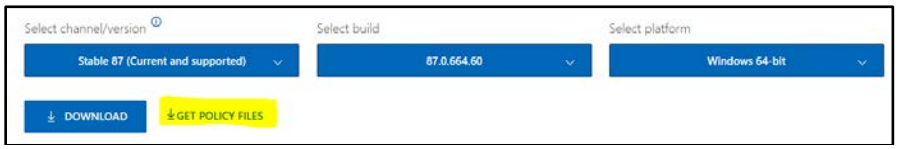
3. Build :- Latest (current latest 87.0.664.60)



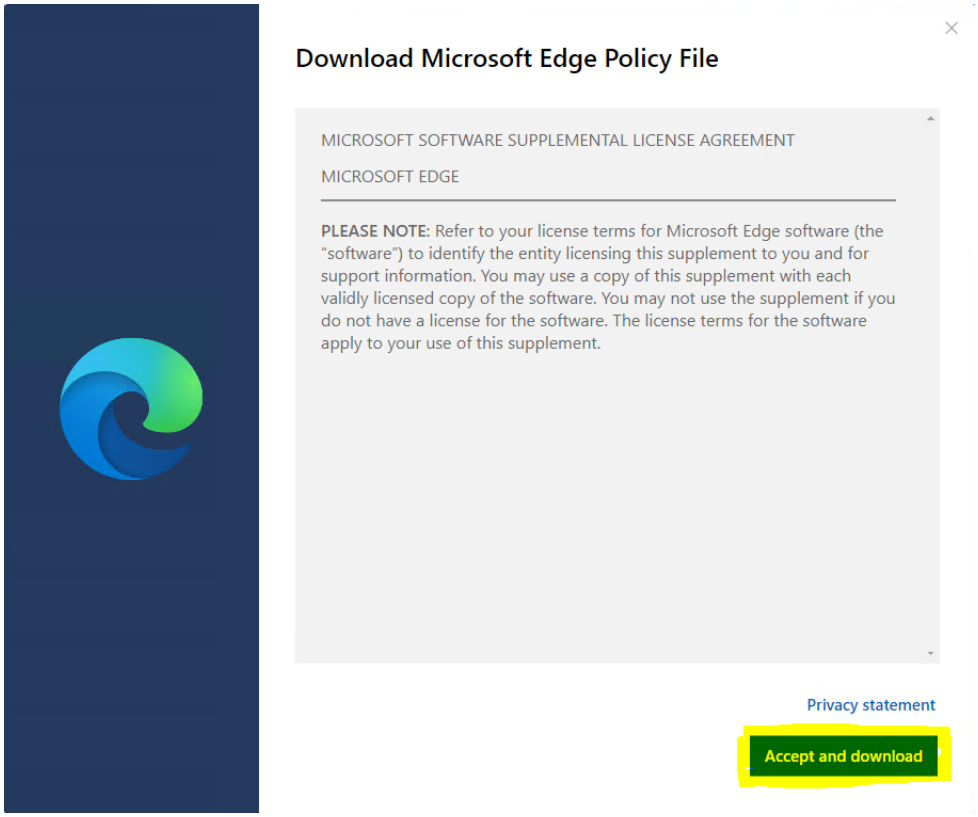
4. Platform :- Windows 64-bit



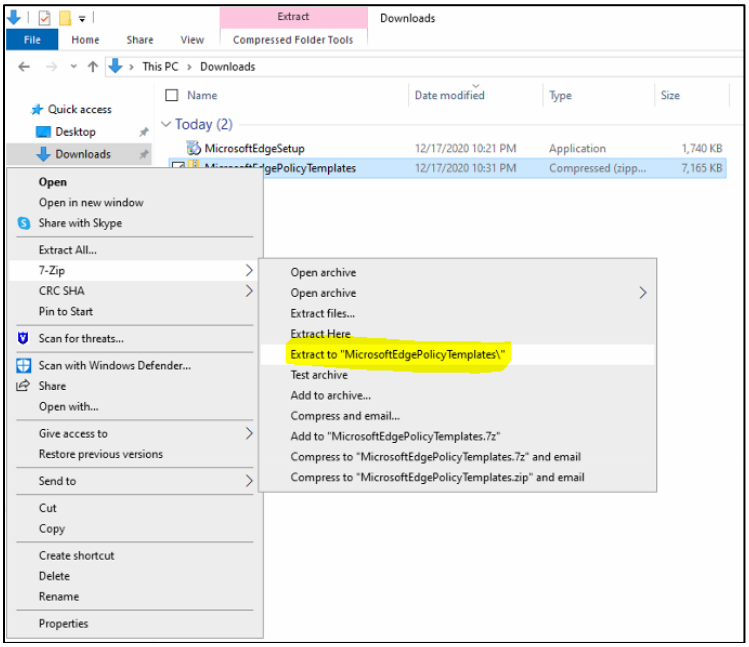
5. Select **GET POLICY FILES,** Download Microsoft Edge Policy File popup window is display



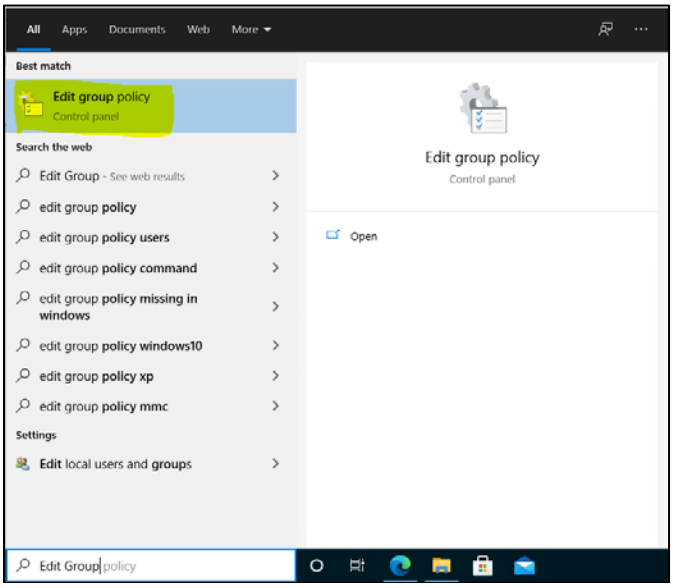
6. Click on Accept and Download



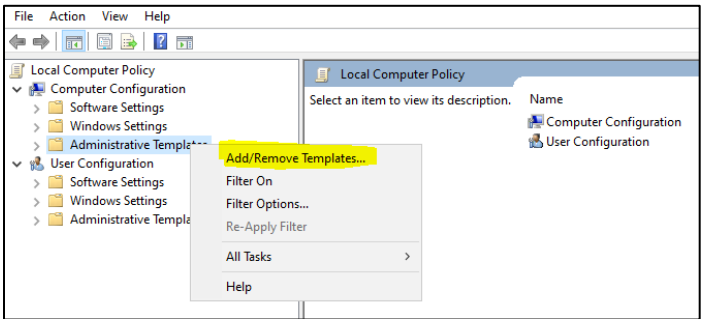
7. Navigate to the download location and extract the Zip file (**MicrosoftEdgePolicyTemplates.zip**)



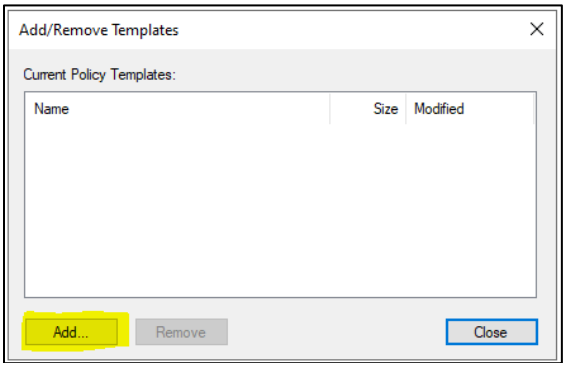
8. Once the file is extracted to local drive, Go to Windows and launch “Edit Group Policy”.



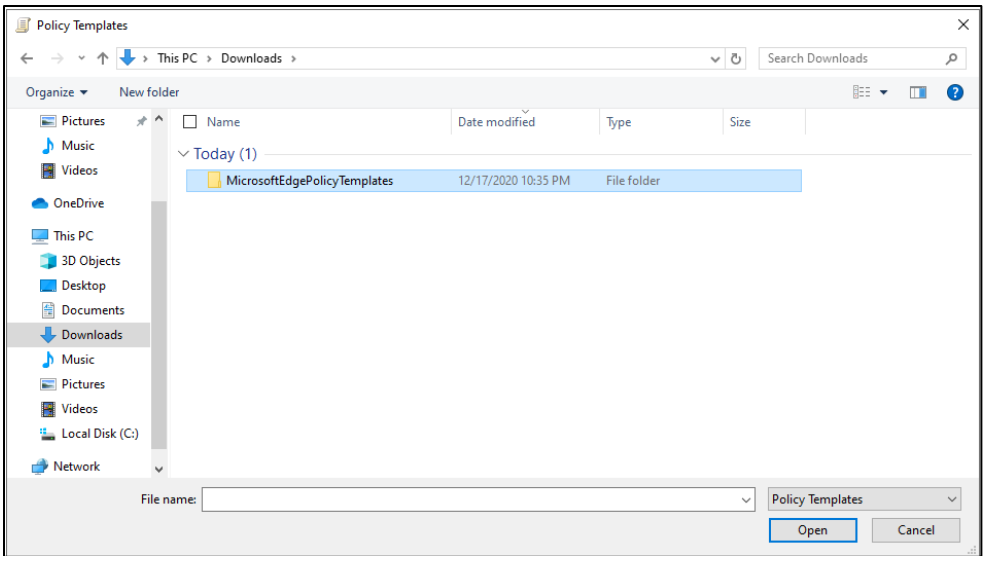
9. On Local Group Policy Editor Window, Navigate to Local Computer Policy > Computer Configuration. Select and do a Right Click on Administrative Templates, and then Select “Add / Remove Templates…”



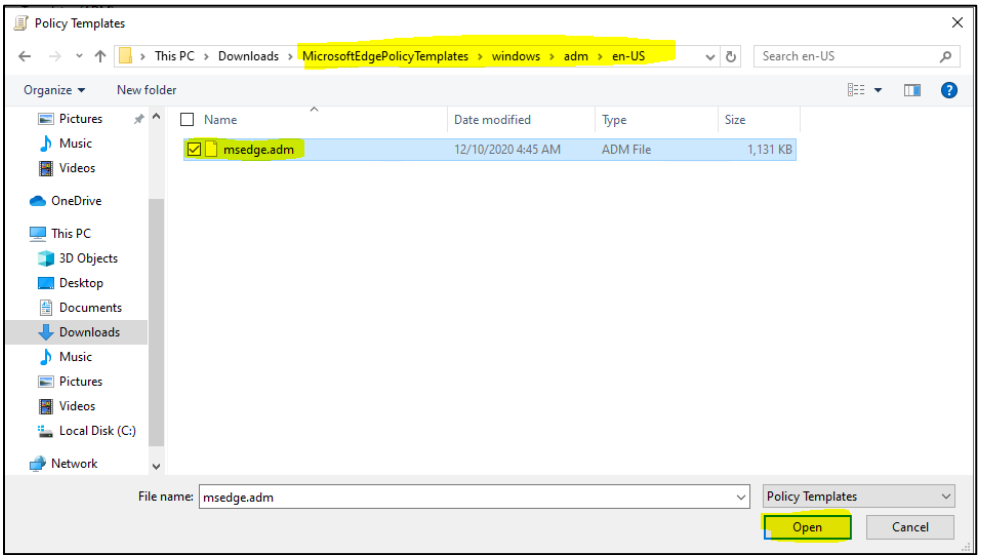
10. On the **Add/Remove Templates** popup window. Click on **Add** button.



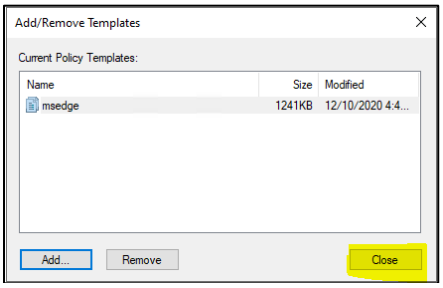
11. On the Policy Templates file selection popup window browse to the location where **MicrosoftEdgePolicyTemplates** zip file has been extracted



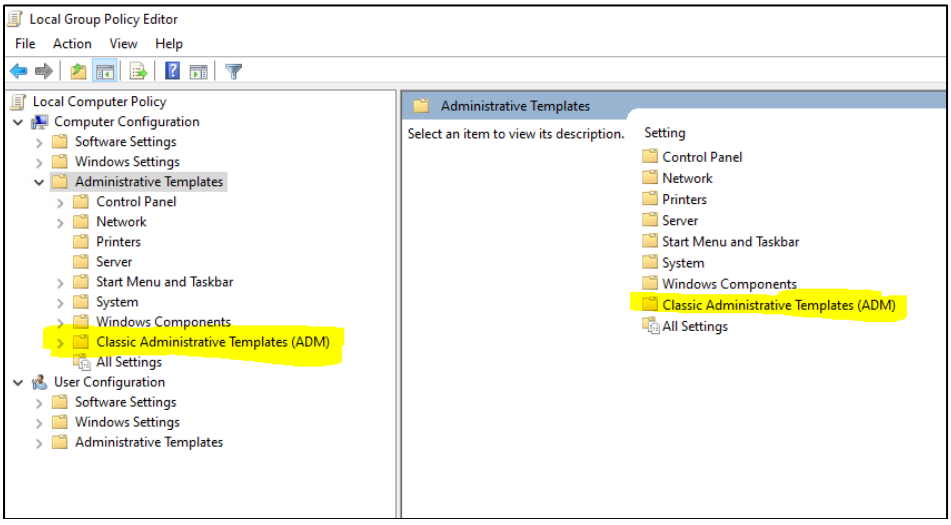
12. Under **MicrosoftEdgePolicyTemplates** folder browse to **windows > adm > en-US,** and then select the file "**msedge.adm"** file and click on **Open** button.
    Note: select the appropriate folder under "adm" based on the language you want to setup.



13. Let the file get loaded and click on the Close button



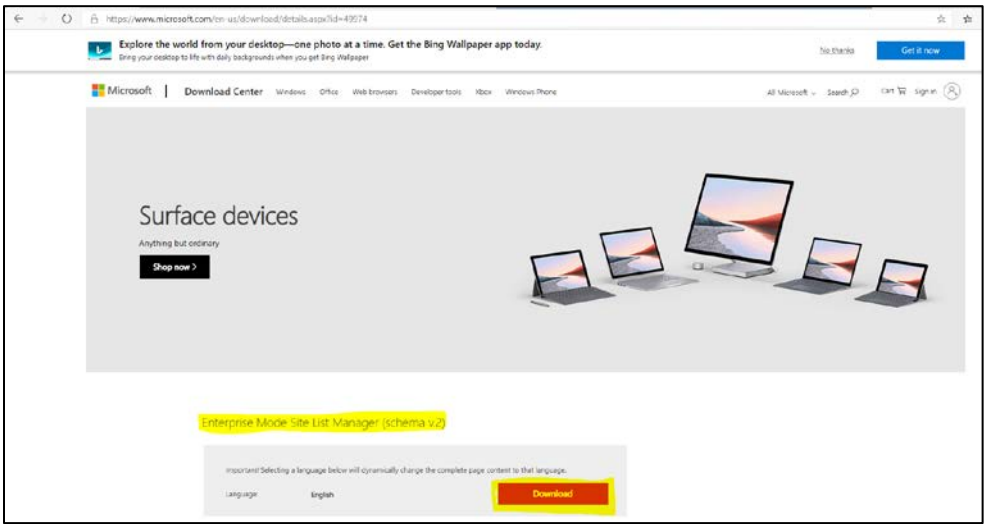
14. Expand Administrative Templates and verify that **Classic Administrative Templates (ADM)** is present.



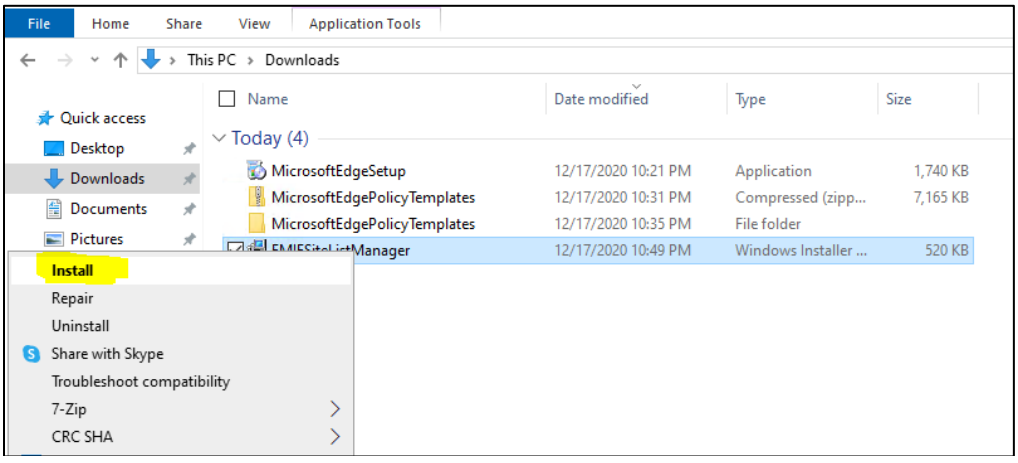
Enterprise Mode Site List Manager

Download and Install Enterprise Mode Site List Manager

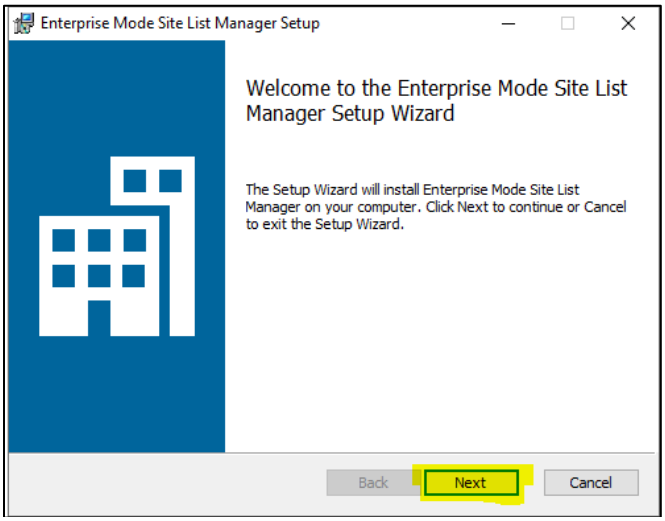
1. Click on the following URL to download Enterprise Mode Site List Manager
https://www.microsoft.com/en-us/download/details.aspx?id=49974
Download the Enterprise Mode Site List Manager (schema v.2)



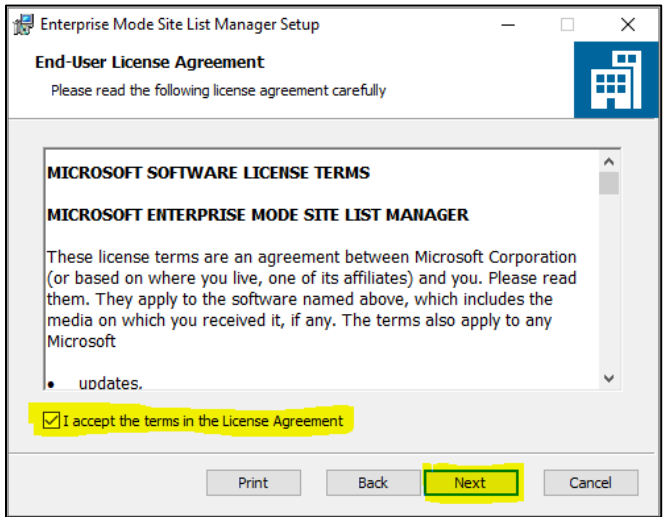
2. Navigate to the location where the .msi file has been downloaded. Install the **EMIESiteListManager.msi**, Enterprise Mode Site List Manger Setup window is displayed



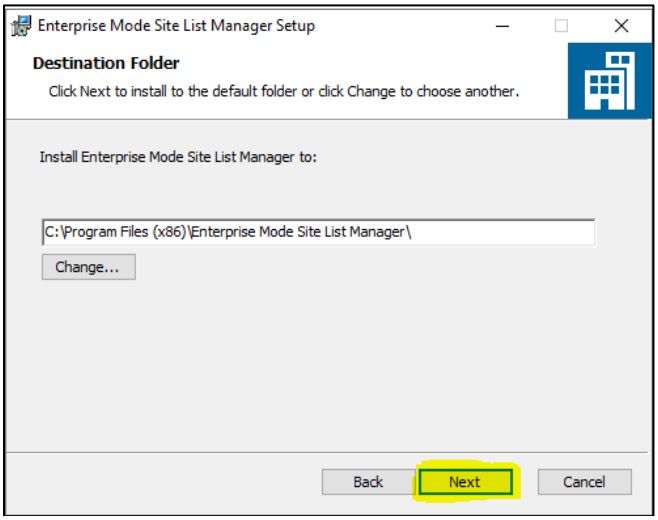
3. Click on **Next** button



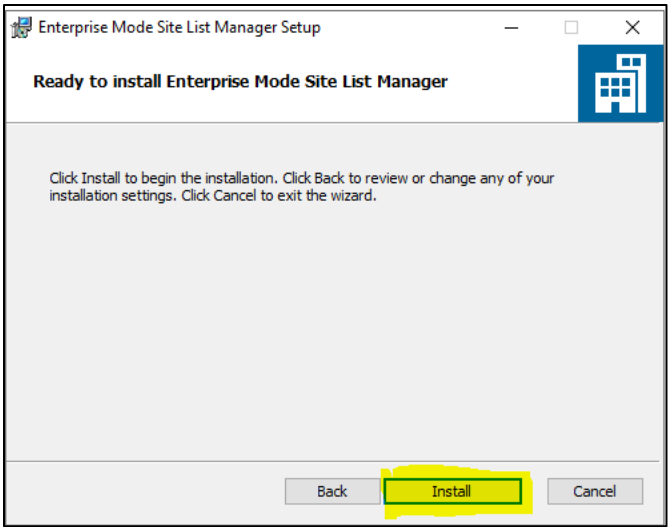
4. Select the **Checkbox** for **End-User License Agreement** and click on **Next** button



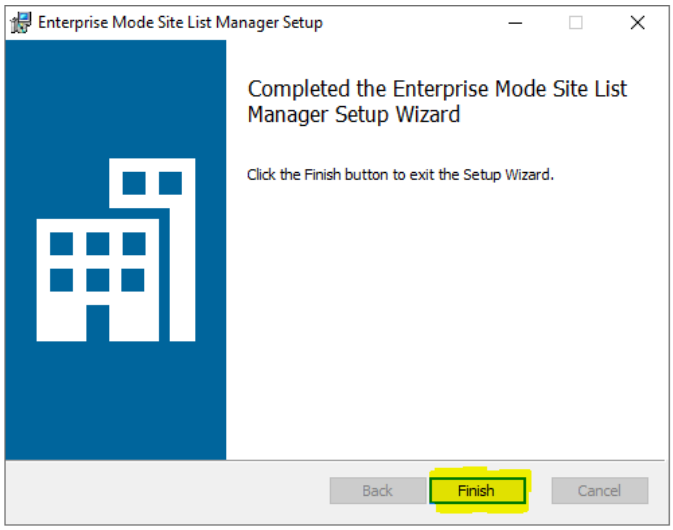
5. On the Destination Folder do not make any change and click in **Next** button



6. On the Ready to Install Enterprise Mode Site List Manager window click on the Install button



7. Click on Finish button



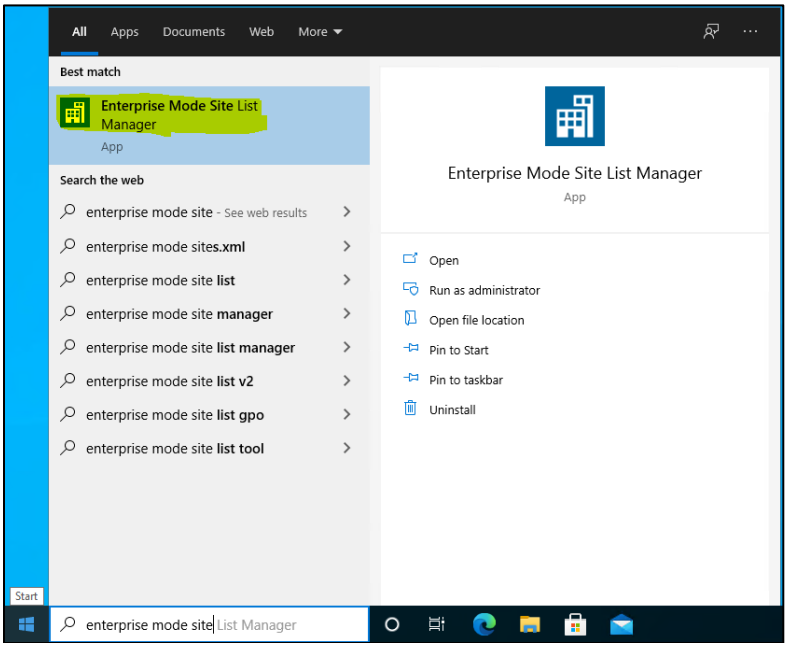
Configurations

This section will explain on how to add OPERA 5 Sites in Enterprise Mode Site List Manager and then configure the following settings in local Group Policy Editor.

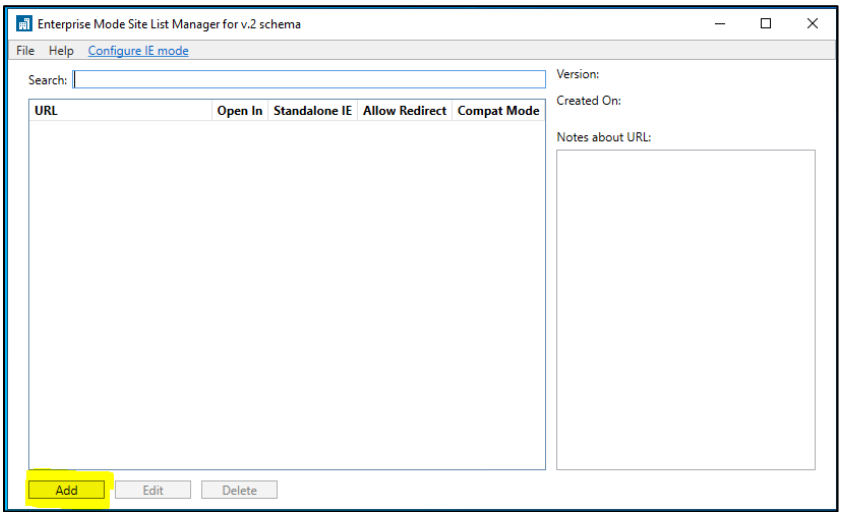
- Configure the Enterprise Mode Site List
- Use the Enterprise Mode IE website list
- Configure the Enterprise Mode Site List
- Allow Microsoft Compatibility List
- Send all Intranet sites to Internet Explorer 11

Once the sites are added and the above mentioned settings are configured, the sites can then be launched from Microsoft Edge Chromium browser.

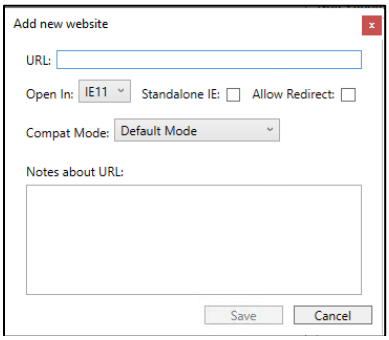
1. Navigate to Windows > Enterprise Mode Site List Manger



2. On the Enterprise Mode Site List Manger for v.2 schema popup window, click on the Add button

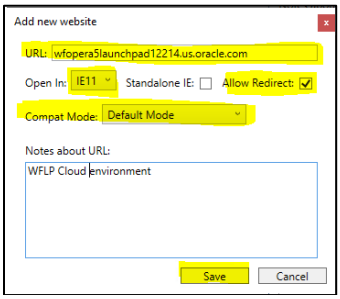


3. Add new Website window is displayed

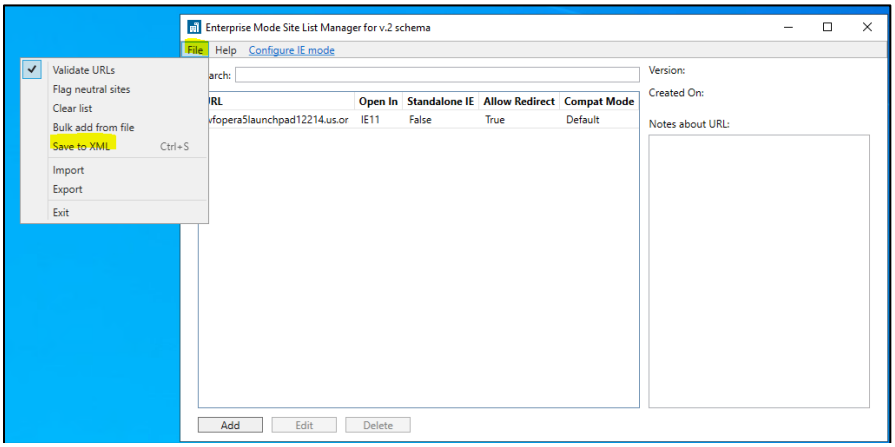


4. Provide below details for the site to be used in Compatibility mode

- URL
- **NOTE :-** Make sure that no protocol is specified when adding the URL.
- Using a URL like **contoso.com,** will automatically applies both **http://contoso.com** and **https://contoso.com**.
- Open In :- IE11
- Standalone IE :- Unchecked
- Allow Redirect :- Checked
- Compat Mode :- Default Mode
- Notes about URL :- Provide some description for the URL (This step is optional)
- Click on the **Save** button.

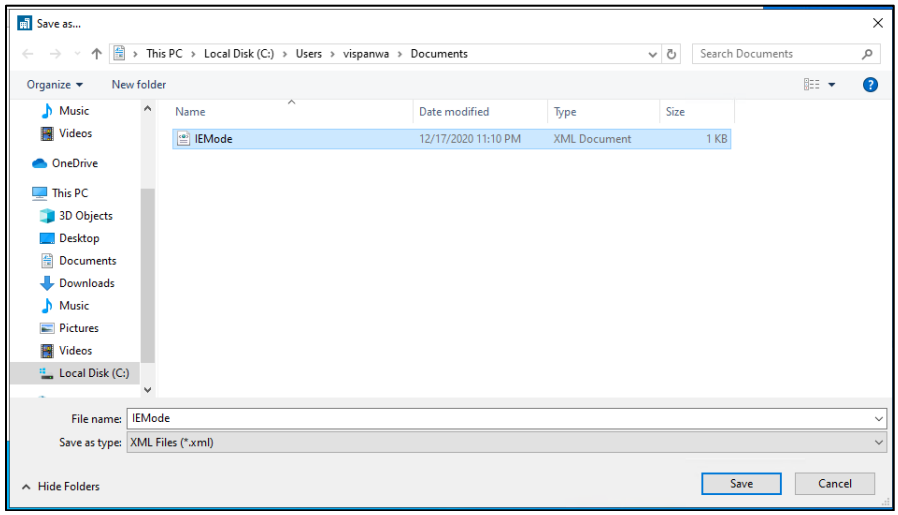


5. On the Enterprise Mode Site List Manger for v.2 schema popup window, navigate to **File > Save to XML**

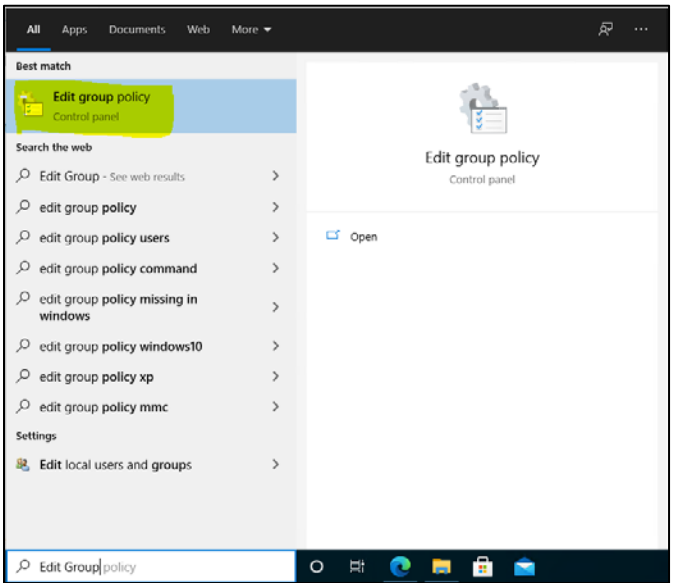


6. Navigate to a location where you want to save the Site List XML, and save the file.
   Note: This XML file is used in configure the settings in "Use the Enterprise Mode IE website list".
   So it is recommended you override the same existing saved XML file whenever you add new sites.

   For Ex: if you save the file as "IEMode.xml", next time when you add a new site, see that you choose the same file.

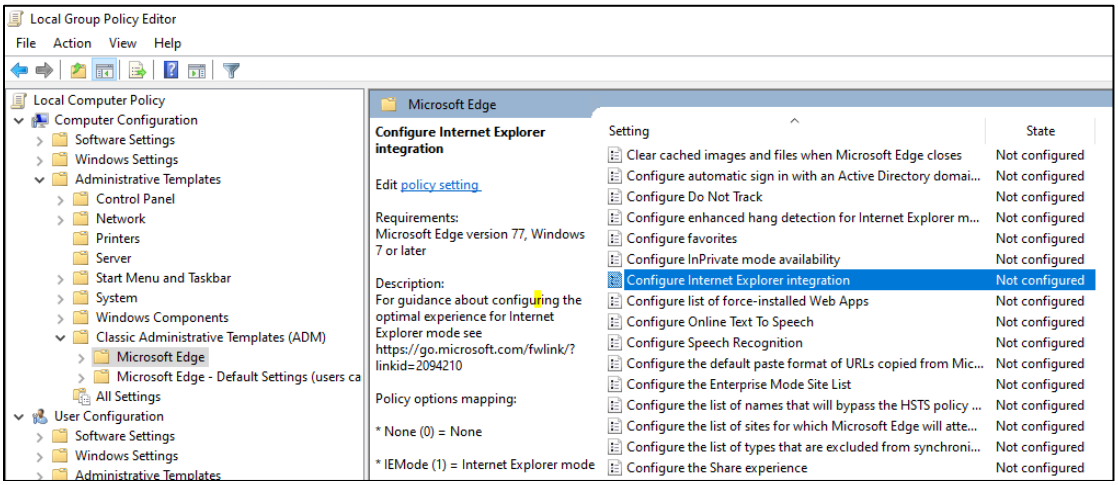


7. Now Edit the Group Policies, Go to Windows > Edit Group Policy



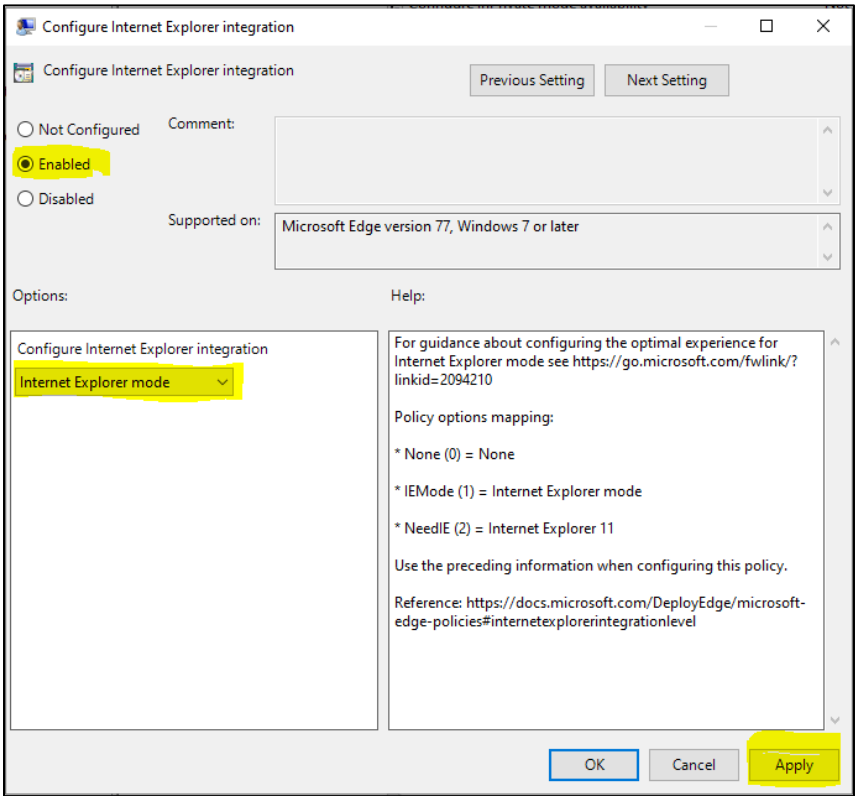
8 On Local Group Policy Editor window, navigate to Local Computer Policy > Computer Configuration > Administrative Templates > Classic Administrative Templates (ADM) > Microsoft Edge.

Double click on **Configure Internet Explorer integration**



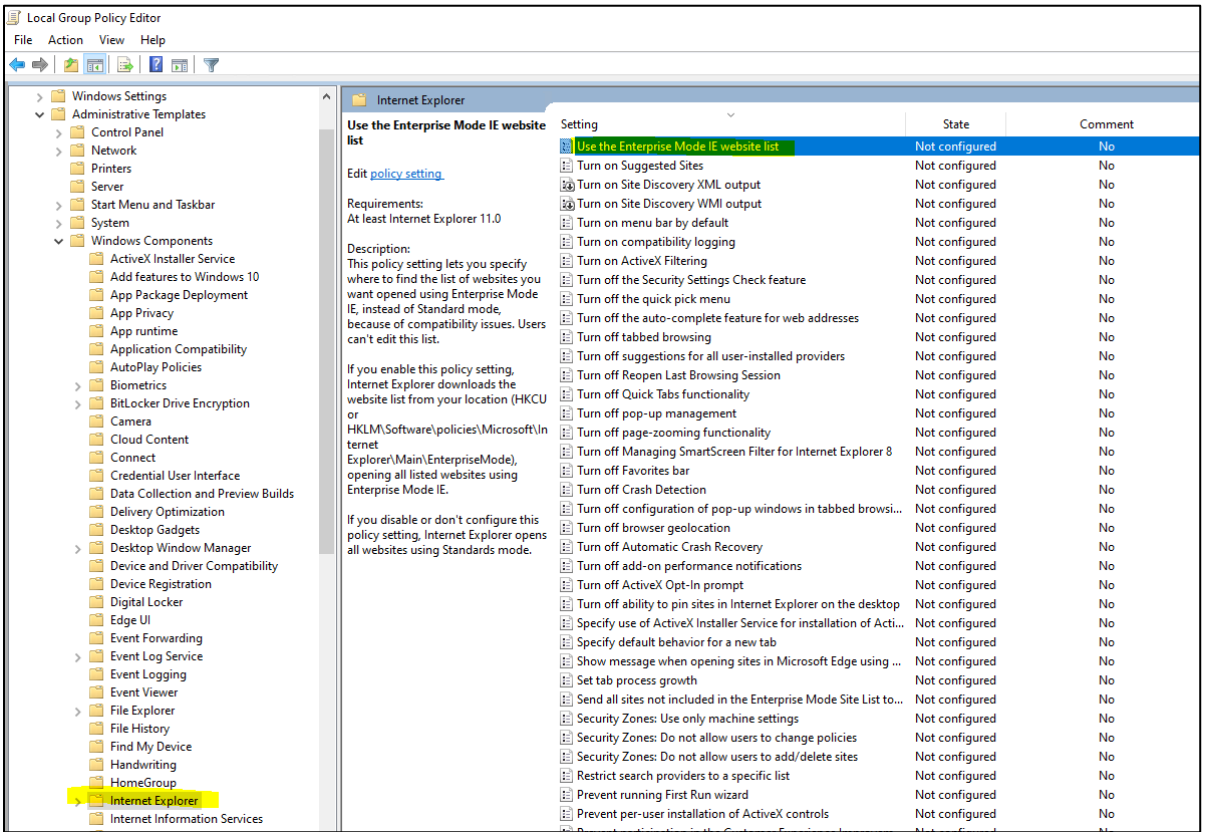
On the popup window set the below, And click on the **Apply** button and then click on **OK**

- Check the Enabled radio button
- Under Configure Internet Explorer integration drop down select **Internet Explorer mode**



9 On Local Group Policy Editor window, navigate to Local Computer Policy > Computer Configuration > Administrative Templates > Windows Components > Internet Explorer

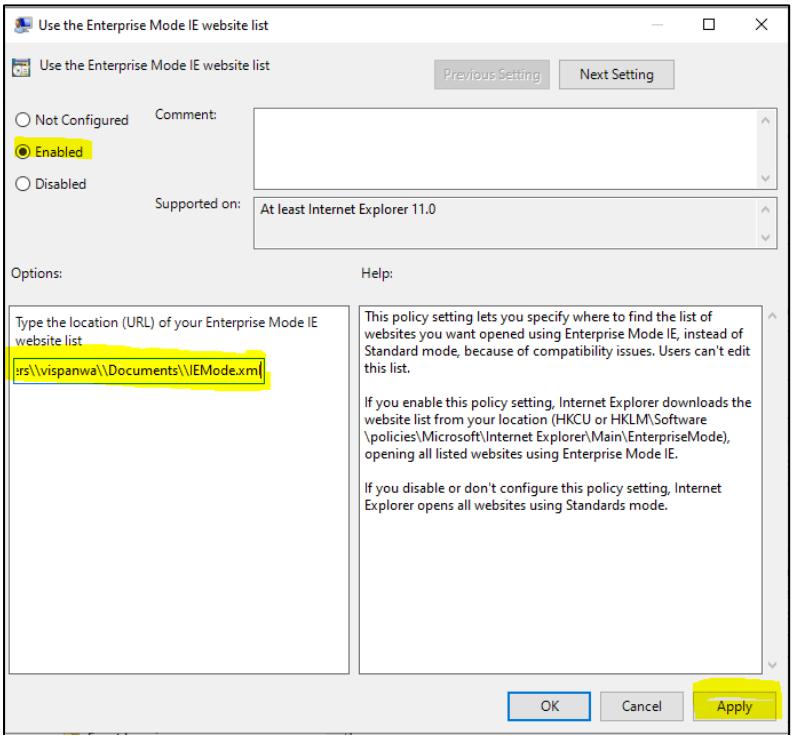
10 Double click on **Use the Enterprise Mode IE website list**



On the popup window set the below, and click on the **Apply** and **OK**.

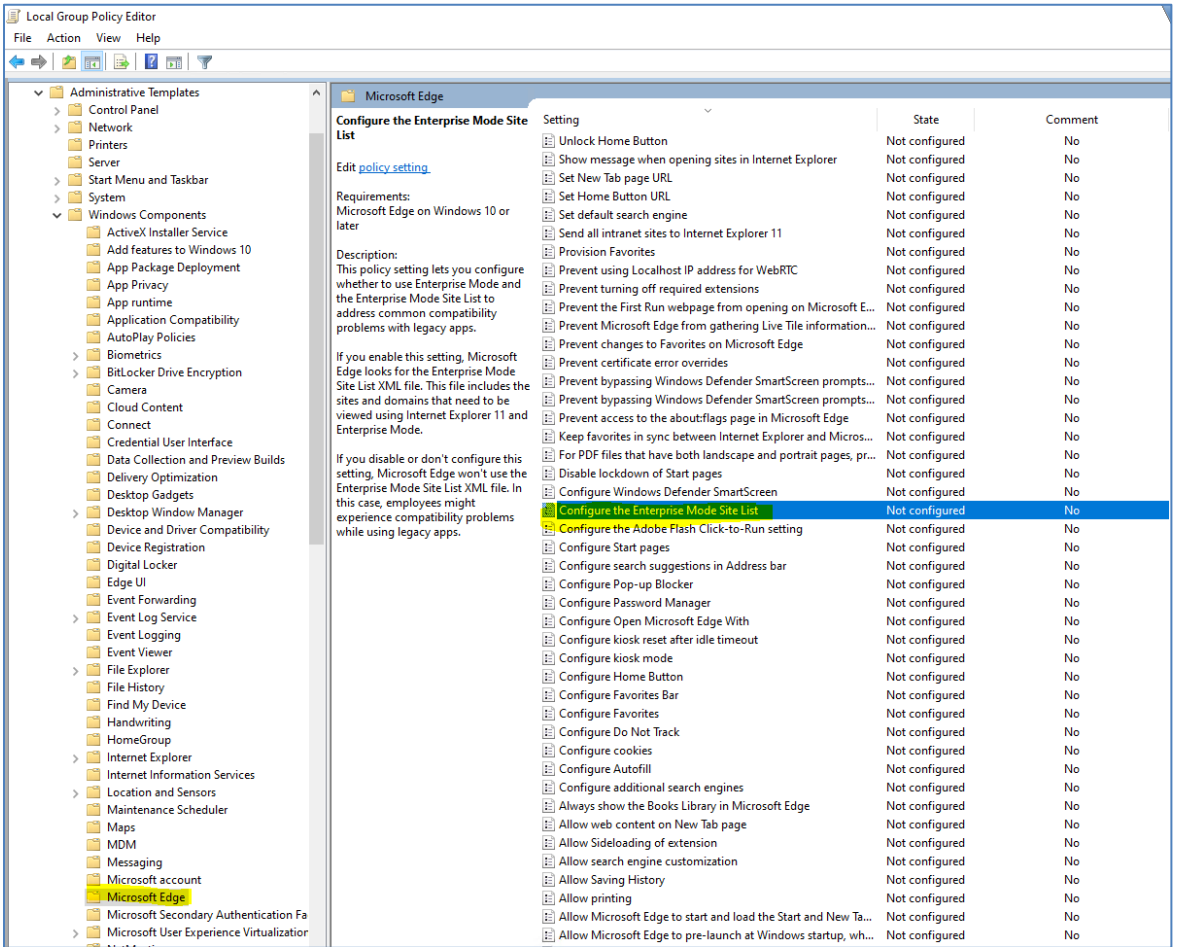
- Check the Enabled radio button
- Under Options provide the location of the Site List XML saved at above step 3.a.vii as per below format

file:///C:\\Users\\<user>\\Documents\\<XML file name>.xml



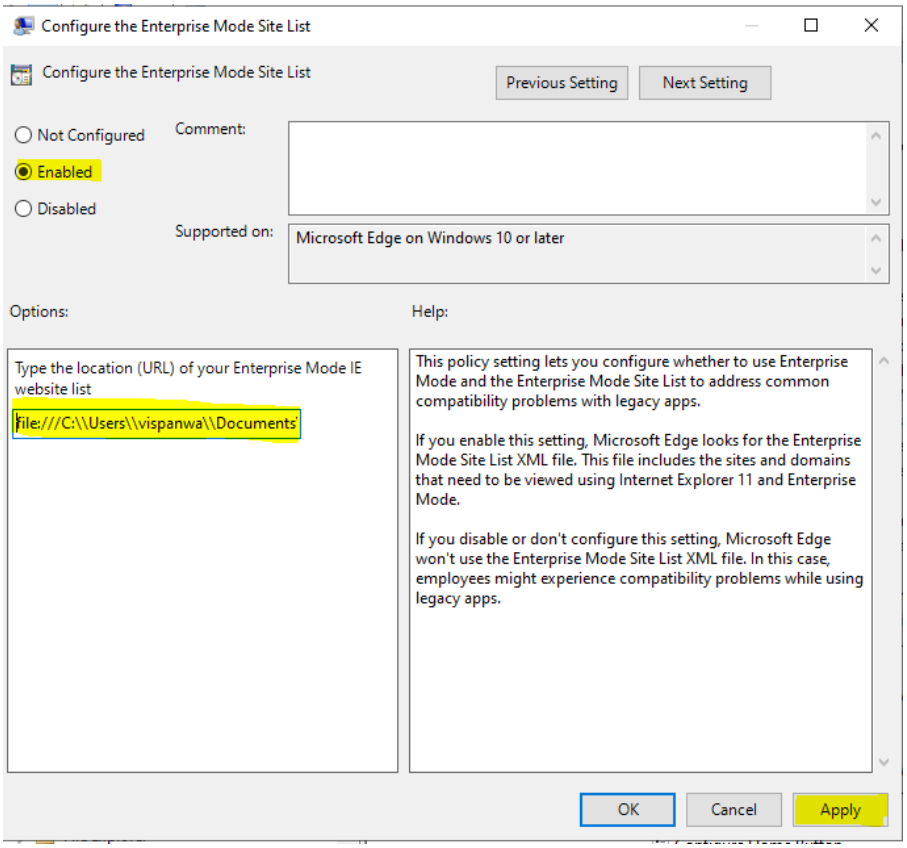
9 On Local Group Policy Editor window, navigate to Local Computer Policy > Computer Configuration > Administrative Templates > Windows Components > Microsoft Edge.

Double click on **Configure the Enterprise Mode Site List**



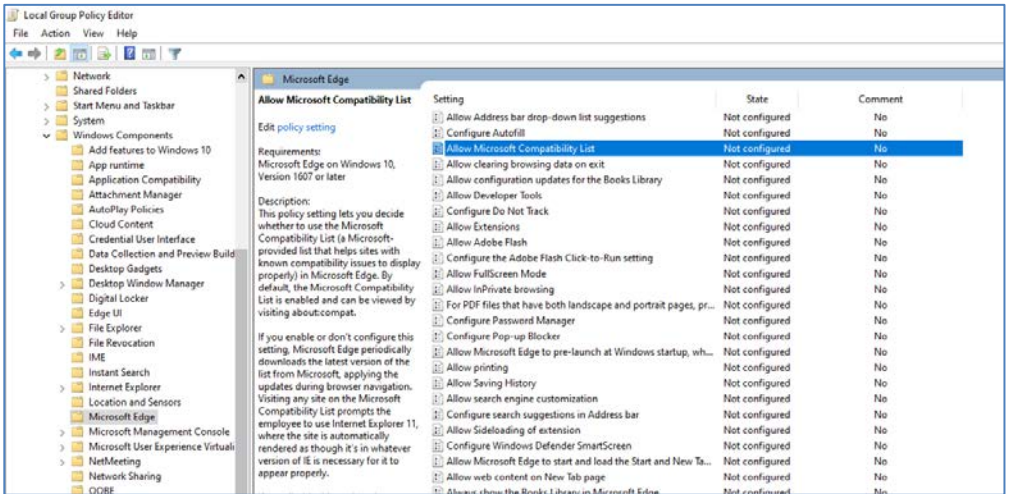
On the popup window set the below, and click on the **Apply** button

1. Check the Enabled radio button
2. Under Options provide the location of the Site List XML saved at above step 3.a.vii as per below format
   file:///C:\\Users\\<user>\\Documents\\<XML file name>.xml

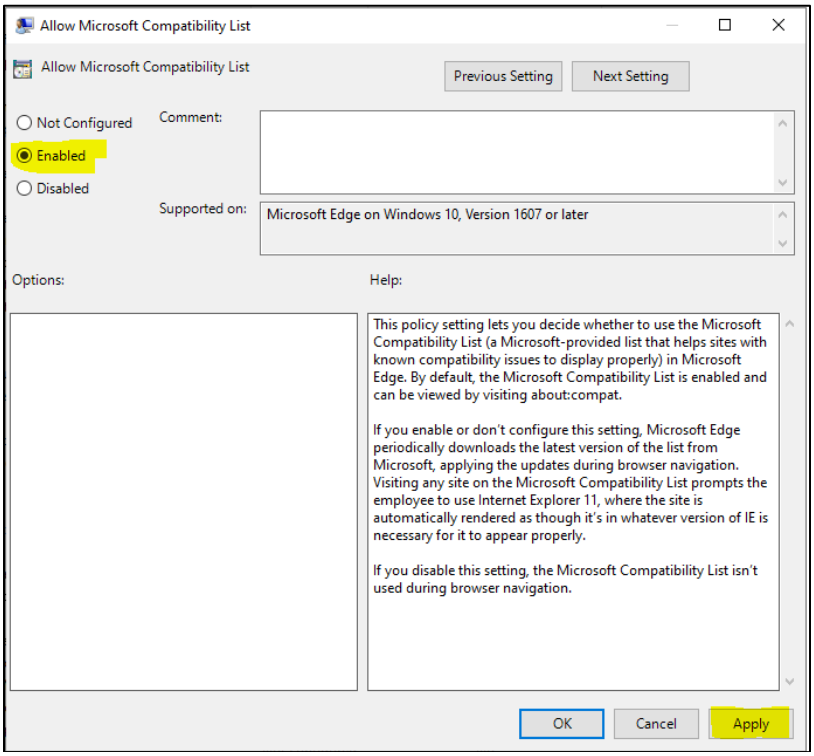


10 On Local Group Policy Editor window, navigate to Local Computer Policy > Computer Configuration > Administrative Templates > Windows Components > Microsoft Edge.

- Double click on **Allow Microsoft Compatibility List**

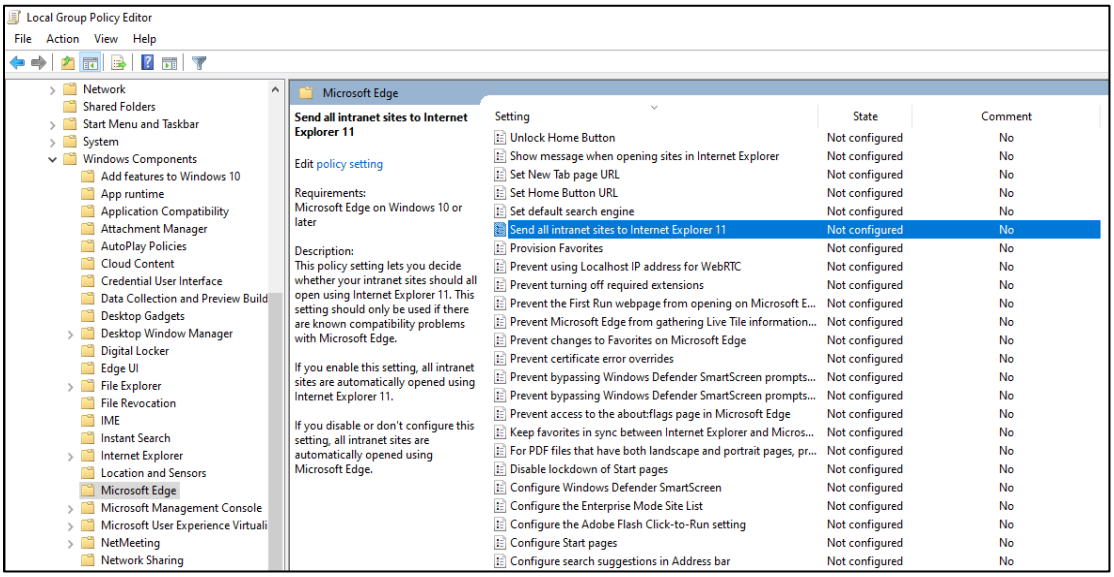


- On the popup window, Check the **Enabled** radio button, and click on **Apply** button

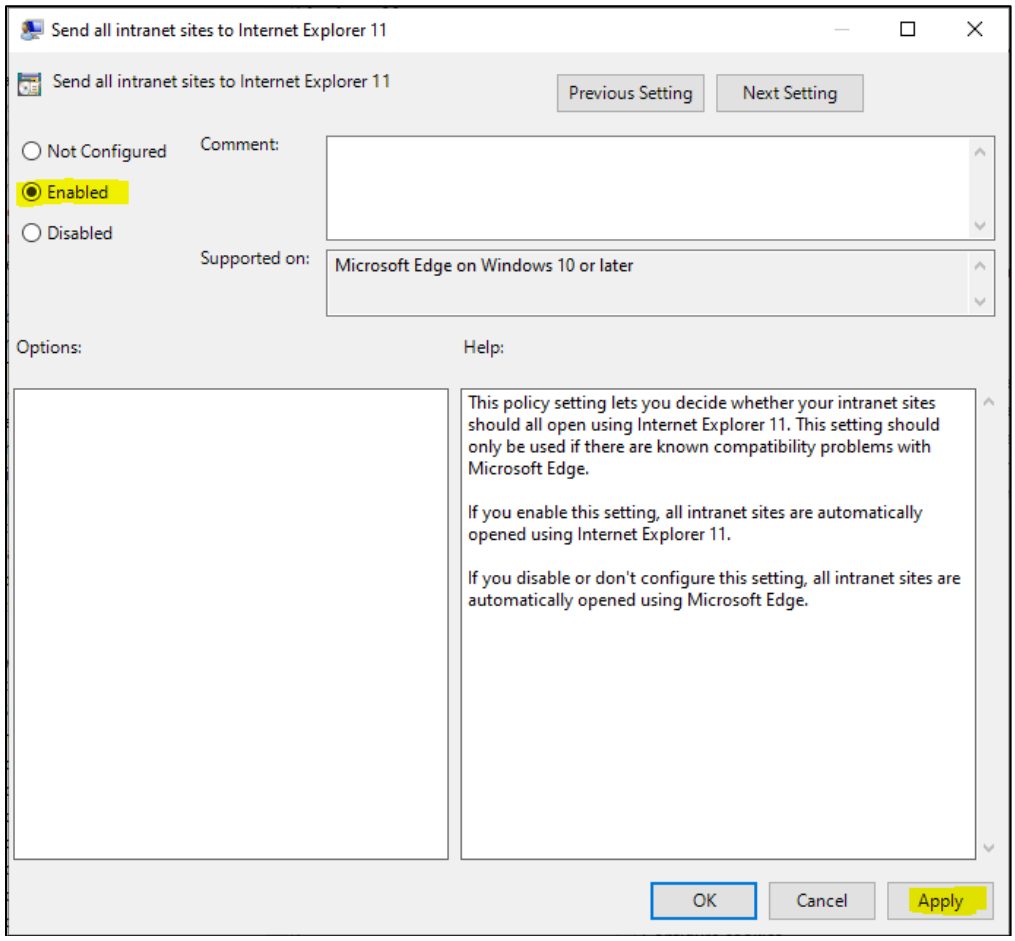


11 On Local Group Policy Editor window, navigate to Local Computer Policy > Computer Configuration > Administrative Templates > Windows Components > Microsoft Edge.

- Double click on **Send all Intranet sites to Internet Explorer 11**



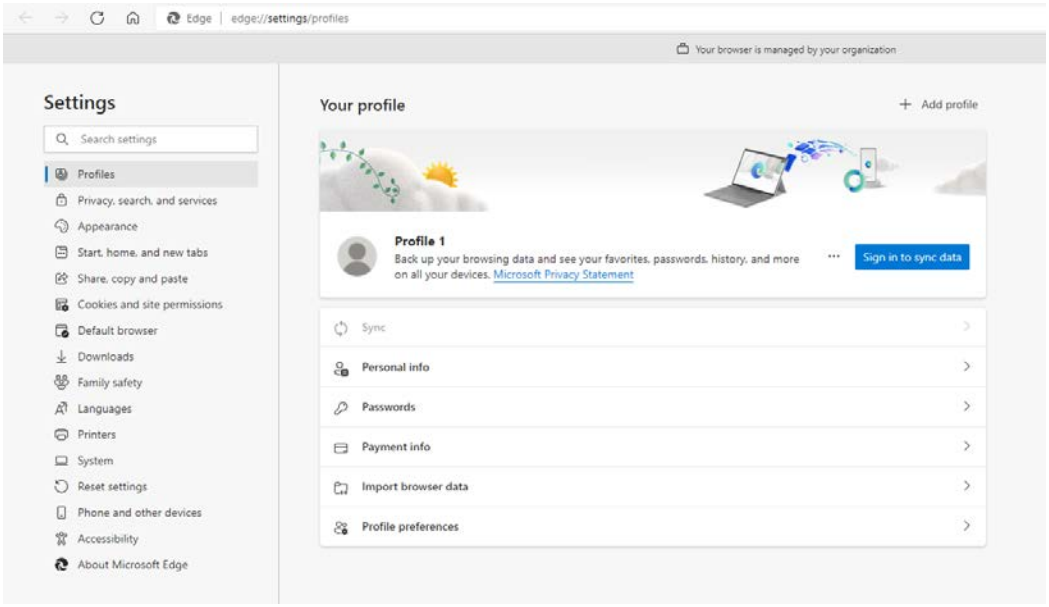
- On the popup window, Check the **Enabled** radio button, and click on **Apply** and **OK** button



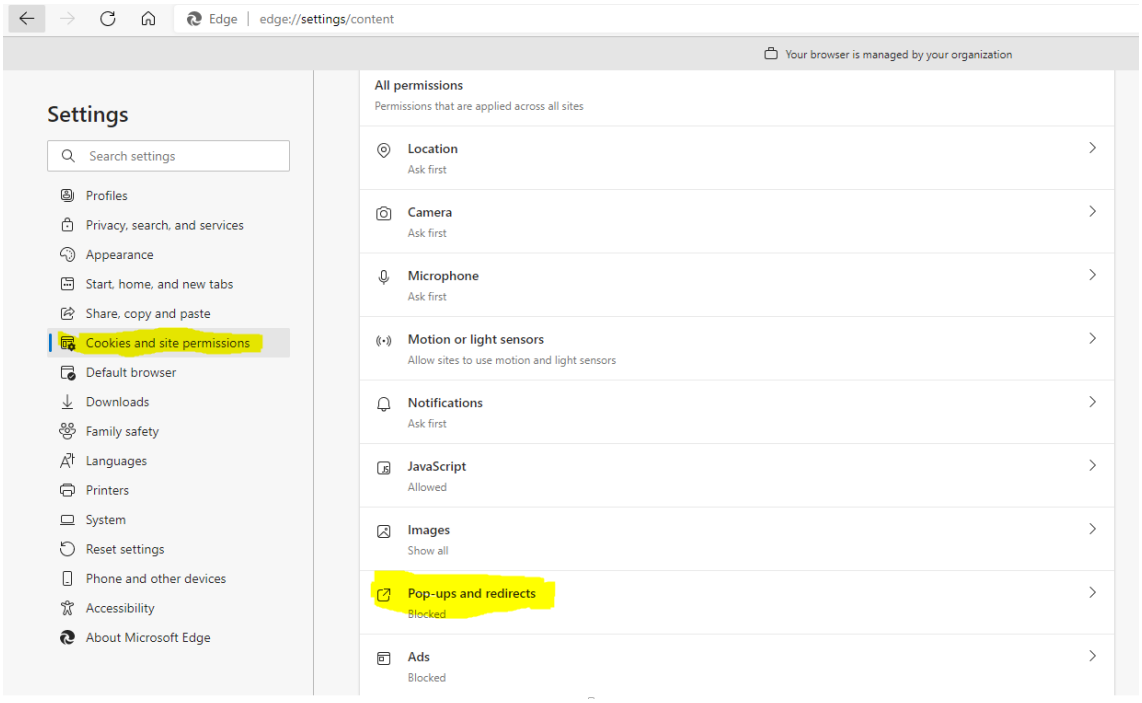
Popup Blocker setting for Reports Preview

Note: For PDF documents, if Acrobat Reader is not installed you have the option to **Save** the document or **Open** the document in your browser.

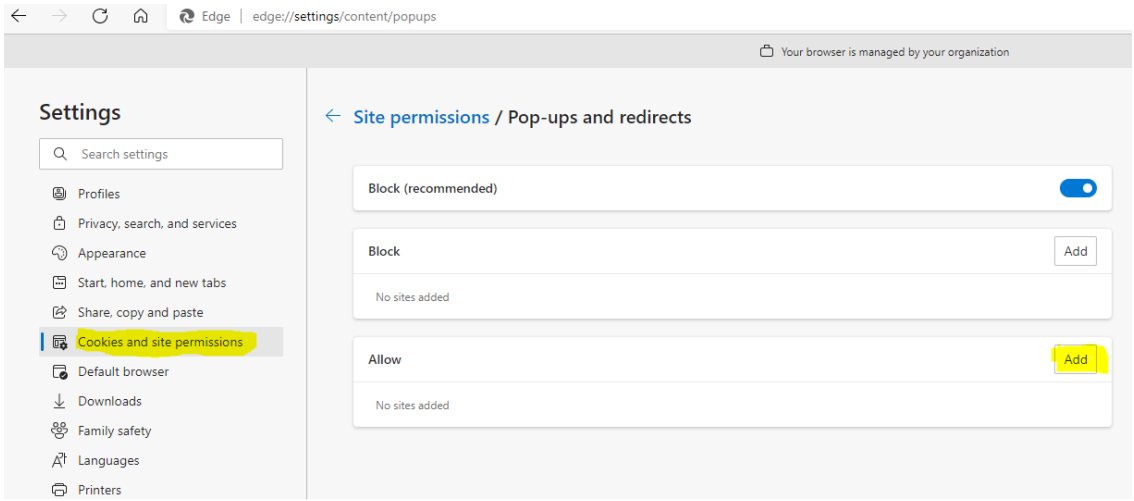
a. Navigate to **Settings** on the Edge Browser



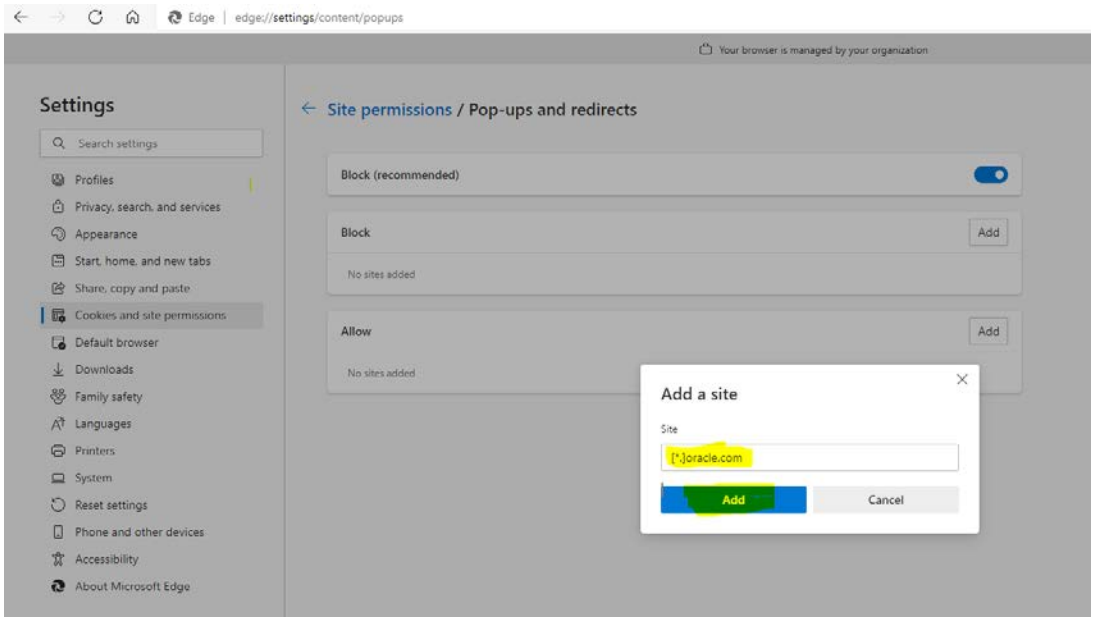
b. On the Settings page navigate to **Cookies and site permissions** > **Pop-ups and redirects**



c. Click **Add** button in the Allow section



d. Add **[*.]oracle.com** as the site and click **Add** button

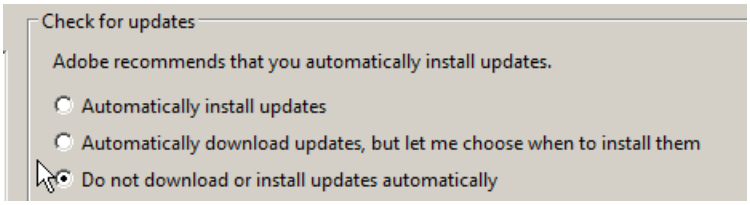


5 Setting Adobe Acrobat Reader Preferences

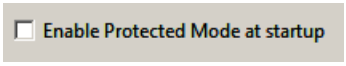
Depending on your Adobe Acrobat Reader version, the steps below may differ.

1. Open Adobe Acrobat Reader outside of the application.

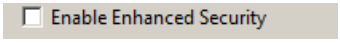
2. Select **Edit**, select **Preferences**, select **Updater**, and select the **Do not download or install updates automatically** option.



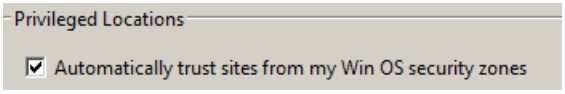
3. Select **Edit**, select **Preferences**, select **General**, and unselect the **Enable Protected Mode at startup** check box.



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.



6 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 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>.microsdc.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>.microsdc.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#BIEQI102):

- 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: Opera Workstation Undefined or Keeps Prompting to Install 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 UNDEFINDED 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.