

**Oracle® Hospitality Suite8**  
System Requirements  
Release 8.9.5.2

August 2015



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# Preface

## Audience

This system requirements guide is intended for system administrators and support familiar with Suite8.

## 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>

## Revision History

Date	Description of Change
July, 2005	<ul style="list-style-type: none"><li>• 8.5.0.0 - First Issue Small Business Edition</li></ul>
May, 2008	<ul style="list-style-type: none"><li>• 8.7 - Updated for Version 8.7</li></ul>
June, 2008	<ul style="list-style-type: none"><li>• 8.7.3.1 - Updated for Version 8.7.3.1</li></ul>
May, 2009	<ul style="list-style-type: none"><li>• 8.8 - Updates for Version 8.8</li></ul>
Sept, 2010	<ul style="list-style-type: none"><li>• 8.8 - Updates for Oracle 11gR1</li></ul>
Oct, 2011	<ul style="list-style-type: none"><li>• 8.9 - Updates for Oracle 11gR2</li></ul>
Oct, 2012	<ul style="list-style-type: none"><li>• 8.9.2.3 - Updates for Windows 64-bit</li></ul>
Nov, 2012	<ul style="list-style-type: none"><li>• Updates for Fidelio webSuite</li></ul>
May, 2013	<ul style="list-style-type: none"><li>• 8.9.3 - Updates for Fidelio webSuite</li><li>• Updates for Oracle 10gR2</li><li>• Updates for CRS</li></ul>
January, 2014	<ul style="list-style-type: none"><li>• 8.9.4 - Update for Windows XP</li><li>• Update for Windows 8 / 8.1</li><li>• Update for XML Interface</li></ul>
July, 2014	<ul style="list-style-type: none"><li>• 8.9.5.1 - Update for Windows Server 2012</li><li>• Update for Oracle 12cR1</li></ul>
October, 2014	<ul style="list-style-type: none"><li>• 8.9.5.2 - Update for Windows Server 2012 R2</li><li>• Update for Oracle 12cR1 (12.1.0.2)</li></ul>

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# 1 Suite8 System Requirements

## Overview

These recommendations have been prepared by MICROS-FIDELIO GmbH and may have to be adapted to meet local systems requirements. However, Micros-Fidelio can only support your installation if these recommendations and requirements are fulfilled, or exceeded in the systems design.

Any assistance or troubleshooting for systems not meeting these requirements may be chargeable to the customer.

It is not possible for Micros-Fidelio to support or maintain servers installed in languages other than English.

It is not possible for Micros-Fidelio to remotely support or maintain systems without a proper support connection as specified in the document RAP-EAME\_en.

Fulfilling the MINIMUM system requirements guarantees that the user can complete the main tasks of the application in a stable manner and with acceptable performance. However, with MINIMUM systems there is no additional headroom for rush hour performance peak prevention, additional services or later upgrading or up-scaling, and there is no capability for system redundancy or high availability.

Micros-Fidelio's RECOMMENDED environment is a Best Practice solution based on our many years of experience, our working partnership with the hotel business and our many thousands of hotel installations.

This environment is more complex, but offers increased stability, more data security and higher availability.

This document caters for installations of up to 50 concurrent users. Larger systems with more than 50 concurrent database connections, will have to be custom designed to meet the specific requirements of the large site customer and will not be covered in this document. Please contact the local Micros-Fidelio sales staff for consulting and project specific systems design.

## SUITE8 System Environment Basics

To guarantee top performance, Oracle based installations require a well-managed IT environment, including the local network, where applicable the wide area network and careful adherence to the technical requirements.

### Main components server configuration

- CPU (Type, Frequency and number of processor cores)
- RAM (Memory)
- Storage (Quantity, Size, Access speed and Raid level)

### Server configuration dependencies

- Property Type (City, Resort, Business, Conference Hotel)
- Number of Fidelio Suite8 Users
- Interfaces (including CRS\*)
- Additional Access to the data base server (MFPOS Suite8, Materials Control)
- Number of Rooms (DB-Size)

The database server and oracle services are needed 24x7, therefore it is crucial that the databases can be backed up with the oracle agents during the running operation. Micros-Fidelio supports and prefers Symantec Backup Exec with the corresponding agents for backing up the archive-

enabled database online. However, if a different backup system is used the support and responsibility lies with each property.

**Note:** Based on the experience of previous installations of PMS (Front Office) and CCM (Sales & Catering), Micros-Fidelio can make recommendation for systems running only these products. Should other products be run on the same servers, for example Materials Control, MFPOS or Back Office Systems, these would have to be considered separately and would result in an upgraded specification.

## User calculation for server sizing

Increases of staff involving additional workstations should be taken into consideration at this planning stage. Any forthcoming increases (1 12 months) should be reflected in the specification for the server at the start. Medium and long term changes (13-60 months) should be taken into consideration when selecting the basic platform so that this may be upgraded as necessary to meet the changing needs of the customers' business.

## SUITE8 Server Environment

### MINIMUM System Requirements

*SUITE8 on Oracle 9i **Product is End-of Life (July 2010)***

*SUITE8 on Oracle 10g **Product is End-of Life (July 2013)***

*(<http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>)*

*SUITE8 on Oracle 11gR1 (Note 3) **Minimum** Server Hardware Specifications:  
WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH x86 or x86\_64, WINDOWS  
SERVER 2008 Standard R1 SP1 ENGLISH x86 or x86\_64*

<b>Max V8 Users</b> (Note 1)	<b>&lt;5</b>	<b>5 - 10</b>	<b>10 - 20</b>	<b>21 - 50</b>
CPU Cores	1	1	2	4
Memory	4GB (x86)	4GB (x86)	4GB (x86, x86_64)	4GB (x86) 6GB (x86_64)
HD Configuration (Note 2)	2 x 72GB	4 x 72GB	6 x 72GB	8 x 72GB

*SUITE8 on Oracle 11gR2 (Note 3) **Minimum** Server Hardware Specifications:  
WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH x86\_64, WINDOWS SERVER  
2008 Standard R1 SP1 ENGLISH x86\_64, WINDOWS SERVER 2008 Standard R2  
ENGLISH x86\_64*

<b>Max V8 Users</b> (Note 1)	<b>&lt;5</b>	<b>5 - 10</b>	<b>10 - 20</b>	<b>21 - 50</b>
CPU Cores	1	1	2	4
Memory	6GB (x86_64)	8GB (x86_64)	10GB (x86_64)	12GB (x86_64)
HD Configuration (Note 2)	2 x 72GB	4 x 72GB	6 x 72GB	8 x 72GB



*SUITE8 on Oracle 12cR1 (Note 4) **Minimum** Server Hardware Specifications: WINDOWS SERVER 2008 Standard R2 ENGLISH x86\_64, WINDOWS SERVER 2012 R1/R2 Standard ENGLISH x86\_64*

<b>Max V8 Users</b> (Note 1)	<b>&lt;5</b>	<b>5 - 10</b>	<b>10 - 20</b>	<b>21 - 50</b>
CPU Cores	2	2	4	6
Memory	8GB (x86_64)	12GB (x86_64)	16GB (x86_64)	20GB (x86_64)
HD Configuration (Note 2)	2 x 146GB	4 x 146GB	6 x 146GB	8 x 146GB

**General Note:** All configurations above 50 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

**Note 1:** The number of users is the sum of ALL CONCURRENT USER CONNECTIONS including interfaces and third party applications using the database.

**Note 2:** Raid Level 0, 1 and 1+0 are the supported array configurations. The number of disks is important for concurrent users, the more disks that are used, the faster access and performance. Raid Level 5 or 6 is not supported by Oracle. **We recommend to use Ultra-3 SCSI disks** with 15k RPM. The Ultra 3 SCSI-controller should have read/write cache.

**Note 3:** Oracle 9i is not recommended anymore since Version 8.8.0.0 or higher. Oracle 9i and Oracle 10g are not supported by ORACLE, because these versions are "End-of-Life" - but still supported by MICROSOFT-Fidelio.

**Note 4:** Oracle 12cR1 is supported on the following operating systems: Windows Server 2008 R2 x64, WINDOWS SERVER 2012 R1/R2 x64, Windows 7 x64, Windows 8 x64, Windows 8.1 x64, WINDOWS SERVER 2012 R1/R2 x64 with Hyper-V.

Oracle 11g Release 2 (11.2.0.4)/Oracle 12c Release 1 (12.1.0.1/12.1.0.2) for the database installation (64bit) and client installation (32bit) has to be used.

Please note, it is imperatively required to install Oracle Database 11gR2 with the parameter setting 'compatible=10.2.0.4' and 'optimizer\_features\_enable=10.2.0.4'

**We highly recommend using Windows 64-bit OS for the database server installation.**

## **RECOMMENDED System Requirements**

SUITE8 on Oracle 9i **Product is End-of Life: (July 2010)**

SUITE8 on Oracle 10g **Product is End-of Life: (July 2013)**

(<http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>)

*SUITE8 on Oracle 11gR1 (Note 5) **Recommended** Server Hardware Specifications: WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH or x86\_64, WINDOWS SERVER 2008 Standard R1 SP1 ENGLISH or x86\_64*

<b>Max V8 Users (Note 1)</b>	<b>&lt;10</b>	<b>10 - 20</b>	<b>21 - 50</b>
CPU Cores (Note 2)	2	2	4
Memory (Note 3)	6GB (x86_64)	6GB (x86_64)	8GB (x86_64)
HD Configuration (Note 4)	4 x 146GB	6 x 146GB	8 x 146GB

*SUITE8 on Oracle 11gR2 (Note 5) **Recommended** Server Hardware Specifications: WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH x86\_64, WINDOWS SERVER 2008 Standard R1 SP1 ENGLISH x86\_64, WINDOWS SERVER 2008 Standard R2 ENGLISH x86\_64*

<b>Max V8 Users (Note 1)</b>	<b>&lt;10</b>	<b>10 - 20</b>	<b>21 - 50</b>
CPU Cores (Note 2)	2	2	4
Memory (Note 3)	8GB (x86_64)	10GB (x86_64)	12GB (x86_64)
HD Configuration (Note 4)	4 x 146GB	6 x 146GB	8 x 146GB

*SUITE8 on Oracle 12cR1 (Note 6) **Recommended** Server Hardware Specifications: WINDOWS SERVER 2008 Standard R2 ENGLISH x86\_64, WINDOWS SERVER 2012 R1/R2 Standard ENGLISH x86\_64*

<b>Max V8 Users (Note 1)</b>	<b>&lt;10</b>	<b>10 - 20</b>	<b>21 - 50</b>
CPU Cores	4	6	8
Memory	16GB (x86_64)	20GB (x86_64)	24GB (x86_64)
HD Configuration (Note 4)	4 x 146GB	6 x 146GB	8 x 146GB

**General Note:** All configurations above 50 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

**Note 1:** The number of users is the sum of ALL CONCURRENT USER CONNECTIONS including interfaces and third party applications using the database.

**Note 2:** See the performance details of different CPU types to decide if single-core or multi-core, Intel or AMD CPU have to be used.

**Note 3:** Proper OS selection needed to support the specified amount of memory.

**Note 4:** Raid Level 0, 1 and 1+0 are the supported array configurations. The number of disks is important for concurrent users, the more disks that are used, the faster access and performance. Raid Level 5 or 6 is not supported by Oracle. **We recommend to use Ultra-3 SCSI disks** with 10k RPM or 15k RPM. The Ultra 3 SCSI-controller should have read/write cache.

**Note 5:** Oracle 9i is not recommended anymore since Version 8.8.0.0 or higher. Oracle 9i and Oracle 10g are not supported by ORACLE, because these versions are "End-of-Life" - but still supported by MICROS-Fidelio.

**Note 6:** Oracle 12cR1 is supported on the following operating systems: Windows Server 2008 R2 x64, WINDOWS SERVER 2012 R1/R2 x64, Windows 7 x64, Windows 8 x64, Windows 8.1 x64, WINDOWS SERVER 2012 R1/R2 x64 with Hyper-V.

Oracle 11g Release 2 (11.2.0.4)/Oracle 12c Release 1 (12.1.0.1/12.1.0.2) for the database installation (64bit) and client installation (32bit) has to be used.

Please note, it is imperatively required to install Oracle Database 11gR2 with the parameter setting 'compatible=10.2.0.4' and 'optimizer\_features\_enable=10.2.0.4'.

**We highly recommend to use Windows 64-bit OS for the database server installation.**

# SUITE8 Client Environment

## MINIMUM System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 Client **Minimum** Hardware and OS Specifications

Client Type	WinVista Client (x86 not tested)	Win7 Client (x86, x86_64)	Win8 / Win8.1 Client (x86, x86_64)
	User	User	User
CPU Core	1	1	1
Memory	2GB	2GB	3GB
HD Free Space	>20GB	>20GB	>20GB

**Note 1:** With the minimum configuration of a workstation, only one Fidelio Suite8 application can be used. If more than one Fidelio Suite8 module and other additional applications are used concurrently, a higher specification client type is required. When using applications with high memory usage, additional RAM is needed.

**Note 2:** We recommend to use Windows 64-bit OS for the Client installation.

## RECOMMENDED System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 Client **Recommended** Hardware and OS Specifications

Client Type	WinVista Client (x86 not tested)	Win7 Client (x86, x86_64)	Win8 / Win8.1 Client (x86, x86_64)
	User	User	User
CPU Core2	1	1	1
Memory	3GB	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)
HD Free Space	>20GB	>30GB	>30GB

**Note 1:** With the recommended configuration of a workstation, one Fidelio Suite8 application and basic additional applications (i.e. one Office-Module, Outlook or Internet Explorer) can be used. If more than one Fidelio Suite8 module or other additional applications are used concurrently, it is recommended to use a higher specification workstation. When using applications with high memory usage, additional RAM is needed.

**Note 2:** We recommend to use Windows 64-bit OS for the Client installation.

## SUITE8 Interface Environment

### MINIMUM System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 Interface Workstation **Minimum** Hardware and OS Specifications

Client Type	WinVista IFC (x86)	Win7 IFC (x86, x86_64)	Win7 (x86, x86_64) FidelioServer / Online-IFC	Win8 IFC / Win8 IFC (x86, x86_64)
CPU Core2	1	1	1	1
Memory	2GB	2GB	2GB	3GB
HD Free Space	>20GB	>20GB	>20GB	>20GB

**Note 1:** With the minimum configuration of a workstation, only one Fidelio Suite8 application can be used. If more than one Fidelio Suite8 module and other additional applications are used concurrently, a higher specification client type is required. When using applications with high memory usage, additional RAM is needed.

**Note 2:** Oracle 11g Release 2 (11.2.0.4) for client installation (32bit) has to be used. Oracle 12c Release 1 (12.1.0.1) for client installation is not supported for IFC8/MFPOS8.

### RECOMMENDED System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 Interface Workstation **Recommended** Hardware and OS Specifications

Client Type	WinVista IFC (x86)	Win7 IFC (x86, x86_64)	Win7 (x86, x86_64) FidelioServer / Online-IFC	Win8 IFC / Win8 IFC (x86, x86_64)
CPU Core2	1	1	1	1
Memory	3GB	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)
HD Free Space	>20GB	>20GB	>20GB	>20GB

**Note 1:** With the recommended configuration of a workstation, one Fidelio Suite8 application and basic additional applications (i.e. one Office-Module, Outlook or Internet Explorer) can be used. If more than one Fidelio Suite8 module or other additional applications are used concurrently, it is recommended to use a higher specification workstation. When using applications with high memory usage, additional RAM is needed.

**Note 2:** Oracle 11g Release 2 (11.2.0.4) for client installation (32bit) has to be used. Oracle 12c Release 1 (12.1.0.1) for client installation is not supported for IFC8/MFPOS8.

## Fidelio webSuite Environment

### **MINIMUM** System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

#### *Fidelio webSuite Workstation Minimum Hardware and OS Specifications*

<b>Client Type</b>	<b>WinVista (x86, x86_64)</b>	<b>Win7 (x86, x86_64)</b>	<b>Win8 / Win8.1 (x86, x86_64)</b>
CPU Core2	1	1	1
Memory	2GB	2GB	2GB
HD Free Space	>20GB	>20GB	>20GB

**General Note:** With the minimum configuration, only the Fidelio webSuite application can be run. If more MICROS-Fidelio modules or other additional applications are used concurrently, then a higher specification client type is required. When using applications with high memory usage, additional RAM is needed.

**Note 1:** To run the Fidelio webSuite application the latest release of Firefox Browser is required (<http://www.mozilla.org/en-US/firefox>).

**Note 2:** To run the Fidelio webSuite application a minimum internet bandwidth with 1Mbps download and 512Kbps upload is required.

**Note 3:** To run the Fidelio webSuite application a minimum screen resolution of 1360x768 is required.

### **RECOMMENDED** System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

#### *Fidelio webSuite Workstation Recommended Hardware and OS Specifications*

<b>Client Type</b>	<b>WinVista (x86, x86_64)</b>	<b>Win7 (x86, x86_64)</b>	<b>Win8 / Win8.1 (x86, x86_64)</b>
CPU Core2	1	1	1
Memory	3GB	2GB	3GB (x86) 4GB (x86_64)
HD Free Space	>20GB	>20GB	>20GB

**General Note:** With the minimum configuration, only the Fidelio webSuite application can be run. If more MICROS-Fidelio modules or other additional applications are used concurrently, then a higher specification client type is required. When using applications with high memory usage, additional RAM is needed.

**Note 1:** To run the Fidelio webSuite application the latest release of Firefox Browser is required (<http://www.mozilla.org/en-US/firefox>).

**Note 2:** To run the Fidelio webSuite application a minimum internet bandwidth with 2Mbps download and 1Mbps upload is required.

**Note 3:** To run the Fidelio webSuite application a screen resolution of 1360x768 or higher is required

## SUITE8 XML Interface/Fidelio Server

### **MINIMUM** System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 XML Interface/Fidelio Server **Minimum** Hardware and OS Specifications

Client Type	Win7 (x86, x86_64)	Windows Server OS (x86, x86_64)	Win8 / Win8.1 (x86, x86_64)
CPU Core2	1	1	1
Memory	2GB (x86) 3GB (x86_64)	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)
HD Free Space	>50GB	>50GB	>50GB

**General Note:** All configurations above 20 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

**Note 1:** With the minimum configuration, only one XML Interface and one Fidelio Server can be run.

**Note 2:** For high XML Interface traffic we recommend to use Windows Server Operating System.

### **RECOMMENDED** System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 CRS XML Interface/Fidelio Server **Recommended** Hardware and OS Specifications

Client Type	Win7 (x86, x86_64)	Windows Server OS (x86, x86_64)	Win8 / Win8.1 (x86, x86_64)
CPU Core2	1	1	1
Memory	3GB (x86) 6GB (x86_64)	4GB (x86) 6GB (x86_64)	3GB (x86) 6GB (x86_64)
HD Free Space	>50GB	>50GB	>50GB

**General Note:** All configurations above 20 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

**Note 1:** With the minimum configuration, only one XML Interface and one Fidelio Server can be run.

**Note 2:** For high XML Interface traffic we recommend to use Windows Server Operating System.

# SUITE8 CRS Server Environment

## MINIMUM System Requirements

*SUITE8 on Oracle 9i **Product is End-of Life: (July 2010)***

*SUITE8 on Oracle 10g **Product is End-of Life: (July 2013)***

*(<http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>)*

*SUITE8 on Oracle 11gR1 **Product not recommended***

*SUITE8 on Oracle 11gR2 (Note 3) **Minimum Server Hardware Specifications:**  
WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH x86\_64, WINDOWS SERVER  
2008 Standard R1 SP1 ENGLISH x86\_64, WINDOWS SERVER 2008 Standard R2  
ENGLISH x86\_64*

<b>Max Hotels</b>	<b>- 10</b>	<b>11 - 20</b>
CPU Cores (Note 2)	2	4
Memory	6GB (x86_64)	8GB (x86_64)
HD Configuration (Note 1)	8 x 146GB	10 x 146GB

*SUITE8 on Oracle 12cR1 (Note 4) **Minimum Server Hardware Specifications:**  
WINDOWS SERVER 2008 Standard R2 ENGLISH x86\_64, WINDOWS SERVER 2012  
R1/R2 Standard ENGLISH x86\_64*

<b>Max Hotels</b>	<b>- 10</b>	<b>11 - 20</b>
CPU Cores (Note 2)	4	6
Memory	16GB (x86_64)	20GB (x86_64)
HD Configuration (Note 1)	8 x 146GB	10 x 146GB

**General Note:** All configurations above 20 concurrent hotels have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

**Note 1:** Raid Level 0, 1 and 1+0 are the supported array configurations. The number of disks is important for concurrent users, the more disks that are used, the faster access and performance. Raid Level 5 or 6 is not supported by Oracle. We recommend to use Ultra-3 SCSI disks with 10k RPM or 15k RPM. The Ultra 3 SCSI-controller should have read/write cache.

**Note 2:** See the performance details of different CPU types to decide if single-core or multi-core, 64bit Intel or AMD CPU have to be used.

**Note 3:** Oracle 9i and Oracle 10g are not supported by ORACLE, because these versions are "End-of-Life". Oracle 11gR1 is not recommended.

**Note 4:** Oracle 12cR1 is supported on the following operating systems: Windows Server 2008 R2 x64, WINDOWS SERVER 2012 R1/R2 x64, Windows 7 x64, Windows 8 x64, Windows 8.1 x64, WINDOWS SERVER 2012 R1/R2 x64 with Hyper-V.

Oracle 11g Release 2 (11.2.0.4)/Oracle 12c Release 1 (12.1.0.1/12.1.0.2) for the database installation (64bit) and client installation (32bit) has to be used.

Please note, it is imperatively required to install Oracle 11gR2 Database with the parameter setting 'compatible=10.2.0.4' and 'optimizer\_features\_enable=10.2.0.4'

**We recommend to use Windows 64-bit OS for the database server installation.**

## RECOMMENDED System Requirements

*SUITE8 on Oracle 9i **Product is End-of Life (July 2010)***

*SUITE8 on Oracle 10g **Product is End-of Life (July 2013)***

*(<http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>)*

***SUITE8 on Oracle 11gR1 Product not recommended***

*SUITE8 on Oracle 11gR2 (Note 5) **Recommended** Server Hardware Specifications: WINDOWS SERVER 2003 Standard R2 SP2 ENGLISH x86\_64, WINDOWS SERVER 2008 Standard R1 SP1 ENGLISH x86\_64, WINDOWS SERVER 2008 Standard R2 ENGLISH x86\_64*

<b>Max Hotels</b>	<b>- 10</b>	<b>11 - 20</b>
CPU Cores (Note 2)	2	4
Memory	12GB (x86_64)	16GB (x86_64)
HD Configuration (Note 1)	12 x 146GB	16 x 146GB

*SUITE8 on Oracle 12cR1 (Note 5) **Recommended Server Hardware Specifications:***

*WINDOWS SERVER 2008 Standard R2 ENGLISH x86\_64, WINDOWS SERVER 2012 R1/R2 Standard ENGLISH x86\_64*

<b>Max Hotels</b>	<b>- 10</b>	<b>11 - 20</b>
CPU Cores (Note 2)	4	6
Memory	16GB (x86_64)	24GB (x86_64)
HD Configuration (Note 1)	12 x 146GB	16 x 146GB

**General Note:** All configurations above 20 concurrent hotels have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

**Note 1:** Raid Level 0, 1 and 1+0 are the supported array configurations. The number of disks is important for concurrent users, the more disks that are used, the faster access and performance. Raid Level 5 or 6 is not supported by Oracle. **We recommend to use Ultra-3 SCSI disks** with 10k RPM or 15k RPM. The Ultra 3 SCSI-controller should have read/write cache.

**Note 2:** See the performance details of different CPU types to decide if single-core or multi-core, 64bit Intel or AMD CPU have to be used.

**Note 3:** Proper OS selection needed to support the specified amount of memory.

**Note 4:** Oracle 9i and Oracle 10g are not supported by ORACLE, because these versions are "End-of-Life". Oracle 11gR1 is not recommended.

**Note 5:** Oracle 12cR1 is supported on the following operating systems: Windows Server 2008 R2 x64, WINDOWS SERVER 2012 R1/R2 x64, Windows 7 x64, Windows 8 x64, Windows 8.1 x64, WINDOWS SERVER 2012 R1/R2 x64 with Hyper-V

Oracle 11g Release 2 (11.2.0.4)/Oracle 12c Release 1 (12.1.0.1/12.1.0.2) for the database installation (64bit) client installation (32bit) has to be used.

Please note, it is imperatively required to install Oracle 11gR2 Database with the parameter setting 'compatible=10.2.0.4' and 'optimizer\_features\_enable=10.2.0.4'

**We recommend to use Windows 64-bit OS for the database server installation.**



## SUITE8 CRS XML Interface/Fidelio Server

### **MINIMUM** System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 CRS XML Interface/Fidelio Server **Minimum** Hardware and OS Specifications

Client Type	Win7 (x86, x86_64)	Windows Server OS (x86, x86_64)	Win8 / Win8.1 (x86, x86_64)
CPU Core2	1	1	1
Memory	2GB (x86) 3GB (x86_64)	3GB (x86) 4GB (x86_64)	3GB (x86) 4GB (x86_64)
HD Free Space	>50GB	>50GB	>50GB

**General Note:** All configurations above 20 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

**Note 1:** With the minimum configuration, only one XML Interface and one Fidelio Server for 4 concurrently Hotels can be run. If more Hotels are used concurrently, then a separate XML Interface and Fidelio Server are required.

**Note 2:** For high XML Interface traffic we recommend to use Windows Server Operating System.

**Note 3:** For the Master Hotel XML Interface we recommend to use Windows Server Operating System.

### **RECOMMENDED** System Requirements

Windows XP - **Product is End-of Life: (April 2014)**

Suite8 CRS XML Interface/Fidelio Server **Recommended** Hardware and OS Specifications

Client Type	Win7 (x86, x86_64)	Windows Server OS (x86, x86_64)	Win8 / Win8.1 (x86, x86_64)
CPU Core2	1	1	1
Memory	3GB (x86) 6GB (x86_64)	4GB (x86) 6GB (x86_64)	3GB (x86) 6GB (x86_64)
HD Free Space	>50GB	>50GB	>50GB

**General Note:** All configurations above 20 concurrent connections have to be designed specially in cooperation with the responsible Micros-Fidelio consulting staff.

**Note 1:** With the minimum configuration, only one XML Interface and one Fidelio Server for 4 concurrently Hotels can be run. If more Hotels are used concurrently, then a separate XML Interface and Fidelio Server are required.

**Note 2:** For high XML Interface traffic we recommend to use Windows Server Operating System.

**Note 3:** For the Master Hotel XML we recommend to use Windows Server Operating System.

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## Infrastructure Requirements

The following components and prerequisites have to be provided and complied by the property:

Topic	Minimum	Recommended
Network	CAT 5/6/7 Network with 100Mbit	1000Mbit
Switch Ports	1 free port on switch for server	3 free ports on switch for server 2 for teamed data NICs 1 for ILO connection
Backup	Daily backup to tape device or disk	Daily backup plus archivelog backup several times per day.
Backup Software	Should support hot Oracle backup	Should support hot Oracle backup by using Oracle's RMAN utility.
Printers	HP LaserJet compatible	HP LaserJet printers
Availability		Medium-level high availability solution (MF-Hot Backup).
IP Addressing		Micros-Fidelio compatible IP Infrastructure.
Binding		Communication binding with corresponding specifications for Hotel Connector Solutions.
Domain		Windows Domain with functional DNS solution in the entire network.
Domain Controller		Separate domain controller to run ADS authentication, DNS, DHCP and file and print services.

## Additional Documents and Information

You will find additional information about the Micros-Fidelio environment in different documents released by the specific departments.

If you plan or design a Micros-Fidelio compatible network and application infrastructure please be aware of the following very important documents:

- Operating System Compatibility Matrix
- Application Release Information
- Networking Policy
- Remote Access Policy
- Requirements for additional Modules, such as Suite8 Homepage

Contact your sales staff or the named contact persons for additional information, questions or availability of updated document versions.