Oracle® Hospitality Suite8

Installation Guide
Release 8.9.6.20
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ORACLE

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Preface

Oracle Suite8 Hospitality uses the following process for timely development and deployment of security patches and upgrades.

The development team notifies the regional office, the regional office provides information about the new patch to the relevant resellers. The patch is available for download from Oracle Customer Support https://support.oracle.com in the Patches & Updates section.

Audience

This installation guide is intended for installers, programmers, technical support teams, product specialists, and others who are responsible for setting up Oracle Hospitality Suite8 version 8.9.6.20.

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
May, 2016	• Initial publication.

1 Getting Started

This guide provides instructions on how to upgrade, and configure Suite8.

Before You Start

Make sure you have an operational understanding of:

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

Understanding the Installation Process

1. Prerequisite steps

   You need to perform these steps prior to installing or upgrading to Suite8 version 8.9.6.20.

2. Upgrading Suite8.

   See Upgrading from a Previous Release for installation information.

   a. Configuring post installation settings

   The post installation configuration makes sure that the application components and the database are configured correctly

   b. Verifying the installation

   Perform the verification step to make sure the Suite8 application and the database applications are set correctly

2 Pre-Installation Tasks

Perform all pre-installation tasks to ensure that you can successfully install Suite8.

Prerequisites for Upgrading:

- Make sure, that the database has been updated to the latest officially released version 8.9.6.10.
- Make an export of the user V8LIVE.

Exporting the user V8Live

1. Create a folder for the export and logfile.
2. Open DOS Prompt, enter the directory created in the previous step and enter the following export condition:
3. EXP V8live/SCHEMA_PASSWORD@V8 buffer=10240000 file=v8live.dmp log=v8live.log consistent=y rows=y grants=y compress=y statistics=none

3 Upgrading from a Previous Release

Upgrading Suite8

1. Make sure that your Suite8 application and database servers meet the requirements list in Chapter 2.
2. Log in and download the Suite8 version 8.9.6.20 Patchset from the Oracle Customer Support website at https://support.oracle.com in the Patches & Updates section.
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 & scripts.zip to a freely definable destination
4. Open SQLdeveloper, connect to V8live user and run these extracted scripts from updatescripts.zip.

   8_9_6_10_to_8_9_6_20#0.sql

   8_9_6_10_to_8_9_6_20#1.sql

   8_9_6_10_to_8_9_6_20#2.sql

   8_9_6_10_to_8_9_6_20#3.sql

   The file 8_9_6_10_to_8_9_6_20#3.sql is an update script containing all changed views since 8.9.6.10. Executing 01_allviews.sql is not required in case of updating from 8.9.6.10 only.
5. Run the following statements, connected to Oracle as SYSDBA (these statements are also part of the script 10_runasSYSDBA.sql. They are required to avoid possible compilation errors when creating all views and procedures). The variable SCHEMANAME needs to be replaced with the name of the live user (usually V8LIVE):

   CREATE OR REPLACE view sys.x_$ksppi as select * from SYS.X$KSPPI;

   CREATE OR REPLACE view sys.x_$ksppsv as select * from sys.X$ksppsv;

   GRANT connect to SCHEMANAME;

   GRANT create session to SCHEMANAME;

   GRANT create table to SCHEMANAME;

   GRANT create type to SCHEMANAME;

   GRANT create procedure to SCHEMANAME;

   GRANT create view to SCHEMANAME;

   GRANT create trigger to SCHEMANAME;

   GRANT create sequence to SCHEMANAME;

   GRANT create materialized view to SCHEMANAME;

   GRANT select on v_$session to SCHEMANAME;

   GRANT select on gv_$session to SCHEMANAME;

   GRANT select on v_$database to SCHEMANAME;

   GRANT select on dba_indexes to SCHEMANAME;

GRANT select on dba_tables to SCHEMANAME;
GRANT select on dba_users to SCHEMANAME;
GRANT select on dba_tab_columns to SCHEMANAME;
GRANT select on dba_ind_columns to SCHEMANAME;
GRANT select on dba_ind_expressions to SCHEMANAME;
GRANT select on v_$sess_io to SCHEMANAME;
GRANT select on v_$statname to SCHEMANAME;
GRANT select on v_$sql to SCHEMANAME;
GRANT select on v_$sysstat to SCHEMANAME;
GRANT select on v_$parameter to SCHEMANAME;
GRANT select on v_$instance to SCHEMANAME;
GRANT select on dba_free_space to SCHEMANAME;
GRANT select on dba_data_files to SCHEMANAME;
GRANT select on v_$log to SCHEMANAME;
GRANT select on v_$tablespace to SCHEMANAME;
GRANT select on sys.x_$ksppi to SCHEMANAME;
GRANT select on sys.x_$ksppsv to SCHEMANAME;
GRANT select on dba_rsrc_plan_directives to SCHEMANAME;
GRANT execute on dbms_crypto to SCHEMANAME;
GRANT execute on dbms_snapshot_utl to SCHEMANAME;
GRANT create any table to SCHEMANAME;
GRANT select on dba_temp_files to SCHEMANAME;
GRANT select on dba_tablespaces to SCHEMANAME;
GRANT select on gv_$sort_segment to SCHEMANAME;

6. After the update, run the following extracted scripts from the UpdateScripts.zip:
   01_allviews.sql
   02_allprocs.sql
   03_generated.sql
   04_autoindexes.sql
   05_200index.sql
   06_comments.sql
   07_afterVersionUpdate.sql
   08_gatherstatisticsforall.sql.
7. Run the statements in the script 10_runasSYSDBA.sql by following the instructions as described in the file.
8. Use the latest register.bat for new installations or minregister.bat for updates; both are provided with the new executables and Dll's.
9. In case Version Control is used, update existing VerCtrl.ini with new libraries, Html's and Help Files or use latest VerCtrl.ini shipped with this release.

   In addition the existing verctrlV8.exe needs to be replaced with the latest one provided with this release. This new version is required to register the new Ifc8ComEx.dll (available with Version 8.10.0.0) after being copied to other workstations.

10. In order to be compliant with Oracle policies the user password encryption in Suite8 has been enhanced to use Oracle approved crypto algorithm. This requires all existing passwords to be converted to the new hashing scheme, which is performed automatically when starting version 8.9.6.0 or higher for the first time. It is strongly recommended to make a back-up of the table XCED prior to upgrading to 8.9.6.20 version in case a downgrade will be required at a later stage.
11. Start Suite8 and run Sequence Fix (Suite8 -> Setup -> Miscellaneous -> System Maintenance -> Database -> Sequence Fix).
12. Execute Primary key existence check (Suite8 -> Setup -> Miscellaneous -> System Maintenance -> Miscellaneous -> System Check -> Database -> Primary key existence) and make sure no primary keys are missing (except for WLNR, WNEB and STAB).

Post-Upgrade Tasks

1. Update Mailing (Suite8 -> Setup -> Miscellaneous -> Updates -> Mailing Update -> import mailing.sql provided with this release)
2. Update Translation (Suite8 -> Setup -> Miscellaneous -> Updates -> Translation -> Import Translation Manually -> import translation file provided by local office)
3. 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 shipped with this release.
4. The tray icon of the Fidelio Server is not visible anymore when running as a service on a 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 Windows Service on a Windows 2008 Server.
5. Review the FTP connection settings in applicable functions such as Scheduled Task File Upload because new functionality has been implemented since version 8.9.6.0 to configure and manage FTP accounts in Suite8, similar to common FTP clients.
6. Check the release notes for new features/changes in Suite8.
7. Refer to TT 5 for an overview of all new user rights.
8. Check which version of Oracle is used at the moment:
   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 (12.1.0.2 - with latest Oracle Patch) for the database installation (64bit) and client installation (32bit) has to be used.
   You must install Oracle 11g Release 2 with the parameter setting 'compatible=10.2.0.4'. Refer to the install shield 8.9.5.3.