

Oracle® Hospitality Reporting and Analytics
Deployment Guide
Release 8.5
E66674-02

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Preface

This document provides instructions for deploying Reporting and Analytics 8.5.

Audience

This document is intended for administrators and technicians responsible for installing and maintaining a Reporting and Analytics 8.5 deployment.

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
September 2015	<ul style="list-style-type: none">• Initial publication.
June 2016	<ul style="list-style-type: none">• Updated information to encompass all 8.5 deployments.
November 2016	<ul style="list-style-type: none">• Corrected information regarding the SQL Server Column Updater.• Removed the DBUpdate information.
January 2019	<ul style="list-style-type: none">• Updated the Getting Started chapter to include information on installing matching component versions.

1 Getting Started

Know Before You Start

- *mymicros* is now referenced by its new product name, Oracle Hospitality Reporting and Analytics.
- *iCare* is now referenced by its new product name, Oracle Hospitality Gift and Loyalty.
- See the *Oracle Hospitality Enterprise Back Office Release Notes* for requirements and compatibility information for your environment.
- Configure the `JAVA_HOME` environment variable to refer to the Java JDK install folder.
- Configure reverse DNS Lookup on all Portal or Gift and Loyalty environments.
- You can only upgrade from Reporting and Analytics and Gift and Loyalty databases version 5.0.1 or later.
- If you are upgrading the Reporting and Analytics database from 7.2.1 or older, you must stop all instances of the Admin Server Service. Alignment operations during the upgrade can cause complications.
- If you are upgrading the Reporting and Analytics or Gift and Loyalty databases from 7.0.1 or older, you must perform a full service outage. DBInstaller must be the only active application that can connect to the database during upgrade. Review any open database connections prior to upgrade and either terminate the connections or source of the connections.
- Install matching release versions of Enterprise Back Office components. For example, to use Inventory Management with Reporting and Analytics 8.5.1, make sure to install Inventory Management 8.5.1. This does not apply to patches because patch release versions may vary by component.

SQL Server Column Updater

For database versions 7.2.0 to 8.4.2 using Microsoft SQL Server 2008 or Microsoft SQL Server 2012, download the Enterprise Back Office 8.4.3 package and run `UpdateSqlServerColumns_8.4.0300.1663.exe` before beginning the upgrade to improve database upgrade performance.

1. Download and double-click the executable on the server hosting Reporting and Analytics or the Symphony dps.
2. Verify the database connection information, and then click **Run Column Updates**.

The column updater contains rewritten versions of the long-running queries included in the releases between 7.2.0 and 8.4.3, allowing the database to update column without locking the database. The updater only affects a selected subset of the database and does not replace the standard DBInstaller.

2 Install Process

1. Download `install_8.5.x.x.exe` and `DBInstall.exe` to the same folder on the application server. If your environment uses multiple application servers for different modules, download `install_8.5.x.x.exe` to each application server. You do not need to download `DBInstall.exe` to more than one application server.
2. Double-click `install_8.5.x.x.exe` and follow the instructions on the wizard.
3. Select an install folder. If you are upgrading an existing environment and want to use the same install folder, enter your current installation directory.
4. On the **Before We Begin** screen, select **Yes** or **No** to configure the database connections that the application server requires. For **Would you like to install or upgrade a database with this installation for either myMicros or iCare?**, if you select **Yes**, the installation wizard launches DBInstaller when you click **Next**.
5. In the DBInstaller, you can upgrade an existing database or install a new shell database. If you are installing a new shell database, make sure your database server contains no Reporting and Analytics or Gift and Loyalty database objects. To deploy custom configurations for data files, create tablespaces in advance for Oracle Databases, and create databases in advance for Microsoft SQL Server.
6. Select the applications you want to install.
7. If you are upgrading from 7.2.1 or older, the installer creates the `AGGREGATE_DB` schema. You must select the same database type as the Reporting and Analytics database. Enter the location for this database. Install the new database schema on a separate instance from the Reporting and Analytics schemas.
8. If you are installing a new Oracle Database, create passwords for the database users shown. Passwords in Oracle Database 11G are case sensitive.
9. If you are installing a new database, enter the locations of the data file directories based on whether you are using Oracle Database or Microsoft SQL Server.
10. Enter connection information for the Master Server. For Oracle Database, enter credentials for a `SYSDBA` user with privileges for remote logon. For Microsoft SQL Server, enter credentials for the SA user.
11. Enter connection information for the AggregateDB. For Oracle Database, enter credentials for a `SYSDBA` user with privileges for remote logon. For Microsoft SQL Server, enter credentials for the SA user.
12. If you are upgrading from 5.2.2 or older, enter the file paths for creating the new Pentaho data files. For Oracle Database, enter a single path for the Pentaho tablespace. For Microsoft SQL Server, enter individual paths for the BiRepos and Quartz data files and log files.
13. If you are using Oracle Database, enter a password for the Online Analytical Processing (OLAP) user. Passwords in Oracle Database 11G are case sensitive.
14. If you are upgrading from 7.2.1 or older, enter passwords for the users being created for the new AggregateDB schema. Passwords in Oracle Database 11G are case sensitive.

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15. Enter the file paths for the tablespaces for the two Aggregate database files being created. This path is a local path, relative to the server specified in step 7.
 16. Review the **Pre-Installation Summary** screen, allow the installation or upgrade to complete, and then review the **DB Upgrade Status** screen. If any errors are shown, see `C:\Temp\DBInstaller.log`.
 17. If you are upgrading the Gift and Loyalty database, click **Next**, allow the installation or upgrade to complete, and then review the **DB Upgrade Status** screen for the Gift and Loyalty upgrade.
 18. On the **Install Complete** screen, review the message and make sure there are no reported errors.
 19. Return to the Reporting & Analytics installer, and allow the installer to detect installed modules using registered services, and then select whether to use the current configuration.
 20. On the **Choose Install Set** screen, select the modules to install on the current application server.
 21. Select a backup folder. If any previous backups for the same module exist in this folder, the wizard appends `_1` to their filenames. Enterprise Back Office maintains three previous backups. For best practices, maintain separate backup folders for each build, such as `c:\backup\5.2.2` for the 5.2.2 build. If you leave the field empty, Enterprise Back Office uses `C:\backup`.
 22. Follow the instructions to finish configuring the Enterprise Back Office applications.
 23. On the **Review** screen, select **Advanced Review** to review all configurations. If you select **Normal Review**, the Pre-Installation summary screen does not include module-specific configurations.
 24. Click **Install**, and then wait for the **Install Complete** screen. Review the information shown for errors. If any errors are shown, see `C:\temp\MMInstaller.log`.
 25. From the **Windows Services Manager**, start the associated services for each installed Reporting and Analytics module. Review the logs for each individual module to ensure there are no fatal errors.