

Oracle® Hospitality Symphony
Server Setup Guide – Symphony Image with Oracle Database
Release 2.8
E75519-01

June 2016

Copyright © 2010, 2016, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Tables.....	iv
Preface.....	v
Audience	v
Customer Support.....	v
Documentation.....	v
Revision History.....	v
1 Operating System Setup.....	1-1
Operating System Passwords.....	1-1
Creating User Passwords.....	1-1
Renaming the Symphony Server Name.....	1-2
2 Security Best Practices.....	2-1
3 System Initialization	3-1
4 Reports and Analytics Initialization	4-1
Appendix A - Initial Configurations	A-1
Appendix B - Drive Contents.....	B-1

Tables

Table 1 - Host Files.....	1-2
Table 2 - Oracle Database Files.....	1-3
Table 3 - Initial Server Operating System Settings	A-1
Table 4 - Gen9 Server Model Partitions.....	B-1

Preface

This document describes how to perform initial setup of the Symphony server.

Audience

This document is intended for end users and implementation technicians who are responsible for setting up the Symphony server on premises.

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/>

- Refer to the *Symphony Installation Guide* for more information about installing Symphony
- Refer to the *Symphony Security Guide* for more information about enhancing Symphony security or changing and encrypting passwords

Revision History

Date	Description of Change
March 2015	• Initial publication for Symphony on Gen8 servers
April 2015	• Minor edits
June 2016	• Updated contents for Symphony on Gen9 servers

1 Operating System Setup

This chapter describes the following:

- Initial Operating System setup
- User password configuration for the Symphony application and database servers
- Steps to rename the application server's name

Operating System Passwords

Oracle Hospitality recommends the use of strong, complex passwords using the parameters outlined beginning on step 4 below.

For Gen9 servers using Microsoft Windows Server 2012 R2:

1. Power on the server.
2. Select your regional settings, App language, keyboard layout, and click **Next**.
3. Read the Microsoft license agreement, and click **I accept**.
4. Type a password for the built-in account that is used to sign onto the computer; this is the Administrator account. The password:
 - Cannot contain the user account name
 - Cannot contain more than two consecutive characters from the user full name
 - Must be at least eight characters in length
 - Must adhere to at least three of the following:
 - o Contains an English uppercase character (A through Z)
 - o Contains an English lowercase character (a through z)
 - o Contains a base 10 digit (0 through 9)
 - o Contains a special character (examples: ! \$ # %)
5. Verify the password, and then select **Finish**.
6. Press CTRL + ALT + DEL and log in using:
user: Administrator
password: Enter the password you created in step 4.

Refer to the Microsoft TechNet Library for more information about password configuration for this operating system.

Creating User Passwords

When performing a Symphony installation and upon creating database passwords (specifically Oracle Database users), the passwords must adhere to the following rules:

- Cannot start with a number (for example 1QasHello)
- Cannot start with a special character (for example #abc)
- Must have at least 8 characters
- Must have at least one upper case letter
- Must have at least one number
- Cannot use a dictionary word, although two dictionary words together may pass
- Must have at least one supported special character

- Can only use database supported special characters, which include the underscore (_), dollar sign (\$) and pound symbol (#) characters. The following characters are not recognized and should not be used for Oracle Database user passwords: ! @ % ^ & *

For example, Hello3&there will not pass because **Hello** and **there** are separated dictionary words by symbols/numbers, but Hellothere\$1 would pass.

Renaming the Symphony Server Name

Once Microsoft Windows has finalized configuring your settings, and you have signed onto the server, the Server Manager utility launches.

Refer to the Microsoft TechNet Library for more information about server name recommendations for this operating system.

From the Server Manager utility, perform the following steps:

1. Select **Local Server**, under the Dashboard section to change the computer name of the application server.
2. Select the current computer name link adjacent to the **Computer name** field.
3. From the **Computer Name** tab click the **Change...** button.
4. Enter the new *ServerName* in the **Computer Name** field, and click **OK**.

The new *ServerName*:

- a. Must begin with a letter.
 - b. Cannot exceed 15 characters.
 - c. Must not include the string *simphonyserver*.
 - d. Must contain only alphanumeric characters (no special characters).
5. Once the new computer name is entered, select the **OK** button. Microsoft Windows notifies you that the machine must be rebooted for the new computer name to take effect. Select **OK**.
 6. Select **Restart Now** when prompted to reboot the computer.
 7. Perform the following file edits:
Find and replace the default *ServerName* (SIMSERVER) in the following host files with the new *ServerName*. The default *ServerName* is associated with the localhost IP address.

Table 1 - Host Files

Path and filename	Variable
C:\Windows\System32\drivers\etc\hosts	change SIMSERVER to the new <i>ServerName</i>
C:\Windows\System32\drivers\etc\lmhosts	change SIMSERVER to the new <i>ServerName</i>

If Oracle Database 12c has been installed, find and replace the default `ServerName` in the following Oracle files with the new *ServerName*.

Table 2 - Oracle Database Files

Path and filename	Variable
C:\Oracle\app\product <i>version</i> \dbhome_1\NETWORK\ADMIN\listener.ora	HOST= <i>ServerName</i>
C:\ Oracle\app\product <i>version</i> \dbhome_1\NETWORK\ADMIN\tnsnames.ora	HOST= <i>ServerName</i>

2 Security Best Practices

This chapter describes security best practices for Symphony servers. Implement the security measures described in this chapter in addition to Symphony security best practices accessible at My Oracle Support at <https://support.oracle.com>.

For Gen9 servers using Microsoft Windows Server 2012 R2:

1. Log onto the Symphony application server using an administrator account.
2. To change Windows Update settings, click **Start**, click **Control Panel**, click **Windows Update**, and click **Change Settings**.
3. To manage user accounts:
 - a. Click **Start**, right-click **Computer**, and select **Manage**.
 - b. On the Computer Management window, expand **Configurations**, expand **Local Users and Groups**, and expand **Users**.
4. Avoid using an administrator account for operations that do not require administrator privileges. To create a new, non-administrator user account:
 - a. Right-click the **User** folder and select **New User**.
 - b. Fill out the New User form, select **User must change password at next logon**, and click **Create**.
 - c. Give the manager or user the account name and the current password.
5. If you are giving a manager an administrator account:
 - a. Right-click the name of the account you want to set as an administrator and select **Properties**.
 - b. On the General tab, select **User must change password at next logon**.
 - c. On the **Member Of** tab, click **Add**, enter Administrators, and click **OK**.
 - d. Click **OK** to save the account properties.
 - e. Give the manager the account name and the current password.

3 System Initialization

This chapter describes initial system setup and Symphony access and initialization.

1. Log into the operating system with an administrator account.
2. Change the default user name and password. Follow the same password configuration steps on page 1-1 listed under step 4.
3. Verify that the server is set to the correct Time Zone settings, date, and time.
4. Install Symphony. For Symphony installation files, navigate to:
E:\Symphony_ *VersionNumber* \Setup.exe
5. Once Symphony is installed you can:
 - a. Restore a database.
 - b. Configure the POS application.

If you choose to install the Sample database:

Log onto the Symphony EMC using:

user: micros

password: micros

Refer to the *Symphony Installation Guide* for more information about installing Symphony at <http://docs.oracle.com/en/industries/hospitality/>.

4 Reports and Analytics Initialization

This chapter describes initial Reports and Analytics access and initialization.

1. Log onto mymicros using:
Username: super admin
Company: m
Password: password1

This is the only mymicros user that has the privileges to change the Organization ID, which appears in EMC (under Enterprise Parameters), but is defined in mymicros.

2. Select **System** from the **Admin** side menu.
 - a. Select the **Organizations** collapse menu and then select **Organizations**.
 - b. Select **10000 - Sample** and then select **edit** from the top menu.
 - c. Edit only the **Name** and **Short Name** fields:
 - Where **Name** is the site's full Organization name
 - Where **Short Name** is a shortened version of their full Organization name that is 3 letters long. For example:
John's Food Market = JFM

Appendix A Initial Configurations

This chapter describes initial server configurations.

Table 3 - Initial Server Operating System Settings

Setting	Description
Workgroup	WORKGROUP
Microsoft Updates	Auto download and notify for install Windows Malicious Software Removal Toolx64 (kb890830) not installed
Clear Virtual Memory Pagefile on shutdown	Enabled
Autoplay	Disabled for simadmin Enabled for new accounts
Firewall	On
Restore Points	Disabled
Remote Desktop	Disabled
Server Manager Remote Management	Disabled
Power control settings	
Turn off the display	Never
Put the computer to sleep	Never
Hard disk / Turn off hard disk after	Never
USB / USB selective suspend setting	Disabled
Power buttons and lid / Power button action	Shut down
This chapter describes initial server configurations.	
PCI Express / Link State	Off
Power Management	
Performance Options	
Visual Effects	Let Windows choose what's best
Advanced / Processor scheduling	Programs
Data Execution Prevention	Turn on DEP for essential Windows programs and services only
Local Area Connection 1 Properties	
Internet Protocol Version 6 (TCP/IPv6)	Enabled
Internet Protocol Version 4 (TCP/IPv4)	Enabled, assigned by DHCP

Global policy settings	
Always use classic logon	Enabled
Enforce password history	Enabled and set to 4
Maximum password age	60
Password must meet complexity	Enabled
Audit account logon events policy	Enabled for both Success and Failure
Audit logon events policy	Enabled for both Success and Failure
Audit privilege use policy	Enabled for both Success and Failure
Shutdown settings	
Allow system to be shut down without having to log on	Disabled
Do not display Install Updates and Shut Down Option	Enabled
Do not adjust default option to Install Updates and Shut down in the...	Enabled

Default administrative shares have been disabled. To enable administrative shares, click the link provided below and follow the directions provided there:
<https://support.microsoft.com/en-us/kb/954422>

Appendix B Drive Contents

This chapter describes initial server partition drive sizes and contents.

Gen9 Server Models

HP ProLiant ML350p Gen9 tower server

HP ProLiant DL380p Gen9 rackmount server

Table 4 - Gen9 Server Model Partitions

Drive partitions	Description of drive contents
C drive - 150 GB	Operating System
D drive - 600 GB	N\A
E drive – 150 GB	Simphony <i>Version</i> installation media