

**Oracle® Hospitality Symphony First Edition Venue  
Management (SimVen)**

Installation Guide

Release 3.8

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# Preface

This document provides instructions on how to install and configure Oracle Symphony Venue Management (SimVen). This version only supports Symphony First Edition.

## Audience

This document is intended for all users of SimVen.

## 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 all associated log files that reflect the error
- 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
December 17, 2015	<ul style="list-style-type: none"><li>• Initial publication.</li></ul>

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# 1 Getting Started

This guide provides instructions on how to install, upgrade, and configure SimVen for Microsoft Windows Server 2008 R2 operating system.

## Before You Start

Before you begin installing or planning an installation, be sure to review the following information:

- If you have Oracle Hospitality Symphony First Edition (Symphony FE) installed, Oracle Hospitality recommends installing SimVen on a server separate from the Symphony FE database and application components.
- Make sure you have:
  - Working knowledge of Microsoft Windows.
  - Microsoft Windows administrative privileges.
- The SimVen Installation Media consists of two folders:
  - SimVen Installer and SimVen Interface.
- You must first install the SimVen application before installing the SimVen Interface. When using the SimVen installer, you can create the TangentC database using Microsoft SQL server. The SimVen Interface service provides its own installation application that enables the services to be installed.

## Deployment Scenarios

### Installing All-in-One

In an all-in-one scenario, you install the SimVen Back Office application and the SimVen database (TangentC) on a single server.

### Installing the Application and Database on Separate Servers

You can install the SimVen back office application components on a single or virtual server and install the TangentC database components on a server where SQL is installed.

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## 2 Pre-Installation Tasks

Perform all pre-installation tasks to ensure that you can successfully install Symphony Venue Management version 3.8.

**Table 1 - Pre-requisites**

Pre-Requisite	Instructions
Visual Dataflex Software license code	You will receive an email with the license codes for the software Visual Dataflex. The same license codes will also be emailed to the site's Sales Representative. If you lose the software license codes, contact your Sales Representative.
Install Microsoft SQL Native Client on the database server.	For instructions on how to download and install Microsoft SQL Native Client, refer to the Microsoft TechNet Library at <a href="https://technet.microsoft.com/en-us/">https://technet.microsoft.com/en-us/</a>
Install a database platform on the database server.	SimVen currently only supports the following database server platforms: <ul style="list-style-type: none"><li>• Microsoft SQL Server 2005</li><li>• Microsoft SQL Server 2008 R2</li></ul> For instructions on how to install Microsoft SQL Server, refer to the Microsoft TechNet Library at <a href="https://technet.microsoft.com/en-us/">https://technet.microsoft.com/en-us/</a>
Download the Oracle Symphony Venue Management installation media.	Download the Oracle Symphony Venue Management installation media from the Oracle Technology Network (OTN) website at <a href="https://edelivery.oracle.com/">https://edelivery.oracle.com/</a>

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## 3 Installation

This chapter describes how to install SimVen using various deployment scenarios.

### Installing on a Single Server

1. Browse to the **SimVenInstaller** folder on the SimVen application server, run the **setup.exe** file, and click **Next**.
2. Select **SimVen app and DB** as the Setup Type.
3. Enter an existing **SQL Server Name** and **Login** for a database administrator user, and click **Next**.
4. Enter the password for the SQL Server Administrator Login, and click **Next**.
5. Enter a username for the default SimVen database (TANADMIN), and click **Next**.
6. Enter a strong password using a minimum of eight characters including a special character and number for the default SimVen database and click **Next**.
7. Select **Local Installation Drive** location and click **Next**.
8. Select an existing program folder to create a shortcut, and click **Next**.
9. Follow the wizard's instructions for installing the Visual DataFlex 2009 Client Engine (15.1) and perform the following step:
  - Select **Local Installation**, when prompted for the installation location, and click **Next**.
10. Click **Install** if you don't have Microsoft Visual C++ 2008 or **Repair** if you are installing SimVen on the same server as Symphony FE and click **Finish**.
11. Select the **Authentication** tab. If a pass phrase has never been created, the system reports the **Authentication Token Status** as **No Authentication Token Found**.
  - a. Enter a new passphrase in the **New Pass Phrase** text box using a minimum of 8 characters and click **Change** to verify it. A dialog box should appear stating the following: **Successfully created a New Pass Phrase**.
  - b. Click **OK**. The **Authentication Token Status** now reads: **Authentication Token Status is Valid** and includes the date of the latest pass phrase update.
12. Browse to the **SimVenInterfaceInstaller** folder on the SimVen application server and run the **setup.exe** file. Click **Next**.
13. Select the database platform that Symphony FE is running on and click **Next**.
14. Select the appropriate services to install according to the following table, and click **Next**.
  - Refer to [SimVen Interface Services](#) for more information about the interface services.



**Table 2 – SimVen Interface Services**

Services	Description
TangentService	Select this web service to enable SimVen interaction with Symphony FE.
VenueManagement	Select this web service program to query the local TangentC database and run the automatic processes for Inventory Snapshots and Stand Sheet Commit.
TangentWinService	Select this windows service program to enable communication between the Symphony FE POS system's workstations and the VenueManagement web service and TangentService.

15. Enter a port number for the Tangent Win Service that should match the port number assigned to Tangent Interface (Tangent.isl) by Symphony FE (usually it is port 5050). The TangentWinService program uses this port to communicate with the workstations during the commit process.
16. Click **Next**.
17. Enter the **Venue Management Web service URL** for the SimVen interface services, and click **Next**. You can use any free port number other than the default.
18. Enter the **Tangent Web Service URL** for the SimVen interface services and click **Next**. Replace *IP Address* with the IP address of the server that is running the TangentService. You can use any free port number other than the default.
19. Click **Read DB Settings** in the Database tab of the Database Password and Authentication Passphrase Encryption Utility dialog box, and click **Yes** to create a default file.
20. Select the Symphony FE Transaction database (MCRSPOS) from the databases table, enter the login credentials, select **Save Password** to save the credential in the DB settings file, and click **Test Connection**.
21. Repeat step 20 for the Reporting Database (Location\_Activity\_DB) and the TangentC database (default).
22. If you want to change the current passphrase, select the **Authentication** tab and enter the **Current Pass Phrase** and the **New Pass Phrase**.
  - a. Verify the new passphrase and click **Change**. The **Authentication Token Status** shows an **Authentication Token is Valid** message and includes the date that the passphrase was last updated.
23. Click **Finish**.
24. Close the dialog box and click **Finish**.

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## Installing the Application and Database on Separate Servers

Before installing SimVen on a separate server, you must first install the SimVen database on the database server where Microsoft SQL Server is installed.

### Installing the Database

1. On the database server, browse to the **SimVenInstaller** folder and double-click the **setup.exe** file to begin the installation.
2. Select **Database Only** as the setup type.
3. Enter the SQL server name and username for an SQL Server Administrative user, and click **Next**.
4. Enter the password for the SQL Server Administrative user and click **Next**.
5. Enter a username for the default SimVen database (TangentC), and click **Next**.
6. Enter a password for the default SimVen database and click **Next**.
7. Select the **Local Installation Drive** location and click **Next**.
8. Provide a new folder name or select a Program Folder from the existing list to add a shortcut, and click **Next**.
9. Click **Finish** to complete the installation.

### Installing the SimVen Application

1. On the application server, browse to the **SimVenInstaller** folder and double-click the **setup.exe** file to begin the installation.
2. Select **SimVen Application** as the Setup Type.
3. Select the **Local Installation Drive location** and click **Next**.
4. Select an existing program folder to create a shortcut, and click **Next**.
5. Enter the existing SQL Server name or IP address where the TangentC database is installed.
6. Follow the instructions in [Installing on a Single Server](#) from Step 9 onwards to complete the installation.

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## 4 Post Installation Tasks

Table 3 lists the post-installation tasks after successfully installing the SimVen application.

**Table 3 – Post Installation Tasks**

Task	Instructions
Register the Visual DataFlex software license.	<ol style="list-style-type: none"><li>1. Go to <b>Program files, Visual DataFlex 15.1</b>, and open <b>Bin</b>.</li><li>2. Run the <b>Register.exe</b> application.</li><li>3. Enter the <b>Serial Number</b> provided by the Sales Representative.</li><li>4. Enter the <b>Registration Name</b> provided by the Sales Representative.</li><li>5. Enter the <b>Registration Code</b> provided by the account manager.</li><li>6. Click <b>Register</b>.</li></ol>
Open the SimVen application through shortcut.	<ol style="list-style-type: none"><li>1. Double-click the <b>Simphony Venue Management</b> shortcut to start SimVen. If you do not see a shortcut, click <i>Start</i>, select <b>Program Files</b>, select <b>Simphony Venue Management</b>, then click <b>Simphony Venue Management</b>.</li></ol>
Microsoft SQL Server Login Credentials prompt.	<ol style="list-style-type: none"><li>1. Enter the Microsoft SQL Server Login credentials: Server: SQL Server name you provided during installation. Username: Local TangentC database username that you provided during the installation. Password: Local TangentC database password that you provided when installing the database. Database: Select <b>TangentC</b>.</li><li>2. Click <b>Connect</b>.</li></ol>
SimVen application login	<ol style="list-style-type: none"><li>1. Log in to the SimVen application with: Username: SYSADMIN Password: sysadmin\$1</li></ol>

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## 5 Troubleshooting

For assistance on troubleshooting, review the install log files stored on the C Drive.

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# Appendix A

## SimVen Interface Services

**Table 4 - SimVen Services**

Service	Description
TangentService	<p>A web service program that enables the SimVen Back Office application to:</p> <ul style="list-style-type: none"><li>• Obtain necessary configuration information from Symphony First Edition</li><li>• Post menu item records to Symphony First Edition</li><li>• Handle the creation and retrieval of Stand Sheets<ul style="list-style-type: none"><li>– The Tangent web service is used for the cloud environment and can be installed on a separate server</li></ul></li></ul>
VenueManagement	<p>A web service program that queries the local TangentC database and runs the automatic processes for Inventory Snapshots and Stand Sheet commits.</p>
TangentWinService	<p>A Windows service program that enables communication between the Symphony POS system's workstations, VenueManagement web service, and TangentService for gathering sales information needed for the Stand Sheet commit process.</p>