micros®

BellaVita – Spa and Wellness

HTNG installation manual for BellaVita

BELLA Vita

ON ORACLE

Minimum versions
Opera: v5.0.02.03e8
BellaVita: 2.6.5.16*

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1.1	**2**	BSZ	2 Apr 12	Updated and tested
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Purpose of Documentation

This document has been created to provide guidelines for the installation of HTNG for BellaVita, provide useful information and advice for testing and troubleshooting. This documentation has been prepared based on Windows 2003, 32bit server technology. Opera version v5.0.03.01/11 BellaVita version 2.6.5.16
Please note that for different versions of Opera and BellaVita other settings may apply. We tried our best to include most of these as notes of each section.

Schedule for remote HTNG setup for BellaVita

Prior to the below 2 day project it is required to have:

- Remote connection:
  - to Opera, HTNG(OXI) and BellaVita servers with administrator rights
- Oracle client:
  - downloaded (by local IT)
- Windows Install CD:
  - to be available for the components in the pre-work of the HTNG installation
- IFC mapping sheet:
  - to be filled out by client or written confirmation to use the previous IFC (FIAS) mapping
- Opera licenses:
  - OPX_BELL
  - IFC_OPX
- *No significant downtime required – but the HTNG server has to be restarted once in the process of installation. During testing BellaVita may need to be restarted a few times.*

DAY1
Installation of HTNG IFC Pre-work - Oracle client setup - IIS - ASP.net framework >> restart required afterwards - OEDS components Configuration of HTNG Part 1 OXI - IFC parameters - Conversion Codes Configuration of HTNG Part 2 POS IFC Other configuration Tasks OEDS services Starting the IFC Testing
DAY2
Testing after Night Audit of Opera and trouble shooting Configuration amendments Testing

Installation of HTNG Interface Pre-work

General Comments:

- It is recommended to install HTNG on a separate machine. In some cases, it can be installed on the OXI server, but it is regarded as safer to keep them separate.
- During the installation of HTNG you will need to install a number of components, which require the administrator rights. Make sure your user has these otherwise communicate this to local IT.
- After the installation of Windows components and before the installation of OEDS the server has to be restarted. Please take care of the scheduling of this restart especially in hosted environment.
- For the installation of HTNG for BellaVita, you need two licenses:
  - OPX_BELL > Required for OXI configuration items to be available
  - IFC_OPX > Required for the configuration of the POS interface

To install HTNG, there are four components necessary to be installed: Oracle client, IIS, .net framework, OEDS

Oracle Client

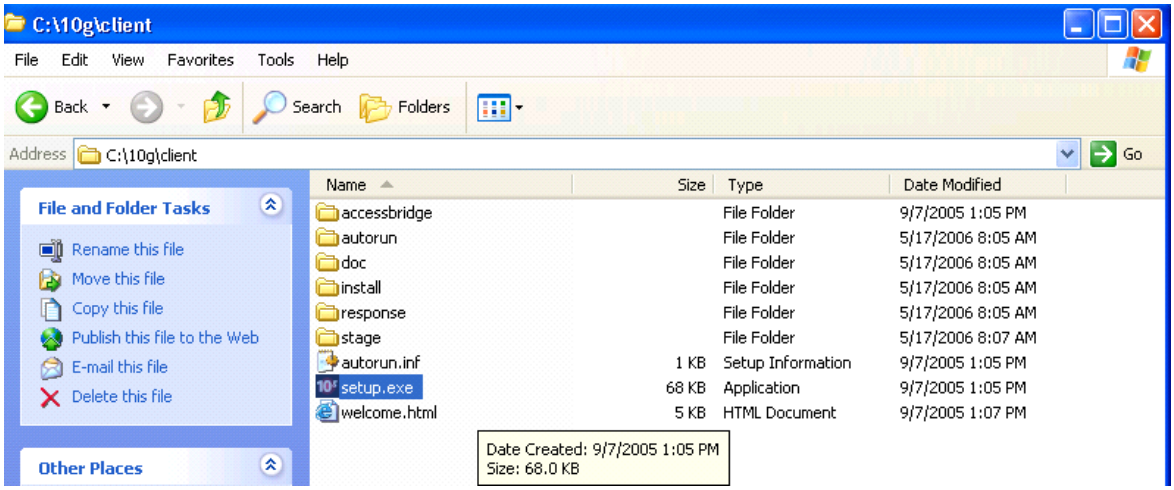
- It is recommended to keep copies of the various Oracle Clients with you or ask the hotel to download the Oracle Client prior to the installation from Oracle.com
- **Please note that Opera works with 10g so any settings that are set in BellaVita for 11g may cause issues.**
- If you need to install the Oracle Client on the server, please find instructions below:

For Opera Version 5.x - Oracle 10g Client should be used to install the Oracle/OEDS services. The file name is 10201_client_win32.zip and can be downloaded from ftp://ftp.micros.com/fidelio/opera/customers/OperaGTS/10201_client_win32.zip

The 64-bit client can be downloaded on oracle.com. Please make sure to also download this patch and apply it after the Oracle Client installation: http://updates.oracle.com/ARULink/PatchDetails/process_form?patch_num=5337014

Extract the Zip-file to a local drive on the OEDS computer

Double click on the setup.exe located in the directory you extracted the Zip-file in.

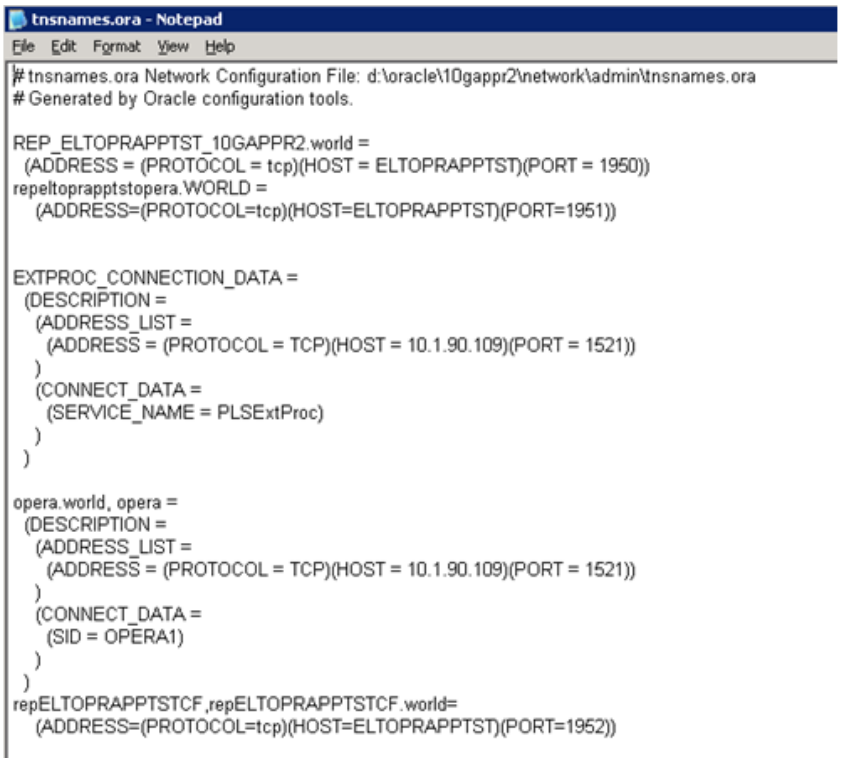


Click on **Next >** Button

Select **Administrator** installation type and click **Next >** button (this will install the OEM console)

When the Oracle Client has been installed, you need to check, if the **tnsnames.ora** file contains the IP address and/or servername, where the database server is located. Instead of manually configuring the tnsnames.ora, it is recommended to take a copy of this file from an existing OPERA Application Server. You can find the file in D:\oracle\10gappr2\NETWORK\ADMIN.

This is how a correctly configured tnsnames.ora should look like. The most important to check is the **HOST and PORT numbers**.

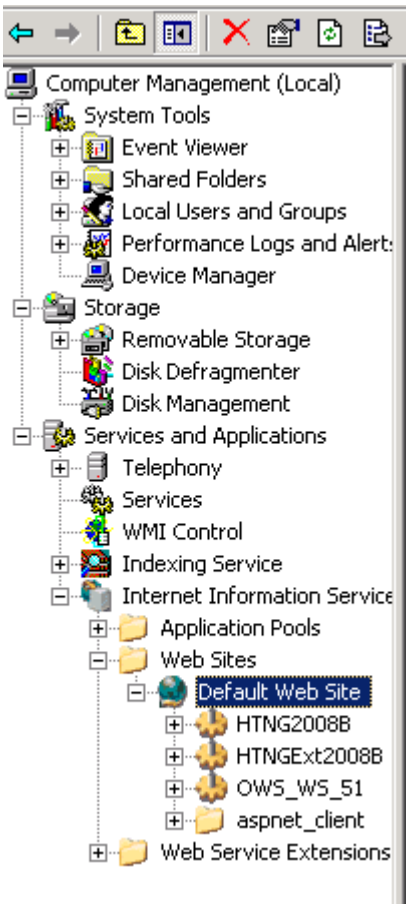


If the file is not present in the specified path or does not contain the relevant information, OEDS will not be able to connect to the database during your OEDS configuration, while returning a connection error.

If the site is hosted in FRDC: Always ask for the assistance of a DBA to create the tnsnames.ora file or include it in the DBA ticket you open for the IFC machine.

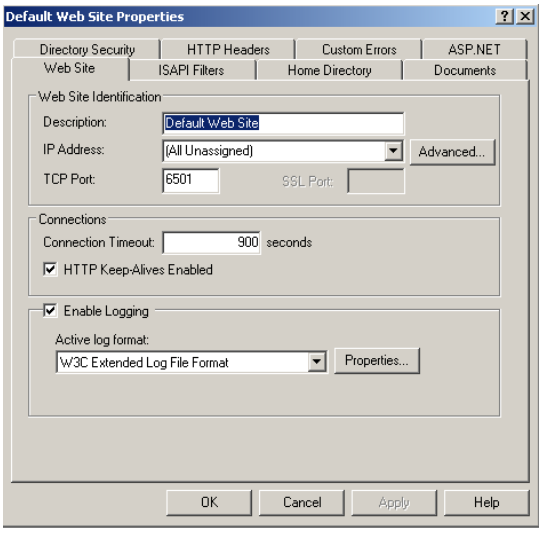
Microsoft IIS

After you installed IIS, you need to check the settings of the “Default Website”. Right-Click on "My Computer, select "Manage" You will have to select “Services and Applications” from the list on left >Internet Information Services >Default Website

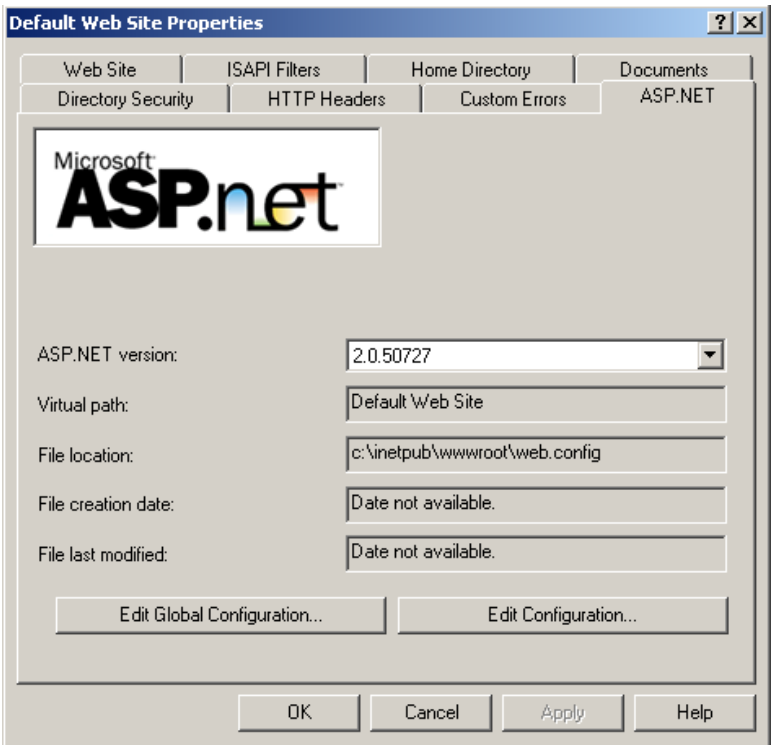


Please note that you will not see HTNG2008B, HTNGExt2008B and OWS_WS_51 under the Default Web Site option before installing OEDS.

Right-click on **Default Web Site** and select properties. On the Web Site tab, the most important information to be changed is the TCP port, which has to be set to the standard **6501** unless not available.This port has to be open from both HTNG server and BellaVita server side.



On the ASP.net tab, check the version:



Make sure the version in use is at least 2.0. Any other versions registered and used may cause issues.

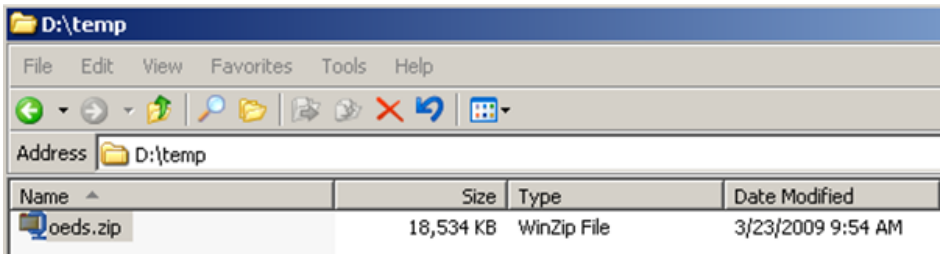
Please note, that when the ASP.NET version field is blank, either the .NET framework is not installed or not registered properly. To do that follow the steps mentioned in the document “EAME Opera - IIS and .NET Installation.pdf”.

RESTART the HTNG server

OEDS components

The installation and Configuration files of OEDS (Opera Electronic Distribution Suite) can be found on the Opera Application server under **D:\micros\opera\tools\OEDS** or alternatively, download it from Opera share point.

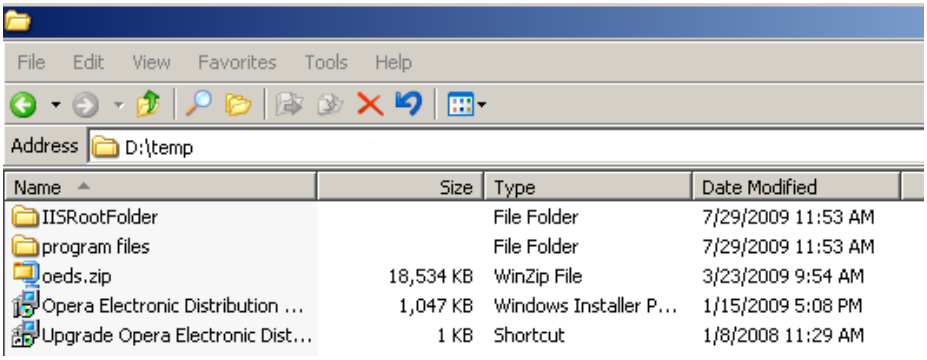
This folder contains a zip package with the name oeds.zip. Copy them to a temp folder on the HTNG server.



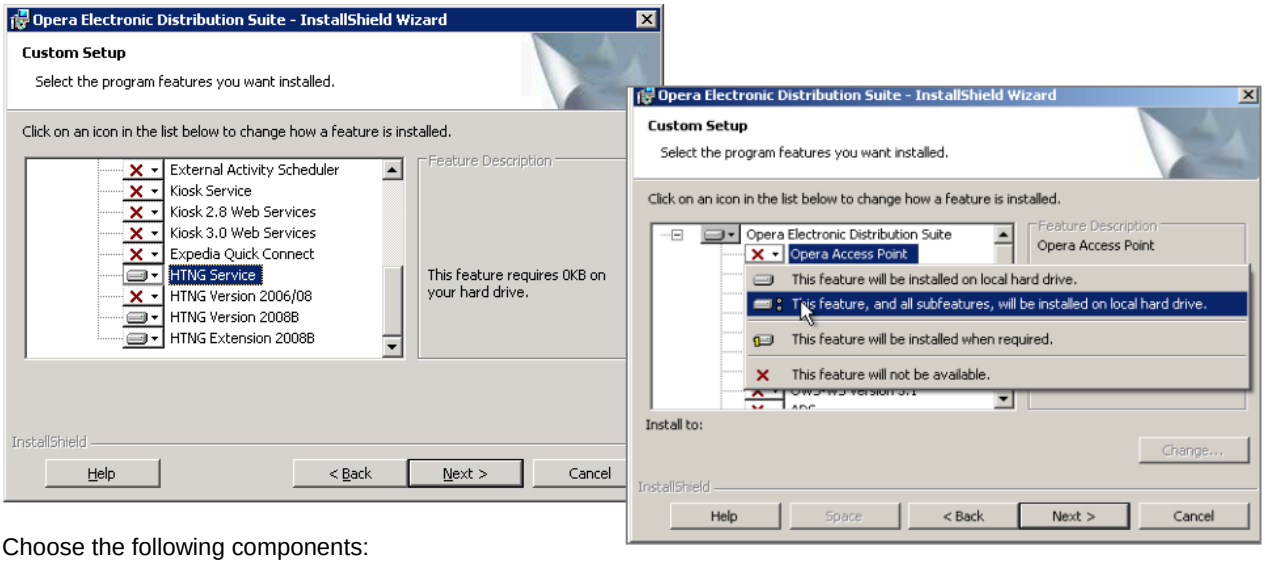
After extraction, we have the installation files and two executable files:

- Opera Electronic Distribution Suite.msi >Main Installation File
- Upgrade Opera Electronic Distribution Suite.msi >When OEDS needs to be upgraded

You need to execute the installation file for OEDS.



On the first screen, select custom installation.



Choose the following components:

- Opera Access Point
- HTNG Service
- HTNG 2008B
- HTNG 2008B Extension

All these OEDS components have to be installed using **"Install with all Subfeatures"**

Important Note:
OEDS Version check: If OEDS is already present or after the installation of OEDS you need to compare the OEDS version to the Opera version installed on the application server. This can be done by checking the properties of one of the EAS_GAMING.dll files in the following folder:

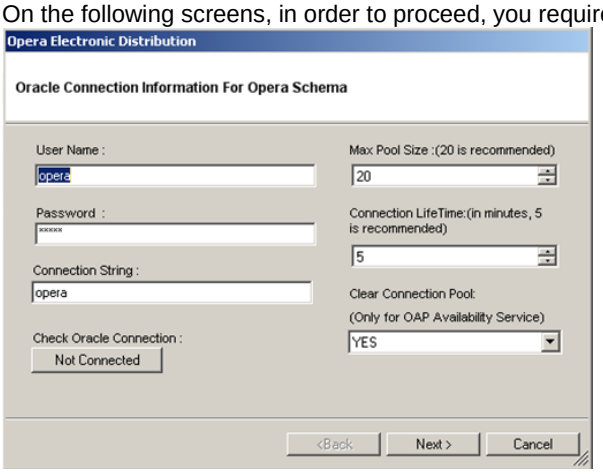
c:\program files\micros systems\oeds\eas_gaming\bin

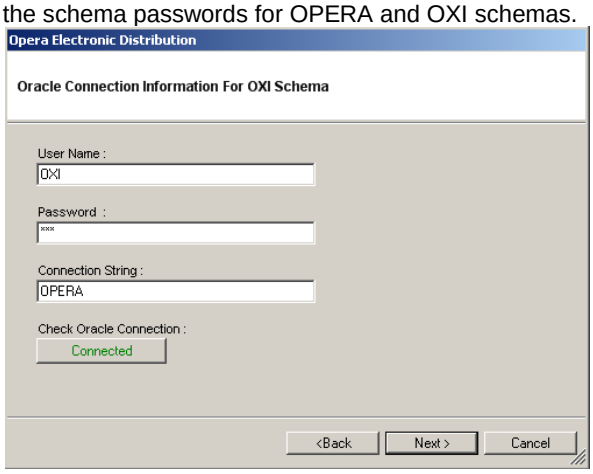
If the difference is only an Epatch, then copy the latest version of the oeds.zip file from the OPERA Application Server, extract the file and run the upgrade wizard, which upgrades the .dll files of OEDS.

If the difference is a service pack or more, you need to uninstall the installed OEDS components and reinstall OEDS from a fresh copy of the oeds.zip from the OPERA Application Server.

Schemas:

On the following screens, in order to proceed, you require the schema passwords for OPERA and OXI schemas.



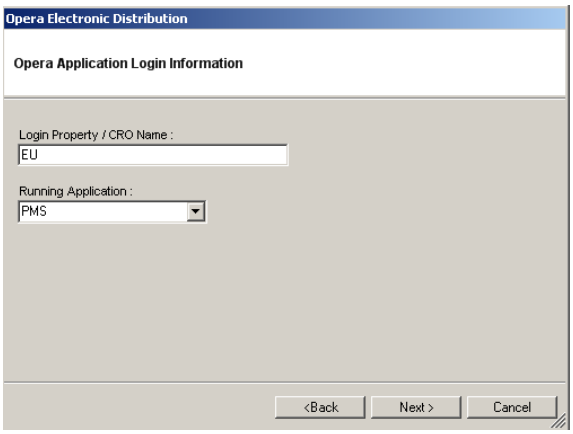


In a non-PCI environment, the database connections may be the standard ones, but still, contact the local office to check the access details.
In FRDC environment a DBA Ticket needs to be opened, where the DBA has to connect to your session and enter the passwords.

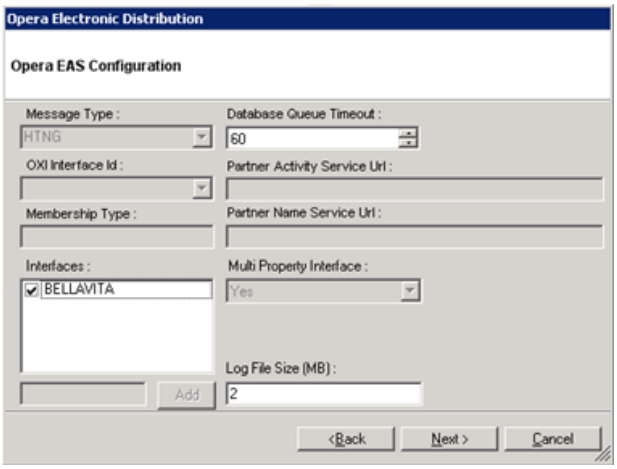
Make sure that the connection string points to the right database. You can check this by entering `tnsping opera` to the command promt where it will show the name of the database server linked to this name (for example opera)

Click on Not Connected button to test connection.

Please keep the default values for „Max Pool Size“, „Connection Life Time” and “Clear Connection Pool”.



In „Login Property“ enter one of the resort codes (in case of Multi-Property). This values will not have to be changed if additional properties are being installed. The “Running Application” has to be set to “PMS”.



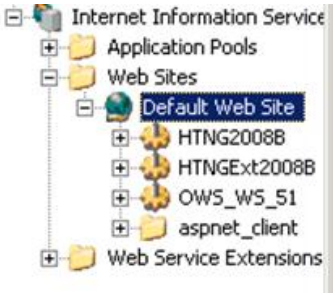
Select the HTNG Interface from the list in the bottom left part. Other details can be left on default.

General Parameters:

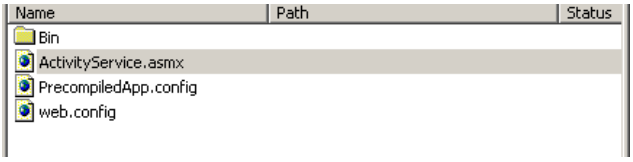
- Log level >**TRACE** for testing and support purposes, needs to be set to **MESSAGE** after testing
- Log XML >**YES** for testing and support purposes, needs to be set to **NO** after testing
- Other parameters can be left on default

The OEDS Install Shield Wizard creates the services required by HTNG, which will be discussed in detail at a later stage.

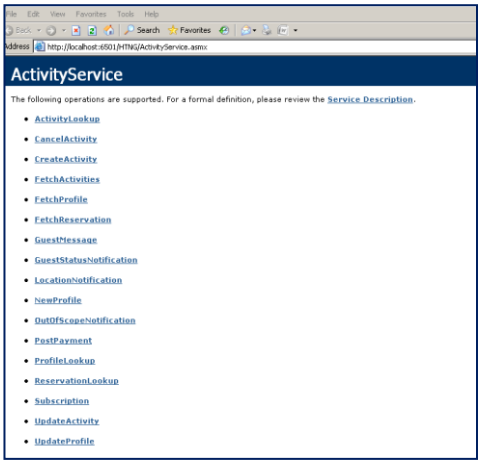
Now we will have the HTNG2008B and HTNG2008BEXT websites available at the Default Websites under Services and Applications.



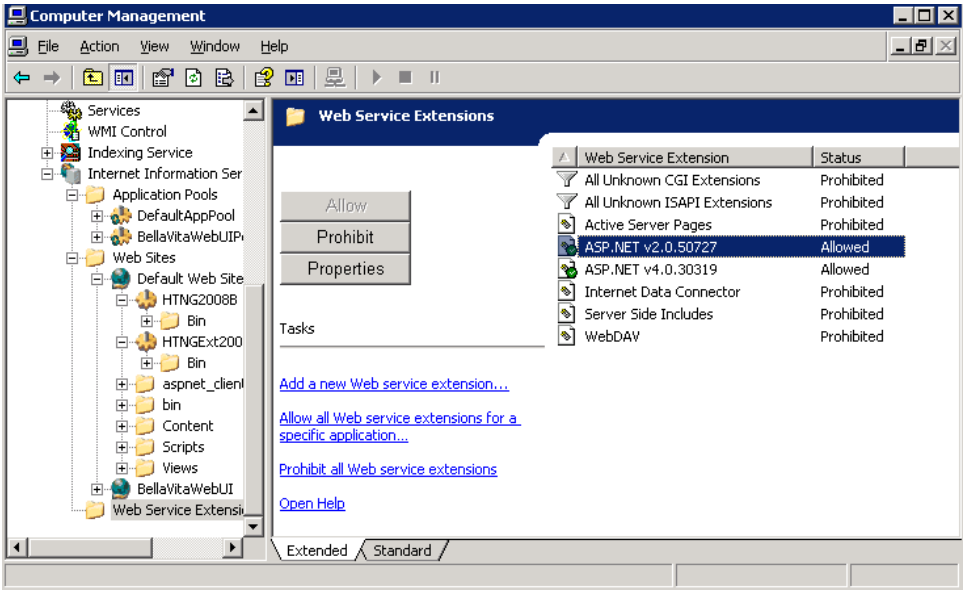
Click on HTNG2008B and HTNGExt2008B to reveal the available web services on the right side of this screen.



Right Click on ActivityService.asmx, choose browse and wait for the site to load. If the installation was successful you should see for both HTNG2008B and HTNGExt2008B a similar screen:



NOTE: If the page is not displayed, please check in Web Service Extensions, ensure ASP.NET v2.0.50727 is allowed. To see this, navigate to: Computer Management Console -> Services and Applications -> Internet Information Services -> Web Service Extensions.



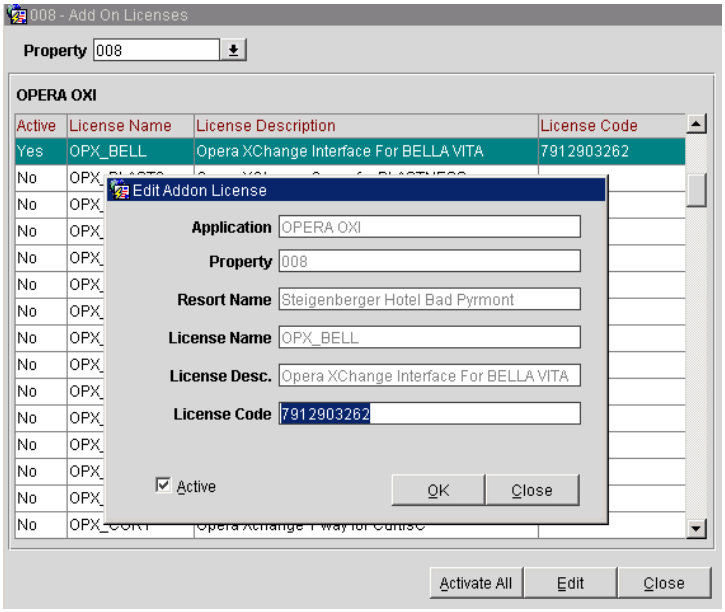
Web Service Extensions, ensure you “Allow” ASP.NET v2.0.50727 in the Computer Management Console -> Services and Applications -> Internet Information Services -> Web Service Extensions.

Now all HTNG components are installed. Continue with the configuration of the HTNG interface in Opera.

Configuration of HTNG Part 1. (OXI)

The License required for the first part of configuration in Opera Configuration and OXI is the OPX_BELL license which is to be inserted under Opera > Configuration > Setup > Licenses >OXI

Important note: The minimum version of Opera where the **OPX_BELL** license is available in the list of possible OXI licenses in Opera > Configuration > Setup > Licenses is **5.0.02.03 E8** If Opera is on a lower version OPX_BELL will not be available and the site will need to be upgraded to a higher version.

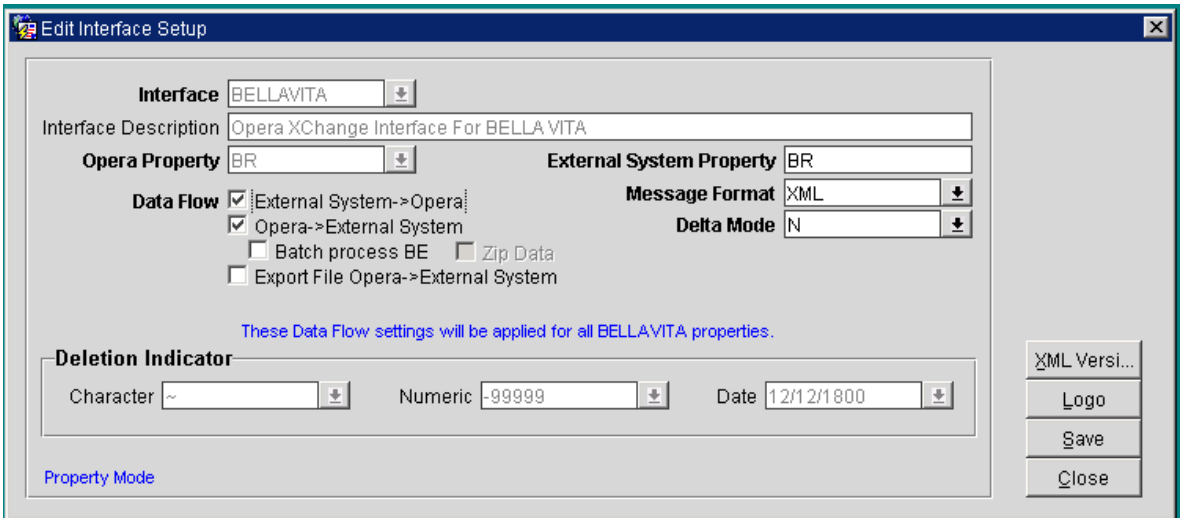


Important Note:

When entering the license, make sure that you only enter the license, activate the license but **DO NOT activate the external system**. Opera will ask you, if you want activate the system, where the answer is **"NO".** When all configuration tasks are completed, the external system can be activated, which will be discussed at a later stage.

Now that we entered the license, we can log in to OXI and create the new interface for our property.

OXI -> Interface Configuration -> New Interface.
Ensure to select "BELLAVITA" from the drop down list for "Interface". The property code is the property that BellaVita will connect to. The External System Property is the same as the "Opera Property". Data Flow: select options "External System ->Opera" and "Opera->External System". All other fields can be left on the default values.



Interface Parameters

After we configured the new interface, we have to define the Interface parameters used by HTNG.

Go to OXI > Interface Configuration >Interface Parameters where you will see 4 parameter groups.

Please find information below for the values to be used for:

OEDS_COMMUNICATION

ACTIVITY SERVICE URL http://BELLAVITASERVER:9090/bvserver/services/ActivityExtService

NAME SERVICE URL http://BELLAVITASERVER:9090/bvserver/services/NameProvider

RESERVATION SERVICE URL http://BELLAVITASERVER:9090/bvserver/services/ActivityExtService

The red part with BELLAVITASERVER needs to be replaced by the server name or IP address of the server where BellaVita is installed.

Note: When changing these URLs and HTNG is already live, it is recommended to restart the OEDS Services in order for the modifications to become active.

OEDS_GENERIC

BE MAXIMUM FAILED COUNT	20
BE MAXIMUM RETRY COUNT	3
BUSINESS EVENT ID	BELLAVITA
CONVERT CODES YN	Y
DESTINATION ADDRESS ID	http://www.micros.com/HTI
EXT WEB AUTHENTICATION PASSWORD	HTNG
EXT WEB AUTHENTICATION USER NAME	HTNG
IFC8 INTERFACE NO	13028
INTERACTIVE QUEUE ID	BELLAVITA
MAX ROWS IN LOOKUP	100
MESSAGE TYPE	HTNG_2008B
PURGE NO DAYS	7
SEND COMMENT WITH CONVERSION	N
SOAP CONTEXT FROM ADDRESS	urn:OPERA
TIMEOUT	1
TIMEOUT WHEN ERROR	60
WEB AUTHENTICATION PASSWORD	OPERA
WEB AUTHENTICATION USER NAME	OPERA

Destination Address ID http://www.micros.com/HTNGActivity/

IFC8 Interface NO No set value, at this stage it will be left empty. After you configured the POS Interface in Opera Configuration, the ID will be displayed in the upper left corner and that number should to be entered here.
(Opera Configuration > Setup > Property Interfaces >Interface Configuration)

OEDS_NAME

DEFAULT ADDRESS TYPE	HOME
DEFAULT COUNTRY CODE	US
DEFAULT PHONE TYPE	HOME
DEFAULT PROFILE TYPE	GUEST
DEST ENTITY ID	EAS
DEST SYSTEM TYPE	EAS
MATCH CRITERIAS	ABCDEGHIKSUWT
NO INSERT ON UPDATE	N
ORIGIN ENTITY ID	OPERA
ORIGIN ORGANIZATION ID	PROPERTY
ORIGIN SYSTEM TYPE	PMS
STAGE PROFILE REGION	NONE
STAGE PROFILE SOURCE	GAMING
SUBSCRIBE ON LOOKUP	Y

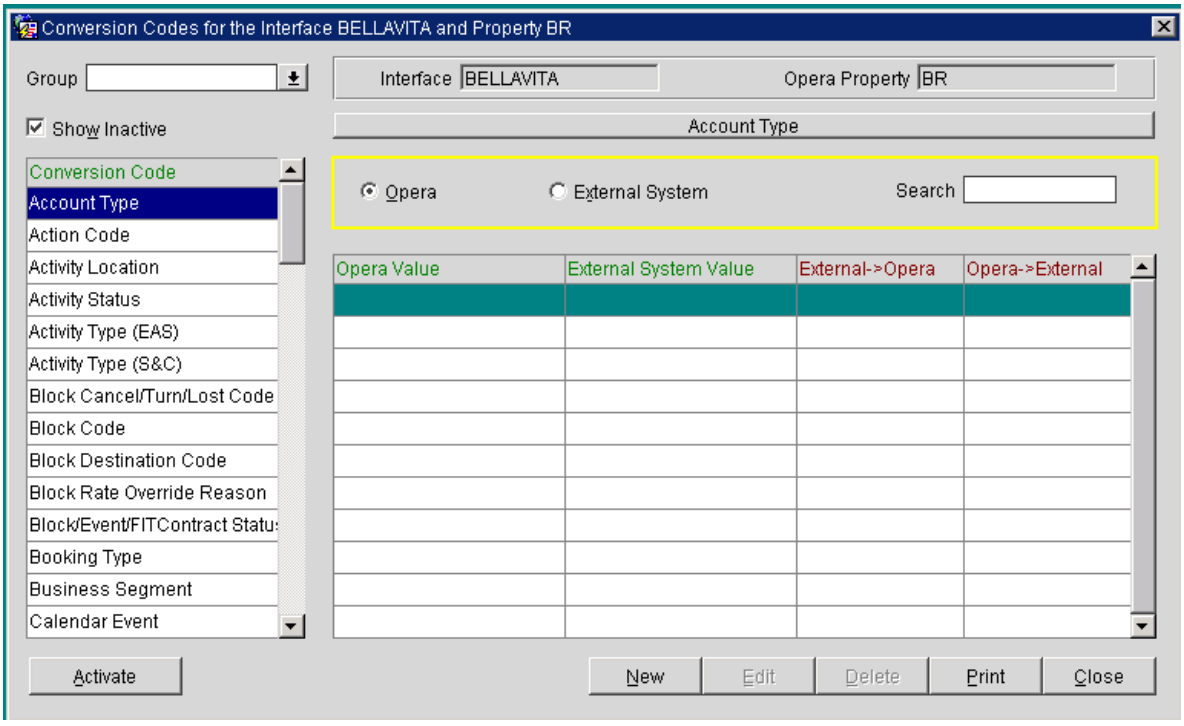
Select all values as shown above. The “Default Country Code” can be set to any value preferred by the hotel. Ensure it is a valid country code in OPERA.

OEDS_RESERVATION

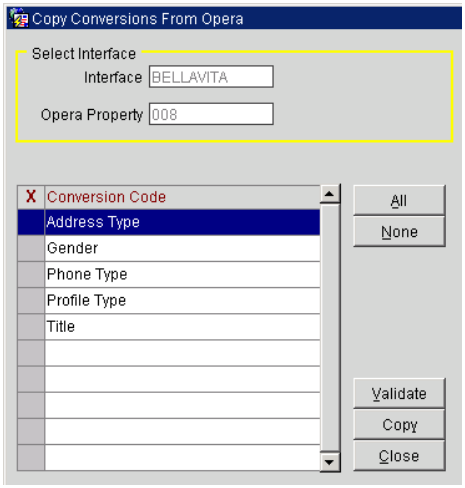
SEND SHARE YN = N
USE GUEST STATUS NOTIFICATION EXT = Y (This parameter has been introduced for BellaVita and it is not available in the first versions above the minimum requirement of Opera version.)

Conversion Codes

Conversion Code Groups need to be activated. When you click on Show Inactive, you will see the currently inactive Conversion Code Groups. Select the one you need and click activate. The Conversion Group you selected to be active, will be removed from the list as you currently only see the inactive ones. Deselect Show Inactive to see the active conversion code groups.

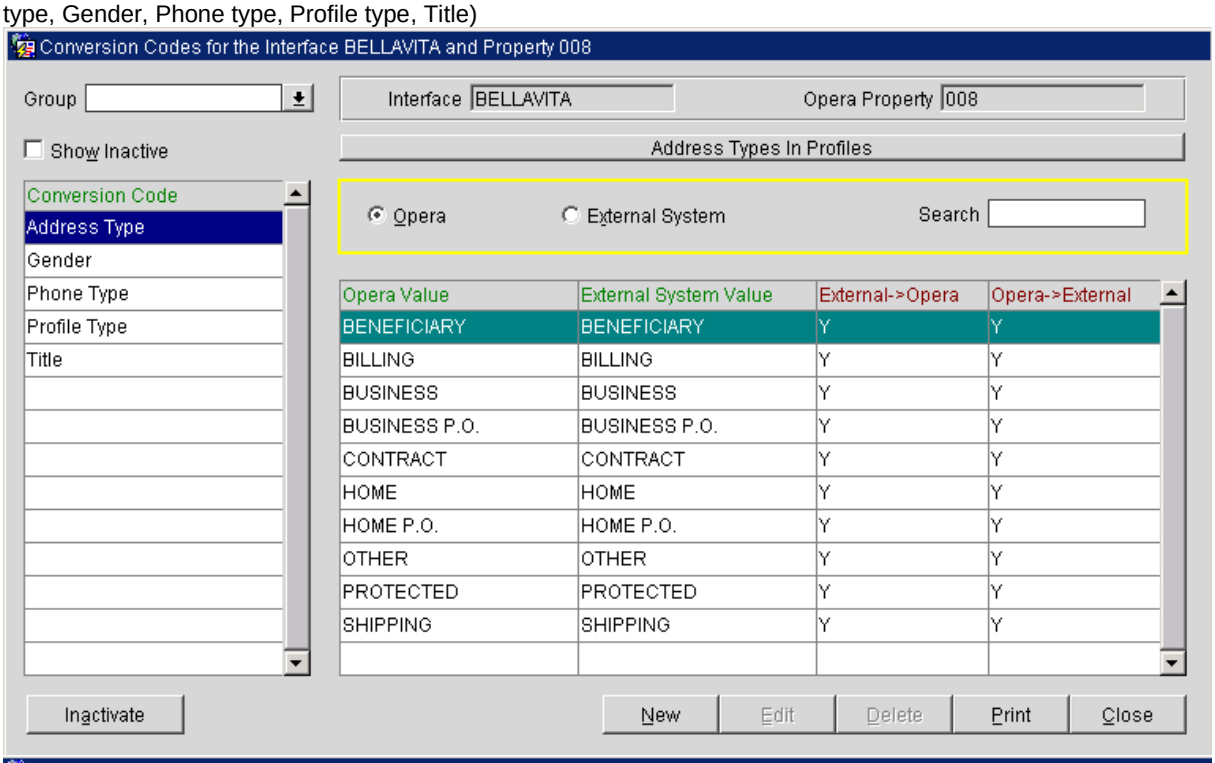


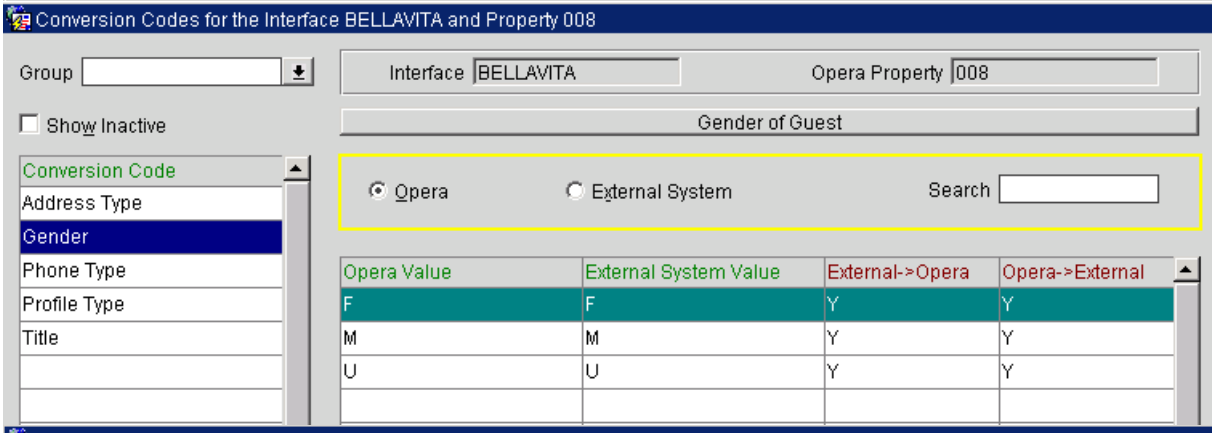
In order to copy the codes 1:1, go to the Utilities menu in OXI and select Copy Conversion.

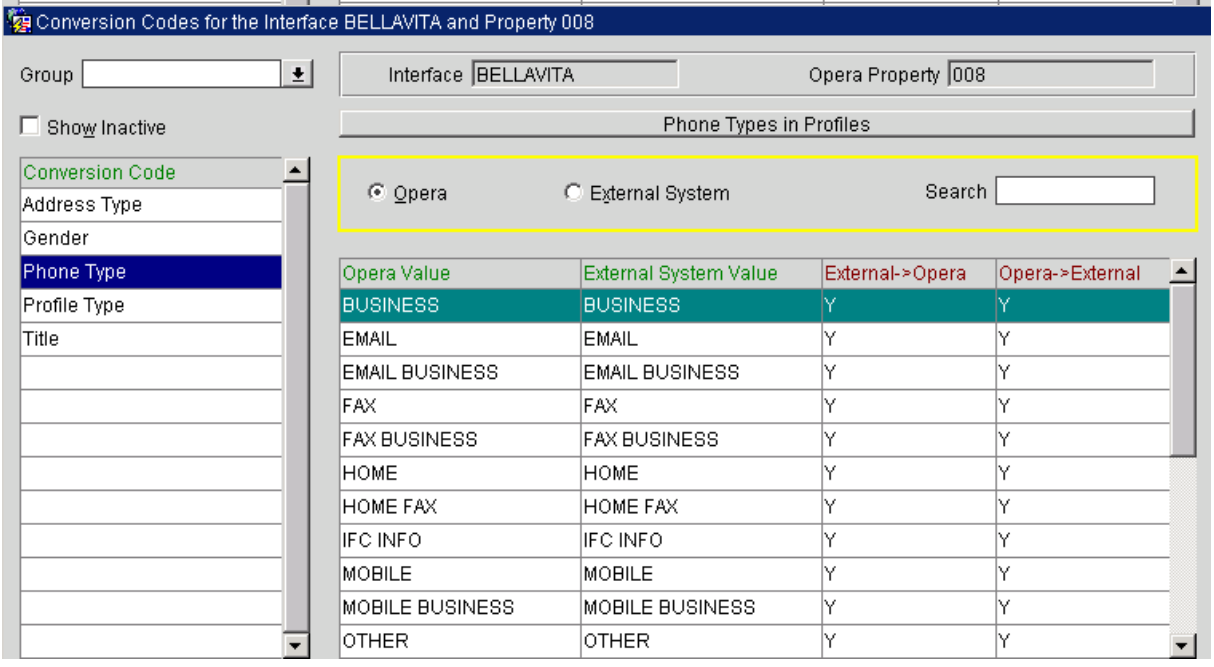


On this screen you can select the Conversion code Group you selected before as active. Select them on the side and click copy. OXI creates now the 1:1 conversion, which means each code arriving from the external system is converted to the same in Opera and vice versa.
Note: If there is nothing displayed in the above list, that means that there are no conversion codes active.

Please find below the conversion code groups used in a 1:1 conversion for BellaVita HTNG. (For all: Address type, Gender, Phone type, Profile type, Title)





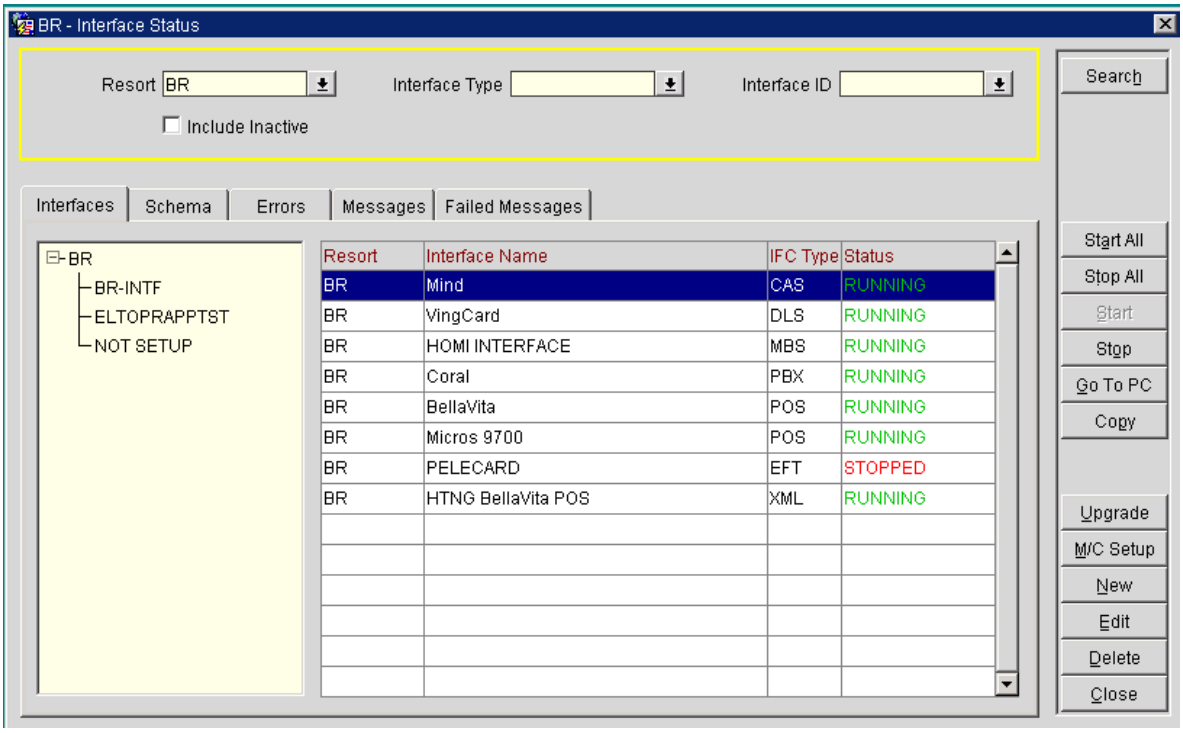


HTNG for BellaVita does not require **Interface Defaults**, **Profile Matching**, **Automatic Transmission Schedule** or **UDF conversion** to be set up.

After the Conversion Codes are defined, we continue the configuration in Opera Configuration

Configuration of HTNG Part 2. (POS Interface)

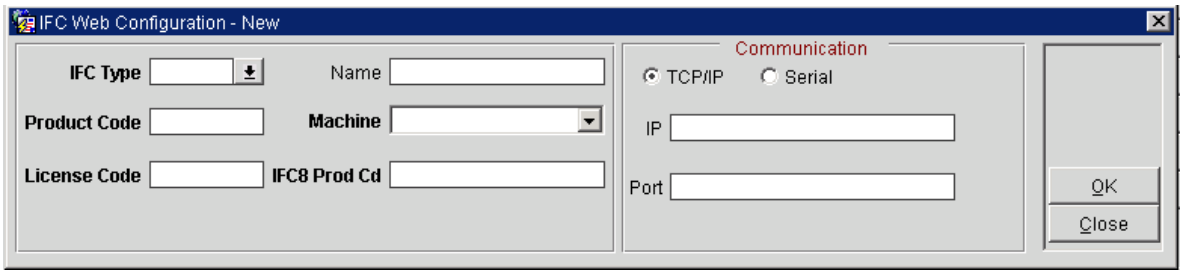
In Opera Configuration, select the **Interface Configuration** option from **Property Interfaces** from the **Setup** main menu.



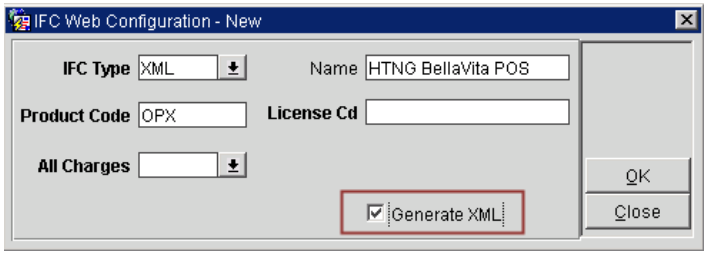
This screen shows the currently configured interfaces for this property.

The interface you see configured as **"property code/BellaVita/POS"** is not relevant as it represents the Interface configuration of the FIAS interface, the deprecated interface for BellaVita.

Select New



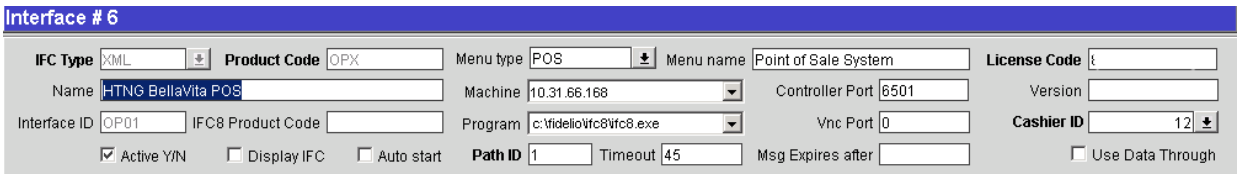
Once you have entered XML as the IFC Type, the screen changes:



Here you will be required to enter the details, as follows:

IFC Type:	XML
The Interface name:	HTNG BellaVita POS
Product Code:	OPX
License Cd.:	IFC_OPX license code
All charges:	You can set up a default Transaction Code here for this interface
Generate XML:	**do not tick** the "Generate XML" tick box

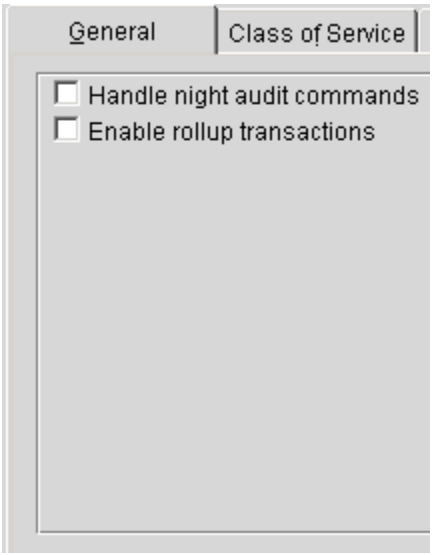
On the next screenshot you will see all other settings required.



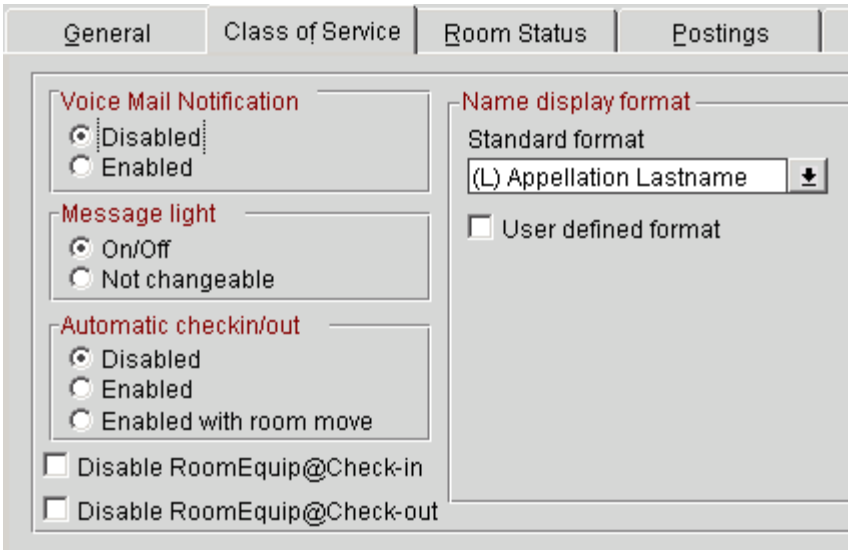
Interface # X:	On the top left corner you can see the number of the interface, that should be entered to the IFC8 interface number field in the Interface parameters (OEDS Generic).
Menu Type:	POS
License Code:	IFC_OPX license that was entered on the previous screen
Machine:	leave the default value
Controller Port:	leave the default value
Program:	leave the default value
Path ID:	leave the default value
Cashier ID:	If you have to create an interface cashier, because there is none configured already, please set up one in **Configuration > Cashiering > Cashiers > New. Make sure you select the Interface Cashier radio button.**

Please find below screenshots of the settings for each tab.

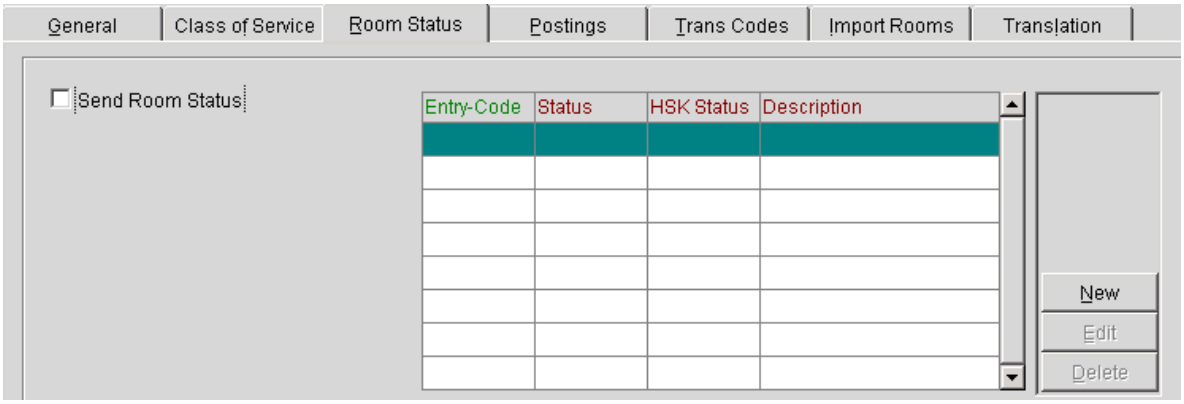
General



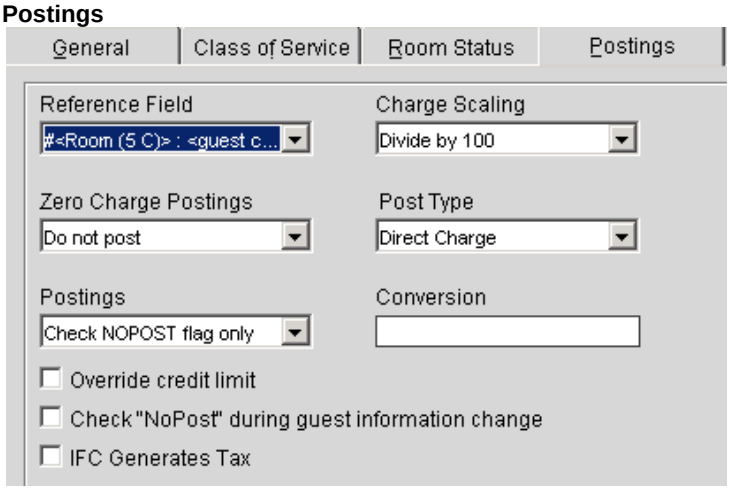
Class of Service



Room Status



Postings



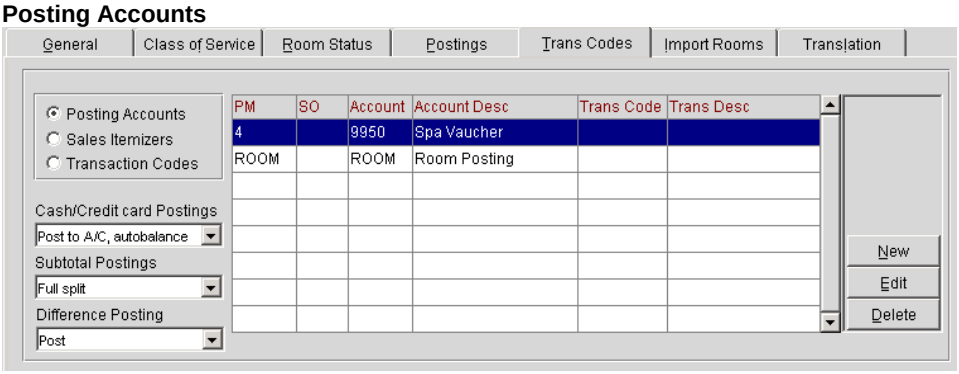
Transaction Codes

The Transaction Codes tab is defining how and which transaction code will be applied to the postings coming from BellaVita. Please use the mapping provided by the customer.

Important Note:

The following screenshots are only examples. Check if the property already uses FIAS and **CHOOSES** to apply the same Posting Accounts, Sales Itemizers and Transaction Codes for HTNG as well.
If the property chooses to use a different configuration, the site needs to fill in the IFC mapping table. This would be the case, when the site did not use BellaVita before or it is a whole new installation.

Posting Accounts

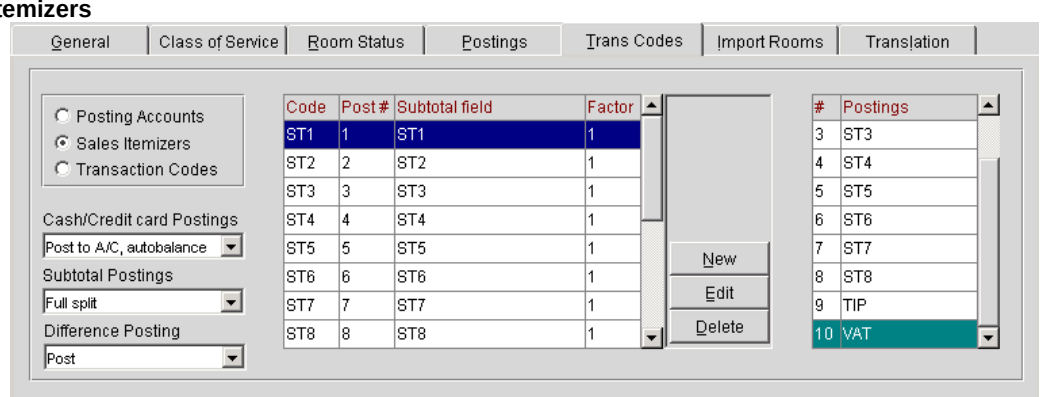


Ensure that one „Posting Account“ exists for „Room Postings“ as shown above. The values entered here are the ones from the BellaVita IFC mapping payment methods. See example below:

Payment Methods

Payment Method	BV-Code	PM
Hotel Room	1	no PM required
Cash	2	9335
Package	3	9334
Mastercard	4	9330
Visa	5	9331
Amex	6	9332
Diners	7	9333

Sales Itemizers



The configuration of the sales itemizers depends on the TAX handling of the property:

When the prices sent from BellaVita are **TAX Inclusive**, the TAX will be posted with the price of the treatment. In this case you need to setup a TAX code for all the Sales Itemizer Codes.

You can use 16 Sales Itemizers in HTNG: ST1-ST16

For Example:

ST1 – Massages	TX1 – Massages
ST2 – Beauty	TX2 – Beauty etc.

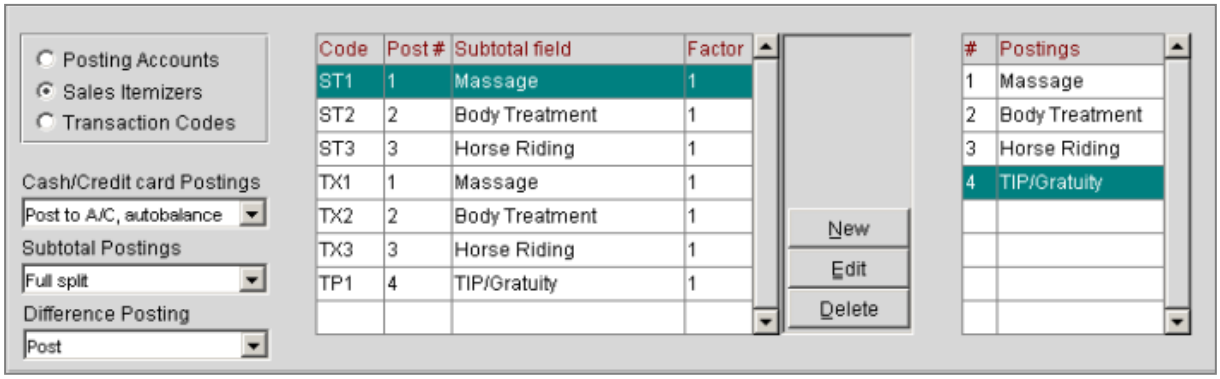
In case the prices sent from BellaVita are **TAX Exclusive**, after setting up the sales itemizers, you only need to setup the Tax type(s) of the country:

For Example:

ST1 – Massages	TX1 – 19%
ST2 – Beauty	TX2 – 7%
ST3 – Spa Products	etc.

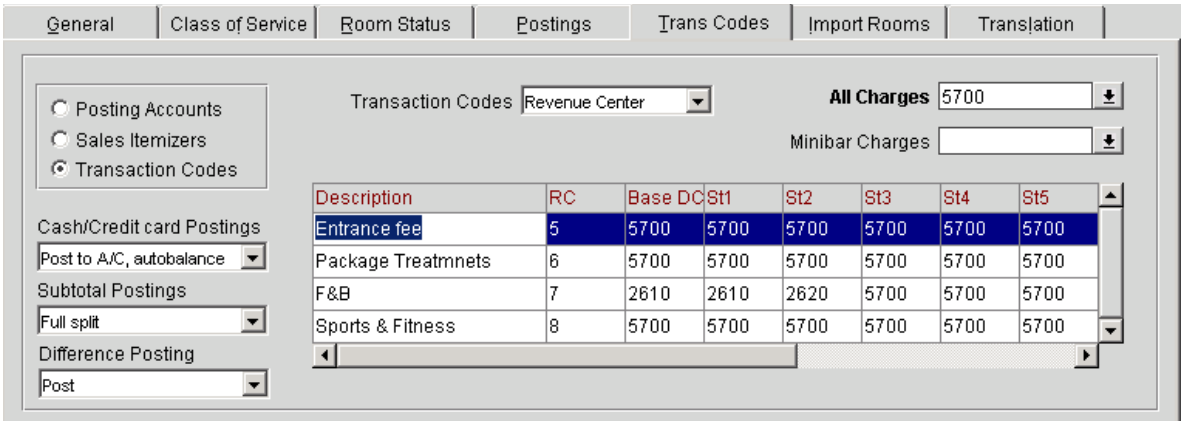
Also if you would like to post the TIPs from BellaVita, you can setup a TIP itemizer.

Please note that this configuration depends on the request of the Customer.



After this you are able to continue to set up mapping between Opera and BellaVita, the Revenue Groups and the Transaction Codes.

Transaction Codes



On this screen you need to setup the revenue center(s).

Description: Name of the Revenue Center (in BellaVita the cost centre) for ex.: SPA
RC: The number of the Revenue Center (the number of it given in BellaVita administration – settings – cost centers)
Base DC: Usually the TRN Code used for All charges

Then the following columns depend on the Sales itemizer setup. Here you need to setup the corresponding TRN Code for the Itemizers.

For example based on the below mapping table:

Transaction Codes		
Coster Center BV	Category in BV	Transaction Codes in Opera
1 Behandling	1 Massage	4200
	2 Hud	4200
	3 Kur	4200
	4 Fot	4200
	5 Manikyr	4200
	6 Make up	4200
2 SPA/ Pool Product Retail	1 Decleor	4201
	2 Matis	4201
	3 Bare Minerals	4201
	4 Bathing Clothes	4203
3 Voucher	1 Giftcard	4210
4 Tip	1 Tip	4220
5 Rental	1 Bathrobe	4268
	2 Towel	4268
6 Entry	1 Pool Entrance	4284
7 Package	1 Treatment	4200
	2 Food	2060
8 Flowrider	1 Flowrider	4260

The maximum number of categories in BV according to the above sheet is 6, so apart from the BASE DC there will be 6 ST columns. The number of the ST column means the number of the category within that cost center.
This way the above table used would look like:

Behandling 1 BASE DC: 698
ST1 4200
ST2 4200
….
ST6 4200

SPA/Pool Product Retail 2 BASE DC 620
ST1-3 4201
ST4 4203
ST5-6 4201 (these do not matter, but cannot leave it empty)

Now we need to check when is information sent out by Opera to BellaVita through HTNG.

Business Events

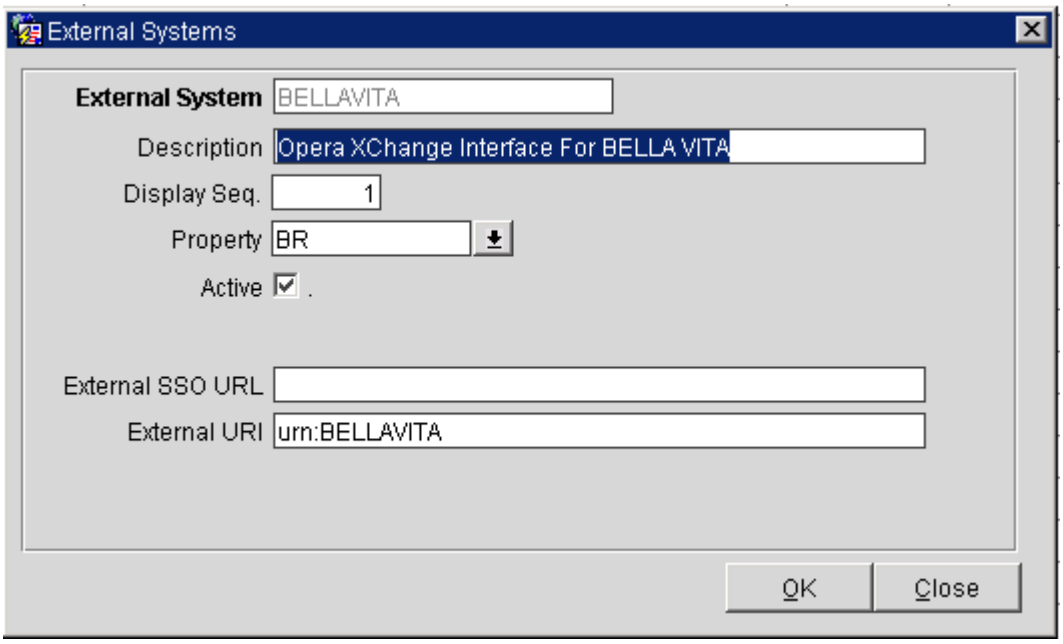
Select Configuration from Opera Configuration > Setup > Business Events > Configuration:

EXTERNAL SYSTEM	MODULE	BUSINESS EVENT	DATA ELEMENT
BELLAVITA	PROFILE	UPDATE PROFILE	ADDRESS TYPE ADDRESS1 ADDRESS2 ADDRESS3 ADDRESS4 CITY COUNTRY EMAIL FAX NUMBER FIRST NAME MIDDLE NAME NAME ID PASSPORT NUMBER PHONE NUMBER PHONE TYPE POSTAL CODE STATE TITLE
	RESERVATION	CANCEL	ARRIVAL DATE CONFIRMATION LEG NO CONFIRMATION NO DEPARTURE DATE GUEST NAME ID RESERVATION STATUS RESERVATION TYPE ROOM
		CHECK IN	ARRIVAL DATE CONFIRMATION LEG NO CONFIRMATION NO DEPARTURE DATE GUEST NAME ID RESERVATION STATUS RESERVATION TYPE ROOM
		CHECK OUT	ARRIVAL DATE CONFIRMATION LEG NO CONFIRMATION NO DEPARTURE DATE GUEST NAME ID RESERVATION STATUS RESERVATION TYPE ROOM
		NEW RESERVATION	ARRIVAL DATE CONFIRMATION LEG NO

	CONFIRMATION NO DEPARTURE DATE GUEST NAME ID PRODUCT RESERVATION STATUS RESERVATION TYPE ROOM
NO SHOW	ARRIVAL DATE CONFIRMATION LEG NO CONFIRMATION NO DEPARTURE DATE GUEST NAME ID RESERVATION STATUS RESERVATION TYPE ROOM
REVERSE CHECK IN	ARRIVAL DATE CONFIRMATION LEG NO CONFIRMATION NO DEPARTURE DATE GUEST NAME ID RESERVATION STATUS RESERVATION TYPE ROOM
REVERSE CHECK OUT	ARRIVAL DATE CONFIRMATION LEG NO CONFIRMATION NO DEPARTURE DATE GUEST NAME ID RESERVATION STATUS RESERVATION TYPE ROOM
ROLLBACK CANCEL	ARRIVAL DATE CONFIRMATION LEG NO CONFIRMATION NO DEPARTURE DATE GUEST NAME ID RESERVATION STATUS RESERVATION TYPE ROOM
UPDATE RESERVATION	ARRIVAL DATE CONFIRMATION LEG NO CONFIRMATION NO DEPARTURE DATE GUEST NAME ID PACKAGE DATES CHANGED PACKAGE PRICE CHANGED RESERVATION STATUS RESERVATION TYPE ROOM

After configuring the Business Events for the External System, please follow the following path and enter the name of the interface after urn:

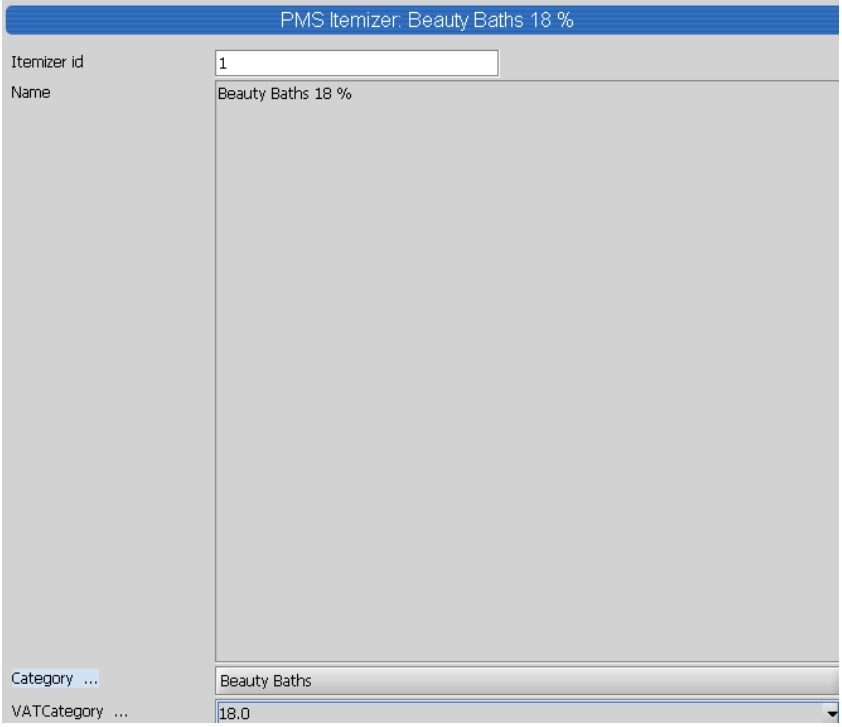
Opera Configuration > Setup > Business Events >External Systems and select the BELLAVITA interface.



Ensure to enter „urn:BELLAVITA“ into the „External URI“ field and tick the „Active“ box.

Set up in BellaVita – Administration

In BellaVita – Administration – Settings – Category, add the PMS itemizer and VAT:

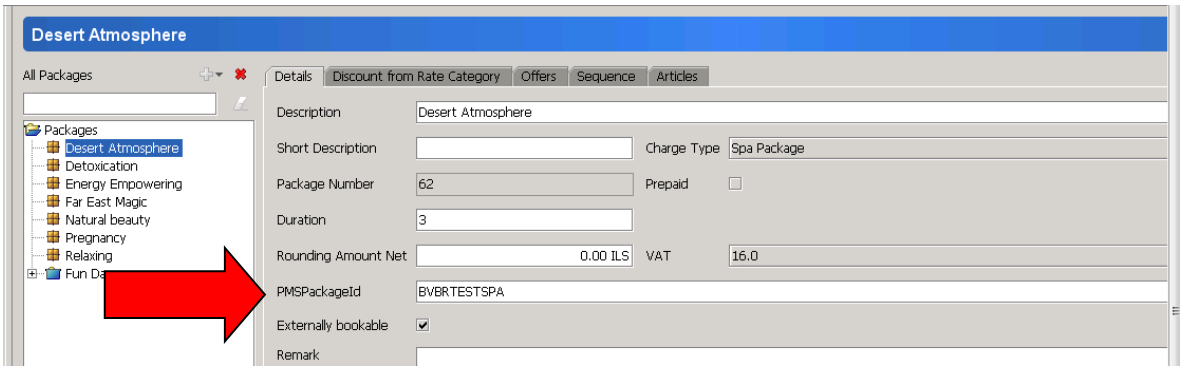


The Itemizer ID will be the number of the category/ ST.

Please note: if the cost center containing the selected category is not linked to a revenue center, please add it now, as it will not let you add the PMS itemizers.

How to connect a Bella Vita package to a package in PMS

Enter the PMS package code at PMSPackageId and select it as externally bookable.Prepaid tick box is optional.



Set up in BellaVita – local.properties

In the local.properties file, please fill out the relevant details according to the screenshots below.

DB host:

```
# Data base host. For sqlserver use host, for oracle use host:port (default myhost:1521)
db.host=FRDHBVT67:1521
```

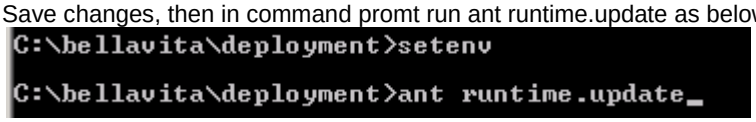
PMS:

```
pms.host=FRDHBVT68
v8.db.name=OPERA
v8.live.user.name=OPERA
v8.live.user.password=OPERA
v8.train.user.name=OPERA
v8.train.user.password=OPERA
guest.imp=opera
```

HTNG:

```
pms.conn=htng
# HTNG
htng.host = FRDHBVT68
htng.port = 6501
htng.resort = EU
htng.user = HTNG
htng.password = HTNG
htng.pms.source = OPERA
htng.bellavita.source = BELLAVITA
```

Save changes, then in command promt run ant runtime.update as below to activate the changes.



Testing the connection

On the Opera host, enter the following urls in the web browser:
http://BellaVita_Host:9090/bvserver/services/ActivityExtService?wsdl
http://BellaVita_Host:9090/bvserver/services/NameProvider?wsdl
It should display the wsdl definition (no user-friendly reading)

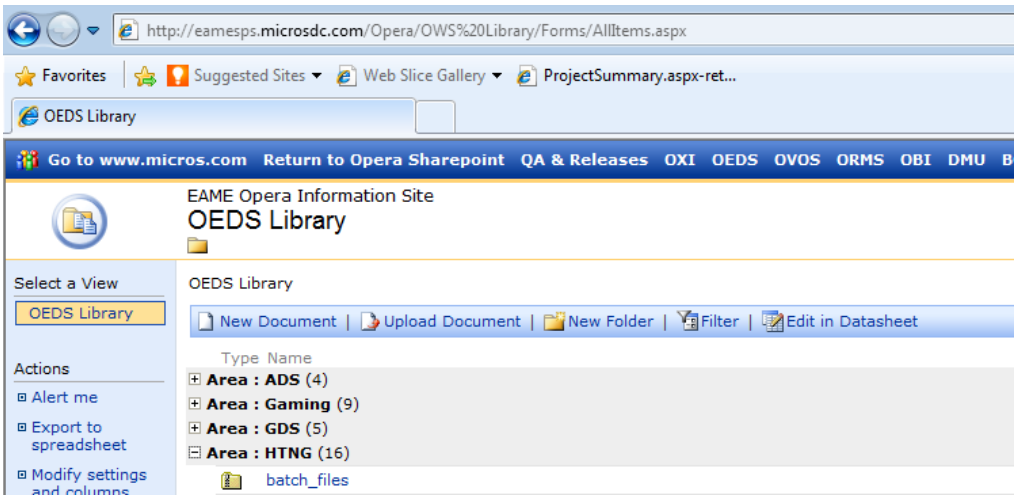
On the BellaVita host, enter the following url in the web browser:
http://Opera_Host:6501/HTNG2008B/ActivityService.asmx
It should display a readable list of operations.

Other Configuration Tasks

When the installation and configuration of HTNG for BellaVita has been completed, some other tasks need to be completed to make the daily operation as smooth as possible.

OEDS Services

From the Opera Share point, under the HTNG part of the documentation, download batch_files.zip as on the screenshot below:



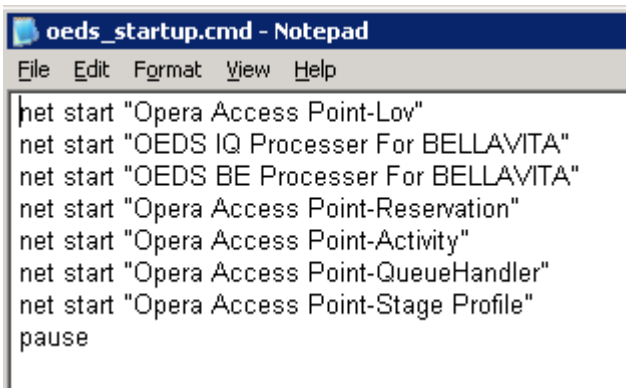
After downloading the file they have to extracted in a way, that all users can see the following four shortcuts on the desktop:

The most common network path the shortcuts should be extracted to is the following:

C:\Documents and Settings\All Users\Desktop

This way, all users logging on to the server, will be able to see the four shortcuts on their desktop.

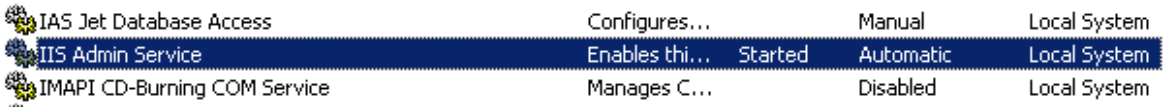
Since the original shortcuts were created for a different interface the shortcuts will have to modified to suit your current requirements. First we change the **startup** and **stop** shortcuts. This can be done, by right-clicking on the shortcut and choosing edit. The shortcut will be opened in notepad and the text can be altered.

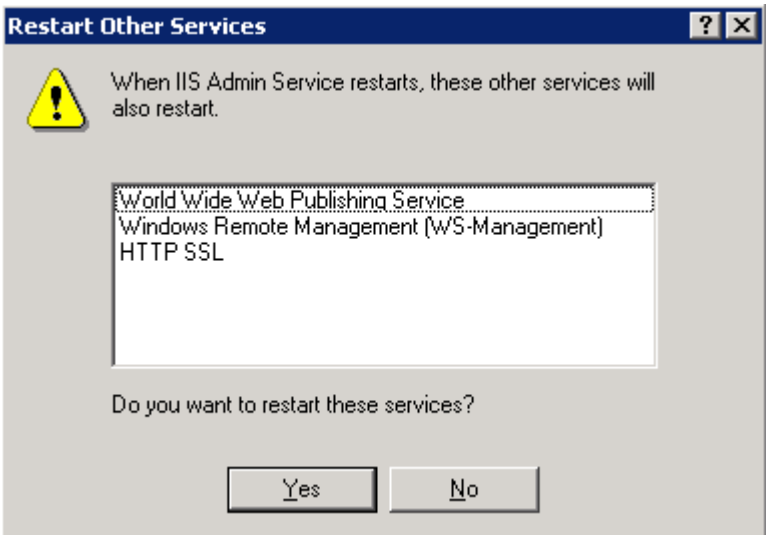


As you can see on the screenshot only the interface name has to been changed and OAP Security service be removed.

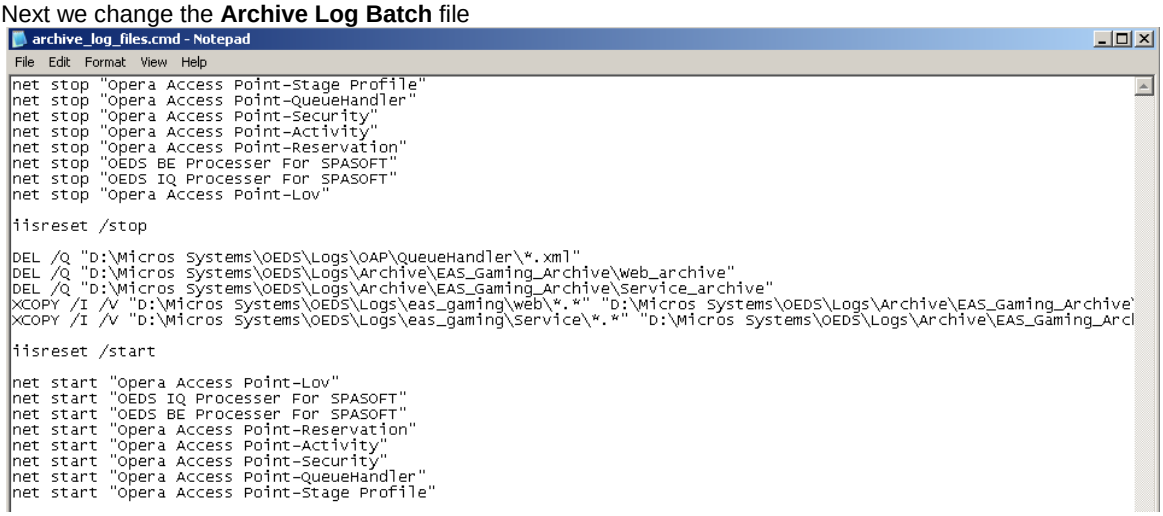
Please note that you can always stop / start / restart the services manually, but make sure to do it in the right order.

When restarting IIS, you can manually restart the `IIS Admin Service`, which will restart a few other services as well:





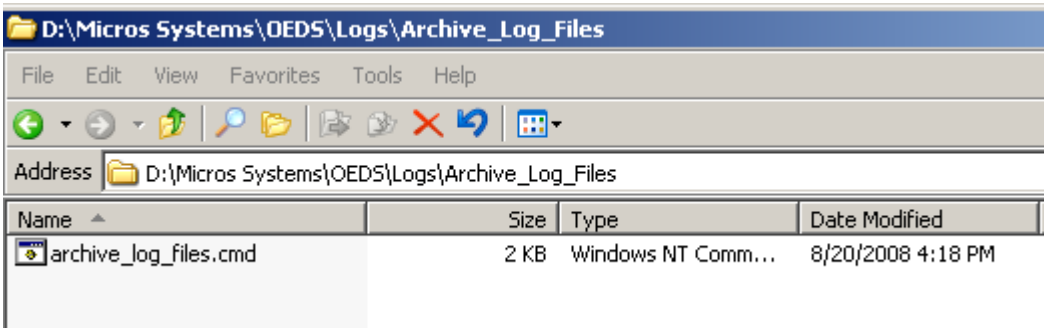
Next we change the **Archive Log Batch** file



If HTNG is installed to drive C:, then change the drive letter please and create the log directories as on the following screenshot:

```
DEL /Q "D:\Micros Systems\OEDS\Logs\OAP\QueueHandler\*.xml"
DEL /Q "D:\Micros Systems\OEDS\Logs\Archive\EAS_Gaming_Archive\Web_archive"
DEL /Q "D:\Micros Systems\OEDS\Logs\Archive\EAS_Gaming_Archive\Service_archive"
```

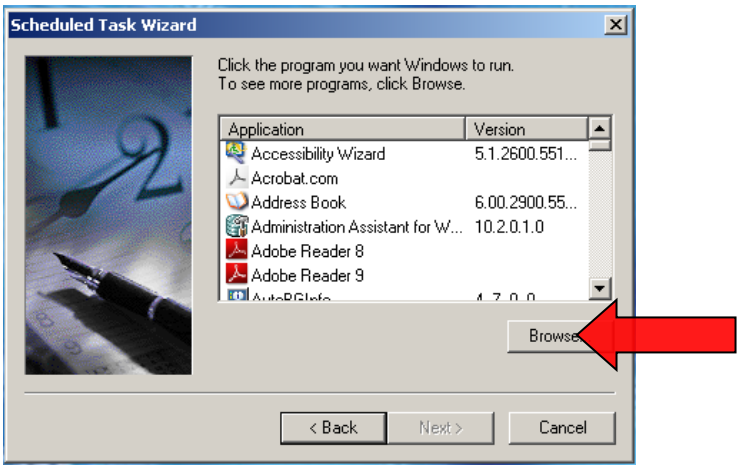
When the file is altered to the current requirements, please copy archive_log_files.cmd to the following folder



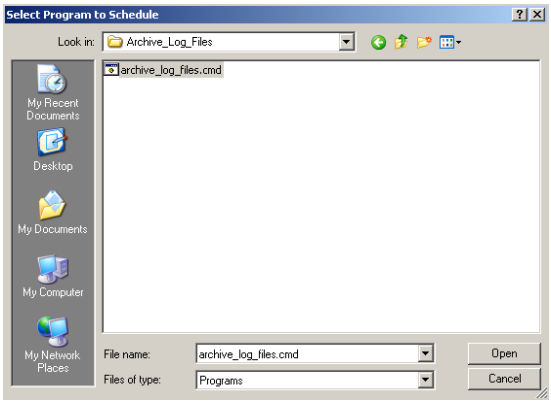
In the next step we have to configure a scheduled task for archive log files:

Select Control Panel from the Windows START menu and choose Scheduled tasks.

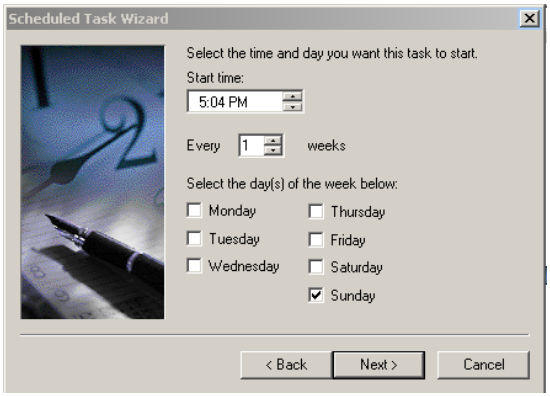
When Clicking “Add Scheduled Task” you will see the following screen:



Navigate to the archive_log_files.cmd file we created earlier.



Opening the file as a scheduled task will trigger this screen, where you have to define the frequency in which you would like to run the archiving.



When you have selected the frequency and daytime for the task you will be prompted for the local administrator password. Make sure you have these before configuration.

Important note:

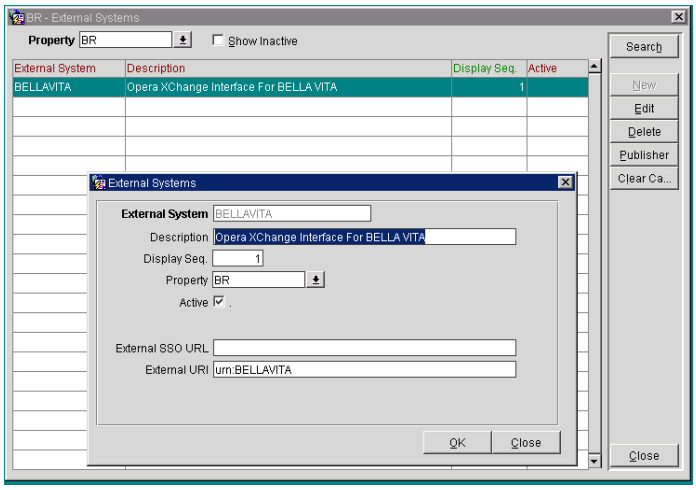
When the hotel changes the administrator password, they need to change it on the scheduled task as well, otherwise the weekly task will not be performed.

Starting the Interface

When the shortcuts, archive logs and scheduled tasks are set, the installation and configuration of HTNG for BellaVita is completed and the external system can be started.

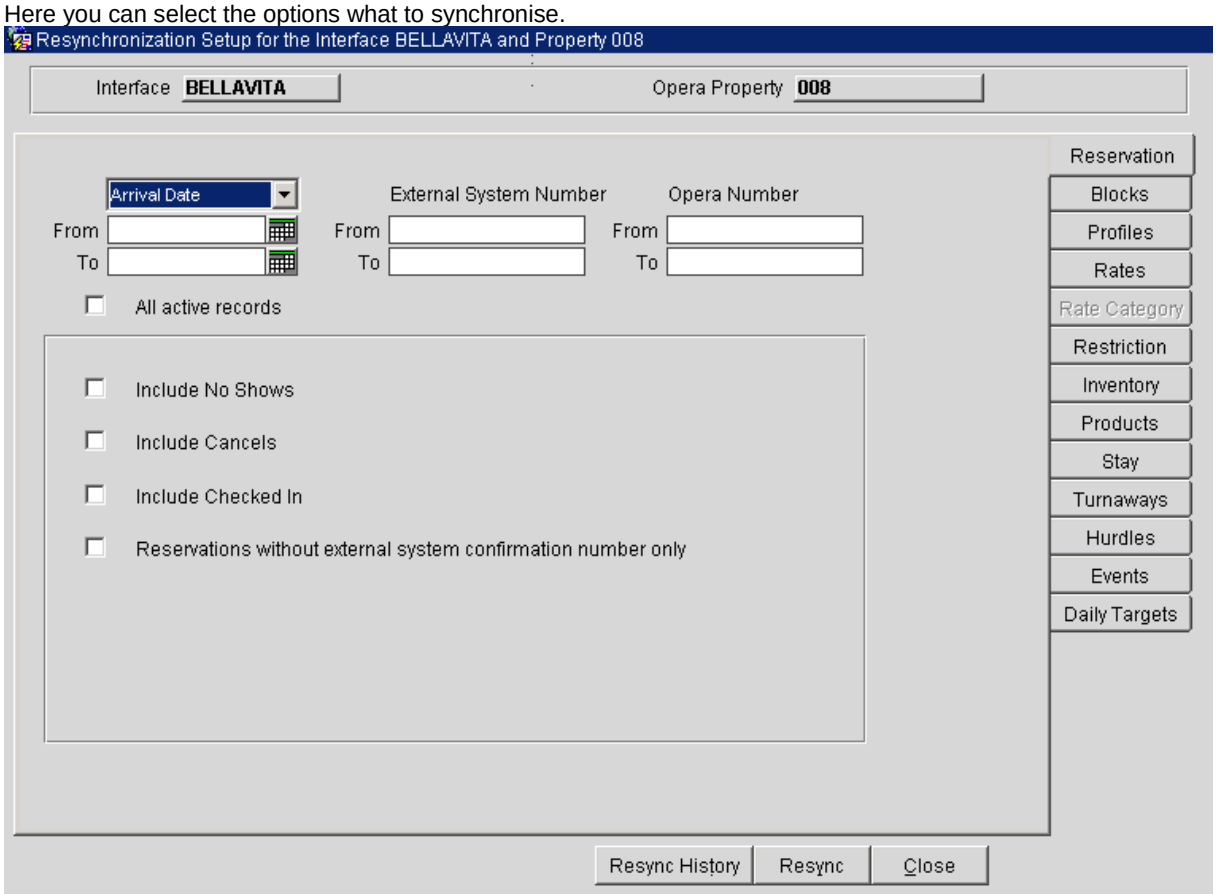
Opera > Configuration > Setup > Business Events > External Systems

Select the BellaVita interface and select the "Active" tickbox, then OK.



Start the OEDS Services. – This you may have to be done several times, stop and start the services before the testing is successful.

Please note, that all reservations and profiles that already exist in Opera before the HTNG connection - need to be synchronised or updated. This means that something has to be changed on them which generate the message (business events) or synchronisation must be run from OXI – Utilities – Resync.
Here you can select the options what to synchronise.



Please note that this step can delay the process of the NEW MESSAGES (new check ins, etc) sent from Opera by several hours, days. (To have an estimate, an average size hotel's 2 weeks reservation synchronisation delayed the messages by 6 hours.)

Testing and troubleshooting

The Testing of HTNG for Bella Vita should be performed using the HTNG BellaVita Testing protocol:

General Information

Testing Period: **Bella Vita Version:** **Bella Vita Server:**
HTNG Version: **Opera Server:** **Opera Version:**

Test Results

Task	Description	Result	Remarks
Create Reservation	Create new reservation in PMS, check in OXI, if message successful and check in BV if it is possible to find the guest.		
Check-In Reservation	Check-In created reservation in Opera PMS, check in OXI if message was successful and if guest is visible in BV under “present at” in guest search		
Update Reservation	Modify a checked in reservation, verify in BV if modification has been applied.		
Update Profile*	Change the details of a profile in PMS, verify in BV if modification have been applied to guest profile.		
Treatment Posting 1	Select a treatment in BV and post it to the room of a hotel guest. Verify in PMS the posting, transaction code, total and tax breakdown		
Treatment Posting 2	Select a treatment in BV and post it to a guest who is checked out in PMS		
Treatment Posting 3	Select a treatment in BV and post it to a cancelled reservation		
Treatment Posting 4	Select a treatment in BV and post it to a checked in guest with active no post flag		
Treatment Posting 5	Go to Master Data in BV and remove the charge type from the treatment, then post it to a checked in guest. Simulation of treatment with no Itemizer in PMS.		
Article Posting	Select an article in BV and post it to a checked in guest		
Package Posting 1	Select a Spa package in BV, distribute the treatments and settle the bill by posting to the guest room. Verify posting in PMS, transaction code, total and VAT breakdown		
Package Notification 1	Select a checked-in reservation, add manually a SPA package to the reservation		
Package Notification 2	Select a reservation not checked in and add a spa package by changing the rate code to a rate including a spa package. Verify in BV if notification appears.		
Package Notification 3	Select a reservation not checked in and add a spa package by adding the package manually in PMS. Verify in BV if notification appears.		
Package Notification 4	Select a checked-in reservation and adjust the departure date in PMS. Verify in BV if notification appears.		
Subscription Posting	Select subscription in BV, and post it to a checked in guest		

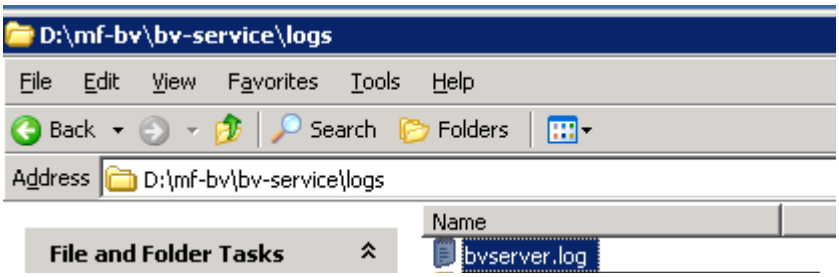
Additional Information

Notes:

To this protocol you may add or remove tasks, the tasks in the document only serve as guidelines. Make sure to take notes of all errors and add to the notes or remarks section. If you encounter any issues, that should be included in the installation/configuration documentation, please add it to the Notes section.

The procedure of testing HTNG for BellaVita:

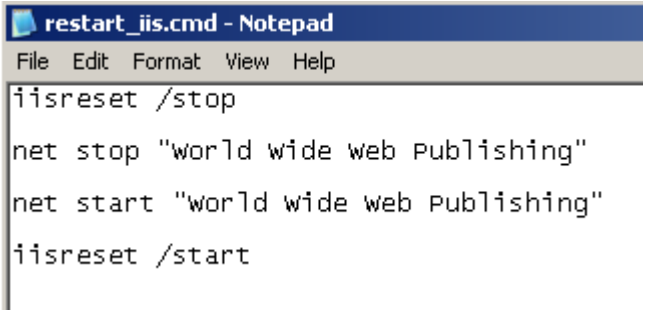
- Perform the task in Opera
- Check in OXI, if the outgoing message was processed
  - If the message fails in OXI, check the XML message and extract it for further analysis.
  - Analyse the XML message yourself for any errors in configuration.
  - Check in Clarify if the error message is known already and apply the solution if possible.
  - If you can not find any information, ask the Product Specialist for assistance.
- Verify result in Bella Vita
  - If the message is successfully processed in OXI, but there is no result in BellaVita this could have several reasons:
    - Check the OEDS and Opera version. If there is a gap between the versions, uninstall OEDS, reinstall it, or if it is just an epatch difference, run the Upgrade Wizard.
    - Check the package name in BellaVita and PMS if there are any differences.
  - Most efficient in this case is to check the HTNG logs and the BellVita Logs for any errors
  - HTNG logs are normally to be found in:
    - D:\Micros Systems\OEDS\Logs\eas_gaming\Service
    - D:\Micros Systems\OEDS\Logs\eas_gaming\web
  - The BellaVita log are normally found in:
    - D:\mf-bv\bv-service\logs



If you are not able to solve the error message, contact the Product Specialist and/or your contact person from BellaVita Development.

Please find below a collection of known errors and their solutions:

- If you are not able to reach Opera because of a wrong username error, this is an opera error.
  - Insert another scheduled task to restart IIS daily
  - Schedule the restartiis.cmd



If you need to investigate individual XML messages use the GSim tool below and the attached guide to test messages:

GSim.zip

EAME Opera GSIM
Test Tool for HTNG.d

Please be advised, that the testing should be performed with Bella Vita and with the assistance of the Product Manager and Bella Vita Development.

With the GSim Tool we can only test locally on the Interface server.

HTNG Checklist

Please find below a checklist for installing HTNG for BellaVita

Item	Description	Y/N
Administrator rights	Some tasks require local admin	
Licenses	OPX_BELL	
	IFC_OPX	
HTNG Components		
Internet Information Services		
Oracle Client		
ASP .NET Framework		
OEDS Components		
Check versions!		
Configuration 1.		
	New Interface creation	
	Interface Parameters	
	Conversion Codes	
Configuration 2.		
	POS Interface	
	Business Events Setup	
Other Tasks		
	OEDS Service Shortcuts	
	Archive Scheduled Task	
Testing		
	Complete Test Protocol	
	Notes about installation and testing	
	REMOVE LOG FROM OEDS MESSAGE LEVEL and change it to TRACE	