

Oracle® Hospitality BellaVita
Installation Manual
Release 2.7.0.2

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Preface

Audience

This document is intended for system administrators and support familiar with BellaVita.

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/en/industries/hospitality/>

Revision History

Date	Description of Change
July 20, 2011	<ul style="list-style-type: none">• Initial publication. Document Version Number: 1.0
April 2, 2012	<ul style="list-style-type: none">• Updated and tested Document Version Number: 1.1
January 4, 2013	<ul style="list-style-type: none">• Updated (distr. Server move to DC) Document Version Number: 1.1
June 18, 2013	<ul style="list-style-type: none">• Updated for fresh install of 2.7.0.2 Document Version Number: 2.0

1 Prerequisites

Before starting the installation, please make sure you have the necessary information and requirements fulfilled.

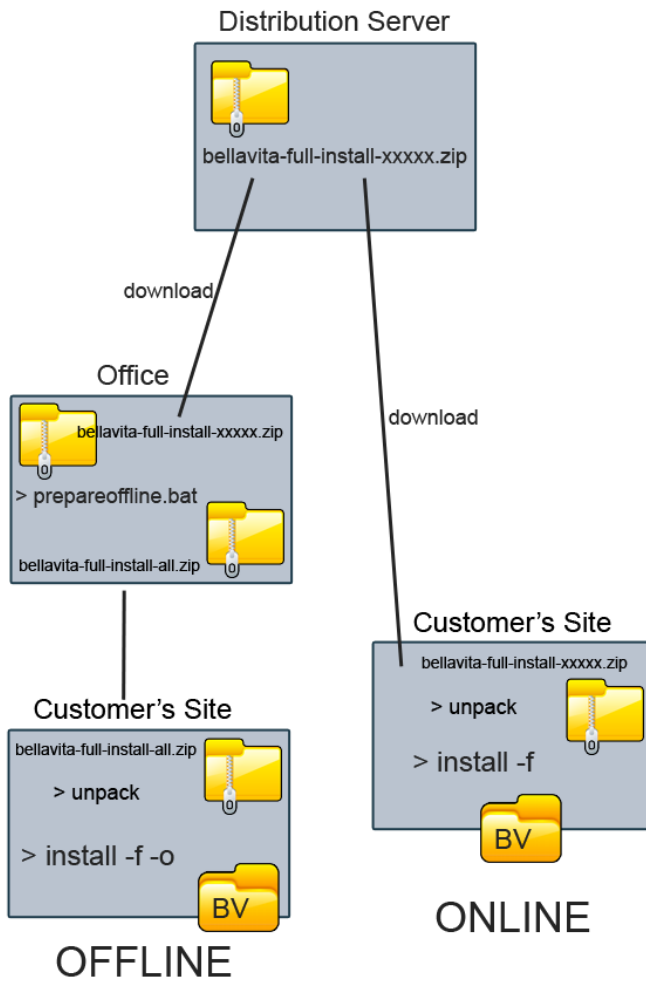
- Hardware requirements. Refer to Appendix A.
- Valid License
- Connection details:
 - o BellaVita server: remote access (VPN, etc.) username and password
 - o IFC server (FIAS/HTNG): host name, ports, username and password
 - o PMS database and application server: host name, ports, username and password
 - o Database users:
 - BellaVita: BV
 - Sys user's password
 - PMS LIVE and TRAIN username and password
- Installation details: language and currency used by Spa/Hotel; VAT inclusive or not, fiscalisation used

2 Installation

Download the `bellavita-full-install-XXXXX.zip` file from the BellaVita distributions servers, from the following link:

<http://bellavita.microsdc.com/distr/full-install/>

Unpack the .zip file into a temporary directory on the BellaVita server, for example: `C:\BV`



Preparing an offline installation

If you intend to do an offline installation, then first you will need to collect the necessary data from the FTP distribution server. To do that, open a Command Line and navigate to the directory where you have extracted the `bellavita-full-install-XXXXX.zip` file.

Once you are there, enter `prepareoffline` to the command line to download the remaining data for the installation.

```

C:\BU>prepareoffline
-
Preparing offline installation by collecting required files into this mirror dir
ectory
*** Attention: Repeat this operation before each new installation ***
*** Else you may go around installing old product releases ***
-
Getting required components from the BellaVita distribution server ...
Synchronizing current release distribution with BellaVita distribution server
See progress in window title
Please ignore any "The system cannot find the file specified." messages ...
Synchronizing release-current ...

```

During the download the following transfer error might appear in the Dos Box:

"The system cannot find the file specified." Or "No such file..."

```

check.transfer.log:
  [if] wget.log: No such file 'commons.zip'.
  [if] wget.log: No such file 'ws.zip'.
  [if] wget.log: No such file 'openjms.zip'.
  [if] wget.log: No such file 'services.zip'.

BUILD FAILED
C:\BU\build.xml:299: Error in ftp transfer log wget.log.
File transfer may be incomplete.
Repeat the "prepareoffline" command.

Total time: 1 second

C:\BU>prepareoffline

```

If this error message occurs during the download, repeat the `prepareoffline` command until the process finishes without any error messages displayed.

```

adding: dnload-i/release-current/dll/reporting2.zip (stored 0%)
adding: dnload-i/release-current/dll/ws.zip (stored 0%)
adding: dnload-i/rt.zip (stored 0%)
adding: dnload-i/services.zip (stored 0%)
adding: lib/ (stored 0%)
adding: lib/ant-apache-oro.jar (deflated 15%)
adding: lib/ant-commons-net.jar (deflated 9%)
adding: lib/ant-contrib-1.0b3.jar (deflated 9%)
adding: lib/ant-launcher.jar (deflated 8%)
adding: lib/ant.jar (deflated 8%)
adding: lib/filesynch.jar (stored 0%)
adding: lib/w4ydeploy.jar (deflated 8%)
adding: templates/ (stored 0%)
adding: templates/setenv.bat (deflated 48%)
-----
bellavita offline installation file creation completed.
Please make sure that the size of bellavita-full-install-all.zip is approx. 190
MB
Make sure you have a valid micros-fidelio licence at hand for the installation!
At customers site
- unzip bellavita-full-install-all.zip into a separate installation directory an
d
- start installation with 'install -f -o'
C:\BU>

```

After the Script is finished a new .zip file is created. The `bellavita-full-install-all.zip` contains all the necessary data to execute a full offline installation at the customer's site.

If the size of this file is around 240 MB, then all you need is a valid Micros-Fidelio license for the installation.

It is important to repeat this process before each new installation to prevent installing older releases.

Executing an online installation at customer's site

The first thing you need to do is to connect the BellaVita server, and create an optional directory for the installation, for example: `C:\bellavita`

To do an online installation, a proper internet connection is required at the customer's site for downloading the installation data. First you need to download the `bellavita-full-install-XXXXX.zip` file from the BellaVita distribution server, and unpack it into an optional folder on the server.

Then open a command prompt, and navigate to the folder where you have unpacked your .zip file and type:

```
install -f      to start the installation process.
```

Executing an offline installation at customer's site

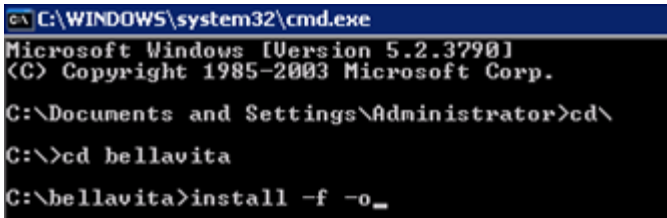
The first thing you need to do is to connect the BellaVita server, and create an optional directory for the installation, for example: `C:\bellavita`

After this unpack your `bellavita-full-install-all.zip` file into this directory. Use the Extraction Wizard if there is no WinZip installed on the server, by right clicking on the .zip file and selecting the 'Extract all...' option.

Before you start the installation, make sure:

- you have at least 500 MB free disk space on the target drive
- the 'services' window is closed

If all the files are unpacked, start a command line and navigate to the newly created directory. If you are doing an Offline Installation, type: `install -f -o` to start the installation process.



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.
C:\Documents and Settings\Administrator>cd\
C:\>cd bellavita
C:\bellavita>install -f -o
```

First you need to define the existing directory where we would like to install the application

- It is important to use forward slashes when defining the directory,
- do not conclude it with a slash.

```

Administrator: C:\Windows\system32\cmd.exe - install -f -o
Finished.
Finished.
===== bellavita Installation =====
-
This installation requires a valid micro-fidelio bellavita licence!
Please enter an EXISTING installation directory using slashes, /.
You are adviced to include the drive, e.g. c:
A product directory, bellavita, will be created below the installation directory
-
Default installation directory value: <C:/Programme/cid>
Please do *NOT* conclude with a slash.
C:/BellaVita

```

1. Before you continue with the installation make sure that both the Database user and password are correct:

```

c:\ Select C:\WINDOWS\system32\cmd.exe - install -f -o
[echo] I couldn't avoid noticing, that you're NOT using any response file fo
r the user
[echo] options.
[echo] This is just a friendly reminder, of the possibility to preserve recu
rring
[echo] option values in a response file named 'my.response.properties'.
[echo] You may want to rename 'response.properties' into 'my.response.prope
rties'
[echo] and adapt it to your needs.
[echo]
[echo]
[echo] Read from product.bat following values will be used:
[echo] dbsuite8admin.password(not used for htng) = oracle
[echo] dbadmin.password = oracle
[echo]
[echo] If the values above are not correct,
[echo] now is the time to interrupt the installation and adapt the values!
[echo]
[input] Would you like to continue the *full* installation? (y, n)
-

```

If any of these values is incorrect, you can interrupt the installation and change these values. To do so, type **N** to the console.

You have to change the password and then start the installation again.

No longer adviced to open the `product.bat` file and edit the relevant lines, but we have to change them by commands in the same cmd.

To change dbadmin.password:

```

>ant change.password -Dname=dbadmin.password -Dvalue=adminpwd

```

`ant change.password -Dname=dbadmin.password -Dvalue=password`

When you are done editing the details, save the file and restart the installation. When you get to this question again, type in **Y** and **press enter** to continue.

- In the next step you need to enter the site identification in the following format:

isoTwoCharCountryCode_SPaname_Cityname

ie.: HU_Micros_Budapest – please make sure you that the license name is reconisable based on this.

- The following question is used to determine the zip to city and medical information preloaded in the application.

```
[input] Select site location for country specific data configuration?
[input] If you cannot see your country on the list below, then please leave
this field empty.
[input] (de, it, ch, hu)
```

- After this, select the language of the users and the application: (default is English)

```
[input] Select common user language? (default: en) (de, [en], es, fr, it, pl,
ru, sk, uk, )
```

Press enter if no change required, or type in one of the above codes and then enter.

- The next step is to enter the default currency used by the SPA / Hotel: (default: EUR)

```
[input] Which currency should be used? (default: EUR) (AED, AFN, ALL, AMD,
ANG, AOA, ARS, AUD, AWG, AZN, BAM, BBD, BDT, BGN, BHD, BIF, BMD, BND, BOB, BOV,
BRL, BSD, BTN, BWP, BYR, BZD, CAD, CDF, CHF, CLP, CNY, COP, CRC, CUC, CUP, CUE,
CZK, DJF, DKK, DOP, DZD, EEK, EGP, ERN, ETB, [EUR], FJD, FKP, GBP, GEL, GHS, GIP,
GMD, GNF, GTQ, GYD, HKD, HNL, HRK, HTG, HUF, IDR, ILS, INR, IQD, IRR, ISK, ITL,
JMD, JOD, JPY, KES, KGS, KHR, KMF, KPW, KRW, KWD, KYD, KZT, LAK, LBP, LKR, LRD,
LSL, LTL, LUL, LYD, MAD, MDL, MKD, MMK, MNT, MOP, MUR, MUR, MWK, MXN, MYR, MZN,
NAD, NGN, NIO, NOK, NPR, NZD, OMR, PAB, PEN, PGK, PHP, PKR, PLN, PYG, QAR, RON,
RSD, RUB, RWF, SAR, SBD, SCR, SDG, SEK, SGD, SHP, SLL, SOS, SRD, SSP, STD, SYP,
SZL, THB, TJS, TMT, TND, TOP, TRY, TTD, TWD, TZS, UAH, UGX, USD, UYU, UZS, UEF,
UND, UUU, WST, XAF, XCD, XOF, XPF, YER, ZAR, ZMK, ZWL, )
```

Press enter if no change required, or type in one of the above codes and then enter.

- Then select the fiscalisation that should be used: (default: none)

```
[input] Which fiscalisation should be used? Israeli, Italian, Polish, Portug
uese, Serbian? (default: ) (il, it, pl, pt, rs, [])
```

Press enter if no change required = no fiscalisation, or type in one of the above codes and then enter.

- In the next step define if the VAT is included in the product prices (most countries) or not:

```
[input] Should VAT be included in the product prices? For some countries like U.S. and Israel choose 'n' (default: y) <[y], n, >
```

8. After this you need to enter the BellaVita Database (SID) name: (default: BV) – BV if standalone, or S8 or OPERA if connected to PMS

```
[input] Please enter the name(sid) of the bellavita database? (default: BV) [BV]
```

9. Then you need to define the hostname / IP address and the port of the BellaVita Database:
(default: HOSTNAME:1521)

```
[echo] Set Oracle specific configuration...  
[input] On which host and port is the database (bellavita) installed? (default: BELLAVITA-CLEAN:1521) [BELLAVITA-CLEAN:1521]
```

10. In the next step you need to decide if you want to install a TRAINING DATABASE as well or not:
(default: n) – it can be installed later.

```
[input] Do you want to install database train as well. You may wait until later (n)? <y, [n], >
```

11-12-13-14. In the next few steps you need to enter the settings of the email application built in the BellaVita. First you need to enter the email address of level 1 support (usually local MF office support), who can be contacted if an error message occurs in BV. Then you need to define the mail server used by the customer site, the port number, the user and the password – leave it on default.

```
[input] Please enter the email receiver address for 1:st level support messages: gtttoth@micros.com  
[input] Please enter the SMTP server (mail.netzone.ch): [mail.netzone.ch]  
[input] Please enter the SMTP port number (25). If problem, try 587: [25]  
[input] Please enter the SMTP user (definitive.ch1008): [definitive.ch1008]  
[input] Please enter the SMTP password (bellavista): [bellavista]
```

15. In the next step you can enter the email address of a local site administrator – usually IT manager.

```
[input] Please enter an email address of a local site administrator:
```

Then you can define the interface and its details that is connecting BV to the PMS:

- FIAS interface host = IFC server. Port: normally 5010.
- FIAS gateway is hosted on the BellaVita server with port 5001.

In the last step you can setup the source PMS from where you would like to import the guest Database:

(Default: Suite8)

If you make a standalone installation and there is no PMS connection than select none. If the PMS connection is with Opera the interface can be HTNG or FIAS - with Suite8 the only option is FIAS.

```

[echo] The installation is NOT relying on a running fias/htng interface.
[input] Connect to pms system for billing etc. <fias>? <htng, [fias], none,
)

[input] fias interface host <LGHS-ORACLE>? [LGHS-ORACLE]
LGHS-IFC01
[input] fias interface port <5010>? [5010]

[echo] A fias gateway service will be installed on LGHS-ORACLE.
[echo] If you choose another host for the service, you have to install it y
ourself later on.
[input] fias gateway host <LGHS-ORACLE>? [LGHS-ORACLE]

[input] fias gateway port <5001>? [5001]

[input] Guest import from external system. <suite8>? <opera, [suite8], fide
lio6, none, >

[input] On which host and port is the pms database installed? <default: LGHS
-ORACLE:1521> [LGHS-ORACLE:1521]

[input] Please enter the name, SID, of the suite8 database? <default: U8> [
U8]

[input] Please enter the name of the suite8 live user? <default: U8LIVE> [U
8LIVE]

```

Please note that if the server that you are using has only the database ready but not the application at the time of the installation then choose no PMS connection and set it up later.

```

[input] Do you want to enable myVisitors integration <default: n>? <y, [n],
)

```

```

[input] Which authentication mode do you want to use <default: BellaVita>?
<[BellaVital, Ldap, >

```

At the end of these questions you will get a summary of all your answers and you can decide if you want to continue with the installation or change on these settings. If all the entered information is correct then simply type Y and press enter so the installation process starts. In the first part of the installation several editable files will be created in the C:\bellavita\local-settings\HOSTNAME directory, such as the:

- local.properties
- live.properties
- train.properties

If there are any settings that you want to change before proceeding, you can edit these files, save them and then continue with the installation.

Before you are continuing you can check all the details given and confirm:

```

bellavita.show:
[echo]
[echo] Property                Configured Value
[echo] -----
[echo] Site Identification        EAME_test_fullinstall
[echo] Language                   en
[echo] Country                    [empty]
[echo] Currency                   EUR
[echo] Fiscalisation              [empty]
[echo] gross vat                  y
[echo] DBMS                       oracle
[echo] Database Host              BELLAVITA-CLEAN:1521
[echo] Database Name BellaVita    BU
[echo] Create training database   n
[echo]
[echo] SMTP configurations        mail.netzone.ch, 34069, bellavista
[echo] Support email address      bszecsényi@micros.com
[echo] Local admin email         bszecsényi@micros.com
[echo] External billing          none
[echo] fias interface host:port :
[echo] fias gateway host:port   :
[echo] guestimport.enable        false
[echo] pms product                [empty]
[echo] pms import version        [empty]
[echo] pms host                   [empty]
[echo] htng host                  [empty]
[echo] htng port                  [empty]
[echo] htng resort                [empty]
[echo] htng user                  [empty]
[echo] htng password              xxxxxxx
[echo] htng pms source            [empty]
[echo] htng bellavita source     [empty]
[echo]
[echo] myvisitor.enabled         n
[echo] myvisitor.uri              [empty]
[echo] myvisitor.password        xxxxxxx
[echo]
[echo] authentication.mode        BellaVita
[echo] authentication.ldap.group [empty]
[echo] authentication.ldap.base   [empty]
[echo] authentication.ldap.serverURL
[echo] authentication.ldap.user   [empty]
[echo] authentication.ldap.password xxxxxxx
[echo]

```

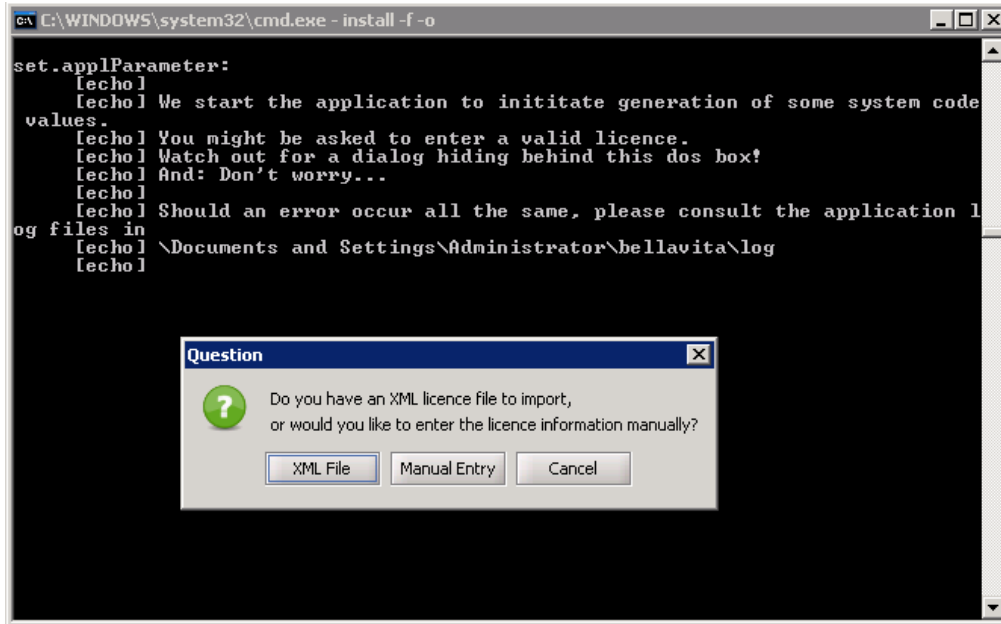
If you wish to change any of the above you can change it in the local.properties. Otherwise – continue:

```

C:\WINDOWS\system32\cmd.exe - install -f -o
fill.dnload:
[copy] Copying 18 files to C:\bellavita\dnload
release.unzip:
[unzip] Expanding: C:\bellavita\dnload\release-current\bellavita2.6.4.13_20110706_124938.zip into C:\bellavita
install.current:
[echo] Creating environment setup file 'setenv.bat' for future upgrades...
[copy] Copying 1 file to C:\bellavita\deployment
[echo] Creating property files (local.properties, live.properties, train.pr
operties)...
setup.local.settings:
[mkdir] Created dir: C:\bellavita\local-settings\BELLAVITA-CLEAN
[echo] Creating local-settings for 36_SPADanubius_Budapest
[copy] Copying 3 files to C:\bellavita\local-settings\BELLAVITA-CLEAN
[echo]
[echo] Local settings 'C:/bellavita/local-settings/BELLAVITA-CLEAN' setup s
uccessfully.
[echo] You may want to check & modify the result before continuing.
[echo] If you're installing into an oracle instance created by the customer
'
[echo] you probably have to adapt the names of the table spaces and even db
admin.user.
[echo] You also have the option to define specific instructions for future
upgrades in
[echo] 'C:/bellavita/local-settings/BELLAVITA-CLEAN/reminder.txt'.
[echo]
[input] Continue installing. (y)? <[y], n, >

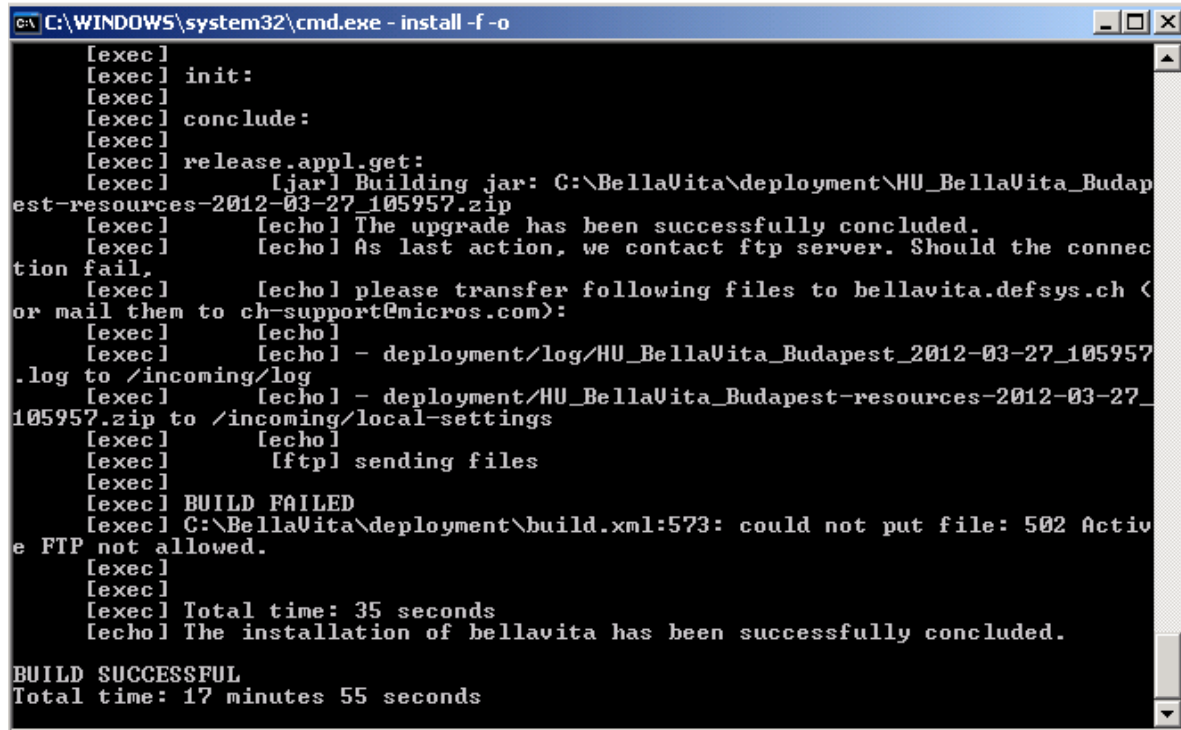
```

During the process a pop-up window will ask you to enter a valid BellaVita license. You can either import it from an .xml file, or type in manually:



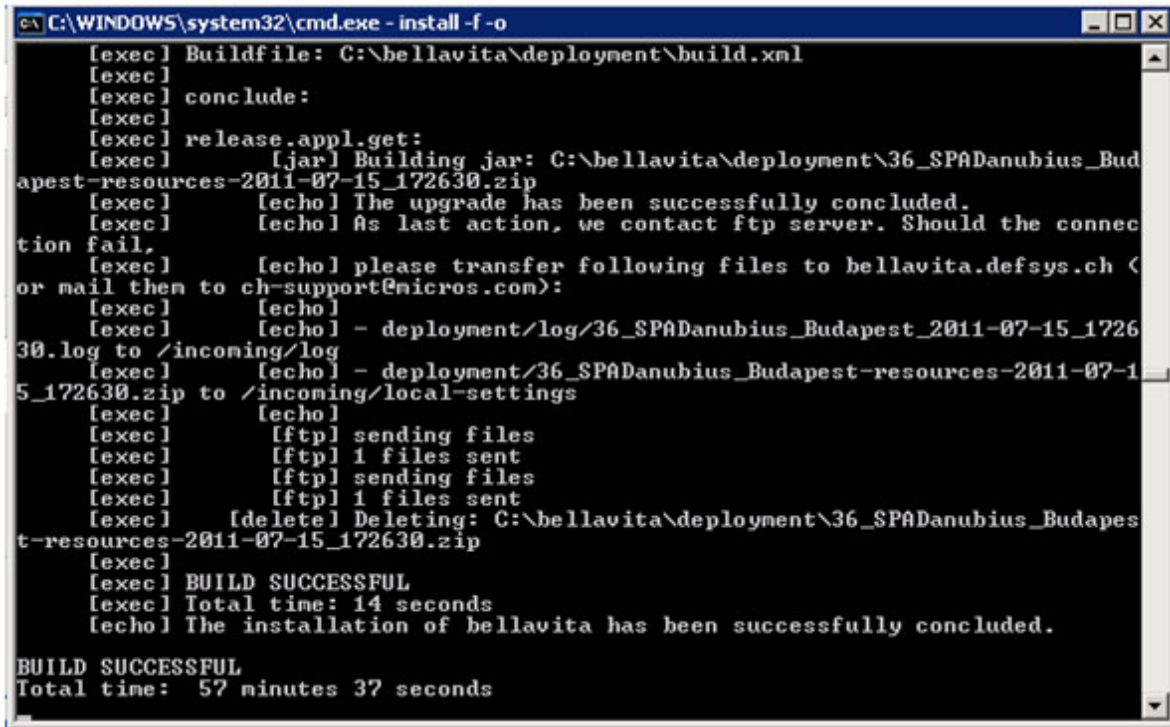
After entering the valid license, the installation will proceed and in a few minutes it will finish with a Build Successful message, and the total time of the installation will be displayed. The BellaVita Application will start automatically upon finishing the process.

It may be possible that you get the below message:



As you see the build failed is only notifying you about the update of the ftp server – which is not relevant in the success of the installation.

A completely successful installation should look like this – with BellaVita starting automatically.



```
C:\WINDOWS\system32\cmd.exe - install -f -o
[exec] Buildfile: C:\bellavita\deployment\build.xml
[exec]
[exec] conclude:
[exec]
[exec] release.appl.get:
[exec] [jar] Building jar: C:\bellavita\deployment\36_SPADanubius_Budapest-resources-2011-07-15_172630.zip
[exec] [echo] The upgrade has been successfully concluded.
[exec] [echo] As last action, we contact ftp server. Should the connection fail,
[exec] [echo] please transfer following files to bellavita.defsys.ch (or mail them to ch-support@micros.com):
[exec] [echo]
[exec] [echo] - deployment/log/36_SPADanubius_Budapest_2011-07-15_172630.log to /incoming/log
[exec] [echo] - deployment/36_SPADanubius_Budapest-resources-2011-07-15_172630.zip to /incoming/local-settings
[exec] [echo]
[exec] [ftp] sending files
[exec] [ftp] 1 files sent
[exec] [ftp] sending files
[exec] [ftp] 1 files sent
[exec] [delete] Deleting: C:\bellavita\deployment\36_SPADanubius_Budapest-resources-2011-07-15_172630.zip
[exec]
[exec] BUILD SUCCESSFUL
[exec] Total time: 14 seconds
[echo] The installation of bellavita has been successfully concluded.

BUILD SUCCESSFUL
Total time: 57 minutes 37 seconds
```

3 Tips and Tricks

Create a folder on the desktop of the server for the most often used BellaVita files:

- C:\bellavita
- C:\bellavita\deployment
- Runlive.bat and runrepadmin.bat in C:\bellavita\bellavita\bin
- Notepad2 and console from c:\bellavita\deployment\tools

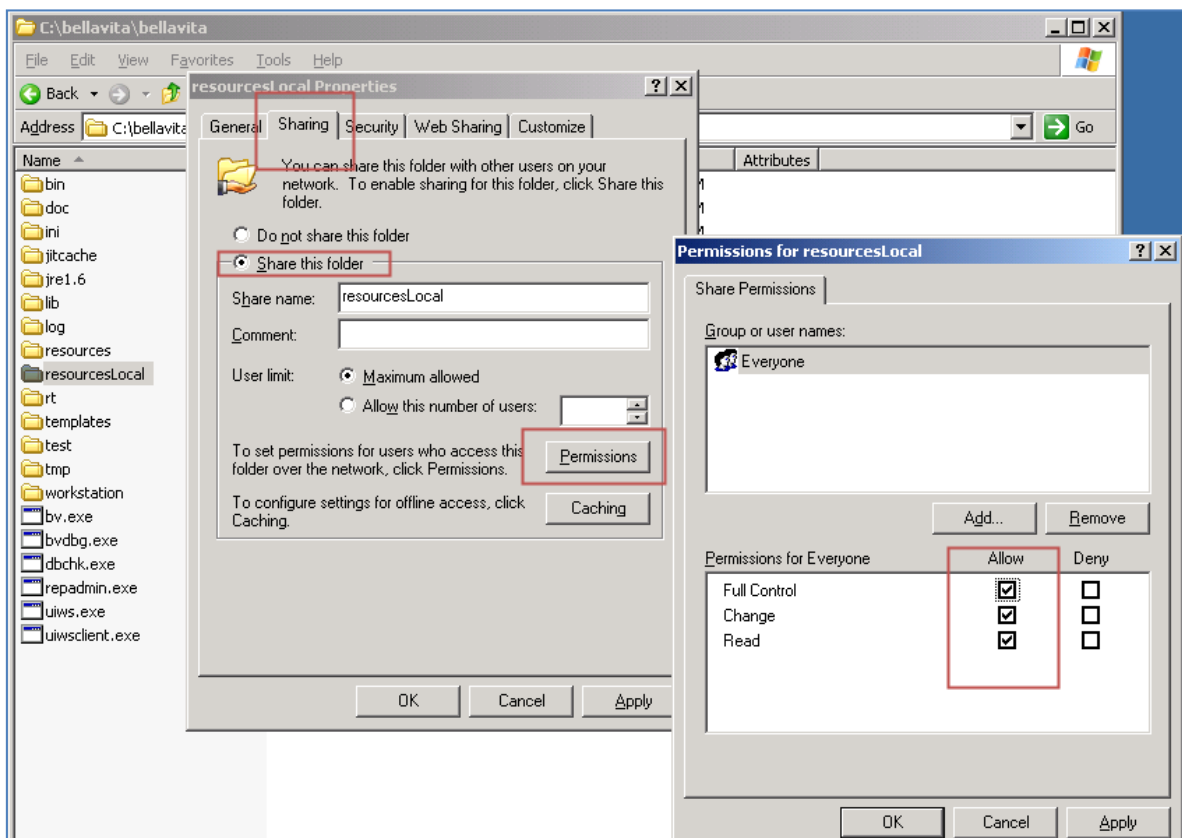
If the installation fails with PMS connection and training set up in the dialogue – start again without setting up these connections. If successful, the connections can be set up later in local.properties and ant runtime.update.

4 Configuring the Workstations

No software installation is required on the client / workstation side. The BellaVita application can be started by executing a .bat file found on the server. To do this first you need to share the folder where the application have been installed. In this case: C:\bellavita.

To share a folder right click on the folder and chose the Properties option. Under the Sharing Tab chose the 'Share this folder' option.

You also need to share the C:\bellavita\ResourceLocal folder and grant the users Full Control. To do this select the Permissions Option under the Sharing Tab and Tick Full Control.

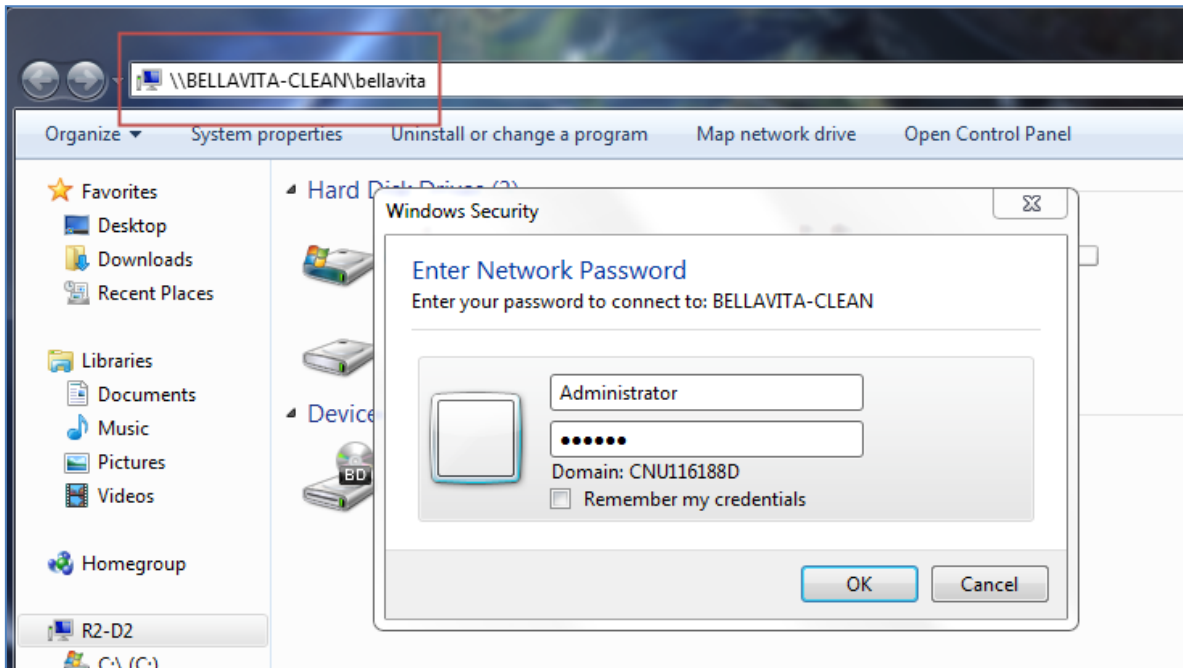


After you shared the required folders open My Computer on the Workstation / Client. Type in the shared folder's route in the field on the top of the window in the following format:

Error! Hyperlink reference not valid.

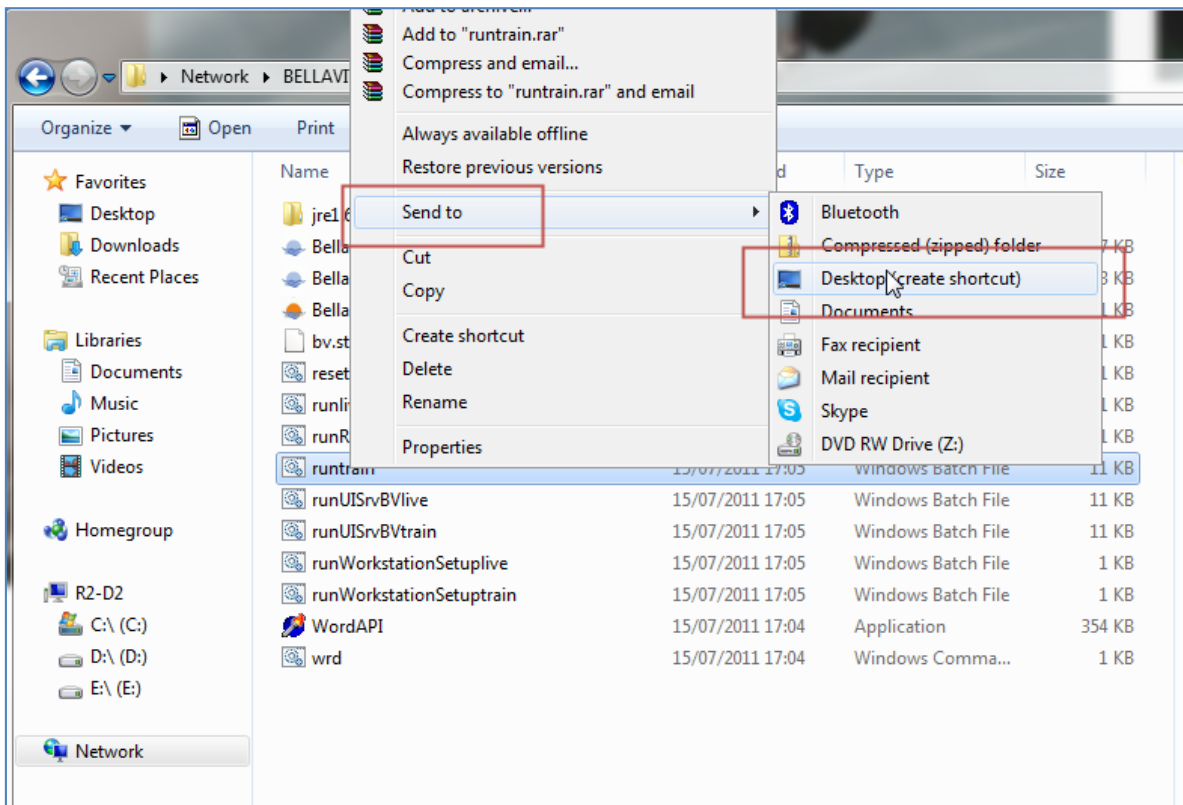
In this case it is: `\\BELLAVITA-CLEAN\bellavita`

and press Enter. You might need to enter the username and password to the server to enter.



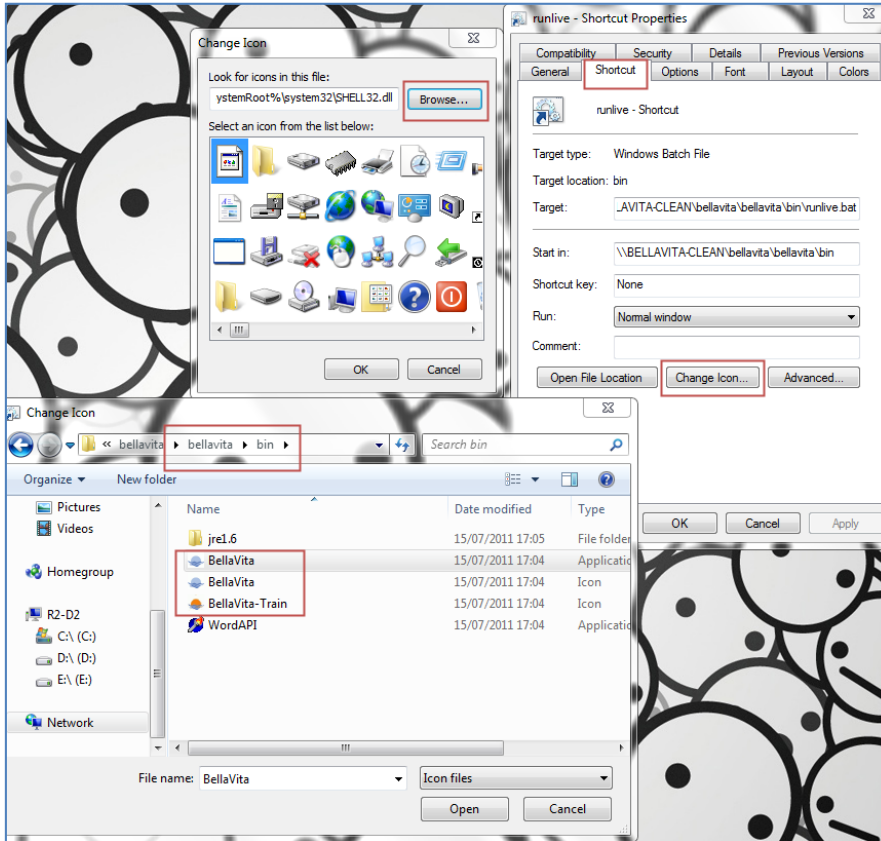
After you entered the shared folder navigate to the `bellavita\bellavita\bin` folder and create a shortcut on the Workstations Desktop for the `runlive.bat` and `runtrain.bat` files.

To do this right click on the file, then select the 'Send to' option and chose 'Desktop (create shortcut)'.



After the 2 shortcuts are created, you can change the icons by right clicking on the shortcut, then select Properties. On the Shortcut Tab select the 'Change Icon...' option, then click on 'Browse...' and search for the

same bin directory where the batch files are located, and select the icon file.



The final step is to start the batch file's shortcut on the Client and that will finish the rest of the Workstation configuration and the application will start automatically as it is finished.

Appendix A: Hardware Requirements

	Single client (stand alone)	Peer-to-peer 2 Users	Network 5 to 10 Users	Network 10 to 20 Users	Network > 20 Users	Clients in the network	Interface-PC
Type	Desktop	Desktop	Server	Server	Server + DB Server	Desktop	Desktop
Processor	Intel CoreDuo2 2 GHz	Intel CoreDuo2 2 GHz	Intel Xeon	1 x Intel Xeon 2ter Intel Xeon	2 x Intel Xeon 2ter Intel Xeon	Intel CoreDuo2 Intel P IV	Intel CoreDuo2 Intel P IV
Recommended Memory	4000 MB	4000 MB	8000 MB	8000 MB	12000 MB	4000 MB	2000 MB
Harddisk	160 GB SATA or 250 GB SATA	160 GB SATA or 250 GB SATA	2 x 72 GB SCSI (Raid 1) and 2 x 72 BG SCSI (Raid 1)	2 x 72 GB SCSI (Raid 1) and 2 x 146 BG SCSI (Raid 1)	4 x 72 GB SCSI (Raid 1) and 2 x 146 BG SCSI (Raid 1)	80 GB SATA (min. 10 GB free)	80 GB SATA (min. 10 GB free)
Operating-system	XP Pro Sp3 or Windows7 PRO (no Vista)	XP Pro Sp3 or Windows7 PRO (no Vista)	Win 2003 R2 Std. or Win 2008 Server 64 bit	Win 2003 R2 Std. or Win 2008 Server 64 bit	Windows 2003 Server or Win 2008 Server 64 bit	Win XP Pro Sp3 or Win7 Professional 64 bit	Win XP Pro Sp3 or Win7 Professional 64 bit
Partition	C:\ = System D:\ = Data E:\=Oracle Oracle > = 10 g	C:\ = System D:\ = Data E:\=Oracle Oracle > = 10 g	<u>72 GB Disk:</u> C:\ = System D:\ = Oracle ReDoLog <u>72 GB Disk</u> E:\ = Oracle evt. F:\ = Data Oracle > = 10g	<u>72 GB Disk:</u> C:\ = System D:\ = Oracle ReDoLog <u>72 GB Disk</u> E:\ = Oracle evt. F:\ = Data Oracle > = 10g	Oracle > 10g	C:\ = System	C:\ = System
Additional requirements	Access to FTP-Server Download						
	VPN or another broadband connection using a static public IP address*						
	All network components to be set to a minimum network speed of 100 MBPS.						
	Citrix Metaframe: 400 MB RAM Citrix Metaframe per BellaVita user session.						
Miscellaneous recommendations	1280x1024 pixel screen resolution						
	HP "Carepack" contract for multi-property installations.						