

Oracle® Hospitality BellaVita
Installation Guide for Oracle 11g Database
Release 2.7

September 2015

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Contents

Preface	4
Audience.....	4
Customer Support	4
Documentation.....	4
Revision History	4
1 Prerequisites	5
2 Notes about HW and OS setup before installation.....	7
OS.....	7
Disk layout.....	7
Network	7
3 Installation Steps	9
4 Oracle drive and structure	27
5 Database administration	29
6 Virus protection	31
7 Backup.....	33

Preface

This document describes all necessary steps needed to prepare a database for Bellavita installation. This document assumes the site has a clean box that fulfils all hardware requirements. The steps will cover how to install the Oracle software with version 11gR2 and how to create a database in preparation of Bellavita application. In addition, there are some basic information about the structure of Oracle related files and services.

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
June 18, 2013	<ul style="list-style-type: none">• Initial publication. Document Version Number: 1.0

1 Prerequisites

Oracle installation files, you need only the database binaries.

The 11.2.0.1 version can be downloaded free from Oracle's public site. The link is

<http://www.oracle.com/technetwork/database/enterprise-edition/downloads/index.html?ssSourceSiteId=ocomen>

Oracle Database Software Downloads

You must accept the [OTN License Agreement](#) to download this software.
 Accept License Agreement | Decline License Agreement

Oracle Database 11g Release 2 Standard Edition, Standard Edition One, and Enterprise Edition

11/10/11: Patch Set 11.2.0.3 for Linux, Solaris, Windows, AIX and HP-UX Itanium is now available on [support.oracle.com](#). Note: it is a full installation (you do not need to download 11.2.0.1 first). See the [README](#) for more info (login to My Oracle Support required).

(11.2.0.2.0)

zLinux64	File 1 , File 2 (2GB) See All
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(11.2.0.1.0)

Microsoft Windows (32-bit)	File 1 , File 2 (2GB) See All
Microsoft Windows (x64)	File 1 , File 2 (2GB) See All
Linux x86	File 1 , File 2 (2GB) See All
Linux x86-64	File 1 , File 2 (2GB) See All
Solaris (SPARC) (64-bit)	File 1 , File 2 (2GB) See All
Solaris (x86-64)	File 1 , File 2 (2GB) See All
HP-UX Itanium	File 1 , File 2 (2GB) See All
HP-UX PA-RISC (64-bit)	File 1 , File 2 (2GB) See All
AIX (PPC64)	File 1 , File 2 (2GB) See All

Accept the license agreement, select the proper OS platform and click on "See all". You need only the first 2 of them

Oracle Database 11g Release 2 (11.2.0.1.0) Standard Edition, Standard Edition One, and Enterprise Edition

Thank you for accepting the OTN License Agreement; you may now download this software.

Oracle Database 11g Release 2 (11.2.0.1.0) for Microsoft Windows (x64)

win64_11gR2_database_1of2.zip (1,213,501,989 bytes) (cksum - 3906682109)
win64_11gR2_database_2of2.zip (1,007,988,954 bytes) (cksum - 1232608515)

- If you need the database on a higher version then the installation files can be downloaded only from Metalink Support (which is accessible for persons having accounts to that site).

11.2.0.2 : patch id 10098816

11.2.0.3 : patch id 10404530

- You need a template file which is used to create silently the database and instance



EAMEBV.dbt

2 Notes about HW and OS setup before installation

OS

Currently supported operating systems are:

- Windows XP SP3 32-64bit
- Windows 7 Prof.32 or 64 bit
- Windows Server 2003 R2 32 or 64 bit
- Windows Server 2008 R2 32 or 64 bit

The first 2 options are viable only if there are only a few users (less than 5) and the hardware is a desktop pc. The other 2 options are for server type hardware. If you have more than 4G memory in the machine or the site plans to use more later then the only options making sense are the 64-bit versions of Windows.

Please make sure that the Distributed Transaction Service is stopped and set to manual before starting the installation.

Disk layout

Servers need a RAID configuration to provide redundancy against disk failures. The minimal configuration is 2x72G RAID 1. This may change according to the HW requirements.

The document assumes there are 2 partitions with letter C and D. C will be used for system and D is used for Oracle database.

D drive needs at least 15G free space.

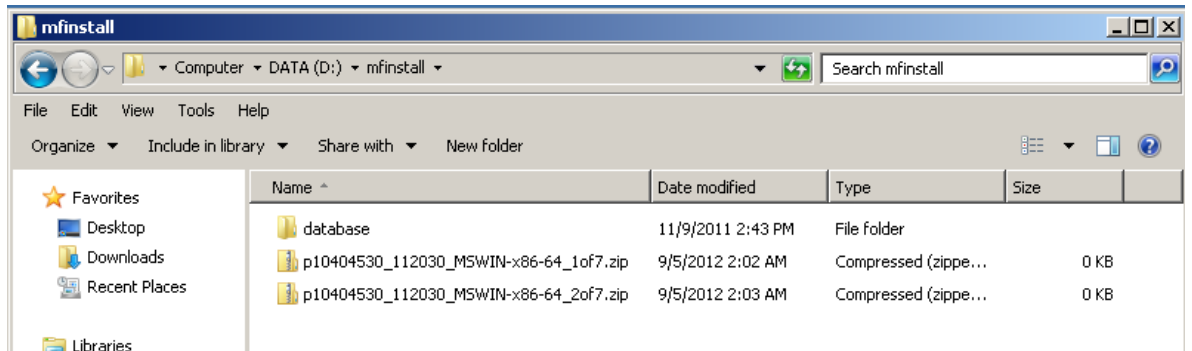
Network

Make sure the box is connected to the network and port 1521 is accessible from the Bellavita client machines. At this point nothing listens on 1521 but at the end of the installation steps are provided how to check that. You may need to enable port 1521 on the firewall etc.

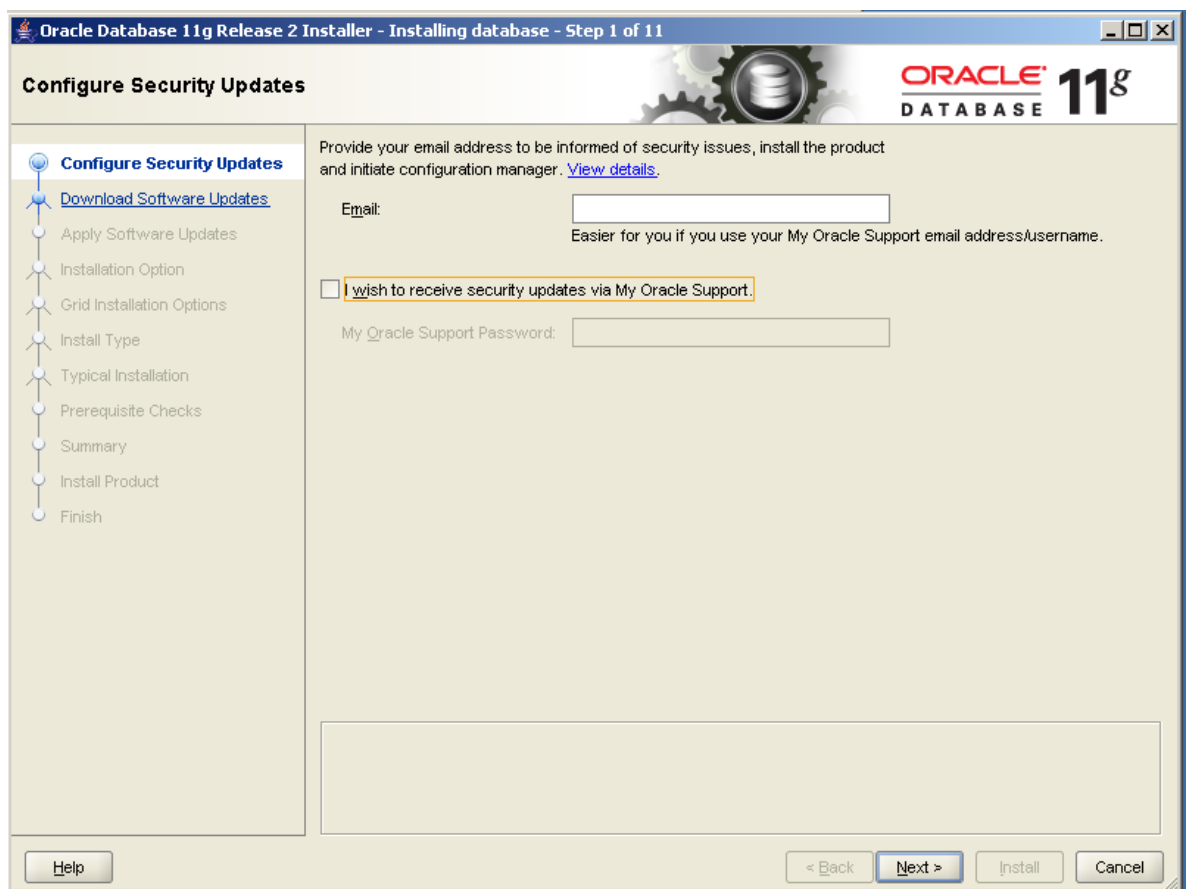
3 Installation Steps

Make sure you're logged in as local or domain administrator

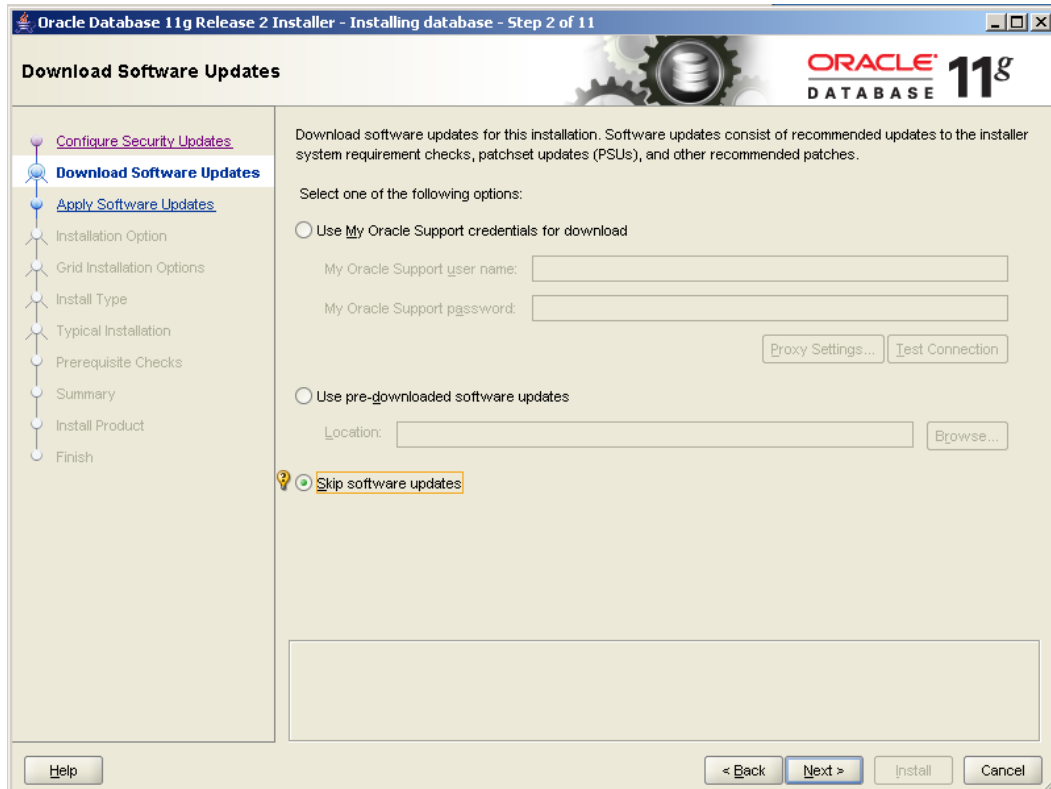
Create a folder on D drive called minstall. Copy the 2 Oracle installation binary zip files there and unzip them.



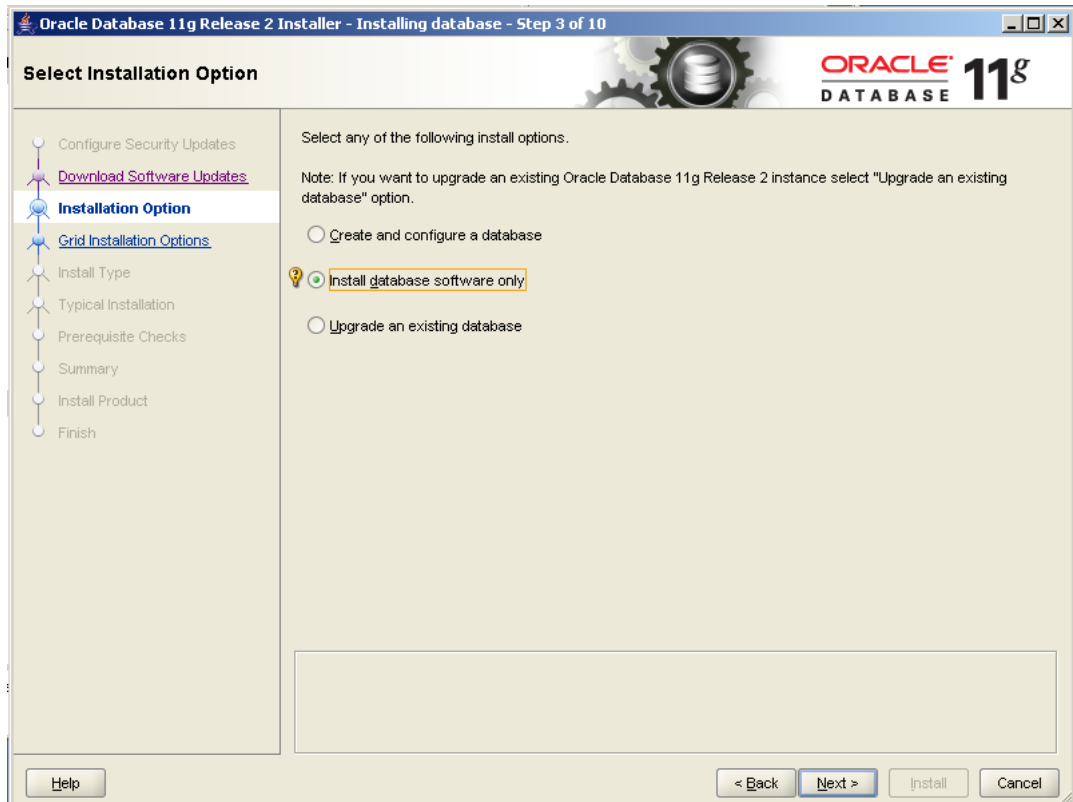
Open the folder you just unzipped the files into (database) and start setup.exe. You will see the installer GUI. Uncheck the box "I wish to ..." and click next.



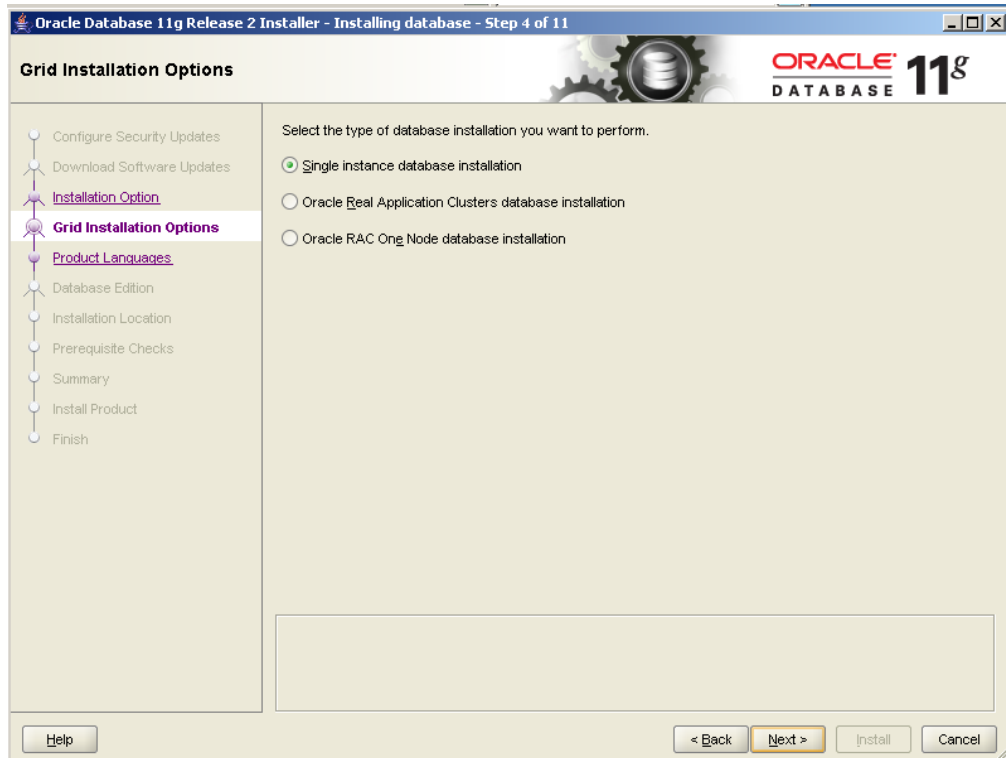
There will be a popup that you have not provided email address. Ignore that and click yes. Select "Skip software updates" then next.



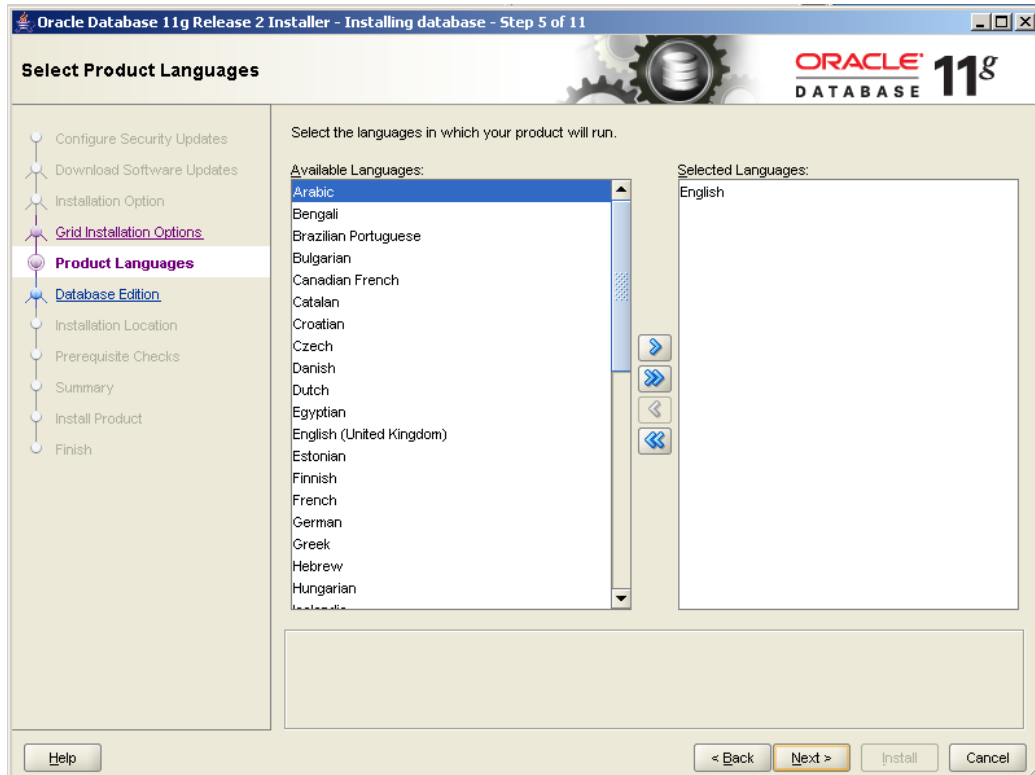
Select "Install database software only" and next.



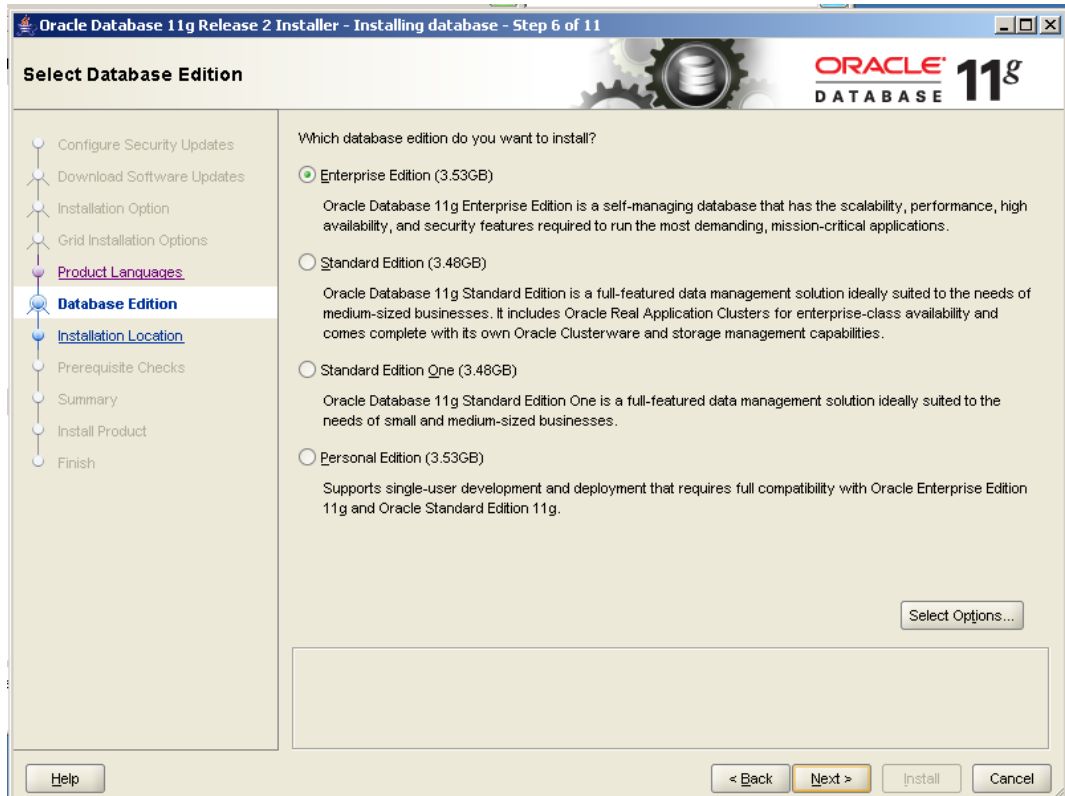
Select "Single instance.." option and click next.



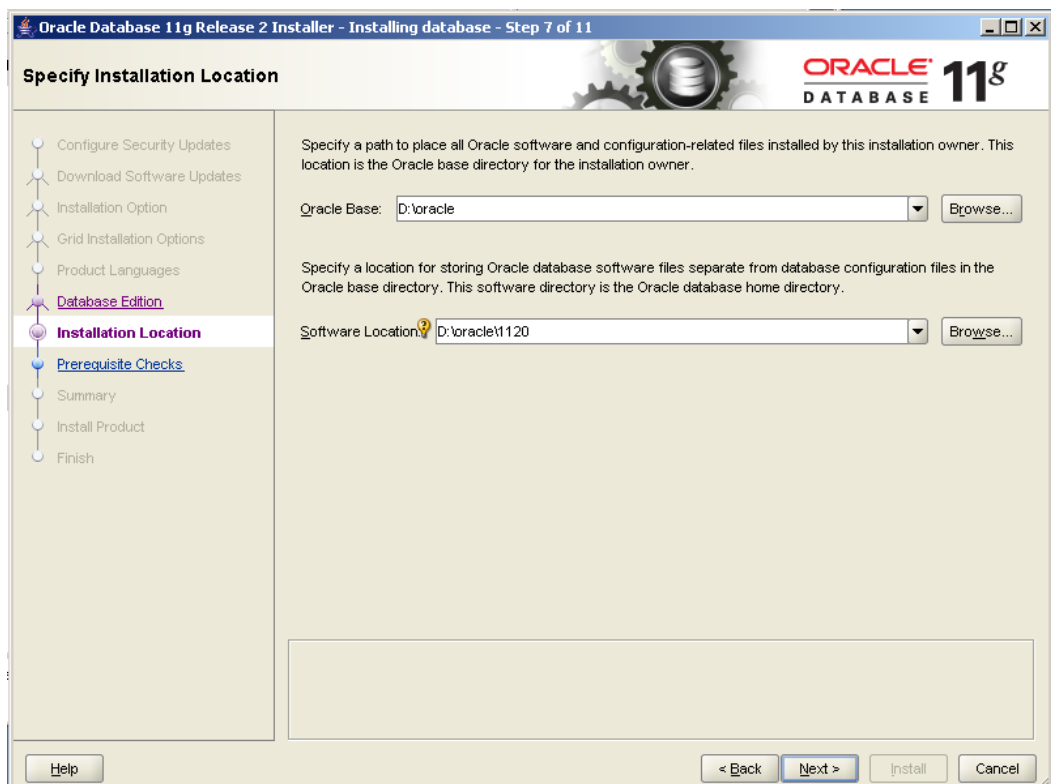
On the next page leave everything as it is and click next.



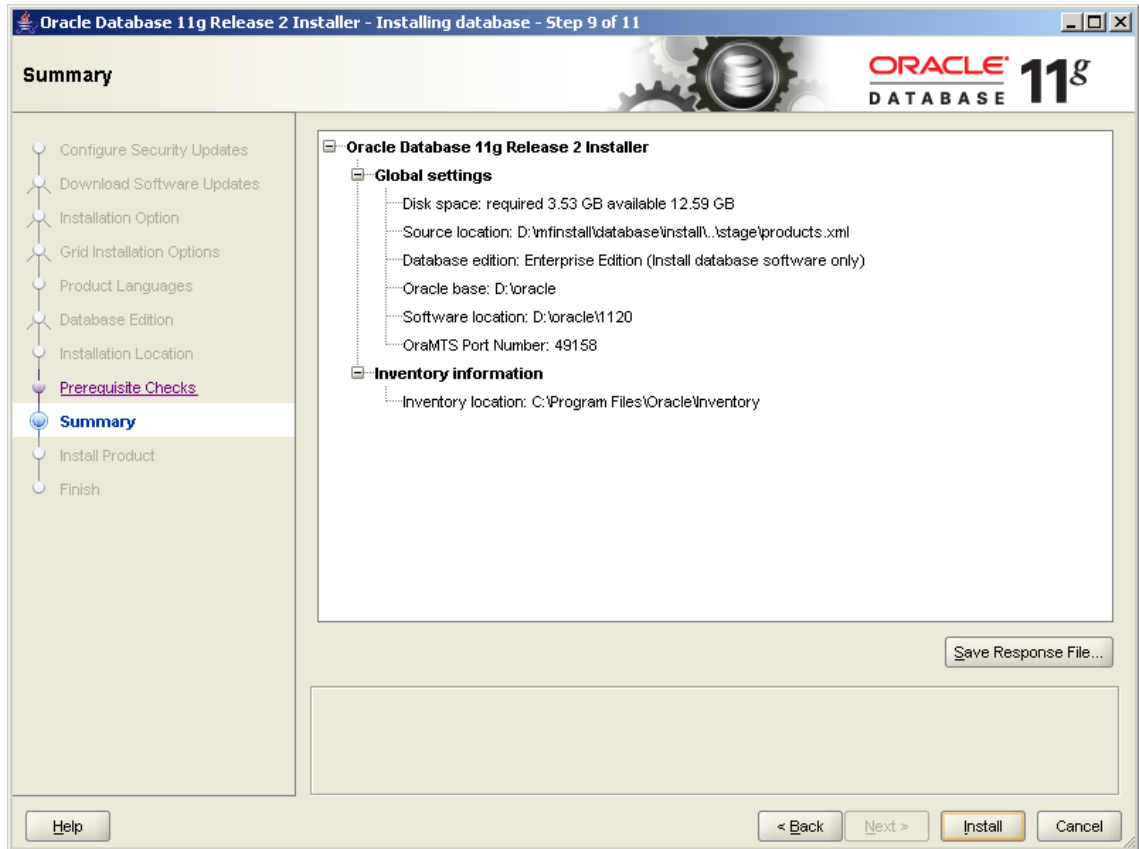
Leave database edition on "Enterprise edition". Click next



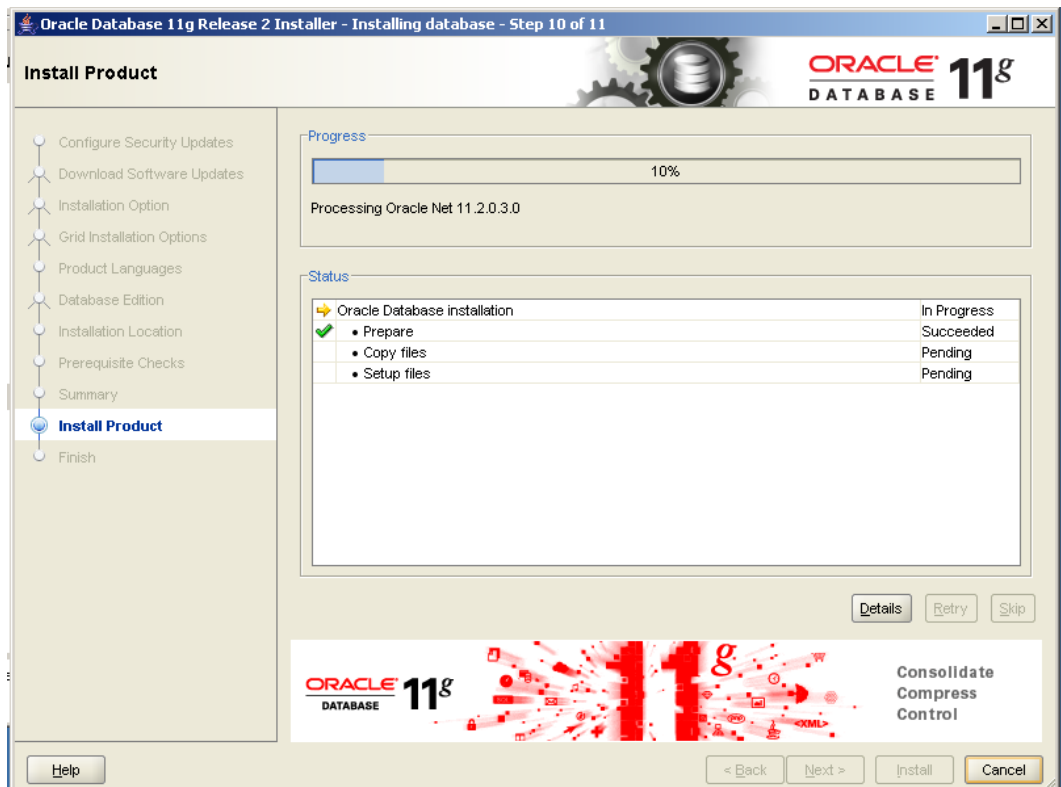
Change Oracle base and software location as the following and click next.



The GUI shows you the summary of the installation click on install.



You will see the progress bar.



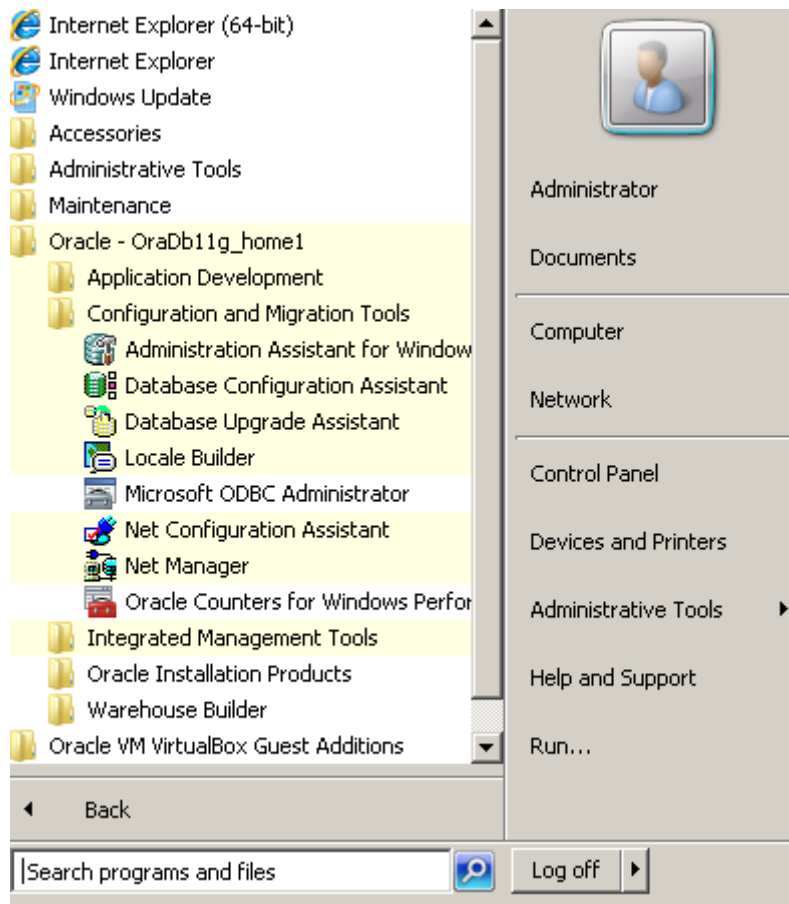
Click close at the end.



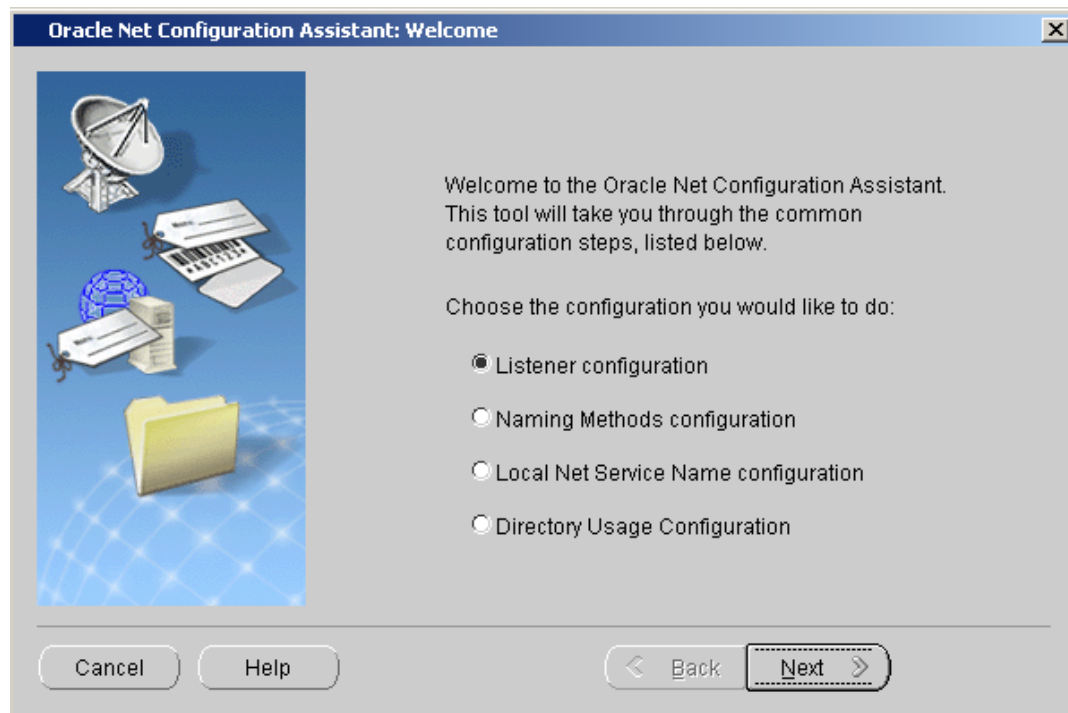
At this point you have created a new folder on D drive called "Oracle". This contains the software.

Now the next step is to create a database listener. This will be responsible to accept client requests on port 1521.

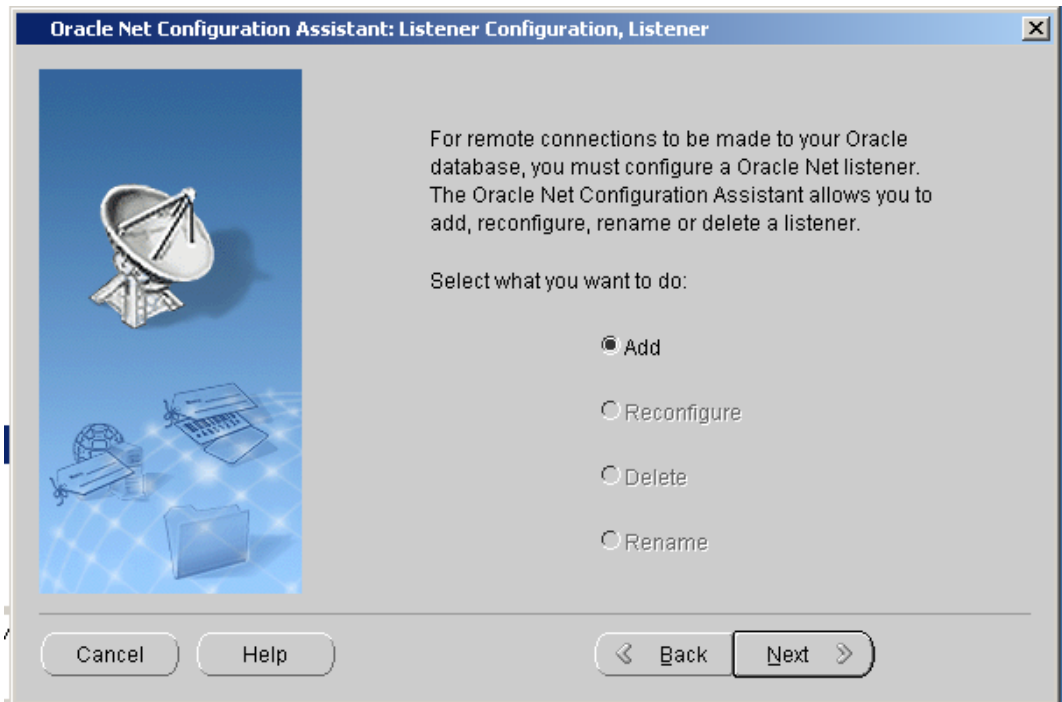
Go to START->Oracle -> OraDb11g_home1 -> Configuration and Migration Tools and run Net configuration assistant



Click on next



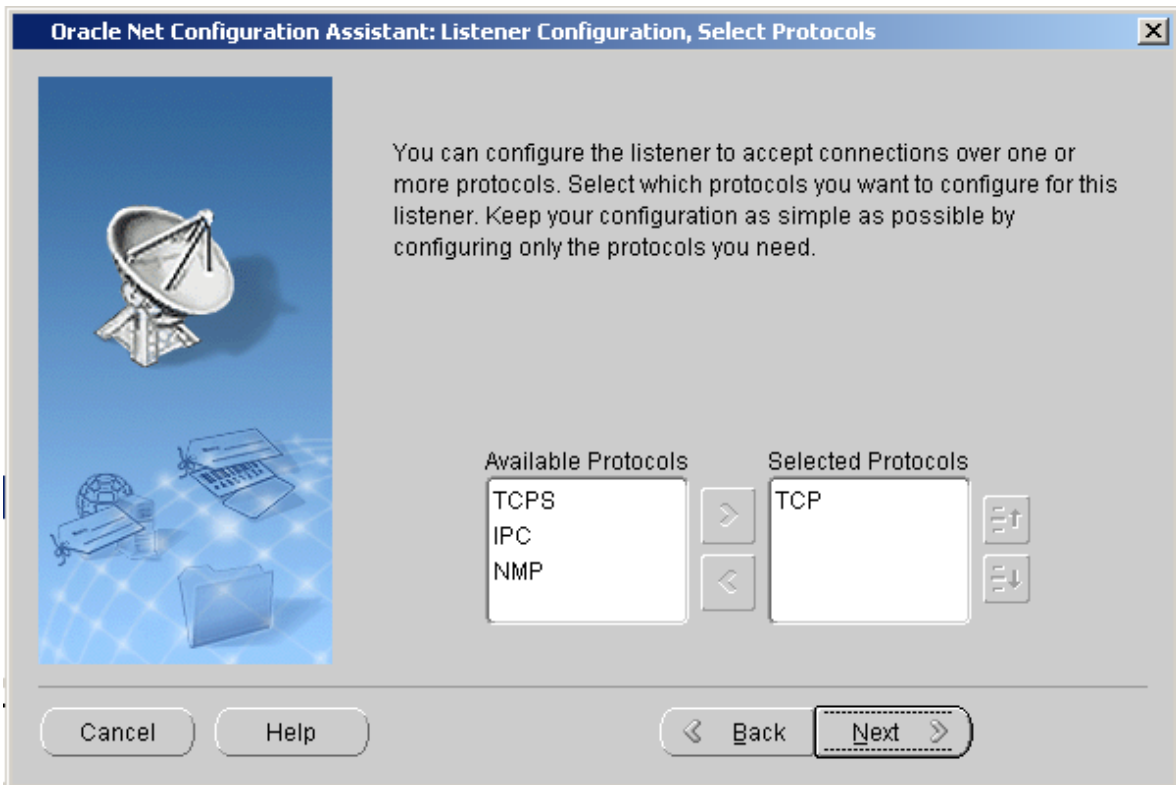
Click on next again



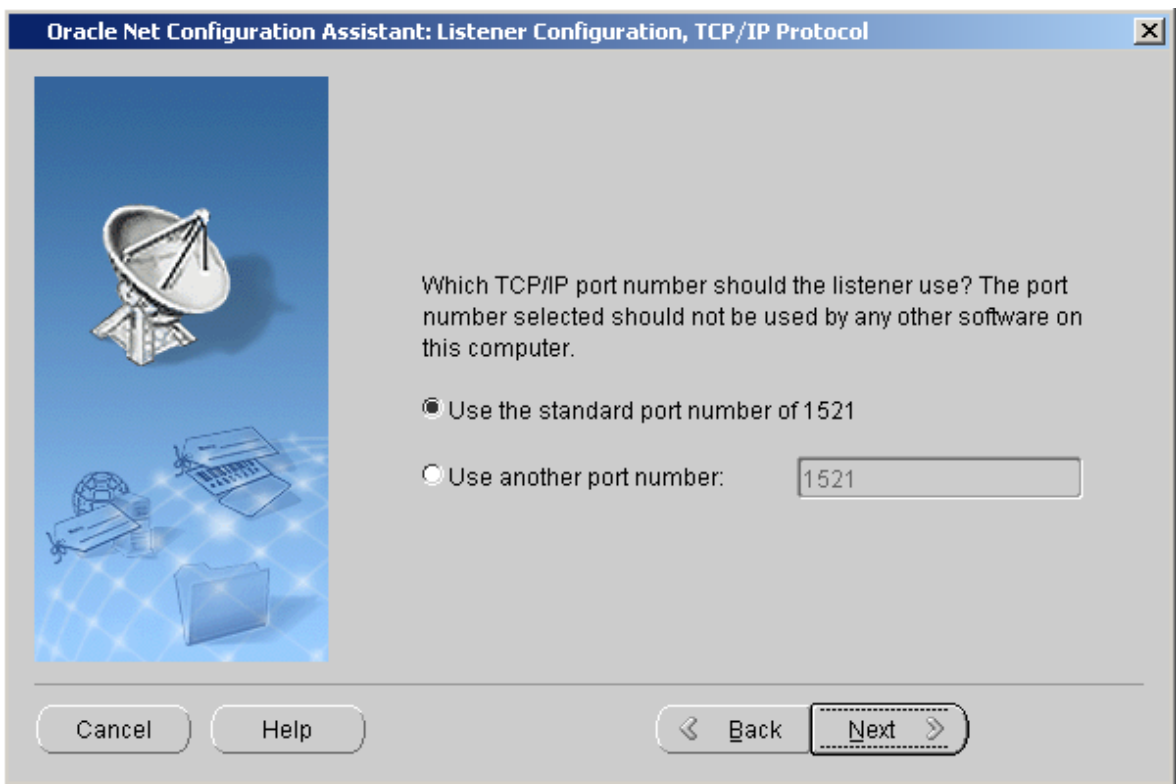
The listener name can be the default (you can change it if you want) and click on next



Click on next, selected protocols should be TCP



If you want to use the standard port then leave as it is and click next. You can change it if you want but then notify the application team to use what you specified here.



No need to configure another one so click next again.



The listener is created and click next and finish to quit the gui



This step create a new Windows service called Listener. As the name implies this service listens on port 1521 for client request.

To check if you can reach the port from client machines you can use the following command:

```
telnet bvhostname 1521
```

You should see a blank screen if not then there's something blocking the port on the network or the service is not running.

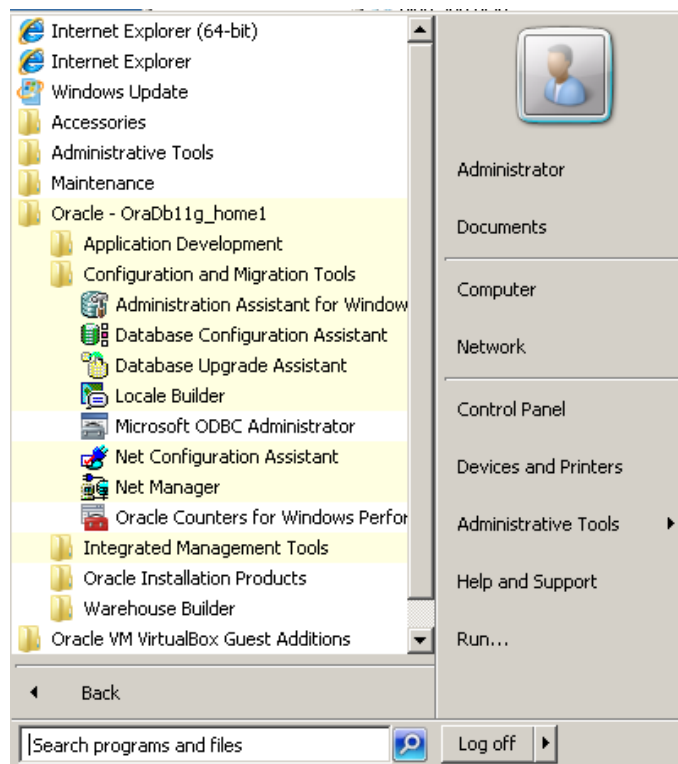
Now the next and last step is to create a database. All files will be stored under D:\oracle.

Copy the following template file to D:\oracle\1120\assistants\dbca\templates.

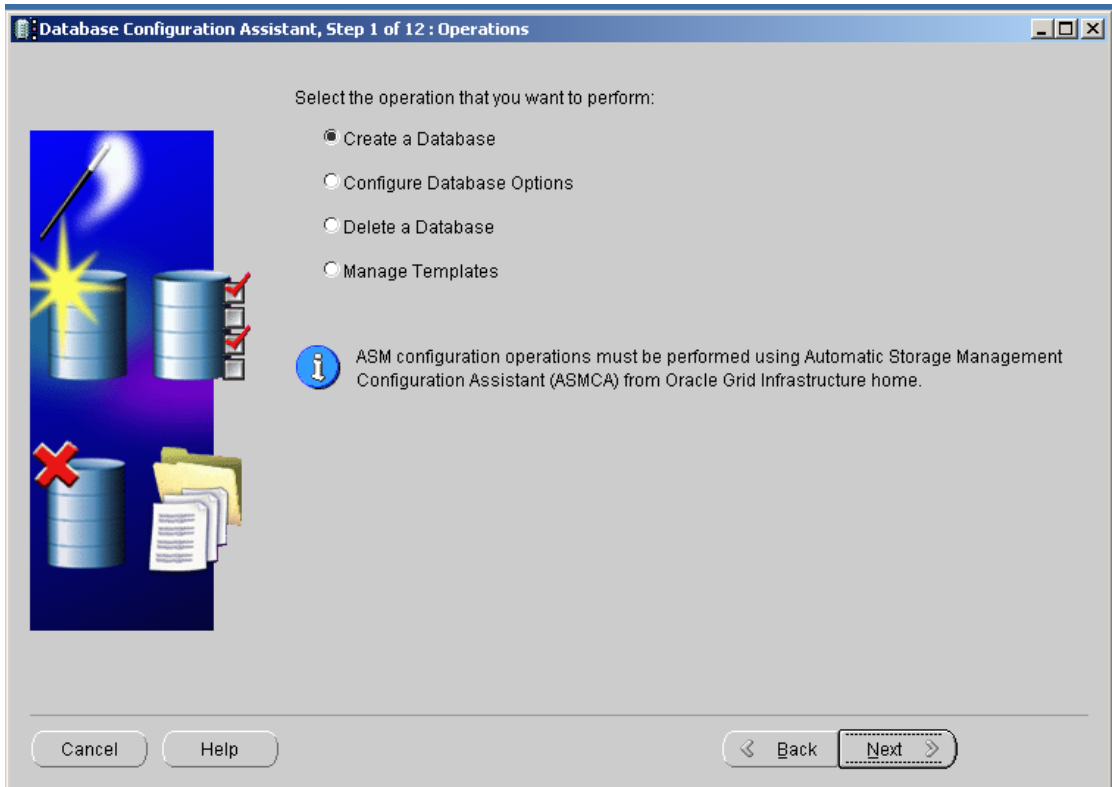


EAMEBV.dbt

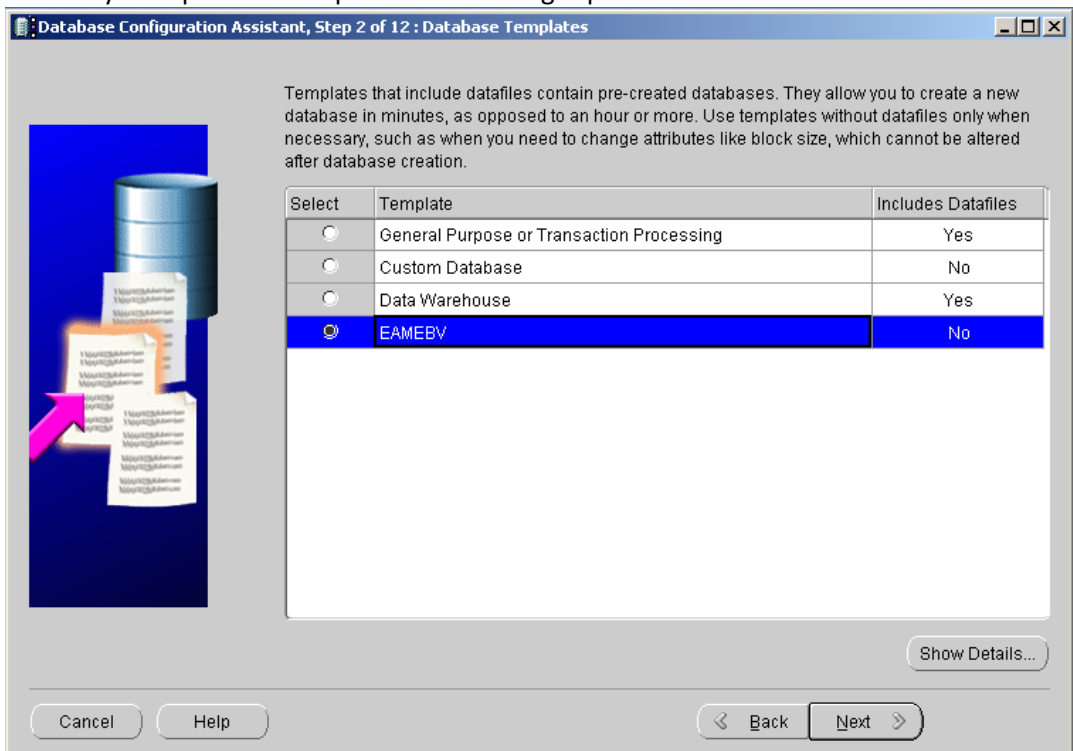
Go to START->Oracle -> OraDb11g_home1 -> Configuration and Migration Tools and run Database Configuration Assistant and click next



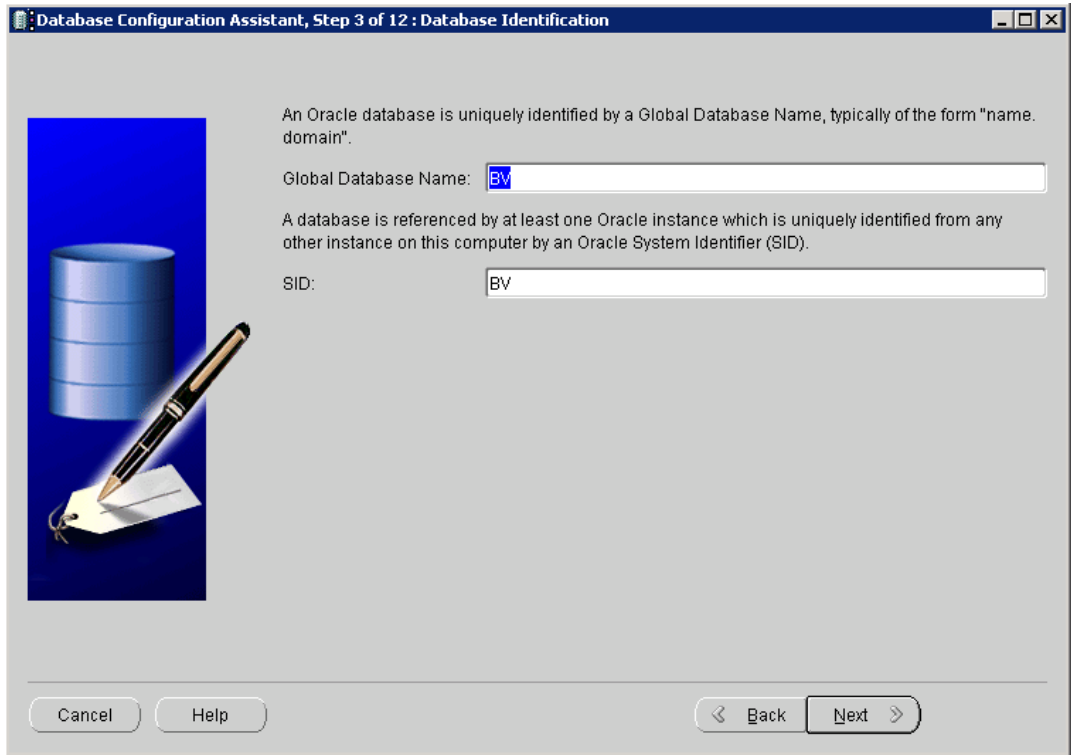
Leave the option "create a database" and click next



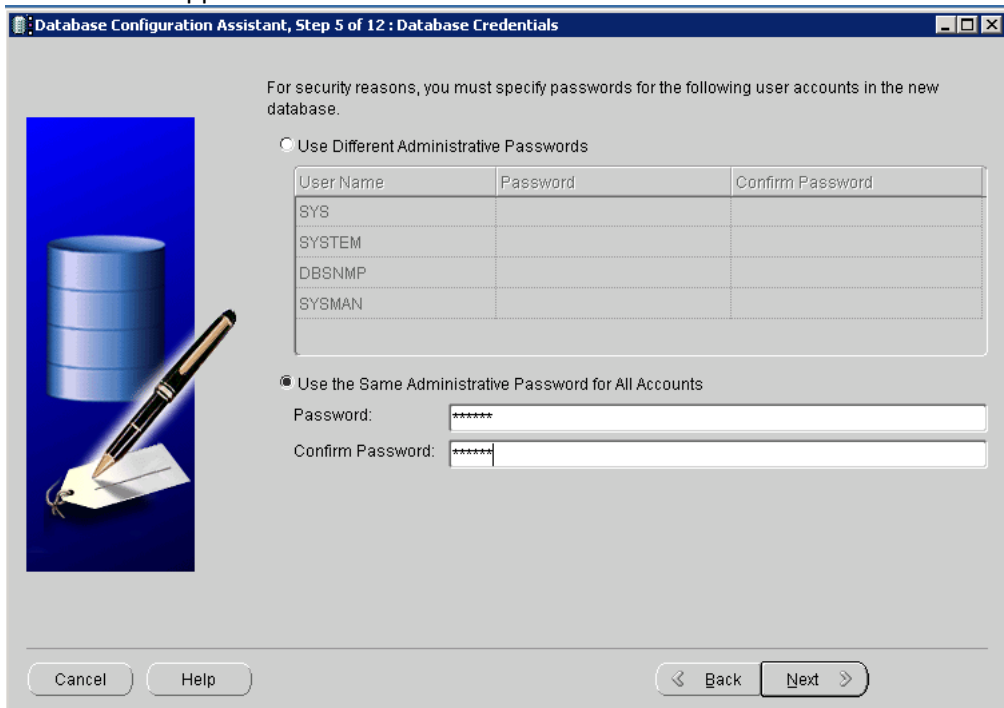
You will see a list of templates. What we need is the EAME BV one. If you don't see it then check if you copied the template file to the right place. Select it and click next.



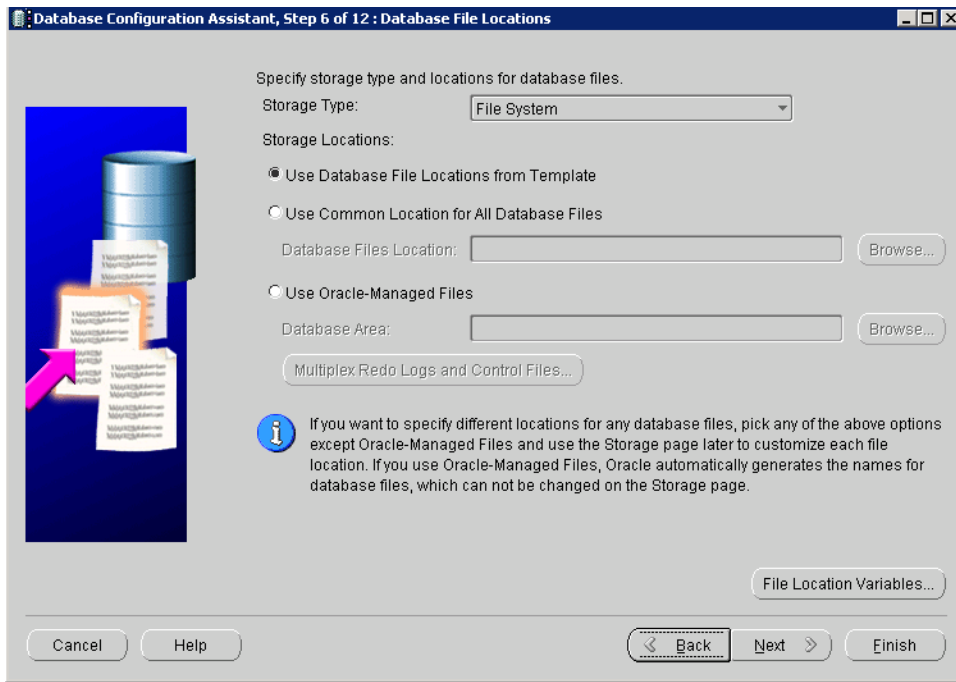
Type "BV" to each text field and click next.



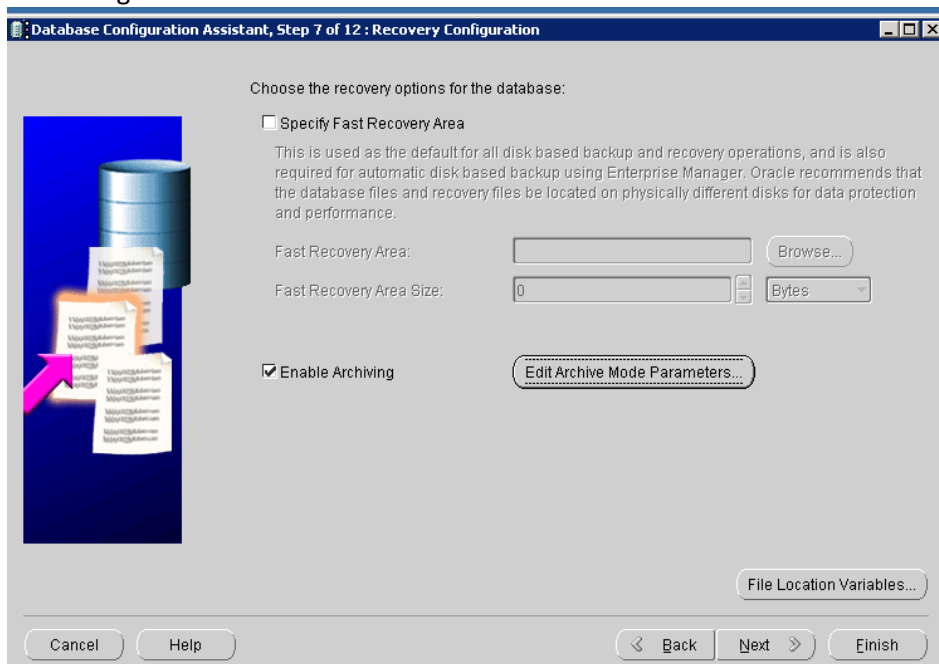
Type the same password to each text field. Note down the password because you will need it later for BV application installation. Click next.



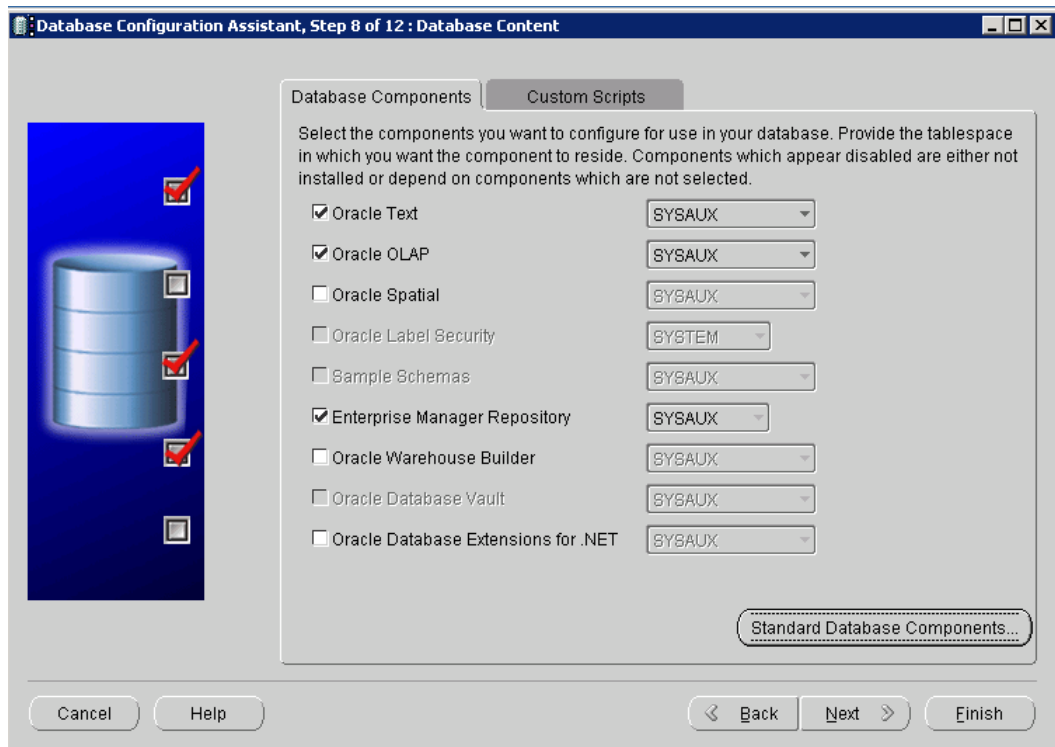
Select "Use database file locations from template" and click next.



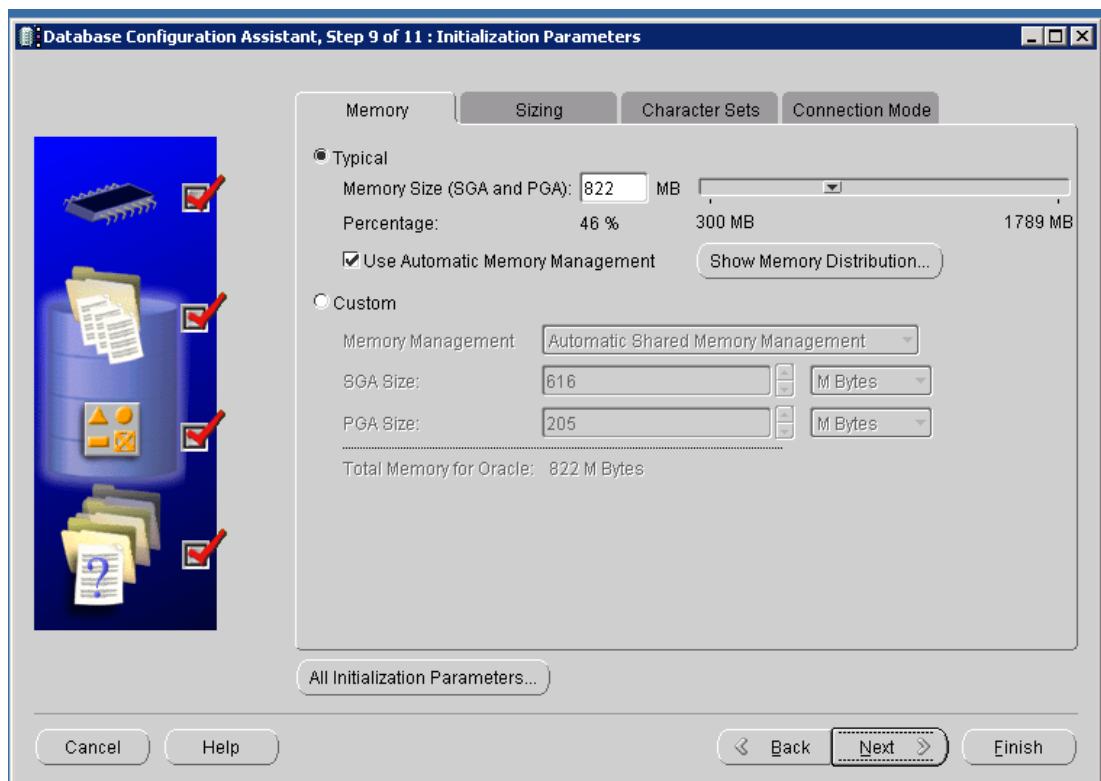
If this is for test database uncheck “enable archiving” so the disk won’t fill up with archivlogs.



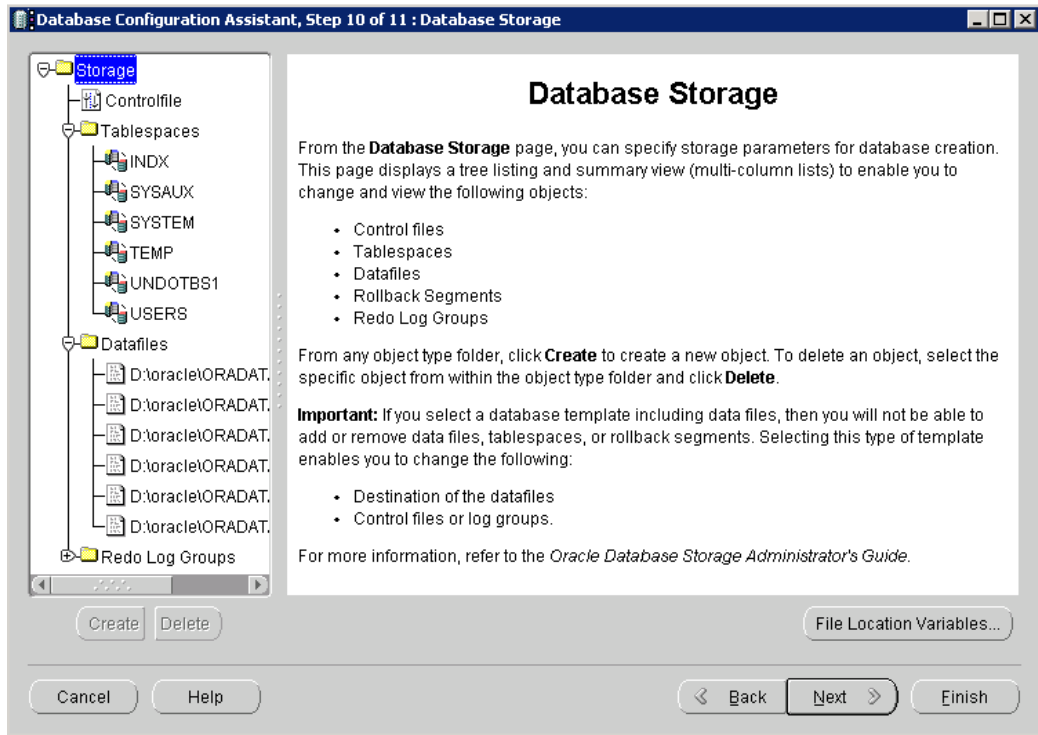
This lists the components installed. Click on next.



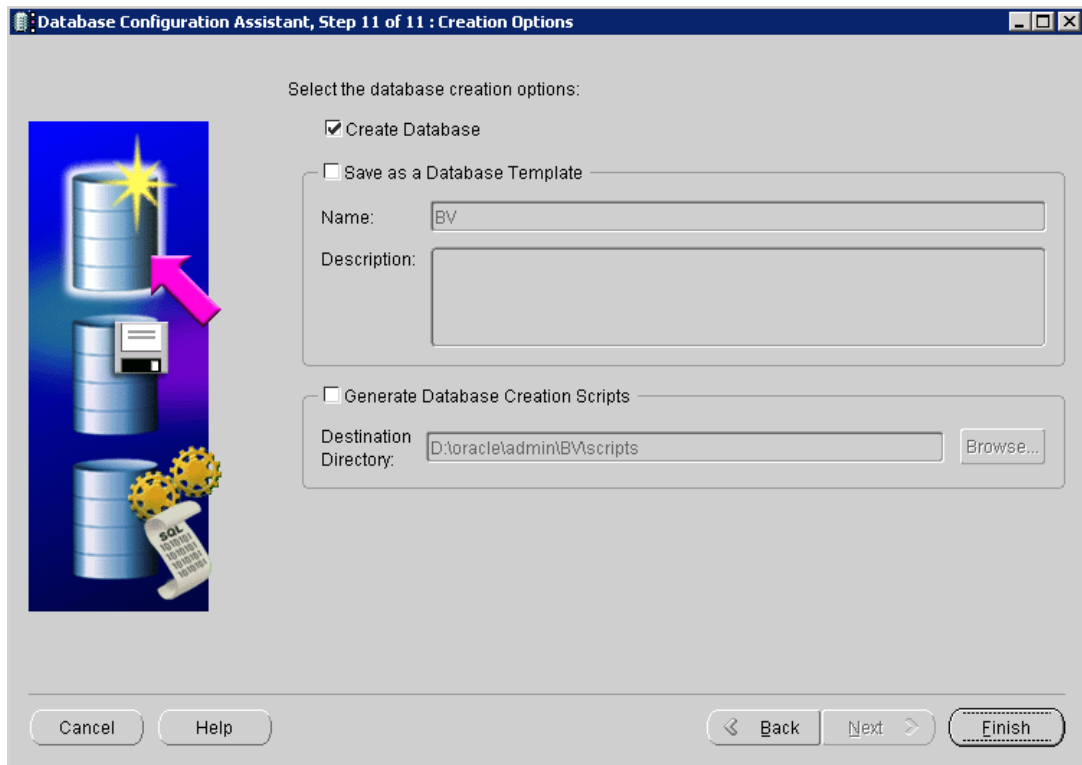
Adjust the slide to set a proper memory allocation for the database. Typical values are between 500M-2G depending how much memory your server has. Click on next.



You will see a page with listing the Control files, redo files and datafiles. You can verify their location by clicking on them. If you're done click on next










On the last page make sure the “Create database is selected” and click finish.



A confirmation window will appear. You can make a final check. Click on OK and the installation will start. Once the progress reaches 100% you just need to click on ok again.

After installation you will have the following services:

-
-  Oracle BV VSS Writer Service
 -  OracleDBConsoleBV
 -  OracleJobSchedulerBV
 -  OracleMTSRecoveryService
 -  OracleOraDb11g_home1ClrAgent
 -  OracleOraDb11g_home1TNSListener
 -  OracleServiceBV

If may happen that the box already has a Oracle installed and a working database (11g). In that case you don't need to install Oracle and create listener. You only need to create the instance and the database via manual scripts and not through DBCA. The scripts are attached here. This is only for people who is familiar and have experience with Oracle administration.



4 Oracle drive and structure

C drive:

- Central inventory containing information about the install oracle products
Location :
C:\program files (x86)\oracle*.*

D drive:

- Oracle software
Location :
D:\oracle\1120*.*
- Oracle database containing the bellavita data itself
Location :
D:\oracle\oradata\BV*.*
- Oracle archive files containing all the changes the database generates
Location :
D:\oracle\admin\bv\archive

5 Database administration

On completion of the Oracle software installation 2 services are the most important for the database

- OracleServiceBV
- OracleOraDb11g_home1TNSListener

These services are set to automatic start on reboot of the server. If they are stopped the database is not started.

PLEASE make sure that whenever the server is stopped or rebooted these services are stopped manually otherwise there may be data corruption. Once the server is up the services should start up automatically and be ready to accept connection requests.

6 Virus protection

Micros does not prohibit nor specify any specific antivirus software. However, the antivirus software should not lock or attempt to lock the Oracle files. Most antivirus software has the ability to specify files to skip. The Opera files should be included in this exclusion list. Micros recommends that any antivirus software should be configured to exclude the scanning of the Oracle data files and control files which are hold in "C:\program files\oracle" and "D:\oracle".

7 Backup

Database backup and maintenance of the backup software solution is the responsibility of the hotel. Regular monitoring of the successful completion of the backup is essential. Backup failures will need to be identified and resolved with some urgency.

Archive Mode

With archive mode active, an online *hot-backup* should be scheduled to occur nightly; both Veritas and Dataprotector have the ability to automate the backup routine at schedule times. An Oracle agent is required in order to be able to backup the Oracle tablespace datafiles while in use by the Oracle services running on the database server.

The inability to restore the Oracle database datafiles, control files or archived redo logs will result in an inability to recover/restore the database.

It is the responsibility of the site to ensure that the nightly online backup of the database has been successful and completed without error.

Recovery of an Oracle database to an operational state is a DBA skill and would require assistance from a Micros-Fidelio office or dealer.