

Oracle® Hospitality Suite8  
Installation Guide  
Release 8.10.0.0  
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July 2016

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# Preface

Oracle Suite8 Hospitality uses the following process for timely development and deployment of security patches and upgrades.

The development team notifies the regional office and the regional office provides information about the new patch to the relevant resellers. You can download the release using the Oracle Software Delivery Cloud: <https://edelivery.oracle.com/>

## Audience

This installation guide is intended for installers, programmers, technical support teams, product specialists, and others who are responsible for installing the Oracle Hospitality Suite8 Release 8.10.0.0.

## Important Information

The login and password for the Suite8 Demo Version is 'SUPERVISOR' and 'Hamburg'. Enter a new password when you log in the first time.

## 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
May 2016	<ul style="list-style-type: none"><li>• Initial publication.</li></ul>
May 2016	<ul style="list-style-type: none"><li>• Data Pump EXPDP.exe – Version 11.2.0.3 description updated.</li></ul>

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<b>Date</b>	<b>Description of Change</b>
June 2016	<ul style="list-style-type: none"><li>• Data Pump EXPDP - parameter descriptions updated.</li></ul>
July 2016	<ul style="list-style-type: none"><li>• Login and password for demo version added and Import Translation in Post Upgrade Tasks updated for Version 8.10.0.1</li></ul>

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# 1 Getting Started

This guide provides instructions on how to upgrade and configure Oracle Hospitality Suite8.

## Before You Start

Installing Suite8 requires:

- PCs and a working knowledge of the Microsoft Windows interface
- Microsoft Windows administrative privileges
- Root privileges if installing on an Oracle Linux environment
- Client Application Loader (CAL) technology

## Understanding the Installation Process

The installation process includes:

1. Prerequisite steps: You need to perform these steps prior to installing or upgrading to Suite8 version 8.10.0.0.
3. Upgrading or installing Suite8: You can run the Suite8 Version 8.10.0.0 installer to upgrade the Suite8 application and the HTML files. To perform a new installation or to install and add application servers refer to the [Upgrading from a Previous Release](#) section.
  - a. Configure the application settings after installing the application: Configuring the application verifies the application components and the database are configured correctly.
  - b. Verifying the installation: Performing the verification step confirms the Suite8 application and the database applications installed correctly.

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## 2 Pre-Installation Tasks

Before you install Suite8 you must:

- Confirm the database complies with version 8.9.6.0 or upgrade to the latest officially released version 8.9.6.10.
- Export of the user V8LIVE. Refer to the [Export & Import Suite8 User section](#) for more information.

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## 3 Upgrading from a Previous Release

### Upgrading Suite8

1. Confirm your Suite8 application and database servers meet the requirements listed in the *Pre-Installation Tasks* section.
2. Log in with your Oracle account credentials or single sign-on (SSO) credentials and download the Suite8 Release 8.10.0.0 from the [Oracle Software Delivery Cloud](#).
- a. If you are upgrading from 8.9.6.0, run these scripts:  
8\_9\_6\_0\_to\_8\_10\_0\_0#0.sql  
8\_9\_6\_0\_to\_8\_10\_0\_0#1.sql  
8\_9\_6\_0\_to\_8\_10\_0\_0#2.sql
- b. If you are upgrading from 8.9.6.10, run these scripts:  
8\_9\_6\_10\_to\_8\_10\_0\_0#0.sql  
8\_9\_6\_10\_to\_8\_10\_0\_0#1.sql  
8\_9\_6\_10\_to\_8\_10\_0\_0#2.sql
5. Connect to the Oracle database as SYSDBA and run the following statements. These statements are also part of the script `10_runasSYSDBA.sql` and required to avoid possible compilation errors when creating all views and procedures. The variable `SCHEMANAME` must be replaced with the name of the live user (usually `V8LIVE`):

```
CREATE OR REPLACE view sys.x_$ksppi as select * from
SYS.X$KSPPI;
CREATE OR REPLACE view sys.x_$ksppsv as select * from
sys.X$ksppsv;
GRANT connect to SCHEMANAME;
GRANT create session to SCHEMANAME;
GRANT create table to SCHEMANAME;
GRANT create type to SCHEMANAME;
GRANT create procedure to SCHEMANAME;
GRANT create view to SCHEMANAME;
GRANT create trigger to SCHEMANAME;
GRANT create sequence to SCHEMANAME;
GRANT create materialized view to SCHEMANAME;
GRANT select on v_$session to SCHEMANAME;
GRANT select on gv_$session to SCHEMANAME;
GRANT select on v_$database to SCHEMANAME;
GRANT select on dba_indexes to SCHEMANAME;
GRANT select on dba_tables to SCHEMANAME;
GRANT select on dba_users to SCHEMANAME;
GRANT select on dba_tab_columns to SCHEMANAME;
GRANT select on dba_ind_columns to SCHEMANAME;
GRANT select on dba_ind_expressions to SCHEMANAME;
GRANT select on v_$sess_io to SCHEMANAME;
```



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```

GRANT select on v_$statname to SCHEMANAME;
GRANT select on v_$sql to SCHEMANAME;
GRANT select on v_$sysstat to SCHEMANAME;
GRANT select on v_$parameter to SCHEMANAME;
GRANT select on v_$instance to SCHEMANAME;
GRANT select on dba_free_space to SCHEMANAME;
GRANT select on dba_data_files to SCHEMANAME;
GRANT select on v_$log to SCHEMANAME;
GRANT select on v_$tablespace to SCHEMANAME;
GRANT select on sys.x_$ksppi to SCHEMANAME;
GRANT select on sys.x_$ksppsv to SCHEMANAME;
GRANT select on dba_rsrc_plan_directives to SCHEMANAME;
GRANT execute on dbms_crypto to SCHEMANAME;
GRANT execute on dbms_snapshot_utl to SCHEMANAME;
GRANT create any table to SCHEMANAME;
GRANT select on dba_temp_files to SCHEMANAME;
GRANT select on dba_tablespaces to SCHEMANAME;
GRANT select on gv_$sort_segment to SCHEMANAME;

```

6. After the database structure updates, run the following scripts:
  - 01\_allviews.sql
  - 02\_allprocs.sql
  - 03\_generated.sql
  - 04\_autoindexes.sql
  - 05\_200index.sql
  - 06\_comments.sql
  - 07\_afterVersionUpdate.sql
  - 08\_gatherstatisticsforall.sql.
7. Run the statements in the script 10\_runasSYSDBA.sql by following the instructions in the file.
8. If you manually upgrade and do not use the Suite8 installer, copy all files in the programs.zip file to the Suite8 programs directory.  
For example, ..\Fidelio\Programs
9. Copy all files in the rtf.zip file to the Suite8 HTML directory.  
For example, ..\Fidelio\Html
10. Use the latest register.bat for new installations and minregister.bat for updates. The release included both files and new executables and libraries.
11. If you use Version Control, update the existing VerCtrl.ini with new libraries, HTML files, and the help files or use the latest VerCtrl.ini file included in this release.  
  
The existing verctrlV8.exe file must be replaced with the latest verctrlV8.exe file included in this release. This new version is required to register the new Ifc8ComEx.dll file after you copy the file to other workstations.
12. To be compliant with Oracle policies, the user password encryption in Suite8 uses the Oracle approved crypto algorithm. This requires converting all existing passwords to the new hashing scheme, which is performed automatically when

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starting version 8.9.6.0 or higher for the first time. You must back up the XCED table prior to upgrading to 8.10.0.0 version in case a downgrade is required later.

13. Suite8 now requires an `ini` file for startup and you must modify all Suite8 shortcuts. Suite8 will not start without the `*.ini` file.

- \* The release includes the sample file `v8live.ini`. You can find the media package in the folder `Suite8INI`.
- \* The `*.ini` file contains all the database connection details including the HTML path and a parameters section that contain the required runtime parameters that you can add.

To enable all keys expecting a Boolean value you can set the value to `true`, `1`, or `ON`. To disable a key you can set the value to either `false`, `0`, or `OFF`.

- \* You must name the `*.ini` file the same as the connected schema user. For example, `v8live`. This simplifies creating shortcuts for different users using the same program files. For example, this simplifies a CRS environment and enables the support to maintain a generic structure.
- \* The `*.ini` file must be added in the shortcut. For example, the shortcut properties:  
`C:\Fidelio\programs\fideliov8.exe C:\Fidelio\v8live.ini`
- \* If the installation uses the automatic night audit, you can use the command line. To access the command line go to the **Setup** menu, select **Configuration, Global Settings**, and then select **Night Audit** to configure the new startup parameters.
- \* Using the DPAPI requires encryption key management per user / workstation. The Oracle user password contained in the `ini` file must be encrypted by running the `FidelioV8DBPasswordEncrypt.exe` file included in the 8.10.0.0 release. You cannot run the encryption process once and then use the same the `ini` file everywhere. This encryption file must run on each workstation.

## Installing the ini File and Updating Shortcuts

You must complete the following steps to install the `ini` file and create a shortcut.

1. Run `v8-Client-Short-Cut.exe` file and click **Next**.
2. Review the information and click **Next**.
3. Select the setup type and click **Next**.
4. Verify the destination folder and click **Next**.
5. Verify the program icons folder and click **Next**.
6. Enter the Suite8 live user, password, and service. You must enter a password with 8 characters. Click **Next**.
7. Select **Yes** to change the password or select **No** to continue without changing the password.
8. Enter the Suite8 training user, password, and service.
9. Click **Next** and **Finish**

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10. Security Guidelines: To fulfill the PA-DSS Certification for 3.1 the protected data XCCS->XCCS\_NUMBER and WPRT ->WPRT\_VALUE will be encrypted with Oracle Wallet. If Oracle Wallet is not active or the fields are not encrypted, as a result Suite 8 will not start and an error message appears. For example, Please activate the Oracle Wallet.

## Activating Oracle Wallet

You must complete the following steps to activate the Oracle Wallet.

1. Create a folder for the wallet in the Oracle base directory. For example, C:\ORACLE\ADMIN\V8\WALLET
2. Add the entry below to SQLNET.ORA. For example, find the 11g SQLNET.ORA file in this location: C:\oracle\11.2.0\DATABASE\network\admin  
->DIRECTORY You must change the path to the WALLET folder created in the previous step.  
ENCRYPTION\_WALLET\_LOCATION = (SOURCE =  
                                  (METHOD = FILE)  
                                  (METHOD\_DATA =  
                                  (DIRECTORY =  
                                  C:\ORACLE\ADMIN\V8\WALLET)))
3. Restart the database.
4. Connect as sys and execute the following statement to set the encryption key. Replace PLACE\_YOUR\_PASSWORD\_HERE with the encryption key and keep this key in a safe place.  
ALTER SYSTEM SET ENCRYPTION KEY IDENTIFIED by  
"PLACE\_YOUR\_PASSWORD\_HERE" ;
5. To open Oracle Wallet and activate global encryption: ALTER SYSTEM SET ENCRYPTION WALLET OPEN IDENTIFIED BY  
"PLACE\_YOUR\_PASSWORD\_HERE" ;
6. Connect to live schema. For example, V8LIVE and execute the statements below.  
ALTER TABLE wpvt MODIFY (wpvt\_value ENCRYPT USING  
'AES256' SALT);  
ALTER TABLE xccs MODIFY (xccs\_number ENCRYPT USING  
'AES256' SALT);
7. Each restart of the database requires opening the wallet again.  
ALTER SYSTEM SET WALLET OPEN IDENTIFIED by  
"PLACE\_YOUR\_PASSWORD\_HERE" ;
8. Useful Tips:
  - To check the status connect as sys: SELECT \* FROM V\$ENCRYPTION\_WALLET;
  - To close the wallet for testing purposes: ALTER SYSTEM SET ENCRYPTION WALLET CLOSE IDENTIFIED by  
"PLACE\_YOUR\_PASSWORD\_HERE" ;

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The Oracle Wallet functionality that complies with PA-DSS 3.1 is not supported with Oracle 10g. Refer to the *Post-Upgrade Tasks* for the required versions.

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14. Run the sequence fix Suite8 > Setup > Miscellaneous > System Maintenance > Database -> Sequence Fix
15. Execute the primary key existence check Suite8 > Setup > Miscellaneous > System Maintenance > Miscellaneous > System Check > Database > Primary key existence to confirm no primary keys are missing except for WLNR, WNEB and STAB.

## Post-Upgrade Tasks

After upgrading you must:

1. Update the mailing by going to Suite8 > Setup > Miscellaneous > Updates > Mailing Update > import mailing.sql included in this release.
2. Update the translation by going to Suite8 -> Setup -> Miscellaneous -> Updates -> Translation Update to import the translation file provided by local office.
3. If you are updating an existing Online Interface installation, you need to first uninstall and then reinstall the interface by using the new Online Interface Install Shield included in this release.
4. The tray icon of the Fidelio Server is not visible anymore when running as a service on a Microsoft Windows 2008 server. This is due to changes in the operating system, but there is a workaround. Refer to the Help File->How To->Fidelio Server->Fidelio Server->Installing Fidelio Server as a Microsoft Windows Service on a Microsoft Windows 2008 Server.
5. Review the FTP connection settings in applicable functions including the Scheduled Task File Upload to implement the new features added since version 8.9.6.0 and to configure and manage FTP accounts in Suite8, similar to common FTP clients.
6. Review the Release Notes for new features and updates in Suite8.
7. Refer to TT 5 for an overview of all new user rights.
8. Verify the version of Oracle installed is one of the following: Oracle 11g Release 2 11.2.0.3 or 11.2.0.4 with latest Oracle Patch for the database installation (64bit) and client installation (32bit) **or** Oracle 12c Release 1 12.1.0.1 or 12.1.0.2 with latest Oracle Patch for the database installation (64bit) and client installation (32bit).  
You must install Oracle 11g Release 2 with the parameter setting compatible=10.2.0.4. Refer to the *Oracle Hospitality Suite8 Install Shield Guide for Release 8.10.0.0* for more information.
9. When installing the 8.10 version of webConnect, if the following error appears you can follow the instructions below to resolve the error.

**Server Error in '/V8Client' Application.**

```
[A]System.Web.WebPages.Razor.Configuration.HostSection cannot be cast to [B]System.Web.WebPages.Razor.Configuration.HostSection. Type A originates from 'System.Web.WebPages.Razor, Version=1.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35' in the context 'Default' at location 'C:\Windows\Microsoft.NET\assembly\GAC_MSIL\System.Web.WebPages.Razor\v1.0.0.0_31bf3856ad364e35\System.Web.WebPages.Razor.dll'. Type B originates from 'System.Web.WebPages.Razor, Version=2.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35' in the context 'Default' at location 'C:\Windows\Microsoft.NET\Framework\v4.0.30319\Temporary ASP.NET Files\v8client\4147f401\9a8a753d\assembly\dl3\e20ddb03\006c5909_7b7cce01\System.Web.WebPages.Razor.dll'.
```

**Description:** An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

**Exception Details:** System.InvalidCastException: [A]System.Web.WebPages.Razor.Configuration.HostSection cannot be cast to [B]System.Web.WebPages.Razor.Configuration.HostSection. Type A originates from 'System.Web.WebPages.Razor, Version=1.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35' in the context 'Default' at location 'C:\Windows\Microsoft.NET\assembly\GAC\_MSIL\System.Web.WebPages.Razor\v1.0.0.0\_31bf3856ad364e35\System.Web.WebPages.Razor.dll'. Type B originates from 'System.Web.WebPages.Razor, Version=2.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35' in the context 'Default' at location 'C:\Windows\Microsoft.NET\Framework\v4.0.30319\Temporary ASP.NET Files\v8client\4147f401\9a8a753d\assembly\dl3\e20ddb03\006c5909\_7b7cce01\System.Web.WebPages.Razor.dll'.



**Source Error:**

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

**Stack Trace:**

To resolve this error, go to the bin folder and delete the two files below. For example, C:\inetpub\wwwroot\V8Client\bin

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 System.Web.Razor.dll	09.07.2013 10:05	Application extension	261 KB
 System.Web.WebPages.Razor.dll	09.07.2013 10:05	Application extension	39 KB

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## 4 Exporting and Importing a Suite8 User

### What Is Data Pump Export?

Data Pump Export invoked with the `expdp` command is a new utility included in the Oracle Database 10g. Although the functionality and parameters are similar to those of the original Export utility `exp`, they are completely separate utilities and their files are not compatible.

Data Pump Export is a utility for unloading data and metadata into a set of operating system files called a dump file set. The dump file set can be imported only by the Data Pump Import utility. You can import the dump file set on the same system or you can move the files to another system and load the dump file set.

The dump file set contains one or more disk files that contain table data, database object metadata, and control information. The files are written in a proprietary binary format. During an import operation, the Data Pump Import utility uses these files to locate each database object in the dump file set.

Because the dump files are created by the server and not by the client, the database administrator (DBA) must create directory objects.

Data Pump Export enables you to specify that a job should move a subset of the data and metadata, as determined in the export mode by using data filters and metadata filters specified in the Export parameters.

Refer to the *Filtering During Export Operations* section at the following URL:  
[https://docs.oracle.com/cd/B19306\\_01/server.102/b14215/dp\\_export.htm](https://docs.oracle.com/cd/B19306_01/server.102/b14215/dp_export.htm)

### Activating the Data Pump

1. Create a folder on the database server for the data pump.  
For example, `D:\EXP\DAILY`
2. Create a directory with the database and grant access to the directory. Connect as `sys` and execute the following statements:  

```
CONNECT sys/password@ALIAS as sysdba
CREATE OR REPLACE DIRECTORY dpump_dir AS 'd:\FOLDER';
```

Replace `FOLDER` with the name of the directory you created in the previous step.  

```
GRANT READ, WRITE ON DIRECTORY dpump_dir TO public;
```

To check which directory exists in the database use the following command.

```
SELECT * FROM dba_directories;
```

---

## Exporting using the Data Pump EXPDP.exe

The export processes on the server and can start from every connected workstation. The files export to the directory defined as `dpump_dir` in the example below.

Use the following command to execute the Data Pump export and refer to the listed explanations below for each parameter.

```
EXPDP USER/PASSWORD@ALIAS DIRECTORY=dpump_dir DUMPFILE=DUMPFILENAME.dmp
PARALLEL=1 LOGFILE=LOGFILENAME.log
ENCRYPTION_PASSWORD=ThePassWordForEncrytion ENCRYPTION_MODE=password
VERSION=11.0.2.3
```

Field	Explanation
EXPDP	Executable
USER/PASSWORD@ALIAS:	Oracle user connect information, for example V8LIVE/live@V8
DIRECTORY=dpump_dir:	The Oracle <code>dpump_dir</code> directory contains the export. The Oracle database settings contain the path to the directory.
DUMPFILE=DUMPFILENAME.dmp	DUMPFILENAME.dmp defines the name of the dump file.
PARALLEL=1	Defines how many processes are used during export. Increasing the number of processes creates a faster export. This affects the performance of Suite8. You must use more than one process only when no one is using the Suite8 application.
ENCRYPTION_PASSWORD =ThePassWordForEncrytion:	You can set the <code>ThePassWordForEncrytion</code> value. You must use the same value during the import process.
ENCRYPTION_MODE=password	Do not change this value.

Field	Explanation
VERSION=11.2.0.3	<p>Use this parameter to enhance the backwards compatibility of the database versions during the import and export process by defining the compatibility of the export database version. This parameter is optional.</p> <p>For example, if the Oracle database version is 12.1.0.2 and the parameter is not set the parameter automatically sets to VERSION=12.1.0.2 and an import is only possible with an Oracle database version of 12.1.0.2. In this example, the export is not possible to import into the Oracle database version 11.2.0.3.</p> <p>For example, if the database version is 11.2.0.3 and parameter is defined, then you can export from an Oracle database version 12.1.0.2 and the export can be imported into an Oracle database version 11.2.0.3 or higher by defining the same parameter during the import process.</p>

## Import using the Data Pump IMPDP.exe

In the example below, the file to import must be in the directory defined as the `dpump_dir` directory.

Use the following command to execute the Data Pump import. and refer to the explanations listed below for each parameter.

```
IMPDP USER/PASSWORD@ALIAS DIRECTORY=dpump_dir DUMPFILE=DUMPFILENAME.dmp PARALLEL=1
LOGFILE=LOGFILENAME.log ENCRYPTION_PASSWORD=ThePassWordForEncryption
ENCRYPTION_MODE=password VERSION=11.0.2.3 REMAP_SCHEMA=OWNER:TARGET
```

Field	Explanation
IMPDP	Executable
USER/PASSWORD@ALIAS	The Oracle user account information. For example: V8LIVE/live@V8
DIRECTORY=dpump_dir	<code>dpump_dir</code> is the name of the Oracle directory where the export is located and in the Oracle database settings the path to the folder is defined.



Field	Explanation
DUMPFIL E=DUMPFIL ENAME . dmp	DUMPFIL ENAME . dmp defines the name of the dump file.
PARALLEL=1	Defines how many processes are used during the export. Increasing the number of processes creates a faster export. This affects the performance of Suite8. You must use more than one process only when no one is using the Suite8 application.
ENCRYPTION_PASSWORD =ThePassWordForEncrytion	The ThePassWordForEncrytion must be the same as defined in the export.
ENCRYPTION_MODE=password	Do not change.
VERSION=11.2.0.3	<p>Defines the backwards compatibility of the export. The Oracle database version must be equal or higher and requires the same version that was defined during the export process.</p> <p>For example, if the Oracle database version is 12.1.0.2 and the parameter is not set the parameter automatically sets to VERSION=12.1.0.2 and an import is only possible with an Oracle database version of 12.1.0.2. In this example, the export is not possible to import into the Oracle database version 11.2.0.3.</p> <p>For example, if the database version is 11.2.0.3 and parameter is defined, then you can export from an Oracle database version 12.1.0.2 and the export can be imported into an Oracle database version 11.2.0.3 or higher by defining the same parameter during the import process.</p>
REMAP_SCHEMA=OWNER:TARGET	<p>OWNER: Defines the source schema of the export.</p> <p>TARGET: Defines the target schema for the import.</p>