Oracle® Hospitality Suite8

Installation Guide
Release 8.10.0.20
E80919-01

October 2016

ORACLE

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Preface

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

You can download the Suite8 8.10.0.20 release at the following URL:
https://support.oracle.com

Audience

This 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.

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
October 2016	Initial publication for 8.10.0.20

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
- Confirming the database complies with release 8.10.0.0 or upgrade to the latest release 8.10.0.10. The section *Updating the Database* contains more information.

The Installation Process

The installation process includes the following steps:

1. You must complete the prerequisite steps prior to installing or upgrading to Suite8 release 8.10.
2. To upgrade Suite8 you can run the Suite8 Upgrade Tool or perform a manual upgrade.
3. Configure the application settings.
4. Verify the installation to confirm the Suite8 application and the database installed properly.

2 Upgrading with the Upgrade Tool

The Suite8 Upgrade Tool is now part of each release starting with Suite8 8.10.0.20 and higher. You can use the Upgrade Tool for upgrades from release 8.10.0.0 and higher.

You can follow the steps below to complete the upgrade process or you can use the InstallShield Wizard to complete specific steps to update part of the Suite8 application.

Using the InstallShield Wizard you can:

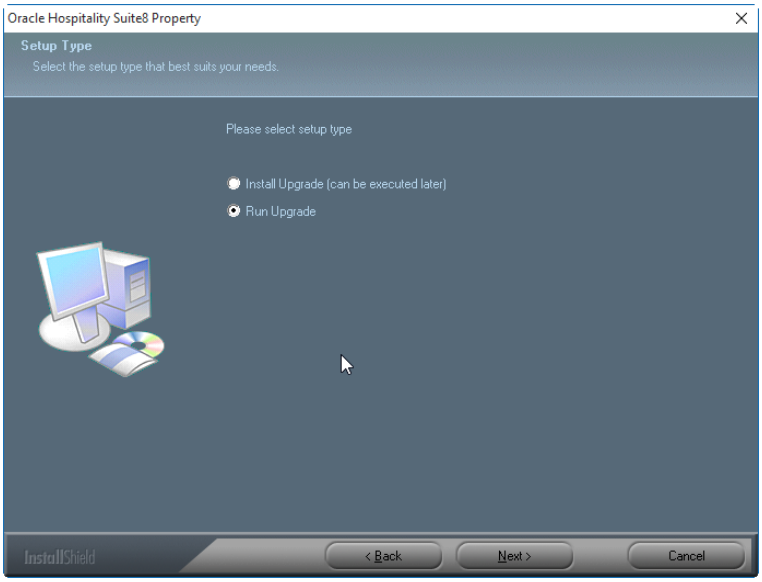
- Upgrade to 8.10.0.20 and higher
- Upgrade the Suite8 database on the server and the client applications
- Create shortcuts for Suite8 Installer
- Run certain SQL statements for system maintenance

Use version control (VerCtrl) to distribute programs and HTML files to other clients.

Upgrading to Suite8 Release 8.10.0.20 and higher

Follow these steps to upgrade from release 8.10.0.0 to 8.10.0.20 or higher.

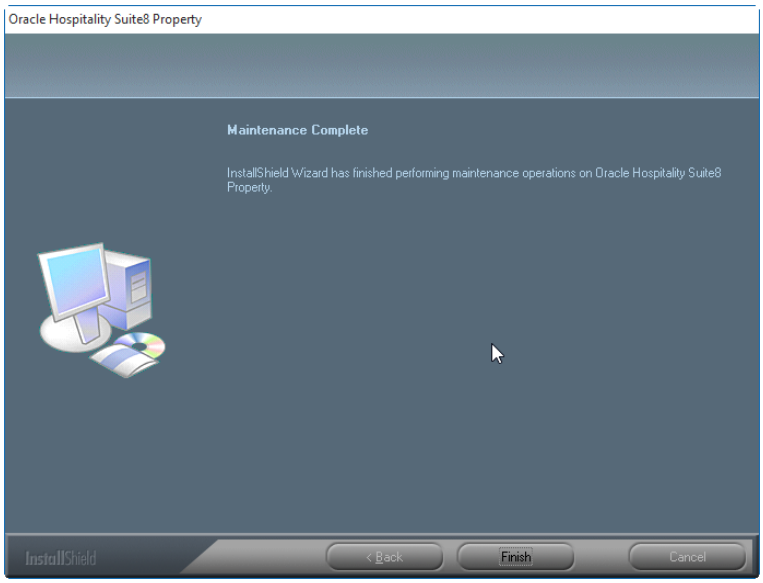
1. Log in and download the Suite8 release 8.10.0.20 at the following URL: https://support.oracle.com
2. Right-click on the `Suite8InstUpgrade.exe` file and select run as administrator.
3. On the InstallShield, select **Next** to begin the upgrade process**.**
4. Read the Important Notes and select **Next**.
5. Select one of the following options and then select **Next**.
    - **Run Upgrade** to start the upgrade process.
    - **Install Upgrade** to install the program to install a shortcut on your desktop to start the InstallShield Wizard from the desktop at a later time.



6. If you want to upgrade now, select the **Run Upgrade** option and select **Next.**
7. Browse to define the directory to install the program files. The InstallShield Wizard checks if the target folder is empty. Or if the folder does not exist, the InstallShield Wizard creates the folder and then copies the files to the folder.

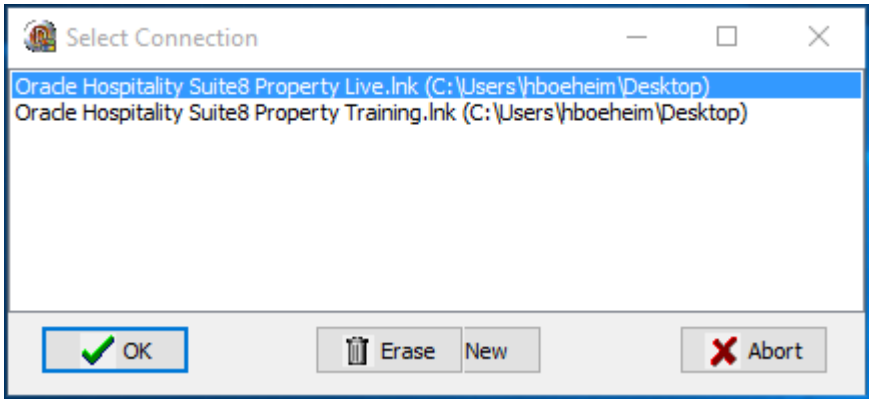
   For example, the default directory for the upgrade files:
   `C:\FIDELIO\UPGRADE`

8. If you select **Install Upgrade** to install the Suite8 application at a later time, click **Finish** to close the window. The upgrade program installed a shortcut on the desktop. When you decide to start the update later, double-click this shortcut and continue following the instructions below.



9. You must select the correct connection, for the live production system select the **live.lnk** connection and select **OK**. If there is just one connection to select, the wizard skips this step.

   If no connection appears, you may need to create a new shortcut. The *Appendix* section contains more information



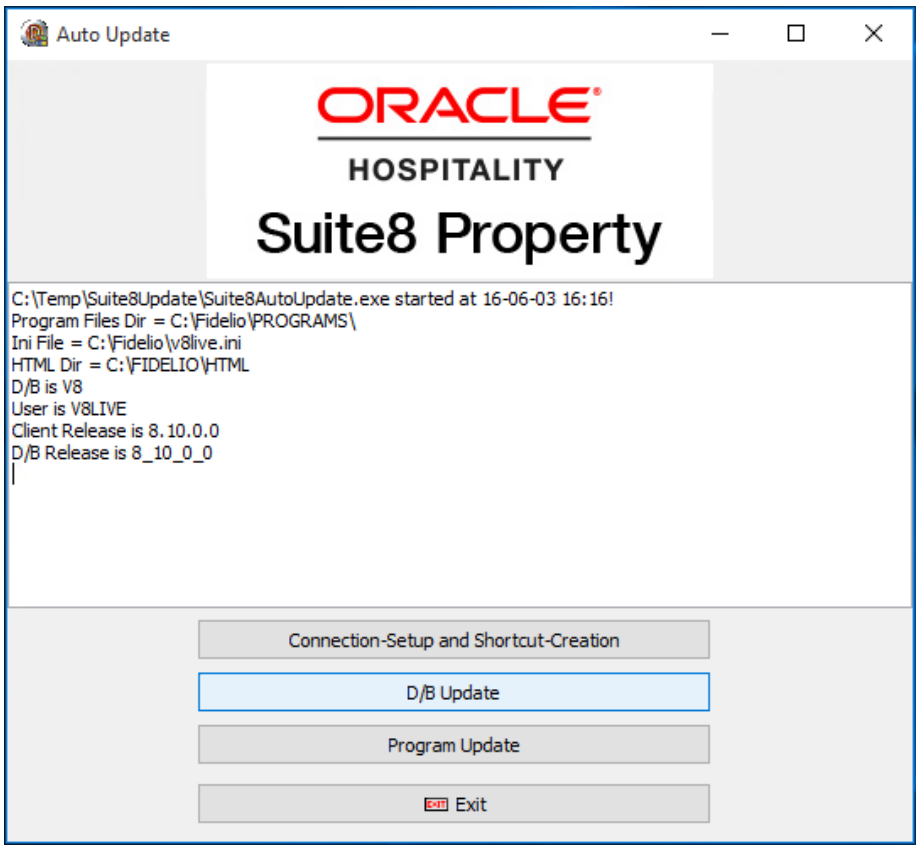
Updating the Suite8 Database

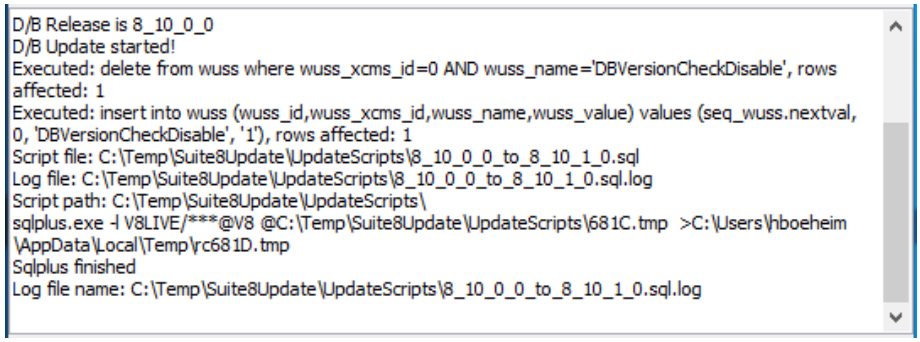
You can use the database upgrade option to upgrade the database during the Suite8 application upgrade or you can upgrade the database at any time using the InstallShield Wizard and select the D/B Update option.

To update the database:

1. Go to the database server and login as system administrator.
2. Run the InstallShield Wizard and select the **D/B Update** option
3. Log files are created in the same directory with the following naming convention:

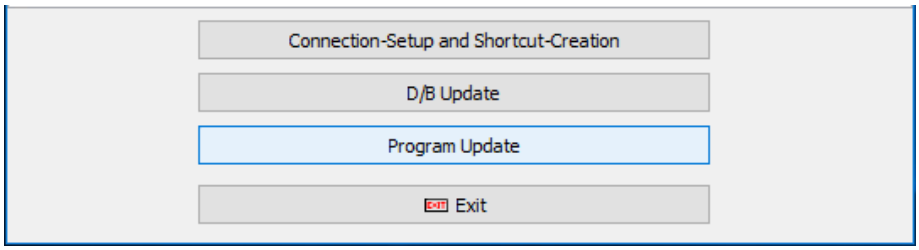
```
8_10_0_0_to_8_10_0_20.sql.log
```





Upgrading the Suite8 Application

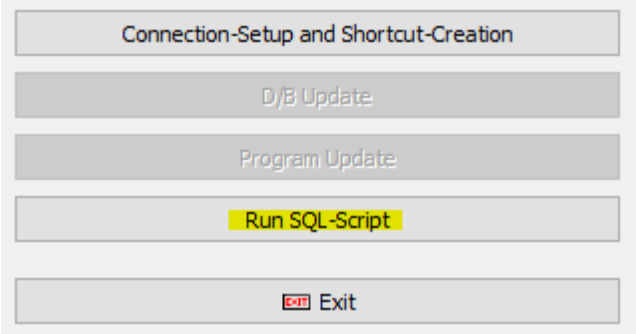
1. Select **Program Update** to start updating the Suite8 application. The progress appears in the main window, programs and HTML files are copied to the dedicated folders.
2. After the update completes, select **OK** to confirm the successful update.

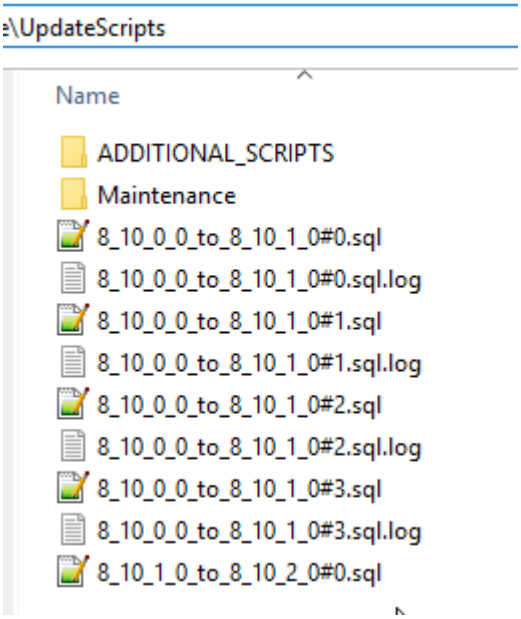


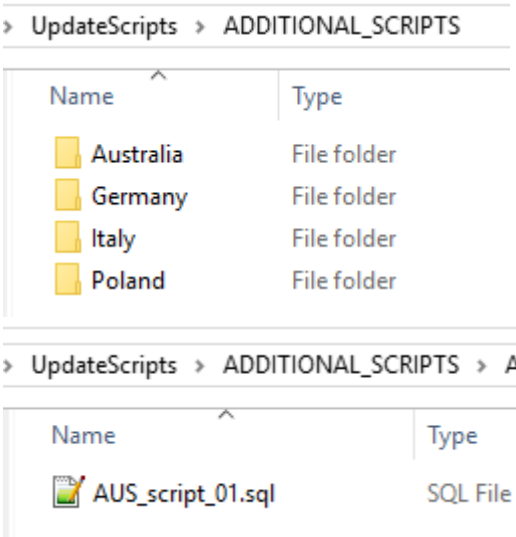
Installing the SQL Scripts

You can only select the Run SQL-Script option with the advice of an Oracle support representative. For example, you may execute a script for a patch update for a specific customer or you may need to install a country legal requirement using a script. You may need to run a script for system maintenance or to install a specific chain requirement.

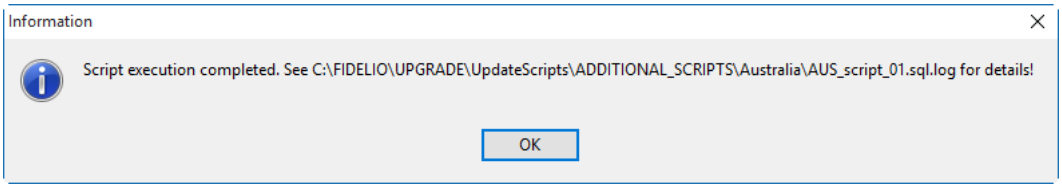
1. To run a script, select the **Run SQL Script** option.
2. The Microsoft Windows Explorer window opens containing the default scripts.
3. To install country specific scripts, go to the folder that contains the additional scripts and double-click the script.

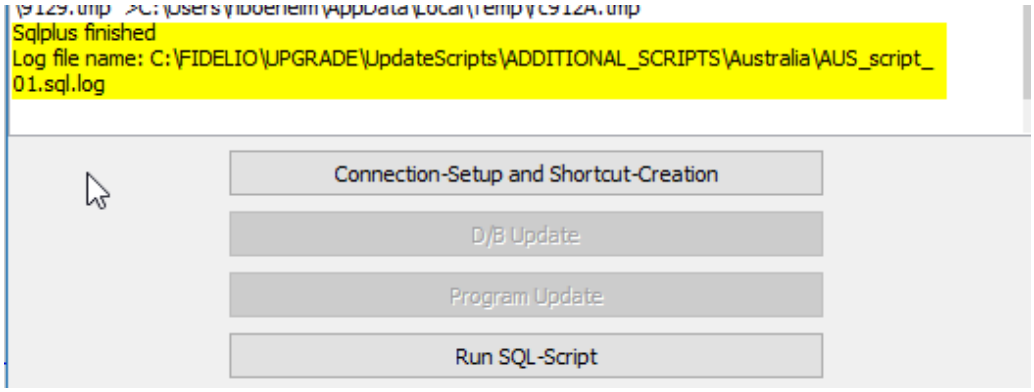

Connection-Setup and Shortcut-Creation
D/B Update
Program Update
Run SQL-Script
Exit


\UpdateScripts
Name
ADDITIONAL_SCRIPTS
Maintenance
8_10_0_0_to_8_10_1_0#0.sql
8_10_0_0_to_8_10_1_0#0.sql.log
8_10_0_0_to_8_10_1_0#1.sql
8_10_0_0_to_8_10_1_0#1.sql.log
8_10_0_0_to_8_10_1_0#2.sql
8_10_0_0_to_8_10_1_0#2.sql.log
8_10_0_0_to_8_10_1_0#3.sql
8_10_0_0_to_8_10_1_0#3.sql.log
8_10_1_0_to_8_10_2_0#0.sql

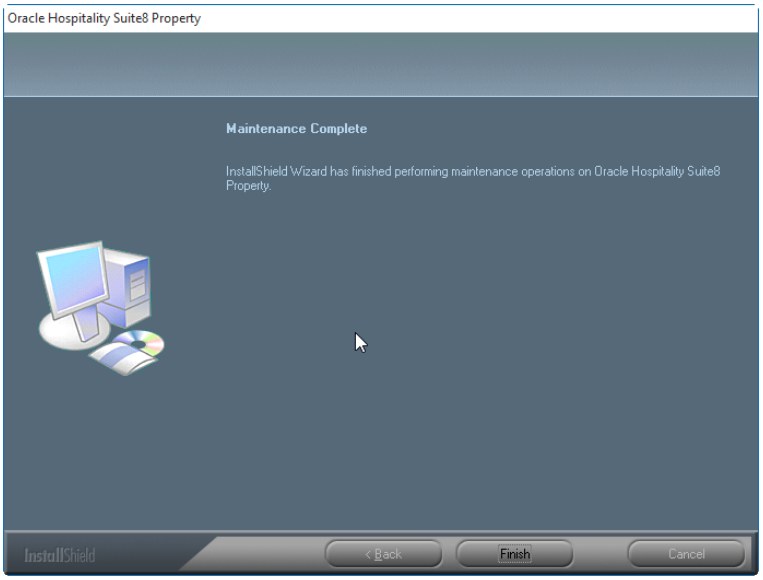

UpdateScripts › ADDITIONAL_SCRIPTS
Name
Type
Australia
File folder
Germany
File folder
Italy
File folder
Poland
File folder
UpdateScripts › ADDITIONAL_SCRIPTS › Australia
Name
Type
AUS_script_01.sql
SQL File

After the scripts install, you receive the following message and a log file appears in the same folder as the scripts.





4. To Exit the Upgrade Program, click **Exit**
5. Confirm with **Yes** to exit the program.
6. If you have started the upgrade within the InstallShield Wizard, click **Finish** to close the window.



3 Manually Upgrading from a Previous Release

Upgrading Suite8

1. Confirm your Suite8 application and database servers meet the requirements listed in the *Before you Start* section.
2. Log in and download the Suite8 version 8.10.0.20 from the following URL: https://support.oracle.com/
3. Unzip and copy the content of the files to the following locations:
   - `programs.zip` to `\fidelio\programs`
   - `rtf.zip` to `\fidelio\html`
   - VersionControl to `\VersionCtrl` on the file server
   - `Updatescripts.zip` and `scripts.zip` to any destination
4. Open Oracle SQL Developer, connect to V8live user and run these extracted scripts from the `updatescripts.zip` file.
   - If you are upgrading from 8.10.0.0, run this script: `8_10_0_0_to_8_10_0_20#0.sql`
   - If you are upgrading from 8.10.0.1, run this script: `8_10_0_1_to_8_10_0_20#0.sql`
   - If you are upgrading from 8.10.0.10, run this script: `8_10_0_10_to_8_10_0_20#0.sql`
5. 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`
6. Use the latest `register.bat` file for new installations and the `minregister.bat` file for updates. The release includes both files, new executables, and libraries.
7. 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 another workstation.

8. To be compliant with Oracle policies, the user password encryption in Suite8 uses the Oracle approved crypto algorithm. When you upgrade to 8.9.6.0 or higher for the first time all existing passwords are converted to the new hashing scheme automatically. You must backup the XCED database table prior to upgrading to 8.10.0.0 or a higher release in case a downgrade is required later.
3. Suite8 release 8.10.0.0 and higher requires an `ini` file for startup and you must modify all Suite8 shortcuts. Suite8 will not start without the `*.ini` file. The section Installing Suite8 ini file contains more information.
4. 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 Suite8 will not start and an error message appears. For example, activate the Oracle Wallet. The section Activating Oracle Wallet contains more information.

4 Installing Suite8 ini file

Suite8 release 8.10.0.0 and higher 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 `Suite8INI` directory.
- The `*.ini` file contains all the database connection details including the HTML path and a parameters section that contains the required runtime parameters 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 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 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**

5 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`

   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 wprt MODIFY (wprt_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";`

The Oracle Wallet functionality that complies with PA-DSS 3.1 is not supported with Oracle 10g. The *Post-Upgrade Tasks* section contains more information.

6 Post Upgrade Tasks

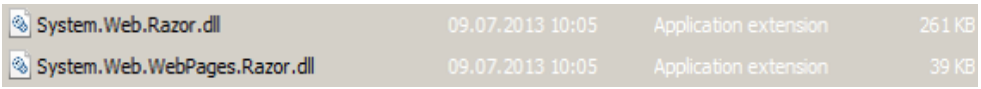
After upgrading, you must:

1. Run the sequence fix `Suite8 > Setup > Miscellaneous > System Maintenance > Database > Sequence Fix`
2. 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`.
3. Update the mailing by going to `Suite8 > Setup > Miscellaneous > Updates > Mailing Update >` import `mailing.sql` included in this release.
4. Update the translation by going to `Suite8 > Setup > Miscellaneous > Updates > Translation Update` to import the translation file provided by local office.
5. 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.
6. The tray icon of the Fidelio Server is not visible anymore when running as a service on a Microsoft Windows 2008 server 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.
7. To implement the new features added since version 8.9.6.0 and to configure and manage the FTP accounts in Suite8, review the FTP connection settings and applicable functions including the Scheduled Task File Upload or a similar function in common FTP clients.
8. Review the `readme.html` for new features and resolved issues in Suite8.
9. 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.

10. When installing the 8.10 release of webConnect, if the following error appears you can follow the instructions below to resolve the error.

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



7 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.

The Data Pump Export utility unloads data and metadata into a set of operating system files called a dump file set. You can import the dump file set only by using 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.

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

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 topic *Filtering During Export Operations* at the following URL:
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 and connect as `sys` to execute the following statements:

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

3. 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 `dpump_dir` 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 the number of processes 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:`	You can set the `ThePassWordForEncrytion` 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	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. 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. 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.

Importing 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=ThePassWordForEncrytion
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	dpump_dir 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.

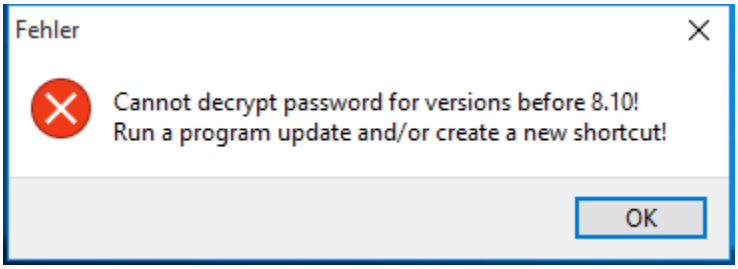
Field	Explanation
DUMPFILE=DUMPFILENAME.dmp	DUMPFILENAME.dmp defines the name of the dump file.
PARALLEL=1	Defines the number of processes used during the export. Increasing the number of processes creates a faster export. This affects the performance of Suite8. You must use more than one process only 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	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. For example, if the Oracle database version is 12.1.0.2 and the parameter is not set then the parameter automatically sets to VERSION=12.1.0.2 making an import only possible with an Oracle database release 12.1.0.2. In this example, the export is not possible to import into the Oracle database version 11.2.0.3. 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.
REMAP_SCHEMA=OWNER:TARGET	OWNER: Defines the source schema of the export. TARGET: Defines the target schema for the import.

8 Appendix: Issues and Solutions

The following list contains possible issues and solutions for the **Upgrade Tool**.

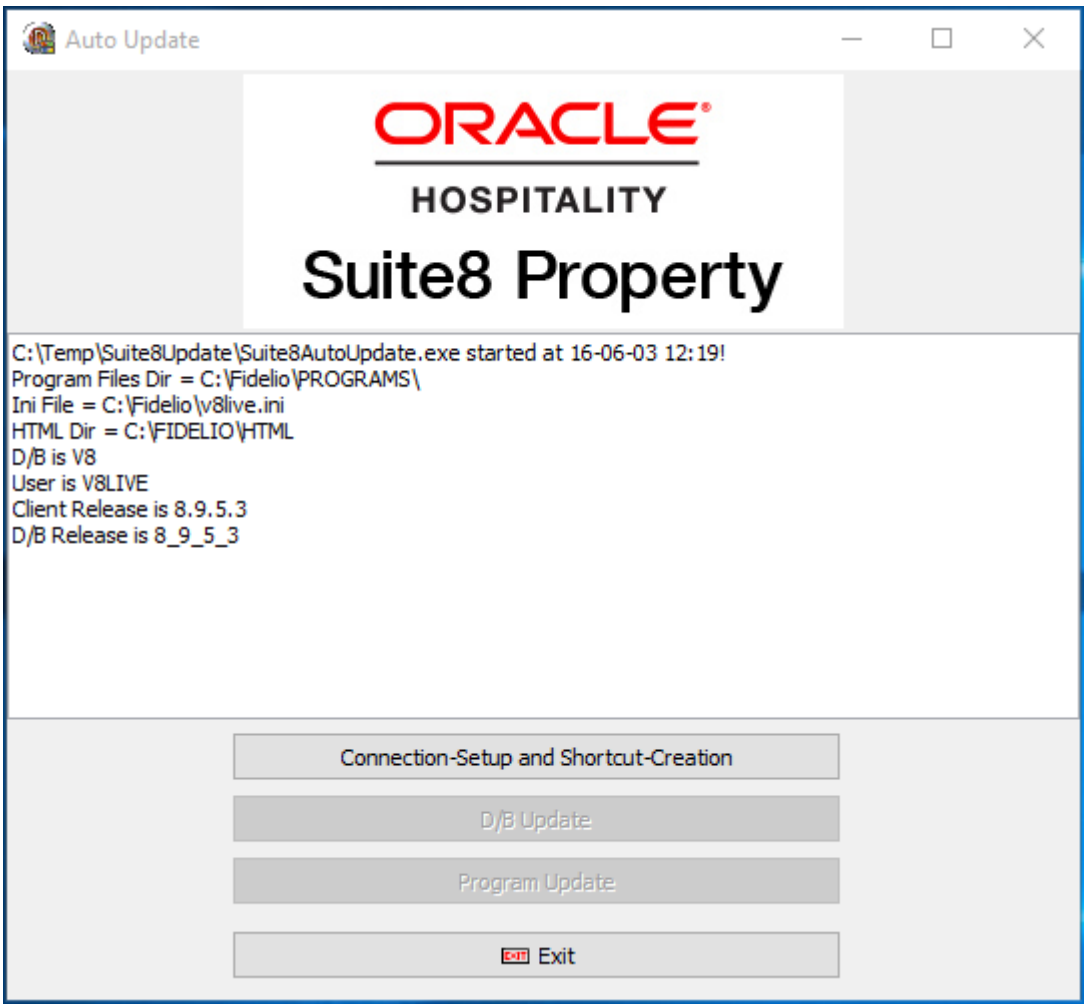
Issue: Error Message Cannot decrypt password

This message indicates the installed Suite8 release is earlier than Suite8 release 8.10. To solve this, you must update to Suite8 release 8.10 or higher and create new shortcut.



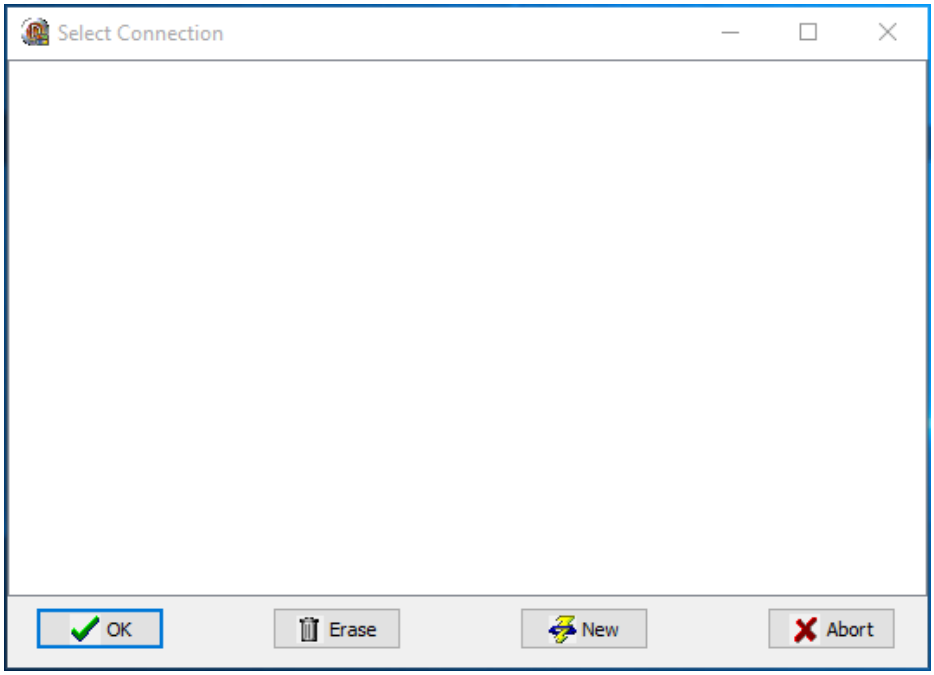
Issue: Button for D/B-Update or Program Update is grayed out.

If the Suite8 release installed is lower than release 8.10 or the application is already up-to-date.
To solve this, update Suite8 to release 8.10 and start the InstallShield Wizard to try again. If Suite8 is up-to-date, then click Exit. The installed program Client Release release number and the D/B Release database release number appear in the main window.

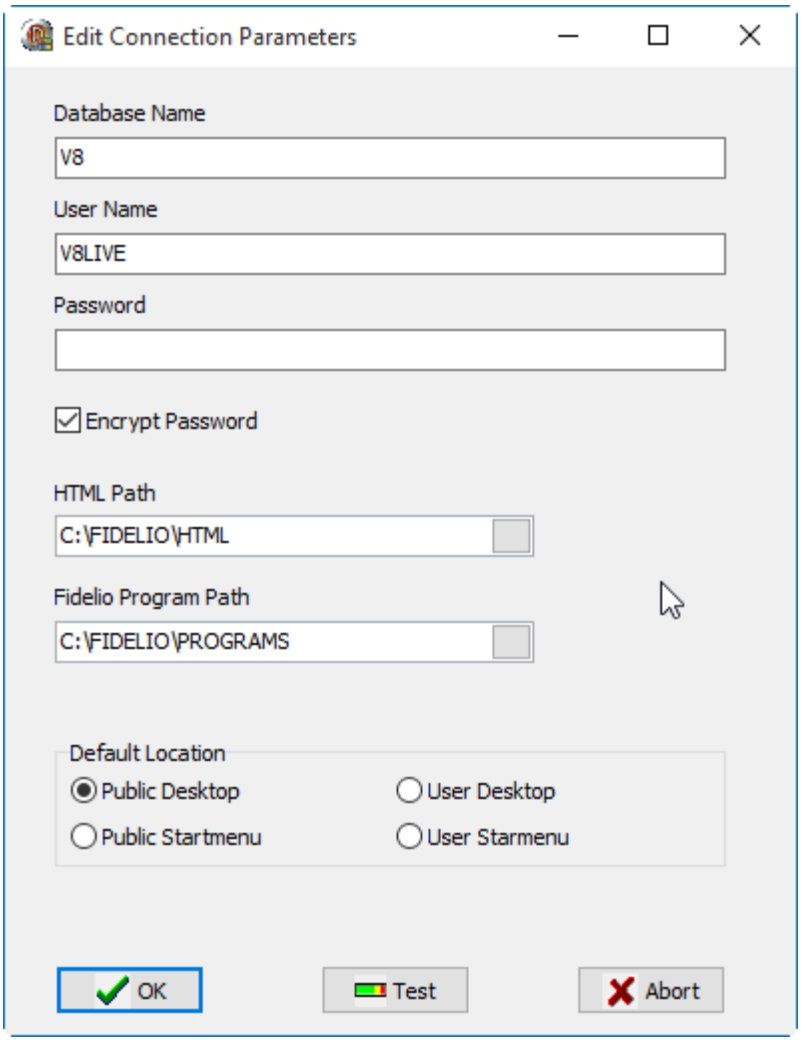


Issue: Select connection screen is empty

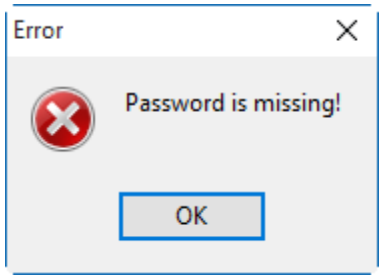
If Suite8 shortcuts do not appear on the connection screen, then you must create a new shortcut using the **New** option.

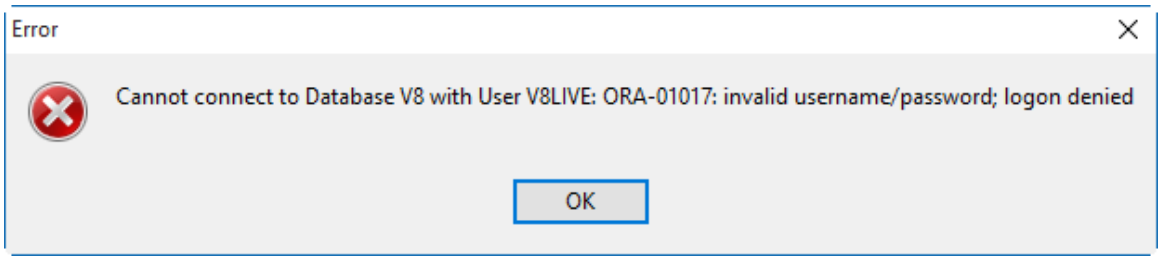


On the Edit Connection Parameters window, review and define the following fields.

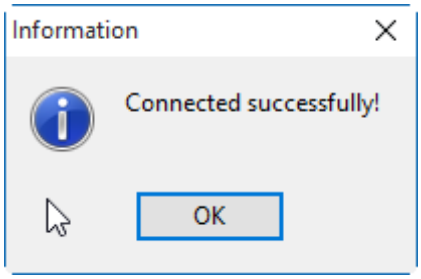


1. Define the **Database Name**. The default database name is V8.
2. Define the user name of the Oracle user. The default user name for live instances is V8LIVE, and for training instances is V8TRAIN.
3. Enter the password for the Oracle user.
4. To maintain Oracle security standards you must always encrypt the password. By default, the checkbox is checked to maintain a secure system.
5. The HTML path indicates where the HTML and query files are located. The default location is `C:\FIDELIO\HTML`
6. : Select the Fidelio Program Path for the program files. The default location is `C:\FIDELIO\PROGRAMS`
7. Select the Default Location to define where the shortcut appears.
8. Select the **Public Desktop** or **Public Start menu** option to create a shortcut icon to appear for the current user.
9. Click **Test** to check the database connection.
   If you get an error message below, review your entries and try again.





10. If the connection is valid, this message below appears.



11. Click **OK** to finish and a Suite8 shortcut appears on the desktop. Click **Exit** to close the InstallShield wizard.