Oracle® Hospitality Simphony Venue Management

Installation Guide
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ORACLE

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Preface

This document provides instructions on how to install and configure Oracle Hospitality Simphony Venue Management version 3.9.

Audience

This document is intended for all users of Oracle Hospitality Simphony Venue Management (SimVen) version 3.9.

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 and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com

Revision History

Date	Description of Change
December 2016	• Initial publication.

1 Getting Started

This guide provides instructions on how to install, upgrade, and configure SimVen for Microsoft Windows Server 2008 R2 operating system.

Before You Start

Before you begin installing or planning an installation, be sure to review the following information:

- Oracle Hospitality recommends installing SimVen on a server separate from the Simphony FE or Simphony database and application components.
- Make sure you have:
    - Working knowledge of Microsoft Windows.
    - Microsoft Windows administrative privileges.
- The SimVen Installation Media consists of two folders:
    - Simphony Venue Management Installation and SVM Interface Setup.
- You must first install the SimVen application before installing the SimVen Interface. When using the SimVen installer, you can create the TangentC database using Microsoft SQL server. The SimVen Interface service provides its own installation application that enables the services to be installed.

Deployment Scenarios

Installing All-in-One

In an all-in-one scenario, you install the SimVen Back Office application and the SimVen database (TangentC) on a single server.

Installing the Application and Database on Separate Servers

You can install the SimVen back office application components on a single or virtual server and install the TangentC database components on a server where SQL is installed.

2 Pre-Installation Tasks

Perform all pre-installation tasks to ensure that you can successfully install Simphony Venue Management version 3.9.

Table 1 - Pre-requisites

Pre-Requisite	Instructions
Visual DataFlex Software license code	You will receive an email with the license codes for the Visual DataFlex software. The same license codes will also be emailed to the site's Sales Representative. If you lose the software license codes, contact your Sales Representative.
Install a database platform on the database server.	SimVen currently only supports the following database server platforms: • Microsoft SQL Server 2005 • Microsoft SQL Server 2008 R2 • Microsoft SQL Server 2012 R2 For instructions on how to install Microsoft SQL Server, refer to the Microsoft TechNet Library at https://technet.microsoft.com/en-us/
Create an SSL certificate	Each customer that uses SimVen is required to purchase a SSL Certificate from an authorized certificate issuing authority. A self-signed certificate should not be used longer than absolutely necessary. Refer to the Microsoft TechNet Library at https://technet.microsoft.com/en-us/ for instructions on creating an SSL certificate.
Download the Oracle Simphony Venue Management installation media.	Download the Oracle Simphony Venue Management installation media from the Oracle Technology Network (OTN) website at https://edelivery.oracle.com/

3 Installation

This chapter describes how to install SimVen in different deployment scenarios.

Installing on a Single Server

1. Browse to the SimVenInstaller folder on the SimVen application server, and then run the **Simphony Venue Management Installation.exe** file.
2. Click **Install** when prompted to install Microsoft SQL Server 2012 Native Client, and then follow the instructions on screen.
3. In the Simphony Venue Management System installation wizard, click **Next**.
4. Select **SimVen Application and Database** as the **Setup Type**, and then click **Next**.
5. Enter an existing **SQL Server Name** and **Login** for a database administrator, and then click **Next**.
6. Enter the password for the SQL Server Administrator Login, and then click **Next**.
7. Enter a username for the default SimVen database (for example, TANADMIN), and then click **Next**.
8. Enter a strong password for the default SimVen database, and then click **Next**. The password must consist of minimum eight characters including a special character and number.
9. Select the **Local Installation Drive** location, and then click **Next**.
10. Select an existing program folder to create a shortcut, click then **Next.**
11. Review the settings for the installation, and then click **Next**.
12. Follow the wizard's instructions for installing the Visual DataFlex 2016 Client Engine (18.2). Select **Local Installation**, when prompted for the installation location.
13. Click **OK** when prompted to run the SimVen Update Utility.
14. In the Microsoft SQL Server Login dialog, enter the **User Name** and **Password** for the SQL server administrator, and then click **Connect**.
15. Enter an administrative **User Name** and **Password** for the SimVen application, and then click **OK**.
16. In the Database Password & Authentication Passphrase Encryption Utility, enter a **New Pass Phrase** of minimum 15 characters, re-enter the pass phase in the **Verify New Pass Phase** field, and then click **Create**.
    A dialog box should appear stating the following: Successfully created a New Pass Phrase.
17. Close the utility, and then click **Finish** to exit the Simphony Venue Management System installation wizard
18. Browse to the SimVenInterfaceSetup folder on the SimVen application server, run the **SVMInterfaceSetup** file, and then click **Next** to continue.
19. Select the database platform that Simphony is running on, and then click **Next**.
20. Select the appropriate services to install according to the following table, and click **Next.** Refer the **Error! Reference source not found.** for more information on SimVen Interface Services:

Table 2 - SimVen Interface Services

Services	Description
Tangent Web Service	Select this web service to enable SimVen interaction with Simphony.
Tangent Win Service	Select this windows service program to enable communication between the Simphony POS system's workstations and the VenueManagement web service and TangentService.
Venue Management Web Service	Select this web service program to query the local database, TangentC and run the automatic processes for Inventory Snapshots and Stand Sheet Commit.

21. Select the protocol type to use for the web components, and then click **Next**.
22. Select the **Local Installation Drive** location, and then click **Next**.
23. Review the installation settings, and then click **Next**.
24. Enter the **Host** and **Port** number for the **Tangent Web Service URL**, and then click **Next**.
25. Enter the **Host** and **Port** number for the **Venue Management Web Service URL**, and then click **Next**.
26. In the Security Enforcement dialog:
    a. To add a new certificate, select **New**, click **Select**, enter or select the certificate location, and then enter the **Password** for the certificate.
    b. To add an existing certificate, select **Existing**, and then select the certificate from the drop-down list.
    c. Click **Add TLS Certificate to Binding** in the TangentService Site Binding Service and the VenueManagement Site Binding sections, and then click **Next**.
27. In the Database Password & Authentication Passphrase Encryption Utility, click **Read DB Settings** in the Database tab, and then click **Yes** to create a default file.
28. Select **MCRSPOS** from the Database Type/Name pane, and then enter the **DB Username** and **DB Password** for the database, and then click **Test Connection**.
29. Repeat step 28 for the **Location_Activity_DB** and the **TangentC** databases.
30. Click **Test All Connections** to verify the connection to all three databases, and then click **OK** when you receive a success message.
31. Click **Save Password(s),** click **Yes** to encrypt the passwords, and then close the utility.
32. Once the installation completes, click **Finish** to restart the computer.

Installing the Application and Database on Separate Servers

Before installing SimVen on a separate server, you must first install the SimVen database on the database server where Microsoft SQL Server is installed.

Installing the Database

1. On the database server, browse to the SimVenInstaller folder and run the **Simphony Venue Management Installation.exe** file to begin the installation.
2. Click **Install** when prompted to install Microsoft SQL Server 2012 Native Client, and then follow the instructions on screen.
3. In the Simphony Venue Management System installation wizard, click **Next**.
4. Select **Database Only** as the **Setup Type**, and then click **Next**.
5. Enter the **SQL Server Name** and **Login** for a database administrator, and then click **Next**.
6. Enter the password for the SQL Server Administrator Login, and then click **Next**.
7. Enter a username for the default SimVen database (TangentC), and then click **Next**.
8. Enter a password for the default SimVen DB (TangentC database), and then click **Next**.
9. Select the **Local Installation Drive** location, and then click **Next**.
10. Provide a new folder name or select a Program Folder from the existing list to add a shortcut, and then click **Next**.
11. Click **Finish** to complete the installation.

Installing the SimVen Application

1. On the application server, browse to the SimVenInstaller folder, run the **Simphony Venue Management Installation.exe** file to begin the installation, and then click **Next**.
2. Select **SimVen Application** as the **Setup Type**, and then click **Next**.
3. Select the **Local Installation Drive location,** and then click **Next**.
4. Select an existing program folder to create a shortcut, click then **Next.**
5. Review the settings for the installation, and then click **Next**.
6. Follow the wizard's instructions for installing the Visual DataFlex 2016 Client Engine (18.2). Select **Local Installation**, when prompted for the installation location.
7. In the Simphony Venue Management System installation wizard, enter the existing SQL Server name or IP address where the TangentC database is installed, and then click **Next**.
8. Follow the instructions in Installing on a Single Server from Step 16 onwards to complete the installation.

4 Post Installation Tasks

Table 3 lists the post-installation tasks after successfully installing the SimVen application.

Table 3 - Post Installation Tasks

Task	Instructions
Register the Visual DataFlex software license.	1. Go to **Program files**, **Visual DataFlex 18.2**, and open **Bin**. 2. Run the **Register.exe** application. 3. Enter the **Serial Number** provided by the Sales Representative. 4. Enter the **Registration Name** provided by the Sales Representative. 5. Enter the **Registration Code** provided by the account manager. 6. Click **Register**.
Open the SimVen application through shortcut.	Double-click the **Simphony Venue Management** shortcut to start SimVen. If you do not see a shortcut, click *Start*, select **Program Files**, select **Simphony Venue Management**, then click **Simphony Venue Management**.
Microsoft SQL Server Login Credentials prompt.	1. Enter the Microsoft SQL Server Login credentials: **Server**: SQL Server name you provided during installation. **Username**: Local TangentC database username that you provided during the installation. **Password**: Local TangentC database password that you provided when installing the database. **Database**: Select **TangentC**. 2. Click **Connect**.
SimVen application login	Use the SimVen application log in credentials provided during the installation.

5 Troubleshooting

For assistance on troubleshooting, review the install log files stored on the C Drive.

Appendix A

SimVen Interface Services

Table 4 - SimVen Services

Service	Description
Tangent Web Service	A web service program that enables the SimVen Back Office application to: • Obtain necessary configuration information from Simphony • Post menu item records to Simphony • Handle the creation and retrieval of stand sheets. Tangent web service is used for the cloud environment and can be installed on a separate server.
Venue Management Web Service	A web service program that queries the local database TangentC and runs the automatic processes for Inventory Snapshots and standsheet commit.
Tangent Win Service	A Windows service program that enables communication between Simphony POS system's workstations and the VenueManagement web service and TangentService for gathering sales information needed for the Stand Sheet commit process.