Oracle® Hospitality Hotel Property Interfaces Installation Guide

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ORACLE

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Contents

Preface ..... **iv**
Audience iv
Customer Support iv
Documentation v
Revision History vi
1 Prerequisites **1-1**
Software Requirements 1-1
Integrating with Oracle Hospitality Suite8 Property Management System 1-1
Integrating with Oracle Hospitality OPERA Property Management System 1-1
Hardware Requirements 1-2
Memory Requirements 1-2
2 Installing the Software **2-3**
3 Uninstalling the Software **3-4**

Preface

The Oracle Hospitality Hotel Property Interface connects third-party systems to the Oracle Hospitality Suite8 and Oracle Hospitality OPERA Property Management Systems.

The Hotel Property Interface connects with PBX, video, door-locking, Point-of-Sale (POS), High Speed Internet Access (HSIA), and credit card payment systems using Electronic Funds Transfer (EFT) and many other third-party systems to support the following features. The system integrations depend on the interface developed and validated with the connecting vendor system.

- Transfers guest data information including check-in and check-out information to the connected vendor system.
- Receives postings from the connecting vendor systems POS, phone, HSIA and video.
- Handles equipment in the hotel room including barring and unbarring phone lines and television channel groups.
- Sends key requests from the Property Management System (PMS) to the door locking systems to create a guest room key.
- Identifies room and guest inquiries from POS systems.
- Transfers credit card payment requests and responses to and from EFT vendors.

Download this release from the Oracle Software Delivery Cloud by accessing the following URL: https://edelivery.oracle.com/

View a complete list of certified third-party interfaces at the following URL: http://docs.oracle.com/en/industries/hospitality/pdf/E78960_01.pdf

Audience

This Installation Guide is intended for installers, programmers, technical support teams, product specialists, and others who are responsible for setting up the Oracle Hospitality Hotel Property Interface with the Oracle Hospitality Suite8 and OPERA Property Management Systems.

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

The Oracle Hospitality product documentation is available on the Oracle Help Center at the following URL: http:/ / docs.oracle.com/ en/ industries/ hospitality/

Revision History

Date	Description of Change
May 2017	Initial publication

1 Pre-installation steps

The Oracle Hospitality Hotel Property Interface installs on-premise to establish and maintain communication with third-party systems and Oracle Hospitality Suite8 or Oracle Hospitality OPERA Property Management System.

Software Requirements

You can install the Hotel Property Interface with the Oracle Hospitality Suite8 and Oracle Hospitality OPERA Property Management Systems.

This release supports the following Oracle Hospitality Property Management Systems:

- Oracle Hospitality Suite8 release 8.10 and higher
- Oracle Hospitality OPERA Property Management System release 5.0.4.02 and higher

Integrating with Oracle Hospitality Suite8 Property Management System

When integrating with Oracle Hospitality Suite8, before you install the Oracle Hospitality Hotel Property Interface you must install the following software:

- Oracle Client 32-bit release 11.2.0 R2 for Microsoft Windows version 7, 2008, or 8.1
- Oracle Client 32-bit release 12.1.0.2.0 for Microsoft Windows 10
- Oracle Hospitality Suite8 .10.0.0 client on the computer with the Hotel Property Interface
- Microsoft .NET 4.5 Framework version 4.0.30319 or higher must be actively running

Integrating with Oracle Hospitality OPERA Property Management System

When integrating with the Oracle Hospitality OPERA Property Management System, before you install the Oracle Hospitality Hotel Property Interface you must install the following software:

- Microsoft .NET 4.5 Framework version 4.0.30319 or higher must be installed and actively running.
- When connecting with Oracle Hospitality OPERA Property Management System you must install the Oracle Hospitality OPERA IFC Controller.

Hardware Requirements

The following table contains the minimum hardware requirements.

Hardware Requirement	Description
Processor	Pentium Core 2 (2.8 GHz)
RAM	4 to 6 GB recommended with a minimum of 3 GB
Hard disk	500 GB without drive partitioning
Monitor	1024 x 768 VGA
Keyboard	Standard
Network card	10/100/1000
Serial ports	The serial port connections depend on the connecting vendor system or interface. You must verify the connecting system requirements. You can use onboard, USB to Serial port, or box connections.

Memory Requirements

The following table contains the memory requirements for the software.

Memory Requirement	Software
256 MB	Microsoft Windows operating system
2 GB	Oracle client
50 MB	For each Hotel Property Interface instance

2 Installing the Software

Complete the following steps to install the Hotel Property Interface.

1. Go to the `IFc8-installer.exe` file and right-click to select **Run as Administrator** to execute the installer.
2. On the install wizard, select to install the Hotel Property Interface for Suite8 or OPERA and then select **Next**.
3. Browse and select the drive location to install the interface and select **Next.**
4. For example, to install the IFC8 files in the following location:
   ```
   C:\fidelio\ifc8
   C:\fidelio\programs
   ```
5. Select the Install option.
6. Select **Finish** to close the wizard, then you can find the files in the following folders:
   ```
   C:\fidelio\ifc8
   C:\fidelio\programs
   ```

3 Uninstalling the Software

You can uninstall the Hotel Property Interface using the install wizard or by accessing the control panel. After you uninstall the Hotel Property interface the files are removed from the following locations:

```
C:\fidelio\ifc8
C:\fidelio\programs
```

The Hotel Property Interface configuration and log files remain on the computer after the uninstall process completes.

Follow these steps to uninstall the Hotel Property Interface:

1. Close all Hotel Property Interface instances.
2. Close all Suite8 Hotel Property Management clients.
3. Close all Suite8 Fidelio Server instances.
4. To initiate the uninstall you can:
    - Right-click the `IFC8-installer.exe` and select the **Run as Administrator** option to run the wizard.
    - Or go to the Microsoft Windows Control Panel to uninstall the Hotel Property Interface application.
5. On the wizard, select the **Remove** option and select **Next**.
6. Select **Yes**, to confirm the uninstall.