

Oracle® Hospitality Hotel Mobile
Installation and Configuration Guide
Release 1.2
E97379-03

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Preface

This document explains how to install and configure Oracle Hospitality OPERA 5 Hotel Property and Oracle Hospitality Suite8 for Oracle Hospitality Hotel Mobile. The document also explains how to install the Oracle Hospitality Hotel Mobile application.

Audience

This document is intended for system administrators, support personnel, and users familiar with the Suite8 and OPERA 5 Hotel Property modules.

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 2017	<ul style="list-style-type: none">• Initial publication
September 2018	<ul style="list-style-type: none">• Update Release 1.2
September 2018 (02)	<ul style="list-style-type: none">• Updated Hotel Mobile REST API to version 1.2
September 2018 (03)	<ul style="list-style-type: none">• Updated Chapter 5 Prerequisites Microsoft .NET Framework version from 4.6.3 to 4.7.2.

1 Prerequisites

Verify that the environment meets the following requirements:

- Suite8 Version 8.10.2.20 and higher or OPERA 5 Hotel Property and higher
- Hotel Mobile REST API version 1.2
- OPERA 5 Hotel Property installation with an active PMS license:
 - Premise-based SKU (Controlled Availability)
 - Oracle Hospitality OPERA Hotel Mobile license and support agreement
 - OPERA 5 Hotel Property (5.4.2.26+ - 5.5.0.17+ or 5.5.1.7+) OPERA Web Service-based
- Suite8 installation with an active PMS license
 - XML Interface installed
 - Kiosk Interface
- OPERA 5 Hotel Property and Suite8 on-premises recommended settings: Hotels would consider to activate and configure the following applications to take full advantage of the Hotel Mobile application:
 - Housekeeping Task Assignment
 - Housekeeping Attendants
 - Maintenance
- OPERA Web Services server
 - Operating system: Microsoft Windows 2008 R2 or Microsoft Windows 2012 R2 purchased by the client
 - Microsoft .NET Framework:
 - Microsoft Windows 2008 R2: 2.0, 4.5 and 4.6.3 - Available for free from the Microsoft web site
 - Microsoft Windows 2012 R2: 3.5 (include .Net 2.0), 4.5, and 4.6.3 - Available for free from the Microsoft web site
 - Microsoft IIS 7 or Microsoft IIS 8 - Available with the Microsoft Windows operating system
 - TLS 1.2 enabled
 - SSL – SHA2 certificate supporting TLS 1.2 for the OPERA Web Services server – to be purchased separately by the client
 - Oracle client installed
 - Install OPERA Web Services (PMS mode in OEDS) interfaces:
- EFT chip and pin interface with IFC8 – EMV credit card interface is to perform check-ins, check-outs and process payments with credit cards.
- Key card interface with IFC8 – required to cut credit cards.
- Microsoft Windows devices:
 - Operating system - Microsoft Windows 8.1 or higher
 - Microsoft .NET Framework 4.6.3 - Available for free from the Microsoft web site

-
- iOS-based devices:
 - iOS 10 or higher
 - Android devices:
 - Android 5 or later
 - Network printer installed on the device for printing documents using Hotel Mobile devices.

2 Configuring OPERA Web Services

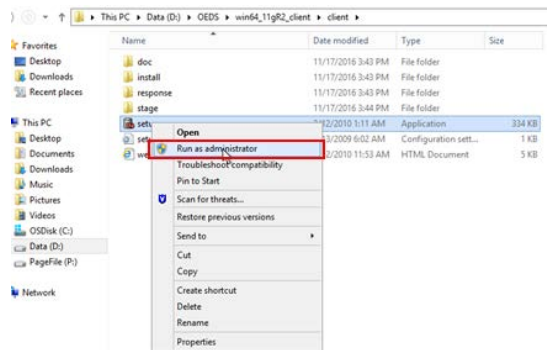
OPERA Web Services Server Prerequisites

The OPERA online Help provides more information on OPERA Web Services server prerequisites.

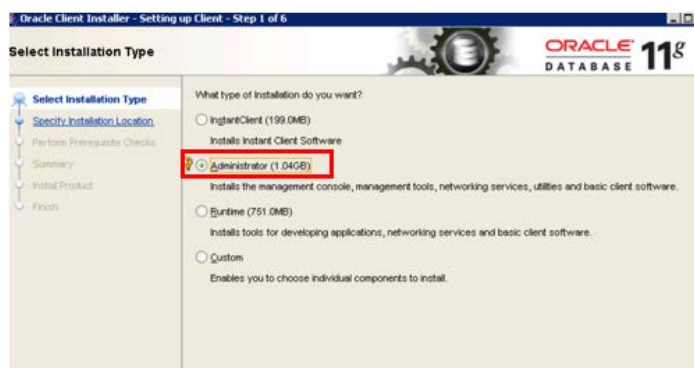
Installing the Oracle Client

You need the Oracle Client (11g) to connect to the OPERA database.

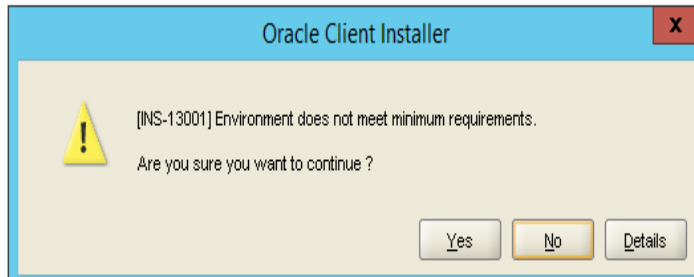
1. Download the installer from:
<http://www.oracle.com/technetwork/database/enterprise-edition/downloads/112010-win64soft-094461.html> and save it to D:\Upgrade\Media\Oracle Client.
2. Run the **Oracle 64-bit Client as administrator**.



3. Select **Administrator**, and then click **Next**.



4. Select **Yes** on the following message:

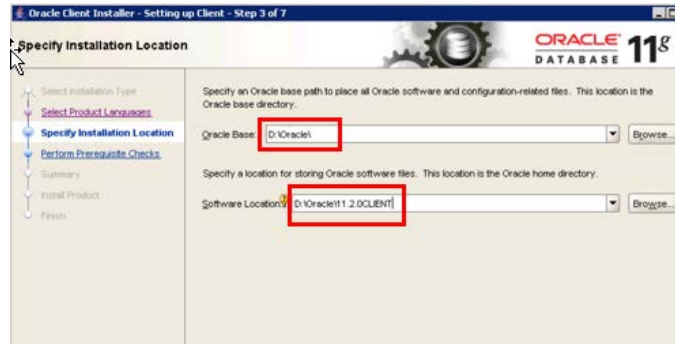


5. Select **English**, and then click **Next**.

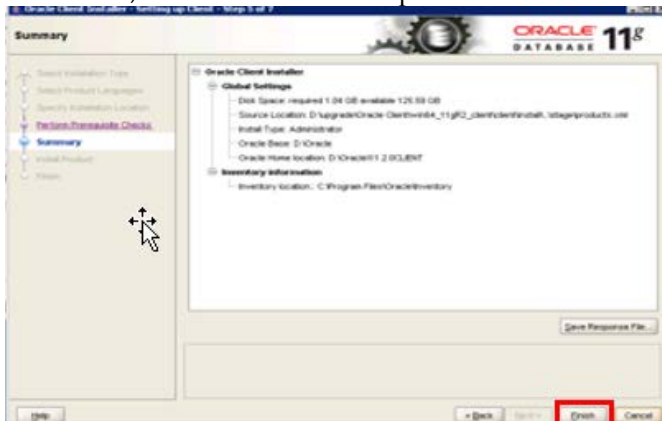


6. Specify the installation location, and then click **Next**.

Oracle Database: D:\Oracle\
Software Location: D:\Oracle\11.2.0Client



7. Click **Next**, and then wait for the process to finish.

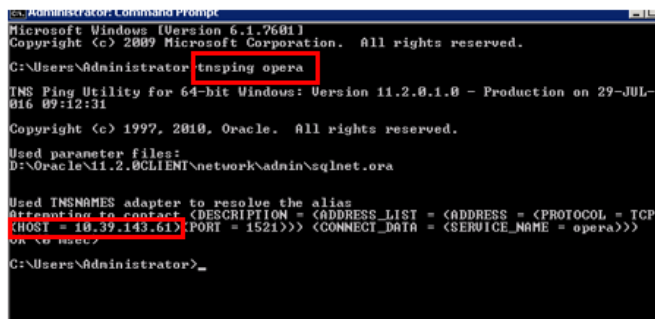


9. Select **Close** to complete.



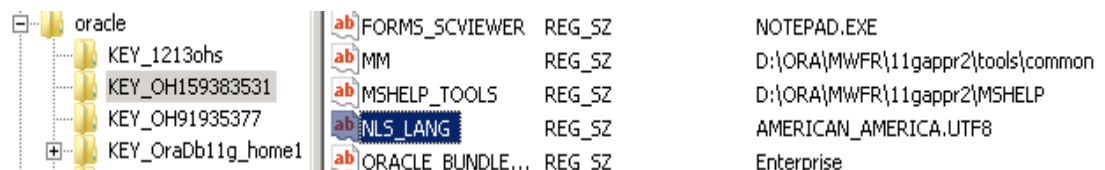
Configuring Oracle Net

1. Copy **tnsnames.ora** from the OPERA application server to the following location on the OPERA Web Services server:
D:\Oracle\11.2.0client\network\admin
2. Go to **Windows Start Button -> Run ->** type **command** or **cmd** to open a DOS prompt -> type **tnsping opera** for OPERA to make sure the Oracle Client has been installed correctly and it is communicating with the database. The following figure shows an example:



Updating Language Settings

1. Go to **Windows Start Button -> Run ->** type **regedit ->** press **CTRL+F ->** search for **NLS_LANG**
2. Update the value of **NLS_LANG** to **AMERICAN_AMERICA.UTF8**.



3 Installing OPERA Electronic Distribution Suite with OPERA Web Services

Introduction

OPERA Electronic Distribution Suite (OEDS) distributes and exchanges OPERA data over the internet. OPERA Web Services is a collection of Microsoft Windows services that provide access to OPERA functionality. They provide an interface between OPERA and external applications, such as a web booking engine.

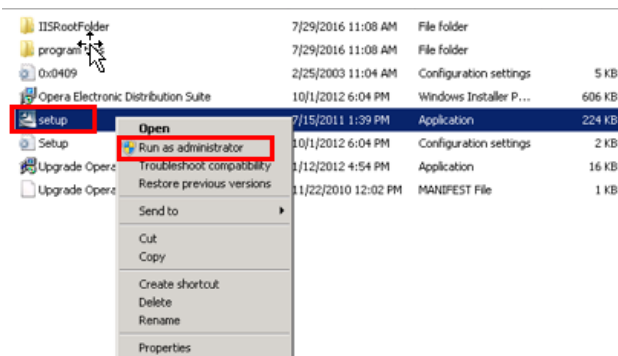
Prerequisites

Installers should be familiar with the following:

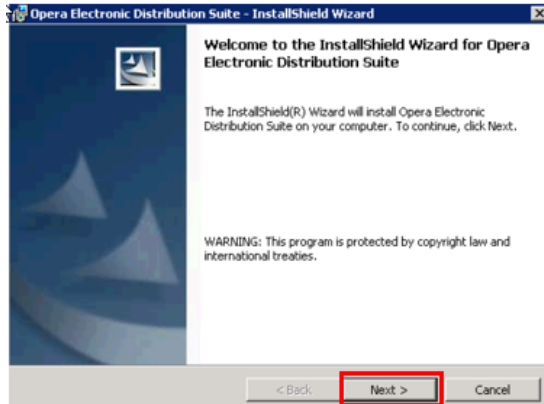
- OPERA Web Services configuration
- Setting OPERA Web Services in debug mode
- Tools to verify OPERA Web Services is SoapUI

Installing OEDS

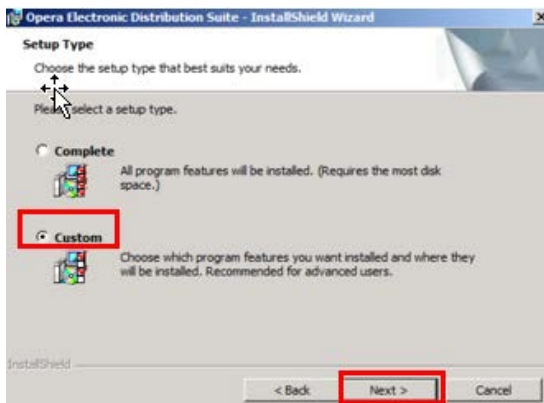
1. From the OPERA server: copy D:\Micros\Opera\Tools\OEDS\oeds.zip to the OPERA Web Services Server under: D:\Upgrade\OEDS\ (or any other location convenient to you).
2. Unzip the file.
3. Run D:\Upgrade\OEDS\setup.exe as an administrator.



4. Click Next.



5. Select **Custom**, and then click **Next**.



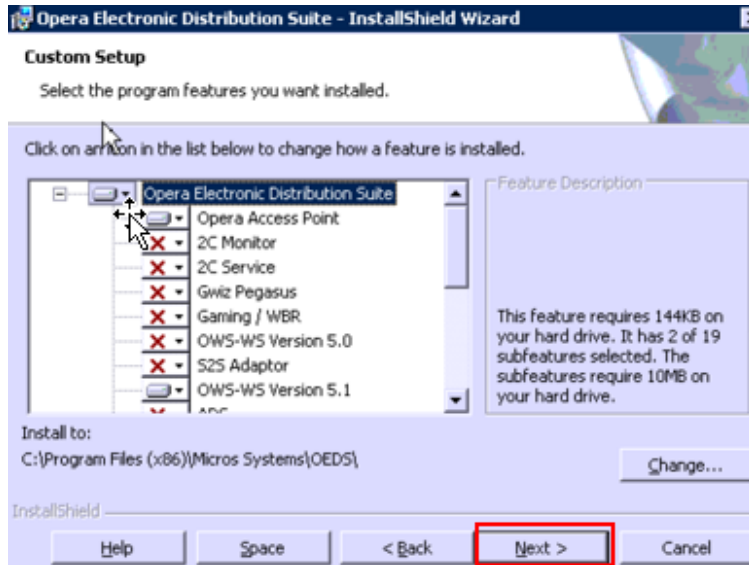
6. Select **Opera Access Point > This feature will be installed on local hard drive**, and then scroll down.



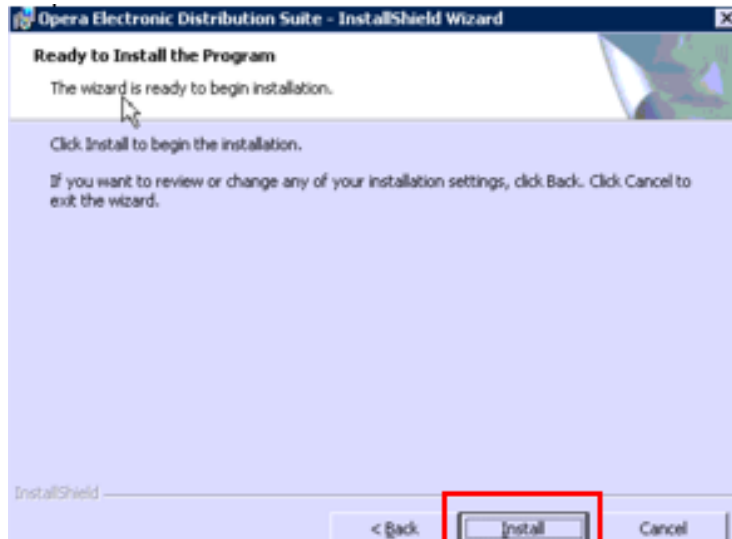
7. Select **OWS-WS Version 5.1 > This feature will be installed on local hard drive**.



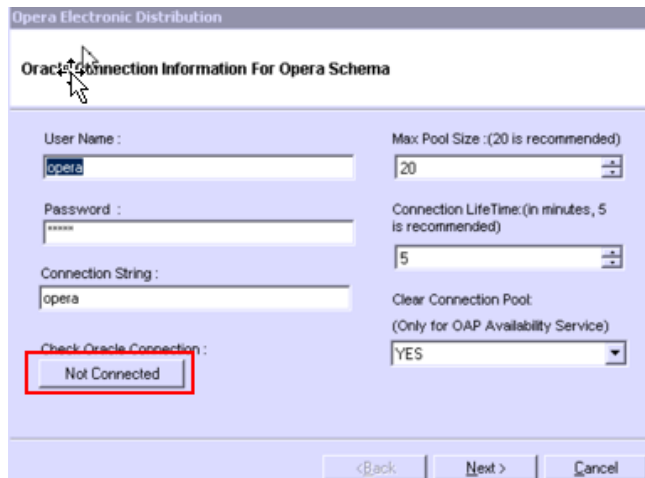
8. Click **Next**.



9. Click **Install**.



10. Click **Not Connected**.



11. Once showing **Connected**, click **Next**.

Opera Electronic Distribution

Oracle Connection Information For Opera Schema

User Name : opera

Max Pool Size : (20 is recommended) 20

Password : [masked]

Connection LifeTime: (in minutes, 5 is recommended) 5

Connection String : opera

Connection Pool : true

Clear Connection Pool (Only for OAP Availability Service) YES

Check Oracle Connection : **Connected**

<Back Next > Cancel

12. Enter the field Login Property / CRO Name, **Hotel/Inn code**, and select **PMS** from the **Running Application** drop-down list.
The Login Property must have an active license code and the running application must be **PMS**.

Opera Electronic Distribution

Opera Application Login Information

Login Property / CRO Name : HM

Running Application : PMS

<Back Next > Cancel

13. Click **Next**.
14. Configure OPERA Web Services to use e-registration card.
The OEDS Installation Guide in the OPERA Help provides more information on the settings and their values.

Specify settings as shown in the following example. Use the default values for the other settings.

Opera Electronic Distribution

OWS Configuration

Suppress Closed : false

Name Response GDS Object : NO

Report Remote Path : http://meo55mobile/webtemp/opera/

Report Local Path : c:\microsv\opera\operaias\webtemp\schemaName

Report Server : Repmeo55mobileopera

Report Gateway : http://meo55mobile/reports/rwservlet/

Report Format : PDF

Web Report Path : \WebServerName\reports\

Log File Size (MB) : 2

WSE3 Security

Reduce Response Message Size

<Back Next > Cancel

Report Remote Path: Schema in the webtemp directory on the OPERA application server. The value is an HTTP URL. In most cases, the URL is:

http://OperaAppServer/webtemp/opera

Report Server: Name of the report server installed on the OPERA application server for the schema installed. In most cases, the value is:

repMACHINENAMEschema

Report Gateway: URL for the rwservlets installed on the OPERA application server. In most cases, the URL is:

http://OperaAppServer/reports/rwservlet/

15. Click **Next** in **OAP Utility Parameters**.

Opera Electronic Distribution

OAP Utility Service Parameters

Log Requests Archive GDS Logs

Property Name : Property Name

Sender Email Address : SenderEmail@company.com

Recipient Email Address : (separate by semicolon(';')) : Recipient1Email@company.com, Recipient2Email@company.com, Recipient3Email@company.com

Email Server (SMTP) : MailServerName

Request Log Insert Interval (in minutes) : 30

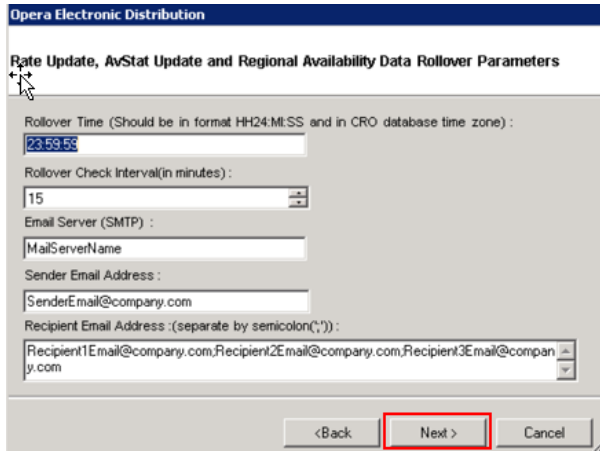
Log Files Purge Time (HH:MM:SS) : 23:59:59

Archive Interval (in hours) : 1

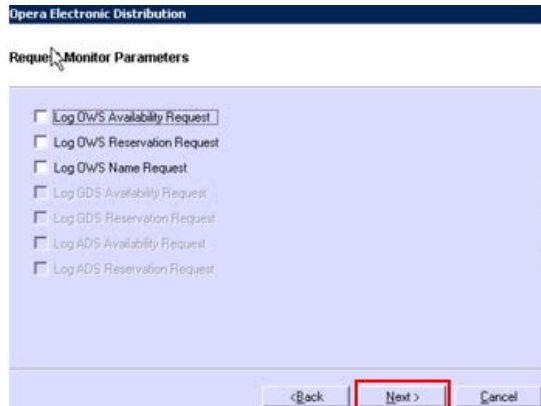
Memory Threshold to archive/unarchive logs (% of Available Memory) : 10

<Back Next > Cancel

16. Click **Next**.



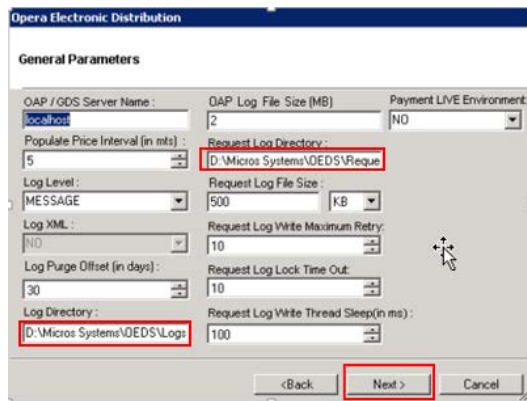
17. Click **Next**.



18. If necessary, change **Log Directory** and **Request Log Directory**.

Log Directory: Enter the storage location for the logs. The following figure shows the default location. Change the path to the D drive if the C and D drives are used.

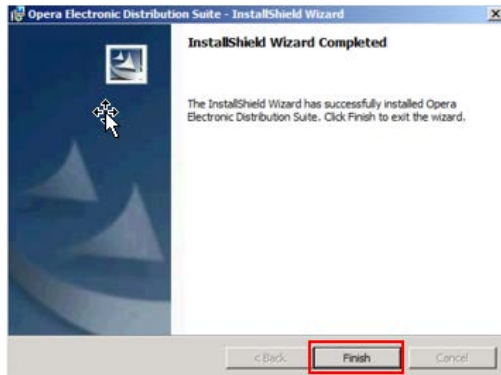
Request Log Directory: Enter the directory path to the RequestLog.xml file. The following figure shows the default location. Change the path to the D drive if the C and D drives are used.



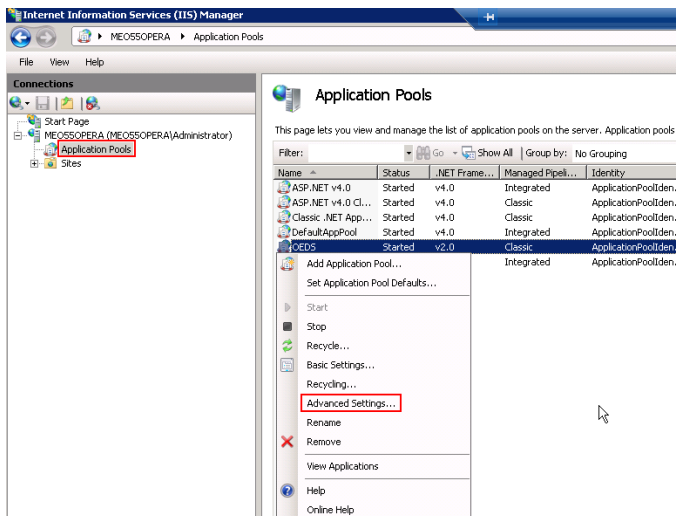
19. Click **Next**.

Command windows appear as the installer completes the installation.

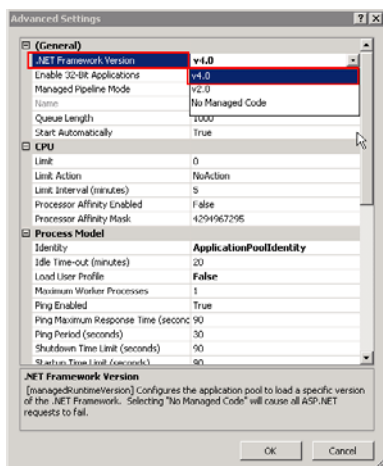
20. Click **Finish**.



21. Go to **IIS Manager** and start **Administrative tool > Internet Information Services (IIS) Manager**.
22. Click on **application pool**, right-click **OEDS**, and then select **Advanced settings**.



23. For **Windows 2012 server**, change **.NET Application Pool** for OEDS to **v4.0**.



24. Click **Close**.

4 Installing the Suite8 XML Interface

If your environment uses Suite8, complete the procedures in this section to install the Suite8 XML interface on Microsoft Windows 7 and Microsoft Windows 8.x versions.

Installing the Suite8 Client

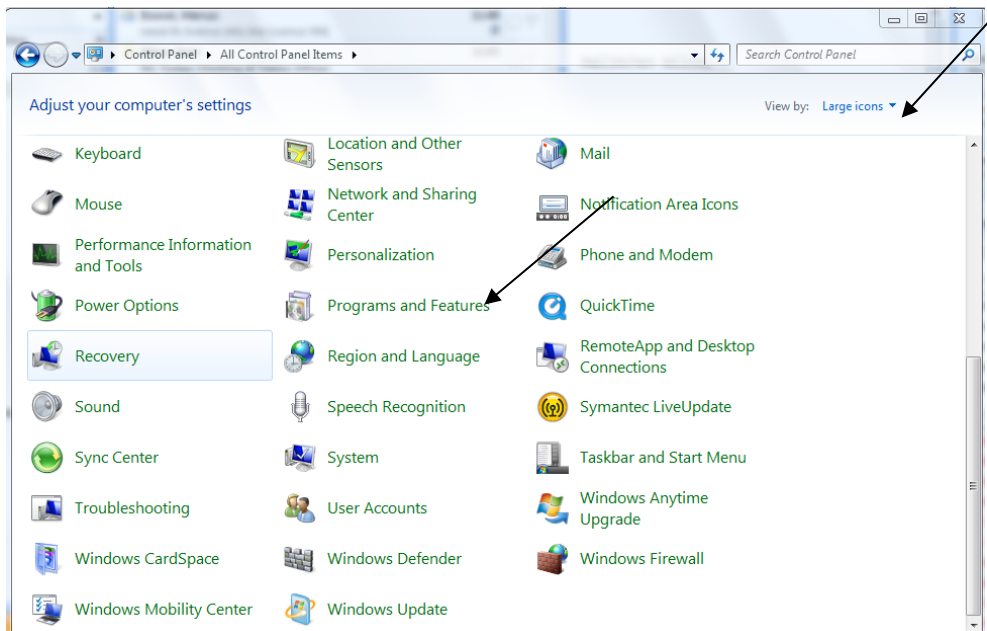
The Oracle Hospitality Suite8 InstallShield Guide on <http://docs.oracle.com> contains more information about the Client installation of Suite8.

XML Interface and OTA XML Interface

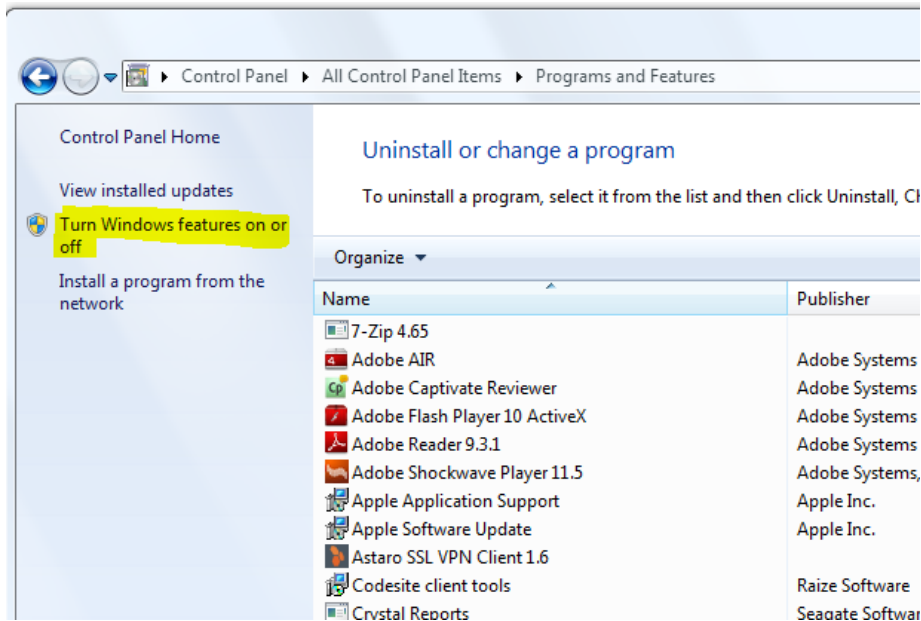
If you need to do extra programming based on the XML Interface or OTA XML Interface, the local office needs to complete the NDA (Non-disclosure agreement) Info sheet. Each company needs to sign the Non-disclosure Agreement. The NDA forms are located on the Micros-Fidelio FTP Server and Share Point in the directory **Confidentially Agreements** under Internal Documentation.

Turning Microsoft Windows 7 Features On or Off

1. Open the Microsoft Windows Control Panel.
2. Select **Large icons** for the option **View by**.
3. Click **Programs and Features**.

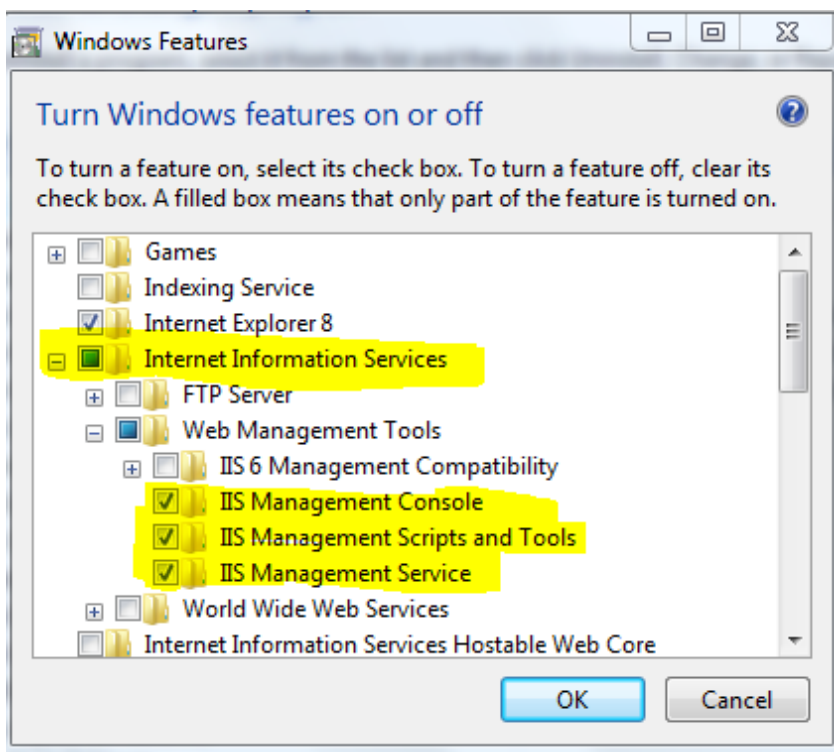


4. Click **Turn Windows features on or off**.



5. Open **Internet Information Services** and select the following options:

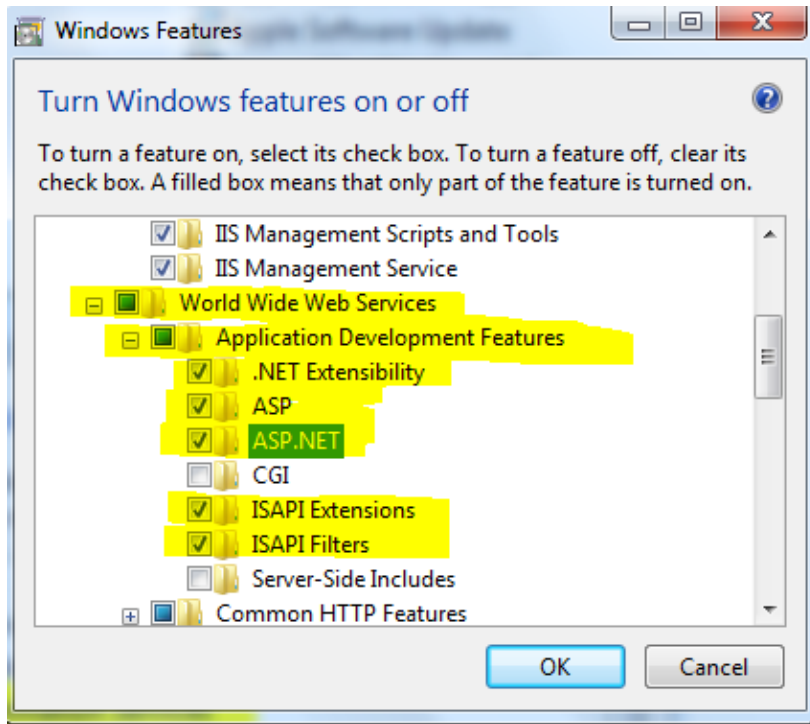
- IIS Management Console
- IIS Management Script and Tools
- IIS Management Service



6. Open **Application Development Features** and select the following options:

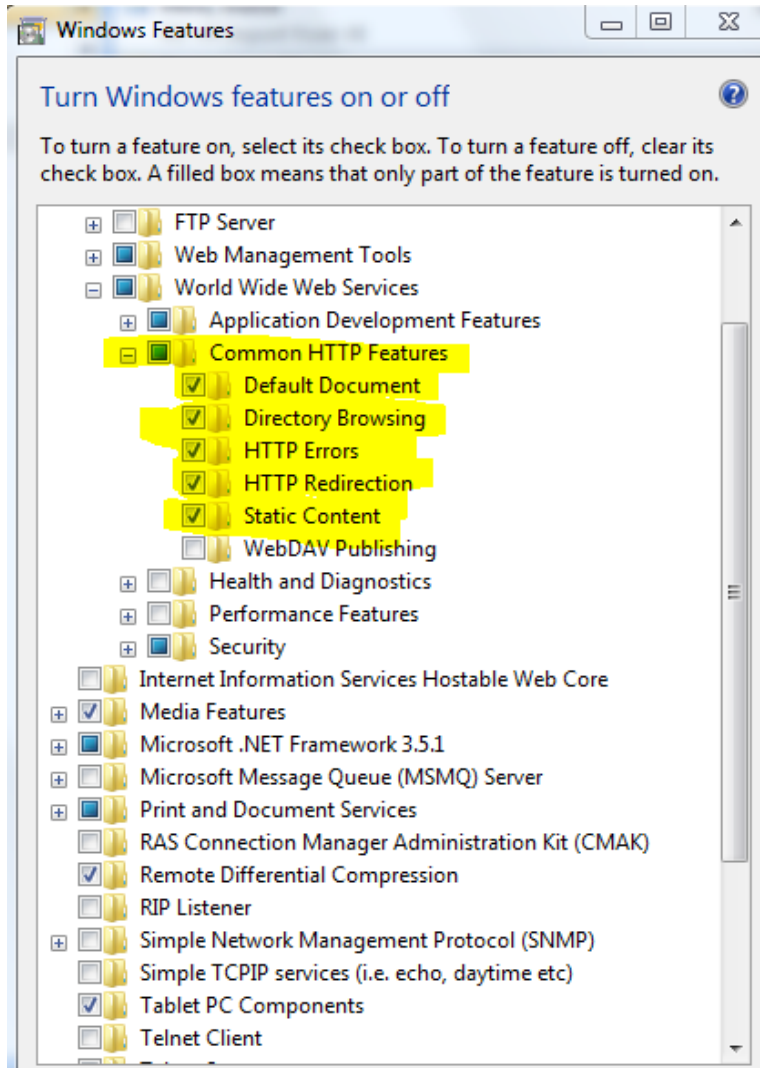
- .NET Extensibility

- ASP
- ASP.NET
- ISAPI Extensions
- ISAPI Filters



7. Open **Common HTTP Features** and select the following options:

- Default Document
- Directory Browsing
- HTTP Errors
- HTTP Redirection
- Static Content

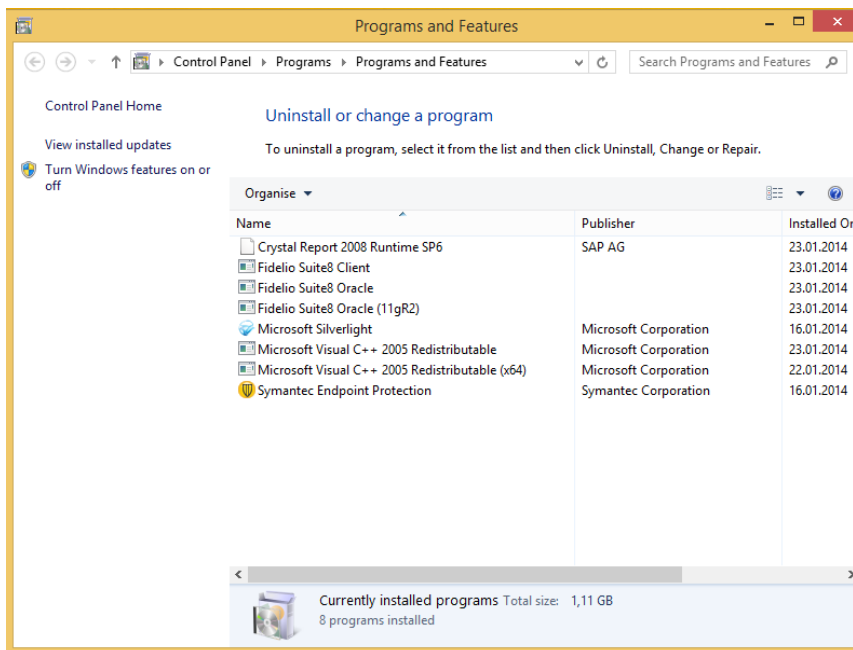


Turning Microsoft Windows 8.x Features On or Off

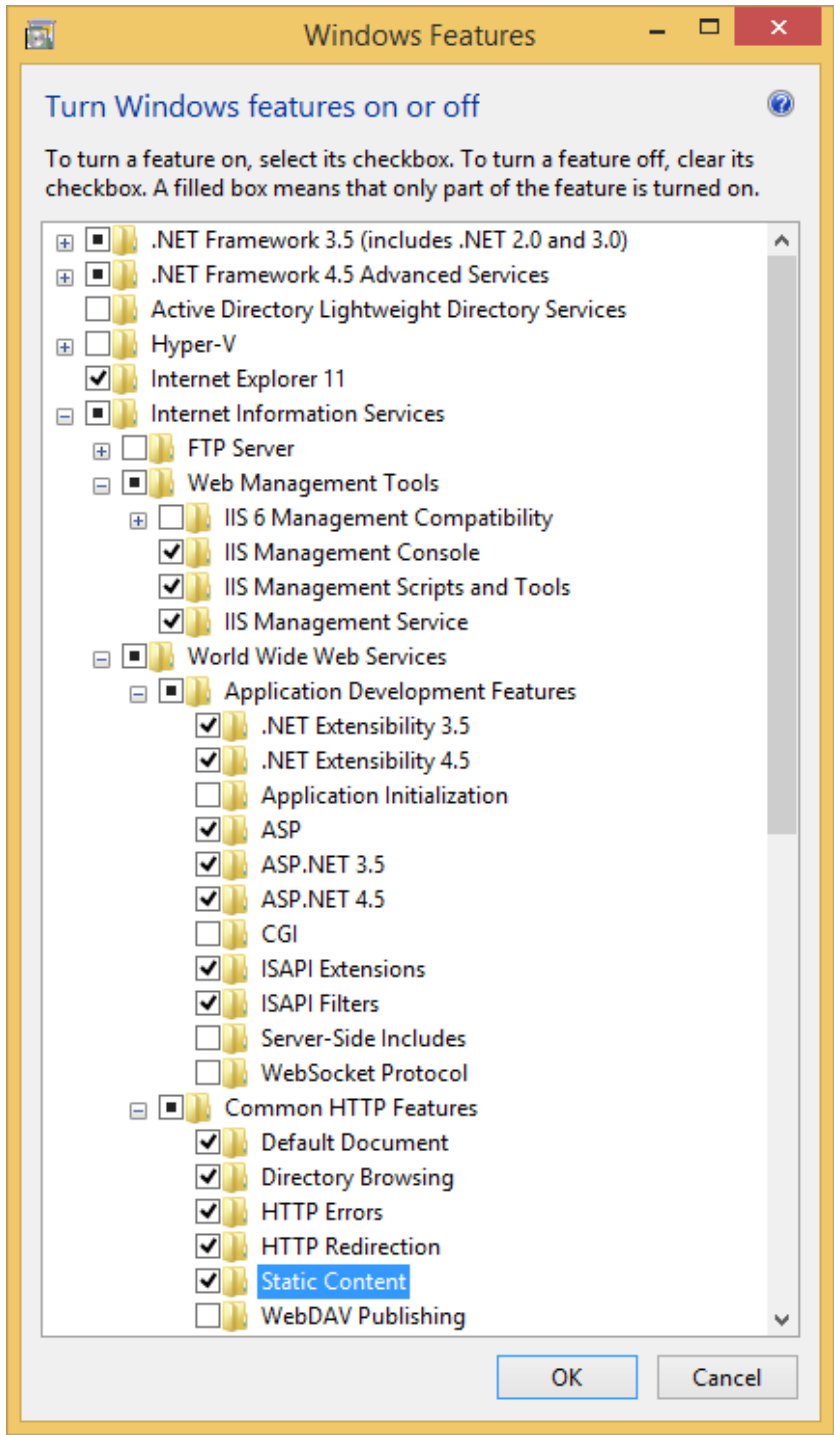
1. Go to the Start screen from Windows 8.x and search for **Programs and Features**.
2. Go to **Programs and Features** and open the utility.



3. Click **Turn Windows features on or off**.

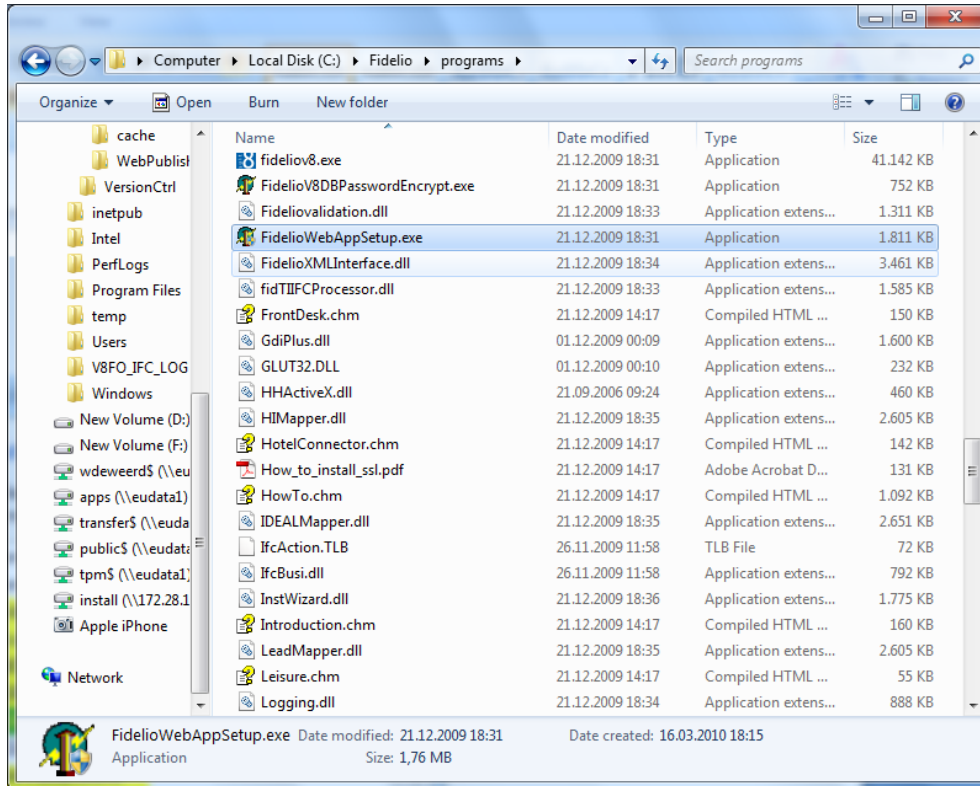


8. Select options as shown in the following figure:

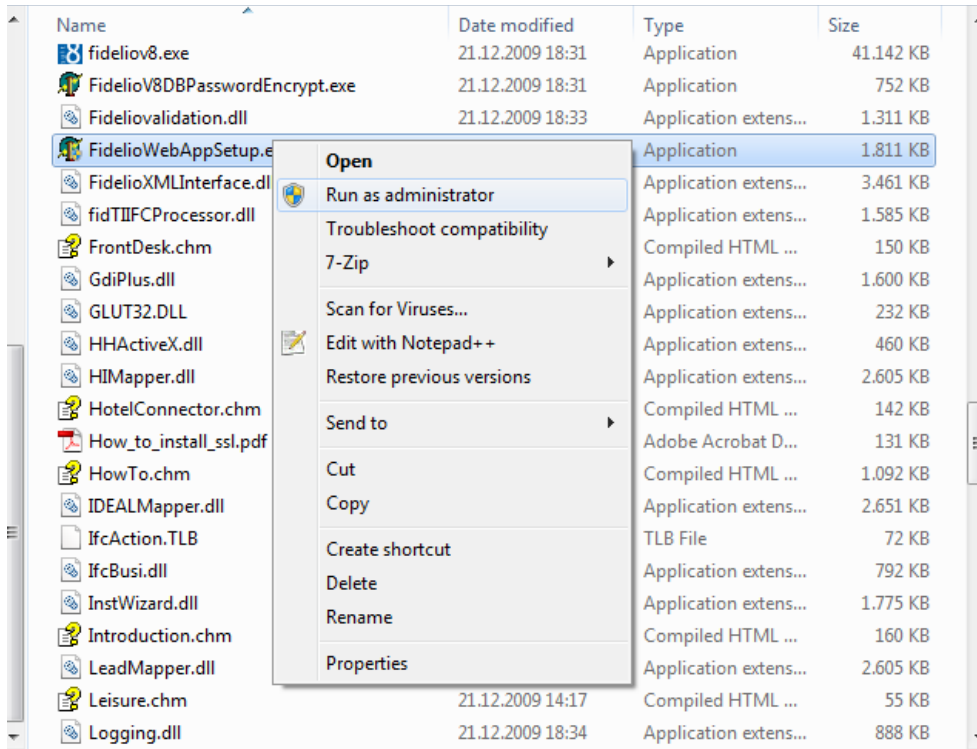


Configuring the Suite8 XML Interface

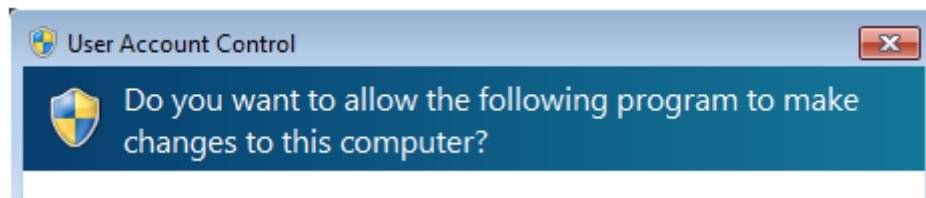
1. Create a new folder: C:\fidelio\programs\webpublished.
2. Copy **FidelioIISWrapper.dll** to this folder.
3. Go to C:\fidelio\programs\FidelioWebAppSetup.exe.



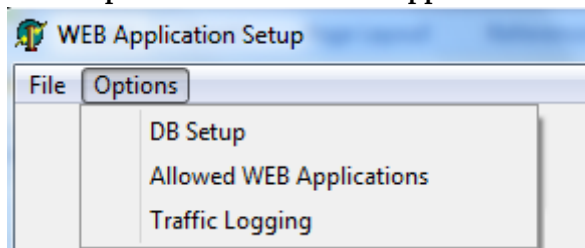
4. Right-click **FidelioWebAppSetup.exe**, and then select **Run as administrator**.



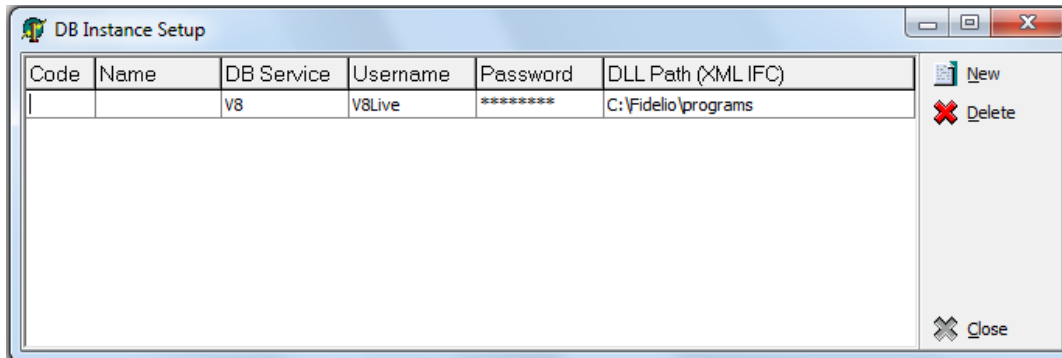
The **User Account Control** dialog appears.



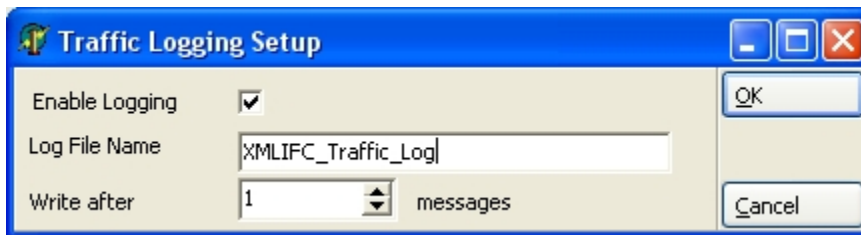
5. Select **Yes**.
6. Select **Options – Allowed WEB Applications**.



7. Click **New**.
8. Enter the object name as **FidelioXMLInterface.DataHandler**.
9. Select **Options > DB Setup**.



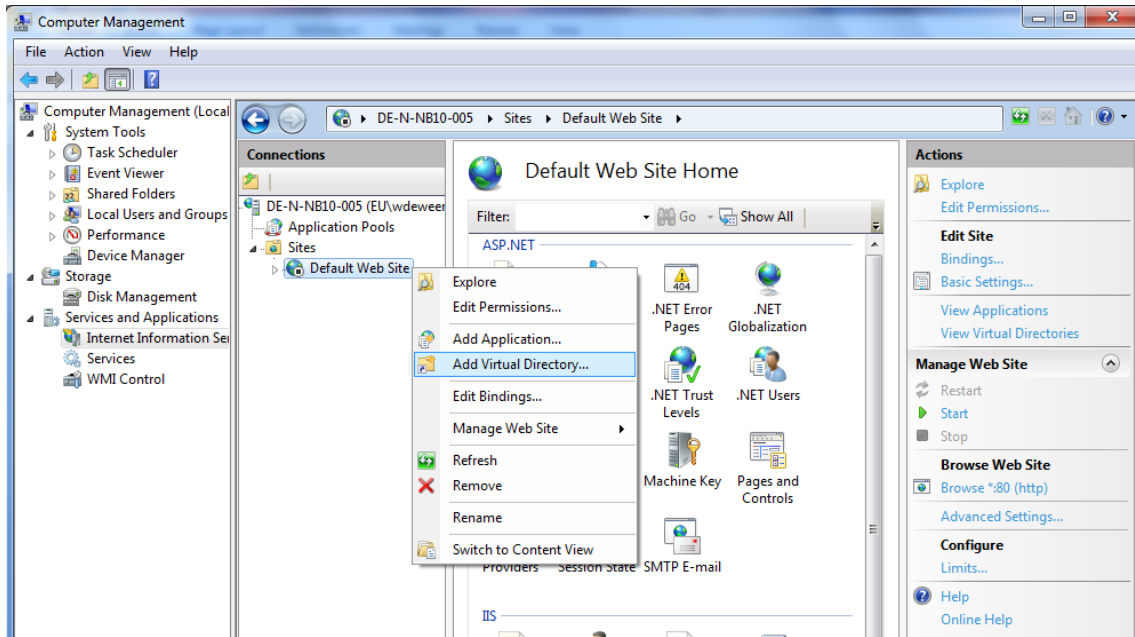
10. Enter the Oracle11 **Username** and **password**.
The user name and password are case sensitive.
12. Select the location of the dll path. Example: **c:\fidelio\programs**.
13. Select **Options > Traffic Logging**.



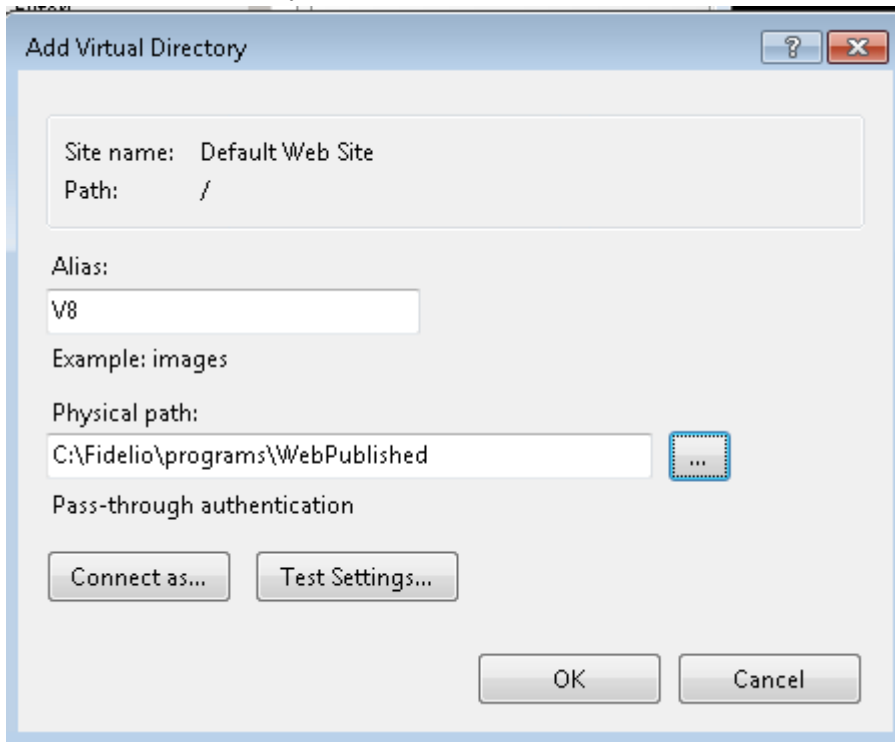
Since Suite8 Version 8.9.0.0, traffic logging can be activated for the XML Interface. If you are using traffic logging, select **Enable Logging**, enter a Log file name, and define the number of messages after which a log entry is generated.

Configuring IIS for Running the XML Interface

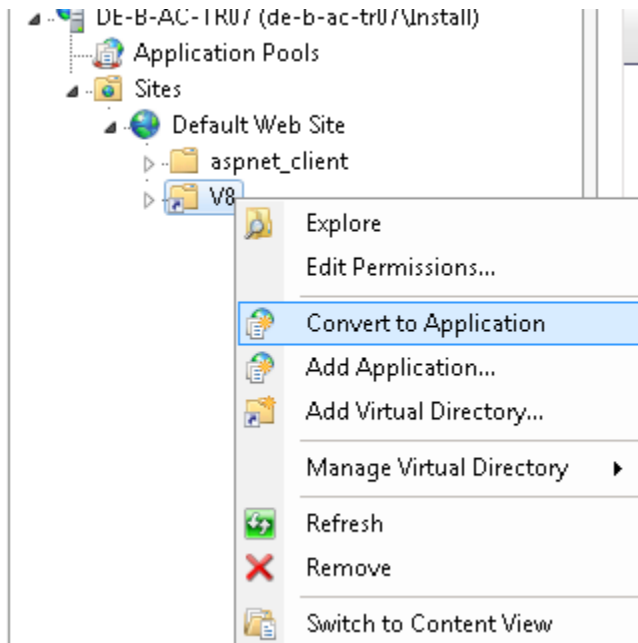
1. Select computer and then select **Manage** from the right mouse shortcut menu.
2. Go to **Default Web Site**.
3. Select **Add virtual Directory** from the right mouse shortcut menu.



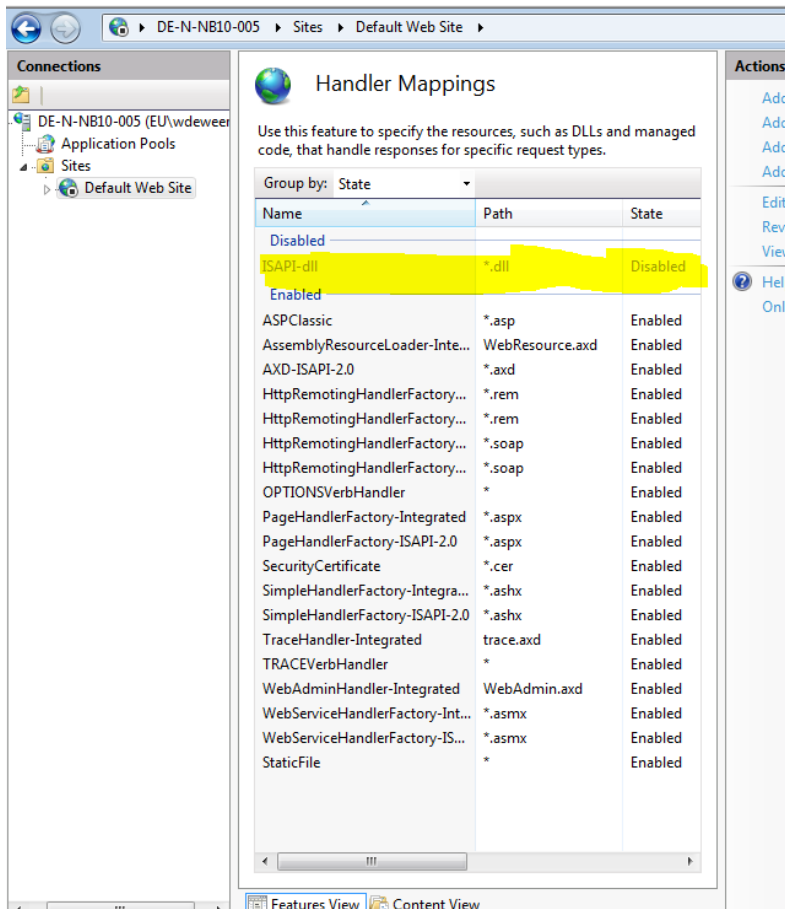
4. Create a virtual directory with the name **V8**, and then click **OK**.



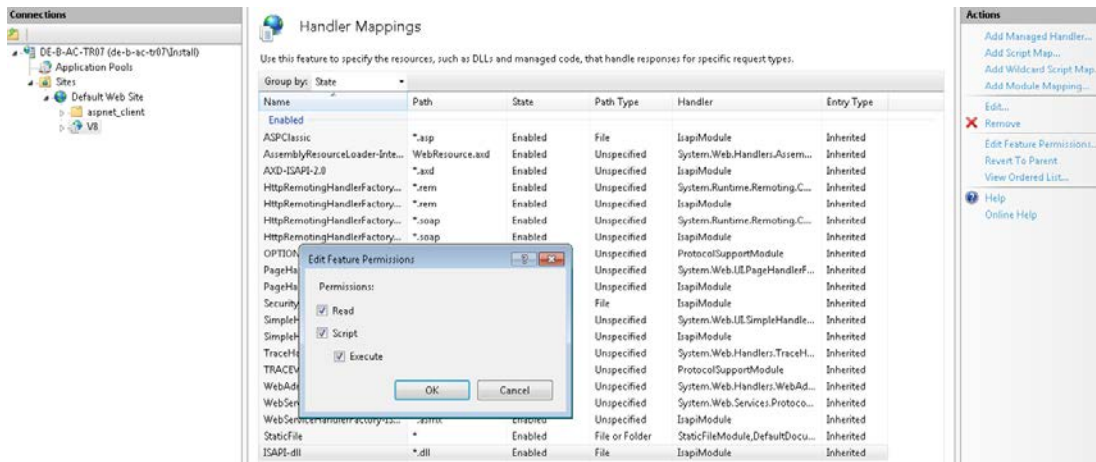
5. Right-click **V8** and select **Convert to Application**.



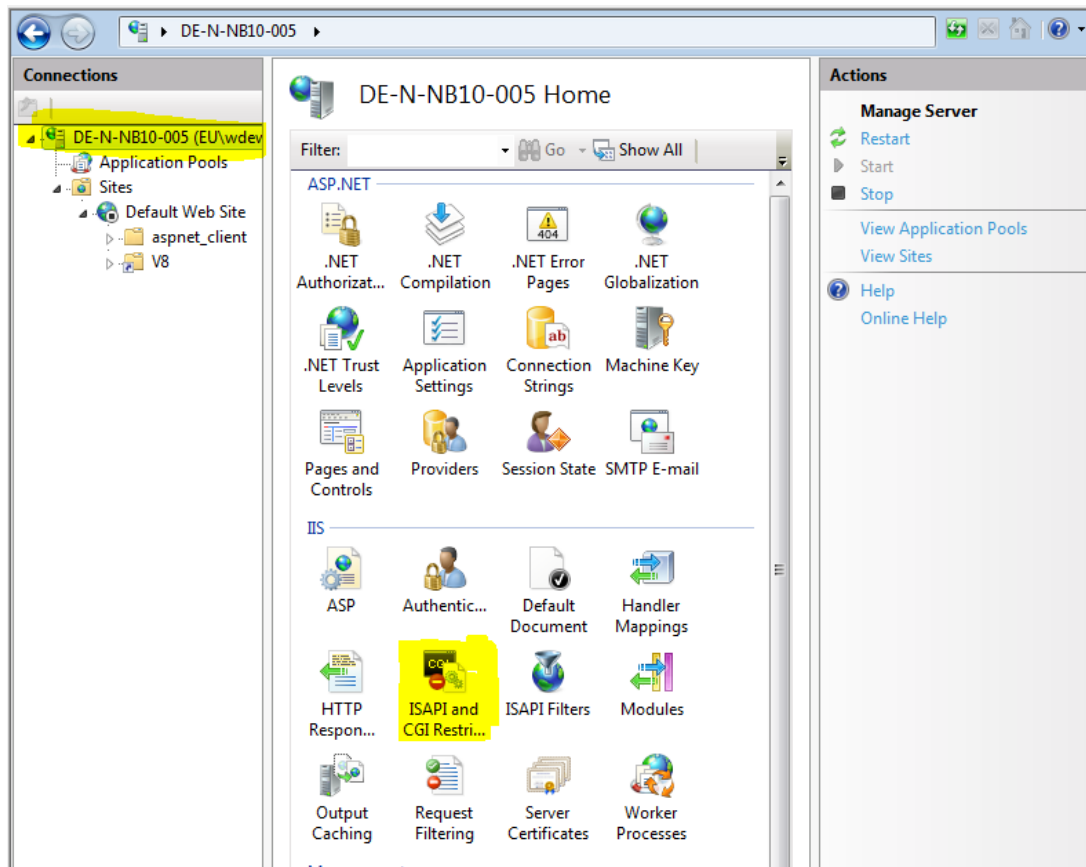
6. Double-click on **Handler Mapping** in the IIS section, and then select **ISAPI.dll**.



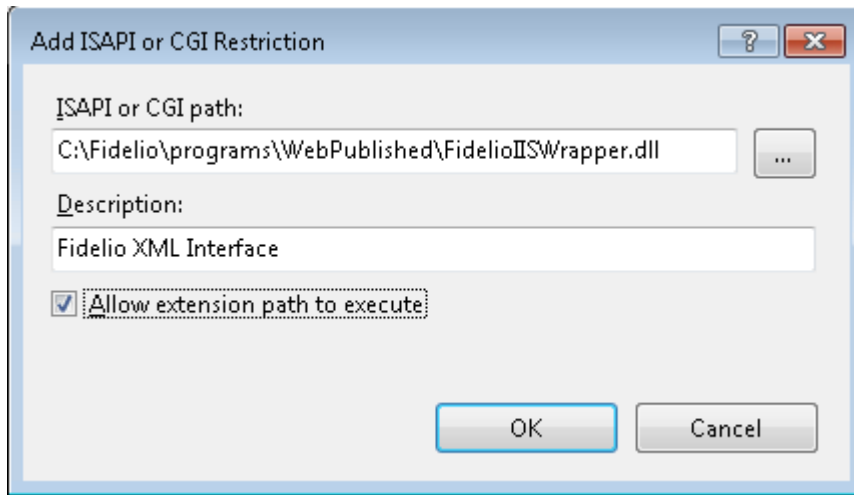
7. Select **Edit Feature Permissions** on the **Actions** menu and select **Execute**.



8. Click **Root computer name** in the **Connections** dialog box.



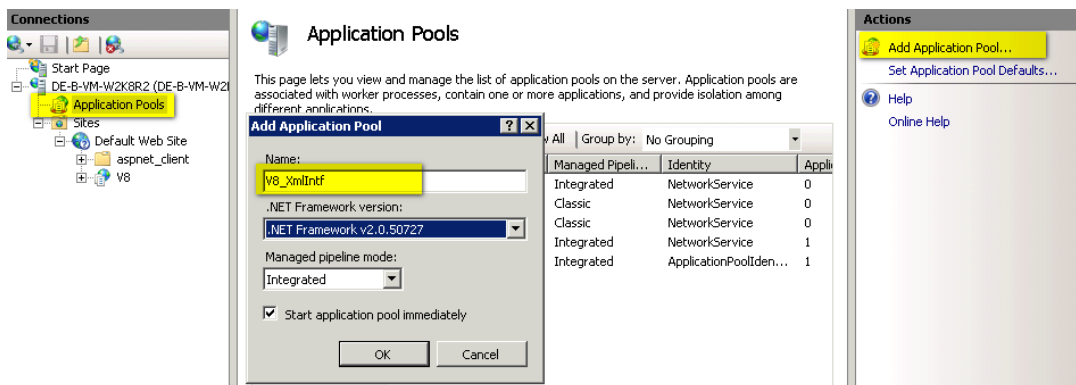
9. Double-click **ISAPI and CGI Restrictions**, click add to select the path to FidelioIISWrapper.DLL, and then select **Allow extension path to execute**.



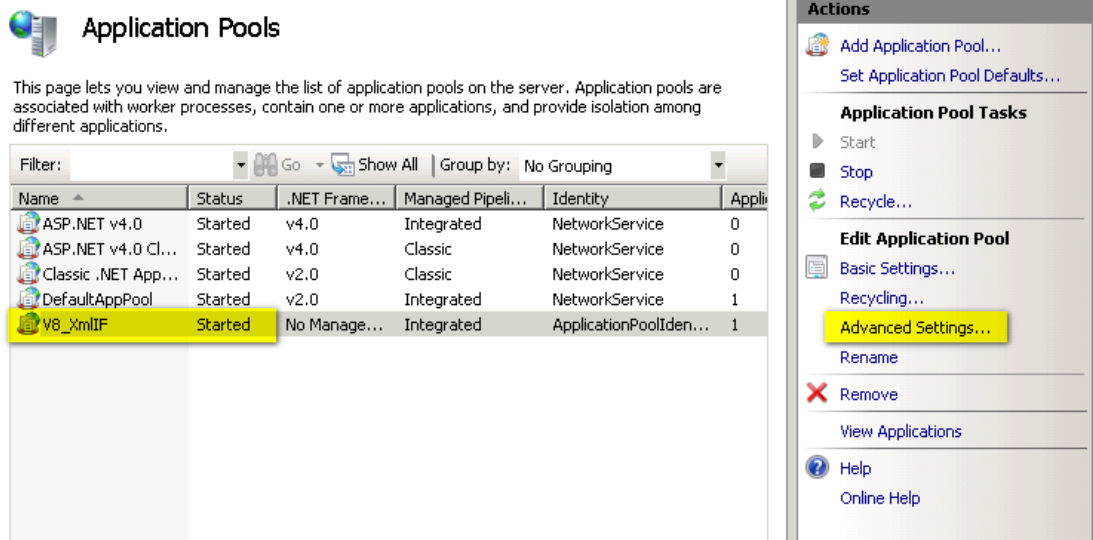
Configuring the XML Interface on a 64-bit platform

If you configure the XML interface to run on a 64-bit platform (Microsoft Windows 7 or Microsoft Server 2008), complete the following steps:

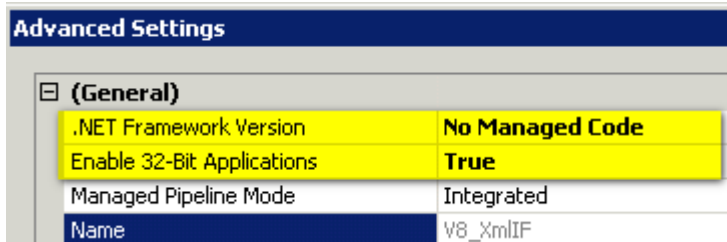
1. Create an application pool.



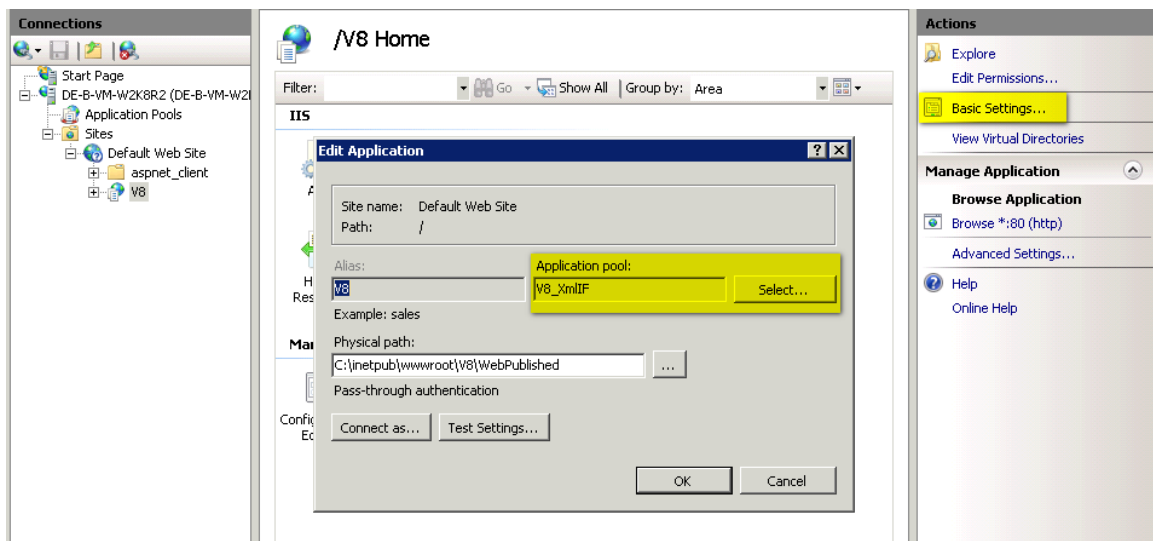
2. Right-click the application pool, and then click **Advanced Settings**.



3. Change the settings as shown in the following figure:



4. Change the **Basic Settings** of the Virtual Directory V8, and then select an application pool that has been configured for this purpose.



Testing the XML Interface

Test the XML IFC using the following URL:

http://localhost/v8/fidelioIISWrapper.dll/FidelioXMLInterface.DataHandler

If it is installed with the instance name, the following URL is used:

http://localhost/v8/fidelioIISWrapper.dll/FidelioXMLInterface.DataHandler?ic=<INSTANCENAME>

The following response message appears:

```
<?xml version="1.0" encoding="utf-8" ?>
- <fidelio Version="1.0.0">
  <response ID="" Status="UR" Message="Internal error. Cannot process request" />
</fidelio>
```

If you cannot start IIS, the program Skype could be the cause. If Skype is installed before IIS, Skype is listening by default to the port 80, so IIS cannot start. Change the Skype configuration by opening **Skype**, selecting **Tools->Options->Set connection parameters and proxies** and removing the selection for the option: **Use port 80 and 443 as alternative for incoming connections**.

5 Installing the Hotel Mobile REST API

Introduction

The Hotel Mobile REST API interface communicates with OPERA Web Services and the Suite8 XML Interface.

Prerequisites

- Suite8 Version 8.10.1.11 and higher
- OPERA Version 5
- Internet Information Service 7 or higher
- Microsoft .NET Framework 4.7.2
- Application pool for RestApi
- Externally Signed SSL Certificate with FQDN needs to be installed on the RestApi server
- Oracle Database Client with a valid TNS connection to the database Server
- Download the software for Opera and Suite8 installations from: <https://edelivery.oracle.com/>.

Version available:

RestApi 1.2 (distributed with Oracle Hospitality Suite8 Property Management 8.13.0.0)

RestApi 1.1.4 (distributed with Oracle Hospitality Suite8 Property Management 8.12.0.0)

RestApi 1.1.3 (distributed with Oracle Hospitality Suite8 Property Management 8.11.0.0)

RestApi 1.1.0.0 (distributed with Oracle Hospitality Suite8 Property Management 8.10.2.0)

RestApi 1.0.0.0 (distributed with Oracle Hospitality Suite8 Property Management 8.10.1.0)

- Download a patch version for Opera and Suite8 installations from [MOS My Oracle Support](#).

Versions available:

RestApi 1.1.2 (distributed with Oracle Hospitality Suite8 Property Management 8.10.2.10)

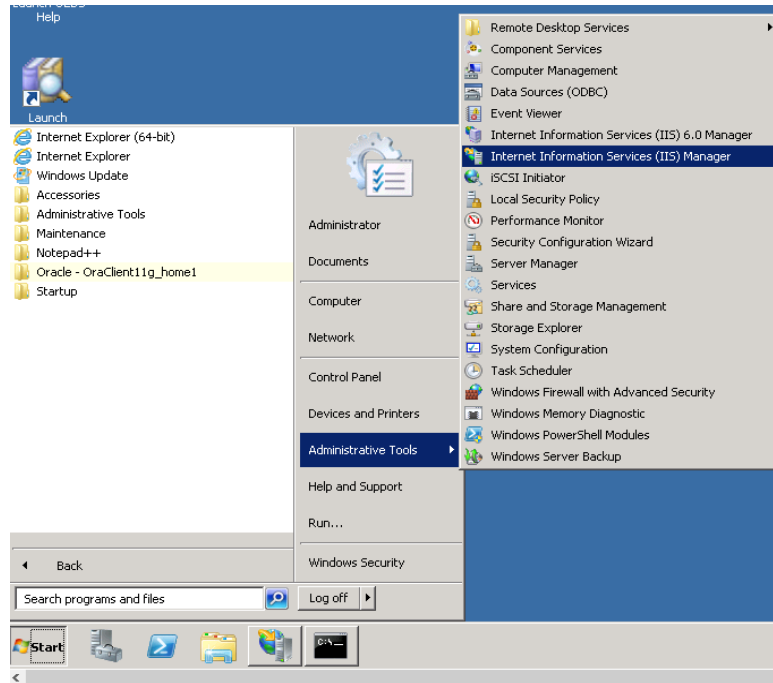
RestApi 1.0.1.0 (distributed with Oracle Hospitality Suite8 Property Management 8.10.1.0)

Please note that from Opera release 5.5.0.20 and 5.6.0.0 onwards the RestApi files will be part of the OEDS bundle and can be downloaded with that bundle.

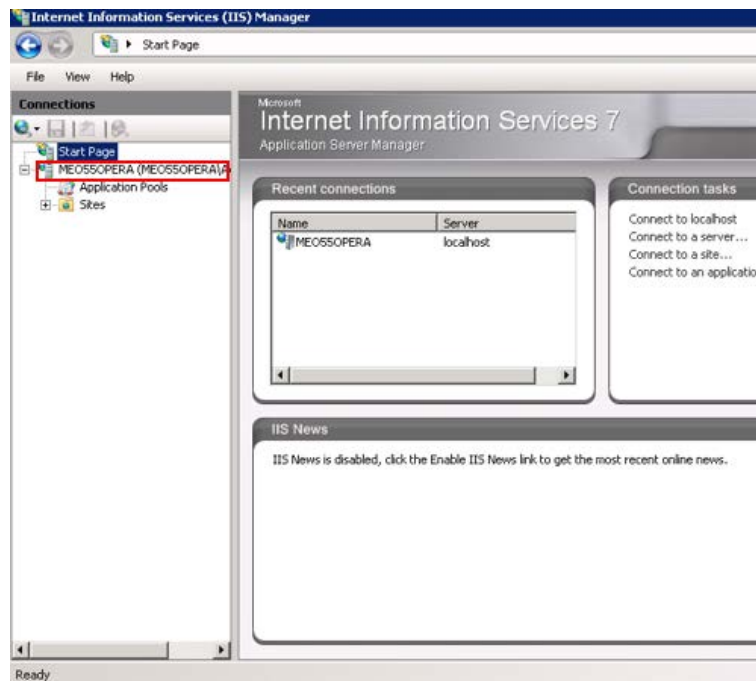
For older versions please download the RestApi files using the Suite8 versions listed above.

Creating an application pool

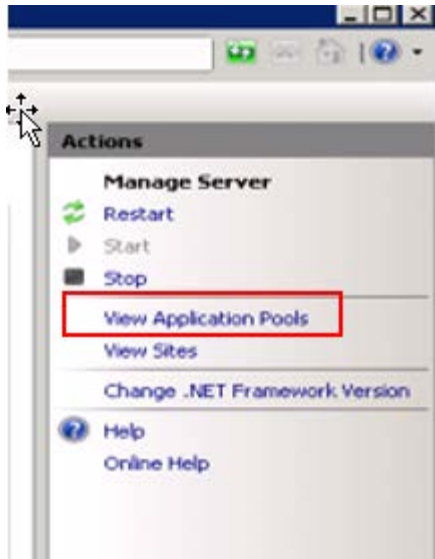
1. In the OWS Server, go to **IIS Manager** and start **Administrative Tool -> Internet Information Services (IIS) Manager**.



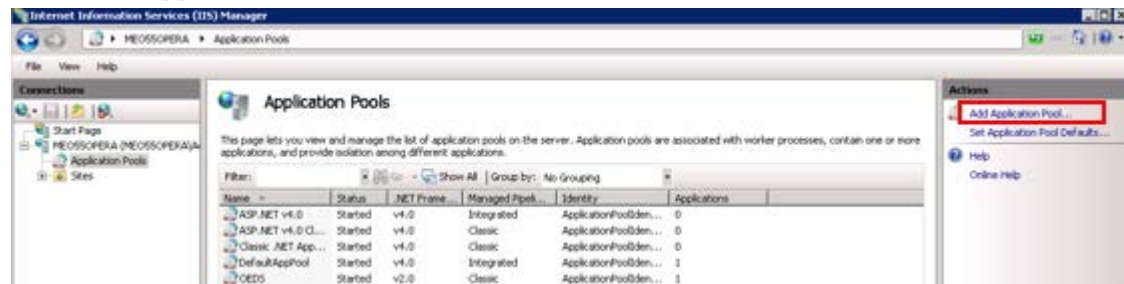
2. Click the **machine name**.



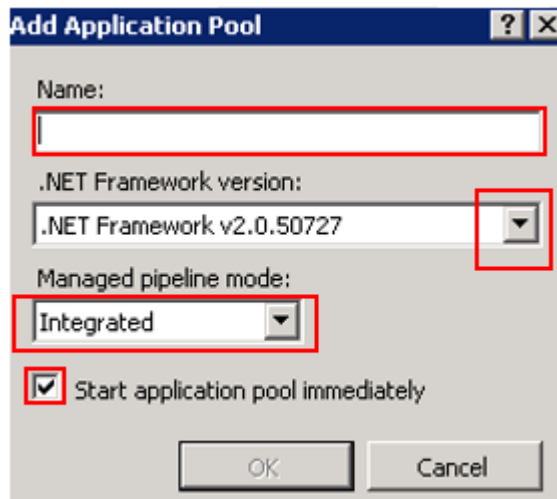
3. On the **Actions** tab, click **View Application Pools**.



4. Click **Add Application Pool**.



5. Specify settings as shown in the following figure, and then click **OK**.



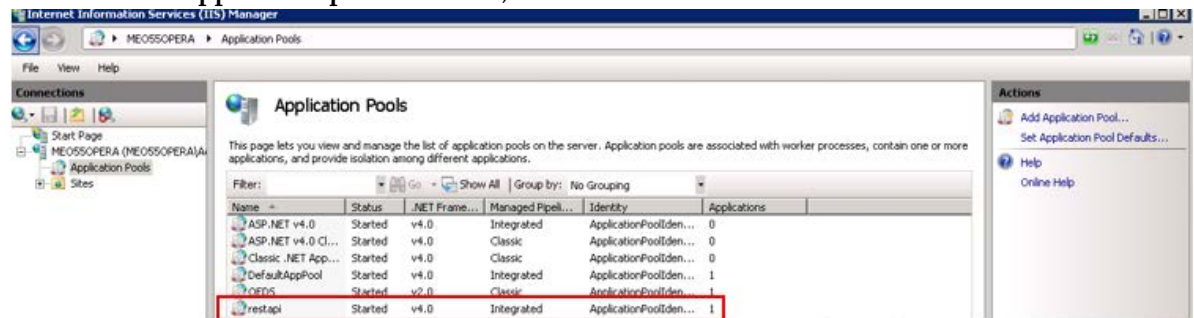
Name: RestApi

.Net Framework version: v4.0. (Assuming that .net 4.5 and 4.6.1 were already installed on the machine)

Managed pipeline mode = integrated

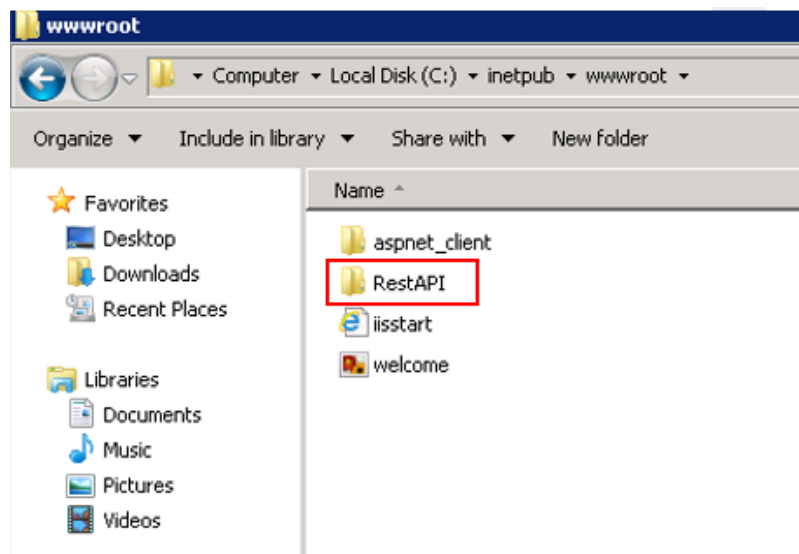
Start application pool Immediately = Ticked

6. Make sure the **application pool** is created, and then close the screen.

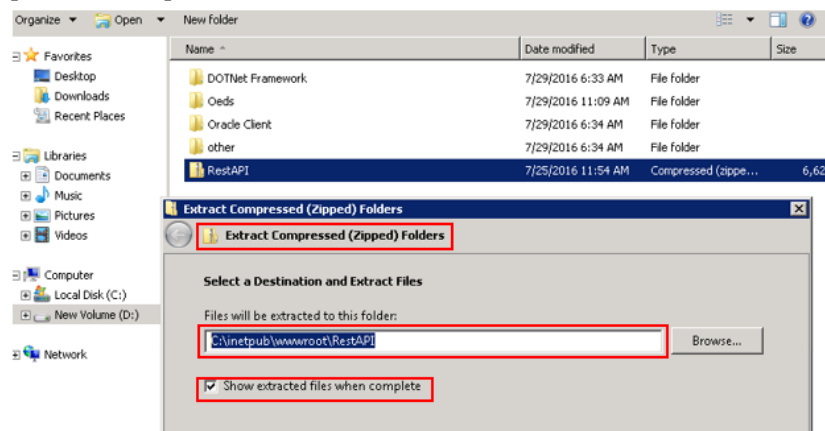


Creating the RestApi Directory

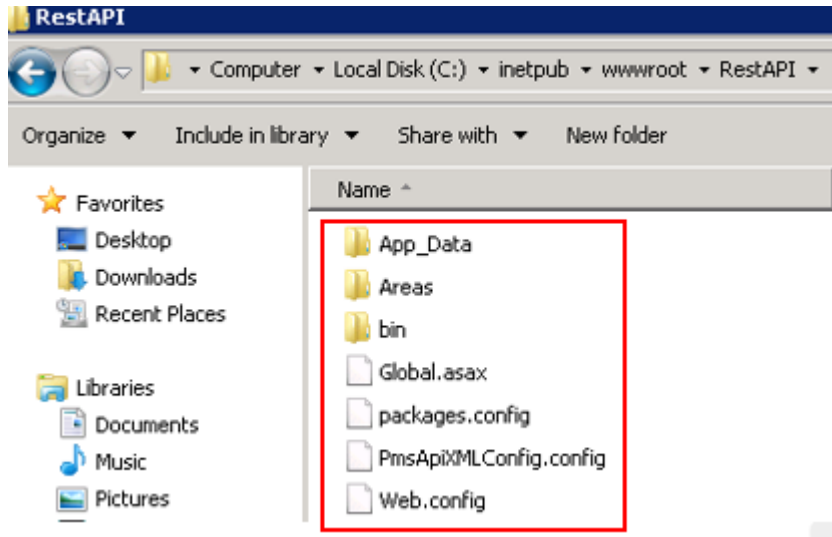
1. Create a new folder under `C:\inetpub\wwwroot` and name it **RestAPI**.



2. Go to the Media Folder that contains the `restapi.zip` file, and then unzip the file to the new path: `C:\inetpub\wwwroot\RestAPI`.

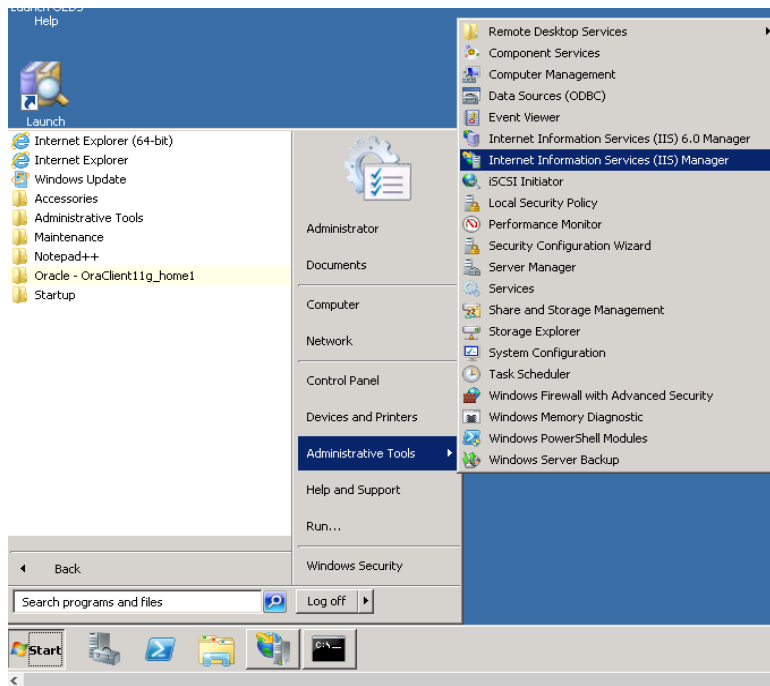


3. Verify that the following items are copied to the destination folder:

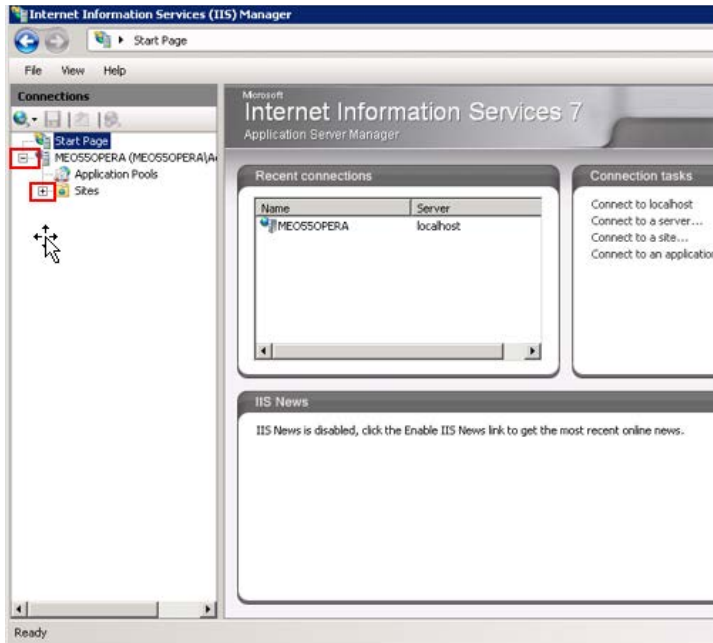


Creating the RestApi Application

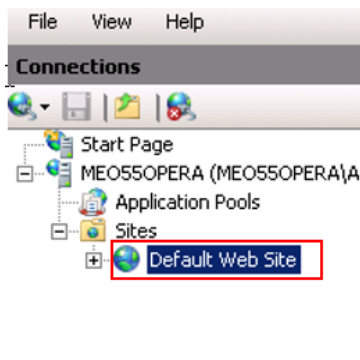
1. On the OPERA Web Services Server, go to **IIS Manager** and then start **Administrative tool -> Internet Information Services (IIS) Manager**.



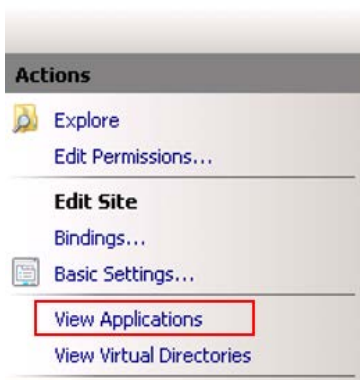
2. Expand **Machine Name** and expand **Sites**.



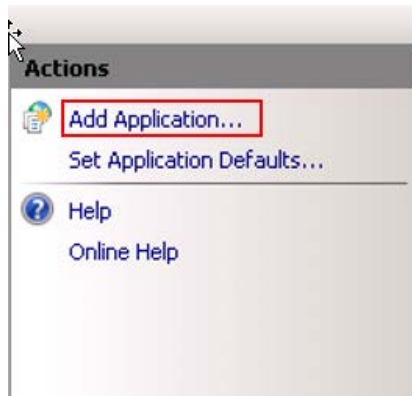
3. Click **Default Web Site**.



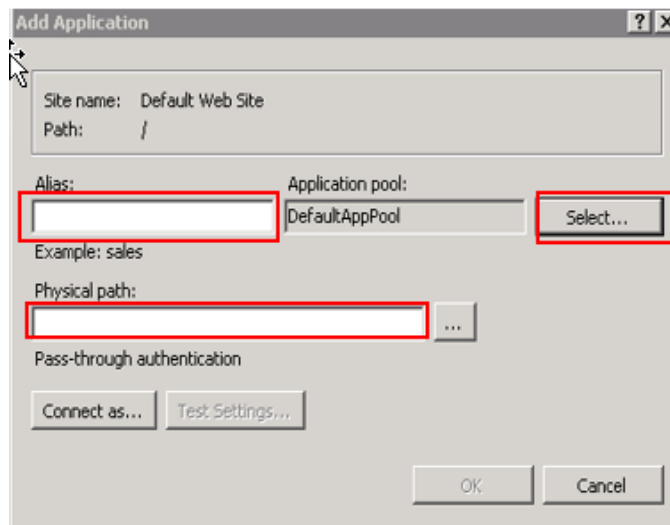
4. Click **View Application**.



5. Click **Add Application**.



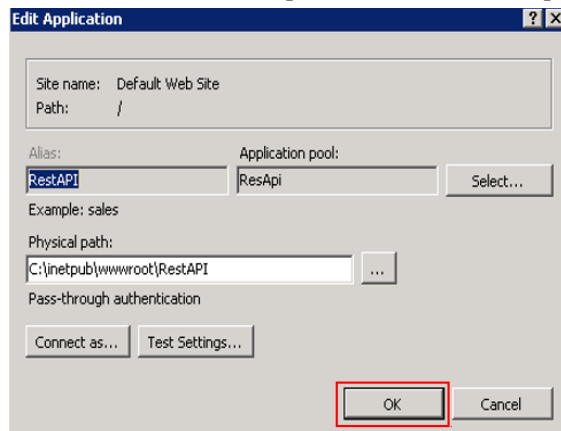
6. Create an application with the RestApi directory path, and then specify the application pool settings shown in the following figure:



Alias: RestApi

Application Pool: Select the application pool from the list.

Physical Path: C:\inetpub\wwwroot\restApi



7. Click **OK**.

Creating the Cache DB Oracle schema

For OPERA, perform the steps in this section on the OPERA DB Server. For Suite8, use the existing Suite8 Schema. The table WPER already exists in Suite8 schema.

Perform the following steps on the Database Server.

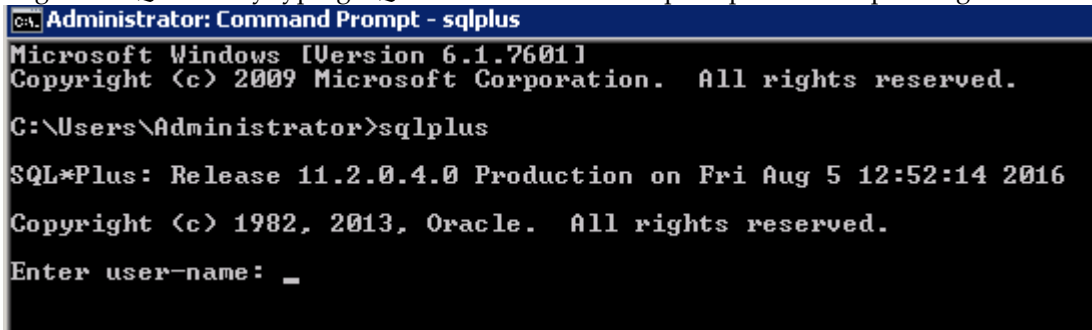
The RESTAPI schema, also called Cache DB is not related or linked to OPERA/Suite8 schema and must not be granted any role to access any other Oracle schema in the database (especially OPERA or OXI schema). RESTAPI schema can be created in the OPERA/Suite8 Oracle database or in a separate dedicated Oracle database.

The data in the Cache DB is dynamic and normally currently require approximately 1 record per active user session. When the sessions become inactive or logged out, associated DB records will be removed.

When the delta API will be implemented, the amount of data stored in the Cache DB will increase. It is then estimated to have about 100 records per active user session.

Follow these steps to create the cache DB Oracle schema:

1. Log in to the OPERA PMS or Suite8 Database server or single server.
2. Log in to SQL Plus by typing SQLPLUS in a command prompt and then pressing enter.



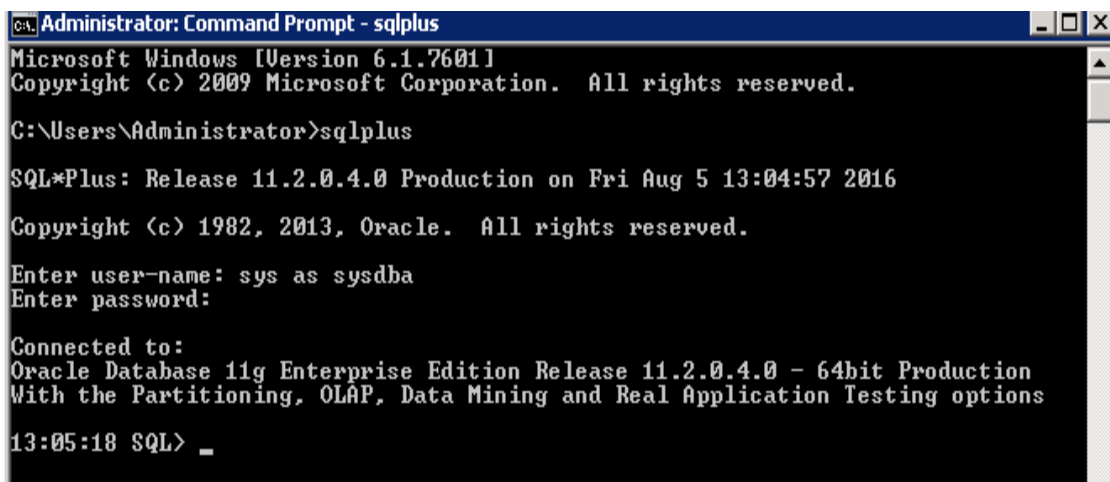
```
Administrator: Command Prompt - sqlplus
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>sqlplus

SQL*Plus: Release 11.2.0.4.0 Production on Fri Aug 5 12:52:14 2016
Copyright (c) 1982, 2013, Oracle. All rights reserved.

Enter user-name: _
```

3. For username, type in **sys as sysdba**, then press Enter. For password, type in the SYS password that was set Login to the OPERA PMS Server (ask Property to enter Password).



```
Administrator: Command Prompt - sqlplus
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>sqlplus

SQL*Plus: Release 11.2.0.4.0 Production on Fri Aug 5 13:04:57 2016
Copyright (c) 1982, 2013, Oracle. All rights reserved.

Enter user-name: sys as sysdba
Enter password:

Connected to:
Oracle Database 11g Enterprise Edition Release 11.2.0.4.0 - 64bit Production
With the Partitioning, OLAP, Data Mining and Real Application Testing options
13:05:18 SQL> _
```


4. Run the following script to create a Cache DB Oracle schema.

Before applying the script, change the schema password and save it because you use it later. If logdata table space already exists, change it to a different one.

```
CREATE USER restapi
  IDENTIFIED BY PLACE_HERE_YOUR_PASSWORD
  DEFAULT TABLESPACE logdata
  -- QUOTA UNLIMITED ON SYSTEM
  QUOTA UNLIMITED ON logindx
  QUOTA UNLIMITED ON logdata
  ;

GRANT connect to restapi;

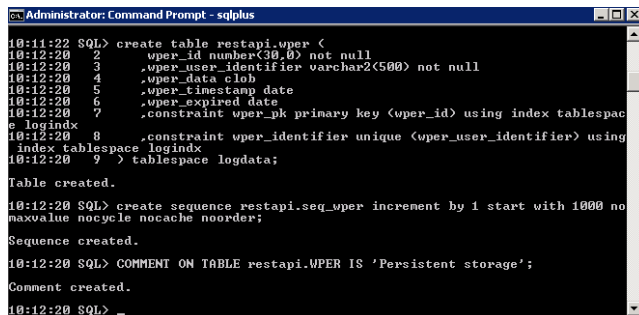
GRANT create table, create type, create procedure, create view, create trigger, create
sequence to restapi;

create table restapi.wper (
  wper_id number(30,0) not null
  ,wper_user_identifier varchar2(500) not null
  ,wper_data clob
  ,wper_timestamp date
  ,wper_expired date
  ,constraint wper_pk primary key (wper_id) using index tablespace logindx
  ,constraint wper_identifier unique (wper_user_identifier) using index tablespace
logindx
) tablespace logdata;

create sequence restapi.seq_wper increment by 1 start with 1000 nomaxvalue nocycle
nocache noorder;

COMMENT ON TABLE restapi.WPER IS 'Persistent storage';
```

5. Copy the amended script, paste it in the command prompt, and then press Enter.

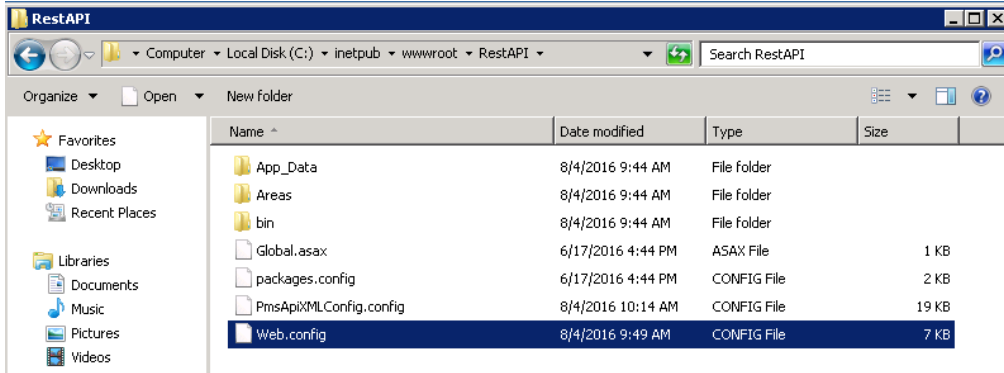


```
Administrator: Command Prompt - sqlplus
10:11:22 SQL> create table restapi.wper (
10:12:20 2      wper_id number(30,0) not null
10:12:20 3      ,wper_user_identifier varchar2(500) not null
10:12:20 4      ,wper_data clob
10:12:20 5      ,wper_timestamp date
10:12:20 6      ,wper_expired date
10:12:20 7      ,constraint wper_pk primary key (wper_id) using index tablespac
e logindx
10:12:20 8      ,constraint wper_identifier unique (wper_user_identifier) using
index tablespace logindx
10:12:20 9  ) tablespace logdata;
Table created.
10:12:20 SQL> create sequence restapi.seq_wper increment by 1 start with 1000 no
maxvalue nocycle nocache noorder;
Sequence created.
10:12:20 SQL> COMMENT ON TABLE restapi.WPER IS 'Persistent storage';
Comment created.
10:12:20 SQL>
```

Adjusting Data access Client Configuration Files

Perform the following steps on the Database Server.

1. Locate the **Web.config** File at: **C:\inetpub\wwwroot\RestAPI**.



2. Right-click and then open the file in a text editor (for example, Notepad).
3. Find the following string: **oracle.manageddataaccess.client**

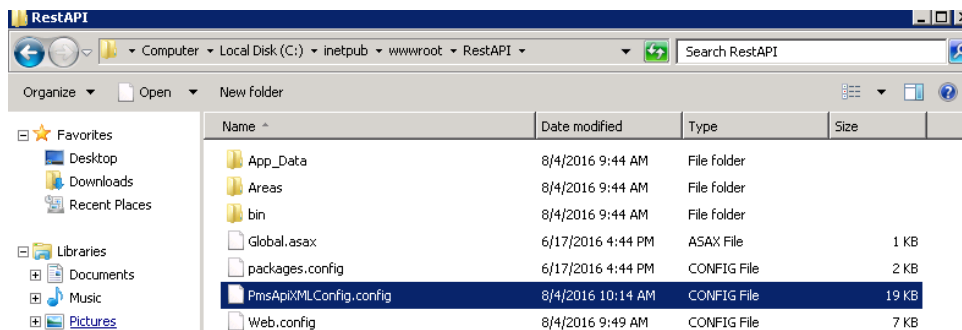
```
<oracle.manageddataaccess.client>
  <version number="*">
    <settings>
      <setting name="TNS_ADMIN" value="c:\ORACLE\11.2.0\CLIENT\network\admin"/>
    </settings>
  </version>
</oracle.manageddataaccess.client>
```

4. Configure **TNS_ADMIN** value to path where **tnsnames.ora** is stored according to oracle client settings.
5. To define proxy settings to connect to, add:

```
<defaultProxy>
<defaultProxy>
  <proxy bypassonlocal="False" usesystemdefault="True" proxyaddress="http://127.0.0.1:8888" />
</defaultProxy>
```

Adjusting PmsApiXMLConfig file.

1. Locate the **PmsApiXMLConfig.config** File and open it with a text editor (for example, Notepad).



2. Scroll down until you see the following string:

```

                <PMSLanguage RequestedValue="fr-FR" PMSValue="FR" />
                <PMSLanguage RequestedValue="fr-CA" PMSValue="QF" />
            </Mappings>
        </Hotel>
    <Hotel>
        <RequestCode>OPERA</RequestCode>
        <PropertyCode>CASINO</PropertyCode>
        <PmsType>opera5</PmsType>
        <InterfaceURL>http://172.28.105.172/OWS_WS_51</InterfaceURL>
        <HotelData>
            <Channel>O2G</Channel>
            <ConnectorSpecific/>
        </HotelData>
    </Hotel>

```

3. Replace with the following values:

Request Code: no specifications, but no space, no special character

Property Code: Resort Property Code

PmsType: OPERA5 for OPERA and Suite8 for Suite8

Interface URL: URL of OWS

Channel: O2G

Multi-property

Multi-property functionality is not given within the app. For multi-property connections, configure a request code in PmsApiXMLConfig.config for each property. The same OPERA or Suite8 Web Service could be used.

Here an example for two properties:

```

<Hotel>
    <RequestCode>Property1</RequestCode>
    <PropertyCode>CASINO</PropertyCode>
    <PmsType>OPERA5</PmsType>
    <InterfaceURL>http://server_IP_address/OWS_WS_51</InterfaceURL>
    <HotelData>
        <Channel>O2G</Channel>
        <ConnectorSpecific/>
    </HotelData>
    .....
</Hotel>

<Hotel>
    <RequestCode>Property2</RequestCode>
    <PropertyCode>TEJALQA</PropertyCode>
    <PmsType>OPERA5</PmsType>
    <InterfaceURL>http://server_IP_address/OWS_WS_51</InterfaceURL>
    <HotelData>

```

```
                <Channel>O2G</Channel>
                <ConnectorSpecific/>
        </HotelData>
        .....
</Hotel>
```

Within the app, configure two endpoints with the correct request code.

To switch between the properties, the user logs out of property 1 and logs in to property 2.

4. Scroll down to Locate the following DB String and change setting pointing to the Cache DB instance.

```
<DB>
        <Service>Oracle Alias</Service>
        <UserName>Oracle User</UserName>
        <Password>encrypted password</Password>
</DB>
```

Change the values as follows for your environment:

- Service:** TNS Alias to connect to Cache DB Oracle schema: OPERA / Suite8
- UserName:** Restapi schema name: RESTAPI
- Password:** Encrypted password for the schema. The following steps explain how to encrypt the password.

- To retrieve the password to write to the password element: open the **localhost** page where RestAPI is installed with the URL /setup for example:
<http://localhost/RestAPI/setup>
 The URL works only if invoked as localhost; otherwise the access will be declined. Open the index-cshtml and copy the link: <https://code.jquery.com/jquery> to Microsoft Internet Explorer and then add the URL as a trusted site, setting the security level to low.

- Enter the schema password that was used earlier when creating the DB cache, and then click **Encrypt** to encrypt the password.

Password

Encrypted Password : !V8!EQ7rw20EqnZBYExhVk2akqV87VK5b01YBbh3w59LwjFtCKSFHvJM6FpuaeIdchaQJTx8m5ArxkcBGmxM6NTGUw==

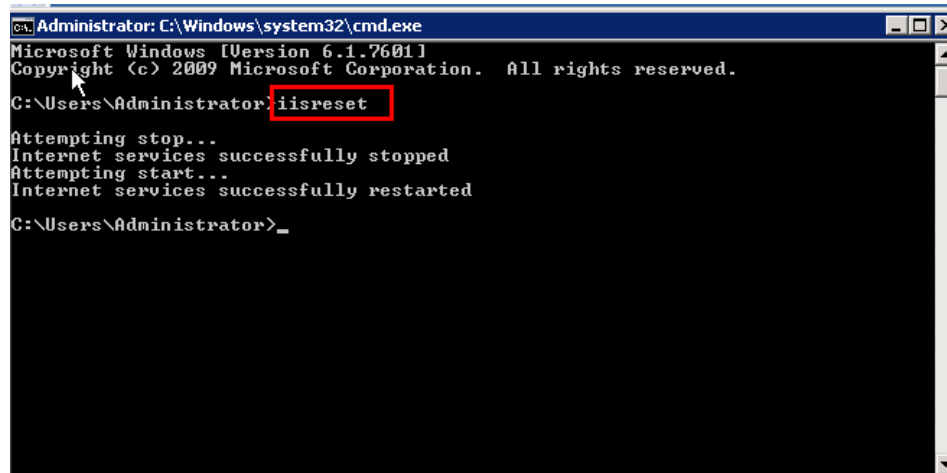
- Copy the encrypted password to the PmsApiXMLConfig file.

<Password> !V8!EQ7rw20EqnZBYExhVk2akqV87VK5b01YBbh3w59LwjFtCKSFHvJM6FpuaeIdchaQJTx8m5ArxkcBGmxM6NTGUw== </Password>

- Restart IIS.

Whenever you change the restapi files, restart IIS as follows:

- Open CMD on the OPERA Web Services server Start> Run> CMD
- Type iisreset, and then press Enter.



Parameters used in PmsApiXMLConfig.config file

<Feature Name="ViewDashboards" Enabled="false" Group=""/><!--Global: Turn view of dashboard on and off -->

<Feature Name="ListMyRooms" Enabled="true"/><!--Suite8: show my assigned rooms for maids-->

<Feature Name="ListAllRooms" Enabled="true"/><!--Suite8: show all assigned rooms for maids-->

<Feature Name="ChangeRoomStatus" Enabled="true"/><!--Global: Option to change room status on and off -->

<Feature Name="ModifyHousekeepingStatus" Enabled="true" Group=""/><!--Global: Option to change housekeeping occupied status on and off-->

<Feature Name="ViewMaintenance" Enabled="true" Group=""/><!--Global: Option to view maintenance task-->

<Feature Name="AddMaintenance" Enabled="true" Group=""/><!--Global: Option to add maintenance task-->

<Feature Name="ResolveMaintenance" Enabled="true" Group=""/><!--Global: Option to resolve maintenance task-->

<Feature Name="MaintenancePictureSupport" Enabled="true" Group=""/><!--Global: Option to manage pictures in maintenance task-->

<Feature Name="ProtectExistingComment" Enabled="true" Group=""/><!--Global: if true, new comments are added to existing comments-->

<Feature Name="ViewReservation" Enabled="true" Group=""/><!--Global: Option to view reservations-->

<Feature Name="CheckIn" Enabled="true" Group="COMPLEX"/><!--Global: Option to Check In reservations-->

<Feature Name="AddReservationToQueue" Enabled="true" Group=""/><!--Global: Option to add reservations to queue-->

<Feature Name="ChangePaymentTypes" Enabled="true" Group=""/><!--Global: Option to change payment type-->

<Feature Name="ChangeRoomForArrival" Enabled="true" Group=""/><!--Global: Option to assign room to reservations-->

<Feature Name="CancelReservation" Enabled="true" Group=""/><!--Global: Option to cancel reservations-->

<Feature Name="CreateDoorKey" Enabled="true" Group=""/><!--Global: Option to create key-->

<Feature Name="ChangeGuestAddress" Enabled="true" Group=""/><!--Global: Option to change address of the guest-->

<Feature Name="PostPayments" Enabled="true" Group="GROUP1"/><!--Global: Option to perform payments-->

<Feature Name="CheckOut" Enabled="true" Group="GROUP1"/><!--Global: Option to perform check out-->

<Feature Name="EarlyCheckOut" Enabled="false" Group="GROUP1"/><!--Global: For future releases-->

<Feature Name="PostRevenue" Enabled="true" Group=""/><!--Global: Option to post revenue-->

<Feature Name="AdjustPostings" Enabled="true" Group=""/><!--Global: For future releases-->

<Feature Name="PreviewRegCard" Enabled="true" Group="RegCard"/><!--Global: Option to preview registration card-->

<Feature Name="SignRegCard" Enabled="true" Group="RegCard"/><!--Global: Option to sign registration card-->

<Feature Name="PrintRegCard" Enabled="true" Group="RegCard"/><!--Global: Option to print registration card-->

<Feature Name="PreviewInvoice" Enabled="true" Group="Invoice"/><!--Global: Option to preview folio-->

<Feature Name="ViewInvoiceDetails" Enabled="true" Group="Invoice"/><!--Global: Option to invoice details-->

<Feature Name="PrintInvoice" Enabled="true" Group="Invoice"/><!--Global: Option to print folio-->
<Feature Name="UpdateGuestProfile" Enabled="true" Group=""/><!--Global: Option to change guest profile-->
<Feature Name="CustomEmailForFolioSending" Enabled="true" Group=""/><!--Global: Option enter custom email during folio sending-->
<Feature Name="ViewHouseStatusConfig" Enabled="true" Group=""/><!--Global: For future releases-->
<Feature Name="CreditCardPayOnlyPostings" Enabled="true" Group=""/><!--Global: Option to perform pay only credit card payments-->
<Feature Name="ChangeProfileDetailsOnBillingWindow" Enabled="true" Group=""/><!--Global: Option to change the profile details on billing window, OPERA5 always false-->
<Feature Name="AllowRemoveProfileVip" Enabled="true" Group=""/><!--Global: Option to remove VIP code from guest profile, OPERA5 always false-->
<Feature Name="CreateNewBillingWindow" Enabled="true" Group=""/><!--Global: Option to create new billing window, OPERA5 always false-->
<Feature Name="UnassignCreditCardFromBillingWindow" Enabled="true" Group=""/><!--Global: Option to change payment method back to non-credit card payment, when credit card was assigned-->
<Feature Name="OfflineCreditCardPayment" Enabled="false" Group=""/><!--Global: Option to handle credit card without any interface, no PAN can be antered in Hotel mobile general-->
<Feature Name="SkipCCAuthorization" Enabled="false" Group=""/><!--Global: Option to suppress authorization calculation during check out-->

Parameters for UserDataPrivacy:

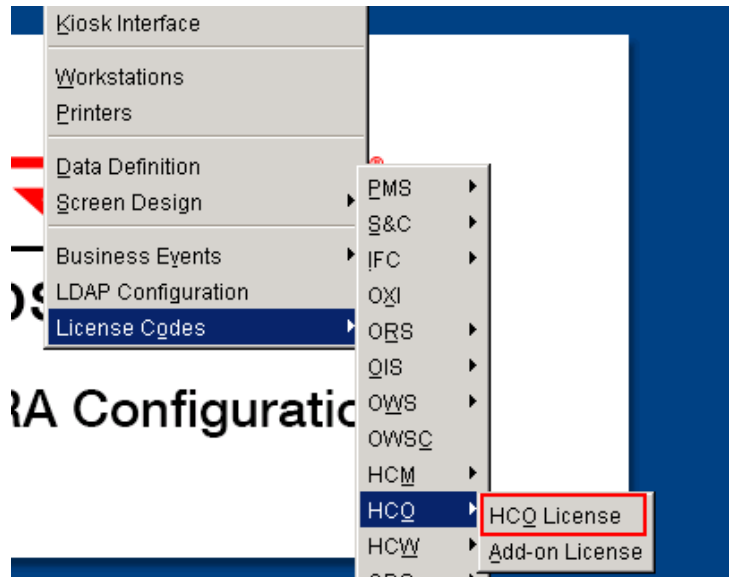
<Field Name="dateOfBirth" MaskType="Hidden"/> <!--Hide date of birth-->
<Field Name="Telephone" MaskType="Masked" Mask="1-800-PERFECT"/> <!--Mask telephone number-->

6 Configuring OPERA 5 Hotel Property

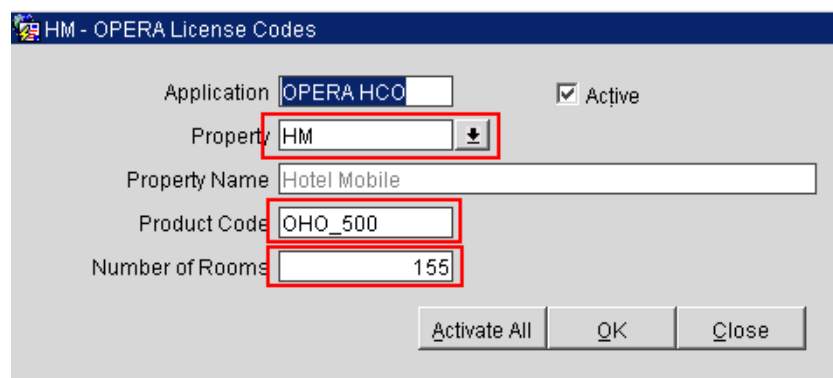
Perform the following procedures on the OPERA DB server.

Activating the License Code

1. To activate the OPERA to GO license, go to OPERA > Configuration > Set Up > License Codes > HCO > HCO License.



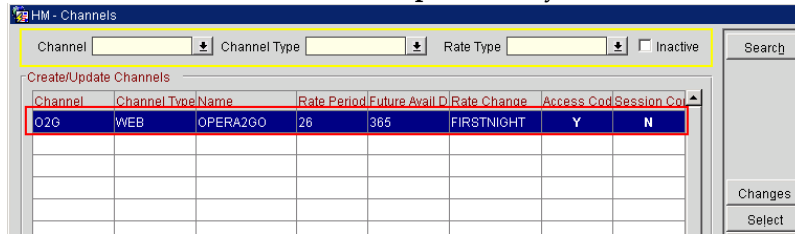
2. Specify settings as shown in the following figure:



3. Activate the OWS license, go to OPERA > Configuration > Set Up > License Codes > OWS > OWS License.

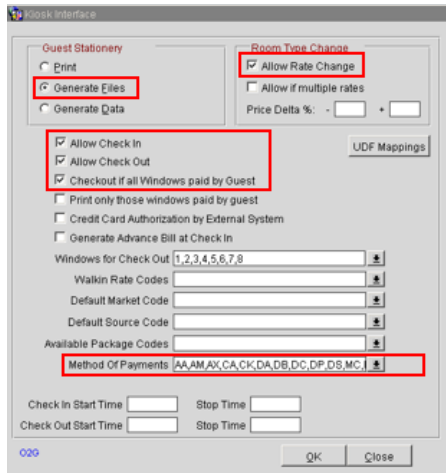
Configuring O2G

Go to **Configuration -> Channels -> Channel set up** and verify that **Channel = O2G** is created).



Kiosk Interface

Go to **Setup -> Kiosk Interface -> Channel = O2G** and create or configure the Kiosk configuration for channel O2G as configured in the screenshot. Do not forget to include all the Forms of payments available.



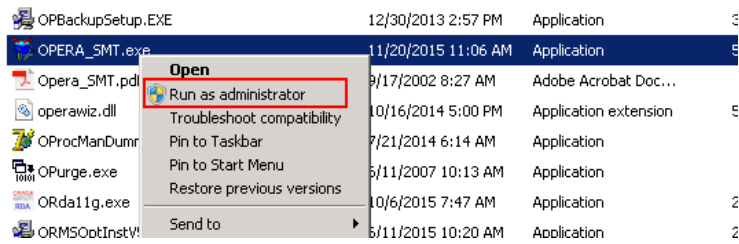
Do not activate **Print only those windows paid by guest** if this is hotel agent-facing functionality.

Blob Schema

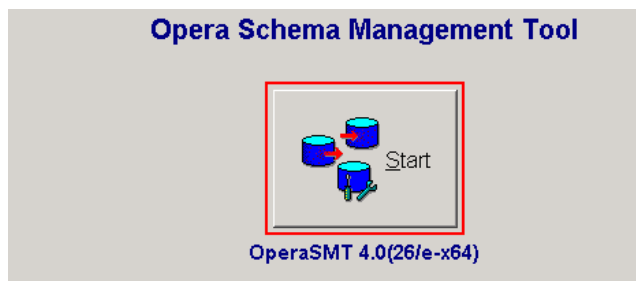
You need a blob schema to save pictures and other files generated by the Hotel Mobile app.

To install a Blob schema:

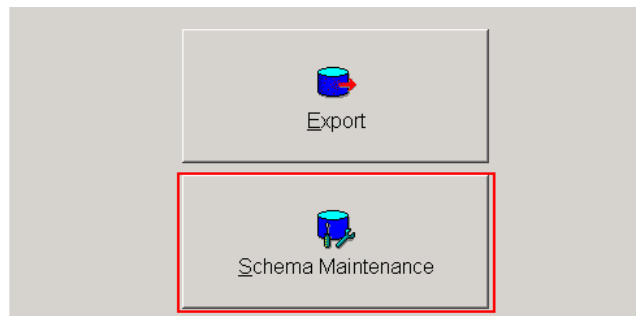
1. Go to: D:\MICROS\OPERA\tools.
2. Right-click on **OPERA_SMT.exe** and run the file as an **administrator**.



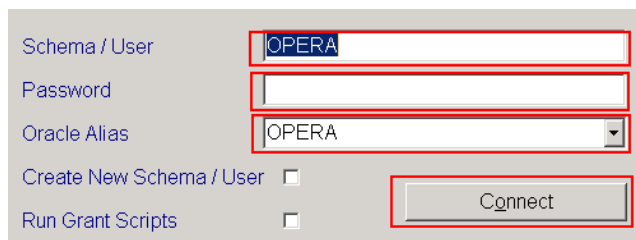
3. Click **Start**.



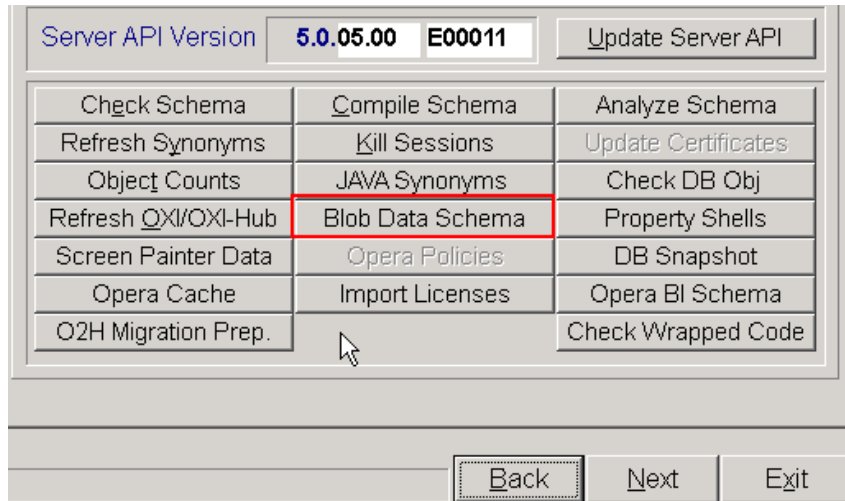
4. Click **Schema Maintenance**.



5. Specify settings as follows. Click **Connect**, and then click **Next**.

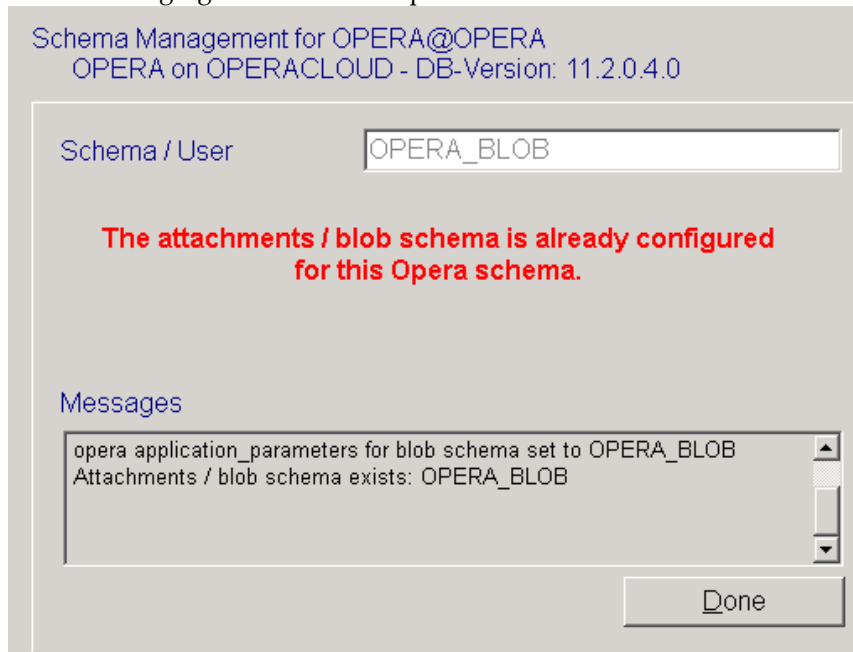


6. Click **Blob Data Schema**.



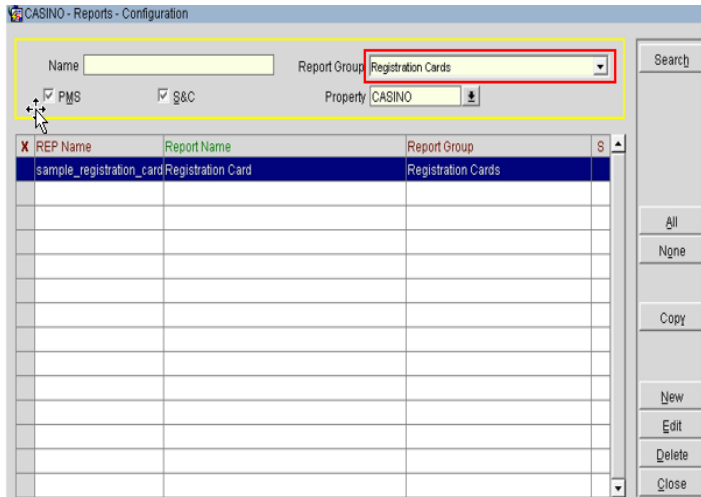
7. Follow the steps to create the schema (needs SYS password) .

The following figure shows a completed schema:

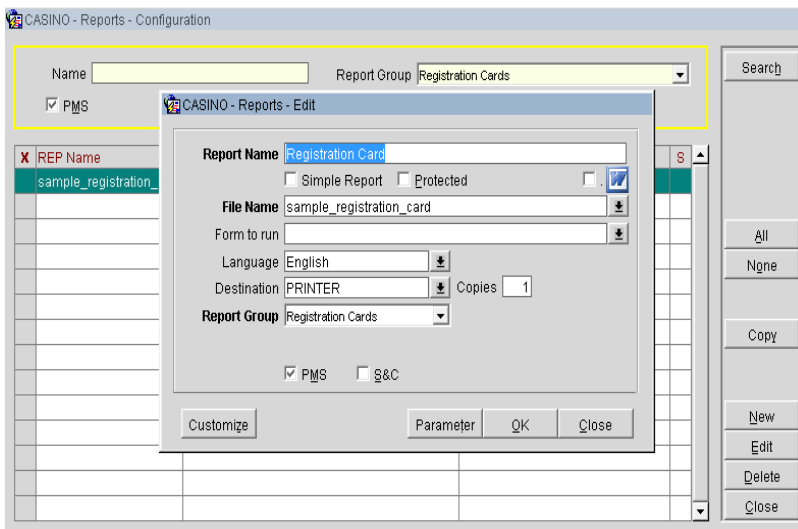


Registration Cards

1. Go to Configuration -> Set up -> Report Set up -> Reports Registration Card configuration.
2. Select **Registration Card** from the **Report Group** drop-down list.

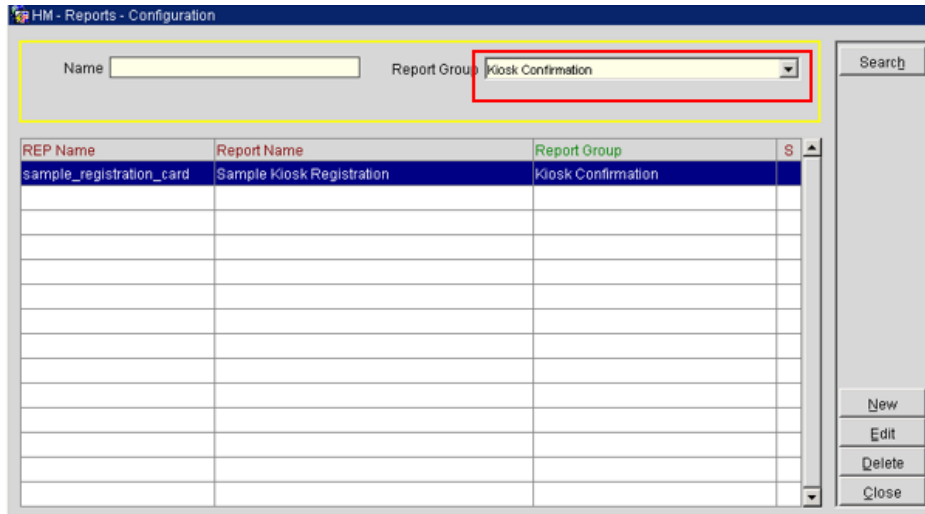


- Verify that the registration for Hotel Mobile appears in the list. If necessary, add one by clicking **New**.

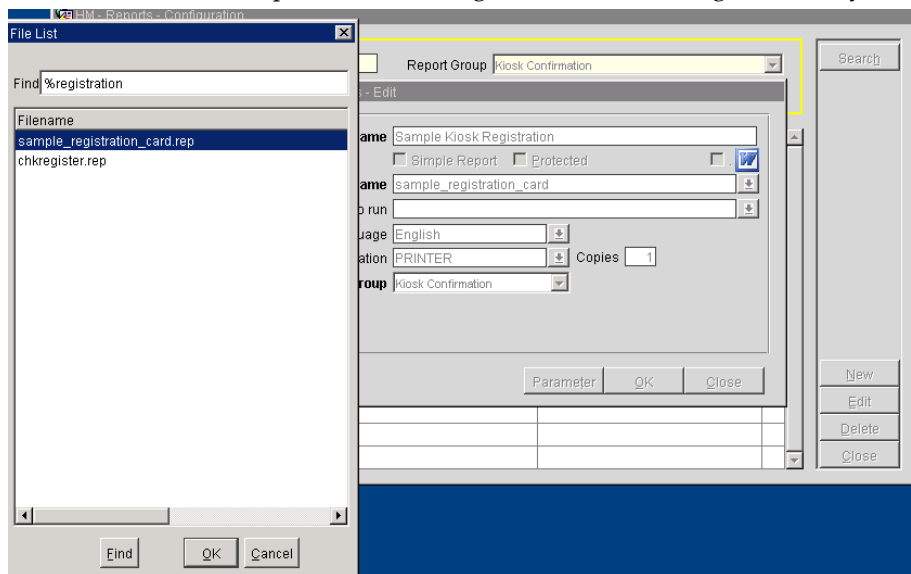


Kiosk Registration Cards

- Go to **Configuration -> Set up -> Report Set up -> Reports**.
- Select **Kiosk Confirmation** from the **Report Group** drop-down list.



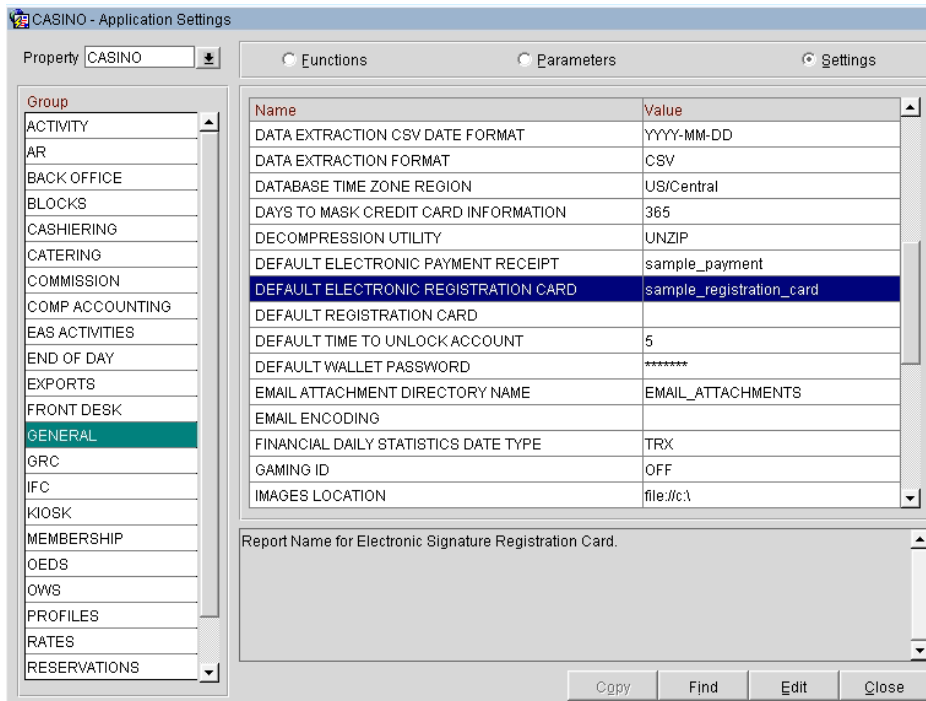
3. Click **Edit** or **New** to update with the registration card to be generated by the Hotel Mobile app.



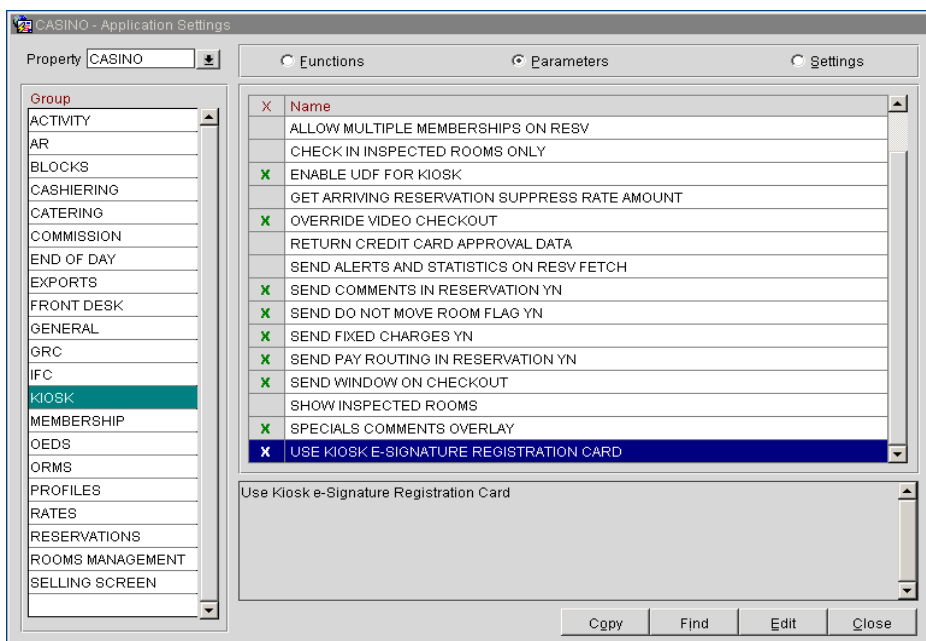
Application Settings

If more than one registration card is set up in OPERA, configure application settings as follows:

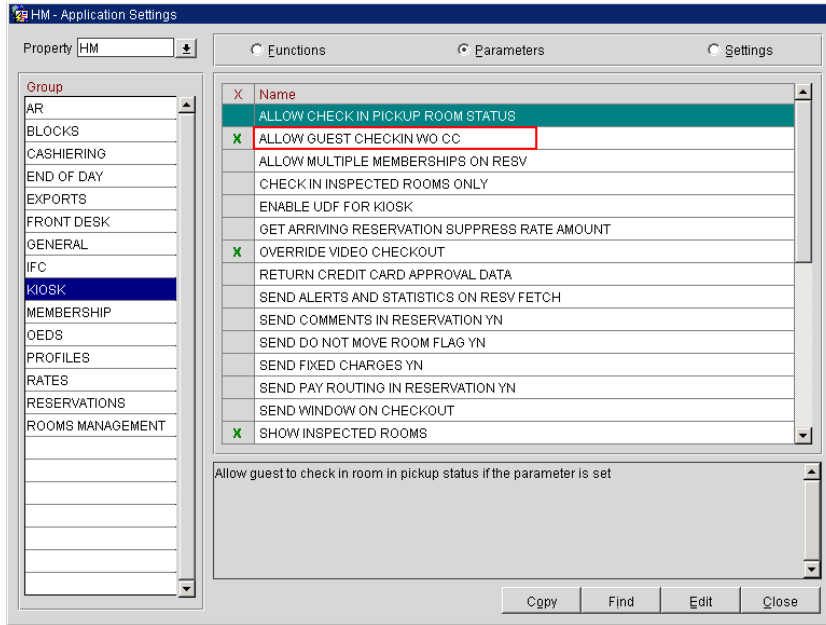
1. Go to Configuration -> Setup -> Application Settings -> Group: General -> Settings -> **DEFAULT ELECTRONIC REGISTRATION CARD** -> setup with the correct Registration Card with the signature merge code.



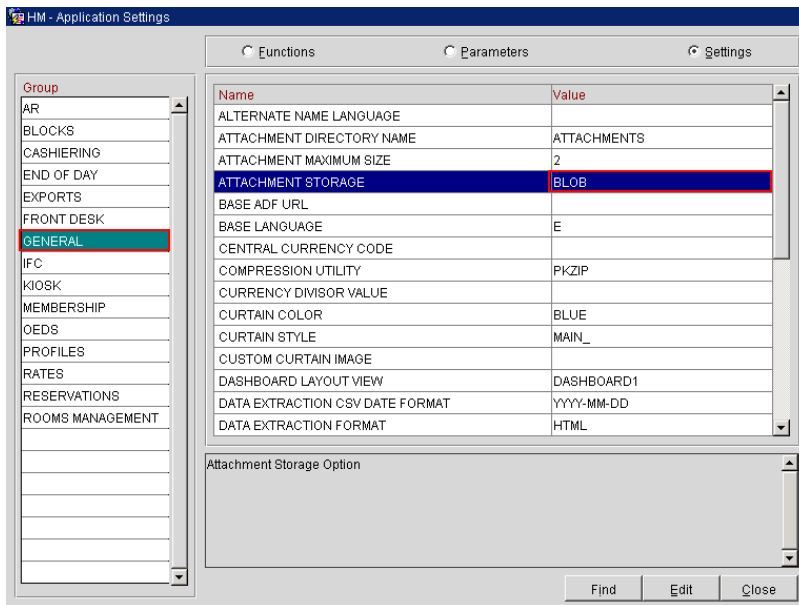
2. Activate the **KIOSK Parameter** under Configuration -> Set up -> Application Settings -> Kiosk.
3. Set **USE KIOSK E-SIGNATURE REGISTRATION CARD = Y**.



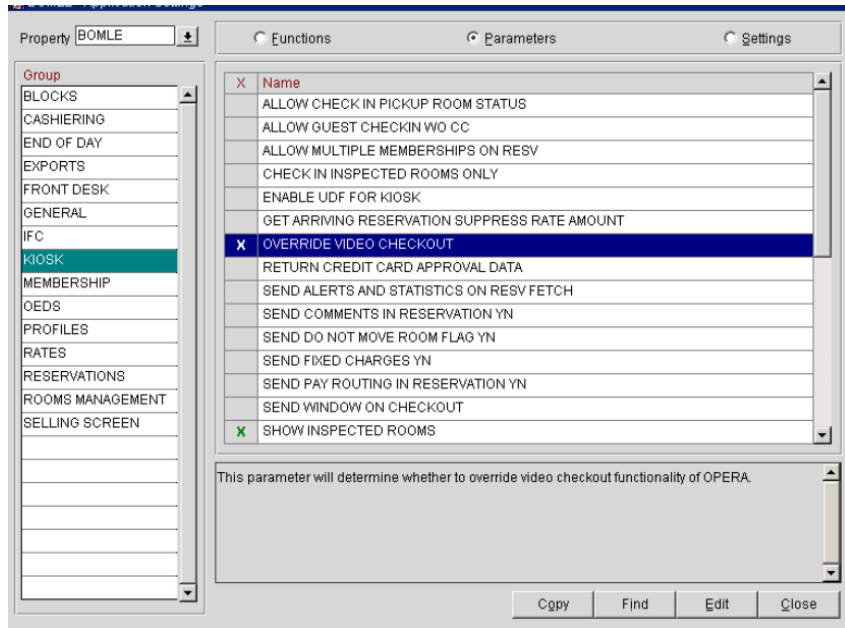
4. To enable check-ins without a credit card on file, go to Configuration -> Set up -> Application Settings -> Kiosk and set **ALLOW GUEST CHECKIN WO CC = Y**.



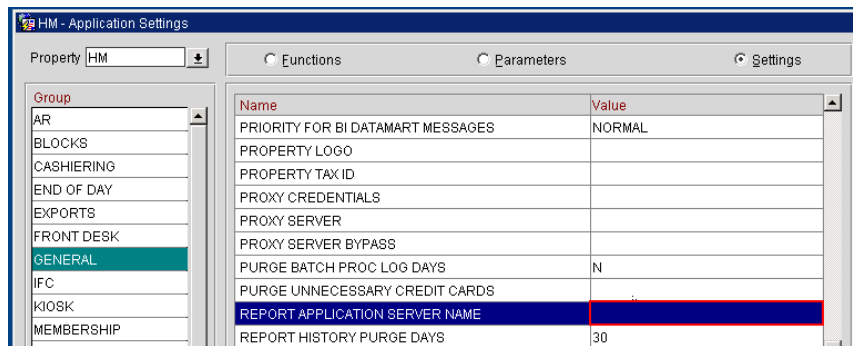
- Go to Configuration -> Set up -> Application Settings -> General and set the parameter **ATTACHMENT STORAGE = BLOB**.



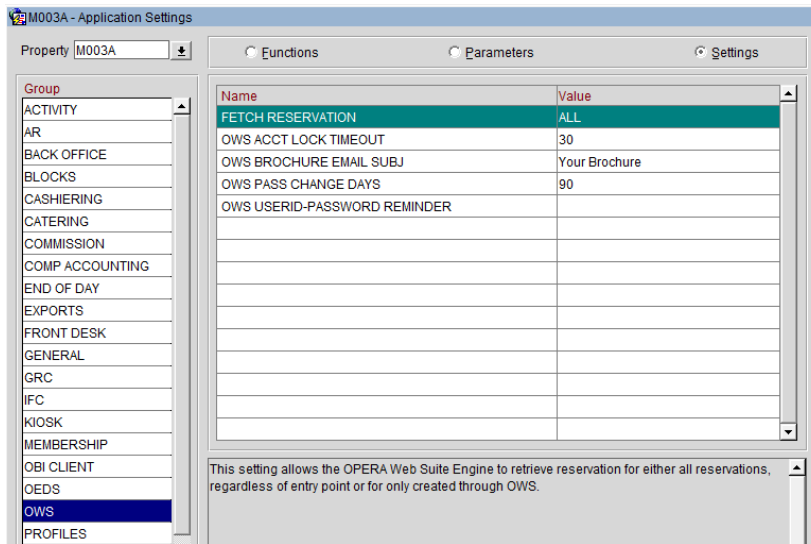
- Go to Configuration -> Set up -> Application Settings -> Kiosk and activate the parameter **OVERRIDE VIDEO CHECKOUT = Y**.



- Verify that **Report Application Server Name** under Configuration -> Set up -> Application Settings -> General -> Settings matches the report server name in **OApp11g**.

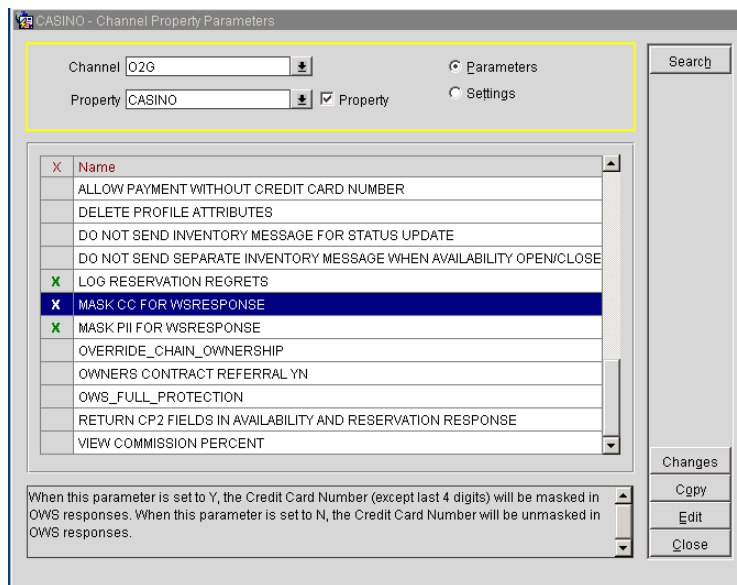


- Go to Configuration -> Set up -> Application Settings -> OWS and set the setting **FETCH RESERVATION = ALL**.



Channel Parameters

1. Go to Configuration -> Channels -> Channel Property Parameters -> Search for channel = **O2g** and **uncheck property check box**.
2. Set the channel parameter **MASK CC FOR WSRESPONSE = Y**.



Hotel Mobile and Print Functionality

Registration cards and folios are transferred as PDFs to the application. To print PDFs, install the PDF Reader on the Hotel Mobile device.

When using the Windows App, registration cards and maintenance pictures are stored temporarily on the Windows machine in folder:

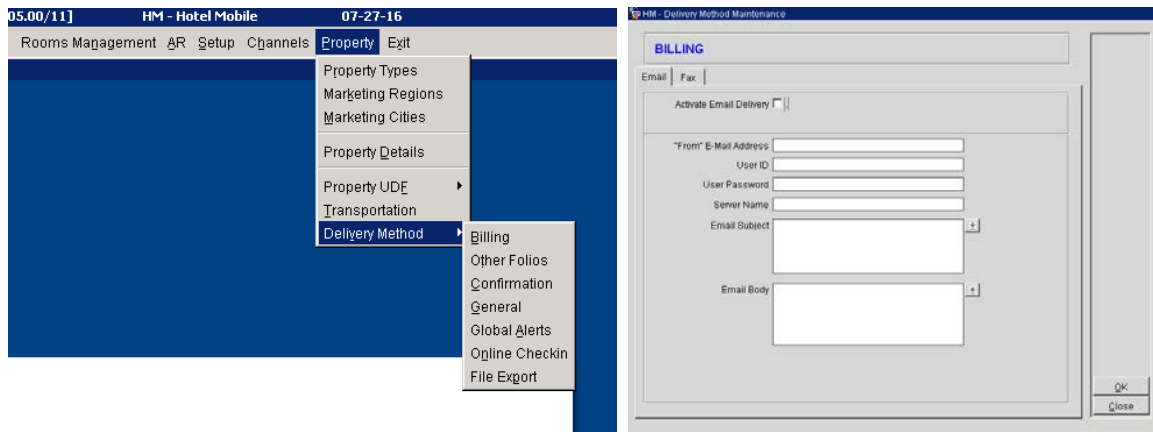
c:\Users\%USERNAME%\AppData\Roaming\OracleHotelMobile\data

A network printer should be installed on the application because the Hotel Mobile application cannot use printers.

Hotel Mobile and Send E-Mail Functionality

E-Mails are sent out via PMS configuration, No E-Mail is sent out directly from the app. The PMS needs to be configured to be able to send out E-Mails.

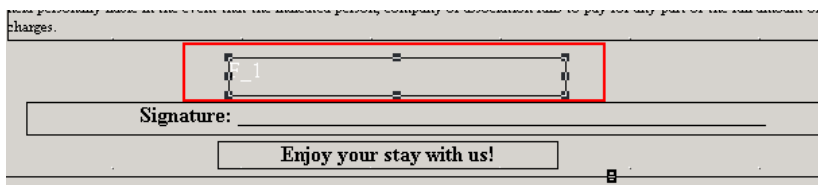
1. Go to OPERA 5-> Configuration->Property -> Delivery Method Maintenance Folio -> Billing and specify settings as shown in the following figure:



Report Builder

To capture signatures on registration cards, use Report Builder to add the **<signature capture component>** field to the registration card RDF file.

1. On the RDF, draw the field in the appropriate section of the file by holding the left key of the mouse and drag the cursor to the desired field size.



2. Double-click the field and specify settings as follows:

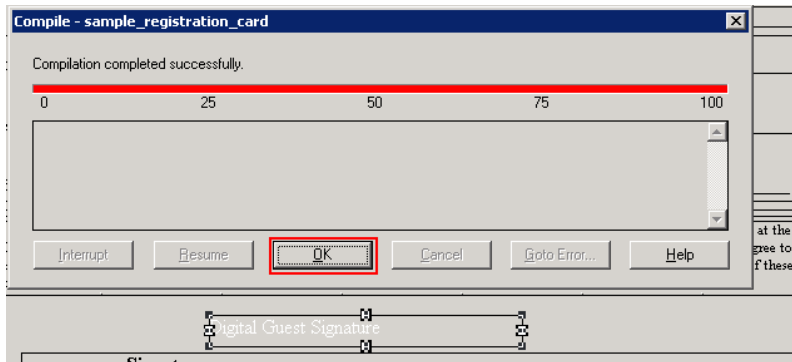
Name: Digital Guest signature

Source: <guest_signature_placeholder>

Visible: Yes

Field: F_1	
General Information	
Name	Guest Signature
Comments	
Field	
Source	guest_signature_placeholder
Visible	Yes
Column	
Column Type	Database - Scalar
Datatype	Character
Width	36

3. Save the file, compile it, and then export it to the runtimes.



Activating Services

The following OPERA 5 Web Services must be installed and fully functional:

1. Go to Start > Search > Services.
2. Click each service below and set the service to Automatic and Start:
 - Opera Access Point Housekeeping
 - Opera Access Point Lov
 - Opera Access Point Name
 - Opera Access Point Reservation
 - Opera Access Point ResvAdvanced
 - Opera Access Point Security

Opera Access Point-Activity		Manual	Local System
Opera Access Point-Availability	Started	Manual	Local System
Opera Access Point-Brochure		Manual	Local System
Opera Access Point-Folio		Manual	Local System
Opera Access Point-HouseKeeping	Started	Manual	Local System
Opera Access Point-Lov	Started	Manual	Local System
Opera Access Point-MeetingRoom		Manual	Local System
Opera Access Point-Membership		Manual	Local System
Opera Access Point-Name	Started	Manual	Local System
Opera Access Point-Payment	Started	Manual	Local System
Opera Access Point-Populate Price		Manual	Local System
Opera Access Point-QueueHandler		Manual	Local System
Opera Access Point-Reservation	Started	Manual	Local System
Opera Access Point-ResvAdvanced	Started	Manual	Local System
Opera Access Point-Security	Started	Manual	Local System
Opera Access Point-Stage Profile		Manual	Local System
Opera Access Point-Stay History		Manual	Local System
Opera Access Point-UnitOwners		Manual	Local System
Opera Access Point-Utility	Started	Manual	Local System

OPERA V5 on Premise Recommended Settings:

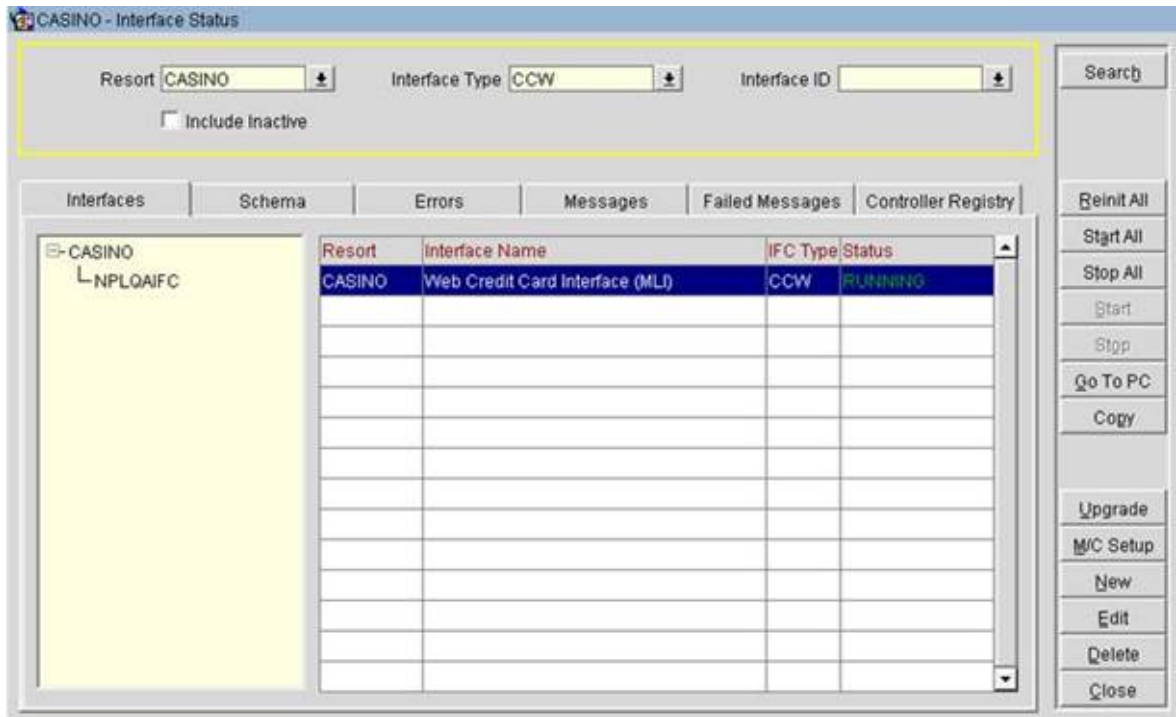
Hotel would consider to activate and configure the following applications to take full advantage of the Hotel Mobile Application:

- Facility Tasks
- Housekeeping Attendants

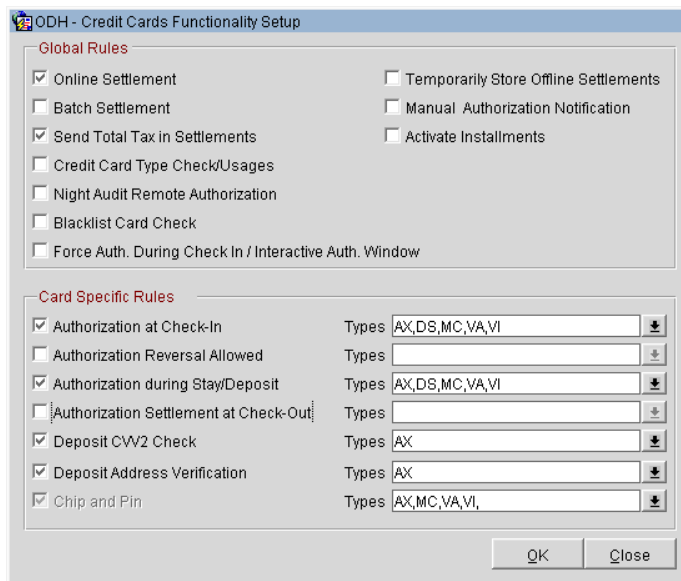
7 Configuring the OPERA 5 Hotel Property Interface

Configure the OPERA 5 Hotel Property interface to support adding and changing payment methods by capturing the card data with a pin entry device.

1. Go to Configuration>Setup -> Property Interfaces -> Interface Configuration and check for an active Interface running with **CCW** or **EFT IFC** Type with a Payment Partner that supports EMV.



2. Go to Setup -> Application Settings -> IFC Group ->Parameters ->CHIP AND PIN and verify that the parameter is active.
3. Go to Setup -> Property Interfaces -> Credit Card Interface -> Functionality and Setup -> Card Specific Rules. Configure existing Payment Types as **Chip and Pin Types**.



4. For Hotel Mobile to allow the selection of a device, you need to receive the LOV for terminals and devices. This needs to be the mobile terminals and devices configured on the **Workstation Setup** tab in the CCW/EFT IFC Configuration.

OPERA Configuration[Version 5.5.3.0] ODH - Opera Demo Hotel, Small 05/25/06

Window

IFC Web Configuration - Edit

Interface # 9034

IFC Type: Product Code: Menu type: Menu name: License Code:
 Name: Machine: Controller Port: Version:
 Interface ID: IFC8 Product Code: Program: Vnc Port: Cashier ID:
 Active Y/N Display IFC Auto start Path ID: Timeout: Msg Expires after: Use Data Through

XML Configuration

General | Class of Service | Import Rooms | Workstation Setup | Translation | Custom Data

Terminal	Device IP	Location	Type
MOBILE1	222	Left Elevator	M
MOBILE2	333	Right Elevator	M
MOBILE3	444	Concierge	M
MOBILE4	555	Pool Desk	M
OPERAWIN7JCV.M.FT.MICROS.COM.49651144	8575	OPERAWIN7JCV.M.FT.MICROS.COM.49651144R	R
M41744.US.MICROS.INT.449837159	8596	M41744.US.MICROS.INT.449837159	R
JODI2.FT.MICROS.COM.210085138	8653	JODI2.FT.MICROS.COM.210085138	R

New Edit Delete

Room Translation

8 Configuring Suite8

Most of the Suite8 Property configuration is taken as it is used for a hotel operation. For example, the room types are used as they are used in the Suite8 Property using the FAT client. Functionality such as Maintenance and a correct Housekeeping setup help to use Hotel Mobile as it is designed for. The following Suite Property configuration settings are needed.

XML Interface

1. Go to Suite8 Setup -> Global Settings -> Interface -> Misc. Interface 3 -> XML Interface.
2. Enter the paths in the **Report Cache Folder** and **Report Export Folder** fields where the system stores the temporary registration cards and folios.

Report Cache Folder	<input type="text" value="c:\temp"/>
Report Export Folder	<input type="text" value="c:\temp"/>

Kiosk Interface

1. Go to Suite8 Setup -> Global Settings -> Interface -> Misc. Interface 3 -> Kiosk Interface.
2. Select a default **Registration Card**.
3. Enter the path in the **Report Export Path** field where the system stores the reports for the Kiosk Interface.

Kiosk Interface	
Registration Card	<input type="text" value="73401 Registration Card Multi Guest (ED)"/>
Report Export Path	<input type="text" value="C:\Fidelio\KIOSK"/> ...

The cache folders used by the XML Interface and Kiosk Interface must be on the XML Interface workstation.

Registration Card

1. Go to Suite8 Setup -> Global Settings -> Reservation -> Reservation 4 tab to define the registration card used for Hotel Mobile.
2. Select the **Registration Card Template** to support the signature placeholder.

Registration cards	
Registration Card Template	<input type="text" value="73401 Registration Card Multi Guest Exa"/>

Folio Style

1. Go to Suite8 Setup -> Global Settings -> Reservation -> Reservation 1 tab to define the folio style used for Hotel Mobile.
2. Select the **Default Folio Style for Reservations**.

Default Folio Style for Reservations

Maintenance

Hotel Mobile can manage maintenance tasks. Activate the maintenance module in the Global Settings as follows:

1. Go to Suite8 Setup -> Global Settings -> Generic -> Generic 3.
2. Select **Hotel Maintenance**.

Generic 1 | Generic 2 | **Generic 3** | Generic 4 | Axecelerator 5 | Telephone

String similarity percentage

Enable Manual Statistics

Questionnaire

Contract Handling

Hotel Maintenance

3. Configure the Maintenance Module as described in the Suite8 Property Help.
4. Create a user for every maintenance worker who logs in to Hotel Mobile.
5. The minimum configuration is to support **Maintenance Types** under Suite8 Setup -> Miscellaneous -> Maintenance. It offers more functionality that can be configured as described in the document.

Housekeeping

The housekeeping component of Hotel Mobile works without additional configuration. Hotel Mobile supports assigning rooms to maids for cleaning and separate logins for maids and housekeeping supervisors. Maids can only see their assigned rooms. Housekeepers can also see rooms assigned to other maids.

At a minimum, configure settings as follows:

Attendant Group

1. Go to Suite8 Setup -> Reservations -> Attendants Groups.
2. Define one group with the role **Maid** and one with the role **Housekeepers**.

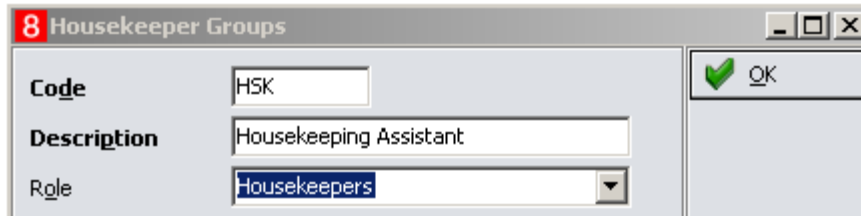
8 Housekeeper Groups

Code

Description

Role

OK

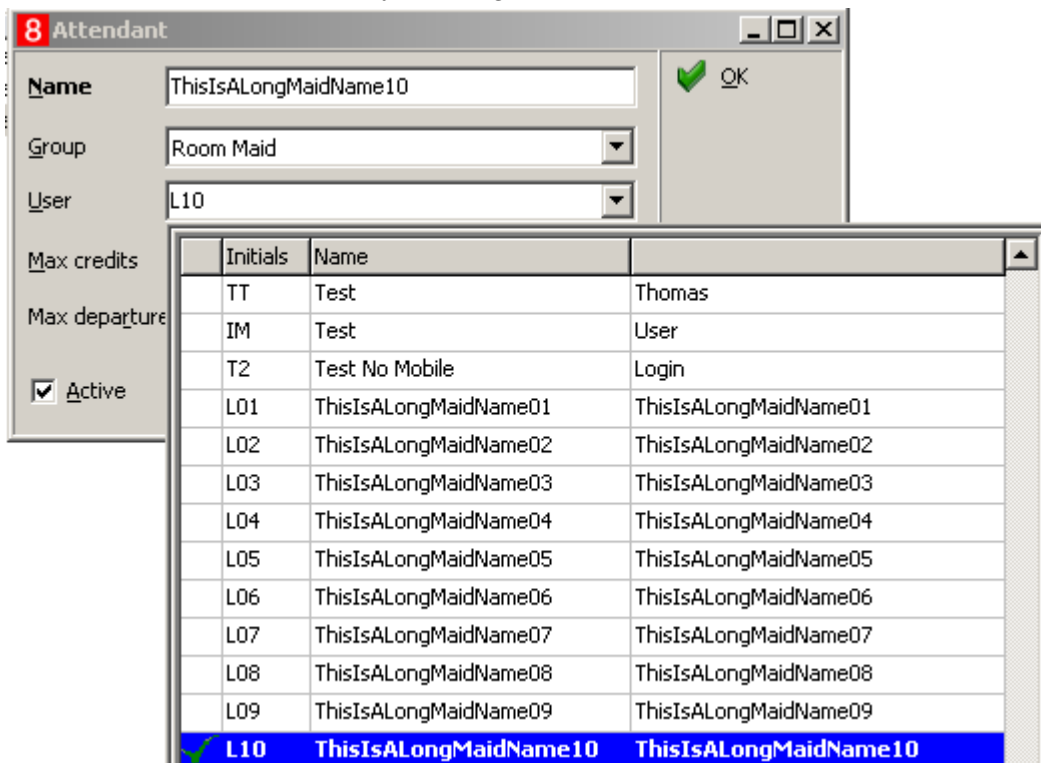


Attendants

1. Go to Suite8 Setup -> Reservations -> Attendants.
2. Define as many attendants as needed and assign the role to these attendants.

Emilio	480	0	Housekeeping Assistant
Melinda	480	0	Room Maid

3. Create a user for every attendant who logs in to Hotel Mobile.
4. Link this user to the attendant by selecting it in the **User** field.



5. Refer to the Suite8 Property Help File for more information on assigning rooms to maids for cleaning, creating housekeeping tasks, and creating notes.

User Rights

All Suite8 Property users which should be able to log into Hotel Mobile need the according user right.

1. Go to Suite8 Setup -> Users -> User Definition and select the user.
2. Go to Rights -> Miscellaneous and activate the user right **Mobile Login**.

3. Go to user right **Hotel Maintenance** and activate the corresponding rights.
4. Go to user right **Attendants** and activate the corresponding right.
5. Repeat these steps for all users.
6. Set additional user rights according to hotel requirements.

8 User Rights for Manager01 Manager01

Text: Reset filter Expand Collapse

Rights	User	Owner	Group	G. Owner
<input type="checkbox"/> Miscellaneous	Y	N	Y	Y
<input type="checkbox"/> Mobile Login	Y	N	Y	Y

Rights	User	Owner
<input type="checkbox"/> Configuration	Y	Y
<input checked="" type="checkbox"/> Hotel Maintenance	Y	Y
<input type="checkbox"/> Hotel Maintenance	Y	Y
<input checked="" type="checkbox"/> Maintenance Edit	Y	Y
<input checked="" type="checkbox"/> Maintenance Search	Y	Y

Rights	User	Owner
<input type="checkbox"/> Housekeeping	Y	Y
<input checked="" type="checkbox"/> Attendants	Y	Y

9 Installing the Hotel Mobile Application

This section explains how to install the Oracle Hospitality Hotel Mobile application on Microsoft Windows devices.

1. Download the software for Windows installations from: <https://edelivery.oracle.com/>.
(Please note that Hotel Mobile for iOS and Android installations need to be downloaded in the corresponding app stores. There is always only the latest release available in those stores, there is no option to download older versions.)

Windows version available on <https://edelivery.oracle.com/>:

Oracle Hospitality Hotel Mobile 1.2

Oracle Hospitality Hotel Mobile 1.1

2. Download a patch version from [MOS My Oracle Support](#).

Versions available:

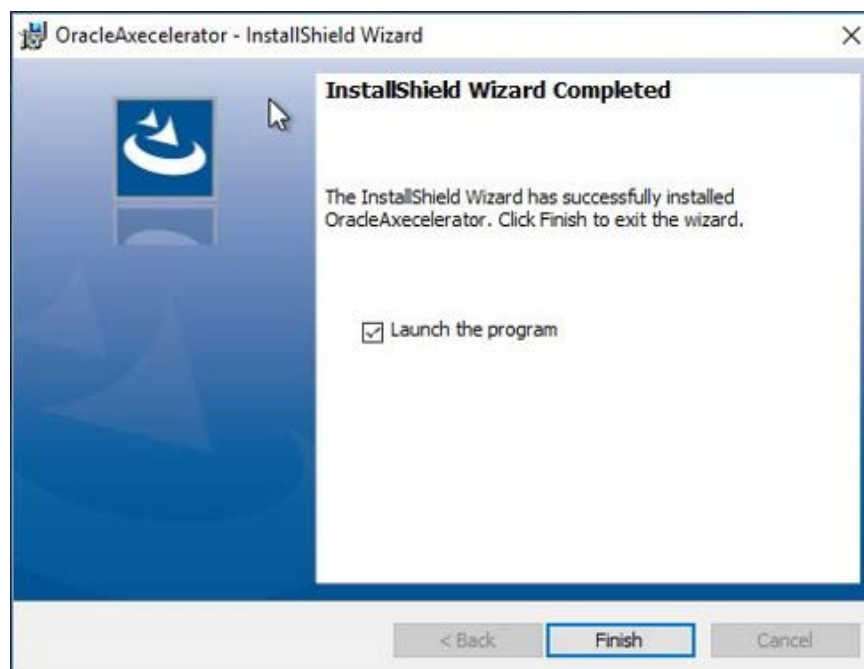
Oracle Hospitality Hotel Mobile 1.15

Oracle Hospitality Hotel Mobile 1.14

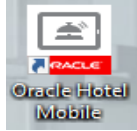
Oracle Hospitality Hotel Mobile 1.13

Oracle Hospitality Hotel Mobile 1.12

3. Unzip the installation file to a temporary location.
4. Run **setup.exe**.
5. If prompted to install the Microsoft 4.6.3 .Net Framework, click **Yes**.
6. Click **Finish**.



The installation wizard creates a shortcut:



7. Start the application.
8. On the next screen, specify settings as shown in the following example, and then click **Done**.



Link to RestApi: No specification (OPERA, Suite8, or Resort Code)

The URL: https://<Localhost (IP address or machine name)>/RESTAPI

The code { } is the request code from PmsApiXMLConfig.config

```
<RequestCode>OPERA</RequestCode>
```

9. Enter the OPERA or Suite8 user name and password, and then click **Sign In**.

