

**Oracle® Hospitality Suite8 Spa and
Leisure**
Installation Guide
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Preface

Audience

This Installation Guide is intended for system administrators, support and users familiar with Suite8 and Suite8 Spa and Leisure.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:
[https:// support.oracle.com](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](http://docs.oracle.com)

Revision History

Date	Description of Change
March 2015	<ul style="list-style-type: none">• 8.10.0.0 – updated documentation for Suite8 Leisure only
September 2017	<ul style="list-style-type: none">• Update for Version 8.10.2.20
December 2017	<ul style="list-style-type: none">• Update for Version 8.11.0

1 Suite8 Spa and Leisure

Feature Availability

The functionality is only available with an active **sub license** of **Spa and Leisure**.

Software Description

The Suite8 Leisure & SPA module maintains multiple leisure facilities a property might offer, such as sports like golf or tennis or wellness treatments like massages or facials. With this module, resources and leisure bookings can be maintained and scheduled.

Connectivity is performed using Web Services and Database Views. Leisure bookings can be listed, edited, created, deleted, scheduled and posted. When selecting a booking from the Leisure drop-down menu, the Leisure Module is opened allowing maintaining Offers, Employees, Schedules and all Leisure bookings.

Suite8 Leisure is an integrated module of Suite8 PMS and runs on multiple workstations. The module is easy to use and offers:

- Leisure and SPA bookings such as Wellness, Beauty, SPA, Golf, Tennis, Fitness, Hairdresser, etc.
- Schedules for all bookings and resources such as therapy rooms, massages, salons, courts etc.
- Disposition of relevant employees such as therapist, hair stylist, tennis trainer etc.
- Agenda for hotel guests or passerby and employees.

With different definable graphical schedules an overview of all sports, health and leisure facilities and the corresponding resources the property offers can be given at one glance.

Prerequisites

1. Suite8 Version 8.11.0.0 or higher must be installed
2. Run a full export of V8LIVE database
3. Naming method **Easy Connect** must be activated
4. IPV4 must be used on the server. Currently it is not possible to run leisure on IPV6 addressing scheme.
5. Get oracle passwords for V8LIVE database and SYSTEM user (usually it is **LIVE** and **oracle**)
6. In Suite8 create a user for leisure XML-Interface. Remember user name and password.
7. Do you have secure network (intranet) to use https/SSL? Questions will be asked during setup.
8. Check the network resources and ports:
9. This is a list of default ports needed for Leisure installation. If a port is not available, define another and remember for later reference.

<u>Usage</u>	<u>Node</u>	<u>Default value</u>
Oracle Database	Server	1521

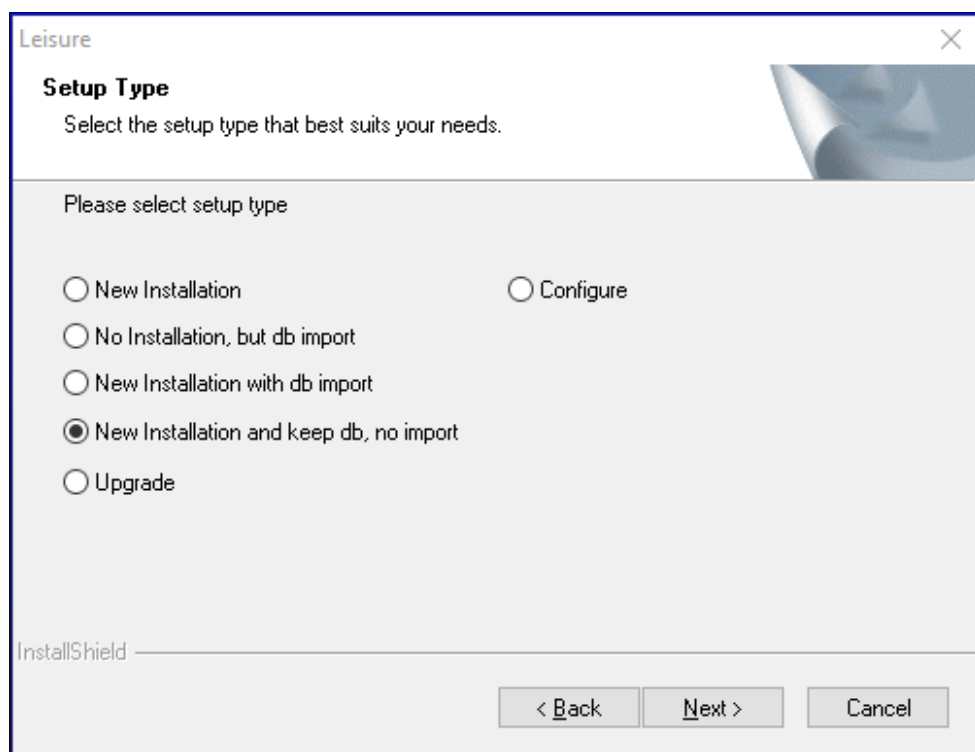
BV Service	Server	9090
Synchronization	Server	50122
Synchronization	Workstation	Random
Suite8 XML Interface	Server	80
Leisure GUI Service	Server	8193

10. Create a folder on the server **c:\fidelio\v8leisure_install**
11. Download the install file from Oracle Software Delivery Cloud:
[https:// edelivery.oracle.com/](https://edelivery.oracle.com/) and unzip to the \v8leisure_install directory

2 Installation

Installation

1. Right click on the exe (e.g. Leisure_811.exe) and execute with the option **Run as administrator**
2. The installation is initiated and shows **Welcome....**
3. Click **Next**
4. Read the information of the **read me file** carefully and make sure that all required transactions have been completed.
5. Click **Next** and follow the instructions on the screen
6. **Setup Type:** Select one of the following options and click **Next**



New Installation:

Use this option only if there are no leisure tables in the current suite8 schema user. New tables will be created. If there are already existing tables from a former leisure version which was not use, the install procedure will abort.

No Installation, but db import:

Use this option to import leisure from another export.dmp. For example if a restore is needed.

The Install shield will also run an update for the current version to be sure all data are corresponding to the installed version. Exported data must not be before version 8.10

New Installation with db import

This option will do a new installation and import a separate provided dmp (data not older than version 8.10!)

Usually this will be used if there is already a predefined dmp-Setup for the type of customer or country.

New Installation and keep db, no import

A new Installation will be performed. Proper leisure data is expected in the current suite8 schema user.

Usually this is used if you make a new installation with a suite8 database which contains already all data (e.g. demo database, move data to new server).

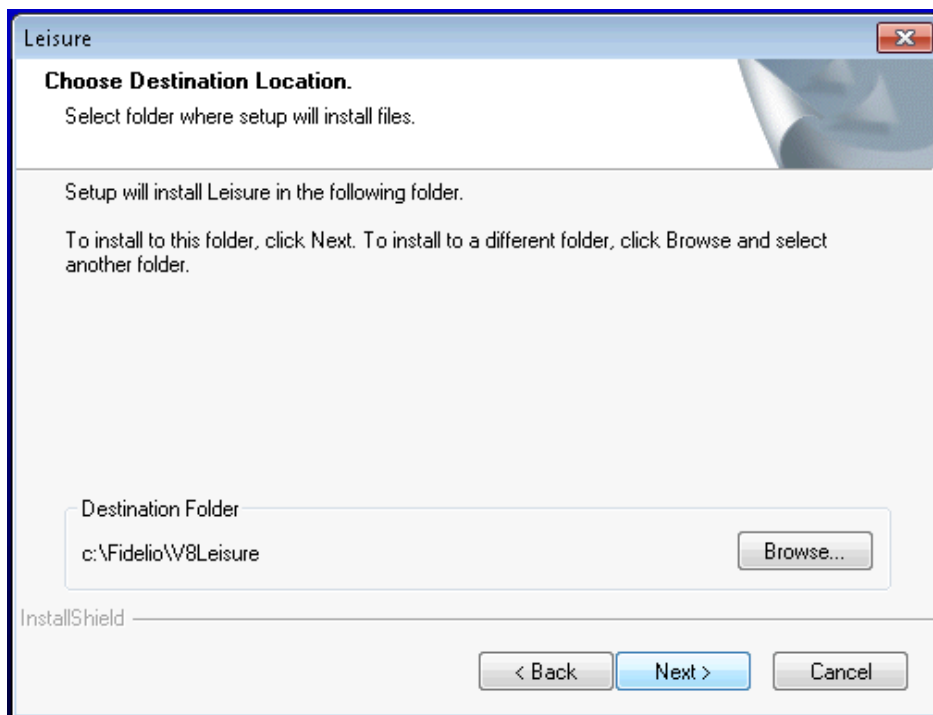
Upgrade

To upgrade an existing installation (not older than version 8.10!)

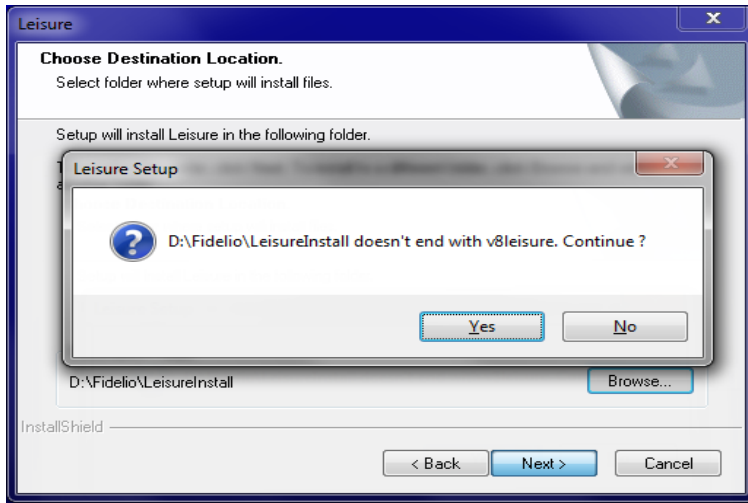
Configure

Some more options to configure an already installed Spa and Leisure program (see [here](#)).

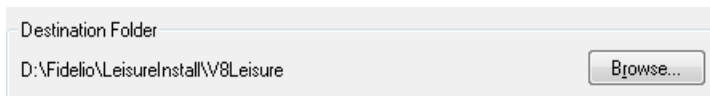
1. **Choose Destination Location:** Define the folder where the program should be installed. The default path in the install shield is: **c:\Fidelio\v8Leisure**. In case the hotel uses different path settings select **Browse** to change the location.



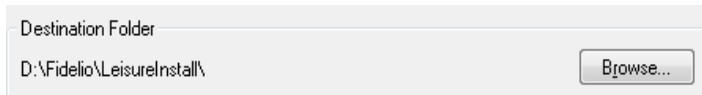
Note: When entering a different path name than \ V8Leisure you will get a notification. In case you select **No** the install shield will add by default V8Leisure, in case you select **Yes**, the system will choose the user defined path only



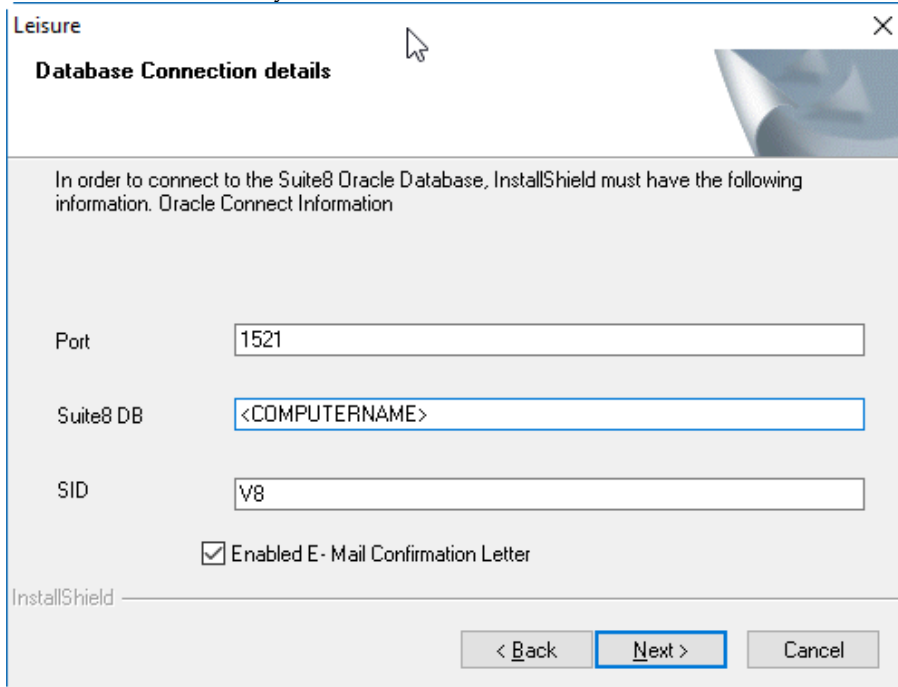
Path selection if pressed **No**:



Path selection if pressed **Yes**:

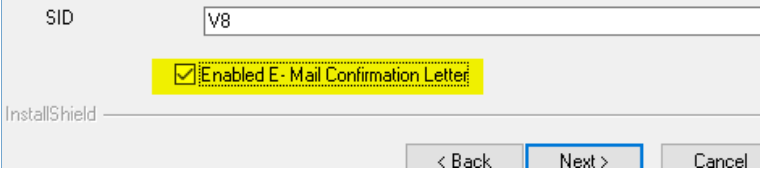


2. **Database Connection details:** The <COMPUTERNAME> will be filled per default with the server name you run the installation on.



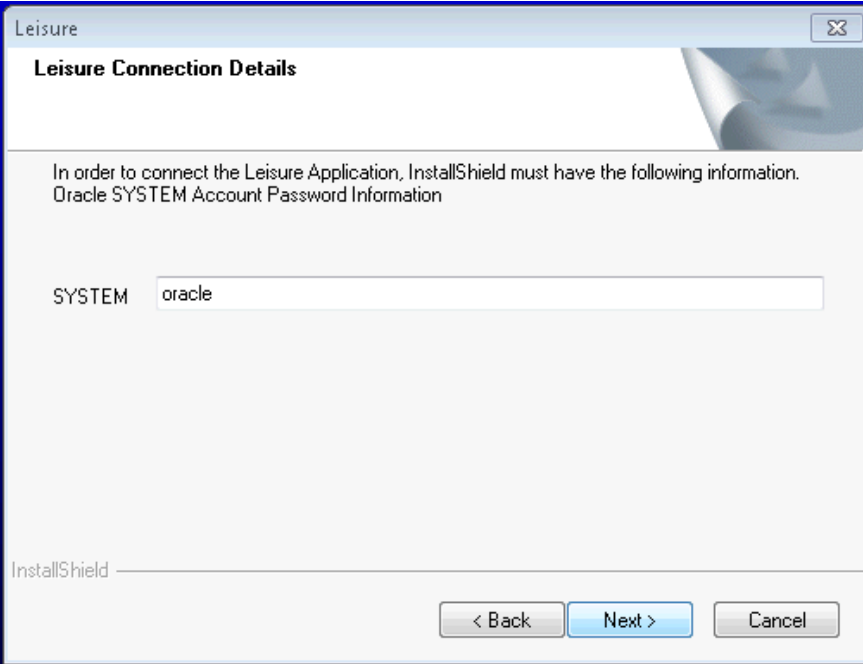
Note: The IP address cannot be used.

If the XML-Interface is enabled and E-Mail Confirmation Letter is going to be used, mark the corresponding flag:



The screenshot shows a configuration window with a text field for 'SID' containing 'V8'. Below it, a checkbox labeled 'Enabled E-Mail Confirmation Letter' is checked and highlighted in yellow. At the bottom, there are buttons for '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

3. Once completed click **Next**.
4. **Leisure Connection Details:** enter the password for the **SYSTEM** account.



The screenshot shows a dialog box titled 'Leisure' with the subtitle 'Leisure Connection Details'. It contains the text: 'In order to connect the Leisure Application, InstallShield must have the following information. Oracle SYSTEM Account Password Information'. Below this, there is a text field labeled 'SYSTEM' with the value 'oracle'. At the bottom, there are buttons for '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

5. Click **Next**
6. **Required Name for Tablespaces:** enter the required name of the tablespace and index and click **Next**.

Leisure

Please enter the Required Name of Your Tablespaces.

The value is the name of Tablespaces used by Leisure Database objects. We need two different tablespaces - one for data objects (V8MAIN) and one for indexes (V8INDEX):

Data V8MAIN

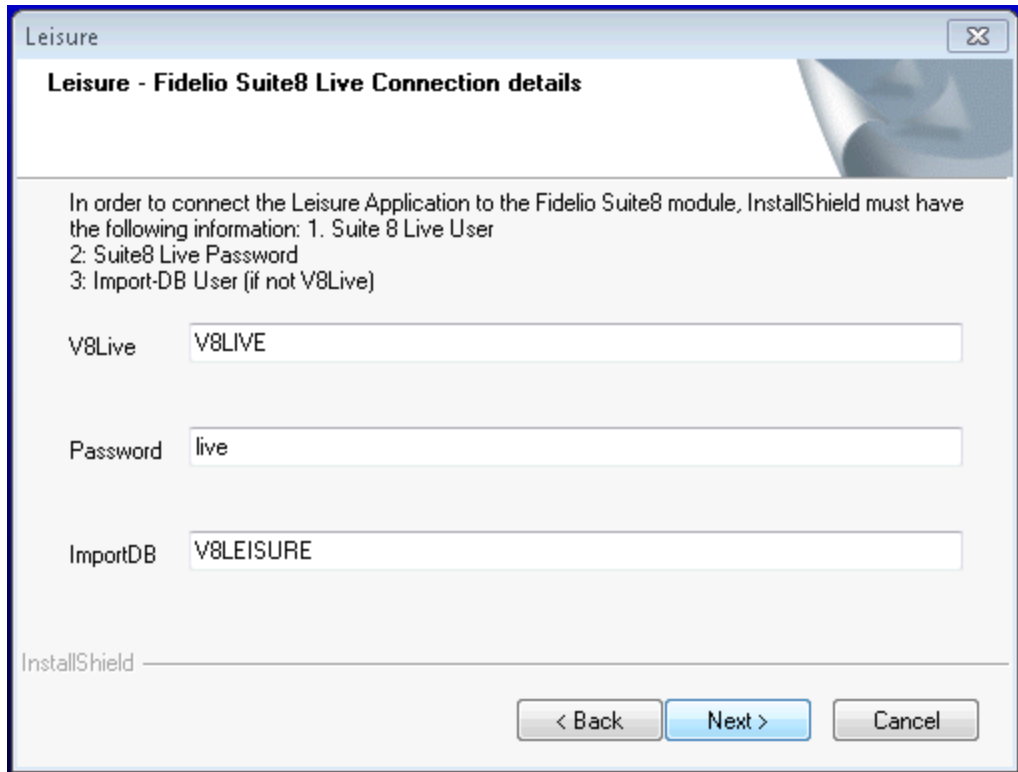
Index V8INDEX

InstallShield

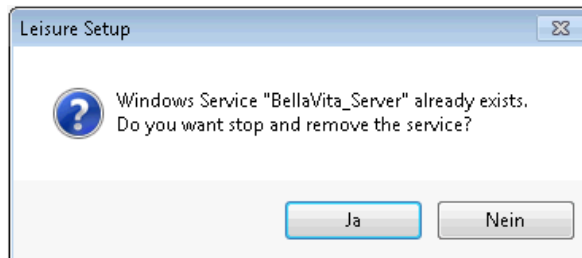
< Back Next > Cancel

Note: Suite8 Spa and Leisure tablespaces are included in the V8LIVE database, therefore the default data tablespace should be **V8MAIN** and the default index tablespace **V8INDEX**

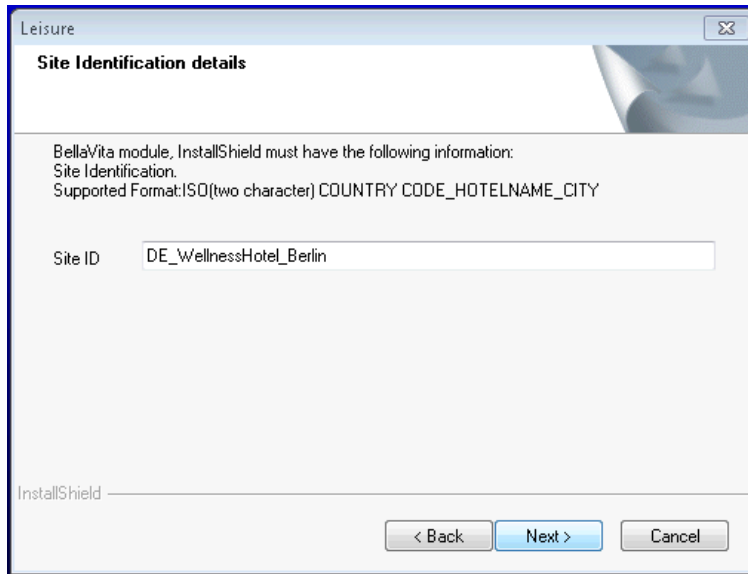
7. **Leisure – Fidelio Suite 8 Live Connection details:** Enter the Suite8 connection details and click **Next**.



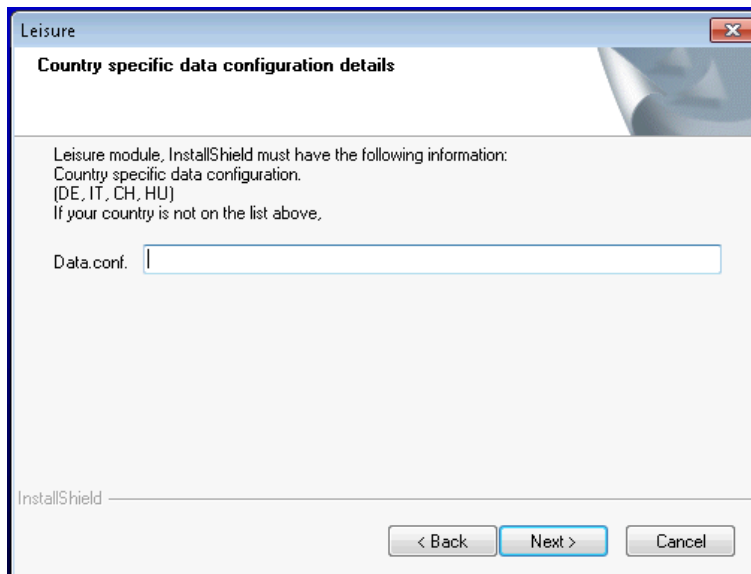
Note: If you already have installed the Windows Service **BellaVita_Server**, a message pops up.



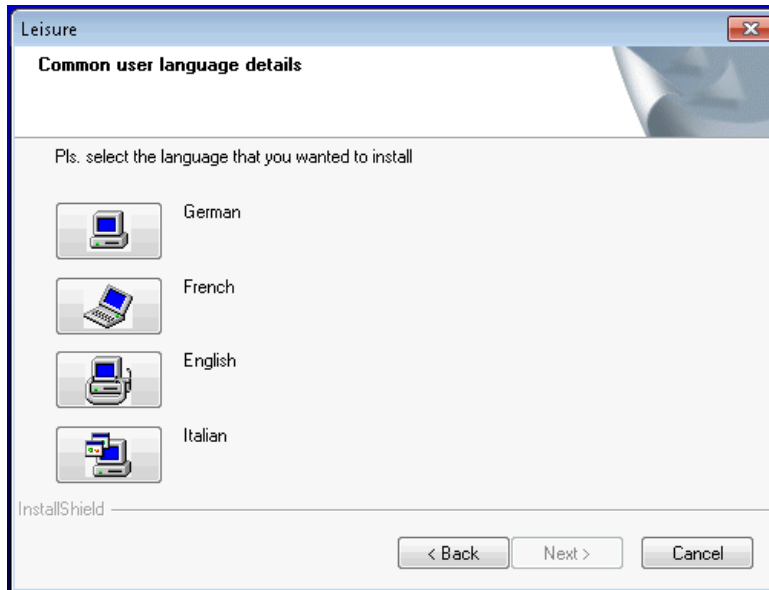
8. Click **Yes** to proceed, otherwise click **No** to skip the installation/update to remove/uninstall the Windows Service manually. The default is set to **Yes** which is recommended.
9. **Site Identification details:** Enter the correct Site Identification of the hotel. The SITE Identification has the following format: **ISOCountryCode_HOTELNAME_CITY**
Example: DE_WellnessHotel_Berlin.



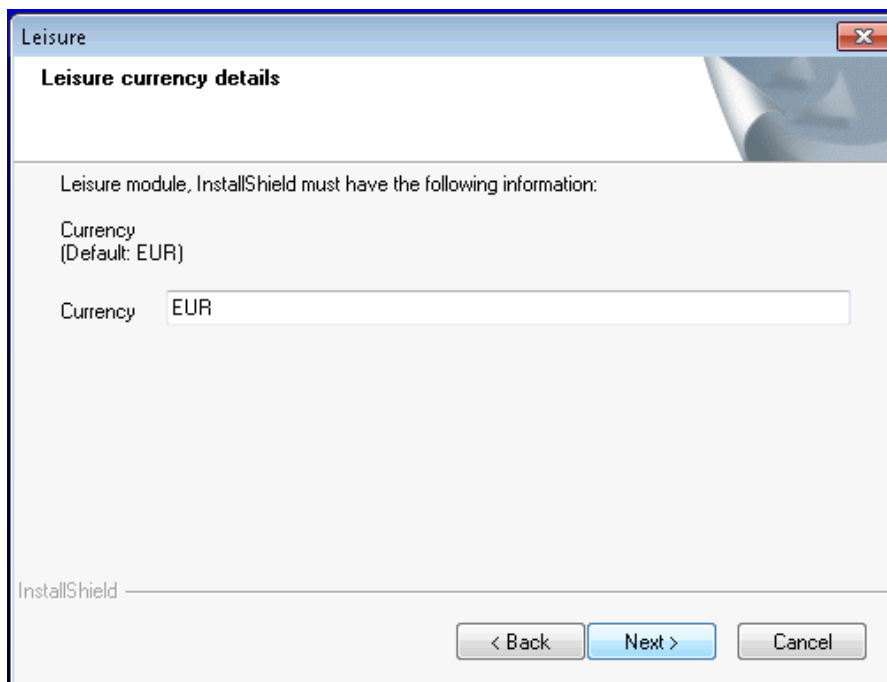
10. Click **Next**.
11. **Country specific data configuration details:** If your installation is located in the following countries: **Germany (DE)**, **Suisse (CH)**, **Italy (IT)** or **Hungarian (HU)**, enter the relevant country code to install the country specific changes. If your country is **NOT** one of the above listed, leave this field empty



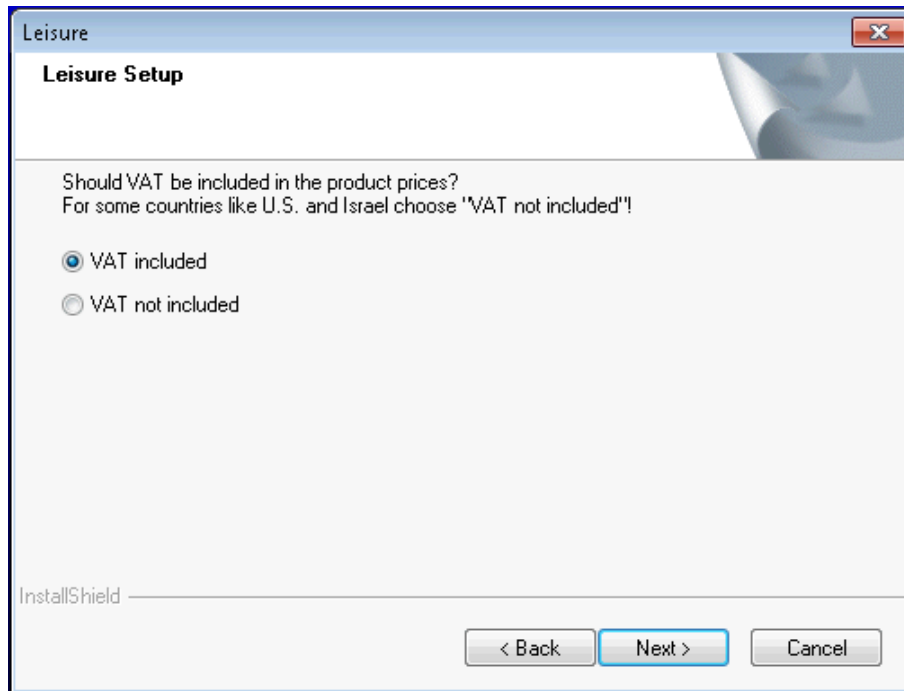
12. Click **Next**.
13. **Common user language details:** Select the according button to define the language for the application. If your language is not in the list we recommend to use **English**.



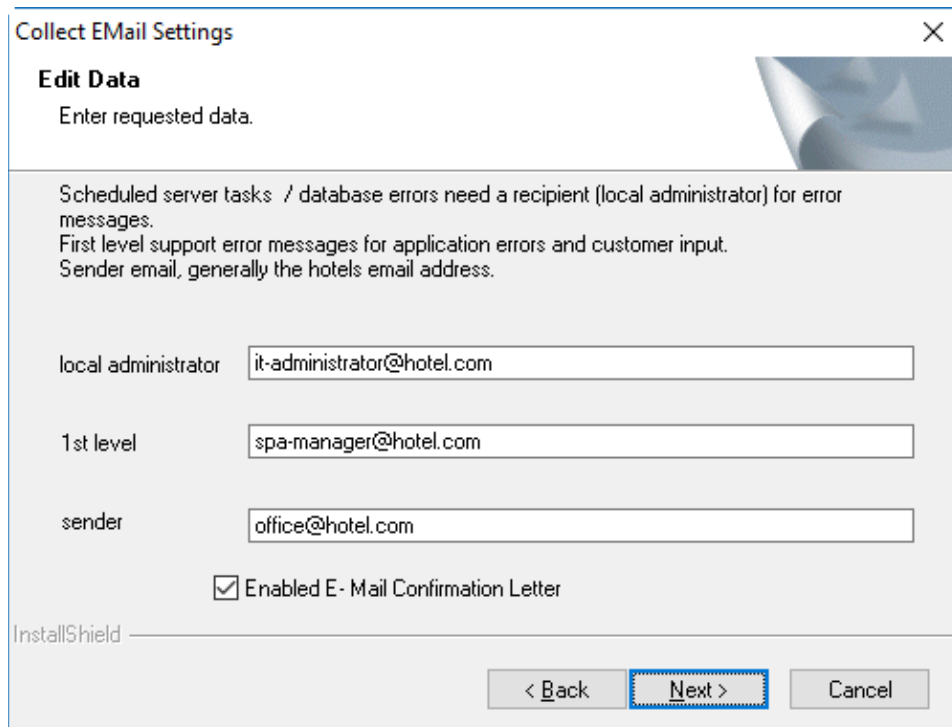
14. Next screen appears without click **Next**.
15. **Leisure currency details**: Enter the according currency such as EUR.



16. Click **Next**
17. **Leisure setup- VAT**: Select the required VAT option (VAT included/VAT not included).



18. Click **Next**
19. **eMail address details:** Enter the email address of the IT Manager, the 1st Level support and the sender.

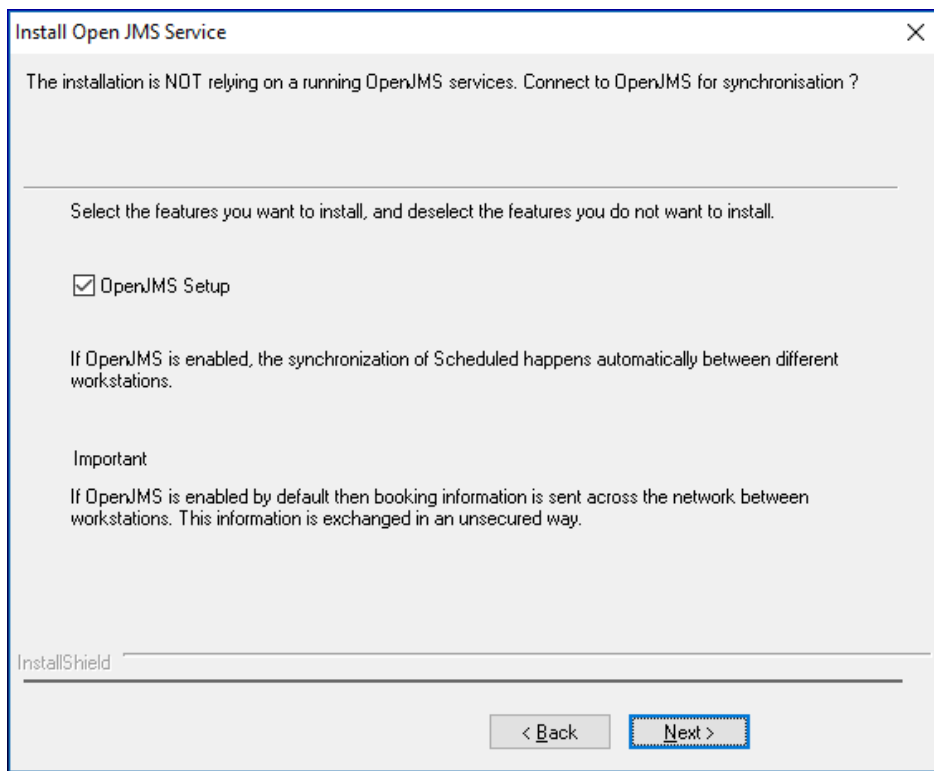


The IT Manager's email address should be filled with the responsible contact person. This is necessary for problems with the backup or any communication issues that might stop scheduled tasks in Oracle Hospitality Suite8 Spa and Leisure.
1st Level support email address is necessary to be set up for general feedback or error messages.

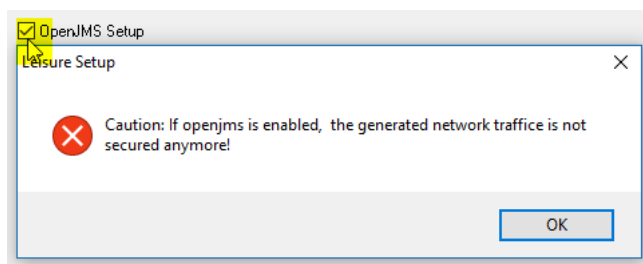
The given email addresses can be changed at any time by call up the install program again and choose the Option **Configure -> Change Passwords** (see [here](#))

20. Click **Next**

21. **Install Open JMS Service:** Define if **OpenJMS Setup** should be installed (recommended).



22. As soon as **OpenJMS Setup** is marked to be installed, there comes up another security hint.



If you do not know if all Spa and Leisure Workstations (Clients) are in a secure network (intranet), ask the local IT- or Network manager.

Note: Installation of OpenJMS is recommended to synchronize the booking schedules on all workstations. Also online bookings will appear immediately as soon as they are done by a customer

23. Optional steps
24. If you selected on Setup Type screen the option **Installation with DB Import** ([point 6 of Installation](#)), there comes another screen to verify.

Leisure

Database Connection details

In order to connect to the Suite8 Oracle Database, InstallShield must have the following information. Oracle Connect Information

Suite8 DB

Port

SID

InstallShield

< Back Next > Cancel

25. Click **Next**.
26. **Leisure - Suite8 Database Connection details:** Enter the user and password (Oracle schema user). Default user is V8LIVE and Password is live.

Leisure

Leisure - Fidelio Suite8 Live Connection details

In order to connect the Leisure Application to the Fidelio Suite8 module, InstallShield must have the following information: 1. Suite 8 Live User
2: Suite8 Live Password
3: Import-DB User (if not V8Live)

V8Live

Password

ImportDB

InstallShield

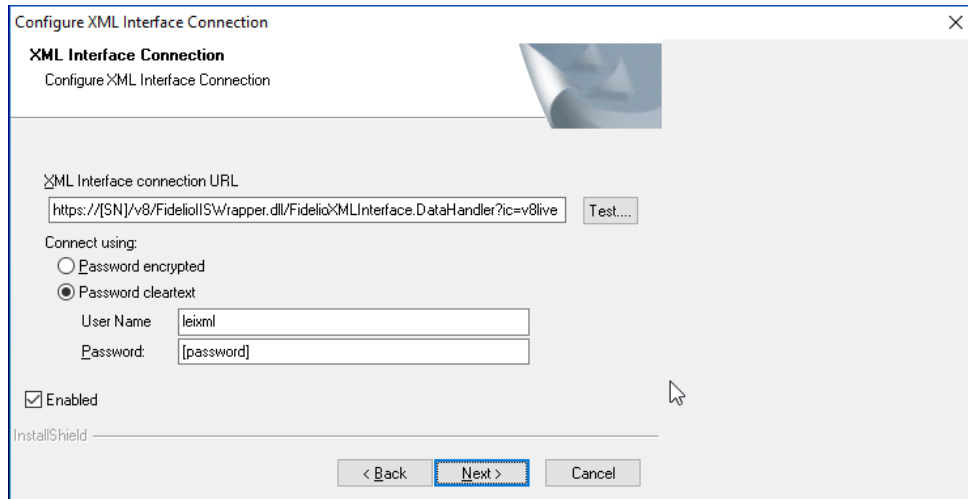
< Back Next > Cancel

ImportDB: If you selected on Setup Type screen an option with ...import db ([point 6 of Installation](#)), then the ImportDB-user should also be entered, if different to the v8live user name. If the field stays empty v8live will be taken by default. In the screenshot example the data-dmp was exported from oracle user V8LEISURE. The DMP-File can be selected later.

Note: The DMP-File must not be exported as an administrator.

27. Click **Next**

28. **XML Interface Setup:** To use the Suite8 XML Interface, it must be installed and running.



Complete the fields accordingly and mark **Enabled** to activate for Spa and Leisure. It is recommended to use the XML-Interface (Profile synchronization, E-Mail Confirmation Letter, ...)
If you do not use it you can deactivate it by unmark the **Enable** button.

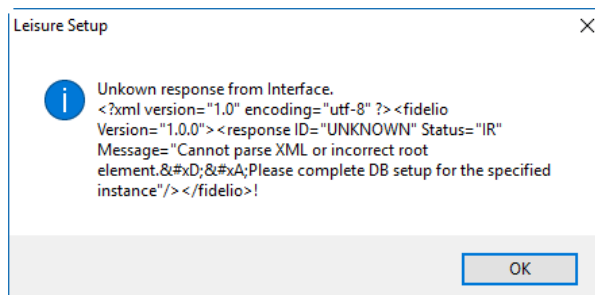
URL: the [SN] in the example has to be the server name. The IdentificationCode (?ic=...) defines the database schema user. Refer to the XML Interface Installation guide for detailed information. This document is available on <https://support.oracle.com>.

Password encrypted can be used if you do not know the password, but got a code for copy&paste into the field **Password**. A password can be encrypted by using `FideliolV8DBPasswordEncrypt.exe`.

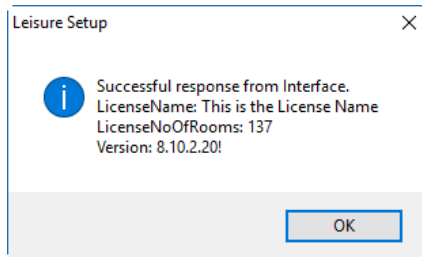
Note: It is recommended to use a dedicated Suite8 user for the leisure XML-Interface with sufficient user rights to exchange (read, write) profile data.

29. Use the button **Test** to check the response of the interface.
If it fails, you will get an error message. Follow the information, correct the settings and try again.

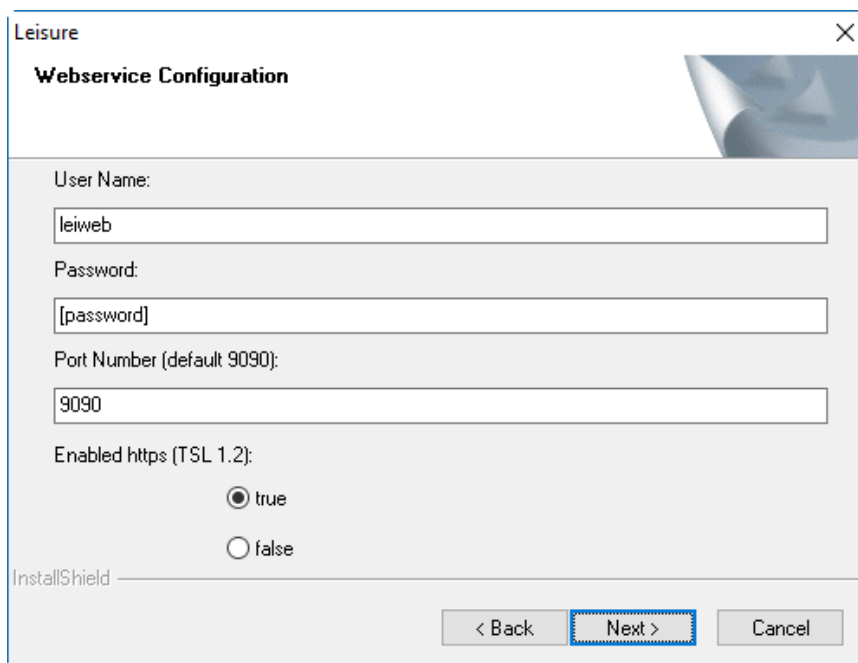
Example:



If the XML-Interface is working properly, you will get a corresponding confirmation.
Example:

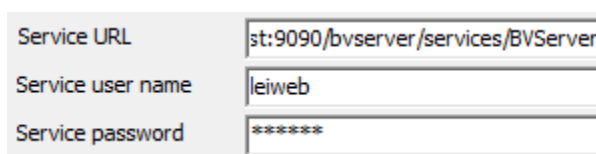


30. Click **OK**
31. Click **Next**
32. **WebService Configuration:** In Order to use the Spa and Leisure Webservice (BVServer service) in a secure way, complete the fields accordingly.



User Name and Password are mandatory. They are used from Suite8 application (fideliov8.exe) and Interface notifier (FidelioServer.exe). The configuration has to be done in Suite8 under **Setup -> Configuration -> Global Settings -> Interfaces -> 4 Misc. Interfaces.**

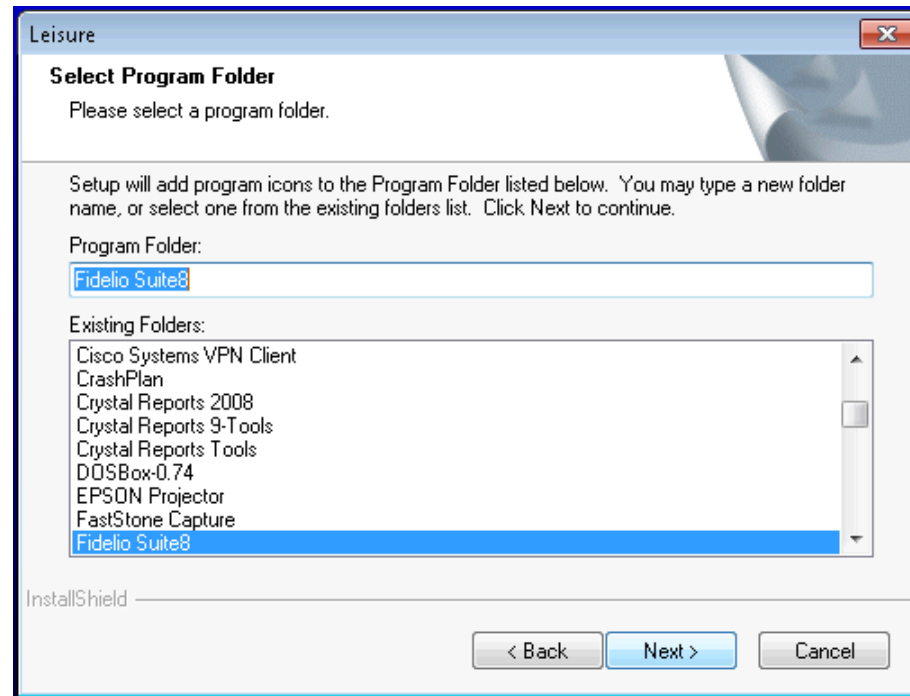
Example:



Enabled https: the settings **true** or **false** are depending if the web services are defined for SSL or not.

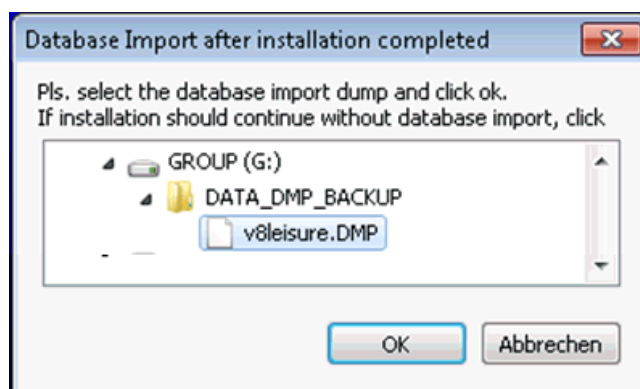
33. Click **Next**.

-
34. **Select Program Folder:** Select the Program Folder for the shortcut to start Spa and Leisure out of Suite8. The Folder for **Fidelio Suite8** must already be selectable, because Suite8 should be installed already.



Note: A shortcut will also be created on the desktop.

35. Database Import after installation completed: If you selected on Setup Type screen an option with **...import db** ([point 6 of Installation](#)), select the DMP-File to be imported.

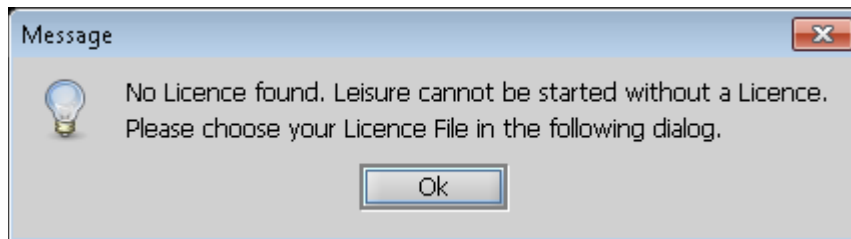


The import db user will be used to open the DMP-File and import the db before running installation.

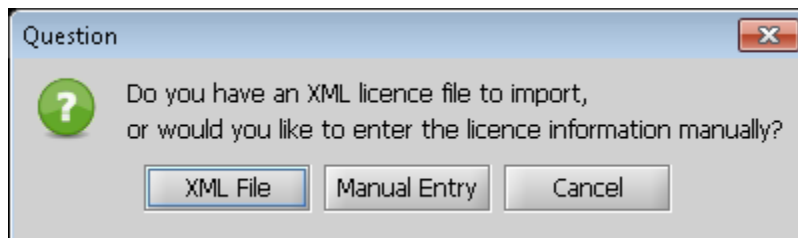
3 Start Spa and Leisure Spa and Booking Service

Start Spa and Leisure

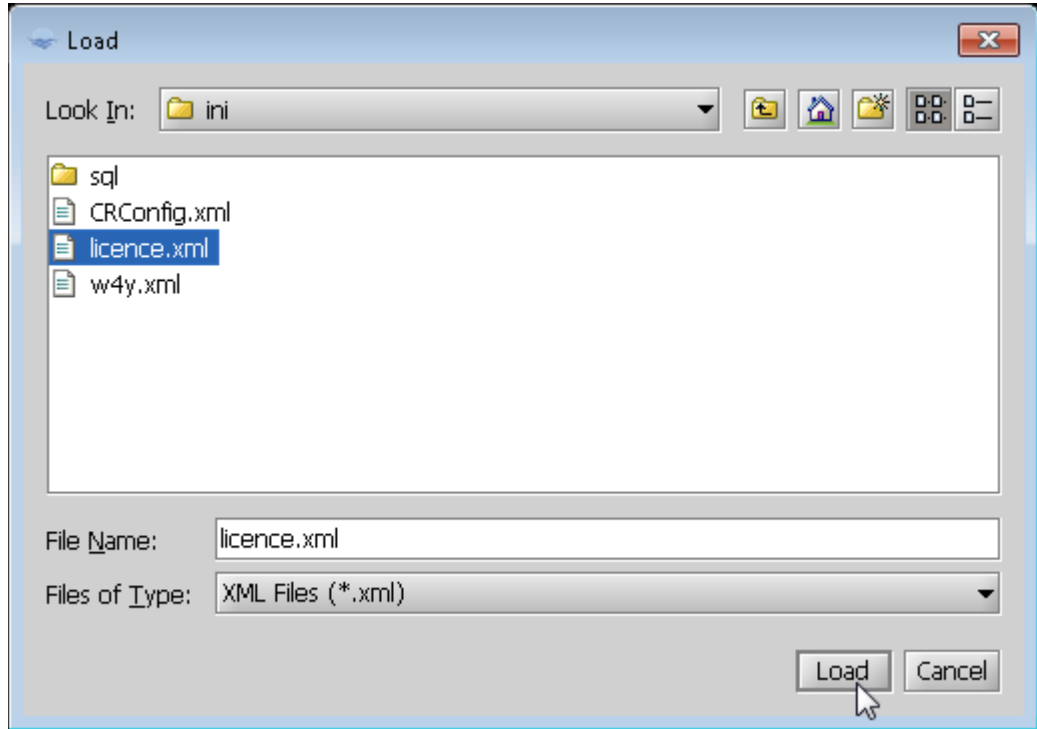
1. When the installation is completed, Leisure will start or the message: **Do you want to start leisure for testing** is displayed. Answering the question with **Y**, opens the Leisure login dialog box:
Under certain circumstances, it may occur that a message pops up to enter a **license code**.



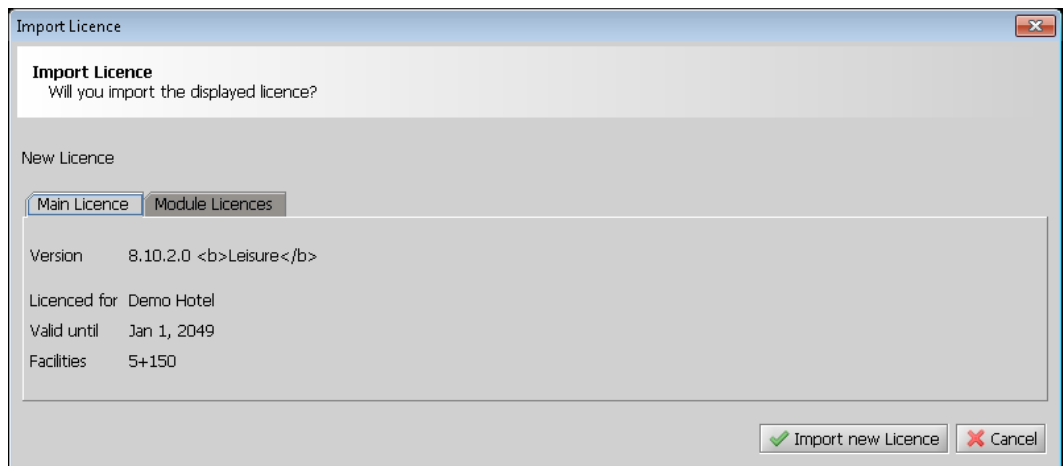
Click **OK** and follow the instructions to enter the license code e.g. by import a license XML File.



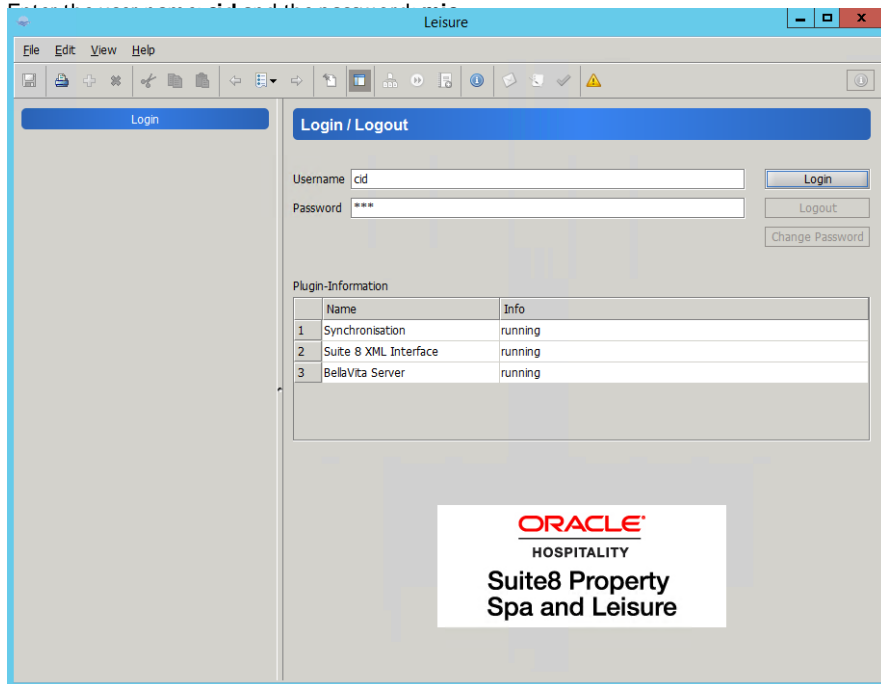
2. A default standard demo license (licence.xml) is available in the INI-Folder (e.g. C:\FIDELIO\V8Leisure\leisure\ini – if the program was installed on the default drive and folder.



3. Choose the license-xml file and click **Import new License**



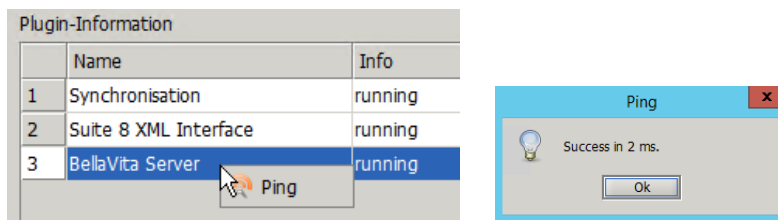
4. You can open this license dialog any time in the leisure application from **the main menu -> Help -> Info -> License TAB.**



Note: This is an administration user and should only be used for setup.

If an update was done and there were setup already certain users, each user has to define a new password during his first login. This is because of security reason.

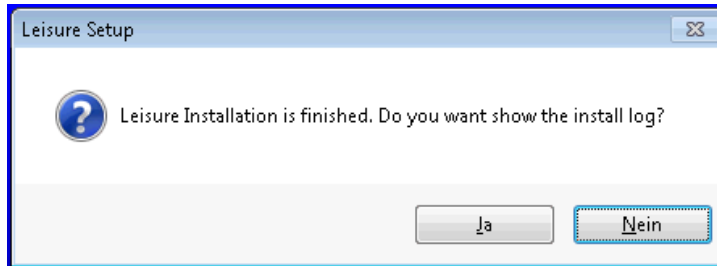
5. After login it is possible to check the speed of the interface or web service by using right mouse click and force a ping:



Note: If you close the login screen by mistake, Spa and Leisure can also be started manually by running the **runlive.bat** in the **C:\Fidelio\ v8leisure\ leisure\ bin** directory. A leisure icon (shortcut) is also created on the desktop during installation.



6. Use the **Logout** button to close the Spa and Leisure application and return to the install shield.
7. **Installation Log file:** Click **Yes** to view the log file, or **No** to finish the install shield. Default is **No**.

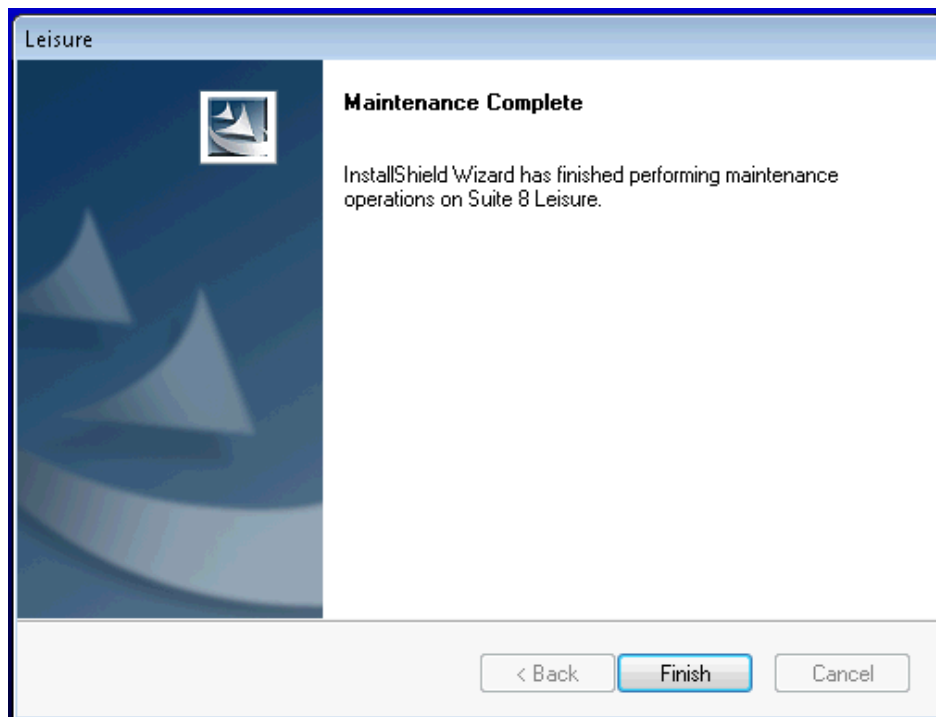


Note: If there was an error during installation, this is displayed in the Caption of the window.

For example: Error installing. BUILD FAILED. Check logs/install120151103.log.

If you encounter an error, make a copy of the log files and send it to the relevant support in charge. The log files, if you choose the default folder are located on C:\fidelio\V8Leisure

8. **Maintenance Complete:** After closing the log file (text editor) or you have chosen **No**,
The Leisure install shield wizard prompts with a message upon completion.



9. Click **Finish**.

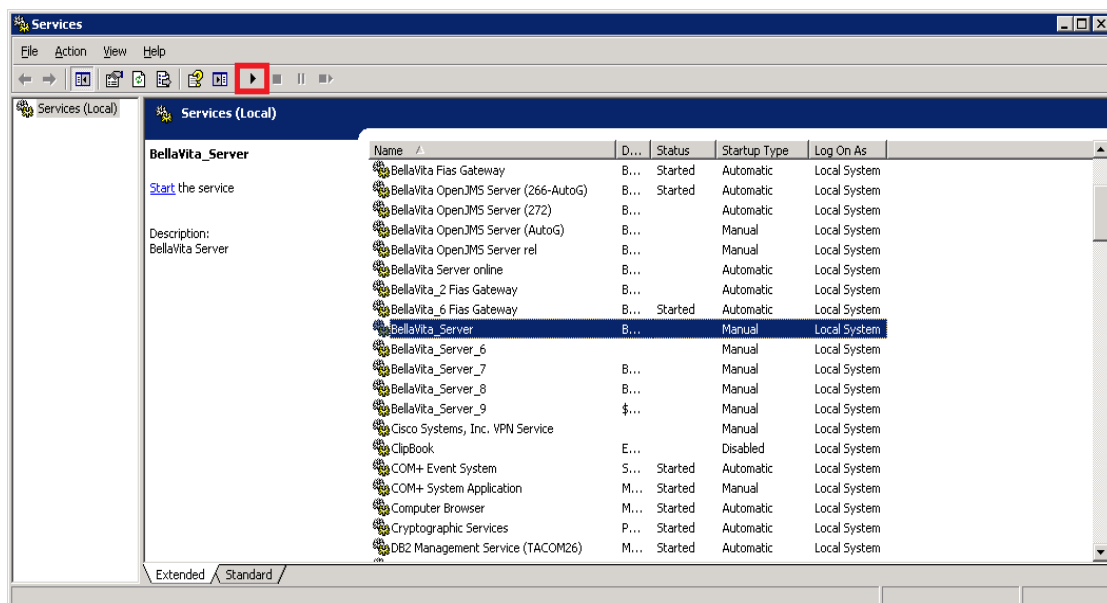
10. Check the following **post conditions** after the installation is finished:
 - Check and test the [Spa and Leisure Booking Service](#)
 - Check if the shortcuts on the desktop exists and if you can start leisure
 - Check the license (a default license is stored in the folder c:\fidelio\V8leisure\ini)
 - Activate leisure in suite 8 see Activation (License Code)

If an issues or error occurs use the following procedure:

- Check first Hints & Tips / Problems & Solutions
- Contact Oracle Support

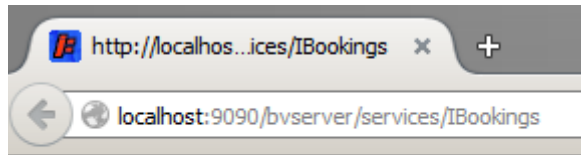
Start the Spa and Leisure Booking Service

1. Verify under **Control Panel->Administrative Tools->Computer Management->Services** if the BellaVita_Server Windows Service (Spa and Leisure Service) is started. If not, you can start it here. Recommended Status of the service is **Automatic**. Change it if applicable.



2. Test the connection by copy/paste this to a internet browser (IE, Firefox, ...) <http://localhost:9090/bvserver/services>. If the port configured in the webservice setup is different that 9090 (from the example above), than replace accordingly with the configured one..

The result should be **Invalid SOAP request**. This means that the service works and answers.



Invalid SOAP request.

4 Suite8 Configuration

Activation (License Code)

1. Activate Leisure in Suite8 under **Setup -> Miscellaneous -> License -> V8 Sublicenses -> Suite8 Property Management -> [L102826] Spa and Leisure**

Global Settings

1. Configure the Spa and Leisure details under **Setup -> Configuration -> Miscellaneous -> Global Settings -> Interface3** as follows:

Field	Definition
Views Prefix	The prefix for the views Can be empty, if the leisure data is part of the Suite8 user (default). In case the leisure data is in another oracle schema user, this field must be filled with the relevant user. Note: With version 8.10 and higher the leisure data must be in Suite8 live user database.
GUI Service Executable	Select runUISrvLeisurelive.bat from the leisure\ bin directory. Use a network share which is available for any client (example in screenshot is L:\leisure\) to locate the server path C:\fidelio\v8leisure
GUI Service Port	The port on which the service is listening (default = 8193)
Use unique GUI port per session	Defines if a unique GUI port is used per session, this is only needed when running Terminal Services.
Language	Select the default language from the list.

	If no language is selectable, the booking service does not work. Double-check by copying the Service URL to a browser – (see Start the Spa and Leisure Booking Service). Restart Suite8 application and try again.
Service URL	The URL address of the web service, for example <i>http://[servername]:[port]/bvserver/services/BVServer</i> Replace [servername] with the corresponding computer name or IP of the server where the web service is installed, and the port configured in the setup (default http port is 9090). In former versions the service <i>/IBookings</i> was also used instead of <i>/BVServer</i> . This is still possible, but it will not support the Interface notifier from FidelioServer.exe
Service user name	The service user name which was defined during the leisure install/ update setup.
Service password	The service password which was defined during the leisure install/ update setup. It is automatically hidden with **** Service user name and password are automatically used in Suite8 for postings or on login/ startup of Interface notifier (FidelioServer service).

Users

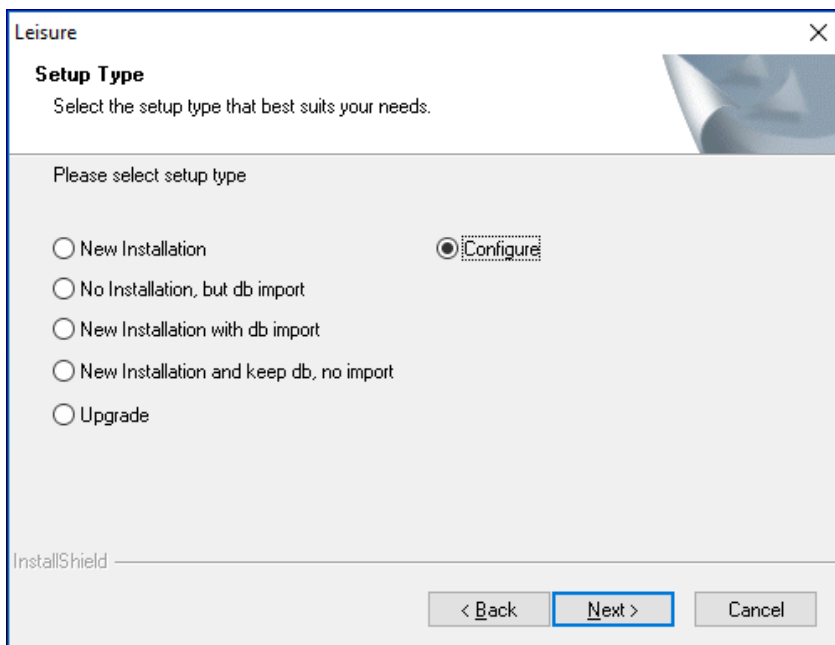
1. Edit the users who should have access to the leisure system and enter a leisure user login, password and language for the leisure system under **Users->User Definition->Edit->More Info tab**:

The screenshot shows the 'User Definition' dialog box with the 'More Info' tab selected. The 'User' field contains 'Mary Spa'. The 'Active' radio button is selected, and 'Full Time' is chosen. The 'Leisure' section shows 'Username' as 'v8leisure', 'Password' as masked characters, and 'Language' as 'English'. The 'User Security Level for Reports' is set to the first option in the dropdown.

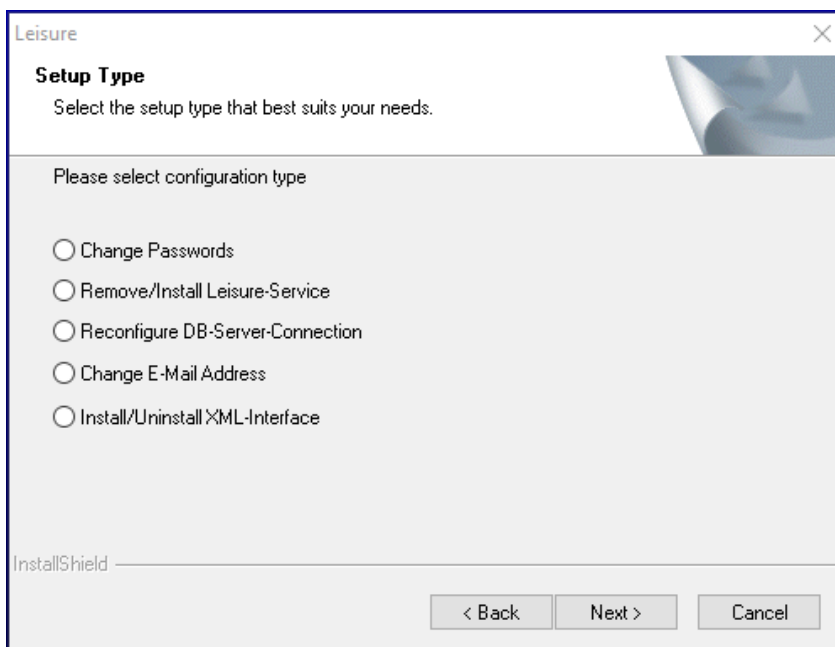
The user name is **v8leisure**.The default password is **v8leisure**. It has to be changed with the first login.

Configuration

1. The leisure install shield can also be used to add or change parts of the installation. It is recommended to keep the setup file in a dedicated folder (e.g. c:\fidelio\v8leisure_install) for later reference.



2. Select **Configure** and click **Next**



All this options are part from the whole installation progress (see [Installation](#))
Change Passwords: To change settings for XML-Interface and Webservice.

Remove/Install Leisure-Service: This will remove and reinstall the BellaVita_Server service (repair)

Reconfigure DB-Server-Connection: With this option it is possible to change the database connection details. Usually this is used if Spa and Leisure is installed on a dedicated server with the database on another server and the database will be moved to a new server. So it is not necessary to install leisure programs again, but change only the connection.

You can use this also to activate or deactivate the use of Suite8 Email sending functionality (FidelioServer.exe) within Leisure. The Suite8 XML-Interface must be installed, and enabled in Leisure.

Change E-Mail-Address: To change email address for the local administrator, 1st level support or sender. It is also used to enable or disable the use of E-Mail Confirmation Letter.

Install/Uninstall XML-Interface: Use this to reconfigure or enable/ disable the XML-Interface.

1. Choose an **option** and click **Next** to proceed.
2. Follow the instructions until install shield will be finished.

6 Hints & Tips / Problems & Solutions

- **wiki main page**
<https://stbeehive.oracle.com/teamcollab/wiki/BellaVita:Support+Solutions>
- Windows Service “BellaVita_Server” (Leisure Server) is not installed, how to install manually?
 1. Start **Spa and Leisure Console** (right click and select Run as administrator) from folder C:\Fidelio\v8leisure\deployment\tools\
2. type in **ant service.install** and press **enter**
 3. If necessary start the service manually.
- **How to Remove/Uninstall Leisure?**
 1. If reset of leisure guests information and booking data is necessary, use **dbtruncatelivedata.bat** (right click and select Run as administrator). The file is located in the folder C:\fidelio\v8leisure\deployment
 2. Remove , Suite8 Leisure’ via Windows System Control Panel Programs Application
 3. Rename / delete v8leisure directory (c:\fidelio\v8leisure)
 4. Switch of Spa and Leisure in Suite8 **Global Settings -> Interfaces -> 4 Misc. Interface**
- **How to reset data for going live?**
 1. Run dbtruncatelivedata.bat (right click and select Run as administrator) located in c:\fidelio\v8leisure\deployment.
This will deleted leisure guests information and booking data. Configuration will not be deleted.
Be carefully, have a backup dmp! Bat-File will start immediately without any further warning.
- **Licence issues**
 1. Start **Spa and Leisure Console** (right click and select Run as administrator) from the folder C:\Fidelio\v8leisure\deployment\tools\ type **antdefault.licence.activate** and press **Enter**
- **Report(s) needed?**

Standard reports are provided within the current demo database. There is a report group **10 Leisure** with some subgroups. If needed, use the Suite8 standard functionality to export and import a group (tree) of reports (file extension .S8RT) or a single reports (.S8R).