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Preface

The XML interface is required for example for Suite8 webConnect, Suite8 Central Reservation System and various interfaces such as VariBon and Hurdle Rates XML Interface to exchange data with Suite8.

Audience

This XML Interface installation guide is intended for system administrators and support familiar with Suite8.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: https://support.oracle.com

When contacting Customer Support, please provide the following:
Product version and program/module name
Functional and technical description of the problem (include business impact)
Detailed step-by-step instructions to re-create
Exact error message received and any associated log files
Screenshots 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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>December, 2004</td>
<td>• 8.5.0. - New</td>
</tr>
<tr>
<td>September, 2009</td>
<td>• 8.8.0.0 - Updated posting, user definitions</td>
</tr>
<tr>
<td>September, 2009</td>
<td>• 8.8.0.0 - MSXML 4.0 or 6.0 added to prerequisites</td>
</tr>
<tr>
<td>January, 2010</td>
<td>• 8.8.2.0 - Added deletion of temp files</td>
</tr>
<tr>
<td>May, 2010</td>
<td>• 8.8.3.0 - Updated with latest features, removed list of single listed dll files, almost all Suite8 dll files are used by XML Interface</td>
</tr>
<tr>
<td>February, 2011</td>
<td>• 8.8.4.3 - Added information for using XML Interface with X64 Processors</td>
</tr>
<tr>
<td>May, 2011</td>
<td>• 8.9.0.0 - Added Traffic Log</td>
</tr>
<tr>
<td>Date</td>
<td>Description of Change</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>August, 2011</td>
<td>• 8.9.0.3 - Moved Socket Server section after HTTP Configuration</td>
</tr>
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<td>• 8.9.4.0 - Added overriding Global Settings for HTML and Report Export directories</td>
</tr>
<tr>
<td>May, 2014</td>
<td>• 8.9.5.0 - Added NDA (non-disclosure agreement) Information</td>
</tr>
<tr>
<td>December 2017</td>
<td>• Updated for the Announcement on the Oracle Help Center</td>
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1 XML Interface Installation Guide

This interface is required for example for Suite8 webConnect, Suite8 Central Reservation System and various interfaces such as VariBon and Hurdle Rates XML Interface. When installing one of these modules, no extra license for XML Interface is required. Without any of these modules, Suite8 XML Interface comes with two licenses:

- XML Interface Enhanced Edition - The enhanced edition includes in addition to the standard functions the functionality of parsing and executing custom SQL Select statements.

XML Interface and OTA XML Interface

Should you require extra programming based on the XML Interface or OTA XML Interface, the local office needs to fill out the NDA (Non-disclosure agreement) Info sheet and each company needs to sign the Non-Disclosure Agreement. Please contact your local Oracle contact person to get more information about the topic.

XML Interface and X64 Processors

When running XML Interface on X64 processors, the following script needs to run from the command prompt:

cscript %SYSTEMDRIVE%\inetpub\adminscripts\adsutil.vbs SET W3SVC/AppPools/Enable32bitAppOnWin64 true

Note: Crystal reports do not run on X64 processors.

Communication

The following types of communication can be used with XML Interface:

- TCP/IP Sockets
- HTTP

How to install IIS and run ASP on Windows Server 2003 (Windows .NET Server)

1. When starting the Windows Server 2003, the Manage Your Server wizard is displayed
   a. If the wizard is not displayed, go to Administrative Tools, and select Manage Your Server
2. From the wizard, select Add or Remove a Role, press Next
3. Select Custom Configuration, press Next
4. Select Application Server role, press Next
5. Select Enable ASP.NET, press Next
6. If a message prompt for the Server 2003 CD displays, insert the CD, when it is finished, press Finish button
7. The installed Application Server role should now display
8. Press Manage This Application Server to open the Application Server Management Console (MMC)
9. Expand the Internet Information Services (IIS) Manager, then expand your server, and then the Web Sites folder
10. The Default Web Site should show, please make sure that it is not stopped
11. IIS is running
12. From Internet Information Services (IIS) Manager select the **Web Service Extensions** folder
13. **Unknown ISAPI Extension** will show as **Prohibited** (this is the default configuration of IIS 6)
14. Highlight **Unknown ISAPI Extension** and press **Allow** button
15. **ISAPI** is now active
Support for the XML Interface Server on Windows 2003

Using Windows Server 2003 requires the following action:

- Open Administrative tools-> Internet Information Services (IIS) Manager
- Select Web Service Extension
- Right-click and select Allow all unknown ISAPI extensions.

IIS Cannot Be Started

If IIS cannot be started it could be related to the program Skype. If Skype is installed before IIS, Skype is listening by default to the port 80 which makes it impossible to start IIS. The Skype configuration should be changed 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.

XML Interface, IIS and assigned network printers

If the workstation where XML Interface and IIS is installed has assigned network printers for the use of confirmation letters, the letters may not print and the workstation may hang due to restricted permissions of the user. The XML Interface runs under IIS with a special user with limited rights. Usually the user is not allowed to read a list of printers. In this case the XML interface works just fine. The problem happens when the list of printers can be read, but the user is not allowed to access a printer from the list. In this case it is necessary to assign a printer which the user is allowed to access. This might also be solved by giving the necessary permission for the assigned printer.
3 Configuring XML Interface for TCP/IP Sockets

Prerequisites

- IIS Internet Information Services
- MSXML 4.0 or 6.0
- A valid license code

Run Suite8 Install Shield for installing XML Interface

Select XML Interface to launch the installation:

Install Fidelio Server as a Service

1. Open a DOS prompt in the Suite8 Program Directory and type:
2. FidelioServer.exe /install
3. Start the service
4. Go to Administrative Tools -> Services and start the service

Should you need to uninstall the Fidelio Server, stop the service first, then run the following command from the DOS box in your Program Directory:

FidelioServer.exe /uninstall
The Fidelio Server icon is displayed in the task bar.

Note: Fidelio Server can also run as standalone program.
4 Configuring XML Interface to work via HTTP protocol

Prerequisites

- Web Server
- Microsoft Internet Information Server v 5.0 or higher
- Apache 1.3.x
- Apache 2.0.x
- MSXML 4.0 or 6.0
- A valid license code

Configure Suite8 XML Interface

Run FidelioWebAppSetup.exe on the server machine and select Options, then select DB Setup from the menu.

Configure the DB connection details.

Select Options, then Allowed WEB Applications. Press New and enter the object name as FidelioXMLInterface.DataHandler.

Press Close.
Enable Traffic Logging

Since Suite8 Version 8.9.0.0 traffic logging can be activated for the XML Interface, to use this, open Traffic Logging from the Options menu of the Web Application Setup dialog box. Select Enable Logging, enter a Log file name and define the number of messages after which a log entry is generated.

Configure Internet Information Server

Open Internet Information Services administration console.

Select your website.

Right-click and select New, then Virtual Directory.

Enter the name of the virtual directory (V8 in this example)

Press Next.

Select the folder where the FidelioIISWrapper.dll is located.

Note: Do not create a virtual directory pointing to the Suite8 Program directory.
Press **Next** button.

Select the desired access Permission for this Virtual directory.

The execute permission is required for Suite8 XML Interface.

Press **Next** and then **Finish**.

IIS Port Configuration is important. The configured port of the XML Interface machine should be available to all connecting machines. Firewalls should be configured to allow the TCP Port of the XML Interface. The port does not necessarily need to be port 80, but it has to be entered when configuring the XML URL.
Suite8 XML interface is ready to run now.

It is accessible via the following URL address:
http://YOUR_SERVER_NAME/VIRTUAL_DIRECTORY_NAME/
FidelioIISWrapper.dll/FidelioXMLInterface.DataHandler

The following example refers to localhost and port 80:
http://localhost:80/V8/FidelioIISWrapper.dll/FidelioXMLInterface.DataHandler

The following example refers to localhost and port 8000 and using instance name D1
http://localhost:8000/V8/FidelioIISWrapper.dll/FidelioXMLInterface.DataHandler?ic=D1

Note: The interface checks deleted files every two hours and deletes files older than two hours.

Note: The IIS user must have the user rights to delete files from the user's export directory.
Possible changes to the Oracle Configuration when using IIS

In some cases Suite8 XML interface cannot connect to oracle and the following Oracle error is displayed:
ORA-12638: Credential retrieval failed or ORA-12640: Authentication adapter initialization failed.

This is a known issue and Oracle suggests the following fix:

Open the SQLNET.ORA file located in the following directory: <Oracle Home>/network/admin

Change the following parameter to **NONE**: SQLNET.AUTHENTICATION_SERVICES=(NONE)

Do not comment out this parameter as it will take the default value of NTS

Save changes to the file **SQLNET.ORA**

Stop and restart the web site via the Internet Information Services (IIS) (a plugin which can be found in the **Microsoft Management Console (MMC)**).

Note: If the message occurs again, then right-click on the IIS on the Management Console and select Restart IIS.

Configure Fidelio Socket Server

Go to the Fidelio Socket Server Icon on your task bar, right click on it and choose properties.

Select **Options -> Setup** and enter the database connection details.

After closing the Database Setup dialog box, select the Socket Server service and press **Setup**.
Configure the port and enter the Interpreter GUID as follows:

FidelioXMLInterface.DataHandler

Press Setup and configure additional options according to the properties requirements:

Close the Setup dialog box, select Socket Server service and press Start.
If the service should start automatically, select Socket Server and double-click in the Auto Run column.

**XML Interface and Debug**

To debug XML Interface communication add a DWORD `DEBUG` to the registry key in the section of `FidelioV8Server\Instances\[DESIREDINSTANCE]\`

This should look as follows:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Oracle\FidelioV8Server\Instances\MAS]
"DBService"="dbservice"
"Username"="username"
"InstanceName"="HOTEL....NAME"
"Password"="password"
"Debug"=dword:0000001
```
If the Workstation is a 64 bit machine, then the Registry has a separate location to change these settings:

On a 64bit Computer it is called: Wow6432Node

Note: It is not recommended running debug mode without monitoring, the size of the log file increases very fast.

**Cannot parse XML or incorrect root element Initialization error**

The following error message is related to access rights:

```xml
<?xml version="1.0" encoding="iso8859-1" ?>
<response ID="UNKNOWN" Status="UR" Message="Cannot parse XML or incorrect root element Initialization error Could not locate OCI dll OracleHomeKey: SOFTWARE\ORACLE\HOME0 OracleHomeDir: C:\oracle\ora92" />
</fidelio>
```

When testing the xml interface connectivity please assign access rights to the IIS User and apply these rights also to all subdirectories of the Oracle installation.

Click **Add** and search for the IIS user.
Select Replace permission entries on all child objects with entries shown here that apply to child objects.

Learn more about access control.
5 Install Hurdle Rates Interface (Ideas)

Prerequisites

- Suite8 version 8.7.2.0 or higher
- A valid license code for the HURDLE Rates XML INTERFACE
- Install Suite8 XML Interface by using the socketserver option as mentioned earlier in this document
- Inform the Yield provider about the IP address and the port on which the FidelioSocketserver is listening

How to test if the interface is running

1. Start SocketTest.exe
2. Select Pure Socket Option
3. Enter the IP address and port
4. Send the file SystemDataRequest.xml and verify it has been executed. The following example displays how the file should look:

```
<xml version="1.0" encoding="UTF-8">
  <fidelio xmlns="vxmlInterface" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="\"vxmlInterface\" \"xdebug\" Specifications\"XMLInterface\"Fidelio\".xsd\" Version="1.0">
    <request ID="Sys1" UserName="XMLInterface" Password="Interface">
      <query ReqType="SystemData" Name="ReqSysDate1" />
      <query ReqType="SystemInfo" Name="ReqSysInfo1" />
    </request>
  </fidelio>
</xml>
```
6 Configure Apache

The **Apache HTTP Server**, commonly referred to simply as **Apache**, is a web server notable for playing a key role in the initial growth of the World Wide Web.

Suite8 provides 2 ways of working with Apache:
- **DSO module** (currently only Apache 1.3.x is supported) Dynamic Shared Objects (DSO)
  - Provides a way to build a piece of program code in a special format for loading it at runtime into the address space of an executable program
- **Using ISAPI interface**
  - Apache can also load ISAPI (Internet Server Application Programming Interface) extensions (i.e. internet server applications), such as those used by Microsoft IIS and other Windows servers.

**Using Dynamic Shared Object (DSO) for Apache 1.3.x**

The current version of DSO unit does not work with Apache 2.x. If you would like to use it in Apache 2.x, you will need to configure it as ISAPI (please refer to the section below).

In order to configure the Apache, you have to edit the configuration file **httpd.conf**. One of the menu items in the Configure Apache Server group will bring up the configuration file in the Notepad. Scroll down to the commented section: *Dynamic Shared Object (DSO) Support*. In this section, you will see a number of commented **LoadModule** directives: Another **Load Module** has to be added and a **Location** directive has to be set serving to identify which URLs will invoke the shared module.

Copy the file: **mod_FidelioApache13Wrapper.so** to the directory which is used by Apache. Usually the directory **modules** located in the Apache installation folder is used.

Choose the name of the virtual directory for the XML interface (in the following example it is **v8**)

Add the following directives to the configuration file and then save it.

```
LoadModule fidelioapachewrapper_module modules/mod_FidelioApache13Wrapper.so <Location /v8>
  SetHandler fidelioapachewrapper_handler
</Location>
```

Note: The directives above and the URL used are case sensitive.

Before restarting Apache you should be aware of the **ClearModuleList** directive. If this is present in the configuration file you should ensure it is set before your **LoadModule** directives, as it unloads both statically linked modules and also dynamically loaded modules (shared modules).

Now you can restart Apache and you are able to use Suite8 XML Interface by typing the URL `http://YOUR_SERVER_NAME/v8/FidelioXMLInterface.DataHandler`

**Using ISAPI interface**

For configuring Apache, edit the configuration file **httpd.conf**. One of the menu items in the **Configure Apache Server group** will bring up the configuration file in Notepad.

It is necessary to add an **Alias** directive to identify which URLs will invoke the shared module.
Make sure that ISAPI support is enabled and the following commands exist in the `httpd.conf`:

- `LoadModule isapi_module modules/mod_isapi.so`

The ISAPI handler should be declared as follows:

- `AddHandler isapi-handler .dll`

All ISAPI extensions are governed by the same permissions and restrictions as the CGI scripts, therefore the Options `ExecCGI` must be set for the directory that contains the ISAPI.dll file:

1. Copy `FidelioIISWrapper.dll` to the directory which is accessible by Apache.
   - In the following example the directory `c:\Program Files\Apache Group\Apache\v8` is used
2. Choose the name of the virtual directory for the XML interface (in the following example it is `v8`)
3. Add the required directives to the configuration file and then save it.
4. There is no capability within the Apache server to leave a requested module loaded. However, you may preload and keep a specific module loaded by using the following syntax in the file `httpd.conf`:

   ```
   ISAPICacheFile "c:/Program Files/Apache Group/Apache/v8/FidelioIISWrapper.dll"
   ISAPILogNotSupported On
   Alias /v8/ "c:/Program Files/Apache Group/Apache/v8/
   <Directory "c:/Program Files/Apache Group/Apache/v8">
       AllowOverride None
       Options ExecCGI
       Order allow,deny
       Allow from all
   </Directory>
   ```

   It is recommended (and in some cases crucial) that the Cache directive precedes the Alias declaration.

   Note: The directives above and the URL used are case sensitive.

Now you can restart Apache. Suite8 XML Interface can be accessed by using the following URL:

```
http://YOUR_SERVER_NAME/v8/FidelioIISWrapper.dll/FidelioXMLInterface.DataHandler
```

### Create user definitions

Suite8 XML interface supports multiple external interfaces which can be used simultaneously. Each interface can have different permissions. For configuring these permissions it is necessary to create user definitions per interface. It is strongly recommended that each interface uses a separate user definition. This eases the differentiation in the User Log. The user definition has to have the permission to be used by the interface.

Note: For submitting the postings and making a request of posting lists, a cashier number has to be assigned to the user.
The following is a list of required user rights:

<table>
<thead>
<tr>
<th>User Rights</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Profiles - Address - Insert</td>
<td>To create new profile address</td>
</tr>
<tr>
<td>Customer Profiles - Profile Details - View</td>
<td>To view profile details</td>
</tr>
<tr>
<td>Customer Profiles - Address - View</td>
<td>To view profile addresses</td>
</tr>
<tr>
<td>Customer Profiles - Communication - View</td>
<td>To retrieve profile data</td>
</tr>
<tr>
<td>Customer Profiles - Profile Details - Insert</td>
<td>To create new profile</td>
</tr>
<tr>
<td>Customer Profiles - Communication - Insert</td>
<td>To create new communication</td>
</tr>
<tr>
<td>Customer Profiles - Profile Details - Edit</td>
<td>To update profile</td>
</tr>
<tr>
<td>Customer Profiles - Communication - Edit</td>
<td>To update communication</td>
</tr>
<tr>
<td>Customer Profiles - Address - Edit</td>
<td>To update profile address</td>
</tr>
<tr>
<td>Reservation - View</td>
<td>To retrieve reservation data</td>
</tr>
<tr>
<td>Reservation - Edit</td>
<td>To update reservation</td>
</tr>
<tr>
<td>Reservation - Insert</td>
<td>To create new reservation</td>
</tr>
<tr>
<td>Reservation - Manual rate</td>
<td>To set manual rate</td>
</tr>
<tr>
<td>Cashiering - Financial Accounts - Insert</td>
<td>To create financial account</td>
</tr>
</tbody>
</table>
7 Suite8 Configuration Global Settings

Define Global Settings for the XML Interface

Under Setup->Configuration->Miscellaneous->Global Settings->Interface 3 tab configure the global settings for the XML Interface

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile match</td>
<td>Used to link the profile match used by xml interface. Please refer to link profile match.</td>
</tr>
<tr>
<td>Maximum selected records</td>
<td>Defines the maximum number of records which can be selected. Used for the xml interface configuration and is also available on the socket server-&gt;xml interface configuration.</td>
</tr>
<tr>
<td>Allow batch update records</td>
<td>Only used by Hotel Connector. Defines if batch update can be used. For the xml interface configuration and is also available on the socket server-&gt;xml interface configuration.</td>
</tr>
<tr>
<td>Maximum updated records</td>
<td>Only used by Hotel Connector. Available if Allow batch update has been selected. Defines the maximum number of records which can be updated in a batch. Used for the xml interface configuration and is also available on the socket server - xml interface configuration.</td>
</tr>
<tr>
<td>Field</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Rate availability incl. tentative reservations</td>
<td>Defines if the rate availability on Suite8 Homepage &amp; hotel connector should include tentative reservations. This functionality is used for Suite8 Homepage, the web booking engine &amp; hotel connector. When activating, the XML Interface has to be restarted in order to apply the setting.</td>
</tr>
<tr>
<td>Rate availability incl. overbooking</td>
<td>Defines if the rate availability is checked including overbooking.</td>
</tr>
<tr>
<td>Default Confirmation</td>
<td>The default confirmation template which should be used when sending an email confirmation or pressing Print button to print the confirmation letter online.</td>
</tr>
<tr>
<td>Email Att. Format</td>
<td>The format of the email attachment, either body only, pdf attachment, rtf attachment, html attachment or html body.</td>
</tr>
<tr>
<td>HTML Directory</td>
<td>The directory for the html files used for V8 Mobile Status.</td>
</tr>
<tr>
<td>Reset Password Report</td>
<td>The letter to be send by email to the customer requesting a new password.</td>
</tr>
<tr>
<td>Reset Password Subject Report</td>
<td>With the role profile letter, the default profile letter subject would be taken. This option can be used to send a letter via email to the customer requesting a new password with subject.</td>
</tr>
<tr>
<td>Cancellation Report</td>
<td>The default confirmation of cancellation letter which is send via email when a reservation is cancelled.</td>
</tr>
<tr>
<td>Cancellation Subject Report</td>
<td>This option can be used to send a cancellation confirmation letter via email using a different subject than the default profile letter subject.</td>
</tr>
<tr>
<td>Max Web Reservation Date</td>
<td>Defines the ultimate date until which web reservations can be made.</td>
</tr>
<tr>
<td>Profile Merge Rule</td>
<td>Defines the rule used for merging profiles, profile merge rules are defined under Configuration – Miscellaneous - Profile Merge Setup - Interface merge rule sets. This is only used by XML Interface.</td>
</tr>
<tr>
<td>Report Cache Folder</td>
<td>Defines the cache folder for reports.</td>
</tr>
<tr>
<td>Control Credit Limit for Postings</td>
<td>Defines if credit limits are controlled for postings via XML Interface.</td>
</tr>
<tr>
<td>Allow duplicate profile email</td>
<td>Defines if duplicate email addresses on profiles can be used.</td>
</tr>
</tbody>
</table>

### Overriding Global Settings for HTML and Report Export Folder

Since Suite8 Version 8.9.4.0 it is possible to override the Global Settings for the HTML and Report Export Folder. If the file: `GlobalSettingsOverride.config` is placed to the program folder of Suite8, the two folders defined in this file are used instead of the ones defined under Global Settings. The file content looks as follows:

```plaintext
HtmlDirectory=c:\XML Interface\rtf
XMLIntfRepExportFolder=c:\XML Interface\OUTPUT\cache
```