

Oracle[®] Hospitality Suites Management Installation Guide



Release 3.8.0
E93638-02
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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Hospitality Suites Management Installation Guide, Release 3.8.0

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Preface

Purpose

The Oracle Hospitality Suites Management Installation Guide explains the installation and setup of Suites Management for sites running:

- Oracle Hospitality Symphony First Edition version 1.7.1 and later
- Oracle Hospitality Symphony version 2.9 and later

Audience

This document is intended for all users of Suites Management.

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 <https://docs.oracle.com/en/industries/food-beverage/solutions.html>

For more information about securing your Suites Management database, see the *Suites Management Database Backup and Data Recovery Guide* on My Oracle Support (MOS) by searching Doc ID 2388272.1.

Revision History

Date	Description of Change
May 2018	<ul style="list-style-type: none">• Initial publication
April 2020	<ul style="list-style-type: none">• Updated Chapter 1 – System Requirements section

1 Getting Started

This chapter contains instructions on how to install, upgrade, and configure Suites Management version 3.8.0 for the Microsoft Windows Server operating system.

Before You Begin

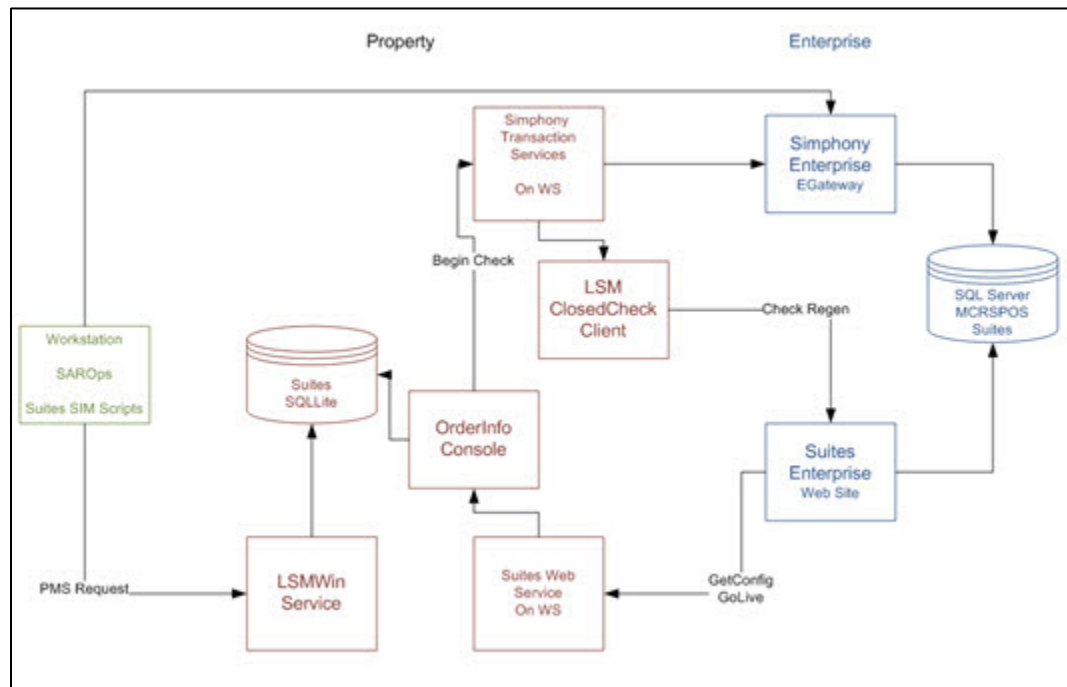
Ensure that you have an operational understanding of:

- PCs and a working knowledge of the Microsoft Windows interface
- POS terminology and concepts
- Microsoft Windows administrative privileges

Suites Management Workflow

The following diagram illustrates the information flow through the Suites Management application and the communication flow from the enterprise to the workstation level.

Figure 1-1 Suites Management Information Flow



The Enterprise and Property levels contain different components as described in the following table:

Table 1-1 Suites Levels and Components Installed

Level	Components Installed
Enterprise	<ul style="list-style-type: none">• Suites Management application• Suites website• Suites Management database creation
Property	<ul style="list-style-type: none">• Suites Web Service• Transaction Services• LSMSimService
Workstation	<ul style="list-style-type: none">• Suites SIM scripts

System Requirements

Suites Management is compatible with the following platforms:

Table 1-2 System Requirements

Level	Components Installed
Operating Systems	<ul style="list-style-type: none">• Suites Management only supports specific operating systems. See the <i>Simphony Suites Management Release Notes</i> for a complete listing of the supported operating systems.
Databases	<ul style="list-style-type: none">• Suites Management only supports specific database server platforms. See the <i>Simphony Suites Management Release Notes</i> for a complete listing of the supported database platforms.

Deployment Scenarios

Suites Management contains two virtual directories in its components. One virtual directory is installed when the application is installed – typically at the enterprise level. The other virtual directory is installed with the Suites Management Service – typically on the local property level. Suites Management supports different configuration options, as listed in the following installation scenarios.

- **All-in-One Server:** The POS application, Suites Management, and the databases are installed on the same computer.
- **Multiple Servers:** The POS application is installed on one computer, the databases are installed on another computer, and Suites Management is installed on another computer at the enterprise level with the Suites Service installed at the property level.

There are other potential installation scenarios. The example used in this document reviews the All-in-One Server installation scenario.

The All-in-One Server type of installation is not recommended for sites that use Suites Management at multiple properties.

Database User Passwords

When creating database credentials, passwords must adhere to the following guidelines:

- Must not contain the username
- Must have an uppercase letter
- Must have a lowercase letter
- Must have a digit
- Must have a special character
- Must have a length between 8 to 20 characters

2 Pre-Installation Tasks

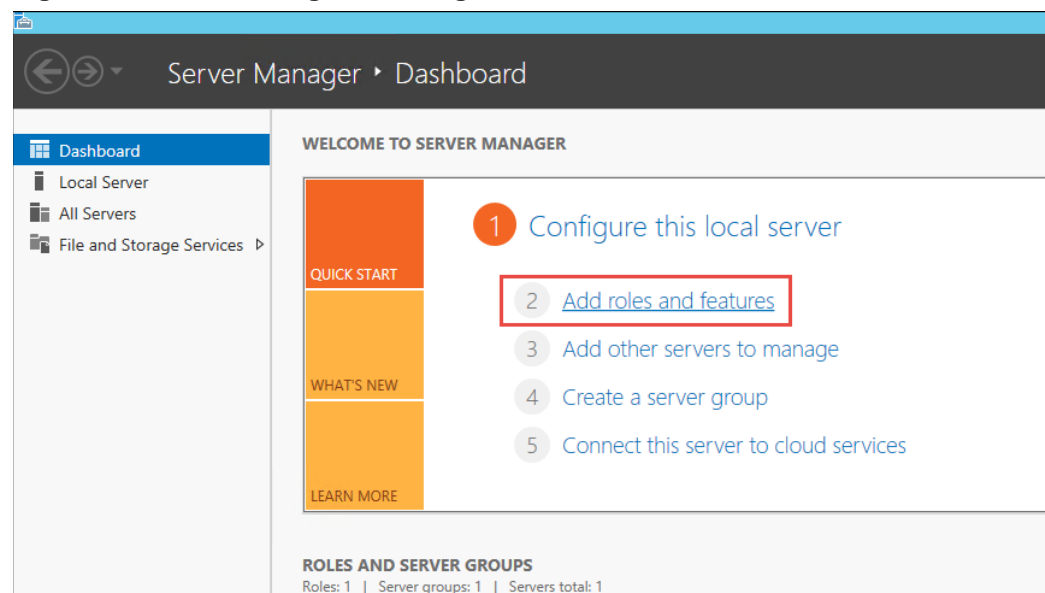
This chapter describes the tasks that you must complete before installing or upgrading to Suites Management version 3.8.0.

Installing Microsoft Internet Information Services (IIS) 7

For more information about the Server Manager - Add Roles and Features Wizard, refer to the Microsoft TechNet Library at <https://technet.microsoft.com/en-us/>.

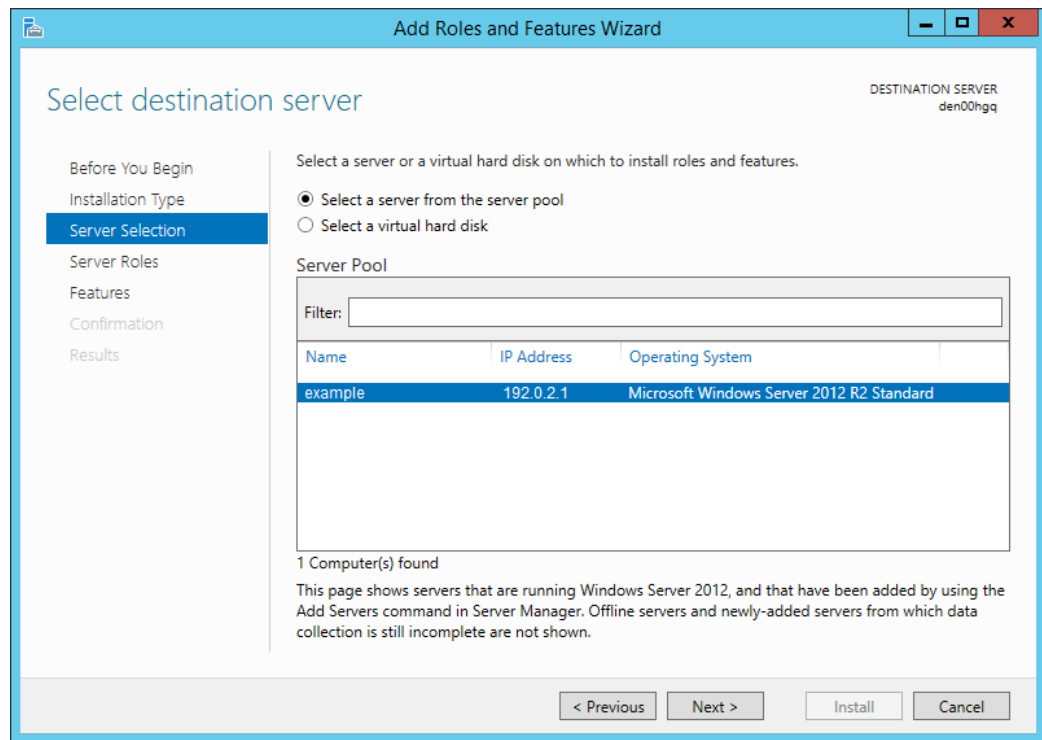
1. Using the Server Manager, select **2 Add roles and features**.

Figure 2-1 Server Manager – Adding roles and features



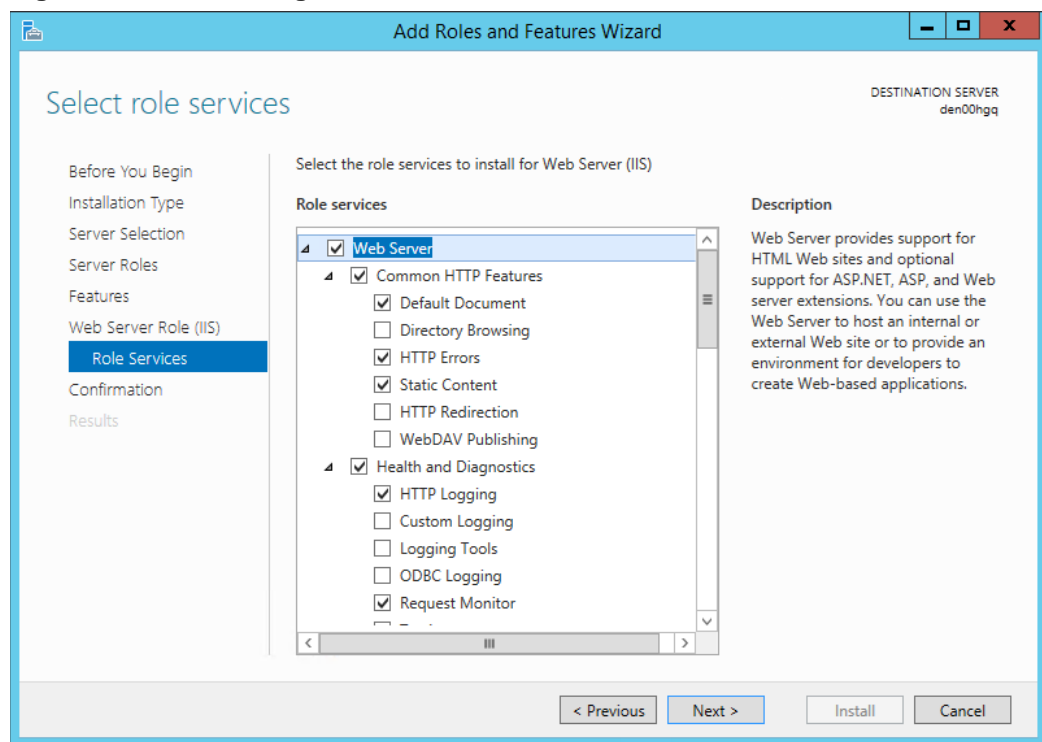
2. Select **Role-based** or **feature-based installation**, and then click **Next**.
3. Click **Select a server from the server pool**.
4. Select the server you are configuring, and then click **Next**.

Figure 2-2 Sever Manager – Select Server



5. Expand the Web Server Role (IIS).

Figure 2-3 Sever Manager – Web Server Role Services

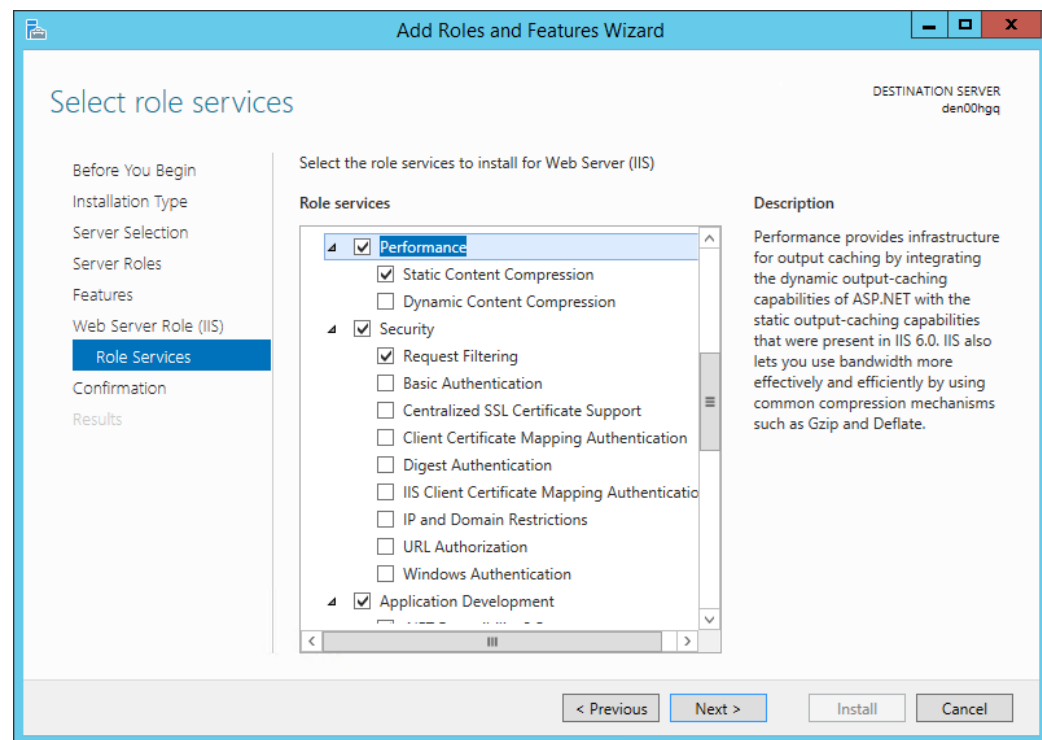


6. Expand the Web Server options and select the following Common HTTP Features:
 - Default Document
 - HTTP Errors
 - Static Content

From a system security standpoint, the Directory Browsing role service should not be enabled.

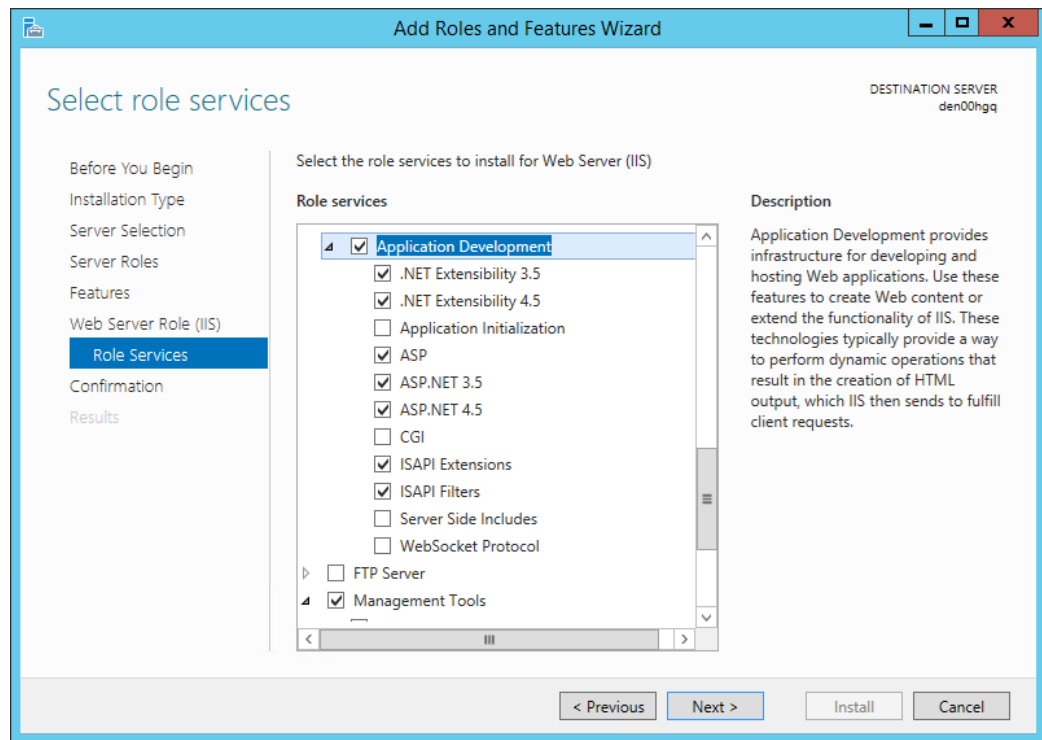
7. Select the following Health and Diagnostics options:
 - HTTP Logging
 - Request Monitor
8. Select the Performance option **Static Content Compression**.
9. Select the **Security** option **Request Filtering**.

Figure 2-4 Server Manager – Performance and Security Role Services



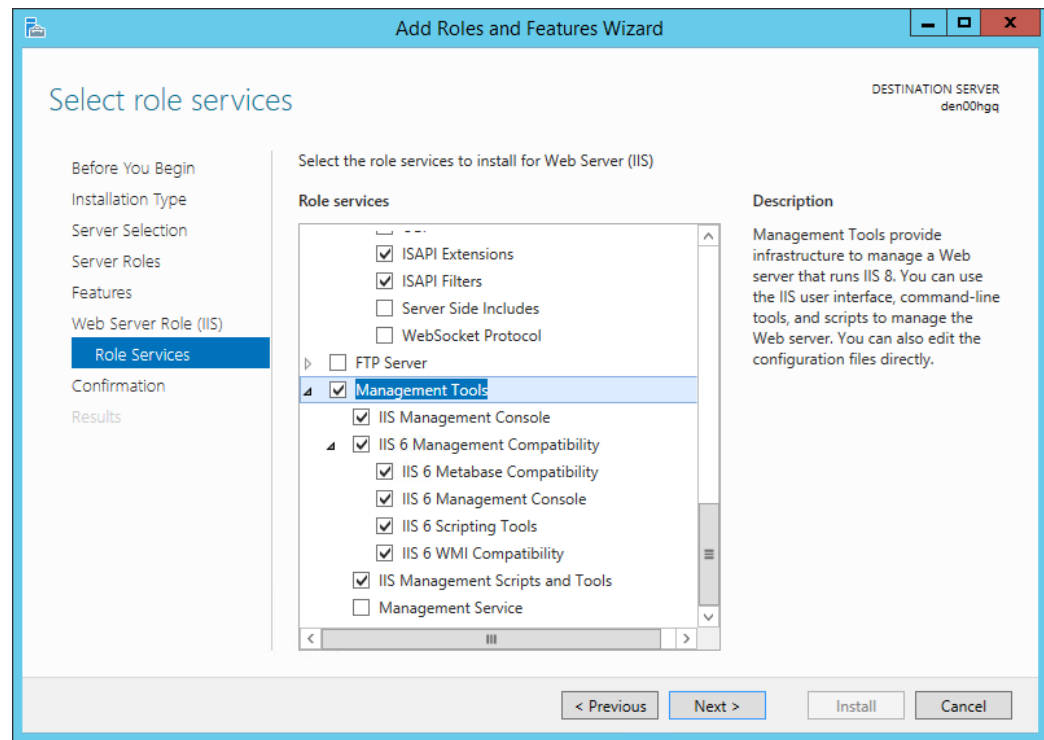
10. Select and expand **Application Development**, and then select the following options:
 - .NET Extensibility 3.5
 - .NET Extensibility 4.5
 - ASP
 - ASP .NET 3.5
 - ASP .NET 4.5
 - ISAPI Extensions
 - ISAPI Filters

Figure 2-5 Server Manager – Application Development Role Services



11. Select and expand **Management Tools**, and then select the following options:
 - IIS Management Console
 - IIS Management Scripts and Tools
12. Select **IIS 6 Management Compatibility**, and then select the following options:
 - IIS 6 Metabase Compatibility
 - IIS 6 Management Console
 - IIS 6 Scripting Tools
 - IIS 6 WMI Compatibility

Figure 2-6 Server Manager – Management Tools



13. Click **Next** as needed, and then click **Install**.

For more information on the *Server Manager - Add Roles and Features Wizard*, refer to the Microsoft TechNet Library at <https://technet.microsoft.com/en-us/>.

Installing a Point-of-Sale (POS) Application

Install one of the following POS applications:

- Symphony First Edition version 1.6.9 or later
- Symphony version 2.9 or later

The *Symphony First Edition Installation Guide* and the *Symphony Installation Guide*, available on the [Oracle Help Center](#), contain more information on installing Symphony First Edition and Symphony respectively.

Setting Up the POS Application Server

Perform the following tasks on the POS application server:

Table 2-1 - Prerequisites - Setting Up the POS Application Server

Pre-Installation Task	Instructions
Install the latest version of Transaction Services (see Installing Microsoft Internet Information Services (IIS) 7)	To install Suites Management 3.8.0 services, you must have the latest version of Transaction Services installed. <ul style="list-style-type: none"> If you are using Suites with Symphony First Edition, refer to the <i>Symphony First Edition Installation Guide</i>. If you are using Suites with Symphony, refer to the <i>Symphony Installation Guide</i>.
Make note of the configuration in the Enterprise Management Console (EMC)	The following details are prompted when installing Suites services: <ul style="list-style-type: none"> Workstation ID for the POSAPI client that will run Suites Revenue center (RVC) number of the RVC that will connect with Suites Property ID of the RVC that will connect with Suites

Setting Up the Suites Mgmt. Application Server

Perform the following tasks on the Suites Management application server:

Table 2-2 - Prerequisites - Setting Up the POS Application Server

Pre-Installation Task	Instructions
Install Internet Information Services (IIS) 7 or later (see Installing Microsoft Internet Information Services (IIS) 7)	Use the Server Manager - Add Roles and Features Wizard on your sever to install IIS on your server. For more information about the Server Manager - Add Roles and Features Wizard, refer to the Microsoft TechNet Library at https://technet.microsoft.com/en-us/ .
Create an SSL Certificate	The Suites web page needs a server certificate to access the Suites application. Each customer that uses Suites is required to purchase a SSL Certificate from an authorized certificate issuing authority. A self-signed certificate should not be used longer than absolutely necessary.

Pre-Installation Task	Instructions
	After creating an SSL Certificate, make sure that the certificate's Issued To and Issued From values are set to the server's hostname. Refer to the Microsoft TechNet Library at https://technet.microsoft.com/en-us/ for instructions on creating an SSL certificate.
Install the latest version of Adobe Acrobat Reader to view Suites reports	Refer to the Adobe Acrobat Reader website at https://get.adobe.com/reader/ .
Install a supported web browser	See Installing and Setting Up a Web Browser.

Installing and Setting Up a Web Browser

Suites Management is a web-based application that users access through a web browser from client computers on the same network. A client computer accessing the Suites Management website must have an internet browser installed.

Suites Management only requires one browser. Install one (or more) of the following:

- Microsoft Internet Explorer 11 or later
- Firefox 45 or later
- Google Chrome 49 or later

Verify the browser settings outlined below to prevent possible browser-based issues.

Microsoft Internet Explorer

1. Click **Tools** on the browser's toolbar, and then select **Internet options**.
2. Click **Delete** under Browsing history on the **General** tab.
3. Deselect **Preserve Favorites** website data, select **Temporary Internet website data**, and then click **Delete**.
4. Click **Apply**.
5. Click the **Security** tab.
6. Click the Local intranet icon (if the Suites Management server is on property) or click **Trusted Sites** (if the Suites Management server is not on property).
 - Add the URL you need in the **Sites** area under the **Privacy** tab.
 - Click **Trusted Sites** and using the slider, ensure that the zone is set to a **Low** security level setting.
 - Click **Apply**.
7. Click the **Privacy** tab.

8. Click **Sites** and enter the URL of the Suites Management install, not the IP address nor the host computer's name. The entry should include the domain name that matches the SSL certificate.
9. Click **Allow**.
10. Click **OK**.
11. Click **Advanced** and set the following options:
 - Select **Override automatic cookie handling**.
 - Click **Accept** under First-party Cookies.
 - Click **Block** under Third-party Cookies.
 - Select **Always allow session cookies**.
12. Click **OK**.
13. Click **Settings**.
14. Add the same URL that you added under Sites (see step 6 above) to the exempted Pop-up Blocker Settings. This enables popups for the Suites Management application, which are required. It also ensures that you use the correct site based on the provided URL.
15. Click **Close**.
16. Click the **Connections** tab.
17. Click **LAN Settings**.
 - Deselect **Automatically Detect Settings** (unless required).
 - Disable the **Proxy Server** (unless required by the site).
18. Click **OK**.
19. Click the **Advanced** tab.
20. Select the following options:
 - Browsing section**
 - Go to intranet site when a single word is entered in the Address bar
 - Underline links – select **Always**
 - Enable third party browser extensions*
 - Multimedia section**
 - Show pictures
 - Security section**
 - Empty Temp Internet Folder on Exiting Browser
21. Deselect the following options:
 - Security section:**
 - Do not save encrypted pages to disk
 - Block unsecured images with other mixed content

Browsing section:

Enable Suggested Sites

22. Click **Apply**.
23. Click **OK**.

Mozilla Firefox

1. Click the Menu bar icon on the browser's toolbar.
2. Click **Options**.
3. Click **Content** on the toolbar.
4. Deselect **Block pop-up windows**.
5. Click **Privacy** on the toolbar.
6. Under History and Firefox will, select **Use custom settings for history**.
7. Select **Accept Cookies** from sites.
8. Select **Never from the Accept third-party cookies** options.
9. Click **Advanced** on the toolbar.
10. Click the **Network** tab.
11. Click **Settings** under Connection.
12. Select **No proxy** (unless required by the site).
13. Deselect **Auto-detect proxy settings for this network** (unless required).
14. Click **OK**.

Google Chrome

1. Click the Menu bar icon on the browser's toolbar.
2. Click **Settings**.
3. Scroll to the bottom of the page and click **Show advanced settings...**
4. Click **Content settings** under Privacy.
5. Select **Allow local data to be set (recommended)**.
6. Select **Block third-party cookies and site data**.
7. Scroll further down to **Pop-ups** and select **Allow all sites to show pop-ups**.
8. Click **Done**.
9. Click **Change proxy settings...** under Network.
10. Click LAN Settings.
 - Deselect **Automatically Detect Settings** (unless required)
 - Disable the **Proxy Server** (unless required by the site)
11. Click **OK**.
12. Click the **Advanced** tab.

13. Select the following options:

Browsing section

- Go to intranet site when a single word is entered in the Address bar
- Underline links
- Enable Third Party Extensions

Multimedia section

Show pictures

Security section

Empty Temp Internet Folder on Exiting Browser

14. Deselect the following options:

Security section

- Do not save encrypted web pages to disk
- Block unsecured messages with other content

Browsing section

Enable suggested sites

15. Click **Apply**.

16. Click **OK**.

3

Installing Suites Management

1. Download the Suites Management version 3.8.0 installation files from the Oracle Technology Network (OTN) website at <https://edelivery.oracle.com/> and place it on the computer designated as the Suites Management application server.
2. Double-click the **SUITESSetup.exe** file to begin the installation on the server that houses the Suites Management application and database. The SuitesSetup.exe installs the Suites Management application and database.
3. Click **Install** when prompted to install Microsoft .NET Framework 4.7.1 and Microsoft Visual C++ 2017 Redistributable, and then follow the instructions on screen.
4. Click **Yes** when prompted to restart the server.

After the server restarts, the installation wizard re-launches, click **Next**.

5. Enter a **Login ID** and **Password** for the LSM database, and then click **Next**.
6. Enter a **Login ID** and **Password** for the LSMCACHE database, and then click **Next**.
7. Enter the SQL Server Symmetric Key Password (used for the creation of the Transparent Data Encryption (TDE) Master Key) and then click **Next**.
8. Select the **Database server that you are installing to**.

This is the server name or IP address of the computer running the Microsoft SQL Server where the Suites Management database resides. If you are installing Suites in an all-in-one environment, the database name can remain **(local)** or **localhost**.

9. Select a connection method.
10. If you selected **SQL Server authentication...**, enter a **Login ID** and **Password**.
11. Click **Next**.
12. Select the destination folder for the Suites Management web files, and then click **Next**.

The default path is <Drive letter>:\MICROS\LES\Suites. Oracle Hospitality recommends installing Suites Management web files in the default folder

13. Enter the following details, and then click **Next**:

- **SSLPort#**: Enter the unique Port number that is used by the SSL.

The port number selected for Suites Management and the SSL port number that the SUITES website is bound to, must match. If a binding is made to a different port, the installer must edit the SUITES Web.config file and set the value of the **DefaultHttpsPort** tag to match the https binding. See Table 2-2 - Prerequisites - Setting Up the POS Application Server section for more information.

- **Virtual**: Name the Suites Management virtual directory.

The default name for the Suites Management virtual directory is **SUITES**. A website named **SUITES** will be created during the installation. Enter this name in

the address bar of a browser to access the Suites Management website. If the virtual directory name is SUITES, the URL for the Suites Management website is `http://ServerName:8001/SUITES/frmllogin.aspx`.

14. Review the settings in the **Start Copying Files** screen, and then click **Next**.

For all-in-one server installation scenarios, when using Microsoft SQL Server 2008 R2, the SQL Server Maintenance Plan writes the Suites database backup tasks to the `C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\Backup` folder.

For multiple server installation scenarios, after installing the Suites database, it is strongly recommended to access the database server and manually configure and schedule periodic Microsoft SQL Server backup tasks for the Suites database. Here is an example of a backup task path:

```
\\<ServerName or IP address>:<Drive letter>\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\Backup
```

15. On the Security Enforcement screen:
 - a. To add a new certificate, select **New**, click **Select**, enter or select the certificate location, and then enter the **Password** for the certificate.
 - b. To add an existing certificate (for example, if you are installing Suites on the same server as the POS application and the certificate is already loaded to IIS), select **Existing**, and then select the certificate from the drop-down list.
 - c. Click **Add TLS Certificate to Binding**, and then click **Next**.
16. Click **OK** to run the Database Configuration Utility.
17. On the Database Configuration dialog box, click **Read DB Config**, select **default LSM** in the bottom left pane, and then enter the credentials that you created in Step 6 in the **DB Username** and **DB Password** fields on the right.
18. Click **Test Connection**, and then click **OK** when you receive a success message.
19. On the **Administrative Account** tab, enter the **Administrator Username** and **Administrator Password** for Suites, and then click **Save Credentials**.
This is the administrative account that will be used for logging into Suites.
20. Click **OK** to verify the credentials for the LSMCACHE database.
21. On the **Database** tab, select **compliance LSMCACHE** in the bottom left pane, and then enter the credentials that you created in Step 7 in the **DB Username** and **DB Password** fields on the right.
22. Click **Test All Connections** to verify both the LSM and LSMCACHE database connections, and then click **OK** when you receive a success message.
23. Click **Save Password(s)**, and then click **Yes** to encrypt the passwords.
24. Close the Database Configuration utility.
25. Click **OK** when prompted to run the Key Manager, enter the Suites administrator credentials that you created in Step 19, and then click **OK**.
26. Enter the new **Passphrase**, and then click **Update**.
27. Click **Yes** when prompted to exist the Key Manager utility.

28. Click **Yes** when prompted to configure the A/R Export file.
29. Enter the **POSAPI Workstation Name**, click **OK**, click **Yes**, and then click **OK** again.
The POSAPI is the POS client that will communicate with Suites.
30. If you receive a message stating that you must install a PDF reader in order to view Suites reports, click **OK**.
31. Click **Finish** to exit the Suites Management Install Shield Wizard.

4

Installing Suites Services

The **SuitesServiceSetup.exe** installs the Suites Service, which communicates with Transaction Services during the Go Live process. It also installs the **LSMWinService** that communicates with the Point-of-Sale (POS). In an Enterprise environment where there is one Suites Management server and multiple properties, you must install this service on-site at the property level. You must install Transaction Services on the property's POS application server before running the SuitesServiceSetup.exe installation.

For Symphony FE 1.6 MR 10 or later, you must install the Suites Service on the Suites application server in order to utilize a PC Autosequence to execute the Check Regen process (which is an external program). See the Configure computer Autosequence section for more information.

1. From the POS application server, double-click **SuitesServiceSetup.exe** to begin the installation, and then click **Next**.
2. Select **Simphony** or **Simphony First Edition** to identify the POS application communicating with Suites.
3. Enter the **Name** for the virtual directory used by the Suites service. The default virtual directory name is **SUITESSERVICE**. The virtual directory automatically installs under the **SUITES** website on IIS.
4. Click **Next**.
5. Select the installation folder for the Suites Services, and then click **Next**.
Oracle Hospitality recommends installing Suites Services in the default folder.
6. Enter the following information according to your selection in Step 2. You can find the required Interface information in the EMC and the Transaction Services Web.config file.

Table 4-1 Required Configuration Fields

Field	POS Version	Description
Transaction Srv	Simphony FE and Simphony	This is the web address for Transaction Services. The default is <code>http://localhost/TSWebService/TSWebService_1_0.asmx</code> . This may be different depending on the site. You must add the port number that Transaction Services is using to the web address. For example, if you are using Simphony: <code>http://IPAddress:PortNumber/EGateway/SimphonyPosApiWeb.asmx</code>
RVC Number (RVC ID number)	Simphony FE and Simphony	Prompted only if you select Simphony First Edition or Simphony as the POS application to communicate with Suites. This is the Suites revenue center number (RVC ID value).

Field	POS Version	Description
Workstation ID	Simphony FE	This is the Workstation ID number of the POSAPI client (required for Simphony 1.6 sites only). To find the Workstation ID number in the EMC, select the property, and then click the Workstations module.
LSM WS	Simphony FE and Simphony	Enter the URL of the LSMWebService. For example, <code>https://ServerName:Port/SUITESSERVICE/ConfigLSMService.asmx</code> . Replace localhost with the server name and the port number.
Property ID	Simphony FE and Simphony	The Property ID is the location ID number of the Suites Location configured in the Suites database (System Setup à Location). This must have a Location ID value of 1. During installation, a default sample Suites property (with a Location ID = 1) is created in the Suites database.
(Optional) Interface	Simphony FE	Enter the record number for the Suites interface that you configured in the EMC Interfaces module. The default value is 1
(Optional) Bill TMED	Simphony FE	This is the Enter the object number of the Suites Billing Tender Media record for PMS (default value = 105).
(Optional) ST_PRT	Simphony FE	This is the service total Print key. The first value, ST, stands for the Touchscreen Key Type, which is 7 for a Tender Media key in the EMC, Touchscreen Design module. The second value, PRT, stands for the Print Check Service Total Tender Media record number used by the Suites revenue center. The default values are 7, 52.
(Optional) ST_NPRT	Simphony FE	This is the service total no print key. The first value, ST, stands for the Touchscreen Key Type, which is 7 for a Tender Media key in the EMC, Touchscreen Design module. The second value, NPRT, stands for the NO Print Check Service Total Tender Media record number used by the Suites revenue center. The default values is 7, 51.

7. Click **Next**.
8. On the LSMSimService Setup Wizard, click **Next**, and then change the default LSM SIM Service install folder to `<Drive Letter>:\MICROS\LES\Suites\Suites\LSMSimService`.
9. Click **Next**, and then click **Next** again to confirm the LSM SIM Service installation.
10. Click **Close** to exit the LSMSimService Setup Wizard once the installation completes.
11. Click **Finish** after the Suites Service installation completes.

5

Post-Installation Tasks

Personal Data Handling

Privacy and personal data management controls are available to help you respond to guest's inquiries in regard to their personal data storage and the ongoing data maintenance for your system.



NOTE:

- Upon performing an upgrade to Suites version 3.8.0 and under the latest personal data storage policy, you must manually enable the **Acknowledgement** checkbox for each existing owner and employee to keep them active in the system.
- If owners and employees are involved in an open active event or transaction, their personal data is not automatically removed by the system.

See the *Suites Management Users Guide* for more information about configuring and retaining personal data records.

Post Installation Security Setup

The Suites Management application and database has a default employee, employee role, and location pre-programmed in the system. You cannot delete the default location record. The best practice procedure is to rename the default Suites location by accessing the Suites Management website and to change the location name to that of the property.

Validating IIS Settings

The following steps confirm that 32-bit applications are enabled on the Suites Application Pool.

1. Open the **IIS Manager** and select **Application Pools**.
2. Right-click **Suites** and select **Advanced Settings**.
3. Verify that the Enable 32-Bit Applications setting is set to **True**.

Validating the Suites Settings

1. Open the **IIS Manager** and select **Application Pools**.
2. Right-click **Suites** and select **Basic Settings**.

3. Verify that the Suites settings are as follows:
 - **.NET Framework version:** .NET Framework version 4.7.1
 - **Managed pipeline mode:** Classic
 - **Start application pool immediately:** Ensure that this option is enabled.

Adding Network Service Access to the Suites Folder

To allow proper logging and access required in Suites Management, you must grant the NETWORK SERVICE user full permissions to the Suites folder. The Suites folder is located in the path specified during the installation process. Typically the path to the Suites folder is `<Drive Letter>:\MICROS\LES\Suites`.

1. Right-click the **Suites** folder, and then click **Properties**.
2. Click the **Security** tab, click **Edit**, and then click **Add**.
3. Enter NETWORK SERVICE in the **object names to select** pane and click **OK**.
4. Select the check box in the **Allow** column adjacent to **Full Control**, click **Apply** and **OK**.

Validating LSM Closed Check Client Settings

1. Browse to and open the `<Drive Letter>:\MICROS\LES\Suites\Suites\Utilities` file.
2. Validate that the following settings in the `LSMClosedCheckClient.exe.config` file are correct:

```
<add key="LocationId" value="1"/>
<add key="LSMClosedCheckServiceUrl"
value="http://localhost:8000/Suites/LSMWebService.asmx"/>
<add key="SimphonyTSWebServiceUrl"
value="http://localhost:8000/TSWebService/TSWebService_1_0.asmx"/>
<add key="WSId" value="80"/>
.
.
.
<add key="LSMRvcMaster" value="20"/>
.
.
.
```

- **LocationId:** Record number for the Suites property. You can find this value on the Location page under the System Setup portlet in Suites.
- **LSMClosedCheckServiceUrl:** URL for the Suites Management Service. Replace localhost:8000 with the Suites application server IP and port. You can find this URL on the System Parameters page under the System Setup portlet in Suites. For example,

```
https://HostName:8001/SUITES/LSMWebService.asmx"/.
```
- **SimphonyTSWebServiceUrl:** URL for Transaction Services. Replace localhost:8000 with the IP and port number of the workstation that will communicate with Suites. You can find this URL on the System Parameters page under the System Setup portlet in Suites. For example,

```
http://HostName:8080/EGateway/SimphonyPosApiWeb.asmx"/
```
- **WSId:** Workstation ID for the POSAPI client.
- **ClosedDays:** This setting controls the amount of time that Transaction Services returns checks. The configurable values are 0 for all checks or 2 for the current business date's checks. The default and recommended value is 2.
- **LSMRvcMaster:** Record number for the Suites revenue center. You can find the revenue center number from the RVC Configurations module in the Enterprise Management Console (EMC).

Mapping Tender Media Records to Suites

1. Browse to and open the `<Drive Letter>:\MICROS\LES\Suites\web.config` file.
2. For the value parameter of each tender type, enter the corresponding record number in the Tender Media module in Symphony FE or Symphony.

For example,

```
<add key="ServiceTotal" value="51" />
  <add key="Cash" value="2" />
  <add key="Visa" value="11" />
  <add key="Amex" value="14" />
  <add key="MasterCard" value="12" />
  <add key="Discover" value="13" />
  <add key="DinersClub" value="15" />
</appSettings>
```

3. Click **Save**.

Password Security

As a Suites Management post-installation step and prior to going live at the property, it is crucial to change the default user's password in order to comply with Payment Card Industry (PCI) Standards. When creating a strong password, it is highly recommended to use the following standards:

Suites Management's username and password configuration security is more stringent. Suites Management requires adhering to the following configuration parameters.

Suites Management Usernames

- Must not match or contain restricted text. For example, oracle, micros, suites, and admin or administrator.
- Must not match or contain your Suites Management logon password

Suites Management Passwords

- Must not contain the username's text
- Must contain an uppercase letter
- Must contain a lowercase letter
- Must contain a digit
- Must contain a special character. For example, #, |, \$, %, and spaces
- Must be between 8 and 20 characters in length

Include at least one character from at least three of the following classes: lowercase letters, uppercase letters, numerals, punctuation (for example, #, |, \$, %, and spaces).

Configuring the Browser to Trust the SSL Certificate

If you are using a self-signed certificate, when you try to access Suites for the first time, your browser could prevent you from accessing it with an untrusted certificate warning. To bypass this warning:

- If you are using Microsoft Internet Explorer, refer to the Microsoft TechNet Library at <https://technet.microsoft.com/en-us/> for instructions on installing a self-signed certificate as a Trusted Root Certificate Authority.
- If you are using Mozilla Firefox, refer to *Bypassing the warning under "This Connection is Untrusted" error message appears - What to do* help article in Mozilla Support at <https://support.mozilla.org/en-US/products/firefox>.
- If you are using Google Chrome, click **Proceed Anyway**.

Setting Up the Symphony First Edition (FE) Server

Validating ISL Script Settings

If Suites and Symphony FE are installed on the same server, during the initial Suites Service installation, four ISL files are copied to the following path:

```
<Drive Letter>:\MICROS\LES\Suites\Suites\SuitesSERVICE\SIMScripts
```

The path is configurable, but could change depending on the path entered when Installing Suites Services.

When upgrading Suites, any new ISL scripts are written to this path:

```
<Drive Letter>:\MICROS\LES\Suites\Suites\SuitesSERVICE\SIMScripts  
folder.
```

1. Browse to and open the <Drive Letter>:\MICROS\LES\Suites\Suites\SuitesSERVICE\SIMScripts folder.
2. Open the file named **SuiteEnv.isl**.
3. Change these lines in the Start user configuration section to match the information in the EMC and save the changes:

```
//-----  
// Start user configuration section  
//-----  
  
var LSM_INTFC : n3 = 1  
var LSM_RVC : n9 = 2
```

Obtain the LSM_INTFC number by looking in the Interfaces tab in the RVC Parameters module. Enter the position to which the Suites interface is assigned. For example, if the Suites interface is assigned to interface #2, update the line to var LSM_INTFC : n3 = 2

Obtain the LSM_RVC number by looking in the RVC Configuration module on the property level in the EMC. This field requires the RVC object number. For example, if the object number for the Suites revenue center is 404, update the line to `var LSM_RVC : n9 = 404`

4. Validate that the following lines in the SuiteMgt.isl file are correct. If the workstations at the site are Win32 clients, you must update the paths to reflect the proper location for the directories.

Example: %AppRoot%POSClient\sim is the directory for the var custom_dir.

```
//-----
// Start user configuration section
//-----

var LSM_INTFC : n3 = 1
var LSM_RVC : n9 = 2

var micros_drv : a3 = "M "
var custom_dir : a100 = "CF\POSClient\sim"
var import_dir : a100 = "CF\POSClient\sim"
var log_dir : a100 = "CF\POSClient\log"
var bin_dir : a100 = "CF\POSClient\bin"
var AlphaTouch : n3 = 64

//-----
// New log directory 4 Symphony
//-----

var log_dir_symphony : a100 = "CF\POSClient\log"
```

5. Browse to <Drive Letter>:\MICROS\Simphony\EGatewayService\CAL\WS5A\Packages.

For this example, we are creating the folder for a CE WS5a. This may differ depending on the workstation model that is being used at the site.

6. Create a Suites folder.
7. Copy the files from <Drive Letter>:\MICROS\LES\Suites\Suites\SuitesSERVICE\SIMScripts folder and paste them in the Suites folder <Drive Letter>:\MICROS\Simphony\EGatewayService\CAL\WS5A\Packages\Suites.
8. Create a setup.dat file for this folder. Continuing with the CE example, the Setup.dat should look like this:

```
NAME,Suites,
VERSION,1.6.2.2,
TRANSFERFILE,SuiteMgt.isl,\CF\POSClient\sim\SuiteMgt.isl,
TRANSFERFILE,SuiteMgtPrt.isl,\CF\POSClient\sim\SuiteMgtPrt.isl,
,
TRANSFERFILE,SuiteMgtScreen.isl,\CF\POSClient\sim\SuiteMgtScreen.isl
```

Creating Suites CAL Packages on the Server

You must create CAL Packages on the Symphony FE application server to download the Suites ISL files to each workstation in the Suites revenue center.

1. Copy the following files from the <Drive Letter>:\MICROS\LES\Suites\Suites\SuitesSERVICE\SIMScripts folder:
 - SuiteEnv.isl
 - SuiteMgt.isl
 - SuiteMgtPrt.isl
 - SuiteMgtScreen.isl
2. Create a CAL Package for each workstation type the site is using (for example, WS5, WS5A, KW270) in each workstation directory on the server. Create the CAL packages at the following location:

```
<Drive
Letter>:\MICROS\Symphony\EGatewayService\CAL\Workstation
Type\Packages
```

For example, if the workstations in use at the site are WS5, the path is <Drive Letter>:\MICROS\Symphony\EGatewayService\CAL\WS5\Packages

3. In each directory, create a folder called **Suites**. Copy the ISL files listed above to the newly created Suites folder.
4. Copy the **setup.dat** file included with the installation to the Suites CAL Package folder.
5. Modify the setup.dat to read as follows for CE workstations:

```
NAME, Suites,
VERSION, 1. 6. 2. 1,
TRANSFERFILE, SuiteEnv. isl, \CF\POSClient\sim\SuiteEnv. isl
TRANSFERFILE, SuiteMgt. isl, \CF\POSClient\sim\SuiteMgt. isl,
TRANSFERFILE, SuiteMgtPrt. isl, \CF\POSClient\sim\SuiteMgtPrt. isl,
TRANSFERFILE, SuiteMgtScreen. isl, \CF\POSClient\sim\SuiteMgtScreen. isl
```

6. Modify the setup.dat for Win32 clients to read as follows:

```
NAME, Suites,
VERSION, 1. 6. 2. 1,
TRANSFERFILE, SuiteEnv. isl, %AppRoot%POSClient\sim\SuiteEnv. isl
TRANSFERFILE, SuiteMgt. isl, %AppRoot%POSClient\sim\SuiteMgt. isl,
TRANSFERFILE, SuiteMgtPrt. isl, %AppRoot%POSClient\sim\SuiteMgtPrt. isl,
TRANSFERFILE, SuiteMgtScreen. isl,
%AppRoot%POSClient\sim\SuiteMgtScreen. isl
```

7. Modify the setup.dat to read as follows for mTablet workstations:

```
NAME, Suites,
VERSION, 1. 6. 2. 1,
TRANSFERFILE, SuiteEnv. isl, \STORE\POSClient\sim\SuiteEnv. isl
TRANSFERFILE, SuiteMgt. isl, \STORE\POSClient\sim\SuiteMgt. isl,
TRANSFERFILE, SuiteMgtPrt. isl, \STORE\POSClient\sim\SuiteMgtPrt. isl,
TRANSFERFILE, SuiteMgtScreen. isl, \STORE\POSClient\sim\SuiteMgtScreen. i
sl
```

8. **Save** the changes.

Configuring Symphony FE and Symphony

The *POS Application Configuration* chapter in the *Oracle Hospitality Suites Management User Guide* provides instructions for configuring Symphony First Edition and Symphony for interfacing with Suites Management.

6

Upgrading Suites Management

1. Make sure that your Suites application and database servers meet the requirements listed in Pre-Installation Tasks.
2. Download the Suites Management version 3.8.0 installation files from the Oracle Technology Network (OTN) website at <https://edelivery.oracle.com/> and place it on the computer designated as the Suites Management application server.
3. Double-click the **SuitesSetup.exe** file to begin the installation, and then click **Next**.
4. Click **Install** if prompted to install Microsoft .NET Framework 4.7.1 and Microsoft Visual C++ 2017 Redistributable, and then follow the instructions on screen.
5. Enter the Database Server information.

The **Database server that you are installing to** is the server name or IP address of the computer running the Microsoft SQL Server where the Suites Management database resides. If you are installing Suites in an all-in-one environment, the database name can remain **(local)** or **local host**.

6. Select a connection method.
7. If you selected **SQL Server authentication....**, enter a **Login ID** and **Password**.
8. Click **Next** to begin the upgrade.
9. Enter the SQL Server Symmetric Key Password (used for the creation of the Transparent Data Encryption (TDE) Master Key) and then click **Next**.
10. Click **Finish** once the upgrade completes.
11. From the POS application server, double-click **SuitesServiceSetup.exe** to begin the installation, and then click **Next**.
12. Select **Simphony** or **Simphony First Edition** to identify the POS application communicating with Suites, and then click **Next**.
13. Click **Next** to begin the upgrade.
14. Click **Yes** when prompted to install a newer version of the LSMWin Service.
15. Click **Next** on the LSMWin Service Setup Wizard.
16. Change the default LSM SIM Service install folder to `<Drive Letter>:\Micros\LES\Suites\Suites\LSMSimService`.
17. Click **Next**, and then click **Next** again to start the LSMWin Service installation.
18. Click **Close** once the LSMWin service installation completes.
19. Enter the property ID number of the Simphony or Simphony FE property that connects with Suites.

This is used for Transaction Service (TS) communications. You can find the property ID in the Properties module in the EMC.

20. Click **Finish**.
21. If you have the Suites Service installed on a sever separate from the Suites Management application, perform the following:
 - a. Log on to Suites Management.
 - b. On the Suites Management home page, click **System Setup**, and then click **System Parameters**.
 - c. Scroll down to the POS Settings section, and then in the **URL for Config. Web Service** field, enter the host name or IP address and the port number for the Suites application server. For example,

`https://192.168.1.1:8001/SUITESSERVICE/ConfigLSMService.aspx.`
 - d. Click **Save**.

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Uninstalling Suites Management

To remove Suites completely from your server, use the Add or Remove feature in the Control Panel and uninstall **MICROS Suites Management** and **MICROS Suites Service**. For more information on uninstalling programs on Microsoft Windows servers, refer to Microsoft Support at <https://support.microsoft.com/en-in>.

8

Troubleshooting

This section describes common problems you might encounter when installing Suites version 3.8.0 and explains how to solve them.

Troubleshooting Symphony

POS Client Shows an Error after Entering Suite Number

If you receive the error message **Error when sending messages to the POS computer** after you enter a suite number and press **OK**, make sure that:

- The Interface Service Host (the service host selected on the Interface module Service Host tab in the EMC) is able to access the LSMWinService running on the specified TCP Host Name and TCP Port. You can check the connection using telnet.
- The POS client is able to access the Interface Service Host by entering the Service Host EGateway URL in a web browser or by using App Ping in the Services tool on the Support | Network section of the PMC. In the PMC look for *Intfc* listed as a service on the correct Service Host ID (far left column)