

Oracle® Hospitality Hotel Property Interface Installation Guide



Release 8.13
E99832-02
February 2021



Oracle Hospitality Hotel Property Interface Installation Guide Release 8.13

E99832-02

Copyright ©, 2021, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

1	Pre-installation steps	1-1
	System Requirements	1-1
	Hardware Requirements	1-2
	Software Requirements	1-2
	Integrating with Oracle Hospitality Suite8 Property Management System	1-3
	Integrating with Oracle Hospitality OPERA Property Management System	1-3
	Memory Requirements	1-3
2	Installing the Software	2-1
3	Uninstalling the Software	3-1

Preface

The Oracle Hospitality Hotel Property Interface (IFC8) connects third-party systems to the Oracle Hospitality Suite8 and Oracle Hospitality OPERA Property Management Systems.

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

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

Purpose

This guide explains how to install and uninstall the HGBU Hotel Property Interface product

Audience

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

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at

<http://docs.oracle.com/en/industries/hospitality/>

Table 1 Revision History

Date	Description
February 2021	<ul style="list-style-type: none"><li data-bbox="922 449 1154 478">• Initial Publication

1

Pre-installation steps

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

System Requirements

You can install the Hotel Property Interface on the following Windows Operating Systems:

Table 2 - Operating System Requirements

Operating System	Microsoft .NET Framework
Windows 10 Professional 64 bit	.NET4.7.2 required
Windows Server 2012 R2 64 bit	.NET 4.7.2 required ¹
Windows Server 2016 64 bit	.NET4.7.2 required
Windows Server 2019 64 bit	.NET4.7.2 required

¹ For Windows Server 2012 R2 the following Microsoft Patch must be installed to install .NET Framework 4.7.2 properly:
Microsoft .NET Framework 4.7.2 for Windows Server 2012 R2 for x64 (KB4054566)
<https://www.catalog.update.microsoft.com/Search.aspx?q=KB4054566>

 **NOTE:**

Windows 7 professional is currently still supported for existing installations. Due to Microsoft's End of Support as of January 2020 it is not recommended to install IFC8 versions on this OS. Oracle recommends to install Windows 10.

Hardware Requirements

The following table contains the minimum hardware requirements.

Table 3 Hardware Requirements

Hardware Requirement	Description
Processor	Pentium Core 2 (2.8 GHz)
RAM	4 to 6 GB recommended with a minimum of 3 GB
Hard disk	250 GB without drive partitioning / 50 GB free for Hotel Property Interface application & OPERA IFC Controller Service
Monitor	1024 x 768 VGA
Keyboard	Standard
Network card	100/1000
Serial ports	The serial port connections depend on the connecting vendor system or interface. You must verify the connecting system requirements. You can use onboard, USB to Serial port, or box connections.

Software Requirements

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

This release supports the following Oracle Hospitality Property Management Systems:

- Oracle Hospitality Suite8 release 8.10 and higher
- Oracle Hospitality OPERA Property Management System release 5.0.3. and higher

Integrating with Oracle Hospitality Suite8 Property Management System

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

- Oracle Hospitality Suite8.10 client or higher
- Microsoft .NET 4.7.2 Framework or higher
- Oracle clients 32 bit as follow:

Table 4 – Oracle Client versions

Windows Operating System	Oracle Client version
Windows 10	Oracle Client 12.1.2.0 32 bit or higher
Windows Server 2012 R2 64 bit	Oracle Client 12.1.2.0 32 bit or higher
Windows Server 2016 64 bit	Oracle Client 12.2.0.1.0 32 bit or higher
Windows Server 2019 64 bit	Oracle Client 19.3.0.0.0 32 bit or higher

Integrating with Oracle Hospitality OPERA Property Management System

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

- Microsoft .NET 4.7.2 Framework or higher must be installed and actively running.
- When connecting with Oracle Hospitality OPERA Property Management System you must install the Oracle Hospitality OPERA IFC Controller.

Memory Requirements

The following table contains the memory requirements for the software.

Table 5 – Memory Requirements by used software

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

100 MB

OPERA IFC Controller

2

Installing the Software

Complete the following steps to install the Hotel Property Interface.

1. Go to the `IFc8-installer.exe` file and right-click to select **Run as Administrator** to execute the installer.
2. On the install wizard, select to install the Hotel Property Interface for Suite8 or OPERA and then select **Next**.
3. Browse and select the drive location to install the interface and select **Next**.
4. For example, to install the IFC8 files in the following location:

`C:\fidelio\ifc8`

`C:\fidelio\programs`

5. Select the Install option.
6. Select **Finish** to close the wizard, then you can find the files in the following folders:

`C:\fidelio\ifc8`

`C:\fidelio\programs`

3

Uninstalling the Software

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

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

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

Follow these steps to uninstall the Hotel Property Interface:

- Close all Hotel Property Interface instances.
- Close all Suite8 Hotel Property Management clients.
- Close all Suite8 Fidelio Server instances.

To initiate the uninstall you can:

- Right-click the IFC8-installer.exe and select the Run as Administrator option to run the wizard.

Or go to the Microsoft Windows Control Panel to uninstall the Hotel Property Interface application.

- On the wizard, select the Remove option and select Next.
- Select Yes, to confirm uninstall.