Oracle® Payment Interface

Oracle Hospitality Simphony OGDH Installation Guide

Release 19.1
F14992-02
March 2022

ORACLE®

Oracle Payment Interface Oracle Hospitality Simphony OGDH Installation Guide, Release 19.1

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Contents

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Preface

Purpose

This document describes the following steps to install the ORACLE Gateway Device Handler (OGDH) and the Oracle Payment Interface (OPI) including:

- Installing OGDH

- Upgrading OGDH

- Installing OPI

- Upgrading OPI

- POS configuration for OPI using OGDH

- Middleware mode versus Terminal mode

- Pay at Table

The *Oracle Payment Interface Simphony Native Driver* and *OPI 19.1 Installation Guide* contains more information.

Audience

This document is intended for installers and system administrators of OPI and OGDH.

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

Product documentation is available on the Oracle Help Center at
http://docs.oracle.com/en/industries/hospitality/

Revision History

Date	Description of Change
February 2019	Initial publication.
March 2019	- Updated formatting and cover page with new template.

Date	Description of Change
	• Updated details for tender mapping in Chapter 4 Installing the OGDH Driver. • Added Chapter 8 Not Supported Functionality.
July 2019	Updated security bugs in few chapters
March 2022	• Updated content in Pre-Installation chapter • Added Uninstalling prior OPI versions section

1

Pre-Installation

Before You Start the Installation

Consider the following guidelines before installing Oracle Payment Interface (OPI):

IF UPGRADING OPI, YOU MUST READ THE UPGRADING THE OPI SECTION FIRST.

- Verify with the merchant to set up table service (TSR) or quick service (QSR), or both. QSR does not support tips.

- Verify with the merchant if activating the Refund functionality, the merchant must control the privilege for this function.

- Verify with the merchant if they offer a guest the option to get cash back with their purchase, then activate the Sale&Cash option. This is only available for QSR.

- OPI requires at least 6 GB of free disk space.

- You can upgrade from OPI 6.2 to OPI 19.1

- You can upgrade from OGDH 6.2 to OGDH 19.1

- Only RES 5.5 MR1 or later supports the native driver solution.

- You must install the CaOPI credit card driver.

- There is no Oracle Gateway Device Handler (OGDH) installation with the native driver solution.

- You can upgrade from OPI 6.1 (6.1.0.9) and higher to OPI 6.2

- You can upgrade from MGDH 6.1 (6.1.0.9) and higher to OGDH 6.2

- You must install both OGDH and OPI as a System Administrator.

- It is required to use JRE 8U131 or above build of JRE8 for OGDH installation.

- Confirm Java Platform, Standard Edition Runtime Environment (JRE) version 1.8.152 or higher but below 1.9 is installed on the computer where OGDH and OPI are installed.

- You will be asked to enter the MICROS database user name and password if you install the OGDH on Simphony Server.

During the installation, confirm the following:

- Merchant ID's

- Receipt "Header" and "Trailer" details

- Tender Media numbers for each card type

- IP address of the OPI Server

- If there is an existing database installed, the root password is required

- Workstation IDs and IPs that integrate with the PIN pad

Uninstalling Prior OPI/MPG Versions

1. Run POSEOD and verify all previous transactions have been batched and approved in transaction.log.

2. Uninstall MPG/OPI through the Microsoft Windows Control Panel.

3. If no other applications use the database, uninstall MySQL through the Microsoft Windows Control Panel.

4. Uninstall MySQL community through the Microsoft Windows Control Panel.

5. Rename the C:\ProgramData\MySQL folder to MySQL_Old.

6. If you cannot see the ProgramData folder, you may need to configure the Windows Explorer folder options to show the hidden folders.

7. Restart the server.

> **NOTE:**
>
> It is not recommended to leave a MySQL database from prior to OPI 6.1 in place. It should be un-installed and a newer MySQL database installed for OPI 19.1.

2
Network Considerations

Consider the following points for the network:

- OPI listens on the TCP port 5098 by default for incoming messages from OGDH. This port must be open internally on the merchant's network.

- OPI listens on the network on TCP port 8992 by default for incoming messages from PinPad for Pay at Table. Confirm that this port is open internally on the merchant's network.

- The port for the PSP depends the partner. Confirm with the partner and confirm that the corresponding port is open.

3
Configuring the Simphony Server

Configuring Service Charge

If the merchant uses the cash back option, you can add a new service charge named **Cashback**, and the Service Charge for OPI tenders uses the same option as the open amount service charge. If the merchant does not activate the **SaleCash** function, you can skip this step.

Same with the "GC Cashout".
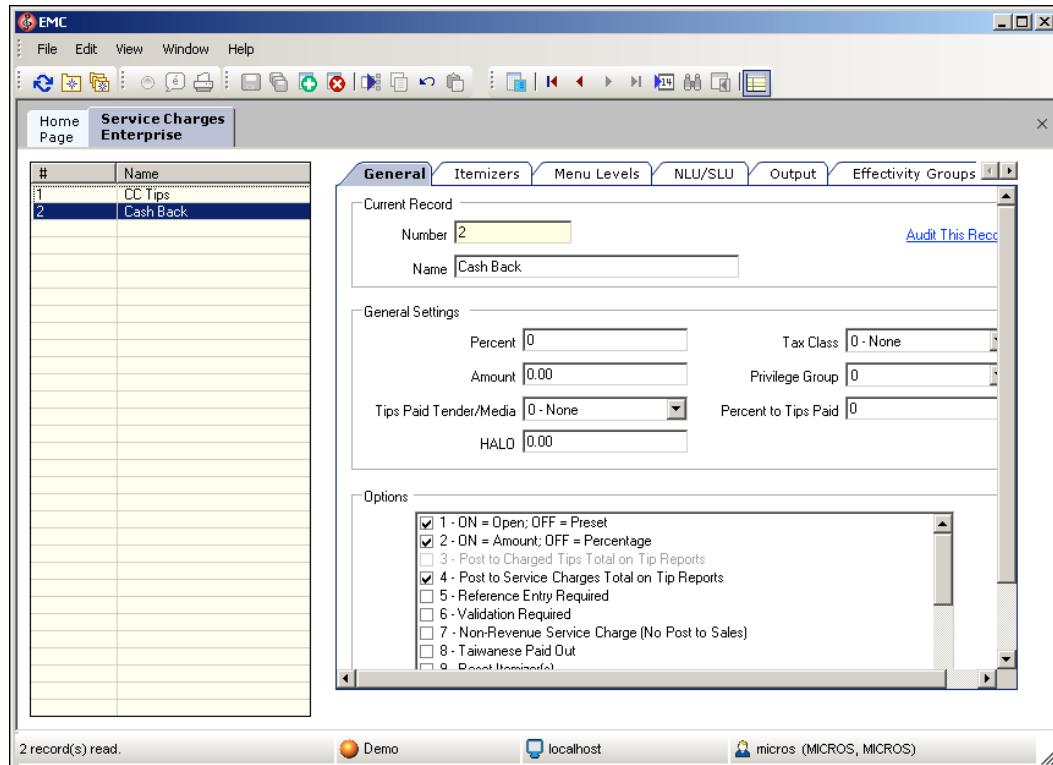
Configuring Tender Options

Configure the following options for the credit/debit tenders.

1. Select the Enterprise or property, click **Configuration**, and then click **Tender/Media**.

2. Click the **Options** tab, and then select the **Interface Options** subtab.

3. Select **ON=PMS** and **Credit Card use 19 Digit Acct Number; OFF=16 Digits**.

To configure the credit card options:

1. Click the **Credit Card Options** subtab.

2. Deselect all options except **No Credit Card Length Check**, and remove the floor limit/preambles list.

To configure the Ops options:

1. Click the Ops Behavior subtab, and then select the following options:

• Assume Paid in Full

• Reference Entry Required

2. Deselect the following options:

• Mask Account Number

• Encrypt Tender/Media Reference Entry

3. Link the tender to **Service Charge** for TSR environments.

4. Add the debit and Gift Card tender option the same way you would for normal credit card tenders.

5. If the merchant activates the **SaleCash** function, add a new tender SaleCash option the same way as a normal credit card tender. Otherwise, skip this step. SaleCash works only in a QSR environment.

    QSR can share the same tender with TSR that has **Service Charge** linked.

Menu Item Configuration

Two open menu items need to be created for the Gift Card activate transaction and the Gift Card reload transaction.

GC Activate menu item:

• Menu Item class name   - "GC Open Item"

• Menu Item name   - "GC Activate"

GC Topup menu item:

• Menu Item class name   - "GC Open Item"

• Menu Item name   - "GC Topup

Menu Item Class "GC Open Item"

Set up the following for the menu item class:

1. Menu Item class name - "GC Open Item"

2. Reference required

3. Open-priced Menu Items

Configuring RVC Mode

1. Select the revenue center, click **Setup**, and then click **RVC Parameters**.

2. Click the **Options** tab.

3. If the RVC uses QSR mode, select **Do Not Prompt for Tips (No Overtendering if Charge Tip is Required)**. If using the TSR mode, do not select this option.

Configuring the Employees

1. Go to the **Employee Classes** tab, and then select the **Cashier** class, for example.

2. Select the **ISL Employee Option #4** option to define the employee class that can process the refund.
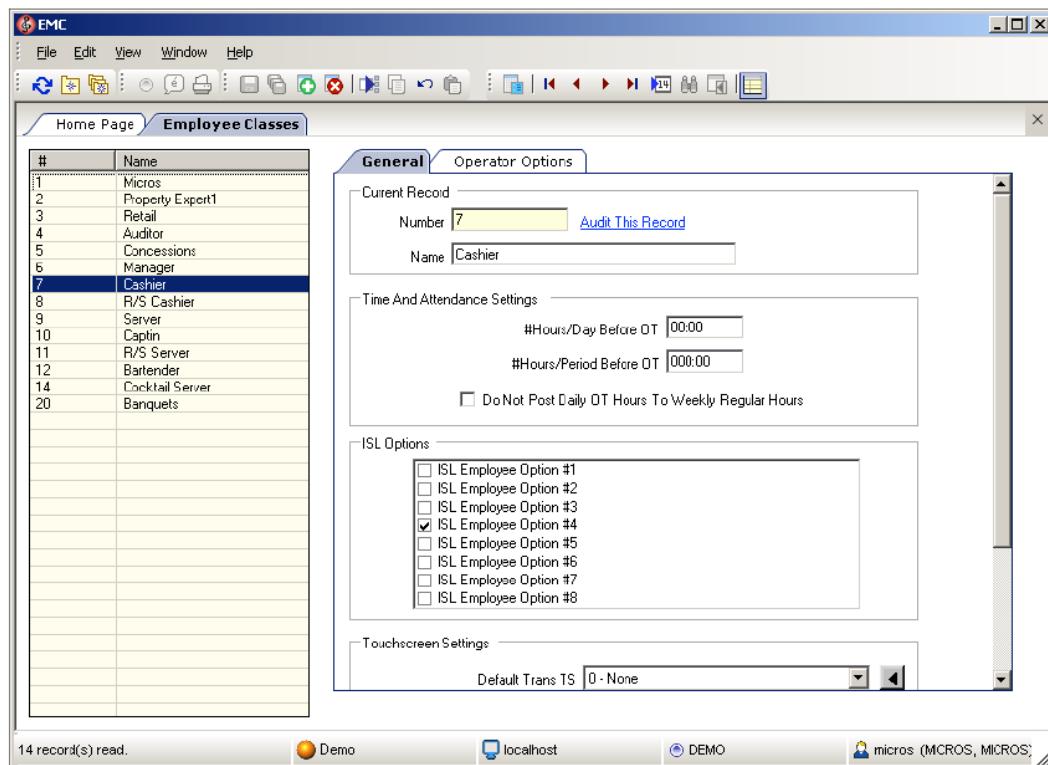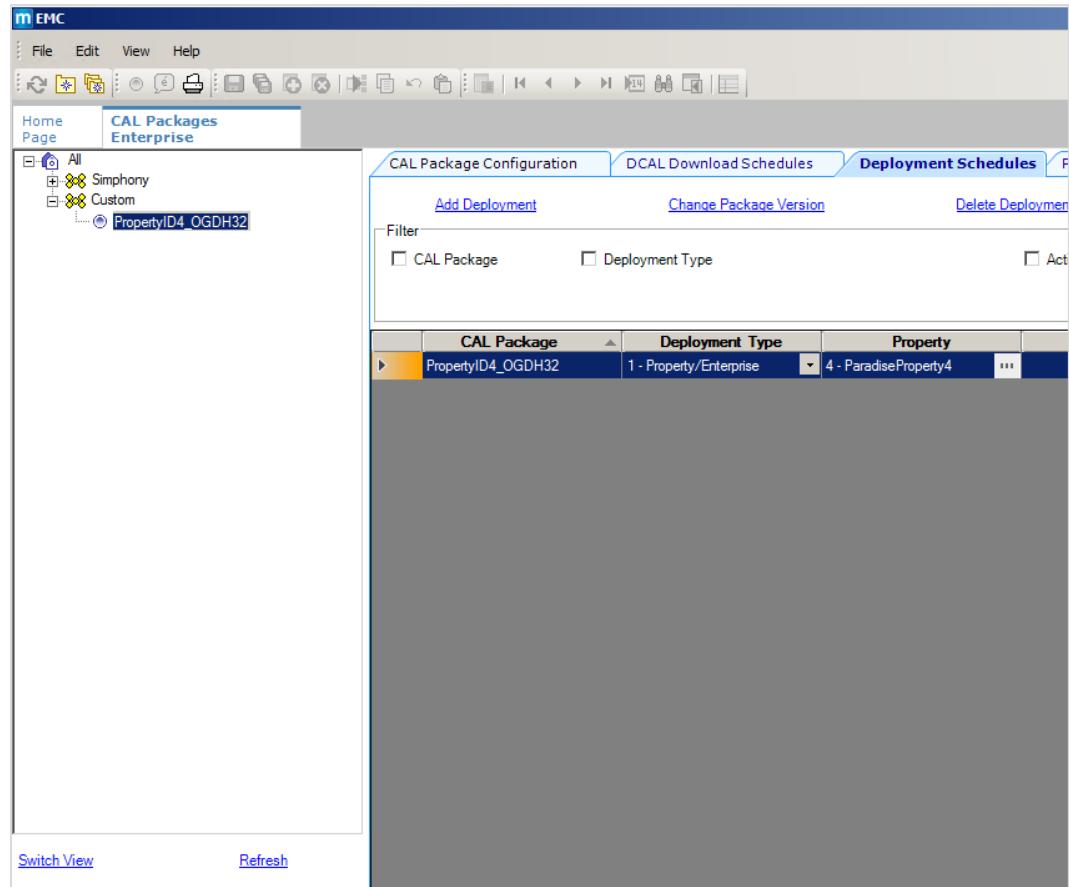

Adding a Custom CAL Package

1. In the CAL Packages module, add a new Custom CAL package for the Microsoft Win 32 client, and then import the files from the following location after OGDH is installed:
   `MICROS\Simphony\EgatewayService\CAL\Win32\Packages`

   Typically Simphony v2 only uses Microsoft Win32 workstations.

2. Add deployments for the proper level or specific server.

Adding an Extension Application

1. Select the proper level to add OGDH Extension Application.

Key	Description
1	Pms7.isl
2	OGDH.tra
3	OPI.inc

2. For pms7.isl, please enable "Main SIM Content" in "Option Bits".

Designing the Touch Screen

Confirm with the Oracle Consulting Team, and then add the following buttons on the payment screen in the proper level if needed. Set the Type to Function and link to **Sim Inquire**.

TSR Payment Screen

Field	Value
CC PAY	Arguments|OGDH:2
CC REFUND	Arguments|OGDH:4
CC AUTH	Arguments|OGDH:8
CC FINAL	Arguments|OGDH:9
TAB AUTH	Arguments|OGDH:12
BALANCE INQUIRY	Arguments|OGDH:14
CC REPRINT	Arguments|OGDH:7
CC REPOST	Arguments|OGDH:16
MANUAL AUTH	Arguments|OGDH:15
REFUND MANUAL	Arguments|OGDH:11
MOTO AUTH	Arguments|OGDH:20
GC FUNCTION	Arguments|OGDH:10

QSR Payment Screen

Field	Value
QSR SALE	Arguments|OGDH:2
SALE CASH	Arguments|OGDH:4
CC REFUND	Arguments|OGDH:8
BALANCE INQUIRY	Arguments|OGDH:9
CC REPRINT	Arguments|OGDH:12
CC REPOST	Arguments|OGDH:14
REFUND MANUAL	Arguments|OGDH:7
MOTO SALE	
GC FUNCTION	

OPI shares the VOID touchscreen key with the Simphony POS. The VOID key allows you to:
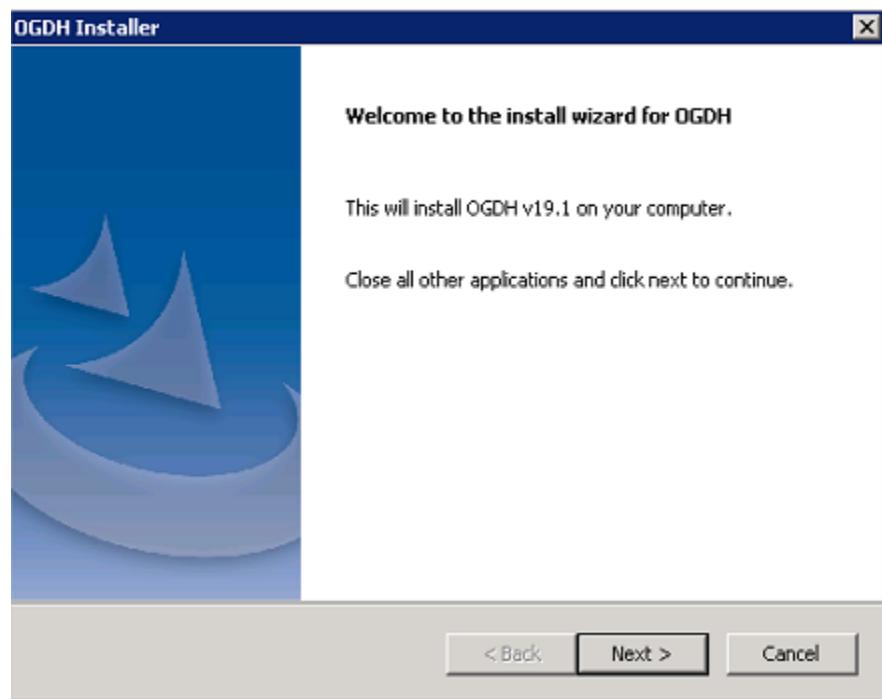
- Void the transaction
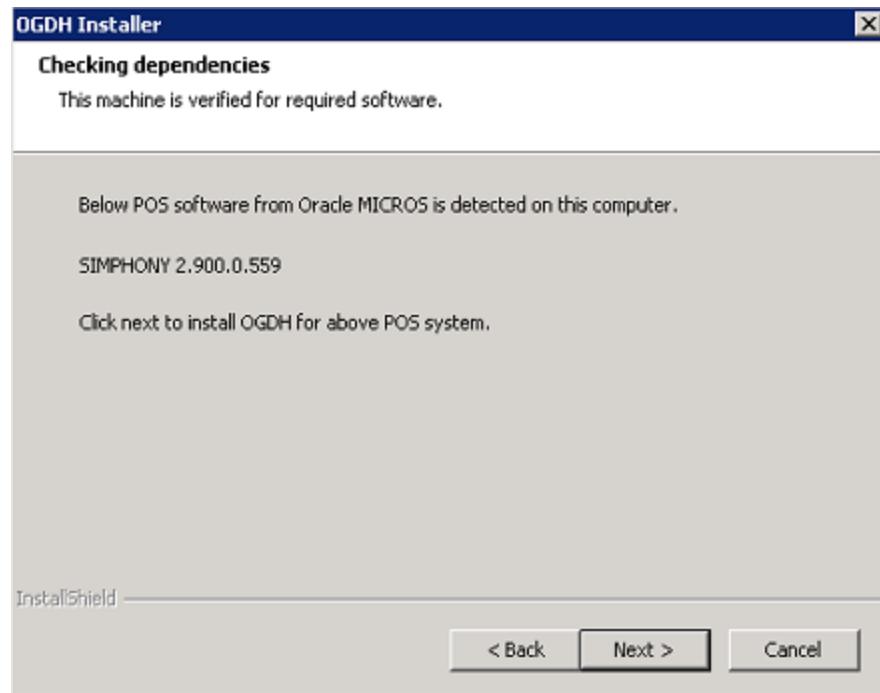
- Tips Adjust (for TSR only)

4
Installing the OGDH Driver
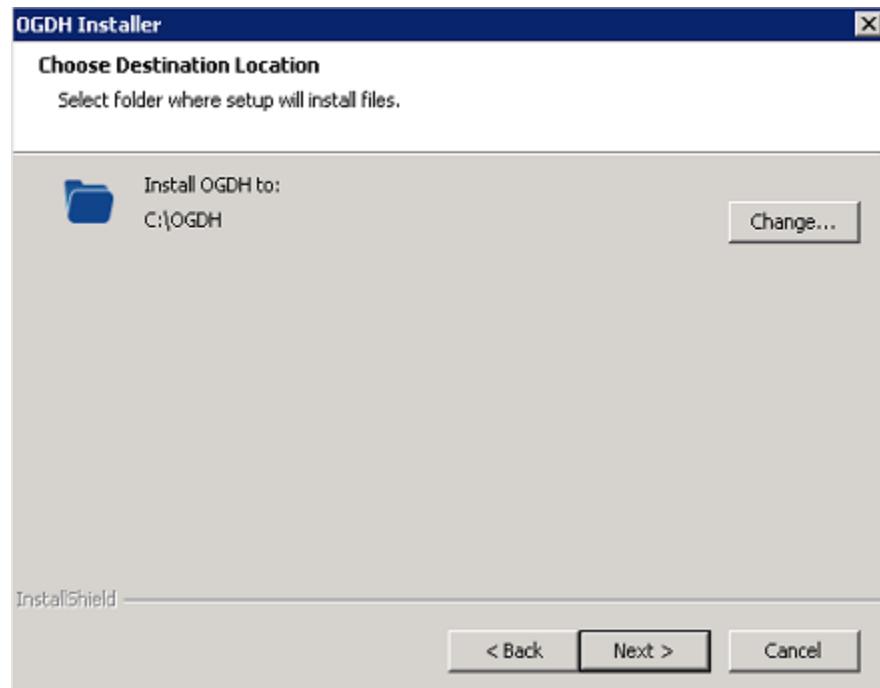
Installing OGDH on the Simphony Server

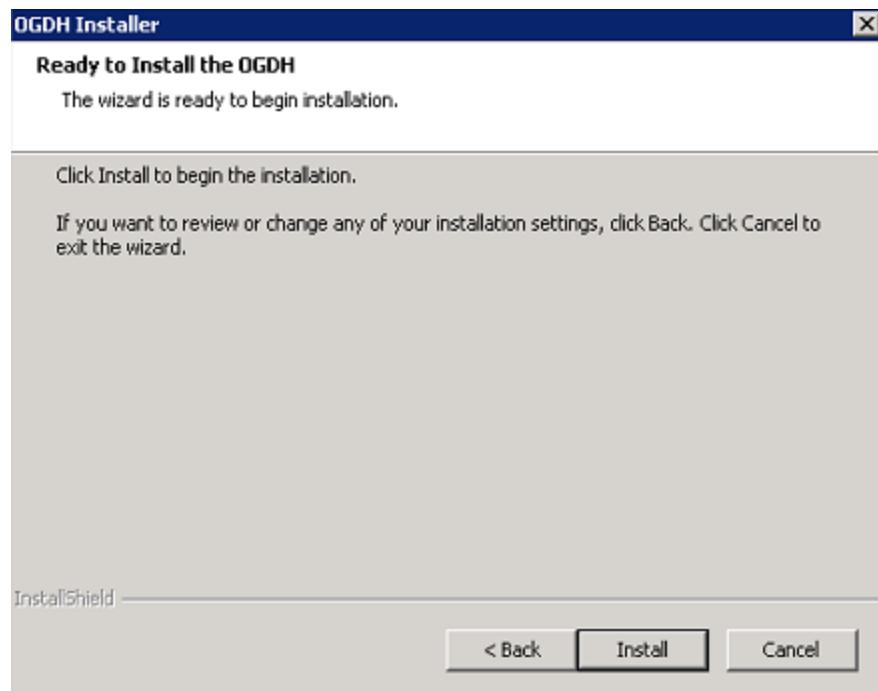1. Double-click the OGDH installer to begin the installation, and then in the Setup Wizard click **Next**.

2. On the OGDH installer check dependencies screen, click **Next**.

OGDH Installer

Checking dependencies

This machine is verified for required software.

Below POS software from Oracle MICROS is detected on this computer.

SIMPHONY 2.900.0.559

Click next to install OGDH for above POS system.

InstallShield

< Back   Next >   Cancel

3. Click **Change**, select the location to install OGDH, and then click **Next**.

OGDH Installer

Choose Destination Location

Select folder where setup will install files.

Install OGDH to:
C:\OGDH

Change...

InstallShield

< Back   Next >   Cancel

4. Click **Install** to begin the installation.

5. Enter your database information, and then click **Next**.
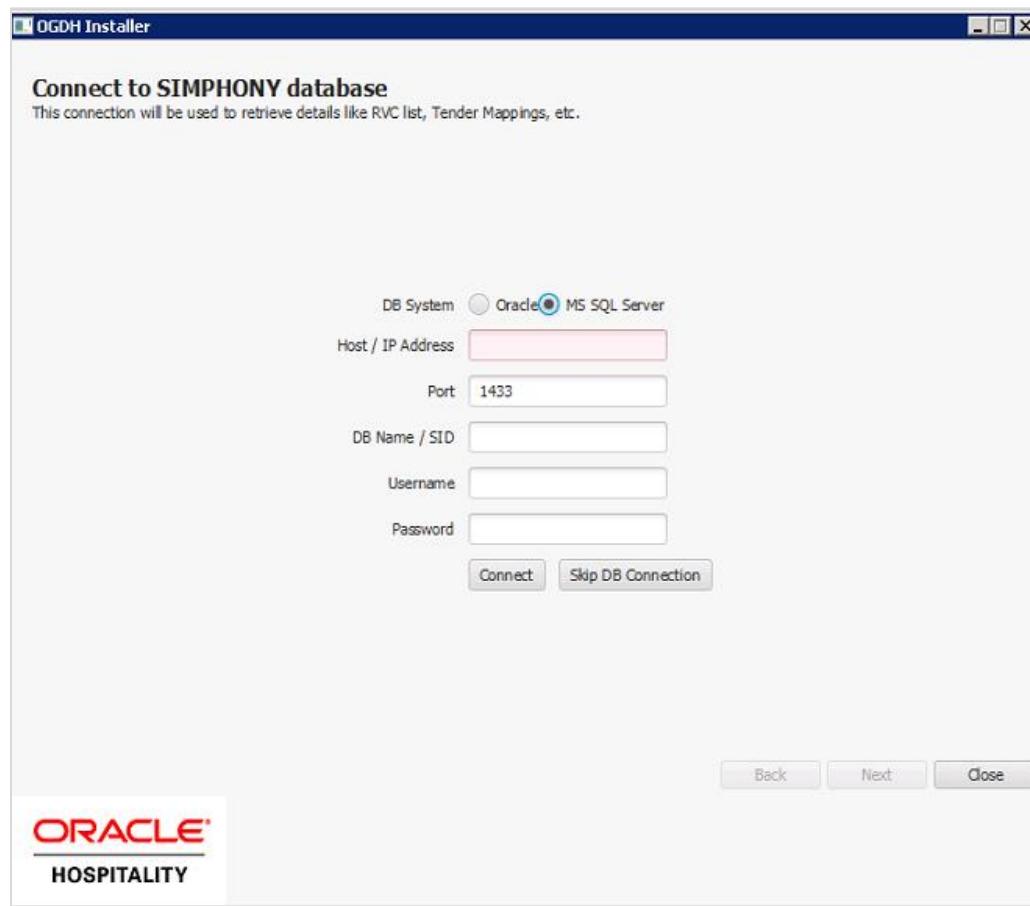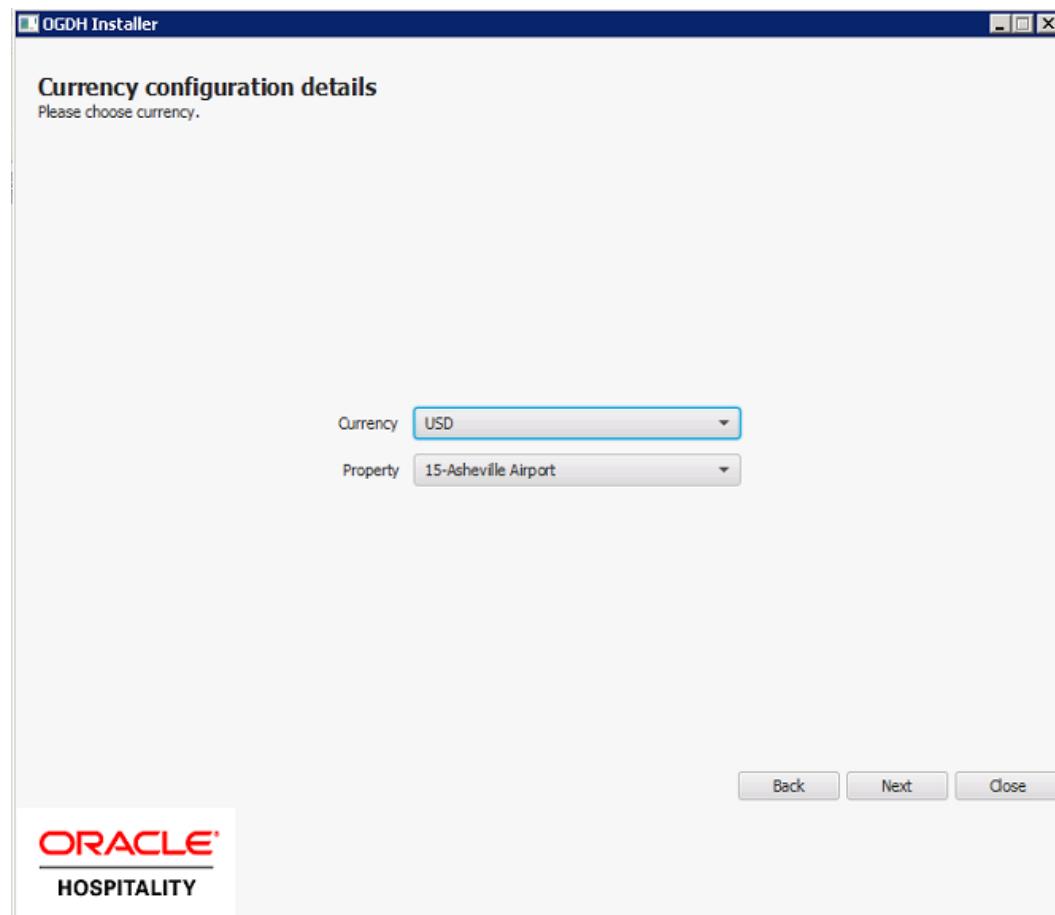
| Field	Value
Database Type	DB type
DB Server	DB IP
Database Name	DB Name
Port	DB port
Username	DB user
Password	DB user password

6. Once you get the connection to Simphony database, click **Next** to continue.
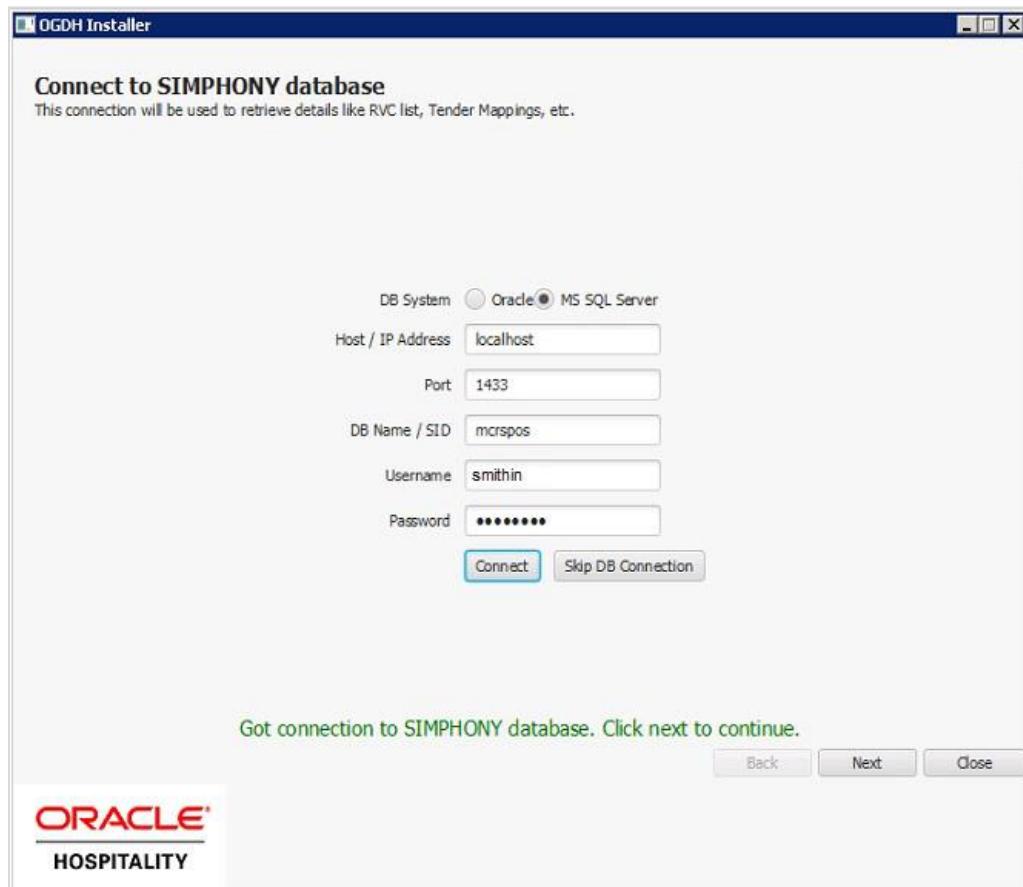
7. Select the **Currency** and **Property**, and then select **Next**.

8. Enter the **Device Merchant ID**, select the **Mode** for the revenue centers under the property, Select **TSR** for Table Service, or select **QSR** for Quick Service (which enables the no tip option).
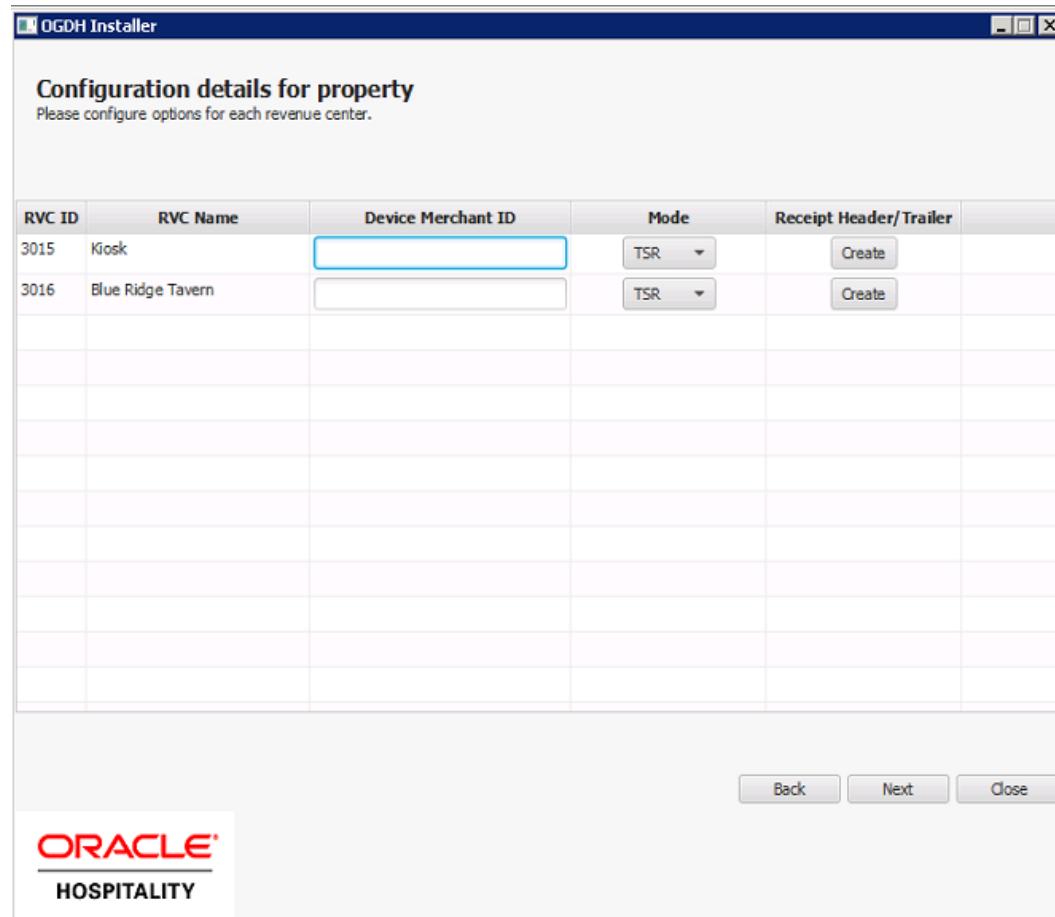
9. Create Receipt Header and Trailer information if needed.

10. Click **Next**. Match each tender with the card type.
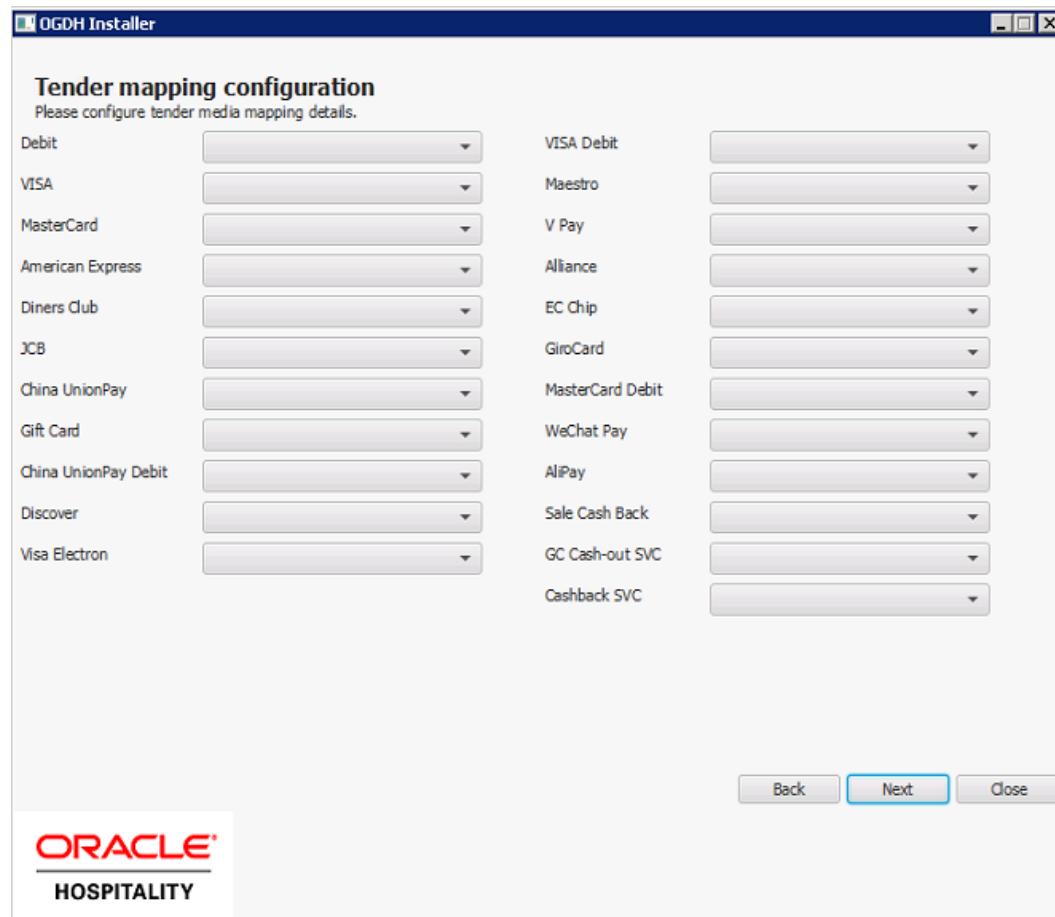
11. Enter the Cashback service charge number for **Cashback SVC** and **GC cash-out SVC**. If the tenders are not used, skip this step.

12. Click **Next**.

13. Select **Enable extra tenders** check box first and then configure Extra Tender mapping if the extra tender is needed.
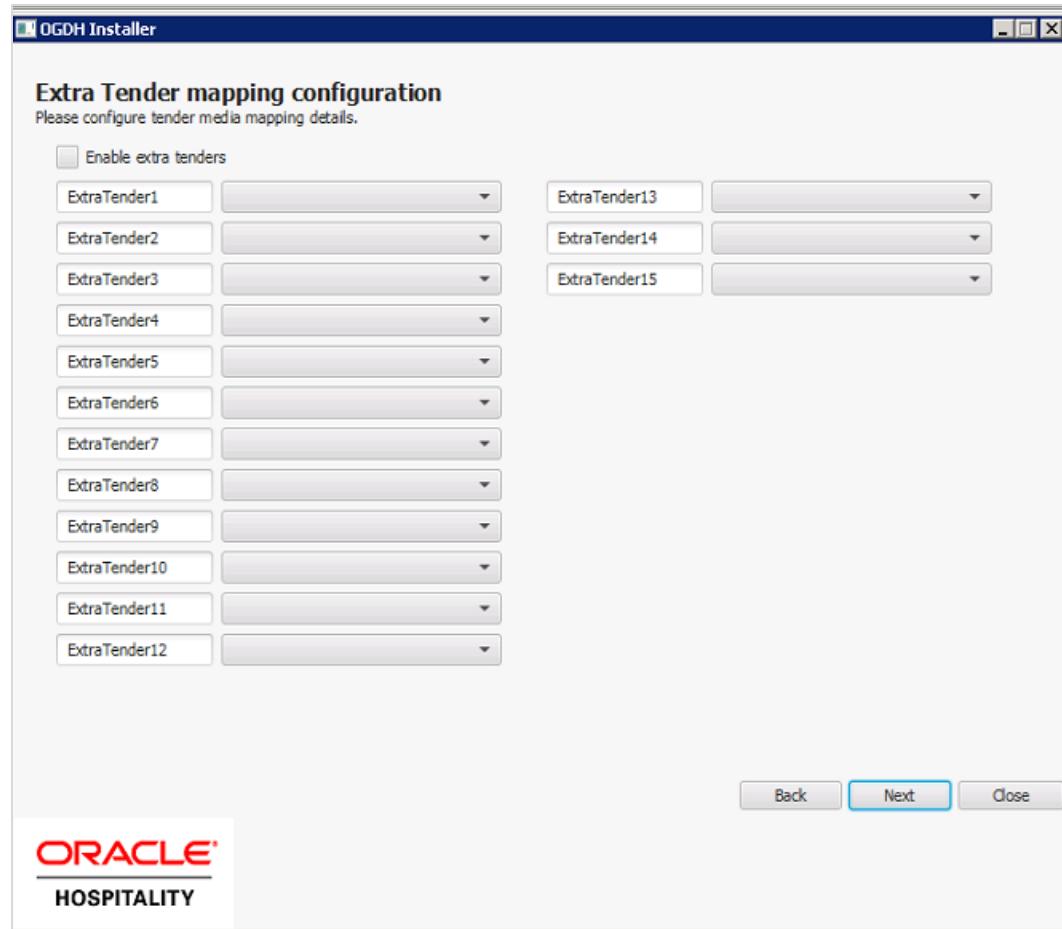
14. Configure Transaction configuration details, and then click **Next**.
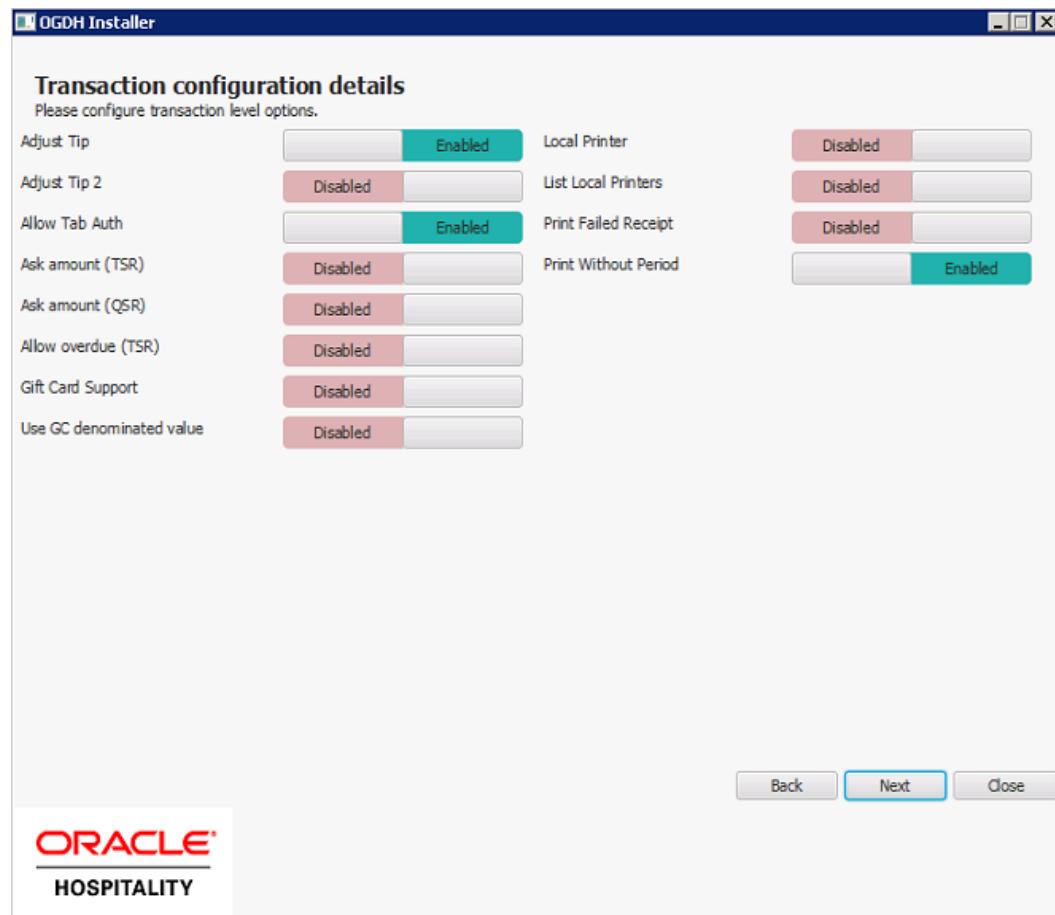
NOTE:

Gift Card Support option should be enabled or left disabled while configuring transaction details. Following are the GC related configuration settings:

OPI.inc variable:

EnableGCFunction = True/False

Additional GC variables:

EnableGCActivate = True/False

FixAmountGCActivate = True/False
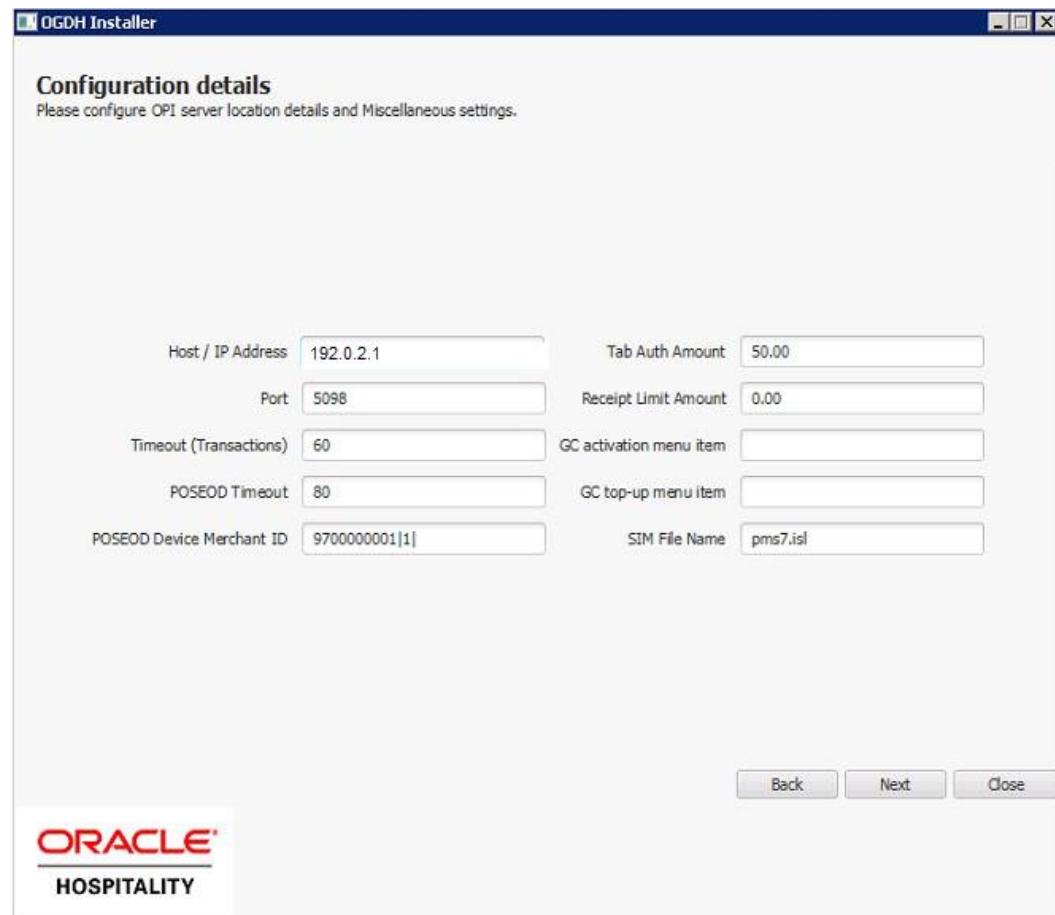
EnableGCTopup = True/False
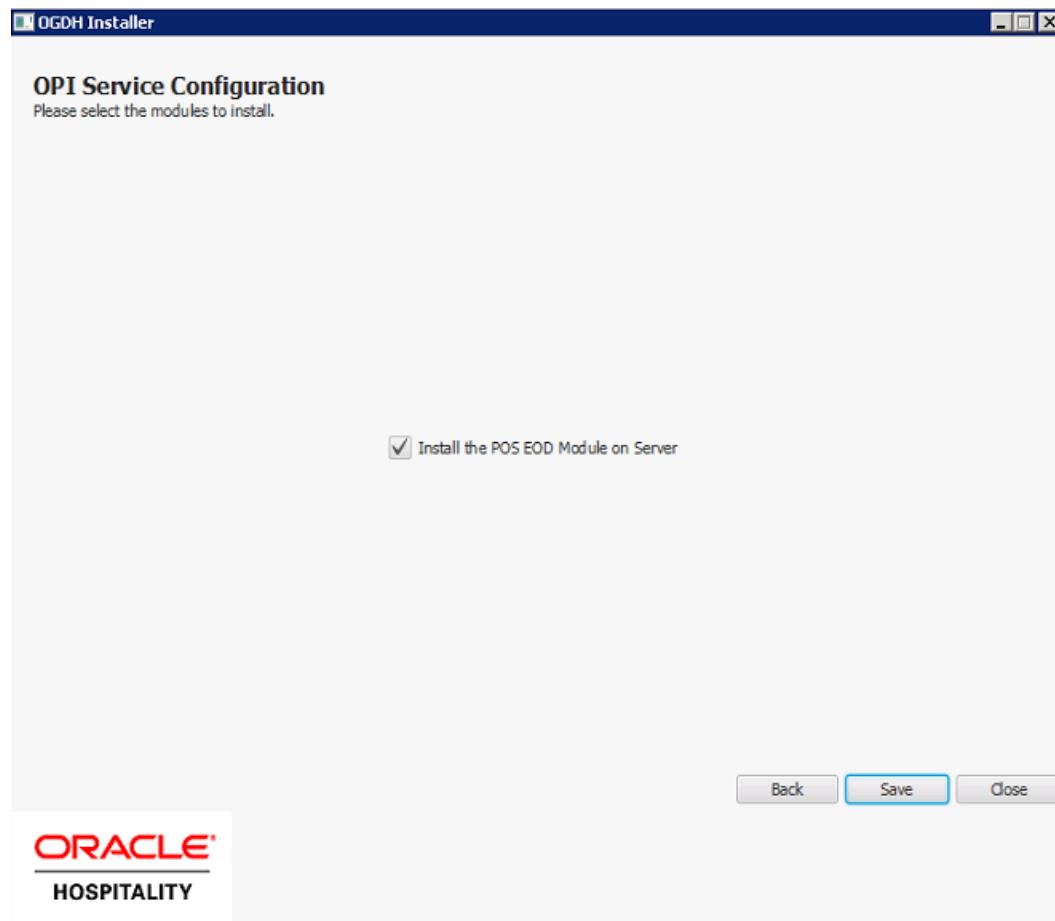
EnableGCCashout = True/False

GCActivateOpenItem = -1

GCTopupOpenItem = -1

GCCashOut_SVC = -1

15. Configure OPI server location details and miscellaneous settings.

16. Install the POSEOD Module on Server, and then click **Save**.

17. Click **Finish** to close the installer. The InstallShield Wizard has successfully installed OGDH. Click **Finish** to exit the wizard.

Installing OGDH When Unable to Log In to Simphony Server

To install MGDH on a machine that is not the Simphony server:

1. Double-click the OGDH installer to begin the installation, and then in the Setup Wizard click **Next**.

2. On the OGDH installer check dependencies screen, click **Nex**t.

3. Select the **Setup Type**.

4. Click **Change**, select the location to install OGDH, and then click **Next**

5. Click **Install** to begin the installation.

6. Click **Skip DB connectio**n, and then click **Next.**

7. Select the currency and enter the property ID, and then click **NEXT**.

8. Add the RVC's according the Simphony property environment and then configure the RVC ID MID RVC mode and header trailer accordingly.

9. Follow the steps 10-17 in the Installing OGDH on the Simphony Server section.

10. After OGDH installs successfully, go to
    \OGDH\Simphony_CAL_Packages\Packages\Win32\PropertyID" to get all the CAL
    files.

11. Create a specific path for the CAL Package
    C:\MICROS\Simphony2\EgatewayService\CAL\Win32\Packages\PropertyID2_OGDH
    32 Package name, and then you can configure CAL for Simphony through EMC. For
    more information, go to Configuring the Simphony Server.

Point-of-Sale (POS) End-of-Day (EOD)

You can use the Microsoft Windows Task Scheduler to run the OPI POSEOD using the
following configuration details.

Temporary	Table
Name	OPI POSEOD
Description	Generates the OPI transaction report
Trigger	Daily
Action	Start a program
Program/script	Browse to find POSEOD.exe in the OGDHDriver directory
Add arguments(optional)	Upper level of the POSEOD.exe path
Start in (optional)	Upper level of the POSEOD.exe path

For more information on setting up the Microsoft Windows Task scheduler, visit the
Microsoft website at the following URL: http://www.microsoft.com.
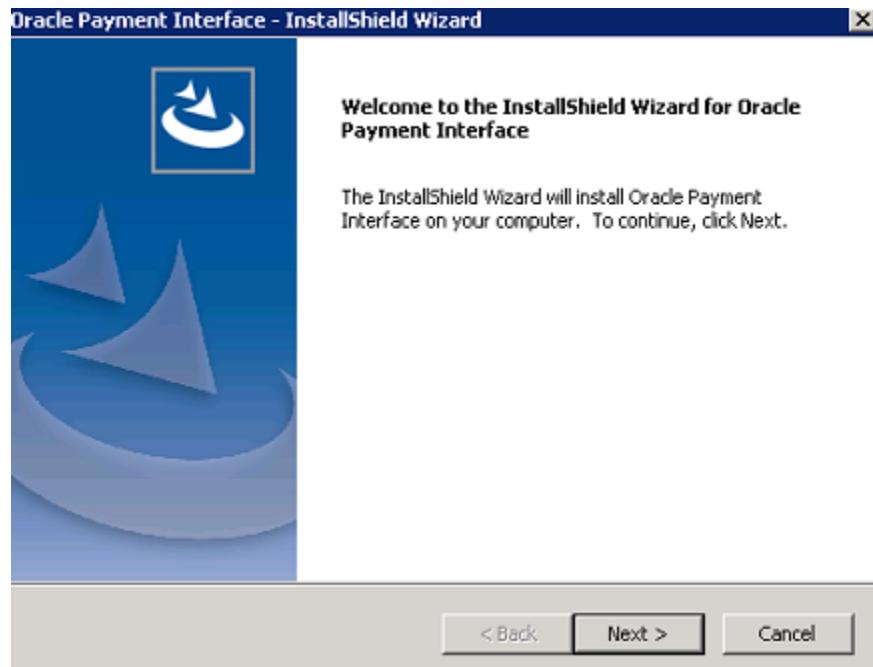
5
Installing the OPI

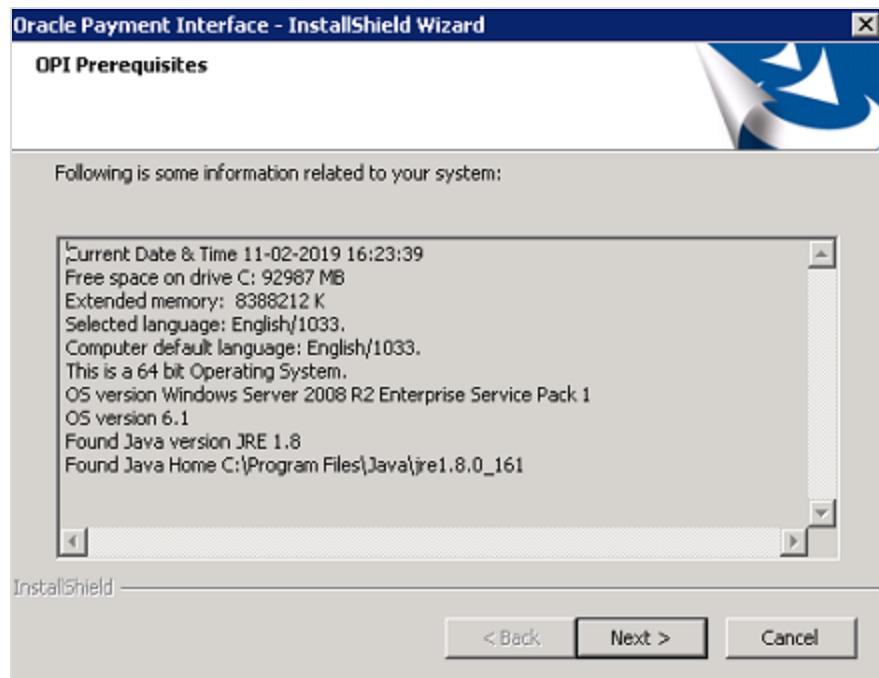Complete the following steps to install OPI:

1. Run `OraclePaymentInterfaceInstaller_19.1.0.0.exe` file and double-click it to launch the install.
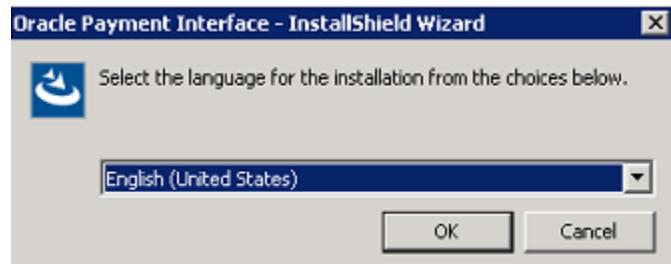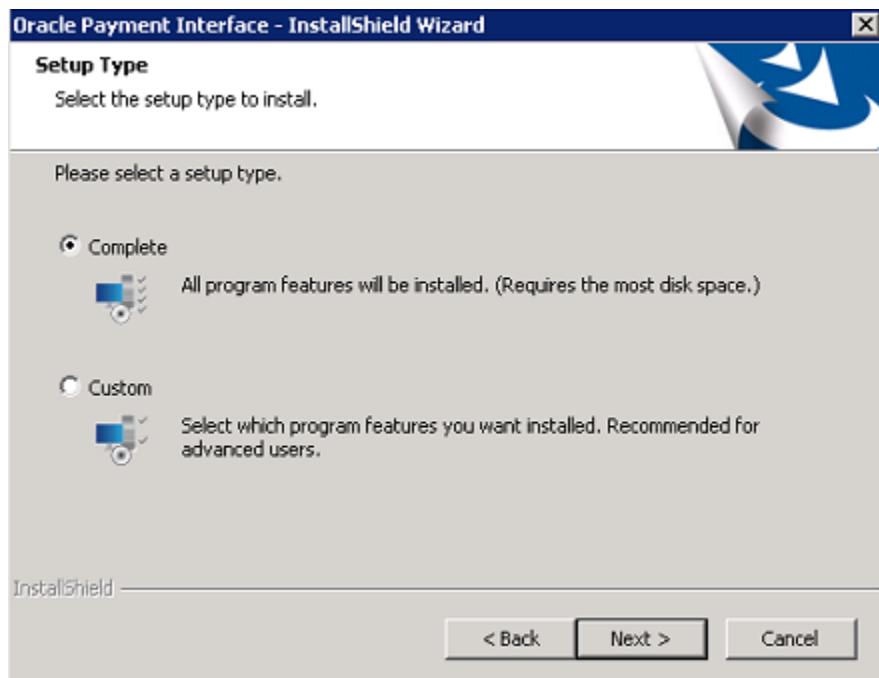

2. Select the Language for the installation, and then click **OK**.
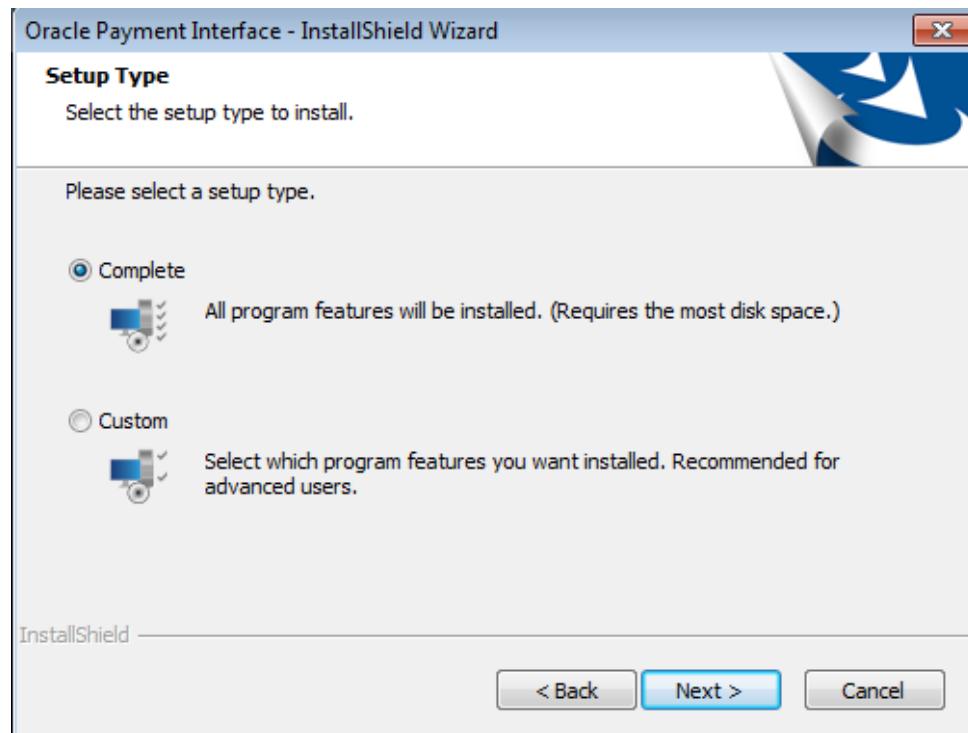

3. Click **Next** on the Welcome to the InstallShield Wizard screen to proceed with installation.

4. Click **Next**. The Install Wizard shows OPI Prerequisites, information related to your system.
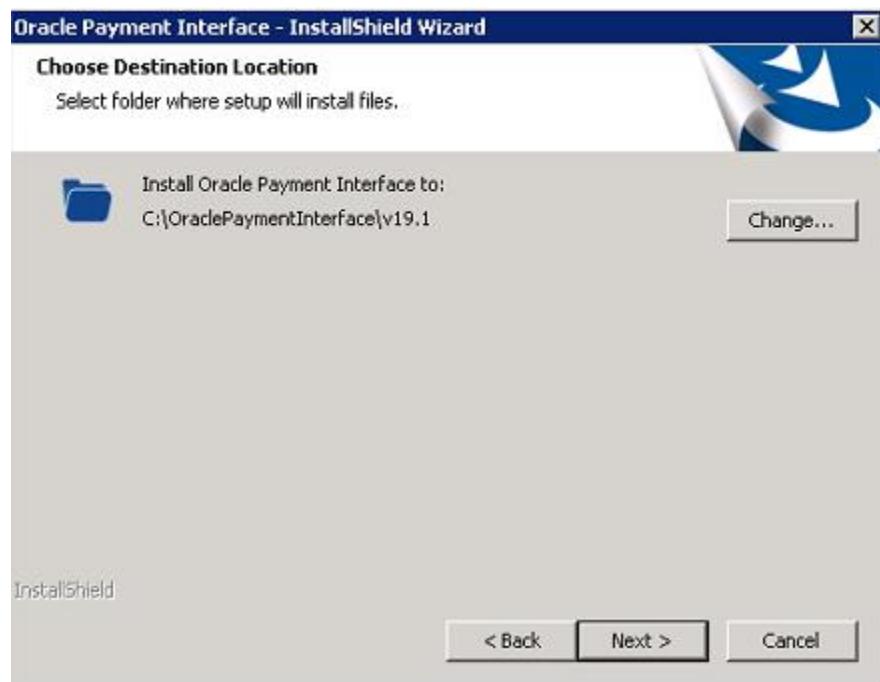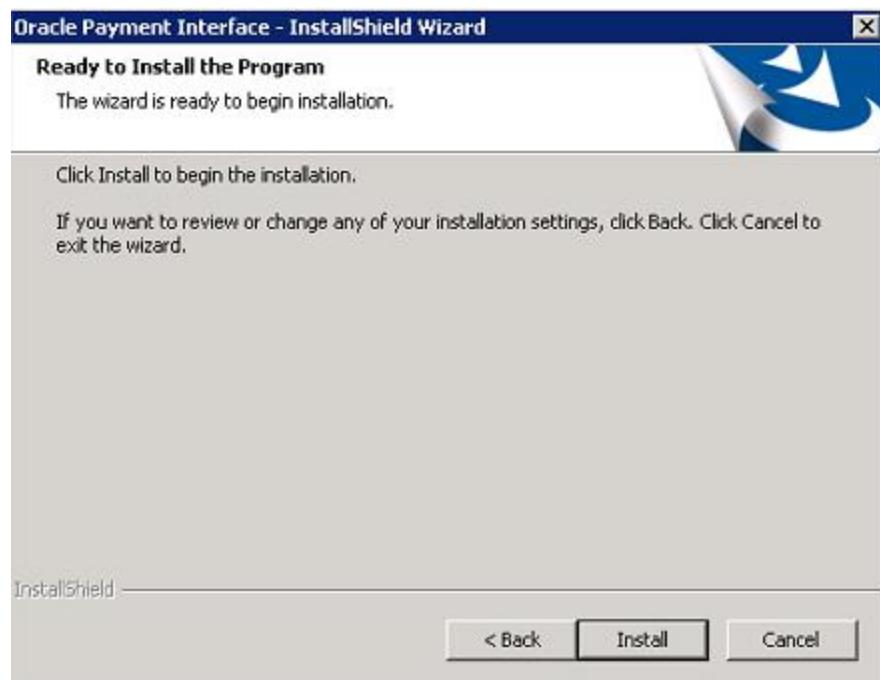

5. Click **Next** on the OPI Prerequisites screen.

The Setup Type screen appears.

- **Complete**: All program features will be installed.

- **Custom**: Select which program features you want installed. Recommended for advanced users only.
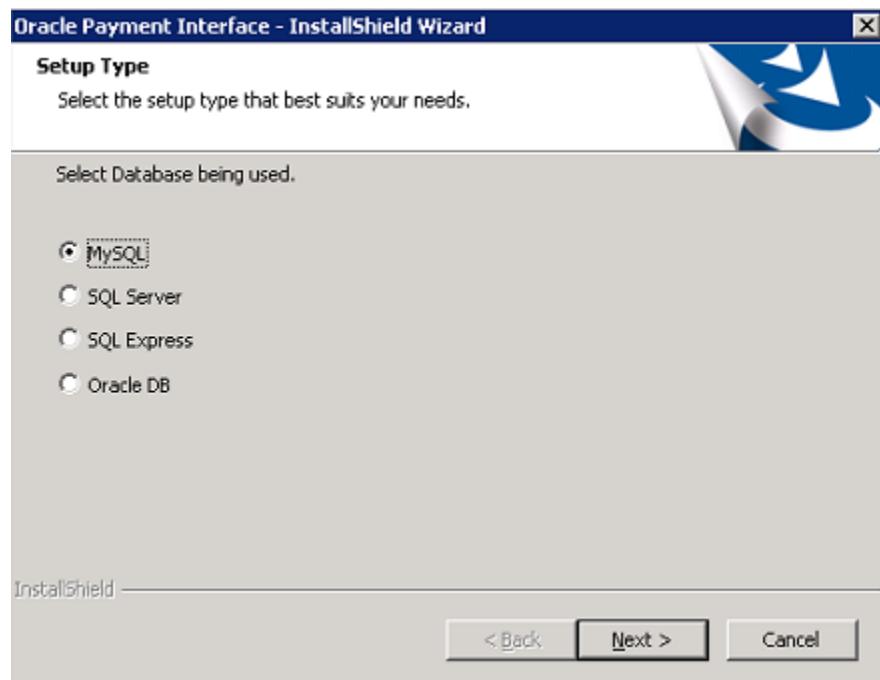
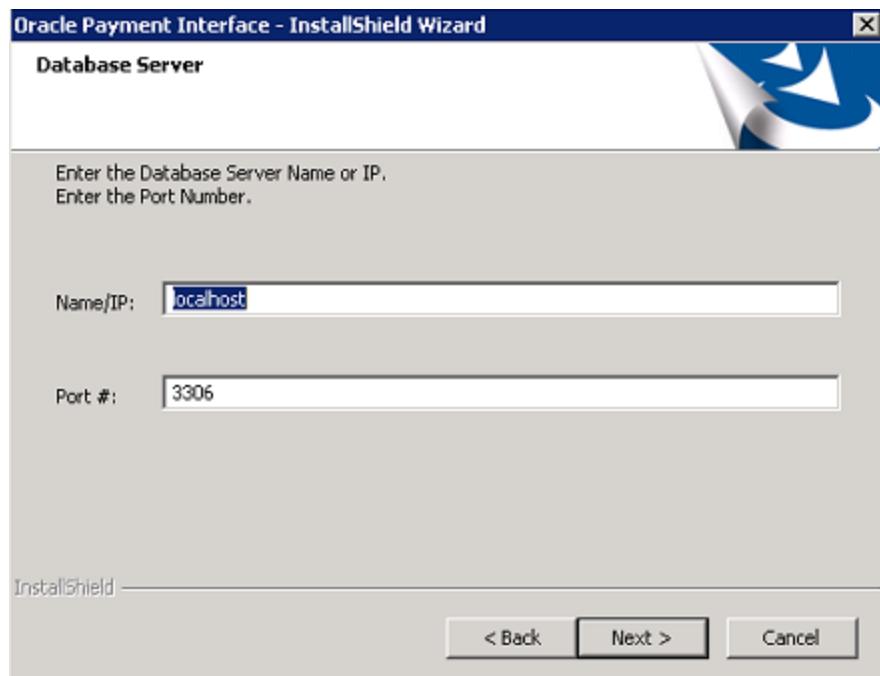6. Select **Complete** setup type to install all the program features.

7. Click **Next**. Choose destination location.

8. Click **Next**, and then click Install to begin the installation.

9. Select the database type that is currently used, and then click **Next**.

The Database Server screen appears.

10. **The Name/IP**: field defaults to localhost. This should be left as localhost if the OPI database is installed on the same computer. If the database is installed on another computer, the Name or IP address of that machine should be entered here.

11. Accept the default **Port #** of 3306 (for MySQL), and then click **Next**.

The Database Server Login screen appears.
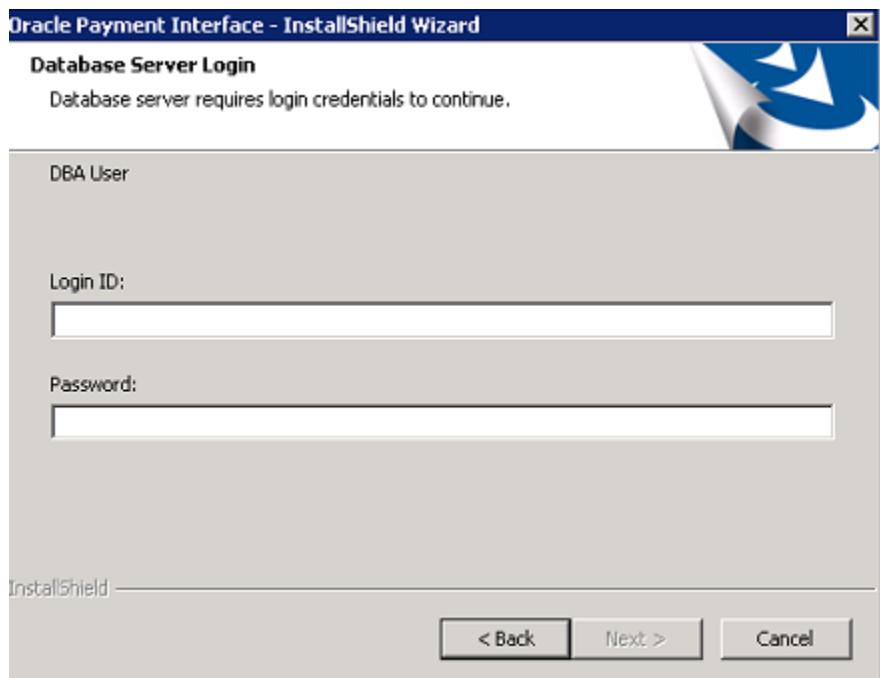
12. Enter the server login credentials of DBA user for the database type selected, and then click **Next**.

- For MySQL the Login ID: = root

- For other database types the DBA user name/Login ID may be different.

- Enter the correct password for the DBA user.

 The Database User Credentials screen appears.
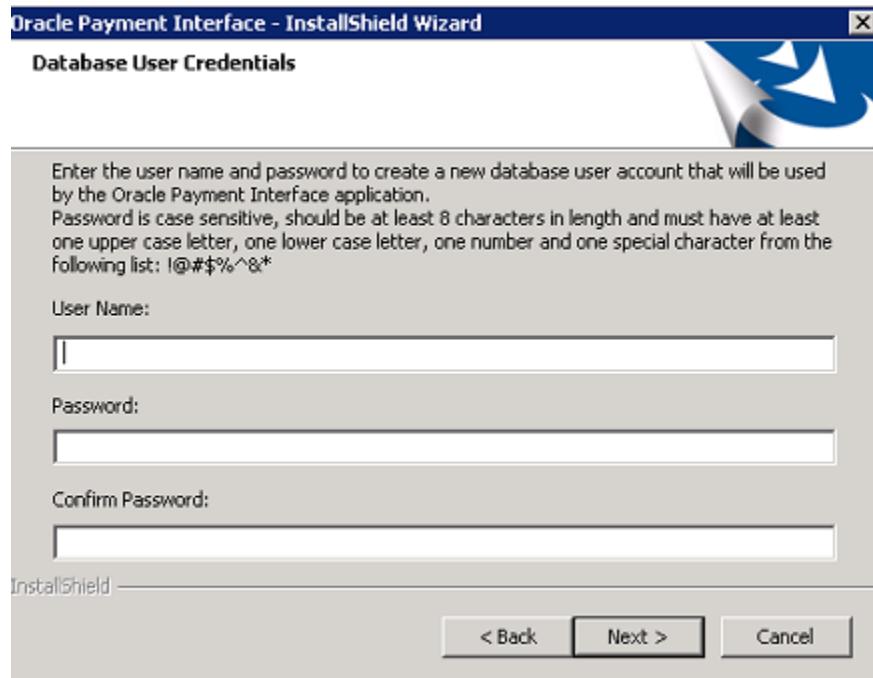
13. **User Name**: Enter the user name to create a new database user account.

14. **Password**: Create a password. Password is case sensitive, should be at least 8 characters in length and must have at least one upper case letter, one lower case letter, one number and one special character from the following list: !@#$%^&*..

15. **Confirm Password**: Confirm the new password, and then click Next.

16. Click **OK** on the Database connection successful dialog.

17. Click **OK** on the Database Configuration operation successful dialog.

   The Configuration Tool Superuser Credentials screen appears.
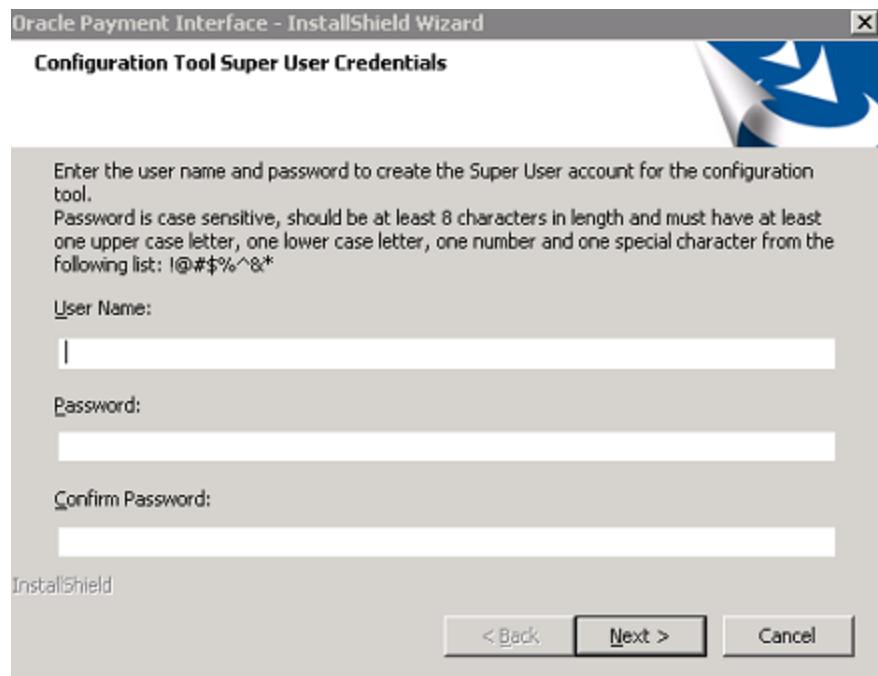
18. **User Name**: Enter the user name to create the Super user account. This can be any user name and does not have to be a Windows account user.

19. **Password:** Create a password. Password is case sensitive, should be at least 8 characters in length and must have at least one upper case letter, one lower case letter, one number and one special character from the following list: !@#$%^&*.

20. **Confirm Password**: Confirm the new password, and then click **Next**.

21. Click **OK** on the Create SuperUser operation successful dialog.

    The Configuration Tool Connection Settings screen appears.
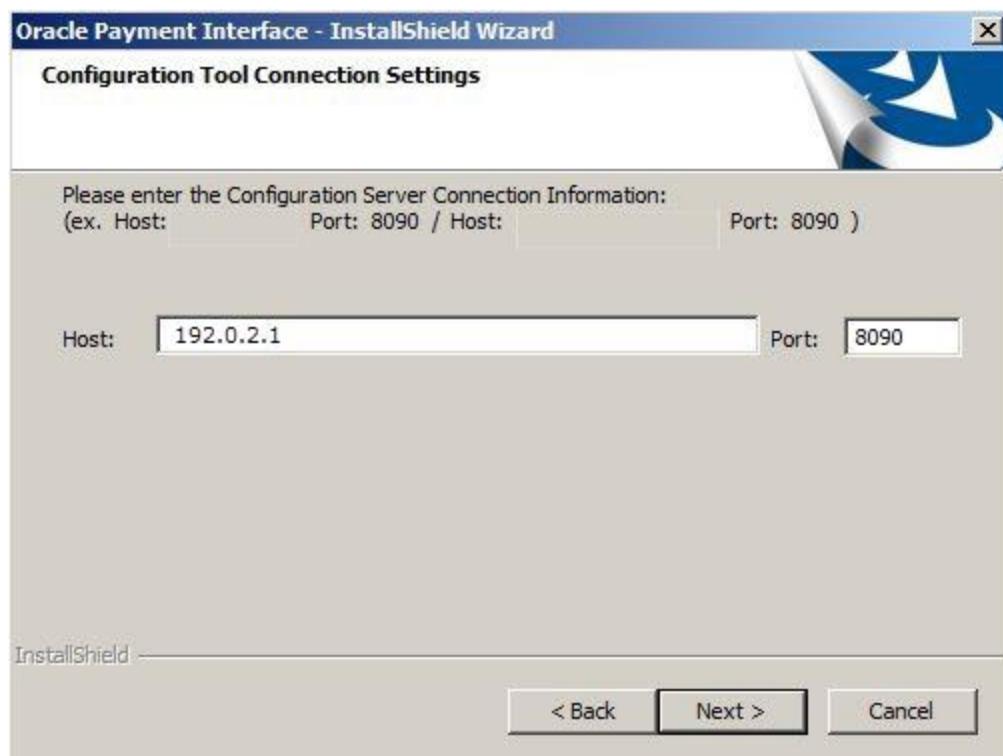
- **Host**: Enter the IP address or server name of the PC where the OPI Config Service is installed. This will be the PC where you selected "OPI Services" to be installed.

- Leave the default Port of 8090.

22. Click **Next**.

The Configuration Tool Passphrase screen appears.
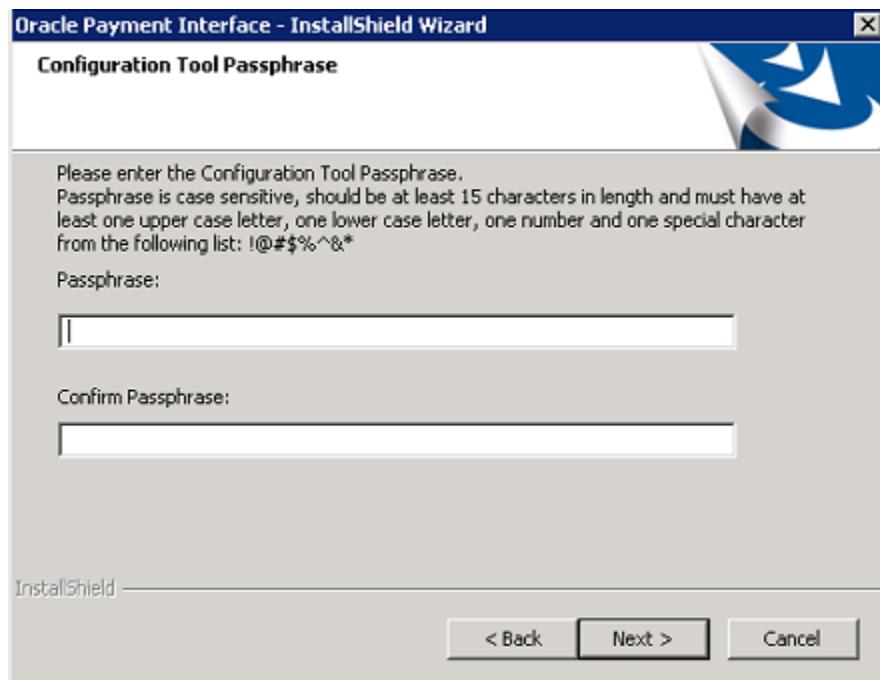
23. **Passphrase**: The passphrase is case sensitive, should be at least 15 characters in length and must have at least one upper case letter, one lower case letter, one number and one special character from the following list: !@#$%^&*.

24. Enter a passphrase, confirm it, and then click **Next**.

After a brief pause, the Configuration Wizard launches.

Configuring OPI

1. Select **POS** and **OGDH**, and then click **Next**.
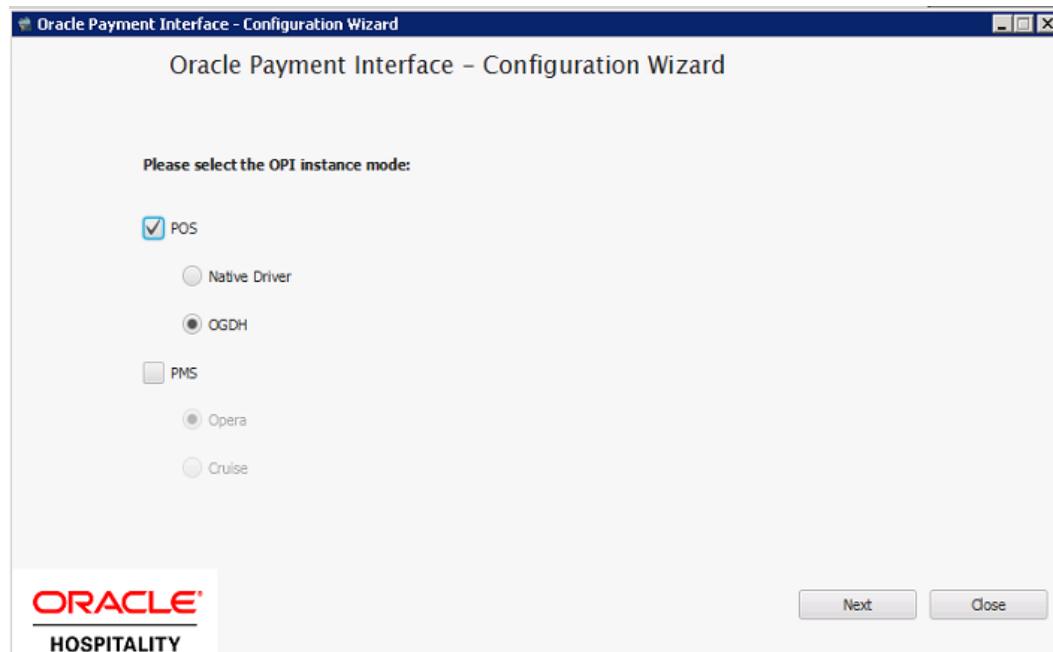
The POS OGDH Configuration screen appears.

2. Enter and confirm the **Password** which will be used by OPI to secure the Certificate for OGDH connection, and then click **Next**.

The **OPI Interface** screen appears.
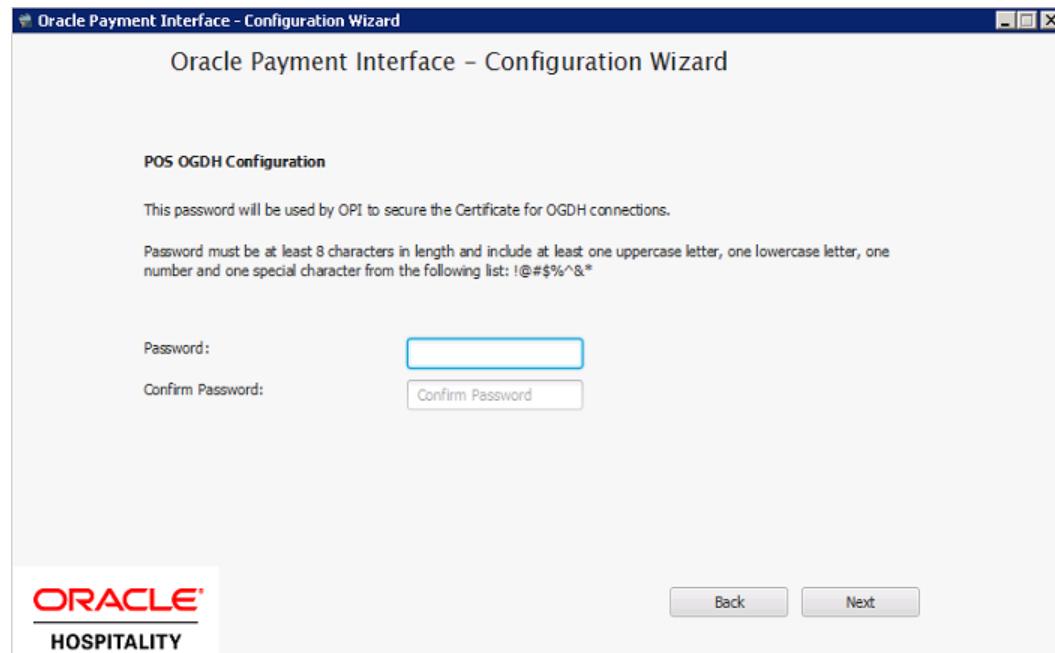
3. The Oracle Payment Interface – Configuration wizard screen opens. Select the **OPI Mode** either as **Middleware** or **Terminal**. The OPI Mode depends on the partner payment service provider and uses the following guidelines:

Terminal Mode:

• OPI maintains the mapping between the POS workstation number and terminal IP address.

• You can configure the terminal mapping during the OPI configuration process.

Middleware Mode:

• The partner maintains the mapping between the POS workstation number and terminal IP address.

• All communication sends to the Middleware host.
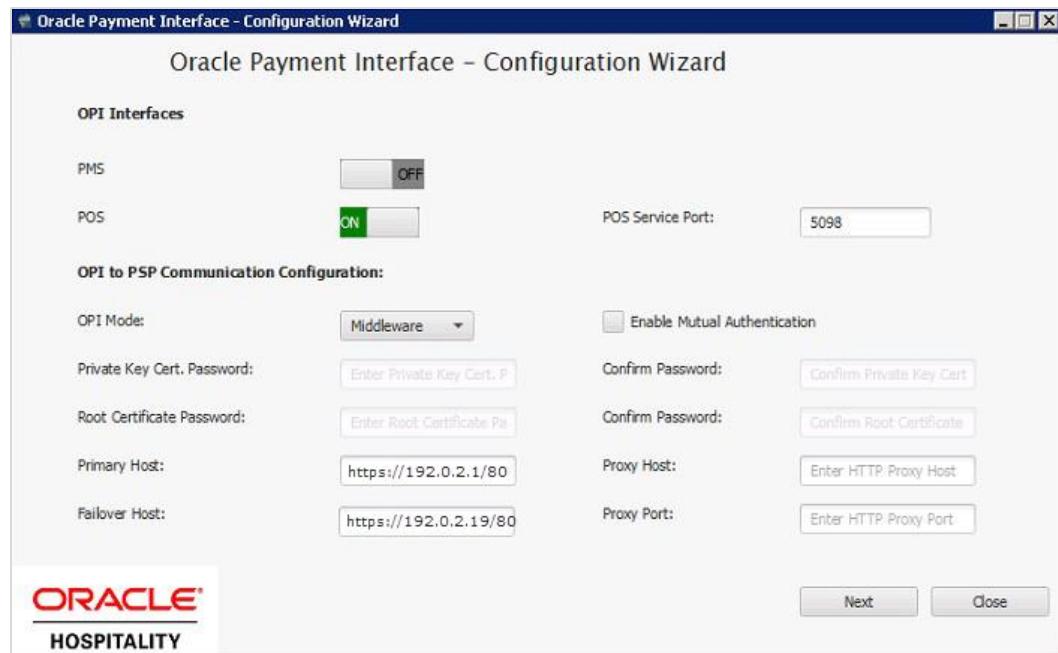
4. If **Mutual Authentication** is enabled, we have to configure the certificate passwords and also need to upload the certificates into OPI.

5. Click **Next** and configure the POS merchant.
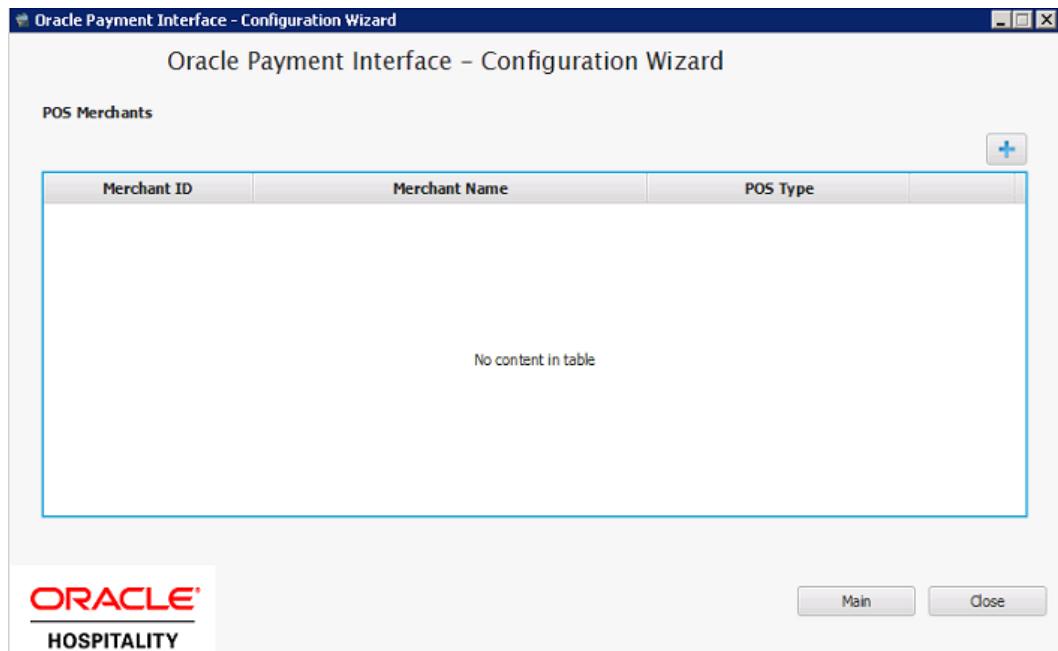
6. Click the blue + icon in top right corner to create new merchant record.

7. Select the **POS Type** as **Simphony**.

8. Select the **Merchant Type** either as **Restaurant** or **Retail**.

9. If the merchant is using Pay at Table, select **Enable Pay at Table** check box.

10. Enter the **Device Merchant ID** for the merchant. The Merchant ID must match the value configured in **EMC | Payment Drivers | Configuration | Common Driver Properties| Merchant Number**.

11. Click **Next**.
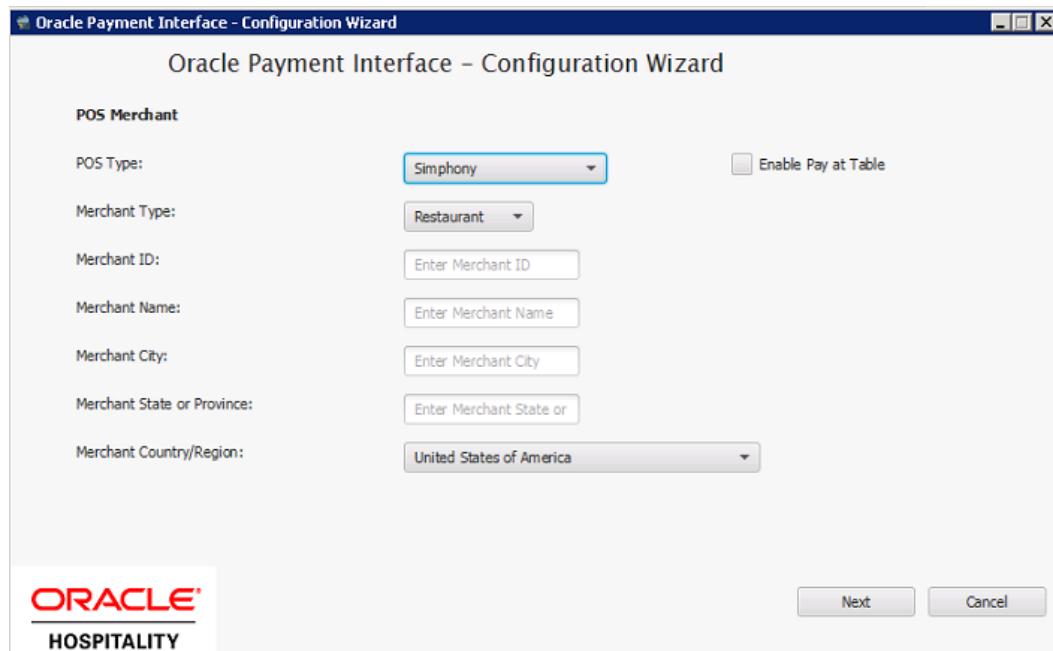
12. Enter the **Merchant Name**, **Merchant City**, **Merchant State** or **Province**.

13. Select the **Merchant Country/Region** from the drop-down list.

14. Click **Next**.

15. On the Terminal Configuration screen, add Merchant Terminal Configuration. Enter the **Workstation ID** from the Enterprise Management Console and the PED Devices IP address, and then click **Next**.

16. Repeat the above steps for each required device.

17. After all terminals are mapped, click **Next**.

18. Click **Close** to complete the installation.

19. Click **Finish** to restart the computer. If a reboot cannot be done at the moment, you must stop and then start the OPI Service for current settings to take effect.

6

Configuring Pay at Table

Configuring OPI Pay at Table

To configure the OPI Pay@Table:

1. Enable the OPI Pay@Table functionality by following the steps in the OPI section above to install and configure a Merchant.
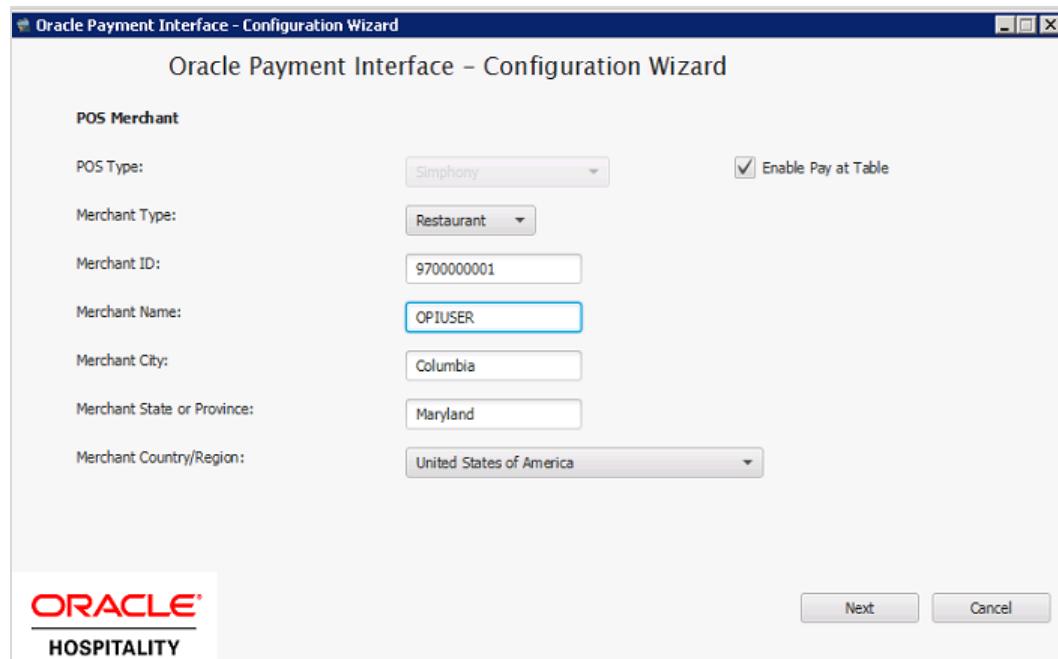
2. Click **Next.**

3. With Pay at Table enabled you must enter the following:

- **Service URL**: Enter the Host Name or IP address of the Simphony POSAPI Client Workstation host.

- **Employee Number**: Enter the Employee object number from Simphony EMC that OPI uses to pickup check values though the POSAPI.

- Map the required payment card types to the Tender Media object numbers from Simphony EMC.

4. Select the **Add Pay@Table Devices** option, and then add the mapping details for each Pay at Table device that connects to OPI.
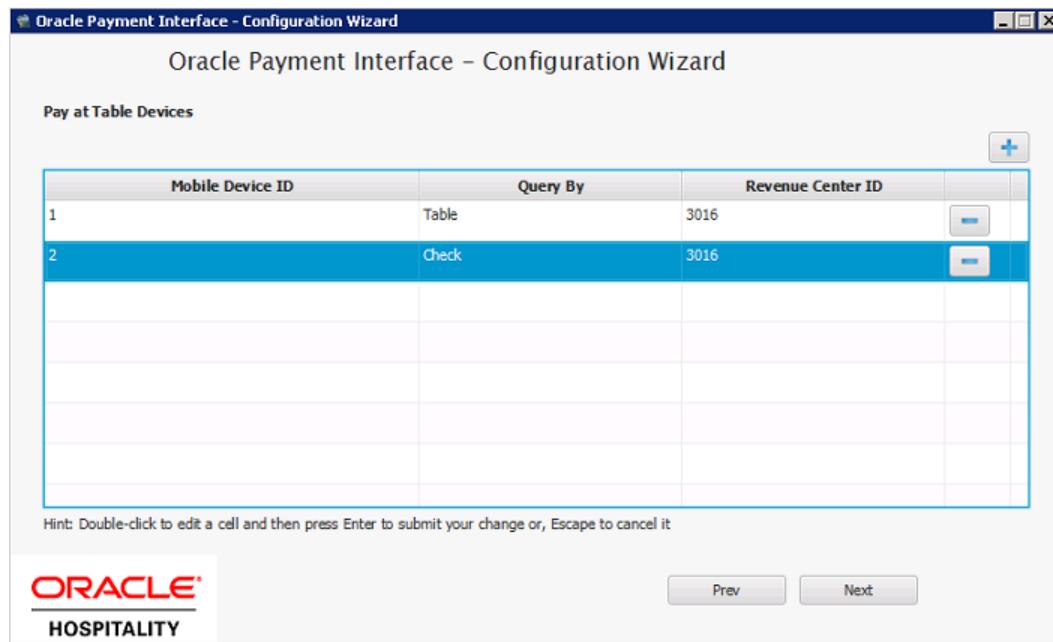
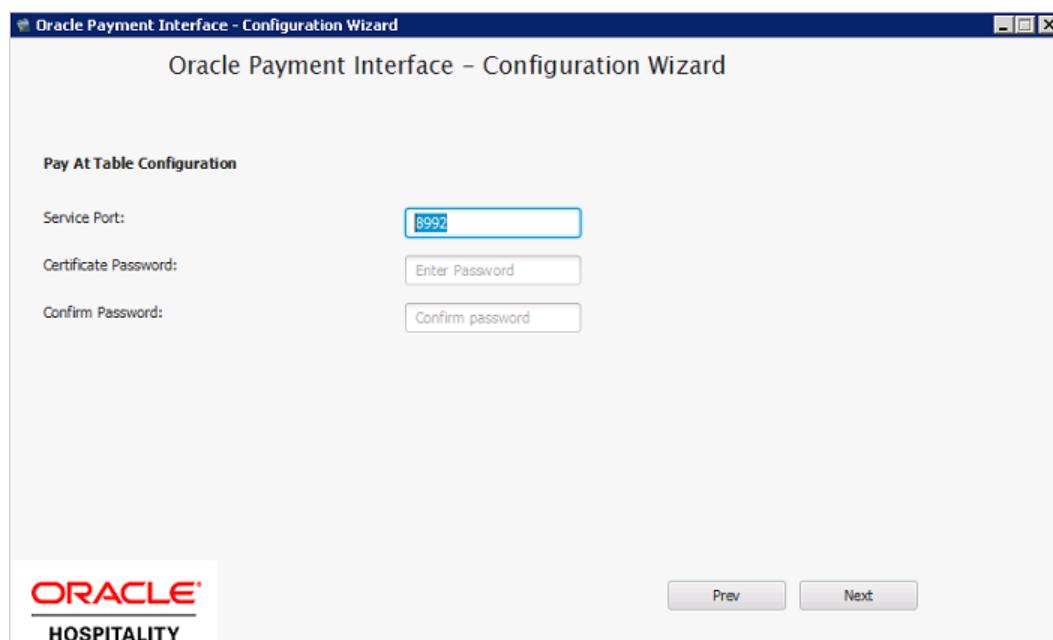5. Enter the **Mobile Device ID**.

6. Select a **Query By** Table or Check.

7. Enter the **RVC** object number from the Simphony EMC of the RVC where the device will be used.

8. Click **Next**.

9. Enter the **Service Port** and **Certificate Password**, and then click **Next**.

10. Click **Next** to continue.

11. Click **Close** to continue.

12. Click **Finish** to restart the computer.

For more information, refer to the *Oracle Payment Interface Installation and Reference Guide.*

7
Upgrading the OPI

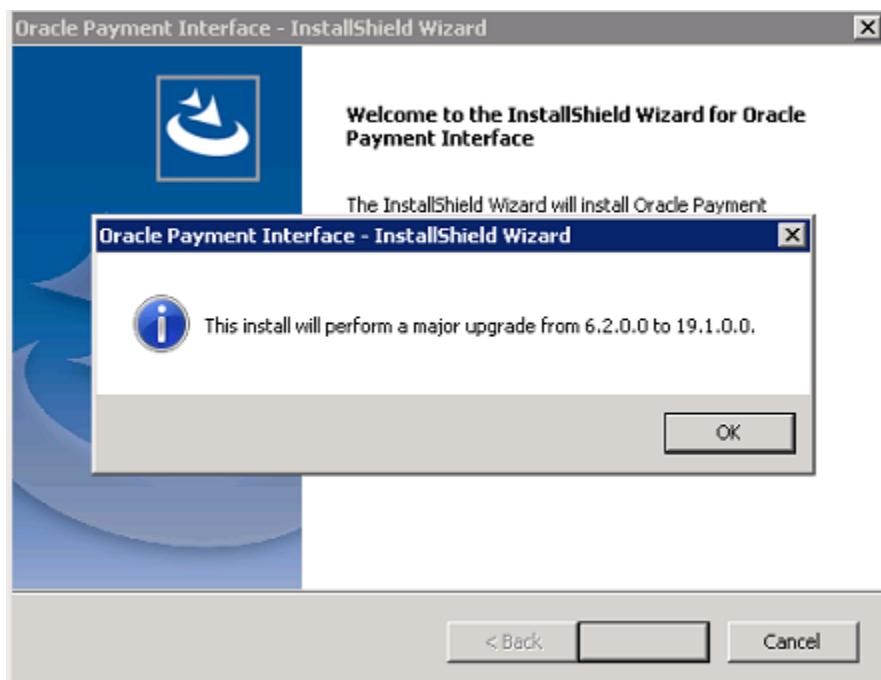**VERY IMPORTANT**: Read and follow the upgrade directions.

> ✎ **NOTE:**
>
> OPI 6.1 and higher can be upgraded to OPI 19.1.

OPI Upgrade Steps

1. Right-click and Run as Administrator the OraclePaymentInterfaceInstaller_19.1.0.0.exe file.

2. Select a language from the drop-down list, and then click **OK**.

Click **OK** to the pop up message box. Click Next on the Welcome screen to proceed with the installation. Prerequisites for the installation will be checked, including the required free drive space, details of the host environment, and the Java version that is present.
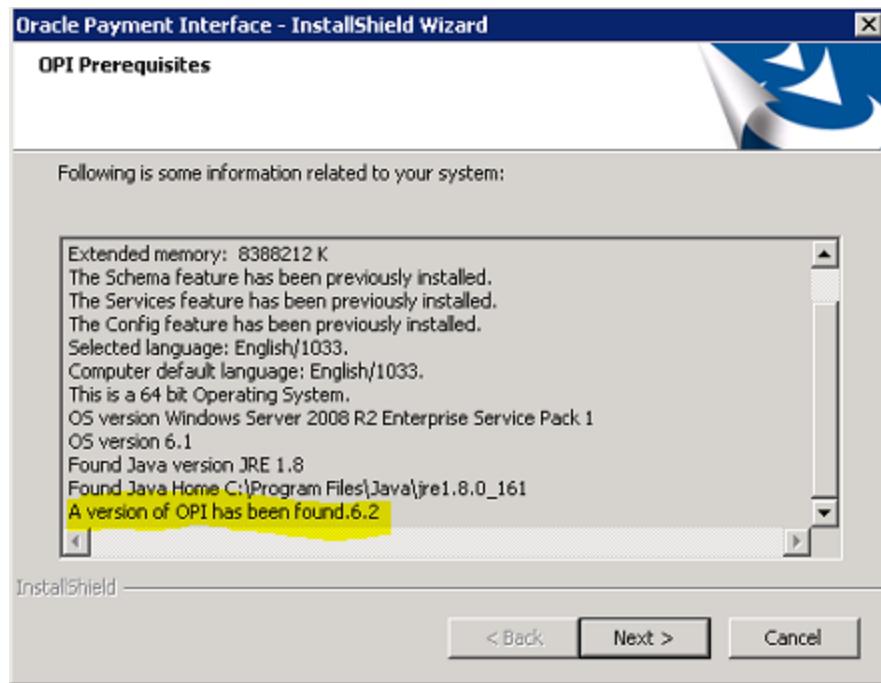
3. Click **Next** on the OPI Prerequisites screen.
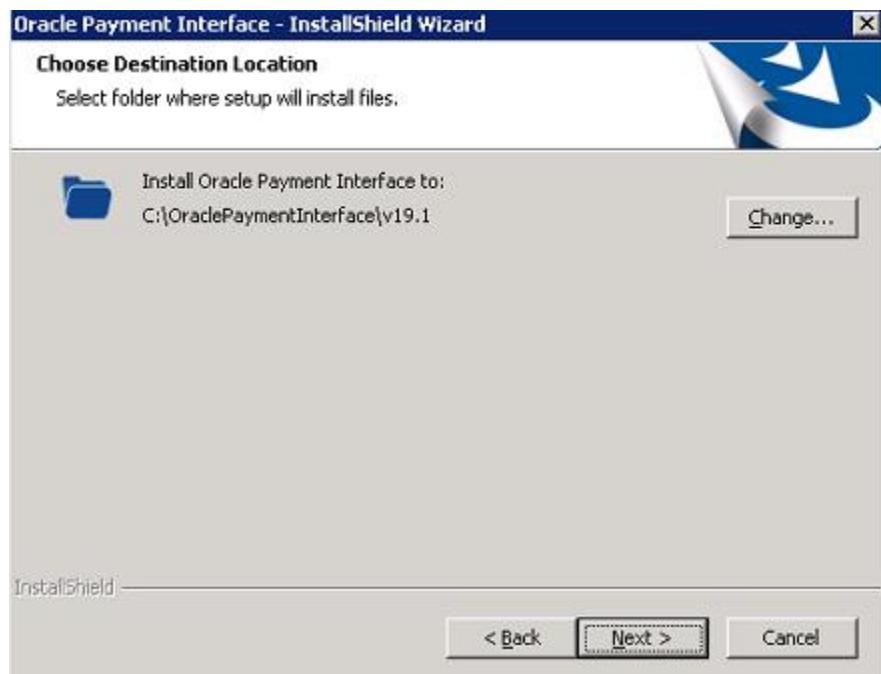
4. Choose a **Destination Location**. Accept the default installation location or click **Change**… to choose a different location. Click Next.

5. Click **Install**.
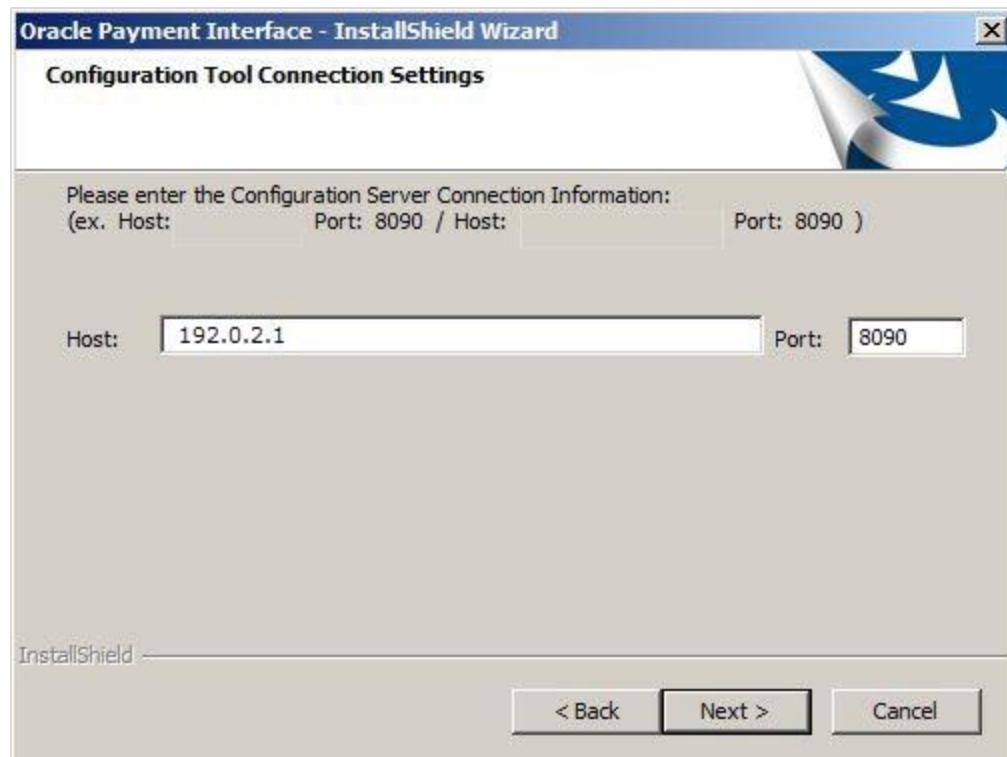
6. Fill out the Configuration Tool Connection Settings:

   Host: Enter the IP address or server name of the PC where the OPI Config Service is installed. This will be the PC where you selected "OPI Services" to be installed.

   Port: Leave at 8090.

7. Click **Finish** to reboot.

   If you cannot immediately reboot, you must stop and then start the OPI Service for the current settings to take effect.

OGDH Upgrade Steps

1. Right-click and Run as Administrator OGDH_OPI_19.1.0.0.exe file.

2. Click **Next** on the Welcome screen to proceed with the Upgrade. OGDH Installer update complete screen appears. The InstallShield Wizard has updated OGDH to version 19.1.0.0.
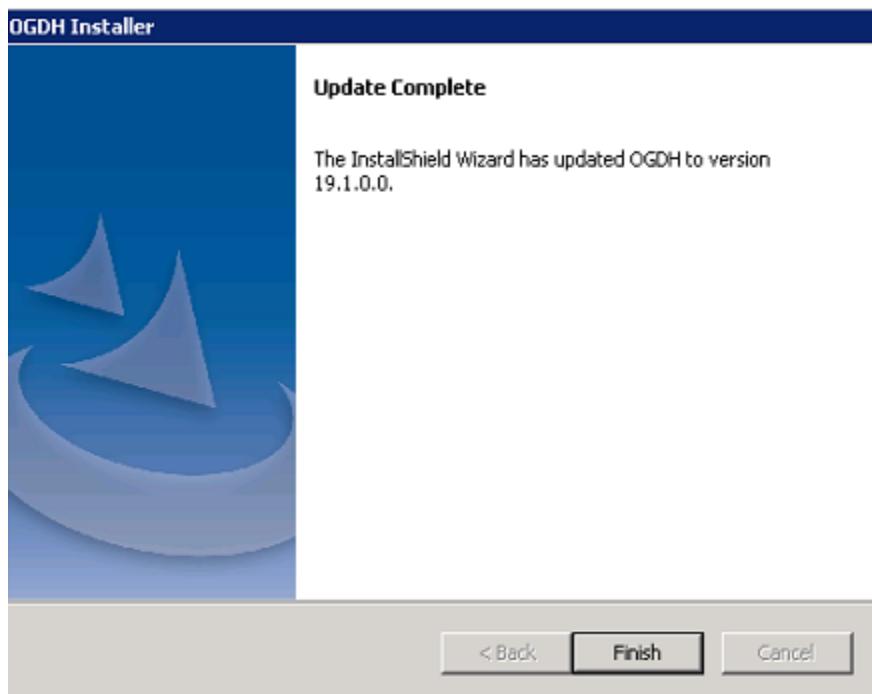
3. Click **Finish**.

8
Not Supported Functionality

Not supported with RES Native OPI solution:

- Gift Cards (SVC works as usual thru workstation. Not thru OPI or PED.)

- Balance Inquiry

- Void a refund (RES limitation)

- Debit (RES Native OPI)

- SaleCashBack (RES Native OPI)

- Backup OPI Server

Not supported with RES OGDH:

- Incremental Auth

- Void a Refund (RES limitation)

- CC voice / Manual entry in QSR revenue center

- Backup OPI Server

- Voiding the tender from a SaleCashBack transaction.

Not supported in the e7 Native OPI driver solution:

- Gift Cards

- Balance Inquiry

- Void a refund (e7)

- Debit (e7)

- SaleCashBack (e7)

- Multiple Revenue Centers (e7)

- Memo Tender (e7)

- CC Voice/Manual CC for QSR (offline sale)

- Backup OPI Server

- Backup server mode (e7)

- Pay@Table

- Transaction Void (e7)