Oracle® Hospitality Suite8

Install Shield & Installation Guide

Release 8.14
F17631-02
December 2020

Oracle Hospitality Suite8 Install Shield & Installation Guide Release 8.14

F17631-02

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Preface

This guide provides instructions on how to install or upgrade and configure Oracle Hospitality Suite8 release 8.14.You can download the Suite8 8.14. Release at the following URL: https://edelivery.oracle.com

Audience

This guide is intended for installers, programmers, technical support teams, product specialists, and others who install the Oracle Hospitality Suite8 release 8.14.

Important Information

When upgrading from Version Suite8 8.10.0, you must enter a note category for Financial Accounts in Suite8 configuration before running the upgrade tool. For more information see Pre-Installation Tasks section.

Password changes

User password management changed for Suite8 in version 811 and higher. Therefore users will be asked to change the password when logging in after the update. The old password is entered.

This is an exception, because passwords are still ok, they just need to be stored by the new executable again.

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
- 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/

Revision History

Date	Description of Change
March 2017	• Initial publication
February 2018	• Update for Release 8.12.0.0
August 2018	• Release 8.13.0.0
March 2019	• Release 8.14.0.0
July 2019	• Updated for terminology changes
December 2020	• Update for Release 8.14.0.0 with Oracle 19c Database

1

Getting Started

Before You Start

Installing Suite8 requires:

- PCs and a working knowledge of the Microsoft Windows Interface
- Microsoft Windows Administrative privileges
- Root privileges if installing on an Oracle Linux environment
- Client Application Loader (CAL) technology

Understanding the Process

The installation process includes either a new installation or the upgrade of an existing installation:

1. New Installation: You must run the Install Shield, see section Install Shield
2. Upgrade: You must complete the Pre-Installation Tasks and run the Upgrade Tool, see section Upgrade Tool.

2

Suite8 Install Shield

Introduction

The Suite8 installation shield offers a complete installation of Oracle Schema with Oracle 19c Database (64-bit), Oracle Hospitality Suite8 Property with Oracle 19c Client (32-bit) as well as Suite8 WebConnect, XML Interface, Oracle SQL Developer, Crystal Reports 12 Runtime and Oracle Database Maintenance.

When choosing Oracle Server, Instance and Schema installation, the install shield takes care of all Oracle settings for the Server and prepares the installation of the correct version 8, please make sure to have the Oracle DVD ready or download the Oracle Installation files from edelivery.oracle.com. The Install Shield supports different RAM Sizes. It reads real memory size, therefore no additional questions about memory are being asked with the install shield.

Microsoft Windows 10

Microsoft Windows 10 supports Oracle 19c database.

Microsoft Windows Server 2012 R2

Microsoft Windows Server 2012 R2 supports Oracle 19c database.

Microsoft Windows Server 2016

Microsoft Windows Server 2016 supports Oracle 19c database.

Microsoft Windows Server 2019

Microsoft Windows Server 2019 supports Oracle 19c database.

Oracle Client Version

The Oracle Client versions 19c (32 bit) is compatible with Windows 10, Windows Server 2012 R2, Windows Server 2016 and Windows Server 2019.

Minimum Product Version to use with Oracle Client 12cR1 and 12cR2 for POS8 is 8.9.6.3 (POS Release 8.194.1), and for IFC8 is 8.3.0 and with Oracle 19c for POS8 is 8.13 and for IFC8 is 8.13.

NOTE:

Please refer to the Certifications page on My Oracle Support.

3

Suite8 Install Shield - Setup

Prerequisites

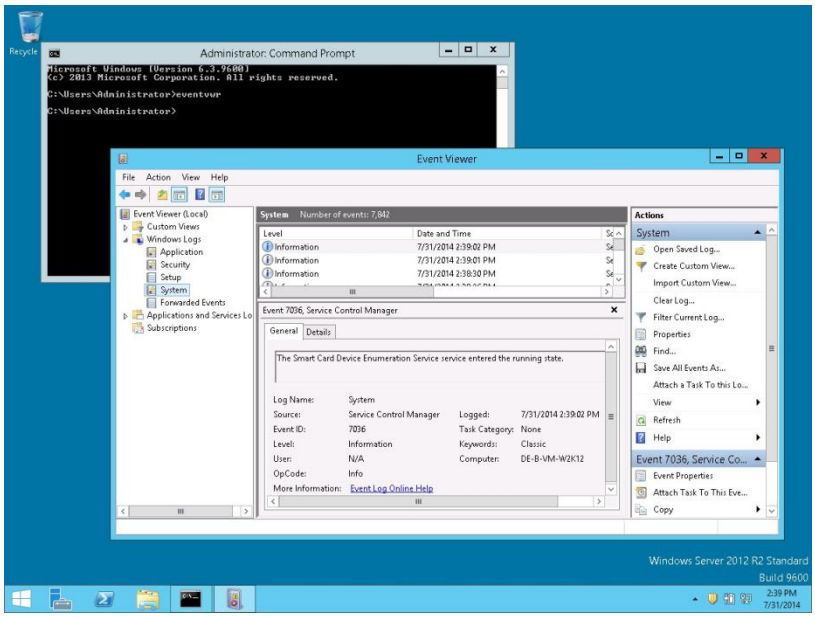
Please refer to the **Suite8 Software Description** and **Suite8 System Requirements** available on the Oracle Help Center at http://docs.oracle.com.

Preparing the Installation

The following steps are required for the Oracle Client/Database installation:

Verify Event Logs

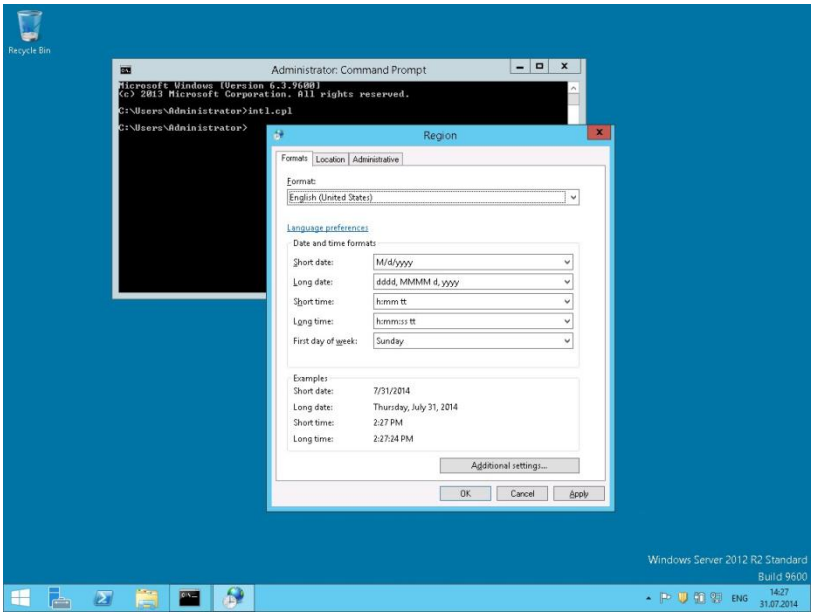
1. Verify that there are no errors in the event log file. The Oracle installation should not be started if there are system errors listed in the event log which could stop Oracle running.
2. Open a command prompt, use the option **Run as administrator** and type **eventvwr.msc** to launch the Event Viewer utility.



Configure Regional settings

The Windows regional settings should be configured using English (United States).

1. Open a command prompt, using the option **Run as administrator** and type **intl.cpl** to launch the Region utility.
2. Select the **Formats** tab. In the **Format** option, select **English (United States)**. Click **OK** to save changes.

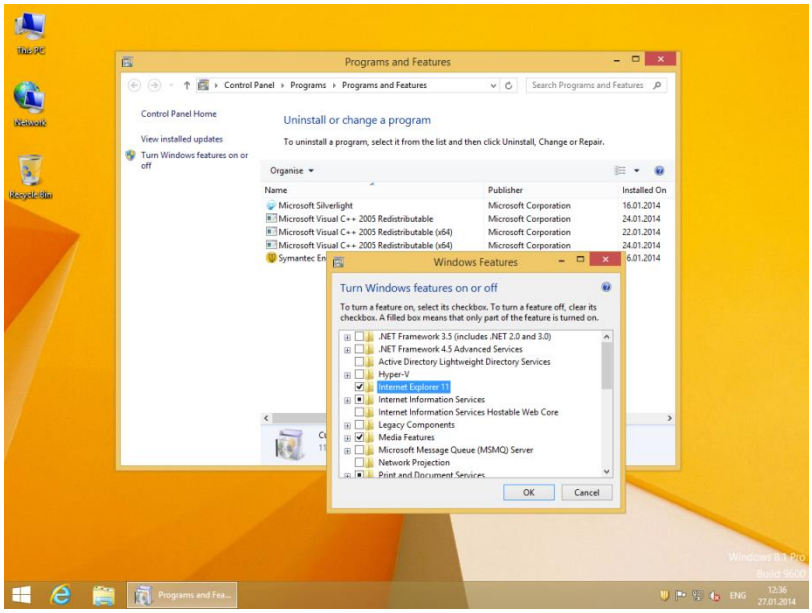


> **NOTE:**
>
> The language must be set to English (United States) for the Oracle Client installation. When the installation has been completed this should be changed back to the local language.

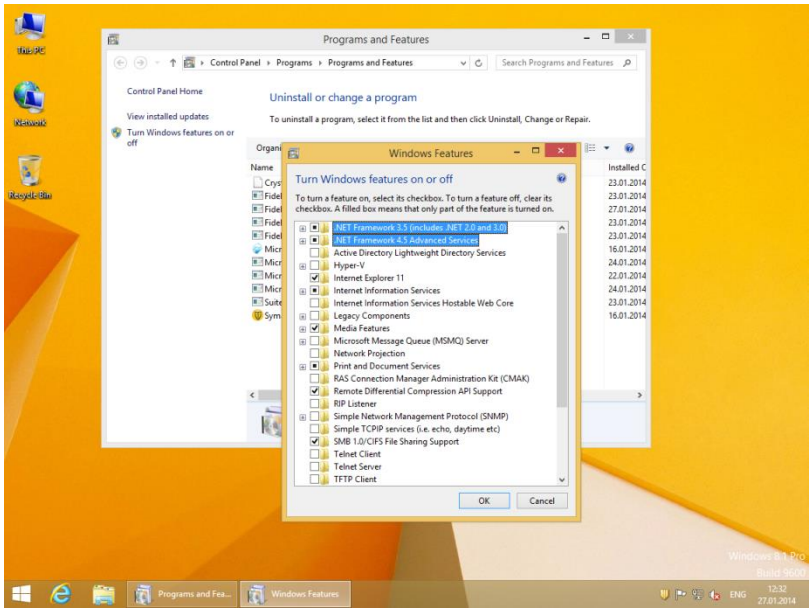
Enable the .NET Framework 4.x, 3.5 (2.0) feature (Windows 10)

You can enable the .NET Framework 2.0/3.0/3.5/4.0/4.5 through the Start screen.

1. Open the Start screen and search for **Programs and Features**. Launch the Programs and Features utility.
2. In the **Programs and Features** panel, select the option **Turn Windows features on or off** (upper left hand corner of the window).



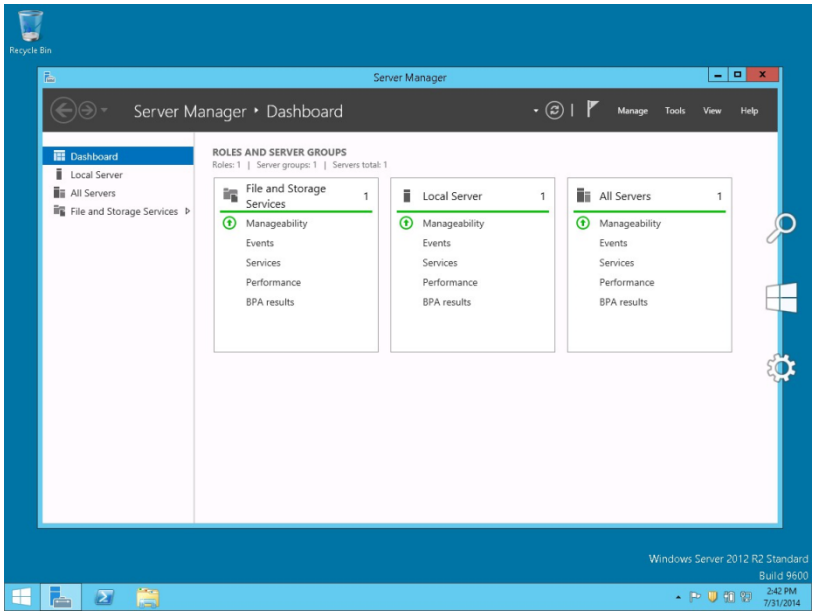
3. Select the feature .NET Framework 3.5 (includes .NET 2.0 and 3.0) and .NET Framework 4.5 in the Windows Features window and click OK to save the changes.



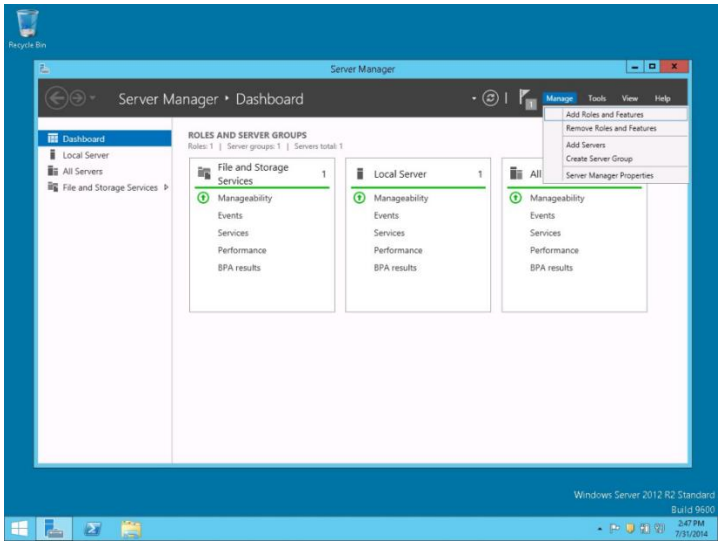
Enable the .NET Framework 4.x, 3.5 (2.0) feature (Windows Server 2012 R2, Windows Server 2016 and Windows Server 2019)

You can enable the .NET Framework 2.0/3.0/3.5/4.0/4.5 through the Start screen.

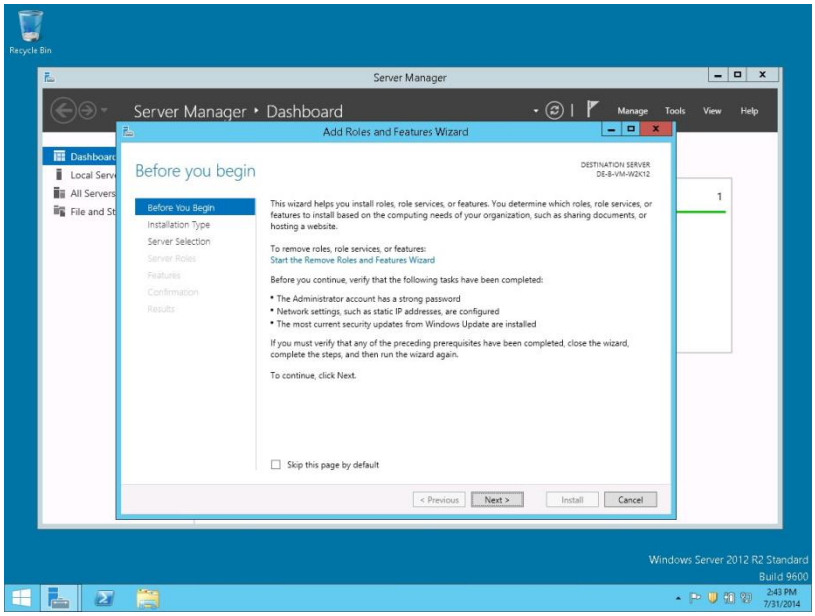
1. Open the Start screen and search for **Server Manager**. Launch the Program.



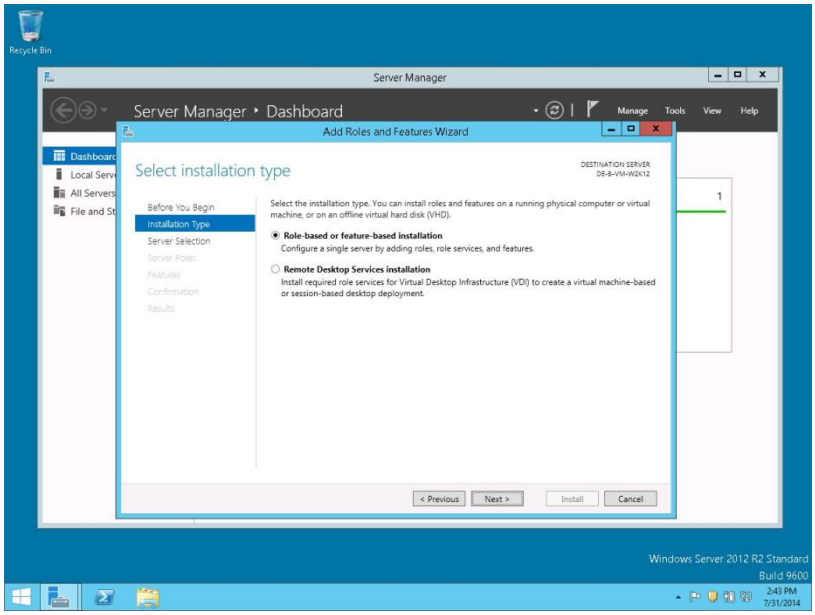
2. In the **Menu** select the option **Add Roles and Features** (upper right hand corner of the window).



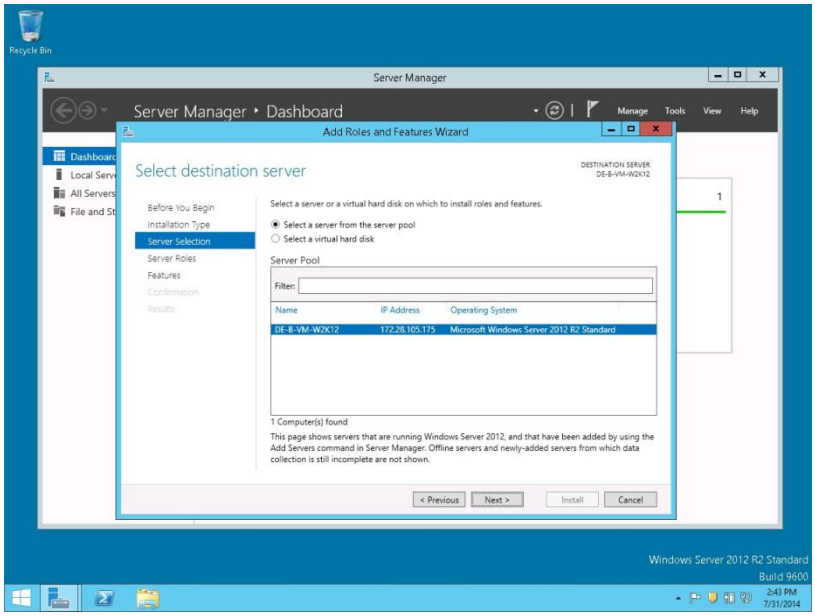
3. Click **NEXT** to continue.



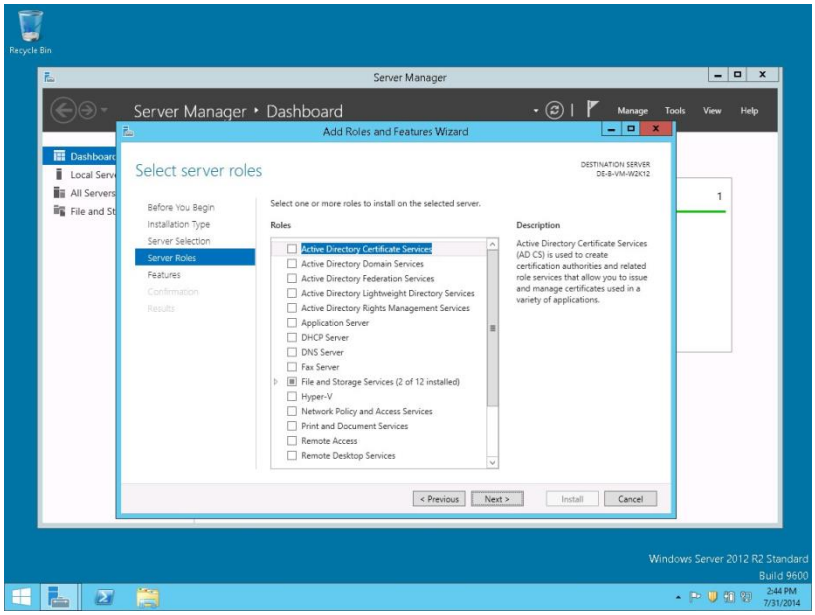
4. Select the option: Role-based or feature-based installation. Click **NEXT** to continue.



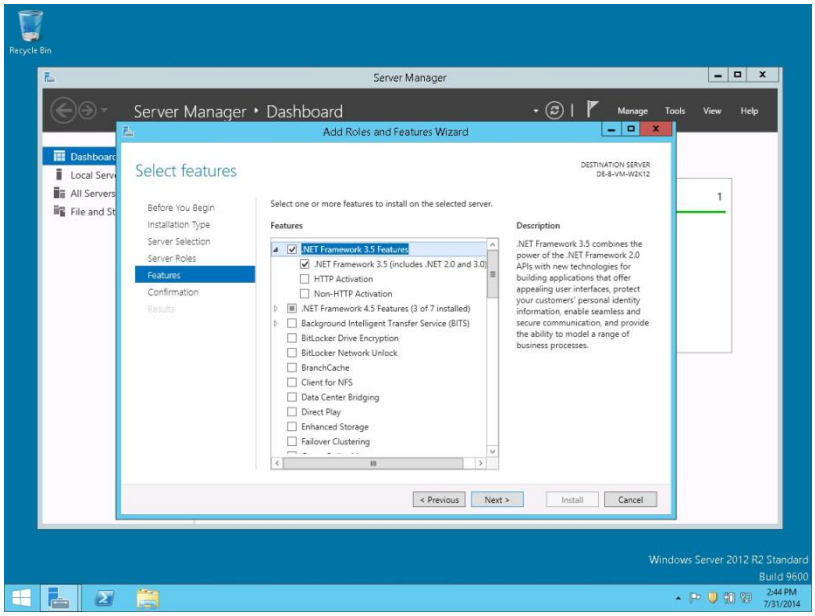
5. Select the option: **Select a server from the server pool list and**. Mark your Server from the list and click **NEXT** to continue.



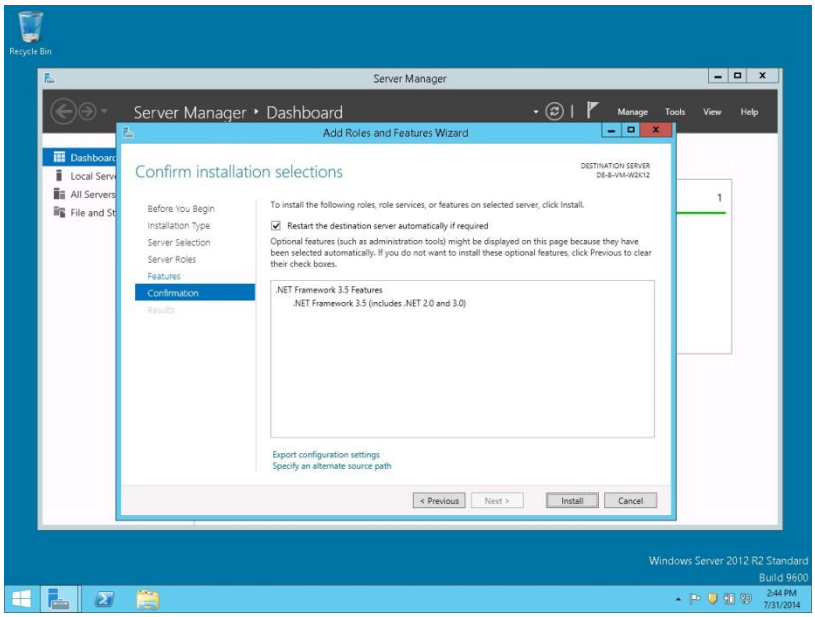
6. Click **NEXT** to continue without selecting any Roles.



7. Select the feature **.NET Framework 3.5 (includes .NET 2.0 and 3.0)** in the **Features** window and click **NEXT** to continue.



8. Mark the option: Restart the destination server automatically if required. Click INSTALL to install the selected features.

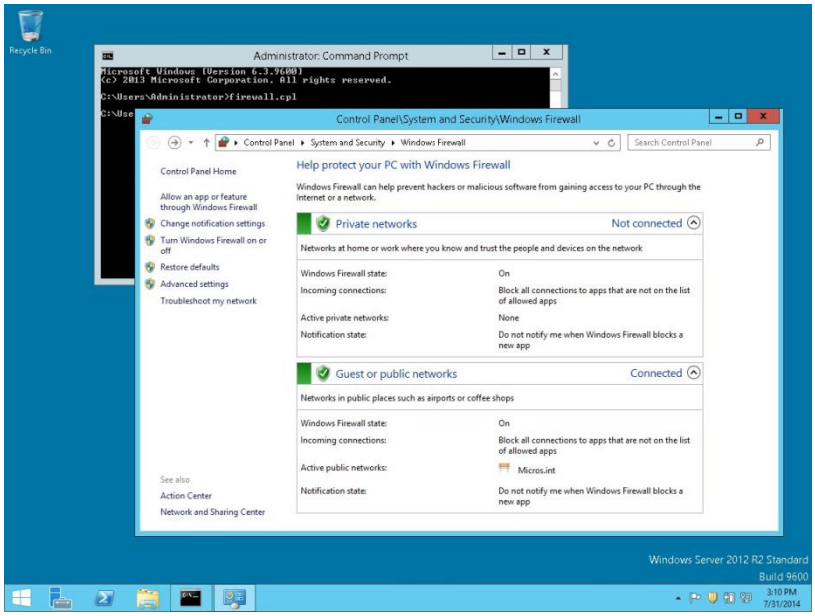


Disable the Firewall

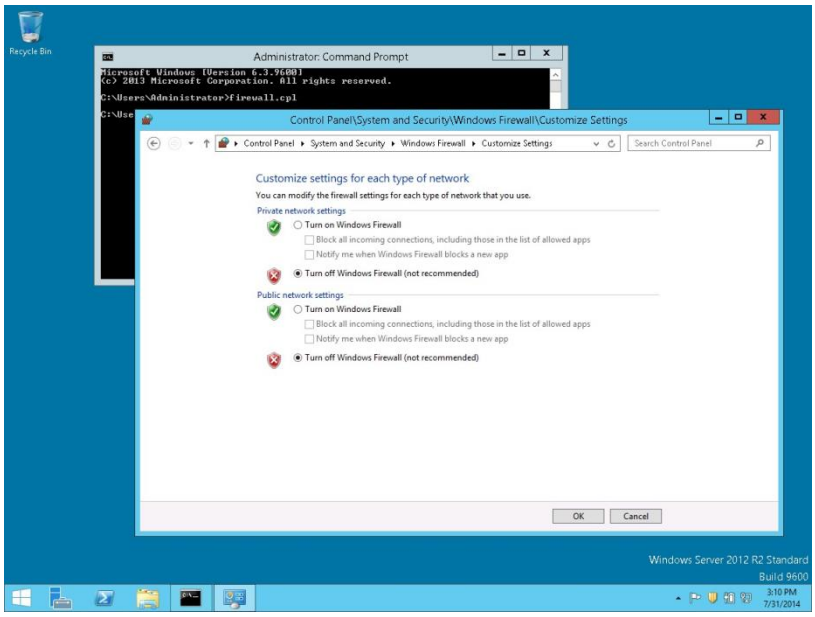
During the installation, it is necessary to disable the Windows Firewall and UAC (User Account Control). After the installation they need to be activated again.

1. Open a command prompt (with the option **Run as administrator**) and type **firewall.cpl** to launch the Firewall Configuration utility.

2. In the Firewall Control Panel, click **Turn Windows Firewall on or off** (upper left hand corner of the window).



3. Select Turn off Windows Firewall (not recommended) in the Windows Firewall Settings window and click **OK** to save the changes.

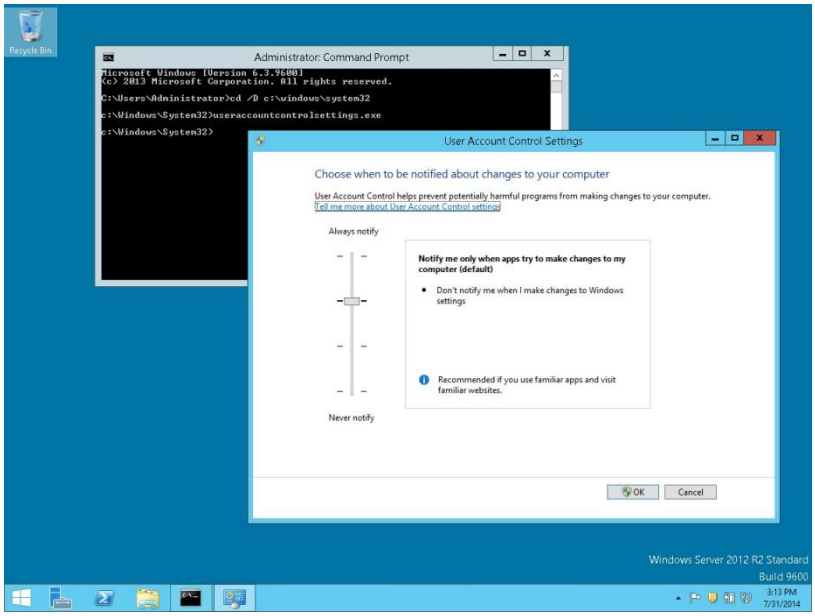


4. Close the Firewall Configuration utility.

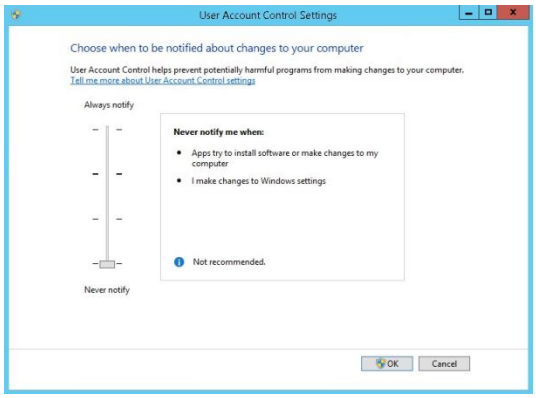
Disable User Access Control

1. Start the **User Access Control Configuration Assistant** by typing the following command:

   cd /D c:\windows\system32
   useraccountcontrolsettings.exe



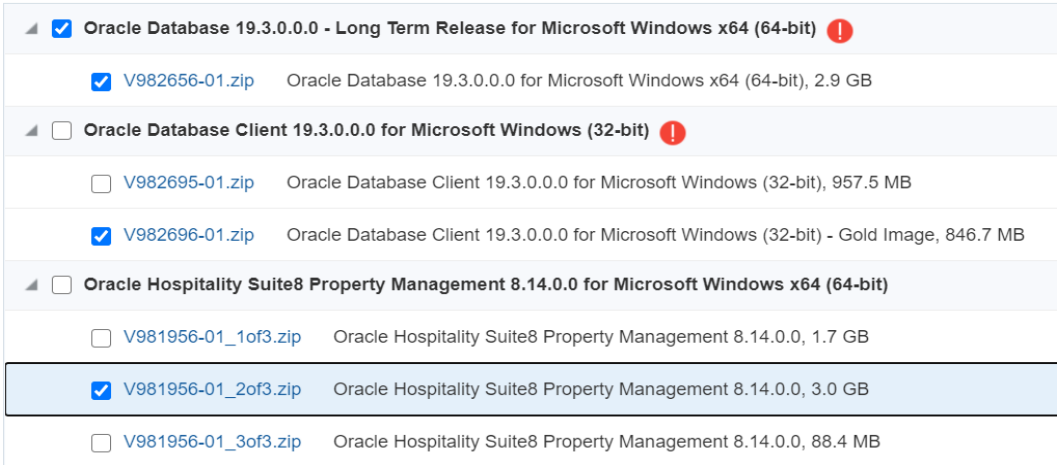
2. Turn off the notification by changing the UAC to **Never notify**. Click **OK** to save the changes.



3. Restart the computer to Turn off the **User Account Control**.

Getting Started

1. Download files from https://edelivery.oracle.com

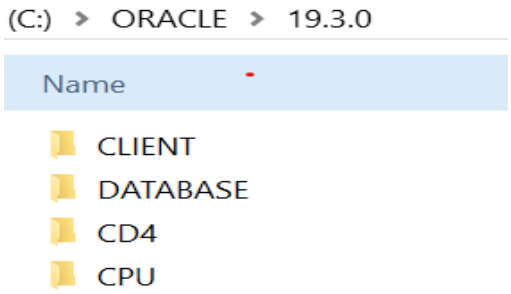


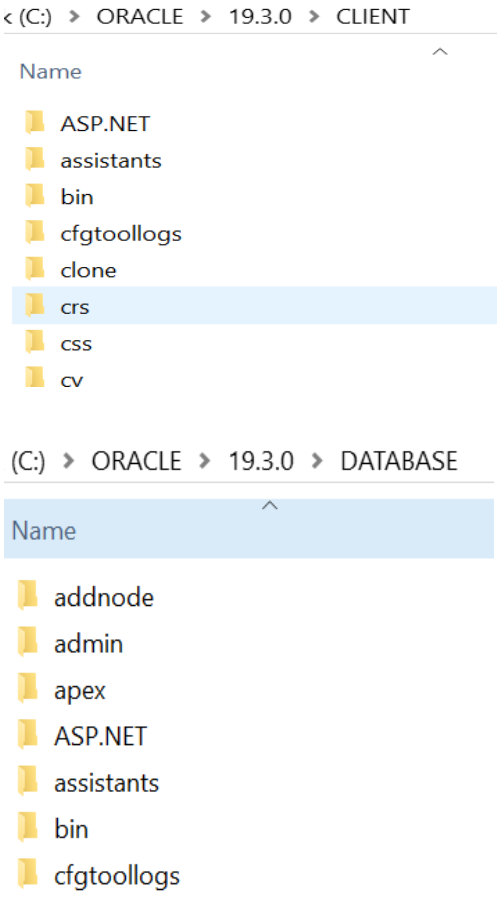
Note: Please download the Oracle Database Client Gold Image for Client.

For more information about oracle database, refer to http://www.oracle.com/technetwork/database/index.html

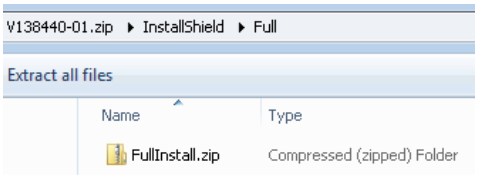
2. From Oracle 19c, the installation folder path is taken as Oracle Home Path. So, place the installation files in the desired Oracle Home Path. For example, **"C:\ORACLE\xx.x.x".** Create folders \DATABASE, \CLIENT, \CD4 and CPU in a Oracle Home directory and unzip/copy the downloaded files:

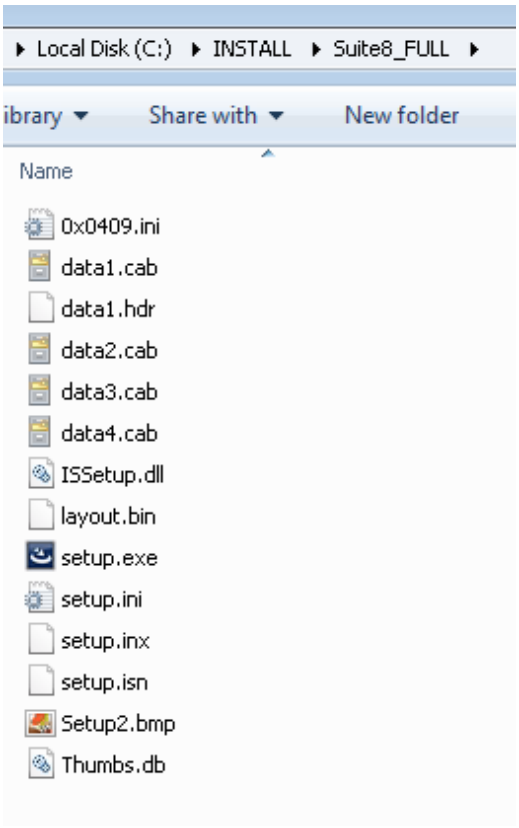
   – DATABASE - database
   – CLIENT - client
   – CD4 - used for main patch, if available
   – CPU - used for Critical Patch Update, if available



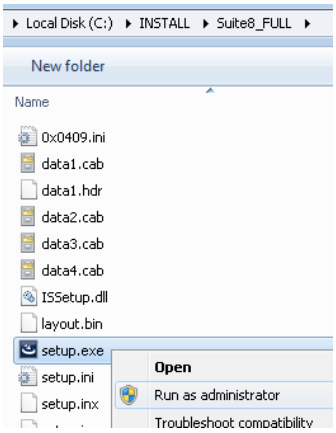


3. Create a temporary directory such as C:\INSTALL\Suite8_FULL and unzip/copy the Install Shield files.

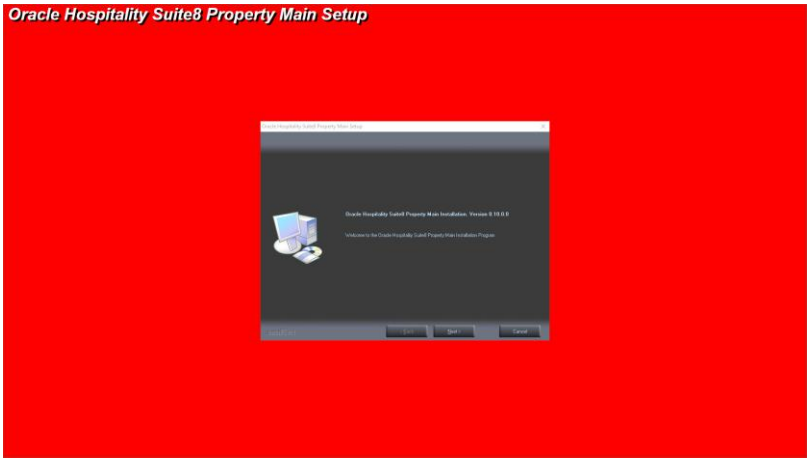




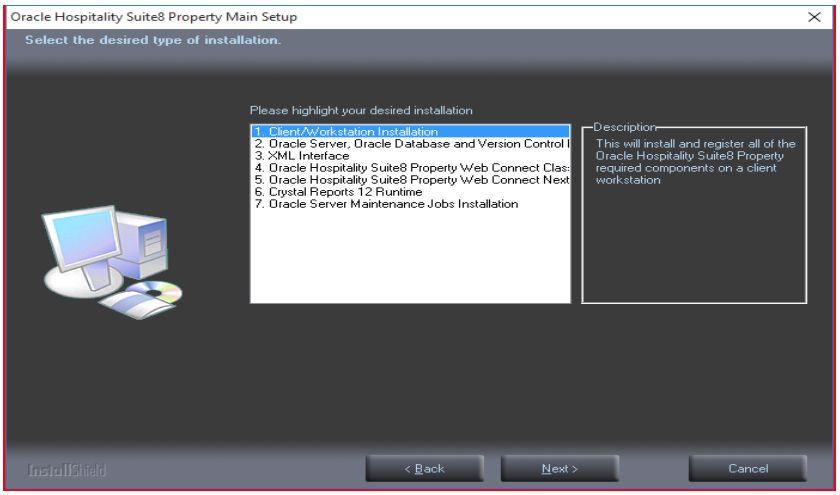
4. To start the Suite8 installation, select the **setup.exe** from the Suite8 install directory. From the drop-down menu, select **Run as Administrator**



5. Click **Next** to continue.



6. Select the type of installation:
   - Client/Workstation Installation
   - Oracle Server, Oracle Instance and Version Control Installation
   - XML Interface
   - Oracle Hospitality Suite8 Property Web Connect Classic
   - Oracle Hospitality Suite8 Property Web Connect Next Generation
   - Crystal Reports 12 Runtime
   - Oracle Server Maintenance Jobs Installation



Client/Workstation Installation

The client/workstation installation installs and registers all of the Suite8 required components such as Crystal 12 depending on the selection. It also detects if Oracle is installed or not.

Oracle Server, Oracle Instance and Version Control Installation

If the option: **Oracle Server, Oracle database and Version Control Installation** is selected, a search for an existing Oracle Installation is performed. If none is found then the install shield guides the Oracle Server Installation and creates an Oracle instance/database as well as Suite8 Schemas. All required files for Suite8 Version Control are also installed on the server.

Version Control is a tool to speed up the upgrade process. Once Version Control is active, the Suite8 program files can be placed in one location on the server and each time a user logs in, a check is performed ensuring that the correct version of the program files is located on the local drive of the machine. If the correct version is not located then it is copied over from the server.

Oracle Hospitality Suite8 Property Web Connect

Selecting Oracle Hospitality Suite8 Property Web Connect installs Suite8 Web Connect, the web booking engine.

For system requirements and setup information, please read the documentation for Oracle Hospitality Suite8 Property Web Connect

XML Interface

Selecting **XML Interface** installs Suite8 XML Interface. This interface is required for example for Suite8 Web Connect, Hotel Connector and various Interfaces such as Hurdle XML Interface.

Crystal Reports 12 Runtime

Selecting this option installs Crystal 12 runtime files.

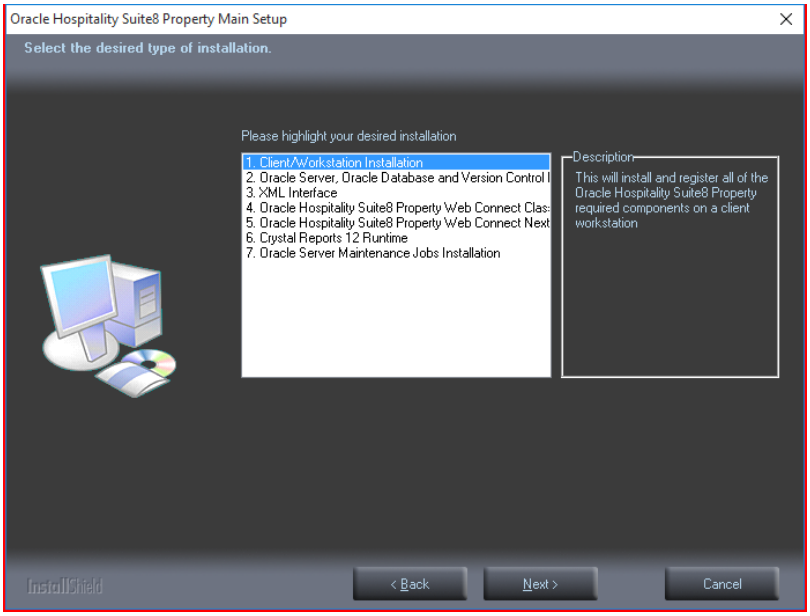
Oracle Server Maintenance Jobs Installation

Selecting this option installs Oracle Back and Maintenance Jobs and required files.

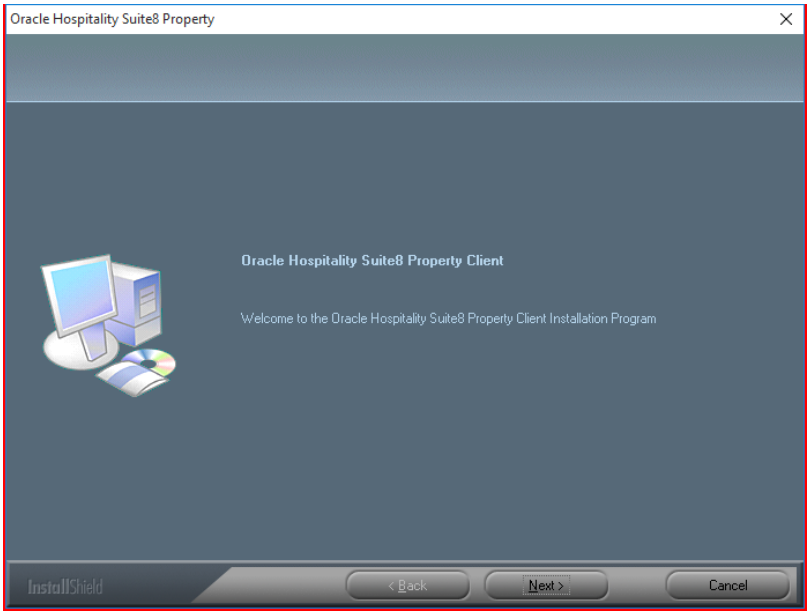
4

Suite8Install Shield – Installation Client

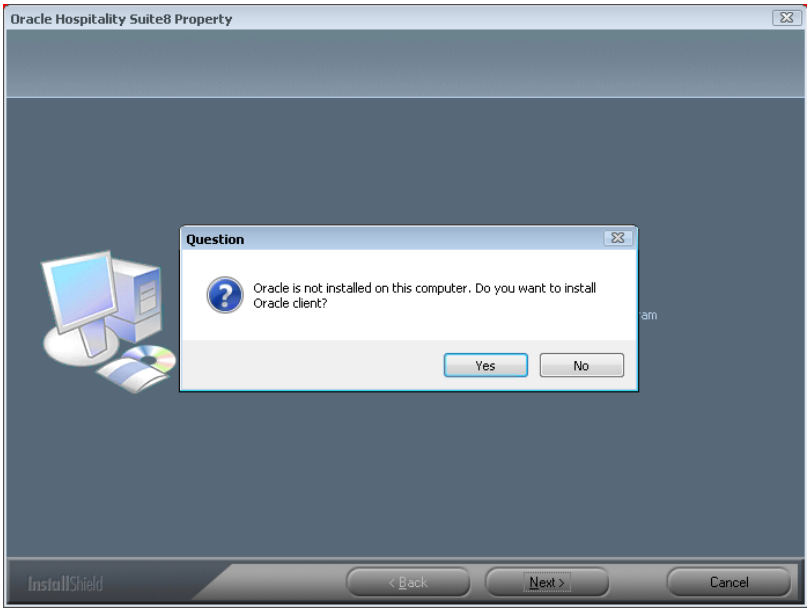
1. Select Client/Workstation Installation and click Next to continue.



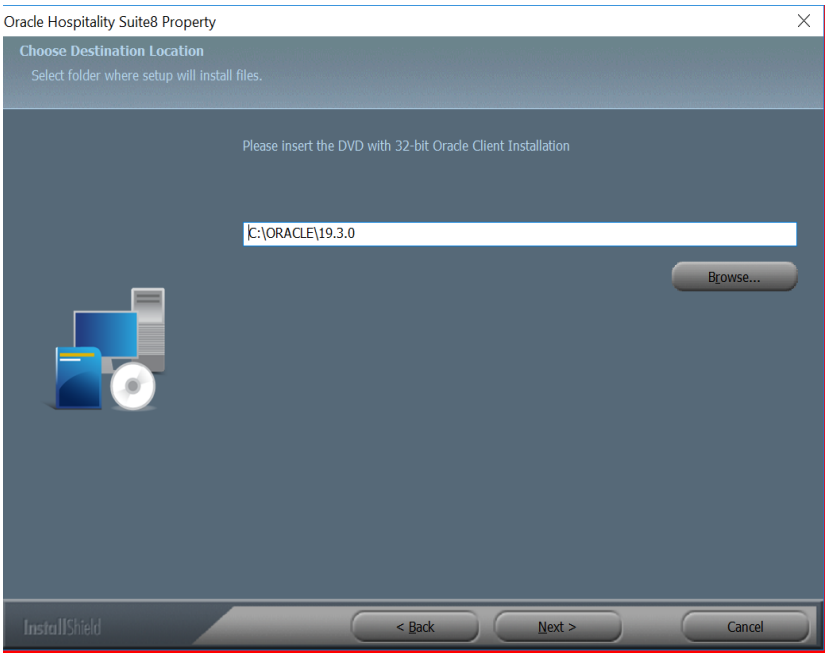
2. The Oracle Client Install shield Wizard will be started. Click **Next** to continue.



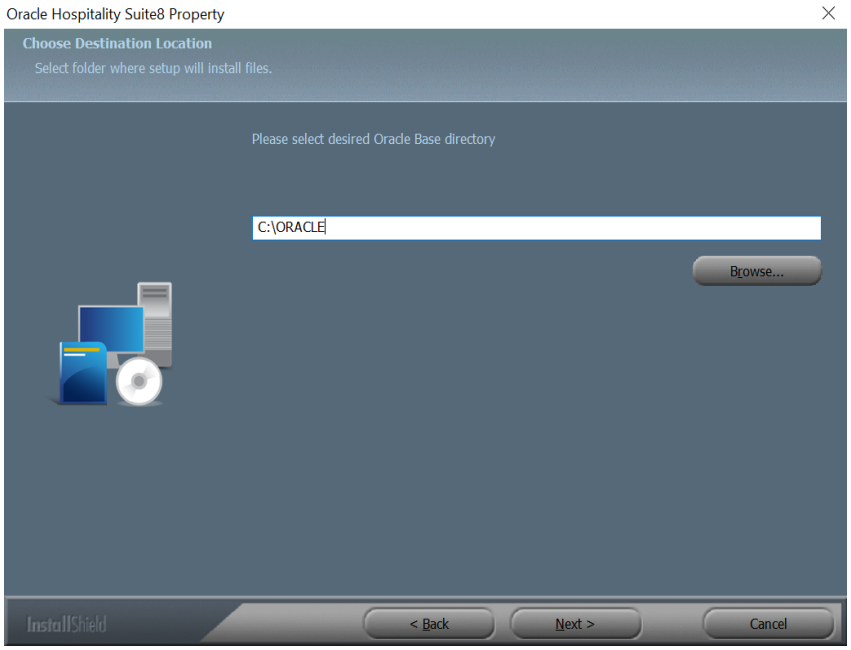
3. If the Oracle client software is not installed the following message is displayed. Click **Yes** to continue.



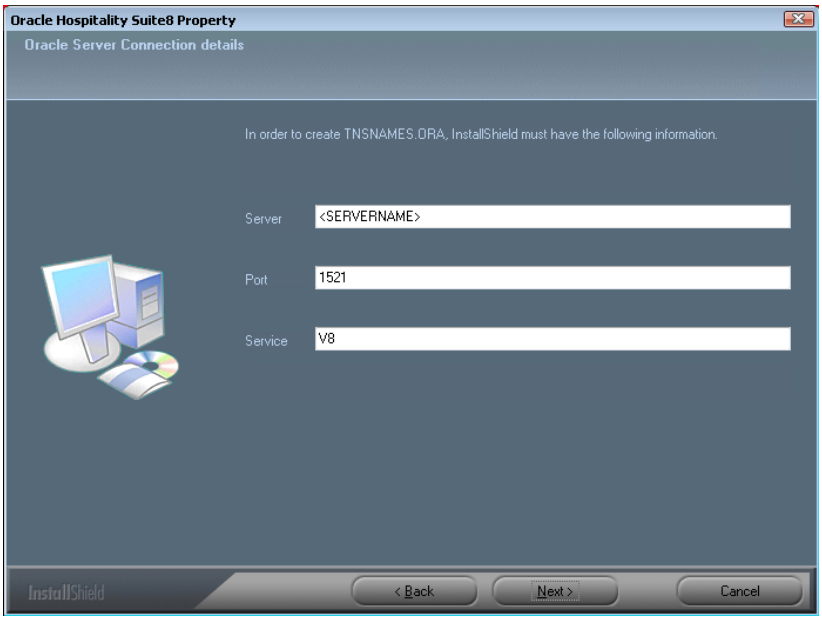
4. Select the Oracle Home path on your hard disk where the Oracle Installation files has been copied, such as **C:\ORACLE\xx.x.x**. Click **Next** to continue.



5. Enter the Oracle Base directory for the Oracle Client such as **C:\ORACLE**. Click **Next** to continue.

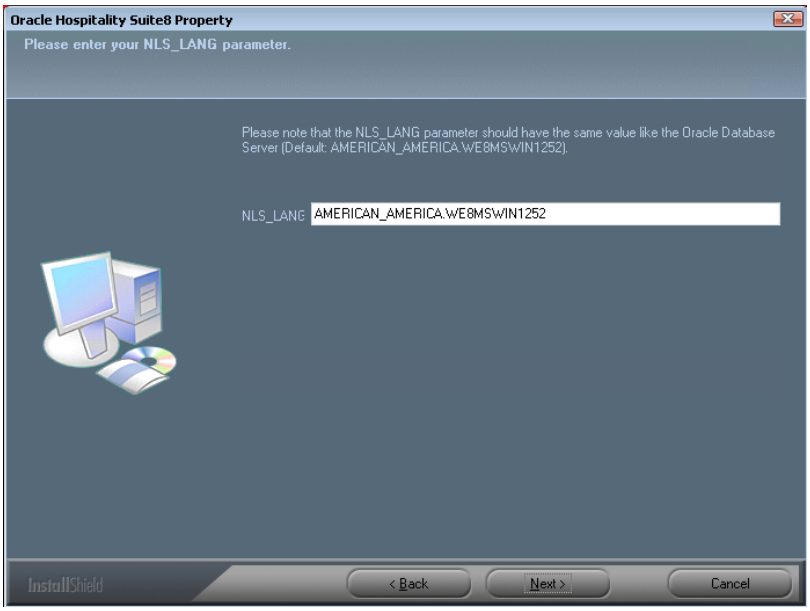


6. Enter the **Server** name or IP address for the Oracle Database Server. Click **Next** to continue.



7. Enter the `NLS_LANG` parameter which depends on the Operating System Locale. This Language value will be used for the Oracle communication between Suite8 Client and Oracle Database. The default value is: AMERICAN_AMERICA.WE8MSWIN1252.

8. Click **Next** to continue.



NOTE:

If you want to connect with the Oracle Client to an Oracle Database with Multilingual support (UNICODE), please use the NLS_CHARACTER_SET: AL32UTF8 (e.g. **AMERICAN_AMERICA.AL32UTF8**

The following NLS_LANG values are current supported:

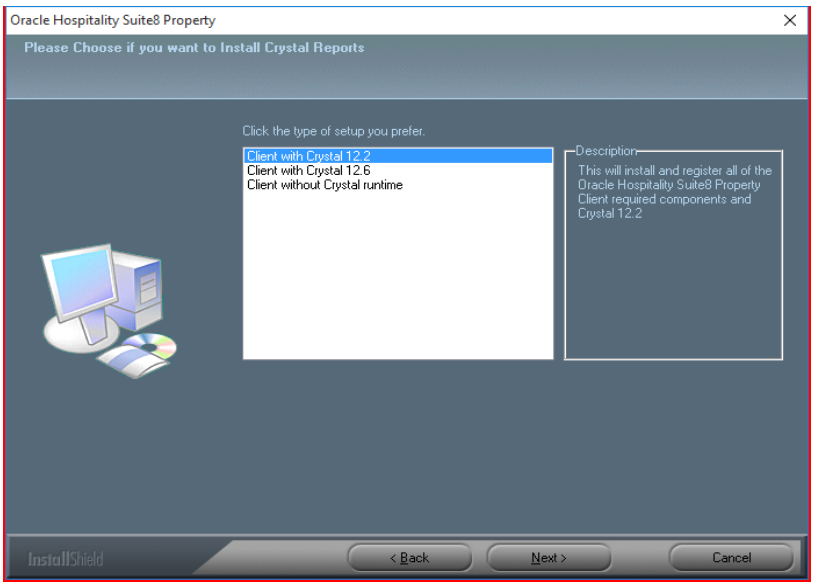
Operating System Locale	NLS_LANG Value
Arabic (U.A.E.)	ARABIC_UNITED ARAB EMIRATES.AR8MSWIN1256
Bulgarian	BULGARIAN_BULGARIA.CL8MSWIN1251
Catalan	CATALAN_CATALONIA.WE8MSWIN1252
Chinese (PRC)	SIMPLIFIED CHINESE_CHINA.ZHS16GBK
Chinese (Taiwan)	TRADITIONAL CHINESE_TAIWAN.ZHT16MSWIN950
Chinese (Hong Kong HKCS)	TRADITIONAL CHINESE_HONG KONG.ZHT16HKSCS
Chinese (Hong Kong HKCS2001)	TRADITIONAL CHINESE_HONG KONG.ZHT16HKSCS2001
Croatian	CROATIAN_CROATIA.EE8MSWIN1250
Czech	CZECH_CZECH REPUBLIC.EE8MSWIN1250
Danish	DANISH_DENMARK.WE8MSWIN1252
Dutch (Netherlands)	DUTCH_THE NETHERLANDS.WE8MSWIN1252
Dutch (Belgium)	DUTCH_BELGIUM.WE8MSWIN1252
English (United Kingdom)	ENGLISH_UNITED KINGDOM.WE8MSWIN1252
English (United States)	AMERICAN_AMERICA.WE8MSWIN1252
English (United States)	AMERICAN_AMERICA.WE8ISO8859P9
English (United States)	AMERICAN_AMERICA.AL32UTF8
Estonian	ESTONIAN_ESTONIA.BLT8MSWIN1257
Finnish	FINNISH_FINLAND.WE8MSWIN1252
French (Canada)	CANADIAN FRENCH_CANADA.WE8MSWIN1252
French (France)	FRENCH_FRANCE.WE8MSWIN1252
German (Germany)	GERMAN_GERMANY.WE8MSWIN1252
Greek	GREEK_GREECE.EL8MSWIN1253
Hebrew	HEBREW_ISRAEL.IW8MSWIN1255
Hungarian	HUNGARIAN_HUNGARY.EE8MSWIN1250
Icelandic	ICELANDIC_ICELAND.WE8MSWIN1252

Operating System Locale	NLS_LANG Value
Indonesian	INDONESIAN_INDONESIA.WE8MSWIN1252
Italian (Italy)	ITALIAN_ITALY.WE8MSWIN1252
Japanese	JAPANESE_JAPAN.JA16SJIS
Korean	KOREAN_KOREA.KO16MSWIN949
Latvian	LATVIAN_LATVIA.BLT8MSWIN1257
Lithuanian	LITHUANIAN_LITHUANIA.BLT8MSWIN1257
Norwegian	NORWEGIAN_NORWAY.WE8MSWIN1252
Polish	POLISH_POLAND.EE8MSWIN1250
Portuguese (Brazil)	BRAZILIAN PORTUGUESE_BRAZIL.WE8MSWIN1252
Portuguese (Portugal)	PORTUGUESE_PORTUGAL.WE8MSWIN1252
Romanian	ROMANIAN_ROMANIA.EE8MSWIN1250
Russian	RUSSIAN_CIS.CL8MSWIN1251
Slovak	SLOVAK_SLOVAKIA.EE8MSWIN1250
Spanish (Spain)	SPANISH_SPAIN.WE8MSWIN1252
Swedish	SWEDISH_SWEDEN.WE8MSWIN1252
Thai	THAI_THAILAND.TH8TISASCII
Spanish (Mexico)	MEXICAN SPANISH_MEXICO.WE8MSWIN1252
Spanish (Venezuela)	LATIN AMERICAN SPANISH_VENEZUELA.WE8MSWIN1252
Turkish	TURKISH_TURKEY.TR8MSWIN1254
Ukrainian	UKRAINIAN_UKRAINE.CL8MSWIN1251
Vietnamese	VIETNAMESE_VIETNAM.VN8MSWIN1258

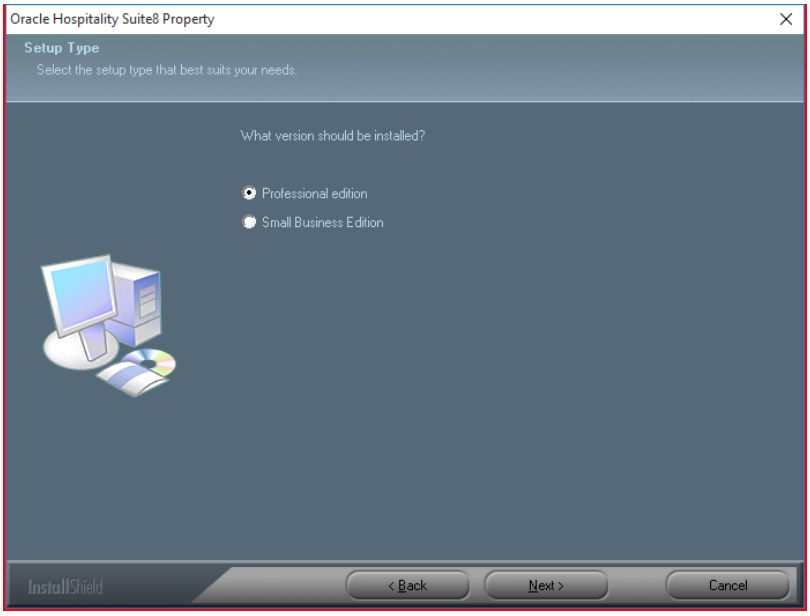
9. Select **Client with Crystal 12**, if you want to install Crystal runtimes during the basis setup. Please check the version used in your property. Use Crystal 12.6 for Windows 10, Windows server 2012 R1/R2, Windows server 2016 and Windows server 2019.
10. Click **Next** to continue.

NOTE:

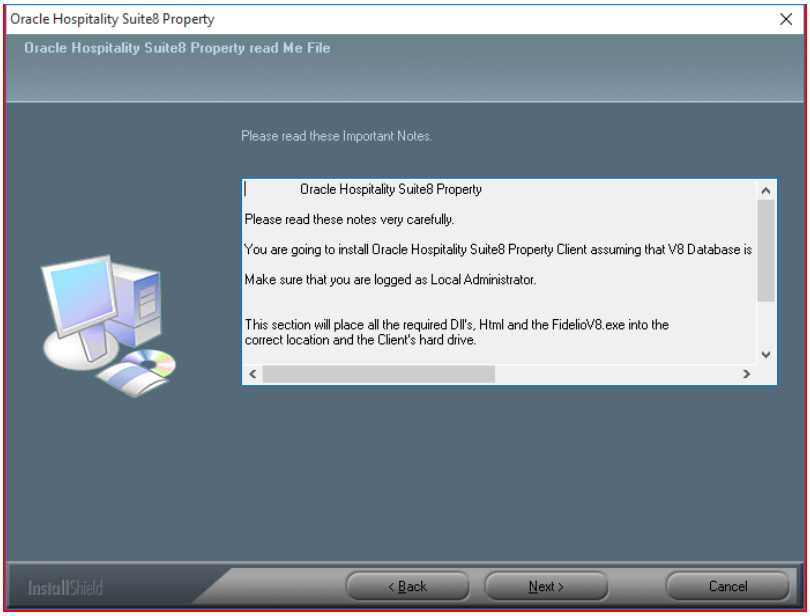
Select **Client without Crystal runtime**, if you would like to install Crystal runtime manually.



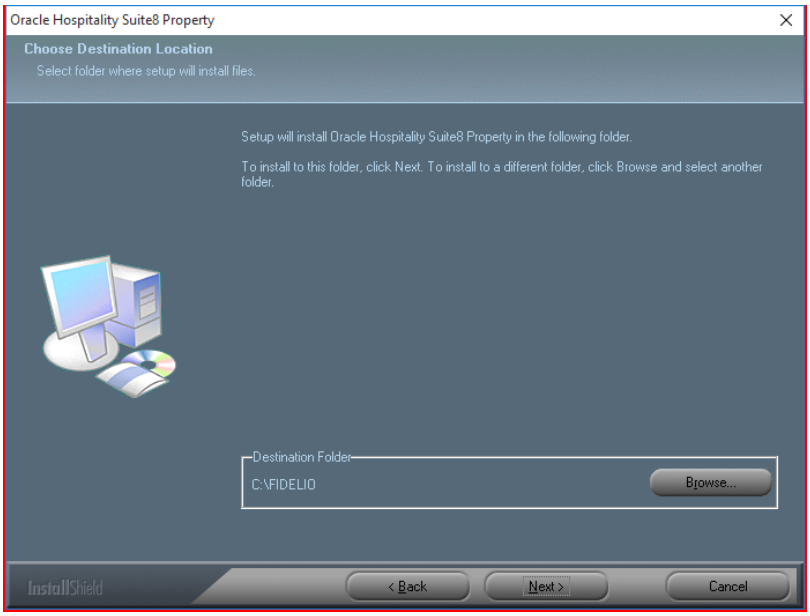
11. Select either the Professional Edition or the Small Business Edition according to the license code received from Oracle. Click **Next** to continue.



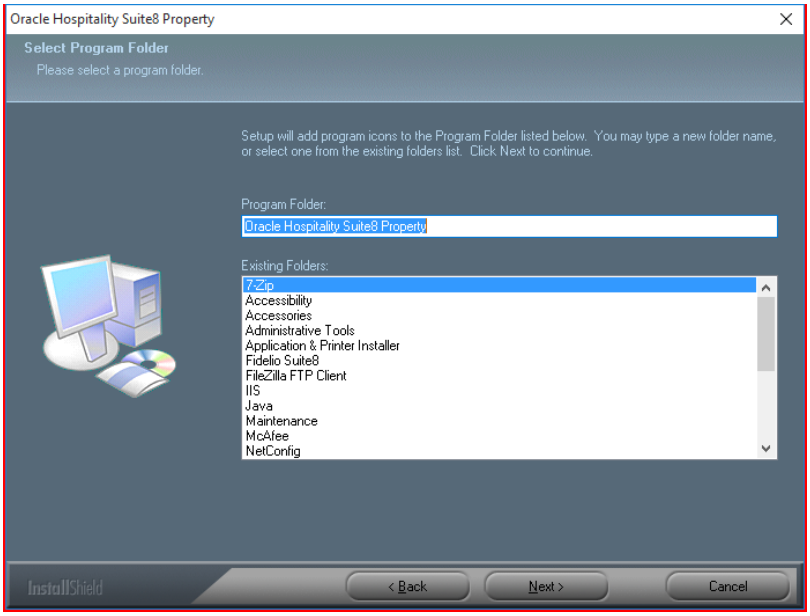
12. The next screen will display a read me text file detailing the installation process. This read me text contains the information listed under Prerequisites of the Oracle client/workstation installation. Read this information carefully and make sure that all required transactions have been completed. Click **Next** to continue.



13. The next step prompts with the path for the Fidelio program files, the default is: **C:\FIDELIO**. Select **Browse** to change the default path. Click **Next** to continue.



14. The setup program creates a Start Menu folder: **Oracle Hospitality Suite8 Property**. If you want to create a different folder, select the required program folder from the list or enter the new folder name. Click **Next** to continue.

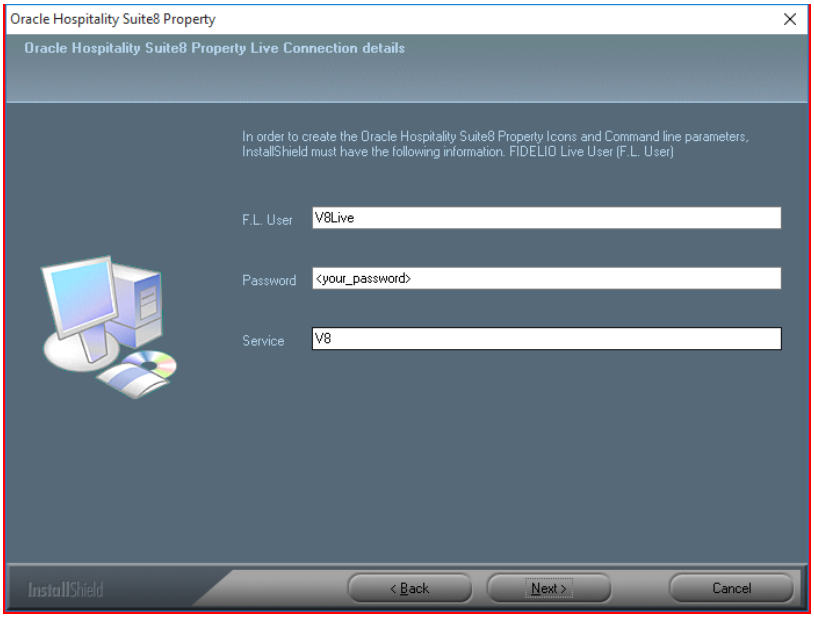


15. The following step requires the user and complex password to be entered to logon to the Suite8 live database and create the command line parameters. Click **Next** to continue.

> **NOTE:**
>
> The **complex password** depends on the used V8LIVE user account password from the Oracle Database setup process. The password is **case sensitive**.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,

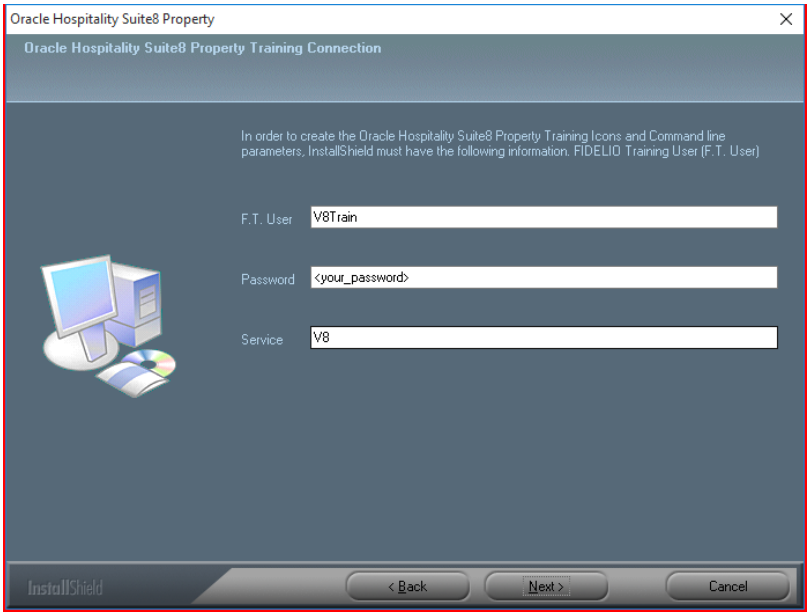


16. The next step is similar to the previous step, but requires the username and complex password to logon to the Suite8 training database and create the command line parameters. Click **Next** to continue.

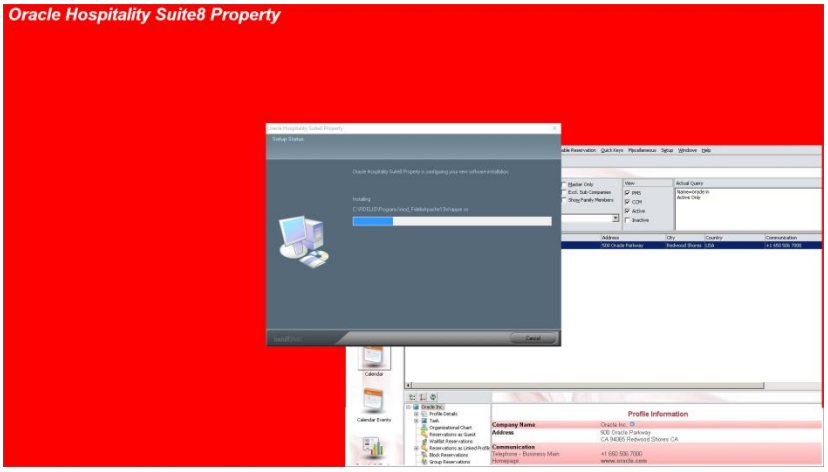
> **NOTE:**
>
> The **complex password** depends on the used V8TRAIN user account password from the Oracle Database setup process. The password is **case sensitive**.

Complexity requirements are:

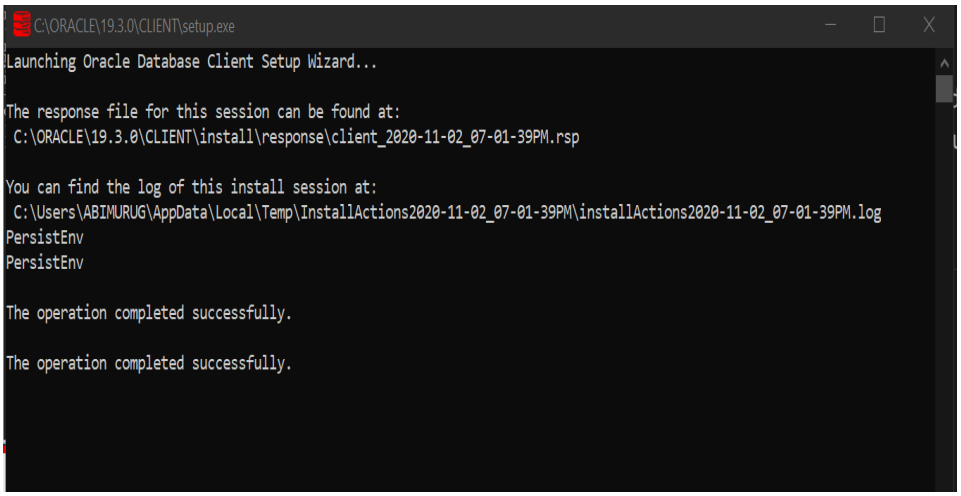
- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



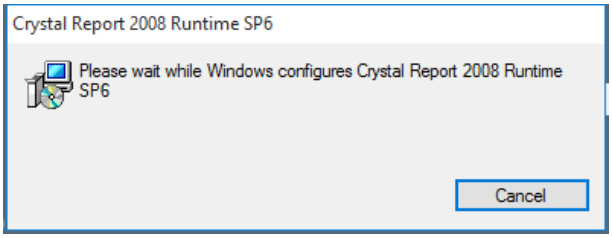
17. The program folder and runtimes are now created and registered.



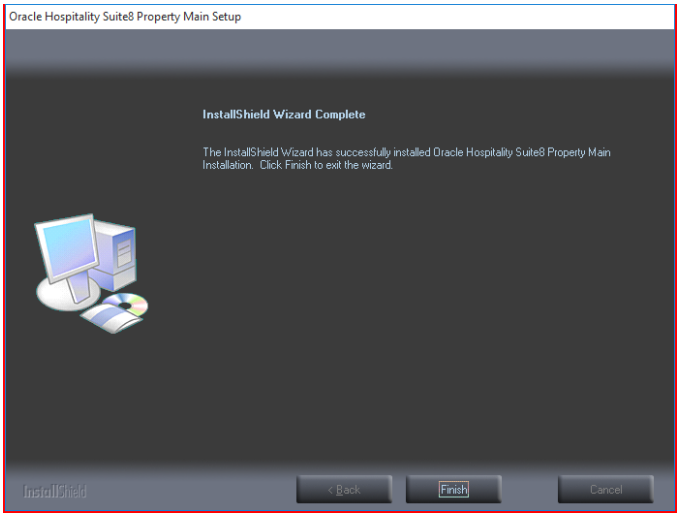
18. If the Oracle Client was not installed – the setup program will install the Oracle Client.



19. The install shield will register the Suite8 program modules install Crystal Reports 2008 Runtimes SP6.



20. The Oracle Client install shield displays a message upon completion. Click **Finish** to continue and exit the Install shield Wizard.

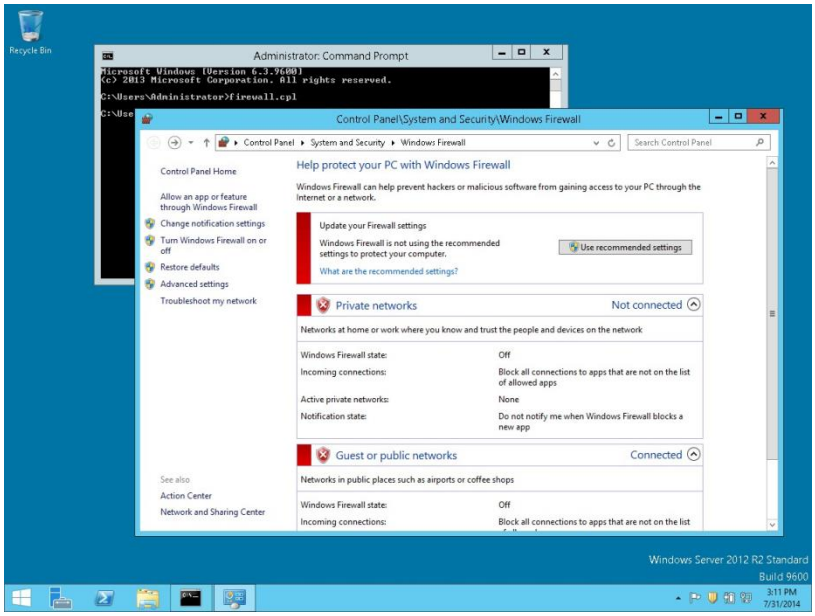


Enable the Firewall

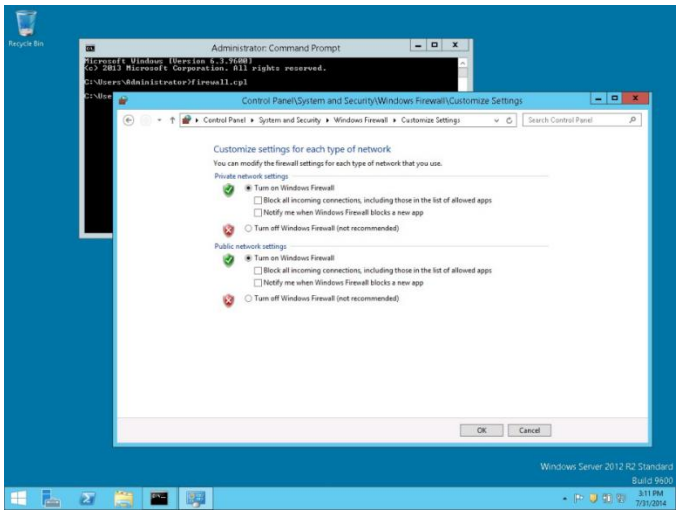
After the installation is completed, it is necessary to enable the Windows Firewall again and turn on the **UAC (User Account Control)**.

1. Open a command prompt (with the option **Run as administrator** and type **firewall.cpl** to launch the Firewall Configuration utility.

2. In the Firewall Control Panel, click **Turn Windows Firewall on or off** (upper left hand corner of the window).



3. Select **Turn on Windows Firewall** in the **Windows Firewall Settings** window and click **OK** to save the changes.



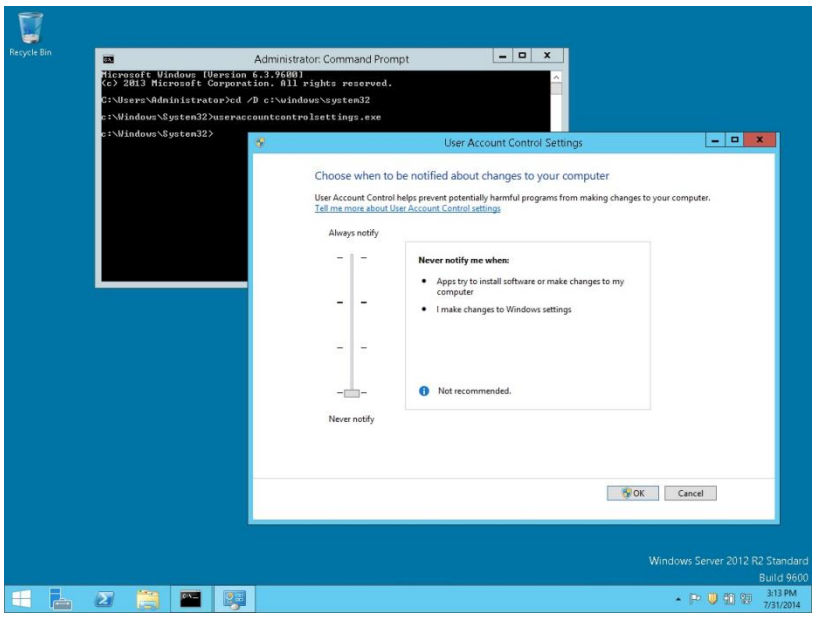
4. Close the Firewall Configuration utility.

Enable User Access Control

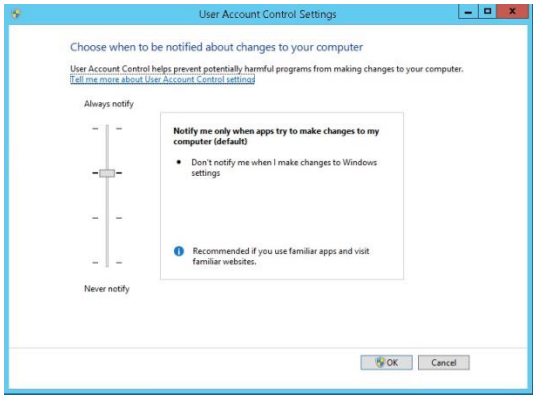
1. Start the **User Access Control Configuration Assistant** by typing the following command:

   cd /D c:\windows\system32

   `useraccountcontrolsettings.exe`



2. Turn on the notification by changing the UAC to **Default**. Click **OK** to save the changes.



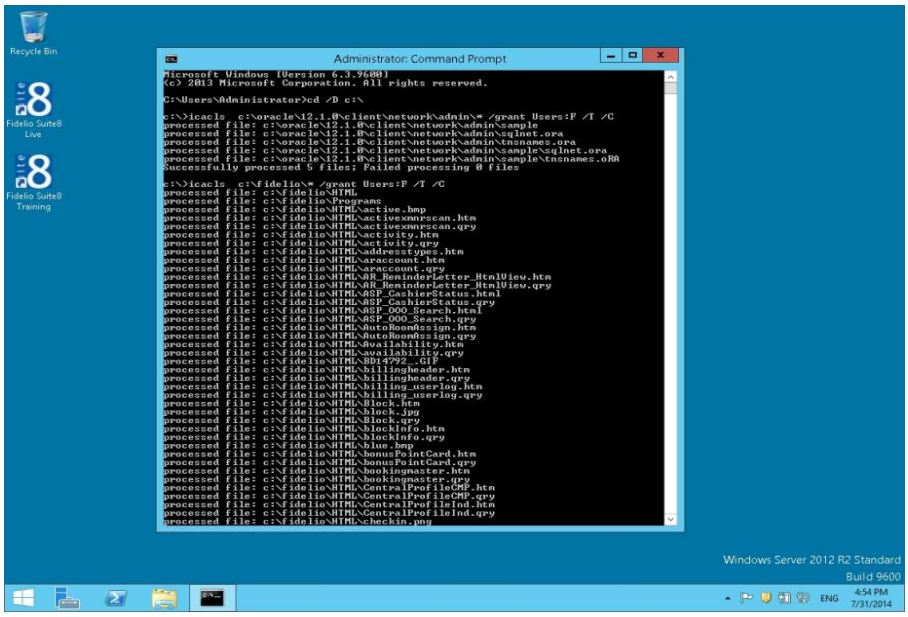
Change the User Access Rights for the Oracle Client/Suite8 Client files

1. Open a command prompt (with the option **Run as administrator**).
2. Type the following commands:

cd /D c:

icacls {Oracle Home Path}\client\network\admin* /grant Users:F /T /C

icacls c:\fidelio* /grant Users:F /T /C



NOTE:

For German installations, the following commands are used: **icacls {Oracle Homea }\client\network\admin* /grant Benutzer:F /T /C**
icacls c:\fidelio* /grant Benutzer:F /T /C

Oracle Home Path is where we create DATABASE, CLIENT, CP4 AND CDU folders. For example: C:\ORACLE\xx.x.x.

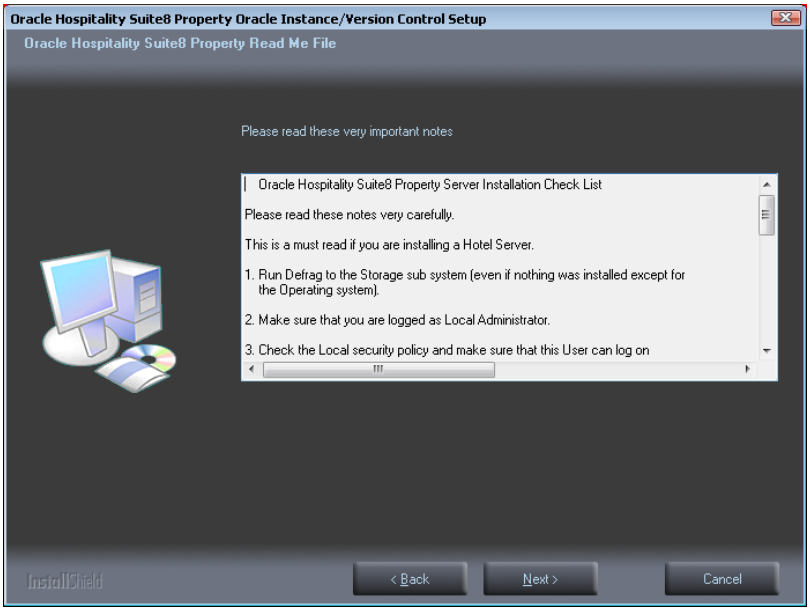
5

Suite8 Install Shield – Installation of Suite8 Database

1. Select Oracle Server, Oracle Instance and Schema Installation and click **Next** to continue.

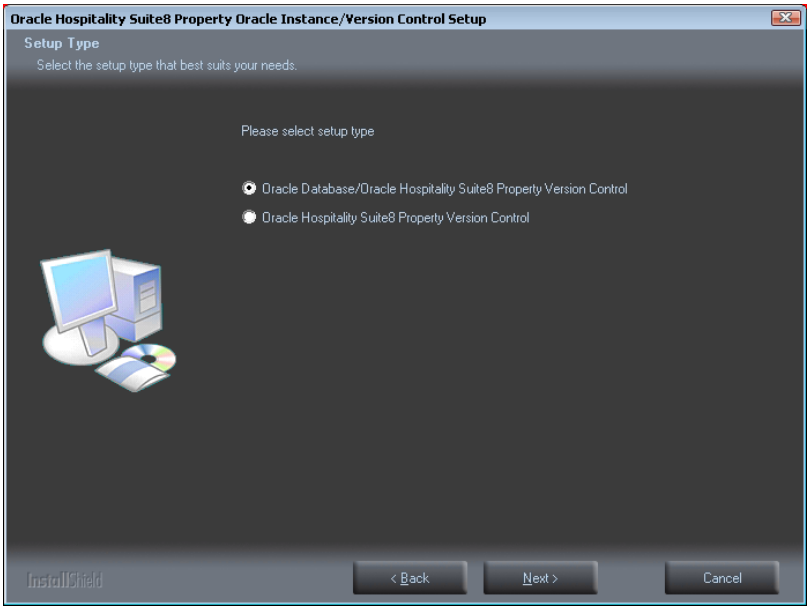
2. The Oracle Instance/Schema Setup Wizard will be started. Click **Next** to continue.

3. The next screen displays a read me text file detailing the installation process. Read this information carefully and make sure that all required transactions have been completed. Click **Next** to continue.

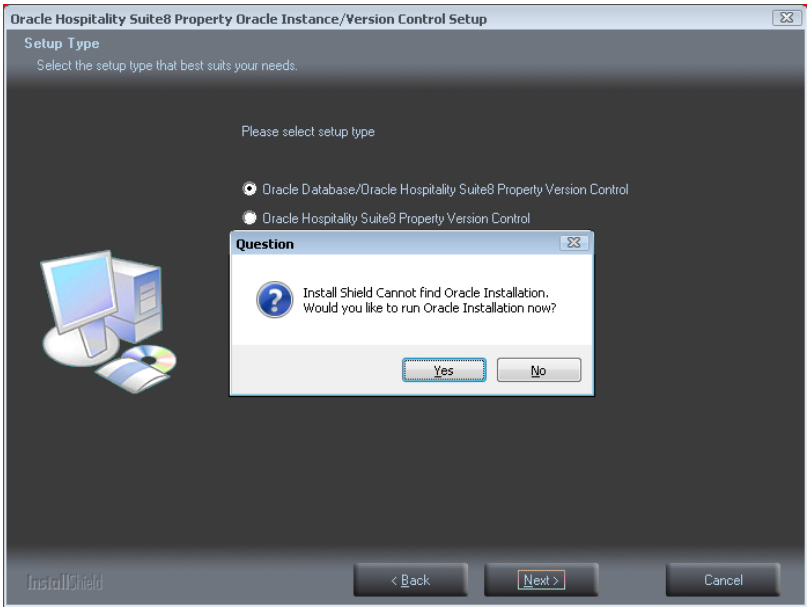


4. Select either the **Oracle Database/Fidelio Suite8 Version Control** or the **Fidelio Suite8 Version Control** option. The first option will install the Fidelio Suite8 Version Control, the Oracle database and the Night Auditor Reports Share. The second option will only install the Fidelio Suite8 Version Control and the Night Auditor Reports Share.

5. Select the first option and click **Next** to continue.



6. If the Oracle Database software is not installed the following message is displayed. Click **Yes** to continue.



7. The next step prompts with the path for the Fidelio Version Control Base directory, the default is: **D:\FIDELIO**. Select **Browse** to change the default path. The install shield performs the following tasks:

   Creates the following sub directories on the Version Control Base directory (for example: **D:\FIDELIO**):

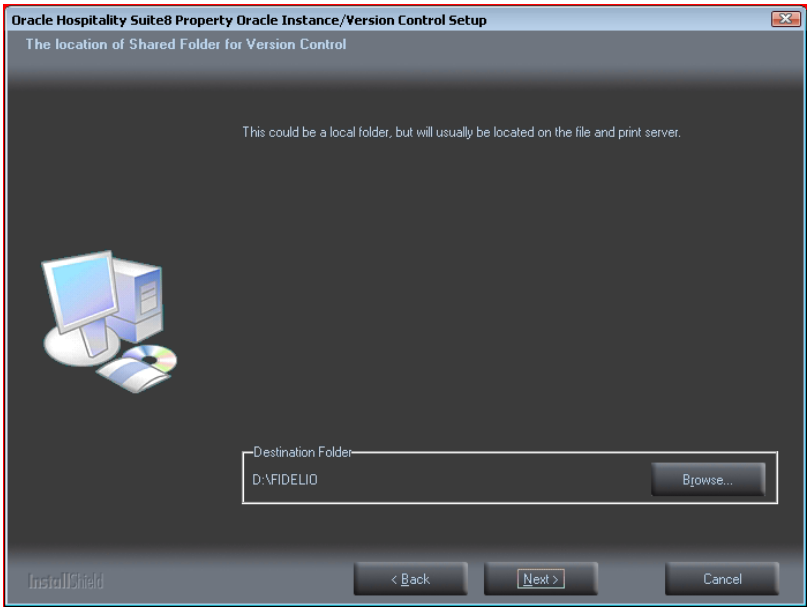
   \PROGRAMS

   \HTML

   \VERSIONCTRL

   Copies all the Fidelio Suite8 files to the directories: .**\PROGRAMS, .\HTML** and **.\VERSIONCTRL** and creates a Windows Share: VersionCtrl$ for the Version Control Base directory.

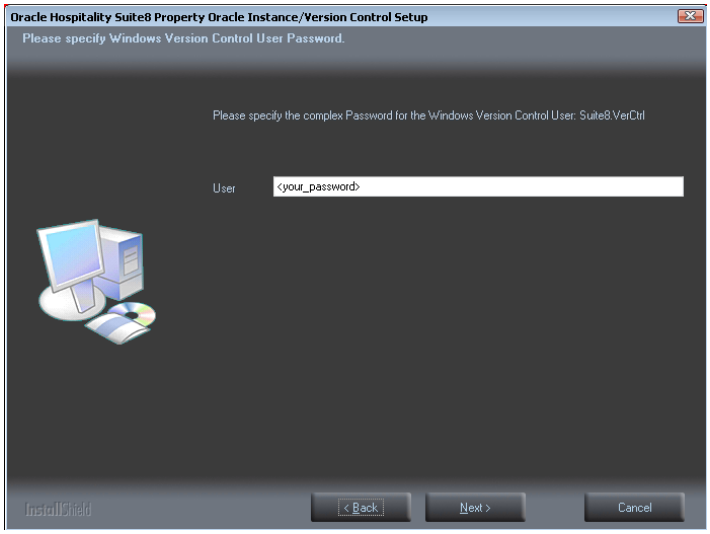
8. Click **Next** to continue.



9. The following step requires the complex password to be entered for the Windows User account (Suite8.VerCtrl) for the Fidelio Version Control Share/Fidelio Night Auditor Report Share. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 12 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,

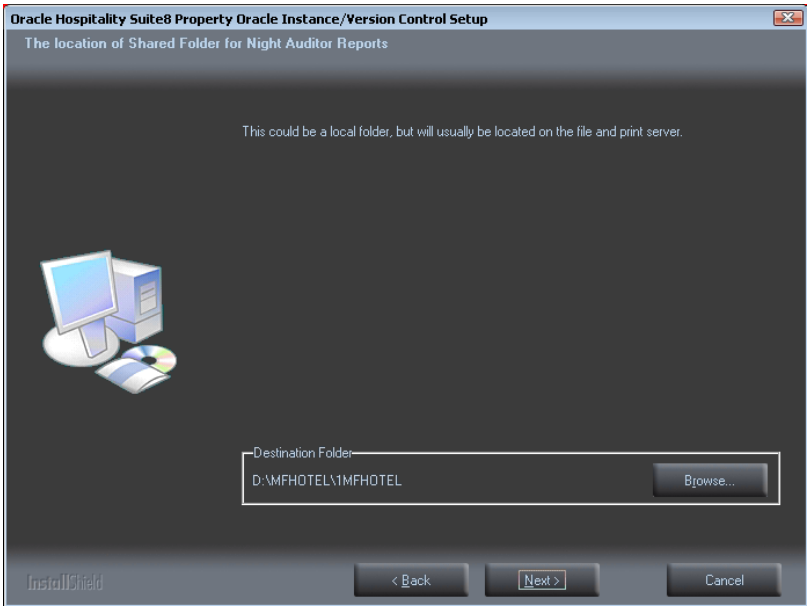


10. The next step prompts with the path for the Fidelio Night Auditor Report Share directory, the default is: **D:\MFHOTEL\1MFHOTEL**. Select **Browse** to change the default path. The install shield performs the following tasks:

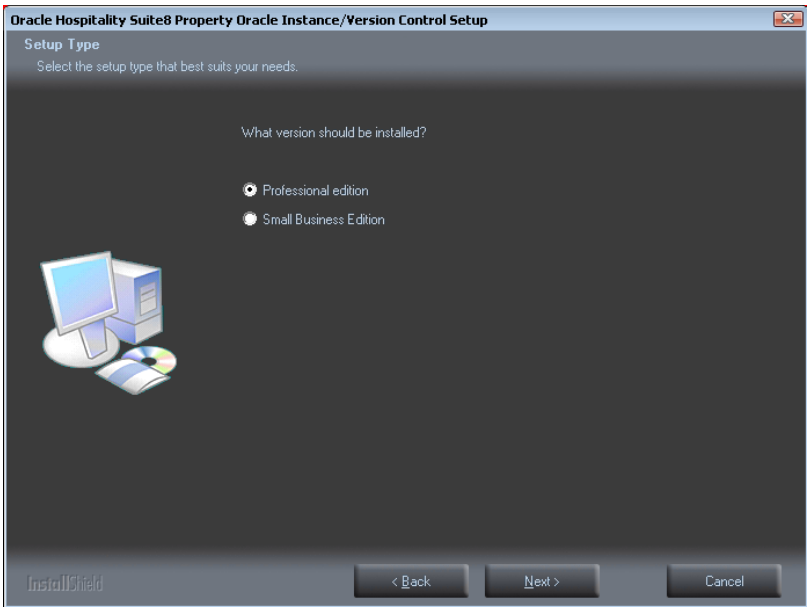
    Creates the following sub directory on the Night Auditor Reports Share directory (for example: **D:\MFHOTEL\1MFHOTEL**):

    \NAReports

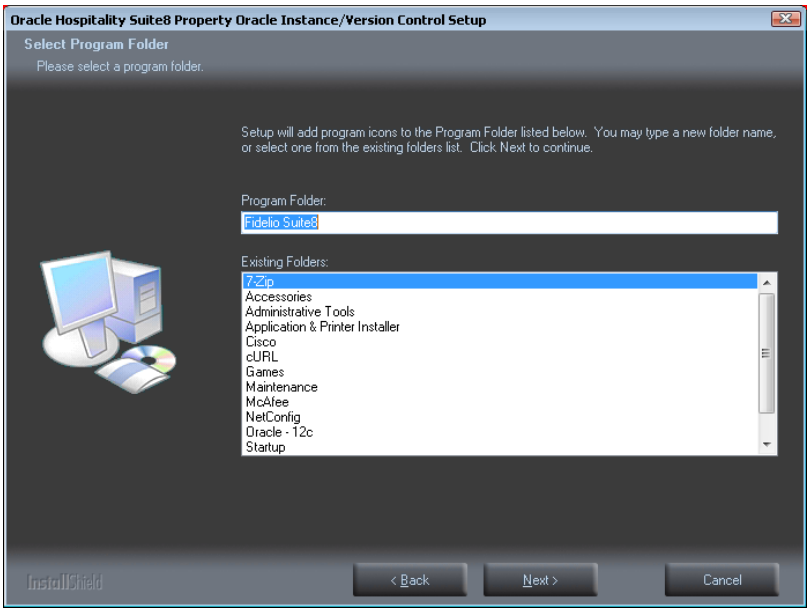
11. Creates a Windows Share: 1MFHOTEL$ for the Night Auditor Report Share directory. Click **Next** to continue.



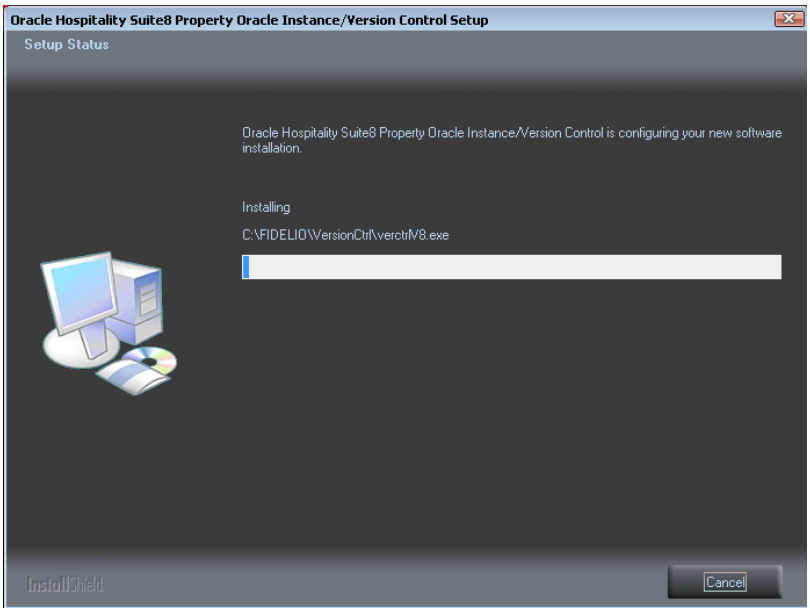
12. Select either the **Professional Edition** or the **Small Business**. Click **Next** to continue.



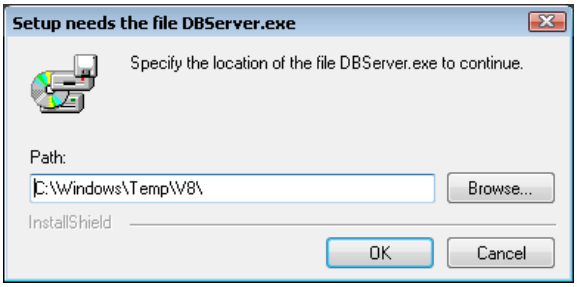
13. The setup program will create a Start Menu folder: Fidelio Suite8. If you want to create a different folder, select the required program folder from the list or enter the new folder name. Click **Next** to continue.



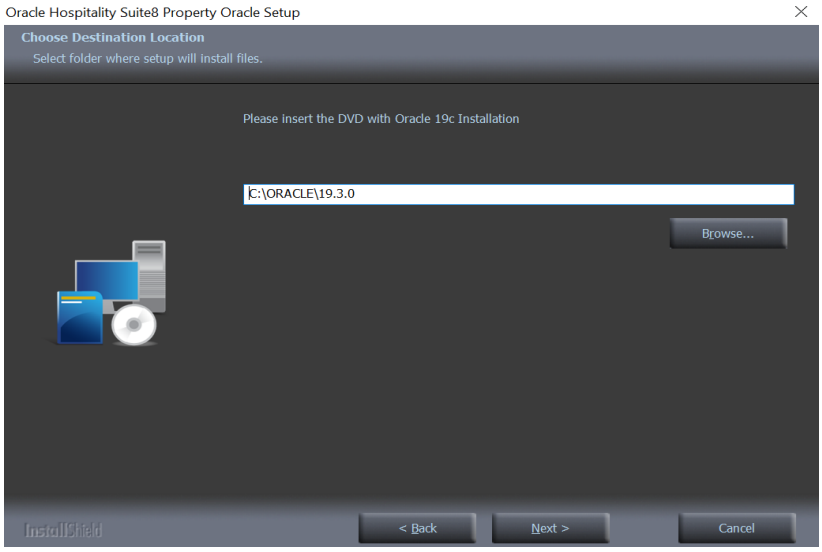
14. The Fidelio Version Control folders, the Night Auditor Reports Share folder and the Shares are now created.



15. Select the drive where the **DBServer.exe** is located. Default is **C:\Windows\Temp\V8**
    Click **OK**.



16. Select the Oracle Home Path on your hard disk where the Oracle Installation files has been copied to, such as **C:\ORACLE\xx.xx**. Click **Next** to continue.



NOTE:

After selecting the path where the Oracle Installation files has been copied to, the system checks the directory structure.

- Oracle 64-bit Version, supported on AMD64/EM64T and Intel Processor Chips that adhere to the x86-64 architecture.
- Running 32-bit Oracle Database server on 64-bit OS is not supported.
- If the install wizard cannot find the correct directory structur, a message will be displayed.
  Verify you selection and check for the right path (DATABASE, CLIENT, CD4, CPU …)

17. Select the required database type. The following setup types are available:

- Oracle Database (Preferred)
- Oracle Multitenant Database

NOTE:

The selection of the option: Oracle Multitenant Database requires "**Experience**" with Oracle Multitenent Databases.

Architecture Overview

An option for Oracle Database, Oracle Multitenant delivers a new architecture that allows a multitenant container database to hold many pluggable databases. An existing database can simply be adopted with no application changes required. Oracle Multitenant fully complements other options, including Oracle Real Application Clusters and Oracle Active Data Guard.

High Consolidation Density

The many pluggable databases in a single multitenant container database share its memory and background processes. This enables consolidation of many more pluggable databases

compared to the old architecture, offering similar benefits to schema-based consolidation but with none of the major application changes required by that approach.

Rapid Provisioning and Cloning Using SQL

Creating pluggable databases, moving pluggable databases between containers, and cloning pluggable databases are done with new SQL commands and take just seconds. When the underlying file system supports thin provisioning many terabytes can be cloned almost instantaneously simply by using the keywords “snapshot copy” in the SQL command.

New Paradigms for Rapid Patching and Upgrades

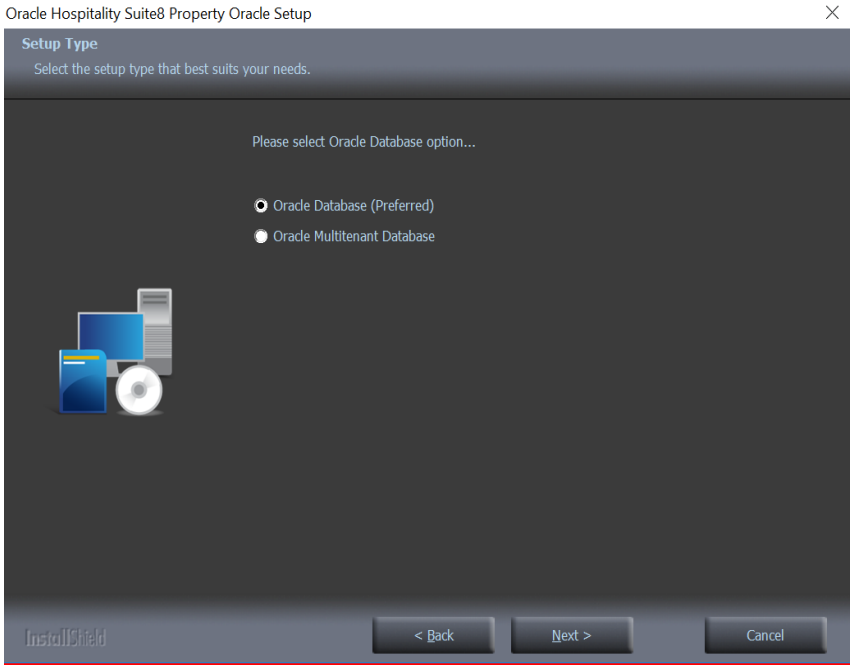
The investment of time and effort to patch one multitenant container database results in patching all of its many pluggable databases. To patch a single pluggable database, you simply unplug/plug to a multitenant container database at a different Oracle Database software version.

Manage Many Databases as One

By consolidating existing databases as pluggable databases, administrators can manage many databases as one. For example, tasks such as backup and disaster recovery are performed at the multitenant container database level.

Pluggable Database Resource Management

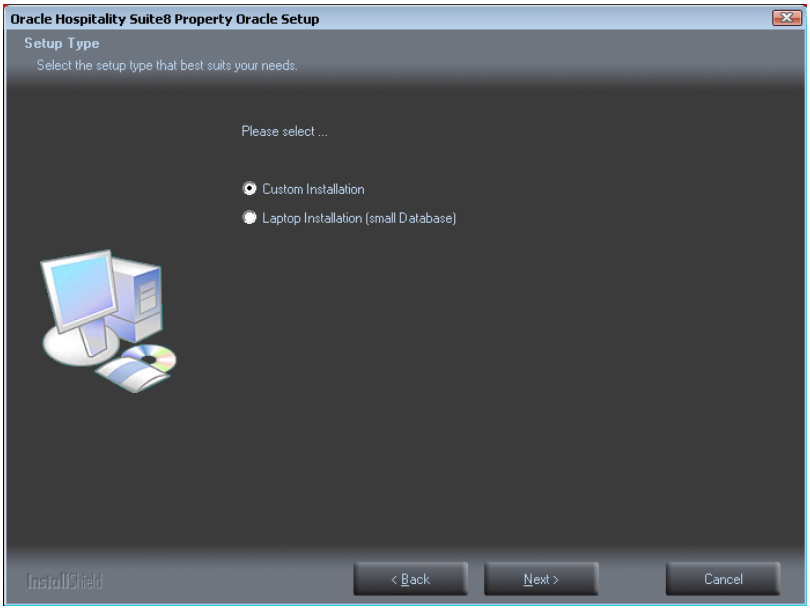
By consolidating existing databases as pluggable databases, administrators can manage many databases as one. For example, tasks such as backup and disaster recovery are performed at the multitenant container database level.



18. Select the Setup Type, the following options are available:

    a. Custom Installation.

    b. Laptop Installation



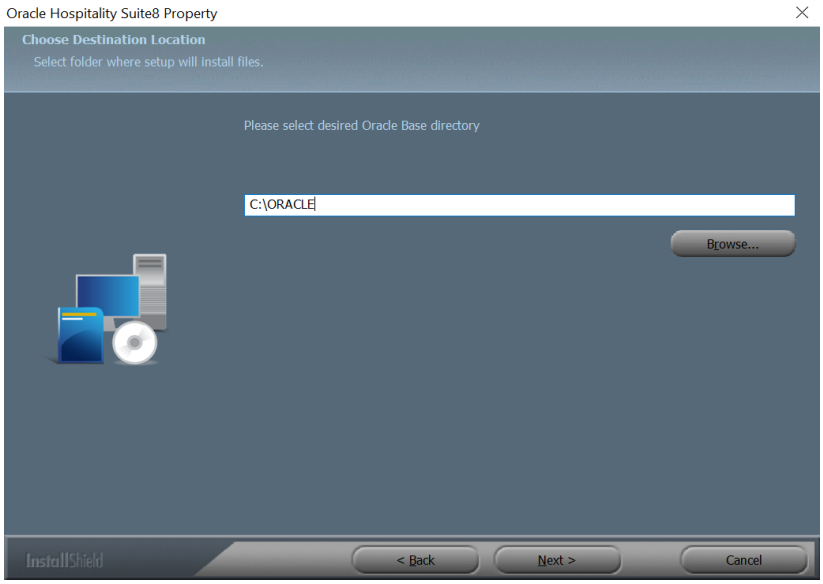
19. If the installation should be a customized configured Oracle database, select the Installation type: **Custom Install.** Use **Laptop Install (small database) for small installation**.

- With these options you can define the following parameters:
  - Online Redo Log Path
  - Oracle Tablespace Path

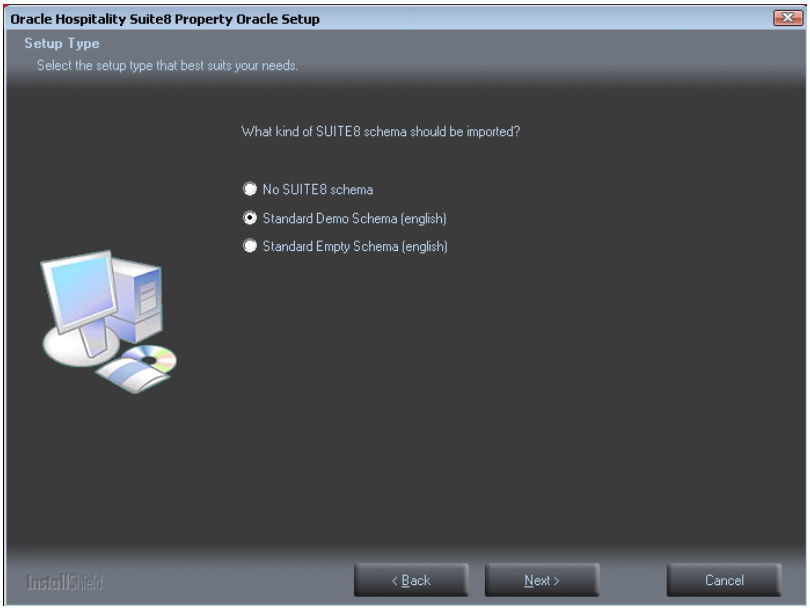
  - NLS_LANG (Character Set)
  - National Character Set
- Oracle SID
  - V8MAIN tablespace size
  - V8CONF tablespace size
  - V8LARGE tablespace size
  - V8INDEX tablespace size
  - V8TEMP tablespace size

> **NOTE:**
>
> The **Laptop Install (small database) option** installs the Oracle Database without ARCHIVE MODE.

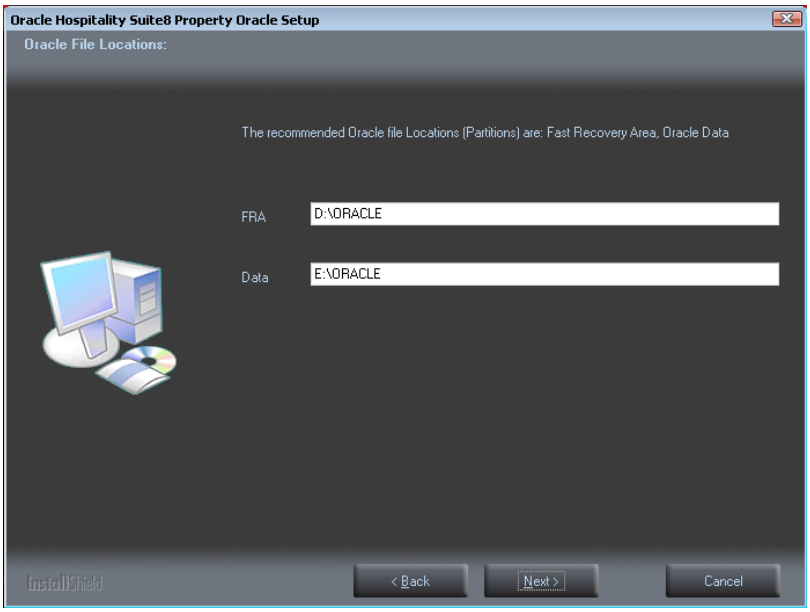
20. Enter the Oracle Base directory for the Oracle Database such as **C:\ORACLE**. Click **Next** to continue.



21. Select the database import type: **Standard demo (English)**. Click **Next** to continue.



22. Enter the path for the Online Redo Log files and the Oracle Tablespace files. The default for Online Redo Log files is: **D:\ORACLE**. The default for Tablespace files is: **E:\ORACLE**. Click **Next** to continue.



23. Enter the values for the NLS_LANG (Character Set) of the Oracle Database. The default NLS_LANG (Character Set) is: **AMERICAN_AMERICA.WE8MSWIN1252**. The default National Character Set is: **AL16UTF16**. Enter the value for the Oracle SID of the Oracle Database. The default Oracle SID is: **V8**. Click **Next** to continue.

NOTE:

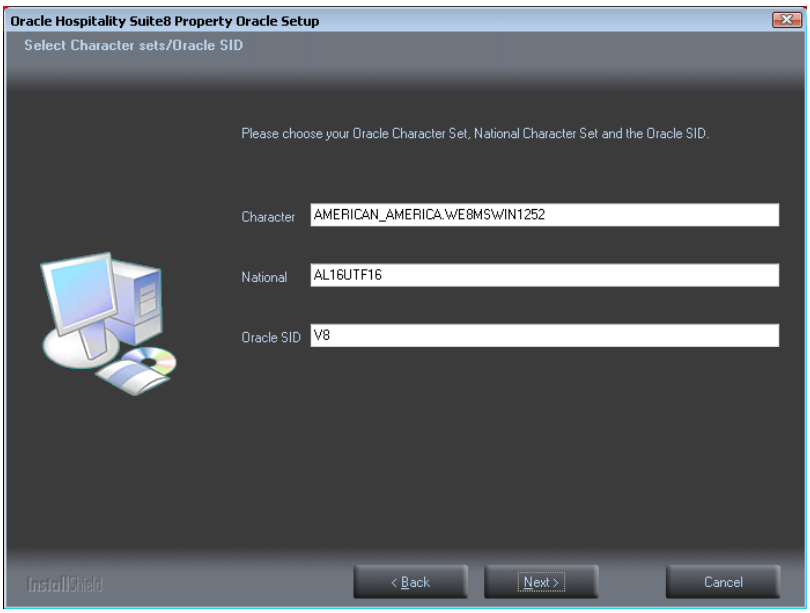
Note: If the installation should support different languages/characters - for example Arabic characters – you need to change the value for **NLS_LANG (Character Set)** for example: **ARABIC_UNITED ARAB EMIRATES.AR8MSWIN1256**

The following NLS_LANG values are current supported:

Operating System Locale	NLS_LANG Value
Arabic (U.A.E.)	ARABIC_UNITED ARAB EMIRATES.AR8MSWIN1256
Bulgarian	BULGARIAN_BULGARIA.CL8MSWIN1251
Catalan	CATALAN_CATALONIA.WE8MSWIN1252
Chinese (PRC)	SIMPLIFIED CHINESE_CHINA.ZHS16GBK
Chinese (Taiwan)	TRADITIONAL CHINESE_TAIWAN.ZHT16MSWIN950
Chinese (Hong Kong HKCS)	TRADITIONAL CHINESE_HONG KONG.ZHT16HKSCS
Chinese (Hong Kong HKCS2001)	TRADITIONAL CHINESE_HONG KONG.ZHT16HKSCS2001
Croatian	CROATIAN_CROATIA.EE8MSWIN1250
Czech	CZECH_CZECH REPUBLIC.EE8MSWIN1250
Danish	DANISH_DENMARK.WE8MSWIN1252
Dutch (Netherlands)	DUTCH_THE NETHERLANDS.WE8MSWIN1252
Dutch (Belgium)	DUTCH_BELGIUM.WE8MSWIN1252
English (United Kingdom)	ENGLISH_UNITED KINGDOM.WE8MSWIN1252
English (United States)	**AMERICAN_AMERICA.WE8MSWIN1252**
English (United States)	AMERICAN_AMERICA.WE8ISO8859P9
English (United States)	AMERICAN_AMERICA.AL32UTF8
Estonian	ESTONIAN_ESTONIA.BLT8MSWIN1257
Finnish	FINNISH_FINLAND.WE8MSWIN1252
French (Canada)	CANADIAN FRENCH_CANADA.WE8MSWIN1252
French (France)	FRENCH_FRANCE.WE8MSWIN1252

Operating System Locale	NLS_LANG Value
German (Germany)	GERMAN_GERMANY.WE8MSWIN1252
Greek	GREEK_GREECE.EL8MSWIN1253
Hebrew	HEBREW_ISRAEL.IW8MSWIN1255
Hungarian	HUNGARIAN_HUNGARY.EE8MSWIN1250
Icelandic	ICELANDIC_ICELAND.WE8MSWIN1252
Indonesian	INDONESIAN_INDONESIA.WE8MSWIN1252
Italian (Italy)	ITALIAN_ITALY.WE8MSWIN1252
Japanese	JAPANESE_JAPAN.JA16SJIS
Korean	KOREAN_KOREA.KO16MSWIN949
Latvian	LATVIAN_LATVIA.BLT8MSWIN1257
Lithuanian	LITHUANIAN_LITHUANIA.BLT8MSWIN1257
Norwegian	NORWEGIAN_NORWAY.WE8MSWIN1252
Polish	POLISH_POLAND.EE8MSWIN1250
Portuguese (Brazil)	BRAZILIAN PORTUGUESE_BRAZIL.WE8MSWIN1252
Portuguese (Portugal)	PORTUGUESE_PORTUGAL.WE8MSWIN1252
Romanian	ROMANIAN_ROMANIA.EE8MSWIN1250
Russian	RUSSIAN_CIS.CL8MSWIN1251
Slovak	SLOVAK_SLOVAKIA.EE8MSWIN1250
Spanish (Spain)	SPANISH_SPAIN.WE8MSWIN1252
Swedish	SWEDISH_SWEDEN.WE8MSWIN1252
Thai	THAI_THAILAND.TH8TISASCII
Spanish (Mexico)	MEXICAN SPANISH_MEXICO.WE8MSWIN1252
Spanish (Venezuela)	LATIN AMERICAN SPANISH_VENEZUELA.WE8MSWIN1252
Turkish	TURKISH_TURKEY.TR8MSWIN1254
Ukrainian	UKRAINIAN_UKRAINE.CL8MSWIN1251

Operating System Locale	NLS_LANG Value
Vietnamese	VIETNAMESE_VIETNAM.VN8MSWIN1258



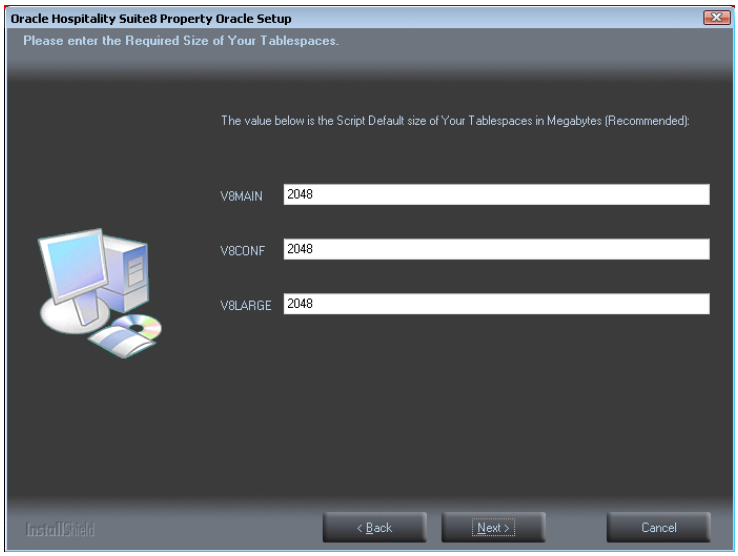
NOTE:

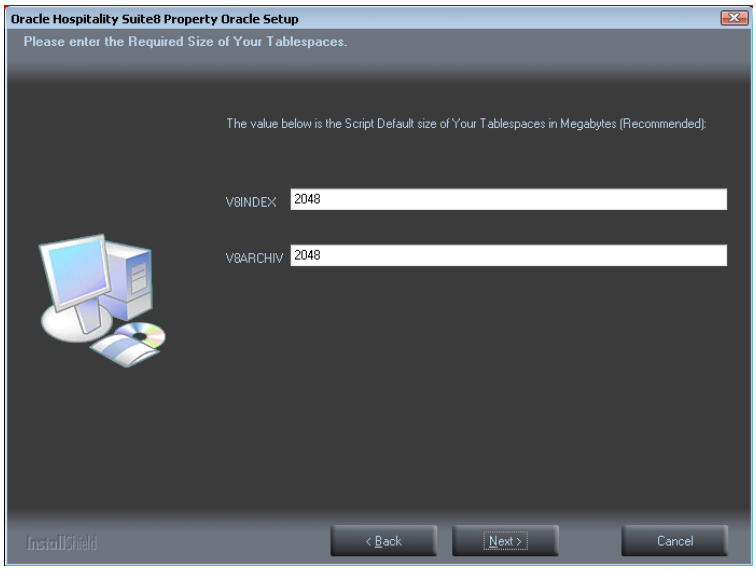
If you want to create an Oracle Database with Multilingual support (UNICODE), please use the NLS_CHARACTER_SET: AL32UTF8 (e.g. **AMERICAN_AMERICA.AL32UTF8**) and the NLS_NCHAR_CHARACTERSET: AL16UTF16.

24. Enter the size for the Oracle Suite8 `tablespace` files. The default size for each `tablespace` is: **2048 (MB).** Click **Next** to continue.

NOTE:

Each Suite8 tablespace file is automatically expanded to 32 GB.

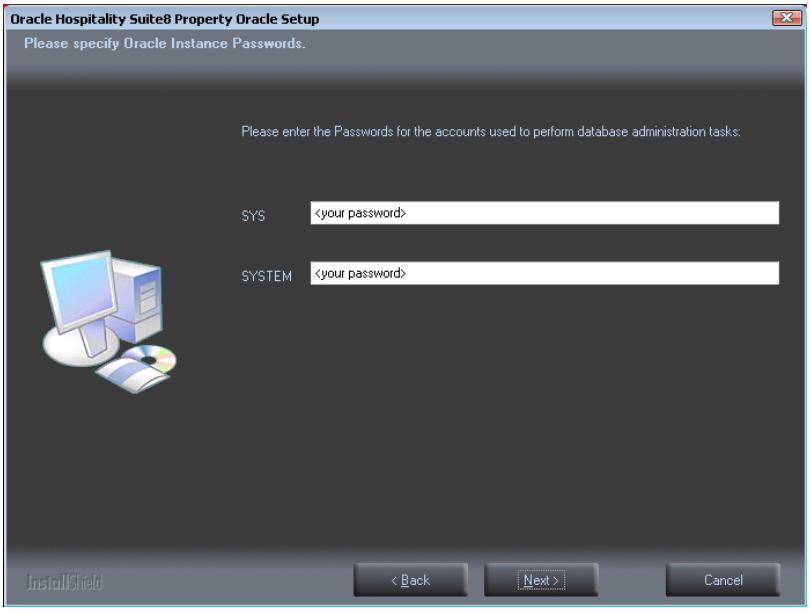




25. If you have **not selected** the **Oracle Multitenant Database** option, the following step requires the complex password to be entered for the Oracle SYS and SYSTEM account. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

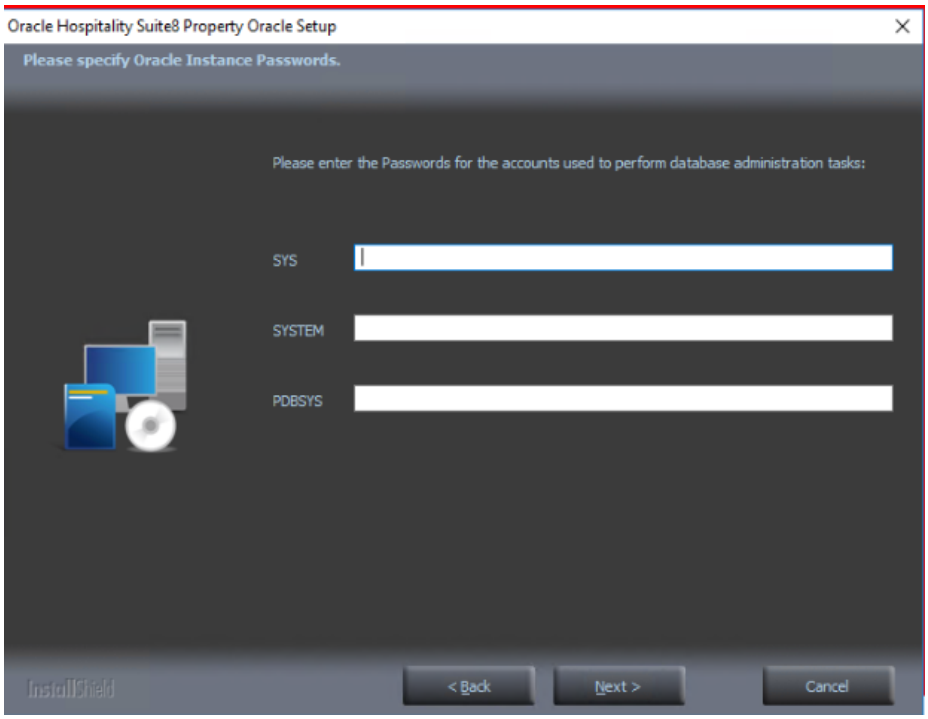
- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



26. If you have **selected** the **Oracle Multitenant Database** option, the following step requires the complex password to be entered for the Oracle SYS, SYSTEM and PDBSYS account. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

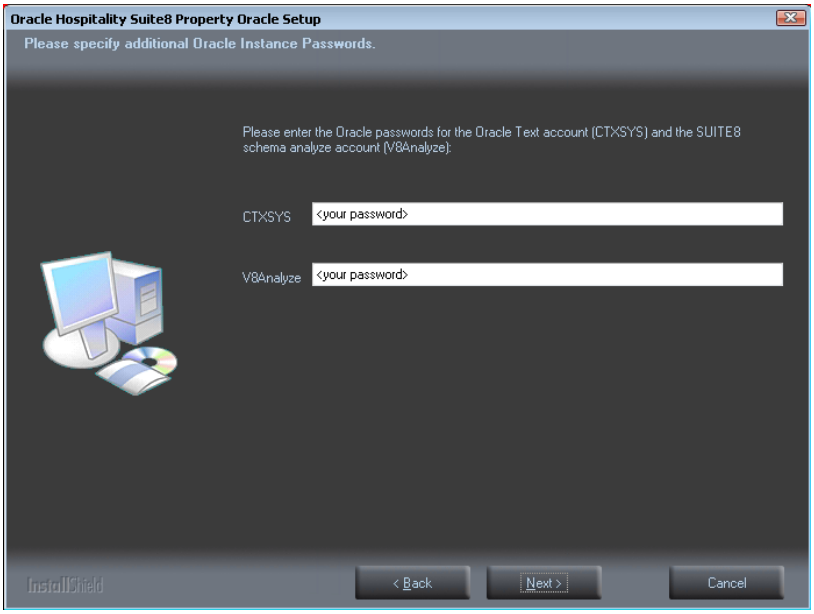
- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



27. The following step requires the complex password to be entered for the Oracle CTXSYS and SUITE8 Analyzer account. Click **Next** to continue.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



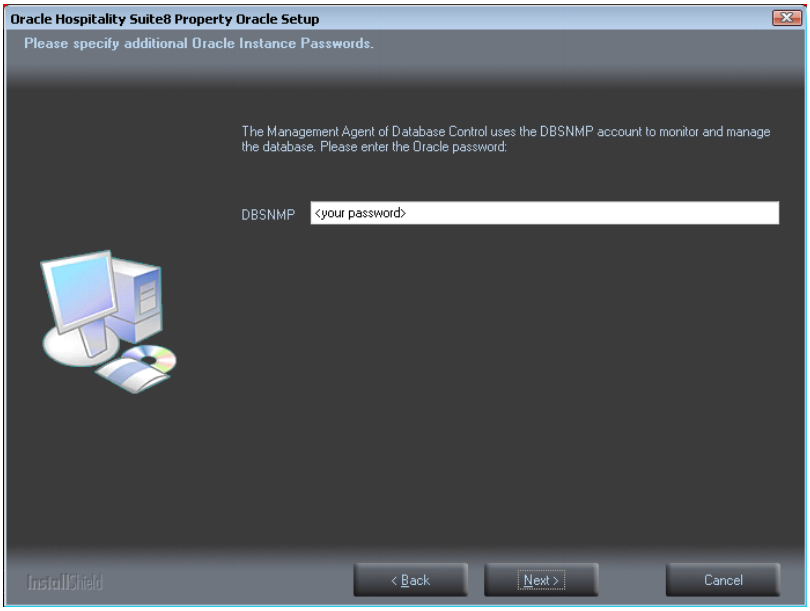
NOTE:

The Oracle user account CTXSYS is required for the Oracle Database feature: Oracle Text.

28. The following step requires the complex password to be entered for the Oracle DBSNMP account. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



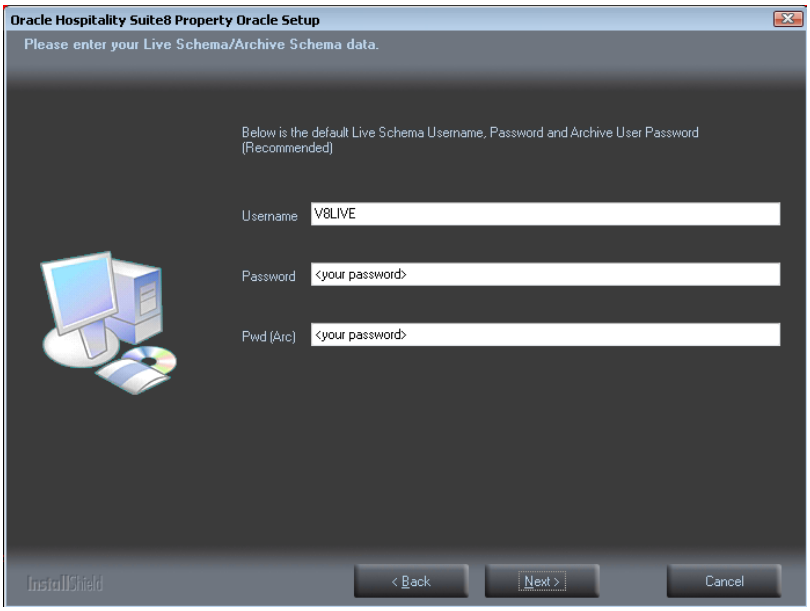
NOTE:

The Management Agent of Database Control uses the DBSNMP account to monitor and manage the database. The Database Control uses the SYSMAN account to perform the Database administration tasks.

29. The following step requires the user and complex passwords to be entered to create the Suite8 live/Suite8 Archive live database account. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



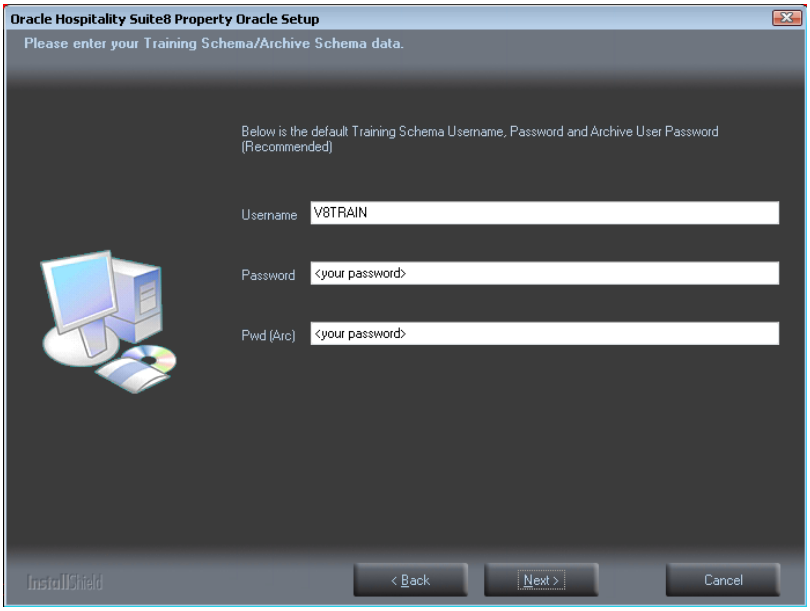
NOTE:

We are creating the Oracle user account: V8LIVE with the complex password. In addition we also creating a Oracle user account: V8LIVE**ARC** with the complex password. This user account is required for the SUITE8 Archive functionality.

30. The next step is similar to the previous step, but requires the username and complex passwords to create the Suite8 training/Suite8 Archive training database account. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



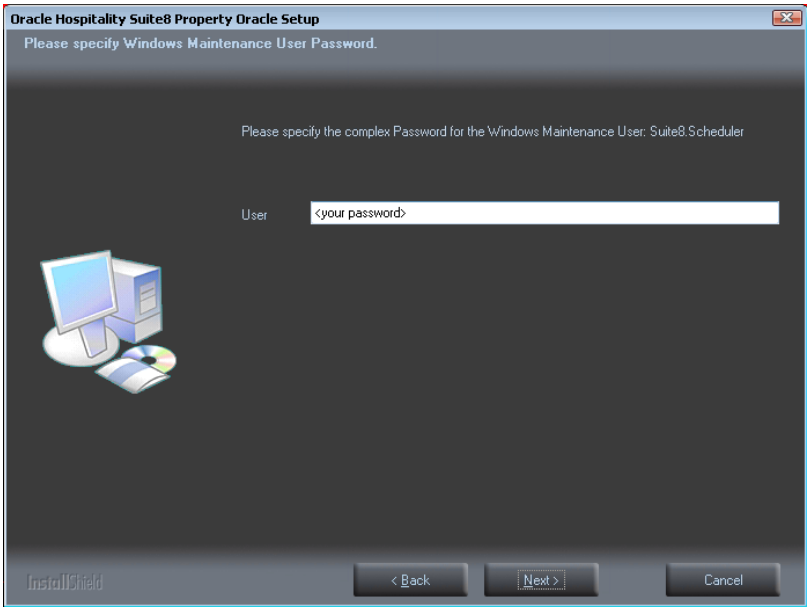
NOTE:

We are creating the Oracle user account: V8TRAIN with the complex password. In addition we also creating a Oracle user account: V8TRAIN**ARC** with the complex password. This user account is required for the SUITE8 Archive functionality.

31. The following step requires the complex password to be entered for the Windows User account (Suite8.Scheduler) for the SUITE8 Maintenance jobs. The password is **case sensitive**. Click **Next** to continue.

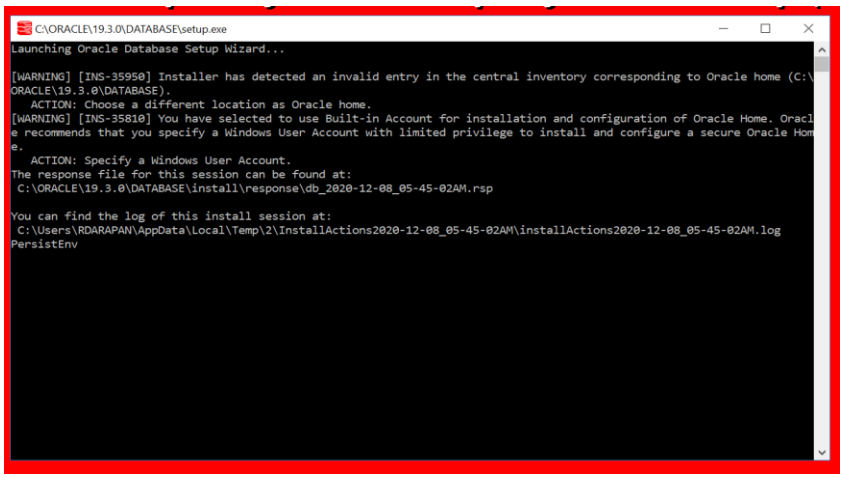
Complexity requirements are:

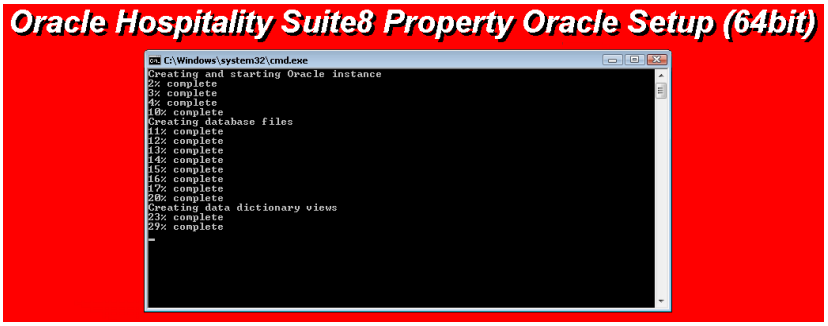
- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 12 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



32. If you want to use **'Encrypted Passwords'** for the maintenance scripts, which are created during the Oracle database setup routine – click **YES** to continue. The default is: **NO**.

The setup program now installs the Oracle Database and the Patch for the Oracle Database, creates the Suite8 instance and imports the Suite8 demo schema.





33. After the installation of the Oracle Database the install shield performs the following tasks:

- Creates the following directories on the MAINTENANCE drive (for example: **D:**):

  \BACKUP

  \BACKUP.RMAN\SCRIPTS

  \BACKUP.RMAN\LOG

  \EXP\DAILY

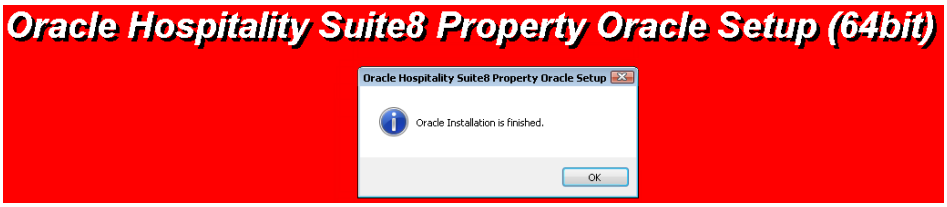
- Copies the maintenance scripts to the directory: **\BACKUP.RMAN\SCRIPTS**
- Creates the Windows user account: Suite8.Scheduler and adds the Windows user: Suite8.Scheduler to the local group: **ADMINISTRATORS**
- Modifying the environment parameters for the Oracle Recovery Manager (RMAN)
- Oracle RMAN Backup files are located in the directory: **\BACKUP**
  - Maintenance scripts are located in the directory: **\BACKUP.RMAN\SCRIPTS**
  - Maintenance log files are located in the directory: **\BACKUP.RMAN\LOG**

Creating 5 scheduled jobs:

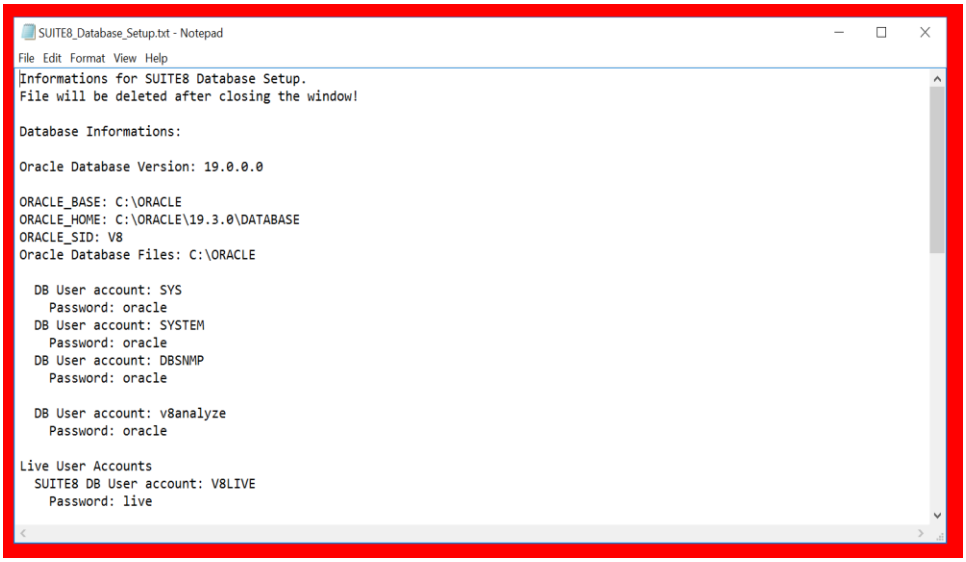
- **SUITE8 db schema analyze**
  Every day at 2:15 am the scheduled task is running the DBMS_STATS package to collecting statistics for all tables and indexes of the V8LIVE user.
- **SUITE8 db clean log files**
  Every day at 0:05 am the scheduled task is cleaning the Oracle Dump folders, creating a copy of the Database Alert file and creating a copy of the LISTENER Log file.
- **RMAN backup database**
  Every day at 11:00 pm the scheduled task is creating a complete backup of the Oracle Database via Oracle Recovery Manager (RMAN). After this the scheduled task is deleting all Oracle Database Backups – older than the latest successfully Oracle Database Backup.
- **RMAN backup archive**
  Every 3 hours the scheduled task is creating a backup of all Oracle Database Archives - via Oracle Recovery Manager (RMAN) - which are not backed up for 2 times. After this the scheduled task is deleting all Oracle Archive Backups – older than the latest successfully Oracle Database Backup.

- **RMAN maintenance**
  Every day at 09:15 pm the scheduled task is checking the Oracle Database/Archive Backups via Oracle Recovery Manager (RMAN). The Task is looking for obsolete and not existing Backups and deleting not required Oracle Archives

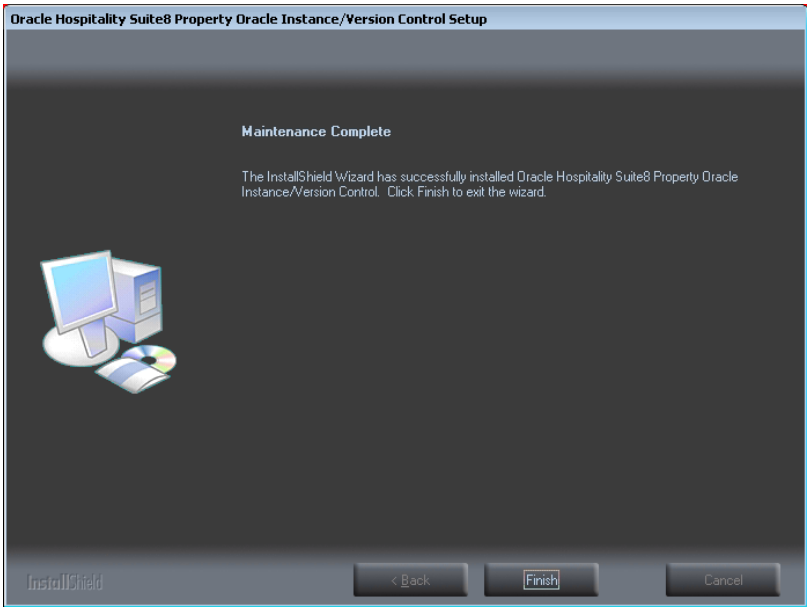
34. The Oracle Database install shield wizard prompts a message upon completion. Click **OK** to continue.



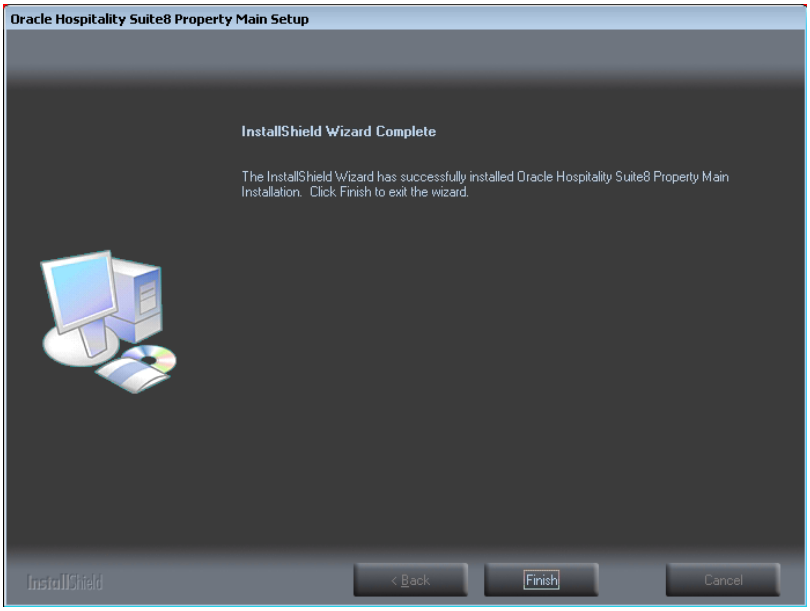
35. The following step will show an overview of the Oracle Database installation. Please save the document. After closing the Text file, the file will be deleted! Close the file to continue.



36. Click **Finish** to exit the Fidelio Suite8 Oracle Database Install shield Wizard.



37. Click **Finish** to exit the Install shield Wizard.

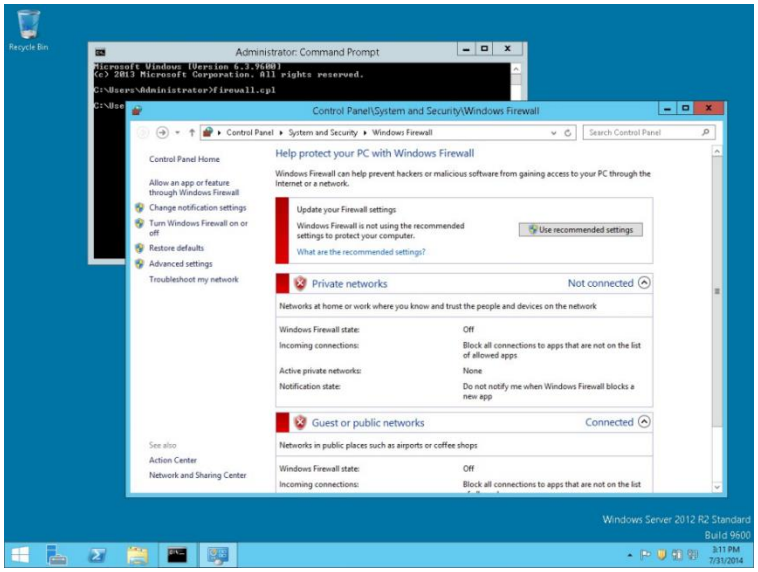


Enable the Firewall

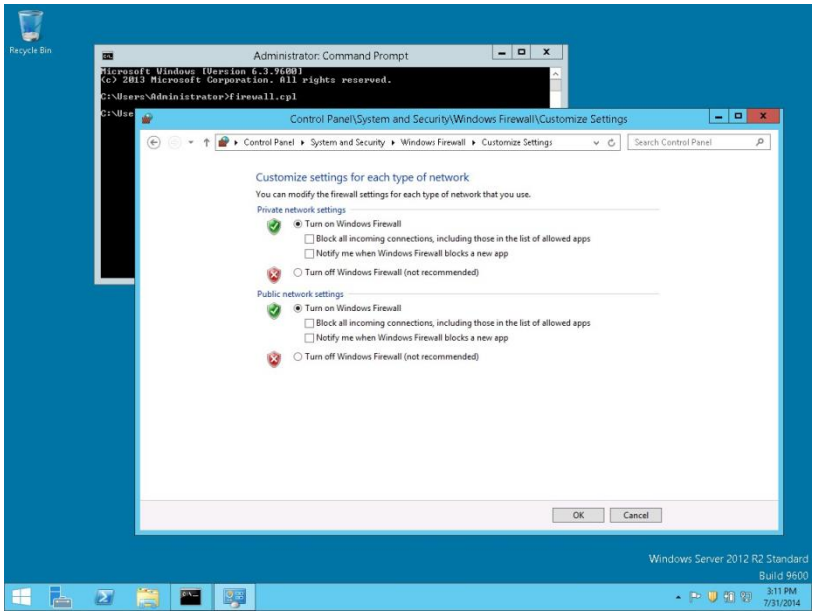
After the installation, it is necessary to enable the Windows Firewall and the UAC (User Account Control) again .

1. Open a command prompt (with the option **Run as administrator** and type **firewall.cpl** to launch the Firewall Configuration utility.

2. In the Firewall Control Panel, click **Turn Windows Firewall on or off** (upper left hand corner of the window).



3. Select **Turn on Windows Firewall** in the **Windows Firewall Settings** window and click **OK** to save the changes.



4. Close the Firewall Configuration utility.

5. Enter the following commands to add the Oracle 12cR2 Executable and Oracle Listener IP Port to the Firewall:

   cd /D c:\windows\system32

   netsh advfirewall firewall add rule name="Oracle TNSLSNR Port" dir=in action=allow protocol=TCP localport=1521

   netsh advfirewall firewall add rule name="Oracle TNSLSNR Executable" dir=in program="**{Oracle Home Path}**\database\bin\tnslsnr.exe" action=allow profile=any

   netsh advfirewall firewall add rule name="Oracle RDBMS Kernel Executable" dir=in program="**{Oracle Home Path}**\database\bin\oracle.exe" action=allow profile=any

NOTE:

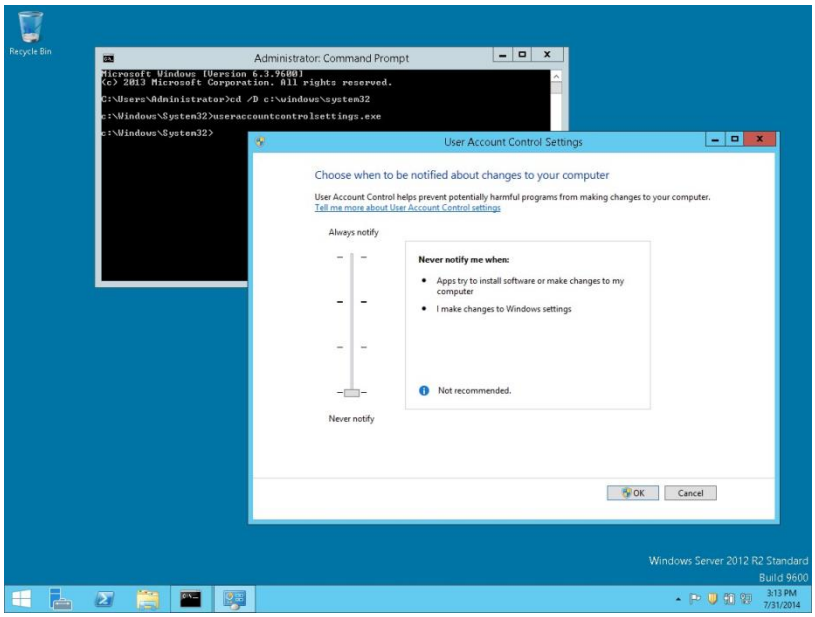
The program path depends on the directory for the Oracle Home during the Installation (for example: **{Oracle Home Path}\DATABASE**).

Oracle Home Path is where we create DATABASE, CLIENT, CPU and CD4 folders. For example: C:\ORACLE\xx.x.x.

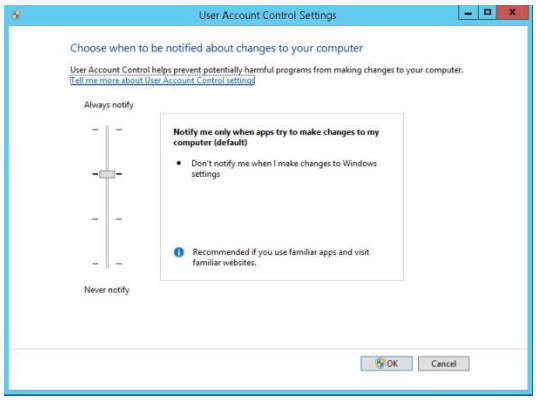
Enable User Access Control

1. Start the **User Access Control Configuration Assistant** by typing the following command:

   cd /D c:\windows\system32
   useraccountcontrolsettings.exe



2. Turn on the notification by changing the UAC to **Default**. Click **OK** to save the changes.

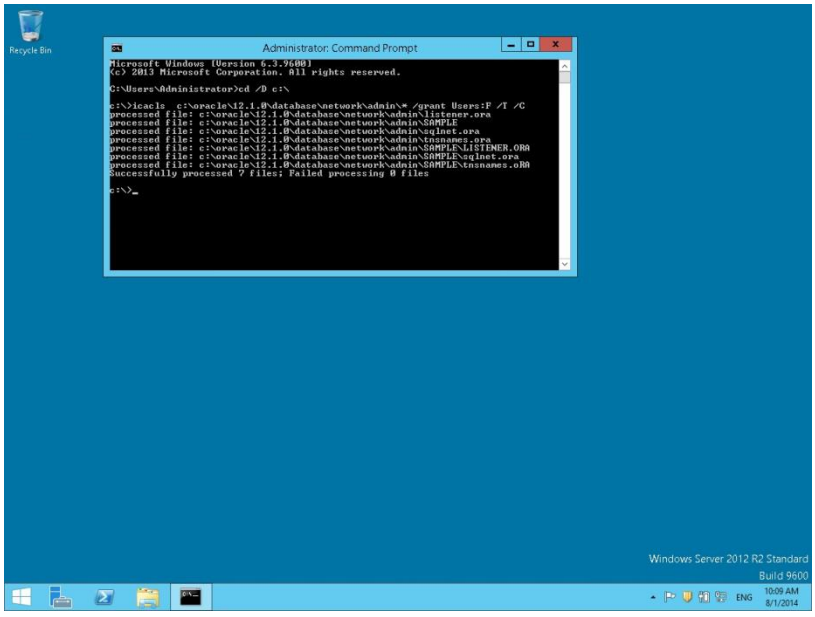


Change the User Access Rights for the Oracle Database files

1. Open a command prompt (with the option **Run as administrator**).

   Type the following commands **for Oracle Database**:

   ```
   cd /D c:\
   icacls  {Oracle Home Path}\database\network\admin\* /grant Users:F /T /C
   ```



> **NOTE:**
>
> For German installations, the following commands are used: **icacls c:\oracle\1x.x.0\database\network\admin* /grant Benutzer:F /T/C**.

Oracle Home Path is where we create DATABASE, CLIENT, CPU and CD4 folders. For example: C:\ORACLE\xx.x.x.

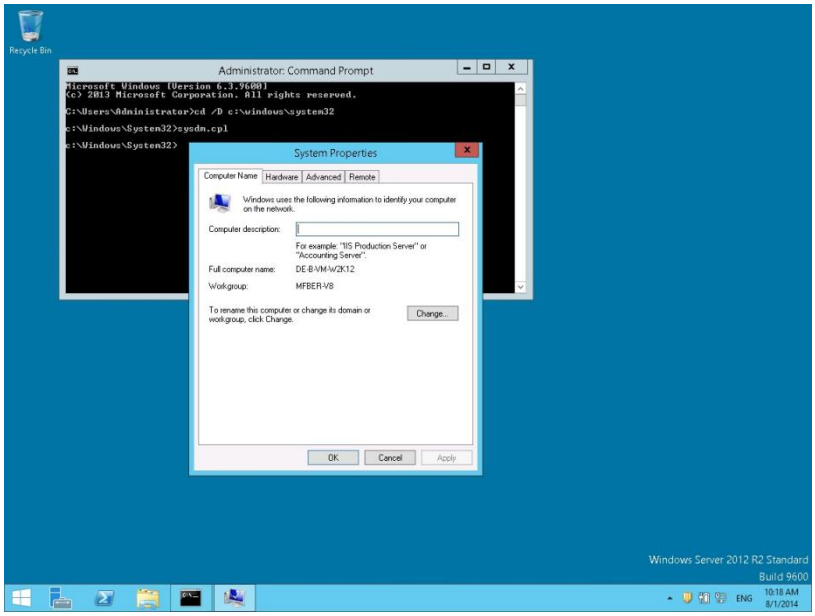
Change System Environment for Oracle Database (64-bit) & Oracle Client (32-bit)

1. If you install the Oracle Database (64-bit) on a Windows 64-bit Windows System and additionally the Oracle Client (32-bit) – the following changes are required:

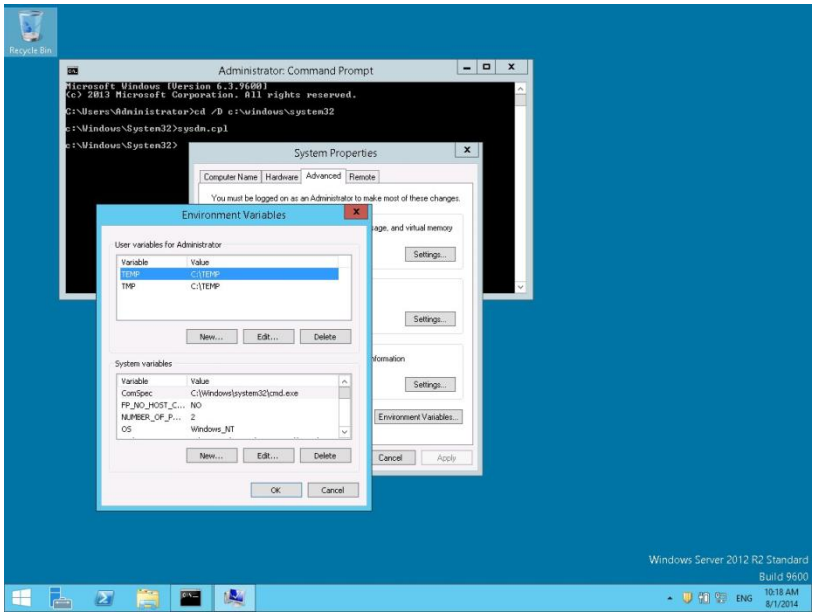
2. Open a command prompt (with the option **Run as administrator**) and type the following commands to open the System Properties utility:

cd /D c:\windows\system32

sysdm.cpl

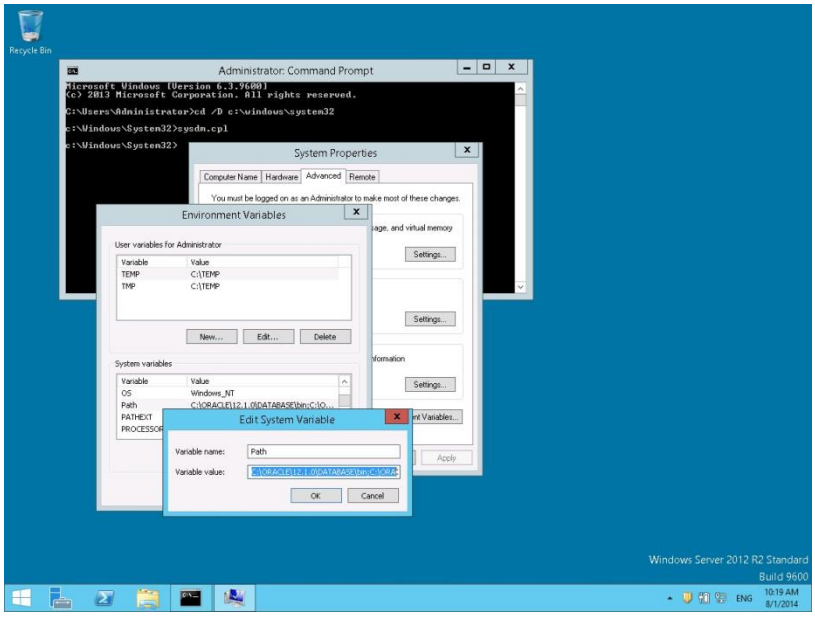


3. Under the **Advanced** tab, click the **Environment Variables** button.



4. Select **Environment Variables** and modify the **PATH** variable into the SYSTEM ENVIRONMENT. The ORDER of the directories should be: **{Oracle Home Path}\DATABASE\bin;{Oracle Home Path}\CLIENT;%SYSTEMROOT%...**

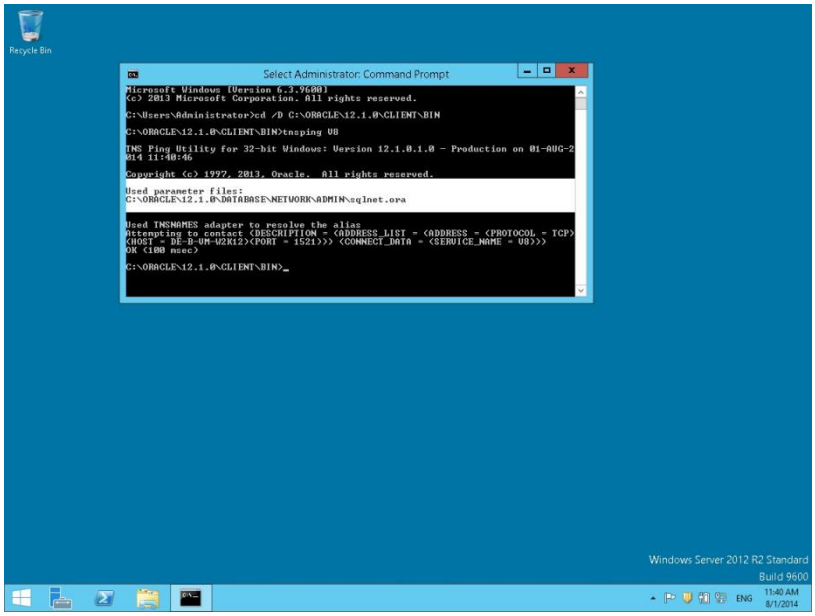
   The **Oracle Home Path** is where we create DATABASE, CLIENT, CD4, and CPU folders. For example: **C:\ORACLE\xx.x.x.**



5. Click **OK** to save the changes. Close the System Properties utility.

6. Check the functionality by typing the following commands:

```
cd /D {Oracle Home Path}\CLIENT\BIN
tnsping V8
```



As a result, the Oracle Client should use the **Net8** files from the Oracle Database. (Used parameter files: **C:\ORACLE\1x.x.0\DATABASE\network\admin\sqlnet.ora**)

The **Oracle Home Path** is where we create DATABASE, CLIENT, CD4, and CPU folders. For example: **C:\ORACLE\xx.x.x.**

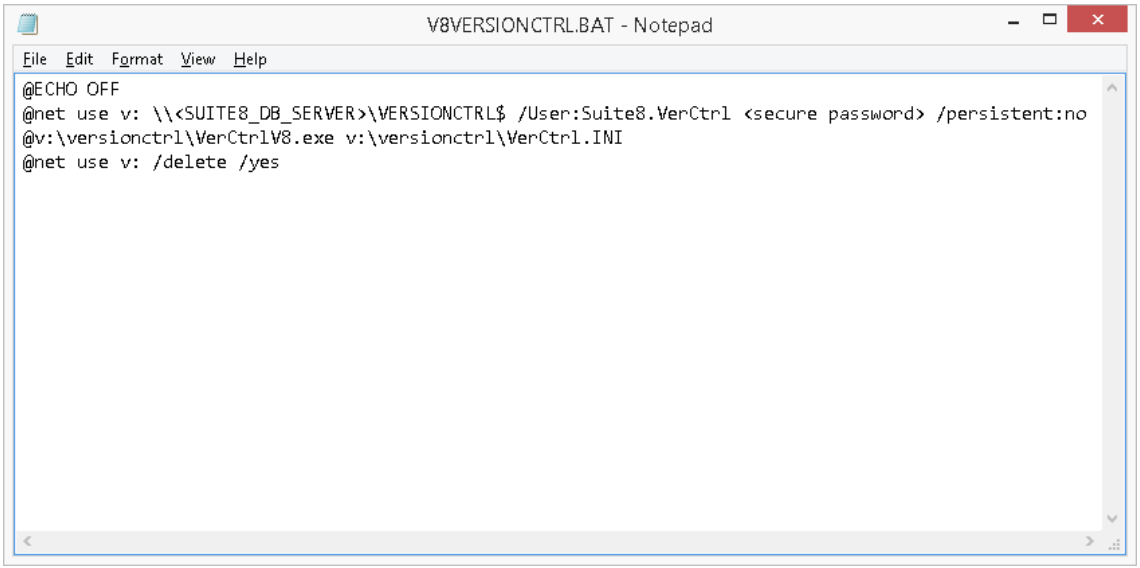
Using Suite8 Database Server Shares

NOTE:

If the Suite8 Enviroment is **NOT** using a Domain Controller, you can proceed with the following steps for Suite8 Version Control and Shared Suite8 Night Auditor Reports.

1. During the Suite8 Database Installation the Install shield has create two Windows Shares (VersionCtrl$ and 1MFHOTEL$) and one Windows user account (Suite8.VerCtrl) for using with Suite8 Version Control and Night Auditor Reports Share.

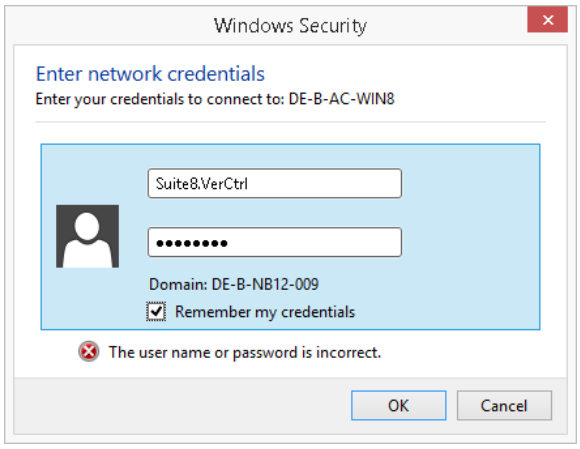
2. To use the Suite8 Version control, please create a script: V8VERSIONCTRL.CMD and place the script on the Public Desktop. The script should have the following content:



NOTE:

The Parameter **<SUITE8_DB_SERVER>** depends on used Oracle Server Name for the Suite8 Database Server. The parameter **<complex password>** depends on the used user account password

3. Run the script for testing. If the system is asking for Login credentials, please enter as Login name: Suite8.VerCtrl and the secure password. Mark the option: **Remember my credentials**.



4. If the Suite8 Version detects missing Suite8 program files, the files will be copied to the local folder.

5. For using the Night Auditor Reports Share for the Suite8, open a command prompt and type the following command.

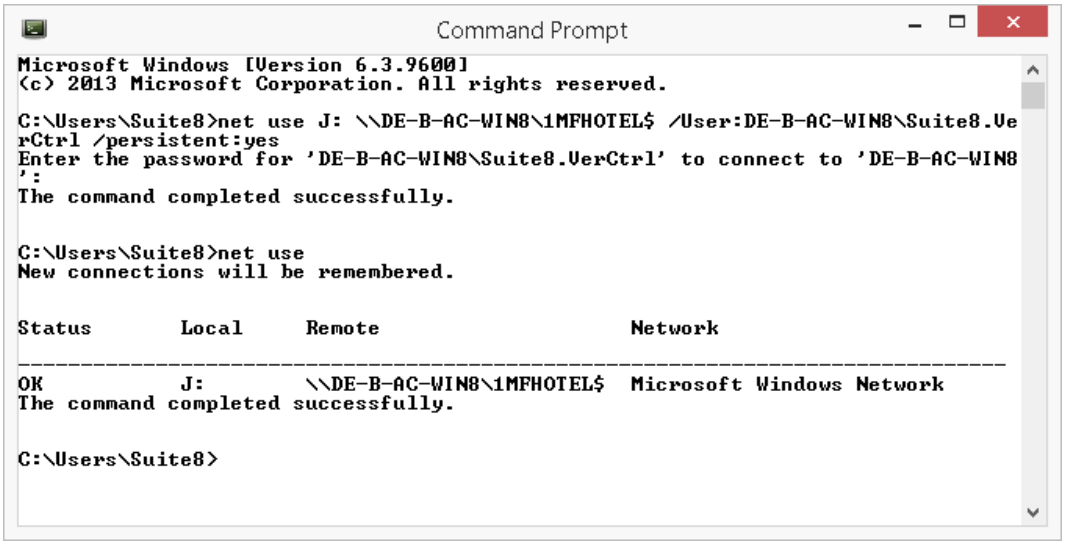
```
cd /D c:\
net use J: Error! Hyperlink reference not valid.<SUITE8_DB_SERVER>\1MFHOTEL$
   /User: <ORACLE_DB_SERVER>\Suite8.VerCtrl /persistent:yes
```

NOTE:

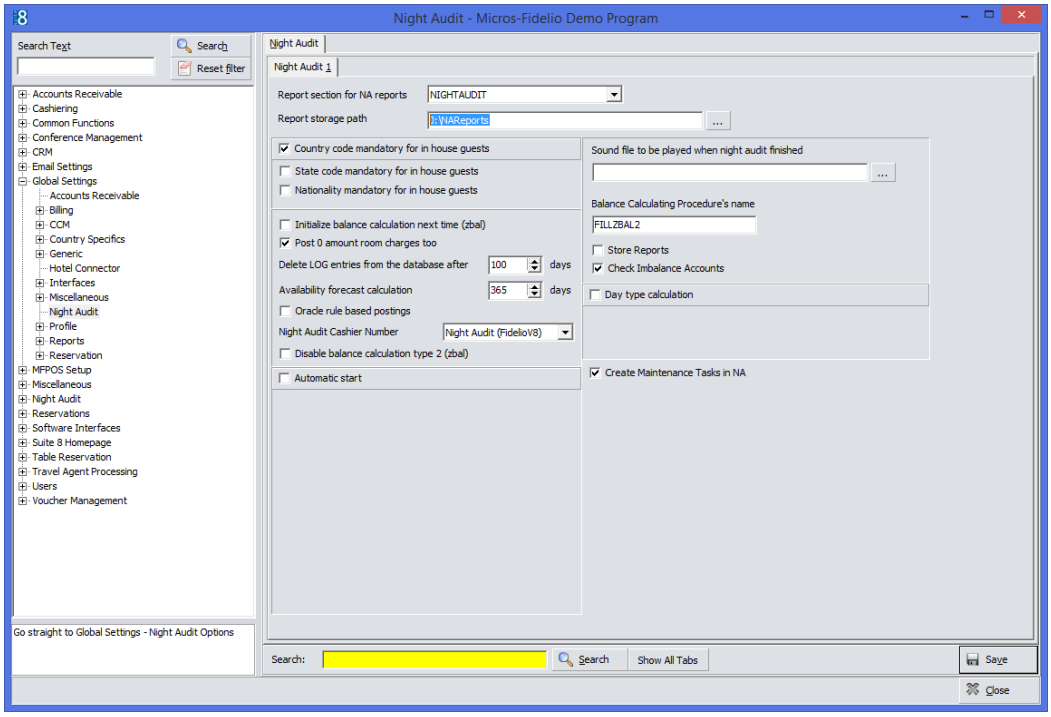
The Parameter **<SUITE8_DB_SERVER>** depends on used Oracle Server Name for the Suite8 Database Server.

6. After the command is completed successfully, check the created drive mapping. Type the following command:

```
net use
```



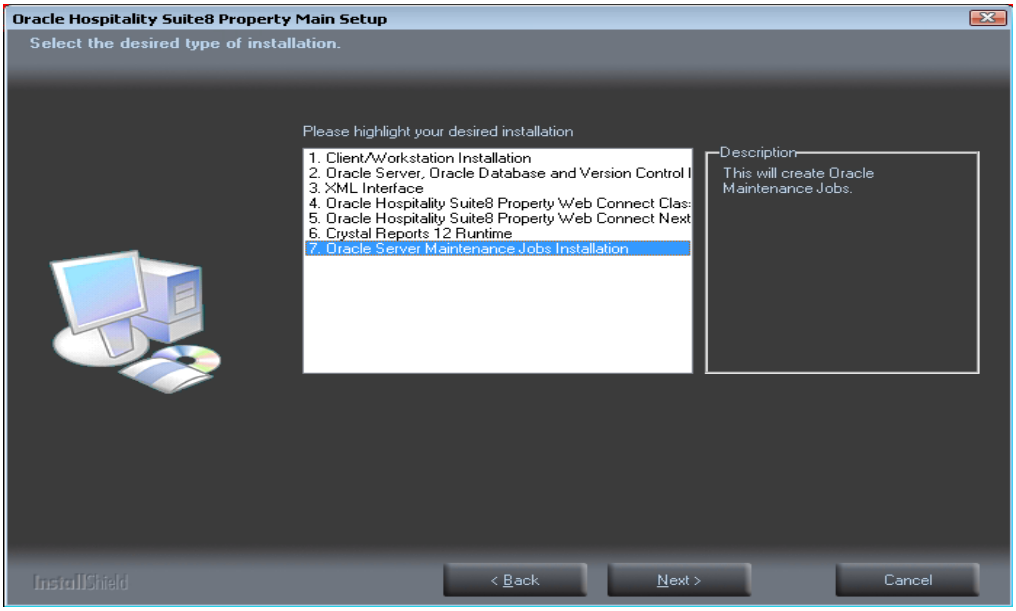
7. Login to Suite8 and modify the location for the Suite8 Night Auditor Reports. Go to **Setup** > **Configuration** > **Global Settings** > **Night Audit**. Modify the **REPORT STORAGE PATH** to: J:\NAReports.


Night Audit - Micros-Fidelio Demo Program
Search Text
Search
Reset filter
Accounts Receivable
Cashiering
Common Functions
Conference Management
CRM
Email Settings
Global Settings
Accounts Receivable
Billing
CCM
Country Specifics
Generic
Hotel Connector
Interfaces
Miscellaneous
Night Audit
Profile
Reports
Reservation
MFPOS Setup
Miscellaneous
Night Audit
Reservations
Software Interfaces
Suite 8 Homepage
Table Reservation
Travel Agent Processing
Users
Voucher Management
Go straight to Global Settings - Night Audit Options
Night Audit
Night Audit 1
Report section for NA reports
NIGHTAUDIT
Report storage path
D:\NAReports
Country code mandatory for in house guests
State code mandatory for in house guests
Nationality mandatory for in house guests
Initialize balance calculation next time (zbal)
Post 0 amount room charges too
Delete LOG entries from the database after
100
days
Availability forecast calculation
365
days
Oracle rule based postings
Night Audit Cashier Number
Night Audit (FidelioV8)
Disable balance calculation type 2 (zbal)
Automatic start
Sound file to be played when night audit finished
Balance Calculating Procedure's name
FILLZBAL2
Store Reports
Check Imbalance Accounts
Day type calculation
Create Maintenance Tasks in NA
Search:
Search
Show All Tabs
Save
Close

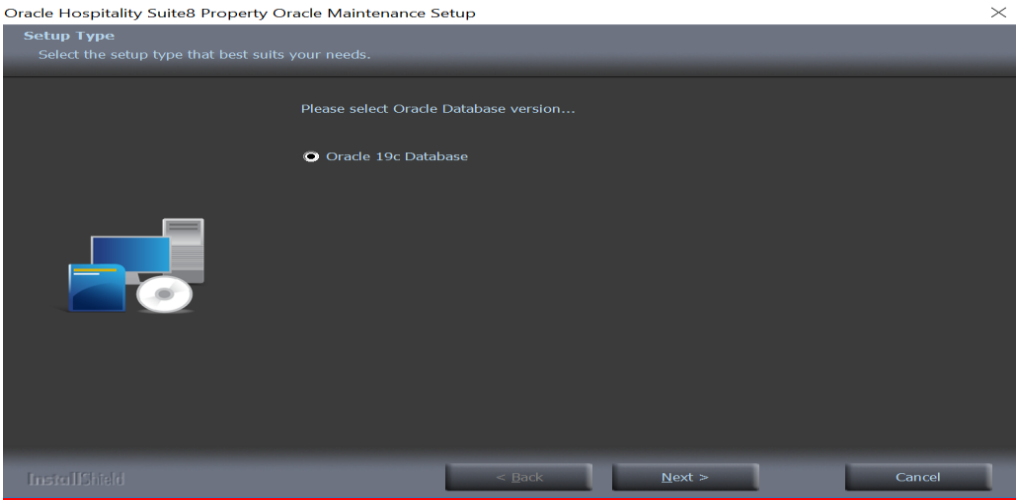
6

Suite8 Install Shield – Install Oracle Server Maintenance Jobs

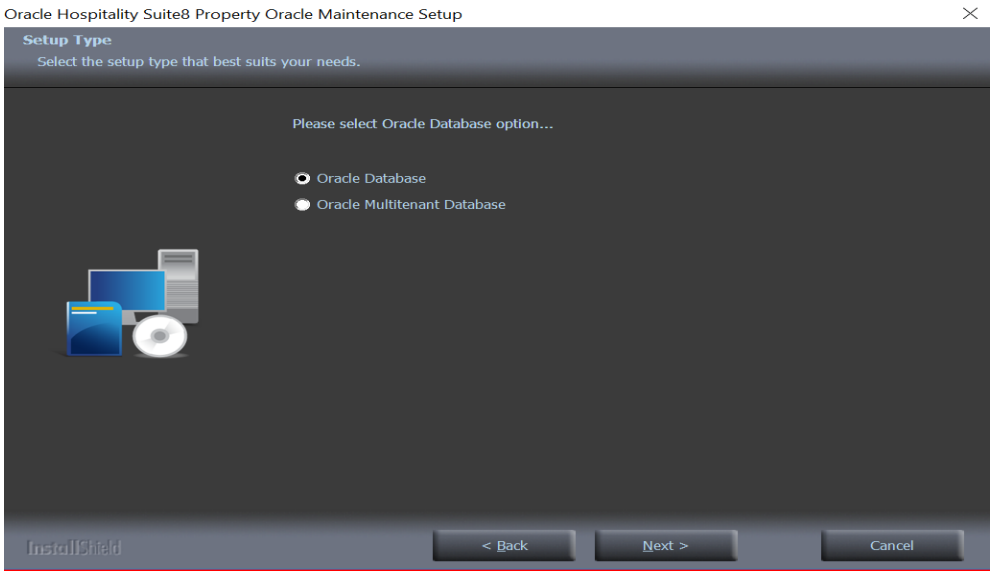
1. Select Oracle Server Maintenance Jobs Installation and click Next to continue.



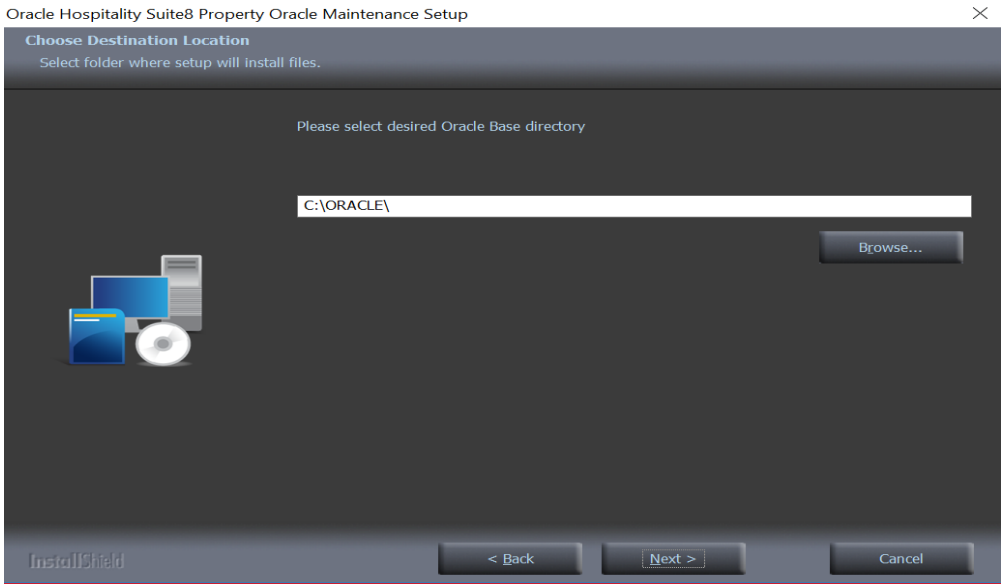
2. The Oracle Server Maintenance Jobs Wizard is launched. Select the Oracle Database version. Click **Next** to continue.



3. Select the required database type. The following setup types are available:
   - Oracle Database (Preferred)
   - Oracle Multitenant Database

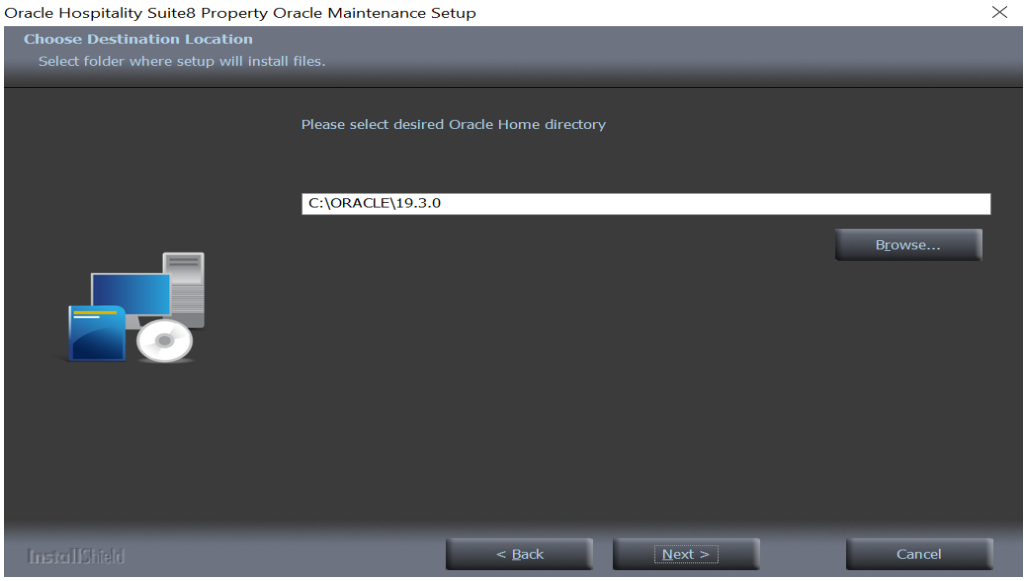


4. Enter the Oracle Base directory for the Oracle Database. The default is: **C:\ORACLE**. Click **Next** to continue.

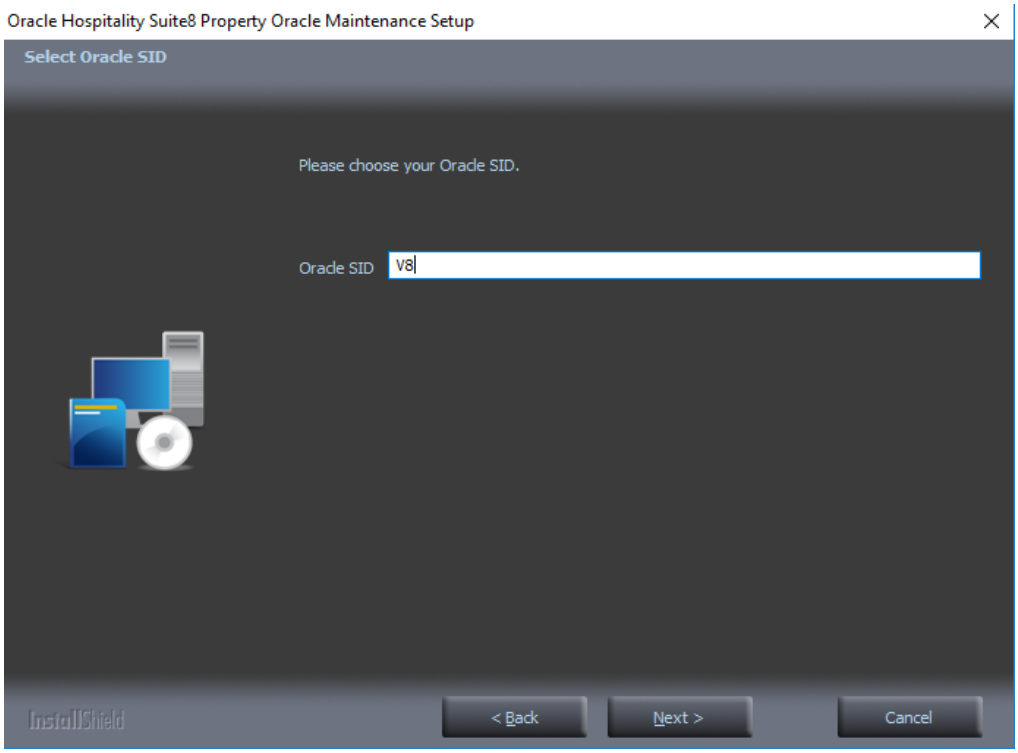


5. Enter the Oracle Home directory for the Oracle Database. The default is: C:\ORACLE\19.3.0. Click next to continue.

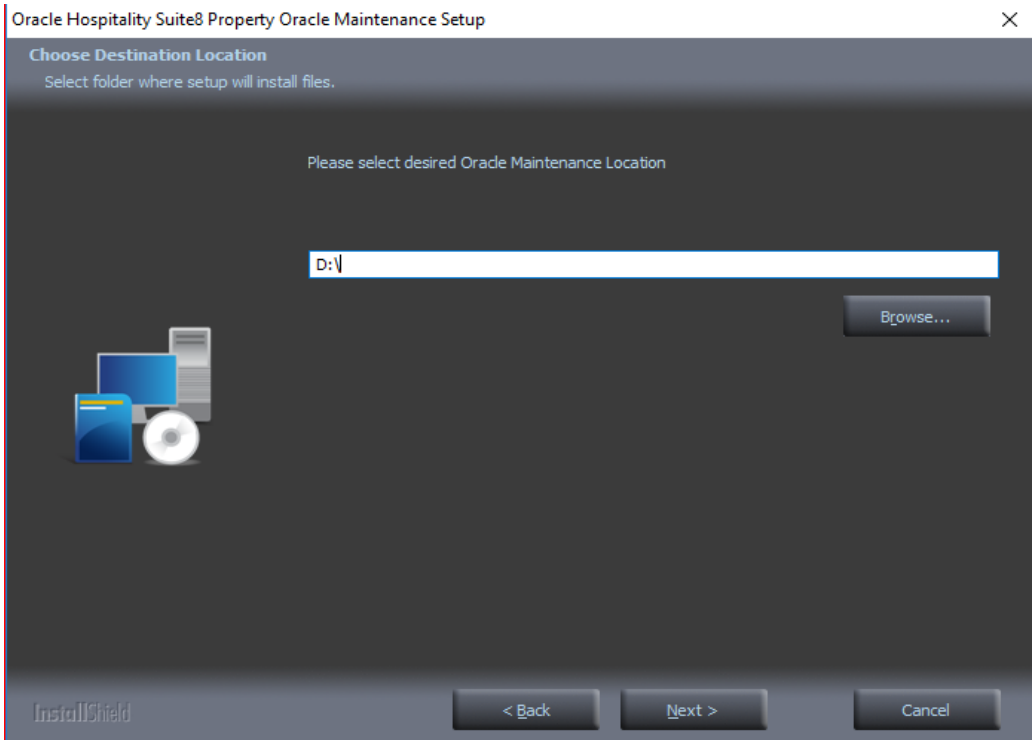
   The Oracle Home directory is where we create DATABASE, CLIENT, CPU, and CD4 folders.



6. Enter the value for the Oracle SID of the Oracle Database. The default Oracle SID is: **V8**. Click **Next** to continue.



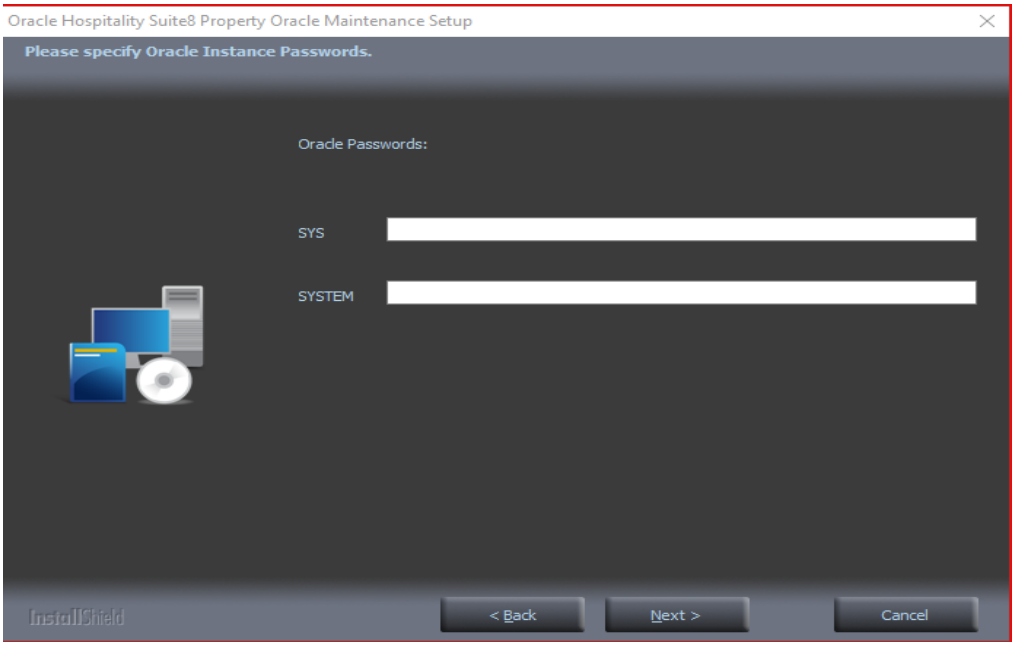
7. Enter the destination for the Oracle Database Maintenance. The default is: **D:**. Click **Next** to continue.



8. If you have **not selected** the **Oracle Multitenant Database** option, the following step requires the complex password to be entered for the Oracle SYS and SYSTEM account. The password depends on the installed Oracle Database. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

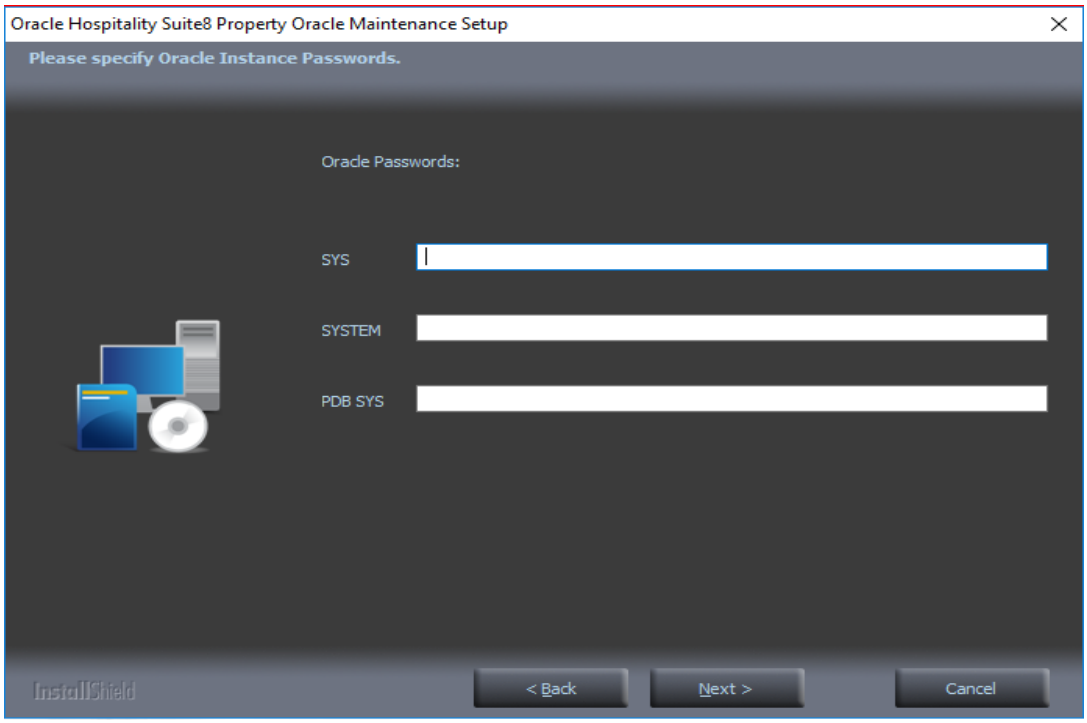
- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



9. If you have **selected** the **Oracle Multitenant Database** option, the following step requires the complex password to be entered for the Oracle SYS, SYSTEM and PDBSYS account. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

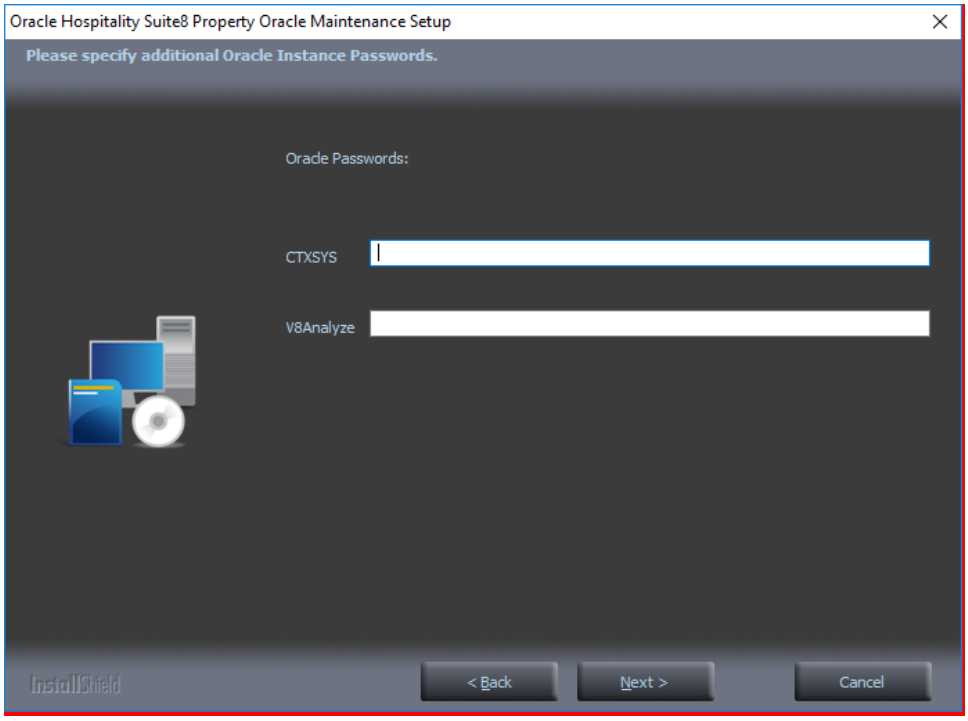
- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



10. The following step requires the complex password to be entered for the Oracle CTXSYS and SUITE8 Analyzer account. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



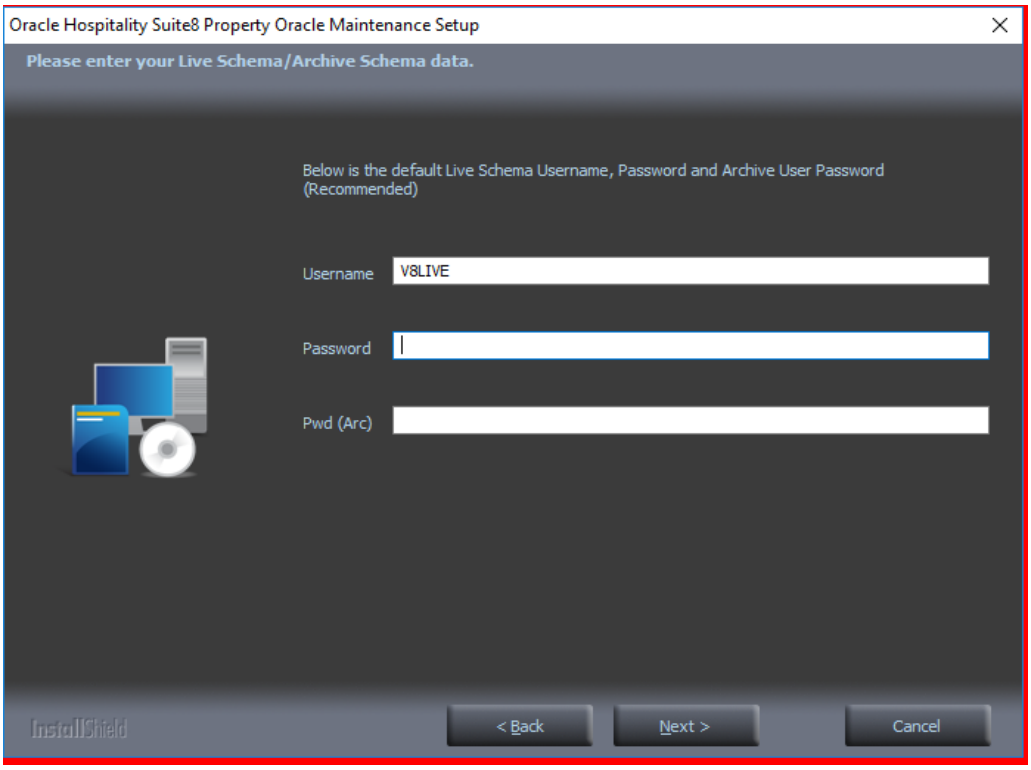
NOTE:

The Oracle user account CTXSYS is required for the Oracle Database feature: Oracle Text.

11. The following step requires the user and complex passwords to be entered to run maintenance tasks logged on as Suite8 live/Suite8 Archive live user. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



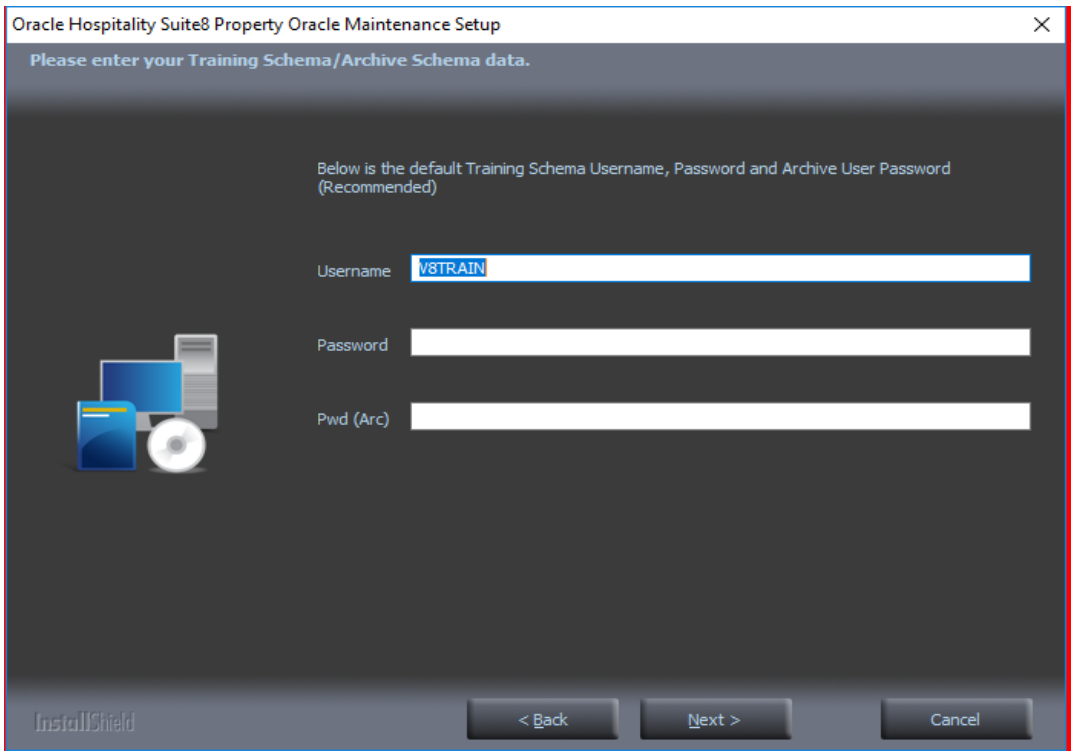
NOTE:

We are creating the Oracle user account: V8LIVE with the complex password. In addition we also creating a Oracle user account: V8LIVE**ARC** with the complex password. This user account is required for the SUITE8 Archive functionality.

12. The next step is similar to the previous step, but requires the username and complex passwords to run maintenance tasks logged on as Suite8 training/SUITE8 Archive training user. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 8 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



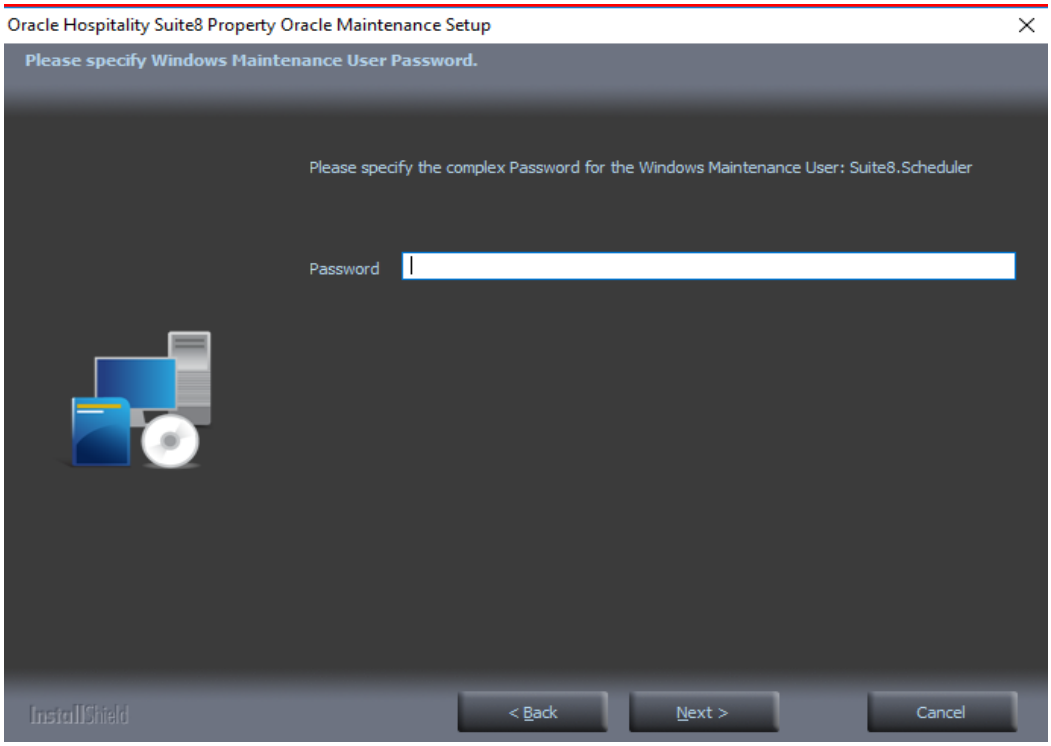
NOTE:

We are creating the Oracle user account: V8TRAIN with the complex password. In addition we also creating a Oracle user account: V8TRAIN**ARC** with the complex password. This user account is required for the SUITE8 Archive functionality.

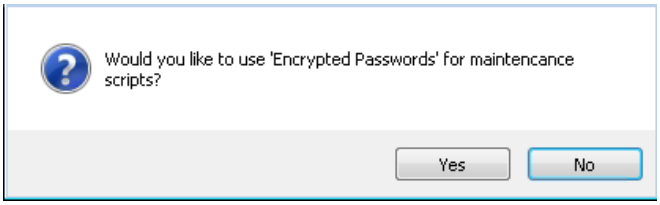
13. The following step requires the complex password to be entered for the Windows User account (Suite8.Scheduler) for the SUITE8 Maintenance jobs. The password is **case sensitive**. Click **Next** to continue.

Complexity requirements are:

- Not to contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length of 12 characters
- First character of password MUST be a character
- Password must contain at least 1 Lowercase character (a through z)
- Password must contain at least 1 Uppercase character (A through Z)
- Password must contain at least 1 digit (0 through 9)
- Password can contain special character: !*()_-+{[}]@~#.,



14. If you want to use 'Encrypted Passwords' for the maintenance scripts – click **YES** to continue. The default is: **NO**.



15. The install shield performs the following tasks:

    Creates the following directories on the MAINTENANCE drive (for example: **D:**):

    \BACKUP
    \BACKUP.RMAN\SCRIPTS
    \BACKUP.RMAN\LOG

\EXP\DAILY

Copies the maintenance scripts to the directory: **\BACKUP.RMAN\SCRIPTS**

Creates the Windows user account: Suite8.Scheduler and adds the Windows user: Suite8.Scheduler to the local group: **ADMINISTRATORS**.

Modifying the environment parameters for the Oracle Recovery Manager (RMAN)

Oracle RMAN Backup files are located in the directory: **\BACKUP**

Maintenance scripts are located in the directory: **\BACKUP.RMAN\SCRIPTS**

Maintenance log files are located in the directory: **\BACKUP.RMAN\LOG**

Creating 5 **scheduled jobs**:

- **SUITE8 db schema analyze**

  Every day at 2:15 am the scheduled task is running the DBMS_STATS package to analyze all tables and indexes of the V8LIVE user.

- **SUITE8 db clean log files**

  Every day at 0:05 am the scheduled task is cleaning the Oracle Dump folders, creating a copy of the Database Alert file and creating a copy of the LISTENER Log file.

- **RMAN backup database**

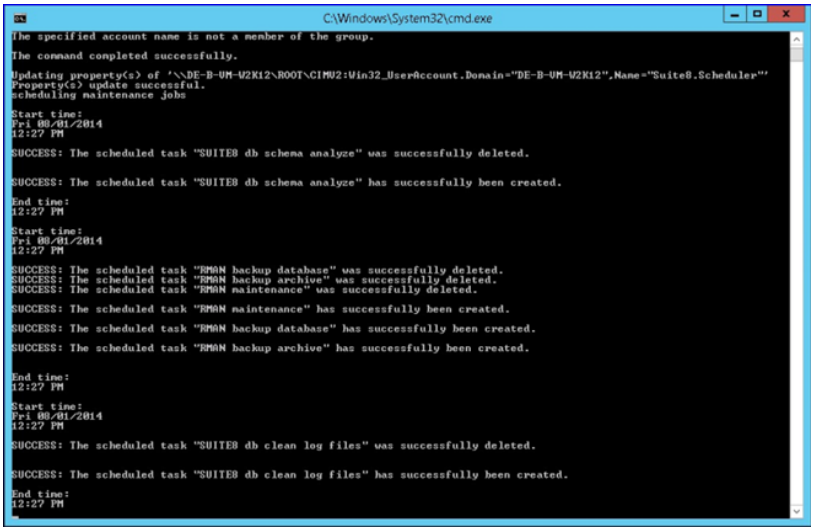
  Every day at 11:00 pm the scheduled task is creating a complete backup of the Oracle Database via Oracle Recovery Manager (RMAN). After this the scheduled task is deleting all Oracle Database Backups – older than the latest successfully Oracle Database Backup.

- **RMAN backup archive**

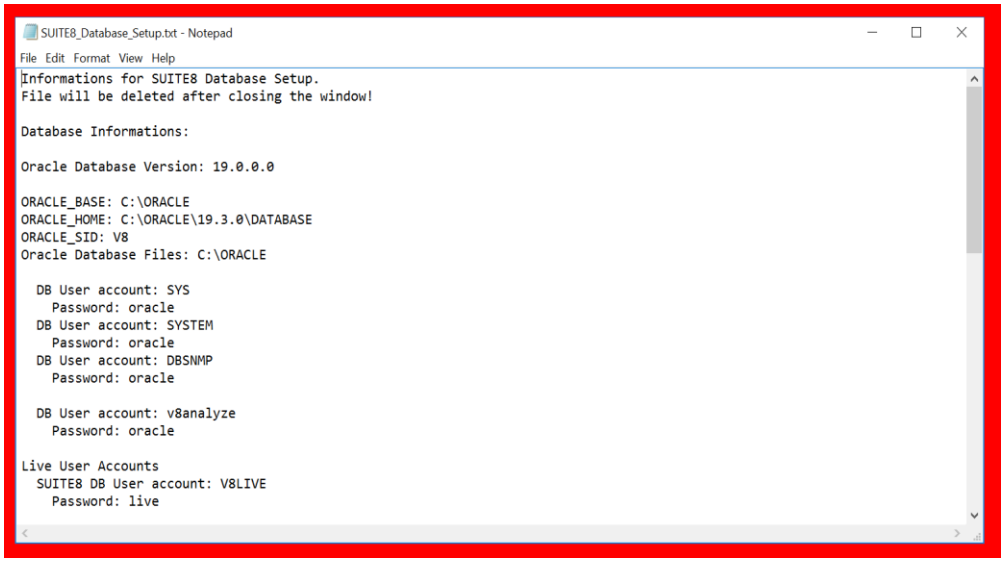
  Every 3 hours the scheduled task is creating a backup of all Oracle Database Archives - via Oracle Recovery Manager (RMAN) - which are not backed up for 2 times. After this the scheduled task is deleting all Oracle Archive Backups – older than the latest successfully Oracle Database Backup.

- **RMAN maintenance**

  Every day at 09:15 pm the scheduled task is checking the Oracle Database/Archive Backups via Oracle Recovery Manager (RMAN). The Task is looking for obsolete and not existing Backups and deleting not required Oracle Archives

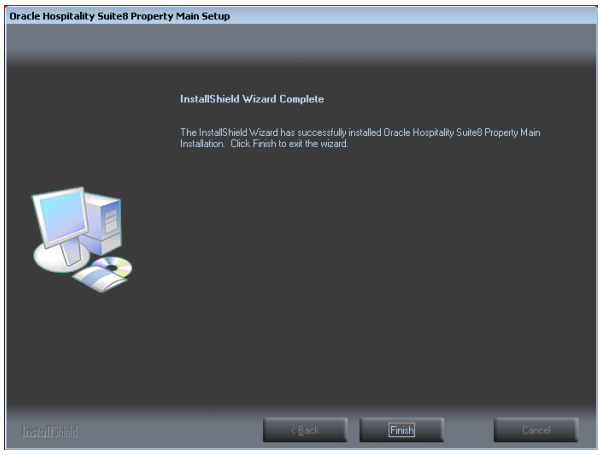


The following step shows an overview of the Oracle Maintenance installation. Please save the document. After closing the Text file, the file will be deleted! Close the file to continue.



16. The Oracle Database Maintenance Jobs install shield prompts a finish message upon completion. Click **Finish** to continue.

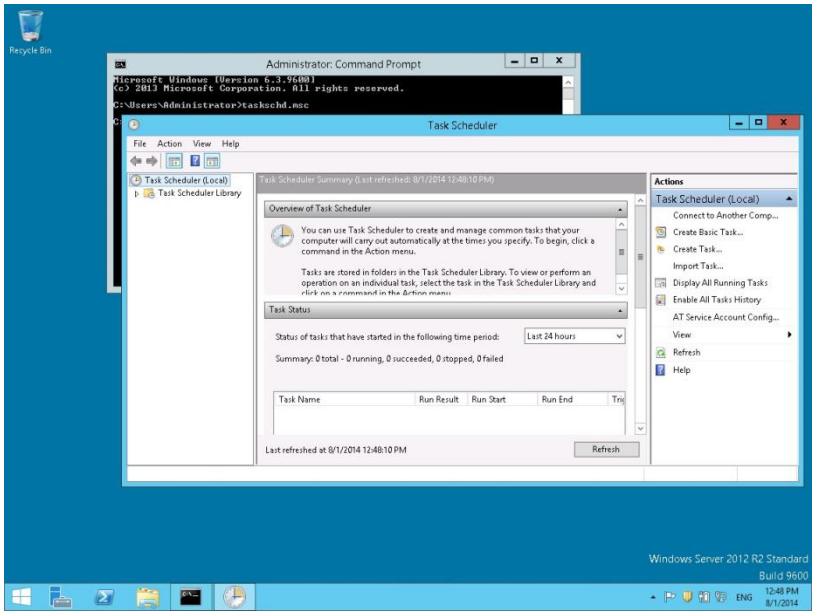
17. Click **Finish** to exit the Install shield Wizard.


Oracle Hospitality Suite8 Property Main Setup
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed Oracle Hospitality Suite8 Property Main Installation. Click Finish to exit the wizard.
InstallShield
< Back
Finish
Cancel

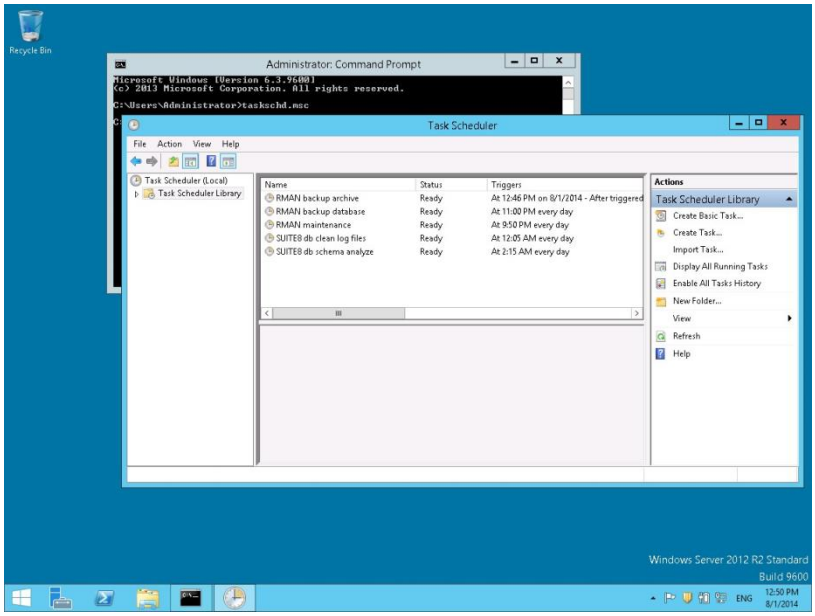
Suite8 Install Shield - Install Oracle Server Maintenance Jobs

Verify Scheduled Tasks

1. Open a command prompt (with the option **Run as administrator**) and type **taskschd.msc** to launch the Task Scheduler utility.



2. Verify that the 5 listed Jobs are existent.
   - SUITE8 db schema analyze
   - SUITE8 db clean log files
   - RMAN backup database
   - RMAN backup archive
   - RMAN maintenance



3. Close the Task Scheduler utility

Suite8 Install Shield - Appendix (Tips&Tricks, Q&A, Issues…)

Message "MSVCR100.dll not found" during start of Suite8:
You may refer to the links below to download Microsoft Visual C++ Redistributable .

- For 32-bit, refer to this link:
  http://www.microsoft.com/download/en/details.aspx?id=5555
- For 64-bit, refer to this link:
  http://www.microsoft.com/download/en/details.aspx?id=14632

Download and run for the related OS 32 or 64-bit.
If you use Suite8 –Client with 64-bit OS, you also need to run the 32-bit one.

7

Suite8 Upgrade Tool – Pre-Installation Tasks

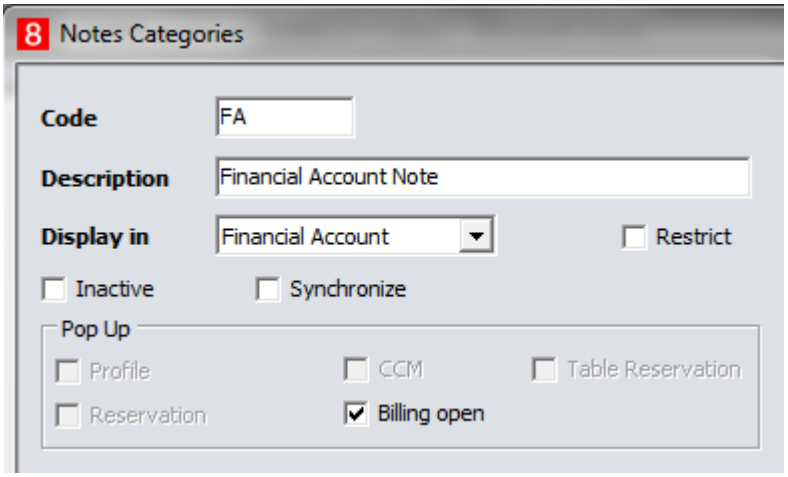
Before you upgrade Suite8 you must:

Confirm that the database complies with release 8.10.0. and higher.

Export the V8LIVE user, the Export & Import Suite8 User section contains more information.

If upgrading from **Suite8 8.10.0.**, enter a note category for Financial Account notes:

1. Go to the **Setup** and select the **Configuration** option.
2. From the **Note Categories** menu, enter a new category for Financial Accounts.
3. Select **Financial Account** from the **Display in** drop-down list.



You must configure this option **before** updating Suite8, during the update a script updates the corresponding records in XCNO. The *Oracle Hospitality Suite8 Release Notes for Release 8.10.1.0*, contains more information, review the items marked with TT 6874 and TT 18678 for more detail.

8

Suite8 Upgrade Tool

The Suite8 Upgrade Tool is included with each release started with the Suite8 release 8.10.1 and higher. You can use the Upgrade Tool for upgrades from release 8.10 and higher.

Follow the steps below to complete the upgrade process or you can use the InstallShield Wizard to complete specific steps to update the Suite8 application

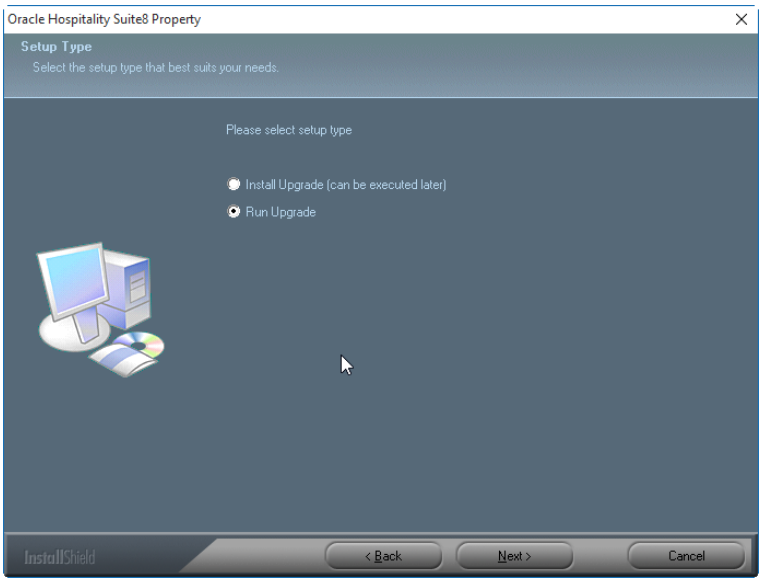
Using the InstallShield Wizard you can:

- Upgrade to 8.10.1 and higher.
- Upgrade the Suite8 database on the server and the client applications.
- Create shortcuts for the Suite8 Installer.
- Run certain SQL statements for system maintenance.
- Use version control (VerCtrl) to distribute programs and HTML files to other clients.

Upgrading Suite8 Release 8.10.2 and higher

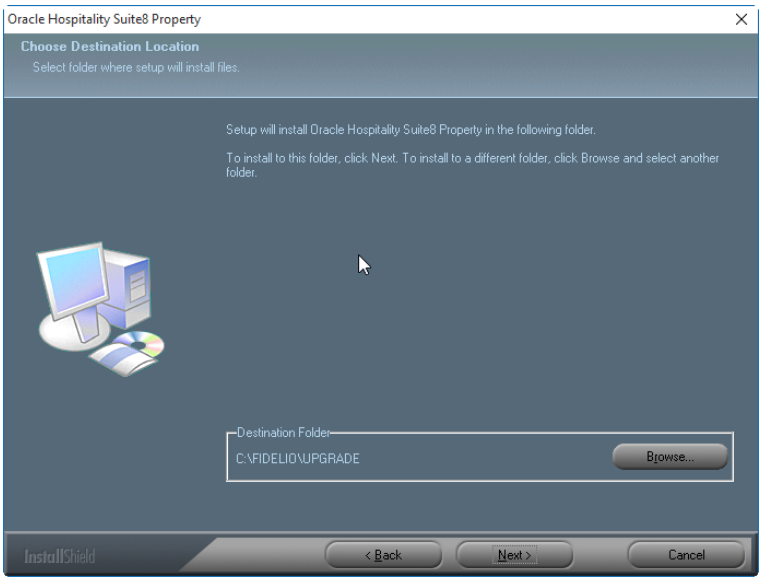
Follow these steps to upgrade from release 8.10.x to 8.10.2 and higher.

1. Log in and download the Suite8 version 8.14 from the following URL: https://edelivery.oracle.com/
2. Right-click the `Suite8InstUpgrade.exe` file and select run as administrator.
3. On the InstallShield, select **Next** to begin the upgrade process**.**
4. Read the Important Notes and select **Next**.
5. Select one of the following options, and then select **Next**.
6. Select **Run Upgrade** to start the upgrade process.
7. Select the **Install Upgrade** to install the application. A shortcut appears on your desktop to start the InstallShield Wizard from the desktop at a later time.

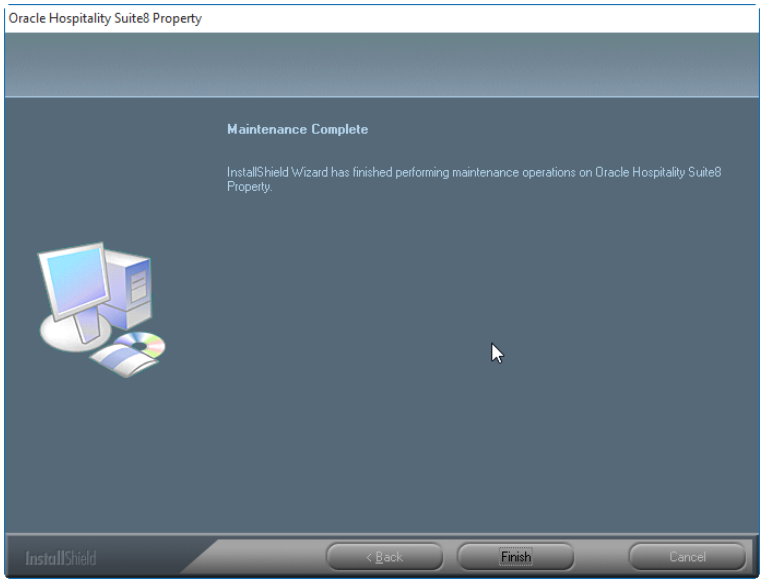


8. Select **Next** and **Browse** to select the folder to install the program files. During the installation process, the InstallShield Wizard checks if the target folder is empty. If the folder does not exist, the InstallShield Wizard creates the folder and then copies the files to the folder.

   For example, the default folder for these upgrade files:
   C:\FIDELIO\UPGRADE



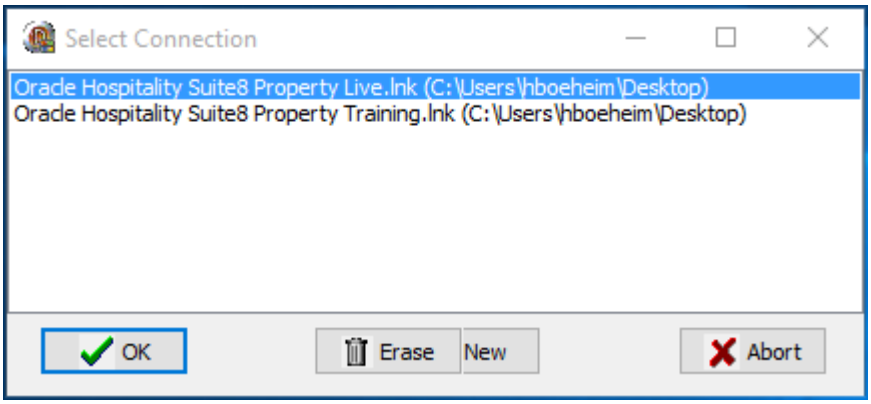
   If you select the **Install Upgrade (can be executed later**) option to install the Suite8 application but do not want to start the installation process, click **Finish** to close the window. The upgrade program installs a shortcut on the desktop. When you decide to start the update later, double-click on this shortcut and follow the instructions below.



If you select **Run Upgrade**, follow the next steps.

9. Select a connection and click **OK**.
   The connections that appear are the shortcuts to start Suite8. You must select the correct connection, for example **Oracle Hospitality Suite8 Property Live.lnk** for the live production system and select **OK**. If there is just one connection, the screen below does not appear and the next screen appears.

   If no connection appears, you may need to create a new shortcut. The Appendix section below contains more information.



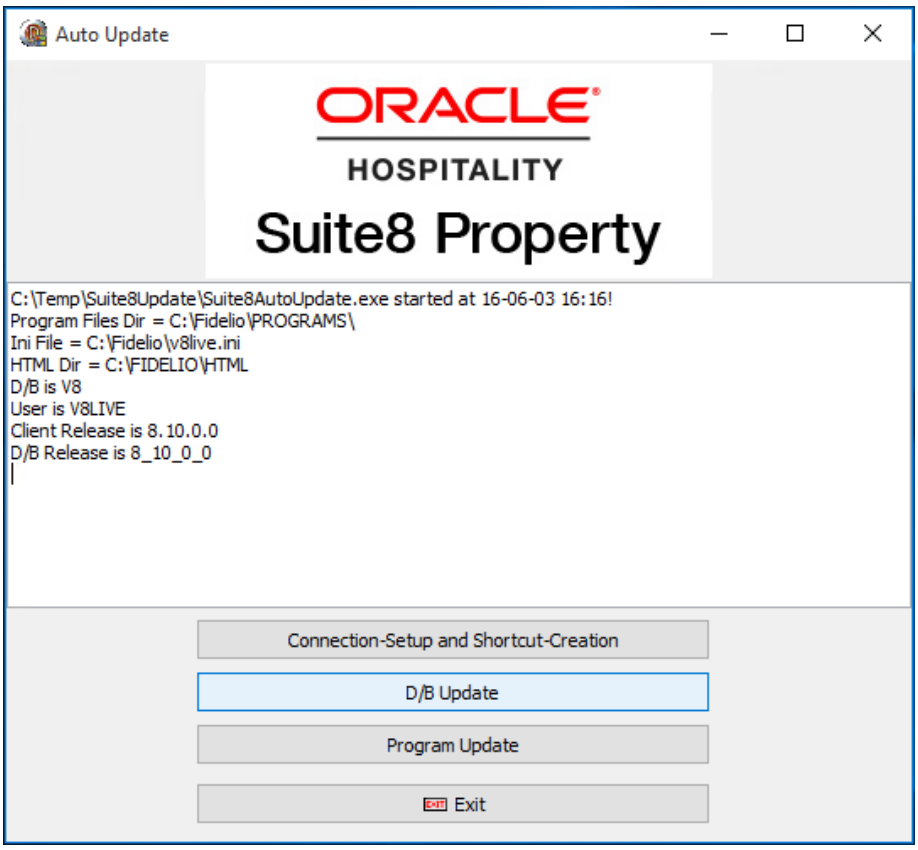
Updating the Suite8 Database

You can use the database upgrade option to upgrade the database during the Suite8 application upgrade or you can upgrade the database at any time using the InstallShield

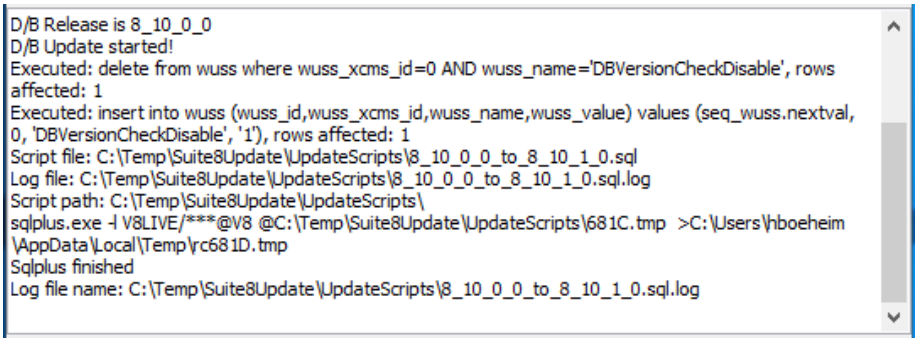
Wizard and selecting the D/B Update option.

To update the database:

1. Go to the database server and log in as system administrator.
2. Run the InstallShield Wizard and select the D/B Update option



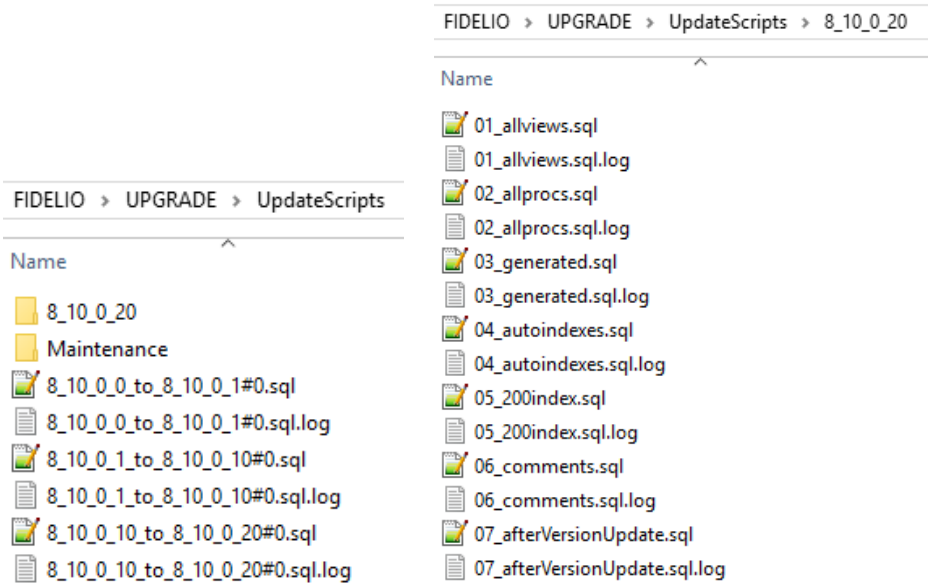
3. The progress is shown in the main window. Log files are created for reference in the same directory with the following naming convention: 8_10_0_0_to_8_10_1_0.sql.log



In addition to the scripts in the UpgradeScripts folder, any scripts located in a subfolder named with the target version are executed, for example 8_10_0_20.

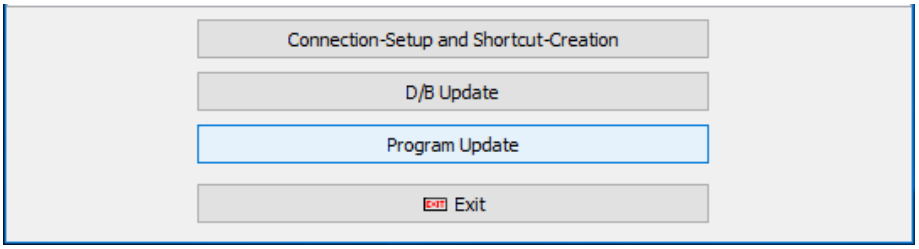
For each file executed a log file is created in the same directory. The naming convention is similar to the update log files. For example:

01_allviews.sql01_allviews.sql.log



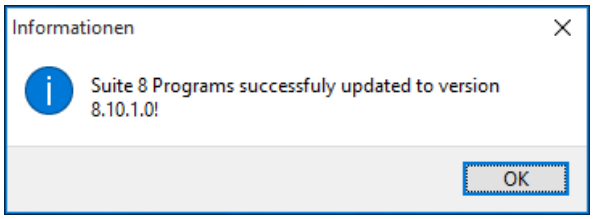
Upgrading the Suite8 Application

1. Select **Program Update** to start updating the Suite8 application.



   The progress appears in the main window. The program files and HTML files are copied to the dedicated folders.

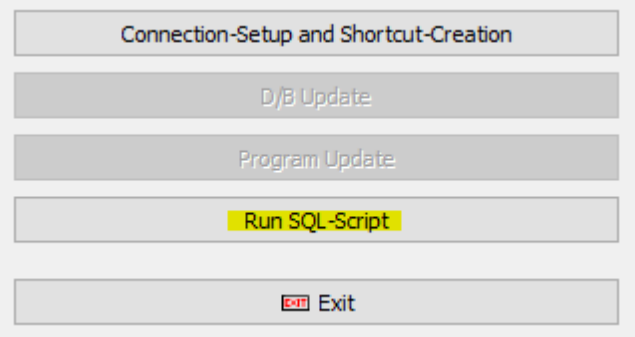
2. After the update completes, select **OK** to confirm the successful update. For example:



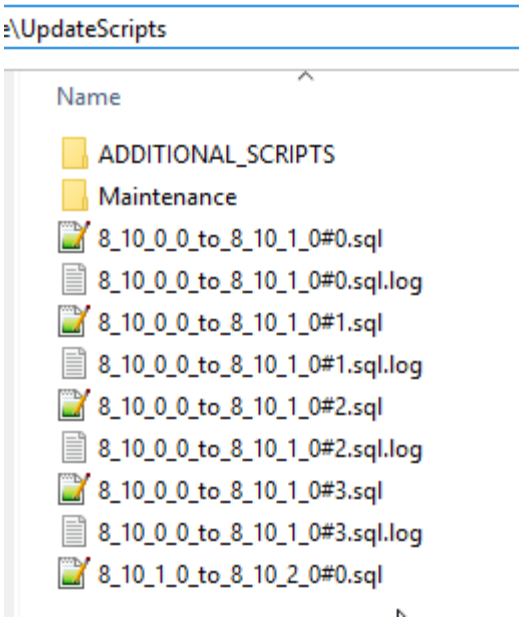
Installing the SQL Scripts

You should only select the **Run SQL-Script** option with the advice of an Oracle support representative. For example, you may execute a script for a patch update for a specific customer or you may need to install a country legal requirement using a script. You may need to run a script for system maintenance or to install a specific chain requirement.

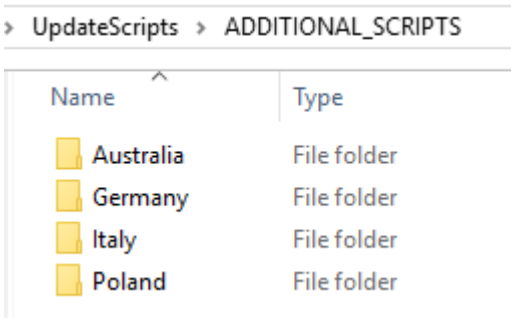
1. To run a script, select the **Run SQL Script** option.

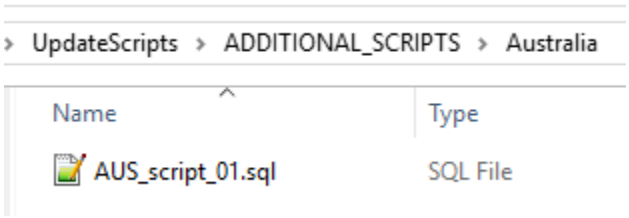


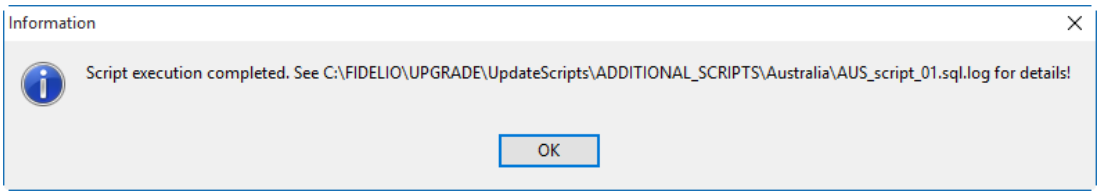
2. The Microsoft Windows Explorer window opens and contains the default scripts.



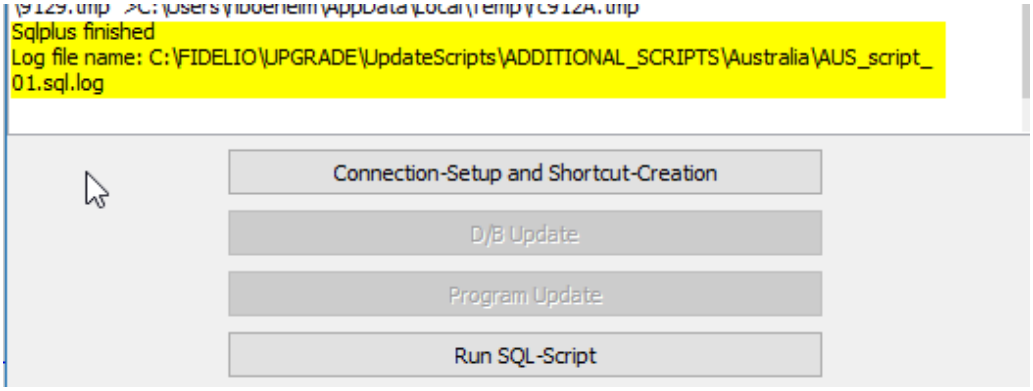
To install country specific scripts, go to the folder that contains the additional scripts and double-click the script.



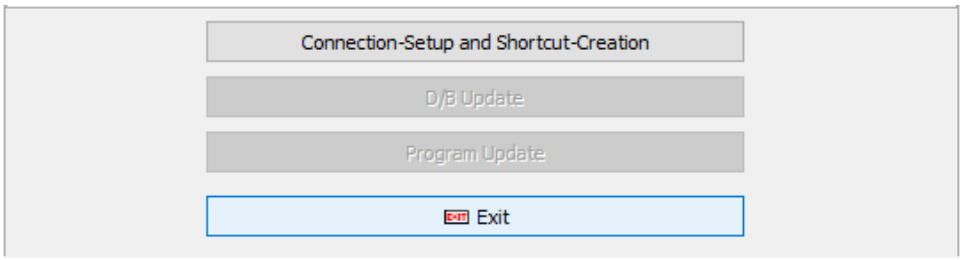




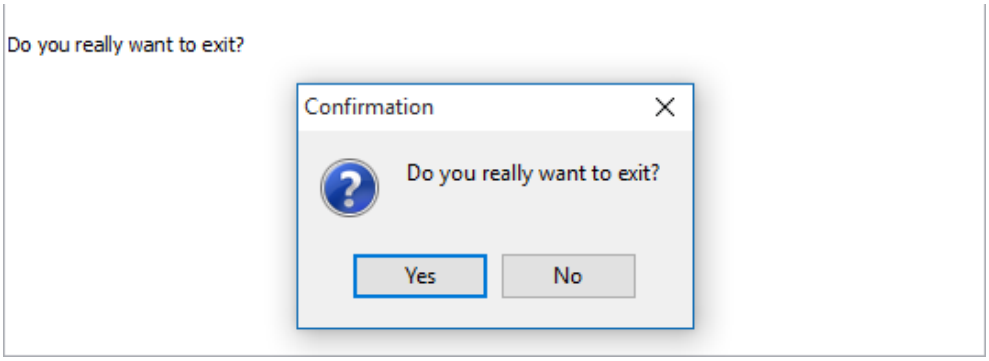
After the scripts get installed, the status appears in the window and a log file is created in the same folder as the script.



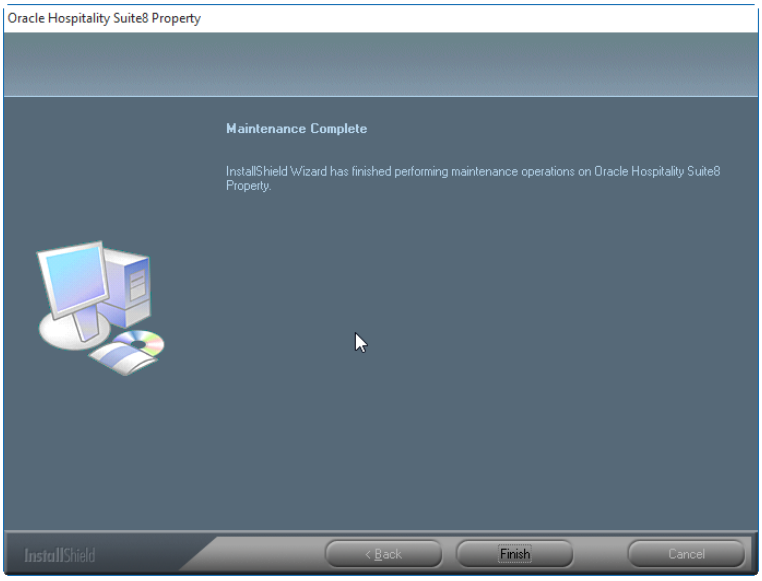
3. Click **Exit**.



4. Click **Yes** to exit.



5. If you have started the upgrade from the InstallShield Wizard, click **Finish** to close the window.



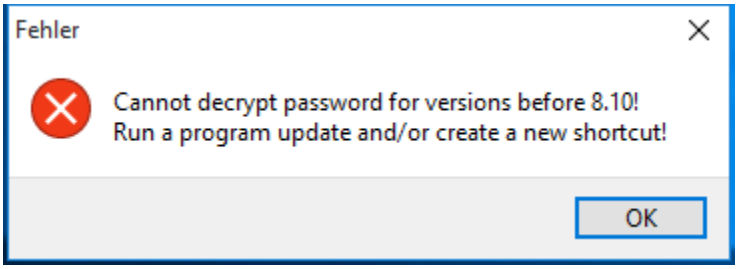
9

Suite8 Upgrade Tool – Appendix: Issues and Solutions

The following list contains possible issues and solutions for the **Upgrade Tool**.

Issue: Error Message Cannot decrypt password

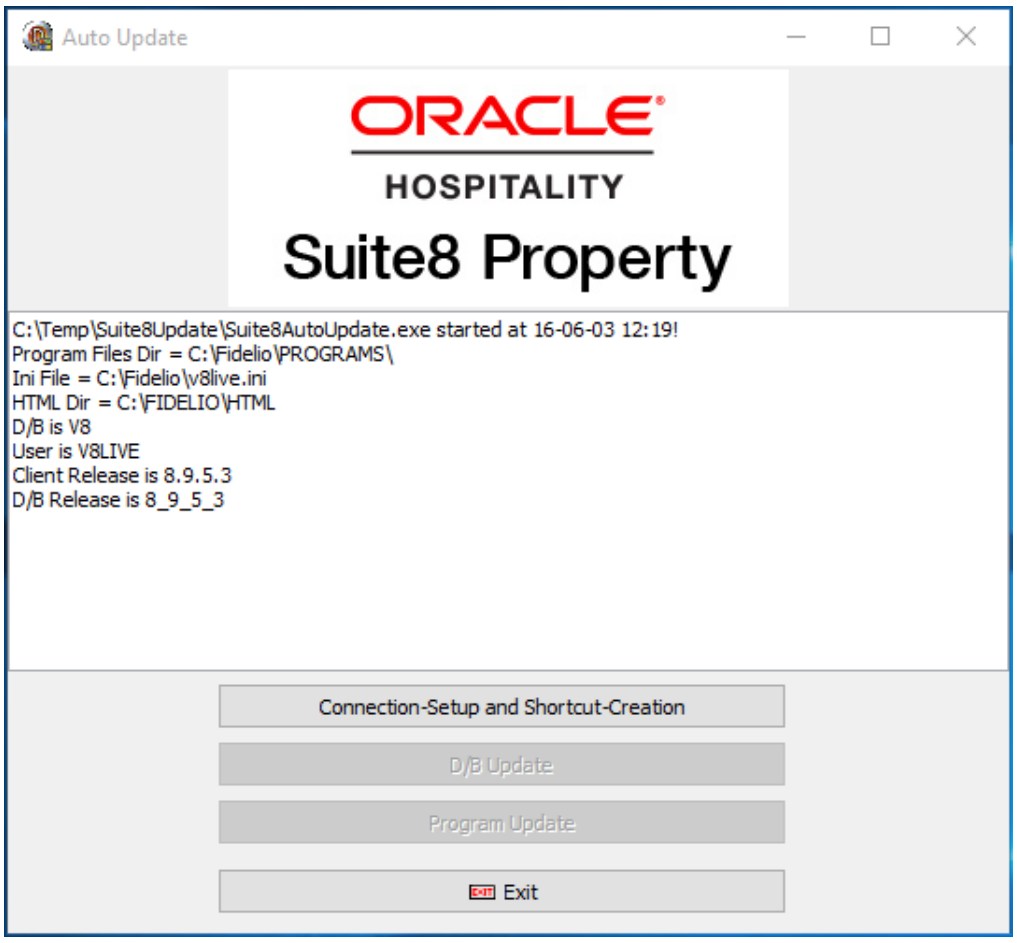
This message indicates the installed Suite8 version is earlier than Suite8 release 8.10. You must update to Suite8 release 8.10 or higher and create new shortcut.



Issue: Button for D/B-Update or Program Update is grayed out.

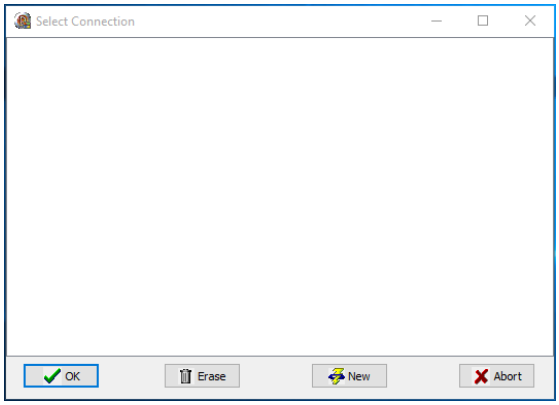
If the Suite8 version installed is lower than release 8.10 or the version is already up-to-date.

To solve this update Suite8 to release 8.10 and start the InstallShield Wizard to try again. If Suite8 is up-to-date, then click Exit. The installed program Client Release version and the D/B Release database version appears in the main window.

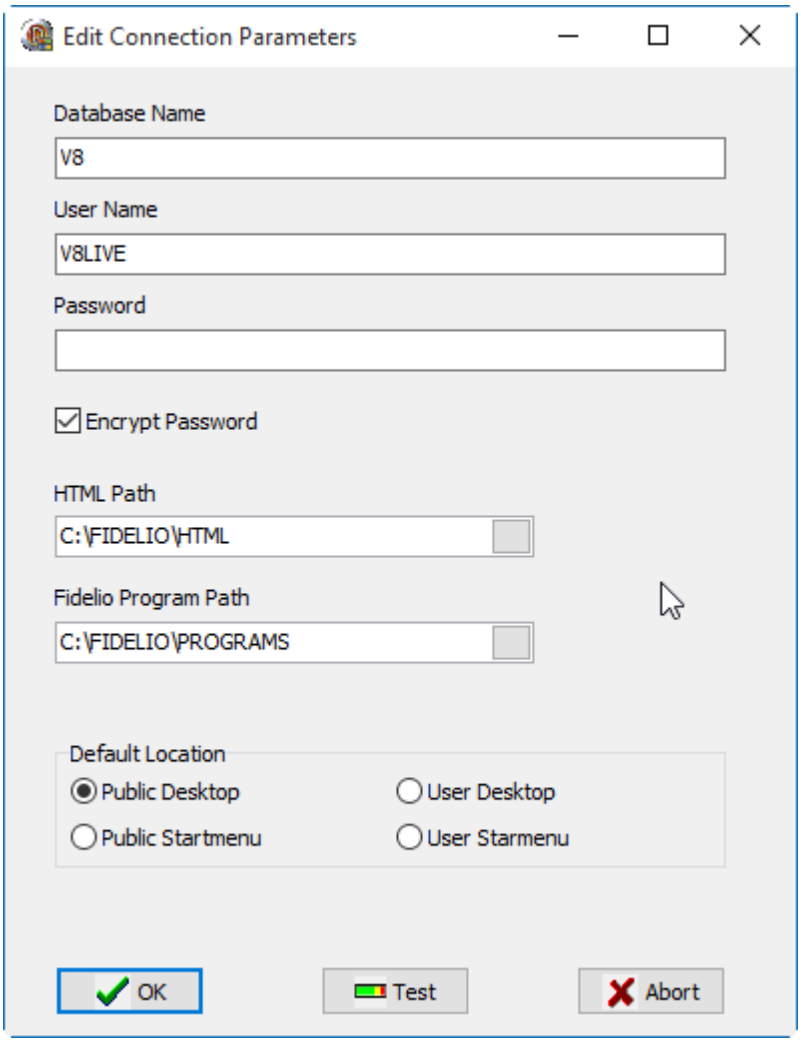


Issue: The select connection screen is empty

If the Suite8 shortcuts do not appear on the connection screen, then you must create a new shortcut using the New option.



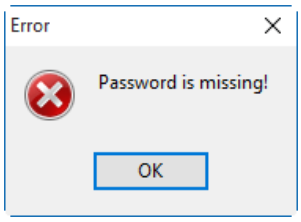
1. On the Edit Connection Parameters window, review and define the following fields.

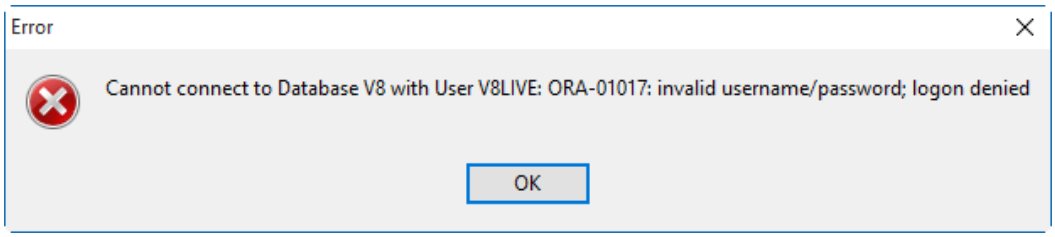


2. Define the **Database Name**. The default database name is V8.
3. Define the user name of the Oracle user. The default user name for live instances is V8LIVE, and for training instances is V8TRAIN.
4. Enter the password for the Oracle user.
5. Encrypt Password: To maintain Oracle security standards you must encrypt the password. By default, the checkbox is checked to maintain a secure system.
6. The path where the HTML and query files are located. The default location is `C:\FIDELIO\HTML`
7. Select the path for the program files, the default location is `C:\FIDELIO\PROGRAMS`
8. Select the default location where the shortcut should appear.
9. Select the **Public Desktop** or **Public Start** menu to create a shortcut icon to appear for the current user.

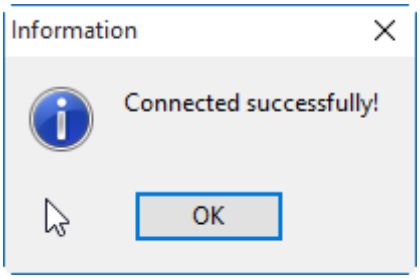
10. Click **Test** to check the database connection.

    If you get an error message below, review your entries and try again.





    If the connection is valid, this message below appears.



11. Click **OK** to finish. A Suite8 shortcut is created on the desktop. Click **Exit** to close the InstallShield Wizard.

10

Suite8 Upgrade Tool – Installing the Suite8 Ini File

The Suite8 release 8.10 and higher requires an `ini` file for startup and you must modify all the Suite8 shortcuts. Suite8 will not start without the `*.ini` file.

- The release includes the sample file `v8live.ini`. You can find the media package in the folder `Suite8INI`.
- The `*.ini` file contains all the database connection details including the HTML path and a parameters section that contains the required runtime parameters you can add.
- To enable all keys expecting a boolean value you can set the value to `true`, `1`, or `ON`. To disable a key you can set the value to either `false`, `0`, or `OFF`.
- You must name the `*.ini` file the same as the connected schema user. For example, `V8live`. This simplifies creating shortcuts for different users using the same program files. For example, this simplifies a CRS environment and enables the support to maintain a generic structure.
- The `*.ini` file must be added in the shortcut. For example, the shortcut properties:

  `C:\Fidelio\programs\fideliov8.exe C:\Fidelio\v8live.ini`
- If the installation uses the automatic night audit, you can use the command line. To access the command line go to the **Setup** menu, select **Configuration**, **Global Settings**, and then select **Night Audit** to configure the new startup parameters.
- Using the DPAPI requires encryption key management per user or workstation. The Oracle user password contained in the `ini` file must be encrypted by running the `FidelioV8DBPasswordEncrypt.exe` file included in the 8.11 release. This encryption file must run on each workstation. You cannot run the encryption process once and then use the same the `ini` file everywhere.

Installing the ini File and Updating Shortcuts

You must complete the following steps to install the `ini` file and create a shortcut.

1. Run the `V8-Client-Short-Cut.exe` file and click **Next**.
2. Review the information and click **Next**.
3. Select the setup type and click **Next**.
4. Verify the destination folder and click **Next**.

5. Verify the program icons folder and click **Next**.
6. Enter the Suite8 live user, password, and service. You must enter a password with 8 characters, and click **Next**.
7. Select **Yes** to change the password or select **No** to continue without changing the password.
8. Enter the Suite8 training user, password, and service.
9. Click **Next** and **Finish.**

11 Suite8 upgrade Tool – Post Upgrade Tasks

After upgrading Suite8 you must:

1. Run the sequence fix **Suite8** > **Setup** > **Miscellaneous** > **System Maintenance** > **Database** > **Sequence Fix.**

2. To execute the primary key existence check the `key` existence to confirm no primary keys are missing except for MFWW, WLNR, WNEB, and STAB.

3. Go to **Suite8 > Setup** > **Miscellaneous** > **System Maintenance > Miscellaneous > System Check** > **Database** > **select Primary key existence** > **press Execute sel.**

4. To update the translation import the translation file provided by the local office. Go to **Suite8** > **Setup** > **Miscellaneous** > **Updates > Translation Update**

5. If you are updating an existing Online Interface installation, you must first uninstall and then reinstall the interface by using the new Online Interface InstallShield Wizard included in this release.

6. The tray icon of the Fidelio Server is not visible when running as a service on a Microsoft Windows 2008 server. This is due to changes in the operating system, you can read about the workaround in the following location:

7. **Help File->How To->Fidelio Server->Fidelio Server->Installing Fidelio Server as a Microsoft Windows Service on a Microsoft Windows 2008 Server.**

8. To configure and manage FTP accounts in Suite8, review the FTP connection settings in applicable functions including the Scheduled Task File Upload to implement the new features added from release 8.9.6.0 and higher. This is similar to common FTP clients.

9. Review the *Oracle Hospitality Suite8 Release Notes* for new features and updates available on the Oracle Help Center http://docs.oracle.com .

10. Verify the version of Oracle installed is one of the following:

11. Oracle 11g release 2 11.2.0.3 or 11.2.0.4 with latest Oracle Patch for the database installation (64bit) and client installation (32bit) or

12. Oracle 12c release 1 12.1.0.1 or 12.1.0.2 with latest Oracle Patch for the database installation (64bit) and client installation (32bit).

13. You must install Oracle 11g release 2 with the parameter setting `compatible=10.2.0.4.`

    When installing the 8.10 release of webConnect, if the following error appears you can follow the instructions below to resolve the error.

To resolve this error, go to the `bin` folder and delete the two files below. For example, `C:\inetpub\wwwroot\V8Client\bin`

12 Activating Oracle Wallet

You must complete the following steps to activate the Oracle Wallet.

Create a folder for the wallet in the Oracle base directory. For example, C:\ORACLE\ADMIN\V8\WALLET

Add the entry below to SQLNET.ORA. For example, find the SQLNET.ORA file in this location: **{Oracle Home Path}**\DATABASE\network\admin

Oracle Home Path is where we create DATABASE, CLIENT, CD4, CPU folders. For example: C:\ORACLE\xx.x.x.

1. ->DIRECTORY
2. You must change the path to the WALLET folder created in the previous step.

```
ENCRYPTION_WALLET_LOCATION = (SOURCE =(METHOD = FILE)(METHOD_DATA =(DIRECTORY
=C:\ORACLE\ADMIN\V8\WALLET)))
```

3. Restart the database.
4. Connect as `sys` and execute the following statement to set the encryption key. Replace `PLACE_YOUR_PASSWORD_HERE` with the encryption key and keep this key in a safe place.

```
ALTER SYSTEM SET ENCRYPTION KEY IDENTIFIED by "PLACE_YOUR_PASSWORD_HERE";
```

5. To open Oracle Wallet and activate global encryption:

```
ALTER SYSTEM SET ENCRYPTION WALLET OPEN IDENTIFIED BY
"PLACE_YOUR_PASSWORD_HERE";
```

6. Connect to live schema. For example, V8LIVE and execute the statements below.

```
ALTER TABLE wprt MODIFY (wprt_value ENCRYPT  USING 'AES256' SALT);
ALTER TABLE xccs MODIFY (xccs_number ENCRYPT  USING 'AES256' SALT);
```

7. Each restart of the database requires opening the wallet again.

```
ALTER SYSTEM SET WALLET OPEN IDENTIFIED by "PLACE_YOUR_PASSWORD_HERE";
```

8. Useful Tips:
   - To check the status connect as sys: SELECT * FROM V$ENCRYPTION_WALLET;
   - To close the wallet for testing purposes: ALTER SYSTEM SET ENCRYPTION WALLET CLOSE IDENTIFIED by “PLACE_YOUR_PASSWORD_HERE";
9. Security Guidelines: In order to fulfill the PA-DSS Certification 3.1 the protected data (XCCS->XCCS_NUMBER and WPRT ->WPRT_VALUE) will be encrypted with Oracle Wallet. If Oracle Wallet is not active or the fields are not encrypted, Suite 8 will not start and the message 'Please activate the oracle wallet' will appear.

NOTE:

The Oracle Wallet functionality that complies with PA-DSS 3.1 is not supported with Oracle 10g. The Post-Upgrade Tasks section contains more information.

13

Exporting and Importing a Suite8 User

What Is Data Pump Export?

Data Pump Export invoked with the expdp command which is a new utility included in the Oracle Database 10g. Although the functionality and parameters are similar to those of the original Export utility exp. These are separate utilities and their files are not compatible.

Data Pump Export is a utility for unloading data and metadata into a set of operating system files called a dump file set. The dump file set can be imported only by the Data Pump Import utility. You can import the dump file set on the same system or you can move the files to another system and load the dump file set.

The dump file set contains one or more disk files that contain table data, database object metadata, and control information. The files are written in a proprietary binary format. During an import operation, the Data Pump Import utility uses these files to locate each database object in the dump file set.

Because the dump files are created by the server and not by the client, the database administrator (DBA) must create directory objects.

Data Pump Export enables you to specify that a job should move a subset of the data and metadata, as determined in the export mode by using data filters and metadata filters specified in the Export parameters.

The following URL contains more information in the Filtering During Export Operations section: https://docs.oracle.com/cd/B19306_01/server.102/b14215/dp_export.htm

Activating the Data Pump

1. Create a folder on the database server for the data pump.
   For example, D:\EXP\DAILY
2. Create a directory with the database and grant access to the directory. Connect as sys and execute the following statements:
3. CONNECT sys/password@ALIAS as sysdba
4. CREATE OR REPLACE DIRECTORY dpump_dir AS 'd:\FOLDER';
5. Replace FOLDER with the name of the directory you created in the previous step.

6. GRANT READ, WRITE ON DIRECTORY `dpump_dir TO public;`
7. To check which directory exists in the database use the following command.
8. `SELECT * FROM dba_directories;`

Exporting using the Data Pump EXPDP.exe

The export process on the server and can start from every connected workstation. The files export to the directory defined as dpump_dir in the example below.

Use the following command to execute the Data Pump export and refer to the listed explanations below for each parameter.

```
EXPDP USER/PASSWORD@ALIAS DIRECTORY=dpump_dir DUMPFILE=DUMPFILENAME.dmp PARALLEL=1
LOGFILE=LOGFILENAME.log ENCRYPTION_PASSWORD=ThePassWordForEncrytion
ENCRYPTION_MODE=password VERSION=19.0.0.0
```

Field	Explanation
`EXPDP`	Executable
`USER/PASSWORD@ALIAS:`	Oracle user connect information, for example V8LIVE/live@V8
`DIRECTORY=dpump_dir:`	The `Oracle dpump_dir` directory contains the export. The Oracle database settings contain the path to the directory.
`DUMPFILE=DUMPFILENAME.dmp`	DUMPFILENAME.dmp defines the name of the dump file.
`PARALLEL=1`	Defines how many processes are used during the export. Increasing the number of processes creates a faster export. This affects the performance of Suite8. You must use more than one process only when no one is using the Suite8 application.
`ENCRYPTION_PASSWORD =ThePassWordForEncrytion:`	You can set the ThePassWordForEncrytion value. You must use the same value during the import process.
`ENCRYPTION_MODE=password`	Do not change this value.

Field	Explanation
VERSION=19.0.0.0	Use this parameter to enhance the backwards compatibility of the database versions during the import and export process by defining the compatibility of the export database version. This parameter is optional. For example, if the Oracle database version is 19.0.0.0 and the parameter is not set the parameter automatically sets to VERSION=19.0.0.0 and an import is only possible with an Oracle database version of 19.0.0.0. In this example, the export is not possible to import into the Oracle database version 12.1.0.1. For example, if the database version is 12.1.0.1 and the parameter is defined, then you can export from an Oracle database version 19.0.0.0 and the export can be imported into an Oracle database version 12.1.0.1 or higher by defining the same parameter during the import process.

Import using the Data Pump IMPDP.exe

In the example below, the file to import must be in the directory defined as the dpump_dir directory.

Use the following command to execute the Data Pump import and refer to the explanations listed below for each parameter.

```
IMPDP USER/PASSWORD@ALIAS DIRECTORY=dpump_dir DUMPFILE=DUMPFILENAME.dmp PARALLEL=1
LOGFILE=LOGFILENAME.log ENCRYPTION_PASSWORD=ThePassWordForEncrytion
ENCRYPTION_MODE=password VERSION=19.0.0.0 REMAP_SCHEMA=OWNER:TARGET
```

Field	Explanation
IMPDP	Executable
USER/PASSWORD@ALIAS	The Oracle user account information. For example: V8LIVE/live@V8
DIRECTORY=dpump_dir	dpump_dir is the name of the Oracle directory where the export is located and in the Oracle database settings the path to the folder is defined.
DUMPFILE=DUMPFILENAME.dmp	DUMPFILENAME.dmp defines the name of the dump file.

Field	Explanation
PARALLEL=1	Defines how many processes are used during the export. Increasing the number of processes creates a faster export. This affects the performance of Suite8. You must use more than one process only when no one is using the Suite8 application.
ENCRYPTION_PASSWORD =ThePassWordForEncrytion	The ThePassWordForEncrytion must be the same as defined in the export.
ENCRYPTION_MODE=password	Do not change.
VERSION=19.0.0.0	Defines the backwards compatibility of the export. The Oracle database version must be equal or higher and requires the same version that was defined during the export process. For example, if the Oracle database version is 19.0.0.0 and the parameter is not set the parameter automatically sets to VERSION=19.0.0.0 and an import is only possible with an Oracle database version of 19.0.0.0. In this example, the export is not possible to import into the Oracle database version 12.1.0.1. For example, if the database version is 12.1.0.1 and the parameter is defined, then you can export from an Oracle database version 19.0.0.0 and the export can be imported into an Oracle database version 12.1.0.1 or higher by defining the same parameter during the import process.