Oracle® Hospitality Hotel Property Interface

Monitoring Log Browser User Guide

Release 8.14.12.1
F48072-01
October 2021

Oracle Hospitality Hotel Property Interface Monitoring Log Browser User Guide Release 8.14.12.1

F48072-01

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Preface

Audience

This document is intended for system administrators, support, and users familiar with the Hotel Property Interface application IFC8.

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
- Screenshots of each step you take
- Full contact details including email address

Documentation

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

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

Table 1 Revision History

Date	Description
April 2021	• Initial Publication • Added Section for Adding comments in monitoring
September 2021	• Final Review prior to Publishing for general Public
September 2021	• Review in relation to 8.14.12.1

1 General

General Information

IFC8.Net/Monitoring & Log Browser is part of the Hotel Property Interface (IFC8) as of Version 8.14.0.0.

IFC8 is used as the primary Property Interface application with Oracle Suite8 PMS and with Oracle OPERA PMS (on-Premise & Cloud).

IFC8 is intended to be installed at the customer site for communication to certain external systems that are utilized by the site.

Refer to the documentation on Oracle Help Center at:
https://docs.oracle.com/en/industries/hospitality/

Usage

The Ifc8.Net Monitoring module enables the user to view the current and stored communication and internal messages & errors of the Ifc8.Net application / Service.

The Ifc8.Net Log Browser program enables the user to load IFC8.Net log files without using the Ifc Application.

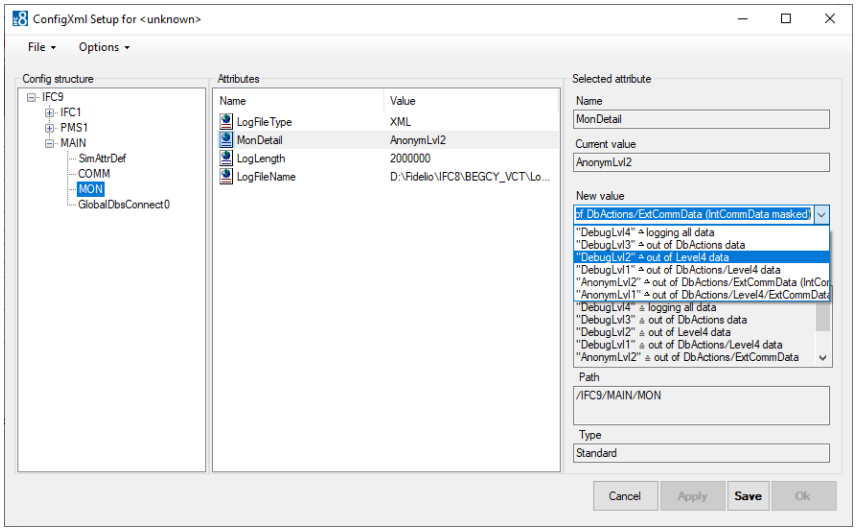
2 IFC Application Monitoring

IFC8.NET has an integrated monitoring option where you can set the data to display in the application screen and to store in IFC8 log files.

IFC8 monitoring concept has been changed with IFC8.14.1.0:

As of version 8.14.1.0, IFC8 will by default only log basic data but no communication data.

There will be several log levels, which can be set in the Ifc8 Configuration form in MAIN – MON – MonDetail:



MonDetail Level and Values

Following available Monitoring Detail and Log file level:

Table 4 MonDetail

MonDetail value	Description	Notes
AnonymLvl1	No DbActions, No Level4 data, No Vendor Communication data	
AnonymLvl2	No DbActions, No Vendor Communication data	**DEFAULT** when creating new Config.xml via IfcApplication

MonDetail value	Description	Notes
DebugLvl1	No DbActions, No Level4 data	
DebugLvl2	No Level data	
DebugLvl3	No DbAction data	Recommended Debug Level
DebugLvl4	Log all data incl DbAction data	

Communication Data

The messages which will be sent/received to/from the vendor system & to/from the PMS system (OPERA: IfcController)

The messages in XML format IFC8 will internally create and transmit between the IFC and PMS Object(s).

Level4 Data

IFC8 logging of internal processes

DbActions

Suite8 ONLY data.

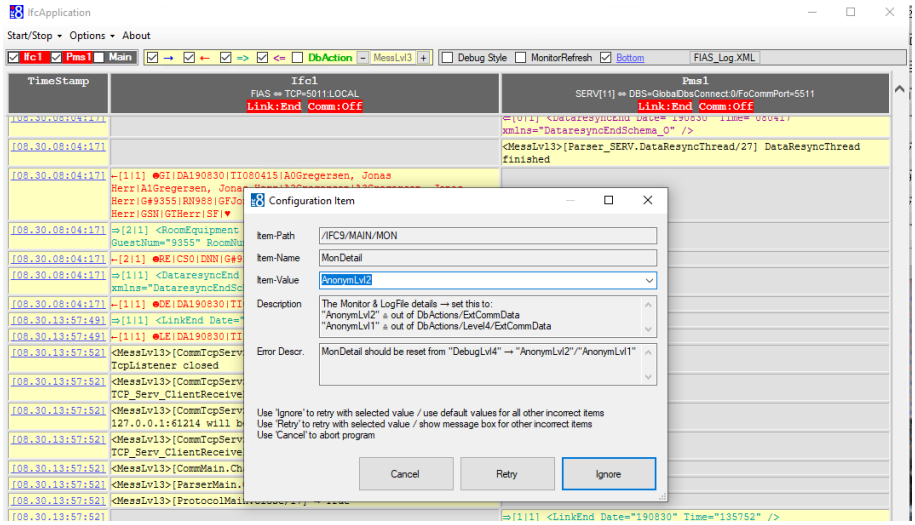
Internal SQL statements between IFC8 and the Fidelio Suite8 dll files or database queries for support purposes. Inactive by default

Auto Reset MonDetail Debug level

When the MonDetail value is set in IFC to another value than AnonymLvl1 or AnonymLvl2 Ifc8 will force to reset the MonDetail level back to the default value (AnonymLvl2) with the next shutdown/restart of the Ifc8 instance after 24 hours.

This is to ensure that debug log level will not remain active all the time after it is set.

After shutdown and restart of the IFC8 instance IFC will start up with a configuration window:

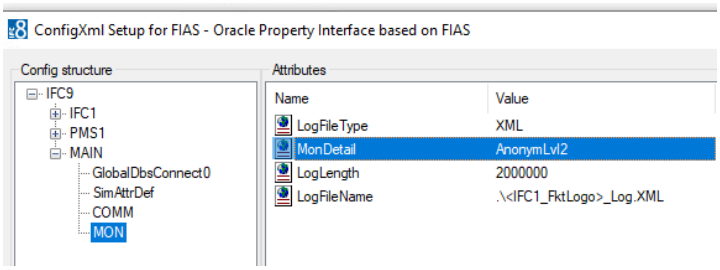


The reason for the window being opened is described in Error Description.

MonDetail should be reset from "DebugLvl4" → "AnonymLvl2"/"AnonymLvl1"

Users can now change MonDetail back to Default (IFC would do itself) or chose another MonDetail level. (e.g. in case further debug logging is required).

Confirming the suggested settings with ignoring will change the MonDetail status to the default value AnonymLvl2.



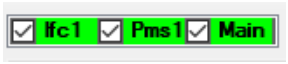
> **NOTE:**
>
> Due to this change in Config.xml it is required to Save the configuration afterward by entering the Config Editor and press the SAVE button.

Monitor filter bar does now only allow to set display the internal data

Monitoring Bar

The options bar to change display the communication details within the IFC monitoring.

Display Objects Bar



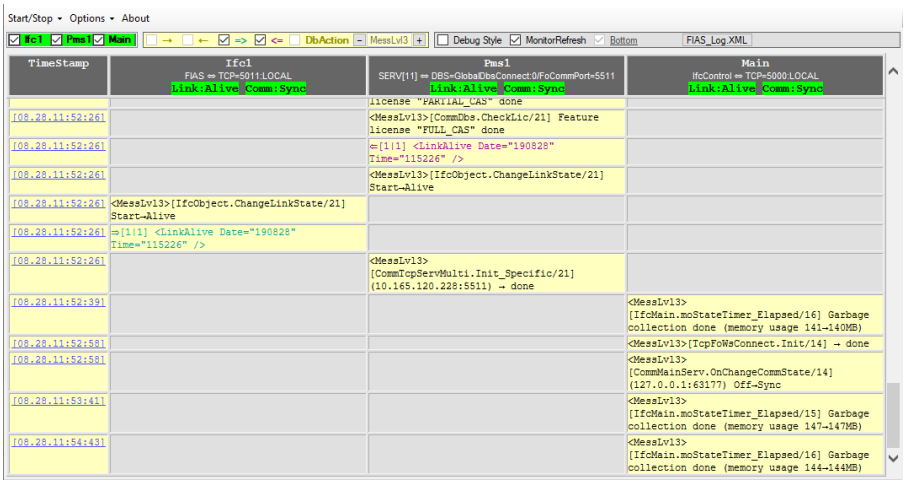
Here, you can define which Objects you want to display within the application.

Options:

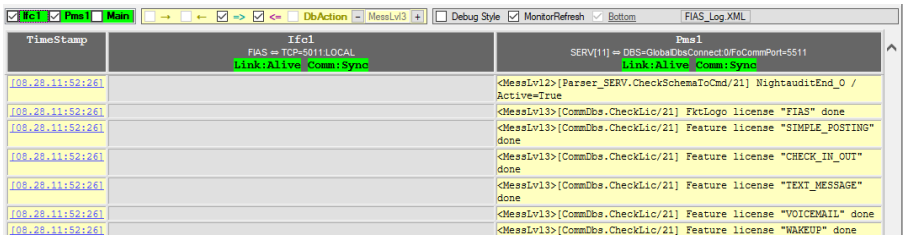
- Show Ifc***x*** object monitoring – showing all communication between vendor and IFC application
- Show Pms***x*** object monitoring – showing all communication between PMS and IFC application
- Show Main object monitoring – showing internal messages of IFC application

The respective objects displayed will be colored with red, yellow, or green based on the current Link status with the connecting system.

> **NOTE:**
>
> The color of the Main object will indicate IfcControl connection status and will be shown only yellow and green status. When the IfcControl connection is not initiated, then no color will be displayed.



If the Main object is unticked, Main object messages will not be displayed.



Communication Data Bar

Show incoming data from vendor to IFC (Ifc object) / from PMS to IFC (Pms object) = blue coloured messages

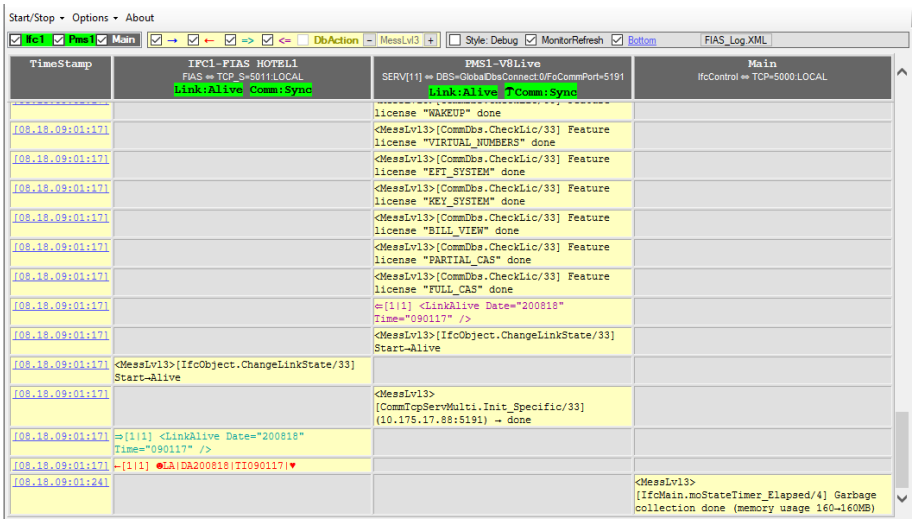
Show outgoing data from IFC to vendor (Ifc object) / from IFC to PMS (Pms object) = red coloured messages

Show internal data from Ifc object to Pms object (Pms object) / from Pms object to Ifc object (Ifc object) = green coloured XML messages

Show internal data from Pms object to Ifc object (Pms object) / from Ifc object to Pms object (Ifc object) = magenta coloured XML messages

Internal status messages and error messages = black colored (no option to not display)

> **NOTE:**
>
> Based on the MonDetail value set the above boxes are available to tick or are greyed out!



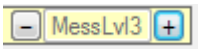
DbAction Checkbox

Enables display of Database related messages in Pms object.
Available to set only when PMS object has **SERV** Parser active

For Suite8 PMS connection only.

MessLvl Box

Used to define Message level (log level) for internal messages.



Lowest Level = 1 – Highest Level = 4
Default = 3

Monitoring Format Bar

Monitoring Style tick box

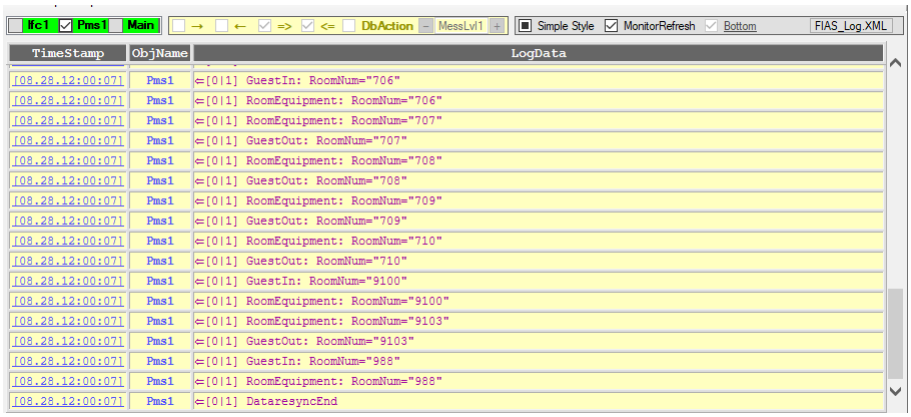
Tick box which enables change of monitoring display style.

Three different styles are available:

- Simple Style
- Compressed Style
- Debug Style

Simple Style tick box:

Enables displaying only basic action types without detailed messages within the IFC instance.



When ticked, the style will change to a simple view where the user gets the basic information on what action was made within the PMS object of the IFC instance. No detailed information of the messages and actions will be shown.

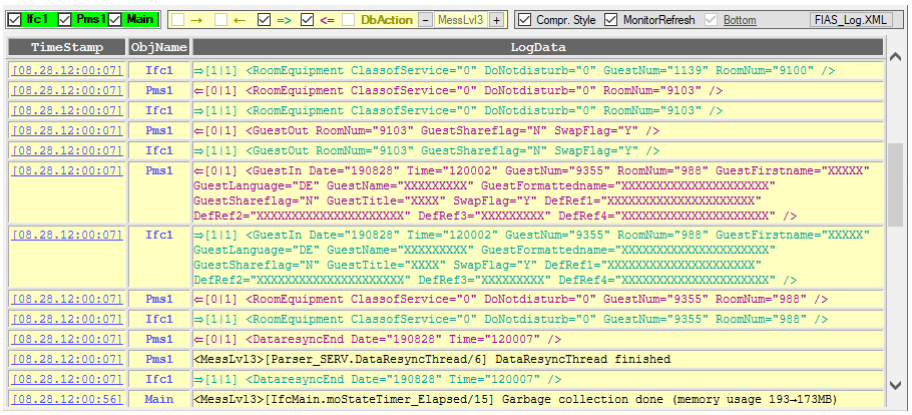
Columns:

- TimeStamp: Showing Date and Time of the Message
- ObjName: Showing the Object Name (Ifc, Pms, Main)
- log data: PMS Showing the action type and referring attribute as received in object.

All other messages and attributes from other Objects are not displayed.

Compr. Style tick box:

Enables displaying monitoring messages in a compressed style.



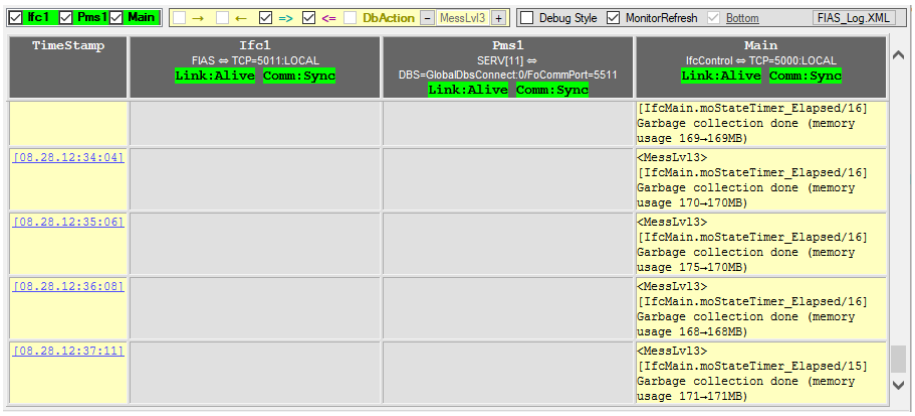
When ticked, the style will change to see all messages ordered by timestamp.

Columns:

- TimeStamp: Showing Date and Time of the Message
- ObjName: Showing the Object Name (Ifc, Pms, Main)
- LogData: Showing the messages/Data of the related object

Debug Style tick box:

Enables displaying IFC objects as columns.



When ticked, the style will change to display all Objects within columns.

Columns:

- TimeStamp: Showing Date and Time of the Message
- ObjName: Showing the messages sent/received as per Ifc or PMS object
- Main: Showing the message within the Main object

Monitor Refresh tick box:

Enables to show current data flow (ticked) or scroll through monitoring screen (unticked)

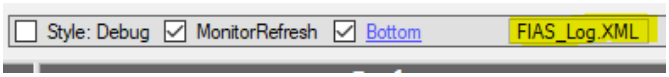
Bottom tick box:

Enables to get to the bottom of the Monitor screen when MonitorRefresh is unticked. When the Bottom is unticked, the Cursor will go to the top of the Monitor screen when MonitorRefresh will be unticked.
To tick or untick the Bottom tick box MonitorRefresh must be unticked.

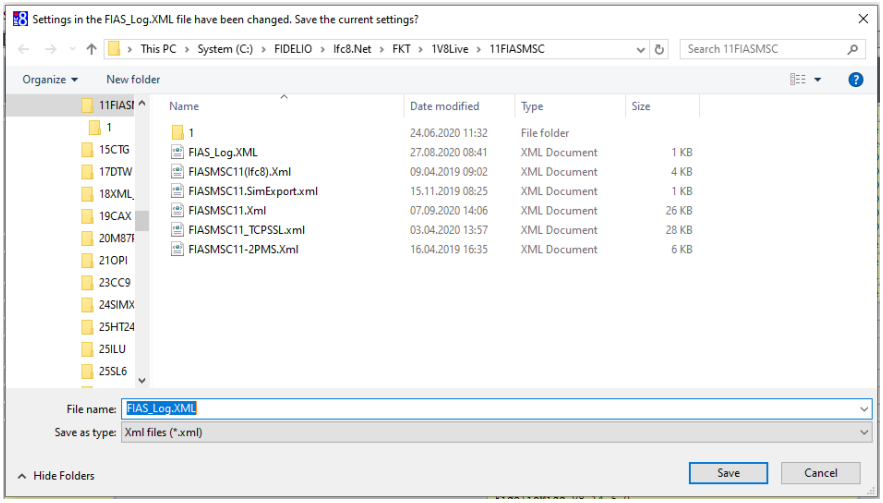
Save Monitoring Filter Settings

To save the Monitoring filter settings to use with the next IFC8 instance start.

1. Right-click the Log file name button in the Monitoring bar:



The Save as the window opens



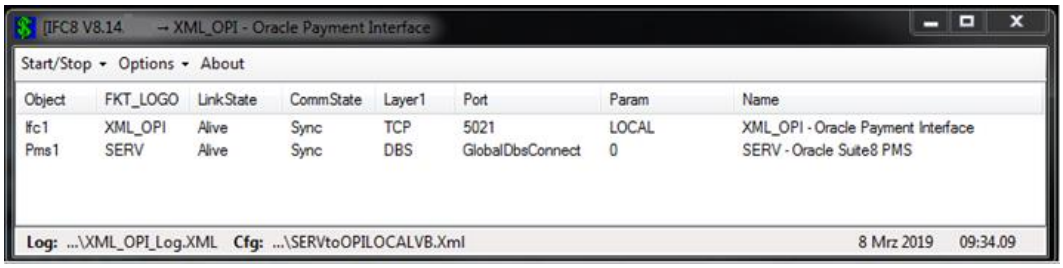
   The current Main log file is marked already.

2. Click **Save** to save the filter settings in the main log file.

Disable Monitoring

Within IFC Application under Options / “Show Monitoring” the Main monitoring screen can be disabled.
When unticked, the IFC Application will only display basic data. All communication will be logged anyway based on the set Monitor level and can be called through opening the log file with LogBrowser or by enabling the “Show Monitoring” option again.

Sample:



Columns:

Table 5 IFC8 Basic details

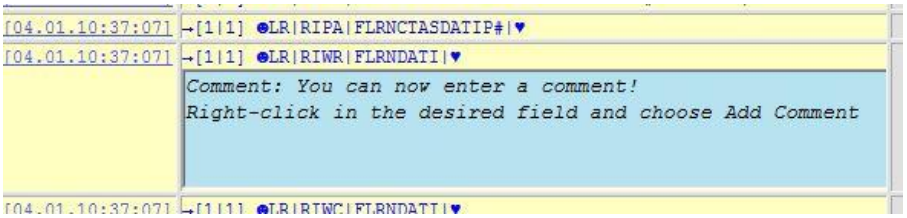
Column	Description	Notes
Object	IFC application object (Ifc, Pms)	
FKT_LOGO	Parser setup	
LinkStation	Overall vendor initialization status	Alive, CommOff, Start, StartReq
CommState	Communication status	Sync, Asyn, Off
Layer1	Connection type	TCP/IP, HTTP, Serial(Com), DBS
Port	Communication port defined	TCP/IP, HTTP, Serial(Com) port
Param	IP address, or Rs232 settings	LOCAL for Address of local PC
Name	Interface Name	Based on FKT_LOGO value and program Caption settings

3 Add Comments to Monitoring Items

General

With IFC8.14.12.0 it is possible to add comments to specific monitoring items.

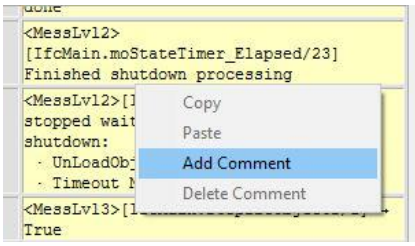
The intention is to give some more details/explanations to optional set bookmarks or error messages in the log file – to send to support.



Add a Comment

To add a comment the “MonitorRefresh” tag must be unticked.

1. Right-click on one of the yellow monitoring items of Ifc, Pms, or Main objects. (not possible in Date&Time column or grey fields) and choose the context option “Add Comment”.



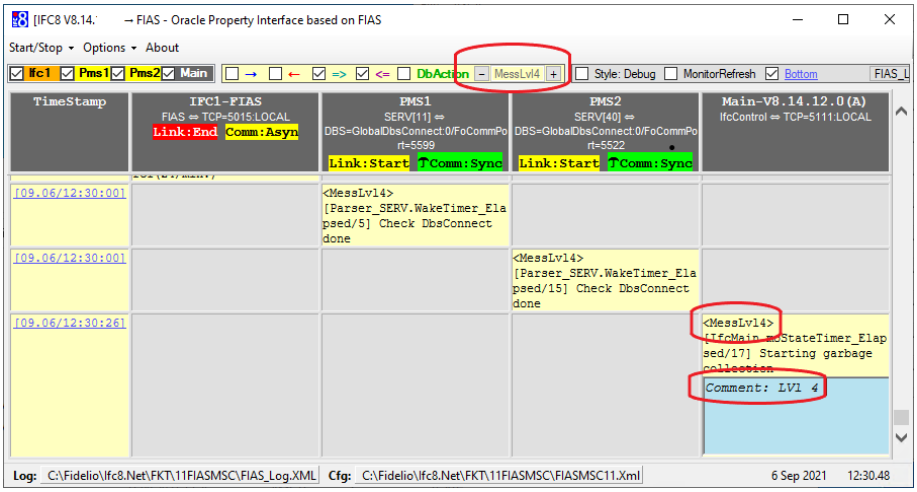
2. Enter the comment text into the blue field.
3. To save the comment to the log file right-click on the Button in the monitor header to save the [Fkt]_log.xml file.

   The comment itself will be stored in the main log XML file and will be read at startup.

Find a Comment

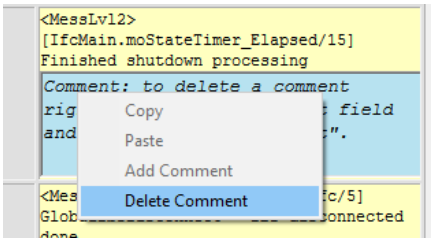
To find a comment you can use Ctrl+F or right-click in the Yellow Monitoring Items and search for the word Comment, alternatively of course you can search for the explicit text you are looking for within a comment.

> **NOTE:**
>
> If a comment is created on an Lvl4 exert of the log file. You need to ensure your filter is set at least to Lvl4 to locate it.



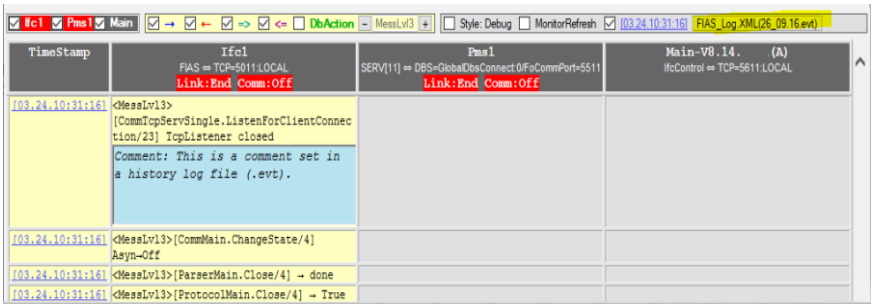
Delete a Comment

1. To delete a comment the uncheck the **MonitorRefresh** tag.
2. Right-click on the comment to delete and choose the context option **Delete Comment**.

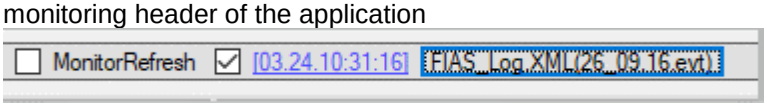


Comments in History Log Files

Comments can also be added to history log files (the log files with .evt file extension). Follow the above procedure to add and save comments.

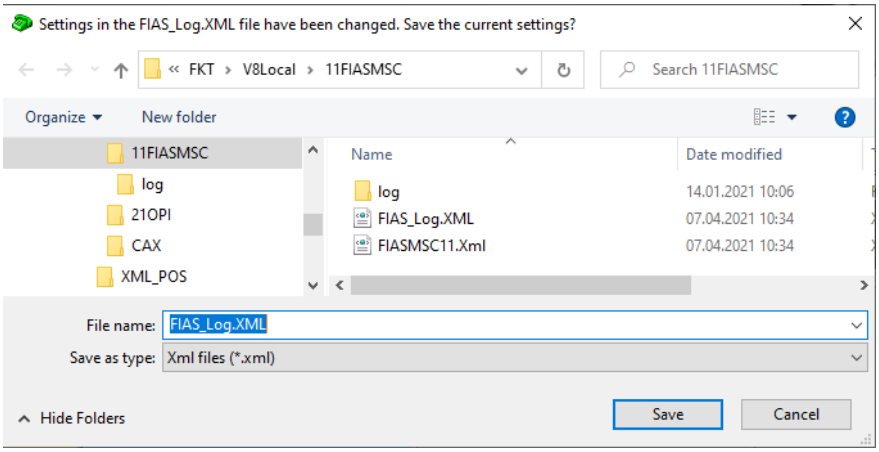


1. To save an added comment to the logfile, right-click the log file name button in the monitoring header of the application



2. The **Save as** browser opens and marks the Ifc main log file (*[FKT]_log.xml*)

3. Confirm the file choice by clicking the **Save** button.



Consider that the comments will be always saved and stored in the main log.xml file and not in the history log file itself.

4 Ifc8.NET IFC Log Files

IFC8.14.x log files will be created as .evt files using xml / xsl stylesheet.

The new monitoring and the use of these file formats allow filtering content as needed.

Log Files Types

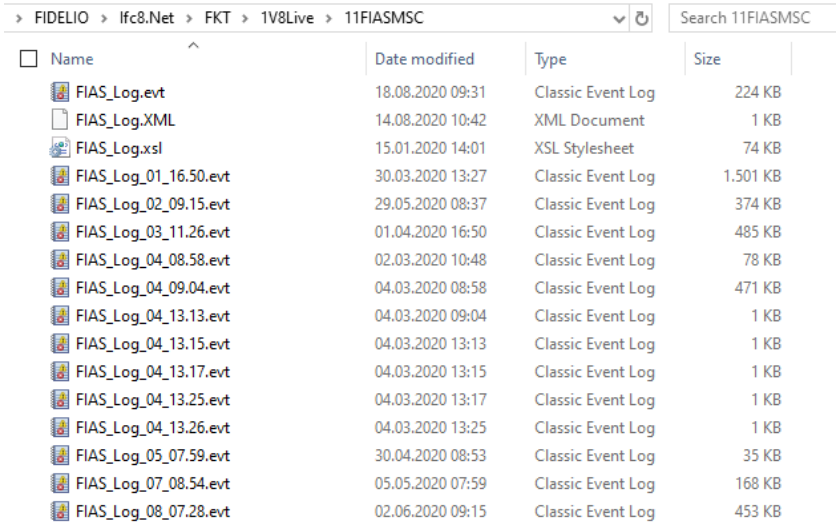
Following Log files will be created during the IFC8 runtime.

Table 2 Log file names

Log file Name	Description	Notes
[FKT]_Log.xsl	Log file XSL Stylesheet for use with Browser (Internet Explorer only)	Do not change or remove
[FKT]_Log.xml	**Main Log file** as per FKT Logo Contains Mon Display info (TCP Port, Log level set, etc.)	Call this file with LogBrowser Does not contain Communication data
[FKT]_Log. evt	Contains current data	Loads when opening [FKT]_Log.xml
[FKT]_Log. bak	Contains current history data which can be displayed	Will be created out of **[FKT]_log. even** when the size limit reached
[FKT]_Log_DD_HH.MM.evt	History file	Created out of **[FKT]_Log. bak** when max size reached

Ifc8.Net log files will be stored in the same folder where the config.xml is located.

(Example)

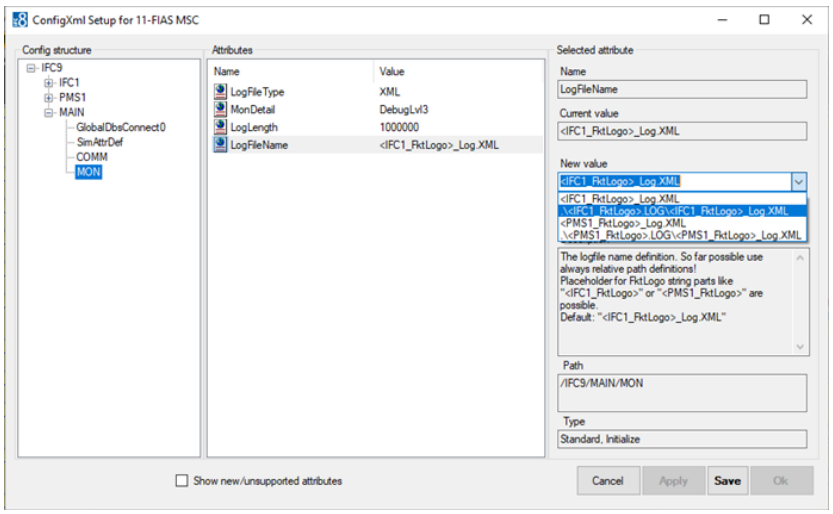


Log File Directory

The directory to store the log files can be changed in the Config Editor:

1. MAIN node / LogFileName. Choose one of the available options.
2. **Apply** and **Save** the settings.

   IFC8 will reinitialize.



Log File Purge

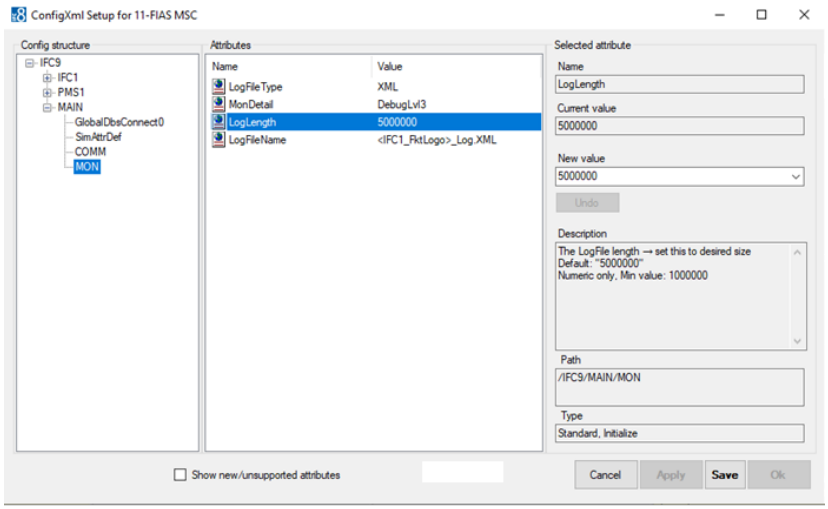
The IFC8 log files will be available for 30 days. Then IFC8 will delete all history log files with file format ".evt" older than 30 days.

Logfile Size Calculation

The maximum. size of the IFC8 log files will be defined in the Configuration Editor

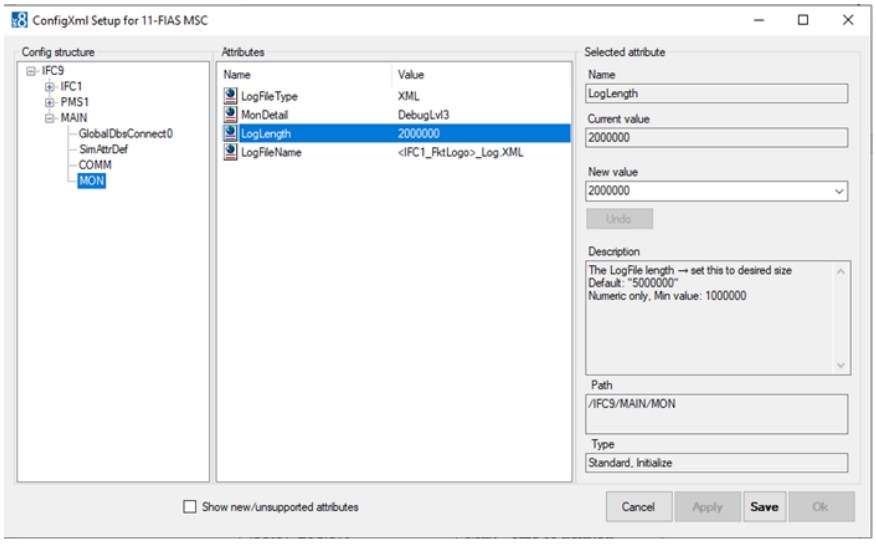
MAIN / MON / LogLength

Default size = 5000000 (5MB)



Sample calculation:

Logfile size is set to 2000000 (2MB)



The related logs will be created after reaching the defined LogLength size.

Table 3 Log file size

Log file Name	Size	Notes
[FKT]_Log.xml	1kb	Does not contain communication data
[FKT]_Log.evt	Max = size of defined LogLength	
[FKT]_Log.bak	Max = size of defined LogLength	
[FKT]_Log_DD_HH.MM.evt	Size can vary	file is created out of .bak file when .bak max. file size is reached the new file will be created when the Date changes

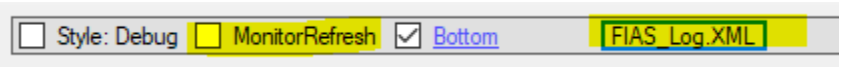
Load Old Log Files

It is possible to load old IFC8.Net log files saved as .evt files.

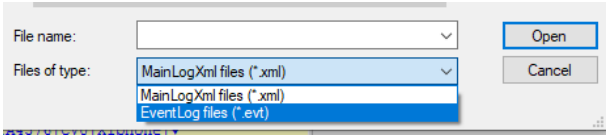
Loading log files is possible within IfcApplication or by calling the LogBrowser.exe from out the IFC folder:

Load Logfile within IfcApplication:

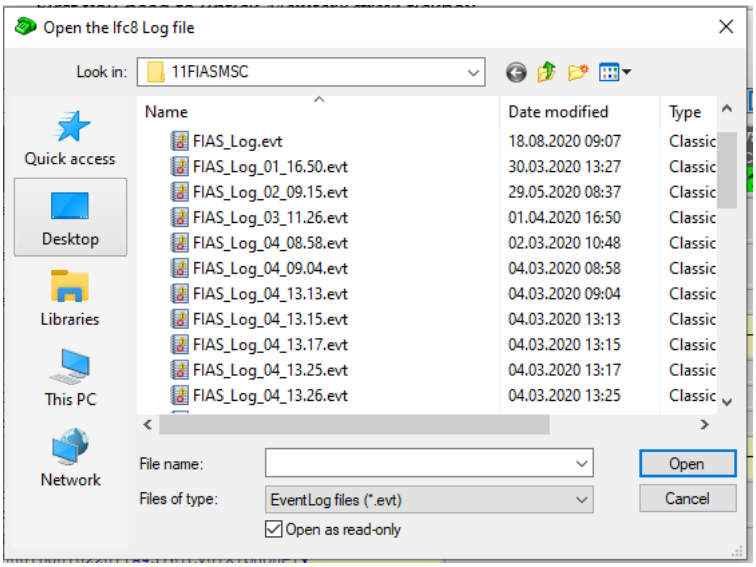
1. Uncheck the *MonitorRefresh* check box.



2. Click on the log file name button in the bar you can choose .xml or .evt log file in the **Open file** option.

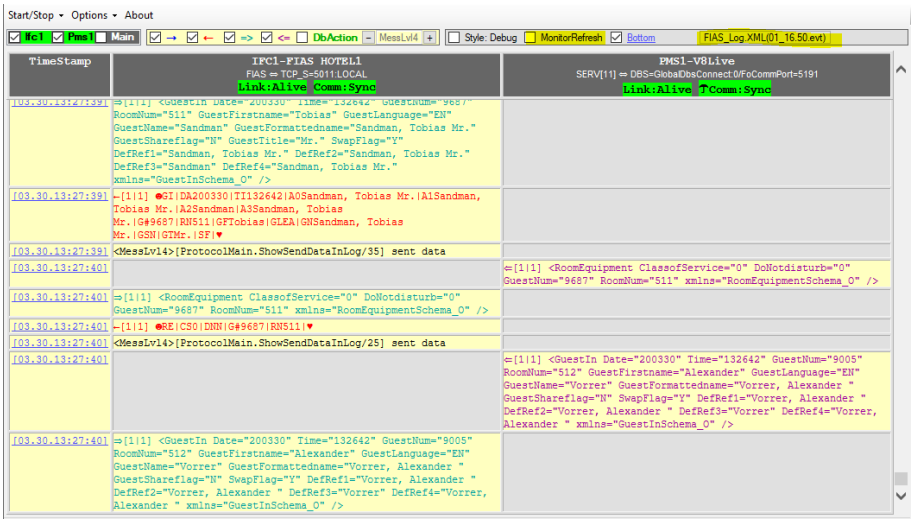


3. Change the Files of type option to “Event Log files (*.evt)” to load old log files



4. Mark the log file to open and click open.

5. A log file is loaded. Based on the set log-level data will be available



6. Use the filter options from the Communication bar to display or suppress specific data

A load Log file with Ifc8 LogBrowser

IFC8 **LogBrowser** application is an IFC8.NET program tool that allows opening existing Log files of IFC8.NET communication.

Start **LogBrowser** from any PC within a LAN considering available access to the folder where IFC8 log files reside (network access).

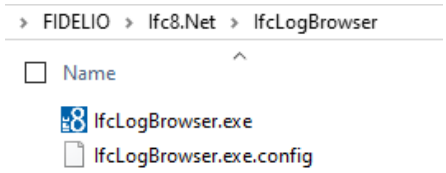
It cannot be used via WAN/Cloud access.

Use the Log browser to show online monitoring of IFC8 communication.

An IT Manager in a hotel can load the current log file on his PC for monitoring IFC being connected and communicating without the need to directly access the IFC PC in his Hotel Network.

The IFC LogBrowser is available to install via the IFC8 installer.

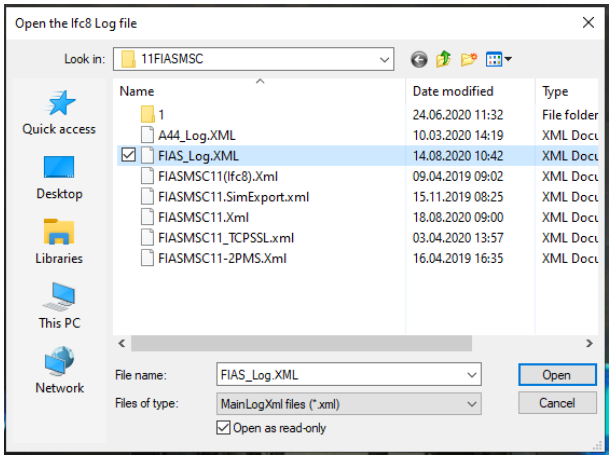
After installation the following folder is available:



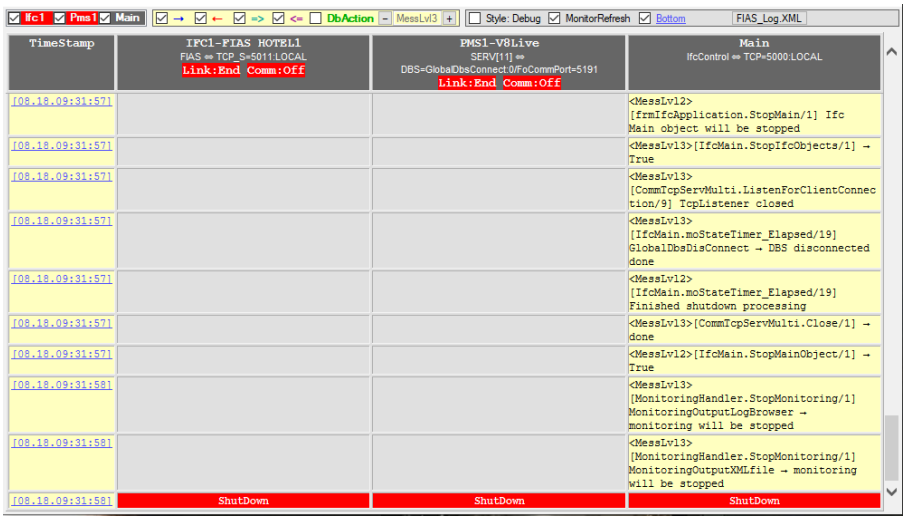
A shortcut is also available in the Windows program menu:

Start LogBrowser

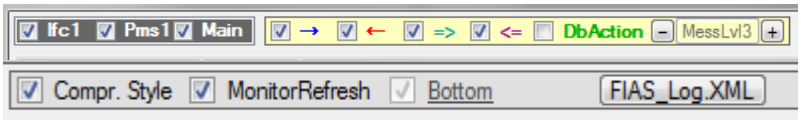
1. Click on the IfcLogBrowser.exe to open an IFC8 log file.
2. The **Open File** form will open.



3. Go to the related folder.
4. Choose the IFC8 main log file with the name “[FKTLogo]_log.xml“ (e.g. FIAS_Log.xml)
5. Click **Open**.
6. The file will open and the Log Browser tool will show the current IFC8 Log file / Monitoring.

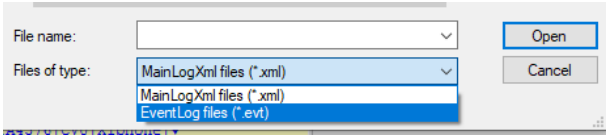


The LogBrowser tool offers the same monitoring option as the IFCApplication so the items to display can be changed manually as per needs and as per set log level at that time.

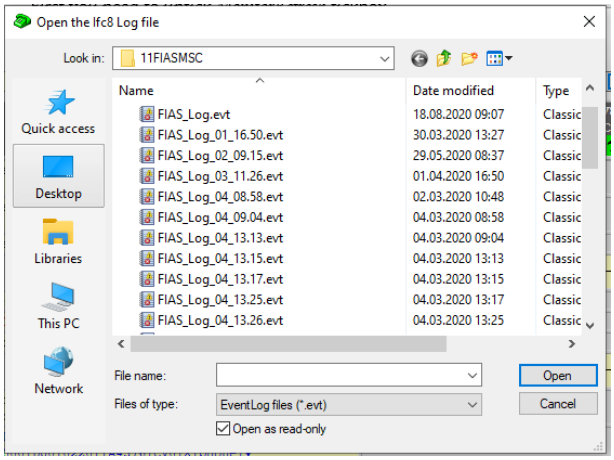


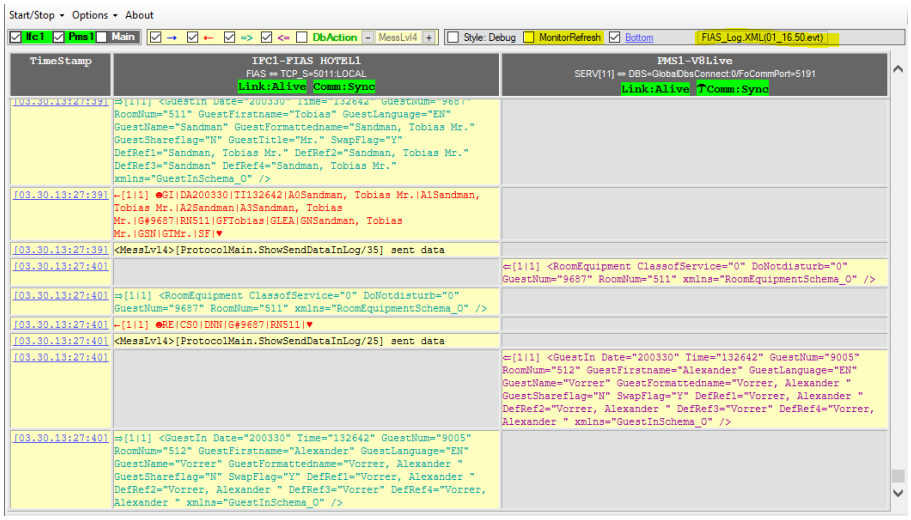
Load Old .evt Log Files

1. Uncheck the **Monitor Refresh** check box.
2. Then click on the log file name button in the bar you can choose .xml or .evt log file in the **Open file** option.



3. Change the Files of type option to **Event Log** files (*.evt)" to load old log files.



4. Mark the log file to open and click **Open**.

5. A log file will be loaded. Based on the set log-level data will be available.