Oracle® Hospitality Hotel Mobile

Installation and Configuration Guide
Release 1.4.0.0 (1.40)
F17752-06

June 2020

ORACLE

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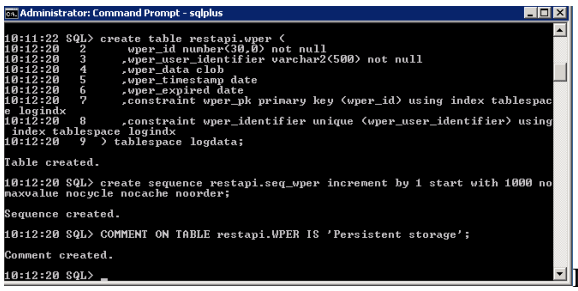

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Preface

This document explains how to install and configure Oracle Hospitality OPERA 5 Hotel Property and Oracle Hospitality Suite8 for Oracle Hospitality Hotel Mobile. The document also explains how to install the Oracle Hospitality Hotel Mobile application.

Audience

This document is intended for system administrators, support personnel, and users familiar with the Suite8 and OPERA 5 Hotel Property modules.

Customer Support

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

https://support.oracle.com

When contacting Customer Support, please provide the following:

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

Documentation

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

Revision History

Date	Description of Change
May 2017	• Initial publication
September 2018	• Update Release 1.2
September 2018 (02)	• Updated Hotel Mobile REST API to version 1.2
September 2018 (03)	• Updated Chapter 5 Prerequisites Microsoft .NET Framework version from 4.6.3 to 4.7.2.
October 2018	• Updated RestAPI pg. 33 to reflect separate file download from Suite8.13.0.0 onward.
December 2018	• Update Release 1.30
April 2019	• Update Release 1.4.0.0 (1.40)
August 2019	• Installation of RestAPI monitoring tool for version 1.4.1.0 (1.41) and higher

November, 2019	• Added RestApi automatic installation instructions for version 1.4.2.0 (1.42)
March, 2020	• Updated prerequisites for version 1.4.3.0 (1.43)
May, 2020	• Added section Updating the Hotel Mobile Rest API • Updated prerequisites for OPERA vs. LDAP user

1 Prerequisites

Verify that the environment meets the following requirements:

- Suite8 Version 8.10.2.20 and higher or OPERA 5 Hotel Property and higher
- Hotel Mobile REST API version **1.43**
- OPERA 5 Hotel Property installation with an active PMS license:
    - Premise-based SKU (Controlled Availability)
    - Oracle Hospitality OPERA Hotel Mobile license and support agreement
    - OPERA 5 Hotel Property (5.4.2.26+ - 5.5.0.21+ - 5.5.1.7+ or 5.6.1+) OPERA Web Service-based
- Suite8 installation with an active PMS license
    - XML Interface installed
    - Kiosk Interface
- OPERA 5 Hotel Property and Suite8 on-premises recommended settings: Hotels would consider to activate and configure the following applications to take full advantage of the Hotel Mobile application:
    - Housekeeping Task Assignment
    - Housekeeping Attendants
    - Maintenance
- OPERA Web Services server
    - Operating system: Windows Server 2016 or Microsoft Windows 2012 R2 purchased by the client
    - Microsoft .NET Framework:
        - Windows Server 2016: 2.0, 4.5 and 4.6.3 - Available for free from the Microsoft web site
        - Microsoft Windows 2012 R2: 3.5 (include .Net 2.0), 4.5, and 4.6.3 - Available for free from the Microsoft web site
    - Microsoft IIS 7 or Microsoft IIS 8 - Available with the Microsoft Windows operating system
    - TLS 1.2 enabled
    - SSL – SHA2 certificate supporting TLS 1.2 for the OPERA Web Services server – to be purchased separately by the client
    - Oracle client installed
    - Install OPERA Web Services (PMS mode in OEDS) interfaces:
- REST API
    - An external SSL Certificate from a trusted certification authority with FQDN needs to be installed on the RestApi server
    - Microsoft .NET Framework 4.7.2 is required by the REST API
- EFT chip and pin interface with IFC8 – EMV credit card interface is to perform check-ins, check-outs and process payments with credit cards.
- Key card interface with IFC8 – required to cut key cards.
- Microsoft Windows devices:
    - Operating system - Microsoft Windows 8.1 or Windows 10

- Microsoft .NET Framework 4.7.2 - Available for free from the Microsoft web site

- iOS-based devices:
  - iOS 11 or higher
- Android devices:
  - Android 7 or later
- Network printer installed on the device for printing documents using Hotel Mobile devices.
- OPERA user vs. LDAP user

  In order to log in to the OPERA Hotel Mobile application an OPERA application user is required. Hotel Mobile will authenticate and authorize against the OPERA database, i.e. the user must be configured in OPERA including username, password and required permissions. Hotel Mobile does not support authentication against an active directly, i.e. customers with an LDAP integration cannot login to Hotel Mobile with an LDAP user but must create users in the OPERA 5 application for Hotel Mobile.
- OPERA functions:
  - Like in OPERA 5 certain functionality depends on functions.
  - Below find a list of function that may be activated in order to use a feature in OPERA 5 and Hotel Mobile:

CASHIERING	ROUTING
CASHIERING	ARTICLES
PROFILES	Future & Past Stays
PROFILES	HISTORY
PROFILES	VIP
RESERVATIONS	ACCOMPANYING GUEST
RESERVATIONS	ALERTS
RESERVATIONS	DO NOT MOVE ROOM
RESERVATIONS	SHARES
ROOMS MANAGEMENT	ATTENDANT POINTS
ROOMS MANAGEMENT	DISCREPANT ROOMS
ROOMS MANAGEMENT	MAINTENANCE
ROOMS MANAGEMENT	QUEUE ROOMS
ROOMS MANAGEMENT	SIMPLE TASK ASSIGNMENT
ROOMS MANAGEMENT	TASK ASSIGNMENT
ROOMS MANAGEMENT	TASK ASSIGNMENT WORKFLOW
ROOMS MANAGEMENT	TURNDOWN
ROOMS MANAGEMENT	INSPECTED_STATUS
ROOMS MANAGEMENT	OUT_OF_ORDER
ROOMS MANAGEMENT	OUT_OF_SERVICE
ROOMS MANAGEMENT	PICKUP_STATUS

2 Configuring OPERA Web Services

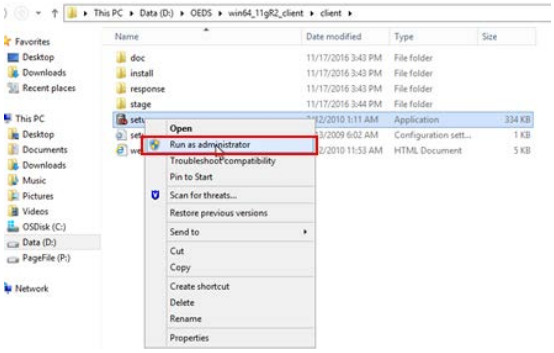
OPERA Web Services Server Prerequisites

The OPERA online Help provides more information on OPERA Web Services server prerequisites.

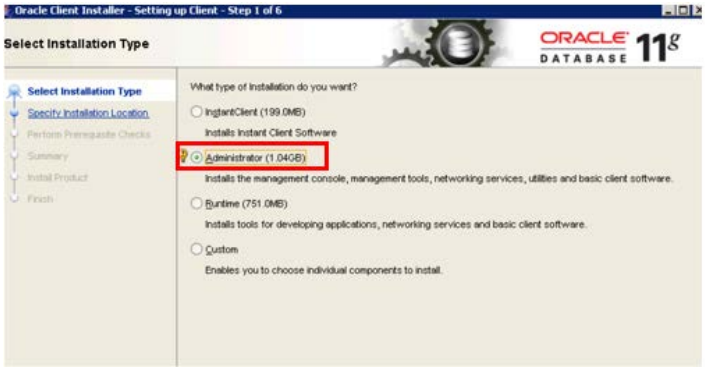
Installing the Oracle Client

You need the Oracle Client (11*g*) to connect to the OPERA database.

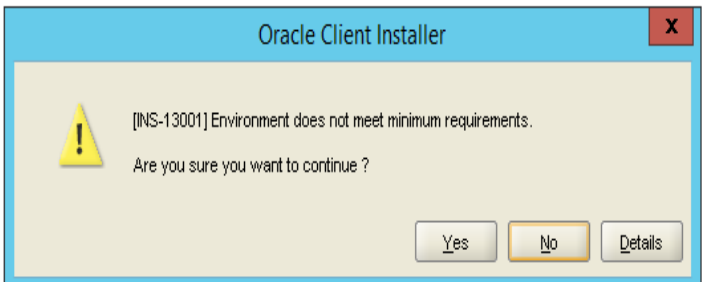
1. Download the installer from: https://www.oracle.com/technetwork/database/enterprise-edition/downloads/112010-win64soft-094461.html and save it to D:\Upgrade\Media\Oracle Client.
2. Run the **Oracle 64-bit Client** as **administrator**.



3. Select **Administrator**, and then click **Next**.

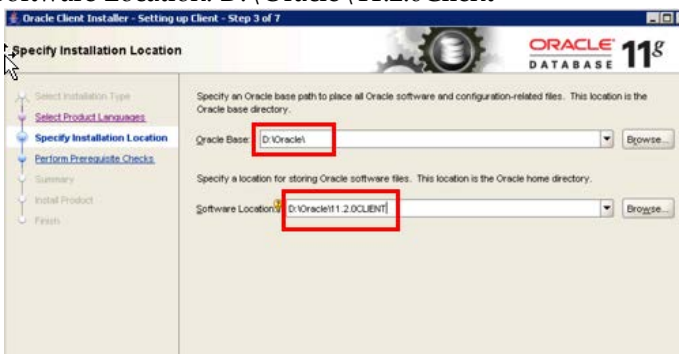


4. Select **Yes** on the following message:

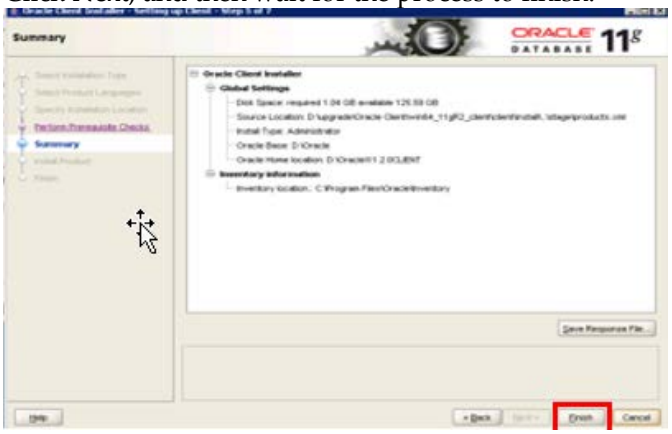


5. Select **English**, and then click **Next**.

6. Specify the installation location, and then click **Next**.
   Oracle Database: D:\Oracle\
   Software Location: D:\Oracle\11.2.0Client



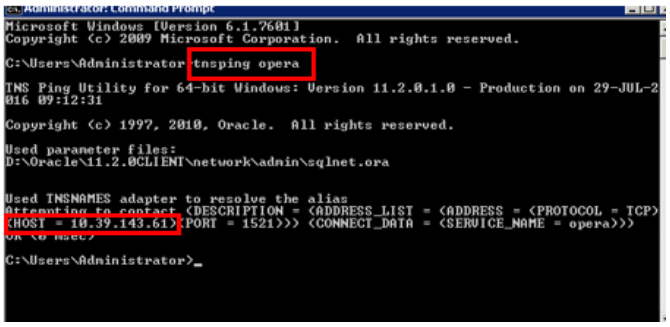
7. Click **Next**, and then wait for the process to finish.



8. Select **Close** to complete.

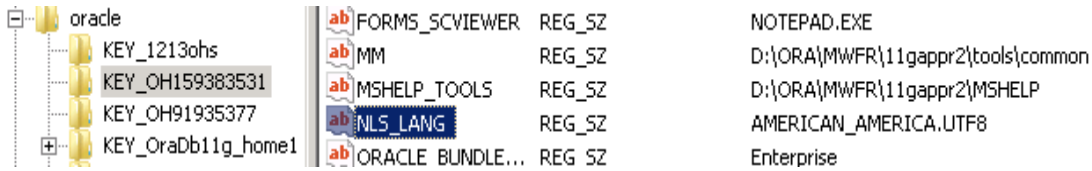
Configuring Oracle Net

1. Copy **tnsnames.ora** from the OPERA application server to the following location on the OPERA Web Services server:
   D:\Oracle\11.2.0client\network\admin
2. Go to **Windows Start Button,** select **Run,** then type **command** or **cmd** to open a DOS prompt**.** Type **tnsping opera** for OPERA to make sure the Oracle Client has been installed correctly and it is communicating with the database. The following figure shows an example:



Updating Language Settings

1. Go to **Windows Start Button, select Run,** type **regedit, then** press **CTRL+F and** search for **NLS_LANG**
2. Update the value of **NLS_LANG** to **AMERICAN_AMERICA.UTF8**.



3 Installing OPERA Electronic Distribution Suite with OPERA Web Services

Introduction

OPERA Electronic Distribution Suite (OEDS) distributes and exchanges OPERA data over the internet.

OPERA Web Services is a collection of Microsoft Windows services that provide access to OPERA functionality. They provide an interface between OPERA and external applications, such as a web booking engine.

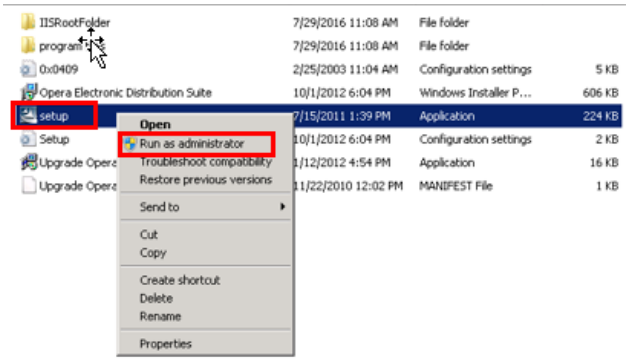
Prerequisites

Installers should be familiar with the following:

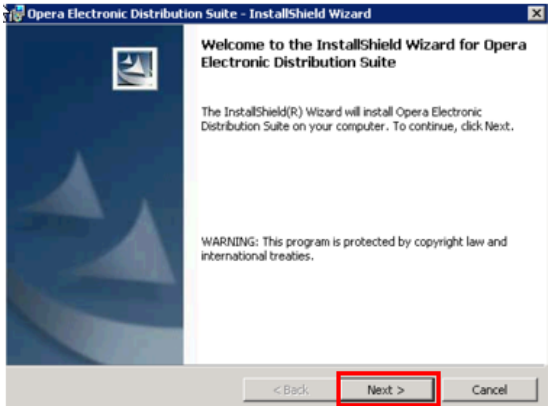
- OPERA Web Services configuration
- Setting OPERA Web Services in debug mode
- Tools to verify OPERA Web Services is SoapUI

Installing OEDS

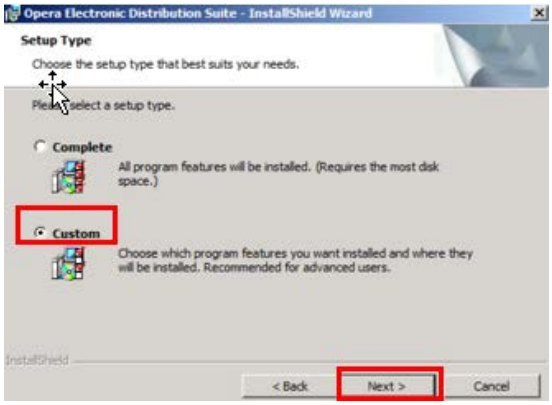
1. From the OPERA server: copy D:\Micros\Opera\Tools\OEDS\oeds.zip to the OPERA Web Services Server under: D:\Upgrade\OEDS\ (or any other location convenient to you).
2. Unzip the file.
3. Run D:\Upgrade\OEDS**setup.exe** as an administrator.



4. Click **Next**.



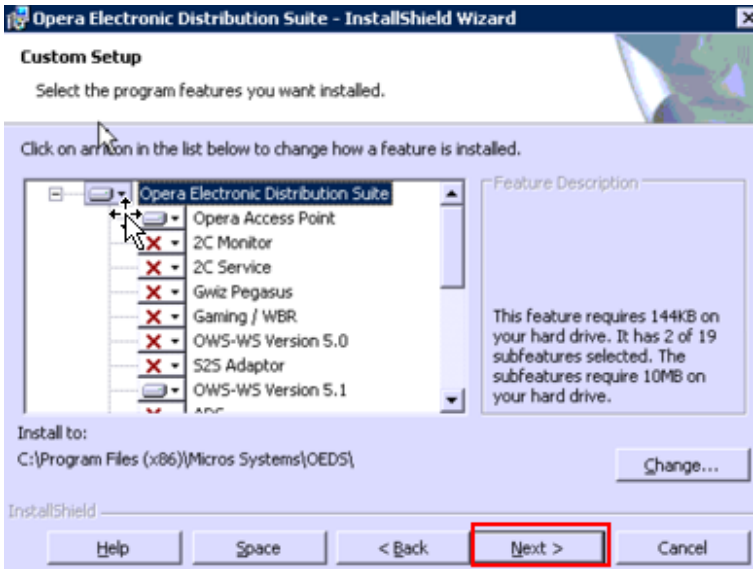
5. Select **Custom**, and then click **Next**.



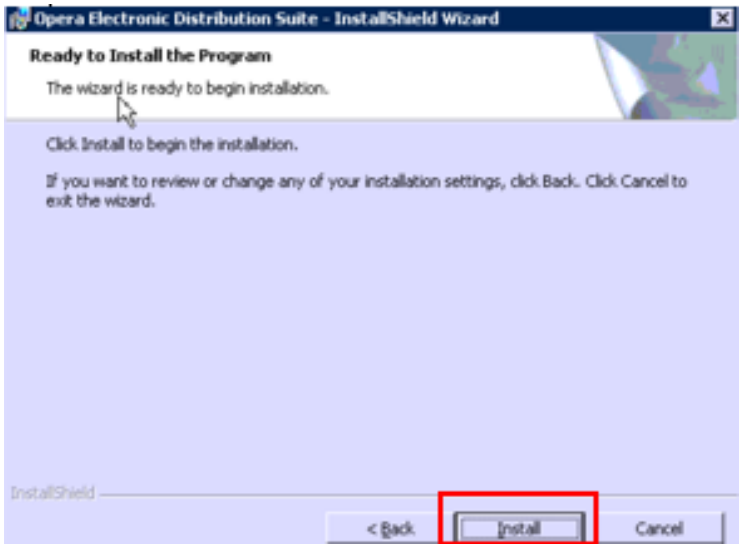
6. Select **Opera Access Point** > **This feature will be installed on local hard drive**, and then scroll down.

7. Select **OWS-WS Version 5.1** > **This feature will be installed on local hard drive**.

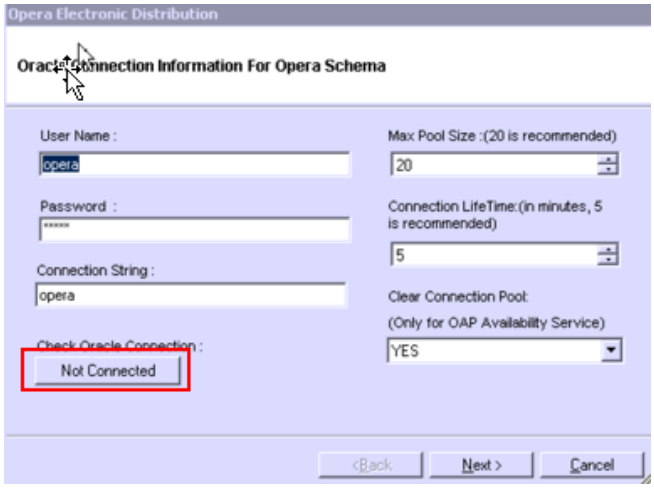
8. Click **Next**.



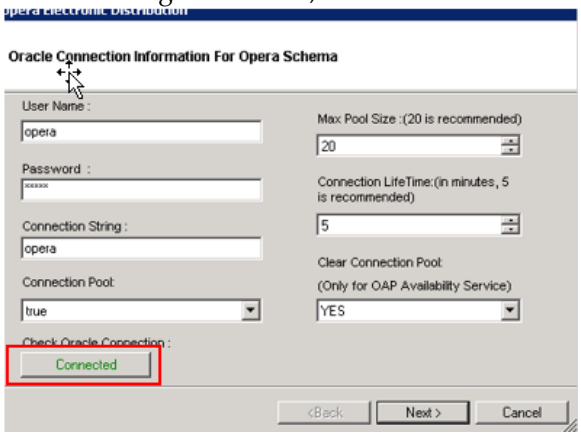
9. Click **Install**.



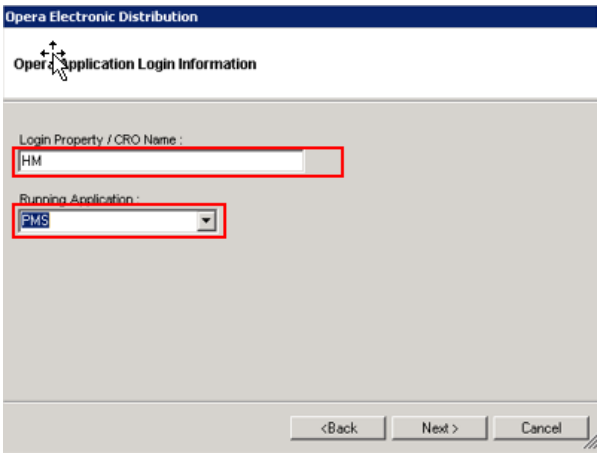
10. Click **Not Connected**.



11. Once showing **Connected**, click **Next**.

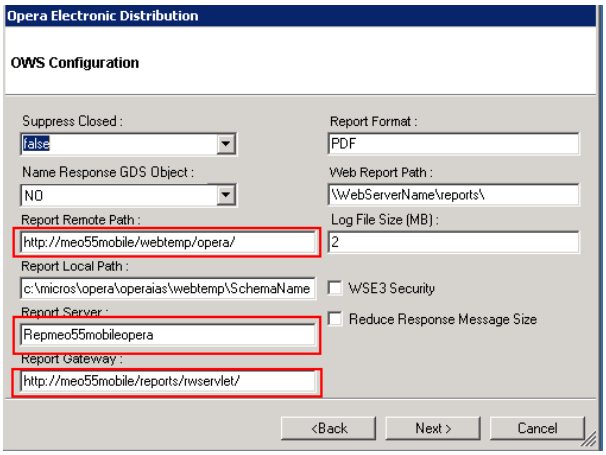


12. Enter the field Login Property / CRO Name, **Hotel/Inn code**, and select **PMS** from the **Running Application** drop-down list.
    The Login Property must have an active license code and the running application must be **PMS**.



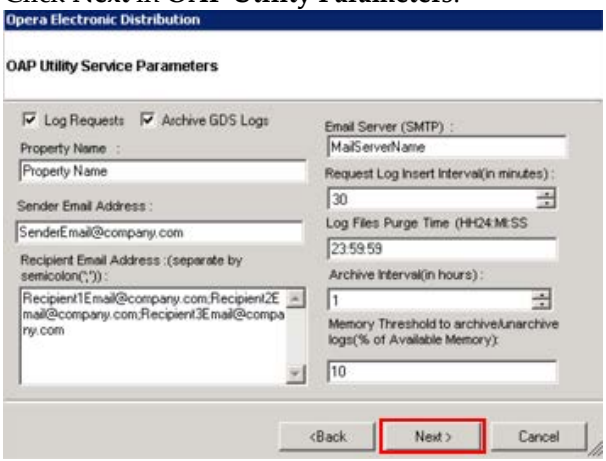
13. Click **Next**.
14. Configure OPERA Web Services to use e-registration card.
    The OEDS Installation Guide in the OPERA Help provides more information on the settings and their values.

Specify settings as shown in the following example. Use the default values for the other settings.

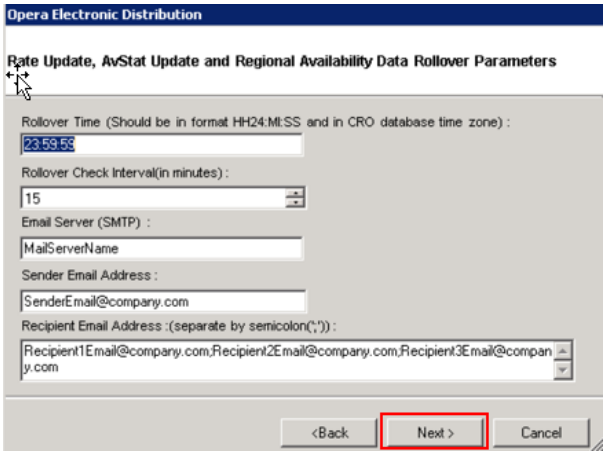


Report Remote Path: Schema in the webtemp directory on the OPERA application server. The value is an HTTP URL. In most cases, the URL is:
http://OperaAppServer/webtemp/opera
Report Server: Name of the report server installed on the OPERA application server for the schema installed. In most cases, the value is:
repMACHINENAMEschema
Report Gateway: URL for the rwservlets installed on the OPERA application server. In most cases, the URL is:
http://OperaAppServer/reports/rwservlet/

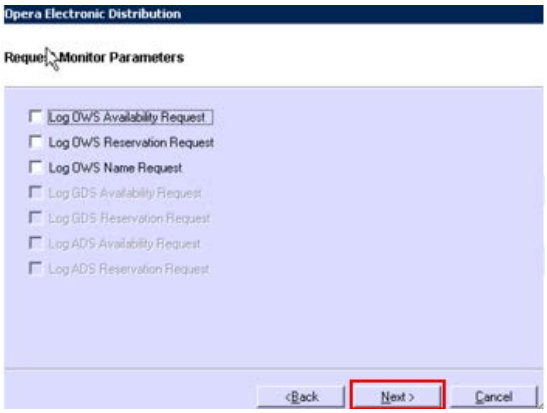
15. Click **Next** in **OAP Utility Parameters**.



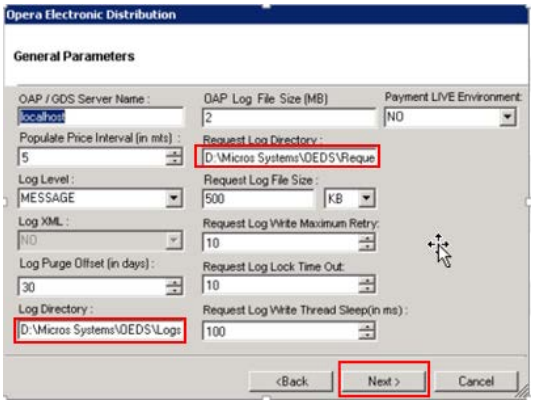
16. Click **Next**.



17. Click **Next**.

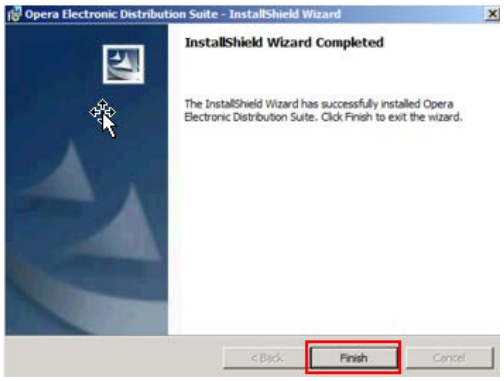


18. If necessary, change **Log Directory** and **Request Log Directory**.
    Log Directory: Enter the storage location for the logs. The following figure shows the default location. Change the path to the D drive if the C and D drives are used.
    Request Log Directory: Enter the directory path to the RequestLog.xml file. The following figure shows the default location. Change the path to the D drive if the C and D drives are used.

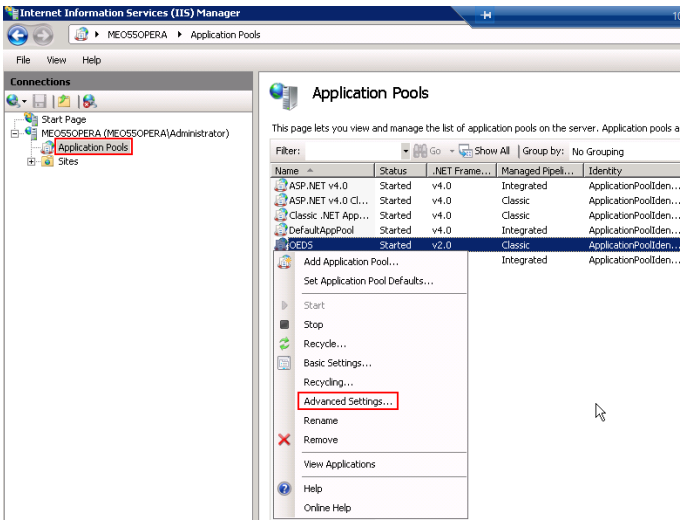


19. Click **Next**.
    Command windows appear as the installer completes the installation.

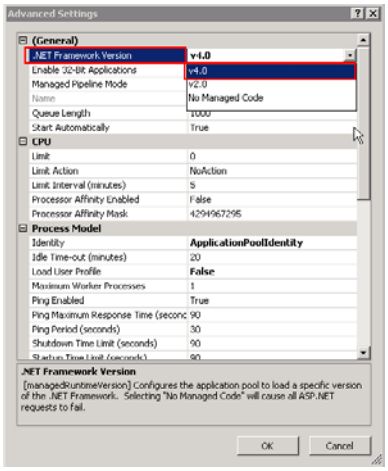
20. Click **Finish**.



21. Go to **IIS Manager** and start **Administrative tool > Internet Information Services (IIs) Manager**.
22. Click on **application pool**, right-click **OEDS**, and then select **Advanced settings**.



23. For **Windows 2012 server**, change .NET Application Pool for OEDS to v4.0.



24. Click **Close**.

4 Installing the Suite8 XML Interface

If your environment uses Suite8, complete the procedures in this section to install the Suite8 XML interface on Microsoft Windows 7 and Microsoft Windows 8.x versions.

Installing the Suite8 Client

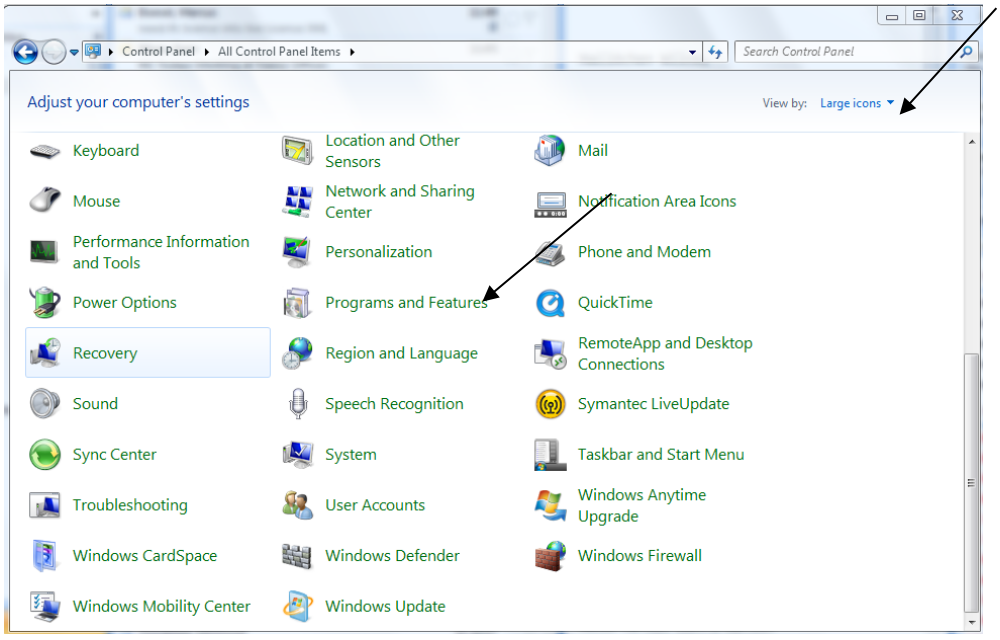
The Oracle Hospitality Suite8 InstallShield Guide on http://docs.oracle.com contains more information about the Client installation of Suite8.

XML Interface and OTA XML Interface

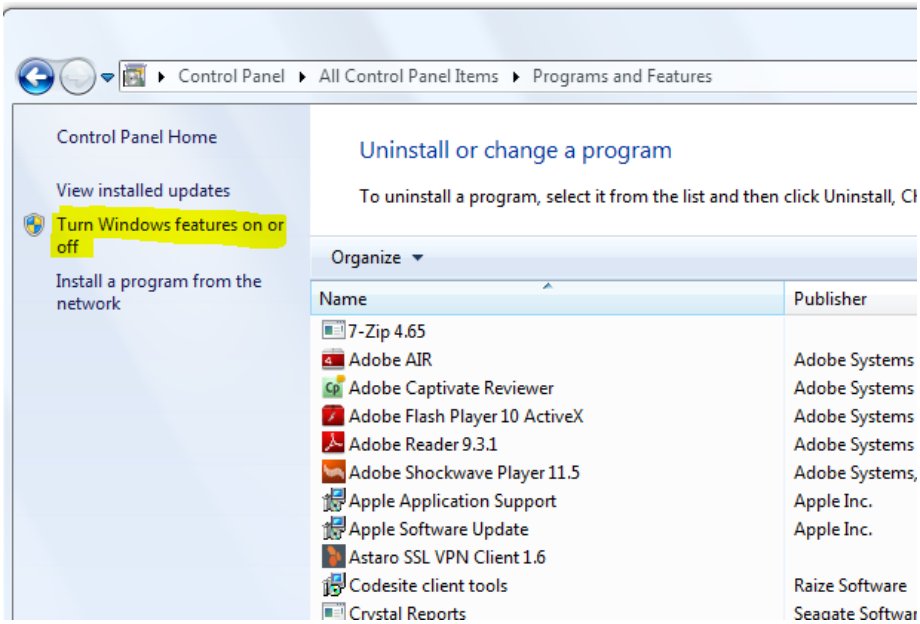
If you need to do extra programming based on the XML Interface or OTA XML Interface, the local office needs to complete the NDA (Non-disclosure agreement) Info sheet. Each company needs to sign the Non-disclosure Agreement. The NDA forms are located on the Micros-Fidelio FTP Server and Share Point in the directory **Confidentially Agreements** under Internal Documentation.

Turning Microsoft Windows 7 Features On or Off

1. Open the Microsoft Windows Control Panel.
2. Select **Large icons** for the option **View by**.
3. Click **Programs and Features**.

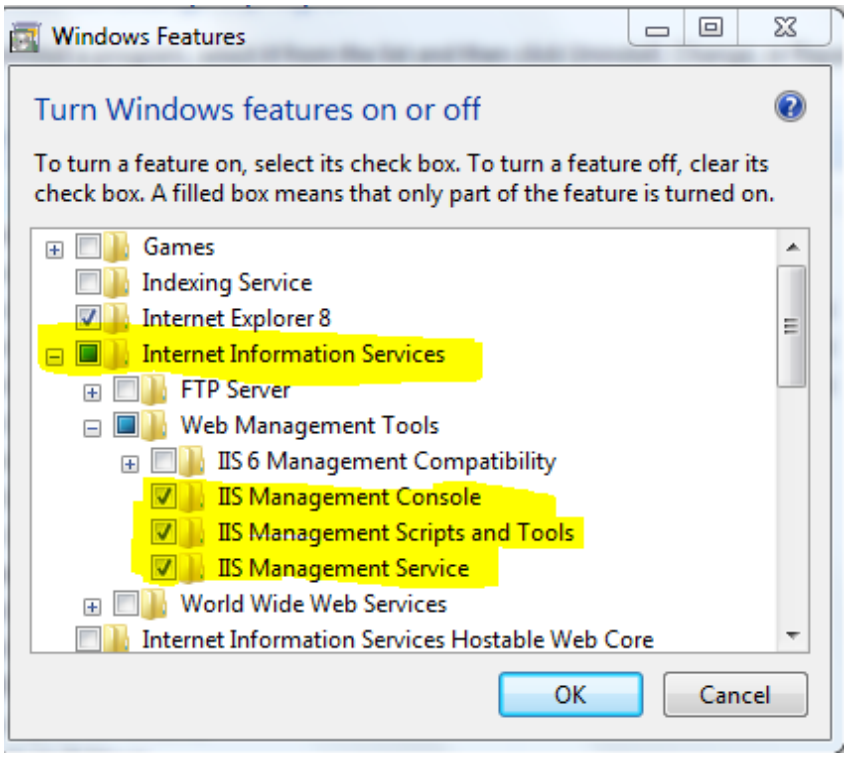


4. Click **Turn Windows features on or off**.

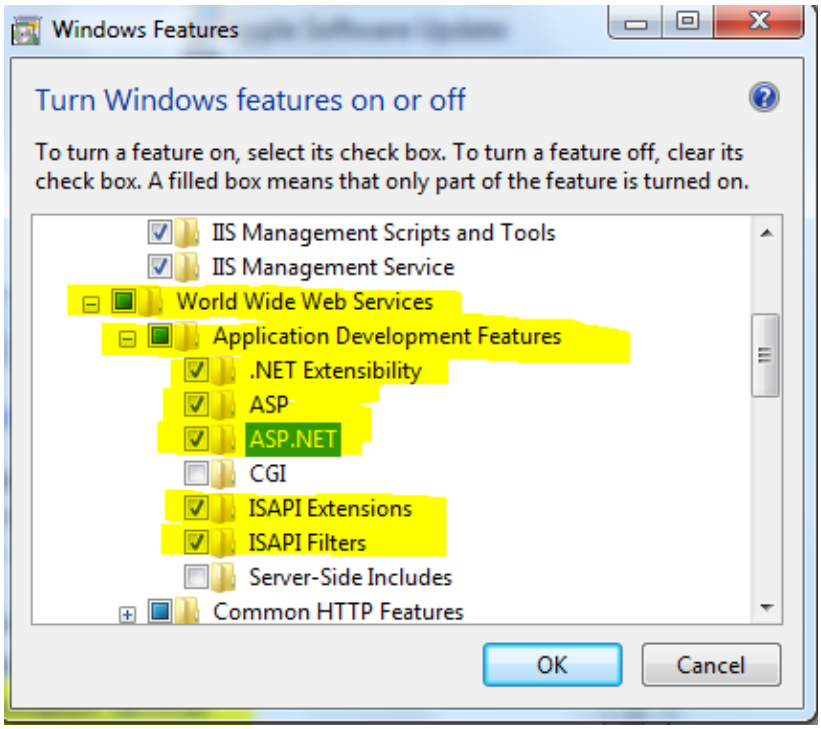


5. Open **Internet Information Services** and select the following options:

   - IIS Management Console
   - IIS Management Script and Tools
   - IIS Management Service

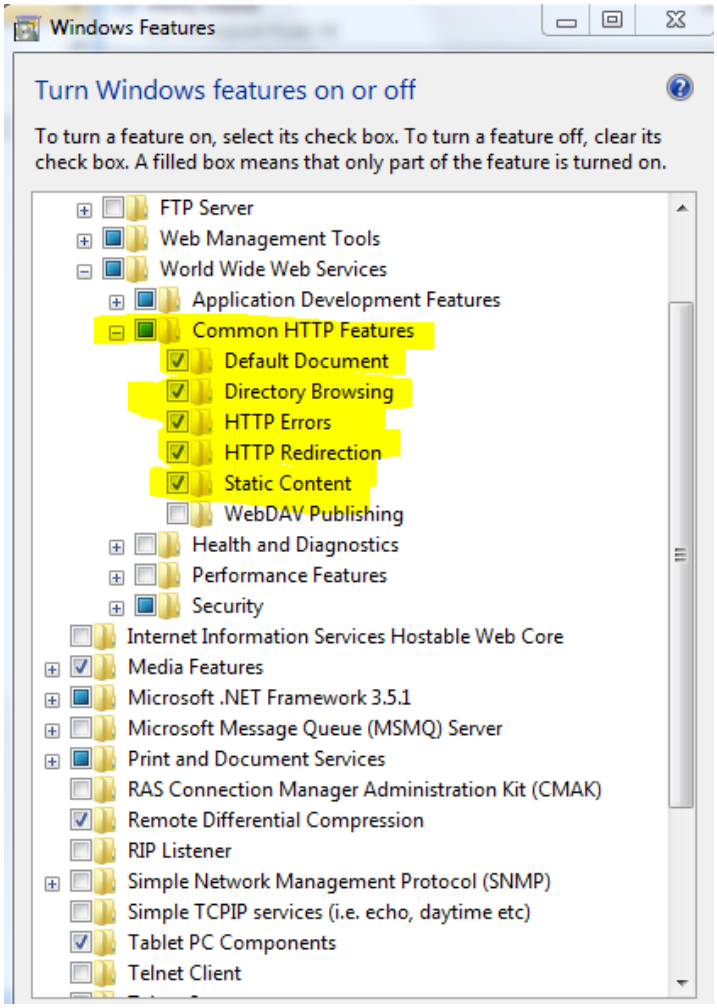


6. Open **Application Development Features** and select the following options:
   - .NET Extensibility
   - ASP
   - ASP.NET
   - ISAPI Extensions
   - ISAPI Filters



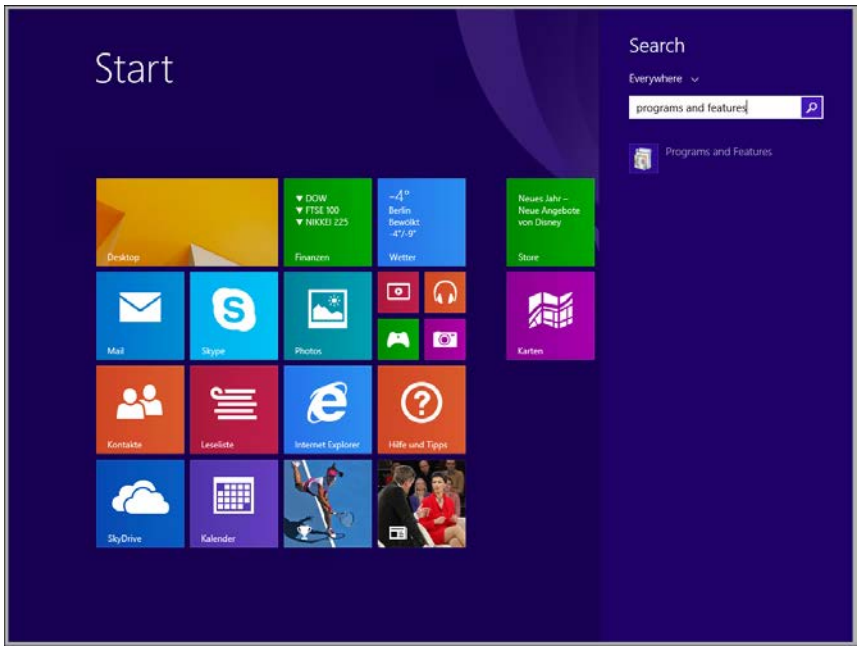
7. Open **Common HTTP Features** and select the following options:

   - Default Document
   - Directory Browsing
   - HTTP Errors
   - HTTP Redirection
   - Static Content

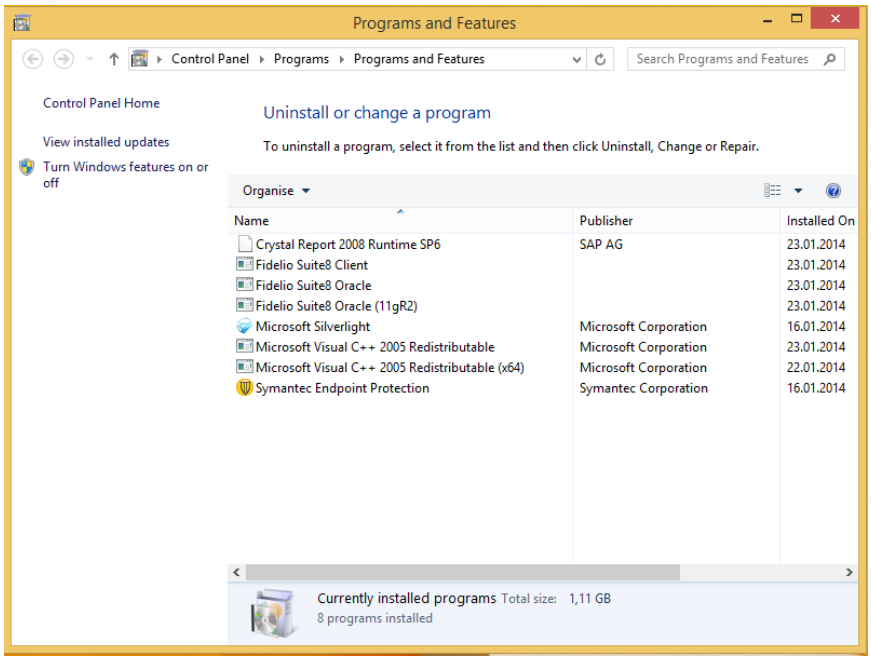

Windows Features
Turn Windows features on or off
To turn a feature on, select its check box. To turn a feature off, clear its check box. A filled box means that only part of the feature is turned on.
FTP Server
Web Management Tools
World Wide Web Services
Application Development Features
Common HTTP Features
Default Document
Directory Browsing
HTTP Errors
HTTP Redirection
Static Content
WebDAV Publishing
Health and Diagnostics
Performance Features
Security
Internet Information Services Hostable Web Core
Media Features
Microsoft .NET Framework 3.5.1
Microsoft Message Queue (MSMQ) Server
Print and Document Services
RAS Connection Manager Administration Kit (CMAK)
Remote Differential Compression
RIP Listener
Simple Network Management Protocol (SNMP)
Simple TCPIP services (i.e. echo, daytime etc)
Tablet PC Components
Telnet Client

Turning Microsoft Windows 8.x Features On or Off

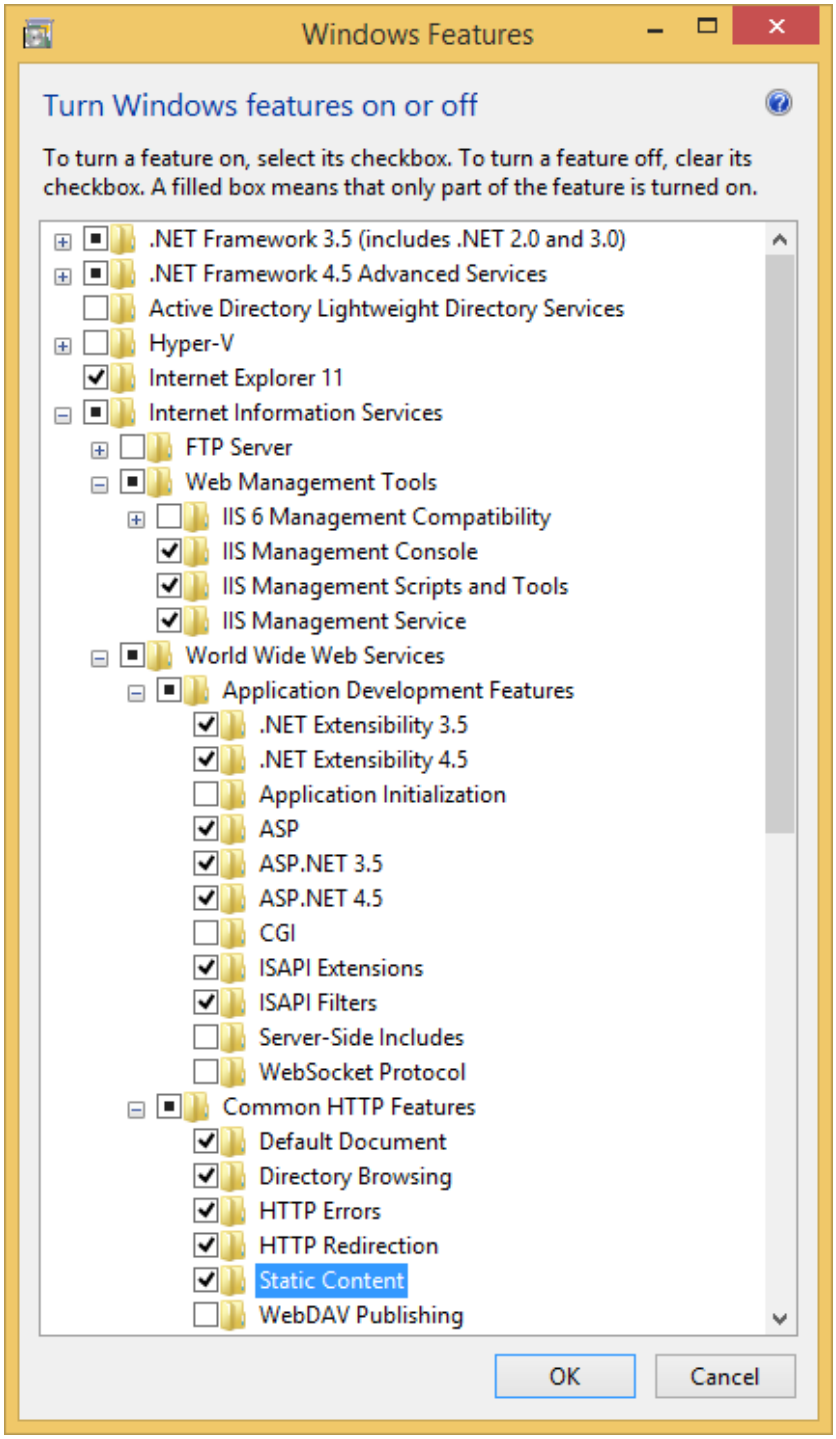
1. Go to the Start screen from Windows 8.x and search for **Programs and Features**.
2. Go to **Programs and Features** and open the utility.



3. Click **Turn Windows features on or off**.

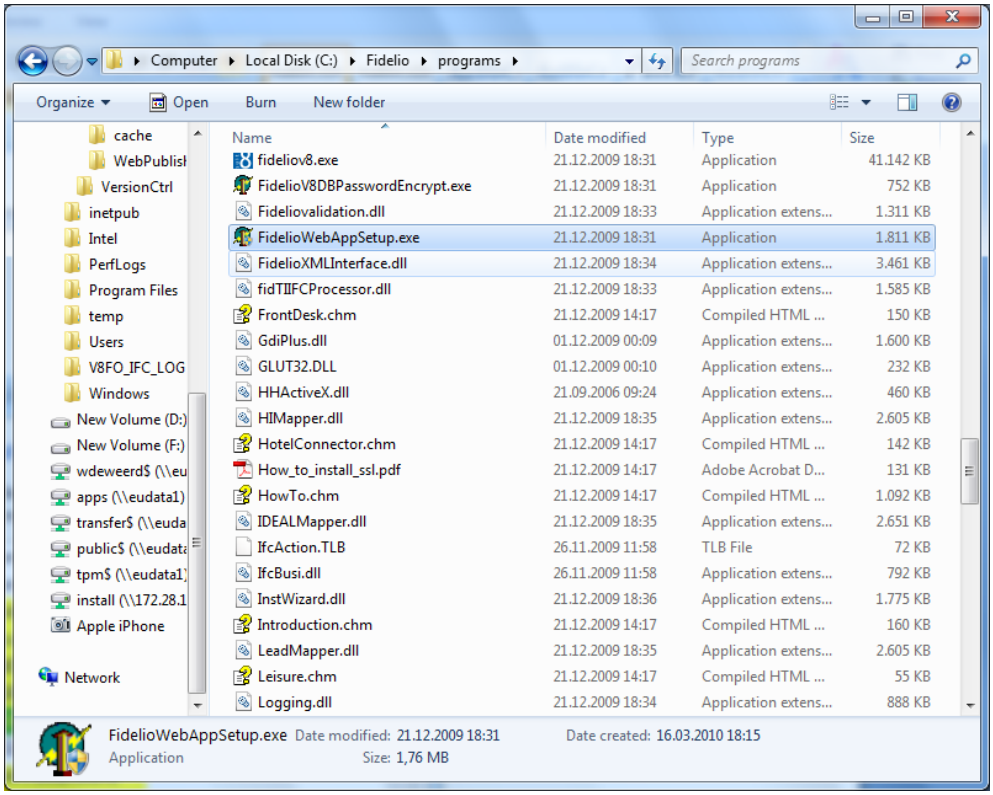


8. Select options as shown in the following figure:

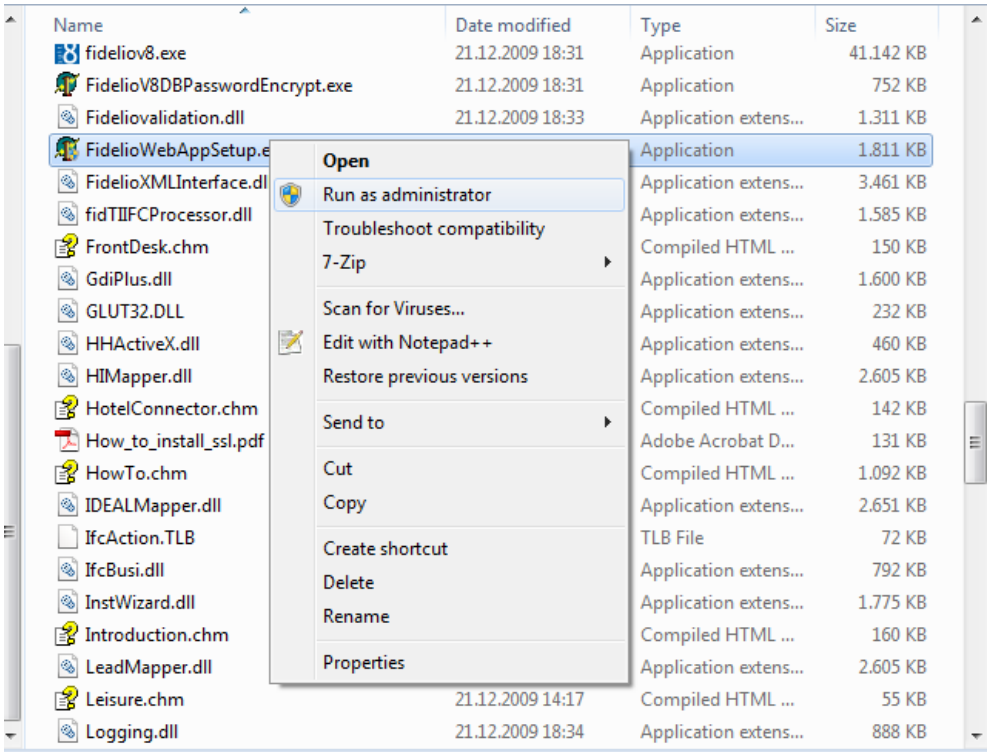


Configuring the Suite8 XML Interface

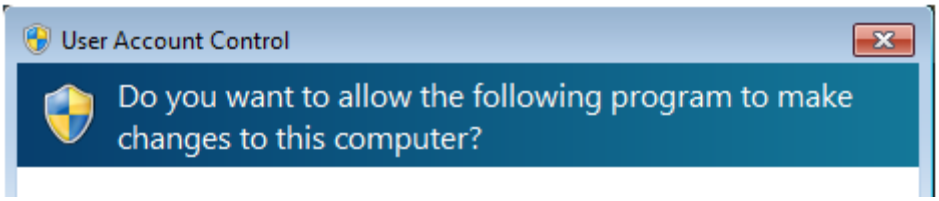
1. Create a new folder: C:\fidelio\programs\webpublished.
2. Copy **FidelioIISWrapper.dll** to this folder.
3. Go to C:\fidelio\programs\FidelioWebAppSetup.exe.



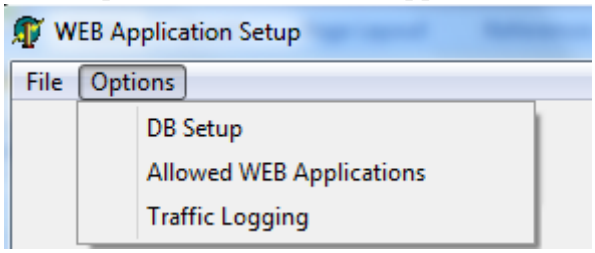
4. Right-click **FidelioWebAppSetup.exe**, and then select **Run as administrator**.



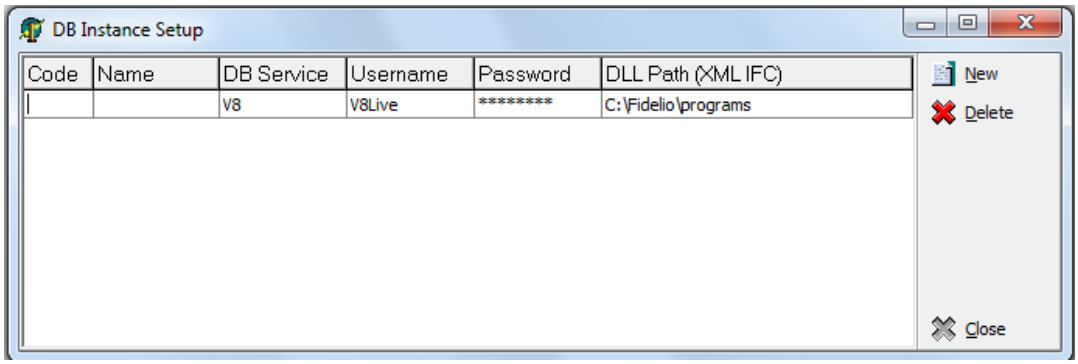
The **User Account Control** dialog appears.



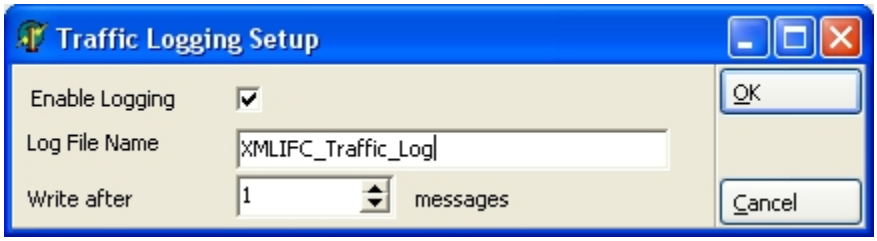
5. Select **Yes**.
6. Select **Options – Allowed WEB Applications**.



7. Click **New**.
8. Enter the object name as **FidelioXMLInterface.DataHandler**.
9. Select **Options > DB Setup**.



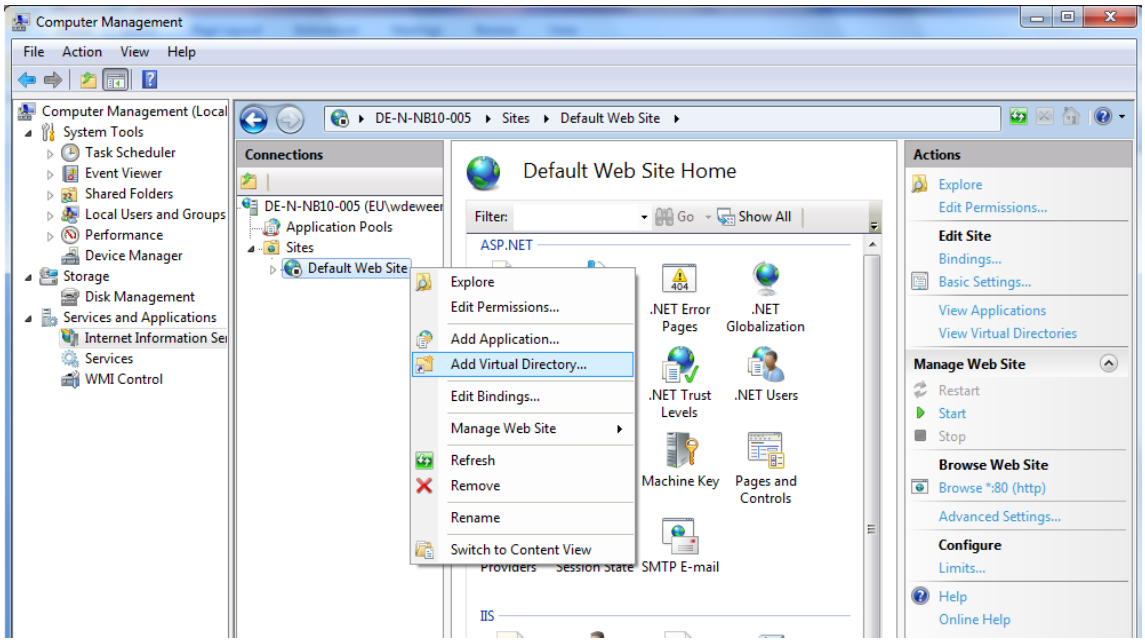
10. Enter the Oracle11 **Username** and **password**.
    The user name and password are case sensitive.
12. Select the location of the dll path. Example: **c:\fidelio\programs.**
13. Select **Options > Traffic Logging**.



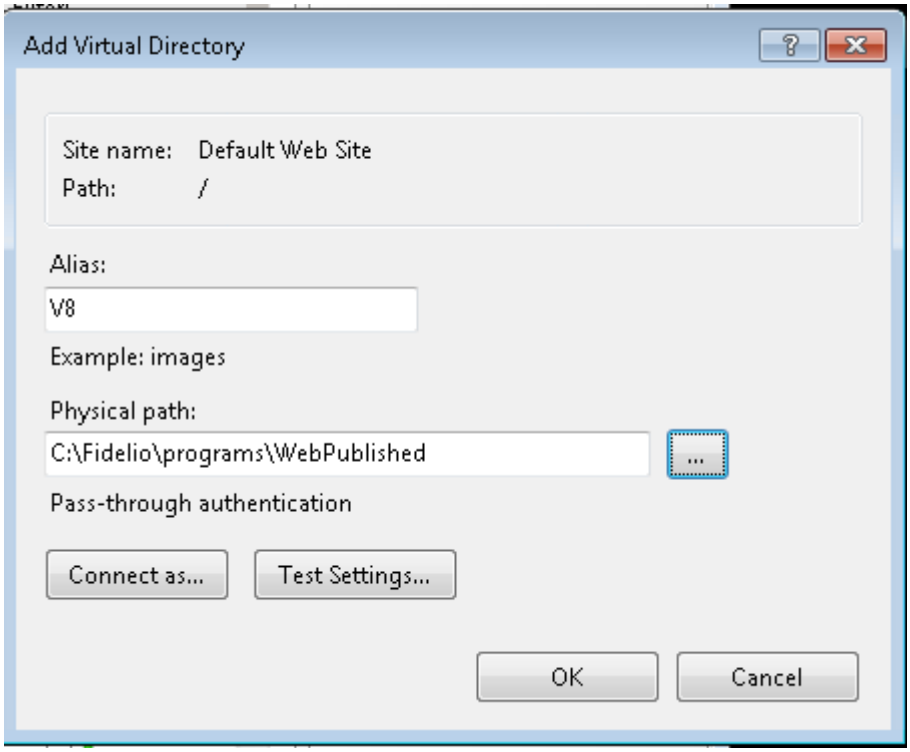
Since Suite8 Version 8.9.0.0, traffic logging can be activated for the XML Interface. If you are using traffic logging, select **Enable Logging**, enter a Log file name, and define the number of messages after which a log entry is generated.

Configuring IIS for Running the XML Interface

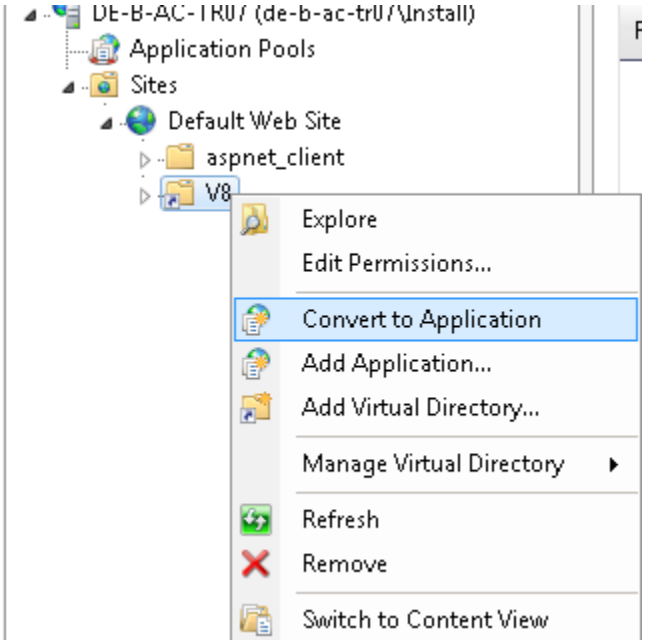
1. Select computer and then select **Manage** from the right mouse shortcut menu.
2. Go to **Default Web Site**.
3. Select **Add virtual Directory** from the right mouse shortcut menu.



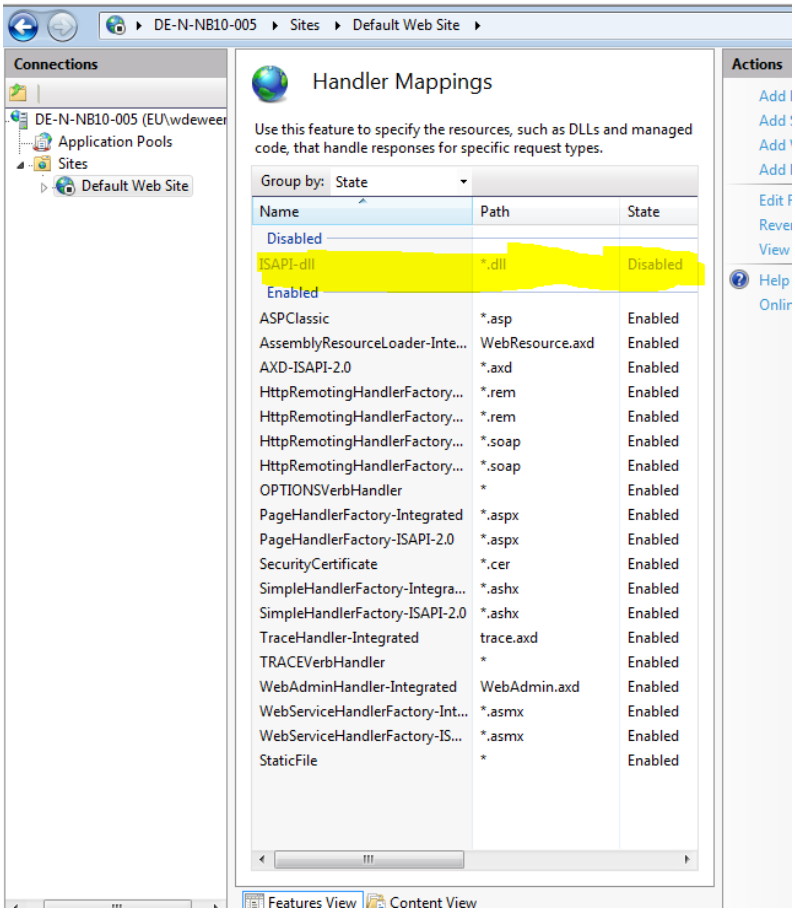
4. Create a virtual directory with the name **V8**, and then click **OK**.



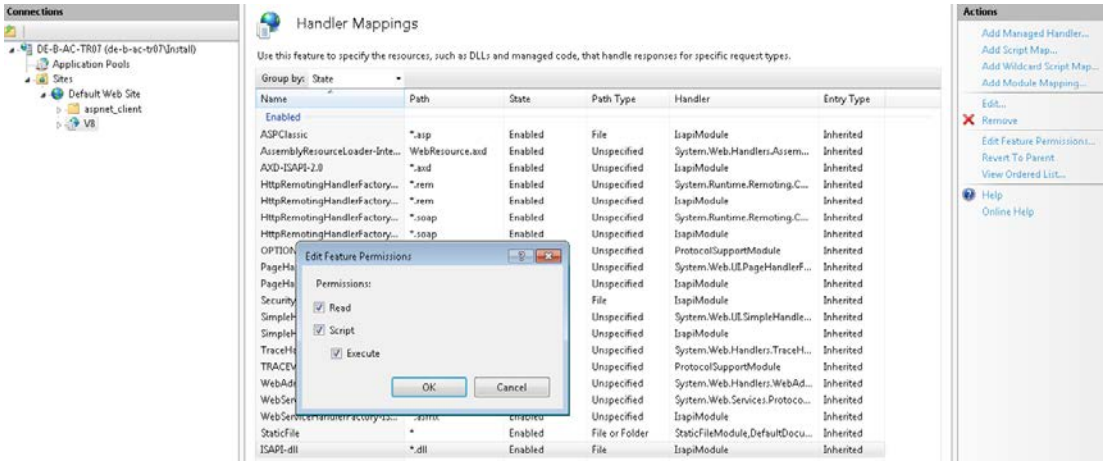
5. Right-click **V8** and select **Convert to Application**.



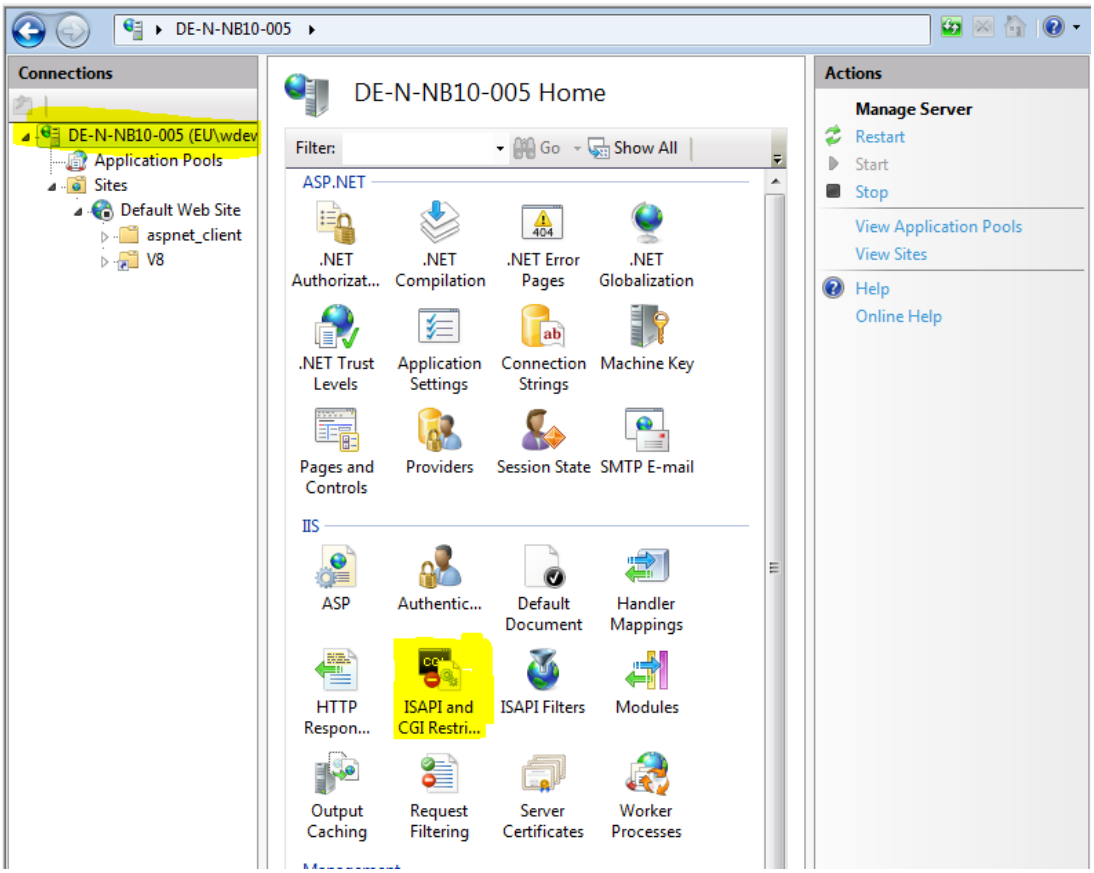
6. Double-click on **Handler Mapping** in the IIS section, and then select **ISAPI.dll**.



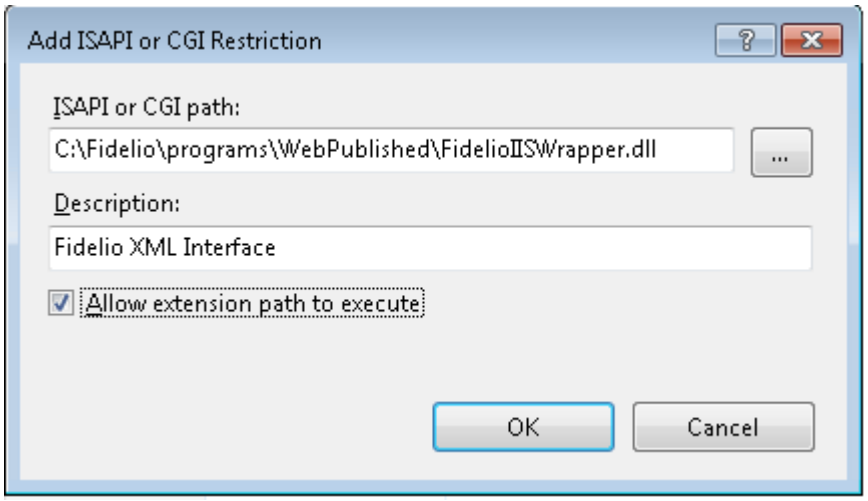
7. Select **Edit Feature Permissions** on the Actions menu and select **Execute**.



8. Click **Root computer name** in the **Connections** dialog box.



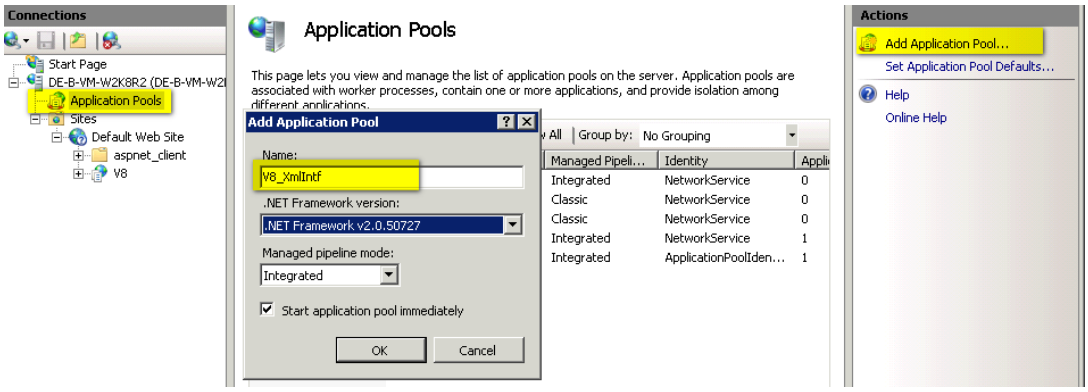
9. Double-click **ISAPI and CGI Restrictions**, click add to select the path to FidelioIISWrapper.DLL, and then select **Allow extension path to execute**.



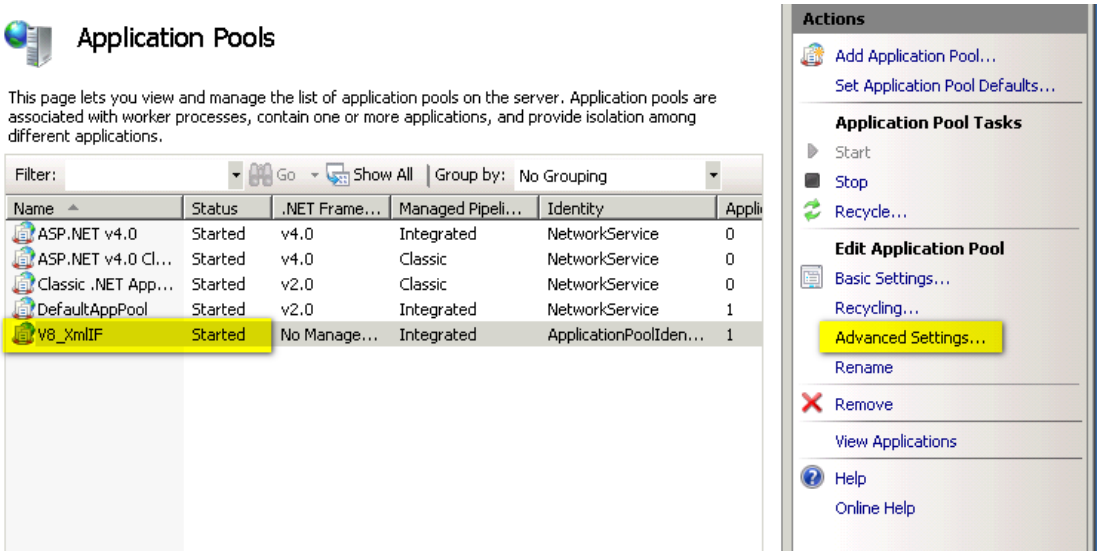
Configuring the XML Interface on a 64-bit platform

If you configure the XML interface to run on a 64-bit platform (Microsoft Windows 7 or Microsoft Server 2008), complete the following steps:

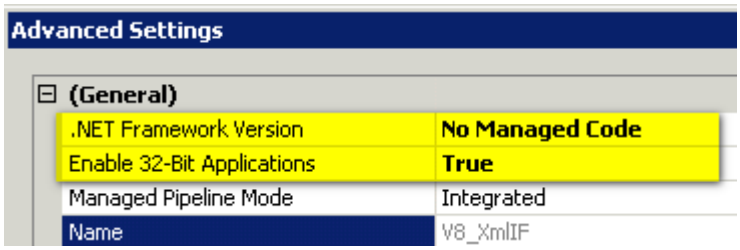
1. Create an application pool.



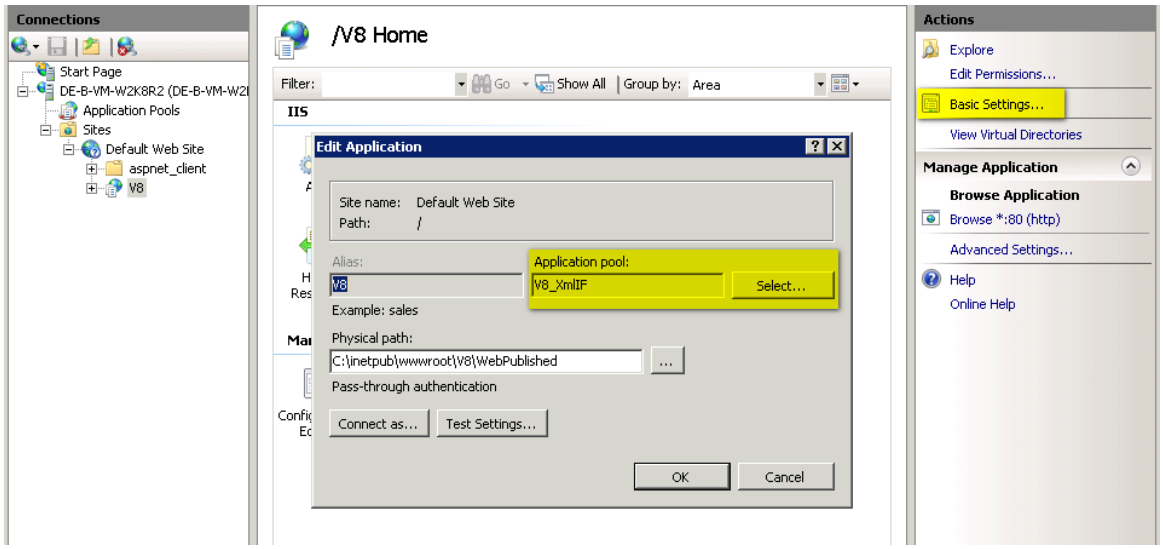
2. Right-click the application pool, and then click **Advanced Settings**.



3. Change the settings as shown in the following figure:



4. Change the **Basic Settings** of the Virtual Directory V8, and then select an application pool that has been configured for this purpose.



Testing the XML Interface

Test the XML IFC using the following URL:
http://localhost/v8/fidelioIISWrapper.dll/FidelioXMLInterface.DataHandler

If it is installed with the instance name, the following URL is used:

http://localhost/v8/fidelioIISWrapper.dll/FidelioXMLInterface.DataHandler?ic=<INSTANCENAME>
The following response message appears:

```
<?xml version="1.0" encoding="utf-8" ?>
- <fidelio Version="1.0.0">
    <response ID="" Status="UR" Message="Internal error. Cannot process request" />
  </fidelio>
```

If you cannot start IIS, the program Skype could be the cause. If Skype is installed before IIS, Skype is listening by default to the port 80, so IIS cannot start. Change the Skype configuration by opening **Skype**, selecting **Tools->Options->Set connection parameters and proxies** and removing the selection for the option: **Use port 80 and 443 as alternative for incoming connections**.

5 Installing the Hotel Mobile REST API

Introduction

The Hotel Mobile REST API interface communicates with OPERA Web Services and the Suite8 XML Interface.

Prerequisites

- Suite8 Version 8.10.2.10 and higher
- OPERA Version 5
- Internet Information Service 7 or higher
- Microsoft .NET Framework 4.7.2
- Cache DB Oracle schema
- Install RESTAPI by the new Installshield wizard (1.42 or higher)
- Application pool for RestAPI
- Externally Signed SSL Certificate with FQDN needs to be installed on the RestAPI server
- Download the latest minor software release for Opera and Suite8 installations from: https://edelivery.oracle.com/.

  RestAPI 1.4.0.0 (1.40) (distributed with Oracle Hospitality Suite8 Property Management 8.14.0)

  Please note that from Suite8 8.13.0.0 onwards the RestAPI is a separate file called xxx_3of3.zip.
- Download the latest patch software release for Opera and Suite8 installations from: https://support.oracle.com.

  RestAPI 1.4.3.0 (1.43) (distributed with Oracle Hospitality Suite8 Property Management 8.14.4.0).

Please note that from Opera release 5.5.0.20 and 5.6.0.0 onwards the RestAPI files will be part of the OEDS bundle and can be downloaded with that bundle.

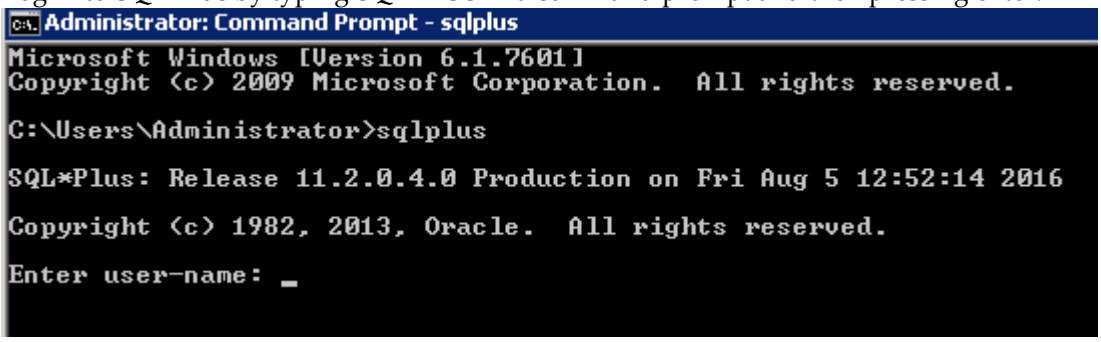
Creating the Cache DB Oracle schema

For OPERA, perform the steps in this section on the OPERA DB Server. For Suite8, use the existing Suite8 Schema. The table WPER already exists in Suite8 schema.

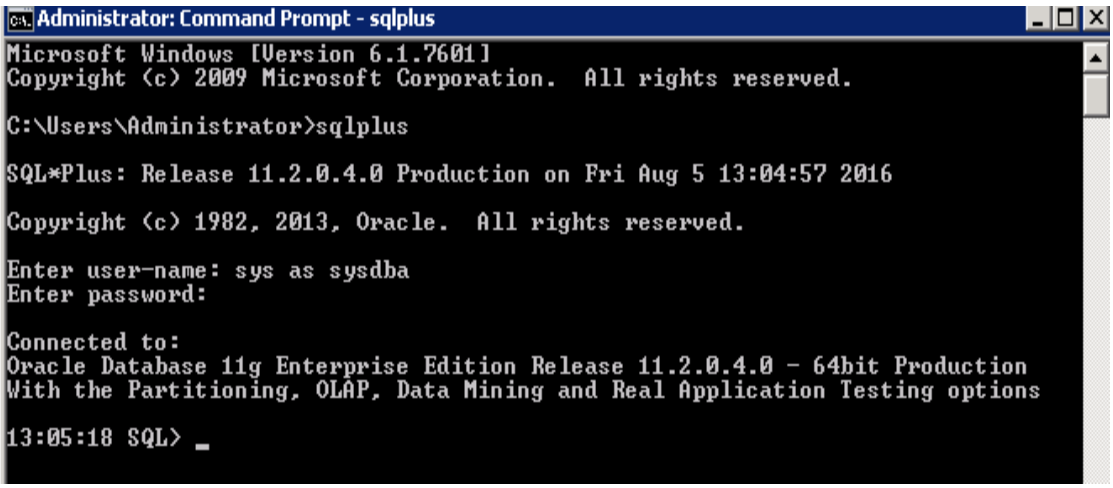
Perform the following steps on the Database Server.
The RESTAPI schema, also called Cache DB is not related or linked to OPERA/Suite8 schema and must not be granted any role to access any other Oracle schema in the database (especially OPERA or OXI schema). RESTAPI schema can be created in the OPERA/Suite8 Oracle database or in a separate dedicated Oracle database.
The data in the Cache DB is dynamic and normally currently require approximately 1 record per active user session. When the sessions become inactive or logged out, associated DB records will be removed.
When the delta API will be implemented, the amount of data stored in the Cache DB will increase. It is then estimated to have about 100 records per active user session.

Follow these steps to create the cache DB Oracle schema:

1. Log in to the OPERA PMS or Suite8 Database server or single server.
2. Log in to **SQL Plus** by typing **SQLPLUS** in a command prompt and then pressing enter.



3. For username, type in **sys as sysdba**, then press Enter. For password, type in the SYS password that was set Login to the OPERA PMS Server (ask Property to enter Password).

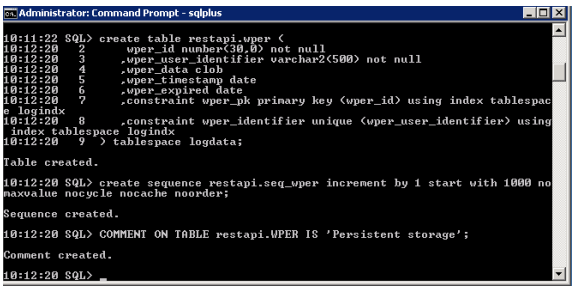


4. Run the following script to create a Cache DB Oracle schema.

   Before applying the script, change the schema password and save it because you use it later. If logdata table space already exists, change it to a different one.

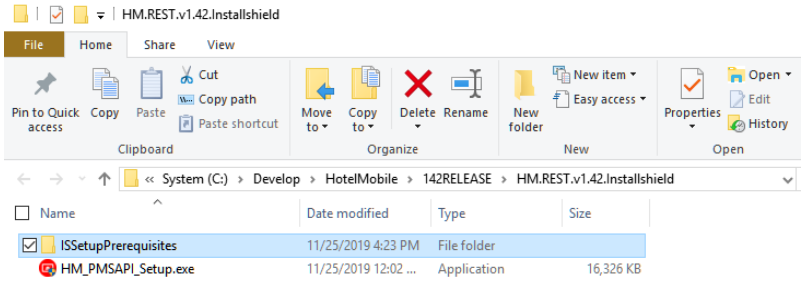
```
CREATE USER restapi
    IDENTIFIED BY PLACE_HERE_YOUR_PASSWORD
    DEFAULT TABLESPACE logdata
    -- QUOTA UNLIMITED ON SYSTEM
    QUOTA UNLIMITED ON logindx
    QUOTA UNLIMITED ON logdata
    ;


GRANT connect to restapi;

GRANT create table, create type, create procedure, create view, create trigger, create sequence to restapi;


create table restapi.wper (
   wper_id number(30,0) not null
  ,wper_user_identifier varchar2(500) not null
  ,wper_data clob
  ,wper_timestamp date
  ,wper_expired date
  ,constraint wper_pk primary key (wper_id) using index tablespace logindx
  ,constraint wper_identifier unique (wper_user_identifier) using index tablespace
logindx
) tablespace logdata;


create sequence restapi.seq_wper increment by 1 start with 1000 nomaxvalue nocycle
nocache noorder;

COMMENT ON TABLE restapi.WPER IS 'Persistent storage';
```

5. Copy the amended script, paste it in the command prompt, and then press Enter.



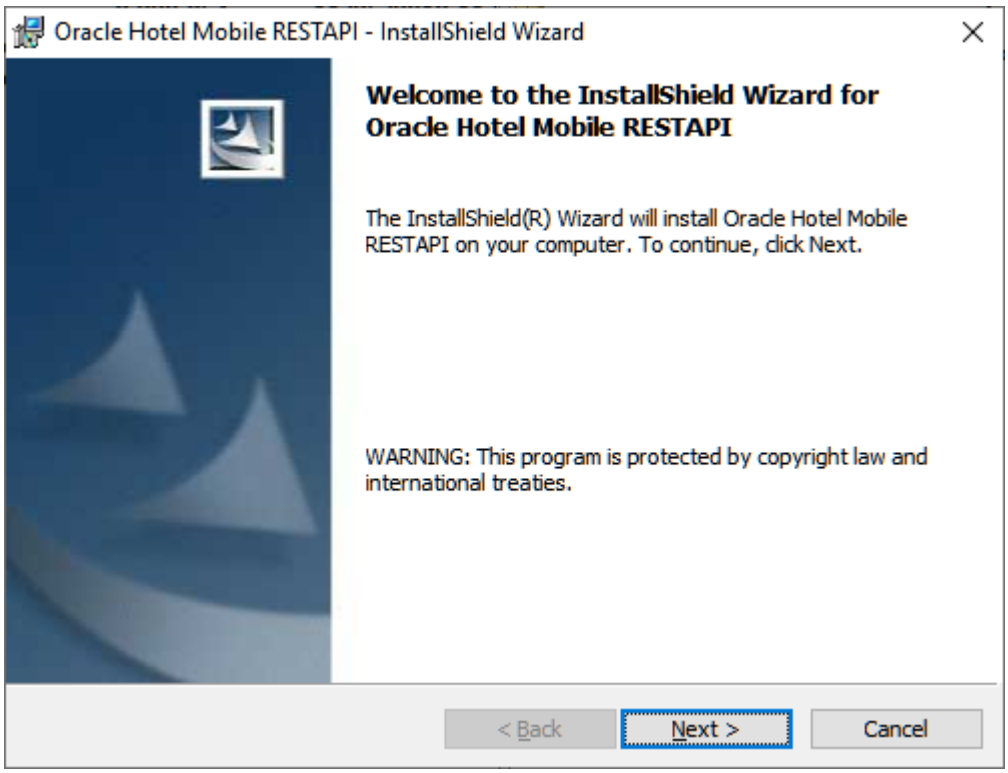
Install RESTAPI by the new installshield wizard. Version 1.4.2.0 (1.42) or higher

1. Unzip and extract the downloaded file to view the three archived file.

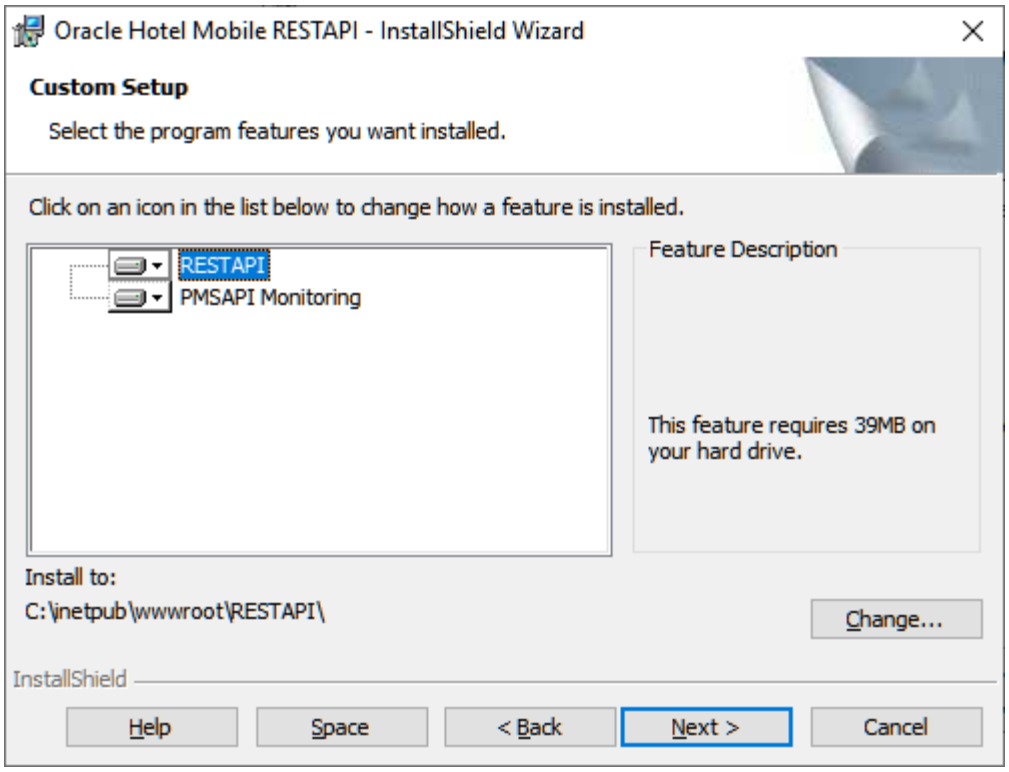


2. Run the **HM_PMSAPI_SETUP.exe** file as **Administrator**.

> **Note**: If required, the setup will automatically install the .NET 4.7.2 Framework. Restart the Computer and begin the Installation again.

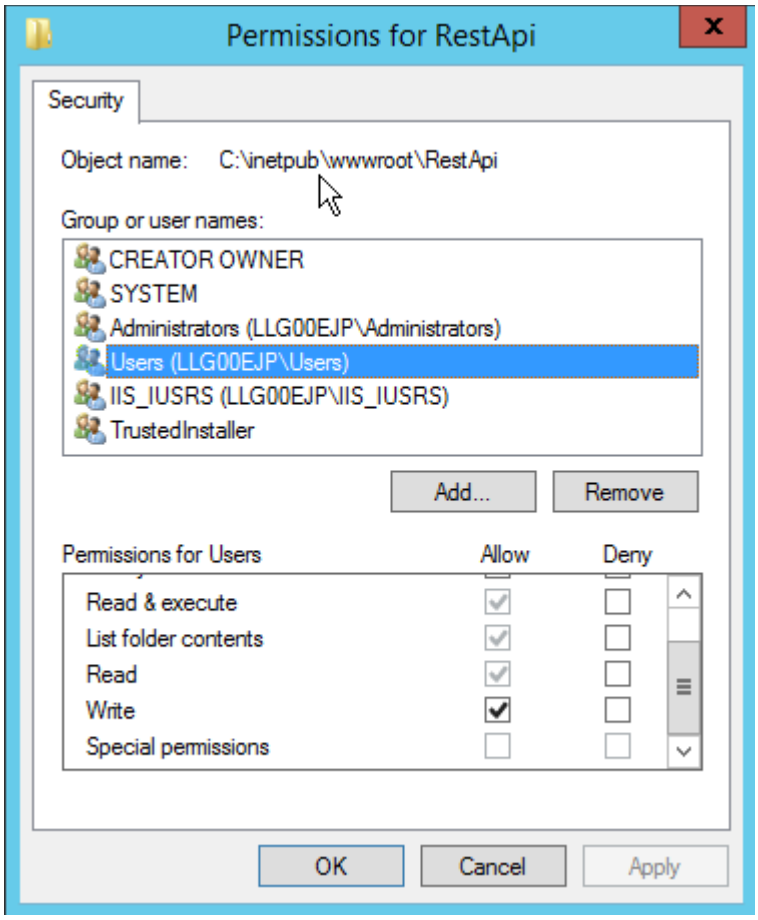


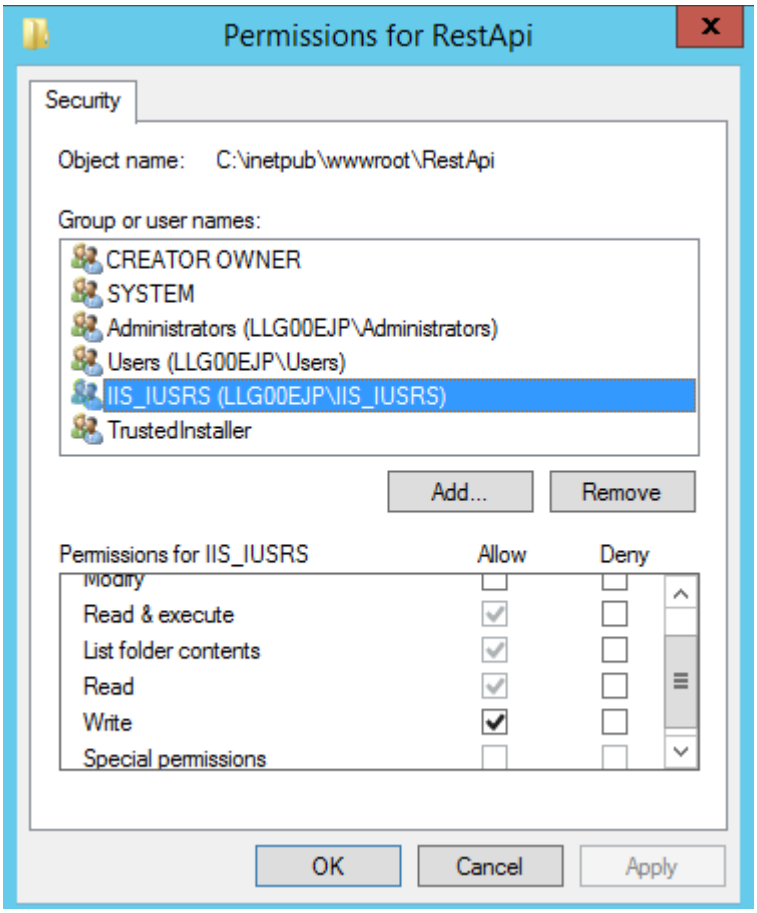
3. By default, all components are installed. This includes two web services **RESTAPI** and **MONITORING**. You can individually select if just Monitoring web application needs to be installed.



4. Messages are displayed during the installation relating to backing up existing configuration files or setting file permissions on configuration files. For any issues, you may need to install **RESTAPI** manually using the Manual Install files.
5. After successful installation an Internet Explorer web browser appears and you can begin to set up **RESTAPI** through a graphical web interface.

   Please note: if you changed the default installation folder c:\inetpub\wwwroot\RestAPI\to another folder in the installation process then you need to manually adjust the URL in the opening Internet Explorer Window to the folder name that you used in order to open the graphical web interface.
6. An application pool is created for Hotel Mobile **RESTAPI** and **MONITORING** features with the same name. No further application pool configuration is needed.
7. Before you start configuring the RestApi using the graphical interface, you need to set write permissions on the installation folder that you used during the installation. So when you installed the RestApi to the default folder c:\inetpub\wwwroot\RestAPI\then open the security tab of the folder and add 'Write' permissions for Users and IIS_IUSRS.


Permissions for RestApi
Security
Object name: C:\inetpub\wwwroot\RestApi
Group or user names:
CREATOR OWNER
SYSTEM
Administrators (LLG00EJP\Administrators)
Users (LLG00EJP\Users)
IIS_IUSRS (LLG00EJP\IIS_IUSRS)
TrustedInstaller
Add...
Remove
Permissions for Users
Allow
Deny
Read & execute
List folder contents
Read
Write
Special permissions
OK
Cancel
Apply



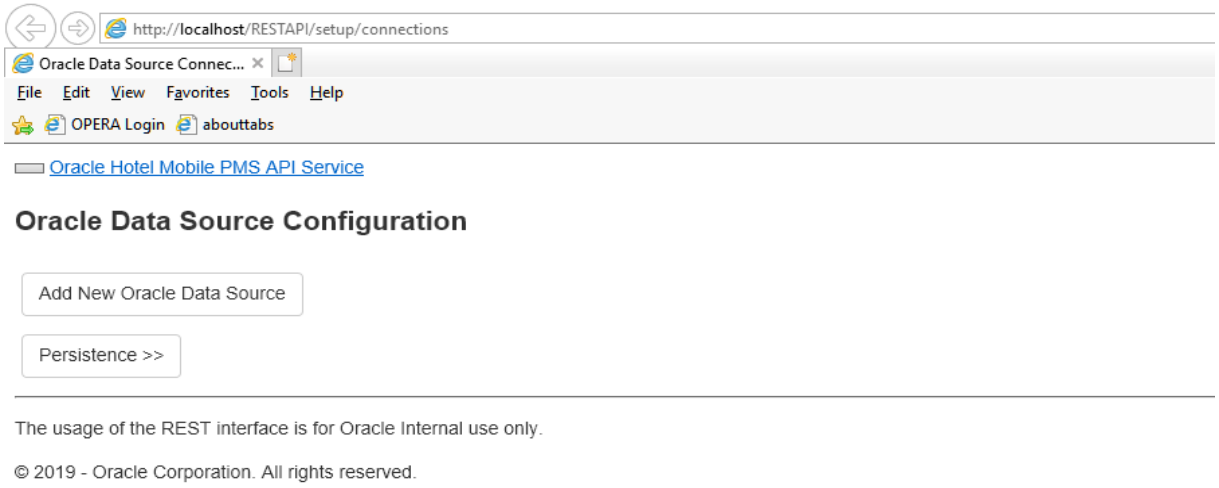
8. The same permissions also need to be set on the folder where you installed the **MONITORING** tool.
9. Please note, the RestApi schema/user is NOT generated by the installshield. This needs to be created following the steps described in this document under "**Creating the Cache DB Oracle schema**".

Configure RESTAPI through the graphical interface

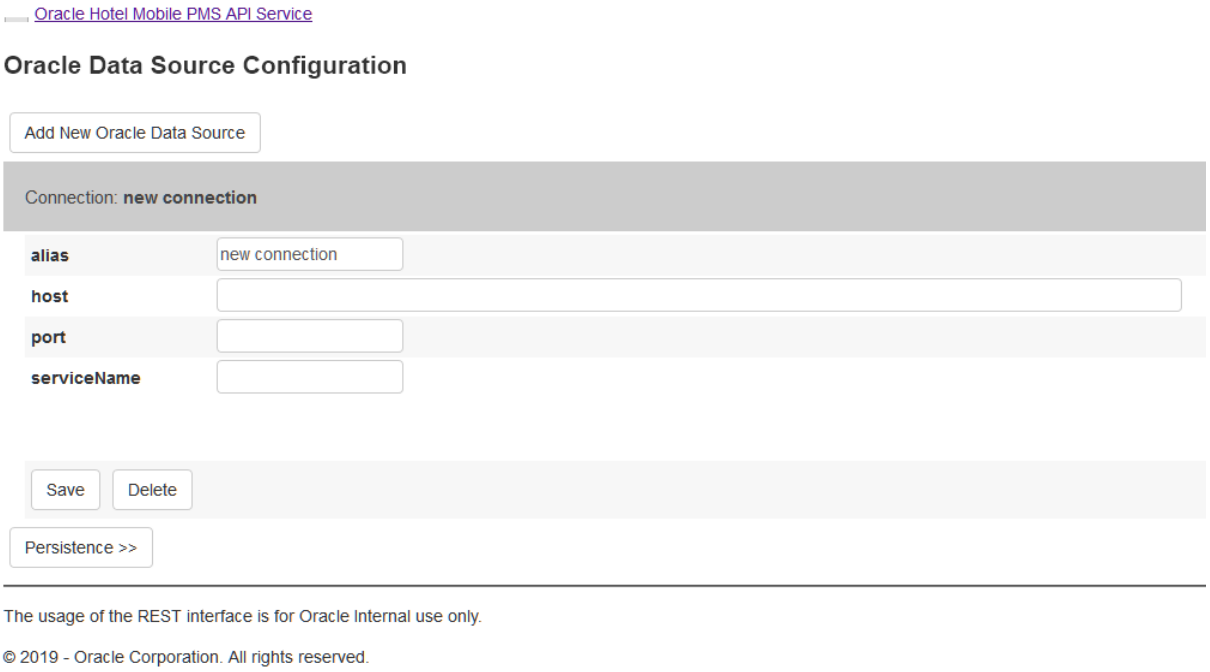
Oracle Data Source Configuration

1. With the introduction of RESTAPI 1.4.2.0 (1.42) it is not a prerequisite to install an Oracle Database Client on the RESTAPI Server. RESTAPI handling alone it's Database connection drivers and can be configured through the RESTAPI Graphical User Interface for Setup.

2. Press The “Add New Oracle Data Source” Butto



3. A new entry will be created. Click on the new entry.



Alias: the alias used in the TNSNAMES.ORA file for the connection to the database.

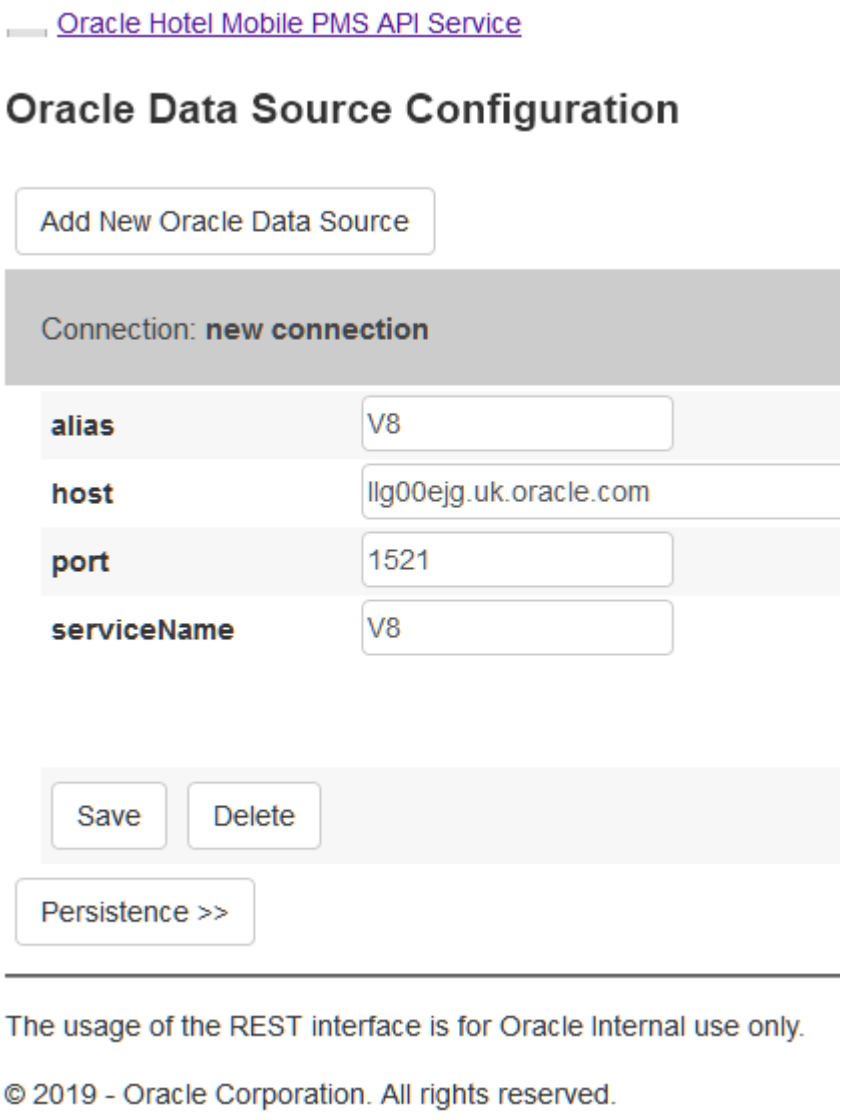
Host: the name of the database server where the database is hosted

Port: the port used for the database connections on the database server. (Usually 1521)

Service Name: the name of the database service on the database server.

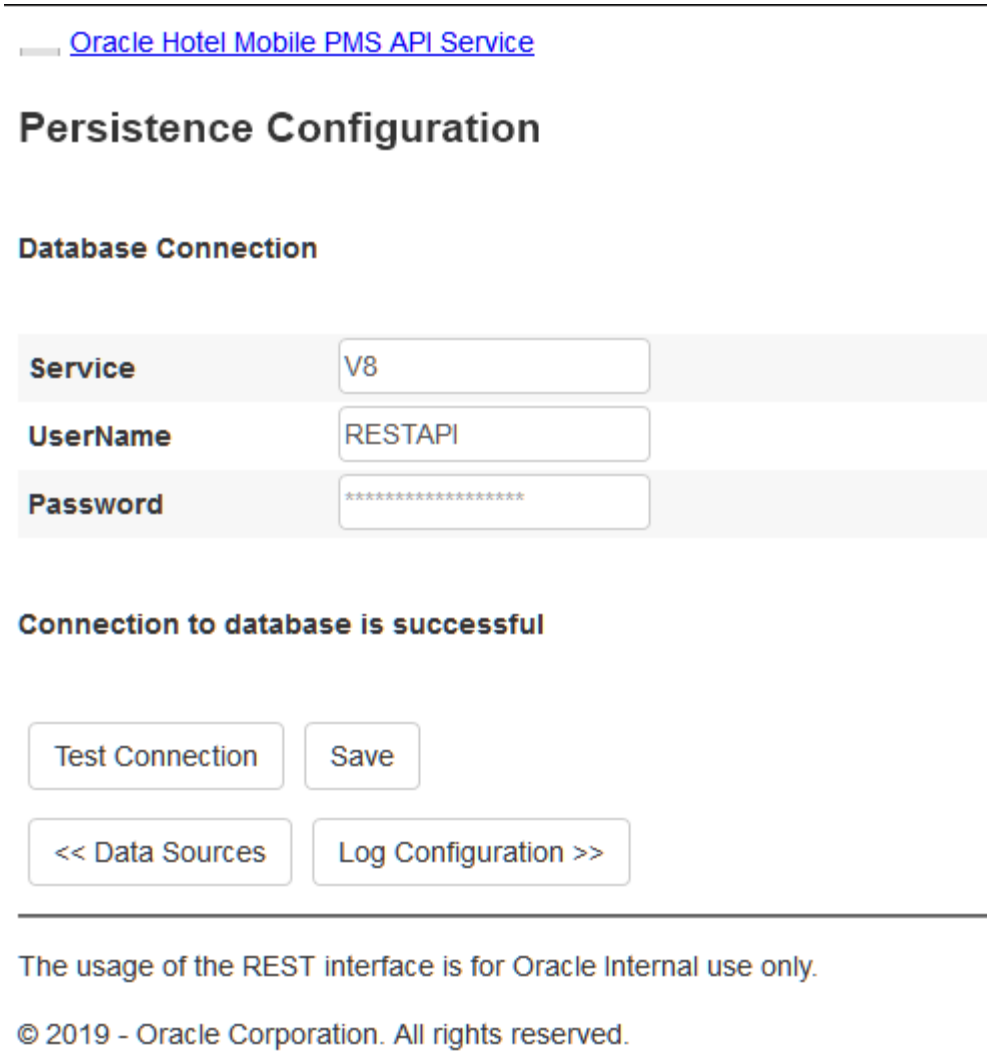
All those information can usually be found in the file TNSNAMES.ORA that you use on the server where you install the RestApi.

Press **Save** to save the changes.



Persistence Configuration

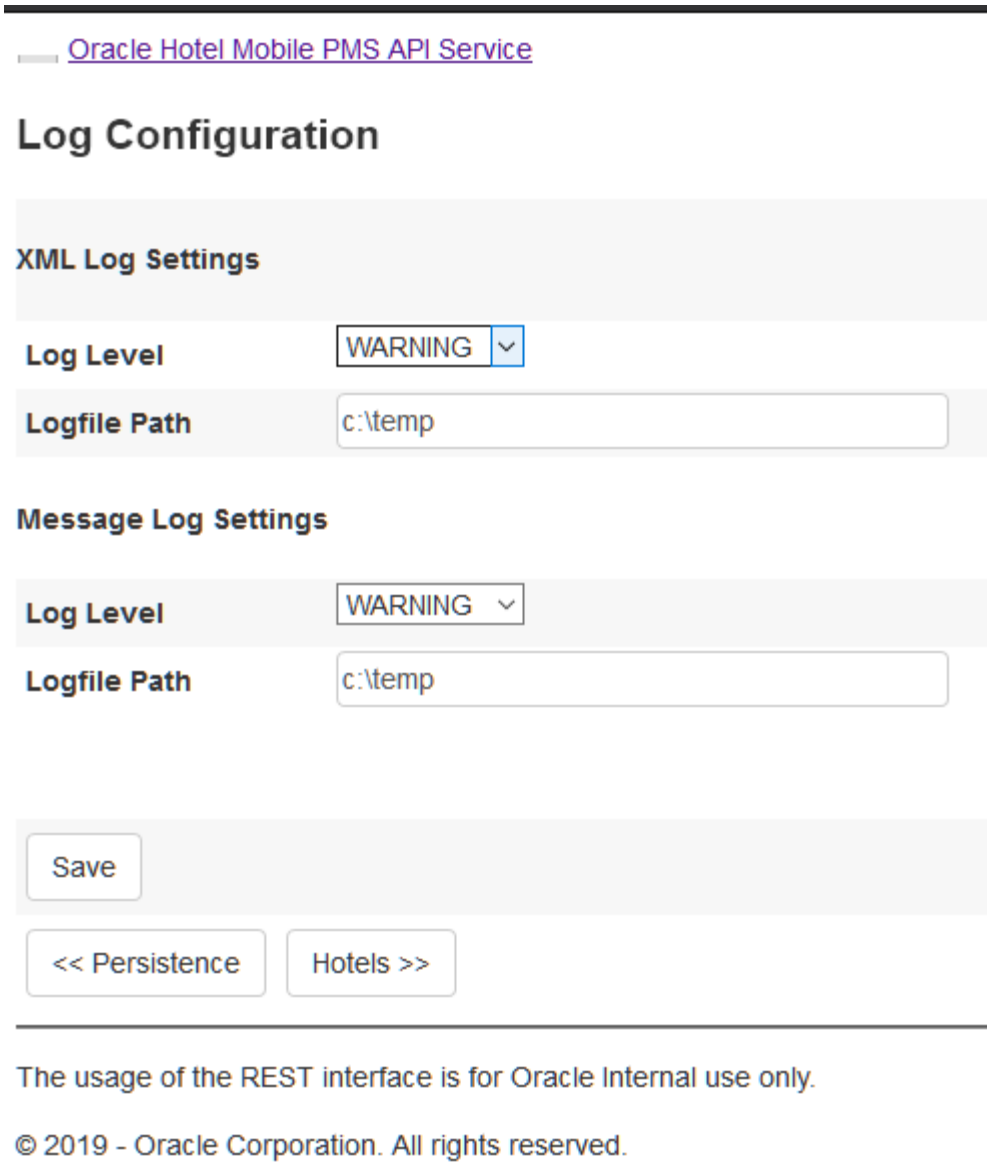
1. Press Persistence Configuration. Here you have to enter the oracle database user credentials which will be used by RESTAPI to store persistence data. Those are the credentials you used before when you created the persistence schema following the steps described in this document under **Creating the Cache DB Oracle schema**.



2.
3. Enter the Database Alias you set up previously, enter the database user credentials and press Save in order to save the settings.
4. Press Test Connection. Please note that you need to press save first when you enter or change the credentials. Only after being saved, the 'Test connection' will work properly.
5. You should see a message: **Connection to Database is successful**
6. Press Log Configuration

Log Configuration

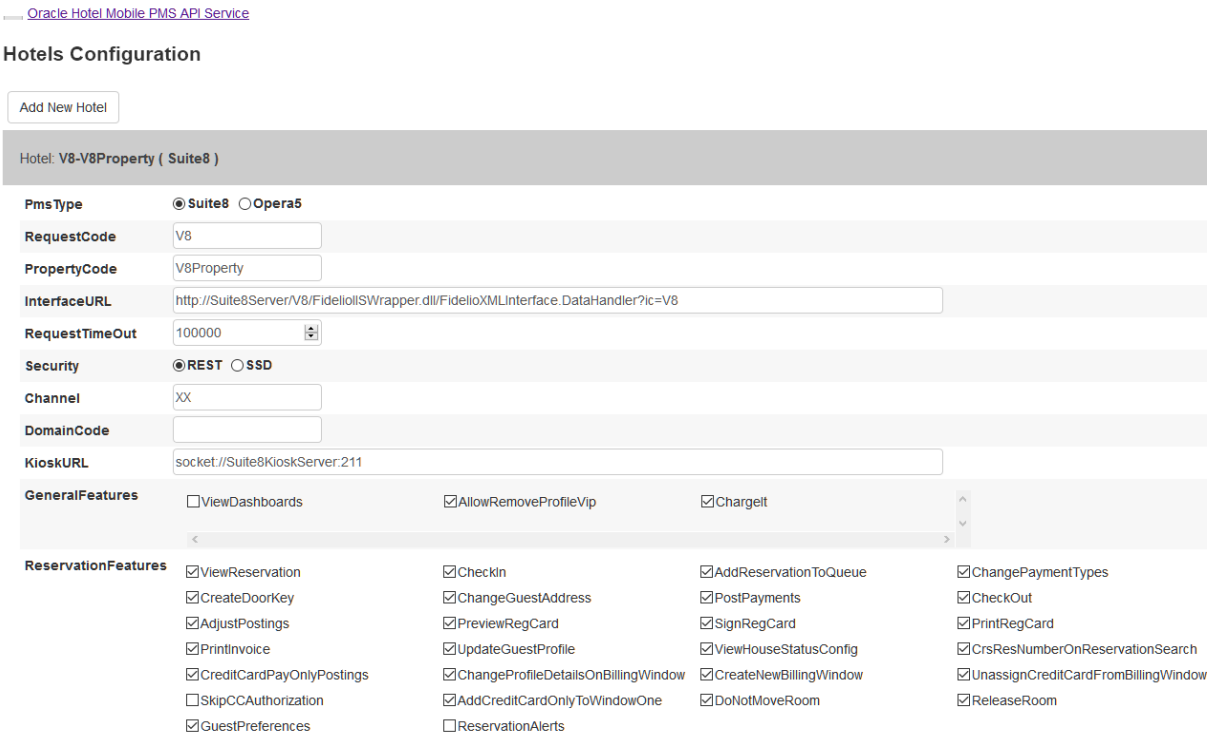
1. You can set the logging verbosity and the log file locations for the RESTAPI service.



2. Press **Save**.
3. Press **Hotels.**

Hotels Configuration

1. You can add, edit or delete hotel configuration details through the web setup interface.
2. Select a hotel entry in the list and click on it.
3. Or press Add New Hotel.
4. Set all important details of the hotel and press the Save button.



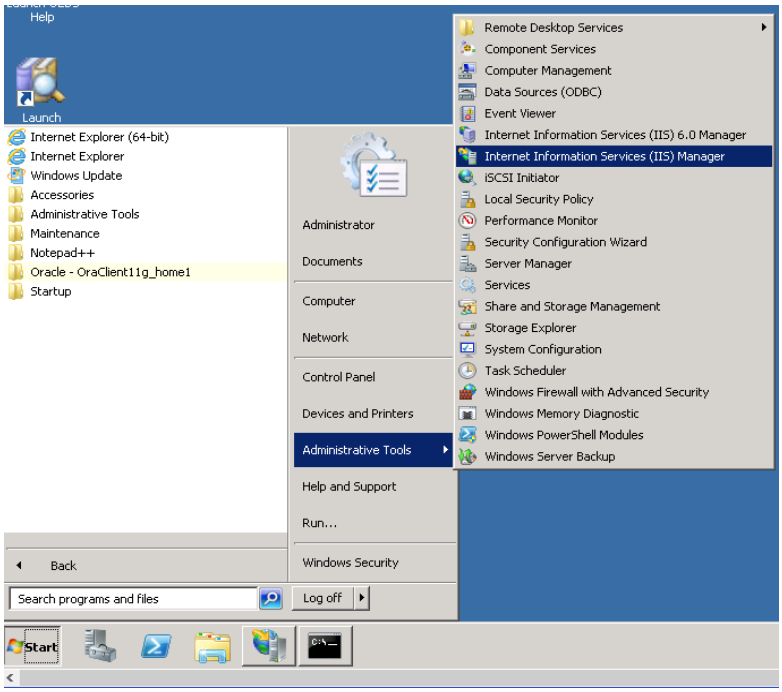
5. Now you finished with the configuration of Hotel Mobile RESTAPI service through the graphical user interface.

We still let the manual installation intructions in the documentation for reference and for manual installation, troubleshooting.

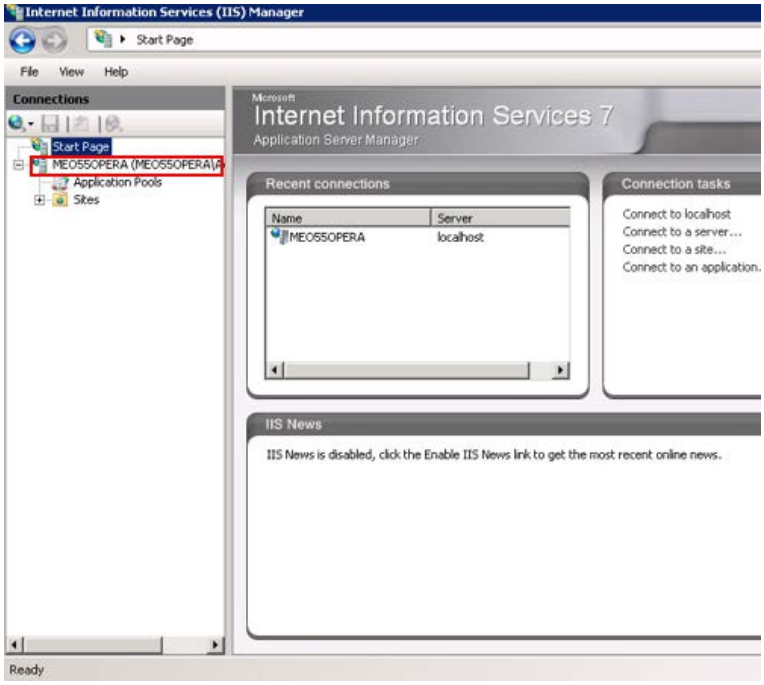
Manual Installation of RESTAPI

Creating an application pool

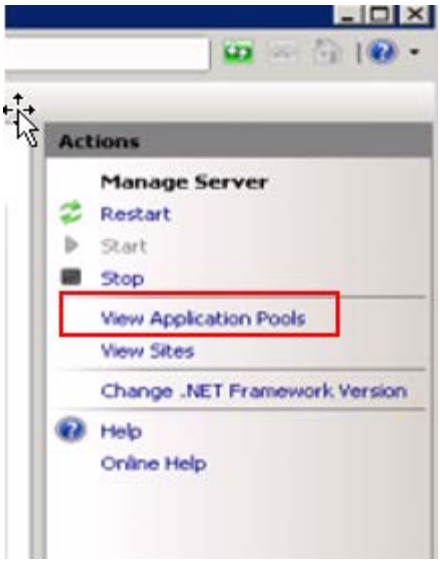
1. In the **OWS Server**, go to **IIS Manager** and start **Administrative Tool -> Internet Information Services (IIS) Manager**.



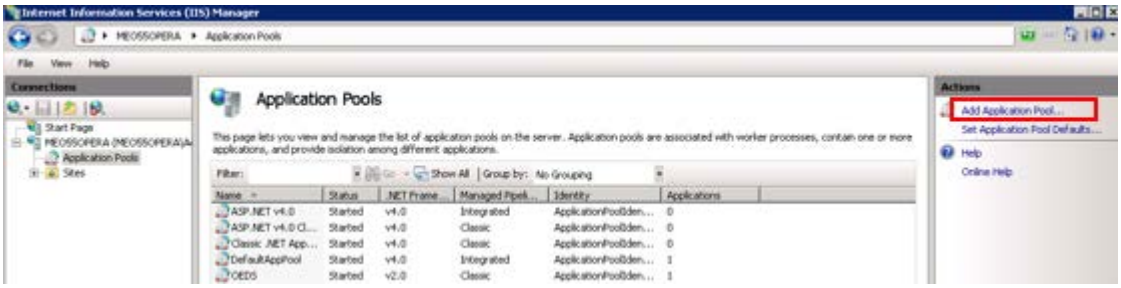
2. Click the **machine name**.



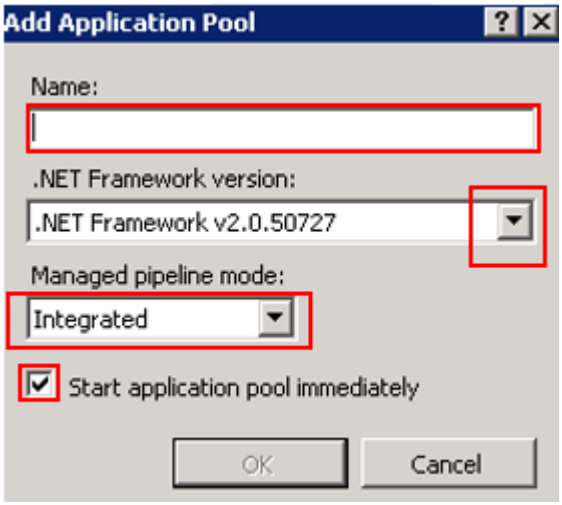
3. On the **Actions** tab, click **View Application Pools**.



4. Click **Add Application Pool**.



5. Specify settings as shown in the following figure, and then click **OK**.



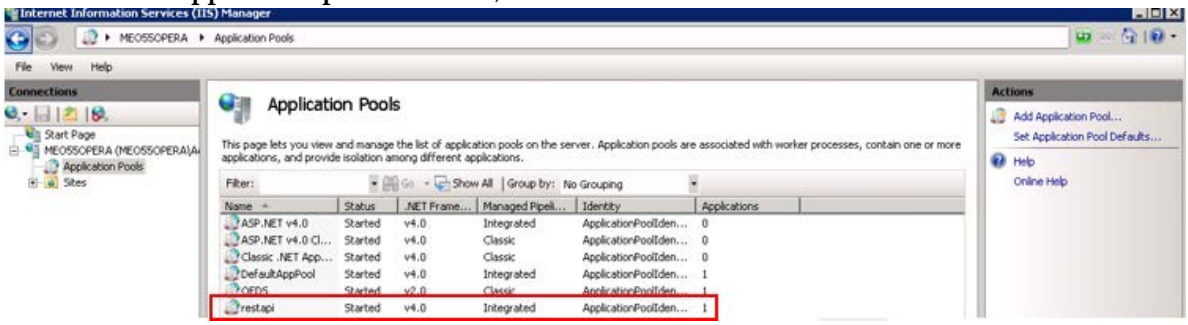
Name: RestAPI

.Net Framework version: v4.0. (Assuming that .net 4.5 and 4.6.1 were already installed on the machine)

Managed pipeline mode = integrated

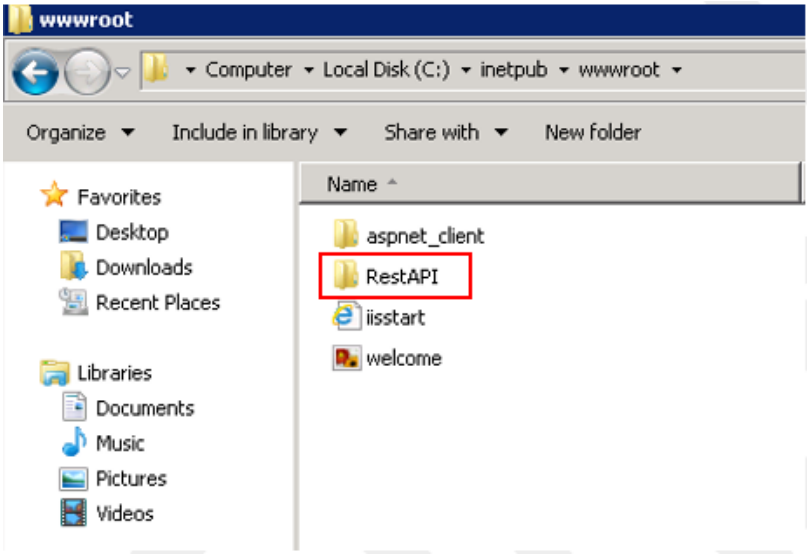
Start application pool Immediately = Ticked

6. Make sure the **application pool** is created, and then close the screen.

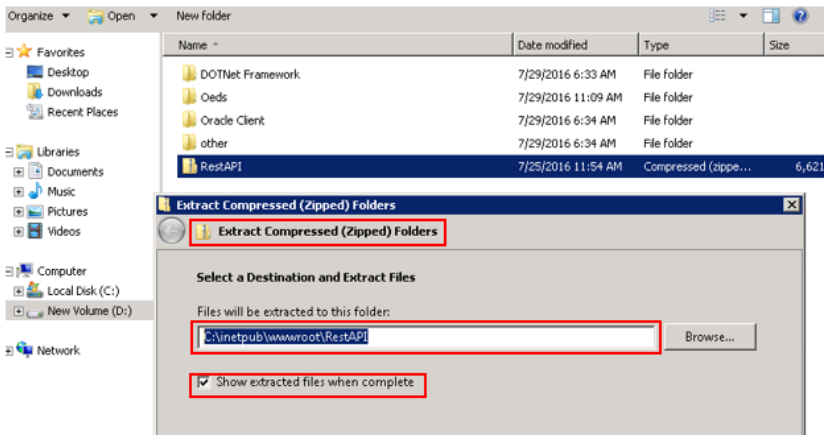


Creating the RestAPI Directory

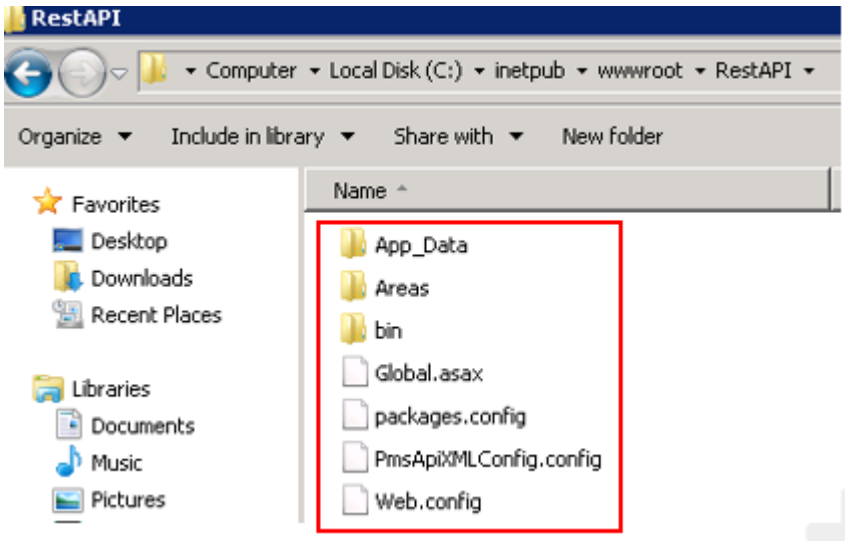
1. Create a new folder under **C:\Inetpub\wwwroot** and name it **RestAPI**.



2. Go to the Media Folder that contains the `restapi.zip` file, and then unzip the file to the new path: C:\inetpub\wwwroot\RestAPI.

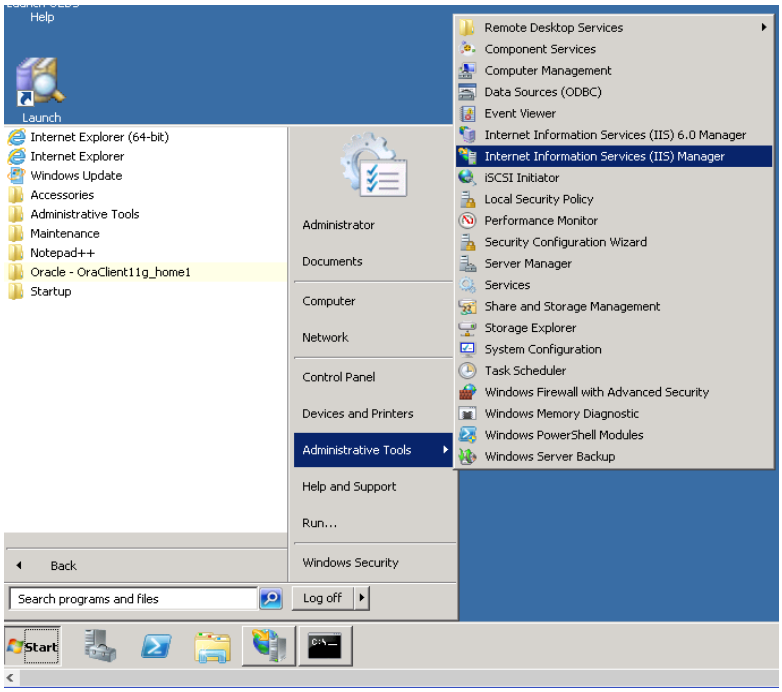


3. Verify that the following items are copied to the destination folder:

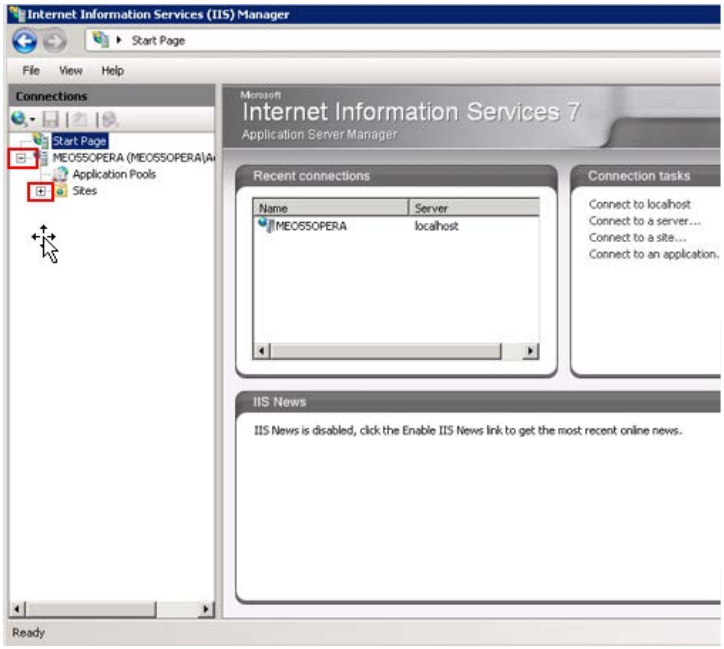


Creating the RestAPI Application

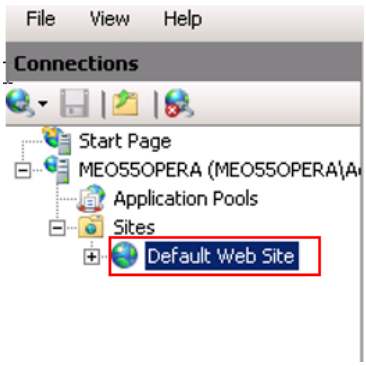
6. On the OPERA Web Services Server, go to **IIS Manager** and then start **Administrative tool -> Internet Information Services (IIS) Manager**.



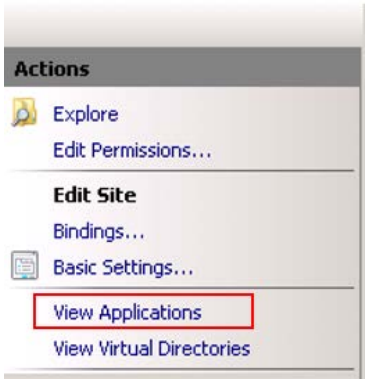
7. Expand **Machine Name** and expand **Sites**.



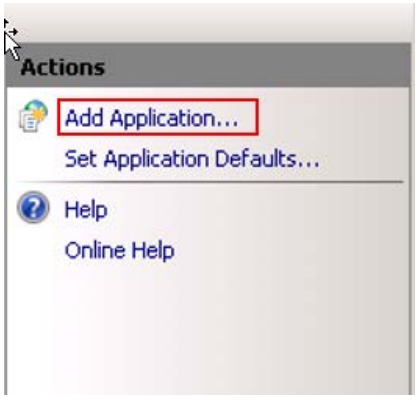
8. Click **Default Web Site**.



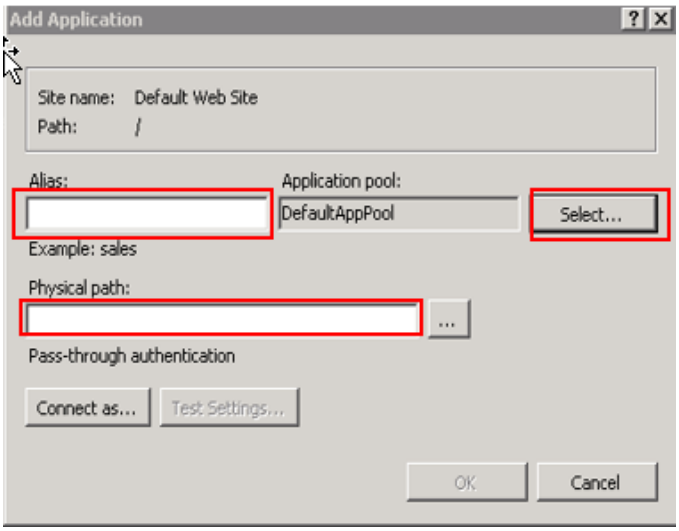
9. Click **View Application**.



10. Click **Add Application**.



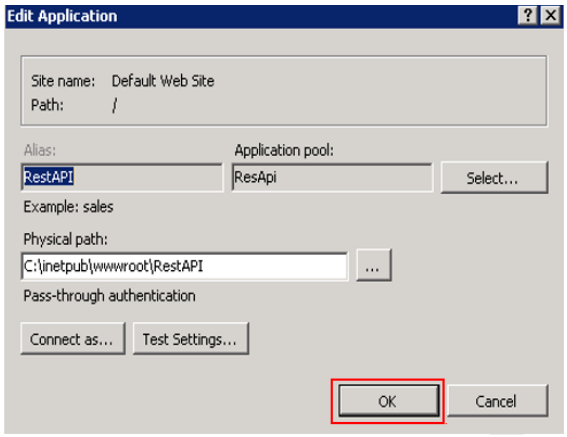
11. Create an application with the RestAPI directory path, and then specify the application pool settings shown in the following figure:



Alias: RestAPI

Application Pool: Select the application pool from the list.

Physical Path: C:\inetpub\wwwroot\restApi



12. Click **OK**.

Creating the Cache DB Oracle schema

For OPERA, perform the steps in this section on the OPERA DB Server. For Suite8, use the existing Suite8 Schema. The table WPER already exists in Suite8 schema.

Perform the following steps on the Database Server.

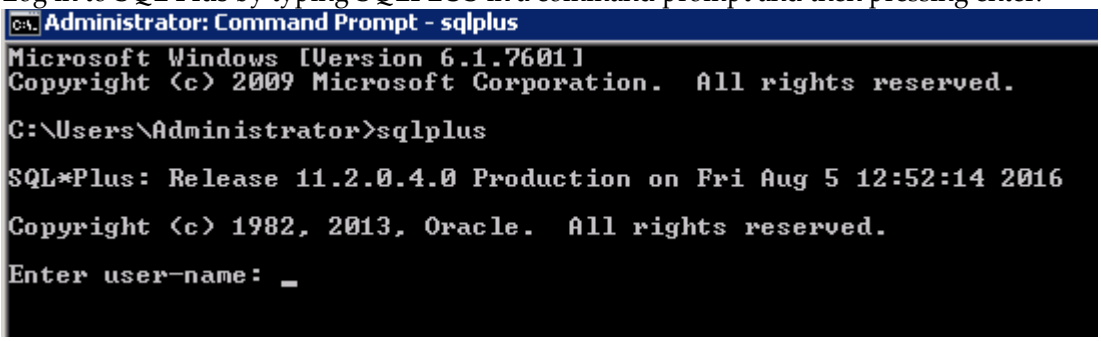
The RESTAPI schema, also called Cache DB is not related or linked to OPERA/Suite8 schema and must not be granted any role to access any other Oracle schema in the database (especially OPERA or OXI schema). RESTAPI schema can be created in the OPERA/Suite8 Oracle database or in a separate dedicated Oracle database.

The data in the Cache DB is dynamic and normally currently require approximately 1 record per active user session. When the sessions become inactive or logged out, associated DB records will be removed.

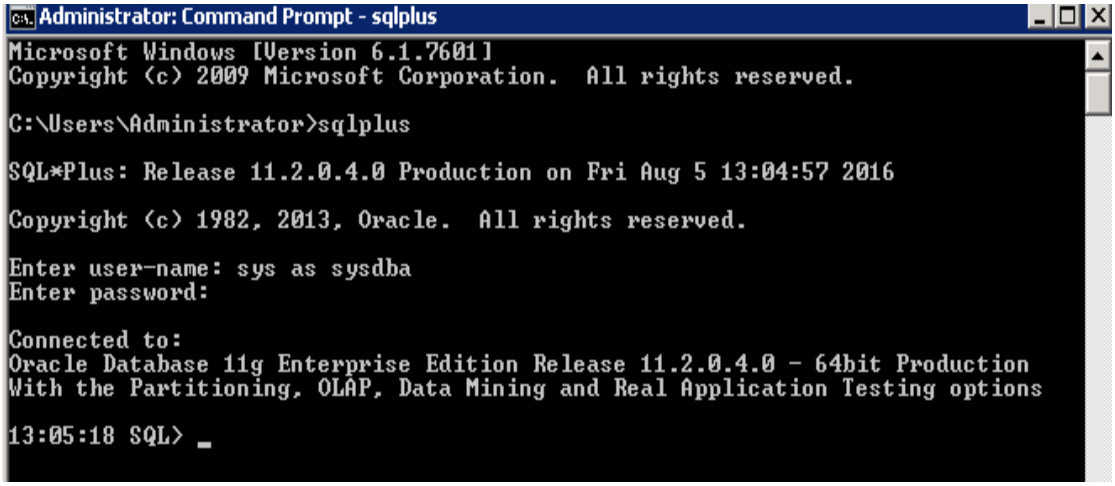
When the delta API will be implemented, the amount of data stored in the Cache DB will increase. It is then estimated to have about 100 records per active user session.

Follow these steps to create the cache DB Oracle schema:

6. Log in to the OPERA PMS or Suite8 Database server or single server.
7. Log in to **SQL Plus** by typing **SQLPLUS** in a command prompt and then pressing enter.



8. For username, type in **sys as sysdba**, then press Enter. For password, type in the SYS password that was set Login to the OPERA PMS Server (ask Property to enter Password).

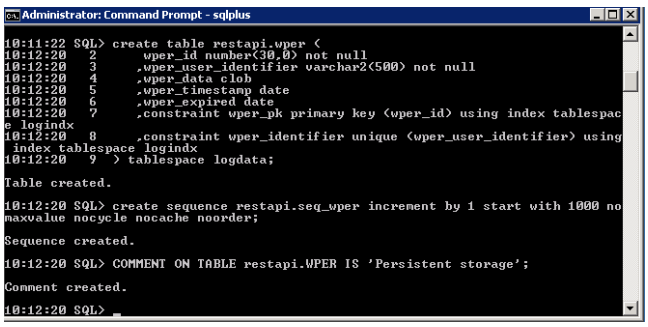


9. Run the following script to create a Cache DB Oracle schema.

   Before applying the script, change the schema password and save it because you use it later. If logdata table space already exists, change it to a different one.

```
CREATE USER restapi
    IDENTIFIED BY PLACE_HERE_YOUR_PASSWORD
    DEFAULT TABLESPACE logdata
    -- QUOTA UNLIMITED ON SYSTEM
    QUOTA UNLIMITED ON logindx
    QUOTA UNLIMITED ON logdata
    ;


GRANT connect to restapi;

GRANT create table, create type, create procedure, create view, create trigger, create sequence to restapi;


create table restapi.wper (
   wper_id number(30,0) not null
  ,wper_user_identifier varchar2(500) not null
  ,wper_data clob
  ,wper_timestamp date
  ,wper_expired date
  ,constraint wper_pk primary key (wper_id) using index tablespace logindx
  ,constraint wper_identifier unique (wper_user_identifier) using index tablespace
logindx
) tablespace logdata;


create sequence restapi.seq_wper increment by 1 start with 1000 nomaxvalue nocycle nocache noorder;

COMMENT ON TABLE restapi.WPER IS 'Persistent storage';
```

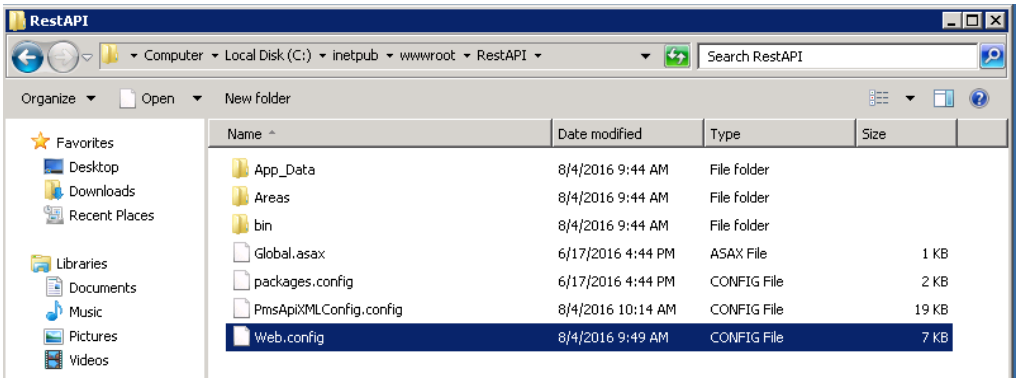
10. Copy the amended script, paste it in the command prompt, and then press Enter.



Adjusting Data access Client Configuration Files

Perform the following steps on the Database Server.

1. Locate the **Web.config** File at: **C:\inetpub\wwwroot\RestAPI**.



2. Right-click and then open the file in a text editor (for example, Notepad).
3. Find the following string: **oracle.manageddataaccess.client**

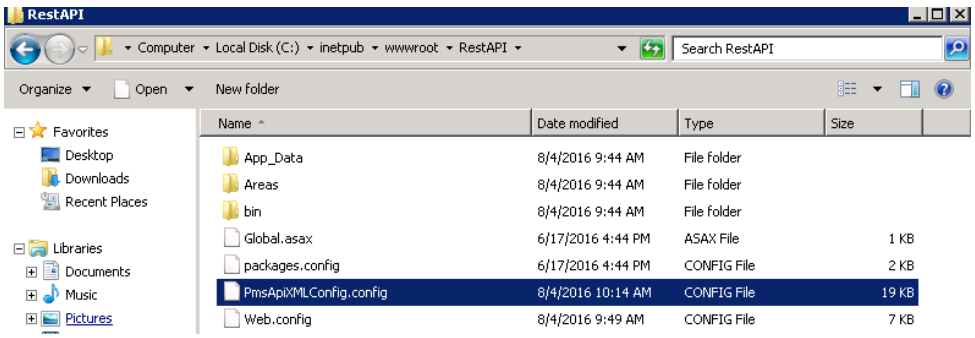
```
<oracle.manageddataaccess.client>
  <version number="*">
    <settings>
      <setting name="TNS_ADMIN" value="c:\ORACLE\11.2.0\CLIENT\network\admin"/>
    </settings>
  </version>
</oracle.manageddataaccess.client>
```

4. Configure **TNS_ADMIN value** to path where **tnsnames.ora** is stored according to oracle client settings.
5. To define proxy settings to connect to, add:

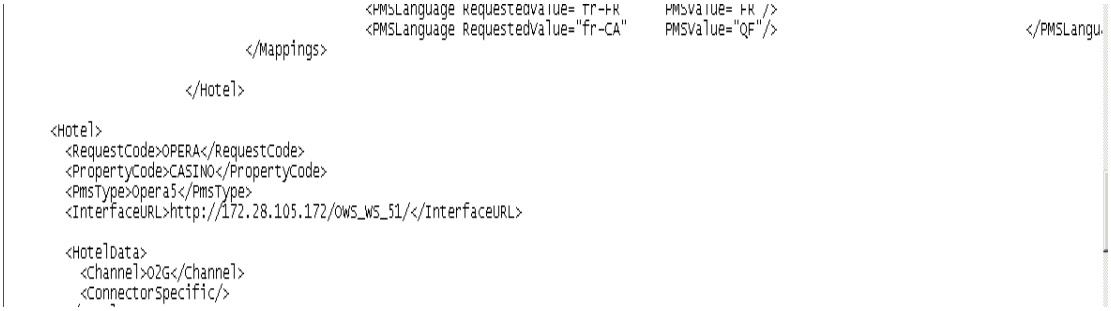
```
<defaultProxy>
<defaultProxy>
        <proxy bypassonlocal="False" usesystemdefault="True" proxyaddress="http://127.0.0.1:8888" />
</defaultProxy>
```

Adjusting PmsApiXMLConfig file.

1. Locate the **PmsApiXMLConfig.config** File and open it with a text editor (for example, Notepad).



2. Scroll down until you see the following string:



3. Replace with the following values:

   Request Code: no specifications, but no space, no special character
   Property Code: Resort Property Code
   PmsType: OPERA5 for OPERA and Suite8 for Suite8
   Interface URL: URL of OWS
   Channel: O2G

Multi-property

Multi-property functionality is not given within the app. For multi-property connections, configure a request code in PmsApiXMLConfig.config for each property. The same OPERA or Suite8 Web Service could be used. Within the app, configure two endpoints with the correct request code.
To switch between the properties, the user logs out of property 1 and logs in to property 2.

Here an example for two properties:

```
<Hotel>
                        <RequestCode>Property1</RequestCode>
                        <PropertyCode>CASINO</PropertyCode>
                        <PmsType>OPERA5</PmsType>

      <InterfaceURL>http://server_IP_address/OWS_WS_51/</InterfaceURL>

                        <HotelData>
                              <Channel>O2G</Channel>
                              <ConnectorSpecific/>
                        </HotelData>
                        .......
</Hotel>

<Hotel>
                        <RequestCode>Property2</RequestCode>
                        <PropertyCode>TEJALQA</PropertyCode>
                        <PmsType>OPERA5</PmsType>
```

```
        <InterfaceURL>http://server_IP_address/OWS_WS_51/</InterfaceURL>
                        <HotelData>
                              <Channel>O2G</Channel>
                              <ConnectorSpecific/>
                        </HotelData>
                        .......
</Hotel>
```

Persistence

4. Scroll down to Locate the following DB String and change setting pointing to the Cache DB instance.

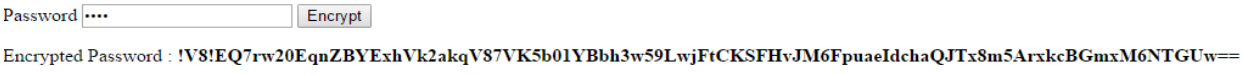
```
<DB>
                  <Service>Oracle Alias</Service>
                  <UserName>Oracle User</UserName>
                  <Password>encrypted password</Password>
</DB>
```

Change the values as follows for your environment:

Service:	TNS Alias to connect to Cache DB Oracle schema: OPERA / Suite8
UserName:	Restapi schema name: RESTAPI
Password:	Encrypted password for the schema. The following steps explain how to encrypt the password.

5. To retrieve the password to write to the password element: open the **localhost** page where RestAPI is installed with the URL /setup for example:
   http://localhost/RestAPI/setup
   The URL works only if invoked as localhost; otherwise the access will be declined. Open the index-cshtm and copy the link: https://code.jquery.com/jquery to Microsoft Internet Explorer and then add the URL as a trusted site, setting the security level to low.

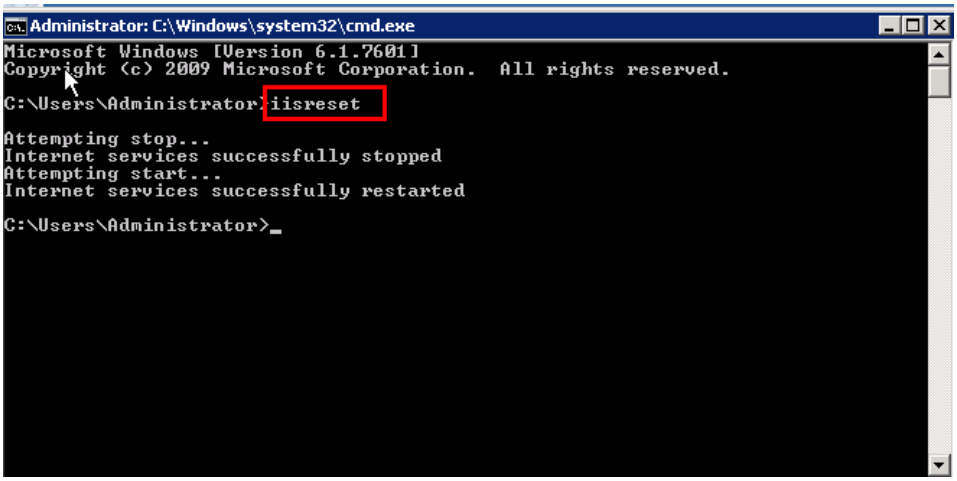
6. Enter the schema password that was used earlier when creating the DB cache, and then click **Encrypt** to encrypt the password.



13. Copy the encrypted password to the PmsApiXMLConfig file.
    <Password>!V8!EQ7rw20EqnZBYExhVk2akqV87VK5b01YBbh3w59LwjFtCKSFHvJM6FpuaeIdchaQJTx8m5ArxkcBGmxM6NTGUw==</Password>
14. Restart IIS.

    Whenever you change the restapi files, restart IIS as follows:

    1. Open CMD on the OPERA Web Services server Start> Run> CMD
    2. Type iisreset, and then press Enter.



PMS API Service in Opera 5 SaaS Environment

1. Add Security Tag (or edit if exists) and change to **SSD** value, in order to enable SSD SAML authorization method.

2. Add the property's Domain Code to the hotel parameters. SSD Service cannot populate domain information of the authenticated user but to make proper OWS requests I have to use fully qualified user names in the requests like USER@DOMAINCODE.

```
<Hotel>
<RequestCode>PROP1</RequestCode>
 <PropertyCode>PROP1</PropertyCode>
 <PmsType>Opera5</PmsType>
 <InterfaceURL>HTTPS://OWS_SERVICE_URL/OWS_WS_51/</InterfaceURL>
 <Security>SSD</Security>

<HotelData>
   <Channel>O2G</Channel>
   <ConnectorSpecific/>
   <DomainCode>SFIRST</DomainCode>
 </HotelData>
 <RequestTimeOut>60000</RequestTimeOut>
```

Save the changes to PmsApiXMLConfig.config file. Of course other modules have to be configured properly in order to use in Clound environments. These are the OPERA OWS service and the IIS Saml Gate modules installed by the OPERA OEDS Wizard.

Cultures, Languages

Hotel Mobile is supporting 7 languages.

- British English (en-GB)

- German (de-DE)
- Portuguese (pt-BR)
- Spanish (es-ES)
- French (fr-FR)
- Japanes (jp-JP)
- Simplified Chinese (zn-CH)

The languages configured in the Hotel PMS will most probably differ from the above list and their culture of the language codes can be also different. Therefore it is advised to map the above cultures to the language codes of the PMS system in order to get data translation in a Suite8 hotel.

For example a small Suite8 hotel only supporting English (default), German with Code “G” and Spanish with Code “S” and French with Code “F”.

You should enter following mapping in the PMSAPIXMLConfig.config file to the appropriate Hotel.

```
<Mappings>
      <PMSLanguages>
            <!--Global: map languages from PMS-->
            <PMSLanguage RequestedValue="de-DE" PMSValue="G" />
            <PMSLanguage RequestedValue="fr-FR" PMSValue="F" />
            <PMSLanguage RequestedValue="es-ES" PMSValue="S" />
            <PMSLanguage RequestedValue="zh-CN" PMSValue="" />
            <PMSLanguage RequestedValue="pt-BR" PMSValue="" />
            <PMSLanguage RequestedValue="en-GB" PMSValue="" />
            <PMSLanguage RequestedValue="ja-JP" PMSValue="" />
      </PMSLanguages>
</Mappings>
```

If there is no mapping exist, you either don’t enter anything for the given culture or you enter an empty PMSValue=”” string. By default there is no data translation configured in the config file. The mappings are empty.

Parameters used in PmsApiXMLConfig.config file

<Feature Name="ViewDashboards" Enabled="false" Group=""/><!--Global: Turn view of dashboard on and off -->

<Feature Name="ListMyRooms" Enabled="true"/><!--Suite8: show my assigned rooms for maids-->

<Feature Name="ListAllRooms" Enabled="true"/><!--Suite8: show all assigned rooms for maids-->

<Feature Name="ChangeRoomStatus" Enabled="true"/><!--Global: Option to change room status on and off -->

<Feature Name="ModifyHousekeepingStatus" Enabled="true" Group=""/><!--Global: Option to change housekeeping occupied status on and off-->

<Feature Name="ViewMaintenance" Enabled="true" Group=""/><!--Global: Option to view maintenance task-->

<Feature Name="AddMaintenance" Enabled="true" Group=""/><!--Global: Option to add maintenance task-->

<Feature Name="ResolveMaintenance" Enabled="true" Group=""/><!--Global: Option to resolve maintenance task-->

<Feature Name="MaintenancePictureSupport" Enabled="true" Group=""/><!--Global: Option to manage pictures in maintenance task-->

<Feature Name="ProtectExistingComment" Enabled="true" Group=""/><!--Global: if true, new comments are added to existing comments-->

<Feature Name="ViewReservation" Enabled="true" Group=""/><!--Global: Option to view reservations-->

<Feature Name="CheckIn" Enabled="true" Group="COMPLEX"/><!--Global: Option to Check In reservations-->

<Feature Name="AddReservationToQueue" Enabled="true" Group=""/><!--Global: Option to add reservations to queue-->

<Feature Name="ChangePaymentTypes" Enabled="true" Group=""/><!--Global: Option to change payment type-->

<Feature Name="ChangeRoomForArrival" Enabled="true" Group=""/><!--Global: Option to assign room to reservations-->

<Feature Name="CancelReservation" Enabled="true" Group=""/><!--Global: Option to cancel reservations-->

<Feature Name="CreateDoorKey" Enabled="true" Group=""/><!--Global: Option to create key-->

<Feature Name="ChangeGuestAddress" Enabled="true" Group=""/><!--Global: Option to change address of the guest-->

<Feature Name="PostPayments" Enabled="true" Group="GROUP1"/><!--Global: Option to perform payments-->

<Feature Name="CheckOut" Enabled="true" Group="GROUP1"/><!--Global: Option to perform check out-->

<Feature Name="EarlyCheckOut" Enabled="false" Group="GROUP1"/><!--Global: For future releases-->

<Feature Name="PostRevenue" Enabled="true" Group=""/><!--Global: Option to post revenue-->

<Feature Name="AdjustPostings" Enabled="true" Group=""/><!--Global: For future releases-->

<Feature Name="PreviewRegCard" Enabled="true" Group="RegCard"/><!--Global: Option to preview registration card-->

<Feature Name="SignRegCard" Enabled="true" Group="RegCard"/><!--Global: Option to sign registration card-->

<Feature Name="PrintRegCard" Enabled="true" Group="RegCard"/><!--Global: Option to print registration card-->

<Feature Name="PreviewInvoice" Enabled="true" Group="Invoice"/><!--Global: Option to preview folio-->

<Feature Name="ViewInvoiceDetails" Enabled="true" Group="Invoice"/><!--Global: Option to invoice details-->

<Feature Name="PrintInvoice" Enabled="true" Group="Invoice"/><!--Global: Option to print folio-->

<Feature Name="UpdateGuestProfile" Enabled="true" Group=""/><!--Global: Option to change guest profile-->

<Feature Name="CustomEmailForFolioSending" Enabled="true" Group=""/><!--Global: Option enter custom email during folio sending-->

<Feature Name="ViewHouseStatusConfig" Enabled="true" Group=""/><!--Global: For future releases-->

<Feature Name="CreditCardPayOnlyPostings" Enabled="true" Group=""/><!--Global: Option to perform pay only credit card payments-->

<Feature Name="ChangeProfileDetailsOnBillingWindow" Enabled="true" Group=""/><!--Global: Option to change the profile details on billing window, OPERA5 always false-->

<Feature Name="AllowRemoveProfileVip" Enabled="true" Group=""/><!--Global: Option to remove VIP code from guest profile, OPERA5 always false-->

<Feature Name="CreateNewBillingWindow" Enabled="true" Group=""/><!--Global: Option to create new billing window, OPERA5 always false-->

<Feature Name="UnassignCreditCardFromBillingWindow" Enabled="true" Group=""/><!--Global: Option to change payment method back to non-credit card payment, when credit card was assigned-->

<Feature Name="OfflineCreditCardPayment" Enabled="false" Group=""/><!--Global: Option to handle credit card without any interface, no PAN can be antered in Hotel mobile general-->

<Feature Name="SkipCCAuthorization" Enabled="false" Group=""/><!--Global: Option to suppress authorization calculation during check out-->

<Feature Name="DoNotMoveRoom" Enabled="true" Group=""/>

<!--Global: Option to block reservation room to be changed-->

<Feature Name="ReleaseRoom" Enabled="true" Group=""/>

<!--Global: Option to enable unlink room of arriving reservations-->

<Feature Name="SharingReservations" Enabled="true" Group=""/>

<!--Global: Option to enable sharing reservation lists-->

<Feature Name="GuestPreferences" Enabled="true" Group=""/>

<!--Global: Option to enable the editing on guest preferences on the profile tab of the reservation details. If not included in the config file, the feature is enabled by default in version 1.30 or higher -->

<Feature Name="AccompanyingGuests" Enabled="true" Group=""/>

<!--Global: Option to enable the linking / unlinking of additional guests of a reservation. If not included in the config file, the feature is enabled by default in version 1.30 or higher-->

<Feature Name="ChargeIt" Enabled="true" Group="" />

<!--Global: Post minibar items-->

<Feature Name="ReservationAlerts" Enabled="true" Group="" />

<!--Global: Enable or disable the popup window of alerts on reservation edit-->

Parameters for UserDataPrivacy:

<Field Name="dateOfBirth" MaskType="Hidden"/> <!—Hide date of birth→

<Field Name="Telephone" MaskType="Masked" Mask="1-800-PERFECT"/> <!—Mask telephone number→

6 Updating the Hotel Mobile REST API

To update an existing Hotel Mobile RestApi installation it is recommended to do the following:

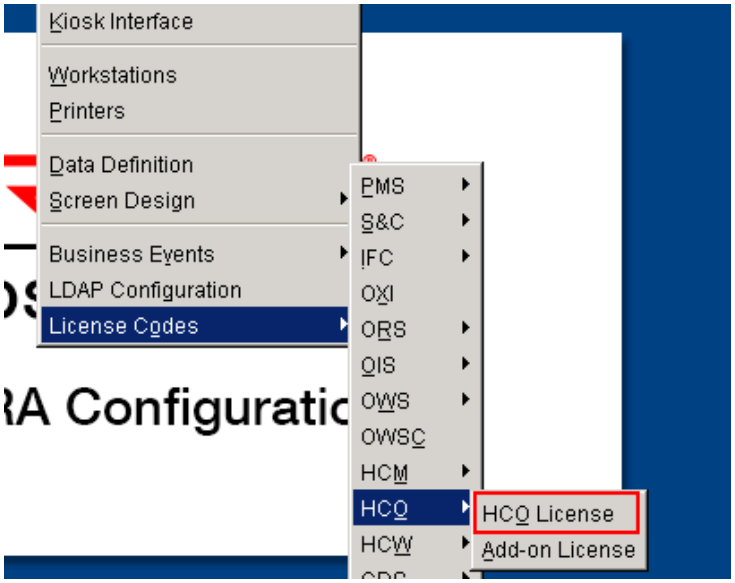
1. Make a backup of the existing RestApi installation folder (usually c:\inetpub\wwwroot**RestAPI**)
2. Delete all the files from the existing RestApi installation folder (usually c:\inetpub\wwwroot**RestAPI**)
3. Copy the files from the new version installation zip to the existing RestApi installation folder (usually c:\inetpub\wwwroot**RestAPI**).
4. Now there are two options:
    a. Use the new PmsApiXMLConfig.config and Web.config files and do a fresh configuration either manually via a text editor or via the graphical web interface. (Use the PmsApiXMLConfig.config and Web.config files from the backup you did to do a comparison on which parameters have been active before, etc.)
    b. Copy back the old PmsApiXMLConfig.config and Web.config files from the backup and do a manual comparison to the new PmsApiXMLConfig.config and Web.config files in the new version installation zip and add new parameters, etc. to the old configuration files.
5. Both options are valid options. It is up to your personal preference which way you choose.

7 Configuring OPERA 5 Hotel Property

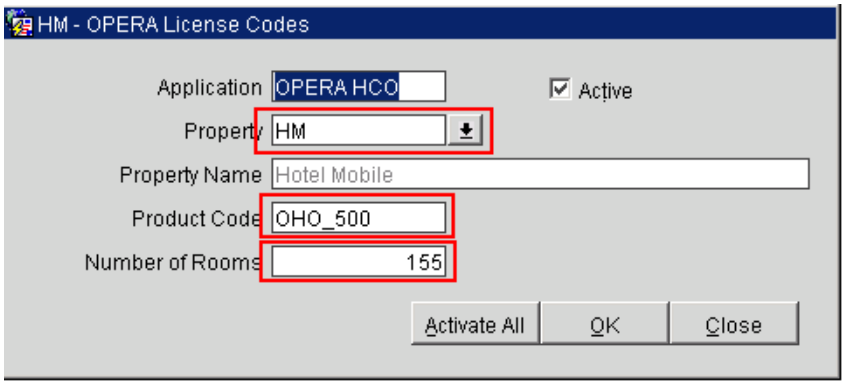
Perform the following procedures on the OPERA DB server.

Activating the License Code

1. To activate the OPERA to GO license, go to OPERA > Configuration > Set Up > License Codes > HCO > HCO License.



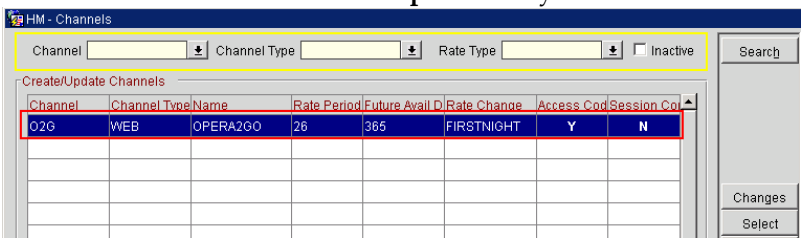
2. Specify settings as shown in the following figure:



3. Activate the OWS license, go to **OPERA > Configuration > Set Up > License Codes > OWS > OWS License (**OPW_500)

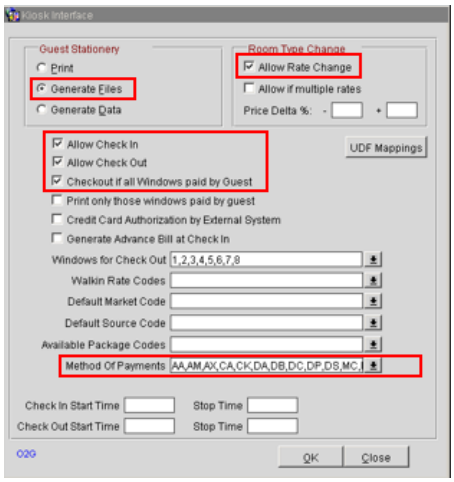
Configuring O2G

Go to **Configuration -> Channels -> Channel set up** and verify that **Channel = O2G** is created).



Kiosk Interface

Go to **Setup -> Kiosk Interface -> Channel = O2G** and create or configure the Kiosk configuration for channel O2G as configured in the screenshot. Do not forget to include all the Forms of payments available.



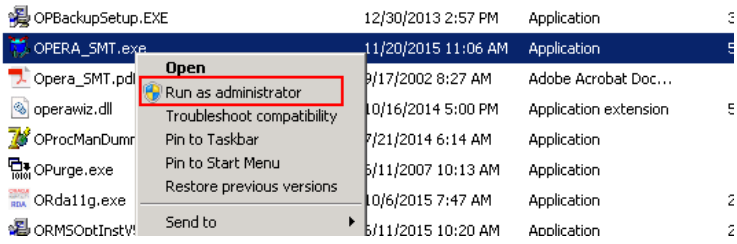
Do not activate **Print only those windows paid by guest** if this is hotel agent-facing functionality.

Blob Schema

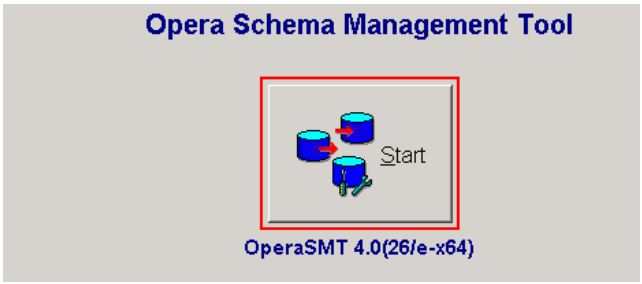
You need a blob schema to save pictures and other files generated by the Hotel Mobile app.

To install a Blob schema:

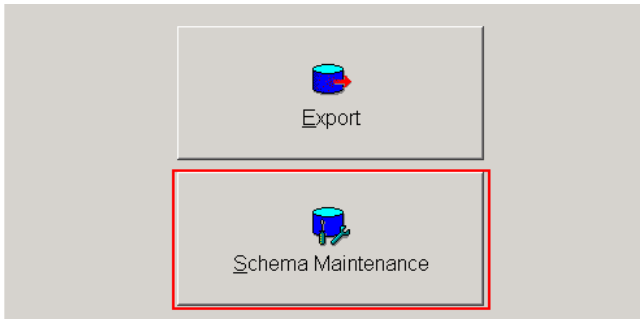
1. Go to: D:\MICROS\OPERA\tools.
2. Right-click on **OPERA_SMT.exe** and run the file as an **administrator**.



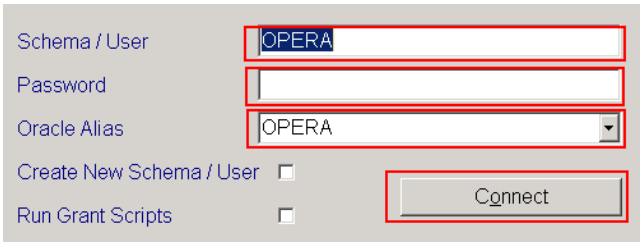
3. Click **Start**.



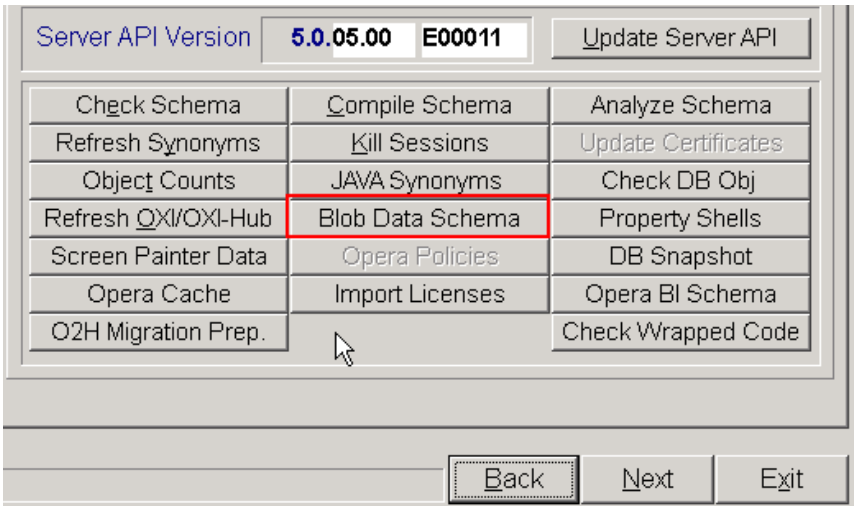
4. Click **Schema Maintenance**.



5. Specify settings as follows. Click **Connect**, and then click **Next**.

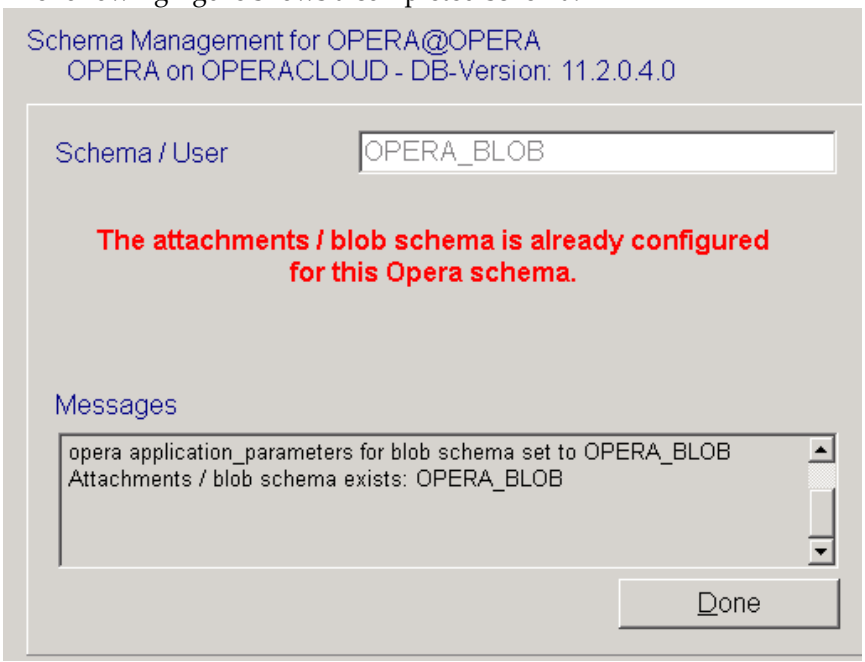


6. Click **Blob Data Schema**.



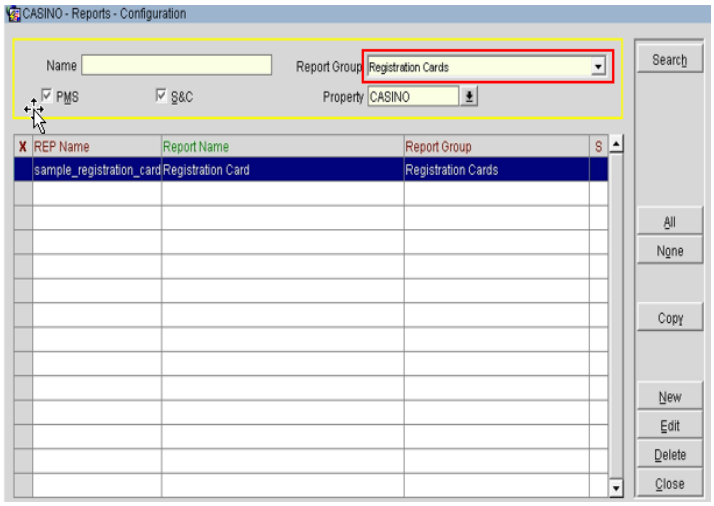
7. Follow the steps to create the schema (needs SYS password) .

   The following figure shows a completed schema:

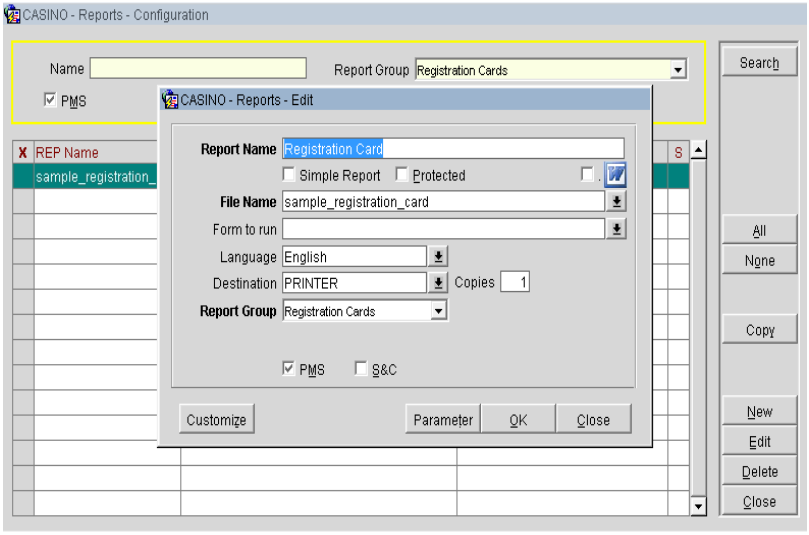


Registration Cards

1. Go to Configuration -> Set up -> Report Set up -> Reports Registration Card configuration.
2. Select **Registration Card** from the **Report Group** drop-down list.

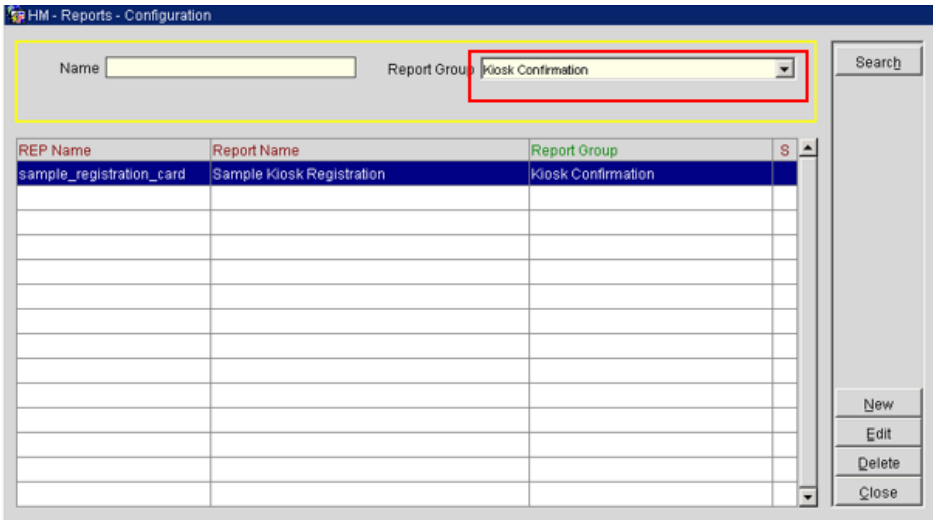


3. Verify that the registration for Hotel Mobile appears in the list. If necessary, add one by clicking **New**.

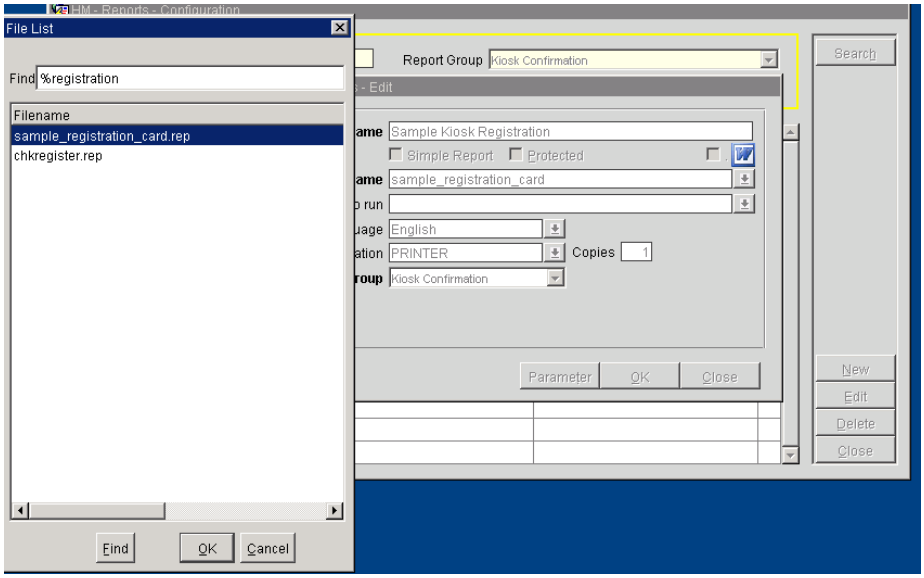


Kiosk Registration Cards

1. Go to **Configuration -> Set up -> Report Set up -> Reports**.
2. Select **Kiosk Confirmation** from the **Report Group** drop-down list.



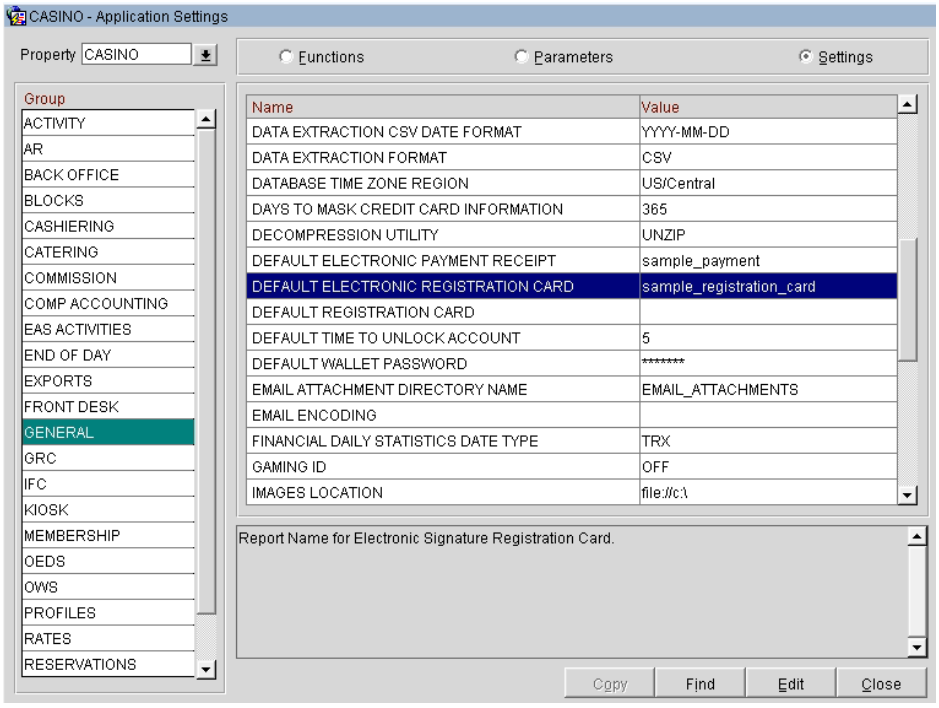
3. Click **Edit** or **New** to update with the registration card to be generated by the Hotel Mobile app.



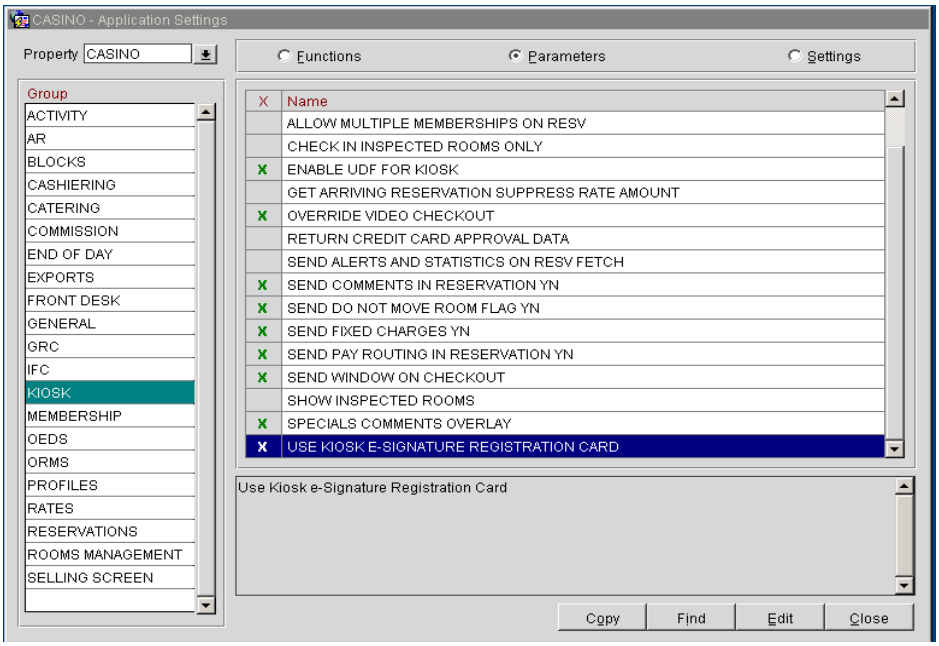
Application Settings

If more than one registration card is set up in OPERA, configure application settings as follows:

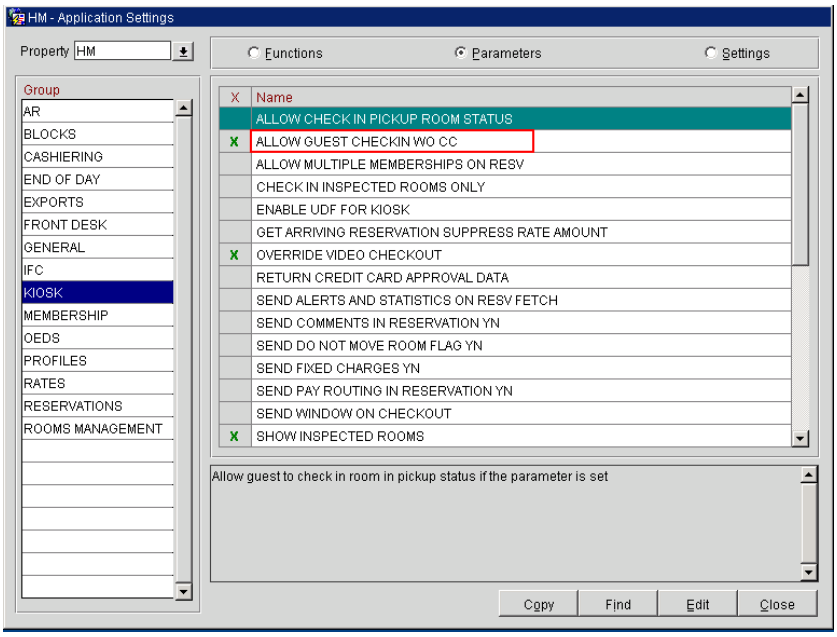
1. Go to Configuration -> Setup -> Application Settings -> Group: General -> Settings -> **DEFAULT ELECTRONIC REGISTRATION CARD** -> setup with the correct Registration Card with the signature merge code.



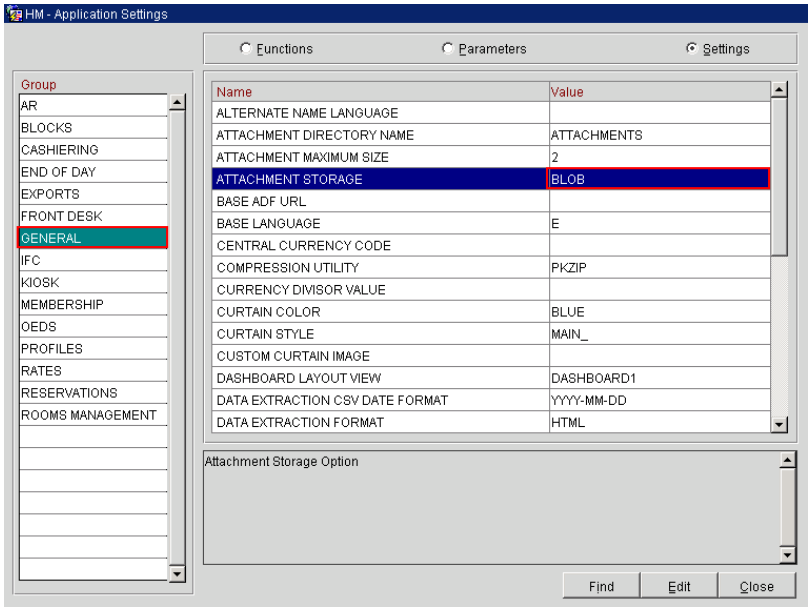
2. Activate the **KIOSK Parameter** under Configuration -> Set up -> Application Settings -> Kiosk.
3. Set **USE KIOSK E-SIGNATURE REGISTRATION CARD = Y**.



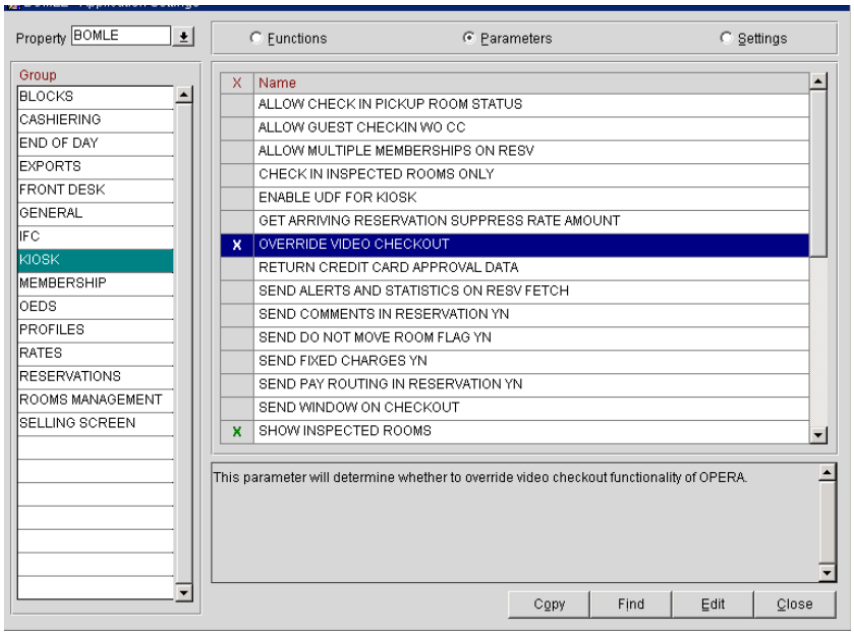
4. To enable check-ins without a credit card on file, go to Configuration -> Set up -> Application Settings -> Kiosk and set **ALLOW GUEST CHECKIN WO CC = Y**.



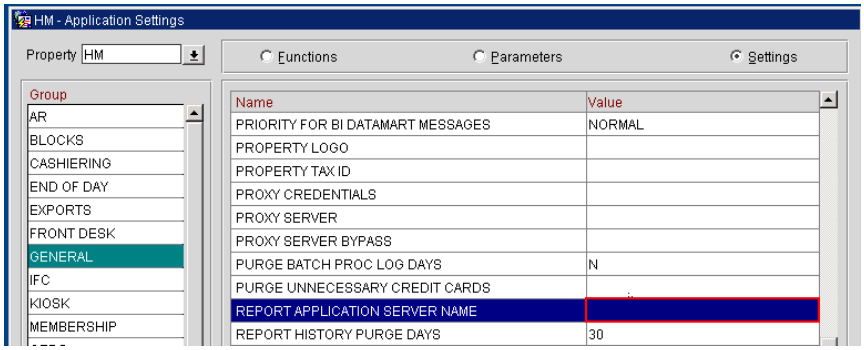
5. Go to Configuration -> Set up -> Application Settings -> General and set the parameter **ATTACHMENT STORAGE = BLOB**.



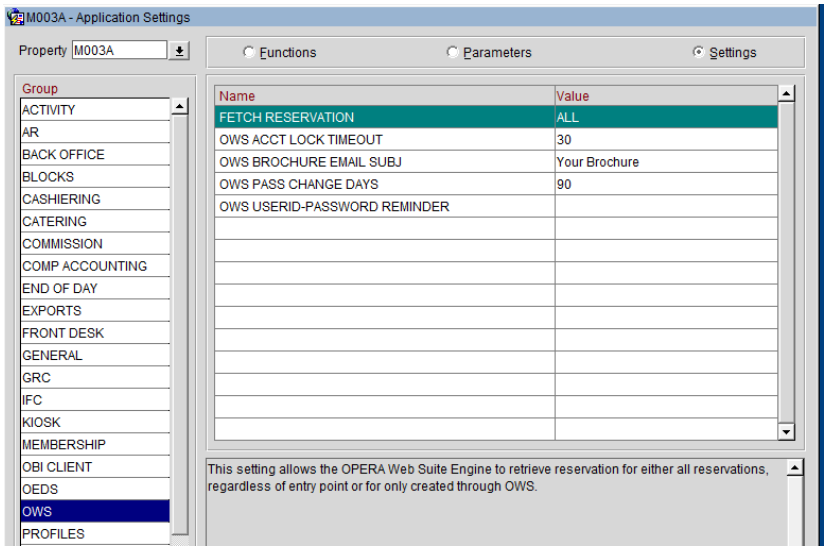
6. Go to Configuration -> Set up -> Application Settings -> Kiosk and activate the parameter **OVERRIDE VIDEO CHECKOUT = Y**.



7. Verify that **Report Application Server Name** under Configuration -> Set up -> Application Settings -> General -> Settings matches the report server name in **OApp11g**.

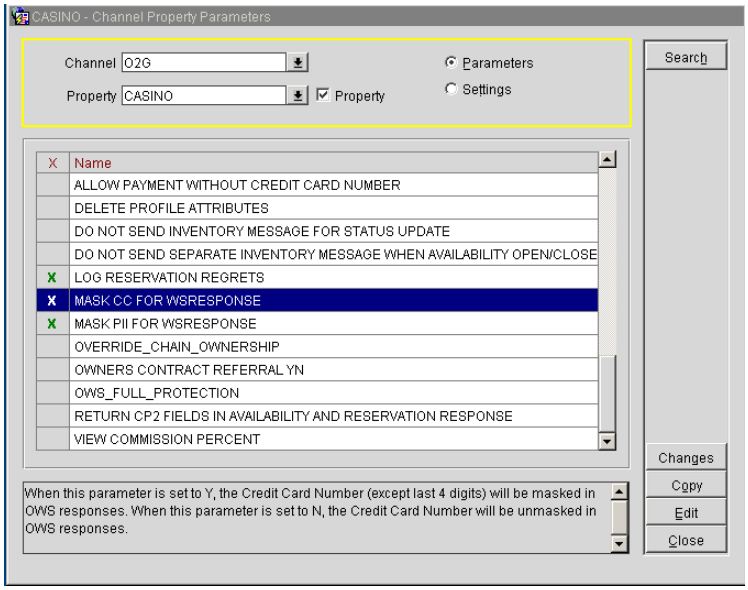


8. Go to Configuration -> Set up -> Application Settings -> OWS and set the setting **FETCH RESERVATION = ALL**.



Channel Parameters

1. Go to Configuration -> Channels -> Channel Property Parameters -> Search for channel = **O2g** and **uncheck property check box**.
2. Set the channel parameter **MASK CC FOR WSRESPONSE = Y**.



Hotel Mobile and Print Functionality

Registration cards and folios are transferred as PDFs to the application. To print PDFs, install the PDF Reader on the Hotel Mobile device.

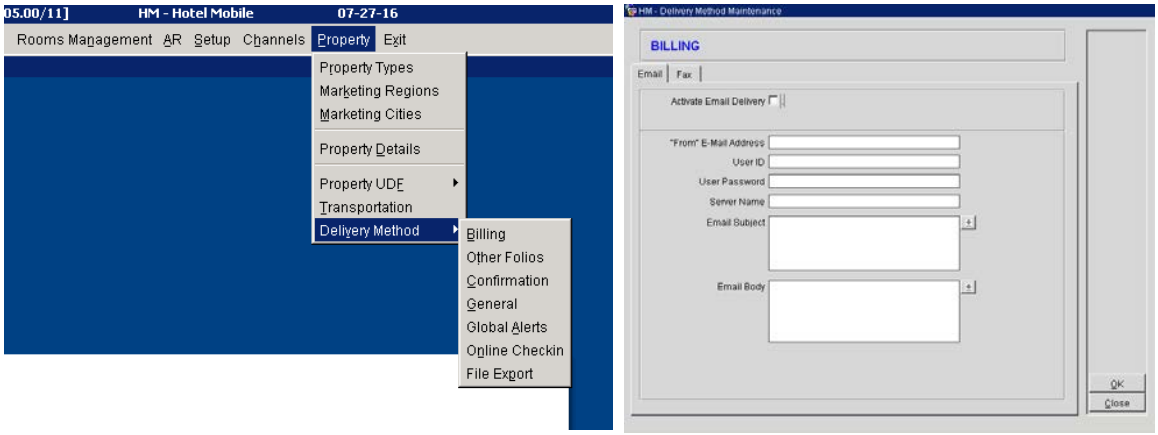
When using the Windows App, registration cards and maintenance pictures are stored temporarily on the Windows machine in folder:
c:\Users\%USERNAME%\AppData\Roaming\OracleHotelMobile\data

A network printer should be installed on the application because the Hotel Mobile application cannot use printers.

Hotel Mobile and Send E-Mail Functionality

E-Mails are send out via PMS configuration, No E-Mail is send out directly from the app. The PMS needs to be configured to be able to send out E-Mails.

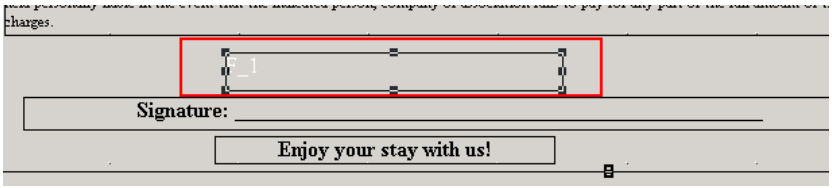
1. Go to OPERA 5-> Configuration->Property -> Delivery Method Maintenance Folio -> Billing and specify settings as shown in the following figure:



Report Builder

To capture signatures on registration cards, use Report Builder to add the **<sgnature capture component>** field to the registration card RDF file.

1. On the RDF, draw the field in the appropriate section of the file by holding the left key of the mouse and drag the cursor to the desired field size.

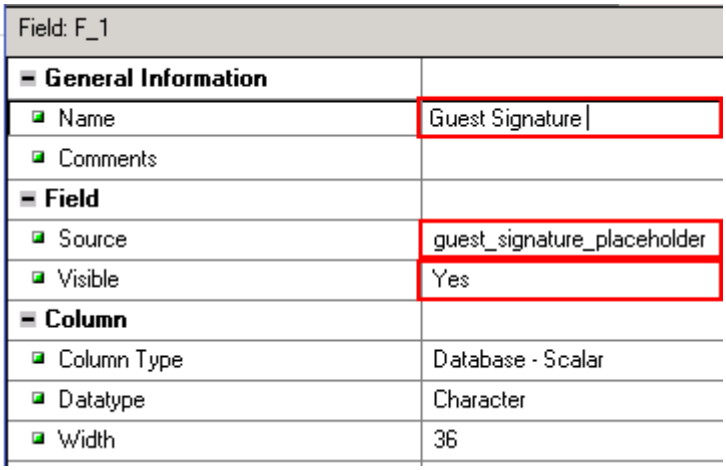


2. Double-click the field and specify settings as follows:

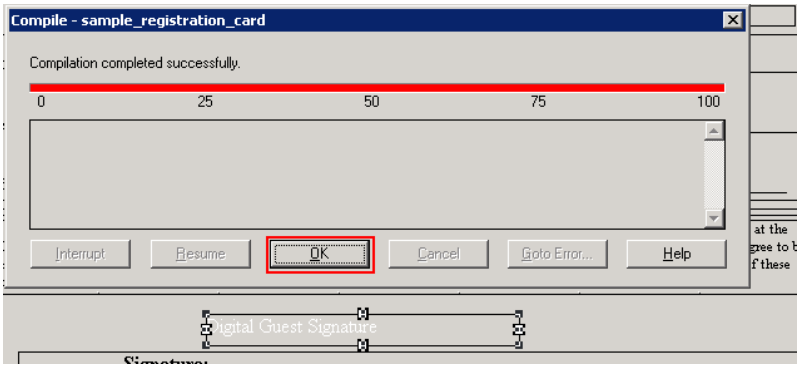
   Name: Digital Guest signature

   Source: <guest_signature_placeholder>

   Visible: Yes



3. Save the file, compile it, and then export it to the runtimes.



Activating Services

The following OPERA 5 Web Services must be installed and fully functional:

1. Go to **Start > Search > Services**.
2. Click each service below and set the service to Automatic and Start:

   Opera Access Point Housekeeping
   Opera Access Point Lov
   Opera Access Point Name
   Opera Access Point Reservation
   Opera Access Point ResvAdvanced
   Opera Access Point Security

OPERA V5 on Premise Recommended Settings:

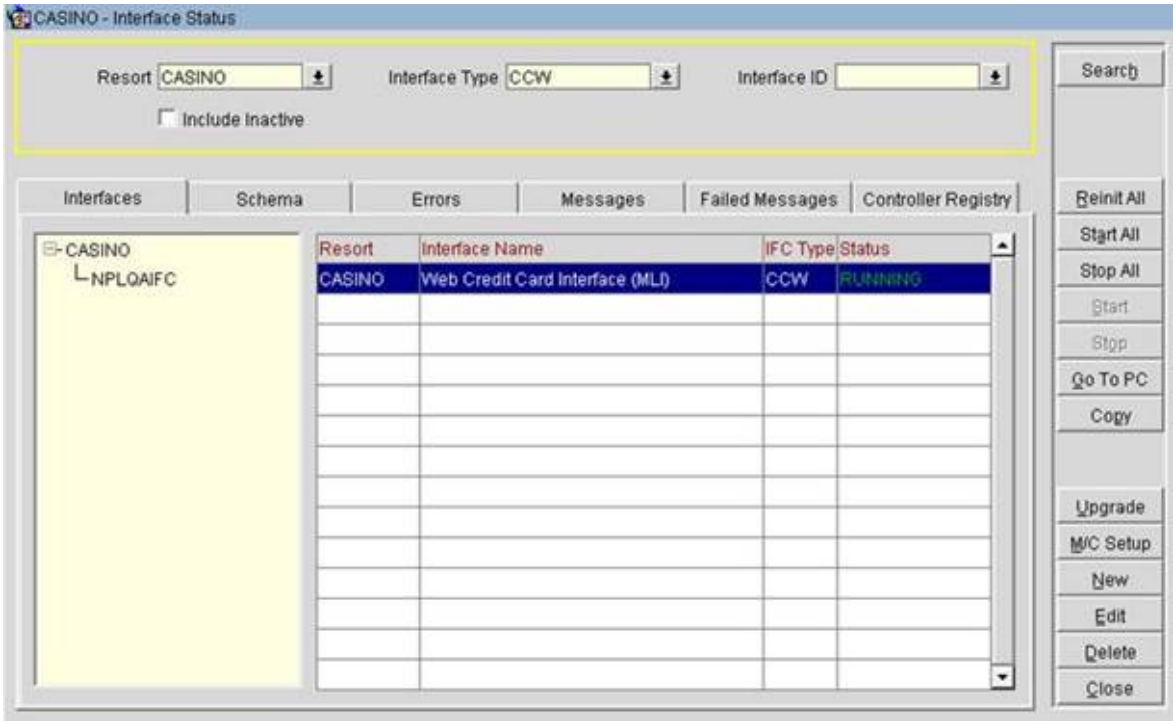
Hotel would consider to activate and configure the following applications to take full advantage of the Hotel Mobile Application:

CASHIERING	ROUTING
CASHIERING	ARTICLES
PROFILES	Future & Past Stays
PROFILES	HISTORY
PROFILES	VIP
RESERVATIONS	ACCOMPANYING GUEST
RESERVATIONS	ALERTS
RESERVATIONS	DO NOT MOVE ROOM
RESERVATIONS	SHARES
ROOMS MANAGEMENT	ATTENDANT POINTS
ROOMS MANAGEMENT	DISCREPANT ROOMS
ROOMS MANAGEMENT	MAINTENANCE
ROOMS MANAGEMENT	QUEUE ROOMS
ROOMS MANAGEMENT	SIMPLE TASK ASSIGNMENT
ROOMS MANAGEMENT	TASK ASSIGNMENT
ROOMS MANAGEMENT	TASK ASSIGNMENT WORKFLOW
ROOMS MANAGEMENT	TURNDOWN
ROOMS MANAGEMENT	INSPECTED_STATUS
ROOMS MANAGEMENT	OUT_OF_ORDER
ROOMS MANAGEMENT	OUT_OF_SERVICE
ROOMS MANAGEMENT	PICKUP_STATUS

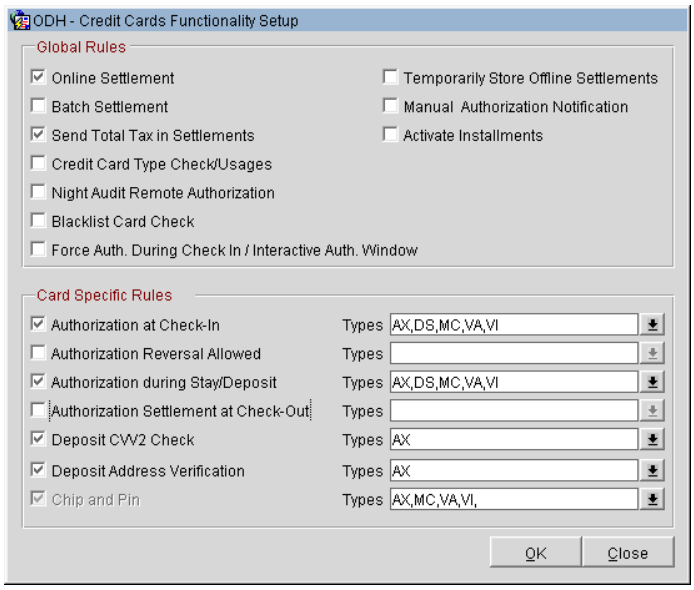
8 Configuring the OPERA 5 Hotel Property Interface

Configure the OPERA 5 Hotel Property interface to support adding and changing payment methods by capturing the card data with a pin entry device.

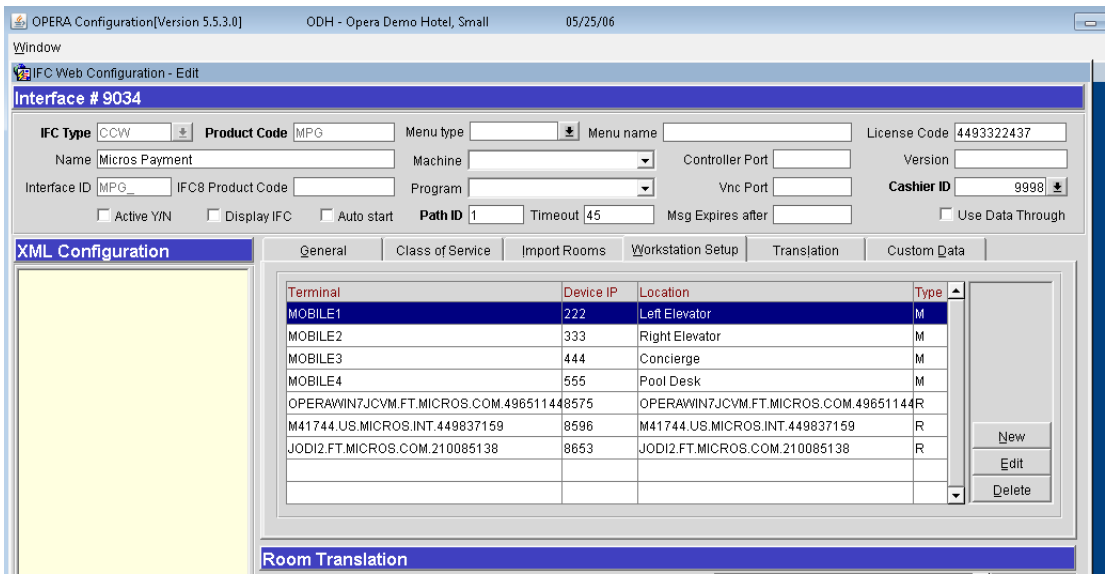
1. Go to Configuration>Setup -> Property Interfaces -> Interface Configuration and check for an active Interface running with **CCW** or **EFT** IFC Type with a Payment Partner that supports EMV.



2. Go to Setup -> Application Settings -> IFC Group ->Parameters ->CHIP AND PIN and verify that the parameter is active.
3. Go to Setup -> Property Interfaces -> Credit Card Interface -> Functionality and Setup -> Card Specific Rules. Configure existing Payment Types as **Chip and Pin Types**.



4. For Hotel Mobile to allow the selection of a device, you need to receive the LOV for terminals and devices. This needs to be the mobile terminals and devices configured on the **Workstation Setup** tab in the CCW/EFT IFC Configuration.

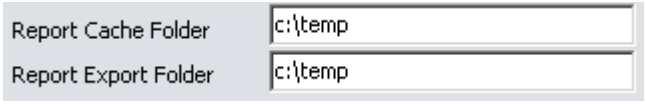


9 Configuring Suite8

Most of the Suite8 Property configuration is taken as it is used for a hotel operation. For example, the room types are used as they are used in the Suite8 Property using the FAT client. Functionality such as Maintenance and a correct Housekeeping setup help to use Hotel Mobile as it is designed for. The following Suite Property configuration settings are needed.

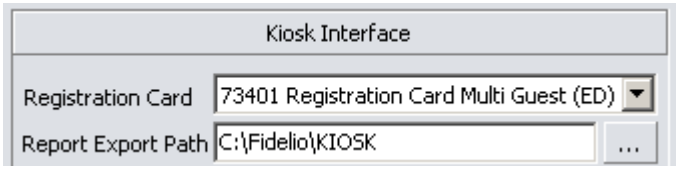
XML Interface

1. Go to Suite8 Setup -> Global Settings -> Interface -> Misc. Interface 3 -> XML Interface.
2. Enter the paths in the **Report Cache Folder** and **Report Export Folder** fields where the system stores the temporary registration cards and folios.



Kiosk Interface

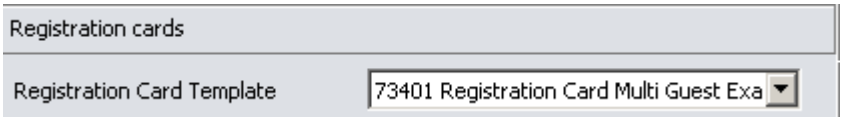
1. Go to Suite8 Setup -> Global Settings -> Interface -> Misc. Interface 3 -> Kiosk Interface.
2. Select a default **Registration Card**.
3. Enter the path in the **Report Export Path** field where the system stores the reports for the Kiosk Interface.



The cache folders used by the XML Interface and Kiosk Interface must be on the XML Interface workstation.

Registration Card

1. Go to Suite8 Setup -> Global Settings ->Reservation -> Reservation 4 tab to define the registration card used for Hotel Mobile.
2. Select the **Registration Card Template** to support the signature placeholder.



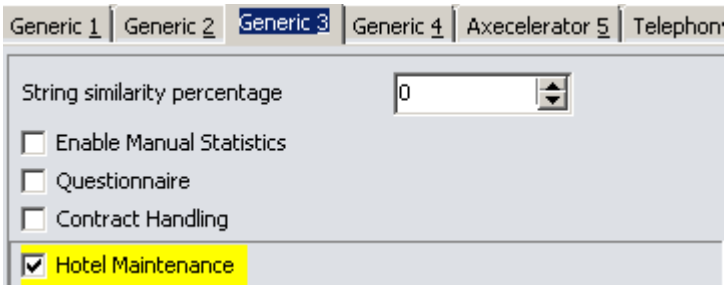
Folio Style

1. Go to Suite8 Setup -> Global Settings ->Reservation -> Reservation 1 tab to define the folio style used for Hotel Mobile.
2. Select the **Default Folio Style for Reservations.**

Maintenance

Hotel Mobile can manage maintenance tasks. Activate the maintenance module in the Global Settings as follows:

1. Go to Suite8 Setup -> Global Settings -> Generic -> Generic 3.
2. Select **Hotel Maintenance**.



3. Configure the Maintenance Module as described in the Suite8 Property Help.
4. Create a user for every maintenance worker who logs in to Hotel Mobile.
5. The minimum configuration is to support **Maintenance Types** under Suite8 Setup -> Miscellaneous -> Maintenance. It offers more functionality that can be configured as described in the document.

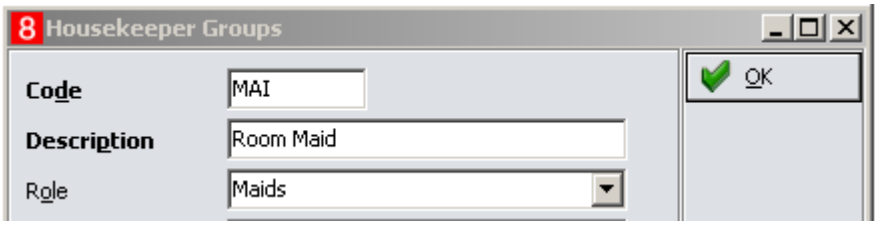
Housekeeping

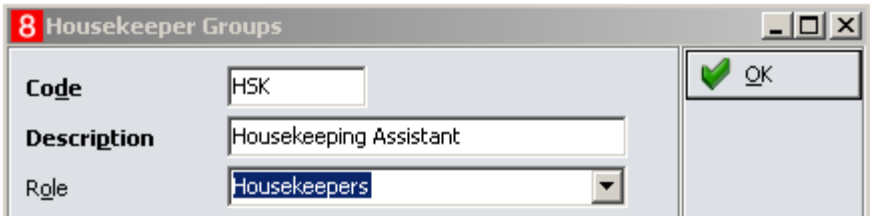
The housekeeping component of Hotel Mobile works without additional configuration. Hotel Mobile supports assigning rooms to maids for cleaning and separate logins for maids and housekeeping supervisors. Maids can only see their assigned rooms. Housekeepers can also see rooms assigned to other maids.

At a minimum, configure settings as follows:

Attendant Group

1. Go to Suite8 Setup -> Reservations -> Attendants Groups.
2. Define one group with the role **Maid** and one with the role **Housekeepers**.



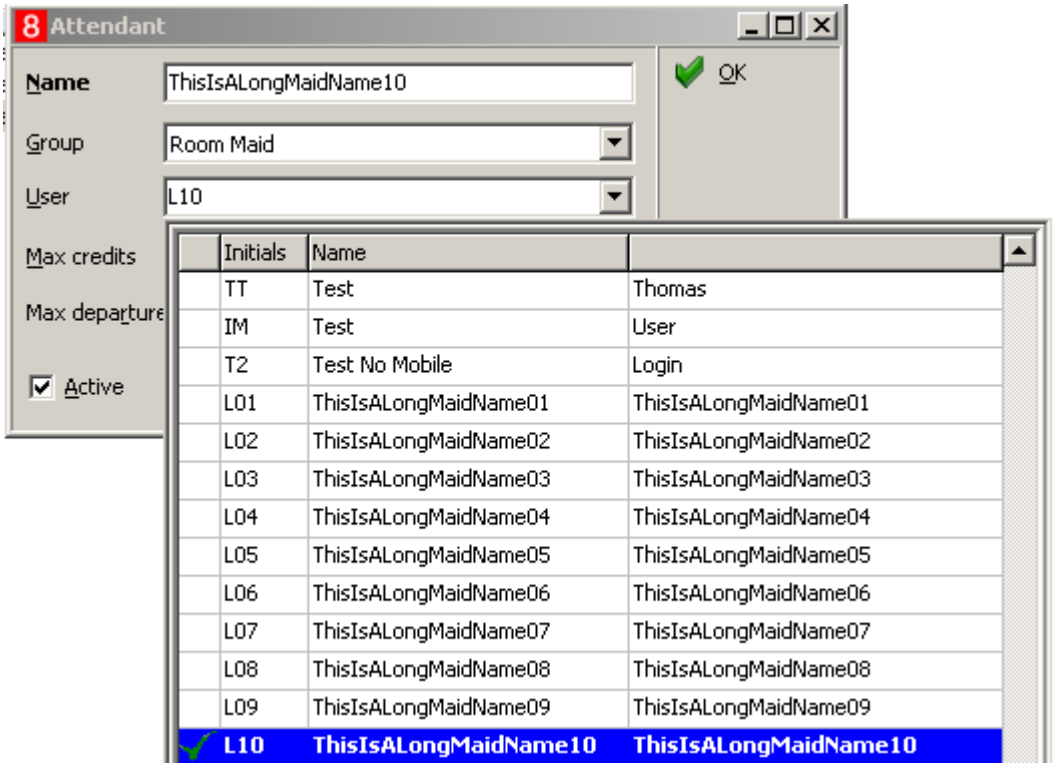


Attendants

1. Go to Suite8 Setup -> Reservations -> Attendants.
2. Define as many attendants as needed and assign the role to these attendants.

Emilio	480	0	Housekeeping Assistant
Melinda	480	0	Room Maid

3. Create a user for every attendant who logs in to Hotel Mobile.
4. Link this user to the attendant by selecting it in the **User** field.



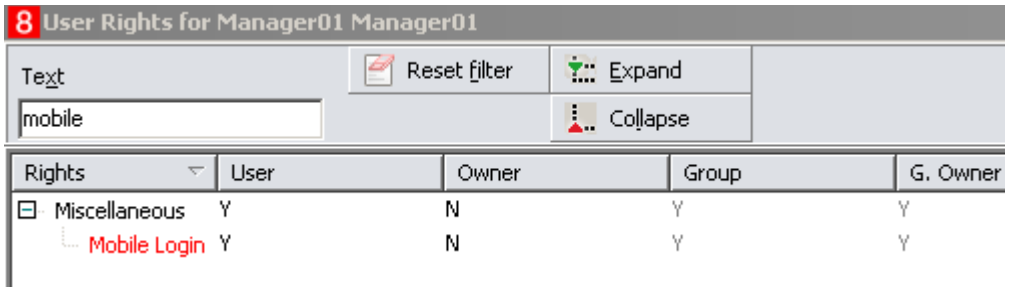
5. Refer to the Suite8 Property Help File for more information on assigning rooms to maids for cleaning, creating housekeeping tasks, and creating notes.

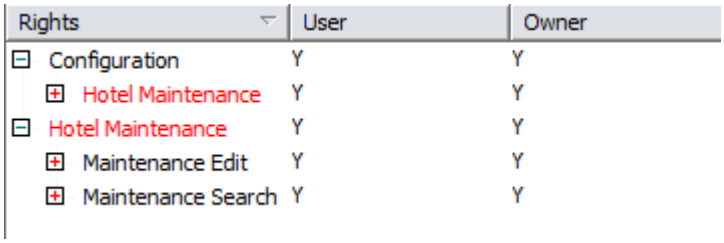
User Rights

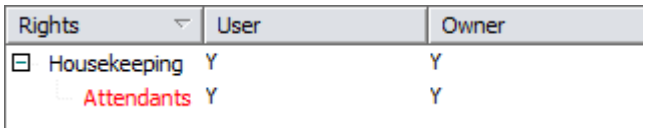
All Suite8 Property users which should be able to log into Hotel Mobile need the according user right.

1. Go to Suite8 Setup -> Users -> User Definition and select the user.
2. Go to Rights -> Miscellaneous and activate the user right **Mobile Login**.

3. Go to user right **Hotel Maintenance** and activate the corresponding rights.
4. Go to user right **Attendants** and activate the corresponding right.
5. Repeat these steps for all users.
6. Set additional user rights according to hotel requirements.







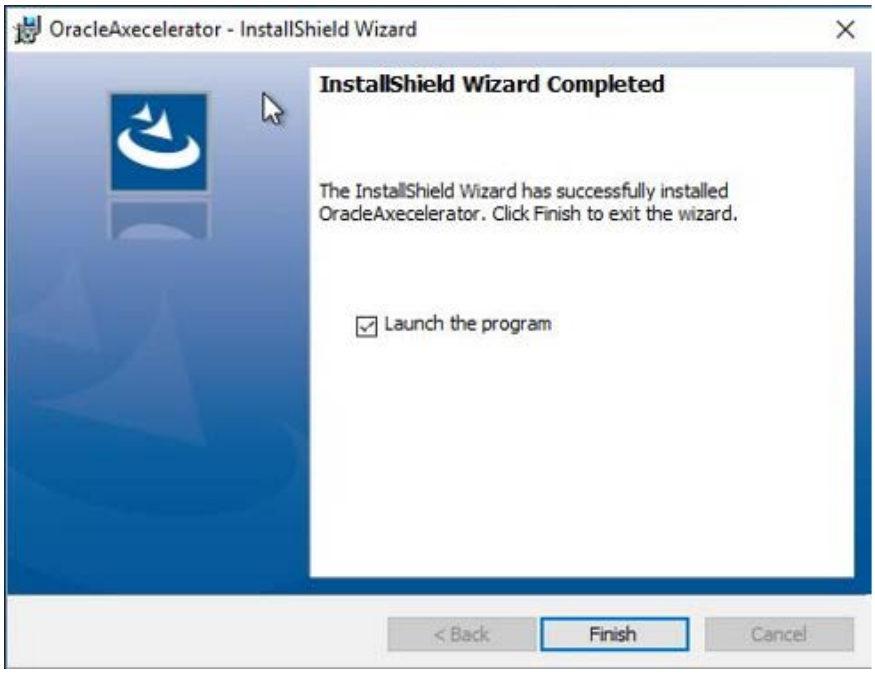
10 Installing the Hotel Mobile Application

This section explains how to install the Oracle Hospitality Hotel Mobile application on Microsoft Windows devices.

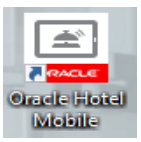
1. Download the Oracle Hospitality Hotel Mobile 1.4.0.0 (1.40) software for Windows installations from: https://edelivery.oracle.com/. Future patch versions will be available on MOS My Oracle Support.

   (Please note that Hotel Mobile for iOS and Android installations need to be downloaded in the corresponding app stores. There is always only the latest release available in those stores, there is no option to download older versions.)

   Windows version available on https://edelivery.oracle.com/:
2. Unzip the installation file to a temporary location.
3. Run **setup.exe**.
4. If prompted to install the Microsoft 4.7.2 .Net Framework, click **Yes**.
5. Click **Finish**.



The installation wizard creates a shortcut:

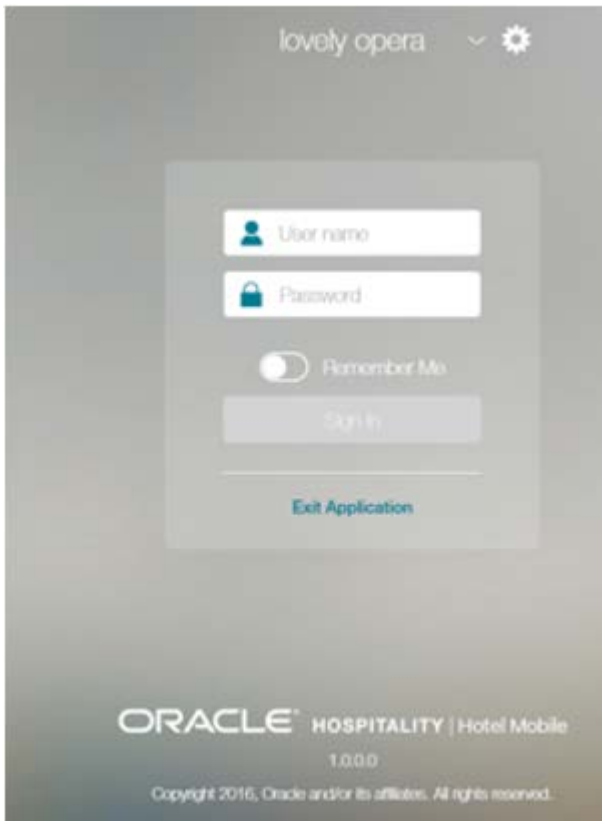


6. Start the application.
7. On the next screen, specify settings as shown in the following example, and then click **Done**.

Link to RestAPI: No specification (OPERA, Suite8, or Resort Code)
The URL: https://<Localhost (IP address or machine name)>/RESTAPI
The code { } is the request code from PmsApiXMLConfig.config

```
<RequestCode>OPERA</RequestCode>
```

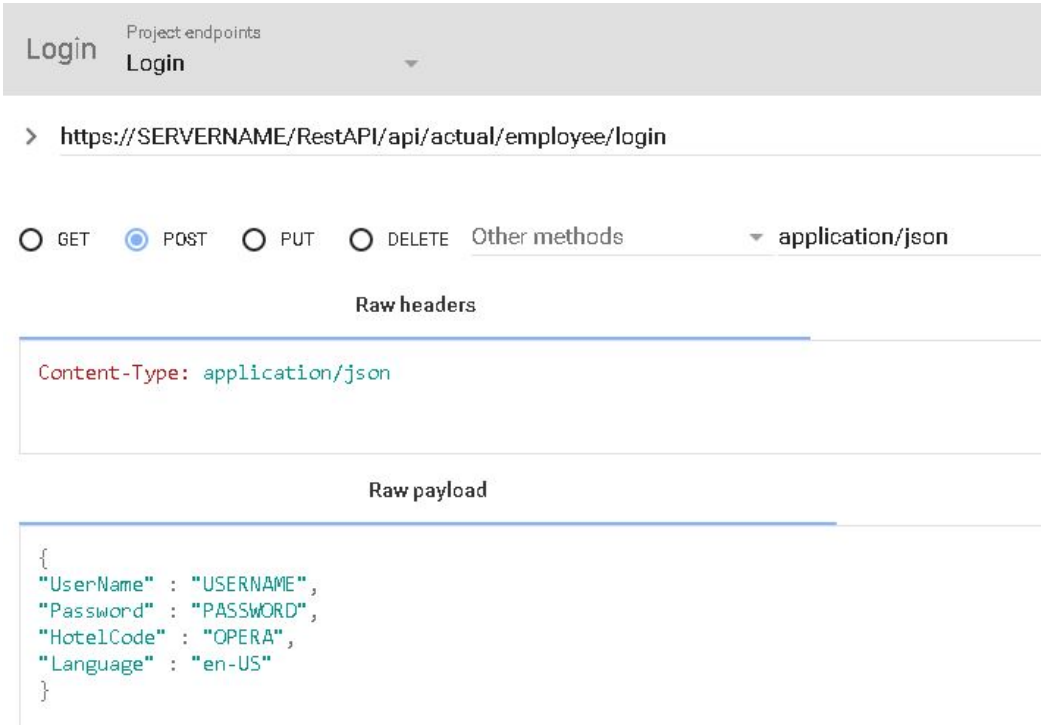
8. Enter the OPERA or Suite8 user name and password, and then click **Sign In**.



11 Troubleshooting

To verify that RestAPI is up and running

- To verify RestAPI availabilty a standard RestAPI client can be used, i.e. Google Advanced RestAPI Client or Firefox PlugIn RESTClient
- A help file for the RestAPI is installed automatically and can be located at https://SERVERNAME/RestAPI/Help/
- The first call from the app to the RestAPI is always the user validation
- The result from the RestAPI is a combination from user rights (PMS), PmsApiXMLConfig.config (features setting) and connected PMS

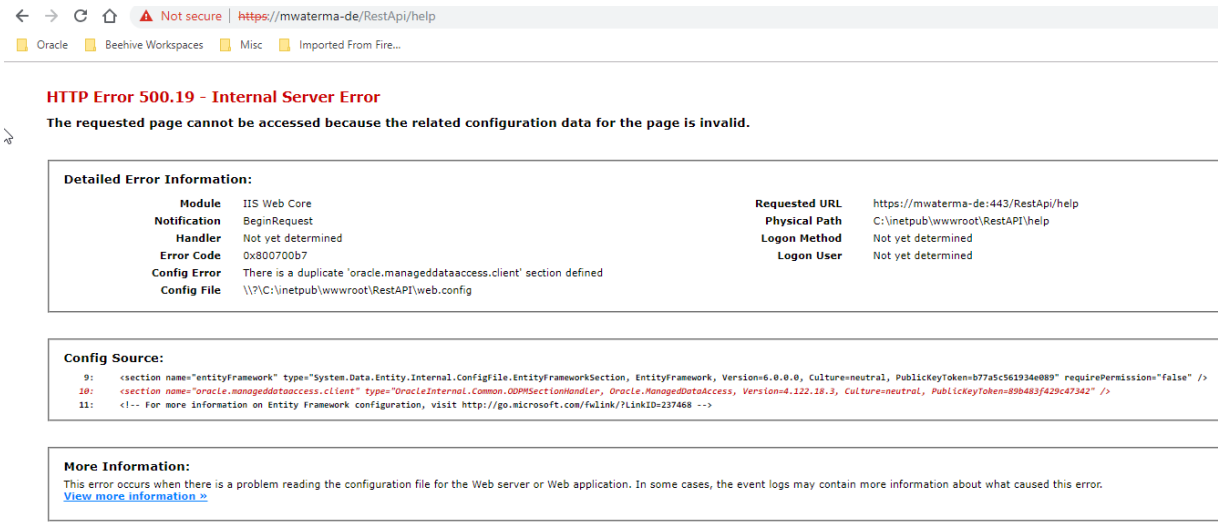


RestAPI / first answer from RestAPI:

```
{
  -"status": {
      "code": "OK"
      "disclaimer": "The usage of the REST Interface is for Oracle Internal use only"
   }
   "timeStamp": "635966766548787721"
   "isDeltaResponse": false
  -"data": {
      "sessionSecret": "Y3H5MWNVbYfLX9AIsfN76jO+0QWtIo5vug9RRt9myDPzjFWJtJrbcB8/174L7w2deMUQLnQUrJRMNN2Y6z2X3w==" 
      "accessToken": "8C436391E3A93A4046CC2ECCDAECCC4BF32F797A59B7C76822EC6525239C56C3E9CD697E5F2FB9A93209030162081203773 1DE666825C481E53653F0F86634728A402C988EDFAE85B9511FD72A7D96D14B19682828A41B2A668214D1CE72545B2A0D5BE8C6-
      A07FDFF7969911389 6F959A55A8F8386F5F6D3A090AA81A55783C222ACDFDAAA29FB247981FFD1582A9AD7AD81085D0CEC4D969044E886D425DC4D001FC25FB01EF1DB3D461751F1BAD8166F4853F6969A66793C5B8D9D2D62EA058D258F3295F7522BD93E03158F2E2A6AE2C8-
      E2B536E3C0451AC66AC52A552C81968F5A47FE7263C3B7B5B0D5B854A146C6527416768A7A541CE9"
      "tokenIssued": "2016-04-19T16:07:34.878272+02:00"
      "tokenExpired": "2016-04-26T16:07:34.878272+02:00"
      "id": "0"
      "lastName": "Supervisor"
      "firstName": "Opera"
      "houseKeepingRole": "Unknown"
    -"featureConfig": {
        -"reservationFeatures": {
            -"viewReservation": {
                "enabled": true
             }
            -"checkIn": {
                "enabled": true
                "guiGroup": "COMPLEX"
             }
            -"addReservationToQueue": {
                "enabled": true
             }
            -"changePaymentTypes": {
                "enabled": true
             }
            -"changeRoomForArrival": {
                "enabled": true
             }
            -"cancelReservation": {
                "enabled": true
             }
```


Error message when calling RestAPI

- In case you call the RestAPI URL and see below error, please follow the instructions after the error message screenshot.



Solution

The issue is that Oracle database client is also installed on the Oracle database server, which will put the same config definition from the top into a higher level configuration file, the machine.config. When experiencing this issue you should do following:

Go to oracle database installation and to this subfolder, depending of the installation location:

c:\oracle\12.1.0\client\ODP.NET\managed\x86

Open an administrator prompt and run:

unconfigure.bat

Repeat the command in the following folder:

c:\oracle\12.1.0\client\ODP.NET\managed\x64

unconfigure.bat

This command will remove the oracle.manageddataaccess.client from machine.config configuration and also remove the .net drivers from the shared assembly cache.

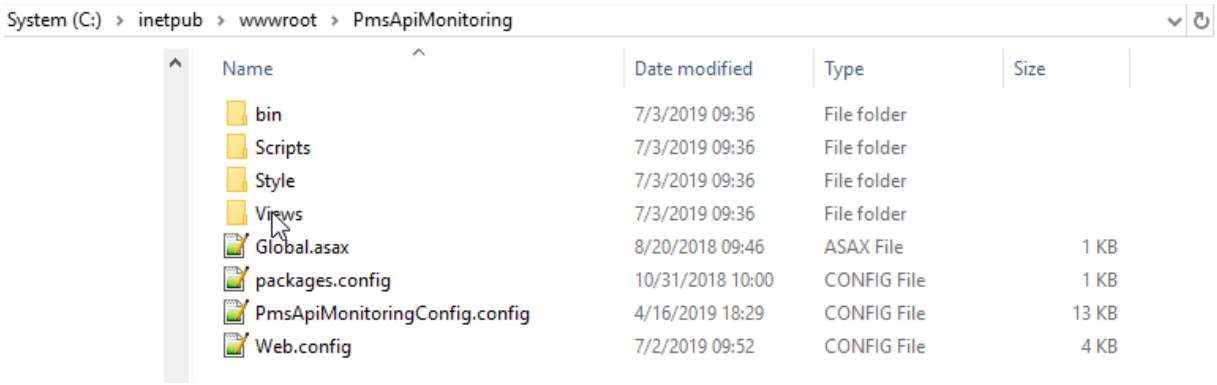
Restapi deploys its own updated version of the oracle drivers during installation.

Installation of RestAPI Monitoring Tool

The RestAPI monitoring tool is available from Hotel Mobile patch release 1.4.1.0 (1.41) onwards and is included in the RestAPI installation zip file available on MOS.

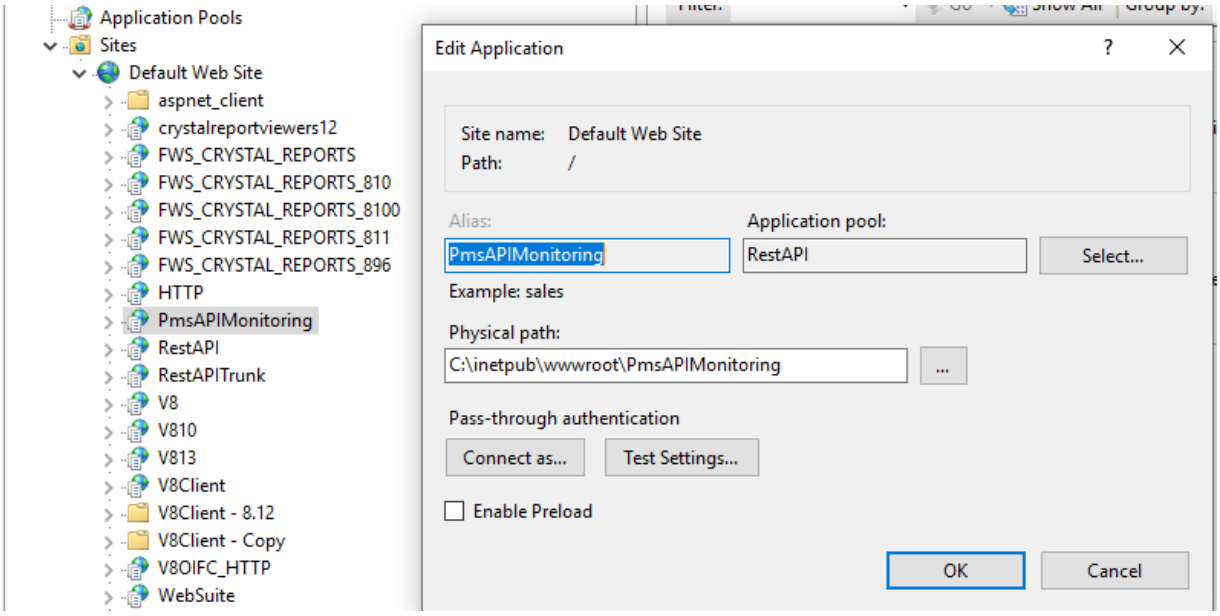
The monitoring tool can be used to perform an analysis of the calls used by the RestAPI from the Hotel Mobile apps to the connected PMS and to detect any errors in the calls. You can easily see which call exactly is failing and then perform an error search for this specific call.

1. For the installation, create a folder called **PmsApiMonitoring** in c:\inetpub\wwwroot\
2. Extract the files from the installation zip into this folder.

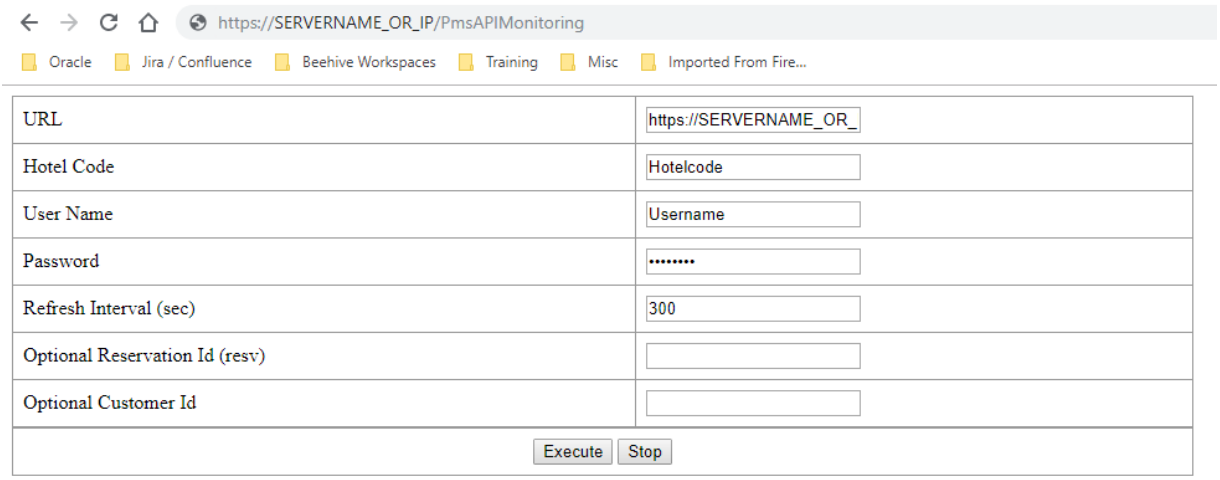


Assign 'Write' permissions to the **PmsApiMonitoring** folder for the groups 'Users' and 'IIS_IUSRS' via the folder properties tab called 'Security'.

3. Open Internet Information Services (IIS) Manager console.
4. Create a new web site called **PmsAPIMonitoring** and point it to the C:\inetpub\wwwroot\PmsApiMonitoring folder.
5. Assign a valid application pool. You can use the same that is used for the RestAPI.



6. Go to a browser and call the tool URL using the name or IP of the server where you installed the web site: https://SERVER_NAME_OR_IP/PmsAPIMonitoring. The login page for the monitoring page will appear.



7. Enter the required information.
URL: the URL of the RestAPI, i.e. https://SERVERNAME_OR_IP/RestAPI
Hotel Code: the hotel code used in the RestAPI
User Name: a valid application user name (that you also use to log in to Hotel Mobile)
Password: a valid password for the application user name (that you also use to log in to Hotel Mobile)
Refresh Interval (sec): the time in seconds after which the page will refresh automatically. Recommended is 300 seconds.
Optional Reservation Id (resv): you can run the monitoring tool for a specific reservation. If you want to do that, enter a valid reservation ID. Otherwise leave the field empty.
Optional Customer Id: you can run the monitoring tool for a specific customer profile. If you want to do that, enter a valid profile ID. Otherwise leave the field empty.

8. Press the **Execute** button to start the monitoring tool.

Method	Status	Execution Time	Next execution in(sec)	Error	Min	Max	Avg	Size	Count	PMS Method (Opera 5 only)
PMS Login		10.091 sec			10.091 sec	10.091 sec	10.091 sec	4.929 KBytes	1 records	LoginRequest
Config - Billing Instruction Codes		0.577 sec	267		0.577 sec	0.577 sec	0.577 sec	1.455 KBytes	3 records	LOV "ROUTINGINSTRUCTIONSCODES"
Config - Articles		0.556 sec	267		0.556 sec	0.556 sec	0.556 sec	2.384 KBytes	17 records	LOV "ARTICLECODES"
Config - Departments		0.63 sec	268		0.630 sec	0.630 sec	0.630 sec	5.642 KBytes	33 records	LOV "TRX_REVENUE_CODES"
Config - Countries		0.677 sec	269		0.677 sec	0.677 sec	0.677 sec	22.195 KBytes	240 records	LOV "COUNTRYCODES"
Config - Nationalities		0.571 sec	270		0.571 sec	0.571 sec	0.571 sec	15.024 KBytes	240 records	LOV "NATIONALITY"
Config - States		0.548 sec	271		0.548 sec	0.548 sec	0.548 sec	8.513 KBytes	89 records	LOV "STATEBYCOUNTRY, STATE"
Config - Communication Types		0.531 sec	272		0.531 sec	0.531 sec	0.531 sec	2.006 KBytes	14 records	LOV "PHONEROLE, PHONETYPE"
Config - Languages		0.611 sec	273		0.611 sec	0.611 sec	0.611 sec	0.798 KBytes	5 records	LOV "LANGUAGES"
Config - Personal Document Types		0.529 sec	274		0.529 sec	0.529 sec	0.529 sec	0.737 KBytes	4 records	LOV "PROFILE_ID_TYPE"
Config - Address Greetings		0.534 sec	275		0.534 sec	0.534 sec	0.534 sec	7.481 KBytes	43 records	LOV "GREETING"
Config - Address Types		0.547 sec	276		0.547 sec	0.547 sec	0.547 sec	0.732 KBytes	4 records	LOV "ADDRESSTYPE"
Config - Note Categories		0.559 sec	277		0.559 sec	0.559 sec	0.559 sec	1.623 KBytes	14 records	No OWS impl. - returns "CT1", "Dummy value - Comment Type 1"
Config - Vip codes		0.543 sec	278		0.543 sec	0.543 sec	0.543 sec	0.596 KBytes	4 records	LOV "VIPLEVEL"
Config - Cancel Reason		0.541 sec	279		0.541 sec	0.541 sec	0.541 sec	1.324 KBytes	11 records	LOV "CANCELREASON"
Config - Hotel Information		0.014 sec	280		0.014 sec	0.014 sec	0.014 sec	0.493 KBytes	1 records	LOV "HOTELINFO"

9. The tool will start to process and connect to the specified RestAPI and perform a call for every available call method.
10. In the table you can see:
    Method: the call method used.
    Status: green or red, depending if the call was successful or not
    Execution time: how long it took to execute the specific call
    Next execution in (sec): time in seconds until the call is performed again
    Error: error message in case of an error
    Min: the shortest time it took to perform the call
    Max: the longest time it took to perform the call
    Avg: the average time it took to perform the call
    Size: the size of the call result message
    Count: the number of records in the call result
    PMS Method: the call used to connect to the specified PMS
11. The monitoring tool will run continuously until you click the **STOP** button or close the web page.