Oracle® Hospitality Simphony Venue Management

Installation Guide

Release 3.12.0
F22584-02
April 2020

Oracle Hospitality Simphony Venue Management Installation Guide, Release 3.12.0

F22584-02

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Preface

Purpose

This document provides instructions to install and configure Oracle Hospitality Simphony Venue Management (SimVen) version 3.12.0.

Audience

This document is intended for all users of SimVen.

Customer Support

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

https://support.oracle.com

When contacting Customer Support, please provide the following:

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

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at https://docs.oracle.com/en/industries/food-beverage/solutions.html

For more information about securing your Simphony Venue Management database, see the *Simphony Venue Management Database Backup and Recovery Guide* on My Oracle Support (MOS) by searching Doc ID 2388284.1.

Revision History

Date	Description of Change
May 2018	Initial publication
April 2020	Updated Chapter 2 - Pre-Installation Tasks

1 Getting Started

This guide provides instructions on how to install, upgrade, and configure SimVen for a Microsoft Windows Server operating system.

Before You Begin

Before you begin installing or planning an installation, be sure to review the following information:

- Oracle Hospitality recommends installing SimVen on a server separate from the Simphony First Edition or Simphony database and application components.
- Ensure that you have:
  - Working knowledge of Microsoft Windows.
  - Microsoft Windows administrative privileges.
- The SimVen Installation Media consists of two folders:
  - Simphony Venue Management Installation
  - SVM Interface Setup
- You must first install the SimVen application before installing the SimVen Interface. When using the SimVen installer, you can create the TangentC database using Microsoft SQL server. The SimVen Interface service provides its own installation application that enables the services to be installed.

Deployment Scenarios

Installing All-in-One

In an all-in-one scenario, you install the SimVen Back Office application and the SimVen database (TangentC) on a single server.

Installing the Application and Database on Separate Servers

You can install the SimVen back office application components on a single or virtual server and install the TangentC database components on a server where SQL is installed.

2
Pre-Installation Tasks

Perform all pre-installation tasks to ensure that you can successfully install Simphony Venue Management version 3.12.0.

Table 2-1 Prerequisites

Prerequisite	Instructions
Visual DataFlex Software license code	You will receive an email with the license codes for the Visual DataFlex software. The same license codes are also emailed to the site's Sales Representative. If you lose the software license codes, contact your Sales Representative.
Install a database platform on the database server	SimVen only supports specific database server platforms. See the *Simphony Venue Management Release Notes* for a complete listing of the supported database platforms and operating systems. For instructions on how to install Microsoft SQL Server, refer to the Microsoft TechNet Library at https://technet.microsoft.com/en-us/
Create an SSL certificate	Each customer that uses SimVen is required to purchase a SSL Certificate from an authorized certificate issuing authority. A self-signed certificate should not be used longer than absolutely necessary. Refer to the Microsoft TechNet Library at https://technet.microsoft.com/en-us/ for instructions on creating an SSL certificate.
Download the Oracle Simphony Venue Management installation media	Download the Oracle Simphony Venue Management installation media from the Oracle Technology Network (OTN) website at https://edelivery.oracle.com/

3 Installation

This chapter describes how to install SimVen in both deployment scenarios.

Installing on a Single Server

1. Browse to the SimVenInstaller folder on the SimVen application server, and then run the **Simphony Venue Management Installation.exe** file.
2. Click **Install** if prompted to install Microsoft SQL Server 2012 Native Client, .NET Framework 4.6.2, and then follow the instructions on screen.

   When prompted, restart the computer to continue the installation, and it resumes the installation at the same point after the restart.
3. In the Simphony Venue Management System installation wizard, click **Next**.
4. Select **SimVen Application and Database** as the **Setup Type**, and then click **Next**.
5. Enter an existing **SQL Server Name** and **Login** for a database administrator, and then click **Next**.
6. Enter the password for the SQL Server Administrator Login, and then click **Next**.
7. Enter a username for the default SimVen database (for example, TANADMIN), and then click **Next**.
8. Enter a strong password for the default SimVen database, and then click **Next**. The password must consist of minimum eight characters including a special character and number.
9. Select a **Local Installation Drive** location, and then click **Next**.
10. Select an existing program folder to create a shortcut, click then **Next.**
11. Review the settings for the installation, and then click **Next**.
12. Select the feature that you want to install and click **Next**. The choices are:
    a. Concessions
    b. Vending Application
    c. Vending Room
13. For fresh installations, you are prompted to install Visual DataFlex. Follow the wizard's instructions for installing the Visual DataFlex 2016 Client Engine (18.2). Select **Local Installation**, when prompted for the installation location.
14. In the Database Password & Authentication Passphrase Encryption Utility, enter a **New Pass Phrase** of minimum 15 characters, re-enter the pass phase in the **Verify New Pass Phase** field, and then click **Create**.
    A dialog box appears stating: Successfully created a New Pass Phrase. Close the dialog box.

15. Enter an administrative **User Name** and **Password** for the SimVen application, and then click **OK**.
16. In the SQL Server Connection for the SimVen DB Server dialog, select the **Server Name** from the drop-down list.
    a. Enable the **Use SQL Server Authentication** option to log onto the database server.
    b. Select from the drop-down list or enter a database name to connect to the database, and then click **OK**.
    c. (Optional) Click the **Test Connection** button to verify your database connection.
    d. Upon successfully logging in, you receive a prompt indicating that your SimVen administrative username and password has been saved. Click **Close Panel**.
17. Close the utility, and then click **Finish** to exit the Simphony Venue Management System installation wizard
18. Browse to the SimVenInterfaceSetup folder on the SimVen application server, run the **SVMInterfaceSetup** file, and then click **Next** to continue.
19. Click **Install** if prompted to install Microsoft SQL Server 2012 Native Client, .NET Framework 4.6.2, and then follow the instructions on screen.

    When prompted, restart the computer to continue the installation, and it resumes the installation at the same point after the restart.
20. Select the database platform that Simphony is running on, and then click **Next**.
21. Select the appropriate services to install according to the following table, and click **Next**. The following table provides more information on SimVen Interface Services.

Table 3-1 SimVen Interface Services

Service	Description
Tangent Web Service	Select this web service to enable SimVen interaction with Simphony. This is a web service program that enables the SimVen Back Office application to: • Obtain necessary configuration information from Simphony • Post menu item records to Simphony • Handle the creation and retrieval of stand sheets. Tangent Web Service is used for the cloud environment and can be installed on a separate server.
Tangent Win Service	Select this windows service program to enable communication between the Simphony POS system's workstations and the VenueManagement web service and TangentService for gathering sales

Service	Description
	information needed for the Stand Sheet commit process.
Venue Management Web Service	Select this web service program to query the local database, TangentC, and to run the automatic processes for Inventory Snapshots and Stand Sheet Commit.

22. Select the network protocol type to use for the web components, and then click **Next**.
23. Select the **Local Installation Drive** location, and then click **Next**.
24. Review the installation settings, and then click **Next**.
25. Enter the **Host** and **Port** number for the **Tangent Web Service URL**, and then click **Next**.
26. Enter the **Host** and **Port** number for the **Venue Management Web Service URL**, and then click **Next**.
27. In the Security Enforcement dialog:
    a. To add a new certificate, select **New**, click **Select**, enter or select the certificate location, and then enter the **Password** for the certificate.
    b. To add an existing certificate, select **Existing**, and then select the certificate from the drop-down list.
    c. Click **Add TLS Certificate to Binding** in the TangentService Site Binding Service and the VenueManagement Site Binding sections, and then click **Next**.
28. In the Database Password & Authentication Passphrase Encryption Utility, click **Read DB Settings** in the Database tab, and then click **Yes** to create a default file.
29. Select **MCRSPOS** from the Database Type/Name pane, and then enter the **DB Username** and **DB Password** for the database, and then click **Test Connection**.
30. Repeat step 28 for the **Location_Activity_DB** and the **TangentC** databases.
31. Click **Test All Connections** to verify the connection to all three databases, and then click **OK** when you receive a success message.
32. Click **Save Password(s),** click **Yes** to encrypt the passwords, and then close the utility.
33. After the installation completes, click **Finish** to restart the computer.

Installing the Application Database on Separate Servers

Before installing SimVen on a separate server, you must first install the SimVen database on the database server where Microsoft SQL Server is installed.

Installing the Database

1. On the database server, browse to the SimVenInstaller folder and run the **Simphony Venue Management Installation.exe** file to begin the installation.
2. Click **Install** if prompted to install Microsoft SQL Server 2012 Native Client, and then follow the instructions on screen.
3. In the Simphony Venue Management System installation wizard, click **Next**.
4. Select **Database Only** as the **Setup Type**, and then click **Next**.
5. Enter the **SQL Server Name** and **Login** for a database administrator, and then click **Next**.
6. Enter the password for the SQL Server Administrator Login, and then click **Next**.
7. Enter a username for the default SimVen database (TangentC), and then click **Next**.
8. Enter a password for the default SimVen DB (TangentC database), and then click **Next**.
9. Select the **Local Installation Drive** location, and then click **Next**.
10. Provide a new folder name or select a Program Folder from the existing list to add a shortcut, and then click **Next**.
11. Click **Finish** to complete the installation.

Installing the SimVen Application

1. On the application server, browse to the SimVenInstaller folder, run the **Simphony Venue Management Installation.exe** file to begin the installation, and then click **Next**.
2. Click **Install** if prompted to install Microsoft SQL Server 2012 Native Client, .NET Framework 4.6.2, and then follow the instructions on screen.

   When prompted, restart the computer to continue the installation, and it resumes the installation at the same point after the restart.
3. Select **SimVen Application** as the **Setup Type**, and then click **Next**.
4. Select the **Local Installation Drive location,** and then click **Next**.
5. Select an existing program folder to create a shortcut, click then **Next.**
6. Review the settings for the installation, and then click **Next**.
7. Follow the wizard's instructions for installing the Visual DataFlex 2016 Client Engine (18.2). Select **Local Installation**, when prompted for the installation location.

8. In the Simphony Venue Management System installation wizard, enter the existing SQL Server name or IP address where the TangentC database is installed, and then click **Next**.
9. Follow the instructions in Installing on a Single Server from Step 16 onward to complete the installation.

4 Post-Installation/Upgrade Tasks

The following table lists the post-installation tasks after successfully installing and/or upgrading the SimVen application.

Table 4-1 Post Installation Tasks

Task	Instructions
Register the Visual DataFlex software license.	1. Go to **Program files**, **Visual DataFlex 18.2**, and open **Bin**. 2. Run the **Register.exe** application. 3. Enter the **Serial Number** provided by the Sales Representative. 4. Enter the **Registration Name** provided by the Sales Representative. 5. Enter the **Registration Code** provided by the account manager. 6. Click **Register**.
Open the SimVen application through shortcut.	Double-click the **Simphony Venue Management** shortcut to start SimVen. If you do not see a shortcut, click *Start*, select **Program Files**, select **Simphony Venue Management**, then click **Simphony Venue Management**.
After performing a fresh installation or upgrade to SimVen 3.11.0 or later…	You must manually enable the **Acknowledgement** checkbox for each existing vendor, company, contract partner, group, and hawker to make and keep them active in the system. See the *Simphony Venue Management Release Notes* and *User Guide* for more information about configuring and retaining these various profile records.
Microsoft SQL Server Login Credentials prompt.	1. Enter the Microsoft SQL Server Login credentials: **Server**: SQL Server name you provided during installation. **Username**: Local TangentC database username that you provided during the installation. **Password**: Local TangentC database password that you provided when installing the database. **Database**: Select **TangentC**. 2. Click **Connect**.

Task	Instructions
SimVen application login	Use the SimVen application log in credentials provided during the installation.

5 Troubleshooting

For assistance with troubleshooting, review the install log files stored on the C Drive.