

Oracle Hospitality OPERA Reporting and Analytics Cloud Service

Release Readiness Guide



Release 25.4
G40550-01
October 2025

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Preface

Oracle Hospitality OPERA Reporting and Analytics Cloud Service is a web-based application that centralizes hotel property management data to provide operational and analytical insights into business operations, and to improve efficiency by delivering information to all roles within an organization.

Audience

This document is intended for customers subscribed to Oracle Hospitality OPERA Reporting and Analytics Cloud Services.

Oracle Hospitality OPERA Reporting and Analytics documentation applies to the following users:

- Users who perform day-to-day operations with OPERA Reporting and Analytics and who typically do not have permissions to configure applications.
- Administrators who configure and maintain OPERA Reporting and Analytics. Administrators can also have permissions to configure applications.

Important Information

The navigation instructions throughout the documentation may not accurately depict the menu layout for your Oracle Hospitality OPERA Reporting and Analytics deployment because administrators can customize the name and organization of the groups and links in the sidebar menu. Use the navigation instructions provided as a guideline for locating the links in your deployment, or contact an administrator for assistance.

Customer Support

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

<https://iccp.custhelp.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

Table Revision History

Date	Description of Change
October 2025	Initial Publication

1

Feature Summary

Column Definitions

SMALL SCALE: These UI or process-based features are typically comprised of minor field, validation, or program changes. Therefore, the potential impact to users is minimal.

LARGER SCALE: These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.

CUSTOMER ACTION REQUIRED: You must take action before these features can be used. These features are delivered disabled, and you choose if and when to enable them.

FEATURE	SCALE	CUSTOMER ACTION REQUIRED
GENERAL - NEW FEATURES AND ENHANCEMENTS		
Configure R+A Data Access in OCIM Portal	LARGE	ACTION!
Notify Service Account For Invalid Credentials	SMALL	
Restrict Data Model Access	SMALL	ACTION!
SFTP Support for SSH Keys	SMALL	ACTION!
REPORTING - NEW REPORTS AND REPORTING FEATURES		
Batch EOD Scheduling and Processing	LARGE	ACTION!
Housekeeping Task Sheet Report Data Model Updated	SMALL	
New Attendant Daily Activity BIP Report and Attendant Summary BIP Report	SMALL	
New Template Reports-Police Exports for Basque Country Spain	SMALL	
New Template Reports-Police Exports for Catalonia, Spain	SMALL	
Restrict EOD To Only Show Assigned Properties	SMALL	
REPORTING - SUBJECT AREAS UPDATED		
Attendant Daily Activity Report Updated	SMALL	
Bookings-Reservation Subject Area Updated	SMALL	
Catering-Events and Resources Subject Area Updated	SMALL	
Inventory-Housekeeping Management Subject Area Updated	SMALL	
Profiles-Loyalty Subject Area Updated	SMALL	
Profiles-Loyalty and Profiles-Stay Records Subject Areas Updated	SMALL	

General

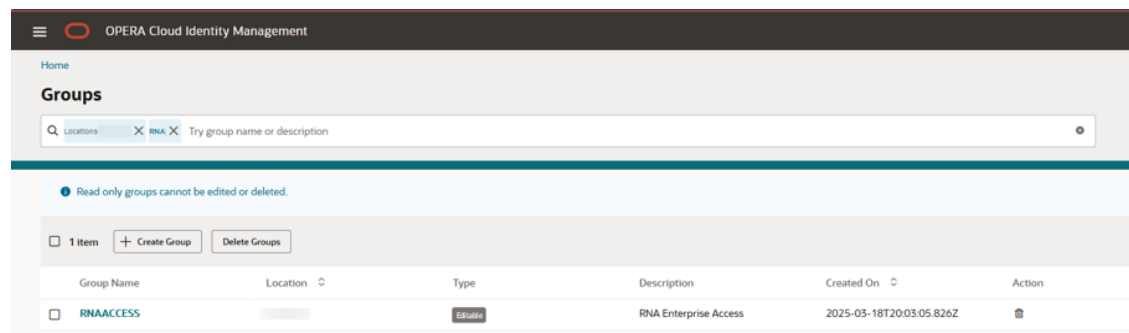
Configure R+A Data Access in OCIM Portal

Configuring Data Access through the OPERA Cloud Identity Management (OCIM) solution allows you to assign R&A Users Data Access to the Enterprise, Chain(s) and/or Properties from the OCIM console using new access groups. This removes the need to configure Reporting Hierarchy and User configuration through the R&A Application Portal. When the R&A instance is enabled for OCIM Group Access, during new onboarding there are at minimum 3 Groups that are created within your OCIM instance for assigning users access to property data:

- [ENT]-RNAACCESS is the Enterprise Level and represents the highest level in the reporting structure. Users assigned to this group have access to view data for all chains and properties.
- [CHN]-RNAACCESS is the Chain Level and represents the group of properties. Users assigned to this group have access to view data for properties in the chain. Multiple Chains can be assigned to a single user. New Chains added create a new access group.
- [PRO]-RNAACCESS is the Property level and represents the individual property. Users assigned to this group have access to view data for the selected property only. Multiple properties can be assigned to a single user. New Properties added create a new access group.

OCIM Group Access enablement can only be activated for customers that are fully integrated with OCIM for OPERA Cloud and R&A. Customers that qualify and are currently utilizing the Reporting Hierarchy and Users to determine data access can request that OCIM Based Data Access be enabled for your organization. Before doing so, complete the following steps:

1. Ensure that your OCIM version is operating under version 25.2.1.0 or greater. This ensures that RNAACCESSSS groups are created for your Enterprise, Chains, and Properties.
2. Assign all users that require R&A access to the appropriate Enterprise, Chain, or Property groups. This ensures that access to reporting remains available once OCIM Group Access is enabled.



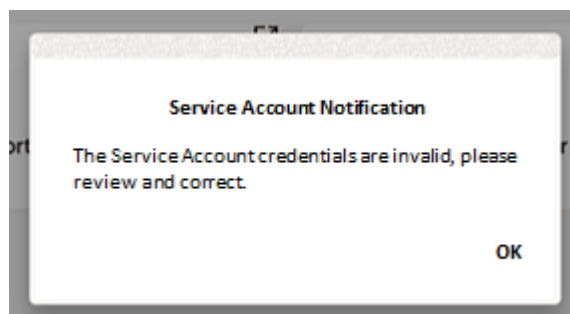
STEPS TO ENABLE:

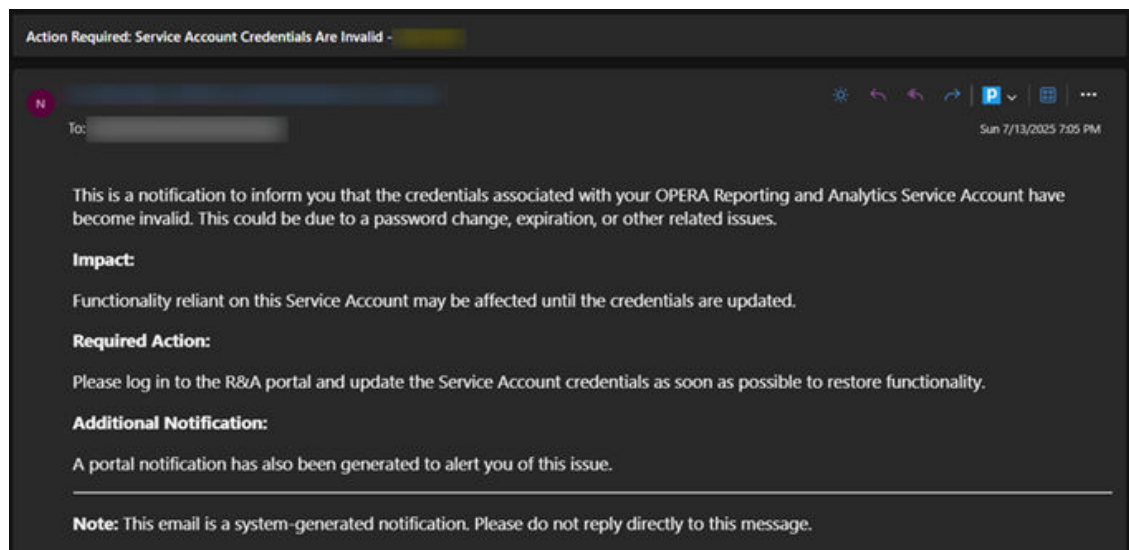
1. Log Into OPERA Cloud Identity Management (OCIM) as an Administrator.
2. Click the **Groups** tile on the home page.
3. Click the **Locations** option and select [ENT] where ENT is your Enterprise Code.

4. Locate the [ENT]-RNAACCESS Group and click the Group Name to open the Group profile page.
5. Click **Assign Users** to assign user group membership in the group.
 - a. Select the user to assign data access to all Chains and Properties in R&A and click **Update** to assign the group membership.
6. Click the **Locations** option and select [CHN] where CHN is your Chain Code.
7. Locate the [CHN]-RNAACCESS Group and click the Group Name to open the Group profile page.
8. Click **Assign Users** to assign user group membership in the group.
 - a. Select the user to assign data access to this specific Chain and all associated Properties in R&A and click **Update** to assign the group membership.
9. Repeat Steps 6 – 8 for all Chains (if applicable).
10. Click the **Locations** option and select [PRO] where PRO is your Property Code.
11. Locate the [PRO]-RNAACCESS Group and click the Group Name to open the Group profile page.
12. Click **Assign Users** to assign user group membership in the group.
 - a. Select the user to assign data access to this specific Property in R&A and click **Update** to assign the group membership.
13. Repeat Steps 10 – 12 for all Properties (if applicable).

Notify Service Account For Invalid Credentials

To reduce downtime of functionality reliant on the Service Account credentials, on-screen and email notification are provided to authorized users when the credentials are marked as invalid/expired. This notification instructs authorized users to update the Service Account credentials to restore service to those features that utilize the account to process. Authorized users are notified through the on-screen notification one time each session until the credential issue is resolved. In addition, an email is distributed nightly to the email address associated with the Service Account if credentials are found to be invalid/expired.





IMPACT OR OTHER CONSIDERATIONS

While credentials are invalid, reliant features such as SFTP Resend and EOD Report Processing are interrupted.

Restrict Data Model Access

As part of our ongoing commitment to security, an optional data security model is available for property and chain data within Data Models. This enhanced security framework can be enabled upon request. When activated, access restrictions are enforced, requiring the inclusion of specific security parameters in your Data Models. Data Models that do not include the necessary parameters are not able to retrieve the relevant data after the security model is enabled for your environment.

If you wish to enable this feature, or for guidance on configuring the `init_security` parameter, please refer to the User Guide.

STEPS TO ENABLE

Enabling the Data Model security can only be done through internal Oracle scripting until the functionality is generally available and can be enabled using a portal mechanism. This functionality is currently restricted and requires Product Management approval to enable.

SFTP Support for SSH Keys

The use of SSH Keys adds an optional layer of security to SFTP file transport beyond user credentials. With a valid Private Key, the delivery profile can be configured to use the private key in addition to the user credentials to authenticate. For the key to be valid it must utilize the following security protocols:

- RSA
- Proc-Type: 4,ENCRYPTED
- DEK-Info: DES-EDE3-CBC

After the Delivery Profile is updated, future exchanges of data between R&A and the SFTP delivery endpoint will use the credentials and key to authenticate.

The screenshot displays the 'SFTP' configuration tab within the 'File Delivery' section of the Oracle Hospitality OPERA Reporting and Analytics interface. The 'SFTP' dropdown menu is set to 'TEST_2'. The 'SFTP Service' field contains 'test.test.com'. The 'Remote Directory' field contains '/reports/test'. Under the 'Authentication' section, the 'SSH Key' radio button is selected. The 'User Name' and 'Password' fields are present but empty. The 'SSH Key' field contains the text 'SSH_KEY_TEST.pem', and the 'Browse' button next to it is circled in green. To the right, there are checkboxes for 'Enable Resend on SFTP Delivery Failure' (checked), and dropdown menus for 'Retry Attempts' (3), 'Resend Frequency (Min)' (30), and 'Resend Duration (Min)' (60). At the bottom right, there are 'Cancel' and 'Save' buttons.

STEPS TO ENABLE

1. Click **Update SFTP** to edit the SFTP fields.
2. Chose the SSH Key Authentication Method:
 - a. Enter your valid SFTP user and password.
 - b. Use the Browse option to select a valid SSH Key (.pem)
3. Click **Save**.

REPORTING - NEW REPORTS AND REPORTING FEATURES

Batch EOD Scheduling and Processing

The Batch Reporting feature, when enabled through application controls, offers authorized users the ability to schedule reports to run when the EOD is identified for multiple properties.

This feature is designed for large-scale organizations with 100 or greater properties. When enabled, from the Navigation menu select the **EOD Reporting, Batch Reporting** option.

Note

Only reports that are bursting enabled are currently eligible for use with this feature.

The batch scheduler wakes up every 30 minutes and processes reports for new properties that are identified as having completed the EOD.

Controls

Options File Delivery System

☐ **Enable Central Currency**
When enabled, all property financial values will have an additional central currency value created for use in Multi-Property reporting

Currency Type
INR - Indian Rupees

☒ **Enable Batch EOD Job Processing**
When enabled, allows users to select and schedule reports for inclusion in batch end-of-day job processing

Batch Report Scheduler

Q SMTP_Bursting_Report Reset Search

Property

	Property Code	Property Name
☒		
☒		
☒		
☒		

STEPS TO ENABLE

Please visit the Batch EOD Report Scheduler section in your [OPERA Cloud Reporting and Analytics User Guide](#) for instruction on how to enable and configure the EOD Job Processing.

Housekeeping Task Sheet Report Data Model Updated

Housekeeping **Task Sheet Report data model** is updated with the following 4 columns:

1. **Task Sheet Complete Parameter** : To display whether the Task Sheet Completion parameter is Off or On.
2. **Task Sheet Completed** : To display values such as Yes or No.
3. **Task Completed Date** : To display the date when the Task Sheet was completed.
4. **Square Units** : To display the square units of a Room that is added in the Rooms configuration.

New Attendant Daily Activity BIP Report and Attendant Summary BIP Report

Attendant Daily Activity BIP Report

The Attendant Daily Activity BIP Report:

- provides a customizable template that is used to track the daily activities of the attendants related to Room Cleaning.
- is stored in R&A for 3 years so that you can generate the back date report.
- is introduced as a template report under the Housekeeping Folder.

Attendant Summary BIP Report

The Attendant Summary BIP Report:

- provides a customizable template the summarizes the Attendant activities related to Room Cleaning for selected dates.
- is stored in R&A for 3 years so that you can generate the back date report.
- is introduced as a template report under the Housekeeping Folder.

New Template Reports-Police Exports for Basque Country Spain

The following is generically available in Reporting & Analytic (R&A) but should be reviewed by properties in the Basque Country, Spain.

The XML files for the Basque Country police are based on the XML files for Spain, with some changes.

The BAS-Viajeros and BAS-Reserva_Hospedaje Police Exports for Spain in XML Format are available in R&A Version 25.3.0.0 using BAS-Viajeros and BAS-Reserva_Hospedaje report xml files located in /Shared Folders/Templates/Fiscal/Spain.

Note

Full details showing how to configure and run the BAS-Viajeros and BAS-Reserva_Hospedaje report xml files to provide the required data are available in the ICCP Fiscal Reference Guide for Spain.

Refer to [Spain - Oracle Hospitality OPERA Cloud Fiscal Reference Guide](#).

New Template Reports-Police Exports for Catalonia, Spain

The following is generically available in Reporting and Analytics (R&A), but should be reviewed by properties in Catalonia, Spain.

The CAT-Viajeros and CAT-Reserva_Hospedaje Spain Police Exports for Catalonia in TXT Format is available in R&A Version 25.3.0.0 using CAT-Viajeros and CAT-Reserva_Hospedaje report xml files located in /Shared Folders/Templates/Fiscal/Spain (Folder).

Note

Full details showing how to configure and run the CAT-Viajeros and CAT-Reserva_Hospedaje report txt files to provide the required data are available in the ICCP Fiscal Reference Guide for Spain.

Refer to [Spain - Oracle Hospitality OPERA Cloud Fiscal Reference Guide](#).

Restrict EOD To Only Show Assigned Properties

End-of-Day (EOD) reporting functionality now implements data access permissions.

Key points:

- **Data Access Based Permissions:** The permission system controls user access to specific properties or data. These permissions ensure that users can only configure EOD reporting for the properties they have authorized access to.
- **Restriction of Configuration:** Users who do not have access to certain properties in R&A are restricted from configuring EOD reporting for those properties. This means that only authorized users with the necessary permissions can set up and customize EOD reports.

Overall, the data access-based permissions for EOD reporting configuration adds a layer of security and control to the system. It allows for a more organized and secure reporting process, ensuring that users only interact with the data and properties they are permitted to access.

REPORTING - SUBJECT AREAS UPDATED

Attendant Daily Activity Report Updated

The footer section of the **Attendant Daily Activity Report** is updated with the Task Sheet's available Room Credits.

Bookings-Reservation Subject Area Updated

The **Bookings-Reservation** subject area is updated with new attributes in the following subfolders:

The **Accompanying** subfolder:

- Profiles-Accompanying-Additional Details
- Profiles-Accompanying-Membership

The **Reservations Overview-Daily Details** subfolder:

- Package Code
- Package Description
- Package Price
- Package Quantity
- Package Forecast Group

The **Revenue** subfolder:

- Room Revenue Remaining
- F&B Revenue Remaining
- Total Revenue Remaining

Catering-Events and Resources Subject Area Updated

The **Catering-Events and Resources** Subject Area is updated with the following new attributes in the **Events-Event Details** subfolder:

- Start Time with Setup
- End Time with Teardown

Inventory-Housekeeping Management Subject Area Updated

The **Inventory-Housekeeping Management** subject area is updated with the following:

The **Notifications** folder subfolders:

- Reservation Notes.
- Alerts.
- Traces.

The **Attendant Tasksheet-Room Details** subfolder within the **Attendant Task Sheet Details** subfolder under **Housekeeping Attendant Details** includes the following columns that are used to create **Attendant Daily Activity** and **Attendant Summary Activity** template-based **BI Publisher Reports**:

1. Attendant Room
2. Attendant Room credits
3. Attendant Room status
4. Attendant Room status description
5. Cleaning Start Time
6. Cleaning End Time
7. Start Room Status
8. End Room Status
9. Allotted Time
10. Actual Time
11. Actual Time Seconds
12. Start Date
13. End Date
14. Attendant Task Date
15. Attendant Task Date Str
16. Attendant Property Task Date
17. Attendant Task Code
18. Task Attendant Info
19. Attendant Task Sequence No
20. Attendant Task Sheet
21. Attendant Task Sheet No
22. Number of Rooms DND
23. Number of Rooms Service Declined

- 24. Attendant Credits
- 25. Property
- 26. Attendant Id
- 27. Attendant Name
- 28. Attendant Info
- 29. Attendant Section

The **Housekeeping Task Sheets** folder is updated with 3 new columns:

- 1. Task Sheet Complete Parameter
- 2. Task Sheet Completed
- 3. Square Units

Profiles-Loyalty Subject Area Updated

The **Profiles-Loyalty** Subject Area is updated with a new attribute under the **Award List** subfolder:

- Award Type

Profiles-Loyalty and Profiles-Stay Records Subject Areas Updated

The **Profiles-Loyalty** and **Profiles-Stay Records** Subject Areas are updated with new attributes in the Membership Transactions (Transaction Details) folder, enabling you to retrieve the **Reference** and **Username** associated with a specific membership transaction, thereby facilitating tracking of the transaction creator and their reference for the given membership transaction.

- **Reference** - Reference related to the membership transaction
- **Username** - Username associated to the membership transaction.

OPERATIONAL BENEFITS

- Manual membership transactions are typically created to adjust points for a specific membership profile, such as service recovery points issued in response to a poor customer experience.
- This enhancement enables loyalty administrators to leverage Reporting and Analytics (R&A) to retrieve details of such transactions for a specified time period, using the **Reference** and **Username** fields. This facilitates tracking the transaction creator and their associated reference, providing greater visibility into membership transactions.
 - Example: Loyalty administrators generating a monthly report to track and analyze points credited against the reference **Service Recovery**, enabling them to monitor loyalty program activity and make informed decisions.

2

Resolved Issues

This chapter contains a list of the issues resolved in this release.

Bug ID	Description
38305848	The following is generically available in R&A, but should be reviewed by properties in the Basque Country. The BAS-Viajeros Police Export for Basque Country in XML Format is updated to include the following changes: - <fechaContrato> is updated to display the actual check in date - <rol> TI is assigned only to the main guest, for accompanying guests the <rol> VI is assigned. The updated report is available in R&A Version 25.4.0.0 using BAS-Viajeros report xml files located in /Shared Folders/Templates/Fiscal/Spain (Folder). Please refer to R&A Release notes for further details. NOTE: The report is automatically updated with the change. If the report is setup as a scheduled report no change is required as the scheduled report is automatically updated.
38297246	Guest Ledger Report: Resolved an issue where the Property field search dialog incorrectly displayed the column name as Transaction_Date. It now correctly shows "Resort". Deposit Ledger Report: Updated field labels for Property and Date to use proper title casing, ensuring consistency with OPERA UI standards.
38281094	Reservation Pace Subject area includes all data from Day-AGO, Week-AGO, Year-AGO dates.
38169991	Guest Ledger Report: Resolved an issue where the Property field search dialog incorrectly displayed the column name as Transaction_Date. It now correctly shows "Resort". Deposit Ledger Report: Updated field labels for Property and Date to use proper title casing, ensuring consistency with OPERA UI standards.
38153485	In Reporting and Analytics, for Reservations Daily Summary subject area, both Room Revenue and Revenue numbers are displayed in the same report when pulled from Budget and Forecast Facts.
38090237	Country Specific - Spain R&A Reserva_Hospedaje Police Reports for Spain are updated to include Reservation Source Code(s) report parameter. To display the hotel direct bookings select only the related Reservation Source Codes for Direct Bookings used by the property. A change is made to convert the internal date format to ensure the correct records are displayed. The following R&A Police reports for Spain located in /Shared Folders/Templates/Fiscal/Spain (Folder) are updated: ESP-Reserva_Hospedaje and BAS-Reserva_Hospedaje Exports for Spain in XML Format, and CAT-Reserva_Hospedaje for Spain in TXT Format.
38085947	In Reporting and Analytics Bookings-Reservation subject area - Reservation Overview - Details a new List of Packages column is added. This new column lists all packages associated to this reservation. Multiple packages are listed with a comma between them.
38078126	Country Specific - Germany. The R&A Report for Germany City Tax (Deu-CityTax report) located in /Shared Folders/Templates/Fiscal/Germany (Folder) is updated to allow transaction codes linked to CITY_TAX Package Codes to be filtered in the report parameters for the selected property. Note: To be valid the CITY_TAX package code description must contain the words 'City', 'Tax' or 'City Tax'.
38073210	Country Specific - Spain R&A Reserva_Hospedaje Police Reports for Spain are updated to include Reservation Source Code(s) report parameter. To display the hotel direct bookings select only the related Reservation Source Codes for Direct Bookings used by the property. A change is made to convert the internal date format to ensure the correct records are displayed. The following R&A Police reports for Spain located in /Shared Folders/Templates/Fiscal/Spain (Folder) are updated: ESP-Reserva_Hospedaje and BAS-Reserva_Hospedaje Exports for Spain in XML Format, and CAT-Reserva_Hospedaje for Spain in TXT Format.
38057877	Financial Transaction Details Data API is extended to include additional input fields ft_subtype package_credit package_debit
38055574	After the fix the OPERA Controls values show in the Configuration Subject Area based report.
38009802	After the fix, the underlying attribute is not available in FinancialTransaction API.

Bug ID	Description
38003365	In Reporting and Analytics, if a reservation contact exists on a reservation, it is displayed in the subject area Bookings-Reservation - Reservation Overview - Details - Reservation Contact.
37982310	New membership folder is introduced in the Reservations API
37959459	New membership folder is introduced in the Reservations API.
37948556	The Hub and Associated Properties show the values as expected.
37943926	The limit to number of columns for the query is increased from 100 to 150.
37942828	In Reporting and Analytics Statistics-History and Forecast subject area, Company Account Name is displayed when Company Owner Code is also selected for the report.
37939008	In the Catering Event Status subject area the Currency Code field displays the property's configured currency code.
37931233	Country Specific - Monaco The Police Interface Export (Monaco Digital) for Monaco using MCO-Police_Report xml located in /Shared Folders/Templates/Fiscal/Monaco (Folder) is updated to address performance issues, and include data for Accompanying Guests.
37916040	In the Catering - Events and Resources subject area, the field for Central Currency Code displays the configured central currency.
37884158	In Reports and Analytics, Simple Reports Bookings Reservation Details Subject Area, Insert User and Update User display instead of a numerical ID.
37862161	The Help page URL has been corrected.
37862049	The column name_subscription is added in the profile subject areas.
37860192	The Profile Subscription details are now accessible through GraphQL.
37860116	The Block External Reference is now available through GraphQL.
37844990	In Reporting and Analytics Bookings-Reservation Subject Area, the Cancel Time field displays the local date time configured for the property.
37828674	Country Specific - Germany. The R&A Report for Germany City Tax (Deu-CityTax report) located in /Shared Folders/Templates/Fiscal/Germany (Folder) is updated to allow transaction codes linked to CITY_TAX Package Codes to be filtered in the report parameters for the selected property. Note: To be valid the CITY_TAX package code description must contain the words 'City', 'Tax' or 'City Tax'.
37824397	The page break between blocks is removed when generating the Event Changelog Report.
37809967	fromReservationDetails and toReservationDetails folders are introduced to the Financial Transaction Details.
37809370	A new field for Interface ID is available in the Block Details folder in Bookings Block subject area. The External Reference field is updated to display the correct values.
37791540	The description for Profiles - Stay Records subject area is updated - Provides information on Stay Records statistics of guest stay and its respective Membership Transactions details for a profile.
37765848	R&A Report 'Reservation Authorizations' enhancements: - Credit card details now display accurately. - 'Swiped' column correctly flags manual entries with 'N'. - RESERVED and PROSPECT reservations reliably appear when filtered by status.
37750194	R&A GraphQL APIs - GraphQL response is populating Seconds for DATETIME
37740897	A change has been made to correctly validate the package quantity in the R&A analysis result to match the package quantity posted in the OPERA reservations
37734040	Whitespaces are trimmed/removed in SFTP Profiles, spaces are not allowed in SFTP profiles.
37692006	The Adding Stay Date query for profile and contacts is generated properly for the RnA reports.
37673575	Profile subscriptions ID can be retrieved successfully from OPERA Cloud Reporting and Analytics database using the "Database_Name_ID" or "EXT_DB_Name_ID" columns.
37405556	After the fix the OPERA controls values show in the Configuration Subject Area based report.

3

Deprecated or Desupported Features

There are no deprecated features or functionalities reported in this release.

4

Compatibility

Application and OPERA Compatibility

Refer to the [OPERA Reporting and Analytics Cloud Service Compatibility Matrix](#) document on the Oracle Help Center for detailed information.