Oracle® Hospitality Suite8

System Requirements

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ORACLE

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Preface

Audience

Suit8 System Requirements guide is intended for installers, technical support teams, product specialists, and others who are responsible for setting up Oracle Hospitality Suite8.

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

Revision History

Date	Description of Change
May, 2008	• Updated for Version 8.7
June, 2008	• Updated for Version 8.7.3.1
May, 2009	• Updates for Version 8.8
Sept, 2010	• Updates for Oracle 11gR1
Oct, 2011	• Updates for Oracle 11gR2
Oct, 2012	• Updates for Windows 64-bit
Nov, 2012	• Updates for Fidelio webSuite
May, 2013	• Updates for Fidelio webSuite
	• Updates for Oracle 10gR2
	• Updates for CRS
January, 2014	• Update for Windows XP
	• Update for Windows 8 / 8.1
	• Update for XML Interface
July, 2014	• Update for Windows Server 2012 R1
	• Update for Oracle 12cR1 (12.1.0.1)
October, 2014	• Update for Windows Server 2012 R2 • Update for Oracle 12cR1 (12.1.0.2)

Date	Description of Change
May, 2016	• Update for Windows 10
March, 2018	• Update of title to be valid for 8.10.2 and higher versions
May, 2018	• Update for Point-of-Sale
August, 2018	• Update for 8.12.0 and higher
December, 2018	• Removal of Windows XP and Windows 8 • General changes
January, 2019	• Adapted Point-of-Sale-requirements
February, 2019	• Added link to Oracle Database and Client Windows Installation Certification Quick Reference
March, 2019	• Updated revision for 8.14

1 Suite8 System Requirements

Overview

These recommendations have been prepared by Oracle Hospitality and may have to be adapted to meet local systems requirements. However, Oracle Hospitality can only support your installation if these recommendations and requirements are fulfilled or exceeded in the systems design.

Any assistance or troubleshooting for systems not meeting these requirements may be chargeable to the customer.

It is not possible for Oracle Hospitality to support or maintain servers installed in languages other than English.

It is not possible for Oracle Hospitality to remotely support or maintain systems without a proper support connection as specified in the document RAP-EAME_en.

Oracle Hospitality's recommended environment is a Best Practice solution based on our many years of experience, our working partnership with the hotel business and our many thousands of hotel installations.

This environment is more complex, but offers increased stability, more data security and higher availability.

This document caters for installations of up to 50 concurrent users. Larger systems with more than 50 concurrent database connections, will have to be custom designed to meet the specific requirements of the large site customer and will not be covered in this document. Please contact the local Oracle Hospitality sales staff for consulting and project specific systems design.

Suite8 System Environment Basics

To guarantee top performance, Oracle based installations require a well-managed IT environment including the local network, where applicable the wide area network and careful adherence to the technical requirements.

Main components server configuration

- CPU (Type, Frequency and number of processor cores)
- RAM (Memory)
- Storage (Quantity, Size, Access speed and Raid level)

Server configuration dependencies

- Property Type (City, Resort, Business, Conference Hotel)
- Number of Suite8 Users
- Interfaces (including CRS*)
- Additional Access to the data base server (MFPOS Suite8, Materials Control)
- Number of Rooms (DB-Size)

The database server and oracle services are needed 24x7, therefore it is crucial that the databases can be backed up with the oracle agents during the running operation. Oracle Hospitality supports and prefers Symantec Backup Exec with the corresponding agents for backing up the archive-enabled database online. However, if a different backup system is used the support and responsibility lies with each property.

Note: Based on the experience of previous installations of PMS (Front Office) and CCM (Sales & Catering), Oracle Hospitality can make recommendation for systems running only these products. Should other products be run on the same servers, for example Materials Control, MFPOS or Back Office Systems, these would have to be considered separately and would result in an upgraded specification.

User calculation for server sizing

Increases of staff involving additional workstations should be taken into consideration at this planning stage. Any forthcoming increases (1-12 months) should be reflected in the specification for the server at the start. Medium and long term changes (13-60 months) should be taken into consideration when selecting the basic platform so that this may be upgraded as necessary to meet the changing needs of the customers' business.

Hardware sizing recommendation

The hardware sizing like Number of Cores, RAM and Hard Disk size/space in the following documentation are minimum recommendations. Your hardware may of course exceed those recommendations (i.e. more cores, more RAM, bigger Hard Disks).

2 Suite8 Server Environment

System Requirements

For the installation of Oracle Hospitality Suite8 the following Oracle database versions are supported:

- Oracle Database Server 12.2, 12.1, 11.2.0.4
- The minimum required version is 11.2.0.4 however the recommended versions are 12.2.x or 12.1.x

For a detailed description which Oracle Server version is supported on which Operating System please refer to the following official Oracle webpage:

Oracle Database and Client Windows Installation Certification Quick Reference

In regards to Operating Systems the following is recommended:

- 64 Bit Microsoft Server 2016 or 2012
- Other operating systems like Linux can be used as well. Please refer to Oracle Database Linux documentations.

Suite8 on Oracle 12c Recommended Server Hardware Specifications

Supported Operating Systems. Please see link above.

Max V8 Users (Note 1)	<10	10 – 20	21 - 50
CPU Cores	4	6	8
Memory	16GB (x86_64)	20GB (x86_64)	24GB (x86_64)
HD Configuration (Note 2)	4 x 146GB	6 x 146GB	8 x 146GB

General Note: All configurations above 50 concurrent connections have to be designed specially in cooperation with the responsible Oracle Hospitality consulting staff.

> **Note 1:** The number of users is the sum of ALL CONCURRENT USER CONNECTIONS including interfaces and third party applications using the database.
>
> **Note 2:** Raid Level 0, 1 and 1+0 are the supported array configurations. The number of disks is important for concurrent users, the more disks that are used, the faster access and performance. Raid Level 5 or 6 is not supported by Oracle. **We recommend to use Ultra-3 SCSI disks** with 10k RPM or 15k RPM. The Ultra 3 SCSI-controller should have read/write cache.

- Oracle 11g Release 2 (11.2.0.4)/Oracle 12c Release 1 (12.1.0.1/12.1.0.2/12.2) for the database installation (64bit) and client installation (32bit) have to be used.

We highly recommend to use Windows 64-bit OS for the database server installation.

3 Suite8 Client Environment

System Requirements

Suite8 Client Recommended Hardware and OS Specifications

Client Type	Win10, Win 7 Client (x86_64)
CPU Core2	2
Memory	8GB
HD	>256GB (50GB free for installation)

> **Note:** With the recommended configuration of a workstation, one Suite8 application and basic additional applications (i.e. one Office-Module, Outlook or Internet Explorer) can be used. If more than one Suite8 module or other additional applications are used concurrently, it is recommended to use a higher specification workstation. When using applications with high memory usage, additional RAM is needed.
>
> For client installation the 32bit Oracle Client (Oracle 11.2.0.4, 12.2.0.1, 12.2) has to be used even though the client OS can be 64-bit. For Oracle Client and Windows Operating System compatibility please refer to the documentation: Oracle Database and Client Windows Installation Certification Quick Reference.

We recommend to use Windows 10 64-bit OS for the Client installation.

4 Suite8 Interface Environment

System Requirements

Suite8 Interface Workstation Recommended Hardware and OS Specifications

Client Type	Win10 IFC, Win7 IFC (x86_64)	Win10, Win 7 (x86_64) FidelioServer / Online-IFC
CPU Core2	2	2
Memory	8GB	8GB
HD	>256GB (50GB free for IFC)	>256GB (50Gb free for IFC)

Note 1: With the recommended configuration of a workstation, one Suite8 application and basic additional applications (i.e. one Office-Module, Outlook or Internet Explorer) can be used. If more than one Suite8 module or other additional applications are used concurrently, it is recommended to use a higher specification workstation. When using applications with high memory usage, additional RAM is needed.

Note 2: For client installation the 32bit Oracle Client (Oracle 11.2.0.4, 12.2.0.1, 12.2) has to be used even though the client OS can be 64-bit.. For Oracle Client and Windows Operating System Compatibility please refer to the documentation: Oracle Database and Client Windows Installation Certification Quick Reference.

Note 3: For IFC8 Hotel Property Interface the Microsoft .NET Framework 4.7.2 is required.

5 Suite8 XML Interface/Fidelio Server

System Requirements

Suite8 CRS XML Interface/Fidelio Server Recommended Hardware and OS Specifications

Client Type	Win10, Win 7 (x86_64)	Windows Server OS (x86_64)
CPU Core2	4	4
Memory	16GB	16GB
HD	512GB (256GB free space)	512GB (256GB free space)

General Note: All configurations above 20 concurrent connections have to be designed specially in cooperation with the responsible Oracle Hospitality consulting staff.

> **Note:** For high XML Interface traffic we recommend to use Windows Server Operating System.

6 Suite8 Point-of-Sale Client Environment

Point-of-Sale Workstation

System Requirements

- 15" ELO-Touch
- Intel Dual Core Processor, minimum 2 GHz
- Windows 10 64BIT
- 128 GB SSD Hard Drive
- 4 GB RAM
- Build in Swipe Card Reader

Suite8 Point-of-Sale Client Environment Workstation Requirement

MICROS Workstation	Requirements
Oracle MICROS Workstation 620 (Preferred)	▪ 1 Celeron processor ▪ 4 GB RAM, 128 GB SSD, MSR ▪ 15.6" wide-screen full high-definition (1920 x 1080) display ▪ Windows 10 IoT Enterprise ▪ Adjustable stand with mounting options for high or low mount customer display for Oracle MICROS Workstation 6 Series
Oracle MICROS Workstation 650 (Preferred)	▪ 1 Core i5 ULT dual-core processor ▪ 8 GB RAM, 256 GB SSD, MSR ▪ 15.6" wide-screen full high-definition (1920 x 1080) display ▪ Windows 10 IoT Enterprise ▪ Adjustable stand with mounting options for high or low mount customer display for Oracle MICROS Workstation 6 Series

Suite8 XML Interface for Property Point-of-Sale Mobile Environment

7 inch Tablet with Android 5.0 (Lollipop or higher).

System Requirements

Suite8 XML Interface for Property Point-of-Sale Mobile Environment

Model	Requirements
Samsung Galaxy Tab A7	▪ 1.3 GHz Snapdragon 410 Quad-Core Chipset, 1.5 GB RAM ▪ Storage 8 GB (expandable up to 256GB) ▪ 7 Inch IPS-Display with 1280 x 800 Resolution ▪ Camera Rear – 5 MP | Front – 2 MP ▪ Operating System Android 5.1 Lollipop ▪ Battery Life 11 hours ▪ Weight 0.95 lbs
Lenovo Tab 7 Essential	▪ 1.3 GHz Mediatek MT8161 Quad-Core Processor, 1 GB RAM ▪ Storage 16 GB (expandable up to 32GB) ▪ 7 Inch IPS LCD with 1024 x 600 Resolution ▪ Camera Rear – 5 MP | Front – 2 MP ▪ Operating System Android 7.0 Nougat ▪ Battery Life 9 hours ▪ Weight 0.51 lbs ▪ Plus charging stand, e.g. Belkin PowerHouse Micro-USB Dock XL

Suite8 XML Interface for Property Point-of-Sale Mobile Environment:

For up to 10 Tablets a separate XML IFC is necessary. Please refer to Suite8 XML Interface/Fidelio Server.

Printers

Suite8 Point-of-Sale Client Environment Recommended Printers

Printer	Requirements
Printers with ESC/POS protocol and Ethernet Interface	▪ EPSON units ▪ EPSON TM-T 88 V with Ethernet (Thermal Transfer Printer) ▪ EPSON TM-J7200 with Ethernet (Inkjet printing, slip and receipt) ▪ EPSON TM-U220D with Ethernet (Two color impact printer – our recommendation as kitchen printer) ▪ EPSON TM-H6000 IV with Ethernet (Thermal receipt, 9-dot matrix impact slip printer) ▪ EPSON TM-H5000II with Ethernet (Thermal receipt, multi parts slip printing)

For Point-of-Sale mobile	For PoS mobile, mobile printing at the table in front of the guest: is only possible through wifi printing and not through blue-tooth. Windows printer drivers need to be provided
Recommended mobile printers	Epson TM-P20 WiFi

Accessories like pouches should be available for the latter two.

7 Infrastructure Requirements

The following components and prerequisites have to be provided and complied by the property:

Components and prerequisites

Topic	Minimum	Recommended
Network	CAT 5/6/7 Network with 100Mbit	1000Mbit
Switch Ports	1 free port on switch for server	3 free ports on switch for server 2 for teamed data NICs 1 for ILO connection
Backup	Daily backup to tape device or disk	Daily backup plus archivelog backup several times per day.
Backup Software	Should support hot Oracle backup	Should support hot Oracle backup by using Oracle's RMAN utility.
Printers	HP LaserJet compatible	HP LaserJet printers
Availability		Medium-level high availability solution (MF-Hot Backup).
IP Addressing		Oracle Hospitality compatible IP Infrastructure.
Binding		Communication binding with corresponding specifications for Hotel Connector Solutions.
Domain		Windows Domain with functional DNS solution in the entire network.
Domain Controller		Separate domain controller to run ADS authentication, DNS, DHCP and file and print services.