Oracle® Hospitality OPERA Property Management
Workstation Setup Guide Release 5.5 and higher
E76452-01-RHG

May 2018

Contents

Preface

This document describes Workstation setup for Oracle Hospitality OPERA Property Management Version 5.5 and higher. This document has been customized for information specific to for the Radisson Hotel Group (RHG).

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:
https://support.oracle.com or via phone at **800-249-0683**.

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
• 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
June, 2016	Initial publication.
July, 2016	Minor updates
April, 2018	Updates to reflect current version information.
May, 2018	Minor updates

1 Workstation Operating System Requirement

To run Oracle Hospitality OPERA Property Management Version 5.5 and higher, your workstation must use one of these operating systems:

• Windows 7 Professional Edition
• Windows 8 Professional Edition
• Windows 10 Professional Edition

2 Installing the Java Runtime Client

1. Oracle recommends the latest version of Java Runtime Environment (JRE) but, the specific versions of JRE used during QA of an OPERA patch can be found in the application release notes.

2. Log on to the workstation with a user account that has local administrator rights.

3. Download the required JRE version from one of these pages: http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html

   a. The page below will open, click the button for "Accept License Agreement" under Java SE Runtime Environment.

4. Next to **Windows x86 Offline**, click the link jre-xxxx-windows-i586.exe to begin the download.
   Note: Only 32-bit versions of the JRE are supported with OPERA.

5. When asked if you want to run or save from download.oracle.com, click **Run**.

6. Click the **Java** icon on the taskbar.

7. On the **Java Setup - Welcome** screen, click **Install**. After the installation has completed, the **Java Setup- Uninstall out-of-date versions** screen may appear.
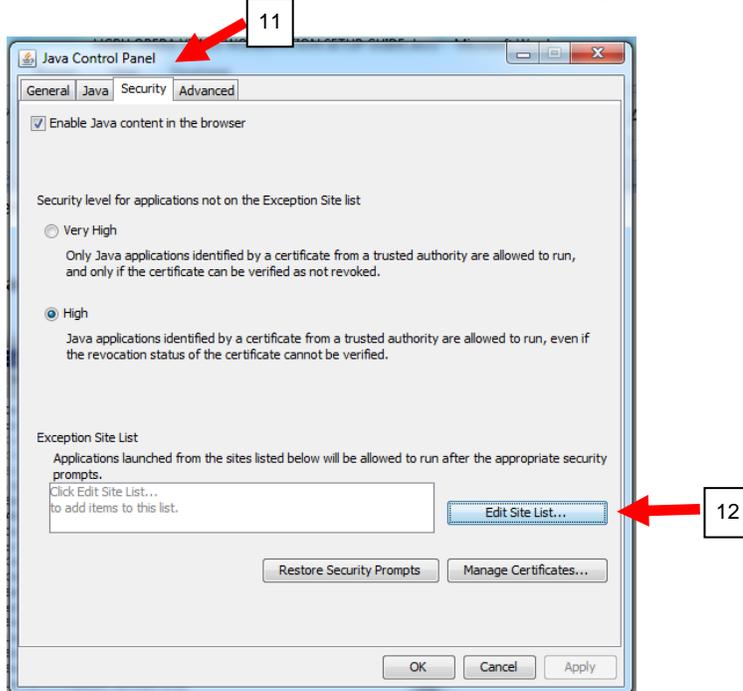

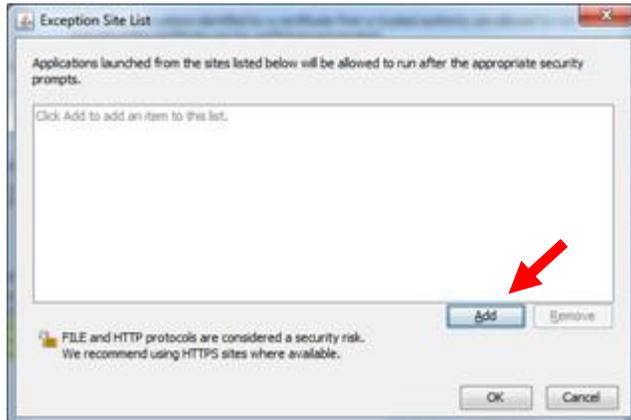8. Click **Uninstall**.

9. Click the Microsoft Windows Start button.

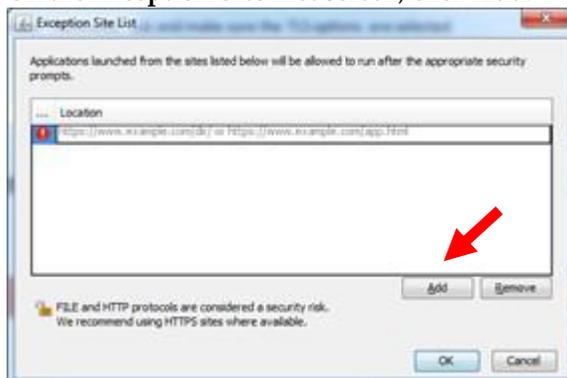10. Click in the **Search programs and files** field, type configure java and then press **Enter**.

11. On the **Java Control Panel** screen, click the **Security** tab.

12. Click **Edit Site List…**.

13. On the **Exception Site List** screen, click **Add**.

14. Click in the **Location** field, enter your OPERA application URL with http and then click **Add**. For example, depending on your OPERA application version and hosted location, your URLs should look something like:
RHWest:
http://rhwest.radissonhotels.com

RHEast:
http://rheast.radissonhotels.com

15. Click in the **Location** field, enter your OPERA application URL with https and then click **Add**. For example, depending on your OPERA application version and hosted location, your
RHWest:
https:// rhwest.radissonhotels.com

RHEast:
https:// rheast.radissonhotels.com

Also for both environments **Add:**
https://10.38.242.* & http://10.38.242.*
https://10.38.250.* & http://10.38.250.*

Note: Do not enter a URL that includes 'OAM', also do not include any paths beyond the hostname which ends in .com.

16. On the **Java Control Panel** screen, select the **Advanced** tab.
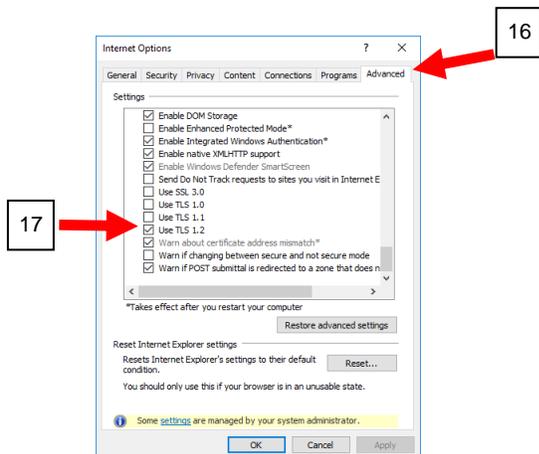
17. Ensure that the **Use TLS 1.2** check box is checked. If not, select it.
Note: Older releases of OPERA 5 may also require SSLv3 or TLS1.0 to function.

18. Click **Apply** and then click **OK**.

19. Close **Microsoft Internet Explorer**, open it again, and log into OPERA.

3 Setting Microsoft Internet Explorer Options

There are several places where changes need to be made to the client machine's Microsoft Internet Explorer options. Depending on your browser version, the steps below may differ.
OPERA 5 requires the use of Microsoft Internet Explorer. RHG recommends using Internet Explorer 11.
Note, Google Chrome, Mozilla Firefox, Microsoft Edge, and other browsers are not supported.

Adding Trusted Sites

1. Log on to the workstation with a user account that has local administrator rights.

2. Open **Microsoft Internet Explorer**.

3. Select the **Tools** menu.

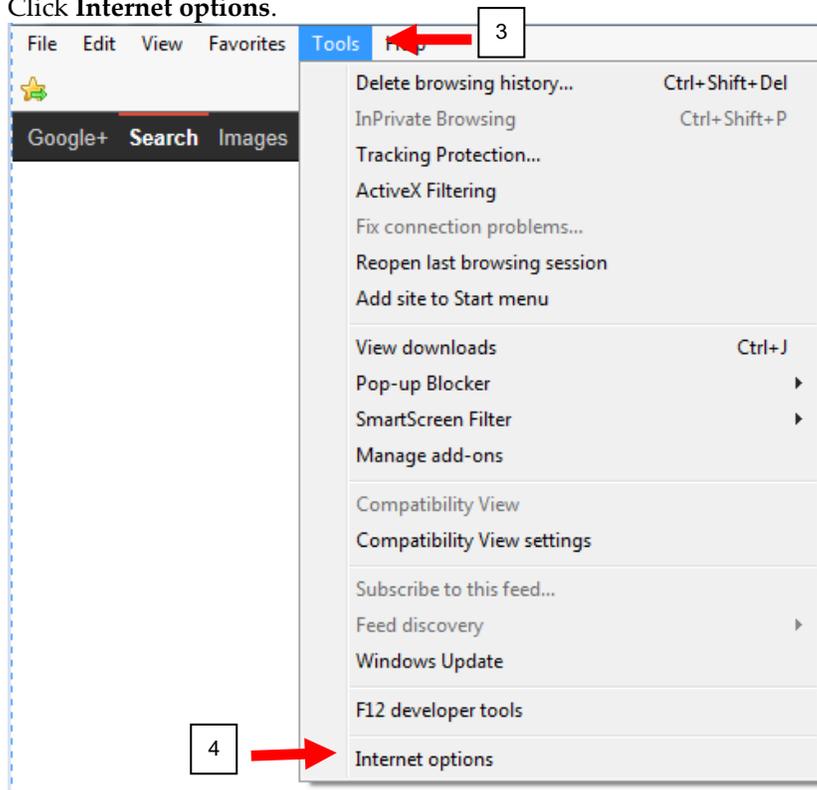4. Click **Internet options**.

File	Edit	View	Favorites	Tools	
				3	

Delete browsing history...	Ctrl+Shift+Del
InPrivate Browsing	Ctrl+Shift+P
Tracking Protection...	
ActiveX Filtering	
Fix connection problems...	
Reopen last browsing session	
Add site to Start menu	
View downloads	Ctrl+J
Pop-up Blocker	▶
SmartScreen Filter	▶
Manage add-ons	
Compatibility View	
Compatibility View settings	
Subscribe to this feed...	
Feed discovery	▶
Windows Update	
F12 developer tools	
Internet options	

4 → Internet options

5. On the **Internet Options** screen, select the **Security** tab.

6. Click the green check mark for **Trusted sites.**
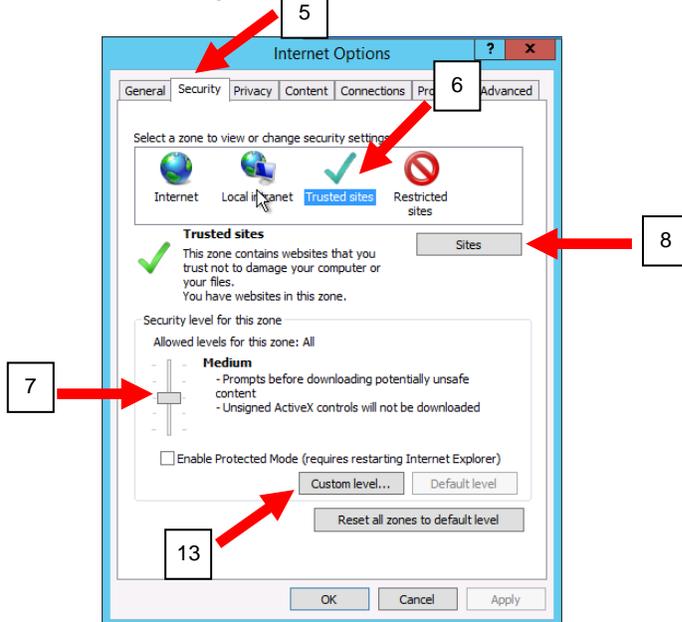
7. Under **Security level for this zone**, change it to **Medium**.

8. Click **Sites**.
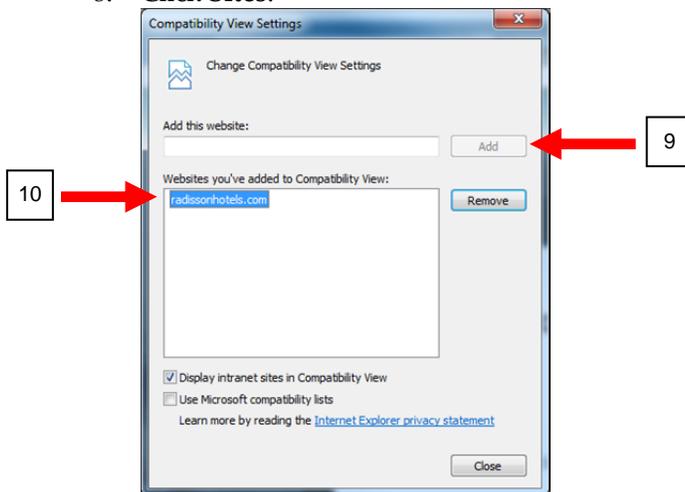
9. Click in the **Add this website to the zone** field.

10. Enter your OPERA application URL.
    For sites that have multiple application servers for OPERA or for load-balanced environments, ensure that all URLs are entered.
    For Hosted Sites Add:
    a. *.radissonhotels.com
    b. https://10.38.242.* & http://10.38.242.*
    1. https://10.38.250.* & http://10.38.250.*

11. Click **Add**.

12. Click **Close**.

13. Click **Custom Level** and click **Enable** for these Settings:
    - ActiveX Controls and plug-ins
    - Miscellaneous

14. Click **OK**.

Turning off Pop-up Blocker
1. On the **Internet Options** screen, select the **Privacy** tab.
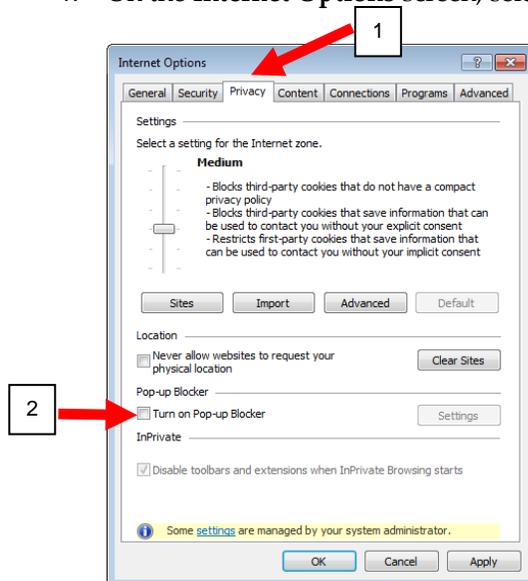
2. Deselect the **Turn on Pop-up Blocker** option.

Changing Advanced Settings

1. On the **Internet Options** screen, select the **Advanced** tab.

2. Select the **Use TLS 1.2** check box.
   Note: Older releases of OPERA 5 may also require SSLv3 or TLS1.0 to function.
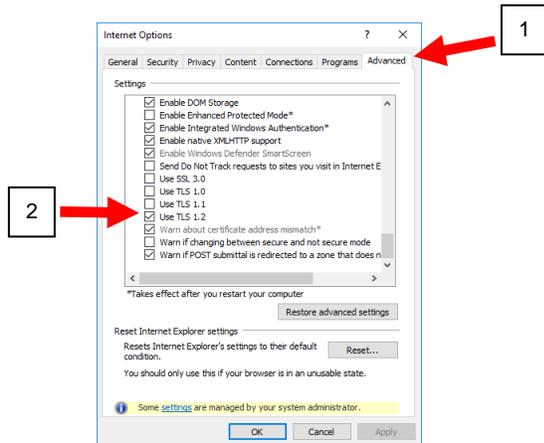
3. Click **Apply**.

4. Click **OK**.

Disabling Add-ons

1. Click the **Tools** icon from Internet Explorer.
2. Click **Manage add-ons**.
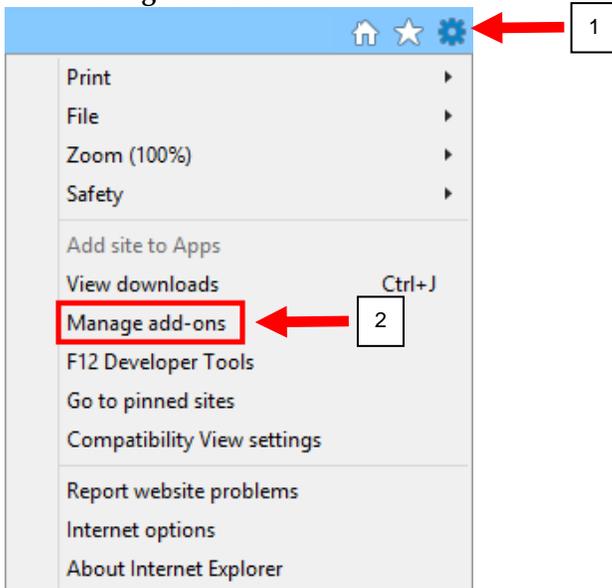
3. Go to the appropriate type of add-ons and find the one you want to "Disable" and Right- click
   a. Select **Disable**.
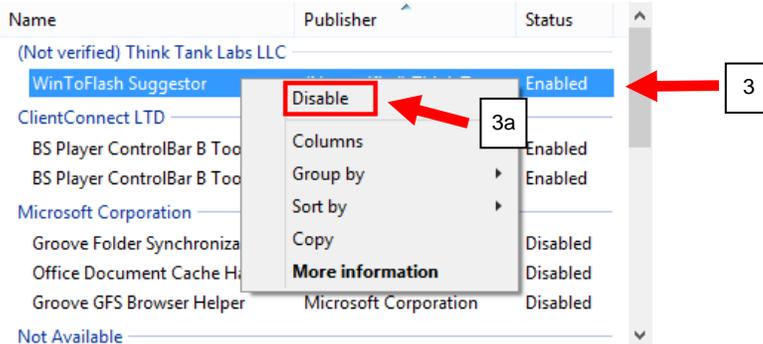
4. Everything should be Disabled except for Java & Adobe items.

Disabling SmartScreen Filter

1. On the **Internet Options** screen, select the **Advanced** tab.

2. Scroll down to the **Security** section and unselect the **Enable SmartScreen Filter** check box.

3. Click **OK**.

4 Installing Client-Side Applications

If you do not want the OPERA Login Page to automatically install the software required by JInitiator when you log in, follow these procedures to preinstall all the required client utilities.

Installing the RegTermUtility

1. Ensure the workstation can connect to the application server.
   a. Ensure you are logged into the workstation as an Administrator.
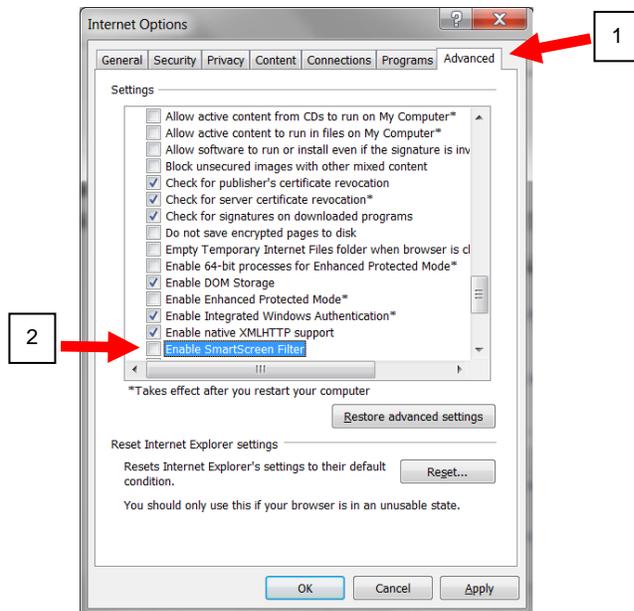   b. Close all Internet browsers, including Opera.
2. Install the **RegTerm** utility using your environment's URL:
   a. RHWest: https://rhwest.radissonhotels.com/installregterm.exe
   b. RHEast: https://rheast.radissonhotels.com/installregterm.exe
   c. Premise: https://YourOPERAURL/installregterm.exe

Installing OPERA Print Control

The Print Control is loaded along with the Adobe Object and checks for printer availability and status. If it is not automatically installed, perform the step below to enable stream printing to work within OPERA.

1. Install **OPERA Print Control** using the following URL in your browser:
   a. **RHWest:** https://rhwest.radissonhotels.com/installoperaprintctrl.exe
   b. **RHEast:** https://rheast.radissonhotels.com/installoperaprintctrl.exe
   c. **Premise:** https:// YourOPERAURL /installoperaprintctrl.exe

Installing Adobe Acrobat Reader

If installing the client utilities from the OPERA login, the Adobe Acrobat Reader installation starts automatically while installing OPERA Print Control.

* Please make sure that workstation has Adobe X or DC installed *

Known Issues

Issue: Workstation Terminals do not Register even with all the above Completed

Sometimes the workstation terminals do not register even with all the above completed.

Solution

1. In Microsoft Internet Explorer, click Tools, click Internet Options, click the Security tab, click Trusted Sites, click Custom level…, and set these Security Settings:

Security Settings - Trusted Sites Zone

Settings

- Initialize and script ActiveX controls not marked as safe for s
  - ○ Disable
  - ○ Enable
  - ● Prompt
- Only allow approved domains to use ActiveX without prompt
  - ○ Disable
  - ● Enable
- Run ActiveX controls and plug-ins
  - ○ Administrator approved
  - ○ Disable
  - ● Enable
  - ○ Prompt
- Run antimalware software on ActiveX controls
  - ○ Disable
  - ● Enable
- Script ActiveX controls marked safe for scripting*
  - ○ Disable

*Takes effect after you restart your computer

Reset custom settings

Reset to: Medium (default) ▼   Reset...

OK   Cancel

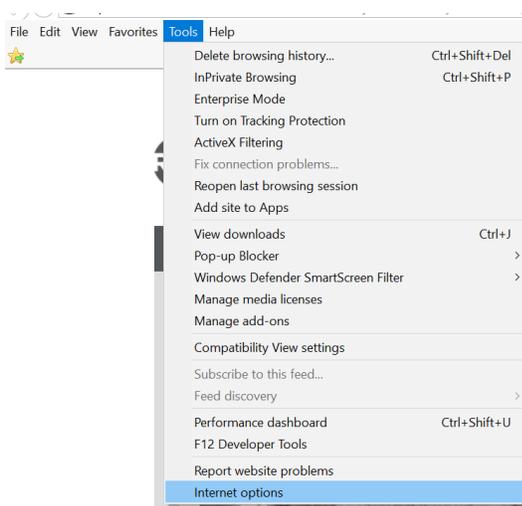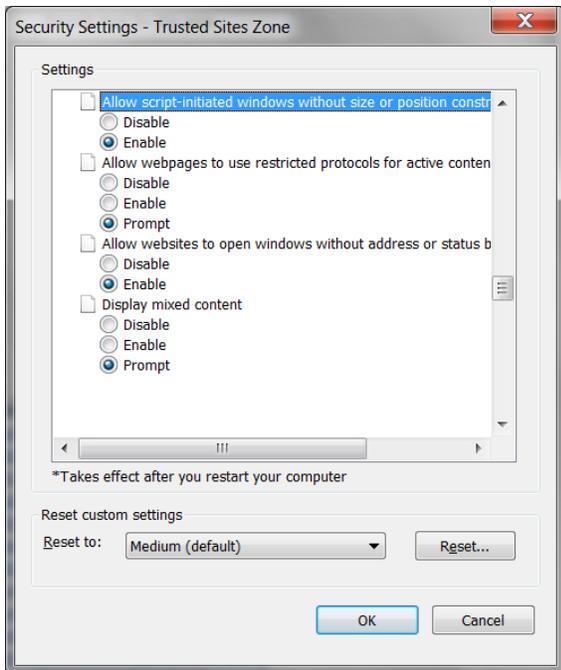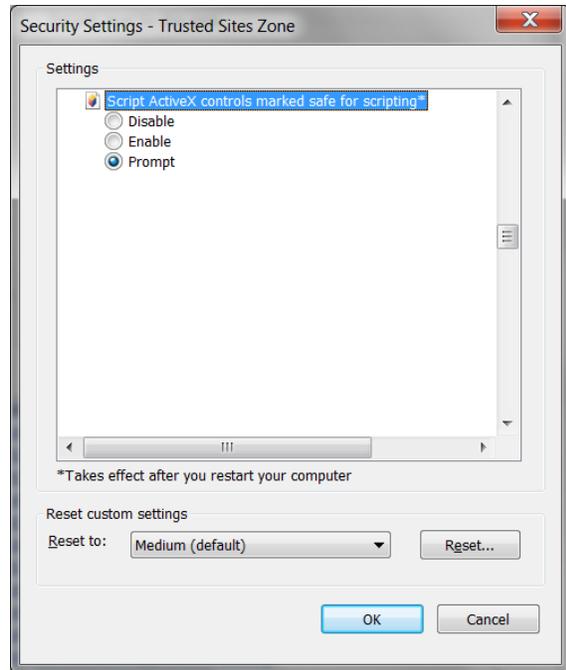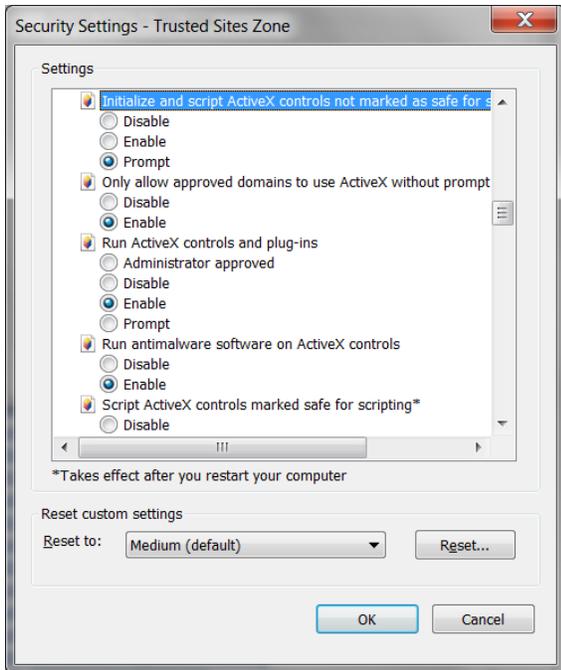**Security Settings - Trusted Sites Zone**

Settings

- Script ActiveX controls marked safe for scripting*
  - ○ Disable
  - ○ Enable
  - ● Prompt

*Takes effect after you restart your computer

Reset custom settings

Reset to: Medium (default) ▼   Reset...

OK   Cancel

Security Settings - Trusted Sites Zone

Settings

- Allow script-initiated windows without size or position constr
  - ○ Disable
  - ● Enable
- Allow webpages to use restricted protocols for active conten
  - ○ Disable
  - ○ Enable
  - ● Prompt
- Allow websites to open windows without address or status b
  - ○ Disable
  - ● Enable
- Display mixed content
  - ○ Disable
  - ○ Enable
  - ● Prompt

*Takes effect after you restart your computer

Reset custom settings

Reset to: Medium (default) ▼   Reset...

OK   Cancel

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2. If configuring the above still does not allow the terminal to register or Java to launch, we recommend uninstalling all client side components and then deleting the Opera folder at C:\Program Files (x86)\Micros Systems, Inc\Opera.

3. Also delete the Opera folder at C:\ProgramData\Oracle\Opera.
If you cannot delete these folders, this means that some process is still running and a workstation restart may be needed.

4. After restarting the workstation, reinstall all client-side components (RegTerm, Adobe Reader, Jinit, Java JRE, OperaPrintCtrl, and ScreenWiz, as Administrator user.

5. If TermReg is still not working, then try **Restore advanced settings** and **Reset...** on the **Advanced** tab as seen below:
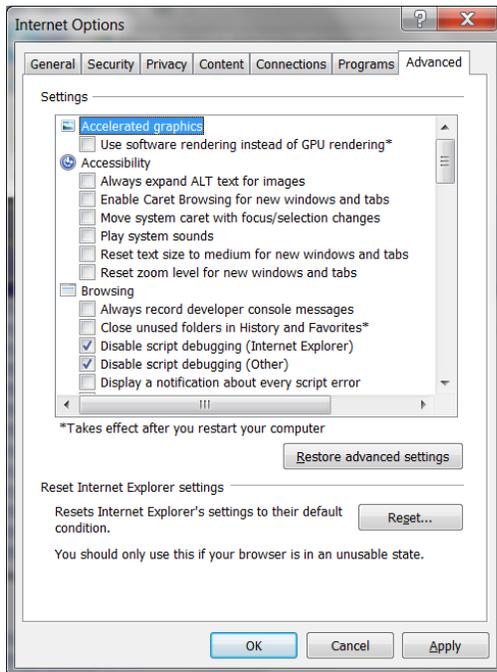
6. On the **Privacy** tab, deselect (turn off) **Pop-up Blocker**:
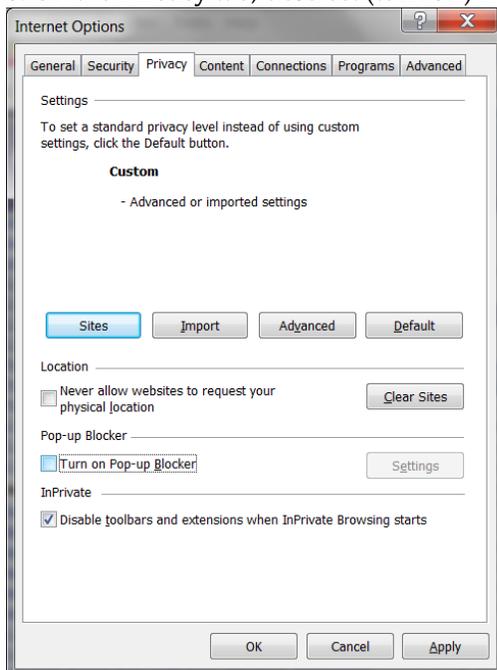
7. Then close the browser and launch again.

Issue: Opera Workstation Undefined or Keeps Prompting to Install RegTerm, OperaPrintCtrl, Adobe Each Time Login Screen is opened

Depending on the version of OPERA installed and other software running on the workstation, it is possible to encounter an issue documented in **Oracle support document ID 2193783.1**.

When opening the shortcut to access the OPERA login screen, the prompt to install TermReg, JinitCheck, OperaPrintCtrl, and Adobe keep popping up, even if these have already been installed.
Or
Terminal Name remains UNDEFINDED even though TermReg has been installed.

Cause

1. This could be due to the Anti-Virus program on the workstation stopping the install from completing or blocking access to certain OPERA component files located in folders such as:

    a. C:\program files (x86)\micros systems, inc\opera*

    b. C:\programdata\oracle\opera*

2. It could be due to the Windows User having insufficient rights to install or access the OPERA components.

3. TermReg.ini might need to be manually created in the correct location.
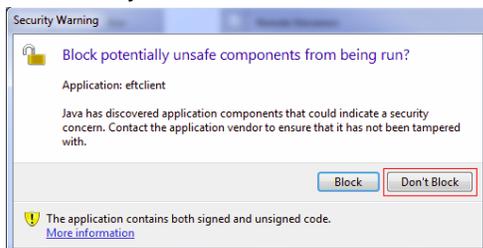
Solution
See the above reference support document for solution options that include re-running some of the installers as administrator, temporarily disabling AV file locking, or manually creating the required files.

Issue: Java Security Warning
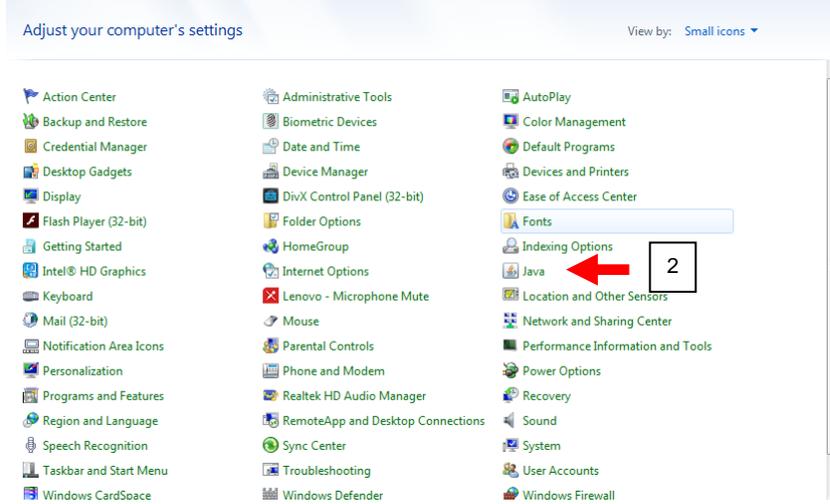If this Security Warning message keeps coming up follow the steps below to stop it.

Solution – Step 1
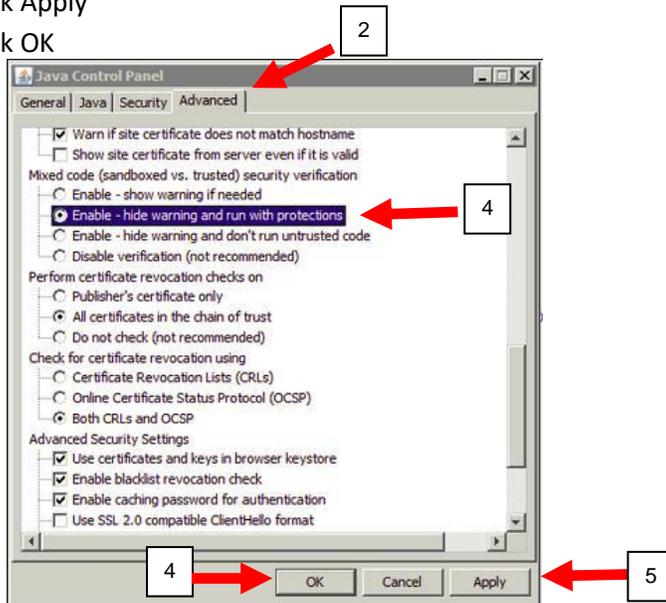1. First, always Click "Don't Block".

Solution – Step 2

1. Open the workstation Control Panel and click on Java

2. Click on Advanced Tab
3. Scroll down to Mixed Code (sandboxed vs. trusted) security Verification
4. Select Enable – Hide warning and run with protections
5. Click Apply
6. Click OK

Solution – Step 3 Change User Account Control Settings

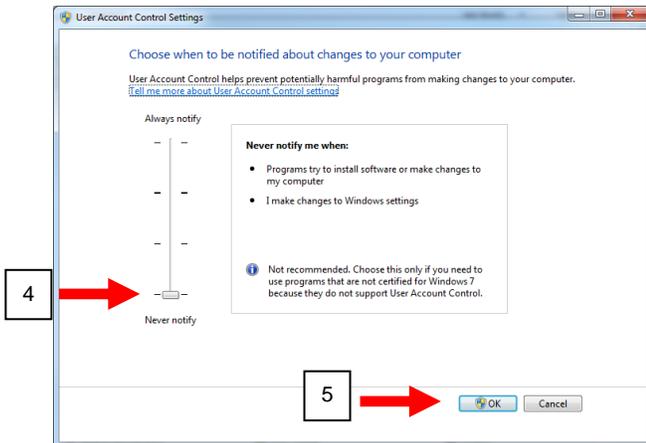1. Click the start button

2. In the search programs and files Type **UAC**

3. Click on Change User Account Controls settings

4. Here slide down to **Never Notify**

5. Click **OK**

5 Setting Adobe Acrobat Reader Preferences

Depending on your Adobe Acrobat Reader version, the steps below may differ.

1. Open Adobe Acrobat Reader outside of the application.

2. Select **Edit**, select **Preferences**, select **Updater**, and select the **Do not download or install updates automatically** option.

    Check for updates

    Adobe recommends that you automatically install updates.

    ○ Automatically install updates
    ○ Automatically download updates, but let me choose when to install them
    ● Do not download or install updates automatically
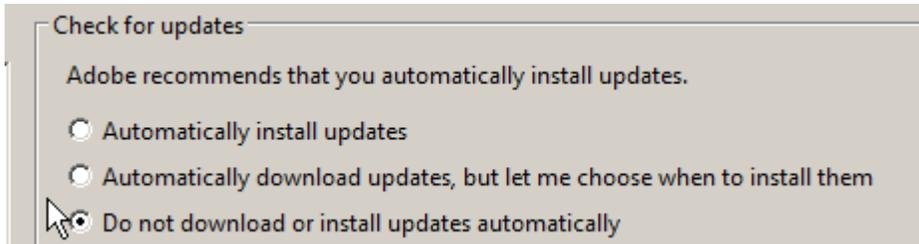
3. Select **Edit**, select **Preferences**, select **General**, and unselect the **Enable Protected Mode at startup** check box.

    ☐ Enable Protected Mode at startup

4. Select **Edit**, select **Preferences**, select **Security (Enhanced)**, and unselect the **Enable Enhanced Security** check box.

    ☐ Enable Enhanced Security
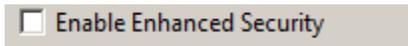
5. Select **Edit**, select **Preferences**, select **Security (Enhanced)**, and select the **Automatically trust sites from my Win OS security zones** check box and verify that the OPERA URL is listed.

    Privileged Locations

    ☑ Automatically trust sites from my Win OS security zones