

# FAQ September 16<sup>th</sup> Oracle Hospitality Live! Partner Innovation Enablement

## How can we get access to an OPERA Cloud instance for use during development?

There are several ways this will be possible:

1. OPN members who are part of the Cloud Build track will be eligible to purchase your own OPERA Cloud instance, including UI and interface API access. This option will be released shortly, so look for that information in the next few weeks.
2. Integration partners can purchase consulting time from our Professional Services group, and use that time to access a consulting lab. This will be API access only, but the consultant working with you can assist with UI-level needs.
3. We will be making a shared sandbox environment available as part of the Oracle Hospitality Integration Platform (OHIP). This will be for API access of the new REST APIs, and will not include access to the UI or OXI, OWS, etc. Access to the shared sandbox will not be exclusive, and will be charged based on consumption – you only pay for the calls to make to it.
4. The other option is to make a deal with a hotel or other partner who has an OPERA Cloud non-production instance.

## If I don't choose to renew my Oracle validation, what happens?

Existing installations are not going to stop working. We are certainly not going to shut hotels off because of it, however if you don't renew your OPN membership, your solution won't be listed on the Oracle Cloud Marketplace or the published list of interfaces. This is important as this means if a hotel comes to us and asks about an integration with your product, sales will say 'we don't have an interface' and nobody wants that – we certainly don't want that and certainly the customers don't want that, so make sure you have your OPN membership up to date. If you have questions, feel free to reach out and ask. You can check the status of your membership online, or reach out to the OPN team at [oracle.com/partnernetwork](https://oracle.com/partnernetwork).

## I am still trying to solve the challenge I asked about last time regarding validation / certification. Specifically, that hotel clients have been told / understood that if they install a not yet certified interface on OWS they lose any and all support if something goes wrong. Is there any official guidance posted anywhere that I can share with the hotels so they don't have to take my explanation of my memory of what Mike told me?

I don't believe we have anything officially published. There has been a bit of confusion over the years about what is supported and what is not supported with an un-validated interface.



## Once I have a cloud lab, how do I reset the data?

We have a couple of options on how we might be able to assist, this will be included in the information when we roll it out. We are still working on this.

## Access to the REST APIs – are they going to be available on premises?

Right now no. It's something of course we can look at in the future but it's not part of our first focus. Part of the reason for that is simply architecture - the architecture for these REST APIs exists with the versions of OPERA that are in the Cloud, so in order to get all those REST APIs on premises, all of that would have to be down on property. There's a bunch of reasons why that's a little more complicated, not the least of which is there are thousands and thousands of hotels which would need to be individually managed with cloud-level systems.

## Does OPERA have APIARY like Symphony?

OPERA does actually have APIARY but APIARY is only going to be available with our new integration platform: the Oracle Hospitality Integration Platform. With that platform

The way it's been interpreted in the field is that it's completely unsupported if it's not validated – which isn't entirely true. Of course, if Oracle sells software to a hotel we are going to support our software – it's not like we are going to install it and walk away. With a validated interface we as Oracle and the partner are warranting that we've tested it and that we know it's going to work within this scenario – that's why we do the testing – we know that in this configuration it's known to work and the parameters under which it will work, and we'll warrant that that'll work. We'll go in and check that the configuration of OPERA matches what it's supposed to be with this particular interface. That's part of the support piece and we'll troubleshoot what is not working.

For a non-validated interface – essentially all that Oracle will support is the Oracle side of it –so if we've installed OWS and the hotel has made a private, custom connection with a partner, it's an un-validated interface to our point of view. It's customer-driven configuration that has very little, if anything to do with Oracle. We support OWS generically - so if the hotel calls and says it's not working we will certainly dial in and see how everything is running but that's where it stops. What we won't do is go the next step and double check the messages are formatted properly or see which functionalities need to be turned on or off.

**Oracle Cloud access for vendors: I know there is work in progress to give vendors discounted access to an OPERA Cloud property for their own testing/sales demo needs. Will there be functionality to 'reset data'? For on prem/dev we reset data or reload schemas for test runs regularly or to setup demos, can some thought be put into these scenarios for cloud?**

For the cloud, there is an option that we are actually building at the moment and are getting very close to releasing, but there is also the possibility to use on premises demo systems with OPERA 5. The only requirement there is to have a current and valid OPN membership and also the License and Hardware track. Of course, that can be a little bit expensive to maintain on your own, but there are some that do very well by it. We're working on OPERA Cloud labs, and should be announcing that very shortly. If you are interested in purchasing an OPERA Cloud lab or if you're interesting in more information about it, email me (mike.provost@oracle.com).

**We have many clients that are running current versions of OPERA – mostly on prem solutions. We are using SOAP based APIs available today. Would the new platform allow these current customers to use the new REST APIs without needing to upgrade OPERA? – Or will the REST APIs not be available for OPERA on - prem? If I'd like to avoid SOAP, what will be my option to connect with the OPERA database of a hotel that is on premise?**

The new rest AP's are going to be available initially for OPERA Cloud hotels and we're also going to be expanding that to our OPERA 5 hosted environments but at the moment we don't have immediate plans to expand that functionality down to the on premises sites. So your existing interfaces for example, your OXIs and OWSs, are going to work for all three of those different deployment scenarios, but for the time being, the new rest APIs and platform are only going to be connecting to our Cloud and hosted instances.

we are introducing a developer portal which is a self-service option where you can register and browse our API catalogue. APIARY is embedded into this developer portal so you don't have to go into the cloud separately – you'll be able to browse our REST API catalogue from the developer portal itself, with the APIARY look and feel. This is going to be only for OPERA Cloud and OPERA 5 hosted, not on-premises. For on-premises OPERA deployments you will need to use the existing interfaces (for example OXI and OWS), the specs for which are available on docs.Oracle.com

**Where can I find the recording from the enablement session from last month?**

[https://files.slack.com/files-pri/T655JKQRX-F01BXQS8DKJ/download/zoo\\_m\\_1\\_renata\\_lopes.mp4](https://files.slack.com/files-pri/T655JKQRX-F01BXQS8DKJ/download/zoo_m_1_renata_lopes.mp4)

**Can we have any OXI business events that will get old value and new value in the OXI profile message – for example if a guest address line was updated is it possible to get both old value and new value in the OXI profile message?**

With OXI logic, unfortunately that is not possible. When the business event is created, it does contain the old and new value, but when OXI goes to pick it up, it is designed to send the data as is at that exact moment (the new value).