Oracle® Cloud

Using the Oracle Hospitality Adapter with Oracle Integration Generation 2





Oracle Cloud Using the Oracle Hospitality Adapter with Oracle Integration Generation 2,

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Preface

This guide describes how to configure this adapter as a connection in an integration in Oracle Integration.



The use of this adapter may differ depending on the features you have, or whether your instance was provisioned using Standard or Enterprise edition. These differences are noted throughout this guide.

Topics:

- Audience
- Documentation Accessibility
- Diversity and Inclusion
- Related Resources
- Conventions

Audience

This guide is intended for developers who want to use this adapter in integrations in Oracle Integration.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info Or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and



partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Related Resources

See these Oracle resources:

- Oracle Cloud
 - http://cloud.oracle.com
- Using Integrations in Oracle Integration Generation 2
- Using the Oracle Mapper with Oracle Integration Generation 2

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.



Understand the Oracle Hospitality Adapter

Review the following conceptual topics to learn about the Oracle Hospitality Adapter and how to use it as a connection in integrations in Oracle Integration. A typical workflow of adapter and integration tasks is also provided.

Topics:

- Oracle Hospitality Adapter Capabilities
- Oracle Hospitality Adapter Restrictions
- What Application Version Is Supported?
- Workflow to Create and Add an Oracle Hospitality Adapter Connection to an Integration

Oracle Hospitality Adapter Capabilities

The Oracle Hospitality Adapter enables you to integrate an OPERA Cloud Property Management (PMS) application with other Oracle and non-Oracle applications.

Implement the Oracle Hospitality Adapter as follows:

- Integrate OPERA Cloud PMS with other Oracle Cloud applications such as Oracle ERP Cloud
- Integrate OPERA Cloud PMS with any non-Oracle applications such as CRS applications

The Oracle Hospitality Adapter provides trigger (inbound) and invoke (outbound) support. This enables you to trigger an integration in Oracle Integration to get OPERA Cloud PMS business events or invoke OPERA Cloud PMS using the available REST APIs.

Both inbound and outbound services leverage the REST APIs exposed by the Oracle Hospitality Integration Platform (OHIP). All inbound and outbound service structure is exposed using REST only (no SOAP support).

To successfully create a connection with the Oracle Hospitality Adapter, you must first register your application within the OHIP Customer Portal. See the Hospitality Documentation page.

OAuth 2.0 Support

The Oracle Hospitality Adapter uses the OHIP security policy, which is based on the Open Authorization (OAuth 2.0) security policy for REST-based connections.

This enables you to configure the Oracle Hospitality Adapter to consume an API protected with OAuth 2.0 token-based authentication. Under token-based authentication, OAuth resource owner password credentials are supported. This policy is useful for when the basic authentication security policy is not sufficient.

Most HTTP or HTTPS services typically use the OAuth authorization framework to protect their resources. In accordance with the OAuth 2.0 specification, the OAuth 2.0 authorization framework enables a third-party application to obtain limited access to an HTTP service. This is either on behalf of a resource owner by orchestrating an approval interaction between the

resource owner and the HTTP service or by enabling the third-party application to obtain access on its own behalf.

See Configure Connection Security.

The Oracle Hospitality Adapter is one of many predefined adapters included with Oracle Integration. You can configure the Oracle Hospitality Adapter as a trigger or invoke connection in an integration in Oracle Integration.

Oracle Hospitality Adapter Restrictions

Note the following Oracle Hospitality Adapter restrictions.

- The Oracle Hospitality Adapter can only be used with the OPERA Cloud PMS application. An active OHIP subscription is required.
- To poll OPERA Cloud business events using a trigger connection, the connectivity agent must be associated with the adapter connection. If you want to poll business events without a connectivity agent, you must use a scheduled integration in which the Oracle Hospitality Adapter is used only as an invoke connection.



There are overall service limits for Oracle Integration. A service limit is the quota or allowance set on a resource. See Service Limits.

What Application Version Is Supported?

For information about which application version is supported by this adapter, see the Connectivity Certification Matrix.

See Connectivity Certification Matrix.

Workflow to Create and Add an Oracle Hospitality Adapter Connection to an Integration

You follow a very simple workflow to create a connection with an adapter and include the connection in an integration in Oracle Integration.

This table lists the workflow steps for both adapter tasks and overall integration tasks, and provides links to instructions for each step.

Step	Description	More Information
4	<u>-</u>	
1	Access Oracle Integration.	Go to https://instance_URL/ic/home
2	Create the adapter connections for the applications you want to integrate. The connections can be reused in multiple integrations and are typically created by the administrator.	Create an Oracle Hospitality Adapter Connection



Step	Description	More Information
3	Create the integration. When you do this, you add trigger (source) and invoke (target) connections to the integration.	Create Integrations in Using Integrations in Oracle Integration Generation 2 and Add the Oracle Hospitality Adapter Connection to an Integration
4	Map data between the trigger connection data structure and the invoke connection data structure.	Map Data in Using Integrations in Oracle Integration Generation 2
5	(Optional) Create lookups that map the different values used by those applications to identify the same type of object (such as gender codes or country codes).	Manage Lookups in Using Integrations in Oracle Integration Generation 2
6	Activate the integration.	Activate Integrations in Using Integrations in Oracle Integration Generation 2
7	Monitor the integration on the dashboard.	Monitor Integrations in Using Integrations in Oracle Integration Generation 2
8	Track payload fields in messages during runtime.	Assign Business Identifiers for Tracking Fields in Messages and Manage Business Identifiers for Tracking Fields in Messages in Using Integrations in Oracle Integration Generation 2
9	Manage errors at the integration level, connection level, or specific integration instance level.	Manage Errors in Using Integrations in Oracle Integration Generation 2



Create an Oracle Hospitality Adapter Connection

A connection is based on an adapter. You define connections to the specific cloud applications that you want to integrate. The following topics describe how to define connections.

Topics:

- Prerequisites for Creating a Connection
- Create a Connection
- Upload an SSL Certificate

Prerequisites for Creating a Connection

You must satisfy the following prerequisites to create a connection with the Oracle Hospitality Adapter:

Before you configure the Oracle Hospitality Adapter:

- Ensure that you have an Oracle OPERA Cloud PMS user with access to its integration APIs.
- Ensure that you have an account with the OHIP platform. See the Oracle Hospitality Integration Platform documentation.
- Know the OHIP Gateway URL that you want to use.
- Ensure that you have registered an application in OHIP and have the correspondent credentials (application key, client ID, and client secret) from the OHIP Customer Portal.
- For polling OPERA business events (when the Oracle Hospitality Adapter is used as a trigger connection), ensure that you set up the connectivity agent. See Download and Run the Connectivity Agent Installer.

Create a Connection

Before you can build an integration, you have to create the connections to the applications with which you want to share data.

To create a connection in Oracle Integration:

- In the left navigation pane, click Home > Integrations > Connections.
- Click Create.



Note:

You can also create a connection in the integration canvas of:

- An orchestrated integration (See Define Inbound Triggers and Outbound Invokes.)
- A basic routing integration (See Add a Trigger (Source) Connection.)
- In the Create Connection Select Adapter dialog, select the adapter to use for this connection. To find the adapter, scroll through the list, or enter a partial or full name in the **Search** field and click

Q

Search.

- 4. In the Create Connection dialog, enter the information that describes this connection.
 - a. Enter a meaningful name to help others find your connection when they begin to create their own integrations. The name you enter is automatically added in capital letters to the **Identifier** field. If you modify the identifier name, don't include blank spaces (for example, SALES OPPORTUNITY).
 - Enter optional keywords (tags). You can search on the connection keywords on the Connections page.
 - c. Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by the adapter are displayed for selection. When you select a role, only the connection properties and security policies appropriate to that role are displayed on the Connections page. If you select an adapter that supports both invoke and trigger, but select only one of those roles, you'll get an error when you try to drag the adapter into the section you didn't select. For example, let's say you configure a connection for the Oracle Service Cloud (RightNow) Adapter as only an invoke. Dragging the adapter to a trigger section in the integration produces an error.
 - d. Enter an optional description of the connection.
- 5. Click Create.

Your connection is created. You're now ready to configure the connection details, such as connection properties, security policies, connection login credentials, and (for certain connections) agent group.

Configure Connection Properties

Enter connection information so your application can process requests.

- 1. Go to the Connection Properties section.
- In the Gateway Hostname (OHIP) field, enter the URL of the OHIP Gateway server that is associated with your OPERA Cloud instance using the following format:

http://gateway-hostname.oci-region.environment-reference.com



Configure Connection Security

Configure security for your Oracle Hospitality Adapter connection by selecting the security policy.

- 1. Go to the **Security** section.
- View the security policy. OHIP Security Policy is the only security policy supported to connect to OPERA Cloud and cannot be deselected.
- 3. Enter the client ID and client secret provided in your environment details in the OHIP developer portal.
- 4. Enter the application key provided when you registered you application within the OHIP developer portal. If you request a new application key, you must update this field.
- **5.** Enter your username and password. This is the OPERA Cloud user who has access to the integration APIs.
- 6. Click Save.

Configure an Agent Group

Configure an agent group for accessing the service hosted on your premises behind the fire wall.

1. Click Configure Agents.

The Select an Agent Group page appears.

- 2. Click the name of the agent group.
- 3. Click Use.

To configure an agent group, you must download and install the on-premises connectivity agent. See Download and Run the Connectivity Agent Installer and About Connectivity Agents and Integrations Between On-Premises Applications and Oracle Integration in *Using Integrations in Oracle Integration Generation 2*.

Test the Connection

Test your connection to ensure that it's configured successfully.

1. In the page title bar, click **Test**. What happens next depends on whether your connection uses a Web Services Description Language (WSDL) file.

If Your Connection	Then
Doesn't use a WSDL	The test starts automatically and validates the inputs you provided for the connection.



If Your Connection	Then
Uses a WSDL	A dialog prompts you to select the type of connection testing to perform:
	 Validate and Test: Performs a full validation of the WSDL, including processing of the imported schemas and WSDLs. Complete validation can take several minutes depending on the number of imported schemas and WSDLs. No requests are sent to the operations exposed in the WSDL.
	 Test: Connects to the WSDL URL and performs a syntax check on the WSDL. No requests are sent to the operations exposed in the WSDL.

- 2. Wait for a message about the results of the connection test.
 - If the test was successful, then the connection is configured properly.
 - If the test failed, then edit the configuration details you entered. Check for typos, verify URLs and credentials, and download the diagnostic logs for additional details. Continue to test until the connection is successful.
- 3. When complete, click Save.

Upload an SSL Certificate

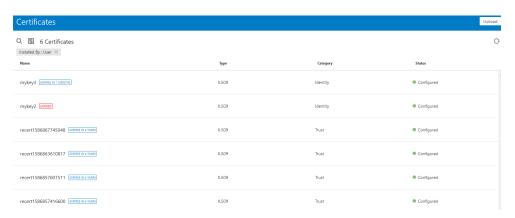
Certificates are used to validate outbound SSL connections. If you make an SSL connection in which the root certificate does not exist in Oracle Integration, an exception is thrown. In that case, you must upload the appropriate certificate. A certificate enables Oracle Integration to connect with external services. If the external endpoint requires a specific certificate, request the certificate and then upload it into Oracle Integration.

To upload an SSL certificate:

In the left navigation pane, click Home > Settings > Certificates.
 All certificates currently uploaded to the trust store are displayed in the Certificates dialog. The



link enables you to filter by name, certificate expiration date, status, type, category, and installation method (user-installed or system-installed). Certificates installed by the system cannot be deleted.



Click Upload at the top of the page. The Upload Certificate dialog box is displayed.



- 3. Enter an alias name and optional description.
- 4. In the **Type** field, select the certificate type. Each certificate type enables Oracle Integration to connect with external services.
 - X.509 (SSL transport)
 - SAML (Authentication & Authorization)
 - PGP (Encryption & Decryption)

X.509 (SSL transport)

- 1. Select a certificate category.
 - a. Trust: Use this option to upload a trust certificate.
 - i. Click Browse, then select the trust file (for example, .cer or .crt) to upload.
 - b. Identity: Use this option to upload a certificate for two-way SSL communication.
 - i. Click **Browse**, then select the keystore file (.jks) to upload.
 - ii. Enter the comma-separated list of passwords corresponding to key aliases.



When an identity certificate file (JKS) contains more than one private key, all the private keys must have the same password. If the private keys are protected with different passwords, the private keys cannot be extracted from the keystore.

- iii. Enter the password of the keystore being imported.
- c. Click Upload.

SAML (Authentication & Authorization)

- Note that Message Protection is automatically selected as the only available certificate
 category and cannot be deselected. Use this option to upload a keystore certificate with
 SAML token support. Create, read, update, and delete (CRUD) operations are supported
 with this type of certificate.
- 2. Click Browse, then select the certificate file (.cer or .crt) to upload.
- 3. Click Upload.

PGP (Encryption & Decryption)

- Select a certificate category. Pretty Good Privacy (PGP) provides cryptographic privacy and authentication for communication. PGP is used for signing, encrypting, and decrypting files. You can select the private key to use for encryption or decryption when configuring the stage file action.
 - a. **Private**: Uses a private key of the target location to decrypt the file.
 - i. Click **Browse**, then select the PGP file to upload.
 - ii. Enter the PGP private key password.
 - **b. Public**: Uses a public key of the target location to encrypt the file.
 - i. Click **Browse**, then select the PGP file to upload.



- ii. In the ASCII-Armor Encryption Format field, select Yes or No. Yes shows the format of the encrypted message in ASCII armor. ASCII armor is a binary-to-textual encoding converter. ASCII armor formats encrypted messaging in ASCII. This enables messages to be sent in a standard messaging format. This selection impacts the visibility of message content. No causes the message to be sent in binary format.
- iii. From the **Cipher Algorithm** list, select the algorithm to use. Symmetrickey algorithms for cryptography use the same cryptographic keys for both encryption of plain text and decryption of cipher text.
- c. Click Upload.



Add the Oracle Hospitality Adapter Connection to an Integration

When you drag the Oracle Hospitality Adapter into the trigger or invoke area of an integration, the Adapter Endpoint Configuration Wizard is invoked. This wizard guides you through configuration of the Oracle Hospitality Adapter endpoint properties.

The following sections describe the wizard pages that guide you through configuration of the Oracle Hospitality Adapter as a trigger or invoke in an integration.

Topics:

- Basic Info Page
- Trigger Business Events Page
- Trigger Request Page
- Invoke Operations Page
- Invoke Request Parameters Page
- Invoke Request Page
- Invoke Response Page
- Summary Page

Basic Info Page

You can enter a name and description on the Basic Info page of each adapter in your integration.

Element	Description
What do you want to call your endpoint? Provide a meaningful name so that others can understand responsibilities of this connection. You can include English characters, numbers, underscores, and hyphens in the natinclude the following characters:	
	 No blank spaces (for example, My Inbound Connection) No special characters (for example, #;83& or righ(t)now4) except underscores and hyphens No multibyte characters
What does this endpoint do?	Enter an optional description of the connection's responsibilities. For example:
	This connection receives an inbound request to synchronize account information with the cloud application.



Trigger Business Events Page

Select the business event details for the endpoint.

Element	Description
Hotel ID	Provide your hotel ID. This is the ID associated with your property. This ID is used for both authentication purposes and to retrieve business events for this Hotel ID.
External System ID	Provide your external system ID. This is the ID configured in your OPERA Cloud that references your system.
Polling Interval (Secs)	Write the number of seconds that you want the adapter to be polling business events from OPERA Cloud. Enter a number between 5 and 600 seconds.
Polling Option	Select an option: Fetch just for given Hotel Id: Gets business events for the given hotel ID only. Fetch for all IDs of the tenant associated to the given External System ID: Gets business events for all hotel IDs associated with the given external system ID.
Event Limit (1 - 20)	Select a number between 1 and 20. OHIP business event APIs are limited to a maximum number of 20 events in each API call.

Trigger Request Page

Configure the request payload details for this endpoint.

Element	Description
Request Payload	Upload a JSON sample file or enter the message in the inline editor for the request message. These details are available in your OHIP Developer Portal. See Getting Started in Hospitality Integration Platform User Guide.

Invoke Operations Page

Specify the invoke operations for the OHIP Gateway.

Element	Description
Relative URI (OHIP)	Provide the relative URI of the endpoint to invoke in the OHIP Gateway. You can add template parameters here if you need dynamic values. These template parameters are available in the mapper and are mandatory. Details are provided in your OHIP Developer Portal. See Getting Started in Hospitality Integration Platform User Guide.



Element	Description
HTTP Method	Select the HTTP method to use for this invoke operation.
Add and review request parameters for this endpoint	Deselect this option if you don't want to add or see any request parameters. This option is selected by default so that you can see the parameters that have been added automatically by the adapter. If you specify a template parameter in the relative URI, this option is mandatory
Configure request body and headers for this endpoint	Select this option if you want to configure the request body and any request header for the operation. OHIP specific headers such as x-app-key and hotel-id are automatically managed by the adapter so you don't need to add them here.
Configure this endpoint to receive the response	Deselect this option if you don't want to receive a response for this operation. This option is selected by default because the majority of interactions with OPERA Cloud send back a response.

Invoke Request Parameters Page

Specify the request parameters.

Element	Description
Add Parameters	This table enables you to add query parameters that you may need for the operation.
Template Parameters	This component shows all template parameters (if any) that you have specified in the relative URI of the operation.

Invoke Request Page

Specify request details.

Element	Description
Request Payload	Upload a JSON sample file or enter the message in the inline editor for the request message. These details are available in your OHIP Developer Portal. See Getting Started in Hospitality Integration Platform User Guide.
Add Request Headers	This table enables you to add extra request headers to your operation. OHIP specific parameters such as x-hotelid and x-app-key are automatically added by the adapter (x-hotelid must be mapped).

Invoke Response Page

Specify response details.



Element	Description
Response Payload	Upload a JSON sample file or enter the message in the inline editor for the response message.
Add Response Headers	This table enables you to add extra response headers to your operation.

Summary Page

You can review the specified adapter configuration values on the Summary page.

Element	Description
Summary	Displays a summary of the configuration values you defined on previous pages of the wizard.
	The information that is displayed can vary by adapter. For some adapters, the selected business objects and operation name are displayed. For adapters for which a generated XSD file is provided, click the XSD link to view a read-only version of the file.
	To return to a previous page to update any values, click the appropriate tab in the left panel or click Back .
	To cancel your configuration details, click Cancel.



Implement Common Patterns Using the Oracle Hospitality Adapter

You can use the Oracle Hospitality Adapter to implement the following common patterns.

Topics:

Fetch Business Events from OPERA Cloud

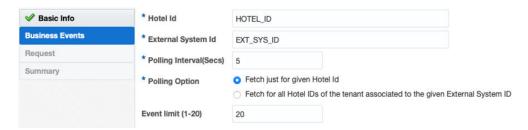
Fetch Business Events from OPERA Cloud

To fetch business events from OPERA Cloud using the Oracle Hospitality Adapter, you have two options:

- Use the Connectivity Agent to Poll Business Events from OHIP
- Create an Orchestrated Integration Triggered by a Schedule

Use the Connectivity Agent to Poll Business Events from OHIP

- 1. Create an agent group under **Home** > **Integrations** > **Agents**.
- 2. Configure a connection for the Oracle Hospitality Adapter and select the agent group.
- 3. Create an application-driven, orchestration integration.
- 4. Drag the Oracle Hospitality Adapter to the trigger position.
- 5. Configure the Oracle Hospitality Adapter accordingly.
 - a. On the Basic Info page, specify a name and optional description.
 - **b.** On the Business Events page, specify the hotel ID, external system ID, polling interval (in seconds), polling option, and event limits.



- c. On the Request page, provide the JSON request payload. Check your Oracle Hospitality Integration Platform (OHIP) customer portal to get the JSON sample of the request.
- d. View your selections on the Summary page.

When configured as a trigger connection, the Oracle Hospitality Adapter triggers new integration instances under certain conditions:

- If OHIP returns an HTTP 204 response, which means there are no business events to process, no integration instances are triggered. Because there are no business events to process, there's no need to generate an instance that doesn't have any content. This way, you avoid having the Tracking page show instances that don't have any business events. Also, no messages are counted for billing purposes.
- If OHIP returns an HTTP 5xx response, which means a server error occurred, the adapter only triggers an instance if, after a period of one hour, HTTP 5xx errors are received. This prevents excessive failed instances in which the error is related to OHIP or OPERA Cloud. This also keeps the billing messages at a normal level of consumption. If, after a period of one hour, the adapter has only received HTTP 5xx errors, one instance is triggered to provide visibility that a server error exists.

Note:

OPERA Cloud business events consumption (trigger role) is only supported with use of the connectivity agent.

Create an Orchestrated Integration Triggered by a Schedule

- 1. Configure a connection for the Oracle Hospitality Adapter (no agent group is required).
- **2.** Create a scheduled orchestration integration.
- 3. Drag the Oracle Hospitality Adapter to the first location. This adds the Oracle Hospitality Adapter as an invoke connection that receives business events.
- 4. Configure the Oracle Hospitality Adapter accordingly.
 - Check your OHIP customer portal to get the JSON sample of the request and the relative URI.
 - Use the OPERA Cloud Integration Processor APIs, which are APIs used to receive business events from OPERA Cloud.
 - Check your OHIP customer portal for details on these APIs.



Troubleshoot the Oracle Hospitality Adapter

Review the following topics to learn about troubleshooting issues with the Oracle Hospitality Adapter.

Topics:

- Cannot Request OAuth Access Token Error
- HTTP 406 Not Acceptable CASDK-0041 An error occurred while invoking the REST endpoint

Additional integration troubleshooting information is provided. See Troubleshoot Oracle Integration in *Using Integrations in Oracle Integration Generation 2* and the Oracle Integration Troubleshooting page in the Oracle Help Center.

Cannot Request OAuth Access Token Error

This error occurs when the information provided during Oracle Hospitality Adapter configuration does not match the credentials provided by OHIP or the username/password is wrong.

Solution: Confirm the information provided for the OHIP Security Policy (client ID, client secret, application key, username, and password) is correct and retest the connection.

HTTP 406 Not Acceptable - CASDK-0041 An error occurred while invoking the REST endpoint

This error can occur when fetching business events and mapping the event message with another request message and no business events are fetched (queue is empty). The trigger connection appears as successfully executed, but subsequent mapping activities appear as failed.

Solution: When using the Oracle Hospitality Adapter as a trigger connection, you must validate the content of the response message received. If the response is similar to the one below, it means the Oracle Hospitality Adapter was able to invoke OHIP, but there were no events for the given configuration (there may be business events on future polling activities).

```
<execute xmlns="http://xmlns.oracle.com/cloud/adapter/oraclehospitality/
BUSINESS_EVENTS/types">
    <request-wrapper
xmlns="http://xmlns.oracle.com/cloud/adapter/oraclehospitality/
BUSINESS_EVENTS/types">
        <pollingStatus>NO_CONTENT</pollingStatus>
        </request-wrapper>
</execute>
```

