



Oracle Restaurants - OPERA Cloud Connection

Configuration Guide – OPERA Cloud and Oracle Hospitality
Integration Platform

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Registering Symphony

Register Symphony as a new application from the Applications page in the Oracle Hospitality Integration Platform Customer Developer Portal.

Note: The integration works with Symphony version 19.8 and higher.

1. In the Oracle Hospitality Customer Developer Portal, click the Applications tab.
2. Click Register Application.
3. On the Register Details panel, enter the details as follows:
 - Application Name: Symphony
 - Description: Symphony APP for OPERA Connection
 - Application Type: Leave blank
 - Environment: Select Production
 - Contact Details:
 - i. First Name: Customer First Name
 - ii. Last Name: Customer Last Name
 - iii. Email Address: Customer email address
 - iv. Phone: Customer Phone Number
 - v. Company: Company Name
4. Click Next.
5. On the Subscriptions panel, select the Property APIs tab and select the Subscribe check box.
6. Click Register. The message Application Registered Successfully confirms the registration.
7. Your newly registered Symphony application appears at the top of the list on the Applications tab.

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Viewing Application Details

When viewing your application details, you can view the application key, the application contact details, application description, application type, and so on. The application key is masked by default.

To view Application Details:

1. On the Oracle Hospitality Developer Portal, click Applications.
2. On the All Applications page, select the registered Symphony application.
3. Click View details.
4. Copy the Application Key, as this is to be entered in Symphony Enterprise Management Console (Interfaces - >General -> Options)

Identity Management Overview for Symphony-OPERA Cloud Integration

As part of the Symphony integration with OPERA Cloud, identity management plays a key role in enabling secure communication and authorization between the two platforms. OPERA Cloud leverages Oracle identity services to authenticate users and applications. There are two identity management technologies, depending on the deployment environment of the customer's OPERA Cloud instance:

Oracle Cloud Identity Management (OCIM)

Oracle Cloud Identity Management provides centralized identity services, including user management, single sign-on (SSO), multi-factor authentication (MFA), and OAuth 2.0 / OpenID Connect token management.

For integrations such as Symphony-OPERA Cloud, OCIM handles application authentication and issues access tokens used in API calls.

OCIM – Adding Client ID and Secret

To add a client application:

1. From the Customer Developer Portal, click Environments at the top of the page.
2. Click the View Details link for the environment you want to view.
3. Click the Add Client button.
4. Provide the name of the client. This name is unique across all the clients created with the enterprise.
5. Click Next.
6. Search for and select the properties you wish to assign to the client.
7. Click Next.
8. Review the Summary and then click Add.

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9. Once the status of the client is in Approved state, the client is ready for integration.

Make note of the Client ID and Client Secret as these are to be entered in Symphony Enterprise Management Console (Interfaces ->General -> Options).

If the Client Secret is not visible, click reissue option to re-create a new secret.

SSD (Self Service Domain or Secure Service Domain)

Some OPERA Cloud instances utilize SSD to manage users, authentication, and tokens.

While functionally similar to OCIM in supporting the integration, SSD requires slightly different configuration steps when creating Client ID's and Client.

SSD – Retrieve Application Username and Password

Symphony requires an Integration User and Password for SSD instances, as these are to be entered in Symphony Enterprise Management Console (Interfaces ->General -> Options).

You can request this through the Oracle Hospitality Shared Security Domain (SSD) partner self-service registration portal. Completing and submitting this form sends a partner registration request to the OPERA customer for approval.

Note: Sign out of the Oracle Hospitality Shared Security Domain (SSD) before requesting your integration user. If you are signed out, 'Anonymous' appears at the top right of the screen.

1. Go to the SSD URL you obtained from the customer. For more information, see Obtaining Details from the Hotel.
2. Specify the Tenant /Chain code as advised by the hotel, or else enter hotel code(s) advised by the hotel.
3. Avoid spaces in the Vendor name field and keep the name to a maximum of 10 characters.
4. Once the hotel approves your integration user, you will receive an email.

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SSD – Retrieve Client ID and Secret

Simphony requires a ClientID and Client Secret, as these are to be entered in Symphony Enterprise Management Console (Interfaces ->General -> Options).

To view the Client ID and Secret:

1. From the Developer Portal, click Environments at the top of the page.
2. Click the View Details link for the environment you want to view.
3. Click the Show link for the Client Secret.

Make note of the Client ID and Client Secret as these are to be entered in Symphony Enterprise Management Console (Interfaces ->General -> Options).

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Transaction Code Mapping

Simphony transactions are mapped to OPERA Cloud Transaction Codes through configuration in OPERA Cloud External Systems and Data Value Mapping (DVM) configuration.

Creating an External System

1. From the Administration module, select Interfaces, select Business Events and then select External Systems.
2. Click New and then enter the following details:
 - *External System Code: SIMPH{HotelID} (Where {HotelID} = OPERA Cloud HotelID)
 - Description: Simphony connection via OHIP
 - External URI: Leave Blank
 - *Sequence: Specify sequence in which the external system will display in the External Systems list.
 - *Property: Enter the HotelID or select the property from a list
 - Auto Configure External Databases: Check this box
 - Enable DVM - Data Value mapping: Check this box

(* - Mandatory Fields)

3. Click Save

The newly created External System will display in a list.

Adding Data Value Mappings

Data Value Mapping is where Simphony Transactions are mapped to specific OPERA Cloud Transaction Code.

1. From the Administration module, select Interfaces, select Business Events and then select External Systems
2. Enter Property field, then click Search.
3. Select the External System in the search result, then click I Want To . . . and select Data Value Mapping.
4. Search for Transaction Code tile.
 - If not available, select Show Inactive. Select Transaction Code tile and click Activate.
 - Clear Show Inactive.
5. Select the Transaction Code tile.
6. Click New.
7. Enter the following:

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- OPERA Cloud Code: Select a code from the list.

Note: Ensure Transaction Codes have been configured prior)

- a. External Code: Enter Symphony External Code that matches. Refer to [Symphony External Codes](#) below for examples of Symphony External codes.

8. Click Save.

Note: Updates to DVM mappings in OPERA Cloud require 15 minutes to take effect.

Default Transaction Code Configuration

To ensure that charges from Symphony are not declined when no transaction code mapping exists, a Default Transaction Code must be configured in OPERA Cloud. This default code is used to allow posting when the transactionCode field in the postBillingCharges API call contains an external code that does not have a corresponding OPERA Transaction Code in the DVM setup.

Customers should be trained to regularly review charges posted under this default code and update their transaction code mappings accordingly.

Note: This feature is introduced in OPERA Cloud 25.3

Configuration Steps

1. From Administration menu, select Enterprise.
2. Select OPERA Controls.
3. Select Cashiering from the Groups section (Left hand pane).
4. Scroll to “Default Transaction Code for Outbound Integration”.
5. Enter required Transaction Code in the field.

Note: This OPERA Control setting is valid for all external systems which use Data Value Mapping (DVM). It cannot be linked to a specific DVM configuration active within the property.

General Ledger Tender Posting

General Ledger Tenders are tenders for which payment has already been obtained, such as cash or card payments. These transactions are usually posted to OPERA Cloud for record keeping. In OPERA Cloud PMS, the transactions are posted to Payment Master (PM) accounts, which are represented with generic room numbers.

Obtain a list of the relevant Payment Master (PM) Accounts from within OPERA Cloud.

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Enter Payment Master (PM) accounts as described in [Configure the OPERA Connection](#) in the Symphony Configuration Guide.

External Codes

The External Code to be entered in DVM is a string that is generated automatically by Symphony. The string comprises of 3 distinct sections being:

- Revenue Center Number: Revenue Center Record Number
- Serving Period Number: Serving Period Record Number
- Indicator: Denoting a Family Group (F) or Sales Itemizer (S) or Service Charge (C) or
Tax Rate (T)
- Value: Record Number of specified Indicator

Note: If no serving periods are in use, the Serving Period Object number will be set to 0

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Example External Codes

The below is sample data only to illustrate how the Symphony External Code is generated:

Sample Symphony configuration

Simphony Configuration	Record Number
Revenue Centers	
Main Dining Room	123
Room Service	456
Serving Periods	
Breakfast	1
Lunch	2
Dinner	3
Sales Itemizers	
Food	1
Beverage	2
Family Groups	
Pastries	1
Omelets	2
Coffees	3
Service Charges	
10% Service Charge	10
Tips	12
Tax Rates	
10% Add-On	20

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Sample Transaction – Using Sales Itemisers

Simphony Transaction	External Code
Main Dining Room – Breakfast – Food	123-1-S1
Main Dining Room – Breakfast – Beverage	123-1-S2
Main Dining Room – Breakfast – Tips	123-1-C12
Main Dining Room – Breakfast – Tax	123-1-T20
Room Service – No Serving Period- Food	456-0-S1

Sample Transaction – Using Family Groups

Simphony Transaction	External Code
Main Dining Room – Breakfast – Pastries	123-1-F1
Main Dining Room – Breakfast – Coffee	123-1-F2
Main Dining Room – Breakfast – Tips	123-1-C12
Main Dining Room – Breakfast – Tax	123-1-T20
Room Service – No Serving Period – Pastries	456-0-F1

Simphony Configuration

For information on configuring the Simphony OPERA Cloud Connection in Simphony Enterprise management Console (EMC), see the Simphony Configuration Guide.

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Appendices

Where to find required values:

Symphony Fields	Where these are found in OPERA Cloud
Enterprise ID	1. From the Developer Portal, click Environments at the top of the page. 2. Click the View Details link for the environment you want to view. Note: This is case-sensitive.
Scope	1. From the Developer Portal, click Environments at the top of the page. 2. Click the View Details link for the environment you want to view.
App Key	1. From the Developer Portal, click Applications at the top of the page. 2. Click the View Details link for the application you want to view. 3. Click show.
Client ID	1. From the Developer Portal, click Environments at the top of the page. 2. Click the View Details link for the environment you want to view. ▪ Search for the client by Client ID or Client Name in the search bar. ▪ Click the ellipsis button under the Actions column. ▪ Click Manage.
Client Secret	1. From the Developer Portal, click Environments at the top of the page. 2. Click the View Details link for the environment you want to view. ▪ Search for the client by Client ID or Client Name in the search bar. ▪ Click the ellipsis button under the Actions column. 3. Click Manage.
Application User ID	Provided by Customer
Application Password	Provided by Customer
URL	1. From the Developer Portal, click Environments at the top of the page. 2. Click the View Details link for the environment you want to view. 3. Copy the URL from under Gateway URL.
Hotel/Resort ID	Provided by the Customer or the Consulting Project Manager

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4. Currency Code	1. From the Administration Module, Select Enterprise. 2. Click Chain and Property Management. 3. Click Properties. 4. A list of properties appears if there are more than one in the chain. 5. Click the vertical ellipsis (3 dots) and select Edit. 6. Click Property Controls. 7. Currency Code is displayed under Currency Format.
Cashier ID	From the Administration menu, select Financial, select Cashier Management and then select Cashiers.
Posting Type	Choose from Sales itemizer and Family Group.
External System	1. From the Administration menu, select Interfaces, select Business Events and then select External Systems. 2. Highlight the Symphony External System. 3. Click the ellipsis button and click Manage.

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Sample Symphony Logfile

The Symphony logfile will typically be found in this location on the workstation
..\Micros\Symphony\WebServer\wwwroot\EGateway\EGatewayLog

Transaction Code Mapping Missing

The below error indicates that the Symphony External Code (101-1-C2) does not have a mapping record in Data Value Mapping of OPERA Cloud, so it is unable to be posted to a transaction code. Please refer to section [Adding Data Value Mappings](#)

PosCore , 5,OperaOperation: Failed reason code : False : response : {"type":"Bad Request","title":"Invalid transaction code: '101-1-C2'","detail":"Invalid transaction code: '101-1-C2'","o:errorCode":"FOF00106","instance":"null-null","language":"en"},

OPERA Transaction Code Configuration

The below error indicates that the configuration of the specified Transaction Code in OPERA Cloud is incorrect. Make sure the OPERA Transaction Code is configured correctly.

PosCore , 5,OperaOperation: Failed reason code : False : response : {"type":"Bad Request","title":"Invalid transaction code: '7003'","detail":"Invalid transaction code: '7003'","o:errorCode":"FOF00106","instance":"null-null","language":"en"}. [6 occurrences],

Note: The Symphony 19.9 and above logfile must be set to a verbosity of 5 for the logzone OPERACONNECT in order to record additional information. If you are running Symphony 19.8, then set the OPS logzone to verbosity 5.

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