



Manual Configuration – Nor1 OXI V5.1

****This document is intended to provide OXI installer with manual configuration of the Nor1 OXI interface in cases where script installation is not possible. Additionally it can serve as a guide to confirm configuration success when using the Nor1 OXI install script.***

Change Control

Date	Revision	Page(s)	Change	Author
Sept 18 th , 2013	1.0	NA	Created initial document	Scott McGraw
Sept 23 rd , 2013	1.0	17	NLS_LANG pg added	Scott McGraw
Nov 13, 2014	2.0	5	Added Installation Confirmation steps	Scott McGraw
Dec 1, 2014	3.0	5	Added Installation Confirmation steps	Scott McGraw
June 6, 2015	4.0	8	If stay records module not active skip set up	Torsten Leiss
June 6, 2015	4.0	16	OXI Alerts only necessary with Email delivery active	Torsten Leiss
June 15, 2015	5.0	7	Add condition for UPDATE PROFILE	Torsten Leiss
June 28, 2019	5.1	N/A	Added the separate legacy and strict endpoints and the set of IP addresses.	Kirby Bosch

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Prerequisites

Please confirm the following prerequisites for the installation of the NOR1 OXI:

- Confirm you have the NOR1 OXI license code (OPX_NOR1).
- Confirm you have the OXI schema user login credentials.
- Confirm you have the Windows Administrator login credentials to the Opera Application Server or OXI server where the NOR1 interface will be installed.
- Confirm web access with property if OXI machine is firewall controlled and traffic is open and ready for Nor1.
- Confirm web access for Nor1 by pointing to the below URLs in Internet Explorer on the Opera Application Server or where the OXI services will be installed, and you should see a blank page.
 - <https://integration.nor1solutions.com/opera/get&propertyName=ABCDEF>
 - <https://oxi.integration.nor1.com/opera/get&propertyName=ABCDEF>
 - ***replace ABCDEF with property code***
- In the event that the script cannot be run, please reference the project email containing the installation script for the External System Property code and the UDF conversion information.

Manual Installation Steps

The following are the manual installation steps:

- Run the OXI Processor Shell located at D:\MICROS\opera\Tools\OXI\INTERFACE

(Ensure the 'Run the interface initialization scripts is selected)

- Verify the OXI Interface for NOR1 services is installed and set to Automatic startup type *(starting the services will be one of the last step)*.
- Log into OXI, insert and activate the OPX_NOR1 license code.
- Select **NO** when prompted to "Activate External System NOR1 now?"

(if the configuration is being executed via the Nor1 OXI Install script – you would select YES as the script will only be 100% successful due to active Nor1 external system being required in order for the script to configure the Business Events and Publisher/ Subscriber – For manual configuration of Nor1 OXI - you will indicate NO to avoid unnecessary BE message generation)

- Manually configure all indicated areas below
- Activate External System
- Start the Nor1 OXI service
- Confirm 'outbound' message flow is successful – ie; Reservation message from External to Nor1 status READY to PROCESSED. No message will be sent to Opera until Nor1 activates the integration once interface is confirmed installed.

Installation Confirmation

Please send a zip file to nor1-integrations_grp@oracle.com with the following items:

- Message Status screen capture of 'Message to External Systems' with message traffic

Filter search criteria only with Opera Property = Property and Interface ID = NOR1.

- Send the NOR1 OXI log; a copy of the log can be found at C:\Program Files\Micros-Fidelio\OXChange\OXA\Logs.

Log Naming Convention: NOR1YYYYMMDD.log.xml

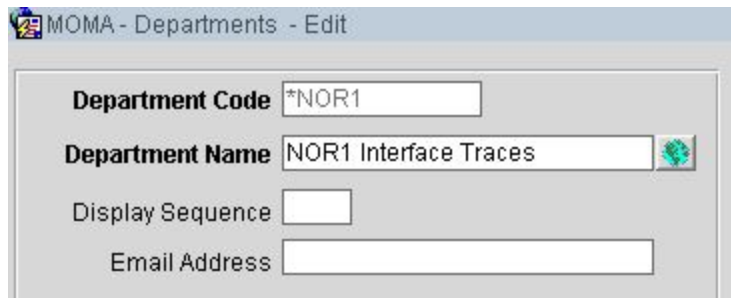
- A screenshot of the configured ATS (Automatic Transmission Schedule).
- A screenshot of the external systems and the NOR1 subscription to all external systems.
- A screenshot of the NOR1 OXI processors with the processors 'running'.
- A screenshot of any conversion codes entered into OXI (conversion codes will be determined on a property by property basis as needed).
- A screenshot of the OXI XML version for RESERVATIONS.
- A screenshot of the OXI registry setting to use UTF8 for NLS_LANG.

Upon receipt of the above items NOR1 will confirm via email if all settings are correct.

PMS Configuration

Nor1 Department Code

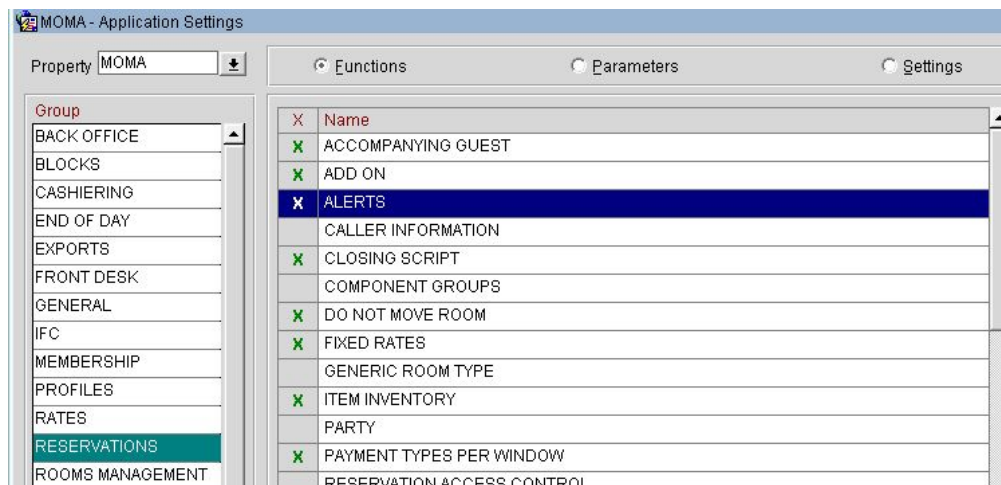
Confirm Department *NOR1 exists in the PMS, if not add the department via Setup > User Configuration > Department.



The screenshot shows the 'MOMA - Departments - Edit' window. It contains four input fields: 'Department Code' with the value '*NOR1', 'Department Name' with the value 'NOR1 Interface Traces', 'Display Sequence' which is empty, and 'Email Address' which is empty.

Alerts Configuration

Confirm the application setting for alerts is active. (Setup > Application Settings > Reservation > Alerts.



The screenshot shows the 'MOMA - Application Settings' window. The 'Property' dropdown is set to 'MOMA'. The 'Functions' tab is selected. On the left, the 'Group' list has 'RESERVATIONS' highlighted. The main table lists various functions with checkboxes in the first column. The 'ALERTS' row is highlighted.

X	Name
<input checked="" type="checkbox"/>	ACCOMPANYING GUEST
<input checked="" type="checkbox"/>	ADD ON
<input checked="" type="checkbox"/>	ALERTS
<input type="checkbox"/>	CALLER INFORMATION
<input checked="" type="checkbox"/>	CLOSING SCRIPT
<input type="checkbox"/>	COMPONENT GROUPS
<input checked="" type="checkbox"/>	DO NOT MOVE ROOM
<input checked="" type="checkbox"/>	FIXED RATES
<input type="checkbox"/>	GENERIC ROOM TYPE
<input checked="" type="checkbox"/>	ITEM INVENTORY
<input type="checkbox"/>	PARTY
<input checked="" type="checkbox"/>	PAYMENT TYPES PER WINDOW
<input type="checkbox"/>	RESERVATION ACCESS CONTROL

Configuring Alerts

Reservations > Codes > Alert Definition > Alert Message

Code	Description
AGENTALERT	Alerts inserted by NOR1 Upgrade

Configuring Business Events

Configure the business events via Setup > Business Events > Configuration.

Set the EXTERNAL SYSTEM to NOR1

Add the business events for the following Modules:

AVAILABILITY - Add business event:

SUMMARY TOTALS – add **ALL** data elements.

HOUSEKEEPING - Add business events:

NEW OUT OF ORDER - add **ALL** data elements.

ROOM TYPE OUT OF ORDER - add **ALL** data elements.

UPDATE OUT OF ORDER - add **ALL** data elements.

NIGHT AUDIT - Add business event:

ROLL BUSINESS DATE - add **ALL** data elements.

PROFILE – Add business event:

UPDATE PROFILE

Please add the following data elements:

ADDRESS PRIMARY YN, ADDRESS TYPE, ADDRESS1, ADDRESS2, ADDRESS3,
ADDRESS4, BUSINESS TITLE, CITY, COMMENTS, COMPANY NUMBER,
COMPANY TYPE, COUNTRY, EMAIL, EMAIL LANGUAGE, EMAIL YN,
FAX NUMBER, FIRST NAME, GENDER, GUEST PRIVACY YN, IATA NUMBER,
IATA TYPE, LANGUAGE, MAILING LIST YN, MARKET RESEARCH YN,
MEMBERSHIP EXPIRATION DATE, MEMBERSHIP LEVEL, MEMBERSHIP NUMBER,
MEMBERSHIP TYPE, MIDDLE, NAME, NAME TYPE, NATIONALITY,
PHONE NUMBER, PHONE PRIMARY YN, PHONE TYPE, POSTAL CODES,
PREFERENCE GROUP, PREFERENCE TYPE, STATE, STATUS, THIRD PARTY YN,
TITLE, VIP STATUS, WEBPAGE

Please add the following condition for UPDATE PROFILE:

EXISTS (SELECT 'X' FROM DATA_ELEMENT_TEMP WHERE
((NVL(UPPER(NEW_VALUE), '@#\$\$%')) = ('D')) AND (ELEMENT = 'NAME TYPE'))

RESERVATION – Add business events:

CANCEL - add **ALL** data elements.

CHECKIN - add **ALL** data elements.

CHECK OUT - add **ALL** data elements.

DELETE RESERVATION – add all data elements from ACCOMPANYING GUEST to
TRAVEL AGENT NAME ID and UDF CHAR 38, VIDEO CHECKOUT, YIELD MARKET TYPE,
YIELD STATUS.

DELETE TRACE - add **ALL** data elements.

JOIN GUEST - add **ALL** data elements.

NEW RESERVATION - - add **ALL** data elements from ACCOMPANYING GUEST to
TRAVEL AGENT NAME ID and UDF CHAR 38, VIDEO CHECKOUT, WAITLIST PRIORITY.
WAITLIST REASON CODE, WAITLIST REASON DESCRIPTION, WALK IN,
YIELD MARKET TYPE, YIELD STATUS.

NEW TRACE - add **ALL** data elements.
NO SHOW - add **ALL** data elements.
REACTIVATE NO SHOW - add **ALL** data elements.
REACTIVATE WAITLIST - add **ALL** data elements.
REVERSE CHECK IN - add **ALL** data elements.
REVERSE CHECK OUT - add **ALL** data elements.
ROLLBACK CANCEL - add **ALL** data elements.
SEPARATE GUEST FROM SHARE - add **ALL** data elements.
TURNAWAYS - add **ALL** data elements.
UPDATE RESERVATION - add **ALL** data elements from ACCOMPANYING GUEST to
TRAVEL AGENT NAME ID and UDF CHAR 38, VIDEO CHECKOUT, WAITLIST PRIORITY.
WAITLIST REASON CODE, WAITLIST REASON DESCRIPTION, YIELD MARKET TYPE,
YIELD STATUS.
UPDATE TRACE - add **ALL** data elements.

STAY RECORDS – Add business events:

INSERT STAY RECORDS – add data element GUEST_NAME_ID

UPDATE STAY RECORDS – add date element GUEST_NAME_ID

(If the module STAY RECORDS does not exist at the customers Opera version skip this set up)

External Systems Cross-Subscriptions

Ensure Nor1 is cross-subscribed to other external systems via Setup > Business Events > External Systems (check then uncheck the Show Inactive checkbox), highlight NOR1, click on Publisher. Ensure that NOR1 is subscribed to ALL external systems.

OXI Configuration

OXI Interface Setup

Configure the interface with the following values:

Note: the External System Property value **example** of 8:MOMA, where 8 = **VNor1Chain** value indicated within the declaration section of the Nor1 install script, and MOMA = the PMS resort code.

Interface: NOR1
Interface Description: Opera XChange 2-way for NOR1
Opera Property: MOMA
External System Property: 8:MOMA
Data Flow: ☒ External System->Opera, ☒ Opera->External System, ☒ Export File Opera->External System
Message Format: XML
Delta Mode: Y
Deletion Indicator: Character ~, Numeric -99999, Date 12/12/1800
XML Versi...
Logo
Save
Close
Property Mode

OXI XML Versions (Set the XML setting as follows, if not available set to the highest value):

ACTIVITY	V4	NADAILYSTAT	V1
ALLOTMENT	V5	OWNERCONTRACT	V4
BLKSTAT	V1	PACKAGES	V3
CALENDAR	V1	PROFILE	V5
CATERINGREVENUE	V1	RATE	V1
CATEVENT	V4	RATESTRATEGY	V2
COMMENT	V1	RAVL	V1
CONFIGURATION	V3	RAVR	V1
DAILYTARGET	V1	RELATIONSHIP	V3
DATAMART	V1	RESERVATION	V5
ECERTIFICATE	V1	RESERVATIONREGRET	V1
FINDAILYSTAT	V1	RESTRICTION	V4
FINTRX	V4	RESULT	V3
HURDLE	V1	RESVDAILYSTAT	V1
HURDLEC	V3	RESVSUMMARY	V1
INVENTORY	V1	ROOMSNAPSHOT	V1
INVENTORYQUERY	V1	RTAV	V4
INVENTORYSUMMARY	V1	SALESCEILING	V1
ITTEMAVAILABILITY	V1	SCBOOKPROD	V1
LISTRESPONSE	V3	SCHEMAVERSION	V2
MANAGERSREPORT	V1	STAY	V2
MEMBERAWARD	V1	UDF	V1
MEMBERSHIP	V1	UDFDEFINITION	V1
MESSAGEREQUEST	V3		

Conversion Codes

Conversions are not required as Nor1 returns reservation codes as received by Opera PMS. There may be a unique circumstance where a property requires a conversion code. In this instance the conversion codes required will be listed in the project email.

OXI Interface Parameters

OXI_BLOCKS:

ALLOW UPDATES TO BLOCKS WITH SELL LIMITS	N
ALLOW UPDATES TO OPERA PROTECTED BLOCKS	N
BLOCK CODE SEARCH	(BLANK)
EXT SYS BLOCK GENERATES INVENTORY	N
EXTERNAL LOCKED YN	N
HANDLE BLOCK SOLD	OPERA->EXT_SYS
HANDLE MASTER BLOCKS	N
SPECIFIC BLOCK EXCHANGE	N
SPLIT INV DETAILS	N
UPL CATERING BLOCKS	N
UPL DED ONLY	N
UPL OPEN ONLY	N
WAIT FOR BLOCK EXT REF	N

OXI_GENERIC:

AUTO RESYNC ON ROLL BUSINESS DATE	B,R
CREDIT CARD SUPPRESS	BOTH
DEFAULT PRINTER	(BLANK)
GENERATE XML	N
HANDLE PSUEDO ROOMTYPES	N
LANGUAGE HANDLING	ALL
MULTI ROOMTYPE CONV	N
PURGE NO DAYS	7
SEND COMMENT WITH CONVERSION	N
SEND IFC CREATED ONLY	N
WARNINGS AS TRACES	Y

OXI_INVENTORY:

CHANGE TO INVENTORY GENERATES	RTAV
ENABLE ALLOWANCE	N
EXTERNAL PHYSICAL ROOMS	N
INV ROOMCLASS	N
INV SNAPSHOT BLOCKS	N
INV SNAPSHOT RES	N
UPL BLOCK INFO	N

OXI_MESSAGES:

MAX SIZE BLOCKS	512	
MAX SIZE PROFILES	200	
MAX SIZE RATES		512
MAX SIZE RESERVATIONS	512	

OXI_PROFILES:

CHANGE TO PROFILE GENERATES	RESERVATION	
CORP EXT SYS OVER	N	
DISCARD DUPLICATE MEMBERSHIPS	N	
GLOBAL PROFILE	Y	
GROUP EXT SYS OVER	N	
HANDLE RESORT AR NUMBERS	IGNORE	
HANDLE RESORT PAYMENT METHOD	IGNORE	
IND EXT SYS OVER	N	
INTEREST EXT SYS OVER	N	
MAX PROFILE MATCHES	200	
NEGRATES EXT SYS OVER	N	
PHONE/ADDR CRS OVER	N	
PREF CRS OVER	N	
PROF COMMENTS CRS OVER	N	
PROF CREATION		Y
PROF MATCHING	Y	
SOURCE EXT SYS OVER	N	
TA EXT SYS OVER	N	
UPDATE SALUTATION	N	

OXI_RATES:

CONFIDENTIAL RATES	(BLANK)
EXT SYS DEPENDENT RATES	N
HANDLE RATES POSTING RHYTHM	KEEP
KEEP RATE DETAILS	(BLANK)
KEEP RATE HEADER PKG	Y
NO RATE HEADER UPDATE	(BLANK)
RATE HANDLING DELTA	N
RATE DETAIL MESSAGE HANDLING	REMOVE
RATE EXTERNAL LOCKED YN	Y
RESTRICTION CODES	(BLANK)
SUPPORTED CHANNELS	(BLANK)

OXI_RESERVATIONS:

ADDITIONAL REFERENCE EXCHANGE	(BLANK)
AUTO POPULATE MEMBERSHIP YN	N
EXT SYS MARKET/SOURCE CONTROL	EBRD
EXT SYS PRICE CONTROL	YC
EXT SYS RESERVATION GENERATES INV	Y
EXT SYS HANDLES DAY USE	N
EXT SYS PACKAGE PRICE CONTROL	Y

OXI RESERVATIONS (Continued):

FULL OPERA SHARES	NU
IGNORE RES FOR UPDATE OLDER THAN	(BLANK)
INHERIT CONFIRMATION NUMBER	N
ITEM INVENTORY EXT SYS OVER	N
PACKAGE EXT SYS OVER	A
PROMOTION EXT SYS OVER	N
REMOVE EXT REF ON REINSTATE	(BLANK)
RESCOMMENTS EXT SYS OVER	N
SHARER REMOVAL MODE	NEITHER
SHARER RATE CALC METHOD	INCATIVE
SPECIALS EXT SYS OVER	N
STAY UPLOAD PROFILE TYPES	D
TRACE DEPT FOR NON REVIEWED	(BLANK)
TRACE DEPT FOR FAILURE IN EXT SYS	(BLANK)
TRACE DEPT FOR DELIVERY FAILURE	(BLANK)
TRACE ROOM ASSIGNMENT	ALWAYS
UPDATE ACCOMPANY GUEST	N
UPDATE FEATURES	N
UPDATE FIXED CHARGES	A
UPDATE INHOUSE RES	Y
UPDATE PAYMENT TYPES PER WINDOW	N
UPDATE ROUTING TO ROOM	N
UPDATE ROUTING TO WINDOW	N
UPDATE SHARE RES	Y
UPL DED RES ONLY	N

Additionally there are three (3) parameters that will need to be updated via Opera SQL:

Note: update **XXXXXX** to Opera PMS resort code

OXI Profiles: RELATIONSHIPS INCOMING -> NONE

update oxi.int_parameters set parameter_value='NONE' where
parameter_name='RELATIONSHIPS_INCOMING' and resort='XXXXXX' and interface_id='NOR1'

OXI Profiles: RELATIONSHIPS OUTGOING -> NONE

update oxi.int_parameters set parameter_value='NONE' where
parameter_name='RELATIONSHIPS_OUTGOING' and resort='XXXXXX' and interface_id='NOR1'

OXI Reservations: ITINERARY FUNCTIONALITY -> Y

update oxi.int_parameters set parameter_value='Y' where
parameter_name='ITINERARY_FUNCTIONALITY' and resort='XXXXXX' and interface_id='NOR1'

OXI Interface Defaults

Configuration of default only required on tab 5. Others as reservations are returned using the same codes as received from Opera PMS.

Defaults for the interface NOR1 and property MOMA

1. Reservation 2. Profiles 3. Rates 4. Blocks 5. Others

External-Opera Opera-External

Address Type Phone Type

Maximum Availability in Advance

Max Availability Type DAY

Max Availability in Advance 180

External System Currency Details

Currency Code Currency Format Currency Multiplier Decimal Indicator 0

Trace Department - 1

Department Trace on Arrival Date - Days Always Overwrite ☐

Trace Department - 2

Department Trace on Arrival Date - Days Always Overwrite ☐

Trace Warning

Department *NOR1 Always Default to Current Date Always Overwrite ☐

Max Availability Type: DAY
Max Availability in Advance: 180
Trace Warning: *NOR1

*NOR1 may need to be created as a DEPARTMENT, via Set Up, User Configuration, Departments, within the PMS.

COMM Methods

Nor1 supports two separate domains for the comm methods. The reason for this is to maintain backwards compatibility for servers that cannot support TLS 1.2 and up. The domains:

- <https://integration.nor1solutions.com> - Legacy domain that supports less secure TLS protocols
- <https://oxi.integration.nor1.com> - Strict domain that only supports TLS 1.2 and 1.3 protocols with secure ciphers

Nor1 recommends using the strict domain for the comm methods. Each domain has two endpoints, one for each comm method.

The legacy endpoints:

- External System to Opera: <https://integration.nor1solutions.com/opera/get>
- Opera to External System: <https://integration.nor1solutions.com/opera/post>

The strict endpoints:

- External System to Opera: <https://oxi.integration.nor1.com/opera/get>
- Opera to External System: <https://oxi.integration.nor1.com/opera/post>

See the screenshots below for details regarding configuring the comm methods:

External System to Opera:

NOR1 Interface External System to Opera Communication Details

Interface **NOR1**

Communication

- Export Files
- External System to Opera**
- Opera to External System
-
-
-
-
-
-
-

Comm Type

- ☐ Ngn
- ☒ HTTP/S
- ☐ SQL*Net
- ☐ ETP
- ☐ File System
- ☐ ICP/IP

Details

☒ Client ☐ Server

URL

Sleep Time Mins Timeout Secs

Global ☒ Property ☐

Opera to External System:

NOR1 Interface Opera to External System Communication Details

Interface **NOR1**

Communication

- Export Files
- External System to Opera
- Opera to External System**
-
-
-
-
-
-
-

Comm Type

- ☐ Ngn
- ☒ HTTP/S
- ☐ SQL*Net
- ☐ ETP
- ☐ File System
- ☐ ICP/IP

Details

☒ Client ☐ Server

URL

Sleep Time Mins Timeout Secs

Global ☒ Property ☐

ATS – Automatic Transmission Schedule

NOR1 requires the configuration of 4 different scheduled transmissions, one (1) for blocks; three (3) for inventory.

ATS for Blocks:

The screenshot shows the 'Automatic Transmission Schedule - Edit' window. The 'Interface' is set to 'NOR1', 'Property' to 'MOMA', and 'Module' to 'BLOCK'. The 'Frequency' is set to 'I' (Interval), and the 'Interval to run' is set to '10' minutes. The 'Last Send' timestamp is '17-SEP-2013 14:08:04'. Both 'Active' and 'Delta' checkboxes are checked.

Interface: NOR1
Property: RESORT CODE
Module: BLOCK
Frequency: I
Interval to run: 10
Active and Delta: Checked.

ATS for Inventory (at 4am)

The screenshot shows the 'Automatic Transmission Schedule - Edit' window. The 'Interface' is set to 'NOR1', 'Property' to 'MOMA', and 'Module' to 'INVENTORY'. The 'Frequency' is set to 'D' (Daily), and 'When to Run' is set to '4' at 'At 4:00'. The 'Range' is set to '30' days and 'Future' is set to '0' days. The 'Last Send' timestamp is '17-SEP-2013 04:00:19'. The 'Active' checkbox is checked.

Interface: NOR1
Property: RESORT CODE
Module: INVENTORY
Frequency: D
When to Run: 4 (04:00)
Range: 30
Future: 0
Active: Checked

ATS for Inventory (at 6am):

The screenshot shows the 'Automatic Transmission Schedule - Edit' window. The 'Interface' is set to 'NOR1', 'Property' to 'MOMA', and 'Module' to 'INVENTORY'. The 'Frequency' is set to 'D' (Daily), and 'When to Run' is set to '6' at 'At 6:00'. The 'Range' is set to '1' day and 'Future' is set to '179' days. The 'Last Send' timestamp is '17-SEP-2013 06:00:28'. The 'Active' checkbox is checked.

Interface: NOR1
Property: RESORT CODE
Module: INVENTORY
Frequency: D
When to Run: 6 (06:00)
Range: 1
Future: 179
Active: Checked

ATS for Inventory (Weekly):

The screenshot shows the 'Automatic Transmission Schedule - Edit' window. The 'Interface' is set to 'NOR1', 'Property' to 'MOMA', and 'Module' to 'INVENTORY'. The 'Frequency' is set to 'W' (Weekly), and 'When to Run' is set to '1,5' on 'On Sunday at 5:00'. The 'Range' is set to '150' days and 'Future' is set to '30' days. The 'Last Send' timestamp is '15-SEP-2013 05:00:34'. The 'Active' checkbox is checked.

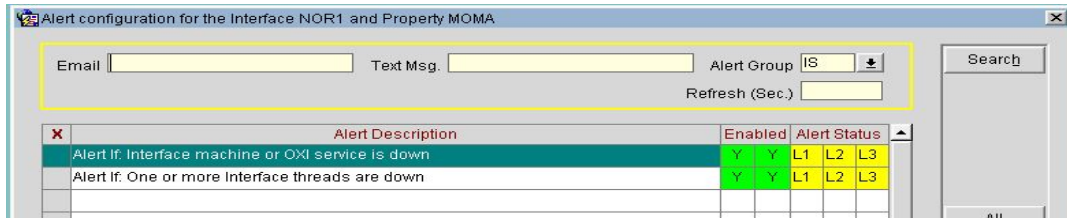
Interface: NOR1
Property: RESORT CODE
Module: INVENTORY
Frequency: W
When to Run: 1,5
Range: 150
Future: 30
Active: Checked

OXI Alert Configuration

(Only necessary if customer has Email delivery is active at the customer)

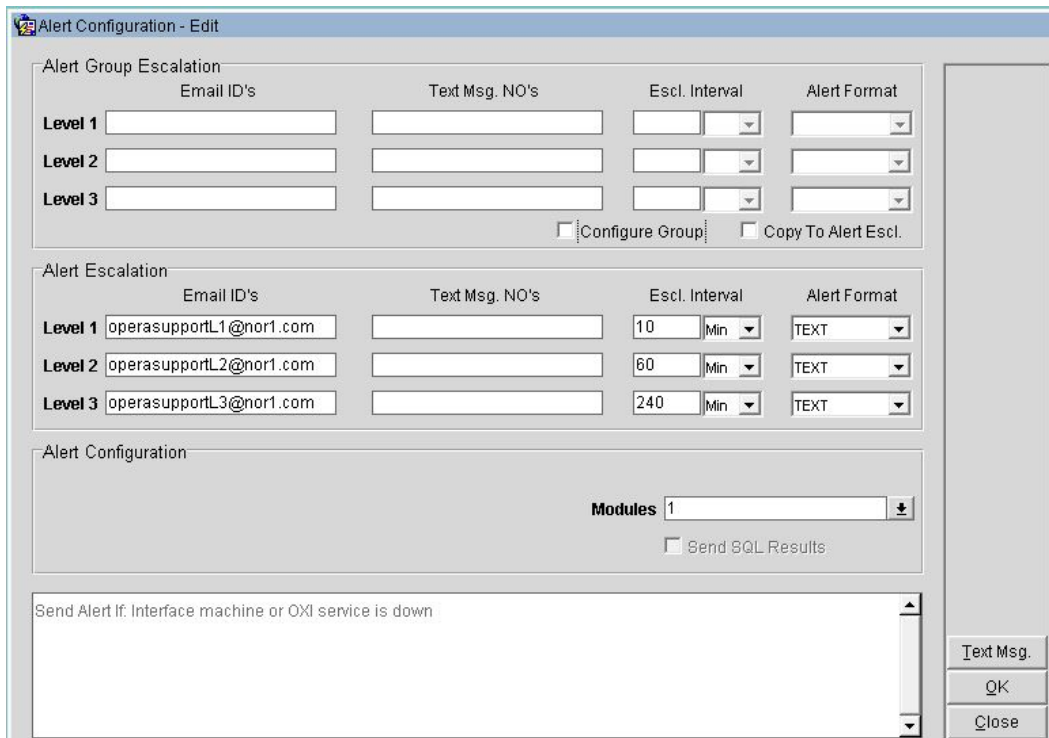
Access OXI > Interface Status > Interface Alerts

Configure 2 alerts as follows:



Alert Description	Enabled	Alert Status
Alert If: Interface machine or OXI service is down	Y	L1 L2 L3
Alert If: One or more Interface threads are down	Y	L1 L2 L3

Below is the configuration for 'Alert If: Interface machine or OXI service is down'.



Alert Configuration - Edit

Alert Group Escalation

Level	Email ID's	Text Msg. NO's	Escal. Interval	Alert Format
Level 1				
Level 2				
Level 3				

☐ Configure Group ☐ Copy To Alert Escal.

Alert Escalation

Level	Email ID's	Text Msg. NO's	Escal. Interval	Alert Format
Level 1	operasupportL1@nor1.com		10 Min	TEXT
Level 2	operasupportL2@nor1.com		60 Min	TEXT
Level 3	operasupportL3@nor1.com		240 Min	TEXT

Alert Configuration

Modules: 1

☐ Send SQL Results

Send Alert If: Interface machine or OXI service is down

Text Msg. OK Close

Below is the configuration for 'Alert if: One or more Interface threads are down':

Alert Configuration - Edit

Alert Group Escalation				
	Email ID's	Text Msg. NO's	Escl. Interval	Alert Format
Level 1	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>
Level 2	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>
Level 3	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>

☐ Configure Group ☐ Copy To Alert Escl.

Alert Escalation				
	Email ID's	Text Msg. NO's	Escl. Interval	Alert Format
Level 1	<input type="text" value="operasupportL1@nor1.com"/>	<input type="text"/>	10 <input type="text"/> Min <input type="text"/>	TEXT <input type="text"/>
Level 2	<input type="text" value="operasupportL2@nor1.com"/>	<input type="text"/>	60 <input type="text"/> Min <input type="text"/>	TEXT <input type="text"/>
Level 3	<input type="text" value="operasupportL3@nor1.com"/>	<input type="text"/>	240 <input type="text"/> Min <input type="text"/>	TEXT <input type="text"/>

Alert Configuration

Modules

☐ Send SQL Results

Send Alert If: One or more Interface threads are down

UDF Column Conversion

The UDF column tracks the offers rendered and requested by the guest. Configure the UDF column conversion via OXI > Interface Configuration > UDF Conversion.

Note: Nor1 uses UDFC38 for tracking the offers. This UDF column might already be in use. Please reach out to nor1-integrations_grp@oracle.com to use another UDF column.

UDF Column Conversion

Interface: NOR1 Opera Property: MOMA Search

Module: RESERVATION

PMS Table	Column	External Field Name	IFC Created
RESERVATION_NAME	UDFC38		N

UDF Column Conversion - EDIT

Module Name: RESERVATION Ext Field Name:

PMS Column: UDFC38

Active: ☒ IFC Created: ☐

OK Close

New Edit Delete Close

NLS_LANG

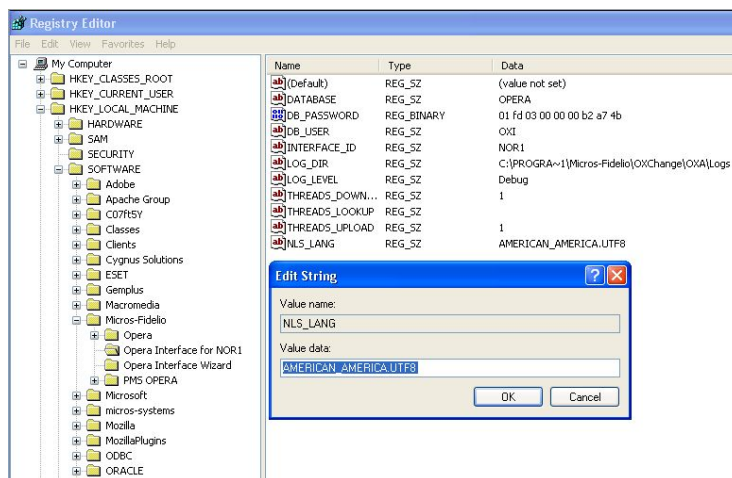
Set the NLS_LANG registry value to prevent string encoding issues that can break Nor1 parsing of the OXI XML.

Start > Run > REGEDIT > (HKEY_LOCAL_MACHINE\SOFTWARE\Micros-Fidelio\Opera Interface for NOR1

Edit > New > String Value >

Value name: = NLS_LANG

Value data: = AMERICAN_AMERICA.UTF8



Re-start the OXI Services “Opera Interface for NOR1”

View the OXI log for NOR1 and confirm MESSAGE = Set NLS_LANG to AMERICAN_AMERICA.UTF8

```
09:13:07.947 MESSAGE Starting [Opera Interface for NOR1][C:\PROGRA~1\Micros-Fidelio\OXChange\OXA\oxamfxml.exe]
09:13:07.947 MESSAGE Set NLS_LANG to AMERICAN_AMERICA.UTF8 in the environment.
```

Reserved IP Addresses for OXI

Nor1 does not recommend whitelisting IP addresses for outbound OXI communication to Nor1. However, Nor1 does recognize this policy is often required. If whitelisting is a hard requirement, bypassing the domain names for outbound OXI traffic is preferred over IP address whitelisting. The following table of IP addresses are Nor1's reserved set for OXI communication.

- 50.97.180.50
- 169.61.166.120
- 169.55.63.198
- 23.23.3.9
- 52.23.28.42
- 54.174.117.59
- 169.48.36.254