

# Compiled Report Set-Up for Opera Cloud Customers

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## Compiled Report Set-Up for Opera Cloud Customers

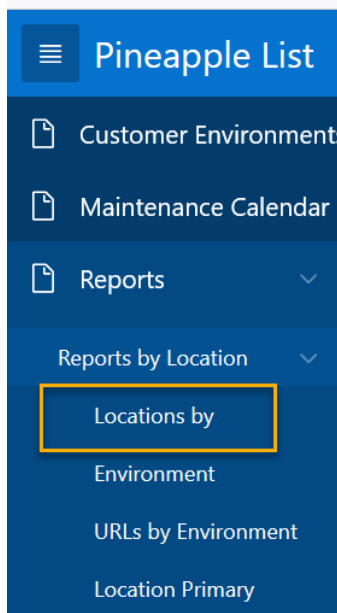
### Introduction

The Compiled Reports are a set of 3 reports intended to replace the Opera Simple Reports (OSRs) that Nor1 uses to reconcile data between Opera and the CheckIn Merchandising-application. Due to a very different layout of Opera Cloud, this document explains the new process of how to set up these reports. They first need to be uploaded into the respective Cloud Environment by filing a CX Ticket in the GBUCS-Portal. Once uploaded, these can be configured in Opera Cloud.

### Uploading the Reports in Opera Cloud

If you want to set up Compiled Reports at a property, you will need to have them uploaded in the Opera Cloud environment first. Once uploaded, they will be available to all properties in that environment.

First, check the environment you want the reports to be uploaded to. Login to the [Pineapple List](#) to search for the environment. On the left, go to “Reports”, “Reports by Location” and then “Locations by”:



On the top, the search bar allows you to search for a specific hotel/ environment by multiple criteria; the simplest way to find a hotel is by its Opera Resort Code:

## Compiled Report Set-Up for Opera Cloud Customers

Active Resorts

Q | | Go Actions

Row text contains Sample

Environment Name	Datacenter	Chain Code	Resort	Resort Name	Legal Owner	SSD Chain Org	SSD Resort Org	SSD Enterprise	Street	Post Code	State	Country Code	Configuration Mode	Service First Available Date	Service Last Available Date	Min Business Date	Max Business Date	Last Location Query Date	Cloud Active?	Gsi Order Number
Sample Environment Name	EN	Sample	Sample	Sample	-	Sample	-	-	123 Sample Street		SC	US	-	31-MAY-19	-	31-MAY-19	16-AUG-21	16-AUG-21	-	-

Click on the Environment Name to access further details of the Environment. When scrolling down, the two tabs relevant are “Server Details” and “Products and Versions”:

URL Details   **Server Details**   Products and Versions   Shared Infrastructure Items

### Products and Versions

Product ↑	Live qa	Product version	Version Last Verified
OPERA 5	5	5.6.0.2	17-AUG-2021
OPERA Cloud	20	20.2.0.4	17-AUG-2021

[Download](#) | [Print](#)

Note the product version of Opera Cloud and Opera 5, as depending on the specific version, you will need to have a slightly different file uploaded later (see further below). Some information of the Server Details tab will also have to be added to the ticket.

Next, log into the [GBUCS-Portal](#) to file the ticket. Under “Create Request”, select “Change- Cloud Environment”:

A new mask will open with multiple fields to fill out. For “Category” and “Product”, select the following items from the dropdown-menu:

## Compiled Report Set-Up for Opera Cloud Customers

Category \*  >  >

Product \*  >

Next, under “Configuration”, open a new mask to search for the specific environment (see below a sample), then hit “Search”. Note that for Independent Hotels, you will need to find the shared environment in the dropdown list (refer to the environment name from the Pineapple List):

Type \*

Cost Center

Line of Business

Environment Type

Location

Decommissioned

Customer

Customer Lifecycle Status

Status

Labels

Use \* for wildcard

Patching Group

Use \* for wildcard

The environment will pop up below, tick the box and choose “Select Item”:

Status	Name	Type	Cost Center	LOB	Customer	Customer Lifecycle Status	Decom	Release	Environment Type	Labels
<input checked="" type="checkbox"/>	Sample Environment Name	Business Service	HGBU	Opera Cloud	Customer Name	Live	No	19.2	Production	Label Name

Next, fill in the subject line, with specific information:

**Opera 5 Version 5.6 or higher:**

## Compiled Report Set-Up for Opera Cloud Customers

Nor1/ <<Environment Name>> : Please compile the RDF and copy them on OCR/runtimes

Subject \*

Nor1/ <<Environment Name>> : Please compile the RDF and copy them on OCR/runtimes

### Opera 5 Version 5.5 or lower:

Nor1/ <<Environment Name>> : Please copy attached REP on production server

Subject \*

Nor1/ <<Environment Name>> : Please copy attached REP on production server

In the body of the request, enter the following data. You can just copy/paste the text below and fill in the environment name, as well as the link to the Pineapple List. From the Pineapple List under “Server Details, you can find the OCR Server addresses:

URL Details   **Server Details**   Products and Versions   Shared Infrastructure Items

Server role	Server name	Ip	Os
19.x OCR	ENOU02HPOCR1	10.47.152.26	-
19.x OCR	ENOU02HPOCR2	10.47.152.27	-

Hi Team,

Can you please upload the Nor1 Reports on <<environment name>>

- Copy the .rep files located in the 5.6\_REP'S.zip to the Runtimes folder on the v5 Application servers.
- Copy the .rdf files located in the RDF\_FOR\_OCR to the Customizable\_Reports folder on the v5 Application servers AND the OCR servers.
- Copy the .rep files located in the OCR\_REP.zip to the Runtimes folder on the OCR servers.

Pineapple Link:

XXXXX

OCR Server:

XXXXX

1. Business need/reason for update: We need compiled form of RDF for cloud environment.

2. Describe what the update/Select script is doing: Please compile the RDF and copy the REP on respected OCR servers.

## Compiled Report Set-Up for Opera Cloud Customers

3. *Implementation with downtime required: NO*
4. *Schema name/database user. Example: OPERA*
5. *Test system where it should be tested (if customer has multiple):*
6. *Name of validation resource:*
7. *Live system:*
8. *Rollback plan: N/A*

If you prefer for someone else to be copied into any movements on the ticket, enter their name under “Alternate Email”.

As “Date Required By”, select a date a few days into the future, e.g. ~7 days, as “Implementation Window”, select “As Soon As Possible”.

Under “Customer”, select the environment name or specific customer again.

Alternate Email	Sample Alternate Email <small>semicolon separated list of emails, example - a@oracle.com;b@oracle.com</small>
Parent Request	<input type="text"/>
Alternate Id	<input type="text"/>
Date Required By *	31-Aug-2021
Implementation Window *	As Soon As Possible ▾
SFTP Location	<input type="text"/>
Customer *	Sample Environment Name ▾
Attachments	<input type="button" value="Browse..."/> No files selected. <small>Maximum of 3 Attachments. Maximum upload size is 10mb.</small>
Please Note	<b>You may not enter, load or attach any customer <a href="#">Personal Information</a> (including files, images that may contain customer personal information) into this system to any ticket in GBUCS CX ticketing system (which means both GBUCS portal and CX client). If there is customer personal information that you would like a GBUCS engineer to use in executing this ticket GBUCS CX ticket, please provide a link to the customer facing ticketing system (MOS or HSGBU CX). Do not enter, attach or load that information here.</b>
<input type="button" value="Create Ticket"/>	

Click on “Attachments” next and attach 3 report files. **Depending on the Opera Version (5.6 or higher), you will need to upload a different set of reports, so make sure you select the right files.** Then click on “Create Ticket”.

## Compiled Report Set-Up for Opera Cloud Customers

The request will run through a process of different steps:

- Request for Authorization
- Approved
- Scheduled
- Completed

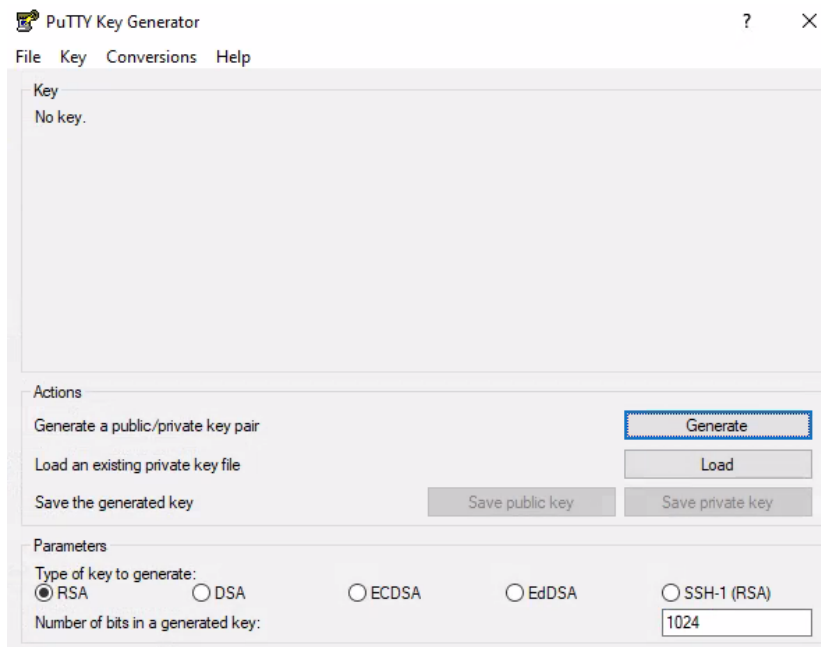
You will be notified for each step. Once the request has been completed, you can move on to configure the reports in Opera Cloud.

## SFTP DELIVERY METHOD CONFIGURATION

Creating a Public/Private Key Pair using Puttygen:

Download PuttyGen on the hotel's server: <https://puttygen.com/download.php?val=49>

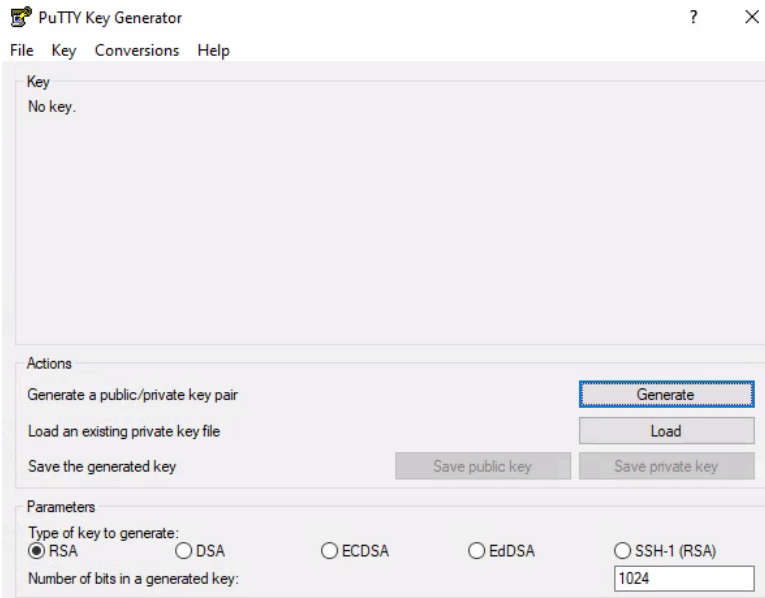
1. In the **Parameters** area, select "RSA"



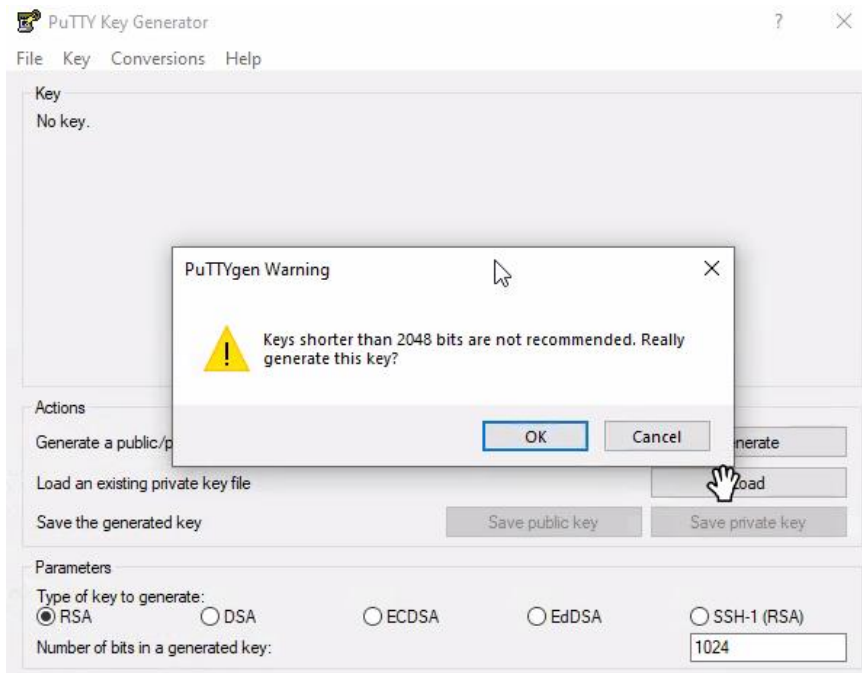
2. Change number of bits in a generated key from 2048 to 1024. Anything above 1024 will not work in Opera.

## Compiled Report Set-Up for Opera Cloud Customers

### 3. Click on Generate

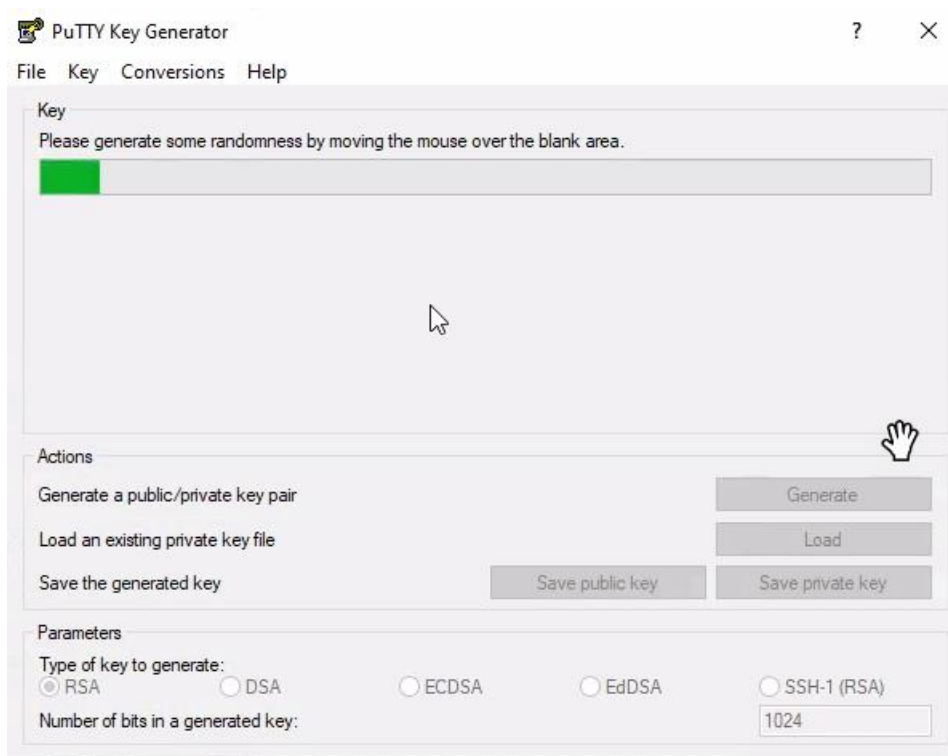


### 4. From the next warning screen, click 'OK'



## Compiled Report Set-Up for Opera Cloud Customers

5. Keep moving the mouse over the blank space to generate the key faster (this makes a huge difference!)



6. Once generated, you will get an option to create a passphrase (i.e. password) . Create a passphrase and save the public key using 'Save public key'. Name the file “public\_key.key”

**PLEASE USE AS PASSPHRASE CP CHAIN + OPERA CODE example: 8PVRPA**

This password will be used for the CX Endpoint ticket, you can save it in a word document.

## Compiled Report Set-Up for Opera Cloud Customers

The screenshot shows the PuTTY Key Generator application window. The title bar reads "PuTTY Key Generator". The menu bar includes "File", "Key", "Conversions", and "Help". The main area is divided into several sections:

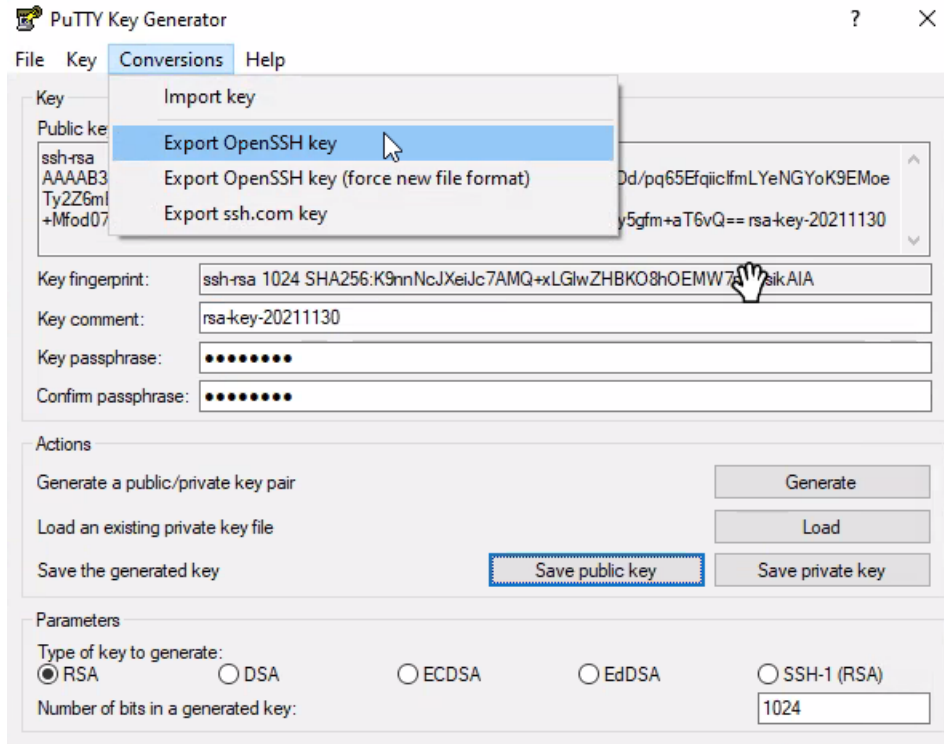
- Key:** A text area containing the public key for pasting into an authorized\_keys file. The key is a long string of numbers and letters. Below it, the "Key fingerprint" is displayed as "1024 e0:f9:c2:1d:a8:e5:e9:ea:ba:5c:b1:3d:37:9c:a3:a6". The "Key comment" is "rsa-key-20181002". The "Key passphrase" and "Confirm passphrase" fields are both filled with dots and highlighted in yellow.
- Actions:** A section with three buttons: "Generate", "Load", and "Save public key". The "Save public key" button is highlighted in yellow.
- Parameters:** A section with radio buttons for "Type of key to generate": "RSA" (selected), "DSA", "ECDSA", "ED25519", and "SSH-1 (RSA)". Below this, the "Number of bits in a generated key" is set to "1024".

Select Save private key, and save it in desktop, this is a .ppk file

The standard Private Key can be used in the future to re-generate the public and SSH key if needed (migration, server loss, upgrades, etc.). The hotels should be advised to keep the private keys and their passwords secure and backed up, and never to send them to us as they should be treated as confidential. We only need the public key.

## Compiled Report Set-Up for Opera Cloud Customers

7. Save the private key by going to 'Conversions' > Export Open SSHkey. Do not use the 'Save private key' option, it will not work in Opera.



Name the exported private key "Operaprivatekey.key".

\*\*\*\*\*THIS KEY IS THE ONE TO BE VALIDATED IN OPERA \*\*\*\*\*

8. Send the *Public* key to your email, and save it in a zip file

Checking the keys, you can open the Public Key in a text editor and it should look like this:

---- BEGIN SSH2 PUBLIC KEY ----

Comment: "rsa-key-20211201"

```
AAAAB3NzaC1yc2EAAAADAQABAAQGCbLNMvwPISToqTVCqNlqDJeyRodY0y6pXB
IV0rCq+Vdv3joX1k8MrIpeMrR4eMfWVa6h182XKzGTJEXrOKZIL6GP/lr/N+hahb
UveMmvvruoR8ScZS1yeD4wmp9f2XpDtvMQDQ/Y+UW13OKyOTI0pYvtgXbfBRsgA
aRtEQ6UgCw==
```

---- END SSH2 PUBLIC KEY ----

## Compiled Report Set-Up for Opera Cloud Customers

9. Create a ticket in Jira requesting **Whitelisting for SFTP and Endpoint creation**, mention the Public IP's, Data Server Proxy and Load Balancer IP's.

Here is the link to access the Data Center Proxy IPs per region. You can find the region in pineapple.

<https://gbuconfluence.us.oracle.com/display/GI/GBUCS+3+Proxy+Specifics>

Attach the Public Key zip file. Please consider turnaround time from 3-5 days.

\*Emphasize in the ticket that this request is for CM data sync reports \*

Include in the ticket "Please configure the file path for the reports"

## Compiled Report Set-Up for Opera Cloud Customers

### Endpoint CX Ticket

- Once the Jira ticket has been whitelisted and you have the USER ID for the property, you can request the endpoint creation ticket in GBUCS.
- Have Pinneapple open and property selected as you will require information

<https://apex.oraclecorp.com/pls/apex/f?p=23830:1:6129193984439::::>

- Go to GBUCS : <https://portal.oracleindustry.com/requests#requests/create/service>

Select "Create Request"

Category: Application > Configuration > Change

Product : HGBU > OPERA

Configuration item: please select according to your property

Subject :

OPERA Cloud / V5 OSB Endpoint Configuration – Environment from Pinneapple

Description :

1. Environment Name:

Environment from Pinneapple

Example: OPERA Cloud xxxx PROD (NA IAD3.0) (hhs1-oc) - Production

[https://apex.oraclecorp.com/pls/apex/f?p=23830:105:3980928489::::P105\\_ENVIRONMENT\\_ID:19081](https://apex.oraclecorp.com/pls/apex/f?p=23830:105:3980928489::::P105_ENVIRONMENT_ID:19081)

2. Property Name:

Property Name

OPERA V5-Live <https://hhs1-oc-sc.oracleindustry.com/OperaPortal>

Cloud Dashboard-Live <https://hhs1-oc.oracleindustry.com/OPERA9/opera/operacloud>

Admin Server - OSB <https://dpwj013oa9.iad.icprod.oracleindustry.com:7032/console>

3. Chain Code:

Chain code as per pineapple list.

4. End Point name required:

CHAIN\_SFTPNOR1

5. SFTP Host and port:

Host : extracts.nor1.com

Port : 22

6. SFTP Username :

You will need to provide the USER ID obtained in the Jira ticket.

Example: osr.hilton, osr.ihg

Password: see attached

Attach the Zip file with the Keys and other word file with the password (password to open keys CP chain code + Opera resort code)

## Compiled Report Set-Up for Opera Cloud Customers

7. SFTP - Destination path:  
Transaction Extract:  
/transactions

8. ORGANIZATIONCODE:  
**Chain Code**

Implementation window: As soon as possible

Customer: select according to your property

Attachments: **add the Zip file containing the Public key and Opera Key and the word file with the password.**

Click: Create ticket

### NOTE:

As reference you can use 211215-007245

During Endpoint process creation, you will receive an IP to be whitelisted on NOR1 side, please add it to the previous Jira ticket for additional SFTP whitelisting.

Kiran Kumar Nukala      27-Dec-2021      hi Marcela,  
15:19 UTC

Customer/Vendor needs to allow Oracle IP 130. .... .62 on their firewall.

Can you inform customer and let me know once done?

Thanks  
Kiran Nukala

## Compiled Report Set-Up for Opera Cloud Customers

2<sup>nd</sup> call with property

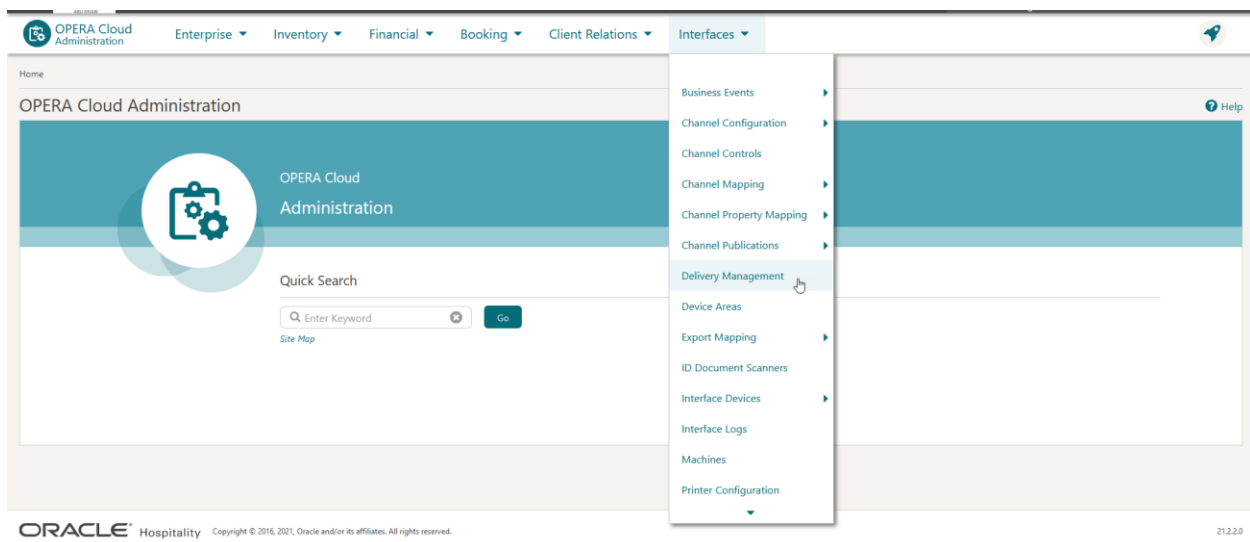
## SFTP Delivery Method Configuration in OPERA

Once GBUCS ticket is completed, you can configure the Delivery Method in Opera.

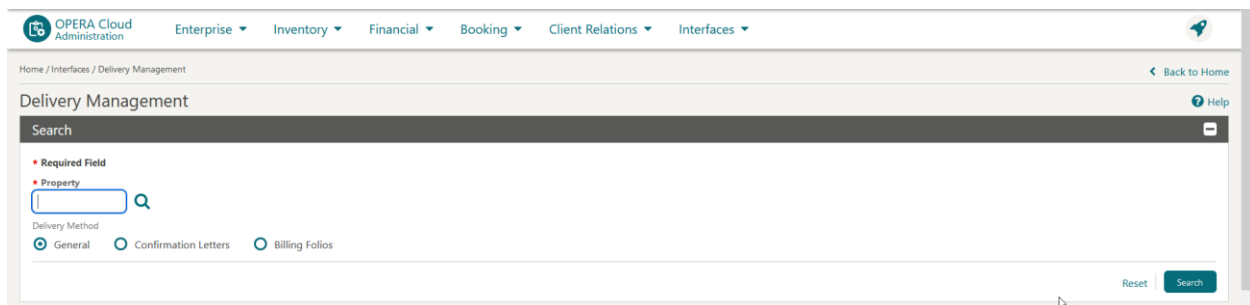
**Important: You must obtain the Chain code from Pinneapple list.**

<https://apex.oraclecorp.com/pls/apex/f?p=23830:1:6129193984439:::>

### 1. Access Opera Cloud Administration > Interfaces > Delivery Method



### 2. Search by Opera property code



## Compiled Report Set-Up for Opera Cloud Customers

### 3. Select in the SFTP section “New”

The screenshot shows the OPERA Cloud Administration interface. The breadcrumb trail is Home / Interfaces / Delivery Management. The main heading is Delivery Management. There is a search bar with the text 'JSI'. Below the search bar, there are radio buttons for Delivery Method: General (selected), Confirmation Letters, and Billing Folios. There are buttons for 'Reset' and 'Search'. Below this, there are sections for 'Email Delivery Settings' and 'SFTP Delivery Settings'. The 'SFTP Delivery Settings' section is highlighted. At the bottom right of the SFTP Delivery Settings section, there is a 'New' button with a dropdown arrow.

### 4. Enter Property code, Destination and description

The screenshot shows the OPERA Cloud Administration interface for the SFTP Delivery Settings form. The breadcrumb trail is Home / Interfaces / Delivery Management / SFTP Delivery Settings. The main heading is SFTP Delivery Settings. There is an 'Inactive' checkbox. There are three required fields: Property, Destination, and Description. The Property field has a search icon. At the bottom right, there are 'Cancel' and 'Save' buttons.

For these fields enter the endpoint name: **CHAIN**\_SFTPNOR1

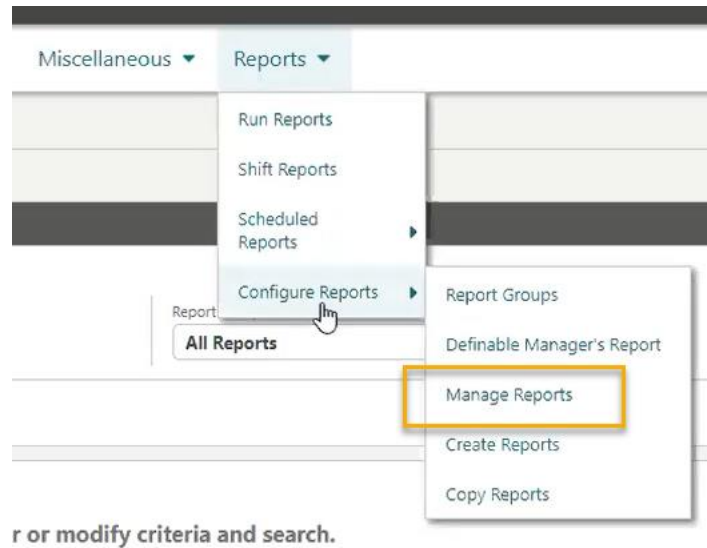
**Important: You must obtain the Chain code from Pinneapple list.**

<https://apex.oraclecorp.com/pls/apex/f?p=23830:1:6129193984439::::>

### 5. Click “Save”

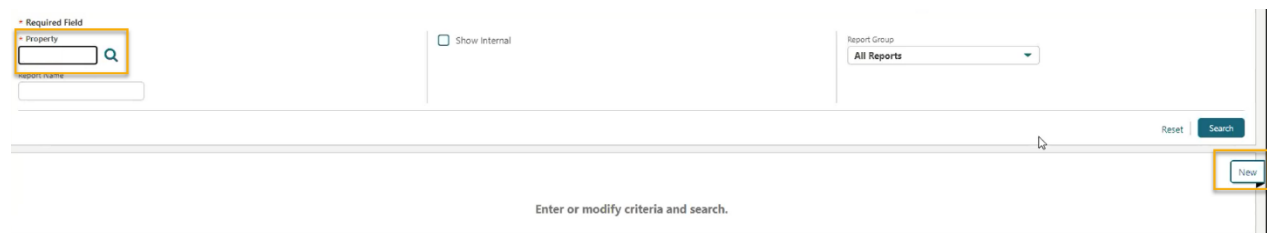
## Configuring the OCR Reports in Opera Cloud

Once the CX Reports ticket has been completed and the reports been uploaded to Opera Cloud, you can go ahead and configure them. After logging on to Opera Cloud, go to “Reports”, then “Configure Reports” and “Manage Reports”:



If you do not see the rights to 'Manage Reports'; click on 'Run Reports', then search for the reports and see if you find the function to 'edit' on the 3 dots on the right of each report.

Make sure you select the property you would like to configure reports for on the left, then click on “New” on the right:



Next, click on the search field next for “Report Name”:

## Compiled Report Set-Up for Opera Cloud Customers

A pop-up window will appear, type in “nor” and hit search to see the available reports to configure:

Select the reports without the displayed extension (e.g. the 2nd file called “nor10pmreport”).

- The **“Report Name”** field is now pre-selected.
- As **“Display Name”**, type in the same report name you selected.
- The **“Report Group”** can be any, just select **“Configuration”**.
- As **“Print Copy”**, select **“1”**
- Then, click **“New”** on the right to add the parameters

## Compiled Report Set-Up for Opera Cloud Customers

Next, you will need to add 3 sequences of data. Once you configured one, you can just click tab or “new” to add a new sequence. The configuration of each sequence is slightly different for each report.

### Nor1 10pm Report & Nor1 5am Report

Name	Label	Data Type	Value	Seq
P_BUSINESS_DATE	DATE	DATE		1
P_TRX_CODE	TRX CODE	VARCHAR2	*TRX Codes to use	2
P_CONV_FACTOR	CONVERSION	NUMBER		3

\*enter the transaction codes the property wants to use, separated with a comma

### Nor1 Recovery Report:

The Recovery Report requires 4 sequences (refer to the table, the screenshot only shows 3):

Name	Label	Data Type	Value	Seq
P_FROM_DATE	FROM DATE	DATE		1

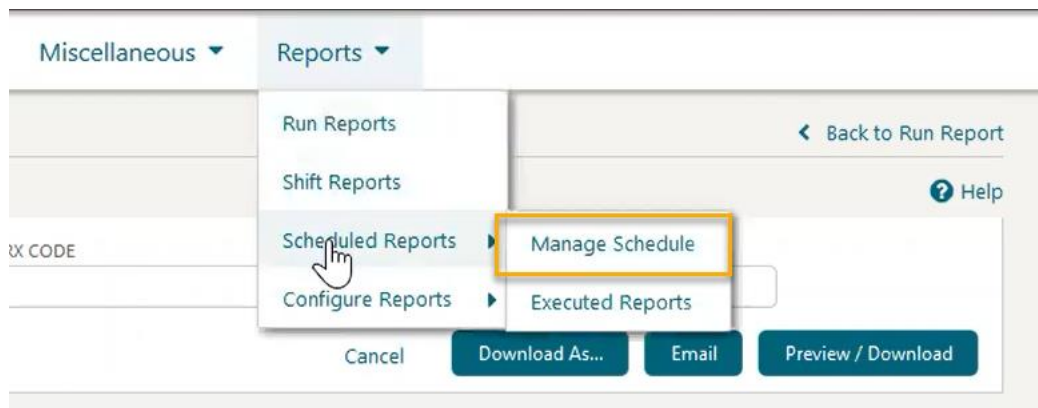
## Compiled Report Set-Up for Opera Cloud Customers

P_TO_DATE	TO CODE	DATE		2
P_TRX_CODE	TRX CODE	VARCHAR2	*TRX Codes to use	3
P_CONV_FACTOR	CONVERSION	NUMBER		4

\*enter the transaction codes the property wants to use, separated with a comma

## Scheduling the Reports

Once the reports have been configured, you can go ahead and schedule them. In Opera Cloud, go to “Reports”, then “Scheduled Reports” and “Manage Schedule”:



On the schedule, make sure you select the correct property in the “Property” field. Then, click on “New”:

## Compiled Report Set-Up for Opera Cloud Customers

Manage Schedule Help

Search

\* Required Field  
\* Property

Scheduled Start Date  
DD/MM/YYYY

Scheduled End Date  
DD/MM/YYYY

Repeat Interval

Reports Scheduled by All Users

Reset Search

View Options New Item

In the search field, enter “Nor%” to find the 3 Nor1 Reports; then select the one you would like to schedule by highlighting in and clicking “Select”:

Search

Property

Report Group  
All Reports

Report Name  
NOR%

Reset Search

View Options Collapse All

Report	Internal Name
Reservation	
NOR110PM	nor110pmreport
NOR15AM	nor115amreport
NOR1RECOVERY	nor1recoveryreport

Select

By default, it will show you the Report Parameters again. Verify that these are correct, and click on “Next”:

## Compiled Report Set-Up for Opera Cloud Customers

Name	Label	Data Type	Value	LOV Query	Seq
P_BUSINESS_DATE	DATE	DATE	DD/MM/YYYY		
P_TRX_CODE	TRX CODE	VARCHAR2			
P_CONV_FACTC	CONVERSION	NUMBER			

In the next step, you need to configure the intervals. For “Recurrence Pattern”, choose “Repeat”, as “Start Time”, enter either “05:00” or “22:00”, depending on the report you are scheduling. On the bottom right, select “Days” as you want the report to be sent daily at that specific time. Once this is done, click on “Next”.

Repeat Intervals

\* Required Field

Start Date: 23/07/2021 (Fri)

Start Time: 22:00 (Etc/GMT)

End Date: DD/MM/YYYY

End Time: hh:mm (Etc/GMT)

Report Language Code: E

Recurrence Pattern:  Once  Repeat

Interval: - 1 +

Hours  Days  Weeks

Months

For the **Recovery Report**, schedule it for once per month (it is otherwise usually run on an as-needed basis). As time, enter ‘6am’, for ‘Week Number to Repeat’, select ‘last’, and select ‘Monday’ for ‘Days of Week’. For the Interval, make sure to select ‘1’.

## Compiled Report Set-Up for Opera Cloud Customers

The last part is the destinations tab.

- As File Name, type in "OSR\_LANDSCAPE".
- File Format should be "Delimited Data", Delimiter "Tab"
- Click on "New"
- Select "SFTP" as Mode, and enter the Endpoint name under Additional Details

Click on "Save" and configure this for the other reports as well.

## Compiled Report Set-Up for Opera Cloud Customers

Go to Manage Schedule Reports, and search “NOR1” this should display the 3 reports.

Click in the vertical ellipsis of each report and select “Run Report”

Home / Reports / Manage Reports / Manage Scheduled Reports

Manage Scheduled Reports

Search

Required Field

Property

Report

Scheduled Start Date

Scheduled End Date

Repeat Interval

Reports Scheduled by All Users

Reset Search

New View Executed Reports

View Options

Report Scheduled	Report	Frequency	Num	View Destinations	Next Scheduled
<input type="checkbox"/>	NOR1RECOVERYREPORT	Occurs every 1 month(s) o...	0		27-03-2022 22:00 Sun
<input type="checkbox"/>	NOR110PM	Occurs every 1 day(s) effec...	7		10-03-2022 22:00 Thu
<input type="checkbox"/>	NOR15AM REPORT	Occurs every 1 day(s) effec...	7		10-03-2022 05:00 Thu

Select “View executed reports”

In the select the report and click in the ellipsis “View Destinations”

Manage Scheduled Reports

View Options

Report Name	Description	Execution Status	Status	Start Date	End Date
nor110pmreport	NOR110PM	Complete	Finished successfully	09-03-2022	09-03-2022
nor110pmreport	NOR110PM	Complete	Finished successfully	09-03-2022	09-03-2022
nor110pmreport	NOR110PM	Complete	Finished successfully	09-03-2022	09-03-2022

View Destinations

It will display as “COMPLETED”

Manage Scheduled Reports

View Options

Report Name	Description	Execution Status	Status	Start Date	End Date
nor110pmreport	NOR110PM	Complete	Finished successfully	09-03-2022	09-03-2022

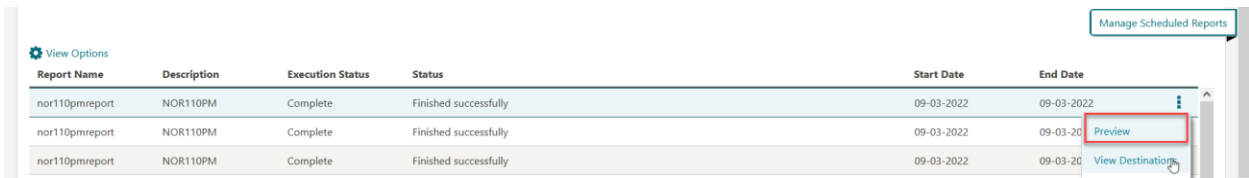
Distributed

Mode: SFTP

Additional Details: ...SFTPNOR1 - COMPLETED

## Compiled Report Set-Up for Opera Cloud Customers

To obtain the file name, go to “Preview” it should give you as example: osr\_landscape3739958991.txt, you will need to provide this file name to our Tech team to confirm reception.



The screenshot shows a web interface for managing reports. At the top right, there is a button labeled "Manage Scheduled Reports". Below it is a table with the following columns: "Report Name", "Description", "Execution Status", "Status", "Start Date", and "End Date". The table contains three rows of data, all with "Complete" execution status and "Finished successfully" status. A red box highlights the "Preview" button located to the right of the second row. Below the table, there is a "View Destination" link.

Report Name	Description	Execution Status	Status	Start Date	End Date
nor110pmreport	NOR110PM	Complete	Finished successfully	09-03-2022	09-03-2022
nor110pmreport	NOR110PM	Complete	Finished successfully	09-03-2022	09-03-20
nor110pmreport	NOR110PM	Complete	Finished successfully	09-03-2022	09-03-20