

Module:

myfidelio.net Login Instructions

Install JInitiator and Adobe



Please read carefully below instructions that will apply when you log in for the first time in myfidelio.net.

The myfidelio.net system requires a client application to run always on the PC from which "myhotel" administration area will be accessed, because some small applications will be installed with the first log in and you will need these applications every time you come back to the "myhotel" administration area. This application is called **Oracle Jinitiator**

Use the user name and login defined in the User section of myfidelio.net.

You will need following applications in your PC and we will explain to you below how you will install these applications:

- Adobe Acrobat Reader 4.0 (required only if you have a PMS version lower than V5 running on the same work station)
- Adobe Acrobat Reader 8.1.1 (in order to access the myfidelio application after the system upgrade to Version 5)
- Oracle JInitiator 1.1.1.25



<u>STEP 1:</u>

Please note that in order to access the myfidelio.net application after the system upgrade to Version 5 you will need to download Adobe Acrobat 8.1.1.

Adobe Acrobat 8.1.1 does not have an impact to Property Management Systems running on same workstation presuming the Abode Version 4.0 needed for V3 and V4 will not be uninstalled.

However if myfidelio.net is the only system running on your workstation you can safely uninstall the Adobe Acrobat 4.0.

NOTE: We recommend you to print this document before uninstalling Adobe.

If you already have a higher version of Adobe, you will need to uninstall the higher version to be able to install the 8.1.1. After this installation you can reinstall the higher Adobe version.

Please download Adobe 8.1.1 from the following link and install it in the same PC that will be used to run myfidelio.net:

http://www.myfidelio.net/downloads/ar81eng.exe

| File Dow | nload - Security Warning | × |
|----------|---|----|
| Do you | want to run or save this file? | |
| | Name: ar81eng.exe Type: Application, 22.3MB From: www.myfidelio.net Run Save Cancel | |
| | While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do n run or save this software. <u>What's the risk?</u> | ot |



<u>STEP 2:</u>

Settings in Internet Options and Installation of Oracle JInitiator

IMPORTANT: Make sure that you logged on the PC with an account, member of the local administrator group or that have rights to install applications. Please consult your systems specialist.

Close all other programs, while you are installing the Oracle Jinitiator.

First of all, make sure that the following settings are done:

- 1. Open an Internet browser such as Microsoft Internet Explorer.
- 2. In the IE window select Internet Options from the Tools menu.

| Internet Options ? 🗙 |
|---|
| General Security Privacy Content Connections Programs Advanced |
| Home page You can change which page to use for your home page. |
| Address: about:blank |
| Use <u>C</u> urrent Use <u>D</u> efault <u>Use Blank</u> |
| Temporary Internet files Pages you view on the Internet are stored in a special folder for quick viewing later. |
| Delete Cookjes Delete <u>F</u> iles <u>S</u> ettings |
| History The History folder contains links to pages you've visited, for quick access to recently viewed pages. Days to keep pages in history: 20 🔆 Clear History |
| Colors Fonts Languages Accessibility |
| OK Cancel Apply |



3. In the Internet Options window, select the **Security** tab.

| Internet Options ? 🗙 |
|---|
| General Security Privacy Content Connections Programs Advanced |
| Select a Web content zone to specify its security settings. |
| Internet Local intranet Trusted sites Restricted sites |
| Trusted sites This zone contains Web sites that you trust not to damage your computer or data. Security level for this zone |
| Custom Custom settings. - To change the settings, click Custom Level. - To use the recommended settings, click Default Level. |
| <u>C</u> ustom Level <u>D</u> efault Level |
| OK Cancel Apply |



4. Select **Trusted sites** icon and click on Sites... button and type in the URL as shown in the picture below.

For the live system the URL will be https://www.myfidelio.net/myhotel/

| Trusted sites | <u>? ×</u> |
|---|-------------------|
| You can add and remove Web sites from this zon in this zone will use the zone's security settings. | ne. All Web sites |
| Add this Web site to the zone: | |
| https://www.myfidelio.net/myhotel/ | Add |
| <u>W</u> eb sites: | |
| http://localhost http://*.update.microsoft.com https://*.update.microsoft.com http://*.windowsupdate.microsoft.com http://oca.microsoft.com | <u>R</u> emove |
| \Box Require server verification (https:) for all sites in this | zone |
| | |
| | lose |

- 5. Click Add and then Close.
- 6. Click the **OK** button.



- 7. Now click on the Advanced tab
- 8. Untick the option 'Reuse windows for launching shortcuts' and click on OK

| ternet Options | ? |
|---|-------|
| General Security Privacy Content Connections Programs Adv | /ance |
| Settings: | - |
| Enable offline items to be synchronized on a schedule | ~ |
| Enable page transitions | |
| Enable Personalized Favorites Menu | |
| Enable third-party browser extensions (requires restart) | |
| Enable visual styles on buttons and controls in web pages | |
| Force offscreen compositing even under Terminal Server (rec | լ ≡ |
| Metil | |
| Reuse windows for launching shortcuts | |
| Show money HTTP on or messages | |
| Show friendly URLs | |
| Show Go button in Address bar | |
| 📑 Underline links | |
| 🔜 💽 Always | |
| O Hover | |
| O Never | |
| Use inline AutoComplete | ~ |
| | ·] |
| | |
| Restore Defau | lts |
| | _ |
| | oplu |



2nd: You will now install the new Oracle Jinitiator 1.3.1.25

1. You can then start one time installation manually by downloading it from the following link:

http://www.myfidelio.net/downloads/opera_jinit_1012_25.exe

| File Down | load - Security Warning | × |
|-----------|---|---|
| Do you | want to run or save this file? | |
| | Name: opera_jinit_1012_25.exe Type: Application, 7.81 MB From: www.myfidelio.net | |
| | <u>R</u> un <u>S</u> ave Cancel | |
| : | While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. <u>What's the risk?</u> | |



2. Click Save and select a well-known place, for example C:\Temp and click Save.

| Save As | | | | | <u>?</u> × |
|------------------------|-----------------------|-------------------------|---|-------|--------------|
| Save jn: | 🗀 Temp | | • | 3 🕫 🖻 | |
| My Recent Documents | | | | | |
| My Documents | | | | | |
| My Computer | | | | | |
| My Network | File <u>n</u> ame: | opera_jinit_1012_25.exe | | • | <u>S</u> ave |
| Places | Save as <u>t</u> ype: | Application | | | Cancel |

| Open l | File - Se | curity Warning | × |
|--------|--|--|---|
| Do you | ı want to ru | n this file? | |
| | Name: | opera jinit 1012 25.exe | |
| | Publisher: | Micros Systems Inc | |
| | Type: | Application | |
| | From: | D:\myfidelio_net\4-0-3\403 docs | |
| | | Run Cancel |] |
| 🔽 Alwa | ays ask before | opening this file | |
| : | While files fr potentially h you trust. <u>W</u> | om the Internet can be useful, this file type can arm your computer. Only run software from publishers hat's the risk? | |



3. After you saved it on a folder, click on the file, the above window opens, click Run and install the wizard.

4. An empty page will be displayed with the plug-in installation of the Oracle JInitiator (opera_jinit_1012_25.exe) and it will start loading the plug-in, launching the setup wizard.



5. Click Next.



6. After the installation wizard completes, click Finish

| 覺 Installation Complete | | × |
|-------------------------|---|---|
| | Oracle JInitiator 1.3.1.25 has been successfully installed. | |
| | Press the Finish button to exit this installation. | |
| | < <u>B</u> ack <u>Finish</u> > Cancel | |

In case of insufficient permissions for installing an application the wizard will not install successfully and in this case refer to section 4 of the Trouble Shooting guide (see below).



<u>STEP 3:</u>

If the installation is successful, you will be able to go to the login page on the myfidelio.net and enter your user ID and password.

- 1. Open the website of myfidelio.net: www.myfidelio.net
- 2. Click on Customer Login
- 3. Click on myhotel Login
- 4. Login with your existing User id and Password. See below example.

| my@elio.net | | All a |
|-----------------|----------------------|-------|
| *User Id: | bini2hsu | |
| *User Password: | •••••• | |
| Application: | Management 💌 | |
| Bro | wser Recommendations | |

- 5. Click on the OK button
- 6. Click on Yes if a Security Alert window appears for the Certificate



In case you have rights to multiple properties an additional field **Property** will display. Please choose any of the properties you have permission to and you are able to enter into the application.

| | Language E | ± |
|-----------------|------------|----------|
| | Property | <u>±</u> |
| The B BOOCKERSE | | |

The application will now be launched:





Troubleshooting

1. Application errors can be seen by clicking on the Java Oracle window in the task bar and Cra. Click Maximize to see the error:





2. Using JInitiator console can detect system errors. To see the errors from the console double click the Java Console in the system tray on your task bar. Java Console window will appear

| 🌺 Java Console 📃 🖂 🕹 |
|--|
| U-5: set trace level to <n></n> |
| |
| Loading https://test.myfidelio.net/Operajserv/webutil.jar from JAR cache |
| Loading https://test.myfidelio.net/Operajserv/jacob.jar from JAR cache |
| RegisterWebUtil - Loading WebUtil Version 1.0.5 Production |
| java.io.FileNotFoundException: File not found: https://test.myfidelio.net/Op at sun.plugin.protocol.jdk12.http.HttpURLConnection.geth at oracle.jre.protocol.jar.JarCache\$CachedJarLoader.isU at oracle.jre.protocol.jar.JarCache\$CachedJarLoader. <ini at oracle.jre.protocol.jar.JarCache\$CachedJarLoader.<ini at oracle.jre.protocol.jar.JarCache\$CachedJarLoader.<ini at oracle.jre.protocol.jar.JarCache\$CachedJarLoader.<ini at oracle.jre.protocol.jar.JarCache\$CachedJarLoader.</ini </ini </ini </ini |
| at Java.lang. I mead.run(Onknown Source) |
| Trace level set to 5, pasic, net, security, ext, liveconnect completed. |
| |
| |
| Clear Copy Close |

Click 5 to enable trace while the application is loading and the errors will appear.

a. Proxy and Firewall Settings

Proxy should enable MIME types for test.myfidelio.net (IP address: 213.70.228.43) and <u>www.myfidelio.net</u> (IP address: 213.70.228.65)

- application/octet-stream
- application/x-jinit-applet

b. File filters should enable the following extensions to be downloaded for first time to test.myfidelio.net (IP address: 213.70.228.43) and <u>www.myfidelio.net</u> (IP address: 213.70.228.65)

- .jar files
- .exe files



c. Port 443(HTTPS) and Port 80(HTTP) should be enabled for test.myfidelio.net (IP address: 213.70.228.43) and <u>www.myfidelio.net</u> (IP address: 213.70.228.65)

d. Software Installation Policy

In case a software installation policy was applied which prevents the installation of the Oracle JInitiator the wizard will fail to install. In this case contact your ystem Administrator. Once installed, it will be available to a user account that has no rights to install software to use it and successfully login to the application.

Customizing the Oracle Jinitiator Installation:

(Note: this applies also to non-vista clients)

The following folder should exist after the Jinitiator installation completes:

C:\Program Files\Oracle\Jinitiator 1.3.1.25\bin\hotspot

Within this folder the JVM.dll will need to be replaced with a version that works with Windows Vista. The file required is installed as part of a higher version of the Sun JRE. Higher versions of the Sun "Java Runtime Environment" (JRE) can be found at the following URL.

http://java.sun.com/javase/downloads/index.jsp

The required install will be named something similar to "Java Runtime Environment (JRE) 6 Update 3".

It is also possible that the Vista installation has a SUN JRE already installed. Please check to see if a c:\program files\java\folder exists on the Vista workstation. Either JRE 1.5 or 1.6 can be used.

Once the JRE has been installed, a folder will exist within the installed folder named "client". (For example; C:\Program Files\Java\jre1.6.0\bin\client) In that folder is the replacement JVM.dll needed for the Jinitiator installation.

Rename the JVM.dll from the ...\jinitiator 1.3.1.25\bin\hotspot folder Copy in a new copy from the ...\java\jre1.6.0\bin\client\ folder