

**Oracle® Hospitality Cruise Shipboard Property
Management**

IFC Seaware User Guide

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Contents

- Tables 4**
- Figures 5**
- Preface 6**
 - Audience6
 - Customer Support.....6
 - Documentation.....6
 - Revision History.....6
- Setting up Parameters 7**
 - Location.....7
 - Log Based on the Syn_Operation9

Tables

Table 1 - Log Based on the syn_operation9

Figures

Figure 1 - Refresh Interval Database Parameters Setup.....	7
Figure 2 - XML File Directory Database Parameters Setup	7
Figure 3 - Location of FC Seaware Monitor	7
Figure 4 - Select the Date Range.....	8
Figure 5 - Activities	8
Figure 6 - Error Message Details	9
Figure 7 - Successfully Extracted	10

Preface

FC Seaware Monitor is a module used in addition to the Seaware integration for Ferry Operations. This module monitors the activities from Oracle Hospitality Cruise (OHC) Shipboard Property management System (SPMS) to Seaware.

Audience

This document is intended for application specialists and users of OHC SPMS.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:
<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at
<http://docs.oracle.com/en/industries/hospitality/cruise.html>

Revision History

Date	Description of Change
February 2020	<ul style="list-style-type: none">• Initial publication

Setting up Parameters

Below are the two (2) parameters needed to set up the Seaware Monitor.

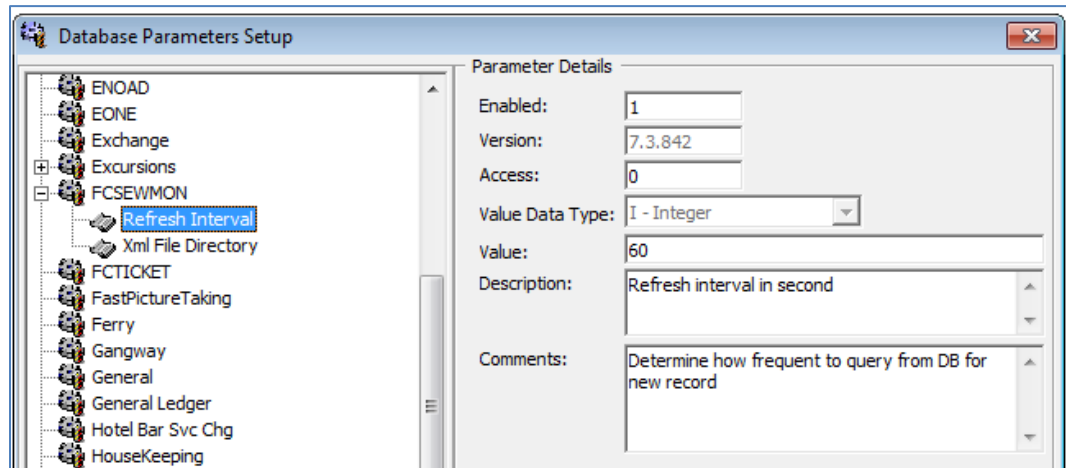


Figure 1 - Refresh Interval Database Parameters Setup

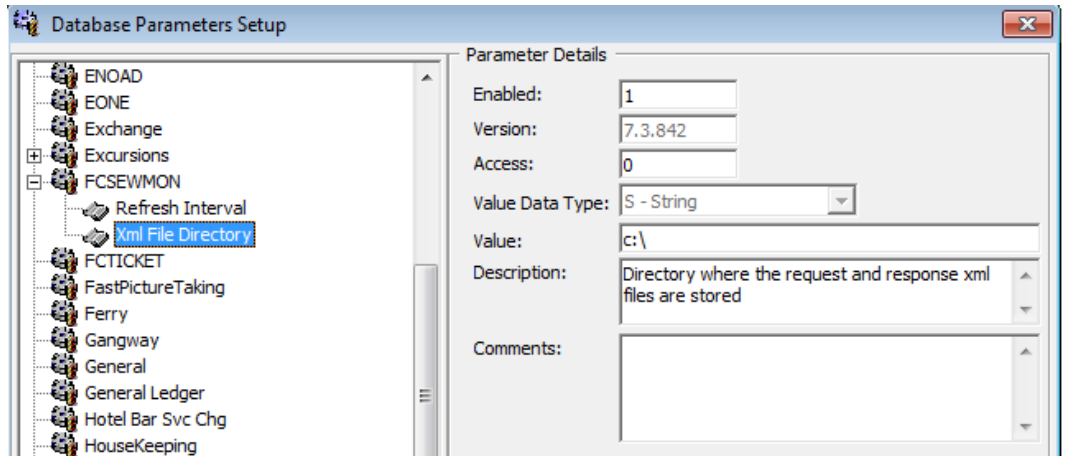


Figure 2 - XML File Directory Database Parameters Setup

Location

The new module FC Seaware Monitor can be found on the FC Launch Panel.

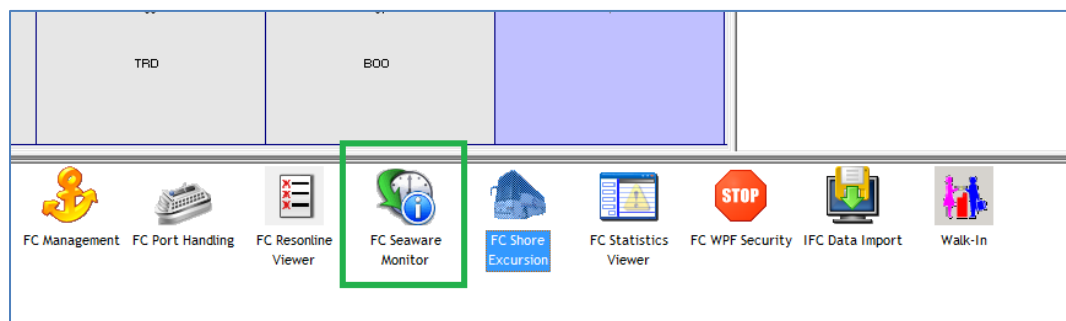


Figure 3 - Location of FC Seaware Monitor

1. Double-click to launch the program.

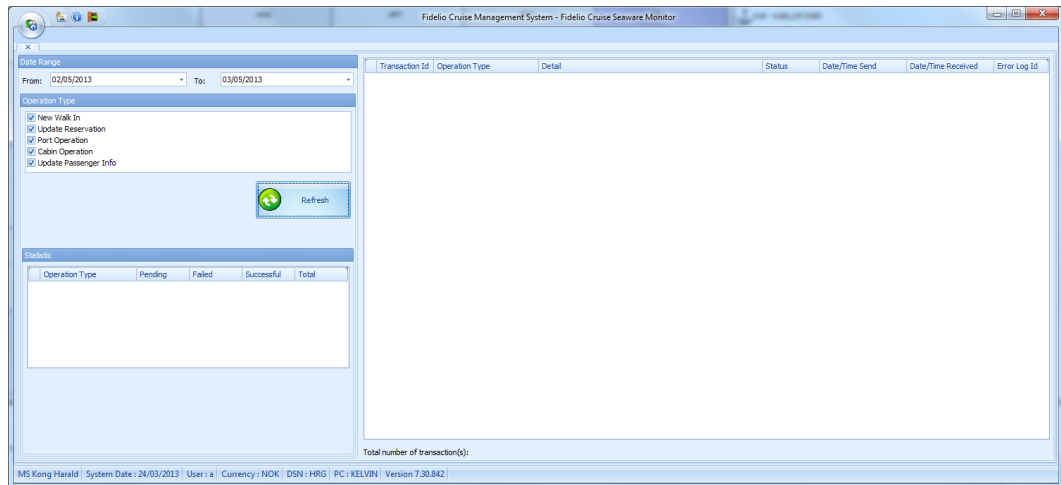


Figure 4 - Select the Date Range

2. Select the date range and then click **Refresh** button.

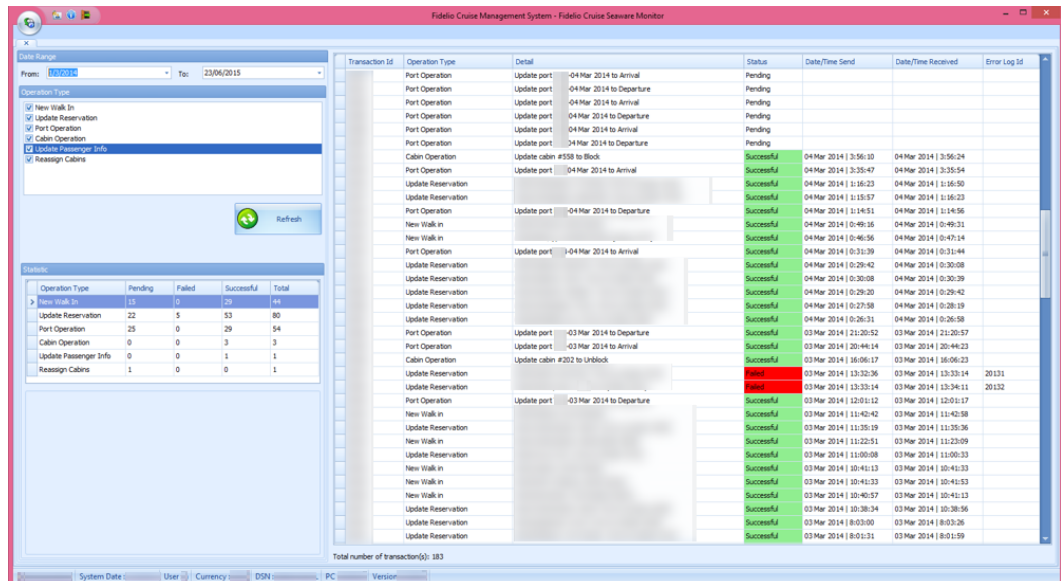


Figure 5 - Activities

3. The Seaware activities are display.

The Pending status refers to the transaction that has not been sent to Seaware for processing. The Successful status refers to transaction that are processed successfully and responded by Seaware. The Failed status refers to the transaction that has been processed but failed after responded by Seaware.

Log Based on the Syn_Operation

Table 1 - Log Based on the syn_operation

Log	Description
1	New reservation
2	Update reservation
3	Port operation
4	Cargo
5	Cabin operation
6	Update Reservation include res_grp
7	Update personal information

Double-click at the failed transaction to view more details

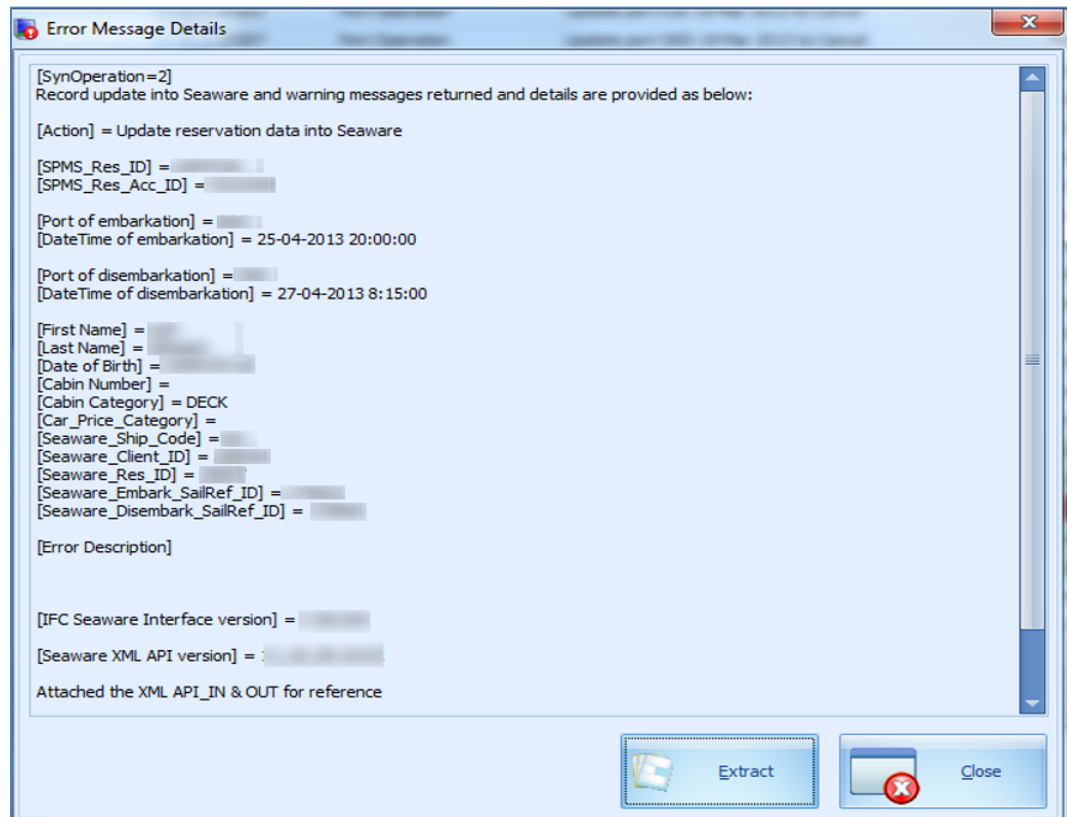


Figure 6 - Error Message Details

 **NOTE:**

The log is store in SEWLOG table.

Click Extract to save the transaction Extensive Markup Language (XML) files to the default save folder on the client Personal Computer (PC).

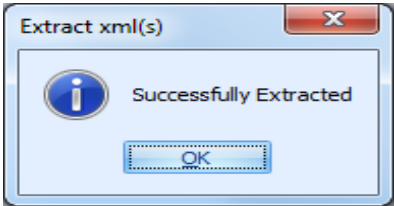
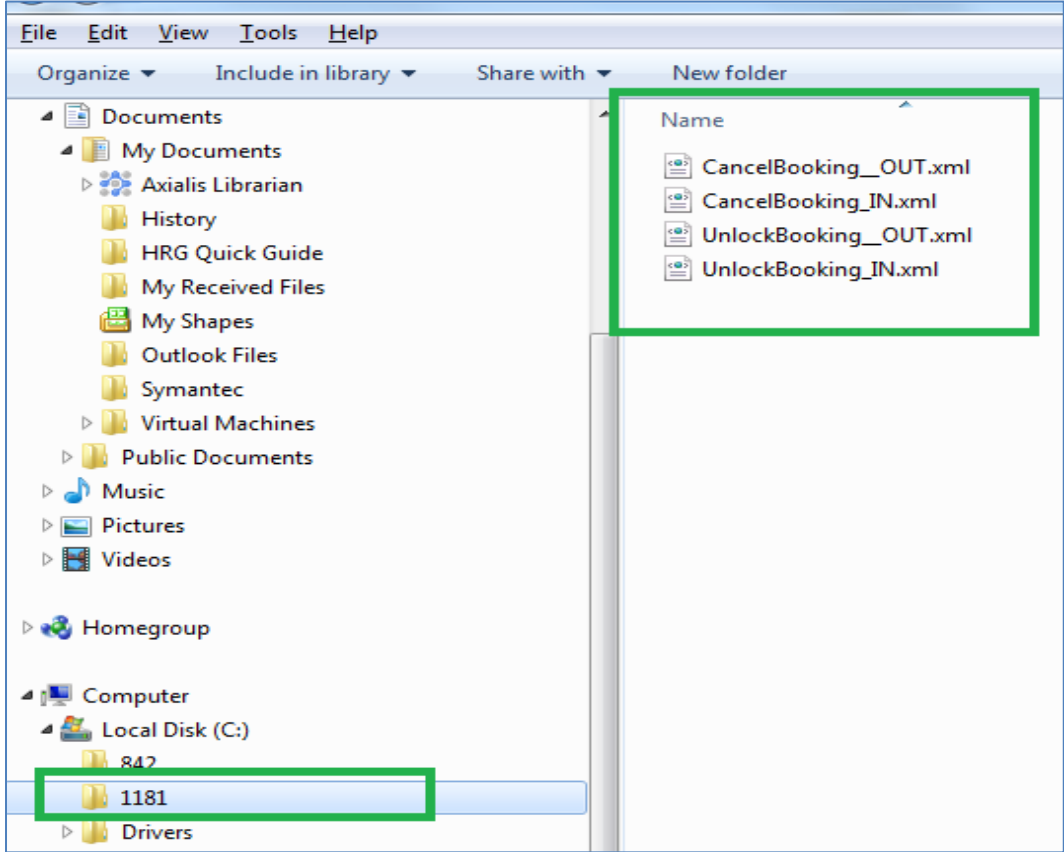


Figure 7 - Successfully Extracted

The transaction XML files are saved and available in the default save folder.



NOTE:
The error attachments are store in SEWLOG_XML table.