#### Oracle<sup>®</sup> Hospitality Cruise Shipboard Property Management IFC Seaware User Guide Release 7.30.877 F28282-01

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## 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	Initial publication

## **Setting up Parameters**

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

🙀 Database Parameters Setup			x
	Parameter Details		_
ENOAD A ENOE	Enabled:	1	
Exchange	Version:	7.3.842	
	Access:	0	
Refresh Interval	Value Data Type:	I - Integer	
Xml File Directory	Value:	60	
FCTICKET	Description:	Refresh interval in second	
FastPictureTaking			
Ferry			~
Gangway	Comments:	Determine how frequent to guery from DB for	
General		new record	
General Ledger 😑			
Hotel Bar Svc Chg			-
HouseKeeping		1	_

Figure 1 - Refresh Interval Database Parameters Setup

🙀 Database Parameters Setup		
ENOAD	Parameter Details	
EONE	Enabled:	1
Exchange	Version:	7.3.842
Excursions	Access:	0
Refresh Interval	Value Data Type:	S - String
Xml File Directory	Value:	c:\
FCTICKET     FastPictureTaking     Ferry	Description:	Directory where the request and response xml files are stored
Gangway General	Comments:	A
General Ledger Hotel Bar Svc Chg HouseKeeping		~

Figure 2 – XML File Directory Database Parameters Setup

#### Location

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

TRD	воо	
FC Management FC Port Handling Fi	C Resontine Viewer Monitor	FC Shore     FC Statistics     FC WPF Security     IFC Data Import     Walk-In

Figure 3 - Location of FC Seaware Monitor

1. Double-click to launch the program.

( ) L () L		Fidelio Cruise Manageme	ent System - Fidelio Cruise Seaware Monitor	La saure			- 0 - X
×		19-11-11-11-11-11-11-11-11-11-11-11-11-1					
Date Range		Transaction Id Operation Type	Detail	Status	Date/Time Send	Date/Time Received	Error Log Id
From: 02/05/2013 -	To: 03/05/2013	-					
Operation Type							
New Walk In Update Reservation Update Reservation V Cotr Operation V Cobin Operation V Update Passenger Info							
	Refresh	]					
Statistic							
Operation Type Pending I	Failed Successful Total						
		Total number of transaction(s):					
MS Keene Harald System Date - 24/02/2012 UK		- KELVEN - March - 7 20 042					

Figure 4 - Select the Date Range

2.	Select the date range	and then cl	ick <b>Refresh</b> button.
----	-----------------------	-------------	----------------------------

ange					Transaction	Id Operation Type	Detail		Status	Date/Time Send	Date/Time Received	Error Log Id
1/3/2014		• To: 23	3/06/2015			Port Operation	Update port	-04 Mar 2014 to Arrival	Pending			
ion Type						Port Operation	Update port	04 Mar 2014 to Departure	Pending			
tw Wak In						Port Operation	Update port	-04 Mar 2014 to Arrival	Pending			
date Reservation						Port Operation	Update port	04 Mar 2014 to Departure	Pending			
rt Operation						Port Operation	Update port	04 Mar 2014 to Arrival	Pending			
bin Operation date Passenger Info						Port Operation	Update port	04 Mar 2014 to Departure	Pending			
Nassign Cabins						Cabin Operation	Update cabin #	558 to Block	Successful	04 Mar 2014   3:56:10	04 Mar 2014   3:56:24	
						Port Operation	Update port	04 Mar 2014 to Arrival	Successful	04 Mar 2014   3:35:47	04 Mar 2014   3:35:54	
						Update Reservation			Successful	04 Mar 2014   1:16:23	04 Mar 2014   1:16:50	
						Update Reservation			Successful	04 Mar 2014   1:15:57	04 Mar 2014   1:16:23	
						Port Operation	Update port	-04 Mar 2014 to Departure	Successful	04 Mar 2014   1:14:51	04 Mar 2014   1:14:56	
			3	Refresh		New Walk in			Successful	04 Mar 2014   0:49:16	04 Mar 2014   0:49:31	
					· 🗌	New Walk in			Successful	04 Mar 2014   0:46:56	04 Mar 2014   0:47:14	
						Port Operation	Update port	I-04 Mar 2014 to Arrival	Successful	04 Mar 2014   0:31:39	04 Mar 2014   0:31:44	
ic.						Update Reservation			Successful	04 Mar 2014   0:29:42	04 Mar 2014   0:30:08	
	1		1	1		Update Reservation			Successful	04 Mar 2014   0:30:08	04 Mar 2014   0:30:39	
Operation Type	Pending	Failed	Successful	Total		Update Reservation			Successful	04 Mar 2014   0:29:20	04 Mar 2014   0:29:42	
lew Walk In	15	0	29	44		Update Reservation			Successful	04 Mar 2014   0:27:58	04 Mar 2014   0:28:19	
pdate Reservation	22	5	53	80		Update Reservation			Successful	04 Mar 2014   0:26:31	04 Mar 2014   0:26:58	
ort Operation	25	0	29	3		Port Operation		-03 Mar 2014 to Departure	Successful	03 Mar 2014   21:20:52	03 Mar 2014   21:20:57	
abin Operation			3	3		Port Operation	Update port	-03 Mar 2014 to Arrival	Successful	03 Mar 2014   20:44:14	03 Mar 2014   20:44:23	
pdate Passenger Info	0	0				Cabin Operation	Update cabin #	202 to Unblock	Successful	03 Mar 2014   16:06:17	03 Mar 2014   16:06:23	
eassign Cabins	1	U	0	1		Update Reservation			Failed	03 Mar 2014   13:32:36	03 Mar 2014   13:33:14	20131
						Update Reservation			Failed	03 Mar 2014   13:33:14	03 Mar 2014   13:34:11	20132
						Port Operation	Update port	-03 Mar 2014 to Departure	Successful	03 Mar 2014   12:01:12	03 Mar 2014   12:01:17	
						New Walk in			Successful	03 Mar 2014   11:42:42	03 Mar 2014   11:42:58	
						Update Reservation			Successful	03 Mar 2014   11:35:19	03 Mar 2014   11:35:36	
						New Walk in			Successful	03 Mar 2014   11:22:51	03 Mar 2014   11:23:09	
						Update Reservation			Successful	03 Mar 2014   11:00:08	03 Mar 2014   11:00:33	
						New Walk in			Successful	03 Mar 2014   10:41:13	03 Mar 2014   10:41:33	
						New Walk in			Successful	03 Mar 2014   10:41:33	03 Mar 2014   10:41:53	
						New Walk in			Successful	03 Mar 2014   10:40:57	03 Mar 2014   10:41:13	
						Update Reservation			Successful	03 Mar 2014   10:38:34	03 Mar 2014   10:38:56	
						Update Reservation			Successful	03 Mar 2014   8:03:00	03 Mar 2014   8:03:26	
						Update Reservation			Successful	03 Mar 2014   8:01:31	03 Mar 2014   8:01:59	
					Total number of t	rangesting/e)- 183						

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

_	
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

Table 1 - Log Based on the syn\_operation

Double-click at the failed transaction to view more details

Record update into Seaware and warning messages returned and	d details are provided as below:	
[Action] = Update reservation data into Seaware		
[SPMS_Res_ID] = [SPMS_Res_Acc_ID] =		
[Port of embarkation] = [DateTime of embarkation] = 25-04-2013 20:00:00		
[Port of disembarkation] = [DateTime of disembarkation] = 27-04-2013 8:15:00		
[First Name] = [Last Name] =		
[Cabe of Birth] = [Cabin Number] =		
[Cabin Category] = DECK [Car Price Category] =		
[Seaware_Ship_Code] = [Seaware_Client_ID] =		
[Seaware_Res_ID] = [Seaware_Embark_SailRef_ID] = [Seaware_Disembark_SailRef_ID] =		
[Error Description]		
[IFC Seaware Interface version] =		
[Seaware XML API version] = :		
Attached the XML API_IN & OUT for reference		-

Figure 6 - Error Message Details



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.



