#### Oracle® Hospitality Cruise Shipboard Property Management System Automated Web Services Installer – Installation Guide Release 1.00 E83824-01

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## Preface

The Automated WebServices Installer is a batch file installation that automatically install and configure all the required Windows features.

The following section describes the steps in setting up the Automated Webservices Installation.

### Audience

This document is intended for application specialist and users of Oracle Hospitality Cruise Shipboard Property Management System.

## **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
- Screen shots of each step you take

## **Revision History**

Date	Description of Change		
June, 2016	•	Initial publication.	
January, 2017	•	Revised file location.	

## Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirement for Administration module.

## Prerequisite

- SPMS version 7.30.870 or later
- Internet Connection
- Local Administrator Access
- Latest OHC SPMS x.x.zip

## **Supported Systems**

- Operating Systems
  - o Microsoft Windows Server 2008 R2
  - Microsoft Windows Server 2012
  - Microsoft Windows 10
    - Requires WS Installer version 870 onwards
  - o Microsoft Windows 8
    - Windows 32-bit System, Windows 64-bit System
  - o Microsoft Windows 7
    - Windows 32-bit System, Windows 64-bit System

# Compatibility

SPMS version 7.30.870 or later. For customer operating on version below 7.30.870, database upgrade to the recommended or latest version is required.

## 1. Web Services Installation

This section describes the steps to install the Web Services.

### 1.1. Installing Automated WebServices Installer

- 1. Download the latest OHC SPMS x.x.zip from the Oracle Cruise release folder.
- 2. Unzip the file folders into 'C:\Temp', and open the Net Setup\Chips\WebServer folder.

Name
CrystalReports10_5
FCTransactionsService
FCWebServices
CreateAssignAppPool.ps1
DotNetFrameworkIISInstallation.ps1
EnableMSDTC.ps1
🚳 Install.bat

#### Figure 1-1 - Webservices Files

- 3. Right click the *Install.bat* and select **Run as Administrator** to launch the Windows command screen.
- 4. If user try to run the batch file *without* login as an Administrator, System will prompt a failure as shown below.





5. Next, System cans for internet connection and shall proceed with the installation when internet connection is established. Otherwise installation will abort.

📴 C:\Windows\system32\cmd.exe	- 🗆 🗵
C:\Temp\Webservice>ECHO OFF Administrative permissions required. Detecting permissions Success: Administrative permissions confirmed. Internet connection required. Detecting connectivity Ping request could not find host www.google.com. Please check the name and f gain. No Internet Connection. Please get connected! Press any key to continue	try a

#### Figure 1-3 - Internet Connection prompt

6. When an internet connection is detected, System will prompt a selection menu.



Figure 1-4 - Installation selection menu

Select one of the option and press ENTER to begin installation.

- 1 To install FCTransactionsService only (This is includes PDAService for FCChips user).
- 2 To install FCWebServices only.
- 3 To install both FCTransactionsService and FCWebServices.
- 7. When the System prompt 'Completed', press any key to close the command window.

G4.	A	dministrator: Windows PowerShell	_ □	x
C:\Temp\Database\Web	Server	8.0\FCTransactionsService\bin\FidelioSPMSF	Business.d	1 ^
C:\Temp\Database\Web C:\Temp\Database\Web C:\Temp\Database\Web C:\Temp\Database\Web	Server Server Server Server	8.0\FCTransactionsService\bin\FidelioSPMSI 8.0\FCTransactionsService\bin\FidelioSPMSN 8.0\FCTransactionsService\bin\FidelioSPMSI 8.0\FCTransactionsService\bin\Interop.DOC6	Data.dll Hobile.dll HI.dll AUTHLib.dl	1
C:\Temp\Database\Web	Server	8.0\FCTransactionsService\bin\Interop.Met(	CardID_Con	it ≣
C:\Temp\Database\Web	Server	8.0\FCTransactionsService\bin\Interop.SCAM	WEXLib.d]	1
C:\Temp\Database\Web C:\Temp\Database\Web 1	Server Server	8.0\FCTransactionsService\bin\Interop.SCAM 8.0\FCTransactionsService\bin\Interop.SIGM	WLib.dll WIEWLib.d	11
C:\Temp\Database\Web C:\Temp\Database\Web	Server Server	8.0\FCTransactionsService\bin\Newtonsoft.J 8.0\FCTransactionsService\bin\Newtonsoft.J	Json.dll Json.Net35	
dll 18 File(s) copied Restarting IIS now				
Attempting stop Internet services suc Attempting start	cessfu]	ly stopped		
Internet services suc Pwass any key to cont	cesstu.	Ly restarted		$\sim$

Figure 1-5 - Successful installation prompt

## 1.2. Verifying installation status

- 1. Launch the Internet Explorer and enter below link.
  - a. For FCTransactionsService installation: http://localhost/FCTransactionsService/FCTransactionsService.asmx
  - b. For FCWebServices installation on SPMS Release 7.30.8xx: http://localhost/FCWebServices/FCWebServices.asmx
  - c. For Web Service installation on SPMS Release 8.0: https://localhost/FCTransactionsService/FCTransactionsService.asmx https://localhost/FCWebServices/FCWebServices.asmx

2. If the installation is successful, you will see the same browser message similar to below screen.



#### Figure 1-6 - Verification of installation.

- 3. To upgrade the Web Service, run the latest Web service installer.
- 4. Select **Yes** when prompt by System override the existing file.



Figure 1-7 - Upgrading Webservices

Note: Uninstallation from Control Panel is not required.

### **1.3.** Establishing a connection

#### 1.3.1. Web Service Connection

For internal users who wish to run the Demo Application,

1. Copy the configuration file '*FCDemoApp.exe.config*' and executable file '*FCDemoApp.exe*' into Fidelio Cruise folder.

Note: For release version 8.0xx, copy the files into OHC folder.

2. Open the configuration file and edit the *EndPoint Address* to point to web server address.

#### <client

```
<endpoint
```

address="http://192.168.30.52/FCTransactionsService/FCTransactionsService.asmx" binding="basicHttpBinding" bindingConfiguration="FidelioSPMSWSSoap" contract="FidelioSPMSWS.FidelioSPMSWSSoap" name="FidelioSPMSWSSoap" /> </client>



#### Figure 1-8 - End Point address

3. For Simphony user:

- Ensure Simphony is upgrade to **version 1.07j** onwards.
- Go to Simphony Properties Enterprise and choose option "*Fidelio Web Server Address*", change the SPMS web service to http://1xx.xx.xx/FCTransactionsServices/FCTransactionsServices.asmx.

### 1.3.2. Database Connection

4. If the database server name is *not* default to "Fidelio", use "**web.config**" in "C:\inetpub\wwwroot\FCTransactionsService" to define the Fidelio SPMS database server under <appSetting>.

<appSettings> <add key="Server" value="fidelio" /> </appSettings>



Figure 1-9 - Database Connection setting

## 2. Oracle Client and ODAC Installation

An Oracle Full Client 11.2.0.3.0 and ODAC 11.2.0.3.0 setup is required to be installed on the Web Server in order to connect the web services to the Ship Database. Please refer to *Oracle Installation User Manual* for detail setup.

## 2.1. Establishing Oracle Net Manager Connection

- 1. Once the Oracle Client is installed successfully, launch the Oracle Net Manager to establish the connection between the Web Server and ship's Fidelio Cruise database.
- 2. When installing ODAC on the Web Server, ensure the following components are installed.
  - Oracle Data Provider for .NET 11.2.0.1.2
  - Oracle Providers for ASP.NET 11.2.0.1.2
  - Oracle Services For Microsoft Transaction Server 11.2.0.1.0

📉 Oracle Universal Installer: Available Product Components 💷 💷

	- 26	
vailable Product Components		
racle Data Access Components for Oracle Client		
e following are components that you can install as part of Oracle Dat	ta Access Components fo	or Orac
lient. Which of these components do you want to install?		
Components	Install Status	
🖓 🗹 Oracle Data Access Components for Oracle Client 11.2.0.1.2	New Install	
⊖ Optional Dependencies		
Oracle Data Provider for .NET 11.2.0.1.2	Upgrade	
Oracle Providers for ASP.NET 11.2.0.1.2	Upgrade	
□ Oracle Provider for OLE DB 11.2.0.1.0	Installed (v.11.2.0.1.0)	
□ Oracle Objects for OLE 11.2.0.1.0	Installed (v.11.2.0.1.0)	
Oracle Services For Microsoft Transaction Server 11.2.0.1.0	New Install	

Figure 2-1 – Required ODAC Components

**Note:** Oracle Services For Microsoft Transaction Server (MTS) must be installed in order to support web service multithreading.

For client PC that installed *Oracle Client and ODAC version* 10.2.0.3.0 in Window 7, ensure the Oracle Service For Microsoft Transaction Server version is up to version 10.2.0.4.0. User has to update the component version by running the *Oracle client patch version* 10.2.0.4.0.

X

# 3. Troubleshooting

This section describes the troubleshooting steps.

#### Message prompt: 'The Specified method not found'

*Description:* System prompt when user attempt to load the .asmx file through Internet Explorer.

Resolution:

Some of the DLL should not exist in the BIN folder, for example: SingPlusNet.dll

• Message prompt: 'Invalid Parameter'

Description: This occurs when running FCDemoApp.exe

*Resolution:* User is require to connect FCWebServices.asmx instead of FCTransactionsService.asmx

 Message prompt: 'This function is valid for internal usage only' / 'Invalid Parameter' Description: This occurs when running FCDemoApp.exe

*Resolution:* Use the special compile from developer and connect using FCTransactionsService.asmx

• **Error Message:** 'Unhandled exception has occurred in your application. System.MissingMethodException: Method not found'

Description: This occurs when App\_Code.dll or FidelioSPMS.dll version is wrong.

*Resolution:* Ensure both APP\_CODE.dll and FidelioSPMS.dll version are from the same compile.

Error Message: 'Critical error occurred while executing Sql statement.\r\n. Please call your system administrator, application will terminate now.

Error Message: Oracle.DataAccess.Client.OracleException ORA-06576: not a valid function or procedure name at Oracle.DataAccess.Client.OracleException.HandleErrorHelper' *Description:* This occurs when logging to FCDemoApp /JsonGet

Resolution: Ensure both FidelioSPMS.dll version is the same as Database version.

• Error Message: 'Critical error occured while executing Sql statement.\r\nPlease call your system administrator, application will terminate now.\r\n\r\nSystem.Exception: Error Opening Connection to - Unable to load OraMTS....'

Description: This occurs when performing a transaction via Fidelio WS.

*Resolution:* Ensure the 'Oracle Services For Microsoft Transaction Server 11.2.0.1.0' is installed on the Web Server.

• Error Message: 'Due to PA-DSS Compliance..., you might need to run IFT Tools' *Description:* This happens when the web service version is 047 onwards and the FidelioSPMS.dll version is R0044.

Resolution: Copy the Interop.XceedEncryptionLib.dll into the BIN folder.

• Error Message: 'Critical error occurred while executing SQL statement. Please call you system administrator, application will terminate now.

System.Exception: Error Opening Connection to – Unable to enlist in a distributed transaction

Description: Occurs when running FCDemoApp or IGPOS.

*Resolution:* Install a full Oracle client, 11.2.0.3. Ensure the MTS is enabled and running properly as well as the distributed transaction coordinator service.

• Error Message: 'FidelioSPMS.DLL Version (xx.xxx) does not match with... '. *Description:* Occurs when running FCDemoApp or IGPOS.

*Resolution:* Ensure the FidelioSPMS.dll in XAPP is of same the version with FidelioSPMS.dll in BIN folder.

• Error Message: 'penConnection-System.InvalidOperationException: The Promote method returned an invalid value for the distributed transaction '. *Description:* When performing WS transaction like Check In or Book Excursion.

*Resolution:* In the Comexp.msc screen, check all 'Allow Inbound' and 'Allow Outbound' check box.

⊨ →   2 🗔 🗉 🔒 🛛 🗔		
Console Root	Name	Actions
<ul> <li>Component Services</li> <li>Computers</li> <li>My Computer</li> </ul>	Transaction List	Local DTC More Actions
COM+ Applicatio COM+ Applicatio COM+ Applicatio COM+ Applicatio Commonstrained Transi Local DTC Event Viewer (Local) Services (Local)	Local DTC Properties           Tracing         Logging         Security           Security         Security         Security         Security           Image: Security         Security         Security         Security         Security           Image: Security         Security<	P     23       ■ Allow Remote Administration       tion       ☑ Allow Outbound       ired       ion Required
• •	Enable XA Transactions     DTC Logon Account     Account: NT AUTHORITY     Password:     Confirm password:     Leam more about setting these propertie	

Figure 3-1 - Local DTC Properties

• **Issue with:** Incomplete FCWebServices installation<sup>4</sup>. *Description:* The FCWebServicesSetup.exe starts copying CRRedist2008\_x64 then it stops immediately and prompt message: Installation Incomplete

*Resolution:* Manually execute below command using CMD.EXE, and ensure IIS 6 Compatible Manager is installed (for Microsoft Windows 7) 'c:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet\_regiis –I'

 Issue with: Server Error in '/FCWebServices' Application. Error 'Could not load file or assembly 'FidelioSPMS' or one of the it's dependencies....



Figure 3-2 - Server Error in '/PDAService' Application

*Description:* This is caused by Application Pool setting for *Enable 32-bit* Application is set to *False*.

*Resolution:* Navigate to **Application Pools** and choose **DefaultAppPool**, then click **Advanced Setting**. Select **True** in option Enable 32-bit Application.

• **Issue with:** Web Browser showing 'Page Not Found'. *Description:* Error 404 – File or Directory not found.

*Resolution:* Ensure the Internet Information Services, Web Service Extensions are set to 'Allow'.

internet Information Services	🃁 Web Service	xtensions	
🗄 🕖 Application Pools		A Web Service Extension	Status
🕀 🕖 Web Sites		🏹 All Unknown CGI Extensions	Allowed
Web Service Extension	Allow	🏹 All Unknown ISAPI Extensions	Allowed
	Prohibit	😽 Active Server Pages	Allowed
		😼 ASP.NET v1.1.4322	Allowed
	Properties	😼 ASP.NET v2.0.50727	Allowed
		😼 ASP.NET v4.0.30319	Allowed
		😼 Internet Data Connector	Allowed
	Tasks	😪 Server Side Includes	Allowed
		😼 WebDAV	Allowed

Figure 3-3 - Web Service Extensions

 Issue with: Web Browser showing blank page when browsing the FCWebservices, or error 'The Specified module could not be found'.

*Description:* Occurs when testing the web service through Internet Explorer, and page return blank.

*Resolution:* Navigate to **IIS Manager** and select FCWebServices. In **Default Document**, manually add the '*FCWebServices.asmx*' file.

Connections 💐 - 🔛   🖄   😪	Pefault Document	Actions Add
Start Page KL-11GR2-01 (KL-11GR2-01\Adm Application Pools	Use this feature to specify the default file(s) to return when a client does not request a specific file. Set default documents in order of priority.	X Remove Move Up
Sites	Name Entry Type	🐥 Move Down
Default Web Site     aspnet_client     PDAService	PDAService.asmx Local default.aspx Inherited	Disable Revert To Parent
⊞ <mark>C</mark> ibin		Help Online Help

Figure 3-4 - Default Web Site Setting

Error Message: 'Cannot create ActiveX component'.

*Description:* System prompt the above when running FC Chips/iCrew in Web Server without Fidelio Cruise Setup.

*Resolution:* Copy and register 'FCLicense73.dll' under FCWebservices\Bin. Or run Web server setup from version 815 onwards.

• Error Message: 'This setup requires Internet Information Server 4.0 or higher and Windows NT 4.0, Windows 2000 or higher.....'.

Description: Error occurs during FCWebServices Setup.

*Resolution:* Turn on Internet Information System (IIS) 6.0 in **Control Panel, Windows Features**. • Error Message: 'An error occurred while installing system component for PDAService. Setup cannot continue until all system components have been successfully installed'.

*Description:* Error occurs when running the PDA Setup due to Crystal Report Runtime and Microsoft .NET not installed on the PC.

*Resolution:* Copy the CrystalReports10\_5 and WindowsInstaller3\_1 into the same location in Web Server setup folder.

 Error Message: 'Error Code 0x800700b7 Config Error. There is a duplicate 'system.web.extensions/scripting/scriptResourceHandler' section defined'.

🎪 🔁 Suggested Sites 🔹 🙋 Web Sice Gallery 🔹	
talled Error - 500.19 - Internal Server Error	🏠 • 🔂 - 🖃 🛞 • Page • Safety •
ver Frror	
	Internet Information Ser
ror Summary	
ITTE Error E00 19 - Internal Server Error	
The first store and the second because the selected and	maken data faraka man la invella
he requested page cannot be accessed because the related configu	ration data for the page is invalid.
stailed Error Information	
Nodule IIS Web Core	Requested URI http://localhosti80/PDAService/fideliosomsws.asmx
NotificationBeginRequest	Physical PathD:\imetpub\www.root\PDAService\fideliospmsws.asmx
HandlerNot yet determined	Logon MethodNot yet determined
Error Code0x800700b7	Logon UserNot yet determined
Config From Finder is a dispirate system web codensions/scripting/scriptResourceHandler' section defined \www.root\PDAService\web.config Config Fi(\7)D\interpub \www.root\PDAService\web.config	
nfig Source	
13: <sectiongroup name="scripting" pre="" scriptresourcehandle;<="" type="System.We&lt;/td&gt;&lt;td&gt;eb.Configuration.ScriptingSectionGroup, System.Web.Extensions, Version=3.5.0.0, Culture=neutral, PublicKeyToken=31BF&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;14: &lt;pre&gt;csection name="></sectiongroup>	r" type="System.Web.Configuration.ScriptingScriptResourceHandlerSection. System.Web.Extensions. Version=3.5.0.0. Cul
cempeutral, PublicKeyToken=31BF3856AD364E35" requirePermission="false" allo	owDefinition="MachineToApplication"/>
15: <sectiongroup name="webServices" td="" typ<=""><td>pe="System.Web.Configuration.ScriptingWebServicesSectionOroup, System.Web.Extensions, Version=3.5.0.0, Culture=neutr</td></sectiongroup>	pe="System.Web.Configuration.ScriptingWebServicesSectionOroup, System.Web.Extensions, Version=3.5.0.0, Culture=neutr
PublicKeyToken=31BF3856AD364E35">	
aks and More Information	
is error occurs when there is a problem reading the configuration file for the Web server or Web applicr	ation. In some cases, the event logs may contain more information about what caused this error.

Figure 3-5 - HTTP Error 500.10 - Internal Server Error

Description: Error occurs when browsing the web page.

Resolution: Comment out the related thread mentioned in web.config.

 Error Message: '<!--<sectionGroup name="system.web.extensions" type="System.Web.Configuration.SystemWebExtensionsSectionGroup, System.Web.Extensions, Version=3.5.0.0, Culture=neutral, PublicKeyToken=31BF3856AD364E35">' or 'The type initializer for 'FidelioSPMS.CShipGeneral' threw an exception.

*Description:* Error occurs when browsing the web page or using FCDemoApp test program.

*Resolution:* Ensure the .NET Framework version is '.*NET Framework v2.0.50727'* in Default Pool (Application Pool).

Connections	Application	on Poo	<b>IS</b> e the list of applic	ation pools on the :	server. Application pools ar	e associated with wo	rker processes, contain one (
Application Pools	Filter:	- 6	🗑 Go 🕞 🥁 Sho	w All Group by:	No Grouping	•	
Constant Section     Constant Section	e Name ^ Name ^ Name ^ Classic .NET App DefaultAppPool DefaultAppPool e	Status         .NET Frame           Started         v2.0           Started         v2.0	Managed Pipeli Classic Integrated Edit Application Name: DefaultAppPool NFT Framework	Identity     ApplicationPoolIden     ApplicationPoolIden      Pool	Applications 0 6 7 ×		
t:+- <b>™</b> Smart				NET Framework	kv2.0.50727 e mode: v2.0.50727 tion pool immediately OK Cancel		

Figure 3-6 - Application Pool .NET Framework version