# Oracle® Hospitality Cruise Shipboard Property Management System

Automated Web Services Installer – Installation Guide
Release 1.00
**E83824-01**

January 2017

ORACLE

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

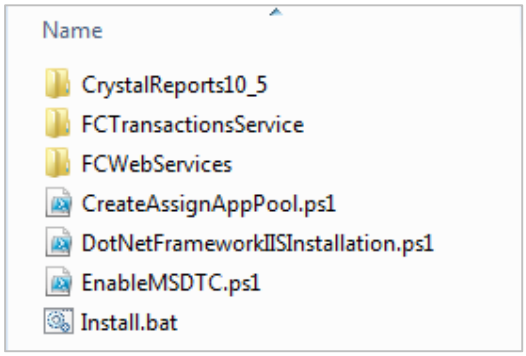


**Figure 1-1 - Webservices Files**

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.

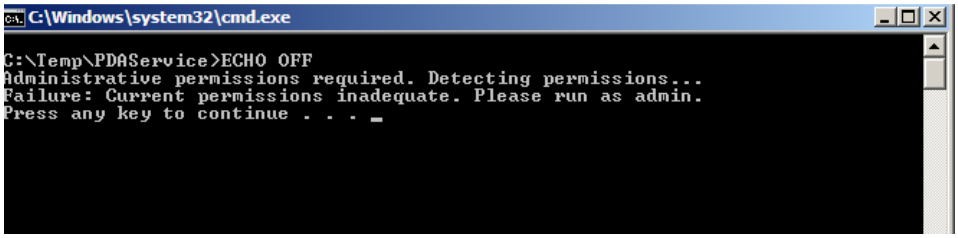


**Figure 1-2 - Command failure prompt**

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

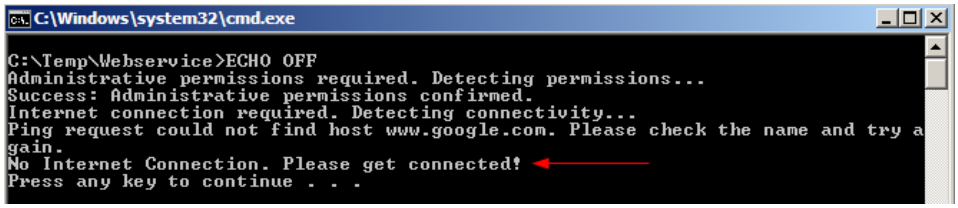


**Figure 1-3 - Internet Connection prompt**

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

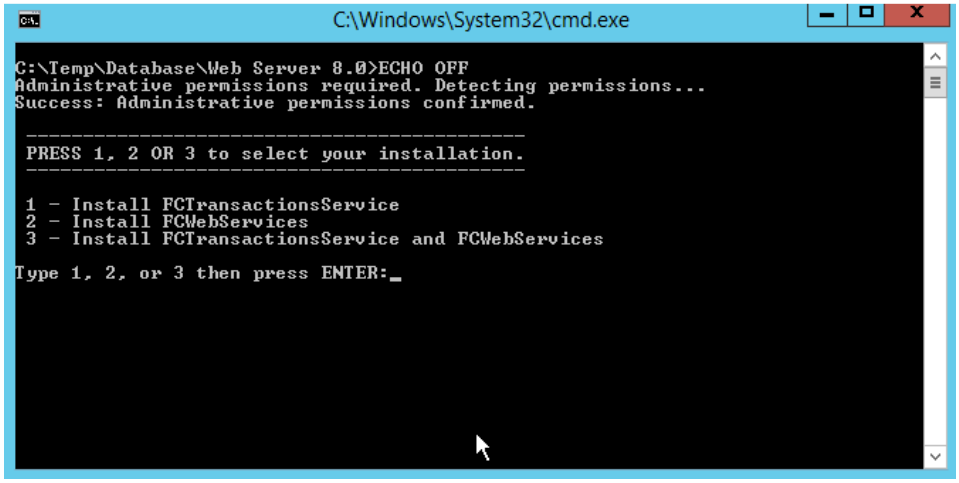


**Figure 1-4 - Installation selection menu**

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.

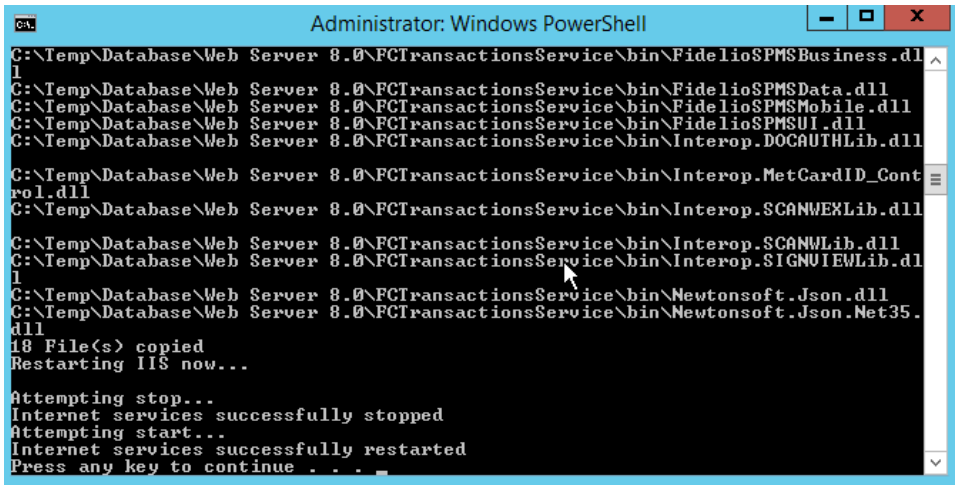


**Figure 1-5 - Successful installation prompt**

## 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.

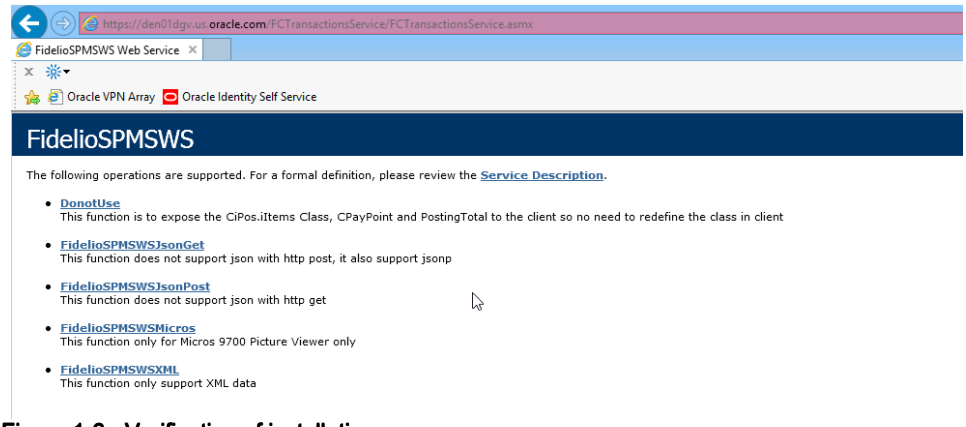


**Figure 1-6 - Verification of installation.**

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

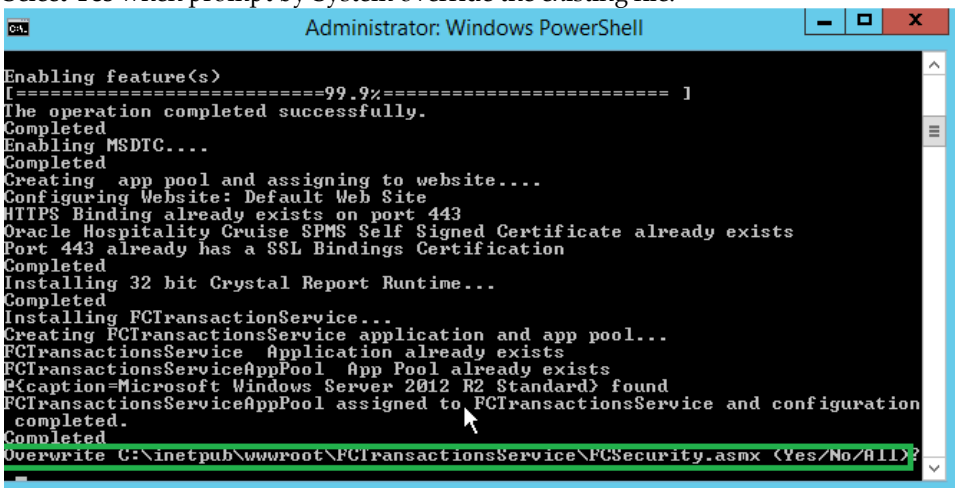


**Figure 1-7 - Upgrading Webservices**

---

**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>
```

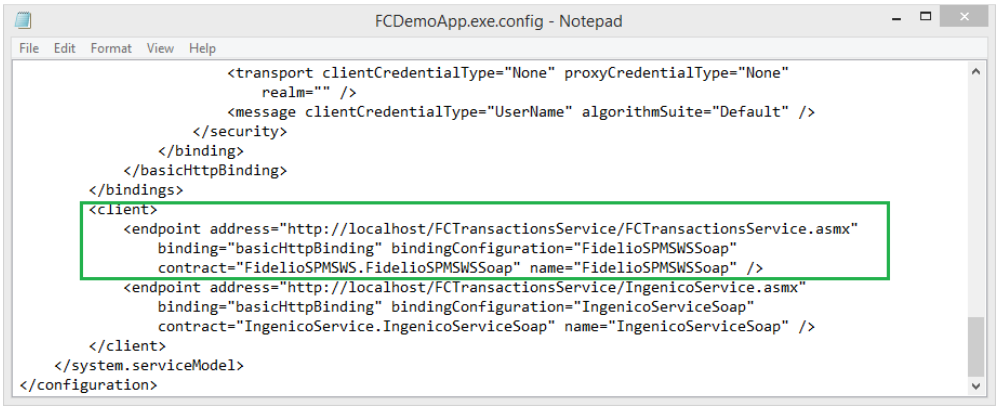


**Figure 1-8 - End Point address**

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.xx/FCTransactionsSevices/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>
```

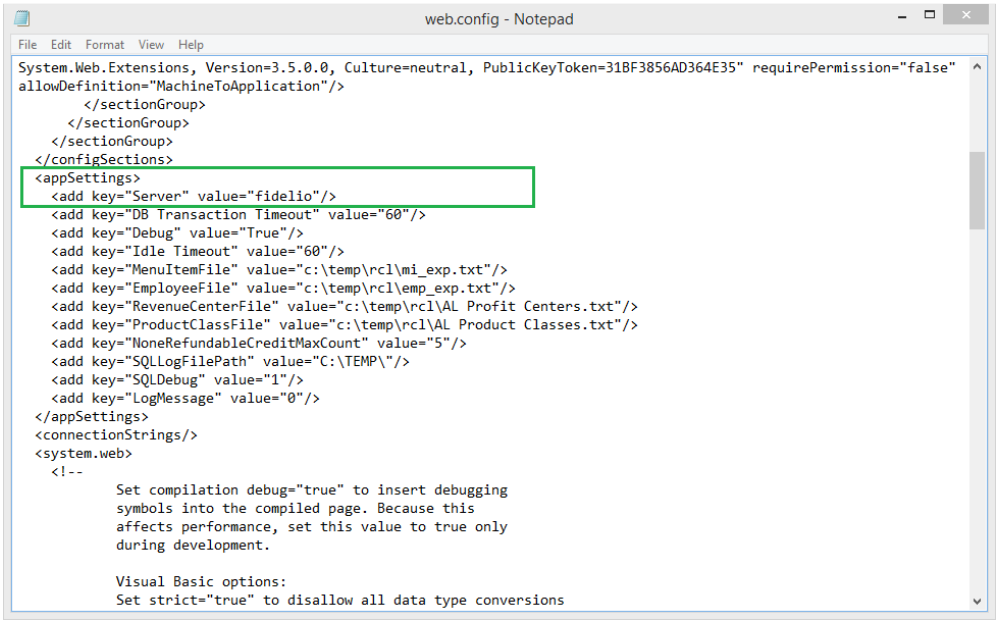


**Figure 1-9 - Database Connection setting**

# 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

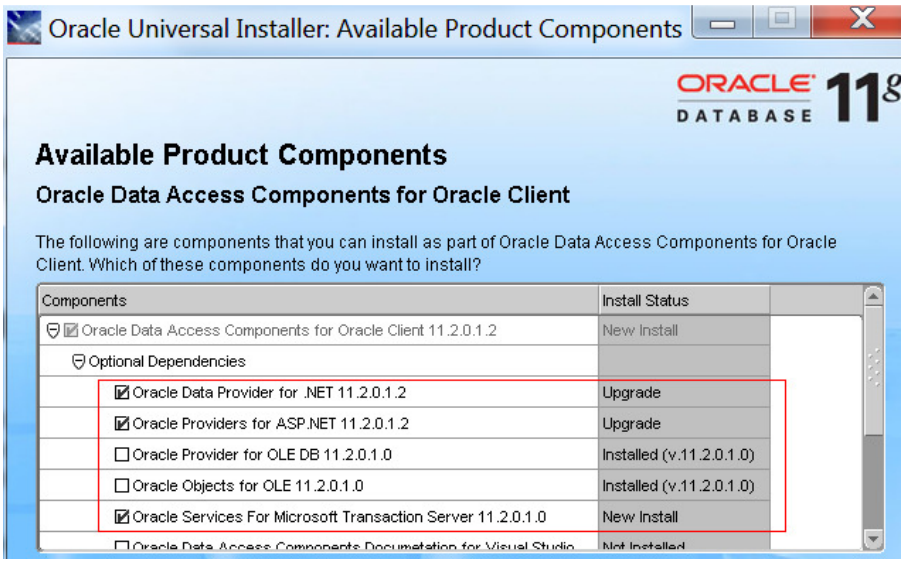


**Figure 2-1 – Required ODAC Components**

**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*.

# 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.

  *or*

  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.

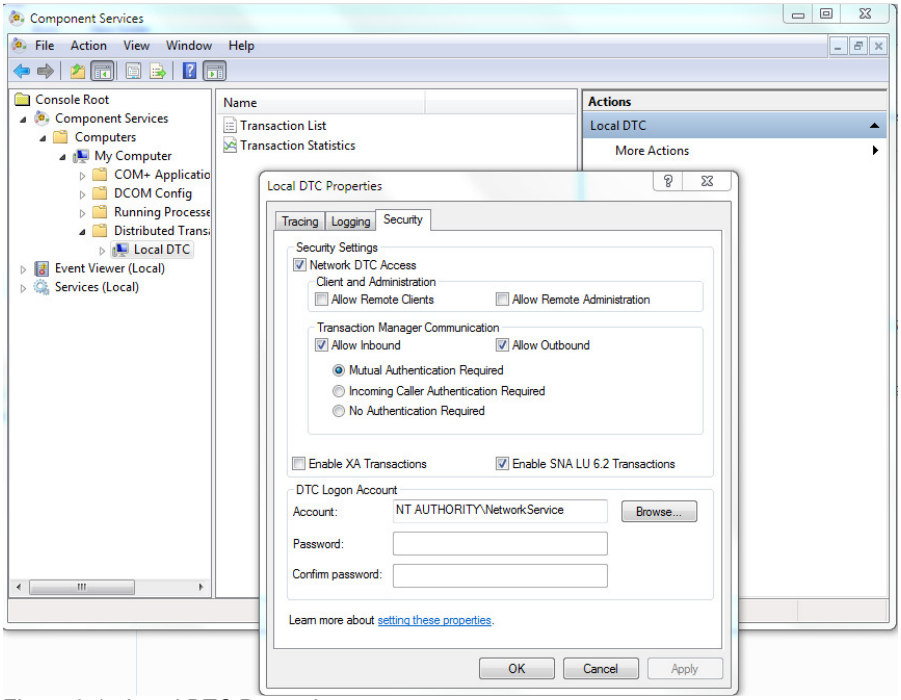


**Figure 3-1 - Local DTC Properties**

- **Issue with:** Incomplete FCWebServices installation'.
  *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….

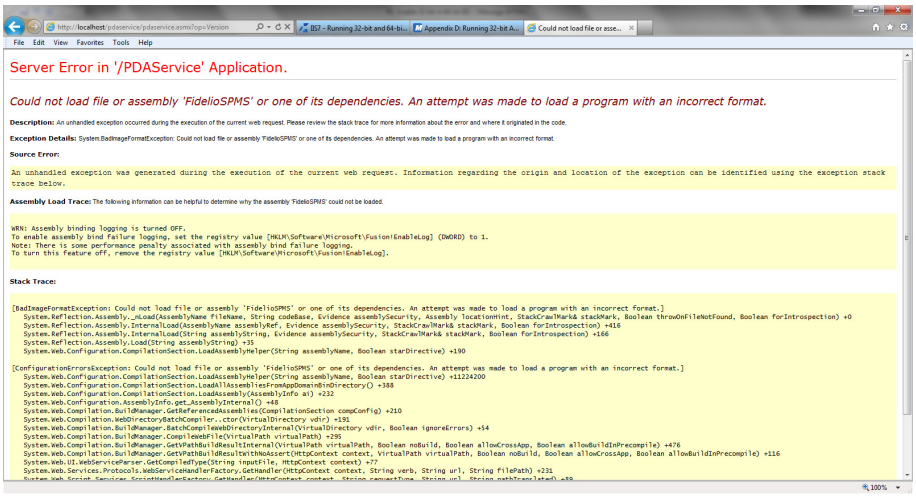


**Figure 3-2 - Server Error in '/PDAService' Application**

*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**'.

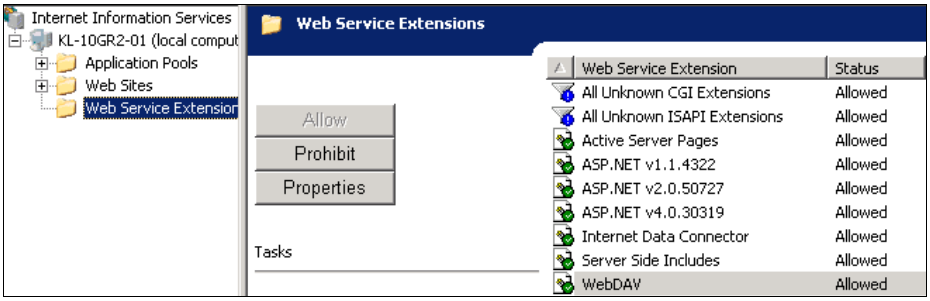


**Figure 3-3 - Web Service Extensions**

- **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.

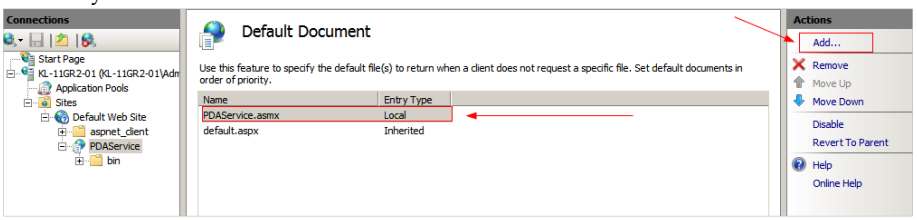


**Figure 3-4 - Default Web Site Setting**

- **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'.**

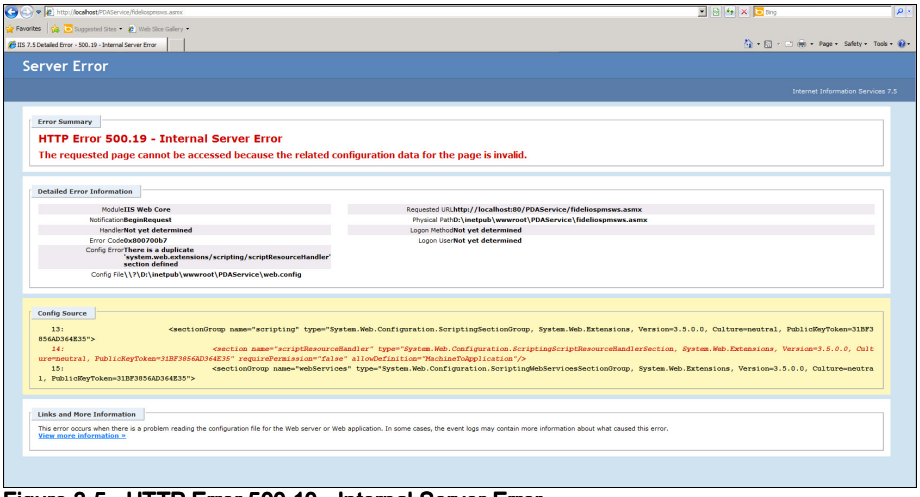


**Figure 3-5 - HTTP Error 500.10 - Internal Server Error**

  *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).

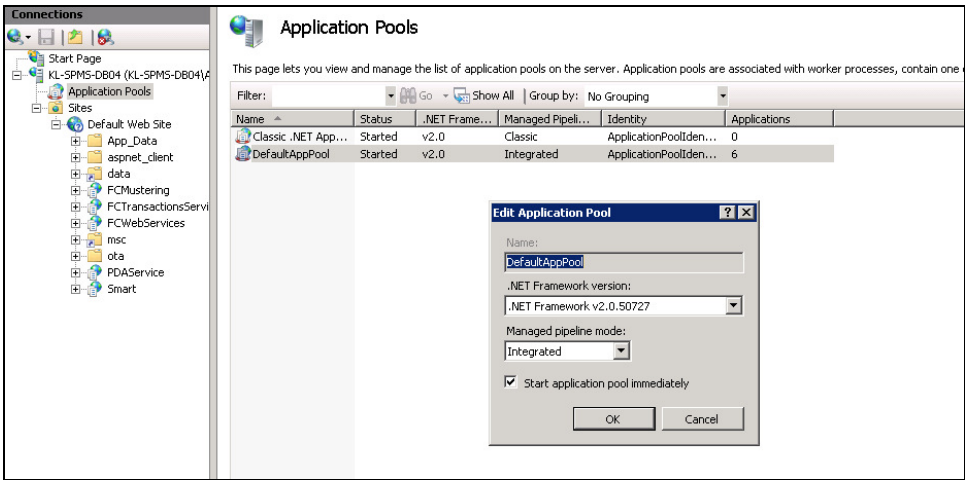


**Figure 3-6 - Application Pool .NET Framework version**