

**Oracle® Hospitality Cruise Shipboard Property  
Management System**

Gangway Security User Guide

Release 7.30.874

**E89106-01**

August 2017

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# Preface

The Gangway Security is an add-on Oracle Hospitality Cruise Shipboard Property Management System (SPMS) application that runs on a Windows 10 IoT platform. Its function is to process passenger and crew embarkation, manages movement through the Gangway using a Windows 10 Mobile /Tablet and provide an accurate head count of real time passenger, crew and visitors status.

This document explains the setup and usage of the Gangway Security application.

## Audience

This document is intended for application specialist and end-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
August 2017	▪ Initial publication.

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# Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Gangway Security module.

## Prerequisites

- Gangway Security.exe

## Supported Operating Systems

- Microsoft Windows 10 IoT Platform

## Supported Hardware

- Oracle MICROS 720 Tablet
- Windows Mobile Device/Tablet with camera

## Compatibility

SPMS version 7.30.874 or later. For customers operating on version 7.30.874 and below, database upgrade to the recommended or latest version is required.

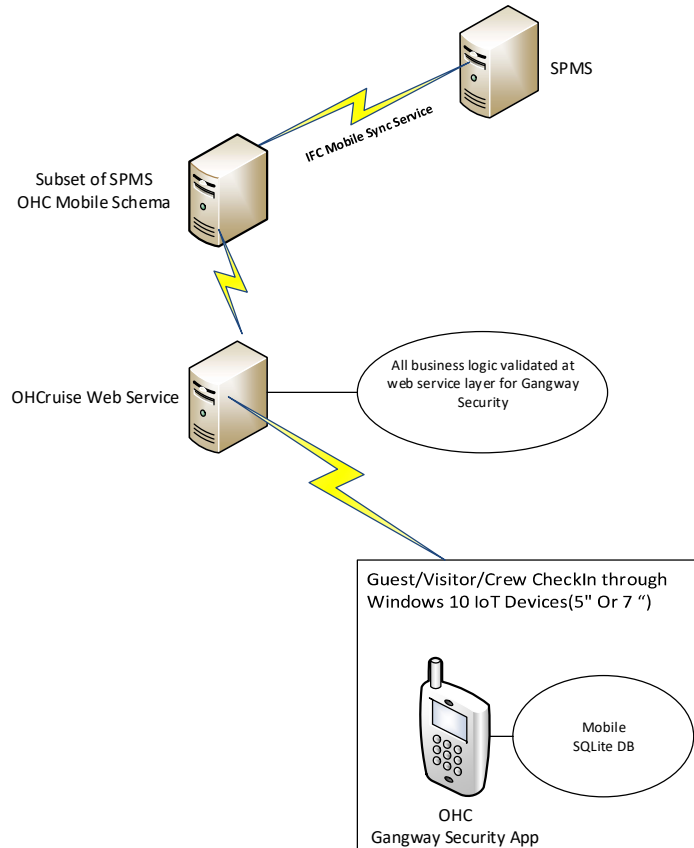
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# 1

# System Schematic

The Gangway Security application consists of several components, and these components are responsible for transmitting information between the mobile device and the SPMS database. The diagram below further illustrates the schematic flow between these components.



**Figure 1-1 – Gangway Security System Schematic**



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## 2 Using the Gangway Security Device

The Gangway Security is an add-on application to SPMS that simplify the ship access management, processing of passenger and crew embarkation, movements through the Gangway using a Windows 10 Mobile/Tablet.

The following section describes the setup and usage of Gangway Security application on mobiles devices/tablets.

### 2.1. Connecting Mobile Devices to PC

At the first launch of the application on the mobile device, the **Device Server Setting Screen** is shown. In this screen, the Administrator enter the correct Mobile Web Service Host name and Port and then tap **Connect**.

Once the connection to the Mobile Server is established, the system then prompts the Device registration screen.

1. On the Device Registration screen, choose the applicable **MAC ID** from the drop-down list.
2. Enter **Device Name** and the tap the **Activate & Register** button to activate and register the device in MOB table.

Upon the successful registration of the device, the application starts to load the database by creating an SQLite DB file and download the required tables and data from Mobile Schema to the SQLite DB.

- Application binaries will be installed into folder  
C:\Users\xxx\AppData\Local\Packages\418a5f0a-dc61-414f-b118-845168a54bdd\_de9a81z67982p\LocalState
- Application logs are located into folder  
C:\Users\xxx\AppData\Local\Packages\418a5f0a-dc61-414f-b118-845168a54bdd\_de9a81z67982p\LocalState\Log - ddmmyyyy.txt
- All photos are located into folder  
C:\Users\xxx\AppData\Local\Packages\418a5f0a-dc61-414f-b118-845168a54bdd\_de9a81z67982p\LocalState\ProfilePhotoFolder
- Database is located in the folder  
C:\Users\khdesai\AppData\Local\Packages\418a5f0a-dc61-414f-b118-845168a54bdd\_de9a81z67982p\LocalState\CruiseDB.sqlite

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## 2.2. Using the Device

Once the device is setup and connects to the OHCruiseWebService, you can then login by scanning crew board card, or manually enter your login credentials at the login page. The selected page or tab are highlighted in red.

### Login to the Device.

1. At the device login page, tap on **'Please use your Card to Login'** to scan or swipe your crew board card or tap on **Login Manually** to enter your login ID and password.
2. If the selected option is by scanning/swiping a crew card, place the cursor on the search bar and then scan/swipe the crew board card.
3. Tap the **Login** button to continue.

### Device Settings

The Settings page enables you to configure the host name, assign a Gangway Location, sets the Auto Sync Time and Webservice Host Name. The Settings is accessible from the top right corner of the screen and consists of two tabs: **General** and **Sync**. This function is disabled for crew or users without administrator rights:

The Options in the General tab are:

- **Gangway Location:** Allow changing of Gangway Location. The registered mode is always shown in the top panel of the Menu page.
- **Auto Sync Time:** Define the minute before the next sync takes place.
- **Web Service Host Name:** Allows you to set the web service host name.

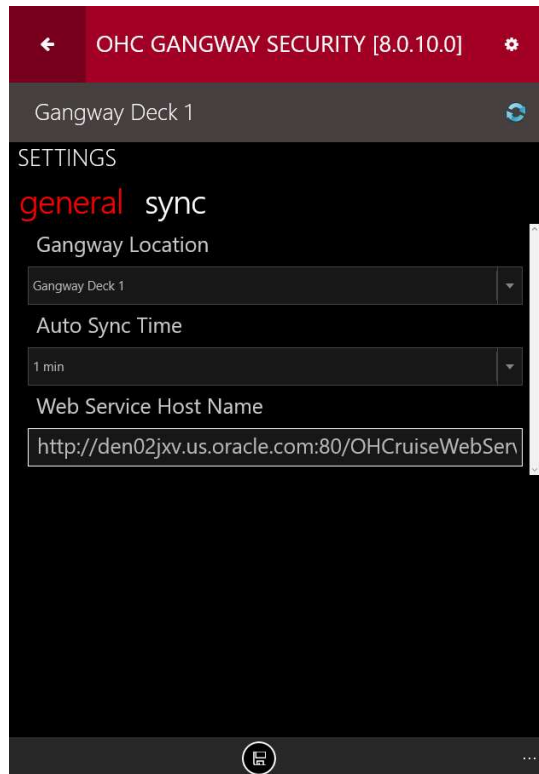
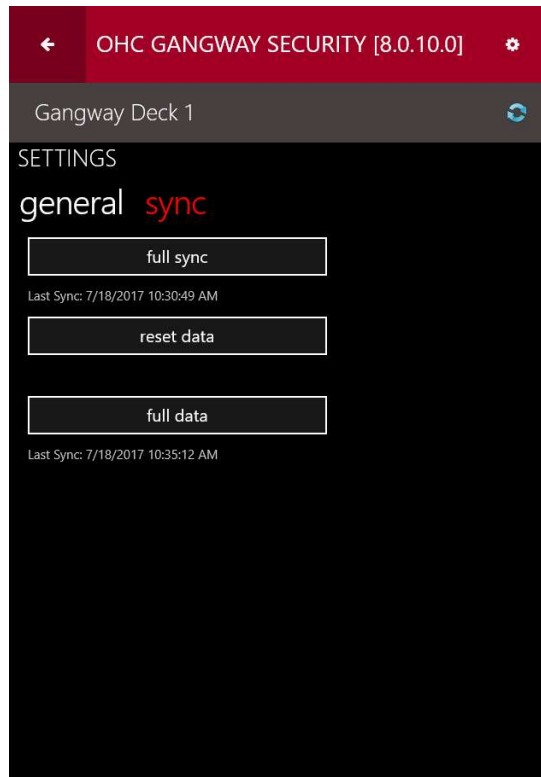


Figure 2-1 - Settings Screen General

## Sync

The Sync function enables you to obtain the latest database from the Mobile Server through a preset synchronization process and the device must be operating in an *Online* mode. The Sync tab contains the following buttons:

- **Full Sync:** Performs Full Synchronization on the device. The process deletes the database from the device and then re-download the latest database and all photos from the server. The function is executed manually.
- **Data Sync:** Performs only database Synchronization on the device. The process deletes the database from the device and download the latest database from the server to the device. The function is executed manually.
- **Reset Data:** Performs Data Cleaning on the device. All the data rows from the tables will be deleted from the device and download the latest database to the device.



**Figure 2-2 - Setting - Sync Mode**

The Full Sync and Reset Data will delete all information on the device and download the newest information from the server. You will be prompted with an appropriate message in case the function is executed. These functions are executed only for troubleshooting purposes and *not be use* in real emergencies. Please proceed with caution.

In the event a Full Sync or Data Sync is executed and completes successfully, the login screen will be shown.

The Full Sync button is *disabled* when the photos are being downloaded to the device.

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## 3 Gangway Security

### 3.1. Application Main Page

The Application Main page enables you to swipe/scan the passenger board card or access other functions from the Main menu tab located on the top left corner of the screen.

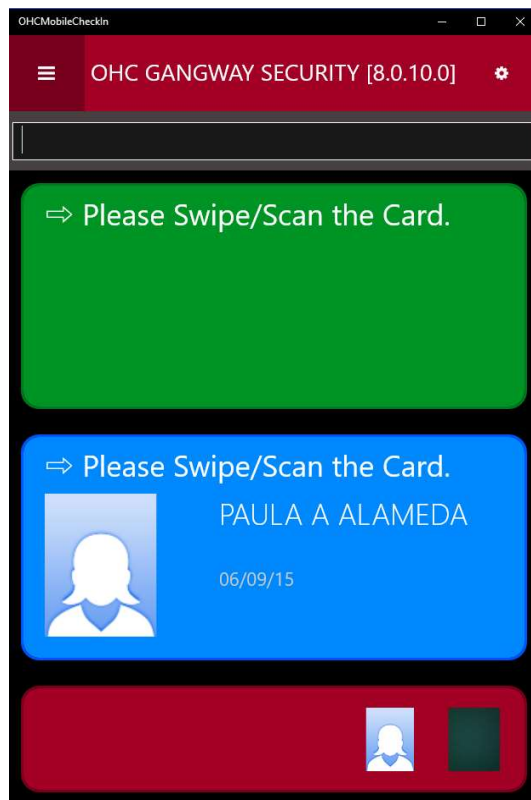


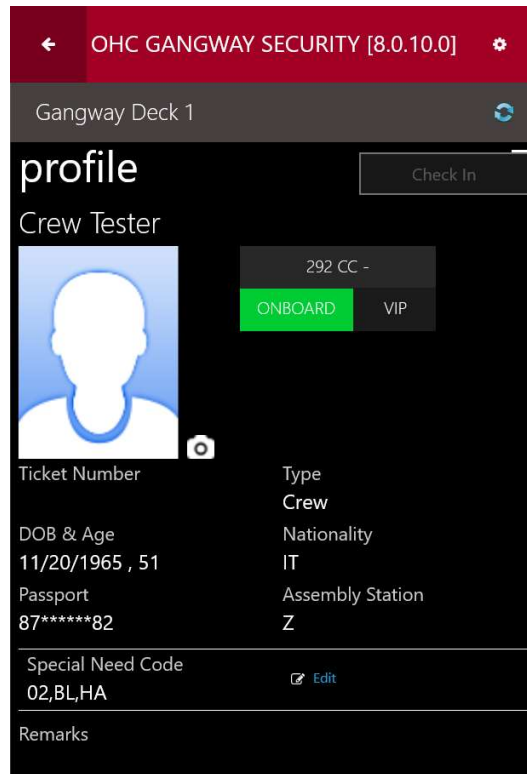
Figure 3-1 - Application main page

The page consists of three sections:

- **Green:** Coming Onboard
- **Blue:** Going Ashore
- **Red:** Displays picture of last scan passenger.

### 3.2. Scan Profile

The Scan Profile option provides you a detail view of the profile scanned and is accessible from the **Main Menu** tab on the top left of the page. Below is the profile information of the passenger.



**Figure 3-2 - Profile Information**

**Table 3-1 - Description of Profile**

Field	Description
Passenger's name	Passenger First and Last name
Profile Photo/Camera	Profile Photo of the passenger. Camera function that allows you to capture a new picture.
Cabin number	Registered Cabin number
Gangway Status	Green Icon with left arrow =Onboard Passenger Blue Icon with right arrow=Ashore Passenger
Reservation Status	RR=Reserved, RE= Expected Arrival, CC = Check In, CL=Expected to disembark, DD = Disembarked
Passenger Status	Display the passenger classification linked to RES.RES_PAXCLASS. For example: S = Senior, A = Adult, C = Child, I = Infant, J = Junior
Ticket Number	Displays the ticket number linked to the booking.
Type	The passenger type linked to RES.RES_TAG, for example P= Passenger, C=Crew and V = Visitor
DOB & Age	Display the Date of Birth and Age of the passenger
Passport	Display an encrypted passport number of selected passenger. Linked to UXP.UXP_H_PASSNO.
Assembly Station	Display Assembly station assigned.
Special Need Code	Display the Special Need Code linked to the booking. Linked to RES.RES_HANDICAPCODE.

Field	Description
Check In	This button is active for "Expected to arrive" passenger only. The registration of the gangway movement depends on the value defined in Parameter, 'Mobile', 'Check-In Status'.

### 3.3. Search

The Search function consists of four sub-tabs and the default view is "All".

- **All:** Display all search results
  - **Onboard:** Displays only account that is onboard
  - **Shoreside:** Displays search results of passenger that are ashore.
  - **Custom:** Advanced search option with a custom filter.
1. At the top left of the landing page, tap the **Menu** button to launch the Search function. The registered gangway station is shown above the **Search**, **Count** and **History** tab.
  2. Tap on the **Search** tab, enter the guest name in the **Search bar**, and then tap the **Search** button.
  3. The search results returned are based on the station currently login. To search for guest registered to another station, navigate to **Custom** tab.
  4. To narrow down the search, navigate to **Custom** tab, select the criteria using the drop-down menu and then tap **Apply**.

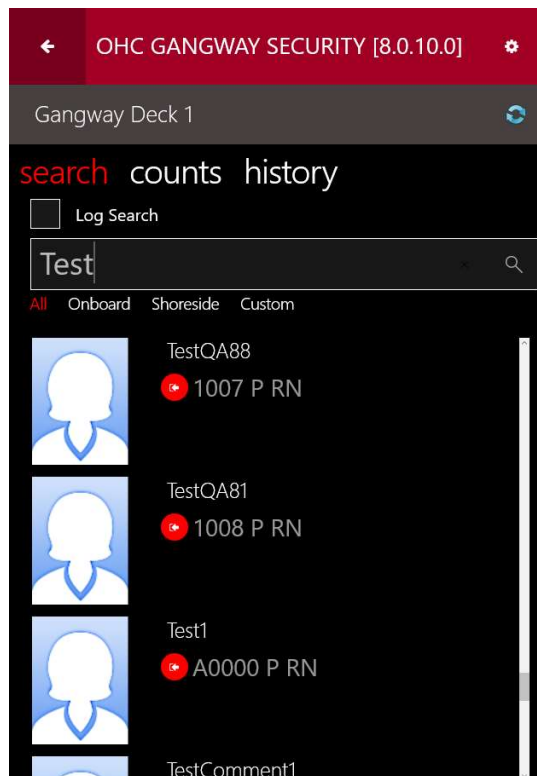


Figure 3-3 - Search List

- 
5. Tapping the name opens the profile screen. See [Scan Profile](#) section for a description of the fields.

### Updating Profile Picture

At the point of reservation, a system defaulted picture is loaded to the booking. You can retake a picture with following steps.

1. Locate the passenger profile and then tap the **Camera** button beside the photo.
2. Retake the picture by tapping the **Camera** button.
3. Tap on **Done** button to save the picture.

### Editing Special Need

1. From the profile page, tap the **Edit Special Need Code** and select the appropriate code from the list.
2. Tap the **Check mark** button to save the selected codes.

## 3.4. Gangway Counts

The Counts page updates the Gangway count based on the movement registered when a passenger board card is swiped or scanned, and it provides a total passenger count onboard or ashore.



The screenshot shows the 'Gangway Deck 1' screen with a navigation bar at the top containing a back arrow, the title 'OHC GANGWAY SECURITY [8.0.10.0]', and a settings gear icon. Below the navigation bar, the text 'Gangway Deck 1' is displayed with a refresh icon to its right. The main content area has three tabs: 'search', 'counts' (which is highlighted in red), and 'history'. Below the tabs is a table with three columns: 'GUESTS', 'CREW', and 'TOTAL'. The table contains five rows of data. Below the table, it says '3 Visitor(s) Onboard' and has a 'Refresh' button.

	GUESTS	CREW	TOTAL
Onboard	1333	851	2184
Shoreside	27	8	35
Expected	4	5	9
Checked-In Today	2	4	6
Checked-In Total	1344	840	2184

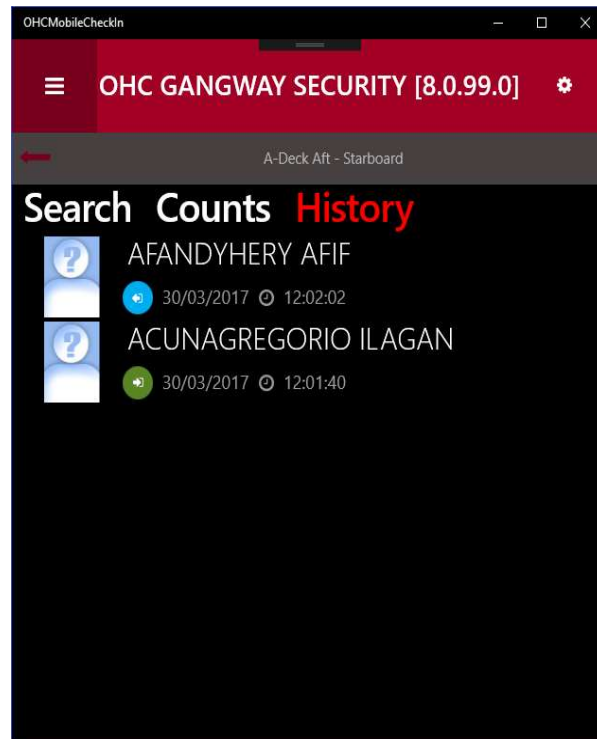
3 Visitor(s) Onboard  
Refresh

**Figure 3-4 – Gangway Counts**

- **Onboard:** Contains all onboard persons (passengers/crew/total), including disembarked persons who are still on board.
- **Shoreside:** Contains all ashore persons (passengers/crew/total).
- **Expected:** Contains all expected today persons (passengers/crew/total)
- **Checked-In Today:** Contains all expected today persons (passengers/crew/total), who checks in today.
- **Checked-In Total:** Contains only checked-in all onboard persons (passengers/crew/total).
- **Visitors Onboard:** Displays only on board visitors count

### 3.5. History

The History button diverts you to the Recent History screen. The view lists the last record processed on the current device and will show an empty screen if there are no movements on the current device.

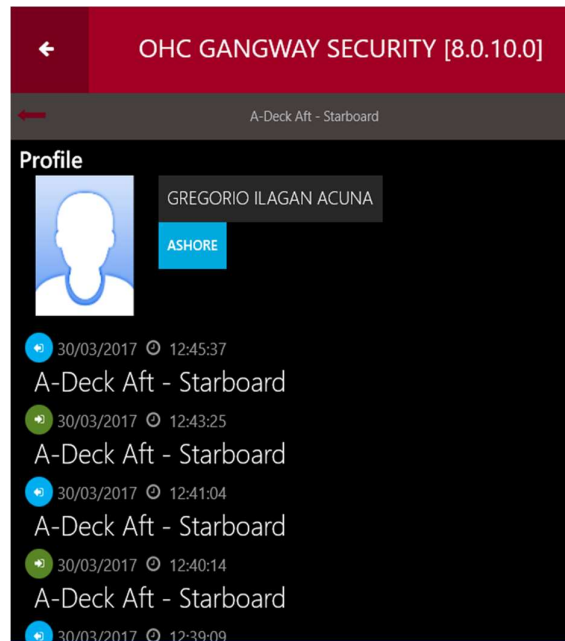


**Figure 3-5 - History Tab**

For every gangway movement, the following details are shown:

- Person's picture and name
- Movement direction (Ashore or Onboard)
- Date and Time

When tapping on the person's record, the corresponding person's movement history will be shown. The movement's history shows the status of the last synchronization with the server.



**Figure 3-6 - History – Single Person Detail Movement view**

The list consists of the following items:

- Date/time of the gangway movement
- Gangway location (name of the gangway location where the person was processed).
- Movement Activity (Green icon – going onboard, Blue icon – going ashore).
- Entries in the list are sorted by date/time, the most recent is displayed on top.

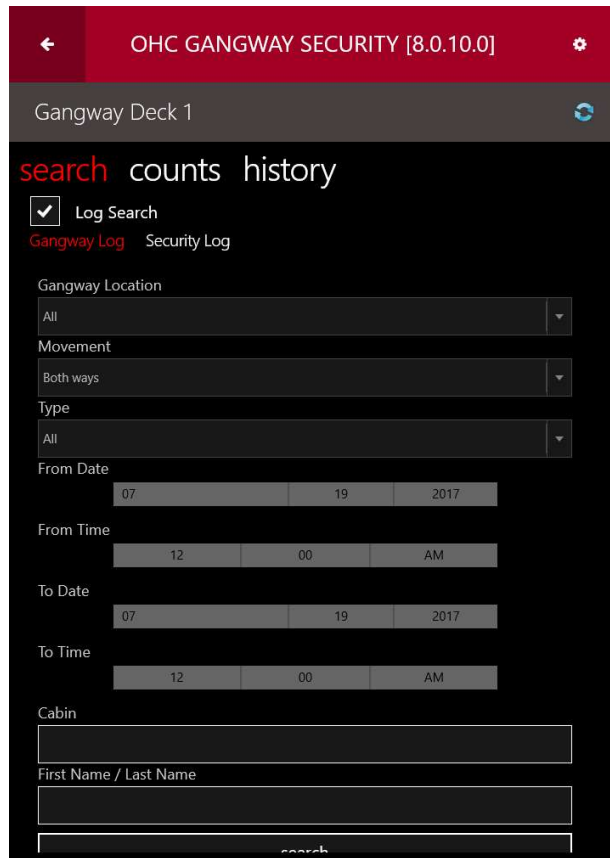
### 3.6. Log Search

The Log Search function is an advanced search function that allows you to search for a person by location, movement, status, and others. This function is enabled by placing a check mark in the **Log Search** check box under the **Search** tab, and the option has two tabs: **Gangway Log** and **Security Log**.

#### Gangway Log

The Gangway Log allows you to search for a person by:

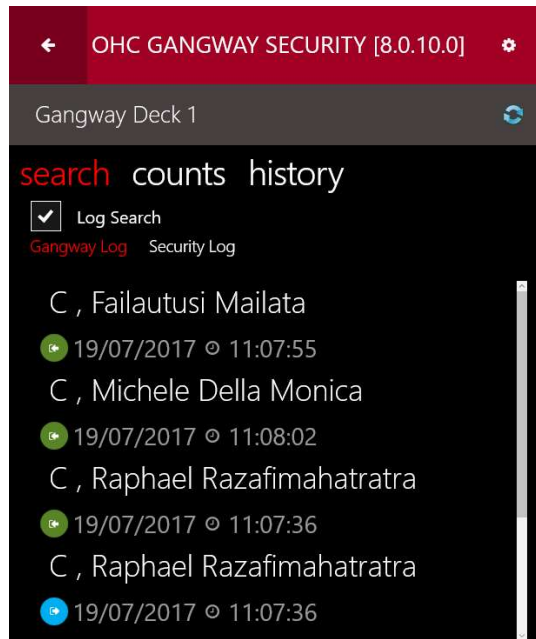
- Gangway location
- Movement
- Type
- Date From/To
- Time From/To
- First name/Last name
- Cabin
- First/Last Name



**Figure 3-7 - Gangway Log Screen**

The search results are displayed by setting the filters and then tab the **Search** button located at the bottom of the screen. The results contain a list of gangway movements in the following format:

- **Person's tag:** P = Passenger, C = Crew, V = Visitor
- **Person's name:** Displays person's name and replaces the remaining character with dots in cases where the name does not fit on the screen.
- **Movement direction:** Onboard/Ashore
- **Time stamp:** Date/time logged



**Figure 3-8 - Gangway Log Results**

Tapping the **Gangway Log** brings you back to the selection screen.

## **Security Log**

The Security Log enables you to search for person's movement history by status such as Embarking, Disembarking or Denied List, Cabin number, Booking number and Name.

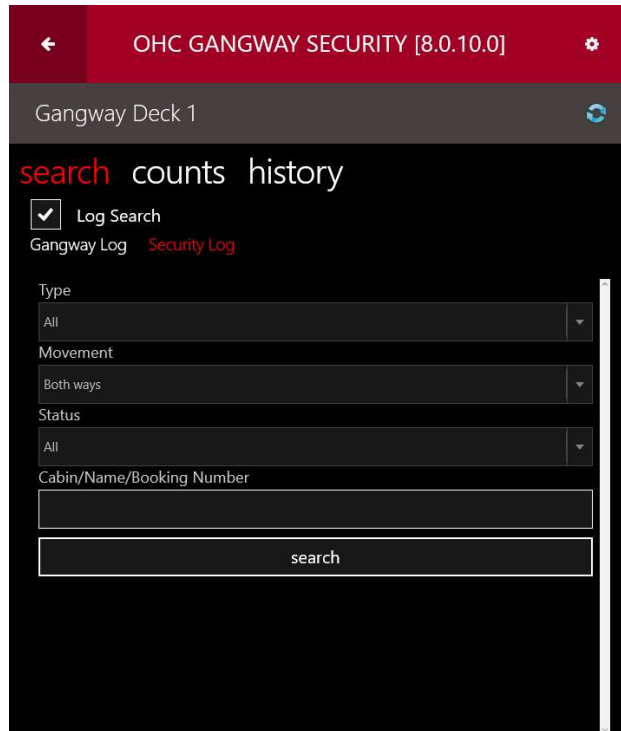


Figure 3-9 - Security Log