Oracle® Hospitality Cruise Fine Dining System

Installation Guide

Release 9.0.3.80

F10078-01

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Oracle Hospitality Cruise Fine Dining System Installation Guide, Release 9.0.3.80

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Preface

Oracle Hospitality Cruise Dining Room Management consists of Oracle Hospitality Cruise Fine Dining System (FDS), Oracle Hospitality Cruise Meal Count System (MCS), and Oracle Hospitality Cruise Shipside Base for SilverWhere (SW). Used all together or as individual modules, they provide an integrated solution with Oracle Hospitality Cruise Shipboard Property Management System (SPMS), enabling detailed consumer analysis and the refinement of restaurant menus, quantities, and procedures. You can transfer data to the shore side Oracle Hospitality Fleet Management System (FMS) for consolidation into the guest's profile.

Purpose

By providing restaurant and galley communications (also available on tablet devices), real-time tracking of meal orders, prepared stocks and extra requirements, Oracle Hospitality Cruise Fine Dining System enables staff members to better meet guests' needs. In addition, cruise line users can define specific alerts to identify potential shortages or bottlenecks.

Oracle Hospitality Cruise Meal Count System provides a real-time overview of a cruise ship's catering operations, with a display in the galley showing the current inventory of prepared meals, the quantity ordered, the number of meals already prepared or awaiting preparation, and details of any special orders.

Oracle Hospitality Cruise Shipside Base for SilverWhere provides an easy, straightforward approach to managing guest dining table assignments and restaurant reservations. It quickly schedules guests into dining room tables and seats based on demographics and preferences. Oracle Hospitality Cruise Shipside Base for SilverWhere can be configured to manage fixed mealtimes, open seating, and alternative dining venues.

Audience

This document is intended for application specialist and end-users of Fine Dining System (FDS).

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
- Screenshots 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/

Revision History

Date	Description of Change
July 2016	Initial publication.
September 2018	Update document format.

1

Welcome to Oracle Hospitality Cruise Fine Dining System

What is the Oracle Hospitality Fine Cruise Dining System?

The objective of this application is to provide onboard Dining Room Management as an integrated Point-Of-Sales (POS) solution that is tailored to the Dining Room operation and integrated with SW and MCS.

Main Features of Oracle Hospitality Cruise Fine Dining System

- Integration with SPMS enabling detailed consumer analysis and the refinement of restaurant menus, volumes and procedures
- Integration with SW table seating software
- Flexible and easy to use interface
- Improved restaurant / galley communication
- A real-time track of meal orders, prepared stocks and extra requirements
- User-defined alerts to signal potential shortages or bottlenecks

Required / Suggested Hardware

The below shows required and suggested hardware for the FDS:

- LCD or plasma wide screen or a projector and a screen (multiple displays can be placed if more than one galley is present). HDMI cables might be required, and/or adapters for display ports.

Or

- Wireless keyboard and mouse for display to be placed in the chef's office for easy access to display host PCs.
- Wall mount for LCD/plasma screen or ceiling mount for projector.
- HP Compaq Business Desktop or virtual machine, minimum 4 GB RAM and 4 CPUs to be used as an Interface PC. The 4 GB of RAM is an important requirement to avoid performance issues and printing delays.

- EPSON TM-T88V-i printer that has a communication board with an inbuilt Web Service that supports ePOS printing.
- Tablets:
  - Minimum 2 GB of RAM
  - Screen resolution recommended is 1600 x 900
  - OS support for Windows 8.1 Pro

2 Implementation

This section explains the set up and configuration steps and all the needed configuration tasks.

There are two (2) different installs needed:

- The DMS_Setup.exe to open the Configurator. Here you can set up and maintain your events, menus, meals, servers and the hardware.
- The FDS_Setup.exe to install the Fine Dining System on the tablets.

Install Configurator Client

This section explains the installation of the FDS Configurator Client.

The Dining Room Management Configurator Client requires Microsoft Windows 7 as the minimum requirement. Microsoft Windows XP, Microsoft Window 2003 Server or Windows Embedded POSReady 2009 are not supported.

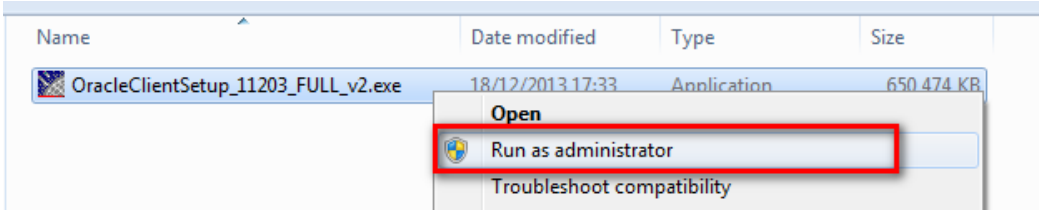
For a new installation, you need the following files:

- Oracle 11g 11203 Full Client including Oracle Data Access Components (ODAC)
- .NET 4 and .NET 4.5, when installing on Microsoft Windows 7 (in Microsoft Windows 8, it is already included)
- .NET 4.6
- FCruisesetup730 (Version 7.30.1004)
- DMS_Setup.exe
- SWLibraryExt.dll

Install Oracle 11g Client

1. Run **OracleClientSetup_11203_Full_v2.exe** as an administrator.

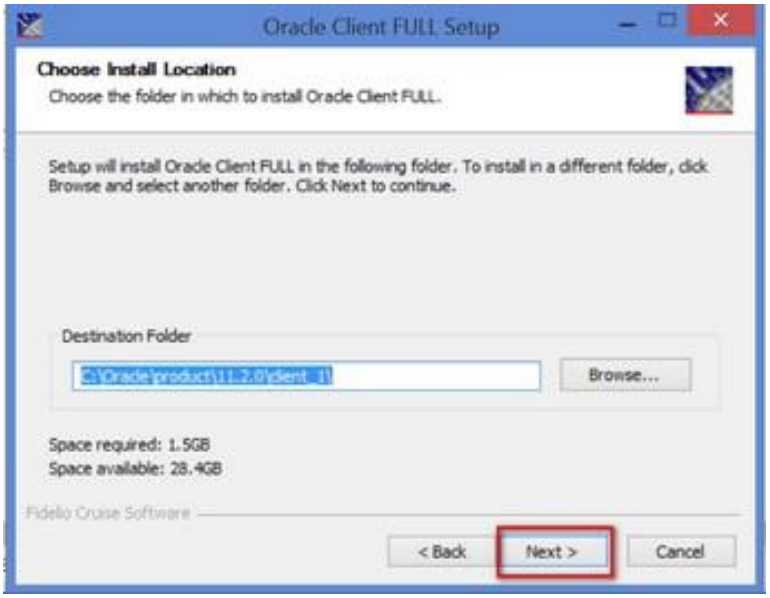
Figure 2-1 - Run as administrator



2. Click **Next** to continue.

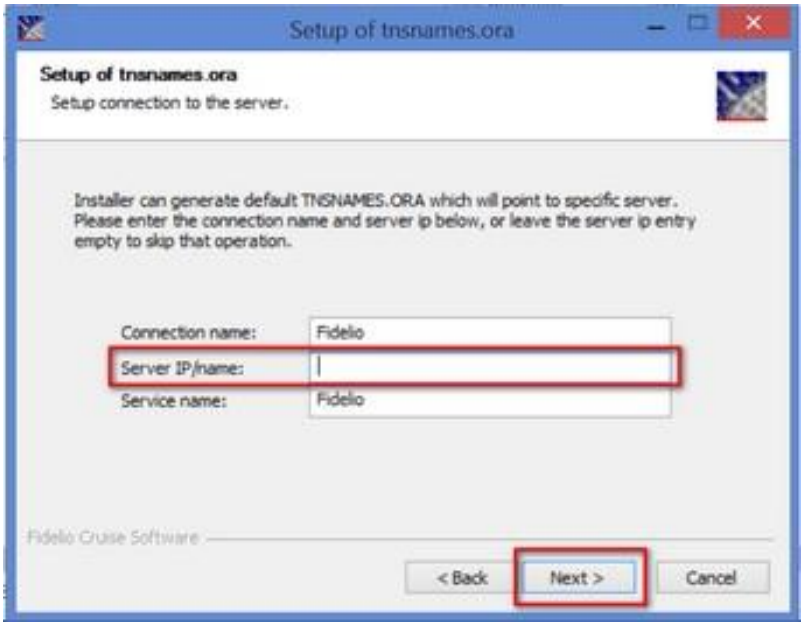
3. Choose the destination folder and click **Next**.

Figure 2-2 - Choose Install Location



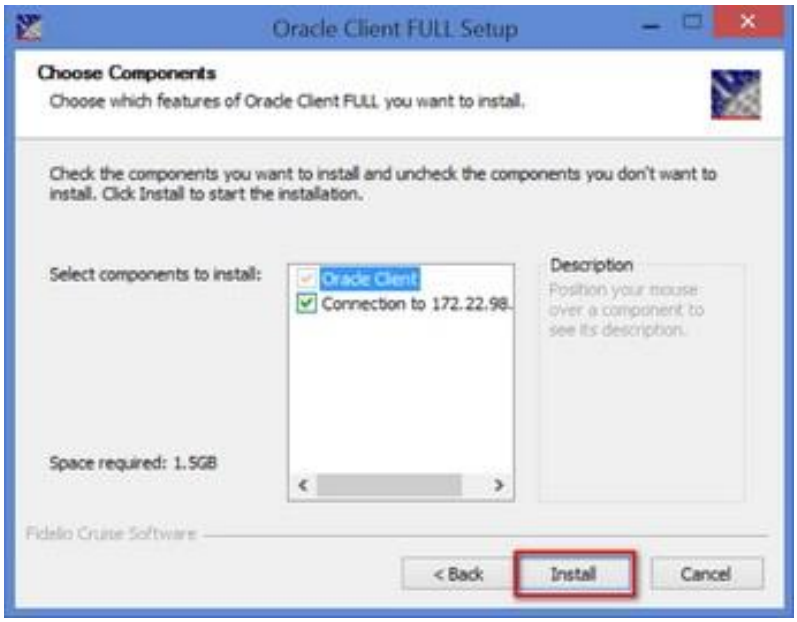
4. Key in the Connection name and Service name. For Server Internet Protocol (IP) / Name, you can enter the name or leave it empty to skip that operation and continue to click **Next**.

Figure 2-3 - Setup of tnsnames.ora



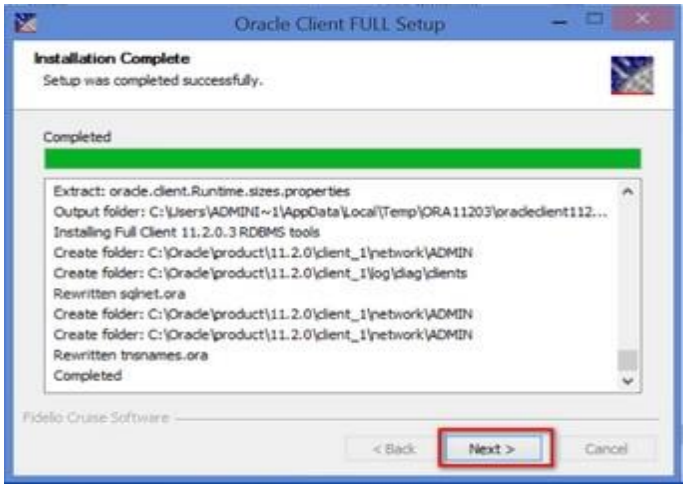
5. Select the components you want to install, and click **Install**.

Figure 2-4 - Select Components to install



6. At the Installation Complete successfully screen, click **Next** and then **Finish** at the next screen to exit the Installation Wizard. Oracle Client FULL has been installed on your computer.

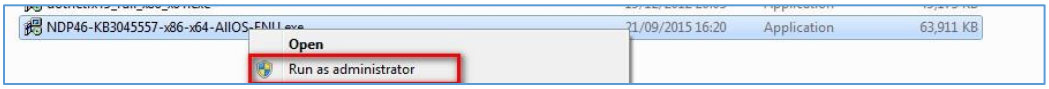
Figure 2-5 - Installation Complete.



Install .NET 4.6

Run **NDP46-KB3045557-x86-x64-AllOS-ENU.exe** as an administrator and follow the Wizard prompt to complete the installation.

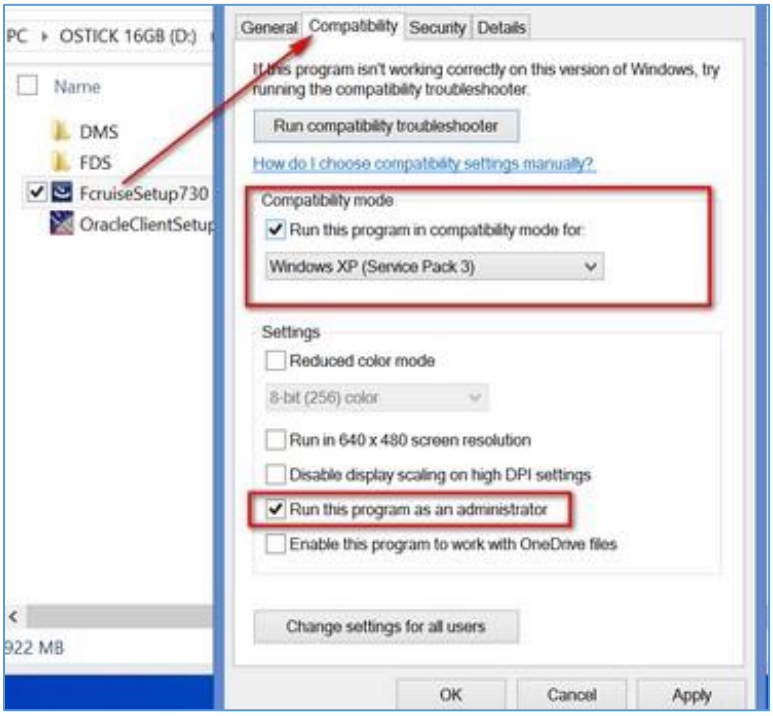
Figure 2-6 - Install .NET 4.6



Install FCruiseSetup

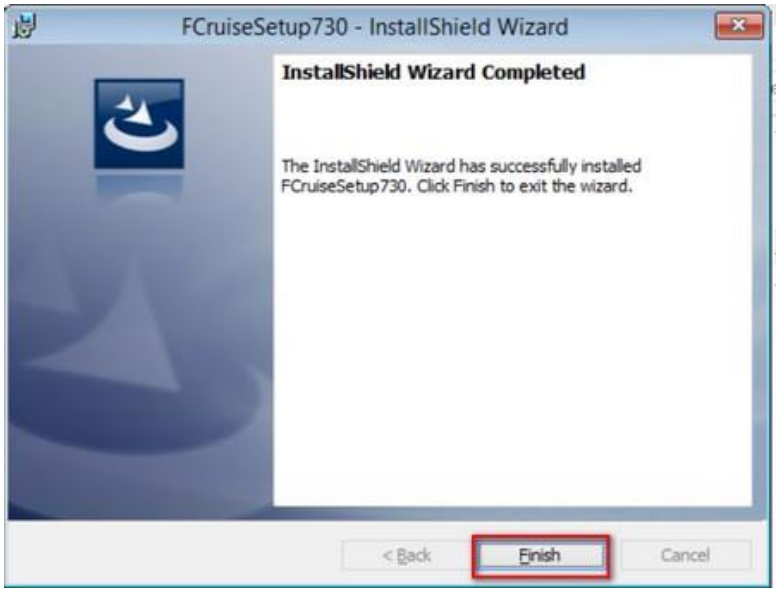
1. In **Compatibility tab, Compatibility mode,** check the 'Run this program in compatibility mode for:' check box and scroll-down to choose the program.
2. In Settings, check "Run this program as an administrator' check box and then click Apply.
3. Click **Next**. At the 'Ready to Install the Program' screen, click **Install**.

Figure 2-7 - Install FCruiseSetup



4. At InstallShield Wizard completed, click **Finish** to exit the wizard. Both the FC Launch Panel and FCUpdater program can be found in C:\Program Files\Fidelio Cruise folder.

Figure 2-8 - Installation complete.



5. Copy the latest **FidelioSPMS.dll** and **FC Launch Panel** download from Oracle Release folder to Fidelio Cruise folder.

Figure 2-9 - Copy FC Launch Panel

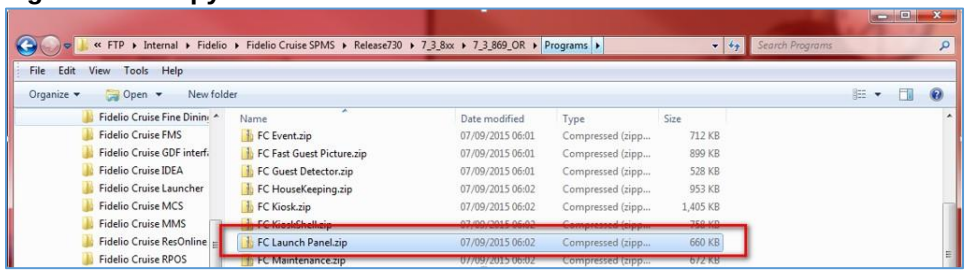
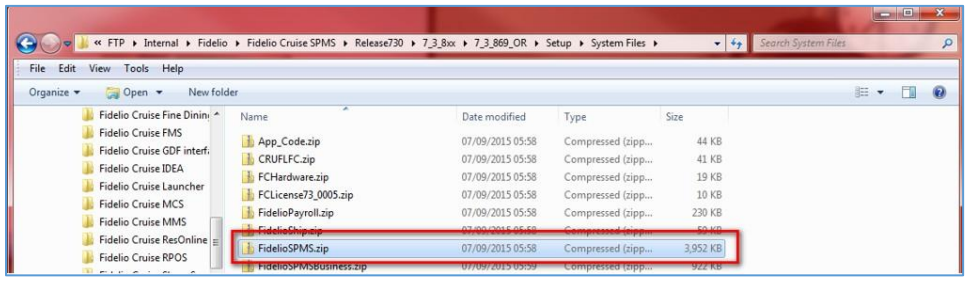


Figure 2-10 - Copy FidelioSPMS.dll



6. Run the Launch Panel from File Explorer and sign in as an administrator to automatically update the version to the current.

Figure 2-11 - Login to the System

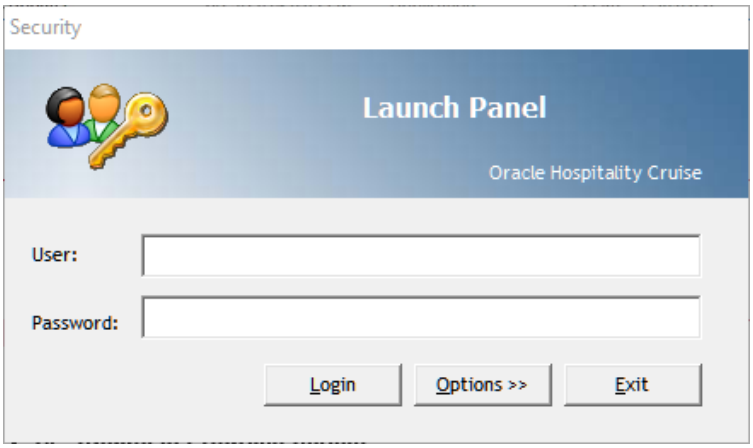


Figure 2-12 - Update in Progress Screen

Install DMSClientSetup

1. Click the **DMS_Setup.exe** and select 'Run as administrator', and then click **Next**.
2. Click **Install** to begin installing the Dining Management System.

Figure 2-13 - Ready to Install the Program

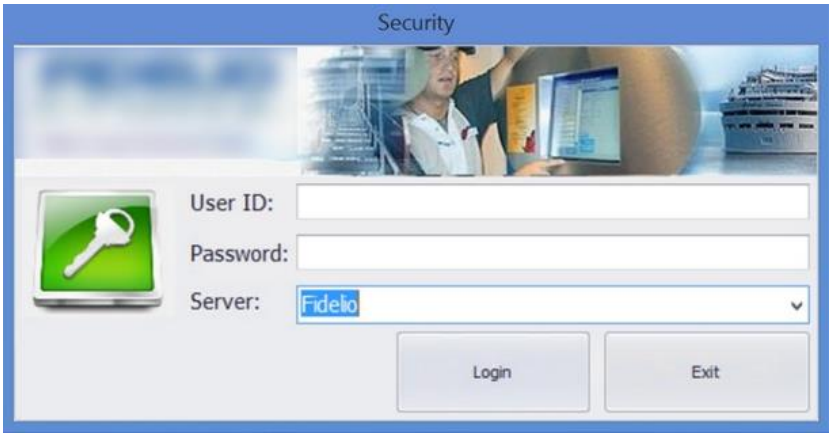
3. Once installation is complete, click **Finish** to exit.

Figure 2-14 - InstallShield Wizard Completed

4. Before opening the FDS Configurator the first time, copy the **SWlibaryExt.dll** Version 8.0.0.28 or later into the **Dining Management System** folder.

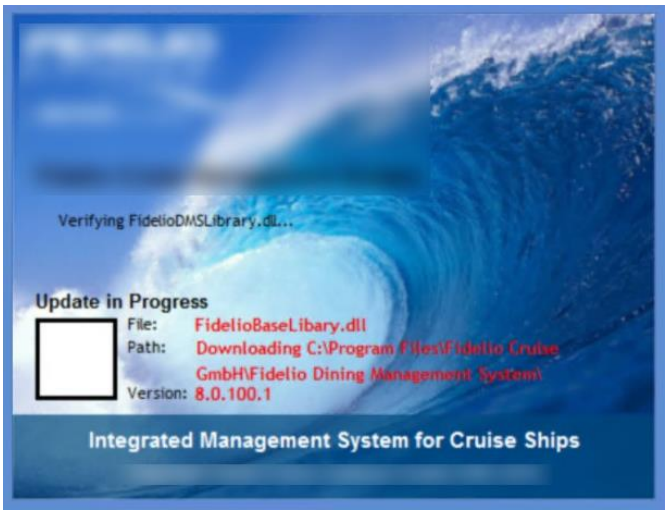
5. Open the **FCDMSConfigurator** program from the shortcut on the desktop and log in.

Figure 2-15 - FCDMSConfigurator.exe



6. The FCDMSUpdater downloads all files from the database.

Figure 2-16 - Verifying FidelioDMSLibrary.dll



7. To use the **FCDMSConfigurator.exe** or **FCDMSDisplay.exe**, create a shortcut on the desktop by right-clicking the executable and select “Send to” from the menu.

Install the DMS Web Service

Install Internet Information Service

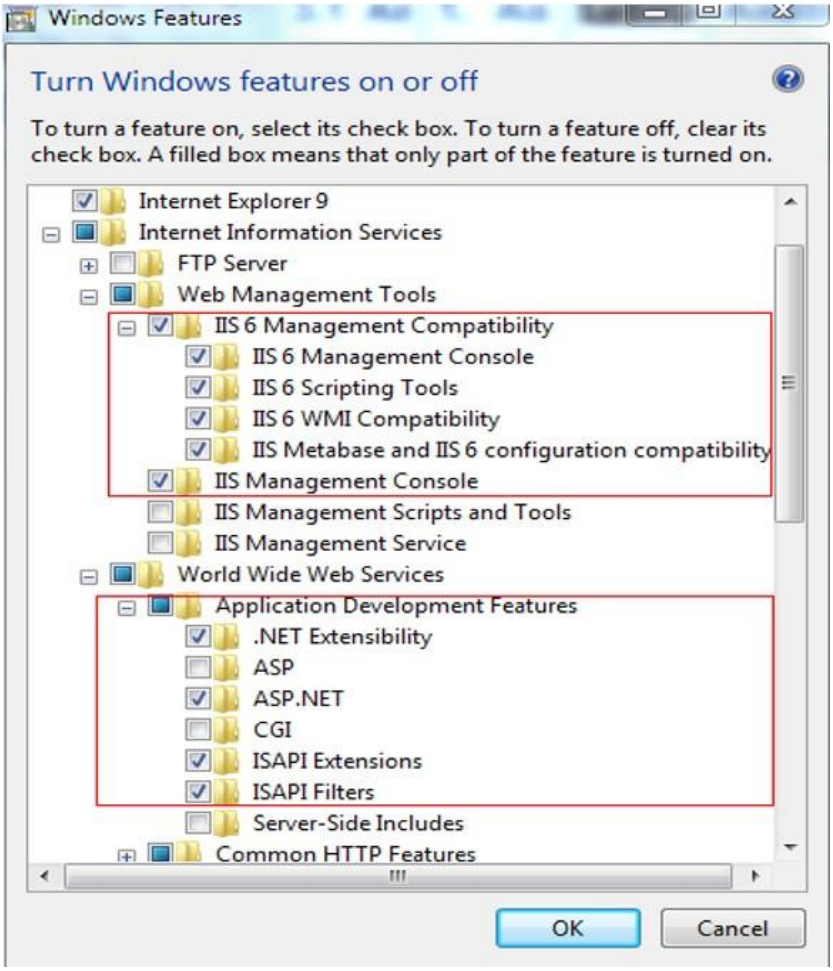
Microsoft Windows 7

1. To install IIS on Microsoft Windows 7, go to Control Panel, Programs and Features, select Turn Window features on or off.

2. Expand the **Internet Information Service** tree node, ensure the following components are selected.

- Web Management Tools, IIS 6 Management Compatibility
- Web Management Tools, IIS Management Console
- World Wide Web Service, Application Development Features

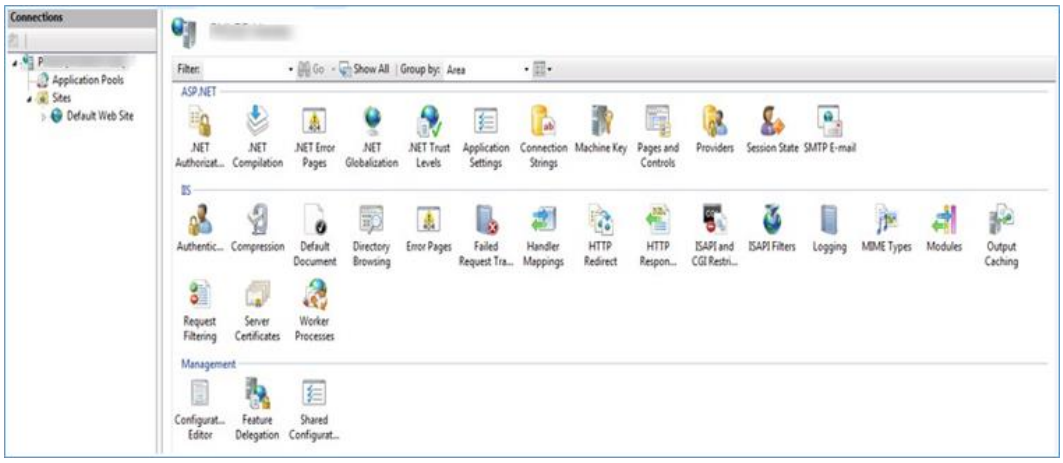
Figure 2-17 - Windows Features



3. Click **OK**.

4. Go to **Start**, **Program** and type `IIS` to search for Internet Information System (IIS) Manager. The IIS console screen opens.

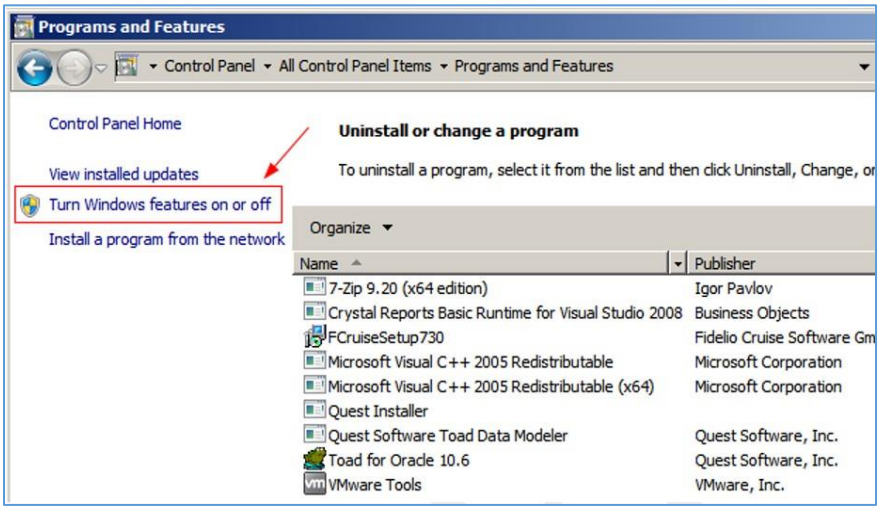
Figure 2-18 - Search for IIS



Windows Server 2008 R2

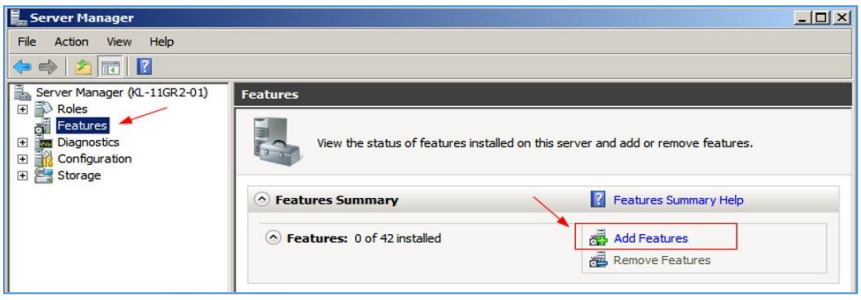
1. To install .NET Framework 3.5 on Windows Server 2008 R2, go to **Control Panel**, **Programs and Features**, select **Turn Windows features on or off**.

Figure 2-19 - Turn Windows features on or off



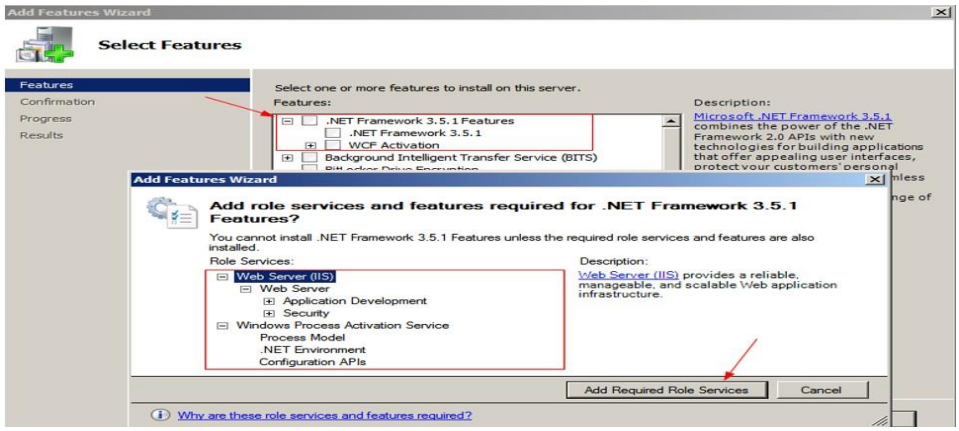
2. In the Server Manager screen, select the **Features** option from the left panel and click **Add Features** on the right panel.

Figure 2-20 - Server Manager (Features)



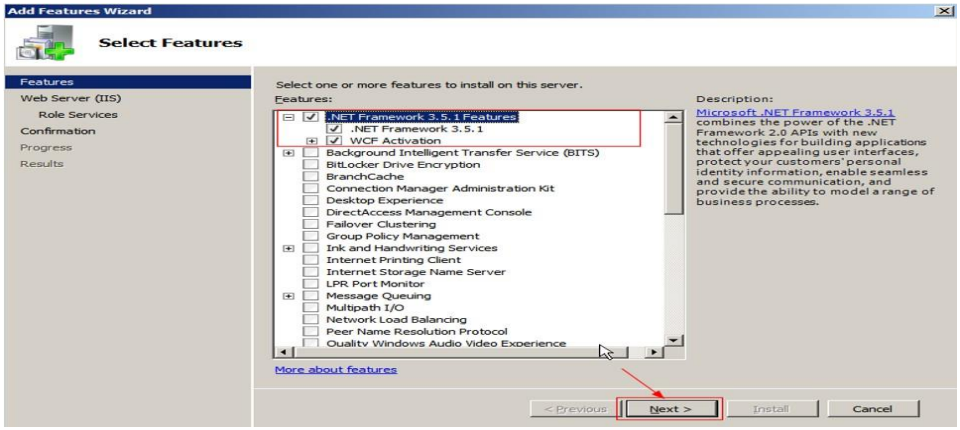
3. In the Select Features screen, expand**.NET Framework 3.5.1 Features** and select the check box, the **Add Features** Wizard opens.
4. Click the **Add Required Role Services** button. The check box is selected by default.

Figure 2-21 - Select Features (Add Features)



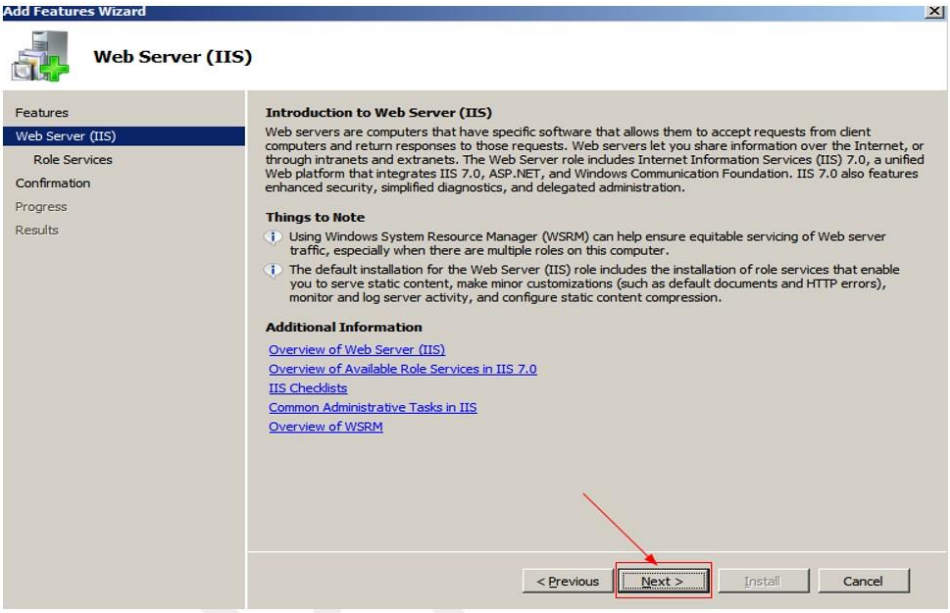
5. Click **Next**. The screen shows that Web Server (IIS) is going to install.

Figure 2-22 - Web Server (IIS) Install



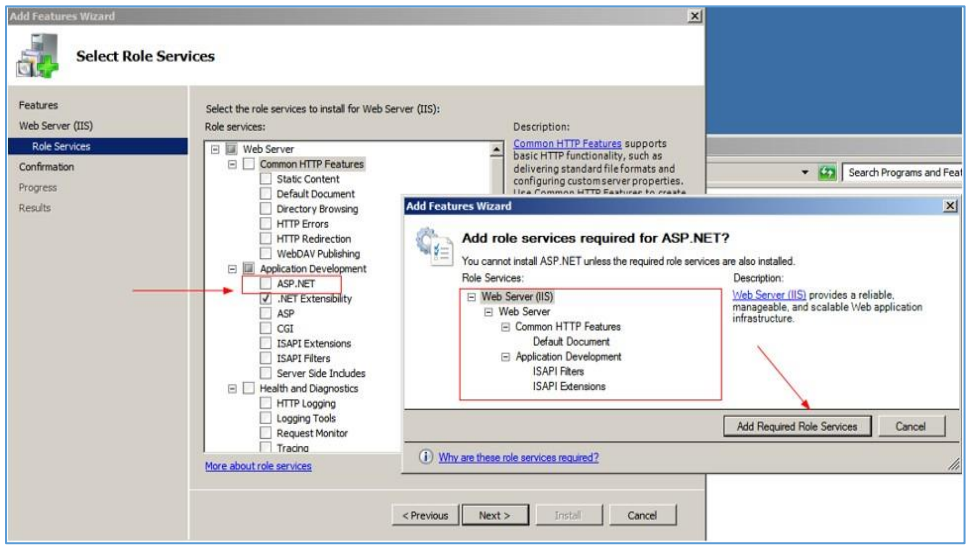
6. Click **Next**. The Select Role Services shows.

Figure 2-23 - Add Features Wizard (Next)



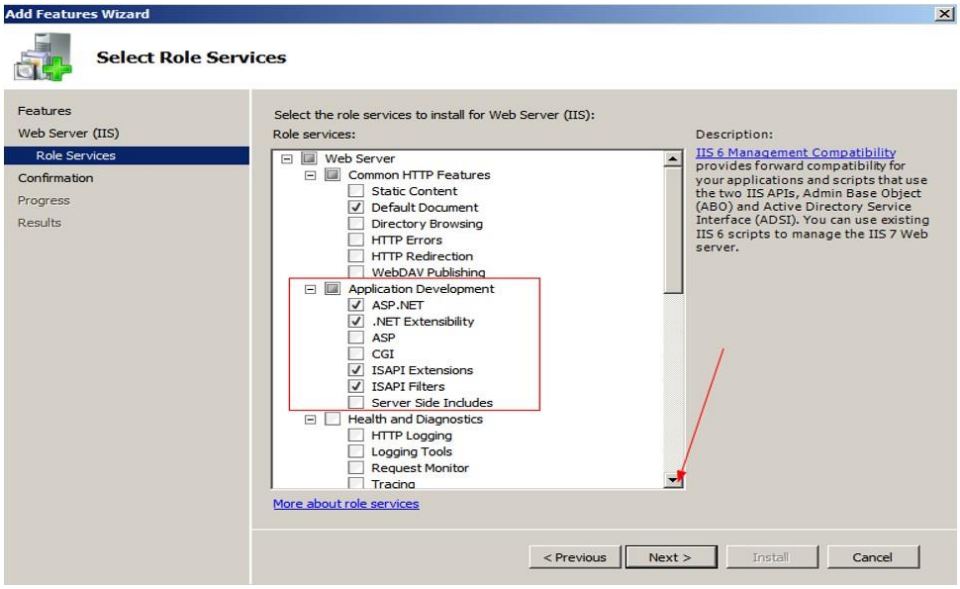
7. Select the **ASP.NET** option. The Add Features Wizard opens.

Figure 2-24 - Add Role Features



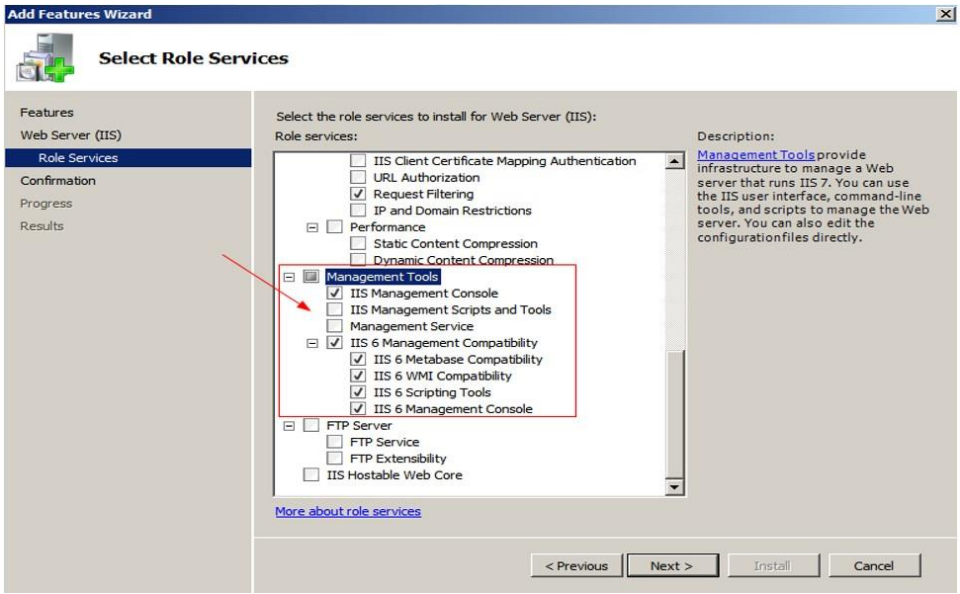
8. Click the **Add Required Role Services** button. The required Application Development feature is selected by default.

Figure 2-25 - Select Role Services



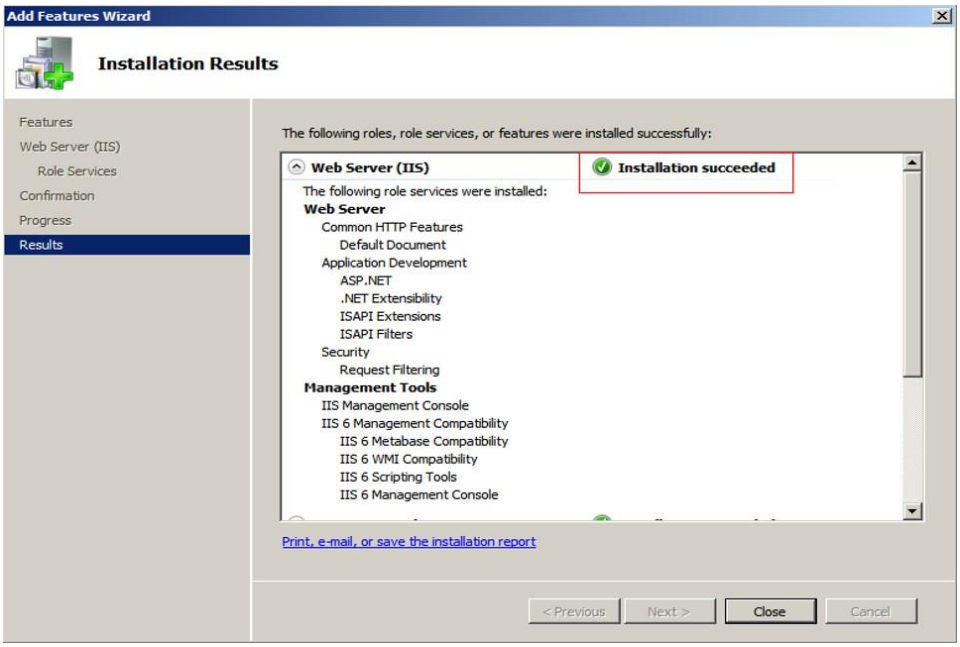
9. Select the required component for Management Tools and click **Next**.

Figure 2-26 - Select Component for Management Tools



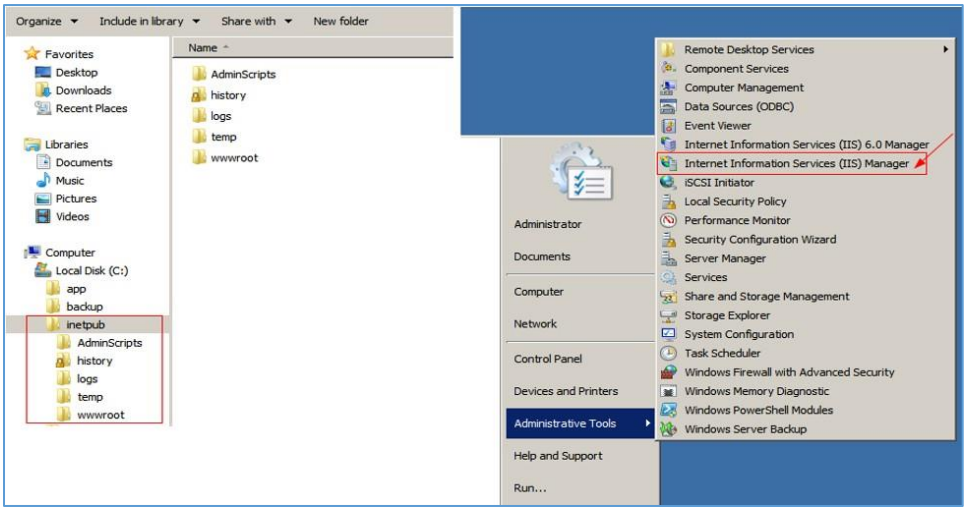
10. Click **Install** to begin the installation.
11. Once the installation completes, the screen shows ‘Installation succeeded’. Click **Close**.

Figure 2-27 - Installation Succeeded



12. The IIS is now available on **Programs, Administrative Tools, IIS Manager**. The virtual directories are in `c:\inetpub\wwwroot`

Figure 2-28 - Internet Information Services (IIS) Manager



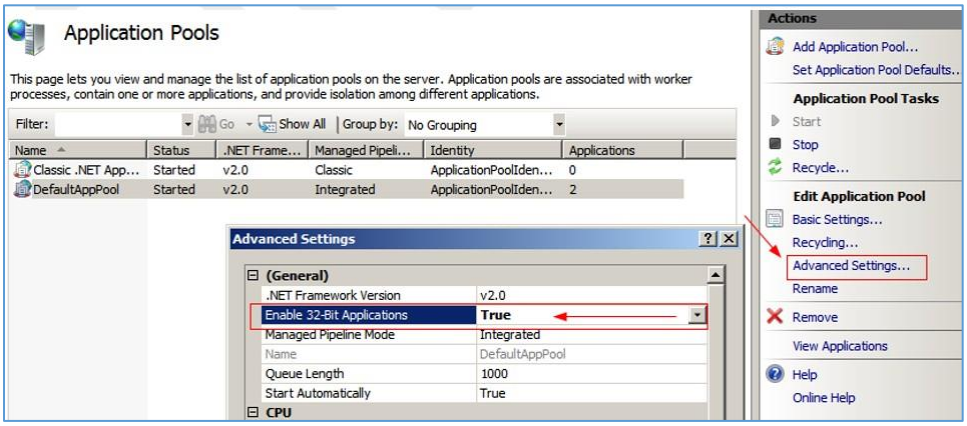
13. Enable IIS 6.0 to run 32-bit Web applications on 64-bit Windows. Open a command prompt and navigate to the %windir%\Inetpub\AdminScripts directory. Type the following and press **Enter**.

    ```
    cscript.exe a dsutil.vbs set W 3SVC/App Pools/Enable32BitApp
    On Win 64 true.
    ```

14. To enable IIS 6.0 to run 32-bit Web applications on 64-bit Windows for UI, go to **Application Pools** and choose **DefaultAppPool**.

15. Click **Advanced Settings** and select **True** for the option Enable 32-bit Application.

Figure 2-29 - Application Pools

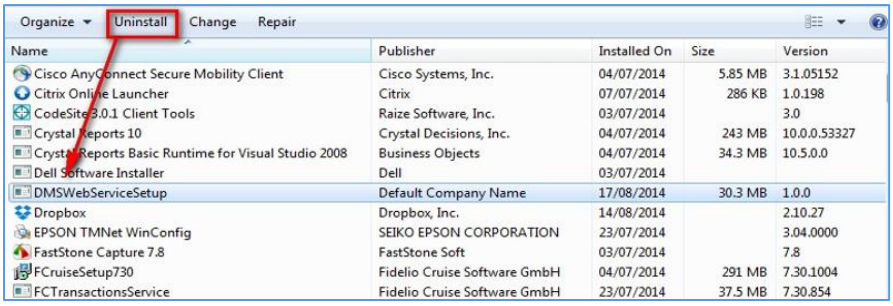


Install DMS Web Services

DMS Web Services Setup is generated on every release version.

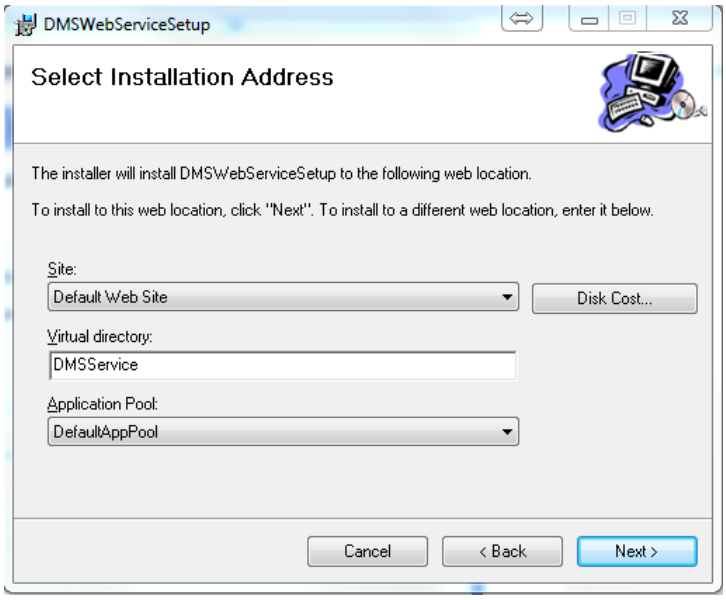
1. Download the required files from Oracle Release folder.
2. Unzip the file to the same setup temporary folder `C:\Temp`, and you should see this setup file **DMSWebServiceSetup.msi**.

Figure 2-30 - DMSWebserviceSetup File



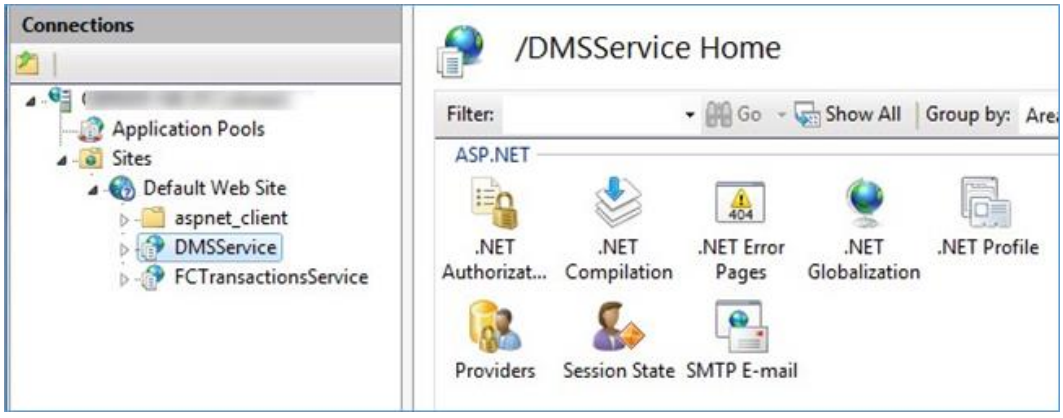
3. Run **DMSWebServicesInstaller.msi**. The DMSWebServicesInstaller Setup wizard prompts to continue the installation and click **Next**.
4. Define the Virtual directory as **DMSWebServiceInstaller**. You can change the virtual directory name if you want or follow the default settings, and click **Next**.

Figure 2-31 - Select Installation Address



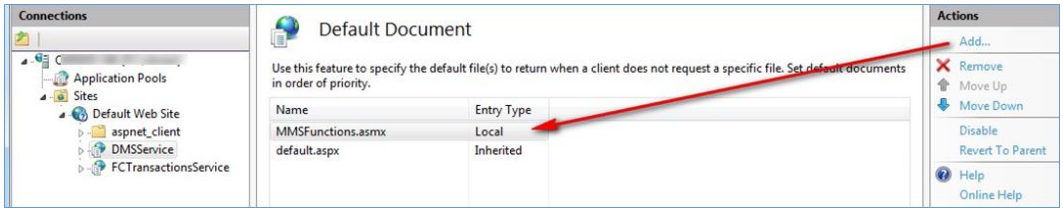
5. The installation might take a few minutes. Click **Close** after the installation completes.
6. To ensure the DMSWebServicesSetup is successfully installed into the Web server, go to the **Start** menu and type `IIS` to search for Internet Information System (IIS) Manager. This screen shows the setup file must exist in the DMSService.

Figure 2-32 - DMSService Home



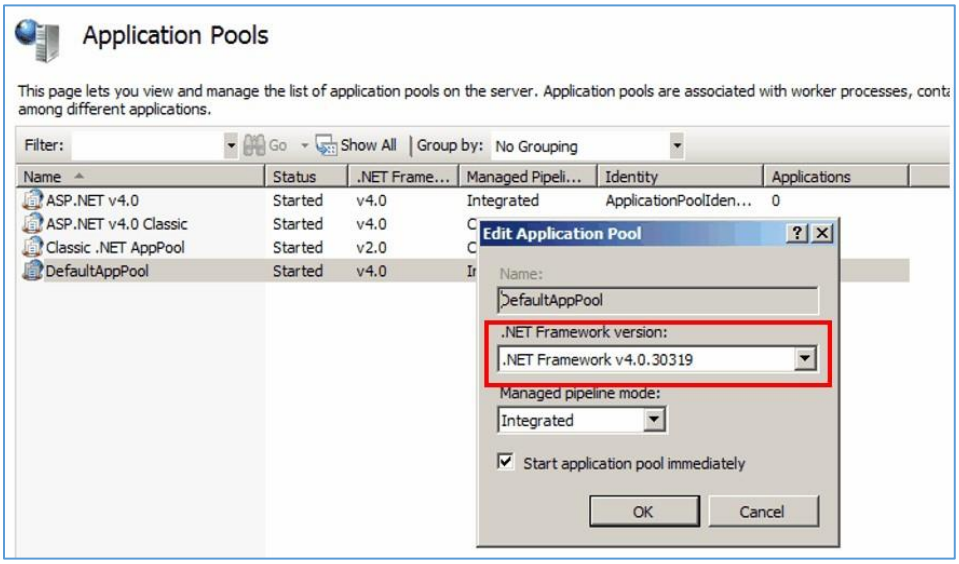
7. Add **MMSFunctions.asmx** in the default document.

Figure 2-33 - Add MMSFunctions.asmx



8. If .NET 4.6 is installed, change the DefaultAppPool to **.NET Framework v4.0**.

Figure 2-34 - Application Pools

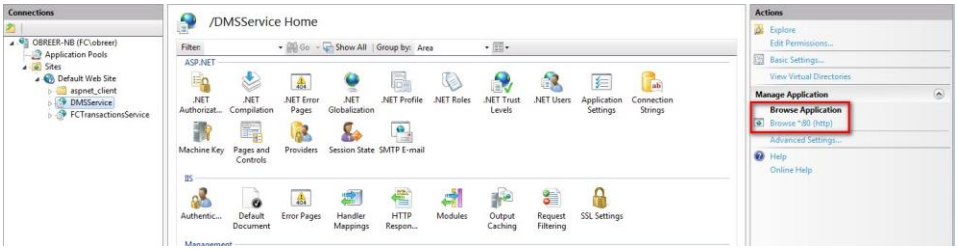


9. To ensure the Web Service is running, go to Internet Explorer and type the Web server address. For example,
`http://localhost/DMSService/MMSFunctions.asmx`

10. Alternatively, browse the Web Service through Internet Information Services (IIS) Manager.

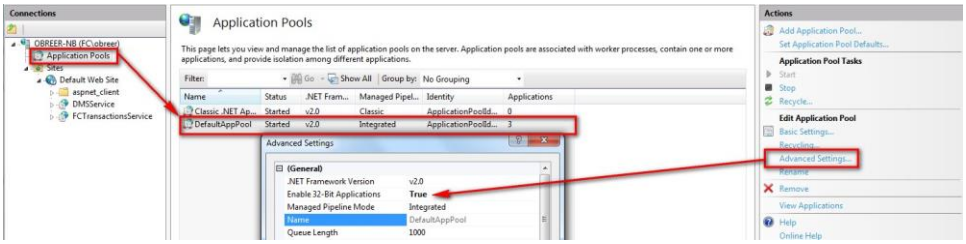
Figure 2-35 - MSCInterfaceFunctions

Figure 2-36 - Web Service IIS



11. Optional: In case some Dynamic Link Library (DLL) files are unable to load successfully "Error 'Could not load file or assembly '…' or one of its dependencies…", go to **Application Pools** and choose **DefaultAppPool**.
12. Click **Advanced Settings** and select **True** for the option Enable 32-bit Application.

Figure 2-37 - Application Pools (DefaultAppPool)



Database Connection

1. To change the database connection MmsiDbConnection (highlighted in yellow), use web.config in C:\inetpub\wwwroot\DMSService to define the Fidelio DMS database server under <connectionSetting>. For example, this is how the web.config should look:

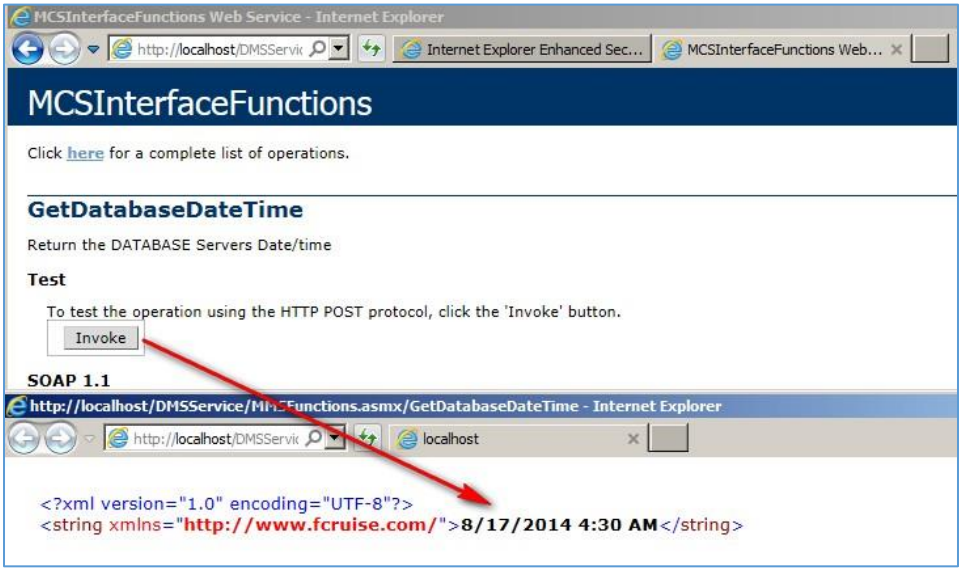
```
<?xml version="1.0"?>
<!--
Note: As an alternative to hand editing this file you can
use the web admin tool to configure settings for your
application. Use the Website->Asp.Net Configuration
option in Visual Studio.
A full list of settings and comments can be found in
machine.config.comments usually located in
\Windows\Microsoft.Net\Framework\v2.x\Config
-->
<configuration
xmlns="http://schemas.microsoft.com/.NetConfiguration/v2.0"
>
<appSettings>
<add key="Image_Size" value="100"/>
</appSettings>
<connectionStrings>
  <add name="MmsiDbConnection" connectionString="Data
source=(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP) (HOST
= 10.xx.xx.xxx)(PORT = 1521))(CONNECT_DATA =(SID =
```

```
FIDELIO)));User ID=system;Password=fidelio;Max Pool
Size=2000"/>
</connectionStrings>
<system.web>
<!--
Set compilation debug="true" to insert debugging symbols
into the compiled page. Because this affects performance,
set this value to true only during development.

-->
<authentication mode="Forms"/>
<authorization>
<allow users="ASPNET"/>
<allow users="?"/>
<allow users="?"/>
</authorization>
<compilation debug="true">
<assemblies>
<add assembly="System.Transactions, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=B77A5C561934E089"/>
<add  assembly="System.Data.OracleClient, Version=2.0.0.0,
      Culture=neutral, PublicKeyToken=B77A5C561934E089"/>
</assemblies>
</compilation>
<!—
-->
<!--
The <authentication> section enables configuration of the
security authentication mode used by ASP.NET to identify an
incoming user.
The <customErrors> section enables configuration of what to
do if/when an unhandled error occurs during the execution
of a request. Specifically, it enables developers to
configure html error pages to be displayed in place of an
error stack trace.
<customErrors mode="RemoteOnly"
defaultRedirect="GenericErrorPage.htm">
<error statusCode="403” redirect="NoAccess.htm” />
<error statusCode="404” redirect="FileNotFound.htm" />
</customErrors>
-->
<pages/>
</system.web>
<system.webServer>
<directoryBrowse enabled="true"/>
</system.webServer>
</configuration>
```

2. To ensure the Web Service is connected to the database, go to http://localhost/DMSService/MMSFunctions.asmx, and click the **VerifyConnection** function **Invoke** button.

Figure 2-38 - Verify Connection (Invoke button)

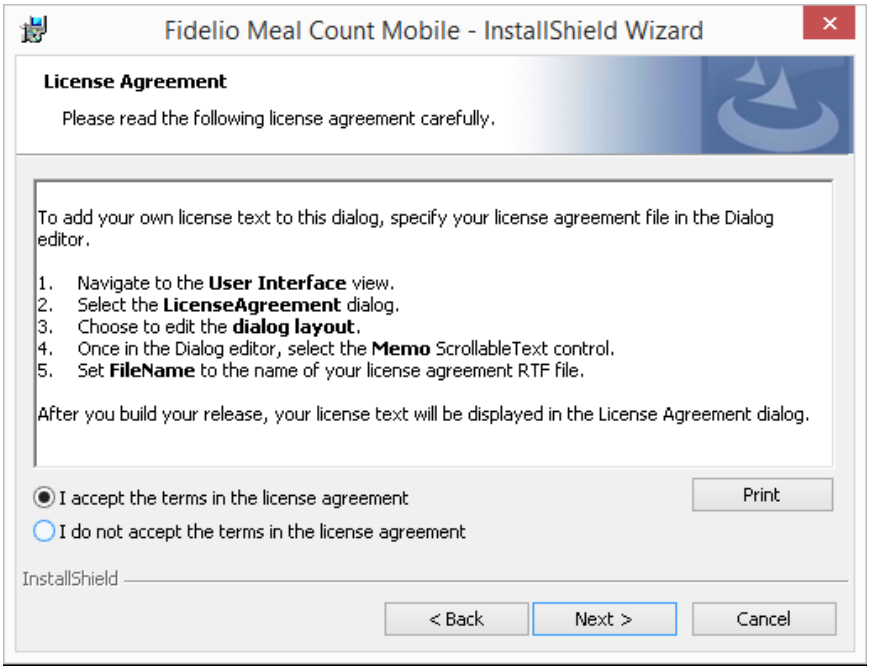


Fine Dining Tablet Setup

Install the MCSMobileClient

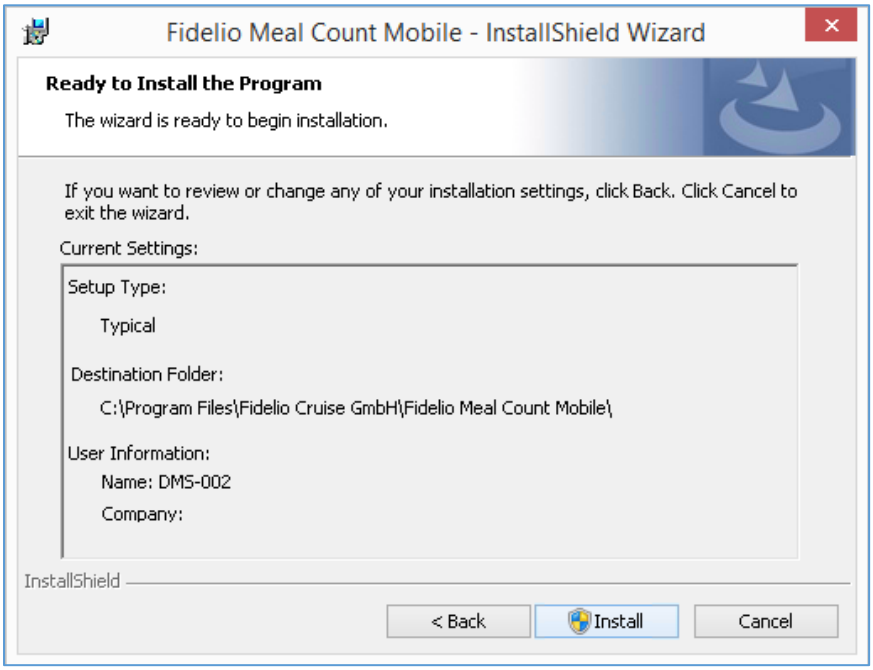
1. Copy all files of the MCSMobileClient installer on a Micro SD card or transfer them via RDP into `C:\Install\ or C:\Setup`.
2. Run **FDS_setup.exe** as an administrator.
3. Select **I accept the terms in the license agreement** and click **Next**.

Figure 2-39 - Accept the Terms



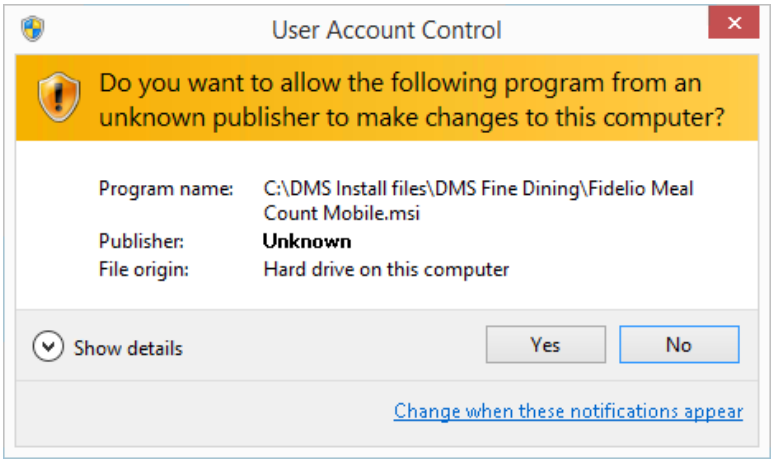
4. Click **Install**.

Figure 2-40 - Click Install



5. Click **Yes** at the User Account Control screen.

Figure 2-41 - User Account Control



6. Once the installation completes, click **Finish** at the InstallShield Wizard.
7. You will now see the MCSMobileClient icon on the desktop.

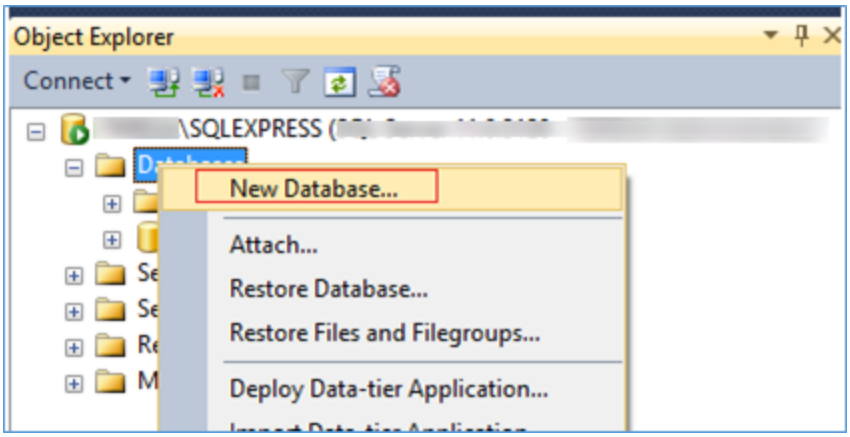
Figure 2-42 - MCSMobileClient icon

Connect to SQL Express on the Tablet

For the Initial local database creation, import the Fine Dining empty shell database by clicking **Connect**.

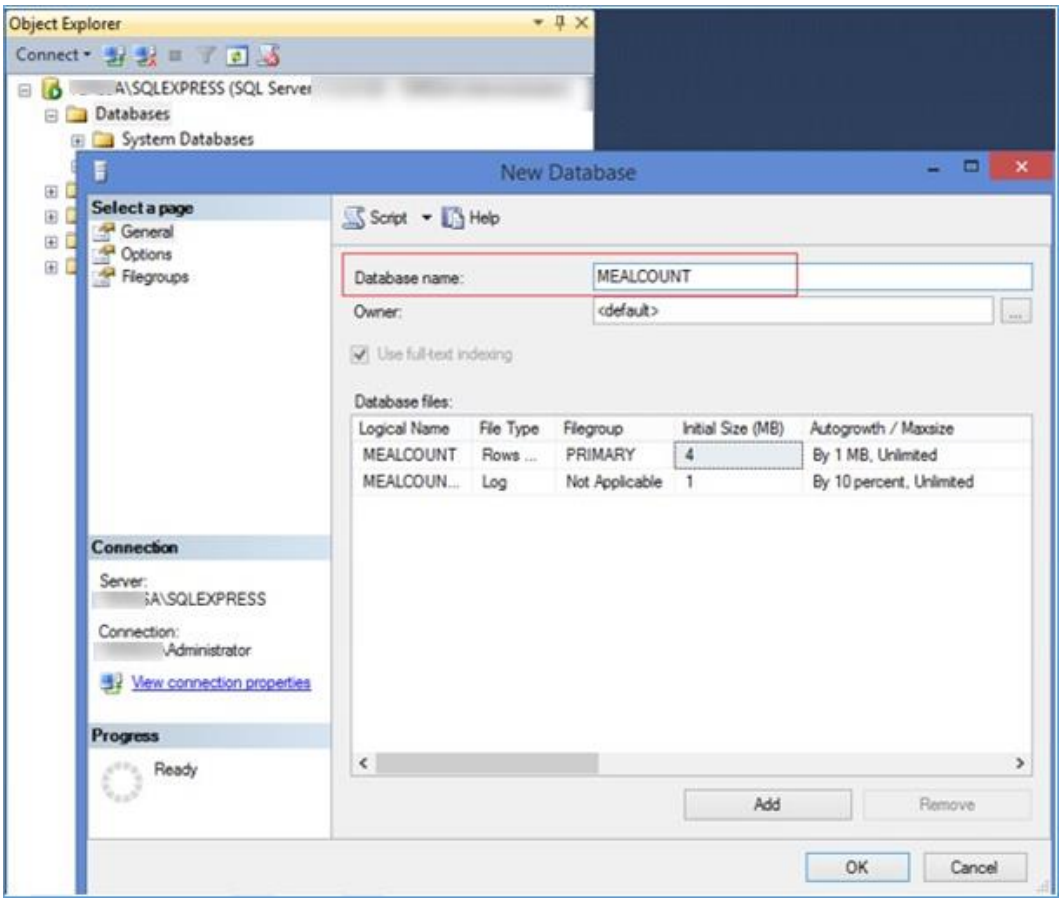
1. After SQL installs successfully, open the SQL program and make sure the database instance shows SQLEXPRESS.
2. Right-click the **Database** folder then click **New Database**.

Figure 2-43 - New Database



3. Enter the database name `MEALCOUNT` and click **OK**.

Figure 2-44 - Database Name



Create the MEALCOUNT Database User

First Application Start

1. Copy the contents of **FC Fine Dining Mobile Apps** to C:\Program Files\Fidelio Cruise GmbH\Fidelio Fine Dining System.
2. Grant administrator access and overwrite when prompted.

   First Application Start:

   -MCSMobileClient.exe

   -MCSMobileLibraryWPF.dll

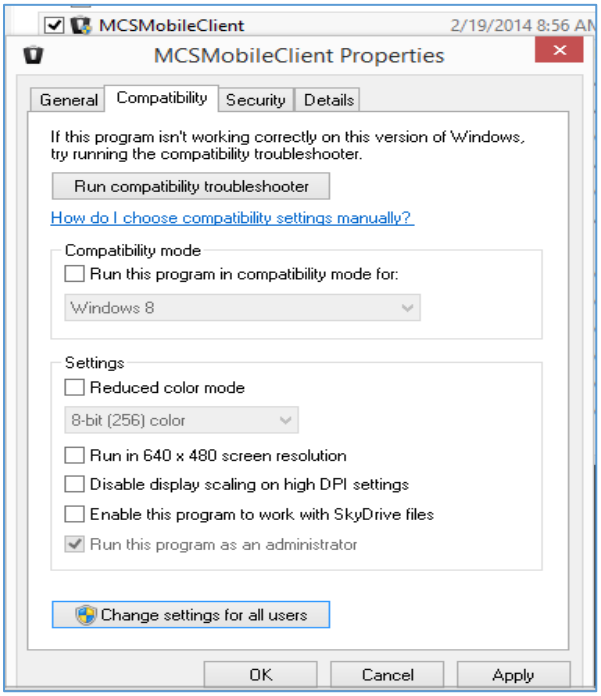
   -MCSMobileService.exe

   -MCSMobileUpdaterService.exe

   -MCSMoibileLibrary.dll

   -SWLibraryExt.dll
3. Right-click **MCSMobileClient**, select **Properties**, click the **Compatibility** tab, select **Run this program as an administrator**, and click **Change settings for all users**.
4. Launch the MCSMobileClient executable, right-click the MCSMobileClient **Run as administrator**.

Figure 2-45 - MCSMobileClient Properties



5. Click **Yes** on the User Account Control screen.

Connect to Web Service

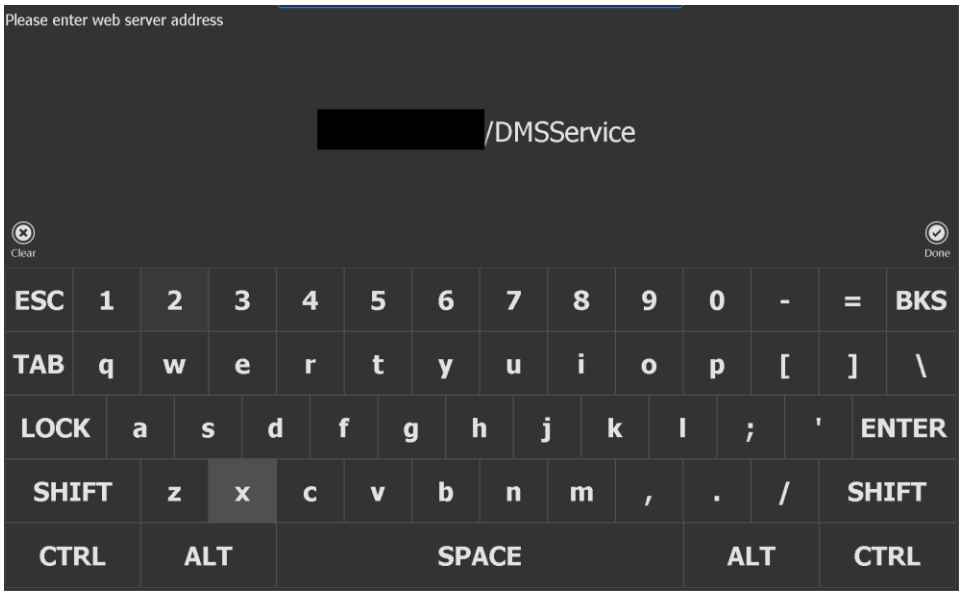
Web Service Connection

1. For a mobile user who wants to run the Mobile Application, enter the Web Service address. For a first time login to FDS with a clean database, the system prompts to enter the Web Service address once the system starts.
2. Enter the Web Service address and then click **Done**.
3. The system continues the next action if the Web Service address is valid. If an invalid Web Service is found, the system shows an error message. If you click the **Abort** button, you can re-enter a valid Web Service address in the Settings tile, like below.
4. After logging on successfully, go to the **Settings**, **Connection Settings**, **Edit** button.

Figure 2-46 - Edit or Save Function

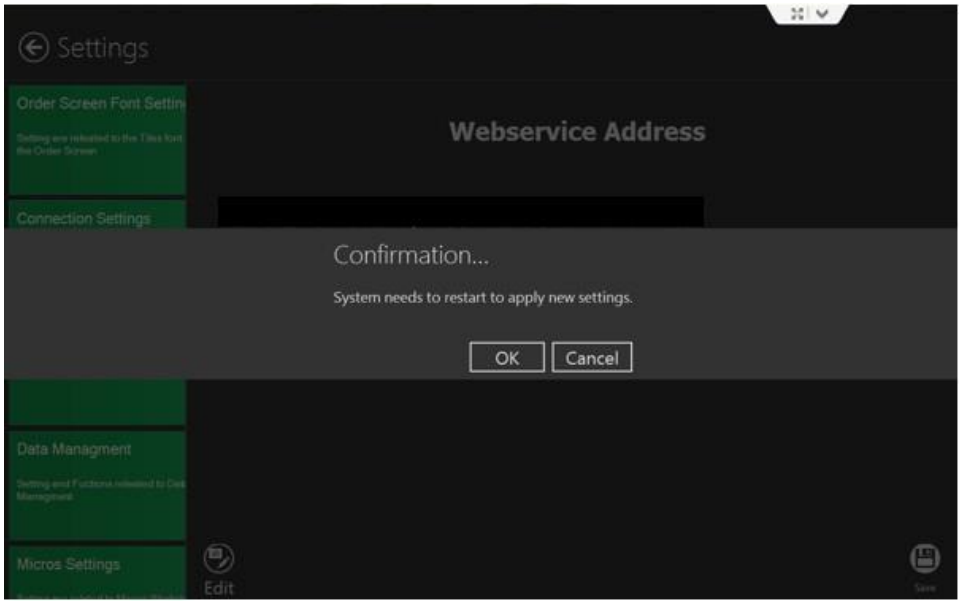
5. Enter the Web server address and then click **Enter**.

Figure 2-47 - Enter Web Server Address



6. Click **Save**. If the Web Service address is correct, the system saves the address in the SQL database and restarts.

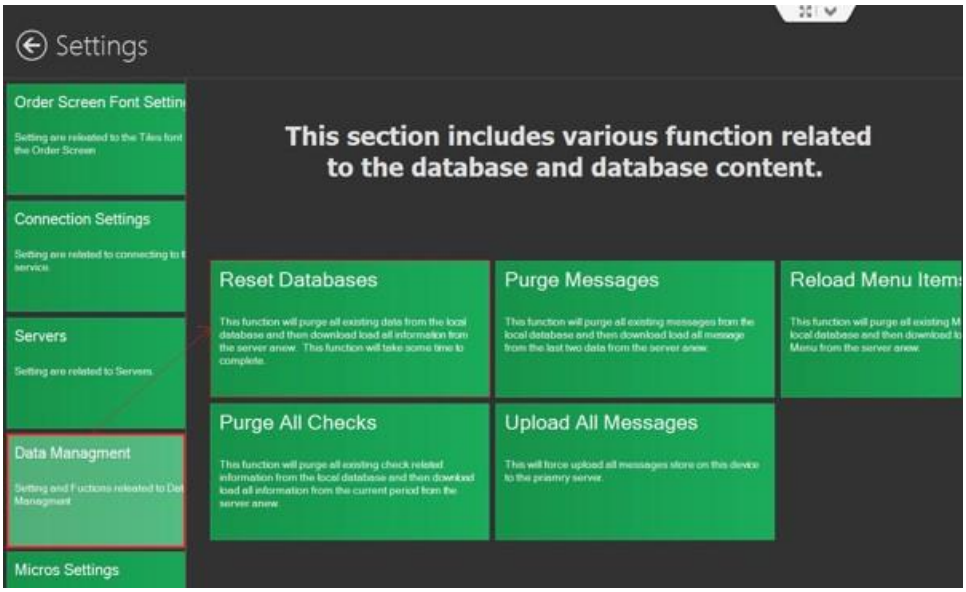
Figure 2-48 - Confirmation



Data Connection

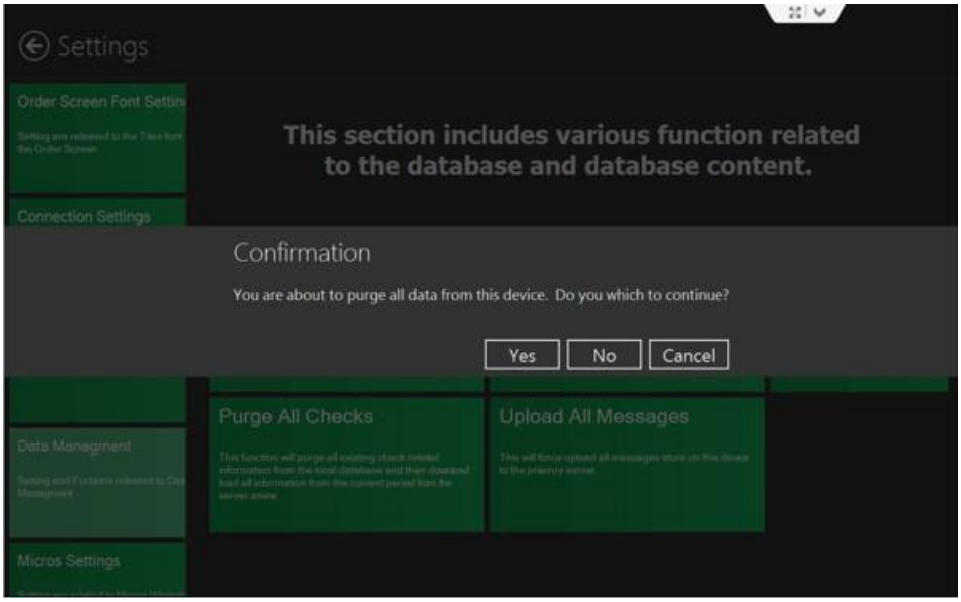
1. After logging in, go to **Settings**, **Data Management**, **Reset Databases** button. The system shows a confirmation message.

Figure 2-49 - Data Connection



2. Click **YES** to continue. The system downloads all data from Oracle to the SQL Server.

Figure 2-50 – Confirmation



Printer TM-T88V-i Setup

1. Start the Web browser on the setup computer and enter as follows:
   - For TM-i Firmware Ver.4.0 or later:

     `http://[IP address of the TM-i]/webconfig/`
   - For TM-i Firmware Ver.3.x or earlier:

     `http://[IP address of the TM-i]/ PrinterConfigurationPage/`

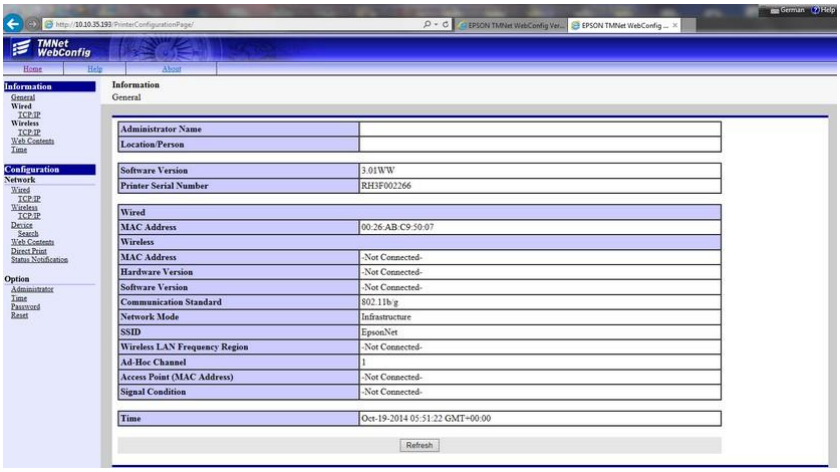
Example for a brand new printer with the default IP:
`http://192.xxx.xxx.xxx/PrinterConfigurationPage/`

Login credentials are by default User: `epson`, Password: `epson` . For support purposes, this should not be changed.

Figure 2-51 - Windows Security

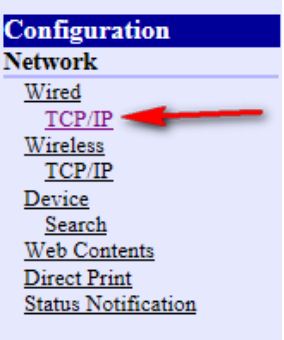
Firmware Version 3.00 or 3.01 should be installed on the printer.

Figure 2-52 - Firmware Version



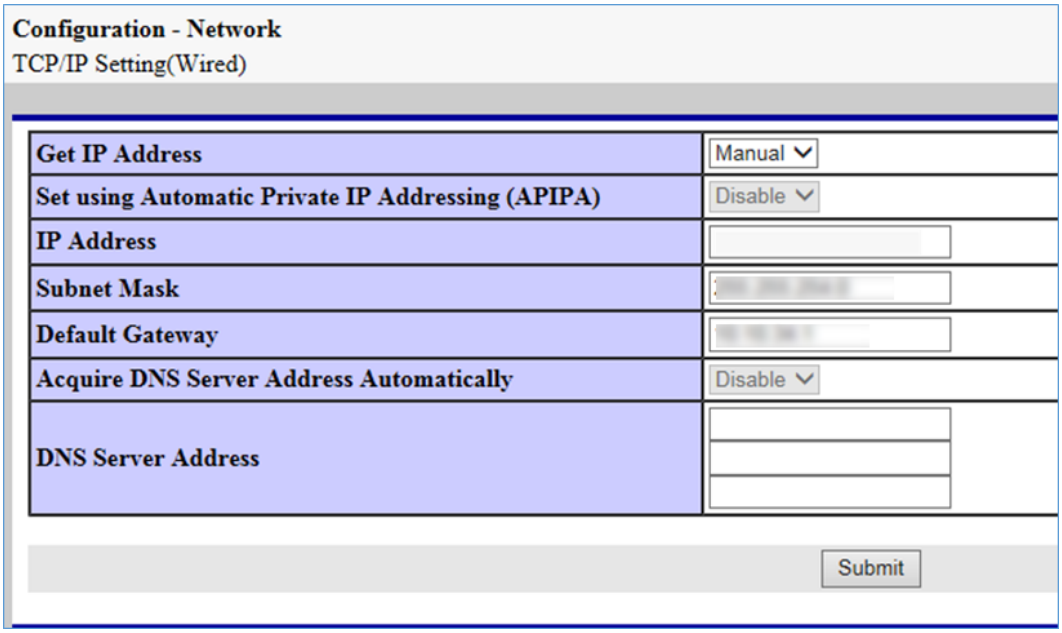
2. Configure the IP Address.

Figure 2-53 - IP Address Configuration

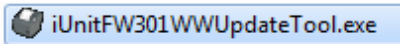


3. Adjust the IP Address and click **Submit** (printers should always use static IP addresses).

Figure 2-54 - Configuration Network



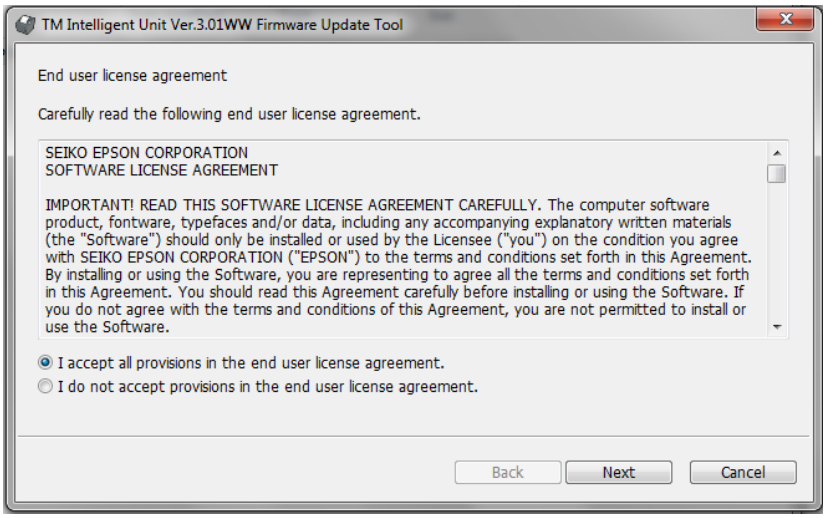
TM-T88V-i Firmware Upgrade



This tool enables you to rewrite the firmware of the intelligent section in the TM intelligent printers to Version 3.01.

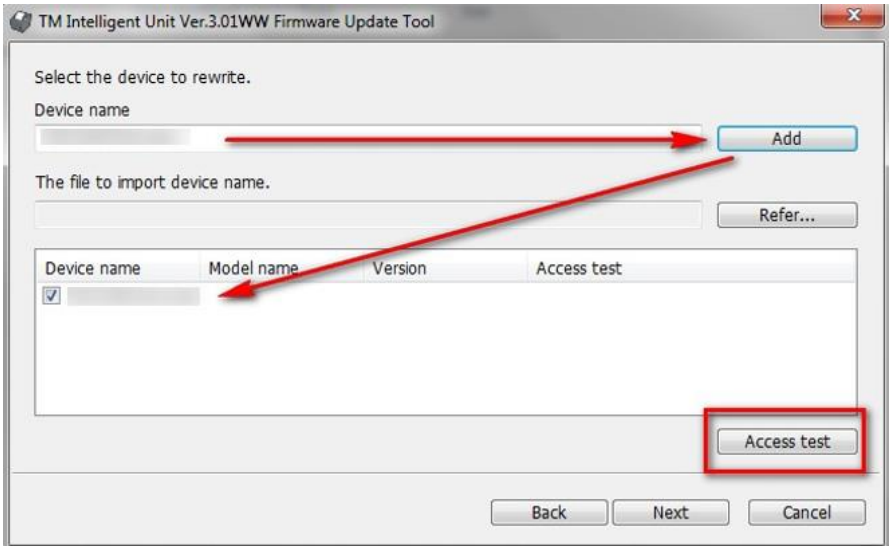
1. Ensure that the printer and the connected PC have proper network connection during the rewrite/upgrade all the time, otherwise the printer will become unusable.

Figure 2-55 - Firmware Update Tool



2. If this is a brand new printer with the default IP Address, click **Next** and **Rewrite**.

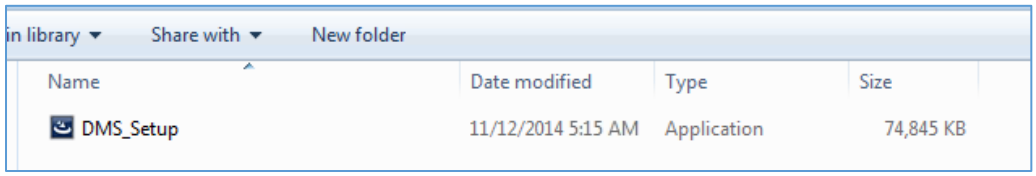
Figure 2-56 - Select Device To Rewrite



Install Display Station

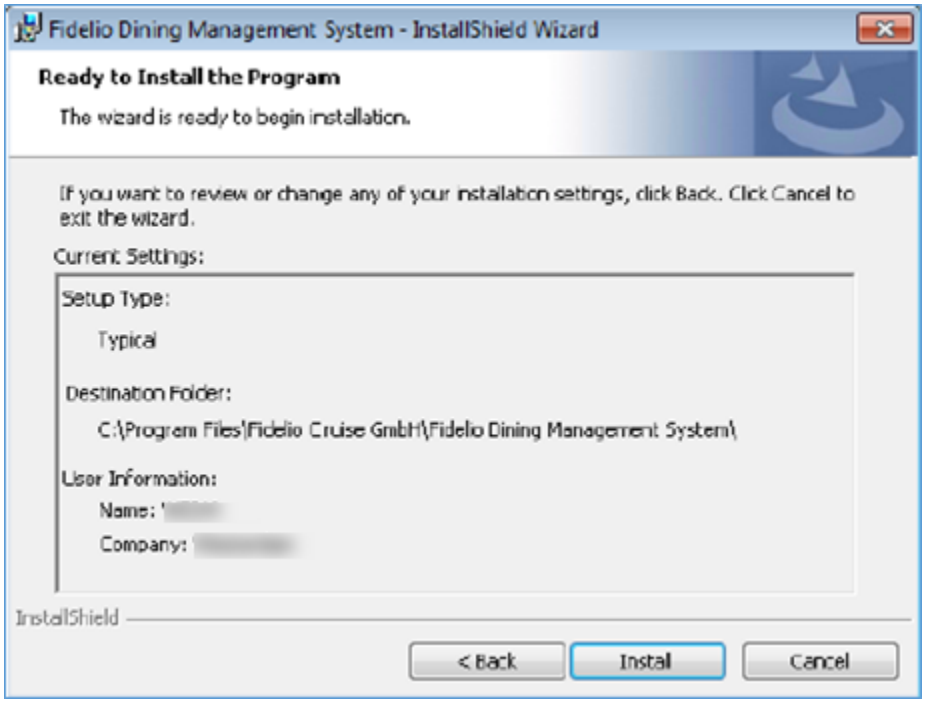
1. Run **DMS_Setup.exe** on the PC as an administrator.

Figure 2-57 - Run DMS_Setup.exe



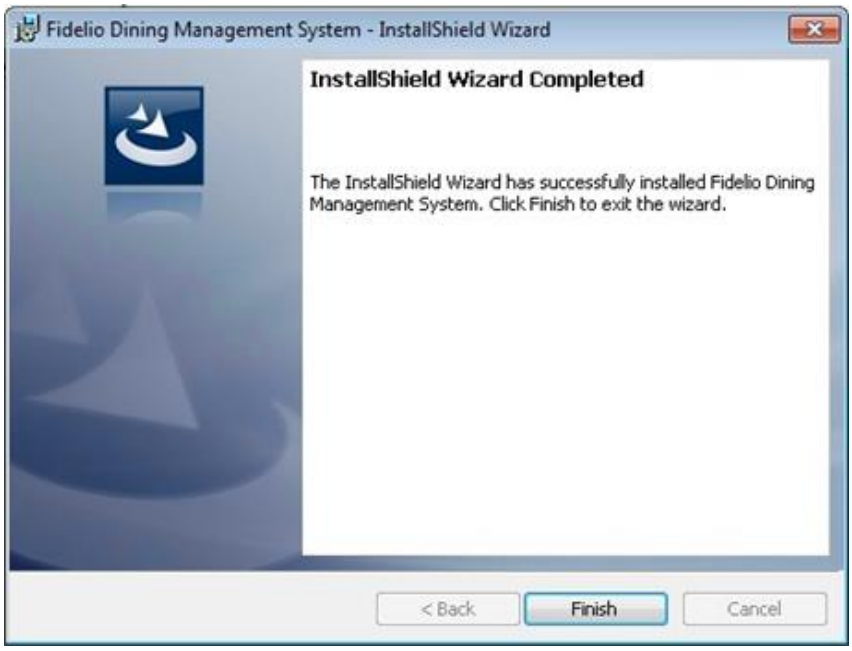
2. Click **Next** and follow the instructions prompted by the InstallWizard.
3. At the Ready to Install the Program, click **Install** to proceed with the installation.

Figure 2-58 - InstallationShield



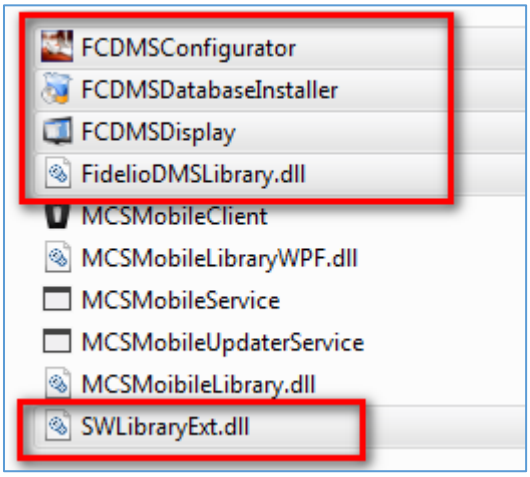
4. Dining Management System has been installed successfully. Click **Finish**.

Figure 2-59 - Installation Completed

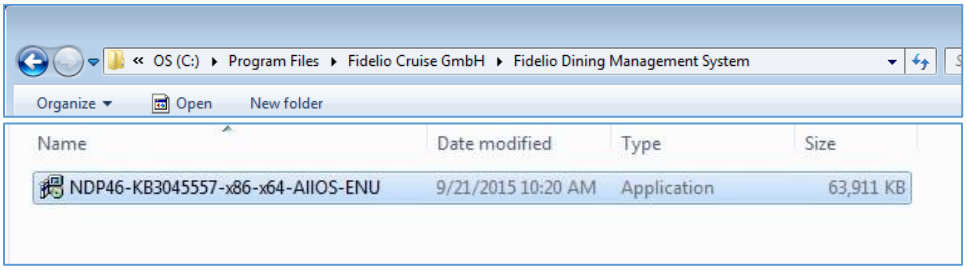


5. Place the new files into the Fidelio Dining Management System.

Figure 2-60 - New Files

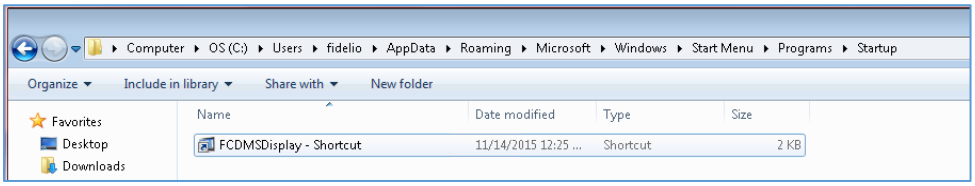


6. Run .NET 4.6 as an administrator



7. Place **FCDMSDisplay.exe** in the startup folder.

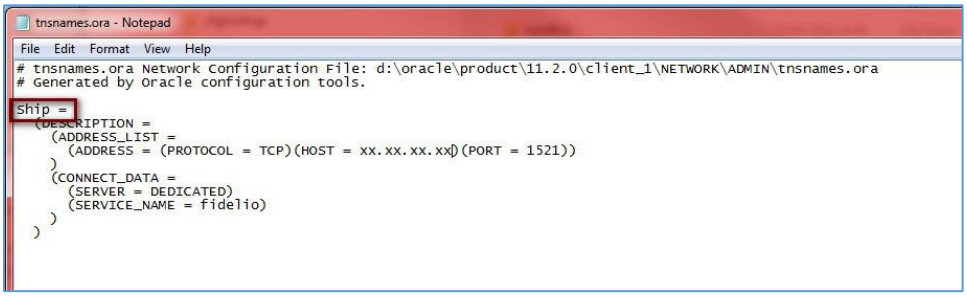
Figure 2-61 - Start up Folder



FCSettings.par

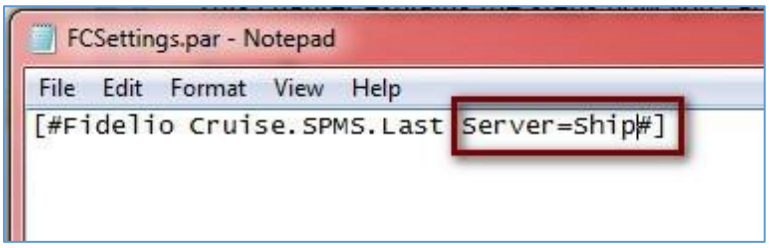
1. Configure the **tnsnames.ora** accordingly.

Figure 2-62 - Tnsnames.ora



2. Place the **FCSettings.par** in the **Fidelio Cruise** folder on the Display Station and adjust the server accordingly (in this example to Ship)
3. Click **Save**.

Figure 2-63 - FCSettings.par



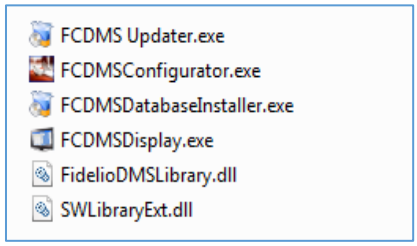
3 Upgrade

This sections explains the upgrade procedure of the FDS.

Upgrade Configurator - Database Installer

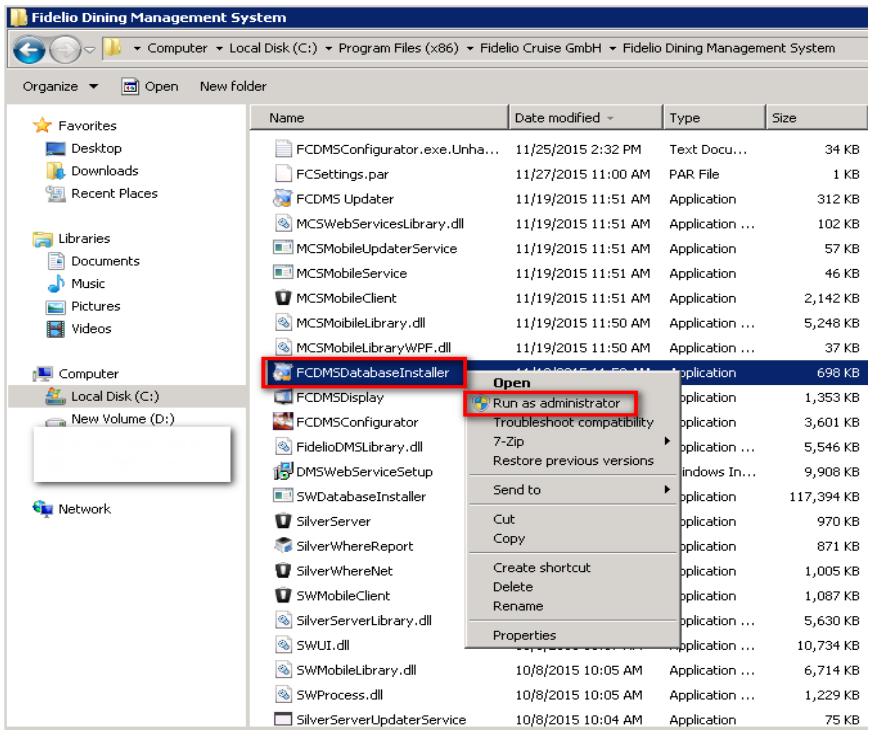
1. Copy the following files from the release folder to the `C:\Program Files (x86)\Fidelio Cruise GmbH\Fidelio Dining Management System` folder.

Figure 3-1 – Files to Copy



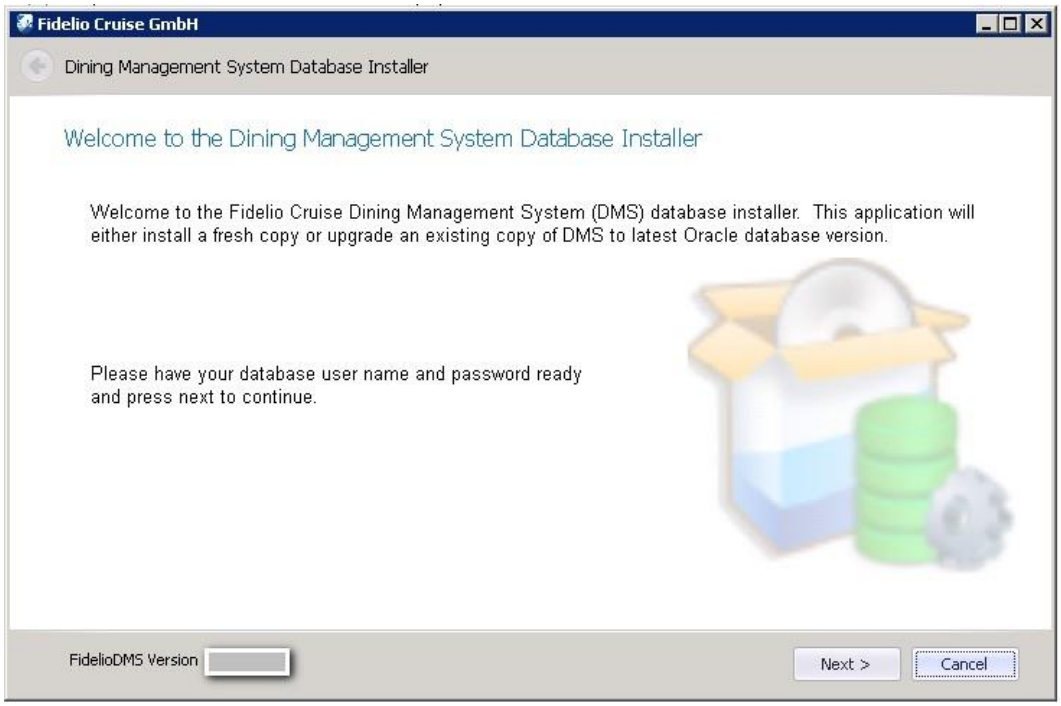
2. Run the **FCDMSDatabaseInstaller** as administrator.

Figure 3-2 - FCDMSDatabaseInstaller



3. Click **Next** to run the installation.

Figure 3-3 - Dining Management System Database Installer



4. Enter the database password and click **Next**. The Entity Information is automatically retrieved from Fidelio.

Figure 3-4 - Instance, User and Password Screen

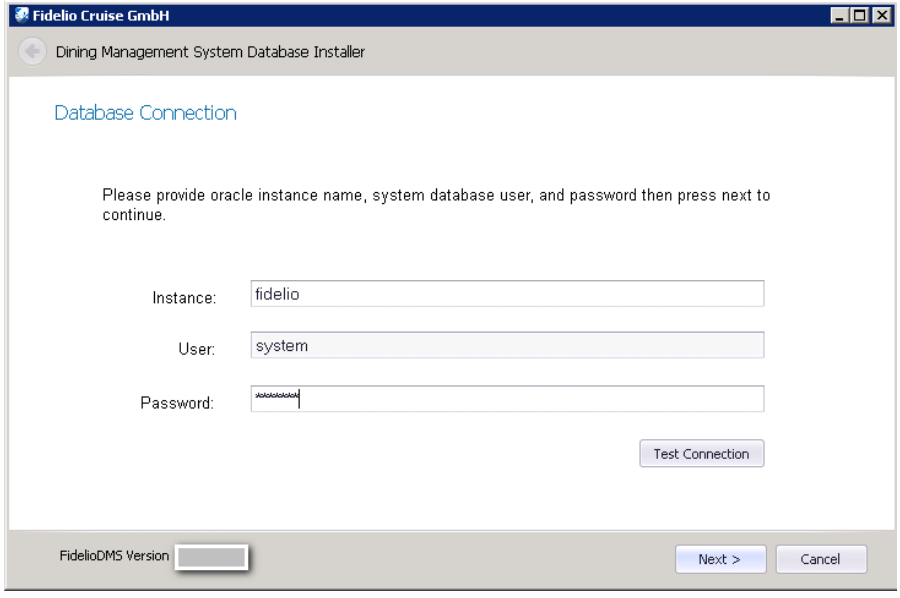
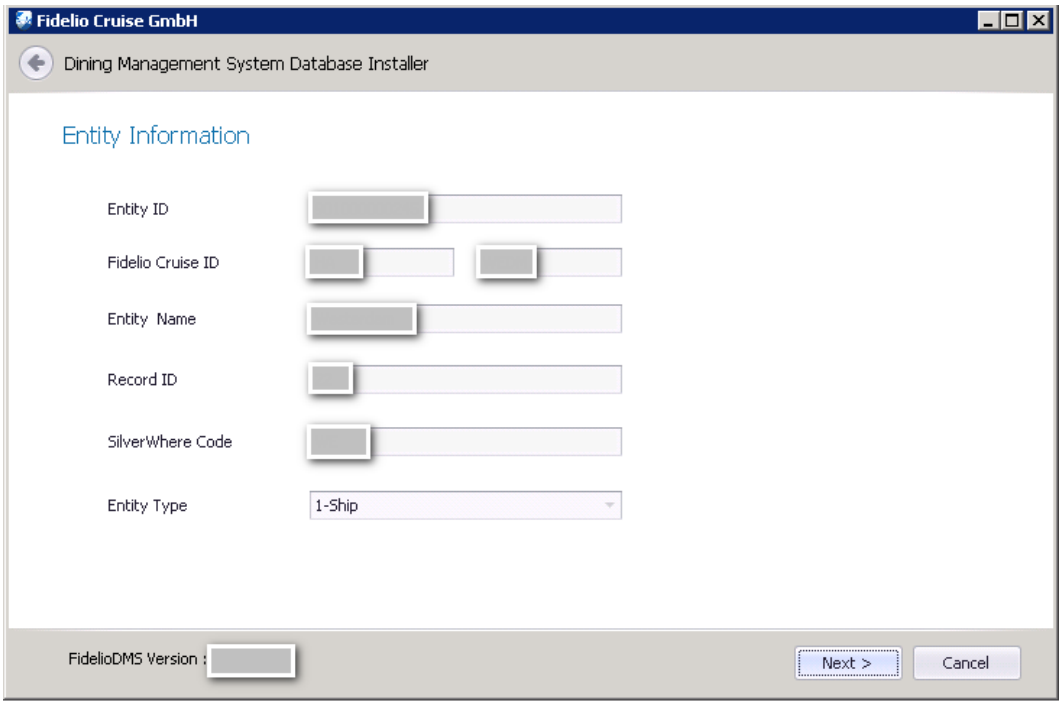
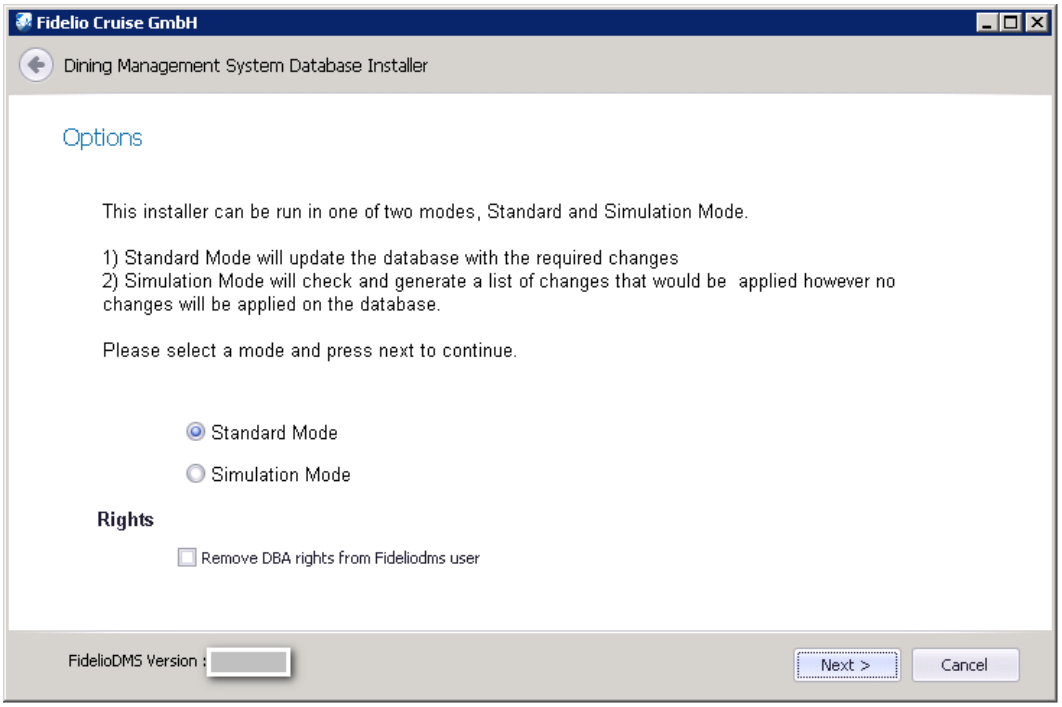


Figure 3-5 - Entity Information



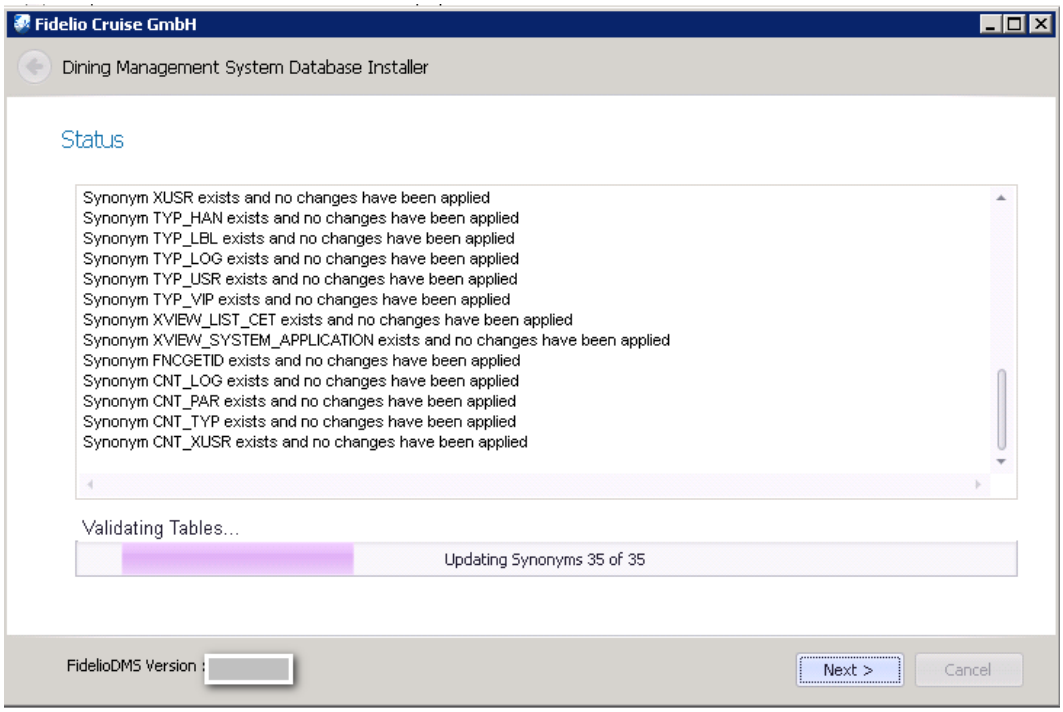
5. Select **Standard Mode** and click **Next**.

Figure 3-6 - Standard or Simulation Mode



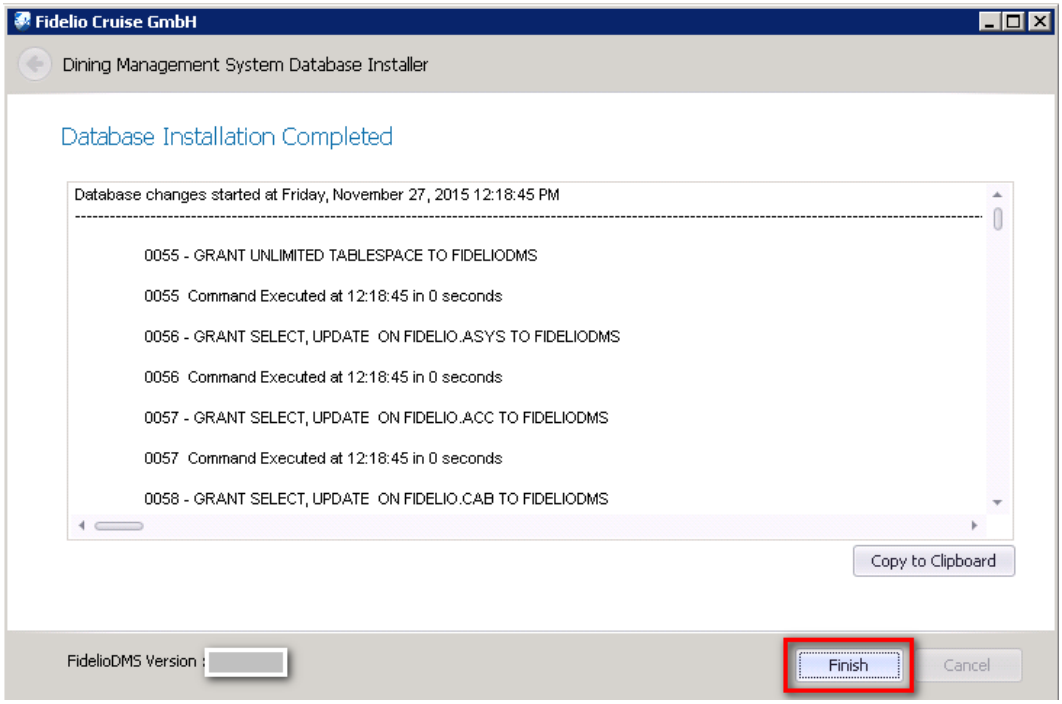
6. Click **Next** at the Confirm page to proceed. Once the installation commences, the progress status is shown on screen.

Figure 3-7 - Database Installer Upgrading The Database



7. Once the upgrade is done, click **Finish**.

Figure 3-8 - Installation Completed



Upgrade FDS Files in the Launch Panel

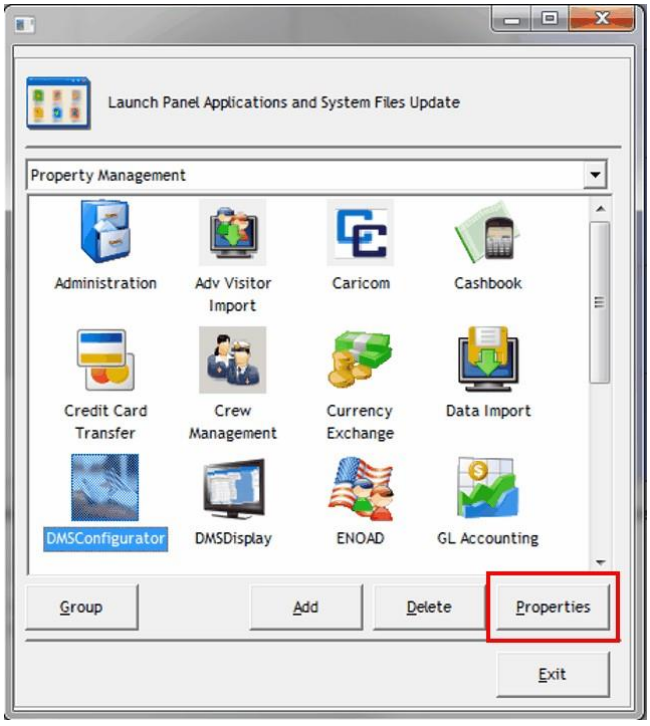
This section explains the upgrade procedure of the FDS files in the Launch Panel.

1. Sign in to the FC Launch Panel.

Figure 3-9 - Launch Panel

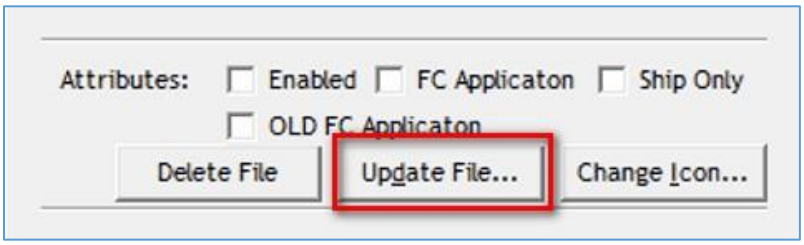
2. Press **F12** and select **DMSConfigurator** and select **Properties**.

Figure 3-10 - DMS Configurator Properties



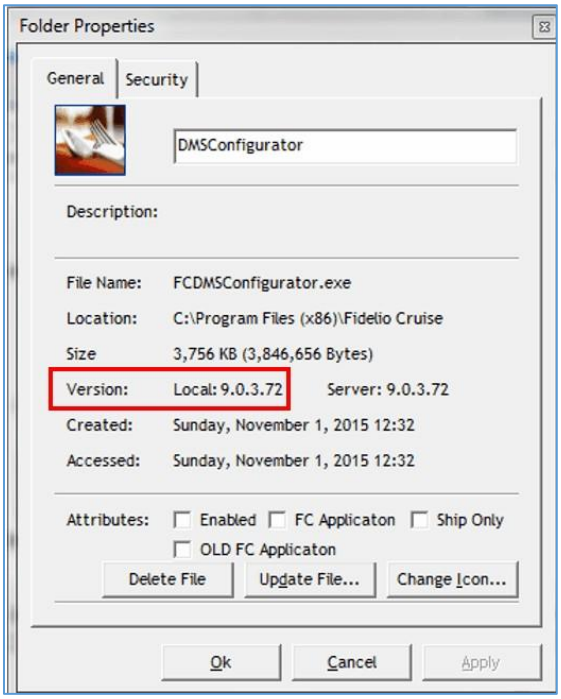
3. Select **Update File** and browse to the location of the version you are upgrading to.

Figure 3-11 - Update File



4. Verify the correct version has been selected and then click **Apply**.

Figure 3-12 - Folder Properties (General)



5. Repeat steps 2 through 4 for DMSDisplay and FidelioDMSlibary.

Figure 3-13 - DMS Display (Property Management)

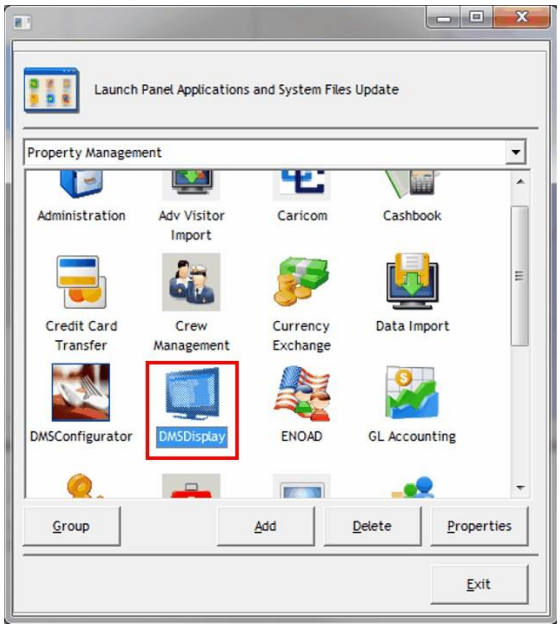
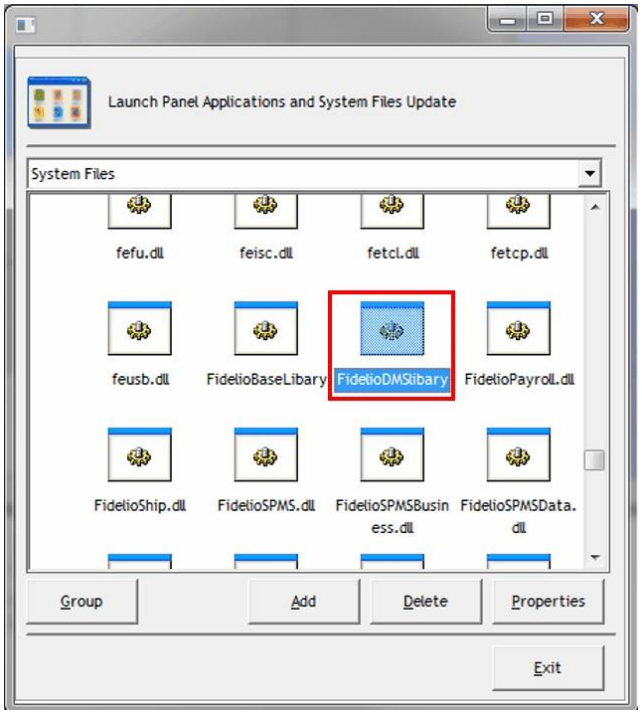


Figure 3-14 - System Files



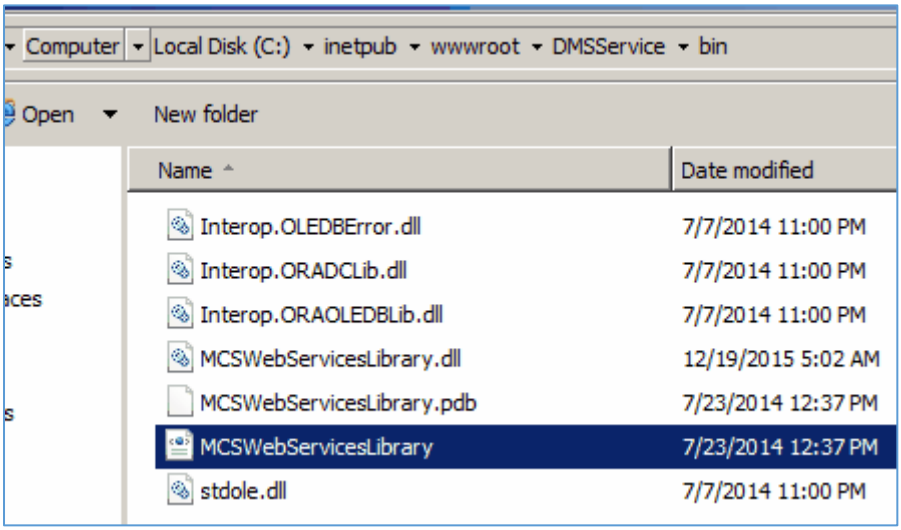
Upgrade Web Service DLL

This section explains the upgrade procedure of the MCSWebServicesLibrary.DLL.

1. On the Web Server, browse to C:\inetpub\wwwroot\DMSService\bin.

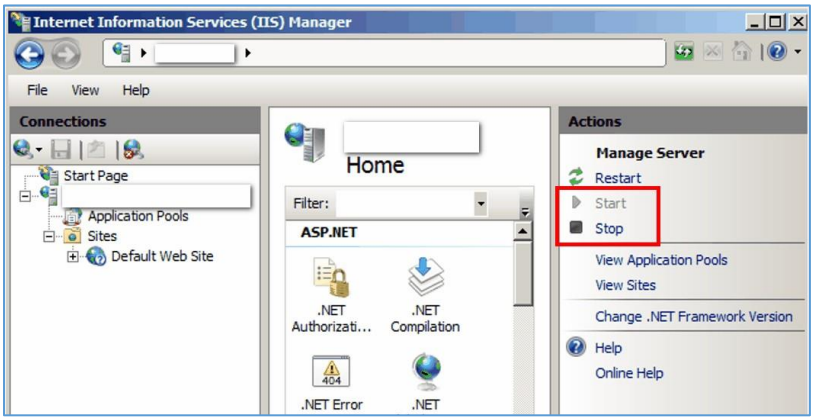
2. Paste and replace the **MCSWebServicesLibary.dll** with the latest version.

Figure 3-15 - Replace MCSWebServiceLibrary



3. Open **Internet Information Services (IIS) Manager** and perform a **Stop/Start** on the Web Service.

Figure 3-16 - Internet Information Services (IIS) Manager

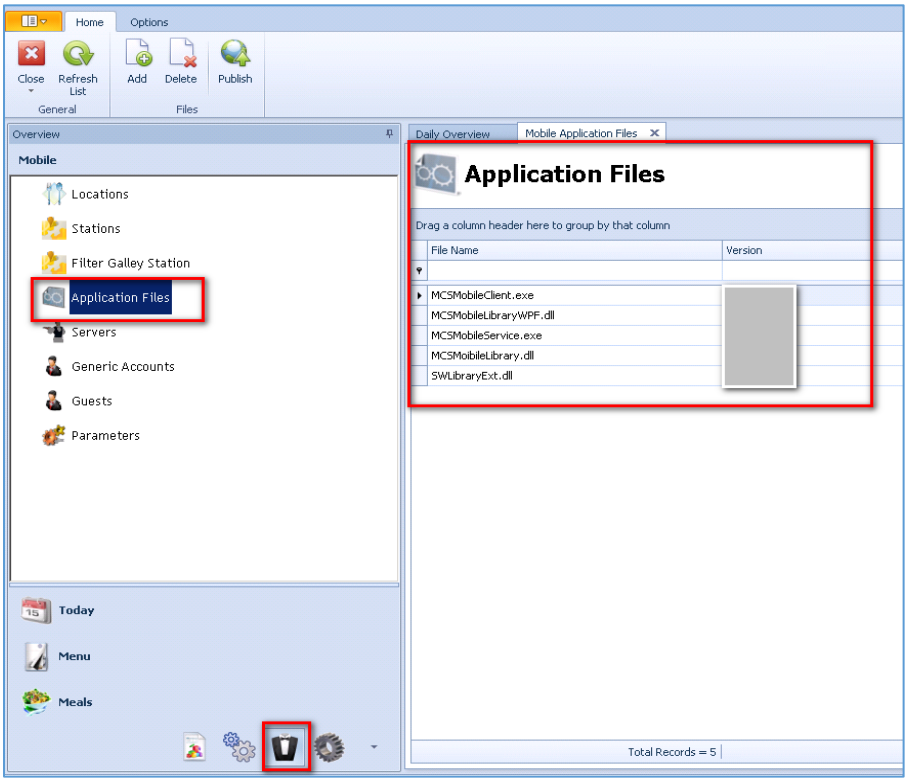


Upgrade Mobile Client

This section explains the upgrade procedure of the Mobile Client.

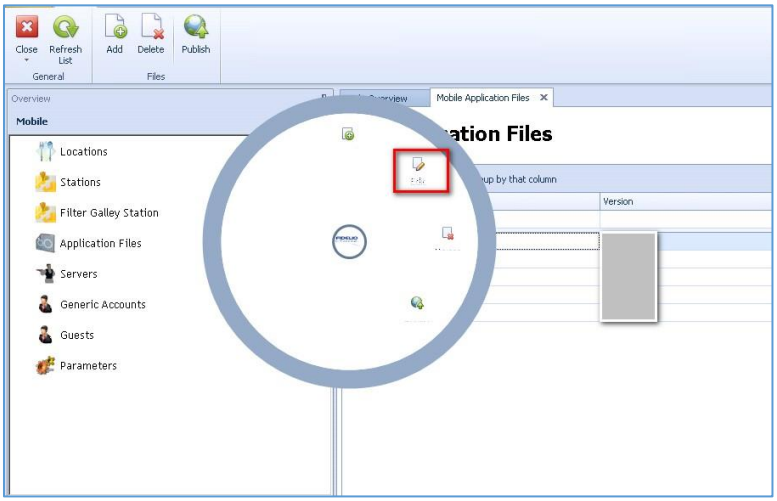
1. Open **Application Files** in the Configurator.

Figure 3-17 - Application Files



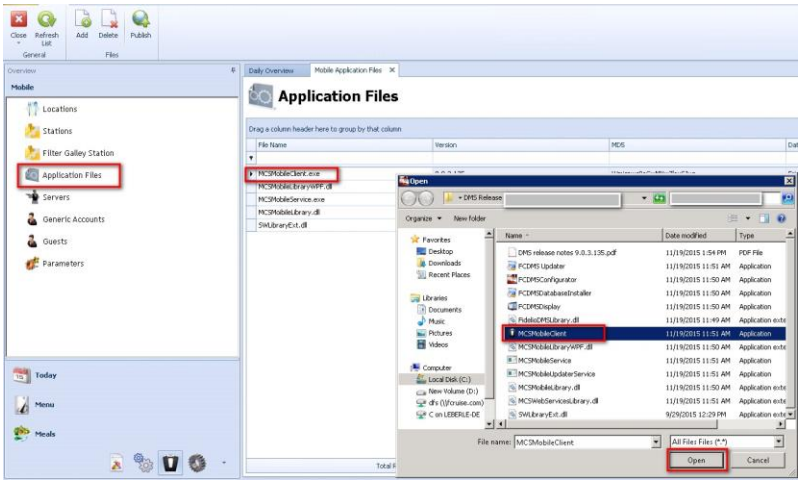
2. Select the application file you want to upgrade and the dial appears, and then click **Edit**.

Figure 3-18 - Edit Function



3. Select the new application file and click **Open**.

Figure 3-19 - Application Files (Open)



4. To send the new application file to the mobile devices, click **Publish** at the ribbon bar.

5. Ensure that all devices are turned on so the application upgrades itself.