

# Oracle<sup>®</sup> Hospitality Cruise Fleet Management User Guide



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Oracle Hospitality Cruise Fleet Management User Guide, Release 9.0

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# Preface

Oracle Hospitality Cruise Fleet Management (FM) is a solution that provides the shore side users access to the ship data for compliance, analytic, and marketing purposes.

## Audience

This document is intended for the technical personnel who are seeking information regarding the Fleet Management.

## 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

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/cruise>.

## Revision History

Date	Description of Change
January 2017	Initial publication.
August 2017	Updates for the 9.0.2 release.
October 2017	Updated the <i>Secure Clients</i> and <i>Pre-Requisites for using Security Server</i> sections.
December 2017	Updates for the <i>Viewing OHC Gangway Activity</i> sections.
January 2018	Updates for the <i>Encryption Manager</i> section.
June 2018	Updated the list of Fleet Management add-ons listed in <i>Oracle Hospitality Cruise Fleet Management Components</i> .
July 2018	Added the <i>Database Schema Password Manager</i> chapter. Updated the <i>Security Server</i> chapter.

Date	Description of Change
July 2018	Add the <i>Updating the Configuration File</i> chapter. Updated the trace log example in the <i>Frequently Asked Questions and Troubleshooting</i> chapter.
October 2018	Updated the <i>Reservations Online</i> chapter.
November 2018	Added the <i>Adding Users and Groups</i> section, and re-organized the <i>Guest Relation Management</i> chapter. Added the <i>Active Directory Integration In Fleet Management System</i> topic. Added the <i>Logging And Security Shore-Side</i> topic. Added the <i>Setting Classifications Types</i> topic. Added the <i>Financial Classifications</i> topic.
January 2019	Updated the <i>Frequently Asked Questions and Troubleshooting</i> section for the Security Server.
February 2019	Updated the example in the <i>Message Structure</i> topic.
March 2019	Updated the <i>Setup and Configuration and Interface Preparation and General Practices</i>
August 2017	Updates for the 9.0.2 release
October 2017	Updates for the <i>Secure Clients</i> and <i>Pre-Requisites for Using Security Server</i> sections.
December 2017	Updates for the <i>Viewing OHC Gangway Activity</i> sections.
January 2018	Updates for the <i>Encryption Manager</i> section.
June 2018	Updated the list of Fleet Management add-ons listed in <i>Oracle Hospitality Cruise Fleet Management Components</i> .
July 2018	Added the <i>Database Schema Password Manager</i> chapter. Updated the <i>Security Server</i> chapter.
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March 2019	<p>Updated the <i>Setup and Configuration and Interface Preparation and General Practices</i>.</p>
August 2019	<p>Updated the <i>Encryption Manager</i> chapter.</p>

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# 1

## About Oracle Hospitality Cruise Fleet Management Viewer

Oracle Hospitality Cruise Fleet Management offers cruise operators industry-leading solutions with enhanced security, scalability, and functionality. All onboard transactions are automatically logged in real-time. Once a frequency is determined, this data is transferred to your cruise line's land-based offices for analysis.

Oracle Hospitality Cruise Fleet Management contains the following features:

- Accurate and automatic data transfer from ship to shore
- Analytical tools for financial, marketing, and demographic analysis
- Shore excursion revenue analysis
- Availability of frequent cruise information across the fleet
- Guest data linked to the reservation system
- Real-time tracking of profit-and-loss performance at the head office

# 2

## The Fleet Management System Welcome Screen

The Dashboard and the Fleet screens appear on your system startup.

### Dashboard

The Dashboard displays the daily data of ships. The revenue is grouped by financial classifications. The top 10 nationalities and the Age group chart represent the current status of guests onboard.

You can customize the Dashboard for individual login. To customize:

1. Right-click inside the Dashboard and select **Show Customization Form**. Drag and drop the individual items to the Dashboard.
2. Save your customized layout.
3. Right-click inside the **Passenger Status [Last Poll Date]** window and export the details to other formats, such as HTML and PDF. The following figure explains the **Age Group** chart that represents the current status of guests onboard.

Figure 2-1 The Age Group Chart



### The Fleet

The Fleet screen displays itinerary of the ship inside a calendar view and according to the respective brand. The ships are arranged according to their respective brands in the left pane. For example, all ships belonging to Default brand would be displayed under Default. When you select the individual dates, the details about the passengers, crew, and also the revenue for that selected date are displayed.

- [Overview of Guest Relation Management](#)

# Overview of Guest Relation Management

You can view and customize the following guest details in the Guest Relation Management screen:

- Guest Details
- Guest History
- Group Management

The following topics are available in this section:

- [Viewing Guest Details](#)
- [Viewing Guest History Merge](#)
- [Viewing Group Management](#)
- [Viewing Shore Excursion Management](#)
- [Customizing Statistical Analysis](#)
- [Exporting a Template](#)
- [Financial Classifications](#)
- [Shore Side Departments](#)
- [Adding and Editing a Ship](#)
- [Adding Users and Groups](#)

## Viewing Guest Details

1. On the Fleet Management screen, select **Module** menu, and click **Guest Relation Management. Guest Details** screen appears.
2. On the Guest Details screen, in the left navigation pane:
  - a. In the **Search** drop-down list, enter **Passenger Info** in the given fields.
  - b. Click inside the **Ships** field and select the ship from the list appears.
  - c. Click inside the **Cruise** field and select the cruise from the list appears.
  - d. Click on the check-box to select a port. You have an option of selecting multiple ports at a time.
  - e. Click **Search** to search for the details. List of ships appears in the right pane.
  - f. Select the ship of your choice and expand the list.
  - g. Select the guest from the list and the information is reflected in the extreme right pane.
  - h. Under **Embarkation/Disembarkation**, select the **Start** and **End** dates from the drop-down list.
  - i. Click **Search** on the lower left of the panel. The information appears on the right side.
  - j. Click **Port** to view the details of all the stored ports.
  - k. Search the **Date Range** from the guest embarked port to guest disembarked port.

- l. Enter your frequent cruiser card information, under **Card info**.
- m. Enter the information in the given fields, under **Special Criteria**.

 **Note:**

Search criteria can work with any selection and it is not mandatory to choose date and port together. Date and port can also be selected individually to perform search and results would be generated accordingly.

3. In the **Settings** drop-down list:
  - a. Select **Public** or **Private** settings.
  - b. Insert a template name and select **Save Current**.
  - c. Select an existing XML template in the **Load From** drop-down list.
  - d. Click **Delete Current** to delete the template.

 **Note:**

The Private settings enables only the logged in user to view this template. The Public settings show the template to all users.

4. From the **Grid** drop-down list select the color of your choice to change the color of the screen.

 **Note:**

Not all onboard available Guest Details are displayed on the **OHC Fleet Management** screen, but these details are available for marketing data exports.

## Viewing Guest History Merge

The Guest History Merge screen is used to gather the historical data of a particular cruiser. You can consolidate the gathered information of a particular passenger based on matching of various factors, such as Gender, Date and Place of Birth and so on. To gather the data:

1. On the Guest Details screen, in the left navigation pane:
  - a. Under **Search** enter the name of the passenger in the **First Name** field and click **Search**. You can enter other details in the fields under **Guest info**.
  - b. Click **Search** and the guest history with those details appear on the right pane.
  - c. From the **Guests** list, select any of the guest and the details of that guest are displayed under **Master Information** on the extreme right pane.

## Viewing Group Management

Group Management is similar to the Guest Management screen. For more information about Guest Management, refer [Viewing Guest Details](#)

## Viewing Shore Excursion Management

Sales data and the number of guests attending the tour are shown on the Shore Excursion Management screen.

1. On the Fleet Management screen, select **Module** menu, and click **Shore Excursion Management. Excursion Setup Details** screen appears.
2. In the left navigation pane of the Excursion Setup Details screen, in the **Search** drop-down list, enter **Excursion** details in the given fields and click **Search**. The **Shore Excursion** details are displayed in the right pane.

## Customizing Statistical Analysis

The Statistical Analysis screen provides financial data in form of pivot grids.

1. On the Fleet Management screen, select **Reporting and Utilities** menu, and click **Statistical Analysis . Statistical Analysis** screen appears
2. On the Statistical Analysis screen, in the left navigation pane:
  - a. In the **Search** drop-down list, under **Ship/Cruise** enter information in the given fields.
  - b. Under **Demographics** enter **Nationality, Age-Group** and **Gender**.
  - c. Under **Date Range**, enter **Start Date, End Date**, and **Fiscal Year**.
  - d. Under **Classifications/Departments**, in **Main Department** and **Sub Department** fields, enter **Group, Classification**, and **Department** details.
3. Drag and drop the individual items from **Ship/Cruise, Demographics**, and **Date Range** into **Passenger Revenue Analysis** pane. The data gets displayed in the columns.
4. On **Statistical Analysis** screen, click **Department Analysis. Department Analysis** screen is displayed in the right pane.
5. You can rearrange the columns and rows in the **Department Analysis** pane.

### Note:

All the selected data in the various grids are visible in the form of graphical representation at the bottom of the screen.

6. To collapse or expand a list of Departments or Classifications, right-click anywhere in the Classification result shows in the **Department Analysis** pane, and select **Collapse All** or **Expand All**.
7. Select values in the grid and right-click on the selection to export the details to other formats, such as \*.XLS, HTML, PDF and so on.

8. To apply Filter Editor, right-click on any column header, and click **Filter Editor**. Filter Editor enables you to include a criteria filter.
9. In the **Settings** drop-down list:
  - a. Select **Public** or **Private** settings.
  - b. Insert a template name and select **Save Current**.
  - c. Select an existing XML template in the **Load From** drop-down list.
  - d. Click **Delete Current** to delete the template.

 **Note:**

The Private settings enable only the logged in user to view this template. The Public settings shows the template to all users.

## Exporting a Template

Data can be exported to a file for external data activities. There are two ways to export the data.

1. On the Fleet Management screen, select **Reporting and Utilities** menu, and click **General Utilities**.
2. On the General Utilities screen, click **File Export Utility**. **File Export** screen is displayed.
3. In the left navigation pane:
  - a. Select the **Template** from the drop-down list.
  - b. Select the **Type** from the drop-down list, select **Add Column Header** check box, and then click **Export**.
  - c. In the **Search** drop-down list, enter information in the required fields.
4. Select values in the grid and right-click on the selection to export the details to other formats, such as \*.XLS, HTML, PDF and so on.
5. To apply Filter Editor, right-click on any column header, and click **Filter Editor**. Filter Editor enables you to include a criteria filter.

 **Note:**

If you do not select any specific criteria in the search panel, by default, all the stored data gets reflected on the File Export screen.

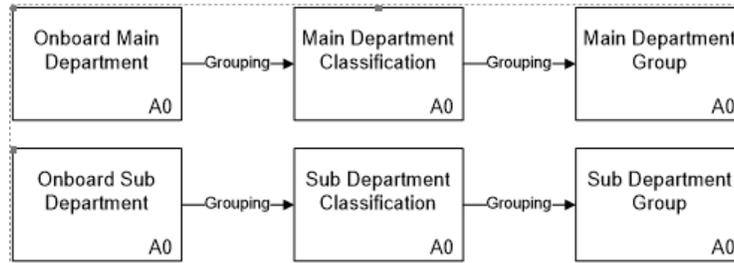
6. Right-click on the selected grid and select **Column Chooser**, to customize your selection. Drag and drop columns which are required into the **Customization** box.

## Financial Classifications

Fleet Management System Financial Classification Setup enables you to group and analyze data by classifying this data into **Main** and **Sub** departments type. Main and

Sub departments are grouped into Main and Sub departments classifications, and then grouped to Main and Sub department groups.

**Figure 2-2 Grouping of Main and Sub Departments**



This data is further classified into two categories:

- Main Department - Group Classification
  - Main departments are grouped to main department classifications, and then grouped to main department groups
    - Main department group (to be setup in FMS)
    - Main department classification (to be setup in FMS)
    - Main department of the individual vessel (as data transfer from the ship)
- Sub-Department - Group Classification
  - Sub-department are grouped to sub-department classifications, and then grouped to sub-department groups.
    - Sub-department group (to be setup in FMS)
    - Sub-department classification (to be setup in FMS)
    - Sub-department of the individual vessel (as data transfer from the ship)



**Note:**

The main and sub-department hierarchy is separate.

**Other Classifications**

Other classifications enable you to group and analyze data on cabin, category, sailing region base, and so on. Following are the current potential classifications and their descriptions:

**Table 2-1 Classifications and there descriptions**

Classifications	Descriptions
Cabin Classification	Special grouping for cabins could be: Inside, outside, suite, Crew, staff, officer.

**Table 2-1 (Cont.) Classifications and there descriptions**

Classifications	Descriptions
Category Classification	Ships stateroom categories can be grouped to the advertised brochure cabin categories, such as Deluxe Suite, Standard A; B; C, and so on.
Cruise Itinerary Classification	The cruises can be grouped by its cruise regions following brochures releases or other analyzing criteria's, such as Europe, Mediterranean , Caribbean, Alaska, Baltic, and so on.
Cruise Season Classification	The cruises can be grouped by its cruise seasons following brochures releases or other analyzing criteria's, such as Fall 2009, Spring 2010, Summer 2010, Holidays 2010, Christmas 2010, and so on.
Excursion Classification	Excursions can be classified as requested analyzing criteria's, such as City tours, walking tours, half day, full day, or Low cost, high cost, and so on.
Maintenance Area or Location Classification	Areas for maintenance analyzing can be grouped fleet wise.
Maintenance Task Group Classification	Maintenance tasks can be grouped (higher level) and classified (lower level) for analyzing purpose.
Medical Item Group Classification	Medical sales items can be grouped (higher grouping level) and classified (lower grouping level).
Menu Item Group Classification	Menu sales items can be grouped (higher grouping level) and classified (lower grouping level).
Ship Category and Ship Classification	The vessels can be grouped by its ship category (holiday, rating category *****, and so on.) or by its ship classes (gross tons, Guest capacity, and so on.)

- [Setting Classifications Types](#)

## Setting Classifications Types

This topic enables you to setup and assign Fleet Management System financial groups and classifications.

1. On the Fleet Management screen, select **Reporting and Utilities** menu, and click **General Utilities**.
2. Select **Classification Setup, Setup, Classification Type**.

### Note:

Classification Types are predefined.

## Classification Assignment

The Main and Sub department can be assigned to its respective Classification/Group by drag and drop.

1. On the Fleet Management screen, select **Reporting and Utilities** menu, and click **General Utilities**.

2. Select **Classification Setup, Assignment, Main Dept. Group** or **Sub Dept. Group**.
  - a. Select a ship. You can view the ship if the default radio button Ship view is selected.
  - b. Expand + next to **UNCLASSIFIED**.
  - c. Drag the departments from **UNCLASSIFIED** to the required department classification.

You can select multiple departments by selecting the Shift key.

3. Click **Update All Postings**.

After classifying all departments, all financial posting records (POS table) are stamped with the Classification ID and the Classification description.

## Assigning Main and Sub Department

1. On the Fleet Management screen, select **Reporting and Utilities** menu, and click **General Utilities**.
2. From **General Utilities, Setup, Classification** , select **Main Dept. Group** or **Sub Dept. Group**.
3. Right-click to add and **Group** (Main or Sub) or **Classification**(Main or Sub).

### Note:

The Classification should be linked with its higher lever Group under the Depend Type field.

## Shore Side Departments

Data or information provided in Fleet Management is useful for corporate departments like Hotel Operations, Customer Services, Onboard Revenue, Finance, Marine Maintenance, Human Resources, and Marketing.

The following topics are available in this chapter:

- [Hotel Operation](#)
- [Customer Service Department](#)
- [Onboard Revenue Department](#)
- [Finance Department](#)
- [Marketing Department](#)

## Hotel Operation

Main areas of interest are:

- Passenger data – Passenger listings per cruise/vessel/time period, including manifest data like Name, passport number, Date Of Birth, Guest picture, cruise and cabin details, address, flight details, etc.
- Guest history records (all cruises per individual Guest).

- Guest comments/complain data – per individual Guest and as analyzing summary per cruise/ship/fleet.
- Amenities and special request data.
- Medical records – individually per Guest, cruise/ship/fleet statistics. Possible medical fleet item classifications like: Procedures, Medicines, X-rays (transactions, not image), Laboratory, etc.
- Onboard spending and invoice data - Guest checks and invoice details.
- Guest Comment Card data (cruise evaluation forms) – per individual Guest (image of scanned Guest card), analyzing, data comparison and charts per department, sailing, ship, fleet comparison.
- Work-order – per individual Guest/sailing and as analyzing summary.
- Guest group data – group, members, spending and satisfactory level details.
- Financial performance per division – sales analyzing per sub-divisions like Housekeeping, Front Office using financial Fleet Management Flash Groups. Revenue reporting for selected departments only.
- House Account spending control - House Account, cruise, Guest check level.

## Customer Service Department

For post-cruise customer service contact and/or analyzing of customer satisfaction levels, main areas of interest are:

- Guest Invoices, Guest checks - can be recreated (printed, exported to file) at any time directly within Fleet Management.
- Medical insurance invoices (Insurance claim forms) - can be reproduced (if initially issued onboard using medical module).
- Individual Guest comments and complains - onboard follow up taken, Guest compensations per Guest/cruise.
- Group records and account information.
- Guest and public areas maintenance Work-order - statuses, date and time of completeness.
- Credit card authorizations, settlements per Guest/cruise/transaction can be verified if transferred and required (details masked).
- Amenities and special request – verifying inserts.
- Guest history records (all cruises per individual Guest).
- Application activities – time of check in, routing of posting, close accounts, etc.
- Gangway activities – verifying onboard presence during certain occasions.
- Individual Guest Comment Card ratings with included handwritten comments on the Comment Card.
- Complaint and work order statistics.

## Onboard Revenue Department

Main areas of interest are analyzing onboard revenue by:

- Financial main and sub-department - by ship, ship class, cruise, fleet.

- Financial classification - main and sub-group, classification.
- Shore excursion - revenue analysis, per tour, port, country, excursion, demographics.
- MICROS item analysis – item count and revenue per items (cruise, ship, fleet).
- Region analysis – revenue comparison of travel region (Alaska cruises, etc.).
- Demographic analysis – revenues per nationality, age group, gender, etc.
- Back to back spending pattern – comparison of repeaters versus first cruiser.
- Group spending comparison, reporting.
- Revenue breakdown – average passenger per day, etc.
- Selective revenue charting.

Optional OLAP cubes can be setup and filled. This allows for analysis of predefined areas and benchmarks in a fast and meaningful manner. The operator is expected to identify the data elements that are exposed in OLAP.

This includes the creation and assignment of financial sub/main department groups/ classification, item classifications, and excursion classifications.

## Finance Department

Main areas of interest to management are the financial reporting and verifying financial reports, submitted by the ships as well as cash book and payroll data.

The main financial classification usually follows the corporate financial reporting grouping.

This includes creating and assigning of financial sub/main department groups/ classifications.

- Department Analysis – reporting by financial main and sub-department (cruise, ship, fleet).
- Quarter Revenue Reporting – following the calendar quarters.
- Void journal controlling.
- Revenue reporting for Crew.
- Payment journals.
- Open balance reports.
- System account analysis.
- Cash book – reporting different currency cash books.
- Online Credit Card Management - CC authorizations, settlement, per Guest, cruise, ship, fleet, type.
- Payroll Overview And Reporting

## Marketing Department

Possibility to review customer revenue-behavior and feedback based on demographics (nationality, gender, age mix/profile). Main areas of interest are:

- Guest onboard spending based on demographics.

- Spending analyzing per department and demographics.
- Guest Comment Card summaries (if Fidelio Comment Card module is used).

Includes cruise classification, cruise region classifications, and category classifications.

## Adding and Editing a Ship

The section describes how to configure a new ship or edit an existing ship details in Fleet Management Viewer.

1. On the **Administration** screen, click **Ship Setup**.
2. Select **Details** and then select **Fleet Management**.
3. Fill in the following details in **Ship Details**:

**Table 2-2 General properties for Adding a Ship**

Properties	Description
<b>Status</b>	Select the status as <b>Active/Dry Dock/Inactive</b> . By default, the status is Active. This is a mandatory field.
<b>Ship ID</b>	Enter the ship ID. The ship ID should be between 11 and 98. The Ship ID must be unique and if duplicated, gives an error. This field is mandatory.
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> This field is enabled only in the <b>Add</b> mode. Right-click to edit this field.</p> </div>
<b>Ship Name</b>	The Ship Name of the selected ship gets automatically displayed.
<b>Ship Short Name</b>	The Short Name of the selected ship gets automatically displayed.
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> This field is enabled only in the <b>Add</b> mode. Right-click to edit this field.</p> </div>
<b>Company Name</b>	Enter the name of the company. Maximum length should be 50. A pre-filled list of existing distinct values of this column can be displayed for selection. If you want to enter a new value, type the value. The status is enabled always and this field is not mandatory.
<b>Classification</b>	Select the <b>Classification</b> from the drop-down list.

**Table 2-2 (Cont.) General properties for Adding a Ship**

Properties	Description
<b>Category</b>	Select the <b>Category</b> from the drop-down list.
<b>Security Class</b>	Shows the default.
<b>Ship Image</b>	Shows the image of the ship.
<b>ERS status</b>	Select the status as <b>Yes</b> or <b>No</b> . By default, the status is set to <b>NO</b> . If you select Yes, you are setting frequent data transfer from ship to shore.

 **Note:**

This option should be enabled in case of Emergency only.

- In the **Selected Ship Partitions List**, select only the tables.

 **Note:**

Green color signifies the tables exist, and red color signifies the tables does not exist.

- Click **Save**. Click **Yes** to continue.
- In the left navigation pane, under **Ship Selection**, right-click on the ship you need to edit. Do the required changes and the data is edited and saved in database.
  - [Resonline for Adding and Editing Ship](#)
  - [Change Logs and Error Logs Details](#)

## Resonline for Adding and Editing Ship

The section describes how to configure Resonline when we add and edit a new ship.

- On the **Administration** screen, click **Ship Setup**.
- Select **Details** and then select **Resonline**. Fill in the following details for Resonline:

**Table 2-3 Resonline Details**

Details	Description
<b>Status</b>	Select the status as <b>Active/Dry Dock/Inactive</b> . By default, the status is Inactive. This is a mandatory field.
<b>Ship Code</b>	Ship Code of the selected ship gets automatically displayed. This field is cannot be edited in Resonline.

**Table 2-3 (Cont.) Resonline Details**

Details	Description
<b>Ship Name</b>	Enter the name of the ship. Maximum length should be 50. The status is enabled always and this fields is mandatory. This field is cannot be edited in Resonline.
<b>Ship Short Name</b>	Enter a short name for ship. Maximum length should be 4. The status is always enabled and this field is mandatory. The short name must be unique and if duplicated gives an error. This field is cannot be edited in Resonline.
<b>Source Ship Code</b>	The Source Ship Code of the selected ship gets automatically displayed. This field is cannot be edited in Resonline.
<b>Days range for Data</b>	This field is enabled and you can enter the number of days you want the data. By default, the date range is set to 14.
<b>Assigned to Machine</b>	This field is enabled and all the existing values are reflected. from which you can select the Machine. You can also enter another machine name in case the existing values do not suite you.
<b>Guest History</b>	This field is optional. By default, this option is disabled. Enable this option if you want to send the Guest History via Resonline.
<b>Resonline Uploading Enabled</b>	This option decides if Resonline would start processing data. This Flag must be set to Enabled status only when we want Resonline to begin data processing. By default, The <b>Uploading Status</b> is <b>Yes</b> and the <b>Hammering Status</b> is set to <b>No</b> .
<b>Itinerary Application</b>	<ul style="list-style-type: none"> <li>• <b>Ship Send Before:</b> Displays the days how many days before the ship Itinerary Application is sent.</li> <li>• <b>Ship Send Upto</b> Displays the number of days the itinerary is created for.</li> </ul>

3. In the **Ship Partitions List**, you can view the details of tables and partitions.

 **Note:**

Green color signifies the tables exist, and red color signifies the partition does not exist.

4. Click **Save** and you can see an message asking you continue. Click **Yes** to continue and **No** to discontinue.

## Change Logs and Error Logs Details

1. On the Administration screen, click **Ship Setup**.
2. Select **Change Logs** or **Error Logs**.
3. Under **Ship Selection**, select the ship. The data is displayed on the Change Logs or Error Logs screen.

By default, the results are populated with date and time and in the descending format.

Following is the column description for Screen Change Logs and Error Logs:

**Table 2-4 Column description for Change Logs and Error Logs**

Column	Description
<b>Procedure Name</b>	Ship Insert/Update/ with schema name.
<b>Log Details</b>	Displays the detailed log of what activity is performed by the Admin.
<b>Changed By</b>	Displays the User ID of the logged in user.
<b>Changed Time</b>	Displays the date and time of the changed log and the time of error.

## Adding Users and Groups

User authorization privileges are configured within the Fleet Management Administration module. Fleet Management uses an authorization mode where each user belongs to one or more user groups, and then the user gets all the privileges assigned to the user group(s). Alternatively, Fleet Management can use Active Directory as an alternative for authentication/authorization. In the Active Directory mode, the Microsoft Windows user is used to login into the Fleet Management.

To add Groups and Users to the Cruise Fleet Management System:

1. To create a group:
    - a. On the Fidelio Cruise Fleet Management System screen, from the **Administration** menu, select **General**.
    - b. On the **Administration** screen, click **User Security** and then click the **Group**. On the left panel under Groups, right-click on any group and click **Add**.  
After mentioning the information regarding the group and the user rights selected, click **OK** to save. The administrator can select the various modules to create groups.
  2. To create a user:
    - a. On the **Administration** screen, click **User Security**. On the left panel under **Groups**, right-click on any group and click **Add**.
    - b. Enter the **User Login, Password, First Name, Last Name, Group**, and **Class**. You can enable or disable the user by selecting the **User Enabled** check box.
    - c. Select the drop-down list of the group section and then click **OK**.
- [Logging And Security Shore-Side](#)
  - [Active Directory Integration In Fleet Management System](#)

## Logging And Security Shore-Side

In Fleet Management System users are assigned rights based on their department/ group. The departments can be Finance, Operations and Administrators and rights that are assigned to them. Any access right is assigned based on group and users can be allotted within them, thus maintaining a filter of access. The groups that are part of

Administrators have full rights. In case of invalid user name or password, warning gets displayed on the screen. The user is locked out on the 7th time for 5 minutes after 6 attempts to login with incorrect credentials are made.

Fleet Management System has a screen dedicated to showing the log of users' access to different modules and applications. The details of users are shown along with the activity they performed on the application. The date, workstation, OS User and user name are captured.

### Logging In FMS Database Shore-Side

Logging In Fleet Management System Database Shore-Side explains the Activity Logs of the logged in user.

- The log of user's access to different modules in Fleet Management System application is stored in the ACTIVITY\_LOG table in FCFMSADMIN schema in the database.
- The ACTIVITY\_LOG table logs in all activities of the user in the FMS System. These details can also be viewed from the application via 'FMS Activity Log Viewer'
- Any schema level DDL AUDIT triggers that trap any type of DDL activity performed on any schema. Each DDL activity performed is recorded in the FIDELIOBK.DDL\_AUDIT table.
- FIDELIOBK.DDL\_AUDIT table traps activities like CREATE, ALTER, DROP, RENAME OR TRUNCATE ON SCHEMA.

## Active Directory Integration In Fleet Management System

Active Directory is activated by changing a parameter in the database. The parameter table has a flag Y/N as PAR\_VALUE within the Group, when the parameter is set to Y the Active Directory is integrated in Fleet Management System. The integrated Active Directory functions in the following manner:

- Upon startup the application fetches the active directory information of the OS user.
- Once the user is authenticated by the active directory, only then they are able to access the application. If the authentication is not done, then the application closes after giving a message.
- The active directory connection details are logged once the Active Directory authentication is done. The details logged are date, user, domain, email, group, and work station.
- If User Groups do not already exist then they are added to the User Groups of the Active Directory.
- The Operating System user gets the rights assigned to the Active Directory Groups within the application.

### Setting up Active Directory

To set up an Active Directory:

- Identify the users who must have administrator rights in the Fleet Management System Application.
- Ensure all such users belong to the same domain

- Notify the exact domain group name for administrator rights so that we can set them up.
- Once rights are granted via Fleet Management System, the domain group users can try running the Fleet Management System from their domain group logged in machines.
- Any user of the domain with administrator rights can grant or revoke rights to users of other domain group.
- All user rights work based on domain group, hence any user belonging to a domain has same rights as members of that domain group.
- A user belonging to more than one domain group would have the rights that are union of both domain group.
- Once a user from any new domain group logs in; their details are automatically entered in required tables.
- The administrator user from the Administrator group as identified above can then give desired rights by right clicking on the domain group and selecting edit.

# 3

## Fleet Management Components

Fleet Management (FM) is comprised of the following components.

- Oracle Hospitality Cruise Emergency Response System (ERS)
- Oracle Hospitality Cruise Gangway Activity
- Oracle Hospitality Cruise Encryption Manager (EM)
- Oracle Hospitality Cruise Security Server
- Oracle Hospitality Cruise Sender And Oracle Hospitality Cruise Receiver
- Oracle Hospitality Cruise Corporate Data Transfer Interface
- Oracle Hospitality Cruise Watchdog
- Oracle Hospitality Cruise Itinerary Tracker
- Oracle Hospitality Cruise Report Auto Sequencer
- Oracle Hospitality Cruise Workflow

Fleet Management(FM) is comprised of the following add-ons:

- Oracle Hospitality Cruise Corporate Access Module
- Oracle Hospitality Cruise ResOnline
- Oracle Hospitality Cruise Universal Check In XML Generator

# 4

## Emergency Response System (ERS)

The Emergency Response System controls the emergency situation of passengers, crew, and visitors on the ship. The system helps identify the latest status of passenger/crew/visitor on the ship and can be used to update their emergency contact information.

- [Logging in to Emergency Response System](#)
- [Viewing Vessels in Emergency](#)
- [Viewing Passenger Details](#)

### Logging in to Emergency Response System

The first screen of the Emergency Response System web application is the login screen. Enter the user name and password in order to login to the Emergency Response System system. You can use your Fleet Management credentials to log in here.

1. In the upper left corner from the drop-down list, select the language of your choice.
2. Enter your **User Name** and **Password** to access the information about the ship, or click **Family member's Login** to directly access the information about your family members. **Family Member's Information** screen is displayed.

You can access the family member's information for crew and passengers from here.

3. On the **Family Member's Information** screen, select the **Passenger** check box to find the information for passengers family members and **Crew** check box to find the information for crews family members.

All fields are mandatory.

### Viewing Vessels in Emergency

If there is any vessel in emergency, user can view it. The vessel in emergency shows the Passengers, Crew and Visitors information.

1. Click **Vessel Emergency**, and the **Vessel Emergency** screen appears.
2. The **Vessel Emergency** screen shows the name of the Vessel that is in emergency and **Passengers**, **Crew** and **Visitors** information for that particular vessel. It also displays the number of passengers who **Need Assistance**, such as wheelchair assistance and so on.

The grid includes the following passenger information:

**Table 4-1 Vessel Emergency Information**

Information Displayed	Description
Checked In	Number of Passengers, Crew, Visitors, and Needs Assistance passengers who have checked in.
Onboard	Number of Passengers, Crew, Visitors, and Needs Assistance passengers who are Onboard.
Shoreside	Number of Passengers, Crew, Visitors, and Needs Assistance passengers who are on the shore.
Missing	Number of Passengers, Crew, Visitors, and Needs Assistance passengers who are missing.
Verified	Number of Passengers, Crew, Visitors, and Needs Assistance passengers who are verified.
Not Verified	Number of Passengers, Crew, Visitors, and Needs Assistance passengers who are not verified.

3. Click on the numbers under **Passengers, Crew, Visitors, and Needs Assistance** passengers to know the details about the passengers in distress.
4. Click on the number of passengers under **Checked In Passengers**, and **Checked In Passengers** screen is displayed. You can see the **Missing, Verified, and Not Verified** passenger information on the **Checked In Passengers** screen.
5. Repeat [step 4](#) for **Onboard** and **Shoreside** passengers.

## Viewing Passenger Details

1. Click on the name of the passenger to view the passenger details. The Passenger Details screen appears.
2. Enter **Person Details** in the given fields.
3. Enter **Emergency Contact Details** in the given fields.
4. Enter **Travel Agent Details** in the given fields.
5. Enter the following **Additional Details** in the given fields.
  - **Life Boat:** Location of the life boat on the ship.
  - **Muster Station:** An area where all passenger gather at the time of performing mock drill/announcement from the captain.
6. On **Passenger Details** screen, click **Emergency Information**. Enter the emergency information in the given fields.
7. On **Passenger Details** screen, click **View Change Log**. Log is maintained by the Emergency Response System web application and it is displayed on the **View Change Log** screen.
8. On **Passenger Details** screen, click **Travelling With**. This screen shows the data regarding the people who are travelling along with passenger.

# 5

## Gangway Activity

Gangway Activity tracks the gangway movement of visitor/passengers/crew.

- [Viewing OHC Gangway Activity](#)

### Viewing OHC Gangway Activity

1. Log on to the Gangway Activity application to search for the relevant data of the gangway movement of visitor/passengers/crew.
  - a. Enter the username and password.
  - b. Select the Language of your choice from the drop down list. The language selection box is for selecting the Language in which the user wants to access the application.
  - c. If you enter the wrong credential, an error message is displayed and the user is unable to log in.

 **Note:**

Please note that FMS credentials can be used to login Gangway Application.

- d. On the OHC Hospitality Gangway Application screen on the top right drop down shows the details of the logged in user's name and other information about the application. The list shows User Profile, Help, About and Sign Out options.
  - e. On selecting the User Profile a popup appears as seen in the following image. This shows all the groups to which logged in user is associated with.
2. Click **Search**. Enter information in all the required fields in order to perform a detailed search. The search results are displayed in the right pane.
    - a. In the left search menu user can use search criteria as selection of Ship, Voyage, and Passenger's name. These are basic search criteria.
    - b. Click **Show Advance Search** for more search features, such a Booking number, Gender and Activity date of user.
  3. On the basis of user search criteria, result appears on the right side of the Search panel screen. The search results for that particular passenger is displayed.
    - a. On the OHC Gangway Application screen, in the top left there is Search Menu for hiding and showing side bar and on the right side there is Report button, which downloads the report result in PDF format. User can view image in different sizes, small, medium and large.
    - b. Use the **Go** button to type a column name or can also drop a column from the table, this shows the result as per the selected Groups.

**Table 5-1 Search Details**

Details	Description
Person Details	Details of the Passenger/Crew/Visitor.
Image	Image of the Passenger/Crew/Visitor.
Ship	Ship Name of the Passenger/Crew/Visitor.
Voyage	Voyage Name of the Passenger/Crew/Visitor.
Name	Name of the Passenger/Crew/Visitor.
Cabin	Cabin number Passenger/Crew/Visitor.
Type	Type of the user ex: Crew.
Age	Age of the Passenger/Crew/Visitor.

Some additional columns are also added only on the advance search selection. For example, Gender, Activity Date and Booking Number, when the specific is selected. Columns can also be reordered. You can select any column and drag and drop columns on any position. Sorting is also allowed in the table data. Filter the results on the basis of value.

4. Click the **Filter** icon on table column header to select value for filtering the column.

You get the filtered data as described in the following image. To remove any filter, you can remove the selected data for filtering. Group the result on various columns. It is also possible by dragging and dropping columns directly from the table.

5. Click **Enter** or **Go** to see data in groups. When you click every Passenger entry, you can see the details of that passenger in a popup window. This page also provides Report generation.

- a. Click on the Cabin number to view the number of occupants in the cabin. Other details such as, **Voyage, Name, Type, Age, and Gender** are also displayed.

You can view other users associated with the same cabin by clicking the cabin number in Passenger Information popup window.

- b. Gangway application provides two reports. One is with the Passenger list in main search page and second is for Passenger's specific data in Gangways User Information Popup window. First page downloads report for all the Passenger/crew and visitors named UserListReport.pdf.

# 6

## Encryption Manager (EM)

The purpose of Encryption Manager(EM) is to provide guidelines to change the encryption key within Fleet Management.

The Encryption Manager screen has following tabs:

**Table 6-1 FMS Encryption Manager Screen**

Tabs	Description
Encryption	<p>Encrypts the message using public key in Microsoft Message Queuing (MSMQ) and decrypts using Private Key before inserting in Corporate Data Transfer Interface (CDTI). Corporate Data Transfer Interface (CDTI) should have this key and it should be stored in Extensible Markup Language (XML) Templates.</p> <p>Use this tab to view columns that are currently encrypted and to add columns as part of an encryption.</p>
Decryption	<p>Shows which columns are encrypted and need to be removed from encryption and should be seen as plain text in future. The user can select from the currently available columns and decide not to encrypt.</p>
Encrypted Data PCI Adjustment	<p>Picks up the data that is older than a year and is in an encrypted form. To decrypt it, mask the number except last 4 digits &gt; again encrypt and it stores the data.</p> <p>Example:</p> <ul style="list-style-type: none"><li>• <b>PLAIN:</b>1233456789081114</li><li>• <b>ENCRYPTION:</b> AXS12556HSndhdhsdjhw781738</li><li>• <b>DECRYPT:</b> 1233456789081114 if the credit card is older than 1 year then MASK. MASK-XXXXXXXXXXXX1114</li><li>• <b>Again Encrypt:</b> AXS12556HSndhdhsdwewvh232vvevevr38</li><li>• <b>Decrypt:</b> Only last 4 digits are available on the screen</li></ul>

**Table 6-1 (Cont.) FMS Encryption Manager Screen**

Tabs	Description
Conversion from Old to New	<p>Picks the encrypted data and decrypt from old method and encrypts again to new method.</p> <p>FM encryption manager fetches the information from <code>FM_ENCRYPTION_COLUMNS</code> table and knows whether the data is in FM or SPMS method.</p> <p>If the FM sender (FM sender 8.4. and above) uses old method, the sender needs to install encryption manager, convert the data to new method using this tab.</p> <p>The latest version of sender uses only the SPMS new algorithm, it does not support old method.</p> <p>There is a prerequisite to run the script <code>FMS_FCONSOL_ALTERS.SQL</code>.</p> <p>When you click on convert from old to new, it checks for all data which is NULL in column <code>CRD_ENCRYPTION_TYPE</code> and it starts converting to new method and in the end the column is marked as new.</p> <p><b>Pre-requisite:</b> Select FidelioBK in Sender and Receiver on both sides.</p> <p>The scenarios can be:</p> <ul style="list-style-type: none"> <li>• Data is stored in FM Encryption method</li> <li>• Data is stored in SPMS encryption method but using Old key</li> <li>• Data is stored in SPMS encryption method but using New key</li> </ul> <p>Old method = FM or SPMS (old algorithm). New method= SPMS (new algorithm). SPMS 8.0 and above strictly uses new algorithm. FM data viewer also must be 8.4 and above.</p>
RSA Encryption Key	<p>Encrypts the message using <b>Public Key</b> in Microsoft Message Queuing (MSMQ) and decrypt the message using <b>Private Key</b> before inserting in Corporate Data transfer interface (CDTI). CDTI needs to know this key and is stored in XML Templates.</p>
Fidelio BK Keys	Shows the schema and the password.
Settings	Use to view and configure settings.

# 7

## Security Server

FMS Security Server hosts sensitive information like FidelioBK schema password and KEK key. It stores these two parameters in encrypted form in the configuration file. It uses DPAPI (Data Protection Application Programming Interface), a windows based encryption and machine level key for the encryption.

- [Security Server Encryption](#)
- [Secure Clients](#)
- [Importing the Self-Signed Certificates](#)
- [Internet Information Services \(IIS\) Set Up](#)
- [Adding HTTPS Binding](#)
- [Updating the Configuration File](#)
- [Frequently Asked Questions and Troubleshooting](#)

## Security Server Encryption

Fleet Management Security Server hosts sensitive information like FidelioBK schema password and Key Encryption Key(KEK) key. It stores these two parameters in encrypted form in the configuration file. It uses Data Protection Application Programming Interface (DPAPI), a windows based encryption and machine level key for the encryption. Server should be run as Administrator.

FidelioBK schema password and Key Encryption Key(KEK) key in plain text :

```
<?xml version=1.0 encoding=utf-8 ?>
<configuration>
  <appSettings>
    <add key="FidelioBkPassword" value="" />
    <add key="KEKKey" value="" />
    <add key="ServiceUrl" value=" https://<machine_name>/FMSSecurityServer/
FCTransactionsService.asmx" />
  </appSettings>
```

FidelioBK schema password and KEK key in encrypted form:

```
<?xml version=1.0 encoding=utf-8 ?>
<configuration>
  <appSettings configProtectionProvider=DataProtectionConfigurationProvider>
    <EncryptedData>
      <CipherData>
        <CipherValue>AQAAAANCmnd8BFdERjHoAwE/C1
+sBAAAA0rBRLmkdWUumfaBjzssrgwQAAAACAAAAAAADZgAAwAAAAABAAAAjrjz1Mv9n/
9YTWeJObREGAASAAASAAACgAAAAEAAAAE7s1WJ6avIdjl/
xCJFSHxXAAQAADGvQLFOHv5bbu8yElnDggZyC4g441wOzgp015Z1SxmmlV0ZF1W
+3jE1b0d7JQnGSU5oiJ9IcXicYUOHFPZuHSHLf3jVVazGOqFVYyX/PlsJ7KLAwbNIOsYITbj8C5u
+fCLasFWd7RTjkJUH/
ToqsUMHrPYwqzbeNe6tq9dngHoboA0DrI5tLjqBaQnaqxhMAYd3N1lBRPFNPDq2ah5nJoMTOjpsbzGvfzQ91x
BlFaIk4ntdYcn3V9Lo2sn9zSHrFu/DbdeHN+xHtehFuUC4wlzAc
```

```

+h120y87tXuI72z5txCEsRwKM7tPqibqlvtje/si8H0SSzu5oA8P2tN1rzun+bd5il//
vQG74WxgwWeMLA4gXbRg6Re7yXQDlmgNaqf36SEx7mtZa4TjjjYIkz2LkSxXDUuTiSYNd5w18N2xJyn8rXpV0
zZeI8kKIAU/WPlaGWR5fvwtmfUskc+K3a7A23epLY8/fG2IqaVdiIXq8ZpoLPoT
+ksL4DTLz6TyIn54Mj7y0+kqaeR7fYxvIwCiZzNTcVtjtcnPneu4f7GOLjsn6Ujyk08b0+
+YjpfzLRyYNjBuuXp4DPynPKSpAoqhQAAADhdk==
</CipherValue>
  </CipherData>
</EncryptedData>
</appSettings>

```

## Secure Clients

On startup, any client (applications/interfaces/web services) connects to the server for the first time and fetch FidelioBK password and Key Encryption Key (KEK) key and store in their configuration files. Clients also store them in the encrypted form like servers. Then onwards client uses FidelioBK password and Key Encryption Key (KEK) key stored in the configuration files. Client needs to connect to the server again in case of change in the FidelioBK password or Key Encryption Key (KEK) key.

The changed FidelioBK password and Key Encryption Key (KEK) Key need to be updated in the Server using the Graphical User Interface (GUI).

**Figure 7-1 Server Logs for Successful Secure Client Connection**



**Figure 7-2 FidelioBK Password and KEK Key Fields on the Administration Tab**



## Importing the Self-Signed Certificates

Use Microsoft Management Console (MMC) to import the certificates.

1. Import the PFX into the local computer's Trusted Root Certification Authority Certificates folder.
  - a. Open the MMC by selecting **Start**, clicking **Run**, and then entering **MMC**. Click **OK**.
  - b. Select **File**, and click **Add / Remove Snap In**.
  - c. Double-click **Certificates**.
  - d. Select your computer account, select **Local Computer**, and then click **Finish**.
  - e. Click **OK**. The Snap-In window closes.
  - f. Click [+] to expand **Certificates**, **Trusted Root Certification Authorities**, and **Certificates**.
  - g. Right-click on **Certificates**, select **All Tasks**, and then click **Import**.
  - h. Click **Next**.
  - i. Click **Browse**, select the PFX to import, and then click **Open**.
  - j. Click **Next**.
  - k. Select **Place all certificates in the following store**, and then make sure that **Trusted Root Certification Authorities** is visible in the **Certificate Store** section.
  - l. Click **Next**.
  - m. Click **Finish**, and then click **OK**.
2. Import the PFX file into the local computer's Personal Certificates folder.
  - a. Open the MMC by selecting **Start**, clicking **Run**, and then entering **MMC**. Click **OK**.
  - b. Select **File**, and click **Add / Remove Snap In**.
  - c. Double-click **Certificates**.
  - d. Select your computer account, select **Local Computer**, and then click **Finish**.
  - e. Click **OK**. The Snap-In window closes.
  - f. Click [+] to expand **Certificates**, **Personal**, and **Certificates**.
  - g. Right-click on **Certificates**, select **All Tasks**, and then click **Import**.
  - h. Click **Next**.
  - i. Click **Browse**, select the PFX to import, and then click **Open**.
  - j. Click **Next**.
  - k. Select **Automatically select the certificate store based on the type of certificate**.
  - l. Click **Finish**, and then click **OK**.

## Internet Information Services (IIS) Set Up

The following sections describe how to set up IIS based on your operating system (OS):

- [Setting Up IIS on Microsoft Windows 7](#)
- [Setting Up IIS on Microsoft Windows Server 2008 and 2008 R2](#)
- [Setting Up IIS on Microsoft Windows Server 2012](#)
- [Setting Up IIS on Microsoft Windows Server 2016](#)

### Setting Up IIS on Microsoft Windows 7

1. On the **Start** menu, select **Control Panel**, and then click **Programs**.
2. Under **Programs and Features**, select **Turn Windows features on or off**.
3. In the **Windows Features** list, expand **Internet Information Services**, and then expand **World Wide Web Services**.
4. Expand **Common HTTP Features**, and then select **Static Content**.
5. (Optional) To manage local and remote web servers and sites, install Internet Information Service (IIS) Manager by selecting **Internet Information Services**, expanding **Web Management Tools**, and then selecting **IIS Management Console**.
6. Click **OK** to complete the installation.
7. In the **Windows Features** list, expand **Microsoft .NET Framework**, and then select **Windows Communication Foundation HTTP Activation**.
8. To verify that the web server has been installed correctly, start your browser, and then type `http://localhost` in the address bar. The default web site opens and displays the IIS image. If the IIS image does not appear, then verify that you have configured static content on IIS, as described in step 4.

### Setting Up IIS on Microsoft Windows Server 2008 and 2008 R2

1. On the **Start** menu, select **All Programs**, select **Administrative Tools**, and then click **Server Manager**.
2. In the navigation pane, select **Roles**, and then click **Add Roles**.
3. In the Before You Begin window, click **Next**.
4. In the Select Server Roles window, select **Web Server (IIS)**, click **Next**, and then click **Next** again.
5. In the Select Role Service window, expand **Common HTTP Features**, and then select **Static Content**. Other features that are selected by default can remain selected.
6. Click **Next**, confirm your selections, and then click **Install** to complete the installation.
7. When the installation is complete, click the **Close** button.

8. To verify that the web server has been installed correctly, start your browser, and then type `http://localhost` in the address bar. The default website opens and displays the IIS image. If the image does not appear, then verify that you have configured static content on IIS, as described in step 5.

## Setting Up IIS on Microsoft Windows Server 2012

1. On the Start page, select **Server Manager**.
2. In the navigation pane, select **Dashboard**, and then click **Add roles and features**.
3. In the Add Roles and Features wizard, on the Before You Begin screen, click **Next**.
4. On the Select Installation Type screen, select **Role-based** or **feature-based** installation, and then click **Next**.
5. On the Select Destination Server screen, click **Select a server from the server pool**, select your server from **Server Pool** list, and then click **Next**.
6. On the Select Server Roles screen, select **Web Server (IIS)**, and then click **Next**.
7. Click **Next**.
8. On the Confirm Installation Selections screen, click **Install**.
9. Confirm that your installation completed successfully, and then click the **Close** button.
10. To verify that the web server has been installed correctly, start your browser, and then type `http://localhost` in the address bar. The default website opens and displays the IIS image.

## Setting Up IIS on Microsoft Windows Server 2016

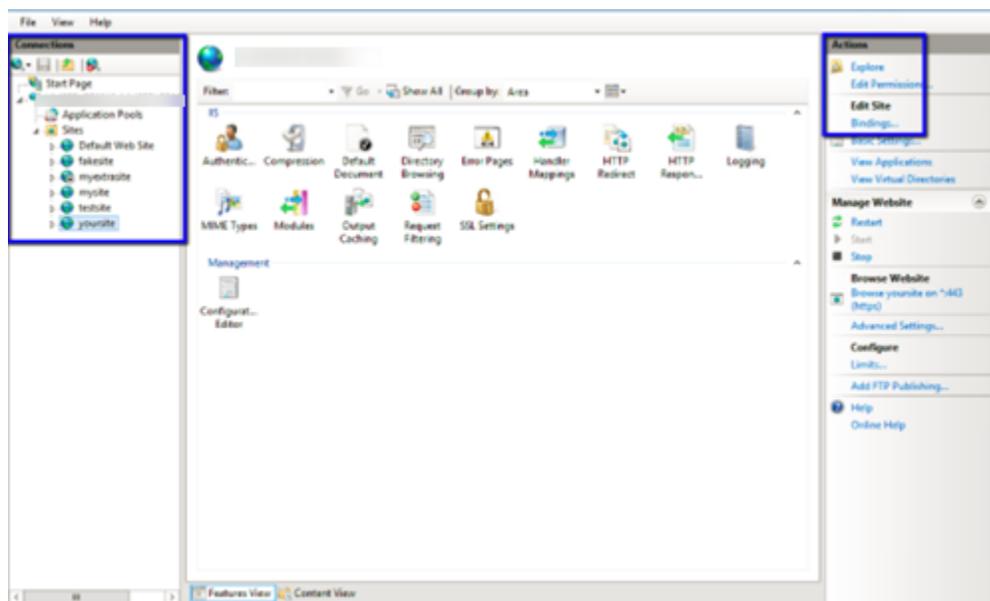
1. On the Start page, select **Server Manager**.
2. Select **Add roles and features**.
3. On the Before You Begin screen, click **Next**.
4. On the Select Installation Type screen, select **Role-based or feature-based installation** and click **Next**.
5. Click **Select a server from the server pool** with the current machine selected, and then click **Next**.
6. On the Select Server Roles screen, check **Web Server (IIS)**. If a new window opens advising additional features are required, click **Add Features** to install, and then click **Next**.
7. Click **Next**.
8. Read the IIS information, and then click **Next**.
9. Click **Next** to install the defaults.
10. On the Confirm screen, review the install items, and then click **Install**.
11. Once complete, click the **Close** button.
12. To verify that the web server has been installed correctly, start your browser, and then type `http://localhost` in the address bar. The default website opens and displays the IIS image.

13. Run FMS Suit and select FMSSecurityServer to add the component to install it on the machine. It will automatically create a folder with the same name FMSSecurityServer under C:\inetpub\wwwroot folder.

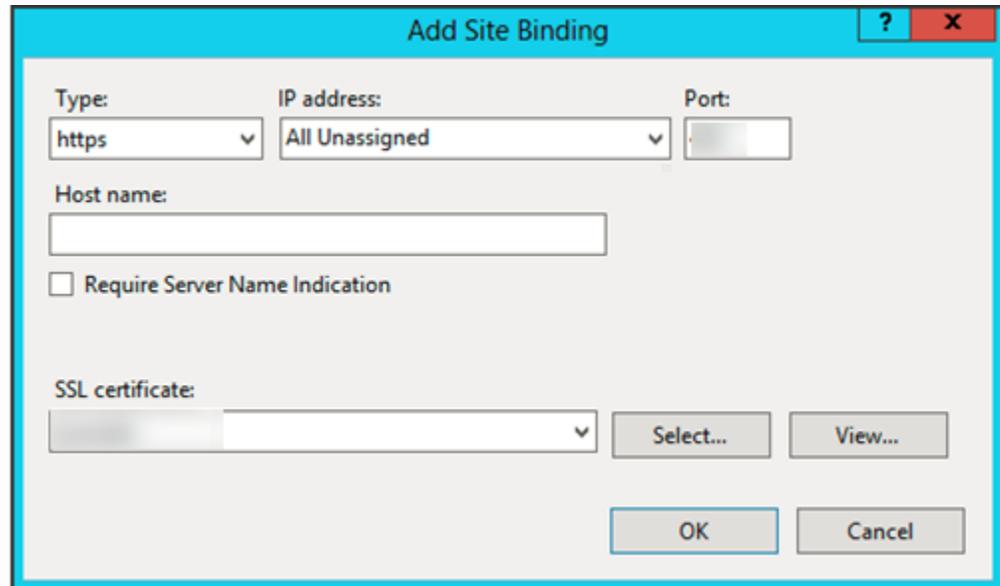
## Adding HTTPS Binding

After setting up an Internet Information Services (IIS), the IIS will use the default port 80 and the binding is HTTP. To add HTTPS binding, create a certificate or buy a certificate from service providers.

1. In **Internet Information Services (IIS) Manager**, under **Connections**, expand your server's name, and then expand **Sites**. FMSsecurityServer can be seen under the default web sites.
2. Right click on **FMSSecurityServer**, and then click **Convert to Application**.
3. Select the FMSSecurityServer website for which you want to install the SSL Certificate.
4. In the **Actions** menu, select the **Bindings** option under **Edit Site**.



5. In the Site Bindings window, click **Add**.
6. In the Add Site Binding window, enter the following information:
  - For **Type**, select **https** from the drop-down list.
  - For **IP Address**, select **All Unassigned** from the drop-down list.
  - For **Port**, enter 443. If you are using a non-standard port for SSL traffic, enter that port number.
  - For **SSL Certificate**, select the recently imported SSL Certificate from the drop-down list.



7. Click **OK**. The SSL Certificate is now installed.
8. To test the HTTPS binding:
  - a. Select **IIS Web Site**, and then select **Browse \*:443(https)** from the right panel. The IIS home page opens in a web browser.
  - b. If you used a self-signed certificate, a certificate error is displayed in the browser. To proceed, accept the certificate exception. If you have a self-signed certificate, the certificate error is not display; instead, the IIS home page with HTTPS is displayed.

## Updating the Configuration File

To run the Security Server application, you must add or update the `<appSettings>` section in the Configuration file.

1. For Microsoft Windows applications, open the `app.config` file for editing.  
For Web applications, open the `web.config` file for editing.
2. Ensure the `<appSettings>` section is added/updated as follows:

```
<appSettings>
  <add key="FidelioBkPassword" value="" />
  <add key="KEKKey" value="" />
  <add key="ServiceUrl" value=" https://<machine_name>/FMSecurityServer/
  FCTransactionsService.asmx" />
</appSettings>
```

## Frequently Asked Questions and Troubleshooting

- Where is the Security Server installed?  
The Security Server is installed on the IIS Machine.
- Who uses the Security Server?

An IT manager or administrator at the client site or support personnel use the Security Server.

- What is the purpose of the Security Server?

The Security Server is used to host sensitive information like FidelioBK password and KEK key.

- What logs are available for the Security Server?

The Activity Log displays information when a client connects and grabs the FidelioBK password and KEK key. It is stored in the installation directory (C:\inetpub\wwwroot\FMSSecurityServer\bin\Log).

The Exception Log is stored under the inetpub folder (C:\inetpub\wwwroot\FMSSecurityServer\bin>Error).

The Trace Log is used when the above logs are not helpful for troubleshooting. Tracing can be enabled in the server and client configuration files using the <system.diagnostics> section that generates a detailed trace file (called messages.svxlog) with information on errors messages and warnings. The trace log file can be viewed using the SvcTraceViewer.exe tool. Tracing needs to be disabled after the trace file is created; otherwise, it creates a huge file.

# 8

## Sender and Receiver Data Transfer Interface

The FM Transfer Interface is a dynamic data transfer Interface catering to the various needs of the Fleet Management (FM) from Oracle Hospitality Cruise for transporting data to and from ships to a shore side repository. It uses Microsoft Message Queuing (MSMQ) as a basis for its transport mechanism. The Interface is comprised of two components:

- Sender
- Receiver

Both components make the full Interface and both are needed, though not necessarily on each end of the transfer to do a 2-way communication. For a typical FM Transfer, it is not necessary to have both the Receiver onboard and the Sender shore side as the transfer is only 1-way. But once more components are added requiring a 2-way transfer then both components are required at each end. The Interface is very complex and changing any of its settings arbitrarily could result in data not transferring across successfully. It is therefore recommended that Oracle Hospitality Cruise is informed before making any serious changes. Among changes to coordinate are: moving the Interface to another computer, changing queue names, changing the operating system (OS) of the computers, running the Interface, or modifying the transfer setup directly inside the **FM\_TRANSFER** table.

Also note that increasing or decreasing the Batch Size for different tables or the Thread counts should not be done merely because the option exists. Its settings are based on a lot of testing and changing these could result in longer transfer times, bottlenecks on the satellite and exhausting the resources of the computers running the Interface or the Database Server. Furthermore, Oracle Hospitality Cruise recommends that even general setup changes from within the Interface should be coordinated and carried out by one designated person for the whole fleet.

- [Configuring Sender](#)
- [Setup and Configuration](#)
- [Interface Preparation and Best Practices](#)
- [Pre-Requisite](#)
- [Receiver](#)
- [Syncing Data](#)

## Configuring Sender

### Select the Data Source

The Sender is the first component of the Fleet Management Transfer. After you select a file,

1. From the drop-down, select the **Data Source**.

2. In the user column, provide the database user to the corporate schema. Currently, the only user to be assigned at the FM Sender is FIDELIO.
3. After providing the password, add additional database users. Click **+**, to add the users.
4. Click **Apply** to save the settings and launch the FM Sender application.

The settings are saved in an XML file called ConfigSettings. The password is saved in 128 bit encrypted form. These Settings can always be modified by clicking on the **Config Settings** button under the **Settings** tab of the FM Sender.



#### Note:

If any settings are modified or new queue entries are added, the Interface must be restarted for these settings to take effect.

### Activity Status

The Activity Status shows the activity status of Fleet Management Sender.

**Table 8-1 Activity Status**

Activity Status	Description
<b>Direction</b>	The transfer tables are divided in various groups for ease of transfer settings. Each direction above shows different set of tables. The Settings of tables are explained later in the Settings tab.
<b>Status</b>	The status of the direction group which is being transferred.
<b>Last Transferred Date</b>	The last date on which the data was transferred for that Direction Group.
<b>Next Transfer At</b>	The next scheduled date and time on which the next transfer would take place for that Direction Group.

**Table 8-2 Columns of the Data Grid**

Columns	Description
<b>Destination</b>	Receiving end of the transferred data.
<b>Direction Group</b>	The direction group of data which is being transferred.
<b>Ship</b>	Ship number.
<b>Table</b>	Table which is being transferred from the visible direction group.
<b>Transferred On</b>	Date along with time on which the table is transferred.
<b>Batch</b>	Each transfer table is divided into batches for transfer. The batch number getting transferred with respect to total number of batches shows up here.
<b>Records</b>	Number of records transferred of the batch.
<b>Remarks</b>	Any error/warning or remark of the batch being transferred is shown.

 **Note:**

The other two tabs, **MSMQ Monitor** and **Log reader** of the Sender are used for debugging by the support team.

### Settings

The settings tab shows direction groups, their transfer timings and MSMQ (Microsoft Message Queuing) level information. Direction groups can be added/edited and configured from here.

**Table 8-3 Direction Groups**

Name	Description
<b>ShipToshore</b>	All Fleet Management tables that need to be transferred once a day. Set to transfer at 5 AM daily.
<b>Setup data</b>	All tables that get frequently changed and /or impact business and need to be transferred more than once a day. Set to transfer every 3 hours.
<b>Job data</b>	All tables with Blob/picture fields are transferred separately as they take more time to transfer. They are also set to transfer once a day. Set to transfer at 6 AM daily.
<b>Trans-tables</b>	Contain the transfer setting related tables. These tables are used by support team for investigation problems. Set to transfer at 8 AM daily.

### Config Settings

By clicking **Config Settings** at bottom left, shows the **Config Settings** screen. The General settings are thread level settings of the interface.

**SMTP Configuration:** The Sender can send out alerts in case of errors and in case of inactivity. This feature can be enabled by filling in the following SMTP details:

**Table 8-4 SMTP Details**

SMTP Details	Description
<b>Server IP Address</b>	IP address of the email server.
<b>Server Port</b>	The default is 25, please change in case it is different for your mail system.
<b>Email From</b>	From identifier of email sender. For example, Rivera FM Sender.
<b>Email To</b>	Email address of the receiving group/person.
<b>Attach Error File</b>	Checking the Attach Error File would attach the error file to the email and the email would be sent to the defined email addresses.
<b>Schema Info</b>	Gives the information of the database schema sender is sending data from.

# Setup and Configuration

## Microsoft Message Queuing (MSMQ)

As MSMQ is the transport mechanism of the Interface, a detailed explanation is required to ensure it is set up correctly.

The Interface sends messages over MSMQ in compressed and encrypted packets. The responsibility of successfully delivering the packet to the destination queue lies within the MSMQ architecture, which in turn relies on the network connectivity provided between the source and destination. Since ships send data over satellite and this connectivity can be lost at any time, MSMQ holds the messages at the source until it re-establishes connectivity and then sends it across, thereby ensuring a successful transfer of every packet.

The MSMQ component needs to be installed on every machine that runs either of the 2 components of the Interface. Since it is NOT installed by default, it has to be installed later from the Windows Components under Add/Remove Programs. During the installation process, it is essential that ALL sub controls of MSMQ are installed, and that it is NOT Active Directory Integrated.

A typical one-way communications requires the queues to be created only on the Receiving end, logically this would imply shore side. But if the solution requires a two-way communication, a queue also needs to be created onboard to handle any messages coming in. At shore side, a queue should be created for each ship.

To create a queue, access Computer Management, select Services and Applications.

1. Expand Message Queuing, and right-click **Private Queues**.
2. Select **New, Private Queue**. The queue is to remain non transactional.

Since use of MSMQ is not limited to Fleet Management, It is recommended using intuitive queue names to reflect the locations they represent. For example, a fleet with three ships called MV Sun, MV Moon and MV Cloud, the queue names could be FMsun, FMmoon, and FMcloud. However, to meet an operator's compliance guidelines, the names can be set as desired.

At ship-side, when using two-way communications, the queue is expected to be utilized for administrative system messages. Fidelio Cruise naming standard for this queue is FMdata, but like other shore-side queue names, this can be changed to meet a company's needs.

At queue creation, journaling must be enabled on all FM queues and validate that the queues were created as Non-transactional. With the exception of the queue names, all properties must be set as seen below.

### **WARNING:**

The option to make a queue non-transactional appears ONLY at the time of creation, it cannot be modified after creation.

When setting up the Interface Servers/PCs that runs the two components of the FM Transfer Interface, one must ensure that there is proper connectivity between the source and destination PCs. This can include troubleshooting routing and firewall.

## Interface Preparation and Best Practices

The items listed below are general Best Practices for any FM interface clients.

### Turn On Windows Firewall

To ensure that the customer receives optimal support, and show the ability for remote connections, it is recommended that the Windows Firewall is turned on. Windows Firewall can be invoked from the Control Panel.

### Turn On Windows Updates

To ensure all day/every day uninterrupted processing of the Interface, it is essential that Windows Updates are turned on. Invoke Automatic Updates from the Control Panel to modify settings accordingly.

#### **WARNING:**

The Customer must be informed, so Technical Administration can be coordinated periodically.

## Pre-Requisite

There are separate setup executable or installers for both the Sender and Receiver components. Both require pre-requisite in order for these are to be installed and run. The .NET Framework 4.0 or higher version must be installed before the setup executable or installers can continue as these are built upon its architecture.

## Receiver

The Receiver is the second part of the FM Transfer Interface since it can act only if the Sender has sent any messages to its receiving queues. The Receiver continuously looks for messages within the queues defined in its Settings tab and processes them upon arrival. Like the Sender, the Receiver is a multi-threaded application that can process many messages simultaneously from many queues. Due to the administrative actions that needs to be carried out on the receiving queues, the Receiver is limited to work with the queues on its OWN PC (or server). It can NOT work with queues on remote machines.

### Select the Data Source

The Receiver also requires some settings for it to run. If these settings do not exist, the Receiver upon startup automatically brings up the Configuration screen.

1. From the drop-down, select the **Data Source**.
2. In the user column, provide the database user to the corporate schema. Currently, the only user to be assigned at the FM Receiver is FCONSOL.
3. After providing the password, add additional database users. Click **+**, to add the users.
4. Click **Apply** to save the settings and launch the FM Receiver application.

The settings are saved in an XML file called Config Settings. The password is saved in 128 bit encrypted form. These settings can always be modified by clicking on the **Config Settings** button under the **Settings** tab of the FM Receiver.



**Note:**

If any settings are modified or new queue entries are added, the Interface must be restarted for these settings to take effect.

Configure the settings in the Config Settings screen.

**Table 8-5 Config Settings**

Configuration Setting	Description
<b>Root Path</b>	The Root Path is usually the folder where the executable resides. This is used by the Interface to create the sub-folders/directories where the Activity logs and Exception Log is written to.
<b>File Retention Days</b>	This number defines the days that the log files are retained. Logs greater than the number of days are purged.
<b>Thread Pool Max Thread Count</b>	The Receiver uses multi-threading technology to process many tables simultaneously at great speed. This number defines the count for the maximum threads that it opens at any given time. This number is usually derived based on the total tables to transfer + configuration of the PC running the Receiver + the configuration of the database servers since each thread makes its own connection to the database. The Receiver divides the total threads by the total number of queues to process so all queues get equal resources and all are processed simultaneously.
<b>Enable Tracking Service</b>	This option enables the user to choose whether or not the Tracking Service is launched to check if the Receiver is alive or not. If the Receiver is closed gracefully, the service writes an Informational message in the Application Event log and stop. If the Receiver is forcefully closed, the service writes a Critical Error in the Application Event log and stop. This Service can then be managed thru any Operational Management tool to send alerts as required.
<b>Schema Info</b>	In this grid, the database connection is defined. The TNS Names file must first be selected to enable the Interface to provide a list of all possible DB connections. This file typically resides in the NETWORK\ADMIN folder/directory under the Oracle Home folder/directory.

### Fleet Management Receiver

The Fleet Management screen shows the following tabs:

Table 8-6 Tabs and their description

Tabs	Description
Activity Status	The Activity Status tab shows the current activity performed by the FM Receiver. It also provides some other relevant information like the date and time of the last transfer and next transfer. The grid itself is self-explanatory and gives a running count and description of each message being processed.
Log Reader	The Log Reader tab enables pulling up of any old log file to see the details of the activity. A browser can be invoked to select the appropriate log file for viewing.
Setting	The Settings tab is the place to setup all the queues that you want the Receiver to process.

 **Note:**

A new log file is created for every day and is named accordingly. All logs are saved in XML format. Logs are retained in C:\Program Files\ Software\FM Receiver within the LOG sub-folder/ directory for the respective queue.

**NOT\_SUPPORTED:**

There are no automated procedures to purge log-files. The user must periodically perform clean-up contingent on disk-space availability.

Table 8-6 (Cont.) Tabs and their description

Tabs	Description
	<p><b>Queue Info:</b> This panel enables the user to provide the necessary information to define new queues.</p> <ol style="list-style-type: none"> <li>1. Right-click into the grid and select <b>Add</b>.</li> <li>2. Right-click whilst high-lighting a specific queue, also enables for EDIT. This brings the cursor to the lower half of the panel where you can select the correct IP address of the current machine.</li> <li>3. Select a valid IP address. List of respective Private Queues are populated.</li> <li>4. Select the correct queue and click <b>Apply</b>.</li> </ol> <div data-bbox="956 724 1378 982" style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Be aware that a PC (or server) can have more than one IP address, additionally, if enabled, it could have IP version 6.</p> </div> <p><b>Time Blocking:</b> This panel enables the user to add time-slots restricting the Receiver from process any messages. This functionality has been provided to accommodate customer's DB maintenance windows. The Receiver initiates the Stop Receiving command 5 minutes before the start of any time block.</p>
<b>Administration</b>	<p>The Administration tab currently provides only 2 options; to stop or to start the Receiving process. When the Receiver application starts, the Receiving process is started by default. If for any reason, the Receiver needs to be put offline, the user just needs to click on <b>Stop</b> receiving. After processing all remaining messages in the memory, it stops. To start the receiving again, just click on <b>Start</b> receiving.</p>

## Syncing Data

From the FM Sender's **Administration** tab, under Transfer Management, a specific date can be selected from which the synchronization starts. If a customer instead decides to retain all the available data from its first available backup, he/she can opt to Force Full Transfer instead. The drop-down of **Last Transferred Date** shows a calendar view on which you can scroll through the years and/or months. A date can then be selected.

1. Select a **Date** from the calendar view. If no specific tables are selected in the left-pane and if this is not recommended during a historical database synchronization process, and if you click **OK FMS Transfer** prompt appears.

2. Click **Yes** to proceed and a message box confirms that the FM Tables are updated.
3. Proceed to the **Manual Transfer** , and leave the default select-box **From Last Transferred**.
4. Click **Transfer** to commence the data transfer process, and the application reverts to the **Activity Status**.
5. The listed Status shows **Transfer in progress ...** immediately after Validating Transfer Table ..., and the data-synch commences.

As a high-level validation, Oracle Hospitality Cruise provides a summary script over some key data tables whose output can later be compared against the FM shore side database to ensure that all data has transferred. Among the tables summarized are:

**Table 8-7 Summary Script and its Description**

Summary Script	Description
RES	Reservations (Embarking Guest count)
POS	Financial Transaction (Record count, and total)
MIB	Bill Image (Record count)
EPO	Shore Excursion Transaction (Record count, and total)
CCA	Credit Card Authorizations (Record count, and total)
CCT	Credit Card Settlement (Record count, and total)
LOG	Log Entries (Record count)
GLG	Gangway Log Entries (Record count)

The script can be executed using SQL Plus. The output should be saved in EXCEL format and forwarded to Oracle Hospitality Cruise Support. INSERT statements are generated to embed these into the **FM\_TRANS\_SUMMARY** table into the ship-equivalent data columns.

 **Note:**

If customer requires more in-depth data validation, Voyage Balance and Manifest reports can be generated against the environment and FM. The environment reports **MUST** be processed before continuing with next import.

# 9

## Corporate Data Transfer Interface

The Corporate Data Transfer Interface (CDTI) provides a mechanism for transferring data to external systems based at shore-side locations from the Fleet Management database. This interface is flexible and dynamic in nature and enables the shore-side user to program the interface to provide solutions easily.

- [Methods of Data Transfer](#)
- [Message Formats](#)
- [Types of Data Transfer](#)
- [Type of Connections](#)
- [Message Structure](#)

### Methods of Data Transfer

The following methods of data transfer are available:

- **Transmission Control Protocol/Internet Protocol (TCP/IP) Connectivity** - Using this method, the external system establishes a direct connection to the Corporate Data Transfer Interface (CDTI) as and when required on the Listener port of the Corporate Data Transfer Interface (CDTI) and poll data based on pre-agreed messages. The external system also opens a listener port on which the Corporate Data Transfer Interface (CDTI) sends any triggered messages. In this method, one message contains one full record only.
- **Flat File Transfer** - This method enables the user to assign a pre-agreed folder as the location to place the files whenever it is scheduled to do so.
- **Microsoft Message Queuing** - This method is provided on demand only if the external system is able to work with Microsoft Message Queuing (MSMQ). If it is, then messages are transferred over Microsoft Message Queuing (MSMQ) to a pre-defined queue with the structure being exactly similar to that of the Transmission Control Protocol/Internet Protocol (TCP/IP) Connectivity. In this method, one message contains one full record only.

### Message Formats

The following message formats are available:

- **Extensible Markup Language (XML) format** - This follows the Extensible Markup Language (XML) Schema 1.1 standard. This method is available in all three methods of data transfer.
- **Delimited Flat File** - This method enables the Corporate Data Transfer Interface (CDTI) to throw an output in tab-separated values (TSV), comma-separated values (CSV), or any other user defined delimiting character. This method is available only in the Flat File data transfer.

- Fixed Length Flat File - This enables the Corporate Data Transfer Interface (CDTI) to write an output in a pre-defined fixed length for each column in the transfer. This method is available only in the Flat File data transfer.

## Types of Data Transfer

The following types of data transfer are available:

- Triggered Messages - These are messages that the Corporate Data Transfer Interface (CDTI) sends automatically to the external system whenever the event is triggered. This could be when a particular cruise is closed in the cruise table or after a certain time of the cruise closing, to ensure all data from the ship has transferred completely from the ship to shore. This method supports all three data transfers.
- On-Demand Messages - These are pre-defined messages which the external system sends to the Corporate Data Transfer Interface (CDTI) & gets an answer in a pre-defined format. This method supports only the Transmission Control Protocol/Internet Protocol (TCP/IP) and Microsoft Message Queuing (MSMQ) transfer methods.

## Type of Connections

The Corporate Data Transfer Interface (CDTI) enables the user to define multiple connections, both Inward and Outward. The Inward connections are for receiving message requests and the outward connections are for sending the responses. The following types of connections are available:

- Inward Connection - The Corporate Data Transfer Interface (CDTI) enables the user to define two types of Inward connections - Transmission Control Protocol/Internet Protocol (TCP/IP) and Microsoft Message Queuing (MSMQ). On the Transmission Control Protocol/Internet Protocol (TCP/IP), the user defines the port that the Corporate Data Transfer Interface (CDTI) should open and listen. On the Microsoft Message Queuing (MSMQ), the user can define the name of the Private Queue on the local machine that the Corporate Data Transfer Interface (CDTI) should poll regularly.
- Outward Connection - The user can define, as many Outward connections as there are external systems. One External system can also have more than one Outward Connection. The Outward Connections can also include the Flat File Transfer.

## Message Structure

The Corporate Data Transfer Interface (CDTI) has many messages, which it can handle. These messages are definable through the Corporate Data Transfer Interface (CDTI) to provide the users flexibility dynamically. The following is an example of message structure.

```
Request:
<?xml version=1.0 standalone=yes?>
  <request>
    <shipid>SHIP_ID</shipid>
    <sailingdate>SAIL_DATE</sailingdate>
    <guestid>GUEST_ID</guestid>
```

```
</request>
Response:
<?xml version=1.0 standalone=yes?>
<response>
  <shipid>SHIP_ID</shipid>
  <sailingdate>SAILING_DATE</sailingdate>
  <guestid>GUEST_ID</guestid>
  <type>Passenger Reservations</type>
  <cancel>N</cancel>
  <booking>
    <personalinfo>
      <firstname>Name</firstname>
      <lastname>LastName</lastname>
      <dateofbirth>BIRTHDAY_DATE</dateofbirth>
      <gender>MALE_FEMALE</gender>
    </personalinfo>
    <passportinfo>
      <nationality>Country</nationality>
      <passportno>PASSPORT_NO</passportno>
      <passportissuedate>PASSPORT_ISSUE_DATE</passportissuedate>
      <passportissueplace>PlaceofIssue</passportissueplace>
      <passportexpirydate>PASSPORT_EXP_DATE</passportexpirydate>
    </passportinfo>
    <cabininfo>
      <cabintype>Outer Balcony</cabintype>
    </cabininfo>
  </booking>
</response>
```

# 10

## Watchdog

Oracle Hospitality Cruise Watchdog is used to start an application, if it is not already running on the machine. It can be scheduled to start an application at a particular time of the day.

- [Adding a New Rule](#)

### Adding a New Rule

For each application, the rules need to be defined separately.

1. From the Fleet Management Watchdog Service Status screen, click **Add**.
2. The new Rule is highlighted in the left column. Click **Edit**.
3. Enter the details about the application, such as Rule Name, Rule description, Executable. Check or un-check the Actions (i.e. Conditional Restart Action, Scheduled Restart Action and Run Instance Action).
4. Click **Apply** to save the Rule.

# 11

## Itinerary Tracker

The Itinerary Tracking is a central repository shore side module with Itinerary data that all other Oracle Hospitality Cruise modules (e.g. SPMS, MMS, Res Online, CAM and etc.) can access and retrieve.

- [Login Screen for Itinerary Tracker](#)
- [Overview](#)
- [Itinerary](#)
- [Cruise Setup](#)
- [Creating a new Itinerary](#)
- [Voyages](#)
- [Creating a New Voyage](#)
- [Creating a Cyclic Cruise](#)
- [Canceling and Assigning A New Port](#)
- [Locations](#)
- [Port Agents Itinerary Tracking System](#)
- [General](#)
- [Reports](#)

### Login Screen for Itinerary Tracker

The Login screen for the Itinerary Tracker contains the **Remember Me** option. When checked, the password is saved (or remembered) for a fortnight and the application starts automatically for this duration.

**Figure 11-1 Login Screen**



### Overview

The Overview tab is divided into two screens:

- Calendar
- The Fleet Today

The Overview tab is the first entry screen and, by default, shows the 60 day itinerary data starting from today.

The user can select any particular date(s) to view the itinerary of the ship(s) by clicking on the ship name check-box. If you click **Today**, it brings back the default setting of 60 days.

### Ports

The following information appears on the Port Information panel:

- Ports
- Time Zone
- City URL
- Maps

This section shows the data according to the port, for example the ship name, cruise number, departing port and ports covered in the cruise.

**Table 11-1 Port information for Itinerary tracker**

Port Information	Description
<b>Ship</b>	The ship name
<b>Cruise</b>	The cruise number
<b>Departing from</b>	The departing port
<b>Ports</b>	The ports that would be covered in a cruise.
<b>C.No</b>	Cruise number
<b>Day</b>	Day of the cruise
<b>Date</b>	Date of the reaching port
<b>Arrival Time</b>	Time of reaching a port by the ship.
<b>Departure Time</b>	Time of leaving a port by the ship.

- **Time Zone:** Time zone would display the selected time zone that can be selected by choosing the time zone from the drop down menu and after selection by clicking on the set as default time zone button and system defined time zone. For example the time zone of the machine on which the web application is installed.
- **City URL:** The City URL would display the information regarding the port selected, in the web browser window. The displayed URL can also be selected as a default URL by clicking the set as default URL button.
- **Maps:** The map section would appear on the map.

### The Fleet Today

The Fleet Today section shows the current ships location in the map. Vessel Information tab shows the vessels at port and at sea for current system date.

## Itinerary

The Itinerary tab is the main setup tab for Itinerary tracking system. User can define a cruise, itinerary and voyages. The Itinerary tab has 3 screens:

- Cruise Setup
- Pre-Defined Itinerary
- Voyages

## Cruise Setup

The Cruise Setup tab is the default screen under the Itinerary tab. There are two ways to a create a cruise:

- Create Cruise from Voyages
- Create Cyclic Cruises from Itinerary

To create a cruise, right-click in the left panel and select one of the options listed above.

Before creating a cruise, an existing Itinerary or Voyage must exist.

## Creating a new Itinerary

The Itinerary screen is used to create an itinerary.

1. On the Itinerary Details screen, click **New** to create a new itinerary. This Itinerary can be used for creating a cruise.
2. Enter the name and number of days for the Itinerary, and then enter the port information.
3. To add multiple ports in an Itinerary:
  - a. Click **New**, and then assign a Name to the itinerary and add a day country and port name.
  - b. Click **+** to add more ports to the Itinerary.
4. Click **Save**. A saved, multi-port itinerary can be used in creating Voyages and Cyclic Cruise.

## Voyages

The Voyages screen is one of the main setup screens for the Itinerary tracking system. It is used to define the Voyage using the previously created Itinerary.

## Creating a New Voyage

1. Select the Ship for which you want to create a Cruise and voyage. Enter the expected departure and arrival time for the ports.
2. Enter the Cruise no. The system prompts you to create a sequence number. Choose Yes if you want the same cruise number.

3. Select the currency for the cruise and again the system prompts the user to continue same currency. Select Yes for same currency and No if user would like to provide different currencies.

 **Note:**

While creating a voyage, if the date has already been assigned to any voyage previously, then a message appears and a new date must be chosen in order to make a voyage.

## Creating a Cyclic Cruise

### Creating a Cyclic Cruise from Existing Itinerary.

1. Select **Ship, Itinerary, Start date, Currency** and **No. of occurrence** for the cyclic cruise.
2. Click **Enter** and user can fill other details for the cruise. Like Departure time, Arrival Time, Cruise No.
3. Click **Save**.

 **Note:**

While creating a cruise, if the date has already been assigned to any cruise previously then a message would appear and now a new date must be taken in order to make a cruise.

### Retrieving a Deleted Cruise.

1. Select **Itinerary**, under the **Cruise setup** and click on the show deleted Cruise check box section. It would show all the deleted Cruise till the current date.
2. Select the **Cruise details** of the cruise which is needed to be recovered from the deleted cruise.
3. Click the **Undelete** button on the lower right of the screen.
4. Go to the **Cruise setup** and select **Expand all** check box here the recovered cruise table is displayed.

## Canceling and Assigning A New Port

1. Select a cruise from cruise setup, click **Edit**, and then click on the port that should be canceled and check under adjacent Port cancel section. The system asks for verification as to if the port needs to be canceled.
2. Select **Yes** if the port needs to be canceled.
3. The selected port can be de-canceled, if there is no need to cancel and assign a new port.
4. Select the country name, port name, port type, arrival date time, departure date time and select **Save**. The new port should be different from the old port.

- Click **OK** to select a new port instead of selecting the old port again. The new port is highlighted.

## Locations

Locations provide details for Ports, Cities, Countries, and Airports and are part of Master setup. These following screens are used for setting up master data.

**Table 11-2 Location Screens**

Screens	Details
Ports	This screen show details of Ports and User can add, edit and delete ports.
Cities	This screen show details of Cities and User can add, edit and delete city.
Countries	This screen show details of Countries and User can add, edit and delete city.
Airports	This screen show details of Airports and User can add, edit and delete city. User can search for Airport by two methods, By Name and By Code.
Port Agent	The port agents are the port agent companies which are operating in various ports. The grid provides the alphabetical search according to the first letter of the name of the port agent company.

## Port Agents Itinerary Tracking System

The port agents are the port agent companies that are operating in various ports.

To access, select **Locations**, and then click **Ports Agent**. The grid provides the alphabetical search according to the first letter of the name of the port agent company.

**Table 11-3 Port Agent Details**

Details	Description
<b>Agent name</b>	Name of the company
<b>Agent Type</b>	Type of the company. Free standing if the company does not own a branch. Head office if the company itself is a head office. In Sub office, mention the head office of the company, selecting this would display another option where the head office should be mentioned.
<b>Street 1</b>	The address of the agent company
<b>Street 2</b>	The address of the agent company
<b>Country</b>	The country name from which the company belongs
<b>State</b>	The state name where the company is located
<b>City</b>	City in which the company is located
<b>Zip</b>	Area postal code
<b>Phone</b>	Phone number of the company

**Table 11-3 (Cont.) Port Agent Details**

Details	Description
Fax	Fax number of the company
Website	Website of the company
Remarks	Remarks about the company
Active	Press active check box if the company details are used in the system

**Table 11-4 Ports And Contacts**

Details	Description
Country	Country on which port is located
City	City on which the port is located
Seaport	Name of the port
Name details	The first name, middle name and last name of the employee along with the salutation
Designation	Designation of the employee
Street 1	The address of the employee
Street 2	The address of the employee
Zip	Area postal code
Mobile	Mobile number of the employee
Phone	Phone number of the employee
Ext	Extension of the employee
Fax	Fax number of the employee
Email	Email address of the employee
Remarks	Remarks about the employee
Active	Press active check box if the employee details are used in the system

## General

The General tab shows the following options:

**Table 11-5 Options on the General tab and its description**

Options	Description
Import/Export Utility Wizard	Itinerary data can be imported or exported using this wizard.
Option of changing the skin of application	User can change the skin of application.
Change Password	User password can be changed from here.
Login	If user want to login using another user id.
About Itinerary	Information about Itinerary.

**Table 11-5 (Cont.) Options on the General tab and its description**

Options	Description
<b>Ships</b>	Ships can be setup here.

## Reports

Reports are divided into two sections: Itinerary Reports and Admin Reports.

### Itinerary Reports

An Itinerary report is divided into the following sections.

**Table 11-6 Division of Itinerary Reports**

Itinerary Report	Description
<b>Itinerary lists</b>	The Itinerary list report conveys all the information regarding the itinerary according to the ship selected in the Itinerary web application.
<b>Port lists</b>	The Port list report tells about selection of ports ship wise.
<b>Itinerary lists by date</b>	To know the information regarding the itinerary between two dates of a particular ship this report can be used.
<b>Voyage details</b>	Voyage details data is shown in this report.
<b>Cruise embarking today</b>	The details about the cruise that is scheduled on current date is shown here.
<b>Cruise details</b>	The data of ship and cruise is displayed in this report.
<b>Voyage details by date</b>	Voyage details between the two dates is displayed in this report.

### Admin Reports

Admin Reports are incorporated to get the data by various departments like Administration, Finance and Operations. The access of reports is given according to the concerned department and user requirements.

# 12

## Report Auto Sequencer

The report auto sequencer is used to send the scheduled reports automatically.

- [Report Auto Sequencer](#)

### Report Auto Sequencer

Oracle Hospitality Cruise Report Auto Sequencer is used to send the scheduled reports automatically. Today's schedules provide the information about the today's schedules status.

**Table 12-1 Today's schedules**

Schedules	Description
<b>Emails Pending</b>	Shows the emails that are yet to be sent.
<b>Schedules done</b>	Shows the number of schedules which are completed.
<b>Schedule Failed</b>	Shows the number of schedules which are failed.
<b>Total Today's Schedules</b>	Shows the total number of schedules which are scheduled for the current day.
<b>Next Schedule Time</b>	Shows the time of next schedule.
<b>Next Transfer In</b>	Shows the time left in next schedule.

#### Schedule Details

1. To edit already existing schedule, right-click on the left vertical panel and select **Edit**.
2. On the right side, enter the email addresses of the recipients in the distribution list.
3. Check the status of transfer as **Active**. Output type should be provided along with the report schedule settings.
4. Click **OK** to save the settings.

#### Settings

1. To add a schedule, right click on the left vertical panel and select **Add**.
2. On the right side, enter the email addresses of the recipients in the distribution list.
3. Check the status of transfer as **Active**. Output type should be provided along with the report schedule settings.
4. Click **OK** to save the settings.

# 13

## Workflow

The Workflow is used to send and receive mails. It can be used along with other modules for example Corporate Access Module.

- [Activity Status and Settings](#)

### Activity Status and Settings

The Activity Status shows the status of the email. It shows if the email has been sent or not.

**Table 13-1 Activity Status for Emails**

Activity Status	Description
Request Pending	Shows the number of pending requests
Last Started On	Shows the time on which the interface was last started
Received email	Shows the number of email which are received
Sent email	Shows the number of email which are sent
Next Transfer In	Shows the time for the next email transfer

#### Settings

On the **Settings** screen, right-click and select **Add**. Fill in the following details and click **Ok** to save the settings:

**Table 13-2 Settings for Emails**

Settings	Description
HELO Server	Server Name or the Internet protocol (IP) Address.
Mail Server (SMTP)	Server Name or the Internet protocol (IP) Address.
SMTP Port	Simple Mail Transfer Protocol (SMTP) Port.
Email Address	Email address of the user.
Username	Provide the email address or username of the user.
Password	Password assigned with the email address or username.
Timer	Time delay provided.
Active	Status of the settings provided.

**Table 13-2 (Cont.) Settings for Emails**

<b>Settings</b>	<b>Description</b>
<b>Server</b>	Server Name or the Internet protocol (IP) Address. Server Type should also be mentioned, For example: POP3, IMAP, POP3 SSL, IMAP SSL.
<b>Port</b>	Port used.

# 14

## Corporate Access Module

Oracle Hospitality Cruise Corporate Access Module (CAM) is a solution that provides the users means to manage and govern the visitor's corporate access to various departments including ships.

Figure 14-1 Corporate Access Module Architecture

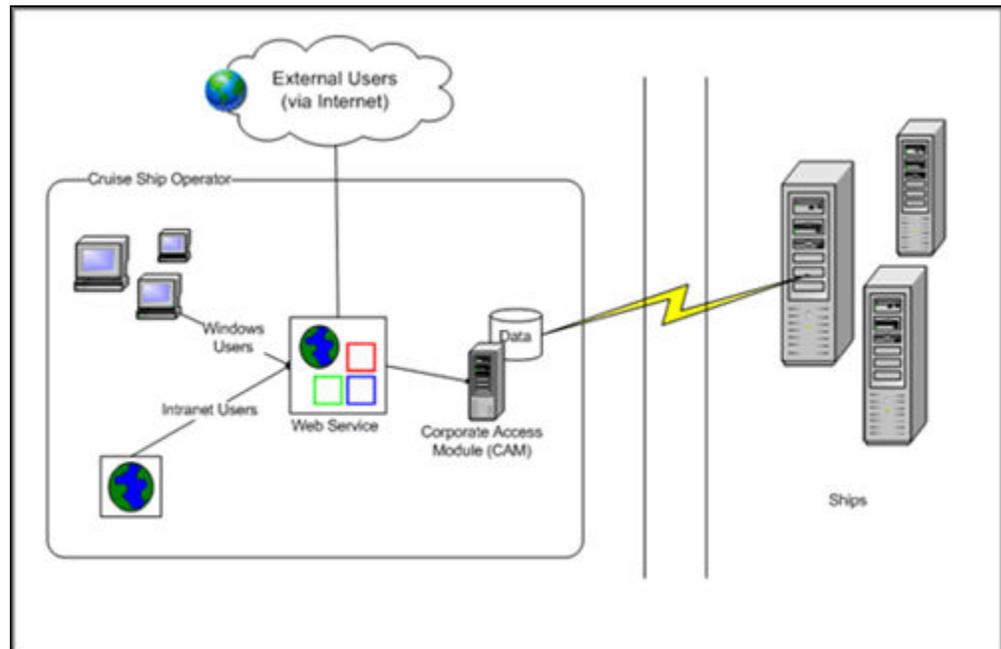
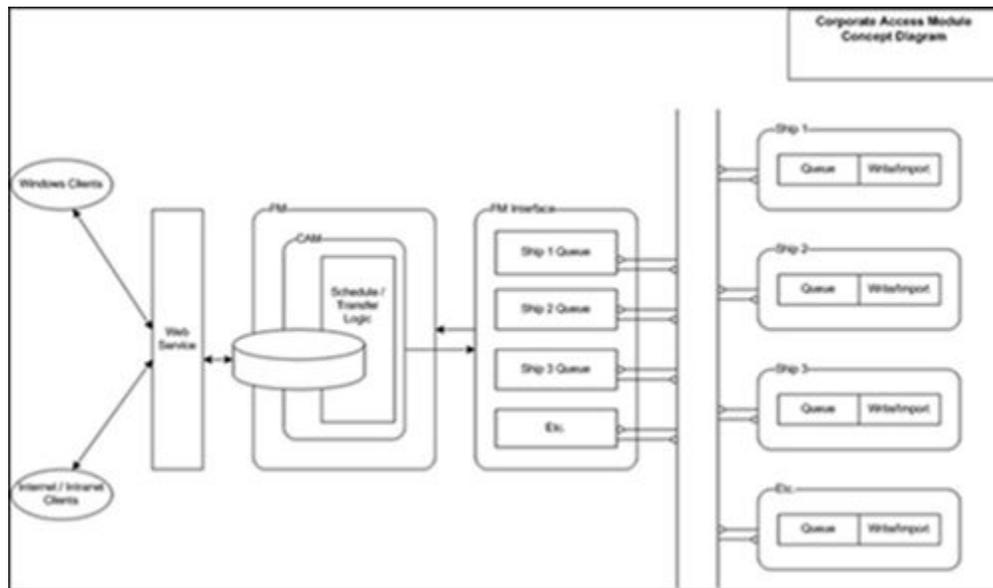


Figure 14-2 Corporate Access Module Data Flow



- [Business Flow](#)
- [Visitors](#)
- [Approvals](#)
- [My Request Form](#)
- [Crew Family Details Form](#)
- [Orphaned Emails Form](#)
- [Crystal Reports](#)
- [Setup](#)
- [General](#)

## Business Flow

### Visitor Creation

Visitor's details can be created by adding the necessary details like visitor name, passport number etc. Visitor's live picture can be taken or uploaded, passport and other important documents can be scanned and saved.

### Visit Creation

Visit details for a particular visitor are added into the system by mentioning the location and date for the visit along with reason for request.

### Approval Request

Approvals requests can be sent via email to the concerned person. There is also a provision of sending requests or rejecting a request from the system, along with the reason.

### Visit Approval

An approver group predefined in the system can Approve/Decline the visit via email or through the system. All email functionality could be provided within CAM by using Workflow. The approvals can also be sent via web approval system.

### Data Transfer

Sending and receiving of data can be done through two separate modules called sender and receiver. Sending data - *Sender.exe*, running on a shore side machine, is transferring data to the ship (using MS message queuing), and receiving conformation messages back from the ship once the message is received by the ship. Receiving data - ship side is receiving the data and inserting the data into the SPMS DB. The receiver sends response to the sender.

## Visitors

The Visitor tab has six modules:

- Visit Overview
- Visitors
- Approvals
- My Requests
- Crew Family Details
- Orphaned Emails

### Visit Overview Form

Visit Overview gives a list of visits planned for various locations based on date range selected in calendar. Select a date range from the calendar and all visits within this time duration would be displayed on the lower grid indicating the visit locations and the number of people who are visiting on a day. This is broken into number of people who have their visits approved and those who have the visit pending. On the left hand side of the screen the visit locations are listed showing the number of maximum people who are permitted on each day. The selection of visit locations on upper right hand side can be changed, to display the data according to the specified location on the calendar view. Double clicking on any visit detail cell opens the visitor's details including visits for editing. Any new visitor or a visit request can be added from the screen. The data of visitor can also be edited. All the tabs of the screen are explained later in the document. The visitor can be searched from the lower left hand side column and can be dragged and dropped to the record of another visitor on the upper left hand side column if there is a need to assign same visit date to that visitor.

**Table 14-1 Visitor details fields**

Visitor Details	Description
Last Name	Last name of the visitor.
First Name	First name of the visitor.
Salutation	Pre-fix assigned to the name.
Passport/ID No	Passport or ID Number of the Visitor.

**Table 14-1 (Cont.) Visitor details fields**

Visitor Details	Description
Visitor Type	Type of the visitor.
Validity From	The document is valid from this date.
Validity To	The document is valid till this date.
Date of Birth	Birth date of the visitor.
Email Address	Email address of the visitor.
System Account	System account of the visitor.
Authorization Code	Authorization Code of the visitor.
Remarks	Remarks mentioned about the visit/visitor.
Upload Picture	Use to upload visitor image

### Visitors Form

Select the visitors icon . Visitors is the second form in the application and here all the visitors can be viewed at a glance. The grid shows existing visitors and highlighting any row shows the details at the left hand bottom section including picture of the visitor. On the right hand bottom side there is a grid showing list of all visits for that person. The historical visits of a person can be viewed along with upcoming visits. A new visitor can be added by clicking the **New** button in the menu bar.

### Adding A New Visitor

Personal details of the visitor can be entered on this screen. This includes the First name, Last name, salutation and Passport number. Picture of the visitor can be taken and stored here itself by clicking start camera and when the visitor is ready press take picture button. The picture can also be uploaded by pressing the upload picture in the middle section. The picture to be uploaded can be cropped accordingly before uploading it. Passport of the visitor can be scanned by putting the passport on the scanner and clicking Read passport button. All the personal details including picture of visitor would be read by the scanner and reflected on screen to save.

#### Note:

Click on the **Visitors** tab and select **Search**. The Search panel can be pinned to the screen by clicking on pin button at the upper right side of the panel. The Search panel of the Visitor Maintenance screen gives the option to search visitors based on the personal information like name, date of birth (DOB), passport number etc. Visitors can be searched from visit related details, time period of visit date and visitor validity. Visitor can be assigned the same date which is assigned to another visitor by searching the visitor in the lower left corner of the screen and when the search is over dragging and dropping the visitor record to the upper left of the screen.

### Editing Visitor's Record

Record can be edited by double clicking a visitor's data from the grid.

A visitor is enabled by default and can be disabled with the visitor's disable button if no longer required in the system. All required privileges can be edited for each visitor on the privilege column on the right. A visitor can be granted select privileges using the check box select list. Any document relevant to the user can be added and their information would be stored in the second tab of the user details sections. Press the Scan ID button in order to scan the documents related to the visitor and to store the document into the system. The MRZ fields (MRZ1, MRZ2, MRZ3) is machine readable zone code scanned by the system when it is configured with scan card reader.

## Approvals

To view a list of approvals, click on the **Approval** icon. The list contains the login IDs and this can be checked against their approval or rejected status. Use the **Approve/Reject** option to approve or reject the visit.

The Search panel lets you search on Request Status and Visit Location as well as other personal details of the visitor. Visits can also be approved or rejected by selecting the visits and pressing the CTRL key, and then selecting the **Approve/Reject** option.

## My Request Form

My Request summarizes all visit requests created by a user and enables them to know the status of the request created. To access, select the **My Request** icon from the menu bar. To view the approval/rejected status of the visit, search the Visitor Information. You can search based status, visitor category, visitor type, visit location, request status, pending with (the person or the group which has not submitted the approvals in a specified timeline), as well as the start and end date.

## Crew Family Details Form

The Crew Family Details form lists the crew members and provides the search option based on the details of crew member, the visitor information of the visitor, and on other criteria.

To link visitor to the crew:

1. Select the **Visitors** tab, and then click on the **Visitors** icon.
2. Double-click on visitor row to select a visitor.
3. On the **Visitor Details** tab, select a **Visitor Type**.
4. Click on the **Crew** link adjacent to the **Visitor Type** drop-down button.
5. Search for the crew name with which the visitor details would be linked. Double-click on the crew name to select it.

The visitor is now linked to the crew. The crew member name is displayed on the visitor details form.

6. Click **Save**.

## Orphaned Emails Form

The emails that are not associated with a visit are displayed on the orphaned emails. Search a visit by the visitor name or by other fields displayed on the left hand side column. Select an email from the **Orphaned** email section that is associated with the visitor, and then drag it to the **Visits** section. To process or discard an orphaned email, take it to the **Discard** button to discard it or the **Process** button to process it.

## Crystal Reports

Crystal reports can be added to print details about the data in the CAM system. CAM groups reports based on:

- CAM Reports - All reports having visitor/visit details.
- WKF Reports - All reports having email related data.
- Admin Reports - All setup level reports.

## Setup

This option is only available for the thick client. The web application status configuration along with the hardware setup can be set from this section.

### System Parameters

System parameters are divided into Consolidation, General, Login parameters and messaging parameters. The system required parameters can be setup from here.

### Business Entities

Location profile can be made from business entity section. Business entity is used to provide the important information to the system like the location where the visitor would go (ship or building).

**Table 14-2 Business Entities**

Business Entities	Description
Company Name	The name of the company that would be arranging the visit.
Company Type	The location, whether it is ship or building.
Code	Code of the location.
Name	Name of the location.
Remarks	Remarks given to the location.
Maximum visitors for this location	Maximum numbers of visitors for the location.

Number of overrides visitor who have permission- Number of override visitor who are permitted.

**Table 14-3 Number of override visitor with permission**

Field	Description
Approval cutoff period	Number of days before the actual visit.
Generic card sequence	Generic card sequence number from start to end.
Building Address	Address of the Building to be visited.
Building Timings	Timings of the building for which the visit would be assigned.
Require Prior Approval	Check this button in order to assign the approval group.
Default Approval group	Once the default approval group is assigned for a particular building then the system would automatically take those approval group as default approval groups, so there is no need to assign approval group again for that building.
Active	Check Active when the location needs to be shown in the system otherwise un-check it in order to hide it.

### Visitor Categories

Visitor categories is divided into two sub sections

- Visitor Type
- Approval Assignment

Visitor Type. Visitor Type consists of the following fields:

**Table 14-4 Visitor Type Fields**

Fields	Description
Name	Name of the Crew Type.
System Account	The system account can be selected from the drop-down menu bar.
Category	Select the category of the crew from the drop-down menu.
Priority	Priority of the crew in comparison with other crew type.
Approval Required	Select approval if required and no approval if the approval is not required.
Require Letter	If a letter is required then click on the check box button.
Allow Early Boarding	If early boarding is required then click on enables early boarding check box button or else leave it unchecked.
Permanent Visitor	If the crew is permanent visitor then click on it.
Visitor Board Card Report Template	Select the visitor board card report template according to the crew visitor.
Privileges	Privileges assigned to the crew.
Crew Type	When crew type is checked then link crew prior to the visitor type is enabled.

Click **Save** in the options bar to save the changes.  
Approval Assignment

**Approval Assignment** tab on this screen is used for setting the Approval group for a visitor type, it enables hierarchies to be assigned for approval. The threshold period is a time period that has been assigned for submission of approval or rejection of visit status. The email is sent to Selection 1 first with in a group and the limited time period is assigned for the status. For example, for approval or rejection by the person. The threshold is the time period that is given for making the decision in days and hours. After the threshold period is expired for selection 1 the email is sent to the selection 2 within the group. This process is repeated till all the selections and the groups have been covered.

If all the selection in the 1st group approve a visit then only the email would go to the selections of the 2nd group otherwise the email would not be sent to the second group. If there are two group levels, group 1 approve a visit and group 2 also approve a visit then only the visit is approved. In the same scenario, if the group 1 approve a visit and group 2 reject a visit then the visit would be in conflict.

### Visitor Privileges

The privileges assigned to the visitor can be defined here, with the code and comment regarding the privileges. On the right side column, visitor privileges can be added by selecting the check-box button.

### Approval Groups

The privileges would be assigned to a particular approval group. Only one approval group can be selected at a time from the drop-down menu. Select the user privileges that should be given to a particular group by clicking the check box button, multiple privileges can also be selected for an approval group. Approval groups can be setup in FM, it can be assigned to group. All approval groups setup in FM come under unassigned.

### Document Setup

Document setup is used for setting up corporate management related documents that are required as a prerequisite for a visit. Select the **Category**, click on the file path logo adjacent to the file path after the input box. The system would prompt for assigning the path for the document file. The document can be uploaded into the system by clicking the upload button. System would show the file name and file path after clicking the open button.

### Hardware Setup

Scanner Assuretec, DeskoPenta can be configured with Corporate Access Module so that the information regarding the visitor can directly be scanned and entered into the system. Web cam and printer can also be configured with the system. Web cam is used to take the images of the visitor. Evolis Primacy printer can be used to print the cards.

## General

The information regarding the CAM system can be accessed from the General tab. The General tab contains three sub sections:

- Utilities
- Skins
- Settings

### Utilities

The General tab contains the File Import and Export utility. With reference to a template, file can be imported or exported.

- **File Import Utility-** Select the **File Import Utility** in order to import a file. Click on the load button below the template input box.
- **File Export Utility-** File export utility can be used to export the document file on the system. The data related to the file would be displayed on the screen.

### Skins

Skins can be selected in order to change the look and feel of the Corporate Access Module. Select a color and then save the settings. In the next login the new skin is saved for the user.

### Settings

User is setup in FM for CAM at the time of first login, the user is prompted to fill email id, this is mandatory for CAM users and approvers.

# 15

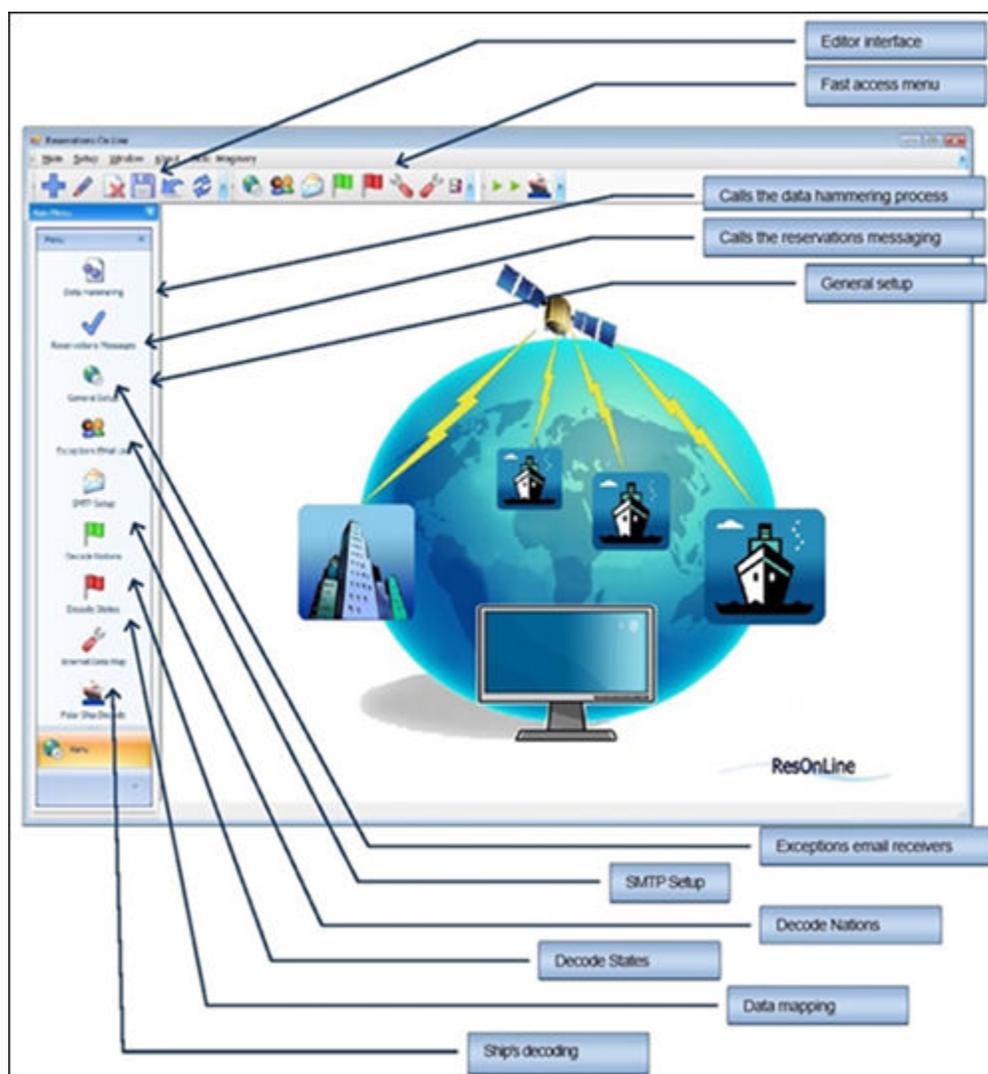
## Reservations Online

Reservation Online ensures the data gets transferred from reservation system to ship side without any manual intervention.

This is the standard module of the ResOnline, the main responsibilities of this module are:

1. Homogenize the otherwise distinct source data from the external reservation systems and render it compatible with the SPMS data structures.
2. Compose the entire passenger's reservation into a composite business object entity and deliver it to the corresponding vessel within the correct deliverable date range.
3. Repository for audit activities from FM.

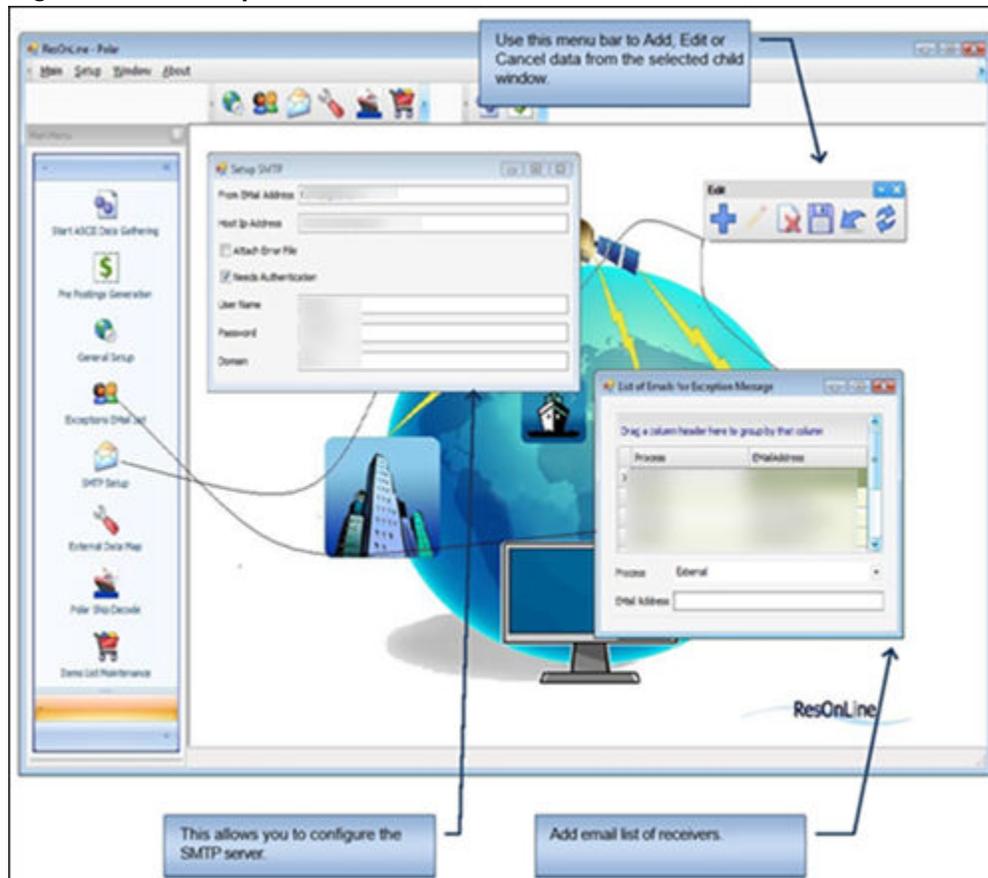
Figure 15-1 Cruise Reservations Online



- General Setup
- Ships Decode
- Internal Data Mapping - Source And Target Mapping
- Internal Data Mapping - Several Sources Target Table
- Internal Data Mapping - System Source
- Data Mapping
- Data Mapping Details
- Source Data Filtering
- Data Processing
- Reservations Messaging Process
- IFC Interface - Import Reservations To The Ship Database
- Reservation Status



Figure 15-3 Exceptions Emails



Resonline application logging is done in two logs at:

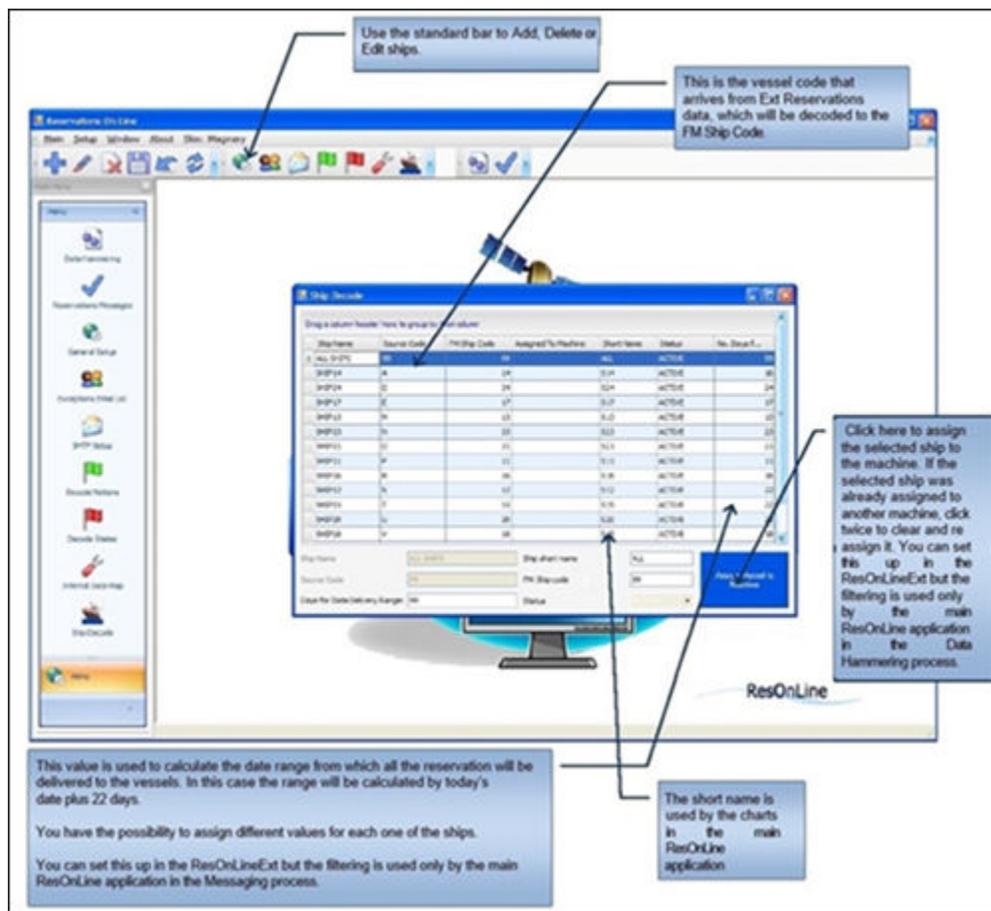
1. ExceptionLog.txt
2. log.txt

The ExcpctionLog.txt files are backed up with date-time stamp after they reach 5MB size, for other log the files, they are overwritten.

## Ships Decode

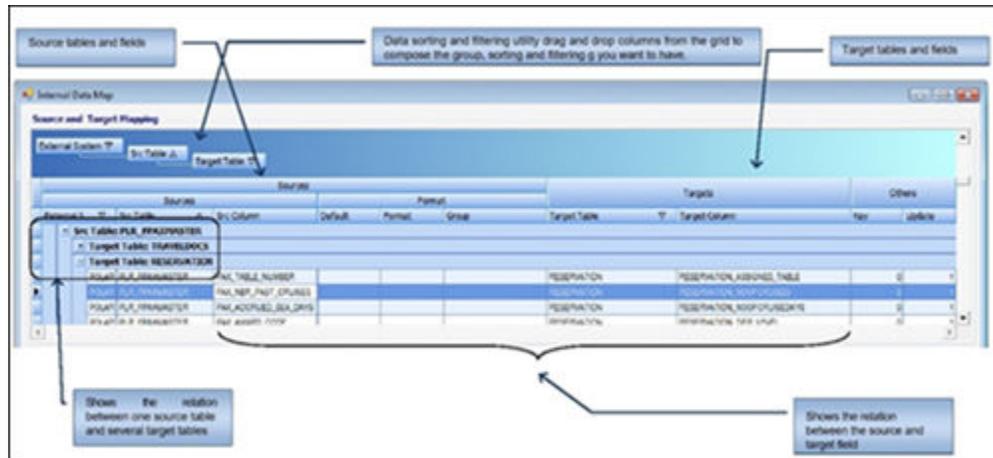
This set up is needed to convert ships code from Polar to the equivalent FM codes. Also, it enables you to assign several sets of ships to different processing machines for load balancing. Some sections of the vessel decoding are for the main ResOnline application use only.

Figure 15-4 Ships Decode set-up



## Internal Data Mapping - Source And Target Mapping

The most typical data mapping involves one to one relation at the level of source and target tables and source and target fields from each one of the related tables. In the external to internal data mapping you have the possibility to map one source table into several target tables, which is the case of the table that holds the source master list which feeds data to the target Reservations, Accounts, Travel Documents, etc. The top of the form shows you the several source and targets table mapped as well as their respective source and target field associations.



## Internal Data Mapping - Several Sources Target Table

In the case of the Excursions data mapping, we have to map data from several distinct tables into the same target table: Standard Excursions, Bookable Excursions go into the same Excursions Definition target table, Wait List Excursions and Pre-Paid Excursions go into the same Excursions target table. To have an application inserting new records when the source table changes, you add a Group Element in to the source section mapping, you assign the source base on the source and target table relation, you must be extremely cautious when assigning the group since there is not any pattern in the application that helps you to detect any wrong group assignation. This table shows you all the pre-defined groups that exist in the application and their related value that is inserted in the Groups column.

**Table 15-1 Excursions Data Mapping**

Group	DefaultValue	Group	Default Value
ADDRESS_GUEST	D	TRAVEL_AGENT	T
ADDRESS_GUEST_P REVUSA	Z	TRAVEL_DOC_PASS PORT	P
ADDRESS_GUEST_P OSTUSA	Y	TRAVEL_DOC_ALIE N_RESIDENT_ID	V
ADDRESS_GROUPS	G	TRAVEL_DOC_VISA S	V
ADDRESS_BILLING	B	Other Groups	R
EMERGENCY_CONT ACT	E	AMENITY_DEF SPECIAL_RQST_DE F	S

Excursion Groups

**Table 15-2 Excursion Groups**

Excursions Groups	DefaultValue	Group	Default Value
EXCUR_WAIT_LIST	WL	PAX_TO_AIR1	AA
EXCUR_STND	STD	PAX_TO_AIR3	AA

**Table 15-2 (Cont.) Excursion Groups**

Excursions Groups	DefaultValue	Group	Default Value
EXCUR_PRE_PAID	PP	PAX_FROM_AIR5	AA
EXCUR_BOK	BOK	PAX_FROM_AIR7	AA
		PAX_FROM_AIR9	
		PAX_TO_AIR	
		PAX_TO_AIR2	
		PAX_TO_AIR4	
		PAX_FROM_AIR6	
		PAX_FROM_AIR8	

## Internal Data Mapping - System Source

The SYSTEM table contains three logical source fields and lets you force the insertion of specific values into any of the target tables and fields that you choose.

### Logical source field TARGET\_DEFAULT\_VALUE

This enables you to insert any value of your choice as a default value into the target field. For example:

1. Insert the default value E into the target table ADDRESS, field **Address\_type**
2. Insert the default value NA into the target table ACCOUNT and field **Account\_Grp**
3. Insert the default value A into the target table FLIGHTS and field **Flight\_Direction**

### Logical source field TARGET\_UPDATE\_KEY\_FIELD

The data hammering process has the capacity to detect when a target records is in update mode, if the data is found then an update statement to the target record is delivered, in order for the application to perform such task, you must specify the combination of fields that can be used as a unique key to find the target record to be updated. For example: RESERVATION\_RCDID for target table RESERVATION, SPECERQUEST\_RCDID for target table SPECERQUEST.

### Logical source field TARGET\_STATUS\_FIELD

When processing data, data hammering must use a target table field in order to insert the state flag as defined in the general setup, the name of that target field is different depending on the target table, this logical source field enables you to assign the appropriate target field where the application dynamically inserts the state flag. For example: Accounts\_XfrStatus for target table ACCOUNT, Reservaton\_XfrStatus field for target table RESERVATION, etc.

## Data Mapping

To perform the mapping of source field to an specific target field, following these steps:

1. Select the source table from **Source Table** list.
2. Select the Source Field from **Source Field** list

3. Select the target table from the **Target Tables** list.
4. Select the Target Field from the **Target Field** list.

If the mapping does not need any special setup, double-click on the selected target field in order to add it. All the selections previously completed are displayed in the **Edit** section. Use this editor to add extra elements to the mapping when needed.

## Data Mapping Details

The Sources Fields list and the Target Fields list is refreshed when you navigate the data mapping table and the sources and target tables. All the possible combinations between source and target data types are to be taken care by the application's data transformation capability, when you are mapping to Date Type target fields you must provide the appropriate source format mask in the editor section.

## Source Data Filtering

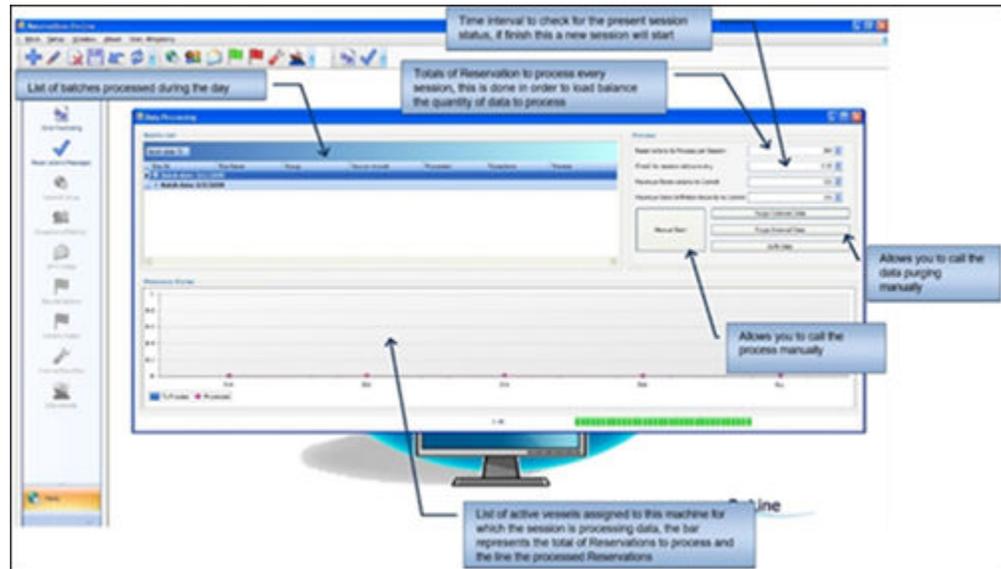
When processing source data like Passenger's Air flights, Passengers different types of addresses, Special Requests and Gift Orders, the applications needs to filter only the specifically required data from the same source.

A logical target column called **DATA\_FILTERS** enables you to create a combination of data filtering rule for each one of the source and target that requires it. For example, in the table below, the first record combination instructs the application to extract only flights data where the source field **PAX\_CARRIER5** is not empty when processing data for the target table FLIGHTS and detects that the source fields set contains the field **PAX\_FROM\_AIR5**.

## Data Processing

During Data Processing, the application gathers records from the external source and proceeds to insert or update corresponding records in the target tables as configured in the data mapping. This process proceeds the data in the way the ResOnLine can deliver the data to SPMS.

Figure 15-5 Data Processing



## Reservations Messaging Process

This process grabs the data from the internal schema that holds the transformed reservations data processed before, and then converts the data into an XML message that is delivered to the respective ships by FM.

Once the left panel is visible, you can view all the messages and their respective XML text by scrolling the batch list.

## IFC Interface - Import Reservations To The Ship Database

To send and receive reservations and statuses, FM Transfer is used in combination with the IFC Resonline Import SPMS interface. This interface imports reservations provided by FM Transfer, and then sends back a status for each record.

## Reservation Status

The FM ResOnline module available to controls the dataflow status.

Table 15-3 FM ResOnline module

Status	Description
Passenger Manifest	Shows all reservation imported and processed, together with their ship import statuses.
FM Dashboard Resonline Transfer Status	Provides quick data of how many reservations we currently have to send per ship and how many have status Pending (not processed onboard yet).
Transfer Status	Detailed grid shows how many reservations we have loaded/ processed/transferred /imported/pending.

**Table 15-3 (Cont.) FM ResOnline module**

Status	Description
Loading Status Grid	External files upload status. Provides an overview of daily upload process.
Ship Response Messages	Allows to see complete ship import history of each individual reservation.
Reservations Status SPMS Viewer	In SPMS, provides an overall history status on daily basis - what is new, updated, deleted.
Reservations Status SPMS Reports	In SPMS, provides a status report.

## Reservation Status Alerts

ResOnline sends alerts and email transport protocols. There are two groups of alerts, each with different distribution lists and destinations (ship/shore departments):

- Emergency
- Status alerts

# 16

## Universal Check In XML Generator

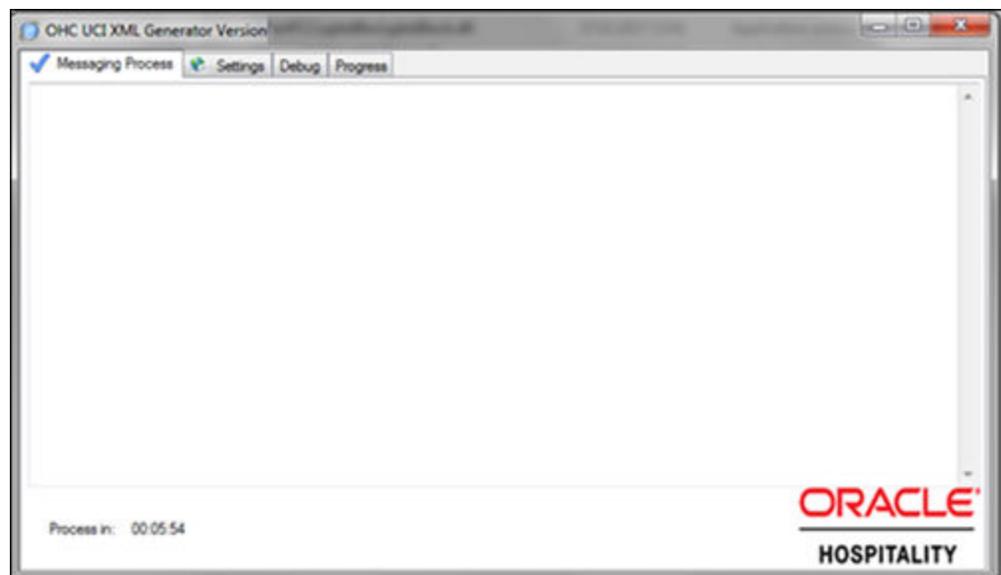
Universal Check In XML Generator creates the extensible markup language(XML) from the cruise passengers checked in data.

- [Messaging Process](#)
- [Settings](#)

### Messaging Process

Universal Check In XML Generator shows the messages that are being processed on the Messaging Process screen.

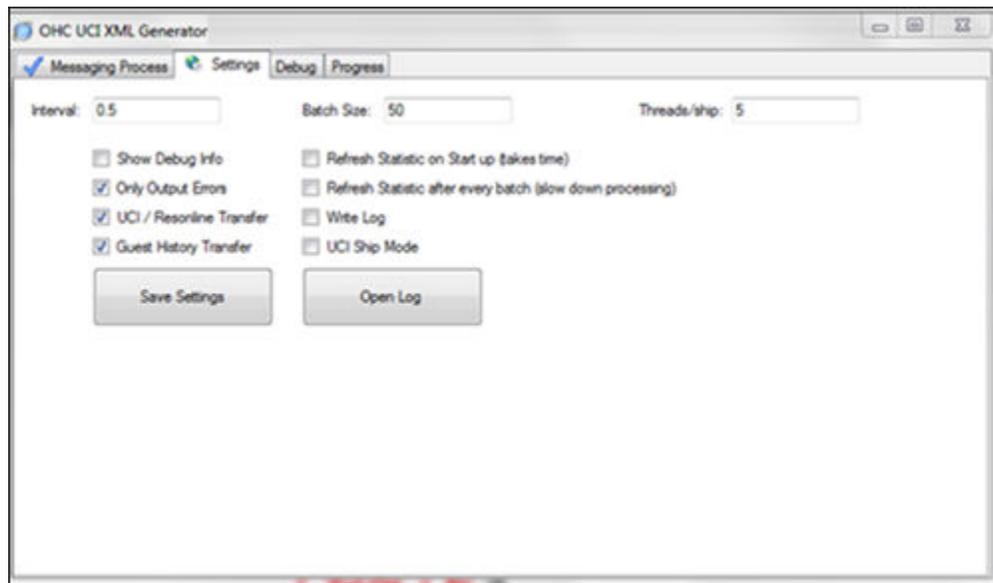
**Figure 16-1 Universal Check In XML Generator**



### Settings

The settings section is used to configure the settings of Universal Check In XML Generator.

Figure 16-2 OHC UCI XML Generator



# 17

## Database Schema Password Manager

The Database Schema Password Manager is used to:

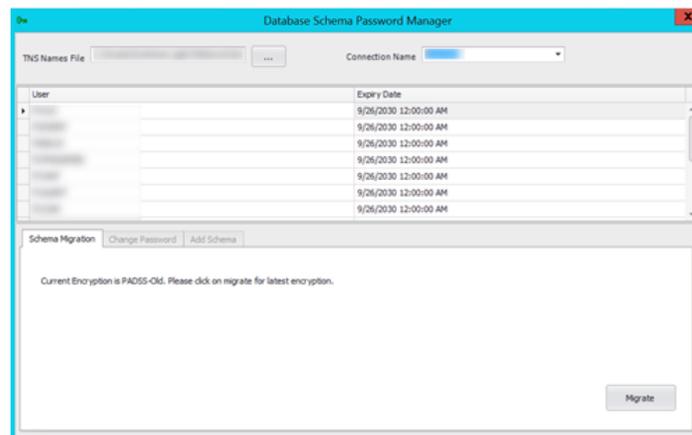
- Migrate schema entries to the latest encryption.
- Change schema passwords to allow the ownership of passwords to be with the customers.
- Add new schema entries.
- [Migrating Schema Entries to the Latest Encryption](#)
- [Changing Schema Passwords](#)
- [Adding a Schema Entry](#)

### Migrating Schema Entries to the Latest Encryption

Schema Migration is the first tab of the Database Schema Password Manager. This tab is used to migrate the Non-PADSS or OLD PADSS encrypted password entries to the most recent encryption; therefore, the tab is only enabled if an entry is using OLD PADSS or NON PADSS encryption. If the schema has all entries on the latest encryption, this tab is not enabled.

To migrate schema entries to the latest encryption:

1. On the Database Schema Password Manager screen, click ... to map to the TNS file on the local machine.
2. Click the **Connection Name** drop-down and select the appropriate schema connection to migrate.
3. Click the **Schema Migration** tab, and then click **Migrate**.



4. Click **OK** to complete the migration.

## Changing Schema Passwords

Change Password is the second tab of the Database Schema Password Manager. This tab is used to provide ownership of passwords to customers.

To change a schema password:

1. On the Database Schema Password Manager screen, click ... to map to the TNS file on the local machine.
2. Click the **Connection Name** drop-down and select the appropriate schema connection.
3. Select the schema row for which you wish to change the password.
4. Click the **Change Password** tab, and then enter the following information:
  - **System User:** Enter the database system user name.
  - **System Password:** Enter the system user password.
  - **Schema Name:** This is automatically populated with the schema name and is greyed out.
  - **Schema Password:** Enter the new password for the schema.
  - **Expiry Date:** If required, enter the new expiration date.
5. Click **Save** to complete the password change.

## Adding a Schema Entry

Add Schema is the third tab of the Database Schema Password Manager. This tab is used to add a new schema entry to the FIDELIOBK schema.

To add a new schema entry:

1. On the Database Schema Password Manager screen, click ... to map to the TNS file on the local machine.
2. Click the **Connection Name** drop-down and select the appropriate schema connection.
3. Select the schema for which you wish to add a new entry.
4. Click the **Add Schema** tab, and then enter the following information:
  - **System User:** Enter the database system user name.
  - **System Password:** Enter the system user password.
  - **Schema Name:** Enter the name for the new schema entry.
  - **Schema Password:** Enter the password for the new schema.
  - **Expiry Date:** Enter the expiration date.

 **Note:**

The latest encryption key is used for new entries.

5. Click **Add User** to complete the addition of a new schema entry.

