Oracle® Hospitality Cruise Shipboard Property Management System

Gangway Security User Guide
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January 2022

ORACLE

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Preface

The Gangway Security is an add-on application that runs on a Windows 10 IoT platform. The main function of the application is to facilitate passenger and crew embarkation, manages movements through the Gangway using a Windows 10 Mobile /Tablet, providing an accurate head count and real time statuses of passenger, crew and visitors.

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

Audience

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

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:
https://support.oracle.com

- When contacting Customer Support, please provide the following:
- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Revision History

Date	Description of Change
August 2017	• Initial publication.
January 2022	• Reworded the magnetic card reader function to use swipe instead of scan.

Prerequisites, Supported Systems, and Compatibility

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

Prerequisites

- Gangway Security.exe version 8.0.6

Supported Operating Systems/Technology

- Microsoft Windows 10 IoT Platform
- Does not support Barcode/RFID scanning

Supported Hardware

- Oracle MICROS 721 Tablet
- Windows Mobile Device/Tablet with camera

Compatibility

SPMS version `8.0.6` or later. For customers operating on version `8.0.6` and below, database upgrade to the recommended or latest version is required.

1. System Schematic

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

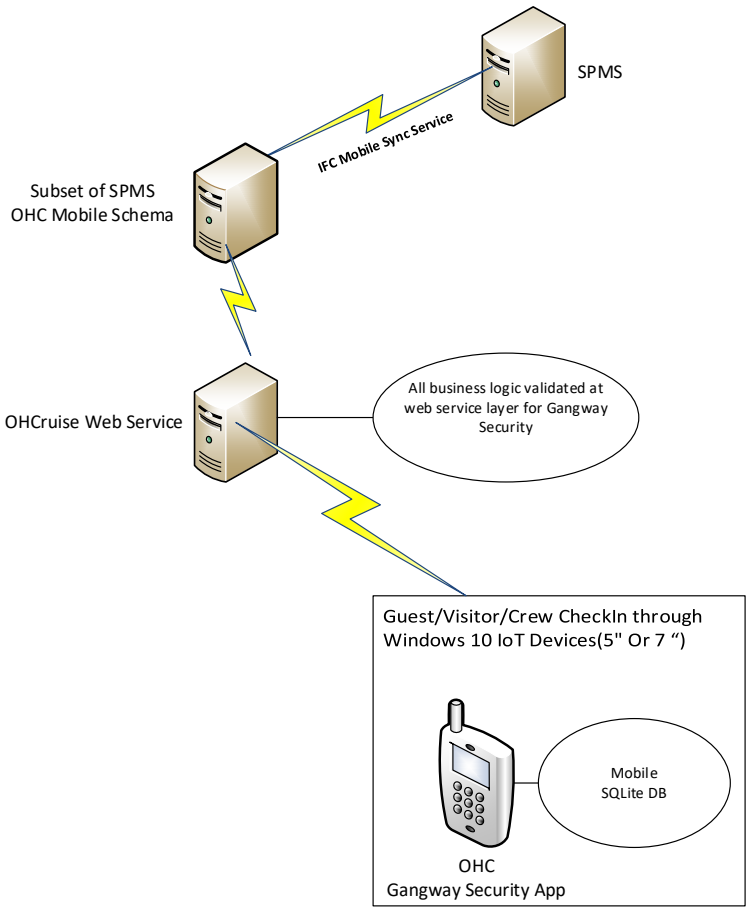

Figure 1-1 – Gangway Security System Schematic

2. Using the Gangway Security Device

The Gangway Security is an add-on application to Oracle Hospitality Cruise Shipboard Property Management System (SPMS) that simplifies the ship's management, processing of passenger and crew embarkation, movements through the Gangway using a Windows 10 Mobile/Tablet.
The following section describes the setup and usage of Gangway Security application on mobiles devices/tablets.

Connecting Mobile Devices to PC

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

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

1. On the Device Registration screen, choose the applicable **MAC ID** from the drop-down list.
2. Enter **Device Name** and tap on **Activate & Register** button to activate and register the device in `MOB` table.
3. Upon the successful registration of the device, the application loads the database by creating an SQLite DB file, and download the required tables and data from Mobile Schema to the SQLite DB.
   - Application binaries are installed into folder `C:\Users\xxx\AppData\Local\Packages\418a5f0a-dc61-414f-b118-845168a54bdd_de9a81z67982p\LocalState`
   - Application logs are located in folder `C:\Users\xxx\AppData\Local\Packages\418a5f0a-dc61-414f-b118-845168a54bdd_de9a81z67982p\LocalState\Log – ddmmyyyy.txt`
   - All photos are loaded into folder `C:\Users\xxx\AppData\Local\Packages\418a5f0a-dc61-414f-b118-845168a54bdd_de9a81z67982p\LocalState\ProfilePhotoFolder`
   - Database is located in the folder `C:\Users\khdesai\AppData\Local\Packages\418a5f0a-dc61-414f-b118-845168a54bdd_de9a81z67982p\LocalState\CruiseDB.sqlite`

Using the Device

Once the device is set up and connected to the OHCruiseWebService, you can login by swiping the crew board card or manually input the login credential at the login page. The selected page or tab is highlighted in red.

Login to the Device.

1. At the device log in page, tap the **'Please use your Card to Login'** to swipe the crew board card or select **Login Manually** then to enter the login ID and password.

2. If the selected option is by swiping a crew card, place the cursor on the search bar and then swipe the crew board card through the magnetic card reader.
3. Tap on **Login** to continue.

Device Settings

The Settings page allow you to configure the hostname, assign a Gangway Location, sets the Auto Sync Time and WebService Hostname. The Settings is accessible from the top right corner of the screen and it consists of two tabs: **General** and **Sync**. This function is limited to user with administrator privilege.

The options in the General tab are:

- **Gangway Location:** Allow changing of Gangway Location. The registered mode is always shown at the header of the Menu page.
- **Auto Sync Time:** Define the minute(s) for the next sync to occur.
- **Web Service Host Name:** Allows you to set the web service hostname.

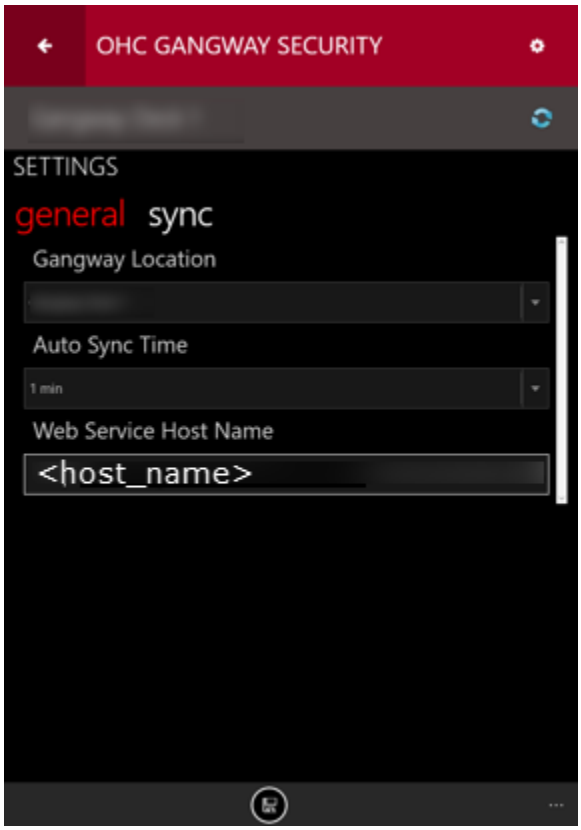

Figure 2-1 - Settings Screen General

Sync

The Sync function obtains the newest database from the Mobile Server through a preset synchronization process, and the device operating mode must be *Online*. The Sync tab contains the following options:

- **Full Sync:** Performs Full Synchronization on the device. The process deletes the existing database from the device and downloads the newest database, including all photos from the server. The function is launched manually.
- **Full Data:** Only perform database Synchronization on the device. The process deletes the existing database from the device and re-download the newest database. The function is launch manually.
- **Reset Data:** Performs Data Cleaning on the device. This function deletes *all* data rows and download the newest.

The system prompts an appropriate message when you run the Full Sync or Reset Data. These functions are performed only for troubleshooting purposes and *not to be used* in real emergencies situations. Proceed with caution.

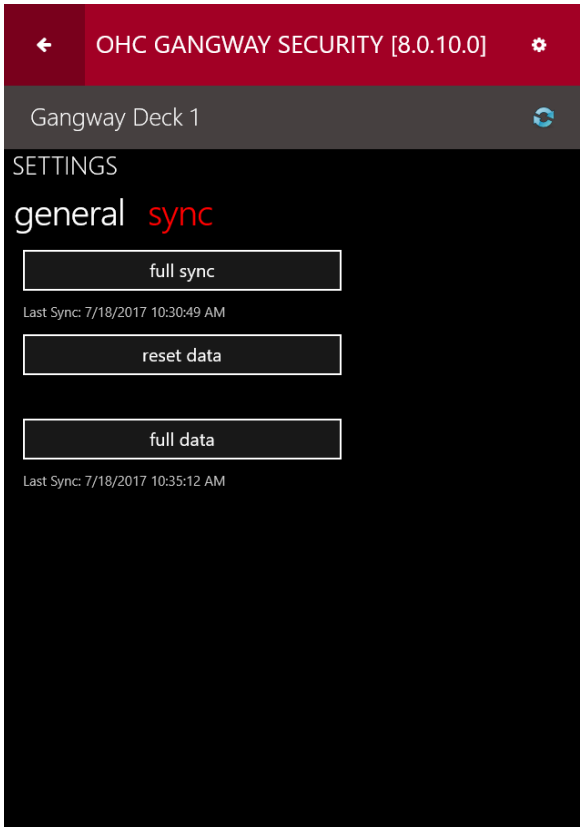

Figure 2-2 - Setting - Sync Mode

In the event when a Full Sync or Full Data is run and completes successfully, the login screen will appear. The Full Sync button is *disabled* when the device is downloading the photos.

3. Gangway Security

Application Main Page

The Application Main page enables you to obtain the passenger information by swiping the board card, or access other functions from the Main menu tab located on the top left corner of the screen.

The page consists of three sections:

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

Profile

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

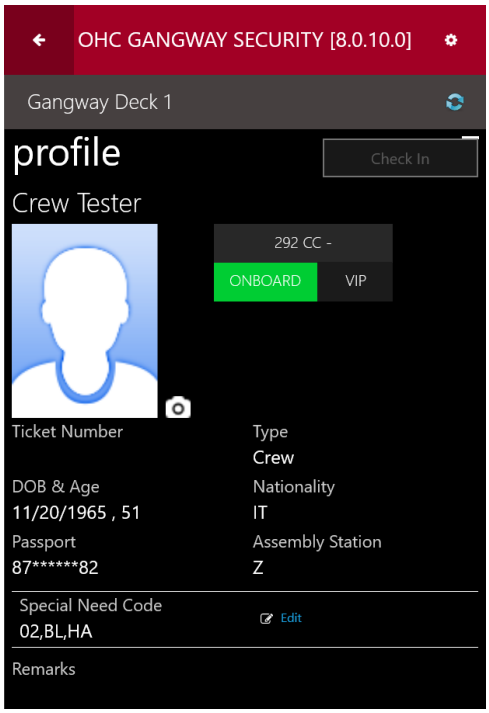

Figure 3-1 - Profile Information

Table 3-1 - Description of Profile

Field	Description
Passenger's name	Passenger's first and last name
Profile Photo/Camera	Profile photo of the passenger. Camera function to capture new photo.
Cabin number	Registered cabin number

Field	Description
Gangway Status	Green icon with left arrow = Onboard Passenger
	Blue icon with right arrow = Ashore Passenger
Reservation Status	RR - Reserved, RE - Expected Arrival, CC - Check In,
	CL - Expected to disembark, DD - Disembarked
Passenger Status	Passenger classification linked to RES.RES_PAXCLASS. For example: S - Senior, A - Adult, C - Child, I - Infant, J - Junior
Ticket Number	Ticket number linked to the booking.
Type	Passenger type linked to RES.RES_TAG, ie
	P - Passenger, C - Crew and V - Visitor
DOB & Age	Date of Birth and Age of the passenger
Passport	Encrypted passenger passport number. Linked to UXP.UXP_H_PASSNO.
Assembly Station	Assembly station assigned.
Special Need Code	Special Need Code linked to the booking. Linked to RES.RES_HANDICAPCODE.
Check In	This button is only active when the passenger status is "Expected to arrive". The registration of the gangway movement depends on the value defined in parameter, **'Mobile', 'Check-In Status'**.

Search

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

- **All:** Display all search results
- **Onboard:** Displays only account that is onboard
- **Shoreside:** Displays search results of passenger that are ashore.
- **Custom:** Advanced search option with a custom filter.

1. Tap the **Menu** button to open the Search function. The registered gangway station is shown at the top of the page of **Search, Count** and **History** tab.
2. Tap the **Search** tab, enter the guest name in the **Search bar**, and then tap the **Search** button.
3. The returned search results are based on the logged in station. To search for guest registered at another station, navigate to **Custom** tab.
4. To narrow down the search, navigate to **Custom** tab, select the criteria using the drop-down menu and tap **Apply**.

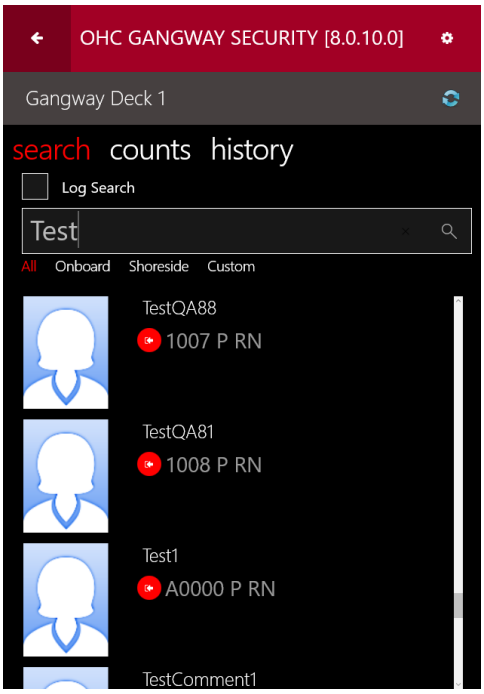

Figure 3-2 - Search List

5. Tapping the name opens the profile screen. See *Profile* section for a description of the fields.

Updating Profile Picture

At the point of reservation, the system loads a standard stock picture to the booking. You must retake the passenger photo using below steps.

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

Editing Special Need

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

Gangway Counts

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

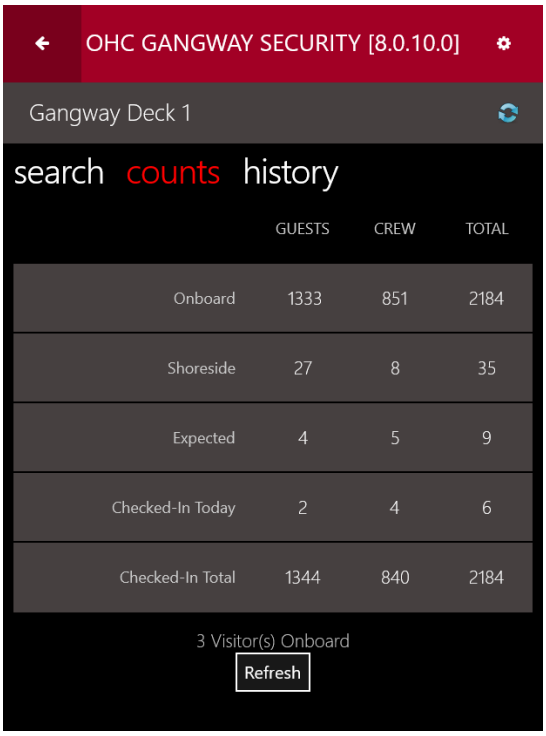

Figure 3-3 – Gangway Counts

- **Onboard:** Contains all onboard persons (passengers/crew/total), including checked out and are still on board.
- **Shoreside:** Contains all ashore persons (passengers/crew/total).
- **Expected:** Contains all persons expected today (passengers/crew/total)
- **Checked-In Today:** Contains all person expected today (passengers/crew/total), that has checked in today.
- **Checked-In Total**: Contains all onboard persons that has checked in-today and past date (passengers/crew/total).
- **Visitors Onboard**: Displays only onboard visitors count

History

The **History** button redirects you to the Recent History page. The view lists the last record processed on current device and shows an empty page if there are no movements recorded.

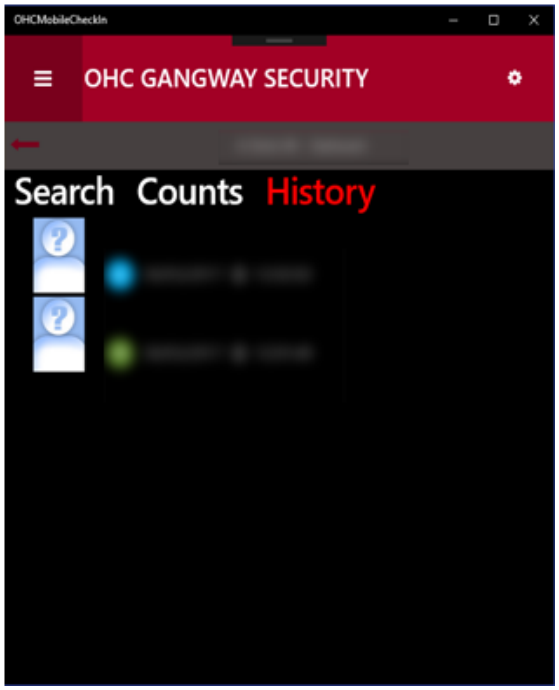

Figure 3-4 - History Tab

For every gangway movement, the following details are shown:

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

When tapping on the person's record, it lists all movement history of the selected person. It also shows the status of the last synchronization with the server.

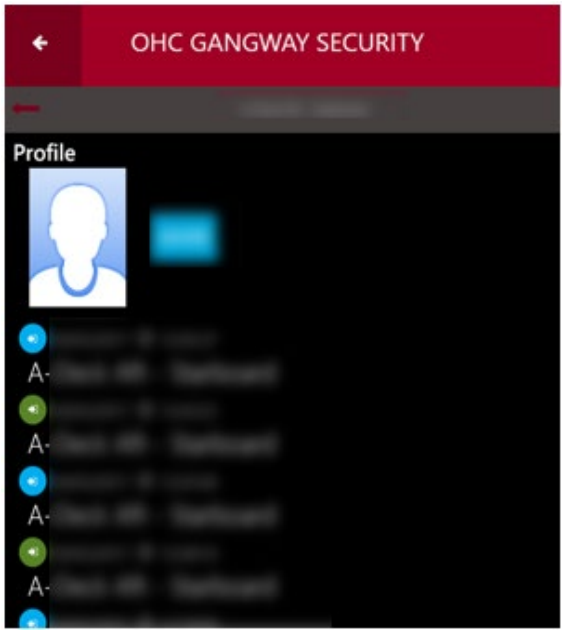

Figure 3-5 - History – Single Person Detail Movement view

The list consists of the following items:

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

Log Search

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

Gangway Log

You can use the Gangway Log to search for a person by:

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

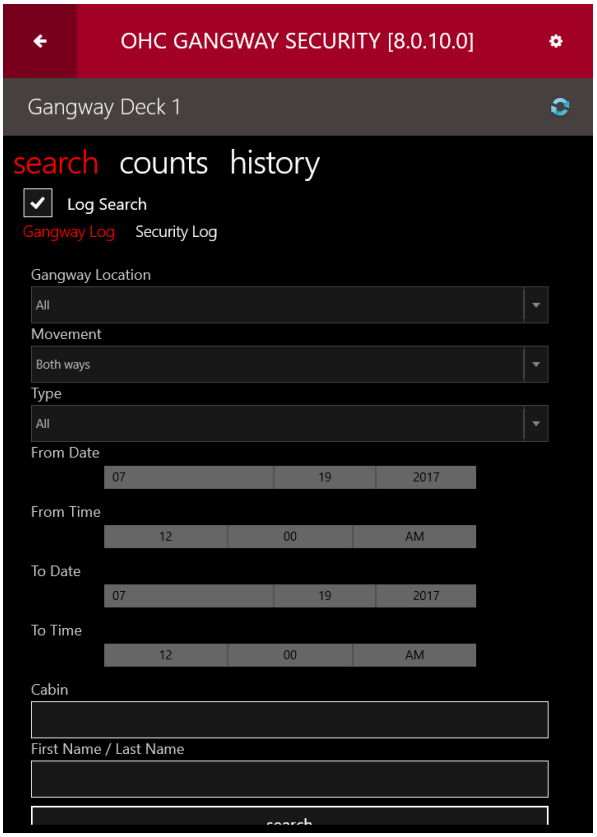

Figure 3-6 - Gangway Log Screen

The search results shown is according to the filters set and when tapping the **Search** button located at the bottom of the screen. The results contain a list of gangway movements in the following format:

- **Person's tag:** P - Passenger, C - Crew, V - Visitor
- **Person's name:** Displays person's name and replaces the remaining characters with dots for long names.
- **Movement direction:** Onboard/Ashore
- **Time stamp**: Date/time logged

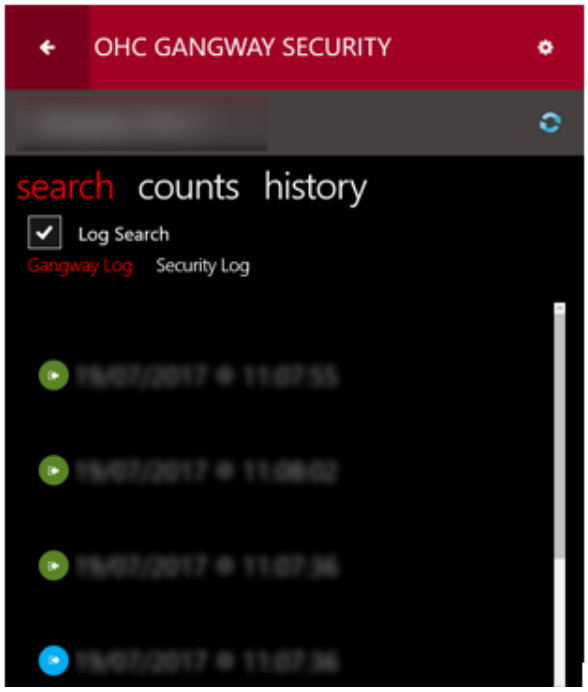

Figure 3-7 - Gangway Log Results

Tap the **Gangway Log** return to the filter page.

Security Log

You can use the Security Log to search for movement history by status such as Embarking, Disembarking or Denied List, Cabin number, Booking number and Name.

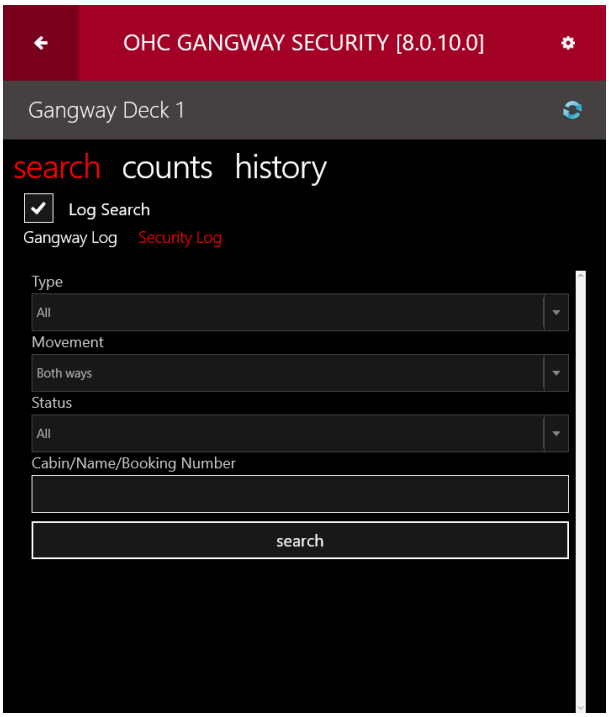

Figure 3-8 - Security Log