Oracle® Hospitality Cruise Shipboard Property Management System

Gangway Security and Mobile Mustering Installation Guide Release 8.0.6 **E89050-04**

January 2022



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Preface

The Mobile Mustering and Gangway Security version 8.0.6 is an add-on module to Oracle Hospitality Cruise Shipboard Property Management System (SPMS) that runs on a Microsoft Windows 10 IoT platform. Its core function is to process passenger and crew embarkation, administer movement through the Gangway using a Microsoft Windows 10 Mobile /Tablet.

This document describes the full setup of the Mobile Application Server, Mobile Gangway client on mobile devices and the SPMS System Configuration.

Audience

This document is intended for application specialist, IT Officers 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
- Screenshots of each step you take

Revision History

Date	Description of Change		
August 2017	Initial publication.		
December 2017	 Changed method of encryption using a Command Prompt. 		
May 2018	 Log SQL feature were removed 		
June 2018	Hardcoded password/keys were removed		

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Date	Description of Change	
January 2022	Revised the usage/steps on following topics	
	 Adding Roles to Microsoft Windows Server 2012 R2 	
	 Verifying the SSL Connection 	
	OHCruise Web Services	
	MobileSync Interface	
	Removed the following outdated topics • Generate IIS Self-Sign Certificate	
	 Binding the Self-Sign Certificate 	
	 Connecting Mobile Devices to PC 	
	 Turn on device discovery and pairing 	
	 Connecting to Device Portal 	
	Windows Device Portal	

8 Preface

Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Application Server for Mobile Mustering and Gangway Security module.

Prerequisites

- FCMobile Database
- Patch 33492113: OHC Shipboard Property Management System Mobile 8.0.6
- OHCruiseWebService.7z
- Cabin Station Setup
- Application Server for Mobile Services.
- Preinstalled Oracle Data Access Component (ODAC) for PC running SPMS applications.
 - ODTwithODAC112030 or
 - ODTwithODAC121021

Supported Operating Systems

- Microsoft Windows 10 IoT
- Microsoft Windows Server 2012 R2 Standard OS

Supported Hardware

- Oracle MICROS 721 Tablet
- Windows Mobile device with a camera.
- Server based CPU (Xeon X3440 2.53 GHz)
- Minimum RAM: 8 GB

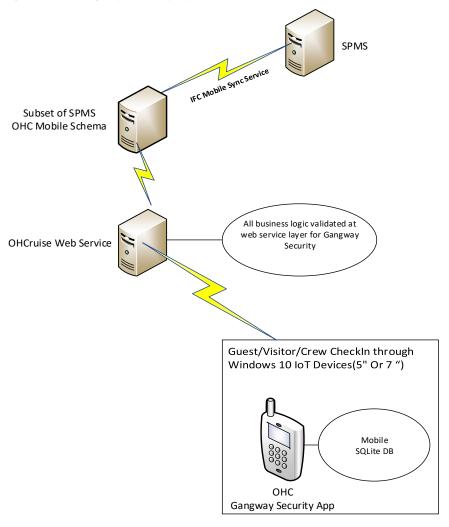
Compatibility

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.

System Schematic

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

Figure 1-1 - Gangway Security System Schematic



System Schematic 10

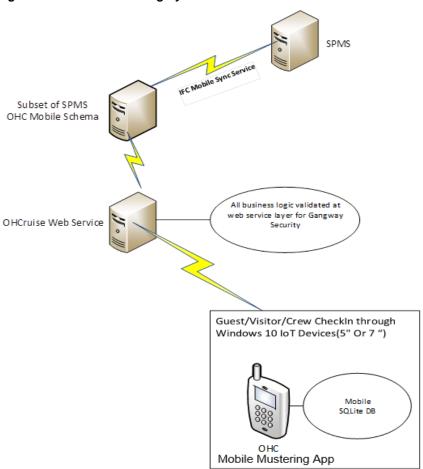


Figure 1-2 - Mobile Mustering System Schematic

2 System Configuration

This section describes the required configuration before you use the Mobile Mustering application, including setting up of Application Server for Mobile applications, MobileSync Interface, and Windows 10 Mobile/Tablet.

FCMobile Database Preparation

Although the existing Muster Station information such as passengers, crews, and visitors' details are stored in the SPMS Database, a separate database is needed for Mobile Mustering to store the essential information for its mobile devices. This database may reside on the same server as SPMS Database.

The FCMobile Schema User must be created using the below script.

```
CREATE USER fcmobile

IDENTIFIED BY <password>
DEFAULT TABLESPACE USER_TABLES

TEMPORARY TABLESPACE USER_TEMP;

GRANT CONNECT TO fcmobile;

GRANT DBA TO fcmobile;
```

To create the database tables for FCMobile Schema, you must perform a database verification on the MobileSync program. See *Configuring MobileSync Interface* for more information on the Interface setup and database synchronization.

Mobile Application Server

The installation of a Mobile Application Server involves several components, and you must install them in the order described in the below section.

Turning on Microsoft Windows IIS Feature

The Application Server requires the IIS feature for communication with the World Wide Web Services. Hence this feature must be enabled.

- 1. In the Application Server, access the **Control Panel**, **Programs and Features** and select **Turn Windows features on or off**.
- 2. Under the **Internet Information Services**, expand the **World Wide Web Services** container and ensure the **ASP.NET** and **CGI** check box is checked. If not, select the respective check box and then click **OK**.

.NET Framework

The OHCruiseWeb Service requires a version of .NET Framework 4.0 to be installed. Verify that the version is installed on your Application Server by navigating to **Control Panel**, **Programs and Features**, **Add Remove Software** section.

If you do not have a .NET Framework 4.0 installed, download a copy of the installation file from https://www.microsoft.com/en-us/download/developer-tools.aspx and manually run the offline Microsoft .NET Framework 4.0 Installer.

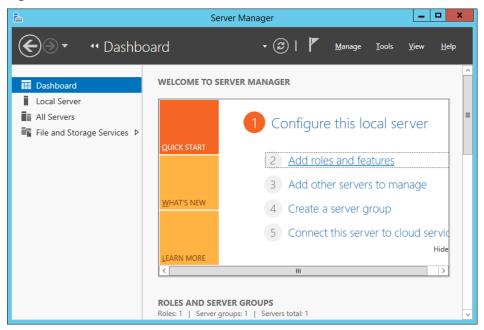
Oracle ODAC and Instant Client

The Application Server also requires an installation of Oracle ODAC and Instant Client. See to Oracle Technology Network (OTN) website at http://www.oracle.com/technetwork/topics/dotnet/downloads/install112030-1440546.html and download the version listed in Perequisites. If you have an ODAC installed previously, de-installation is not required.

Adding Roles to Microsoft Windows Server 2012 R2

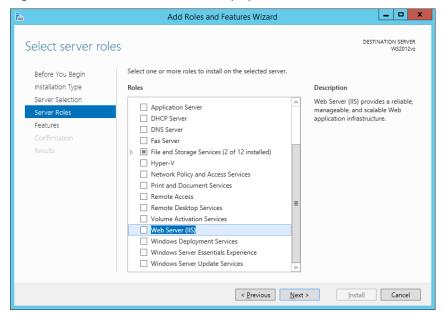
1. In the Server Manager Dashboard, click Roles and select Add Roles.

Figure 2-1 - Mobile Server Roles



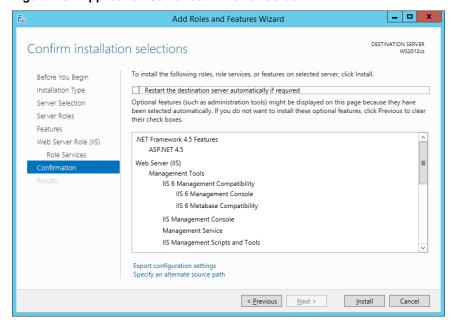
- **2.** On Before You Begin page, check that the criteria listed on the page are met before continuing.
- **3.** Navigate to the Installation Type page and select the **Role-based or feature-based installation**.
- **4.** On the Server Selection section, select the server from the server pool option.
- **5.** On the Select Server Roles section, select the **File Services and Web Server (IIS)** component check box and click **Next**.

Figure 2-2 - Mobile Server Web Server (IIS)



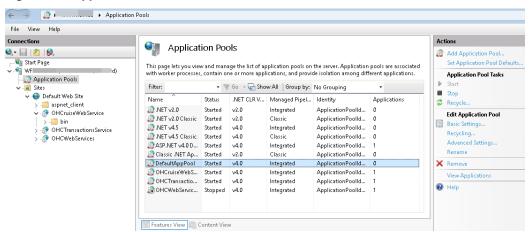
- **6.** In the Features section, select the .NET Framework 4.0 and click Next.
- 7. On the Web Server Role screen, select Management Tools, Common Http Features, Application Development, IIS 6.0 Management Tools, and click Next. Follow the steps of the Installation Wizard.
- **8.** On the Confirmation Screen, check mark the **Restart the destination server automatically if required** and click the **Install** button.

Figure 2-3 - Application Server confirmation screen



From the Server Manager container, select Internet Information Services (IIS)
 Manager, then Application Pools, DefaultAppPool, and then select Edit Application
 Pool, Advance Settings from the Action Panel and change the .NET CLR version to
 v4.0.

Figure 2-4 - Application Pools

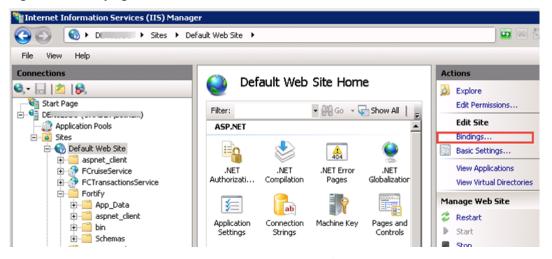


Verifying the SSL Connection

To ensure that the SSL connection is properly set up,

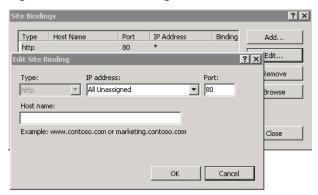
- From the Application Server, navigate to the Server Manager screen and select IIS Manager, Default Web Site.
- 2. Navigate to the **Actions Panel**, **Edit Site** on the right pane and select **Bindings**.

Figure 2-5 - Verifying the SSL Connection



3. In the Site Bindings screen, ensure the Window default port is 80.

Figure 2-6 - HTTP Port Assignment



4. In the Default Web Site, select Directory Browsing and then select Enable from the Actions Panel on the right.

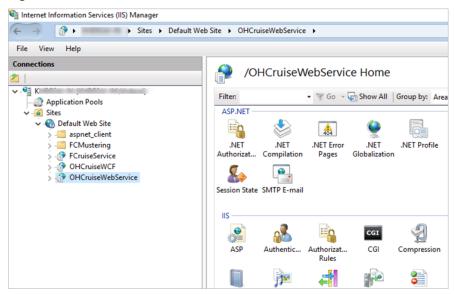
Figure 2-7 - Enabling Directory Browsing



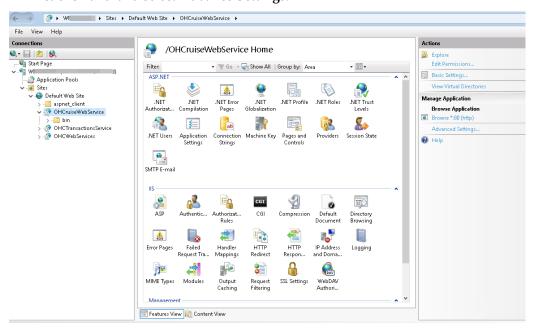
OHCruise Web Services

- 1. Launch the OHCruiseWebService.msi application, and the follow installation steps.
- **2.** At the OHCruiseWebService InstallShield Wizard screen, select the setup type as **Complete**, click **Next** and follow the installation steps until completion.
- **3.** At the end of the set up, the OHCCruiseWebService will appear in the **IIS Manager**, **Connections** section.

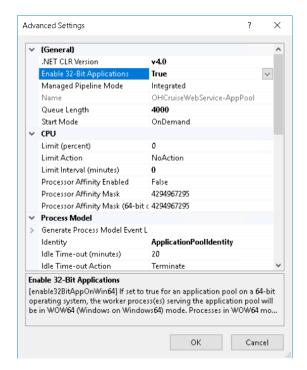
Figure 2-8 - IIS Services



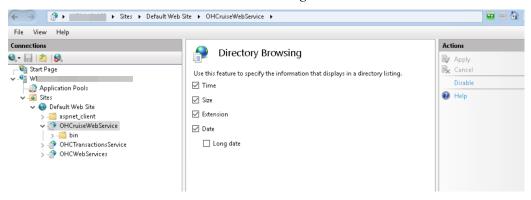
4. From the Server Manager, Sites container, select OHCruiseWebService and navigate to Actions Panel and select **Advance Settings.**



5. Ensure the Enable 32-Bit Applications is set to True and .NET CLR version is set to v4.0.



6. In the Default Web Site, OHCruiseWebService, select Directory Browsing and then select Enable from the Actions Panel on the right.



Configuring DB Source for the Web Services

- From the IIS Manager, Connections section, right-click the OHCruiseWebService and select Explore. This opens the folder C:\inetpub\wwwroot\OHCruiseWebService
- **2.** Locate the **Web.Config** file and edit the following section to point to the correct "Data Source" and then **Save** the file.

```
<connectionStrings
configProtectionProvider="RsaProtectedConfigurationProvider">
<add name="MyLocalOracleServer" connectionString="Data
Source=spms;Persist Security Info=True;User
ID=fcmobile;Password=<password>;"
providerName="System.Data.OracleClient"/>
</connectionStrings>
```

Encrypting Web.config file using Windows Command Prompt

You can also encrypt and decrypt the Web.config using a script.

- 1. Open the **Command Prompt** with Run as Administrator.
- 2. Change directory to "%WinDir%\Microsoft.NET\Framework\v4.0.30319" Directory.
- **3.** Run the below command to encrypt connectionString.

```
aspnet_regiis -pe "connectionStrings" -app "/OHCruiseWebService" -
prov "DataProtectionConfigurationProvider"
```

The above command with the '-app' switch assumes that there is an **IIS virtual directory** called OHCruiseWebService. However, the command below assumes there is no virtual directory available.

 $aspnet_regiis.exe \ -pef \ "connectionStrings" \ C: \ Projects \setminus MachineDPAPI \ ?prov \ "DataProtectionConfigurationProvider"$

```
Encrypting configuration section...
Succeeded!
```

You can also change the connectionstrings section back to clear text with the below command.:

```
aspnet_regiis -pd "connectionStrings" -app
"/OHCruiseWebService"
```

If the command is successful, you will see the following output:

```
Decrypting configuration section... Succeeded!
```

To decrypt the connectionstrings section with a specific path to your application's configuration file, use the '-pdf' switch shown below.

```
aspnet_regiis -pdf "connectionStrings" C:\Projects\
OHCruiseWebService
```

Verifying the WebServices connection

To ensure the WebServices connection is properly set up,

- 1. Open the web browser of the machine where the web service is installed.
- 2. Copy and paste the following URL into your browser.

 http://localhost/OHCruiseWebService/FCTransactionsService.asmx/MobileJsonGet?
 psFunction=connect&psSessionID=&psParam=&pbIsSelect=false&psSchemaName=
 You should get the following response:

<CResponseJson><bSuccess>true</bSuccess><sTables/><bISODateFormat>true</bISODateFormat></CResponseJson>

If the **Web Service** is configured correctly, the following page will be shown.

Figure 2-9 - Verifying Webservices connection

Oracle Hospitality Cruise SPMS Setup

Other than setting up the hardware and database, you must also setup the Muster Station, Lifeboat/Life Raft, and Cabins in **Administration module**.. This is to ensure that all passengers and crew onboard are accounted for in during an emergency evacuation. It is essential to that all information entered in the Muster Station, Lifeboat and Cabin are correct.

Life Boat/ Life Raft Setup

Figure 2-10 - Adding Lifeboat/LifeRaft

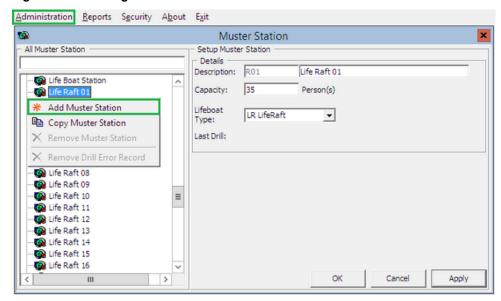


- 1. Login to the **Administration module**, and select **Administration** from the menu bar.
- 2. Select Safety Setup, and then Life Boat/Life Raft Setup from the drop-down list.

- **3.** Right-click on the blank field to bring up the dialog box, and select **Add** to add new lifeboat.
- **4.** Insert the **Description**, **Capacity** and all other relevant fields in the Details section on the right.
- **5.** Click **Apply** to save settings.

Muster Station Setup

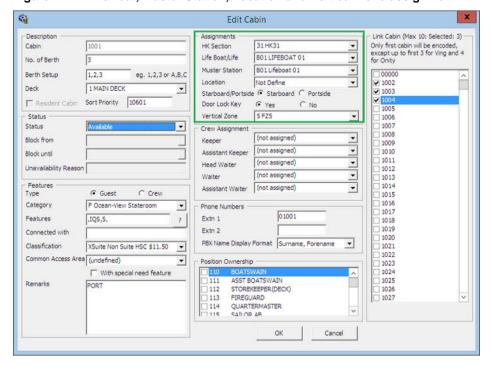
Figure 2-11 - Adding Muster Station



- 1. Repeat step 1 of LifeBoat/Life Raft Setup.
- 2. Select Safety Setup, and then Muster Station from the drop-down list.
- **3.** Right-click on the blank field to bring up the dialog box, and select **Add Muster Station** to add a new muster station.
- **4.** Insert the **Description**, **Capacity** and select the **Lifeboat Type** for this Muster Station.
- **5.** Click **Apply** to save settings.
- **6.** To add more Muster stations, repeat the above steps.

Cabin Setup

Figure 2-12 - LifeBoat, Muster Station, Location and Vertical Zone assignment



- 1. Repeat step 1 of LifeBoat/Life Raft Setup.
- **2.** Select **Staterooms Setup**, and then **Staterooms** from the drop-down list.
- 3. In the Cabin Setup form, select the Cabin number, and then click Edit to open the Edit Cabin form.
- **4.** Assign the **LifeBoat/LifeRaft, Muster Station, Location** for this cabin, and then click **OK** to save the assignment.

MobileSync Interface

The MobileSync Interface is a program that synchronizes the data between the SPMS and the Mobile database, based on the interval time set in the **OHC MobileSync Interface**.

Figure 2-13 - OHC MobileSync Interface screen

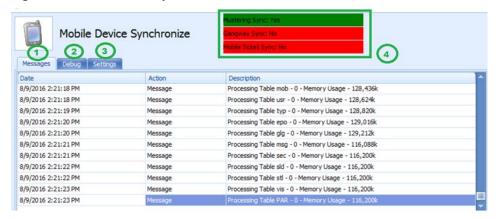


Table 2-1 - Function definition of OHC MobileSync

Field Name	Field Definitions	
1.	Tab indicates all synchronization activities.	
2.	Tab represents all activities in debugging format with SQL Command.	
3.	Tab defines the required settings and synchronization functions.	
4.	Labels that define the types of synchronization enabled from the Settings tab.	

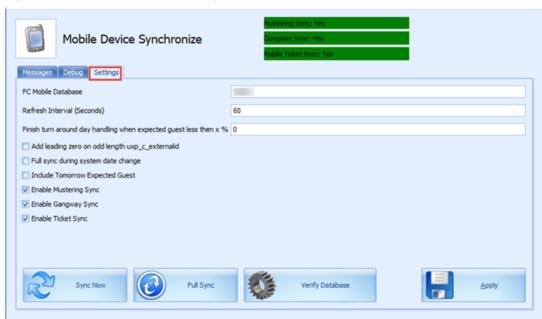
Ensure the parameter ttable field 'PAR_SYNC_TO_MOBILE' is set to value 1 in SPMS database for all parameter required in MobileSync Interface. See Appendix A. Parameters for list of parameters settings.

Configuring MobileSync Interface

The data between the Ship and FCMobile database synchronizes seamlessly when the interface is correctly setup.

- 1. Launch the **MobileSync.exe** and navigate to **Settings** tab.
- **2.** The default FCMobile Database is 'Fidelio'. Enter the Mobile DB name in **FC Mobile Database name** field, similar to the one defined in Oracle Net Manager.
- **3.** The default Refresh Interval (Seconds) is 60 seconds. Enter the refresh interval to perform the synchronization between these databases in **Refresh Interval Seconds**.
- **4.** Click **Apply** to save. These settings are saved to **OHCSettings.par** file.

Figure 2-14 - OHC MobileSync Settings



Below are the Optional functions available in OHC MobileSync Settings:

Table 2-2 - Field definition of OHC MobileSync Settings

Field Name	Field Definitions
Refresh Interval (Seconds)	Triggers synchronization automatically according to the pre- defined seconds. The default is 60seconds.
Enable Turn Around Day Handling	This function adds a message to CHG_MOBILE_IN table, signifying the turnaround day.
	If the system date change matches the cruise start date, message 'START_TURNAROUND_DAY' will be written to the CHG_MOBILE_IN table.
	If 'Expected Check-In guest < %' as per setup in MobileSync Setting, message 'END_TURNAROUND_DAY' will be written to the CHG_MOBILE_IN table.
	If 'Expected Check-In guest > %' as per setup and if current System Cruise changed, message 'END_TURNAROUND_DAY' will be written to the CHG_MOBILE_IN table.
Add leading zero on odd length uxp_c_externalid	This function adds leading zero to the UXP_C_EXTERNALID (Odd length) in FCMOBILE DB whenever a full synchronization is performed.
Full Sync during system date change	This function automatically triggers a Full Synchronization during system date change.
Include Tomorrow Expected Guest	This function includes passenger departing the next day into synchronization.
Enable Mustering Sync	This function enables the synchronization process for Mobile Mustering application.
Enable Gangway Sync	This function enables the synchronization process for Mobile Gangway application.
Enable Ticket Sync	This function enables the synchronization process for Mobile Ticket application.
Sync Now	The Sync Now is an on-demand synchronization process that checks for any record change that requires updating in CHG_MOBILE_OUT in Mobile database to Ship database, followed by CHG_MOBILE_IN in Ship database to Mobile database.
Full Sync	The Full Sync triggers synchronization between FCMOBILE_DB with the Ship database. It truncates the FCMOBILE_DB prior to updating it with the latest data from Ship database.
Verify Database	The Verify Database updates the FCMOBILE_DB structure with the latest version. The system verifies the version in FCMOBILE.PAR.MOBILE.MOBILE.DB and if it is found to be out of date, it prompts a warning 'Please Run Verify database first' before Full Synchronization can be performed.

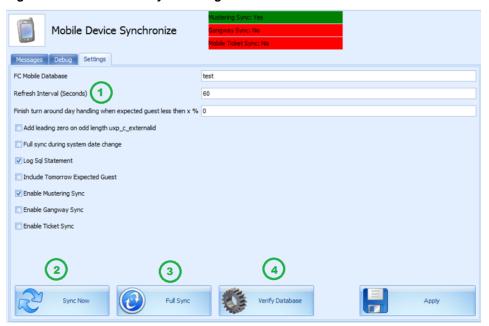
Creating FCMobile Schema

During the creation of the FCMobile User in Database Preparation, the system requires you to run a database verification and enable the creation of missing data tables in FCMobile Schema. The task requires a user with access rights 'Allow Run Verify Database' granted.

Database Synchronization

An on-demand synchronization may be triggered when the need arises, and this is performed through the **MobileSync** application.

Figure 2-15 - OHC MobileSync Settings



Performing a Synchronization

- At the Settings tab of MobileSync application, verify that the FC Mobile Database
 points to the correct ship database¹. If not, correct the database name and click Apply
 to save the changes.
- 2. Select Sync Now² to perform the synchronization immediately.
- 3. If the parameter Mobile, Mobile DB Version value is not the same in Fidelio and FCMobile Schema, the system prompts that you verify the database before it allows you to continue. Only a user that has access rights 'Allow Run Verify Database' is allowed to perform this task. Click the Verify Database³ located at the bottom of the screen to update the FCMOBILE.DB structure to the latest version. The system inserts a message 'Run Verify Database Completed' into the system log at the
 - FCMobile Database
 - Sync Now button
 - Verify Database button

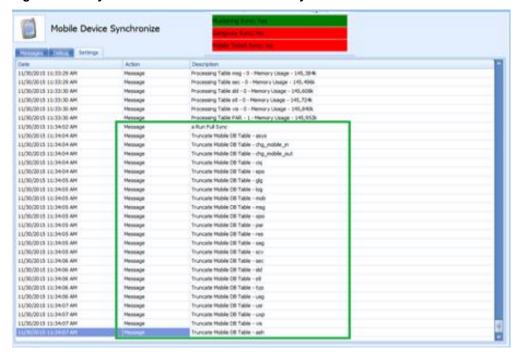
end of the verification process and this message is also shown on the **Message** tab before proceeding with synchronization.

Performing a Full Synchronization

The **FULLSYNC** process not only *truncates* data in FCMobile Schema before synchronizing all relevant data and photos from Fidelio Schema to FCMobile Schema, it also purges all pending changes that exists in the database. Perform this function with caution.

- **1.** Repeat step 1 of the above.
- 2. Select Full Sync.
- **3.** If there are pending changes from **Mobile DB** to **Fidelio DB**, the system prompts a warning message. Clicking **Yes** will *wipe out* all pending changes and **No** will cancel the Full Sync process.
- **4.** If **Yes** is clicked, enter the **login ID** and **password** when prompt.
- **5.** To view the synchronization progress, navigate to the **Message** tab. At the end of the synchronization process, ensure the tables are synchronized without any error.

Figure 2-16 - Synchronized tables in OHC MobileSync

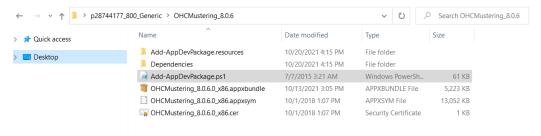


3 Setting up Mobile Device

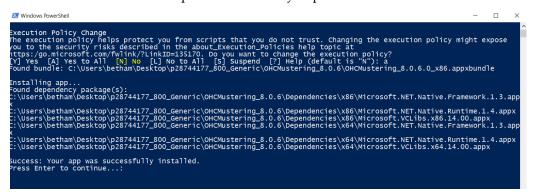
The following section describes the setup Microsoft Windows 10 Mobile device/Tablet.

Installing an Application

- 1. Right click the Add-AppDevPackage.ps1 and select Run with PowerShell.
- **2.** Follow the installation steps presented.



3. Select A- Yes to All and press the Enter key to proceed with the installation.

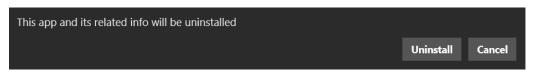


4. Press the **Enter** key to close the PowerShell application once the installation is successful You should see the OHC Mustering application in Windows Programs.

Uninstalling an Application

Before you uninstall the application, ensure that your application is not running.

- 1. Go to Window Programs, OHC Mustering.
- 2. Right-click and select Uninstall.



3. At the prompt, click the Uninstall button.

Setting up Mobile Device 27

4 User Security Group

This section lists the access group permissible to access the MobileSync Interface and Mobile Mustering Module. These security privileges are assigned through the **User Security** module.

Table 4-1 - MobileSync Interface Access Rights

Security Reference No	Description
4543	Allow Run Verify Database
3174	Allow Run Full Sync
3173	Allow Shut Down MobileSync Application

User Security Group 28

Appendix A. Parameters

This section describes the **Parameters** available to the Mobile Mustering module, and are accessible from **Administration** module under **System Setup**, **Parameter**.

PAR_GROUP MOBILE

Table A-1 - PAR Group Mobile

PAR Name	PAR Value	Description
Allow Crew Card Login Bypass	0 or 1	Allow crew login by card swipe as long as crew credential is valid in Mobile DB.
Allow to check-in RE/RR person when onboard	0 or 1	Allow to check-in reservation status that is 'RE'/'RE' when the person is onboard
Check-In Status	0,1 or 2	Different Handling for RES_OFFBOARD status upon checked-in
		0 - Onboard after check-in
		1 - Ashore after check-in, must swiped card to be onboard
		2 - Display option box
Enable Mobile Data Sync	0 or 1	0 – Disable
		1 - Enable Mobile Data Sync to FCMobile DB
FC Mobile Gangway Client Version	E.g: 8.0.1	Mobile Gangway Client Version
FC Mobile Gangway Client Version	0 or 1	Mobile Gangway Major Version
Major		0 - Minor Update
		1 - Major Update
FC Mobile Gangway update type	1	FC Mobile Gangway update type
Last Update Date/Time	Example: 2013092512292 4	Last Sync Date and Time in ISO format
Mobile DB Version	E.g: 7.30.8xx	Mobile DB Version
Offline Timeout	Example: 6	Number of hours allowed to use in offline mode before sync is required
Open Login Enabled	0 or 1	0 - Must use correct login details
		1 - Allow Open Login/Blind Login
Require mandatory fields	0 or 1	0-Do not require mandatory field
		1-Require mandatory field
Refresh Interval	60	Interval time before the next DB synchronization. The default value is 60 seconds.

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PAR Name	PAR Value	Description
Use System Date	0 or 1	0 - Use Device Date
		1 - Use System Date

PAR_GROUP GANGWAY

Table A-2 - PAR Group Gangway

PAR Name	PAR Value	Description
Allow not expected guest to Check-In	0 or 1	0 - Do not allow not expected guest to Check- In 1 - Allow not expected guest to Check-In
Not allow to check-in Guest if no photo found	0 or 1	0 - Allow guest to check-in without a photo taken
		1 - Do not allow guest to check-in if no photo found

30 Parameters