

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

Installation Guide for SPMS, SPMS Automated  
WebServices Installer and Database Installer

Release 8.0

**F16344-03**

September 2019

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# Preface

This document provides instructions on how to install Oracle Hospitality Cruise Shipboard Property Management System (SPMS), Automated WebServices Installer and SPMS Database Installer.

## Audience

This document is intended for installers, programmers, technical support teams, product specialists, and others who are responsible for setting up SPMS version 8.0.

## Customer Support

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

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- 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.html>

## Revision History

Date	Description of Change
March 2017	<ul style="list-style-type: none"><li>• Initial publication for SPMS Automated WebServices Installer, Installation Guide and Database Installer</li></ul>
April 2017	<ul style="list-style-type: none"><li>• Minor change on file path on SPMS Installation</li><li>• Revised template layout on SPMS Installation</li></ul>
July 2017	<ul style="list-style-type: none"><li>• Revised upgrade steps on SPMS Installation</li></ul>
January 2018	<ul style="list-style-type: none"><li>• Added Self Sign Certificate requirement to SPMS Installation</li><li>• Added Patch Upgrade Setup to SPMS Installation</li></ul>

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Date	Description of Change
May 2018	<ul style="list-style-type: none"> <li>Revised Database Connection Setting screen in SPMS Installation</li> <li>Prerequisite version changed and added OHCSPMSUtls.dll and OHCWebsockets.dll to SPMS Installation</li> </ul>
June 2018	<ul style="list-style-type: none"> <li>Removed Oracle 11g from SPMS Installation and Automated WebServices Installer Prerequisite section</li> </ul>
July 2018	<ul style="list-style-type: none"> <li>Updated the upgrade steps in OHC Tools in SPMS Installation</li> </ul>
August 2018	<ul style="list-style-type: none"> <li>Added additional troubleshooting steps to SPMS Installation</li> </ul>
October 2018	<ul style="list-style-type: none"> <li>Updated the Prerequisite section in SPMS Installation</li> <li>Updated the Software Delivery Cloud link in SPMS Installation</li> <li>Added additional troubleshooting steps to SPMS Installation</li> </ul>
January 2019	<ul style="list-style-type: none"> <li>Additional note added to Before You Begin section in SPMS Installation</li> <li>Added Oracle Payment Interface (OPI) Installation option to Automated Webservices Installer</li> </ul>
March 2019	<ul style="list-style-type: none"> <li>Removed "Transferring a database from another ship that is upgraded to version 8.0" from SPMS Installation</li> </ul>
June 2019	<ul style="list-style-type: none"> <li>Removed "Disable SQL Debug Log" from Performing a Secure SPMS Installation</li> </ul>
September 2019	<ul style="list-style-type: none"> <li>Modified the settings reference file path in web.config file</li> </ul>

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# 1 SPMS Installation

The following sections provides you the instructions on how to install Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

## Getting Started

### What You Should Know

Make sure you have an operational understanding of:

- Personal Computers (PC) and a working knowledge of Microsoft Windows interface
- Understanding of basic network concepts
- Experience with Microsoft Windows Server 2008 R2 /Microsoft Windows Server 2012 R2
- Experience with Oracle 12c or Microsoft SQL Server 2008 R2
- Microsoft Windows administrative privileges

Knowing that:

- You cannot repair or modify installation features due to changes in the setup process. If a problem occur, you must reinstall SPMS.
- You can only install SPMS to local drives. SPMS does not support installing to a mapped drive.

### Before You Begin

Before installing the SPMS software, do take note of the following:

- If you are performing an upgrade to version 8.0, you must perform a database verification and backup task for the databases.
- Third party software provider who integrate to SPMS WebServices *must* change their application to support the new login method documented in FCWebServices Technical Specification.
- Have a dedicated Client PC ready for an upgrade.
- Follow the prompts in the SPMS software installation. If you cancel the installation after it starts, using any method other than through the provided prompts; the results can be unpredictable.
- You must be logged in as an administrator before running the SPMS setup on a Microsoft Windows system.
- Ensure that all other programs and applications are closed on the PC. If the system detects an active program or process during the installation routine, a notification to close them may appear.

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## Prerequisites

This section describes the prerequisites for a full SPMS installation and upgrade.

In order to setup the full SPMS 8.0 environment, you need to have Database Server, Web Server and SPMS Application Client. Below are the minimum requirement.

### Prerequisite for Database Server:

- **Operating System:** Microsoft Windows Server 2008 R2 / Microsoft Windows Server 2012 R2 / Microsoft Windows Server 2016
- **RAM:** 8GB, Hard Disk Size: 160GB
- **Oracle Database version:** Oracle Database Server 12c

### Prerequisite for IIS Web Server:

- **Operating System:** Microsoft Windows Server 2008 R2 / Microsoft Windows Server 2012 R2 / Microsoft Windows Server 2016
- **RAM:** 8GB, Hard Disk Size: 160GB
- **Oracle Database Client version:** ODAC 12c

### Prerequisite for SPMS Application Client:

- **Operating System:** Window 10
- **RAM:** 8GB, Hard Disk Size: 160GB
- **Oracle Database version:** Full Client 12.2 included ODAC 12c

This guide assumes that you have installed and configured the following elements on the SPMS application server:

- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2012 R2
- Oracle 12c
- Internet Explorer 8.0
- Internet Information Services (IIS) with the IIS v6 Management Compatibility services.

Before you to proceed to upgrade from an older version, you **must** update your database to the latest version as follows:

- For Version 7.30.x and below, update to Version 7.30.877
- For Version R7.0.5x and below, update to Version R7.0.59

Below are the upgrade prerequisites:



- 
- A dedicated Client PC installed with Oracle Full Client and the Database System ID (DB SID) on client PC must be the same as DB SID on Web Server
  - A SPMS Database Installer version 7.30.877.
  - A SPMS\_Patch\_Upgrade\_Setup.exe included in the release folder
  - An OHC\_SPMS\_V8Setup.exe
  - Encryption Key of version 7.30. Please obtain the key from Customer Support.
  - Microsoft .NET Framework 4.5.1 installed for users operating on Microsoft Windows 7 platform.
  - Microsoft .NET Framework 2 and 3.5 enabled for users operating on Microsoft Windows 10 platform.
  - Preinstalled Oracle Full Client on PC performing Database Upgrade
    - OracleClientSetup\_12102\_FULLL.exe or
    - OracleClientSetup\_12201\_FULLL.exe and ODTwithODAC122010
  - A non-administrator Microsoft Windows user account.
  - Latest WebServer.zip
  - Perform a complete Database Verification and Backup with IFT Tools.exe version 7.30.8x and correct any issues from the error log

## Performing a Secure SPMS Installation

This section presents planning information for your installation.

### Pre-Installation Task

Prior to installing the SPMS, perform the following tasks:

- Apply critical security patches to the operating system.
- Apply critical security patches to the database server application.
- Download and install the Oracle Database.
- Acquire a Secure Sockets Layer (SSL) compliant security certificate from Certification Authority.
- Read and understand the Security Overview in Section 1 of *Oracle Hospitality Cruise Shipboard Property Management System Security Guide*.

### Installing Oracle Database 12c / ODAC

To install the Oracle Database, refer to the **Oracle Technology Network (OTN)** website at <http://www.oracle.com/technetwork/database/enterprise-edition/downloads/index.html> and download the appropriate Microsoft Windows installation file or obtain a specific setup file from Oracle Support/DBA.

### Database User Passwords

When performing a database upgrade, specifically Oracle Database, user's passwords must adhere to the following rules:

- 
- The password must be at least ten (10) characters long.
  - The password must contain letters, special characters and numbers.
  - Must not choose a password equal to the last three (3) passwords used.

## Verifying Database before the upgrade

1. Run **IFT Tools** version 7.30.8xx.
2. Select '**Verify Database Encrypted Data**' from the ribbon bar.
3. At the Verify Encrypted Data window, select the **Service Name** and **Schema User** and then click **Verify**.
4. If the verification returns a failed message due to invalid data, correct the error and repeat the process.
5. Click **Close** when the process finishes.

## Performing a Web Server Installation

A comprehensive Web Server Installation guide is available at Oracle Help Center, describing the steps to install the OHCTransactionsService and other required Microsoft Windows components. If the Webservice is installed previously, uninstallation is required by removing the 'FCTransactionsService' folder from c:\inetpub\wwwroot. Installation of the OHCWebservices is only allowed to licensed users.

See *Chapter 2 Automated Webservice Installation* for steps to complete the installation.

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**Note:** You must install the Webservices using option #1 – **To install OHCTransactionsService** only.

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## Performing SPMS Installation

You can either perform a custom installation or a typical installation. A custom installation allows you to exclude the products that you do not need. If you choose to perform a typical installation, manually remove or disable the features that you do not need after the installation.

The installation requires user performing the installation to have Administrator privileges.

When creating a database, enter a complex password that adheres to the database hardening guide lines for all the users.

Before you begin, ensure these features are *turned on* and the required files are available.

1. For Microsoft Windows 10 user, ensure the **Microsoft .NET Framework 2 and 3.5** is turned on in Window Features before installing **Oracle Full Client** and **OHC\_SPMS\_V8SETUP.exe**
2. For Microsoft Windows 7 user, ensure the **Microsoft .NET Framework 4.5** is installed. If the file is not available, download a copy of the installation file from

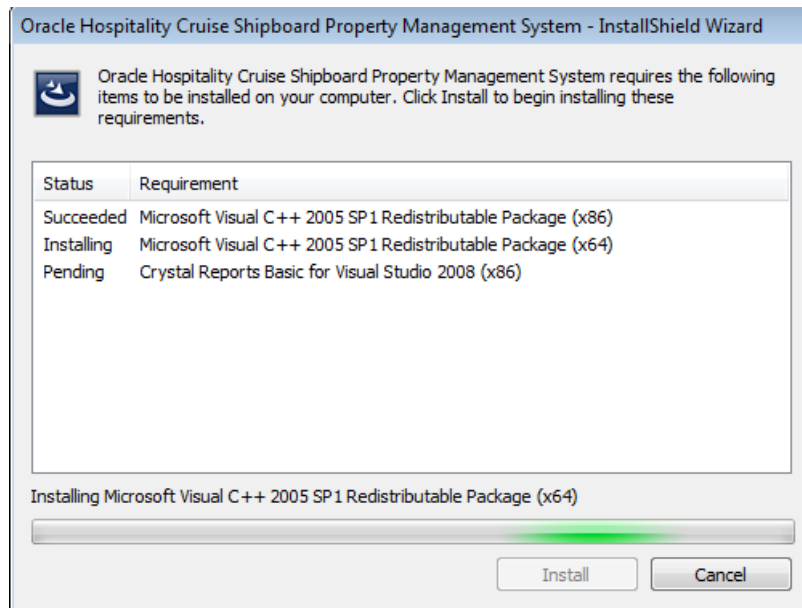
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<https://www.microsoft.com/en-au/download/details.aspx?id=30653> and manually run the offline Microsoft .NET Framework 4.5 Installer.

3. Download the **OHC\_SPMS\_V8SETUP.exe** from Oracle Software Delivery Cloud and search by:
  - "All Categories = Oracle Hospitality Cruise Shipboard Property Management System".
  - Select "REL: Oracle Hospitality Cruise Shipboard Property Management System 8.0" and "Oracle Hospitality Cruise Shipboard Property Management System 8.0 - Setup File for Microsoft Windows".

## Installing SPMS version 8.0

1. Login as **Microsoft Windows Administrative user**.
2. Close all programs and return to the Microsoft Windows desktop.
3. If you have an older version installed, navigate to **Control Panel, Programs and Feature** and **uninstall FCruiseSetup730** from the system, including the following add-ons, if they exist; **Fidelio Cruise NET2012 Add On** and **Fidelio Cruise NET2013 Add On**.
4. Start the installation program by right-clicking the **OHC\_SPMS\_V8SETUP.exe** and select **Run as Administrator**.
5. At the Oracle Hospitality Cruise Shipboard Property Management System – InstallShield Wizard screen, the system prompts a list of components that are missing and install them in the next step. Click **Install** to begin the installation.



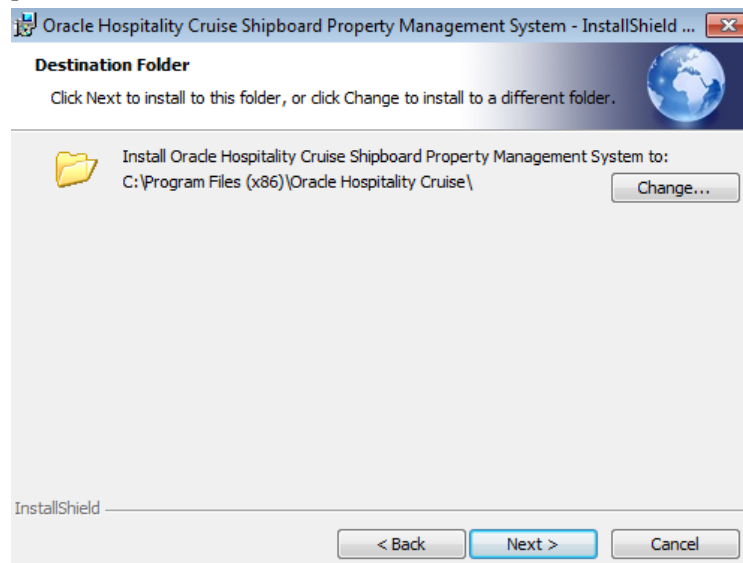
**Figure 1 - Installation Wizard**

6. Once the required components are installed, the program executes the **Oracle Hospitality Cruise Shipboard Property Management System.msi** and calculates the required disk space. Click **Next** to continue.



**Figure 2 - Install Shield Computing Space**

7. At the Destination Folder selection screen, *do not* change the program path. Click **Next** to proceed with installation and continue until the install finishes.



**Figure 3 - Install Shield Default Program path**

8. Restart the PC.
9. The system creates a folder in `C:\Program Files (x86)\Oracle Hospitality Cruise` at the end of the installation and moves the \*.xml files to `C:\Users\Public\Documents\Oracle Hospitality Cruise` folder. The existing `FCSettings.par` will be moved to `C:\Users\Public\Documents\Oracle Hospitality Cruise` and renamed to `OHCSettings.par`.
10. Launch the Task Scheduler from your PC.
11. Navigate to **Task Scheduler Local, Task Scheduler Library, Oracle Hospitality Cruise SPMS Updater**. Right-click and select **Properties** and then **Conditions** tab. Ensure the

'Start the task only if the computer is on AC Power' is unchecked. This is to prevent the application from going into sleep mode or stop when the laptop or mobile tablet operates on battery power.

If you are using Microsoft Windows 7 OS, right-click and select **Properties** and then **General** tab. Ensure the **Configure For:** is set to **Windows7, Windows Server 2008 R2**. This is set by default on Windows Vista, Windows Server 2008.

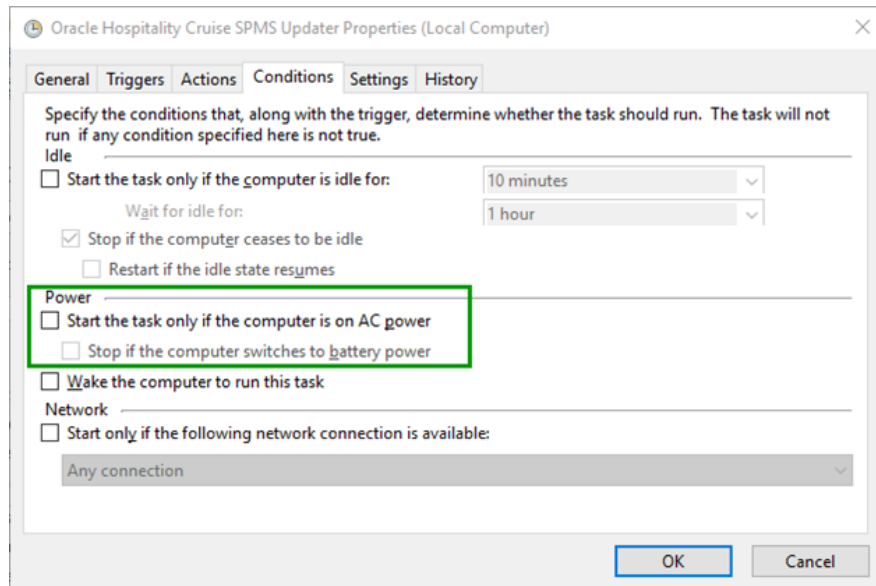


Figure 4 - SPMS Updater Power Conditions Setting on Windows 10

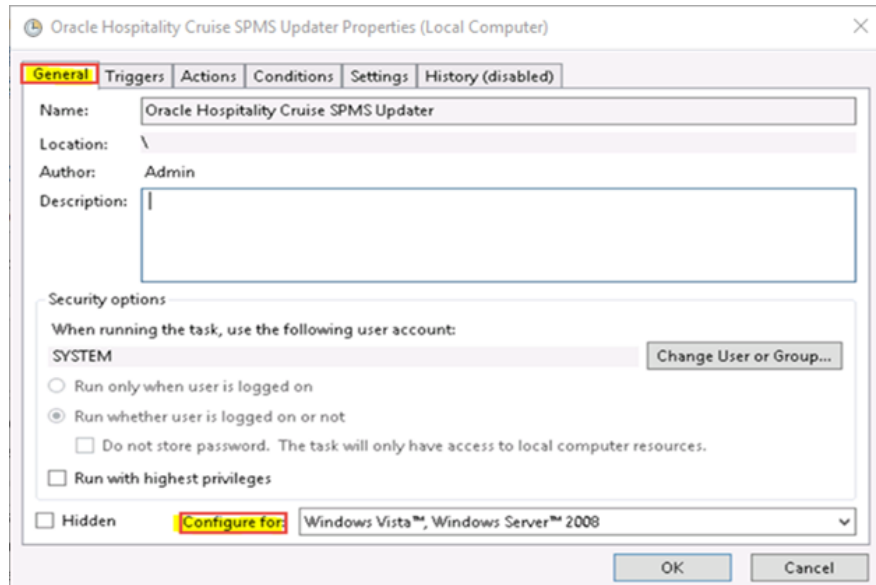


Figure 5 - SPMS Updater Power Conditions on Windows 7

12. Navigate to \Program Files\Oracle Hospitality Cruise folder and edit the **securelogin.txt** by inserting either the IP Address of the IIS Server or IIS Server Name into the file and then save the file.

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## Applying SPMS Patch Upgrade Setup

This Patch Upgrade Setup distributes the latest **Wrapper.dll** and **OHC UpdaterAgent.exe**, required by the SPMS application and the file resides in `OHC SPMS 8.0.x\Setup` folder.

1. Download the latest SPMS Patches from My Oracle Support.
2. Right-click the **SPMS\_Patch\_Upgrade\_Setup.exe** and select **Run as Administrator**.
3. At the Welcome to InstallShield Wizard for **Patch\_Upgrade\_Setup** screen, click **Next**
4. At the Ready to Install the Program screen, click **Install** to begin the installation.
5. At the File in Use screen, the selection is default to **Automatically Close and attempt to restart application**, click **OK** and wait for the program to complete the process.
6. Before the InstallShield Wizard Completed screen is shown, two Command prompt screen will pop-up and closes automatically when the process completes.
7. Click **Finish** to close the installation wizard.

Once the upgrade patch is applied successfully, the patch upgrade distributes the `Wrapper.dll` to `C:\Program Files (x86)\Oracle Hospitality Cruise` and `OHC UpdaterAgent.exe` to `C:\Users\Public\Documents\Oracle Hospitality Cruise` folder.

## Upgrading SPMS to version 8.0x

Before you upgrade your database, you must ensure the prerequisites are met. See section *Prerequisites* for more details.

Before you begin,

- Login to the **Client PC** dedicated for upgrade process using a **Standard User** account.
- Ensure you have a valid SPMS application user login.
- Ensure the `[#Fidelio Cruise.SPMS.Last Server=Fidelio#]` is in `OHCSettings.par` file.
- Extract and save a copy of these Excursion reports as they will be overwritten.
  - EXC01TICKET01
  - EXC01TICKET02
  - EXC01TICKET03
  - EXC01TICKET04
- Take a list of all modules added to Launch Panel as this will be cleared after the upgrade.
- Make sure `[#Fidelio Cruise.SPMS.Last Server=FIDELIO#]` is pointing to correct DB SID and `[#Fidelio Cruise.Debug.Log Sql Statement=1#]` is removed from `C:\Users\Public Document\Oracle Hospitality Cruise\OHCSetting.par`
- The DB SID on Client PC *must* be the same as DB SID in IIS Server.

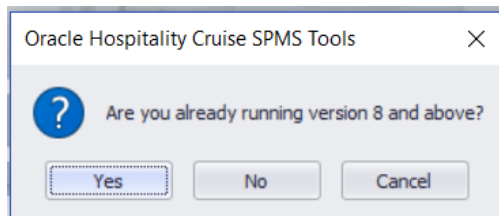
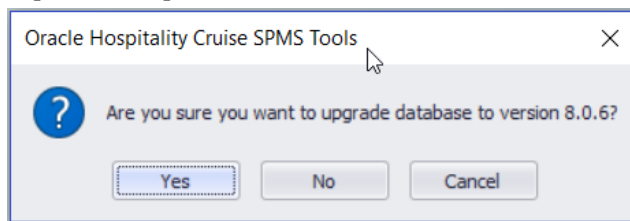
- Copy the following files to the C:\Program Files (x86)\Oracle Hospitality Cruise folder of the Client PC dedicated for an upgrade,
  - OHC Tools.exe
  - OHCSPMSBusiness.dll
  - OHCSPMSData.dll
  - OHCSPMSMobile.dll
  - OHCSPMSUI.dll
  - OHCSPMSUtils.dll
  - OHCWebSockets.dll
  - OHC Launch Panel
  - OHC Updater
  - OHC Updater WatchDog

## Backing up the Database

Make sure you have taken a **FULL** database backup before continuing.

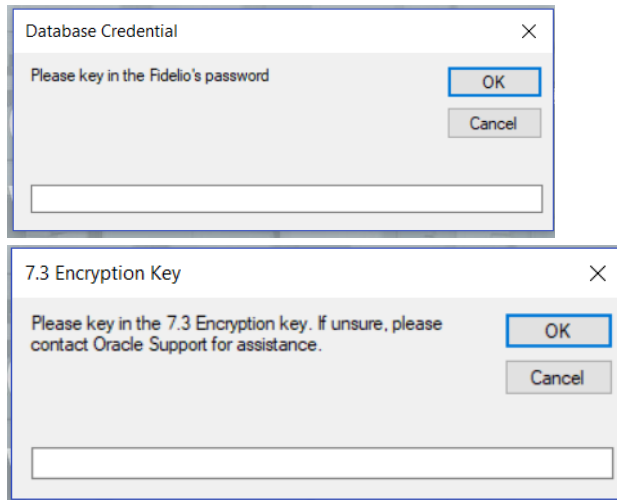
## Upgrading the Database to version 8.0

1. Login to the Client PC as a standard user.
2. From version 8.0.6 onwards, you are required to create a shortcut for **OHC Tools.exe** and insert **"/u"** in **Properties, Target** field by right-clicking the shortcut and select Properties. For example, "C:\Program Files (x86)\Oracle Hospitality Cruise\OHC Tools.exe" /u.
3. When you run the **OHC Tools.exe** from version 8.0.6 onwards, the system prompts "Are you sure you want to upgrade the version to 8.0.6?". To proceed with upgrade, select **Yes** and you will be prompt to insert a **Database Password** followed by an **Encryption key** as explain in step 4.



4. At the Database Credential prompt, input the old database password and click **OK**. The program verifies your database and proceed when the version is below 8.0 and prompt for the 7.30 **Encryption Key** to be entered. Enter the key in the field and click **OK**.

If you are already on version 8.0, the system does not permit you to upgrade and prompt you a **Login** screen instead.



5. At the first launch of the OHC Tools program and if the database is yet to be upgraded, the only button available at the ribbon bar is **Upgrade DB to 8.0**. Click the button to upgrade the database.



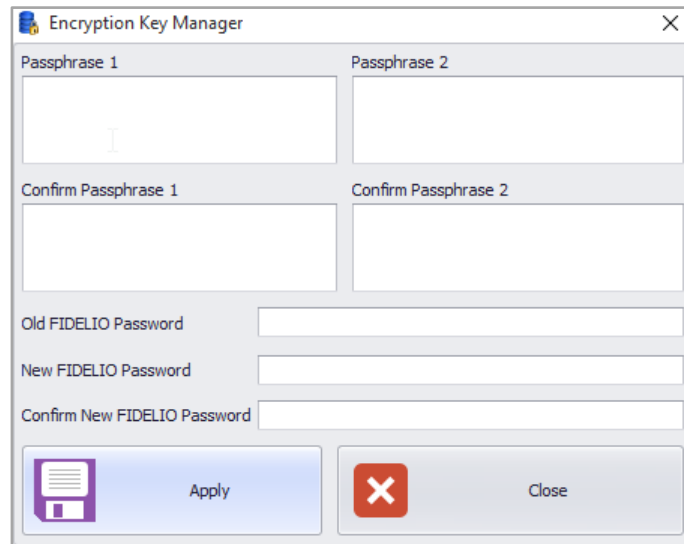
Figure 6 - OHC Tools Main screen before DB upgrade



Figure 7 - OHC Tools functions after upgrade



- In the Encryption Key Manager window, enter the **Passphrase1** and **Passphrase 2, Old Fidelio password, Fidelio Password** and **Confirm** password. Make sure the passwords entered are in the correct case as the **Old FIDELIO Password** is case-sensitive.



**Figure 8 - Encryption Passphrase**

- Click **Apply** to proceed. The system prompts *'The new passphrase has been changed...'* when the encryption completes. The Passphrase expiration is stored in C:\Users\Public Document\Oracle Hospitality Cruise\OHCSecurity.par folder.  
Once the update to 8.0 completes, all programs other than the Launch Panel and Updater will be removed from the XAPP table.
- Copy the latest version 8.0.xx **Database Installer.exe** to C:\Program Files (x86)\Oracle Hospitality Cruise folder.
- Double-click the **Database Installer.exe** to execute the upgrade and follow the instructions of the upgrade wizard.
- When the application upgrade completes, navigate to C:\Program Files (x86)\Oracle Hospitality Cruise folder and launch the **Launch Panel** and login using a 'Bypass Updater' using the **ALT Key + click** on the female icon
- In the Launch Panel program, manually add these SPMS applications and DLL's to the respective group by pressing **F12** and select the group from the drop-down list.
  - Utilities group
    - Updater Watchdog.exe
  - System Files
    - OHCSPPMSUI.dll
    - OHCWebSockets.dll
  - REGASM Files
    - CRUFLFC.dll
    - OHCSPPMSData.dll
    - OHCSPPMSBusiness.dll

- 
- OHCSPMSMobile.dll
  - OHCSPMSUtils.dll
12. At the **Launch Panel, Utilities tab**, update the **Launch Panel, Updater** and **UpdaterAgent** program to the latest executable from the patch set downloaded, by right-clicking the program and select **Properties**, then click **Update file** and **OK** to save.
  13. Manually re-enter the modules into the **Property Management** tab and grant access to all user groups.
  14. Exit the Launch Panel program.
  15. Re-login to **Launch Panel without Bypass Updater** to update all the programs.

A program **UpdaterWatchdog** is added to monitor and ensure the **Updater** remains active in the Task Manager, enabling the latest program to be downloaded from XAPP. If the Standard User is not able to connect to the Updater, restart the PC or switch user account to Administrator and then manually restart **Updater** in Task Scheduler.
  16. Re-enter all previously saved special passwords in SPMS Parameter. For example, Cabin Change Password, Overwrite Limit Password, Cabin Status Change Password, and Credit Card merchant password in Credit Card Merchant Setup.
  17. Verify the following passwords are saved in `OHCSecurity.par`. Otherwise, manually update the password using **OHC Tools, Change Password** function.
    - VOIP Password
    - SMTP Password
    - MICROS Password
    - Credit Card merchant password

## Post-Installation Tasks

### Post-Installation Configuration

This section explains the additional security configuration steps you need to complete after the installing the SPMS.

### Application

#### Software Patches

If available, apply the latest SPMS patches available on My Oracle Support. Follow the deployment instructions included in the patch.

### Operating System

#### Turning On Data Execution Prevention (DEP)

Turn on DEP if required. Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

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## Turning off Auto Play

Turn off Auto play if required. Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

## Turning Off Remote Assistance

Turn off Remote Assistance if required. Refer to the Microsoft product documentation library at <https://technet.microsoft.com/en-us/> for instructions.

## Security Certificates

You must install the Secure Sockets Layer (SSL) certificate as this is required either on a load balancer or in IIS Web Server for communication to web services.

Secure Sockets Layer (SSL) usage on SPMS Security Server is mandatory. Self-signed certificate should be used only if the customer fails to provide a certificate from a Certificate Authority (CA). Refer to the Microsoft product documentation library at <https://support.microsoft.com/en-us/help/313299/how-to-load-balance-a-web-server-farm-by-using-one-ssl-certificate-in-iis-6.0-and-in-iis-5.0> for information about the installation of secure certificates.

## Passwords Overview

The SPMS product password is configured in SPMS User Security module. Administrators should adopt a strong password policy after initial installation of the application and review the policy periodically.

## Maintaining Strong Passwords

Ensure the password adheres to the following strength requirements:

1. The password must be at least ten (10) characters long.
2. The password must contain letters, special characters and numbers.
3. Must not choose a password equal to the last three (3) passwords used.
4. Password change every 90 days.
5. Password Lockout Minutes is 30 minutes
6. Max Logins is 6
7. Idle Minutes is 15
8. Idle Minutes on Launch Panel is 15

## Change Default Passwords

A default administrative user and password is installed with the program. You are required to change the default administrative user password in the SPMS, using the above guidelines when logging in for the first time.

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## Configure User Accounts and Privileges

When setting up users for the SPMS application, ensure that they are assigned with a minimum privilege level required to perform their job function.

## Encryption Keys

Data Encryption Key (DEK) is used to encrypt the sensitive information, and it is stored securely in the database for retrieval in the encrypted form using Advanced Encryption Standard (AES) and Key Encryption Key (KEK) as Passphrase/key.

## Uninstalling SPMS Programs

This following section describes the steps to remove the SPMS programs. If you want to completely remove the SPMS from your servers, you must manually delete the SPMS database components from the database after uninstalling the application.

1. Open the **Control Panel** and select **Programs, Programs and Features**.
2. Select Oracle Hospitality Cruise SPMS from the program listed.
3. Click **Uninstall** at the menu bar.
4. To fix the program, select **Repair** or **Change** if that's not available.
5. Follow the directions prompted on the screen.

## Troubleshooting

This section describes the common problems you might encounter when installing/upgrading SPMS version 8.0 and explains how to solve them.

### Web Server

#### **If the WS server is corrupted, the OHCSecurity.par is no longer valid.**

Setup the new IIS Server and connect to the new IIS Server using an existing client PC.

1. Ensure the OHCSecurity.par exist on the client PC.
2. Change the 'securelogin.txt' to point to the new IIS Server.
3. Run **OHC Tools, Change Password** function to generate a new key.

#### **Login user changed or the user do not exist in OHCSecurity.par.**

Run **OHC Tools, Change Password** and perform password change to copy all the entry with value in **OHCSecurity.par** to new IIS Server, then login to SPMS application on different client PC to download the **OHCSecurity.par** from IIS Server.

---

## Web Services

### **Message prompt 'The Operation is complete but NetFx3 feature was not enabled' when installing Web Service, Enabling Features.**

Login to IIS Server with a user from administrator group instead of the standard user group and restart the installation.

### **Error prompt 'Certificate error' when browsing the TransactionsService using Internet Explorer.**

A secure certificate is not present in your environment. You are required to purchase the certificate from a certificate authority and apply the said certificate. For more information on how to apply a security certificate, refer to <https://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/a2f35fcd-d3b6-4f39-ba93-041a86f7e17f.msp?mfr=true>

### **Error prompt 'Error writing to file DevExpress.Tutorials.v15.1.dll' when running OHC Setup in Microsoft Windows 7.**

Ensure .NET Framework 4.5 is installed. If not, run the offline .NET Framework 4.5 installer in Web Server folder.

### **Message prompt 'TNS: listener does not currently know of service requested in connect descriptor'.**

Ensure the Database is up and running.

### **Message prompt 'Fidelio user password for server xxx not found'.**

This error is caused by OHCSecurity.par being manually deleted and application already connects to DB and is comparing the old password with IIS Server. Restart the IIS Server to enable the application to reestablish its connection.

### **Wrapper.dll not registered.**

Launch the MS-DOS Command with 'Run as Administrator' and use RegAsm in C:\Windows\Microsoft.NET\Framework\v.4.0.30319 to register the Wrapper.dll file.

### **Message prompt in OHCDemoApp, 'The provided URL 'https' is invalid. Expected 'http'.**

In OHCDemoApp.exe.config file, change the <security mode = "None"> to <security mode = "Transport">.

---

### **All Credit Card number displayed is masked.**

The issue may be due to the PC connecting to different DB, and that DB password is the same as previously connected DB, resulting in a mismatch encryption key in OHCSecurity.par. Delete the OHCSecurity.par and re-download the file.

### **OHC Tools application**

#### **Error 'Unique Constraint (FIDELIO.TYP.I1)' occur after upgrading DB to 8.0 and when running OHC Tools ver8.0x.**

This is due to the database is yet to upgrade to version 8.0x. Run DB Installer version 8.0x.

#### **Error 'Failed to connect to Updater Scheduled Task' after running DB Installer upgrade to database to version 8.0x and launching OHC Tools without bypass updater.**

Ensure the latest Updater.exe, UpdaterWatchdog.exe is in Program file folder and the task scheduler is up and running. Restart the PC to allow Updater to launch and perform the update.

#### **Error prompt 'Cannot load assembly 'Oracle.DataAccess' when running .NET program in Window 10.**

Ensure the .NET Framework 3.5 is enabled in Microsoft Window Features *before* installing Oracle Client. If an error occurs in Web Server, reinstall the Oracle Client after performing the Web Server Setup.

#### **.NET Program failed to connect and error prompt 'Cannot load assembly 'Oracle.DataAccess' on IIS Server with ODAC 11203 installed.**

Place the 'Oracle.DataAccess.dll' into c:\inetpub\OHCTransactionsService\bin folder.

#### **Message prompt 'TNS: could not resolve the connect identifier specified' when running OHC Tools.**

Ensure the DB SID <> 'Fidelio' and OHCSettings.par exist in Public Folder or DB SID <> 'Last Server' in OHCSettings.par

#### **Message prompt 'TNS: could not resolve the connect identifier specified' when running OHC Tools, Change Encryption Key failed to store passphrase due to above error.**

Ensure the IIS Server is able to connect to the database. Use SQLPLUS or RESTART IIS Server to test the connection.

---

**Message prompt ‘Web Service DB Server = xxx, Client Server =xxx, cannot proceed’ when running OHC Tools, Change Encryption Key.**

Ensure the DB SID defined in Web.config / Tnsname.ora / OHCSettings.par are the same as IIS Server and Client PC.

**Message prompt ‘Invalid username/password’ when the user subsequently changes the Encryption Key.**

The issue is caused by connection time out during encryption process and OHCSecurity.par were not properly created in IIS Server. Manually remove OHCSecurity.par from IIS Server and run Change Encryption Key to recreate the file.

**Message prompt ‘Secure Server is not running at xxx’ when running OHC Tools / OHC Launch Panel for the first time and it failed to connect to IIS Server.**

Ensure the IIS Server Firewall Port 443 is turned off.

**Message prompt ‘old password does not match’ when running OHC Tools, Change Encryption Key.**

The database password is case sensitive. Ensure the database password is correct. You change the case sensitivity using an SQL statement if the error persist.

**Message prompt ‘The path is not of a legal form’ when running OHC Tools.**

The issue is caused by SYS\_REP\_TRANSFERDIR being empty. The workaround is to place a value to this parameter or obtain the latest Fidelio\*.dll.

**Message prompt ‘Unable to launch application due to invalid fideliobk, system cannot determine current db is 7.30.8xx or 8.0.xx’ when running OHC Tools.**

The issue may be caused by the Schema created uses the wrong password when backing up and restoring the database. Manually drop the FIDELIOBK from the schema.

**Message prompt ‘Invalid username/password. Login denied’ when running OHC Tools, Change Encryption Key.**

This issue is due to:

- Chapter 1 OHC Tools version not compatible with DB version.
- Chapter 2 OHCSecurity.par exists in IIS Server but not in Client PC and Client PC failed to encrypt the database and does not return fail status to IIS Server.
- Chapter 3 The connection between Client PC and IIS Server timing out during encryption process and an incomplete OHCSecurity.par were created.

---

Ensure the DB version is compatible with OHC Tools version. When editing the web.config file in IIS Server, make sure it does not affect the Client PC. A restart of IIS server is required and then run the encryption again.

## SPMS Applications

**For 1st time upgrade to version 8.0 using OHC Tools, program does not directly start with Upgrade 8.0 screen. Login screen prompt an error 'Secure Server is not running at xxx'**

This could possibly due to FIDELIOBK does not exist or account is being locked or password is not a default password. Unlock the account or update the password manually.

**Upgrade from DB version 59 to DB version 871 on 12C database with error prompt 'Existing Installation not found. You are not allowed to proceed'**

Run below script to skip the version checking and then run the DB Installer version 7.30.872

```
UPDATE par SET par_value='xxxx' WHERE par_name='SPMS Database Values Version';
UPDATE par SET par_value='xxxx' WHERE par_name='SPMS Database Structure Version';
UPDATE par SET par_value='xxxx' WHERE par_name='Launcher Database Values Version';
UPDATE par SET par_value='xxxx' WHERE par_name='Launcher Database Structure Version';
```

**Message prompt 'Secure IP Not Found, cannot continue' when running SPMS application**

The issue may be caused by SPMS 8.0 application running on database version below 8.0.x, OHCSettings.par is not found in public folder (where SID <> Fidelio) or securelogin.txt file does not exist or invalid.

Ensure the above files are in place the correct location and exists, and the database is updated, and the <endpoint address> points to the correct web server if the above message prompts in OHCDemoApp.

**If the WS server is corrupted, the OHCSecurity.par is no longer valid.**

Setup the new IIS Server and connect to the new IIS Server using an existing client PC. Ensure the OHCSecurity.par exists on the client PC. Change the 'securelogin.txt' to point to the new IIS Server, then run **OHC Tools, Change Password** function to generate a new key.



---

**Interface or OHC Watchdog program failed to run and OHC UpdaterAgent keep initiating.**

Ensure the Interface program is uploaded under Interface Files group in XAPP (XAPP\_SYSTEMS\_FILES =3).

**Custom.dic keep downloading from XAPP when file size is 0kb in local PC.**

Run Launch Panel to auto-save the Custom.dic file into Public Documents folder.

**Message prompt 'no data found' in OHC Management when performing a guest Check out.**

This issue is due to the DB Installer had an issue with the conversion of Point-of-Sale (POS) table from CHAR to VARCHAR2. Ensure you do not End task the DB Installer during an upgrade process.

**SPMS program prompts an error 'Due to PA-DSS Compliance...'**

The issue is caused by OHCSecurity.par does not exist or does not have the security access rights to download the file. Ensure the Wrapper.dll is the latest version.

**SPMS program prompts 'wrong argument' when logging to a module.**

Ensure the Wrapper.dll is the correct version and is properly registered.

**OHC Updater stops verifying at Wrapper.dll process.**

Ensure the Launch Panel is in XAPP table with XAPP\_ID=2.

**Error 'Unable to initialize database connection. Please contact your System Administrator for assistance. Unable to launch application due to missing login parameters.' where Launch Panel stop at Initializing**

The issue may be due to an issue with ODAC installation. Run .NET program to verify

**Run VB program hit error 'Object does not support this property type'**

Re-register the wrapper.dll using MS-DOS Command  
C:\Windows\Microsoft.NET\Framework\v4.0.30319>regasm "C:\Program Files (x86)\Oracle Hospitality Cruise\wrapper.dll".

## Upgrade from DB version 59 to DB version 871 on 12C database with error prompt 'Existing Installation not found. You are not allowed to proceed'

Run below script to skip the version checking and then run the DB Installer version 7.30.872

```
UPDATE par SET par_value='xxxx' WHERE par_name='SPMS Database Values Version';  
UPDATE par SET par_value='xxxx' WHERE par_name='SPMS Database Structure Version';  
UPDATE par SET par_value='xxxx' WHERE par_name='Launcher Database Values Version';  
UPDATE par SET par_value='xxxx' WHERE par_name='Launcher Database Structure Version';
```

## Error 'Failed to connect to Updater Scheduled Task; Trying to connect to OHC Updater' when launching OHC Launch Panel without Bypass Updater

The system creates a scheduled task in Task Scheduler with Oracle Hospitality Cruise SPMS Updater. Verify that the Oracle Hospitality Cruise SPMS Updater is running in the Task Scheduler by navigating to **Control Panel, Administrative Tool, Task Scheduler**.

If the Task is not created, manually create the task by running the 'createtask.bat' follow by 'runtask.bat' from Oracle Hospitality Cruise program files folder.

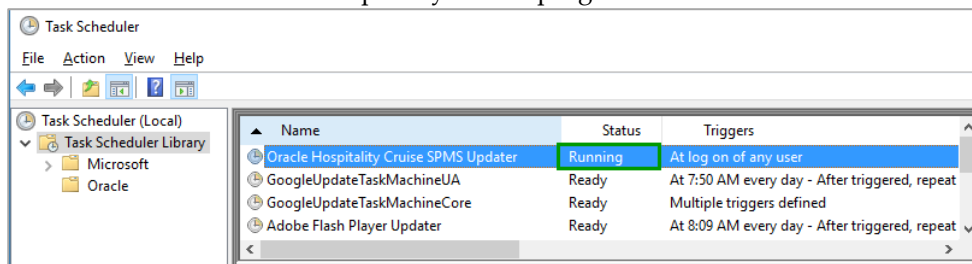


Figure 9 – SPMS Updater in Task Scheduler

## Message prompt "The database which has been specified....This could be because the service is too busy or because no endpoint was found..."

This may be due the IIS is not available. Reset the IIS or browse the IIS Server from IE to check the availability

Ensure Port 443 is added in the Window Firewall. Try to define IP or Server Name in SecureLogin.txt.

## Message prompt "Failure Open File"

This is caused by Oracle Wallet. Ensure the Net Manager is connected to DB successfully. Ensure the wallet folder has granted IIS\_USER.

---

### **Error from WS - HTTP binding error**

This is due to OHCSecurity.par is either missing or invalid.

### **Error “Session Expired. Invalid username and password when connect to database or web server”**

Ensure the OHCSecurity.par is correct in both IIS and local client PC

### **Error "Fidelio The type initializer for 'Oracle.DataAccess.Client.OracleConnection' threw an exception' when logging into the OHC Launch Panel or OHC Tools.**

Ensure checkbox "Configure ODP.NET and/or Oracle Providers for ASP.net at machine-wide level" is tick while installing ODAC.

### **Error "Session Expired. Error connecting to xx. Invalid username / password. logon denied."**

Run the SQL statement to alter the case sensitivity.

---

---

## 2 Automated Webservices Installation

The Automated WebServices Installer (WS) is a batch file that install and configure all the required Microsoft Windows features use by the WebServices component.

### Prerequisite, Supported Systems and Compatibility

This section describes the minimum requirement for Automated WebServices Installer.

#### Prerequisites

- Internet Connection
- Local Administrator Access
- Latest Webserver.zip
- Microsoft Windows 10 User with .NET Framework 3.5 enabled
- OracleClientSetup\_12102\_FULL.exe or ODTwithODAC121021

#### Supported Operating Systems

- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2012
- Microsoft Windows 10 – 32-bit System/x64-bit System
  - Require WS Installer version 8.0 onwards

#### Compatibility

- SPMS version 8.0 or later. For customer operating on version below 8.0, database upgrade to the recommended or latest version is required.

### WebServices Installation

This section describes the steps to install the WebServices components.

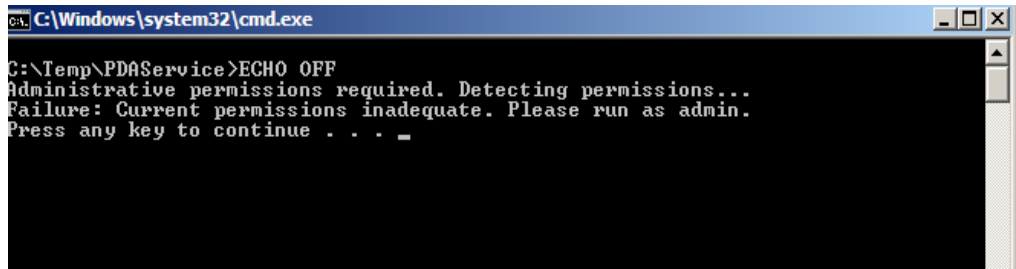
#### Installing WebServices

This section describes the steps to install the OHCTransactionsService and other required Microsoft Windows components.

#### Installing Automated WebServices

1. Download the latest WebServer.zip from the **Patches & Updates** on My Oracle Support.
2. Unzip the file into `c:\Temp`, and navigate to `c:\temp\NetSetup\Chips\WebServer` folder.
3. Right-click the **Install.bat** and select **Run as Administrator** to launch the Microsoft Windows command screen.

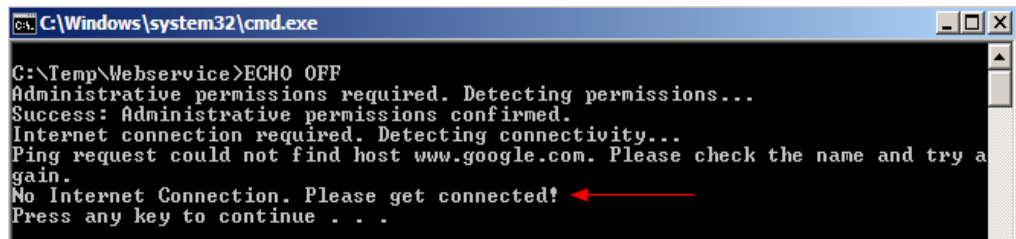
When you try to run the batch file without an Administrator login, the system returns a failure prompt as shown below.



```
C:\Windows\system32\cmd.exe
C:\Temp\PDAService>ECHO OFF
Administrative permissions required. Detecting permissions...
Failure: Current permissions inadequate. Please run as admin.
Press any key to continue . . .
```

Figure 10 – Installation Failure Prompt

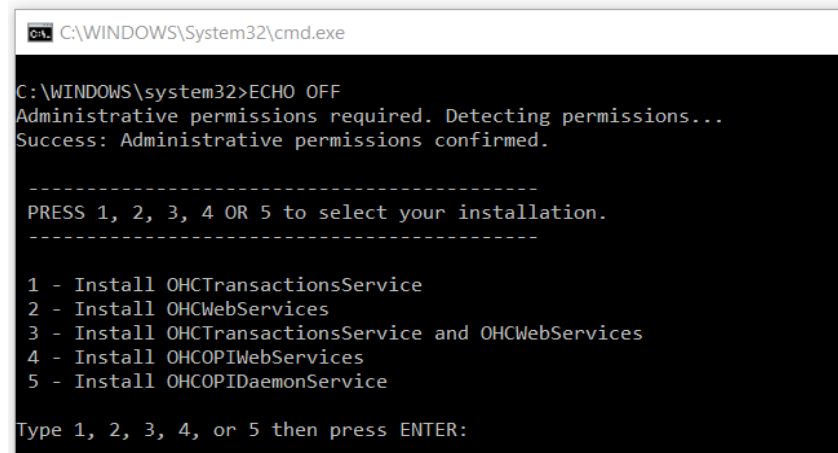
The system scans for an active Internet connection and proceeds with the installation when the Internet connection is established. Otherwise, the installation will abort.



```
C:\Windows\system32\cmd.exe
C:\Temp\WebService>ECHO OFF
Administrative permissions required. Detecting permissions...
Success: Administrative permissions confirmed.
Internet connection required. Detecting connectivity...
Ping request could not find host www.google.com. Please check the name and try a
gain.
No Internet Connection. Please get connected!
Press any key to continue . . .
```

Figure 11 - Internet Connection Prompt

A selection menu shall prompt when the system detects the Internet connection.



```
C:\WINDOWS\System32\cmd.exe
C:\WINDOWS\system32>ECHO OFF
Administrative permissions required. Detecting permissions...
Success: Administrative permissions confirmed.

-----
PRESS 1, 2, 3, 4 OR 5 to select your installation.
-----

1 - Install OHCTransactionsService
2 - Install OHCWebServices
3 - Install OHCTransactionsService and OHCWebServices
4 - Install OHCOPiWebServices
5 - Install OHCOPIDaemonService

Type 1, 2, 3, 4, or 5 then press ENTER:
```

Figure 12 - Installation Selection Menu

Select one of the option and then press **ENTER** to begin the installation.

- 1 - To install OHCTransactionsService only
- 2 - To install OHCWebServices only.
- 3 - To install both OHCTransactionsService and OHCWebServices.
- 4 - To Install OHCOPiWebServices (For OPI Handling)
- 5 - To Install OHCOPIDaemonService (For OPI Handling)

4. A Self Signed Certificate is required even though the Webserver have a certificate installed. This is to resolve the certification warning from prompting.

```

Administrator: Windows PowerShell
Version: 6.3.9600.17031
Image Version: 6.3.9600.17031
Enabling feature(s)
[=====100.0%=====]
The operation completed successfully.
Finished NetFx3
Deployment Image Servicing and Management tool
Version: 6.3.9600.17031
Image Version: 6.3.9600.17031
Enabling feature(s)
[=====99.9%===== ]
The operation completed successfully.
Completed
Enabling MSDTC...
Completed
Creating app pool and assigning to website....
Configuring Website: Default Web Site
HTTPS Binding already exists on port 443
Please press 1 to list down existing certificate or press 2 to create new self signed certificate:

```

Figure 13 - A Self Signed Certificate

- a. From the Command prompt, enter '1' to list the existing certificates installed on the WebServer. Once the certificate is listed and when prompted with "Please key in the subject name you want to bind", enter the **Subject name**.

```

Administrator: Windows PowerShell
Version: 6.3.9600.17031
Image Version: 6.3.9600.17031
Enabling feature(s)
[=====99.9%===== ]
The operation completed successfully.
Completed
Enabling MSDTC...
Completed
Creating app pool and assigning to website....
Configuring Website: Default Web Site
HTTPS Binding already exists on port 443
Please press 1 to list down existing certificate or press 2 to create new self signed certificate: 1

Directory: Microsoft.PowerShell.Security\Certificate::LocalMachine\My

Thumbprint                               Subject
-----
E...                                     } CN=I...
...                                     } CN=L...
Please key in the subject name you want bind:

```

Figure 14 - Key In The Subject Name

- b. Enter '2' to create a new self-signed certificate, then insert the domain name or IP at the prompt.

```

Administrator: Windows PowerShell

Image Version: 6.3.9600.17031

Enabling feature(s)
[=====100.0%=====]
The operation completed successfully.
Finished NetFx3

Deployment Image Servicing and Management tool
Version: 6.3.9600.17031

Image Version: 6.3.9600.17031

Enabling feature(s)
[===== 99.9%===== ]
The operation completed successfully.
Completed
Enabling MSDTC...
Completed
Creating app pool and assigning to website...
Configuring Website: Default Web Site
HTTPS Binding already exists on port 443
Please press 1 to list down existing certificate or press 2 to create new self signed certificate: 2
Please key in your domain name or ip: _

```

Figure 15 - Key In Domain Name or IP

- c. If previous Webservices installation is found, you will be prompt to override the files. Continue by selecting All.

```

Administrator: C:\windows\System32\cmd.exe

C:\Temp\WebServer\OHCTransactionsService\web.config
Overwrite C:\inetpub\wwwroot\OHCTransactionsService\bin\App_Code.compiled (Yes/No/All)? y
C:\Temp\WebServer\OHCTransactionsService\bin\App_Code.compiled
Overwrite C:\inetpub\wwwroot\OHCTransactionsService\bin\App_Code.dll (Yes/No/All)? y
C:\Temp\WebServer\OHCTransactionsService\bin\App_Code.dll
Overwrite C:\inetpub\wwwroot\OHCTransactionsService\bin\Interop.DOCAUTHLib.dll (Yes/No/All)? a
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.DOCAUTHLib.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.MetCardID.Control.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.SCANWEXLib.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.SCANWLib.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.SIGNVIEWLib.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Newtonsoft.Json.dll
C:\Temp\WebServer\OHCTransactionsService\bin\OHCSPPMSBusiness.dll
C:\Temp\WebServer\OHCTransactionsService\bin\OHCSPPMSData.dll
C:\Temp\WebServer\OHCTransactionsService\bin\OHCSPPMSMobile.dll
C:\Temp\WebServer\OHCTransactionsService\bin\OHCSPPMSUI.dll
16 File(s) copied
Installing OHCSPPMS...
Creating OHCSPPMS application and app pool...
OHCSPPMS Application already exists
OHCSPPMSAppPool App Pool already exists
@{caption=Microsoft Windows 10 Pro} found
OHCSPPMSAppPool assigned to OHCSPPMS and configuration completed.
Completed
Overwrite C:\inetpub\wwwroot\OHCSPPMS\OHCSPPMS.asmx (Yes/No/All)? y

```

Figure 16 – Upgrading WebServices

5. When the installation completes, press any key to close the command window.

```

Administrator: C:\windows\System32\cmd.exe
C:\Temp\WebServer\OHCTransactionsService\web.config
Overwrite C:\inetpub\wwwroot\OHCTransactionsService\bin\App_Code.compiled (Yes/No/All)? y
C:\Temp\WebServer\OHCTransactionsService\bin\App_Code.compiled
Overwrite C:\inetpub\wwwroot\OHCTransactionsService\bin\App_Code.dll (Yes/No/All)? y
C:\Temp\WebServer\OHCTransactionsService\bin\App_Code.dll
Overwrite C:\inetpub\wwwroot\OHCTransactionsService\bin\Interop.DOCAUTHLib.dll (Yes/No/All)? a
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.DOCAUTHLib.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.MetCardID_Control.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.SCANWEXLib.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.SCANWLib.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Interop.SIGMVIEWLib.dll
C:\Temp\WebServer\OHCTransactionsService\bin\Newtonsoft.Json.dll
C:\Temp\WebServer\OHCTransactionsService\bin\OHCSPMSBusiness.dll
C:\Temp\WebServer\OHCTransactionsService\bin\OHCSPMSData.dll
C:\Temp\WebServer\OHCTransactionsService\bin\OHCSPMSMobile.dll
C:\Temp\WebServer\OHCTransactionsService\bin\OHCSPMSUI.dll
16 File(s) copied
Installing OHCWebServices...
Creating OHCWebServices application and app pool...
OHCWebServices Application already exists
OHCWebServicesAppPool App Pool already exists
@{caption=Microsoft Windows 10 Pro} found
OHCWebServicesAppPool assigned to OHCWebServices and configuration completed.
Completed
Overwrite C:\inetpub\wwwroot\OHCWebServices\OHCWebServices.asmx (Yes/No/All)?

```

Figure 17 - Installation Successful Prompt

## Verifying an Installation Status

1. Launch the Internet Explorer and enter below link to verify the installation.
  - a. For OHCTransactionsService installation:
 

<https://localhost/OHCTransactionsService/OHCTransactionsService.asmx>
  - b. For OHCWebServices installation:
 

<https://localhost/OHCWebServices/OHCWebServices.asmx>

When the installation is successful, you will receive a browser message similar to below screen.

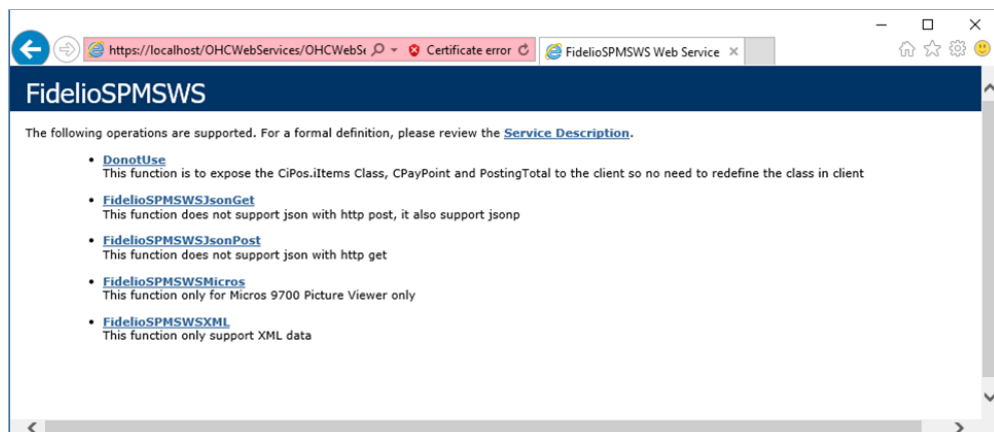


Figure 18 - Verification of Installation.

2. Run the latest Webservice installer.



---

## Establishing a connection

### WebService Connection

For Symphony users:

- Ensure the Symphony Extensibility DLL version is the same as SPMS.
- Go to **Simphony Properties Enterprise** and choose the option “*Fidelio Web Server Address*”, and then change the SPMS webservice to **Error! Hyperlink reference not valid.** NAME>/OHCTransactionsSevices/OHCTransactionsServices.asmx.

### WebService Database Connection


If the database server name is not defaulted to “Fidelio”, edit the ‘web.config’ file in C:\inetpub\wwwroot\OHCTransactionsService and to define the SPMS database server name under <appSetting>.

```
<appSettings>
  <add key="Server" value="<DBNAME>" />
</appSettings>
```

### WebService Simphony File Path Configuration

Edit the ‘web.config’ file in C:\inetpub\wwwroot\OHCTransactionsService and change file path name where the mi\_exp.txt, employee.txt, rvc.txt and AL Product Classes.txt files will be saved.

Change the --Path-- according to the path you created in c:\temp\folder. The path can be the ship name or ship code and it user definable.



```
web.config - Notepad
File Edit Format View Help
machine.config.comments usually located in
\Windows\Microsoft.Net\Framework\v2.x\Config
-->
<configuration>
  <appSettings>
    <add key="Server" value="<DBNAME>" />
    <add key="DB Transaction Timeout" value="60" />
    <add key="Debug" value="False" />
    <add key="MenuItemFile" value="c:\temp\--Path--\mi_exp.txt" />
    <add key="EmployeeFile" value="c:\temp\--Path--\employee.txt" />
    <add key="RevenueCenterFile" value="c:\temp\--Path--\rvc.txt" />
    <add key="ProductClassFile" value="c:\temp\--Path--\AL Product Classes.txt" />
    <add key="NoneRefundableCreditMaxCount" value="5" />
    <add key="SecureLogin" value="1<DBNAME>" />
  </appSettings>
  <!--
  For a description of web.config changes see http://go.microsoft.com/fwlink/?LinkId=235367.

  The following attributes can be set on the <httpRuntime> tag.
    <system.Web>
      <httpRuntime targetFramework="4.5" />
    </system.Web>
```

Figure 19 - Simphony File Path

### For OPI Handling:

Edit the ‘web.config’ file in C:\inetpub\OHCOPIWebServices and to define the SPMS database server name (SOURCE) and password (PASSWORD) under <connectionStrings>.

---

```

<connectionStrings>
  <add name="OHCEntities" connectionString="metadata=<a
target="_blank"
href="res://*/OHCEntities.csd|res://*/OHCEntities.ssd|res://*/OHCEntities.msl;provider=Oracle.ManagedDataAccess.Client;provider">res://*/
OHCEntities.csd|res://*/OHCEntities.ssd|res://*/OHCEntities.msl;provider
=Oracle.ManagedDataAccess.Client;provider</a> connection
string=&quot;DATA SOURCE=FIDELIO;PASSWORD=xxxxxxx;PERSIST
SECURITY INFO=True;USER ID=FIDELIO&quot;"
providerName="System.Data.EntityClient" />
</connectionStrings>

```

If Wallet is applied,

```

<connectionStrings>
  <add name="OHCEntities" connectionString="metadata=<a
target="_blank"
href="res://*/OHCEntities.csd|res://*/OHCEntities.ssd|res://*/OHCEntities.msl;provider=Oracle.ManagedDataAccess.Client;provider">res://*/
OHCEntities.csd|res://*/OHCEntities.ssd|res://*/OHCEntities.msl;provider
=Oracle.ManagedDataAccess.Client;provider</a> connection
string=&quot;DATA SOURCE=<ip
address>:1521/FIDELIO;PASSWORD=xxxxxxx;PERSIST SECURITY
INFO=True;USER ID=FIDELIO&quot;"
providerName="System.Data.EntityClient" />
</connectionStrings>

```

## Oracle Client and ODAC Installation

An installation of Oracle Full Client and ODAC setup is required on the Web Server, for the webservice connection to the Ship database. Please download a copy of the installation manual from <http://www.oracle.com/technetwork/database/enterprise-edition/documentation/index.html>

### Establishing Oracle Net Manager Connection

1. Once the Oracle Client install is successful, launch the Oracle Net Manager to establish the connection between the Web Server and Ship's database.
2. When installing ODAC on the Web Server, ensure the following components for Oracle 12c are installed:
  - Oracle Data Provider for .NET 12.1.0.2.0
  - Oracle Providers for ASP.NET 12.1.0.2.0
  - Oracle Services For Microsoft Transaction Server 12.1.0.2.0

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## Troubleshooting

This section describes the troubleshooting steps.

### **Message prompt: 'The Specified method not found'**

The system prompts this message when user attempts to load the .asmx file through Internet Explorer. Some of the DLL should not exist in the BIN folder, for example: SingPlusNet.dll. Remove them and retry.

### **Message prompt: 'Invalid Parameter'**

This occurs when running OHCDemoApp.exe. The user is required to connect OHCWebServices.asmx instead of OHCTransactionsService.asmx

### **Error Message: 'Unhandled exception has occurred in your application. System.MissingMethodException: Method not found'**

This occurs when App\_Code.dll, OHCSPMS\*.dll version is wrong. Ensure these dll's version is the same.

### **Error Message: 'Critical error occurred while executing Sql statement.\r\n. Please call your system administrator, application will terminate now.'**

or

### **Error Message: Oracle.DataAccess.Client.OracleException ORA-06576: not a valid function or procedure name at Oracle.DataAccess.Client.OracleException.HandleErrorHelper'**

This occurs when logging to OHCDemoApp /JsonGet. Ensure both OHCSPMS\*.dll version is the same as the Database version.

### **Error Message: 'Critical error occured while executing Sql statement.\r\nPlease call your system administrator, application will terminate now.\r\n\r\nSystem.Exception: Error Opening Connection to - Unable to load OraMTS....'**

This occurs when performing a transaction through Oracle WebServices. Ensure the Oracle Services for Microsoft Transaction Server (MTS) is installed on the Web Server.

### **Error Message: 'Due to PA-DSS Compliance..., you might need to run OHC Tools'**

This occurs when the Webservice version is above R047 and the OHCSPMS\*.dll version is R0044. Copy the Interop.XceedEncryptionLib.dll into the BIN folder.

### **Error Message: 'Critical error occurred while executing SQL statement. Please call your system administrator, application will terminate now.'**

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### System.Exception: Error Opening Connection to – Unable to enlist in a distributed transaction .....

This occurs when running OHCDemoApp. or Infogenis Point-of-Sale (IGPOS). Install ODAC and ensure the MTS is enabled and running properly as well as the distributed transaction coordinator service.

### Error Message: ‘OHCSPMSxxxx.DLL Version (xx.xxx) does not match with... ‘.

The error occurs when running OHCDemoApp or IGPOS. Ensure the OHCSPMS\*.dll version in XAPP table is as the copy in BIN folder.

### Error Message: ‘penConnection-System.InvalidOperationException: The Promote method returned an invalid value for the distributed transaction ‘.

This error occurs when performing WS transaction like Check In or Book Excursion. In the Component Services, Distributed Transaction, Local DTC Properties, Security tab, check both the ‘Allow Inbound’ and ‘Allow Outbound’ check box.

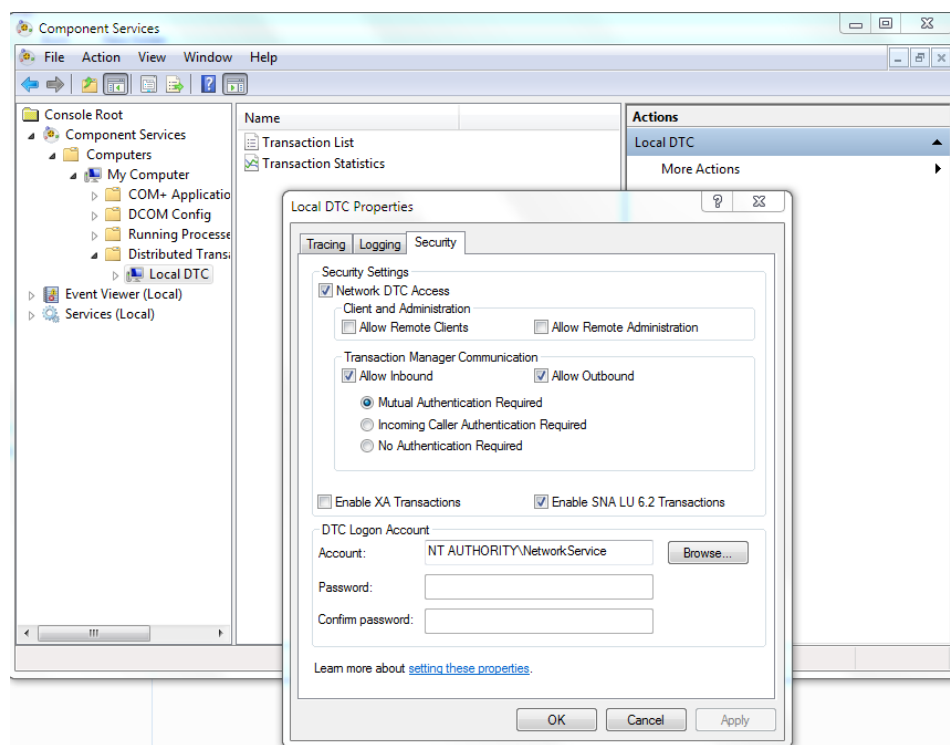


Figure 20 - Local DTC Properties

### Issue with: Incomplete OHCWebServices installation.

The OHCWebServicesSetup.exe starts copying CRRedist2008\_x64 then it stops immediately and prompts message: Installation Incomplete. Manually execute below command using CMD.EXE, and ensure IIS 6 Compatible Manager is installed (for Microsoft Windows 7)

```
'c:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis -I'
```

## Issue with: Web Browser showing 'Page Not Found'.

Error 404 – File or Directory not found. Ensure the IIS, WebService Extensions are set to 'Allowed' in Web Service Extensions.

## Issue with: Web Browser showing blank page when browsing the OHCWebServices, or error 'The Specified module could not be found'.

This error occurs when testing the Webservice through Internet Explorer and it returns a blank page.

1. Navigate to **IIS Manager** and select OHCWebServices.
2. In **Default Document**, manually add the 'OHCWebServices.asmx' file.

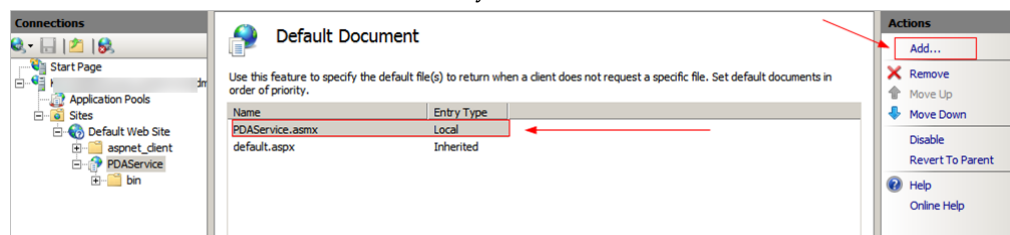


Figure 21 - Default Web Site Setting

## Error Message: 'This setup requires Internet Information Server 4.0 or higher and Windows NT 4.0, Windows 2000 or higher.....'.

This error occurs during OHCWebServices Setup and requires Internet Information System (IIS) 6.0 in **Control Panel, Windows Features** to be turn on.

## Error Message: 'Error Code 0x800700b7 Config Error. There is a duplicate 'system.web.extensions/scripting/scriptResourceHandler' section defined'.

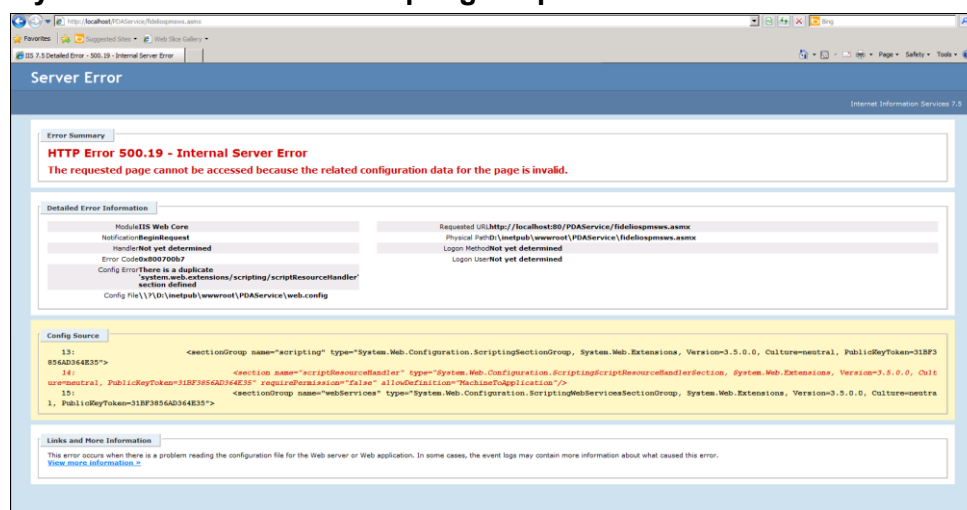


Figure 22 - HTTP Error 500.19 - Internal Server Error

This error occurs when browsing the web page. Comment of the related thread is mentioned in web.config.

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**Error Message: ‘<!--<sectionGroup name="system.web.extensions" type="System.Web.Configuration.SystemWebExtensionsSectionGroup, System.Web.Extensions, Version=3.5.0.0, Culture=neutral, PublicKeyToken=31BF3856AD364E35">’ or ‘The type initializer for ‘FidelioSPMS.CShipGeneral’ threw an exception.**

This error occurs when browsing the web page or using OHCDemoApp test program. Ensure the .NET Framework version is **.NET Framework v4.0.30319** in **Application Pool, Default Pool** setting.

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## 3 Database Installer

The Database Installer is an updater program that upgrades the database version to the latest. Apart from performing a database version upgrade, the Database Installer also repair missing or invalid database objects the SPMS database required for the version. The Database Installer is released as part of the SPMS version release.

### Prerequisite, Supported Systems, and Compatibility

This section describes the minimum requirement to run the Database Installer.

#### Prerequisite

- Database Installer.exe

#### Supported Operating Systems

- Microsoft Windows 7 – 32-bit / 64-bit system
- Microsoft Windows 8 – 32-bit / 64-bit system
- Microsoft Windows 10 – 32-bit / 64-bit system

#### Compatibility

SPMS version 8.0 or later. For customer operating on version below 8.0, database upgrade to the recommended or latest version is required.

### Executing the Database Installer

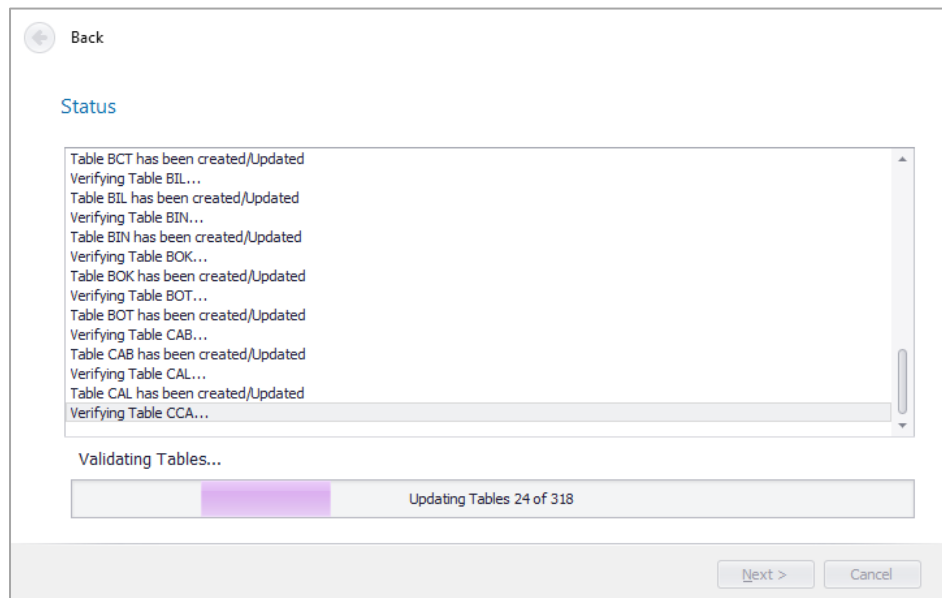
Before you run the Database Installer, you must have an installation of SPMS Client Setup on the machine. You **MUST** run the program from the Oracle Hospitality Cruise folder to avoid any unforeseen error.

**Note:** By running the Database Installer, *all* existing custom changes made to the database's objects, Index and View will be repaired and restored to the default SPMS database requirement.

1. Open the Windows Explorer of the PC and navigate to Oracle Hospitality Cruise folder.
2. Double-click the **OHC Database Installer.exe** to launch the program.
3. At the Welcome to Oracle Hospitality Cruise SPMS DB Upgrader, click **Next** to navigate to the next screen.
4. In the Database Connection screen, enter the database instance and password in the respective fields and then click **Test Connection** to validate the database connection.

- If the Instance name, user name or password is incorrect, you will receive an error message preventing you from continuing. Correct the information and retry.
5. Click **Next** to proceed to the Options screen and select the desired mode, then click **Next**.
    - **Standard mode:** Updates the database with the required changes.
    - **Simulation mode:** Checks and generate a list of changes that the system will apply. These changes do not affect the database until you run the standard mode.

**Note:** The screen for both options are the same.
  6. In the User Security Option screen, the radio button is defaulted to 'Backward Compatible'. Click **Next** to continue.
    - **Backward Compatible:** Addition user rights for new menus will be disabled. User rights that were added to existing menus will be enabled. User rights that were split in existing menus will be reset to the original assignment.
    - **Disable:** All Additional user rights for any new menu, as well as the existing menu will be disabled.
  7. At the Confirm screen, click **Next** to start the database upgrade.
  8. The update progress is shown in the Status screen. Click **Next**, to proceed.



**Figure 23 – Database Installer Status screen**

9. If an application is connected to database, you will receive a message prompting you to notify user to close all applications or terminate the database connection with the application. Close all application and click **Yes** to continue.
10. Once the database upgrade process completes,
  - A process log is saved in C:\Users\Public\Document\Oracle Hospitality Cruise\ folder. You can also click the **Copy to Clipboard** button to save the file.



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- If there are new User Security Rights added to the schema, a User Security Right file will prompt upon completion of upgrade process.
11. Click **Finish** to exit the Database Installer. The database version is updated automatically. To verify the version, you can login to Administration module and navigate to **System Setup, Database Parameters**. Information are displayed in *Parameter group 'System', 'Launcher Database Structure Version'*