Oracle[®] Hospitality Cruise AffairWhere Installation and Upgrade Guide Release 2.2.8 F18396-01

April 2019



Copyright © 2006, 2019, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Fi	gures	. 4
Pı	eface	. 5
	Audience	5
	Customer Support	5
	Documentation	5
	Revision History	5
1	Installation of AffairWhere	. 6
	Before you begin	6
	Upgrading AffairWhere to version 2.2.8	6
2	AffairWhere Database Installer	. 7
	Oracle Database	7
	MS SQL Database	8
3	Running the AffairWhere Application	. 9

Figures

Figure 2-1 - Database Connection Details	7
Figure 2-2 - Delegate View Option	7
Figure 2-3 - Database Installation Completed	8
Figure 3-10 - User Login Window	9
Figure 3-2 - User Details	10
Figure 3-3 - Add Property	10
Figure 3-4 - Location Details	11
Figure 3-5 - Assigning Property To User	11
Figure 3-6 - Create Cruise	11
Figure 3-7 - Add Group	12
Figure 3-8 - Setting Property in Function Book	12
Figure 3-9 - Event Item	13
Figure 3-10 - Add Event	13
Figure 3-11 - Event Details	14
Figure 3-12 - Event Display In Function Space Calendar	14

Preface

AffairWhere (AW) is a system specifically designed to manage the function space and banquet events for a cruise line. The system can run as a stand-alone application receiving group and delegate information directly from a cruise line's reservation system. The system can be use both at shore side and shipboard. At Shore side, the system would be used by the Group Reservations agents to book group events and prepare contracts. At the Shipboard side, the system allows the crew to manage the shipboard function space and to create Banquet Event Orders for the fulfillment of the events. The document details the installation process of the AffairWhere.

Audience

This document is intended for technical personnel involved in installation process of AffairWhere.

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/

Revision History

Date	Description of Change
April 2019	Initial publication

1 Installation of AffairWhere

This section describes the installation process of AffairWhere.

Before you begin

- Ensure the AFFAIRWHERE schema exists in the database. If the schema does not exist, create using the script provided in the folder DB Scripts, AFFAIRWHERE USER.sql in hot fix.
- Download the AffairWhere release 2.2.7 (Patch ID: 26551822) from My Oracle Support and save the file to a local directory.

Begin your installation by:

- 1. Run **OHCAffairWhere.exe** from the downloaded patch, **Setup** folder.
- 2. At the installation wizard, select to install **AffairWhere**, **AW Import**, **AW Export** and **DB Installe**r.
- 3. Click Install to begin.
- 4. Click Finish when the installation completes.

Upgrading AffairWhere to version 2.2.8

In order to upgrade the application to version 2.2.8.001:

- 1. Download the hotfix 2.2.8.001 (Patch ID: 29459943) and save the file to a local directory.
- 2. Navigate to Control Panel, Program and Features option.
- 3. Uninstall the AW DB Installer and AffairWhere Application.
- 4. Navigate to the downloaded hotfix patch Setup folder.
- 5. Run the AffairWhere.msi and AW DBInstaller.msi to upgrade the version.

2 AffairWhere Database Installer

The following section describes the steps to install the Affair Where Database Installer on Oracle Database and MS SQL Database

Oracle Database

- 1. Click the **AW Database Installer** shortcut at the desktop.
- 2. At the Database Connection window, select the Server Type as Oracle.
- 3. Enter the database details and then click **Test Connection**.

Oracle Hospitality Cruise - Affair\	Where System Database Installer	~
Back		
Database Connection		
Please provide server t database, system data	type, select the mode whether it is affairwhere database or history abase user, password, server and database then press next to continue.	
Server Type:	Oracle OsQL Server	
Database Mode:	Main AffairWhere Database 🔹	
User ID:		
Password:		
Server/DSN:		
Database/Catalog:		
	Test Connection	
AffairWhere Version : 2.2.8.001	Next > Cancel	

Figure 2-1 - Database Connection Details

- 4. Once you receive a message "Connection to Database succeeded", click Next.
- 5. At the Delegates View Option, check the option if applicable and then click **Next**.



Figure 2-2 - Delegate View Option

6. By default, the Standard Mode option is selected. Click Next to continue.

7. At the Database Installation Completed window, click **Finish** to close.

	The second	
Data	base Installation Completed	
AW	B Installer Version : 2.2.8.001	
Data	vase changes started at Friday, March 08, 2019 1:04:40 PM	
\\\ P	JRGE UNUSED TABLE/DATA BEGIN ///	
/// P	JRGE UNUSED TABLE/DATA END \\\	
\\\СН	ANGES ON TABLE DELEGATES BEGIN///	
	0004 - CREATE TABLE affairwhere.DELEGATES (GUEST_ID NUMBER(18,0) DEFAULT 0 NOT NULL) TABLESPACE 0004 Command Executed at 01:04:41 in 0 seconds	USER_T,
	0005 - COMMENT ON COLUMN AFFARWHERE.DELEGATES.GUEST_ID IS 'Unique Record Id' 0005 Command Executed at 01:04:42 in 0 seconds	
	0006 - COMMENT ON TABLE AFFAIRWHERE.DELEGATES IS 'Table for storing avail cruise id'	
4 0		F
	Copy to 0	Clipboard

Figure 2-3 - Database Installation Completed

8. For details of the objects created by the AW DB Installer, refer to the logs in C:\Program Files (x86)\Oracle Hospitality Cruise\AW DBInstaller\DB_Log.

MS SQL Database

- 1. Create a database in MS SQL.
- 2. Click the AW Database Installer shortcut at the desktop.
- 3. At the Database Connection window, select the Server Type as SQL Server.
- 4. Repeat steps 3 to 8 of Oracle Database.

3 Running the AffairWhere Application

This topic explains the configuration of AffairWhere application for the first time.

- 1. Click the **AffairWhere** shortcut at the desktop.
- 2. If you receive a message prompt 'Database connection information not correct in registry. Please reenter or contact Systems', click **OK**.



3. At the Backstage Dining Database Info window, enter the **user credential** as **Administrator** followed by **server name** and **database name**, then click **OK**.



4. On the menu bar of the User Setup and Maintenance window, click **Tools, User Id Maintenance, Create a User**.

User ID Name Loc Depart User/D: demo Password: second Name: Demo D Ship/Shore: SHORE Admin: Y Update Price: Dept: Last Logon: POS Card: Email Address Forms Properties Booking Groups Availability Main Port Templates Maintain Availability Templates Maintain Availability Templates Maintain Standard Packages Printer Selection Maintain Standard Packages Printer Selection Report Request	Expire Passw	vord [s [; Dates [
User_ID Name Loc Depatr User_ID Name Loc Depatr Name: Demo D Ship/Shore: SHORE Admin: Y Update Price: Dept: Last Logon: POS Card: Email Address: Forms Properties Booking Groups Available Forms Form Name Maintain Availability Templates Maintain Availability Templates Maintain Availability Templates Maintain Availability Templates Maintain Availability Templates Maintain Availability Templates Maintain Standard Items Maintain Standard Packages Printer Selection Report Maintenance Report Maintenance Report Maintenance	Expire Passw	vord [s [Dates [
Interview Interview Interview Interview Interview Name: Demo D Ship/Shore: SHDRE I Admin: Y I Update Price: Dept: Last Logon: POS Card: Interview	All Date:	×s Γ ⊃Dates Γ
Ship/Shore: SHORE → Admin: Y → Update Price: Dept: Last Logon: POS Card. Email Address Forms Properties Booking Groups Available Forms Form Name Maintain Availability Main Port Templates Maintain Availability Main Port Templates Maintain Cruise Templates Maintain Standard Ress Maintain Standard Packages Printer Selection Printer Selection Report Maintenance Report Maintenance Report Request	s All Date	xs Γ Dates Γ
Ship/Shore: SHORE Admin: Y Update Price: Dept: Last Logon: POS Card: Email Address Email Address Available Forms Properties Booking Groups Availability Main Port Templates Availability Main Port Templates Maintain Availability I emplates Maintain Standard Packages Maintain Standard Packages Printer Selection Repot Request Maintain	s All Date	es ┌ :Dates ┌
Dept Last Logon: POS Card: Email Address Forms Properties Booking Groups Available Forms Available Forms Maintain Availability Main Port Templates Maintain Availability Templates Maintain Cruise Templates Maintain Properties & Location Maintain Standard Hens Maintain Standard Packages Printer Selection Report Maintenance Report Maintenance Report Request	Specific	Dates 🔽
POS Card: Email Address Forms Properties Booking Groups Available Forms Form Name Maintain Availability Main Port Templates Maintain Availability Templates Maintain Cruise Templates Maintain Standard Ress Maintain Standard Packages Printer Selection Report Maintenance Report Maintenance	Specific	Dates 🔽
POS Card Email Address: Forms Properties Booking Groups Available Forms Form Name Maintain Availability Templates Maintain Availability Templates Maintain Cruise Templates Maintain Standard Packages Printer Selection Report Maintenance Report Request	Specific	Dates 🛛
Forms Properties Booking Groups Available Form Name Form Name Maintain Availability Main Pott Templates Maintain Availability Templates Maintain Cruise Templates Maintain Properties & Location Maintain Standard Packages Printer Selection Printer Selection Printer Selection Peport Request Maintain		
Forms Properties Booking Groups Available Forms Form Name Maintain Availability Main Port Templates Maintain Availability Templates Maintain Cruite Templates Maintain Cruite Templates Maintain Standard Items Maintain Standard Tems Maintain Standard Packages Printe Selection Report Maintenance Report Request		
Forms Properties Booking Groups Available Forms Available Forms Form Name Maintain Availability Main Port Templates Maintain Availability Templates Maintain Cruise Templates Maintain Cruise Templates Maintain Standard Items Maintain Standard Tems Maintain Standard Pockages Printer Selection Report Maintenance Report Request Maintain Standard Stand		
Available Forms Form Name Maintain Availability Main Port Templates Maintain Availability Templates Maintain Cruise Templates Maintain Properties & Location Maintain Standard Ireas Maintain Standard Packages Printer Selection Report Maintenance Report Request	Specific Dates	In-House
Form Name Maintain Availability Main Port Templates Maintain Availability Templates Maintain Cruise Templates Maintain Properties & Location Maintain Standard Items Maintain Standard Items Maintain Standard Packages Printer Selection Report Maintenance Report Request		
Maintain Availability Templates Maintain Availability Templates Maintain Cruise Templates Maintain Standard Neuros Maintain Standard Packages Printer Selection Report Maintenance Report Maintenance	Allowed	d Update
Maintain Availability Templates Maintain Cruise Templates Maintain Properties & Location Maintain Standard Items Maintain Standard Packages Printer Selection Report Maintenace Report Maintenace	V	
Maintain Cruise Templates Maintain Properties & Location Maintain Standard Hems Maintain Standard Packages Printer Selection Report Maintenance Report Request	•	•
Maintain Properties & Location Maintain Standard Items Maintain Standard Packages Printer Selection Report Maintenance Report Request	<u> </u>	V
Maintain Standard Packages Printer Selection Report Mainteinance Report Request	N	V
Printer Selection Report Maintenance Report Request	v	 ▼
Report Maintenance Report Request	V	V
Report Request	v	V
	<u> </u>	
SUL Tool	N 1	V
Shipboard Protoma	· ·	V V
2 View Group Information	<u>ب</u>	V
		∆dd

Figure 3-2 - User Details

- 5. Provide the details required on the form, then select the required form names from the following tabs; **Forms, In House and Booking Groups**.
- 6. Restart the application and login with the newly created user.
- 7. The application prompts for password to be reset once you login successfully.
- 8. You will be prompt to setup the property if no property exists. Click **OK** to close the dialog box.
- 9. To create a property, click the Function Space, Location Maintenance.
- 10. At the Location Maintenance form, select **Add Property** and enter the property details.

🏰 Location Maintenance		
	Add Location Add Property	r: de: y: Cruise Days Out: 7 Ship View: 30 Dir: nd: Last View: <u>A</u> dd

Figure 3-3 - Add Property

11. After creating a property in AffairWhere, run below script in SQL Tool. Run this for every new property you create.

```
update property set disabled='N'
```

🏰 Location Maintenance		
····· Test Property (L1)	Property:	Test Property
	Location Code:	Loc1 Link:
	Name:	Test Location
	Ship Location:	Test
	Booking Group:	SHORE Type: 0-FUNCTION
	Fire Limit:	0 Other Limits: Set Up Type Min Max Private 🔺
	Function Book:	Y Y BOARD 0 0
	Private:	
	Is A Parent?	N •
	Parent:	
	Min Guests:	0 External:
	Approval Email:	
	Room Details:	
		1
		Add

12. Add a Location using Function Space, Location Maintenance, Add New Location.

Figure 3-4 - Location Details

13. Assign the property to the user account.

8	User Set-up and Mai	ntenance									×
		Users			Liser-ID:	DEMO	Pass	word:	- Eurine Ra	d	_
	User_ID	Name	Loc	Departr	0000101	DEMO			Expire Fa	ssword	-
•	User_ID DEMO	Name Demo D	SHORE	Departr	Name: Ship/Shore: Dept: POS Card: Email Address Forms Code L1	Property Name Test Property	D Admin: Y _	Update Prices Last Logon: ing Groups Sp toperties	All D Mar 08 2019 03: Specific Dates	ates 12:31 ific Dates In-Hous	
•				•							die

Figure 3-5 - Assigning Property To User

14. Create a cruise for the property using the **Function Space**, **Cruise Assignment**.

ise 🗾
Test Property
3 /10/2019 👻
5 Cruise ID: L12019-03-10
None

Figure 3-6 - Create Cruise

Maintain Gro	up Information				
Property	Test Property				
Group ID:	G1 Group Name: Test Group				Dont Show 🥅
Booking No:	Guests: 0 0	Cruise:	L12019-03-10	Rms:	Party 🔲
Arrives:	3 /11/2019 - Departs: 3 /15/2019 -	Coordinator:			
Туре:	STANDARD 🗾	Phone:			
Received:	3/8/2019 V Confirmation: 3/8/2019 V	Email:			
Company:	· · · ·	Sales:			_
Profile:		Other Rep:			
Disisten		Agency:			
Dining:		Agent:			
Ship Cmnts:		Address:		,	
		City, St Zip:			
Main Labin:		Country:			
Lomments:		Phone:			
		Fax:			
		Email:			
					Classe
				Agg	

15. Create a group from **Groups Contact**, **Group Overview**, **Add Group** menu.



16. Re-login to the application and set the property.

🕅 Tools Event	Components Fi	Inction Space	Grou	up Contacts	Secur	ity Wi	ndow	
Property Test Pro	operty (L1)	Date:		3 / 8 /201	9 •			
	r unction of	acc calendar						
Booked Tent Paid Hold	7:00 AM	8:00 AM		9:00 AM	4	10:0	DO AM	1
0-FUNCTION Loc1 (0)								



17. Create a standard Event Item, navigate to Event Components, Standard Event Items.

Tools Event Components Function S	pace Group Contacts Security Wind	wo
🕸 Standard Event Items		
Beverage and Bar Entertainment Gap Amenity GRATS Housekeeping MENU New Items Not Used Cocktail Parties - All types Photography Service STAFF	Item Code: Item Type: Priced By: Description: Comments: Link Code: Warning: Approval: Min Setup:	ITM01 Provide:: Dining Room Fixed Make Private More Info Fixed Make Private More Info Test Item Item Daily MOB Image: State State State State State Strom Item Prices Item Prices Price Sales Events From Events To: Price Sales Events From Events To Price 0 3/8/2019 1/1/2099 Price Sales Events From Events To Property Avail Qty Test Property Events
		App



18. To create an Event, right-click on the Function Book and select Add Event. Tools Event Components Function Space Group Contacts Security Window

Pro	perty Test Pr	operty (L1)	Date:	3 /11/2019	•	. (L12019-03-10 Day 2)													
		Function Sp	ace Calendar	Daily Event List															
Bo	oked Tent aid Hold	7:00 AM	8:00 AM	9:00 AM	1	10:00	AM	1	1:00 AM	Noon		1:00 PM							
(DFUNCTION Loc1 (0)							Add Ev Quick A View Ev Edit Eve Delete I Status Save Ev Copy E Open T	ent Add vent Event Vent vent Time										
4	►.	•																	
			Groups					ľ	Events										
	Group ID	Group Name			Pty	Arrives	D	elegate	Show: M	I Requests									
•	G1	Test Group			N	3/11/20	19 0	Harris	[rinuquusts			_						
	-1	In House			1	37117201	∍ ∣in	nouse	Date	Entered	P	operty							

Figure 3-10 - Add Event

19. At the Event Detail window, enter the event information and then click the **Add** button. The newly added event will be shown in the event grid.

Event Detail	10.00 10.00	TANK No. 1976 1976 19
Event Code:	MEETING Event Name: Meeting_RuchiTest	Sales Prices:
Date:	Mar-11-2019 Start Time: 10:15 AM 📫 Dur:	60 End Time: 11:15 AM 🗧 No End: 🗖 Private: 🗖 Moveable: 🔽
Property:	Test Property Loc: Test Location (0)	Category: Meetings
Group:	G1-1 Test Group	USD/1 Set Up Type:
Set-up Time:	0 Clean-up Time: 0	Priced By: Calc Guests Event Status: Booked
Attendance:	0 Auto: 🔽	Calc Price: 0.00
Description:		Accounting:
Commenter		Print Time:
Comments.		Print Location:
		Print Provider:
Message:		Contact:
Compliments:		
	Digital Display: 🔲 🛛 Daily News: 🥅 Party/Function G	d: Add + Close Add Close

Figure 3-11 - Event Details

🛃 AffairWhere G	iroup Event Mar	ager for C	ruise Ships I	Rev. 2.2.8.001	l - [Affa	airWhere Function I	Book]															
D Tools Event Components Function Space Group Contacts Security Window																						
Property Test Property (L1) Date: 3/11/2019 F. (L12019-03								10 Day 2)													
Function Space Calendar							Da	ly Event L	ist				Daily Function Space Utilization									
Booked Tent Paid Hold	id Hold 7:00 AM 8:00 AM 9:00 AM				10:00 AM	1	1:00 AM		Noon	1:00 PM			2:00 F	3:00 PM			4:00 PM			5:00 PM		
0-FUNCTION Loc1 (0)						MEETINO 10:15 AM-11:1 G1-Test Gro	â ISAM SUD															
•	1		Groups					ſ		Events		Ŷ		Hist	огу					Approva	s	
Group ID	Group Name Test Group				Pty N	Arrives D	elegate	Show	My Rec	uests	 		•	Statu	s: All (Open			-	∏ Sho	w Past	Ref
	In House					3/11/2013	House		Date Ente	red	Property			Location	<u>1</u>		Date	•	Time	Grou	ıp∕ln-Ho	use

Figure 3-12 - Event Display In Function Space Calendar