

# Oracle® Hospitality Cruise Shipboard Property Management System Seaware Monitor Quick Guide



Release 20.3

F59820-01

September 2022

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Hospitality Cruise Shipboard Property Management System Seaware Monitor Quick Guide, Release 20.3

F59820–01

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# Preface

OHC Seaware Monitor is a module used in addition to the Seaware integration for Ferry Operations. This module monitors the activities from Oracle Hospitality Cruise (OHC) Shipboard Property Management System (SPMS) to Seaware.

## Audience

This document is intended for project managers, application specialists and users of Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

## 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

## Documentation

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

## Revision History

**Table 1 Revision History**

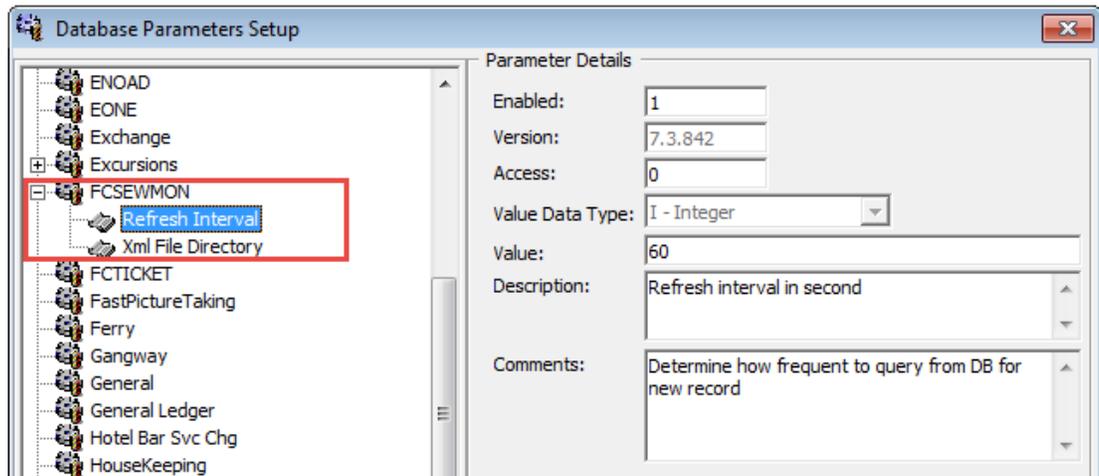
Date	Description of Change
September 2022	Initial publication.

# 1

## Setting up Parameters

Before you begin using the Seaware Monitor program, you must set up the two parameters below in Administration module, System Setup, Database Parameters.

**Figure 1-1 Database Parameters**

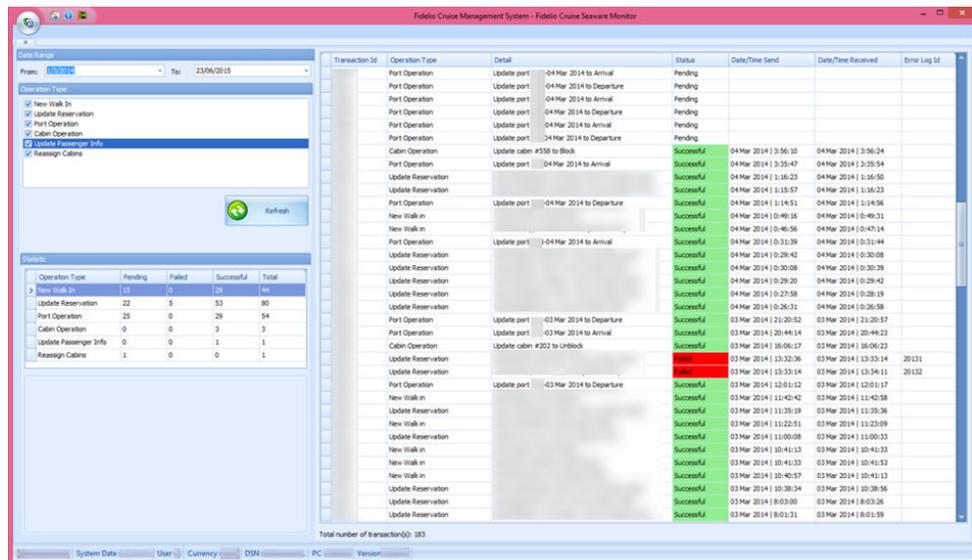


## Launching Seaware Monitor

The OHC Seaware Monitor is accessible from the OHC Launch Panel.

1. To launch the program, double-click the **OHC Seaware Monitor**.
2. In the application window, select the date range and click the **Refresh** button to display the activities.

Figure 1-2 Seaware Monitor Activities



In the Statistic section,

- The Pending status refers to the transaction that has not been sent to Seaware for processing.
- The Successful status refers to transactions that are processed successfully and responded to by Seaware.
- The Failed status refers to the transaction that has been processed but failed after responded to by Seaware.

## Log Based on Syn\_Operation

The following status codes explain the types and details of error messages logged that allow you to extract the content into an XML file using the steps below.

Table 1-1 Syn\_Operation Error Code

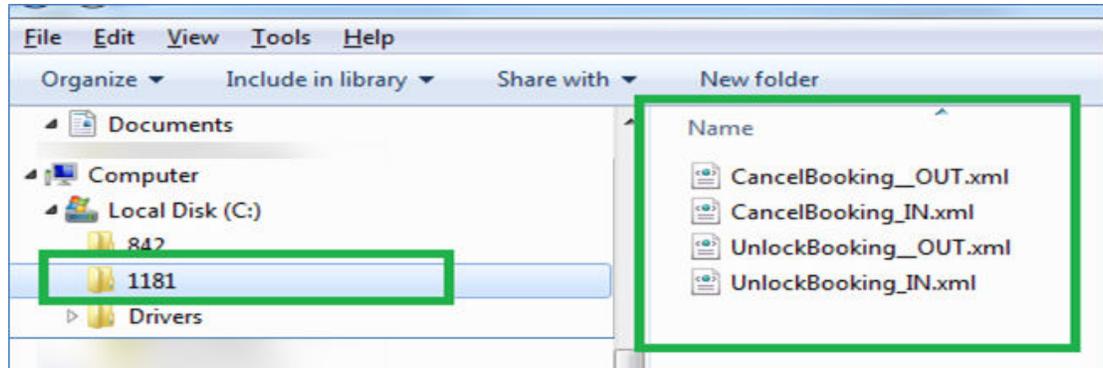
Log	Description
1	New reservation
2	Update reservation
3	Port operation
4	Cargo
5	Cabin operation
6	Update Reservation include res_grp
7	Update personal information

To view the log details,

1. Double-click the **failed transactions**.
2. Click **Extract**.

3. At the confirmation prompt, click **OK**. This saves the transaction error to the default save folder on the client PC in an Extensive Markup Language (XML) format.

**Figure 1-3 Seaware XML File Types**



**Note:**

Error attachments are stored in the SEWLOG\_XML table.