Oracle® Hospitality Cruise SilverWhere

Release Notes

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Oracle Hospitality Cruise SilverWhere Release Notes, Release 9.1

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Preface

Oracle Hospitality Cruise SilverWhere is the ship and shore side Dining Reservation application suite. The Oracle Hospitality Cruise General Dynamic Interface (GDF) is the data integration tool that performs the data transfer of cruise, passenger and crew data between the Shipboard Property Management System (SPMS) and SilverWhere.

Purpose

These Release Notes provide a brief overview of additions, enhancements and corrections implemented in this software release. Their intent is informative, not instructional. Please review Oracle Hospitality Cruise SilverWhere's product documentation for detailed installation information, upgrade, configuration and general use.

Audience

This document is intended for project managers, application specialists and users of the Oracle Hospitality Cruise SilverWhere application suite.

Customer Support

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

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

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

Revision History

Table 1 Revision History

Date	Description of Change
November 2022	Initial publication.

1

Features and Updates

The content below is a list of features and updates for the SilverWhere 9.1 release.

General

The following controls have been added, upgraded or replaced to meet compliance standards.

- DevExpress from 14.1 to 20.2
- Microsoft .NET Framework from 4.5 to 4.8
- Telerik Data Access with Entity Framework version 6.4.4
- SQLite from 1.0.112.0 to 1.0.116.0
- Bouncy Castle 1.9.0
- Newtonsoft.Json 12.0.2

> **Note:**
>
> With DevExpress 20.2, some skin colors and ribbon styles have changed. Therefore, there is a slight difference in UI compared with our previous release. However, the functionalities remain unchanged.

SilverWhere .Net

The SilverWhere .Net application is the desktop client application of the SilverWhere application suite. In this version, the Date selection, Password policy were introduced as we continue migrating modules from SilverWhere VB6 to SilverWhere .Net.

Password policy

Enhanced the application by adding the Password policy to the Look Up Setup module (formerly Look Up Maintenance). The criteria can be adjusted based on the company standards..

Date selection

Enhanced SilverWhere .Net to work with day selection instead of cruise selection. This allows the users to select and view availability, dining reservations and passenger information for a day or a date range instead of one cruise only.

The enhancement affects the following module/function:

- Availability, All Reservation for Today @ x, All Reservation for Selected Period, and Special Requests tabs on the SilverWhere .Net Main screen

- Virtual Group Management module
- Group Management module
- FIT Management module
- Inventory Setup module

User Setup

Enhanced and migrated User Maintenance module to SilverWhere .Net as User Setup module, enabling Administrators to:

- Create and maintain SilverWhere User Groups
- Create and maintain SilverWhere Users

Ship Setup

Migrated the Ship Maintenance module to SilverWhere .Net as Ship Setup module, enabling users to

- Create and maintain Ship Details in SilverWhere
- Create and maintain Dining Room information for the Classic Dining operation

Itinerary Setup

Migrated the Itinerary Maintenance module to SilverWhere .Net as the Itinerary Setup module, enabling users to

- Create and maintain Itinerary Details in SilverWhere
- Create and maintain the Inventory assigned to the Itinerary

Cruise Setup

Migrated the Cruise Maintenance module to SilverWhere .Net as Cruise Setup module, enabling users to

- Create and maintain Cruise Details in SilverWhere
- Create and maintain Seating Times, Itinerary and Inventory for the Cruises

Product Setup

Migrated Product Maintenance to SilverWhere .Net as Product Setup module.

This enables the users to:

- Create and maintain Dining Room information (Locations) for the Alternative Dining operation
- Create and maintain Meal Period information (Products) for the Alternative Dining operation

Deduct Walk-Ins from Inventory

Implemented the Deduct Walk-Ins from Inventory feature in the Product Setup on location level and removed the user permission in User Setup (formerly User Maintenance). This provides more flexibility to the user and the different dining operations.

Inventory Setup

Migrated Alternative Availability, Base Alternative Availability and Future Alternative Availability to SilverWhere .Net as Inventory Setup module.

This enables the users to:

- Create and maintain Inventory Templates for the Alternative Dining operation
- Create and maintain the Inventory for the Alternative Dining operation

Layout Setup

Migrated the functionalities from the Layout tab on the SilverWhere .Net Main screen to the Layout Setup module.

This enables the users to create and maintain dining room layouts for the Alternative Dining operation.

Pager Setup

Migrated the Pager Maintenance module to SilverWhere .Net as the Pager Setup module, enabling users to create and maintain Pager Details in SilverWhere.

Import VIP status from SPMS

Enhanced the Guest Info and Guest Search panels to display the VIP information for the passengers.

Adjust Time

Migrated the Adjust Time functionality to SilverWhere .Net, enabling users to change the time in SilverWhere compared to the database.

US Gender-Neutral passports

Enhanced the passenger gender information to support US gender-neutral passports with ‘X’.

SilverWhere VB6

The SilverWhere VB6 application is the desktop client application of the SilverWhere application suite. In this version, the modules that have been migrated to SilverWhere .Net were removed. For the remaining modules, remediation work of the third-party components has been conducted to meet Oracle Compliance Standards.

> **Note:**
>
> Due to the remediation of the third party components, there is a slight difference in UI compared with our previous release. However, the functionalities remain unchanged.

SQL Tool

The SQL Tool module has been removed from the SilverWhere VB6 application and will not be migrated to the SilverWhere .Net application to meet Oracle Compliance Standards.

US Gender-Neutral passports

Enhanced the passenger gender information to support US gender-neutral passports with ‘X’.

SilverWhere SWMobile

The SilverWhere SWMobile application is the mobile client application of the SilverWhere application suite.

US Gender-Neutral passports

Enhanced the passenger gender information to support US gender-neutral passports with ‘X’.

SilverWhere Secure Tools

Enhanced the SilverWhere Secure Tools client to allow the user to enter and verify the information for the SilverWhere SWAuthentication Web Service.

SilverWhere GDF Interface

The GDF Interface is the interface that connects to the Shipboard Property Management System (SPMS) to retrieve cruise, passenger and crew information. In this version, we replaced Telerik Data Access with Entity Framework version 6.4.4 to meet Oracle Compliance Standards.

GDF SWTOSPMS Template

Option 7.0 - Reset classic Dining Table Seating’ has been removed from the SWTOSPMS Template.

Import VIP status from SPMS

Enhanced the SWTOSPMS Template to import the VIP status information from SPMS to SilverWhere.

US Gender-Neutral passports

Enhanced the passenger gender information to support US gender-neutral passports with ‘X’.

SilverWhere SWAuthentication Web Service

Introduced the SilverWhere SWAuthentication Web Service which allow you to authenticate all the HTTPS requests coming from multiple clients. It implements the OAuth internet protocol, enabling the SilverWhere application suite to exchange information without giving away the password.

SilverWhere SWReservation Web Service

The SW2AR dining booking Web Service has been renamed to SWReservation Web Service to meet Oracle Compliance Standards.

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System Requirements, Supported Systems and Compatibility

This section describes the minimum requirements to install or upgrade to SilverWhere version 9.1. See Compatibility Matrix at Oracle Help enter for more details.

System Requirements

- Microsoft Windows 10 with .NET Framework 4.8 enabled
- Pre-installed Oracle Database Full Client 12c Release 2 or any newer version on PC running the installation or upgrade
- Pre-installed Oracle Data Access Components (ODAC) 12c Release 2 or any newer version for PC running SilverWhere applications
- A non-administrator user account

Supported Operating Systems

- Microsoft Windows 10
- Microsoft Windows 11
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows Server 2022

Compatibility

Oracle Hospitality Cruise SilverWhere version 8.0.80.0 and above.

3
Resolved Issues

The following section lists all the resolved issues.

Table 3-1 Resolved Issues

Product	Bug ID	Description
SilverWhere .Net	32370634	Resolved an issue in Layout Setup requiring at least one dining room table configuration with TABLE_TYPE = 'R' and CAPACITY>=2.
SilverWhere .Net	32946389	Resolved an issue in the Availability Grid affecting the sorting of the time in chronological order.
SilverWhere .Net	32970454	Corrected to display special characters in the First Name and Last Name columns in the **All Reservations for Today @ X** and **All Reservation For Selected Period** tabs on the Main Screen.
SilverWhere .Net	32989669	Resolved an incorrect date and time display in the Booked column in the **All Reservations for Today @** tab that did require restarting the application.
SilverWhere .Net	24777526	Corrected the display in the Availability tab on the Main Screen to display only today and future days.
SilverWhere .Net	24776954	Corrected the display of availability type, Table or Guest, in Inventory Setup (née Alternate Availability Maintenance).
SilverWhere .Net	32421501	Resolved an issue to enable the deduction of the inventory for Walk In reservations in Product Setup.
SilverWhere .Net	31284037	Corrected the display of version number for the SilverWhere applications in Programs and Features.

Table 3-1 (Cont.) Resolved Issues

Product	Bug ID	Description
SilverWhere .Net	29245615	Resolved an issue encountered when inserting LOOK_UP_VALUE=LOOK_UP_STATUS values in the LOOK_UP database table.
SWReservation	29723152	Resolved an issue to include the SWPARAM.XML file in the installation package
SWMobile	27242296	Resolved an issue in removing the SWMobile entry in Program and Features when uninstalling the application
SW Database Installer	26938907	Resolved an issue to create the WEBAUDIT table when starting the SW Database Installer
GDF Configurator	N/A	Rebrand the application to Oracle Hospitality Cruise.
GDF Configurator	31432086	Resolved an issue in removing the EFC.ico file from the installation package.
GDF Template	33017886	Resolved an issue with the availability when creating the cruise via the GDF Interface. The default value for the ALTER_AVAIL.BASE_ID will now be 'DEFAULT' instead of NULL.