Oracle Hospitality Cruise Fleet Management

Installation Guide

Release 9.2

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Oracle Hospitality Cruise Fleet Management Installation Guide, Release 9.2

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Contents

Preface

This document describes the installation process of Fleet Management System, Components or Add-Ons.

Audience

This document is intended for the technical personnel involved in installation process of the Fleet Management Components or Add-Ons.

Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at the following URL:

https://iccp.custhelp.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 https://docs.oracle.com/en/industries/hospitality/cruise.html.

Revision History

Date	Description of Change
August 2023	Initial publication
January 2025	Remove deprecated Gangway Activity module from guide

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Getting Started

The following sections provide the information you should know before you install Oracle Hospitality Cruise Fleet Management System (FMS).

Where to Download

FMS releases are available at:

1. Oracle Software Delivery Cloud (OSDC).
2. My Oracle Support (MOS).

For a Major/Minor release, the initial upload will be to the OSDC. Subsequent Patch/Hotfix releases are uploaded to MOS. See My Oracle Support Help for download instructions.

FMS Installation File

FMS Installation files are distributed in the Initial Release uploaded to OSDC. Running the FMS Installation files will install all libraries, dependencies, and the bare minimum required by FMS applications. Installation does not give you access to all FMS applications. You need to download and deploy the FMS package files. Follow the instructions below to download the FMS Client Installer from Oracle Software Delivery Cloud.

1. Log in to the Oracle Software Delivery Cloud.

Figure 1-1   Oracle Software Delivery Cloud
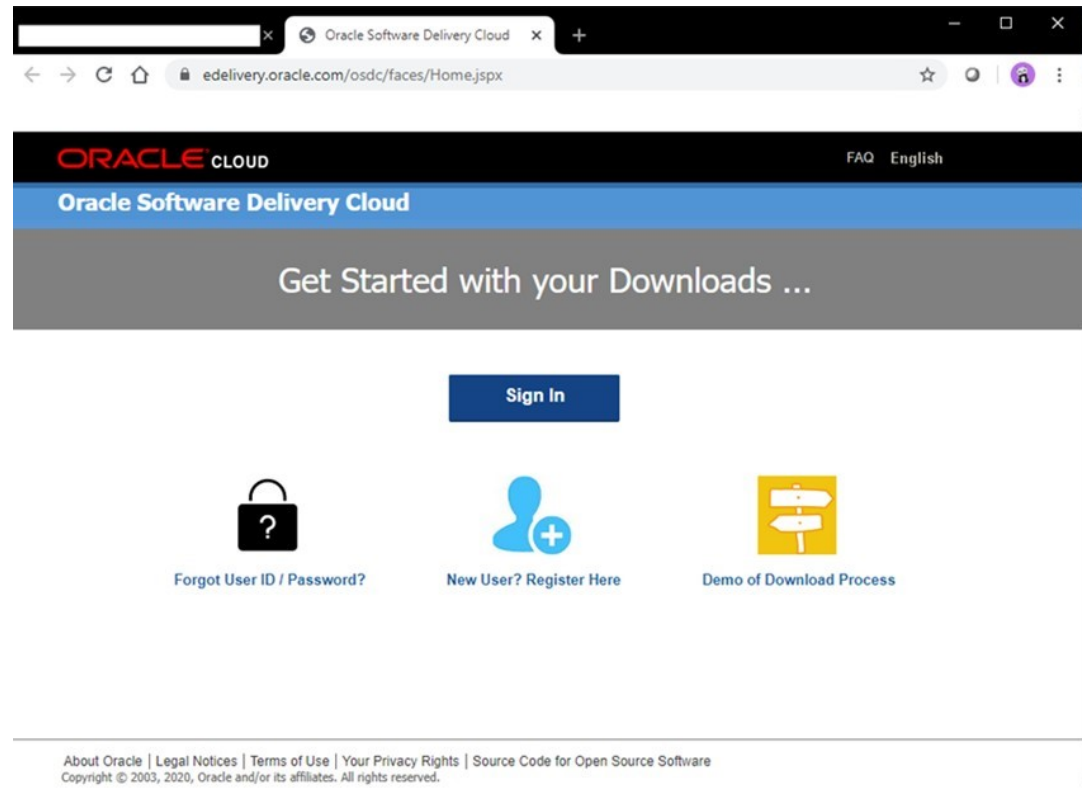
2. Search for Oracle Hospitality Cruise Fleet Management. Select the version of the Initial
    Release you wish to download and click **Download Package**.
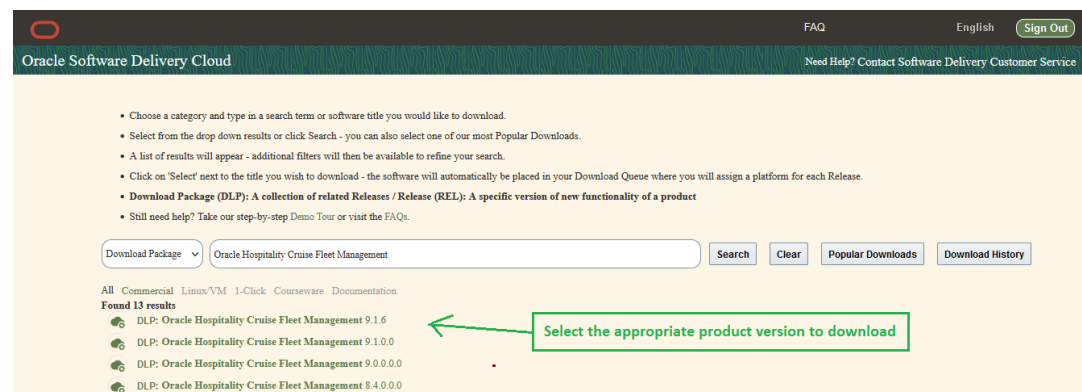
3. Locate the downloaded Fleet Management Installation package in your download folder.

FMS Package File

The FMS Package files are distributed in the subsequent Patch/Hotfix Releases uploaded to
My Oracle Support (MOS). The FMS Package file contains the programs, libraries, web
services, and scripts deployed by FMS. You can download the FMS Package from MOS using
the instructions below:

1. Log in to MOS

2. Upon a successful login, you are redirected to the Dashboard page below:
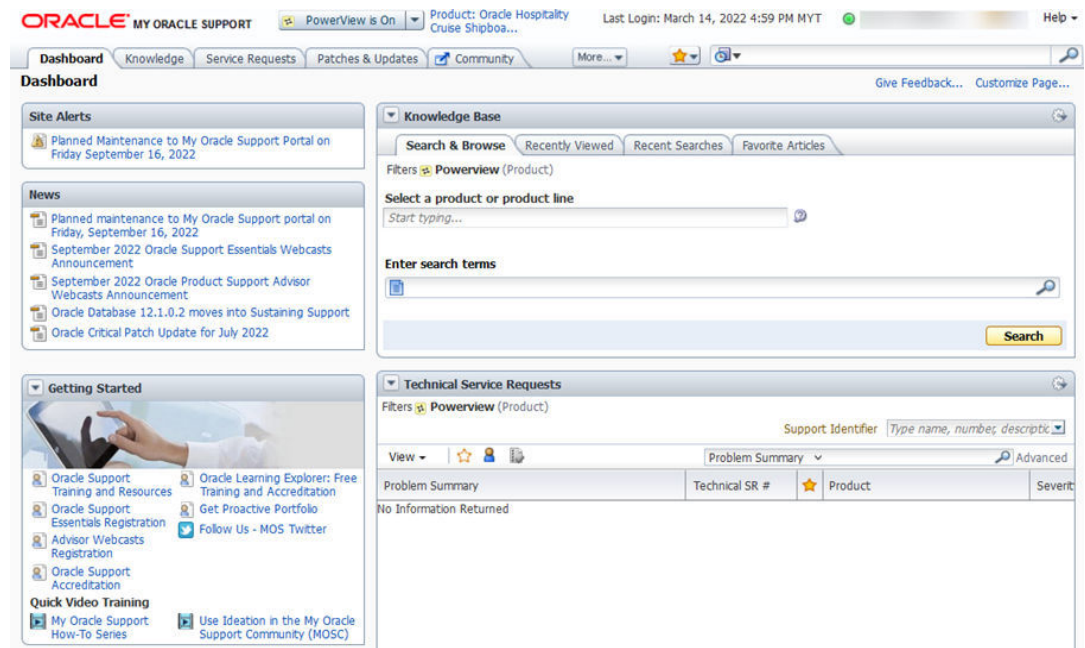
3. Select the **Patches & Updates** tab. Search for **Oracle Hospitality Cruise Fleet Management**.

4. Select the package version to download.

5. Click **Search** to obtain the patch lists.

Figure 1-2   FMS Patch List
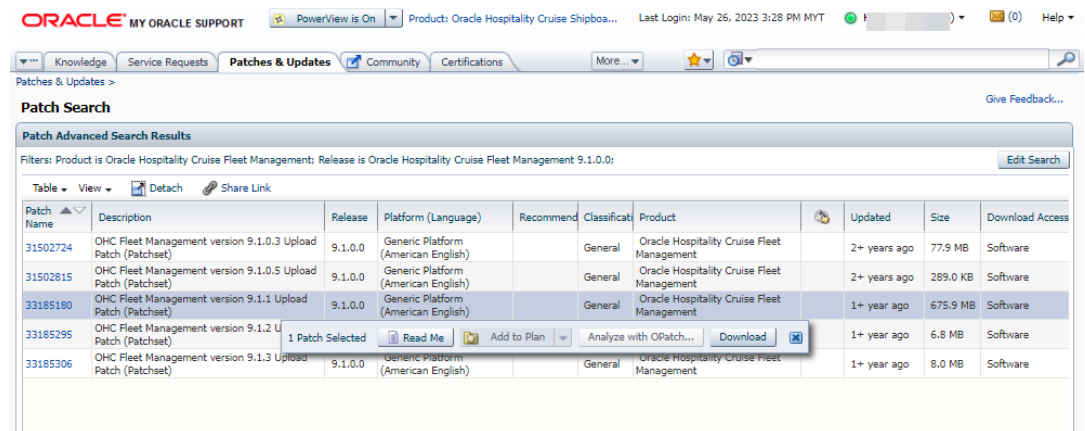
6. From the result list, select the patch to download

7. The screen shot below shows the downloaded FMS Package folder.

Figure 1-3   Downloaded FMS Package

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Prerequisites

This topic explains the prerequisites for Fleet Management System (FMS) installation and upgrade.

Below are the minimum system requirements for each server type. We strongly recommend that you refer to the Cruise Compatibility Matrix at Oracle Help Center for the latest supported Operating System and Database version.

Database Server

Operating System: Microsoft Windows Server 2016

Memory: 16GB of RAM, 1 TB of disk space

Oracle Database Client version: Oracle Database 32-bit Full Client for 19c including the ODAC

Oracle Database version: Oracle Database Server 19c / Oracle Database 32-bit Full Client for 19c including the ODAC

> ✎ **Note:**
>
> **Database Configuration:**
>
> • The Database character set can be set to Western or Unicode. However, you must ensure that SPMS and FMS Database character set are configured the same to avoid data discrepancy. For example, if the character set is set as UTF8 in SPMS Database, then it must be the same in FMS Database.
>
> • Similarly, the Database table column type must be configured the same in both the SPMS and FMS. For example, if the type NVARCHAR is used, then both the SPMS Database and FMS Database must be the same.
>
> • Additionally, the data type and length of Database table columns in which data is to be transferred from/to must be the same between FMS and SPMS.

Internet Information Services (IIS) Web Server

Operating System: Microsoft Windows Server 2016

Memory: 16GB of RAM, 512GB of disk space

Oracle Database Client version: Oracle Database 32-bit Full Client for 19c including the ODAC

Microsoft .Net Framework: Version 4.6.1. See Microsoft .Net Framework Version for more information.

FMS Application Client

Operating System: Microsoft Windows 10

Memory: 16GB of RAM, 512GB of disk space

Oracle Database Client version: Oracle Database 32-bit Full Client for 19c including the ODAC

Microsoft .Net Framework: Version 4.6.1, see Microsoft .Net Framework Version.

Java Runtime Environment (JRE): Version 8

Crystal Report Runtime: SAP Crystal Report runtime engine for .NET Framework (32-bits) version 13.0.33 is installed on the target machine. See How to Install/ Upgrade Crystal Reports runtime engine for .NET Framework (32-bit) for further information.

Network

- All the FMS Sender / Receiver host machines must be in same domain when transferring the data over MSMQ with the Active Directory integration.
- The IIS Server machine and the FMS Client machine also must be on the same domain to authenticate the login credentials in Active Directory login mode.

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Pre-Installation Task

Before you upgrade or install the FM Suite, perform the following tasks:

- Apply critical security patches to the operating system.
- Apply critical security patches to the database server application.
- Acquire Secure Sockets Layer (SSL) compliant security certificate from Certification Authority.

Read and understand the Security Overview in Oracle Hospitality Cruise Fleet Management Security Guide.

Microsoft .Net Framework Version

To verify if you have the required .Net version, perform the following steps:

1. You have to execute the below statement in the command prompt (CMD).reg query `"HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\NET Framework Setup\NDP\v4\full"` `/v` version

2. If it displays the version less than 4.6.1, you need to download the .Net Framework 4.6.1 version.

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Uninstalling Fleet Management Component or Add Ons

This section describes the un-installation steps for **Fleet Management Component** or **Add-On**.

1. Go to the following location: `C:\Control Panel\All Control Panel Items\Programs and Features`

2. Right-click the Fleet Management Component or Add-On you want to remove, and then select **Uninstall**

3. To make sure the component or the Add-On is uninstalled successfully, go to `C:\Control Panel\All Control Panel Items\Programs and Features`.

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IIS Web Server Configuration

> **Note:**
>
> For a secure communication, customers need to obtain the SSL certificates from a recognized Certificate Authority. If they fail to do so, they may use the self-signed certificates, which are vulnerable and not secure.

To start the IIS server, you need to create a self-signed certificate. To create a self-signed certificate and configure follow the below steps:

1. Run the Install.bat file as administrator located at `\FMS Web Applications Enablement\ Install.bat` of the downloaded software.

2. Installation commences with the registration of .NET and enabling the IIS. Once IIS is enabled, Hyper Text Transfer Protocol Secure (HTTPS) binding is created on port 443 and Hyper Text Transfer Protocol (HTTP) Binding is deleted on port 80.

Figure 5-1   IIS Certificate Binding

3. Process to bind certificate starts. The screen will prompt you to "Please press 1 to list down existing certificate or press 2 to create new self-signed certificate"

Figure 5-2   Certificate available for binding

4. Enter 1 to list of all the existing certificates.

5. Write down the subject name to bind the certificate.

6. IIS restarts when the selected certificate is bound to port 443.

Figure 5-3   Binding IIS to Port

7. Enter 2 and you are prompted to enter the domain or the Internet Protocol (IP) address.

Figure 5-4   Domain or Internet Protocol Address Entry

Figure 5-5   Self-signed Certificate Created

8. IIS restarts when the self-signed certificate is created and bound to port 443.

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Installation of Fleet Management Component or Add-On

The following topic describes the installation steps of Fleet Management Component or Add-On

1. Download the Installation file from Oracle Software Deliver Cloud (OSDC)/ MOS.

2. Extract the zip file using the **Extract Here**.

Figure 6-1   Downloaded Installation File (Zip format)
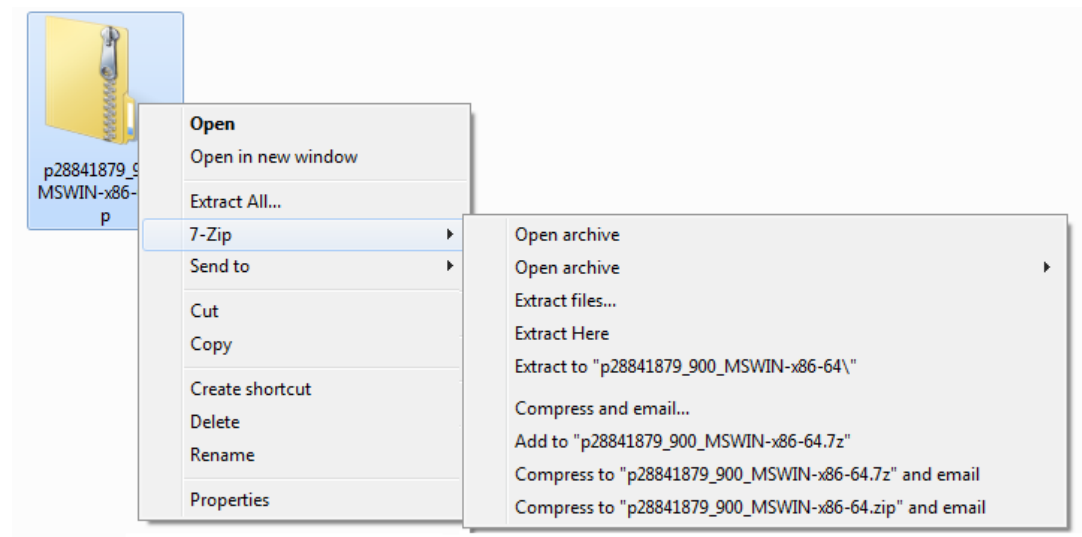
3. Open the **Setup** folder from the above extracted zip file.

4. Right-click the OHCFM.exe and select **Run as administrator** to install the application.

5. On the Fleet Management Suite Installation Welcome screen, click **Next** to continue.

6. Select the required Components or Add-Ons, and then click **Install** to install Fleet Management or click **Cancel** to cancel the installation process.

Post Installation Notes

- See **Secure Clients** section in the *FMS 9.2 User Guide* for the Security Server Configuration on FMS IIS Web Server.

- To modify the value of ServiceUrl, replace localhost with the IIS machine name in ERSService.js file (`C:\inetpub\wwwroot\OHCEmergencyMobileApp`) of ERS web application.

- To ensure Database Schema passwords are compatible with FMS 9.2, see chapter **Database Schema Password Manager** chapter in the *FMS 9.2 User Guide*.

- When the installation is completed. Go to the specific FMS component directory, for example, `C:\Program Files (x86)\Oracle Hospitality Cruise`

– Add the ServiceURL information to each Component or Add-On .exe configuration file. See below for the example.

```
<appSettings>
    <add key="FidelioBkPwd" value=""/>
    <add key="KEKKey" value=""/>
    <add key="ServiceUrl" value="https://Host-Machine-Name/
OHCFMSSecurityService/FCTransactionsService.asmx"/>
    <add key="launcher1" value="layout_fms"/>
    <add key="launcher2" value="layout_occ"/>
    <add key="LogExceptionToFile" value="True"/>
    <add key="ClientSettingsProvider.ServiceUri" value=""/>
    <add key="IsActiveDirEnabled" value="N"/>
    <add key="isFileUpdaterEnabled" value="Y"/>
    <add key="isShipSide" value="N"/>
            <add key="Languages" value=""/>
</appSettings>
```

<add key="IsActiveDirEnabled" value="N"/>. Set Y for active directory login authentication

<add key="isFileUpdaterEnabled" value="Y"/>. Set N for running desktop applications e.g. Data Viewer, Corporate access Management on Windows 10.

<add key="isShipSide" value="N"/>. Set Y to run ship side interfaces (Sender, Receiver, Watchdog)

• Launch your application by using the application icon(s) available on desktop.

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Performing FMS Upgrade

What You Should Know

Make sure you have an operational understanding as follows:

- Personal Computers (PCs) and a working knowledge of Microsoft Windows interface
- Understanding of basic network concepts
- Experience with Microsoft Windows Server 2016
- Experience with Oracle 19c
- Microsoft Windows administrative privileges

In addition, you must know

- You cannot repair or modify installation features due to changes in the setup process. If a problem occurs, you must uninstall any installed applications and reinstall FMS.

Before You Begin

To upgrade to FMS version 9.2, take note of the following steps:

- You must uninstall all the components and add-ons older than FMS 9.2. Follow the steps in chapter Uninstalling Fleet Management Component or Add Ons.

For upgradation process see below sections

- You must uninstall all the components and add-ons older than FMS 9.2. Follow the steps in Uninstalling Fleet Management Component or Add Ons.
- Follow the steps in Installation of Fleet Management Components and Add-ons
- When performing an upgrade to version 9.2, you must perform a database verification and backup task for the databases.
- Have a dedicated Client PC ready for an upgrade.
- Follow the prompts in the FMS 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 FMS 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.

Pre-Installation Task

You must complete the tasks mentioned in chapter Pre-Installation Task before continuing

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