

# Oracle® Hospitality Cruise Shipboard Property Management System Launch Panel User Guide



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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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# Preface

The Launch Panel is a platform to access the Oracle Hospitality Cruise Shipboard Management System (SPMS) program. Apart from the platform functionality, Launch Panel also administer the user access to the system.

## Audience

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

## 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
- 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/cruise.html>.

## Revision History

**Table 1 Revision History**

Date	Description of Change
September 2020	Initial Publication
January 2024	Updated Customer Portal URL Updated document to new format

# Prerequisites, Supported Systems and Compatibility

This section describes the minimum requirements for Launch Panel.

## Prerequisites

- OHC Launch Panel.exe
- OHC Updater.exe
- OHCSPMSUtils.dll

## Supported Operating System

- See Compatibility Matrix at <http://docs.oracle.com/en/industries/hospitality/cruise.html>.

## Compatibility

SPMS version 20.1 or later. For customers operating on version 20.1 and below, database upgrade to the recommended or latest version is required

# 1

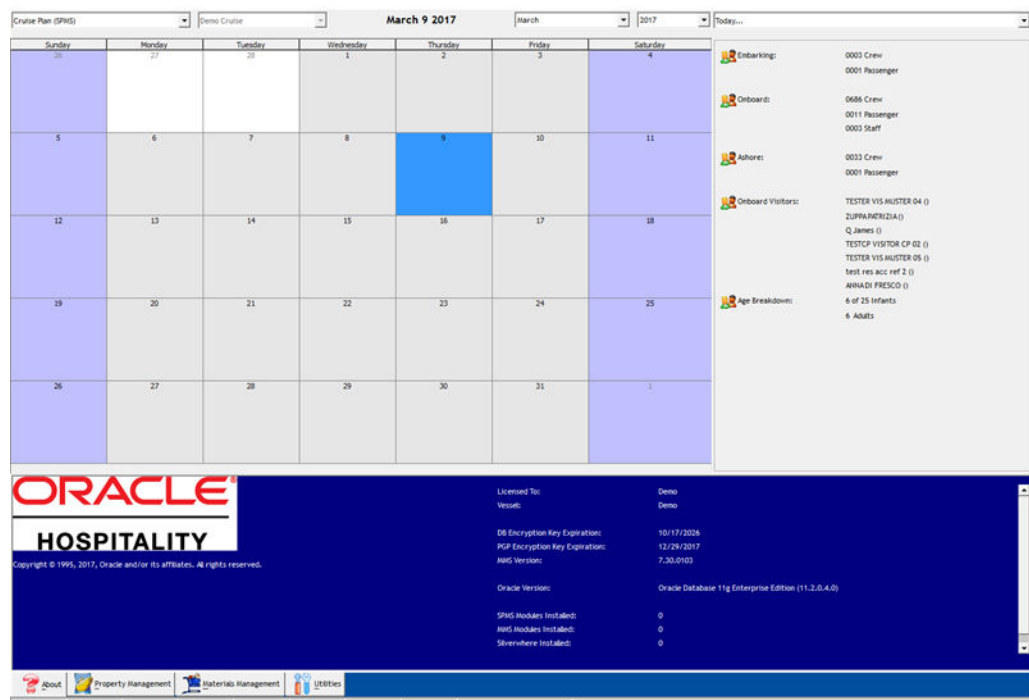
## Launch Panel Overview

The Launch Panel is the main panel where you access the SPMS modules. Application shortcuts are created for ease of access, allowing you to launch applications from a single location.

### Event Overview

The Event Overview screen is a planner that shows the important information such as passengers expected to embark, cruise plans and so forth, and these are shared with other users.

**Figure 1-1 Launch Panel Event Overview**



At the top of the Launch Panel, you can choose the information to display using these filters.

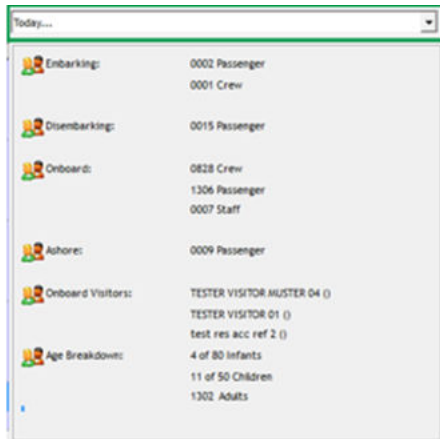
- **Event type:** Cruise Plan, Cruise Plan-with time, expected to embark
- **Vessel:** Current Cruise
- **Date:** Month / Year

### Event Summary Overview

A summarized view of important information are displayed on the right pane of the Event Summary screen based on the following filters:

- Today... (Expected Embarking of the day)
- Port Agent
- System Check
- User Online
- Vendor

**Figure 1-2 Launch Panel Event Summary**



Today...	
Embarking:	0002 Passenger 0001 Crew
Disembarking:	0015 Passenger
Onboard:	0828 Crew 1306 Passenger 0007 Staff
Ashore:	0009 Passenger
Onboard Visitors:	TESTER VISITOR MUSTER 04 ( ) TESTER VISITOR 01 ( ) test res acc ref 2 ( )
Age Breakdown:	4 of 80 Infants 11 of 50 Children 1302 Adults

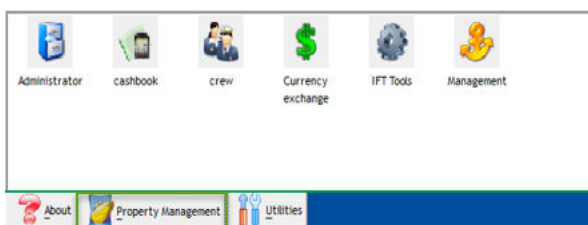
### System Status Overview

The System Status Overview displays the important system information such as Vessel, Database (DB) Encryption Key Expiration Date, Pretty Good Privacy (PGP) Encryption Expiration Date, Material Management System (MMS) Version, Oracle Database Version and so forth.

### Property Management Tab

The Property Management tab lists the application added to this panel for ease of access, and the system download the latest version, if found. You can add the application using the **Add Function** or **F12** function key, and this would require an Administrator login.

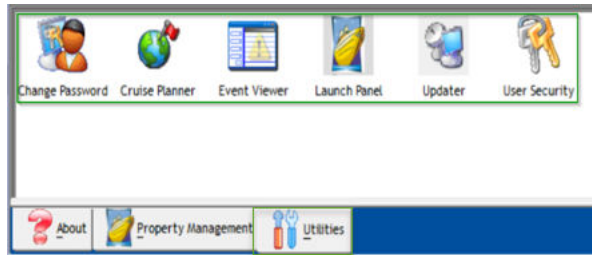
**Figure 1-3 Property Management Tab**



## Utilities Management Tab

The Utilities Management tab is where user access is granted or revoked, or when a program is updated using the Updater.

**Figure 1-4 Launch Panel Utilities Tab**





# 2

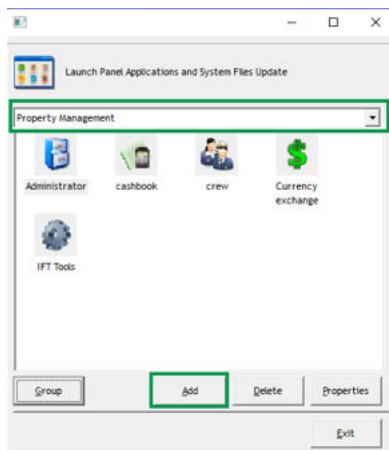
## Launch Panel Application

This section describes the steps to upload the required application into the Launch Panel.

### Adding an Application

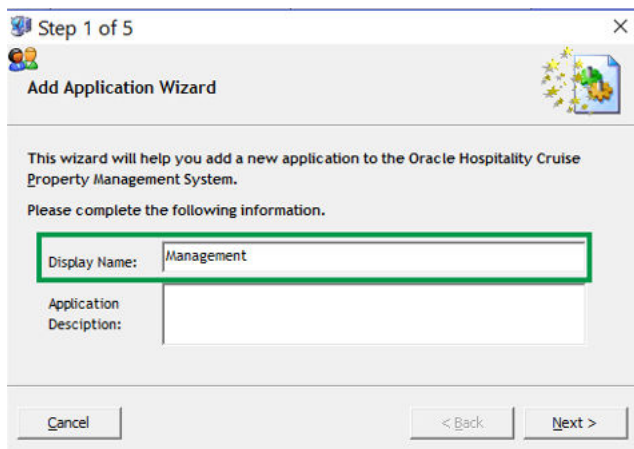
1. Run the **Launch Panel** from Oracle Hospitality Cruise folder.
2. Right-click the blank space of the tab and select **Add** or press **F12** to open the Launch Panel Application and System File Update window.
3. Select the group from the drop-down menu.

**Figure 2-1 Launch Panel Applications and Systems File Update**



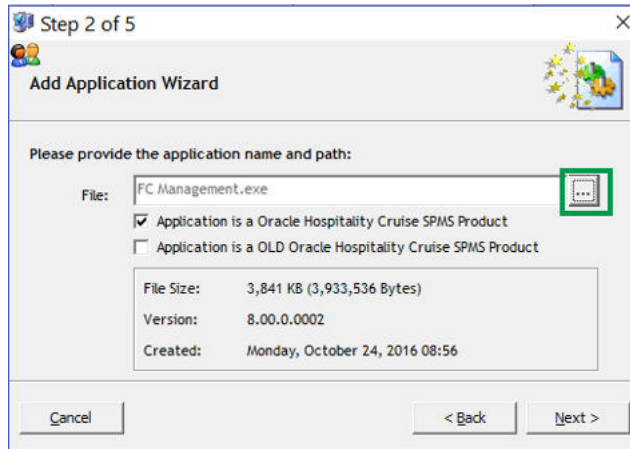
4. Click **Add** to open the Add Application Wizard dialog box.
5. In the Add Application Wizard dialog box, Display Name field, insert the program name to add, and then click **Next**.

**Figure 2-2 Add Application Wizard Step 1**



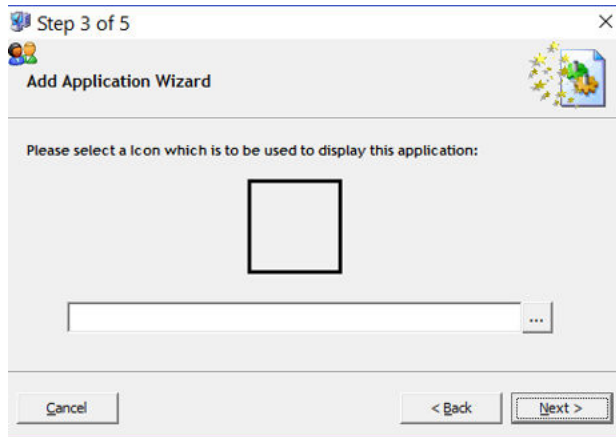
6. Click the ellipsis button and browse to the application location.
7. Select the required program to add and then click **Next**. The application's file size, version and the date created is shown underneath the application name.

**Figure 2-3 Application Wizard Step 2**

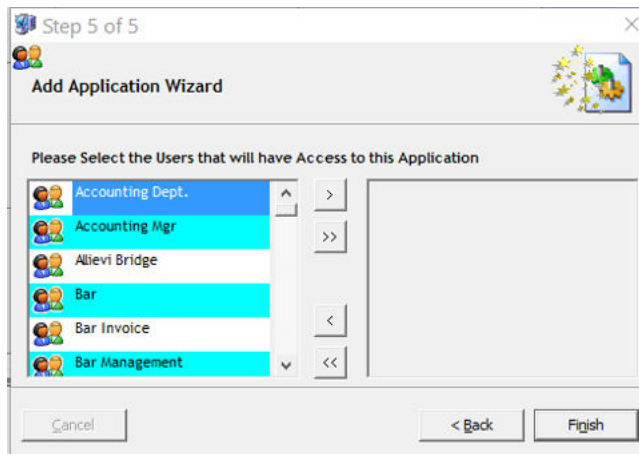


8. Select an Icon for the application or click **Next** to use the system default icon.

**Figure 2-4 Application Wizard Step 3**



9. Select the users for this application and then click the right-angle bracket (>) to enable the access or double-right angle bracket (>>) to enable all.

**Figure 2-5 Application Wizard Step 5**

10. Click **Finish** and exit the application.

### Inserting an Application Using F12 Key

1. Run the Launch Panel program from Oracle Hospitality Cruise folder.
2. Bypass the Updater by pressing the **ALT key** and click on the female icon to login.
3. In the Launch Panel, press **F12** function key to open the Launch Panel Applications and System Files Update window.
4. Select the **Property Management** category from the drop-down list and click **Add**, as shown in [Figure 2-1](#). Below are the applications/programs for each of the categories.
  - a. Property Management:
    - Administration.
    - Crew
    - Management
    - Tools or any executable that the user uses to perform their task.
  - b. REGASM Files category:
    - Wrapper.dll
  - c. System Files category
    - OHCPMSBusiness.dll
    - OHCPMSData.dll
    - OHCPMSUI.dll
    - OHCPMSMobile.dll
  - d. Utilities category
    - Launch Panel
    - Updater
    - UpdaterWatchdog
    - UserSecurity
5. Exit the Launch Panel.

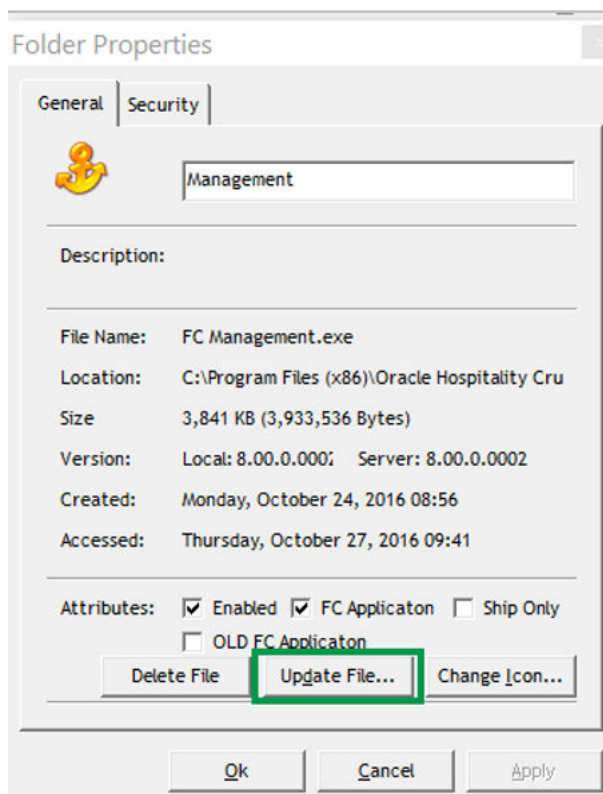
6. Run the Launch Panel again to access the application and allow the system to download the latest version from the server.

### Manual Updating an Application

Below steps describes the process to update each application manually when the latest application release becomes available.

1. Repeat step 1 and 3 of the above section.
2. Select **Property Management** category from the drop-down menu, then the desired program and click **Properties**. See [Figure 2-1](#).
3. In the Folder Properties window, click **Update File**

**Figure 2-6 Launch Panel Application Folder Properties**



4. Browse and locate the latest application file from the Oracle Hospitality Cruise folder and click the **Open** button.
5. During the update, a progress bar is shown. Click **OK** to close the Folder Properties window. Repeat the above steps to update the other application.

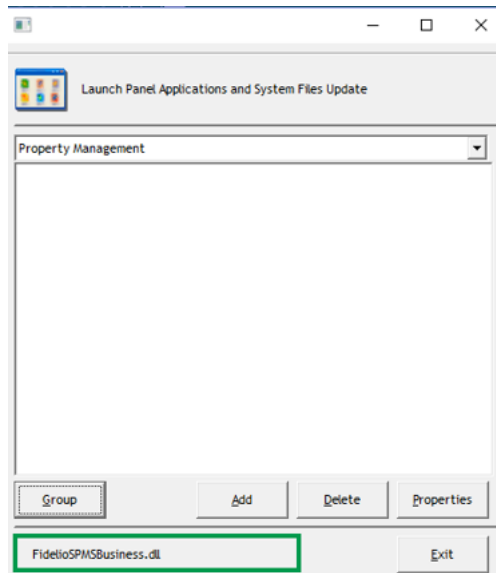
### Updating the Application by Batch

This topic describes the steps taken to update the registered application in Launch Panel by batch.

1. Repeat step 1 and 3 of the Inserting an Application using the **F12** function key.
2. In the Launch Panel Applications and System Files Update window, click the **Group** button. See [Figure 2-1](#)

3. Browse and locate the folder where the latest application files reside.
4. The progress of the application files updated is shown at the bottom left of the window in sequential order.

**Figure 2-7 Launch Panel Application Update in Progress**



5. Once the update completes, all the application are shown in the Launch Panel Application and the System Files Update window. Click **Exit** to close the window.

# 3

## User Access Rights

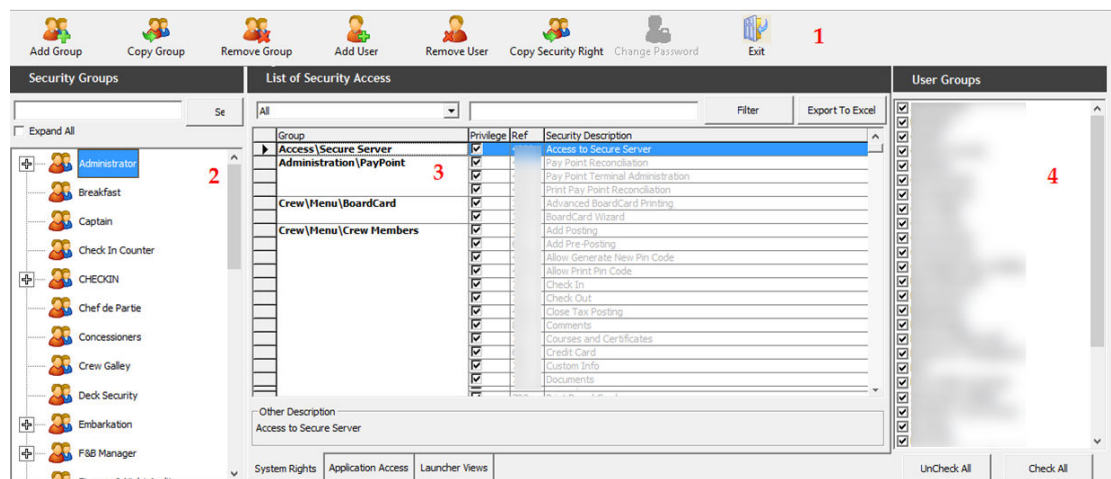
A user access to the system is managed in the User Security application. These accesses are granted at a group level, and not at individual level.

### User Security

The User Security function comprises four main area.

1. Menu bar
2. Security Group
3. Access Level by module
  - **Group:** Indicates the module the function is attached to.
  - **Privilege:** Indicator if the user rights are assigned.
  - **Ref:** System Security Access Rights Reference
  - **Security Description:** Description of the security rights.
4. User Groups.

Figure 3-1 User Security



To access the User Security application,

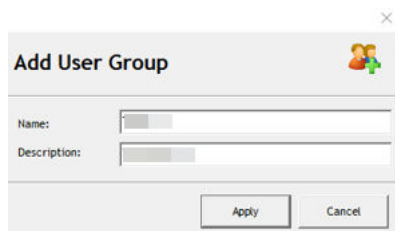
1. Run the Launch Panel application and navigate to **Utilities** tab.
2. Double-click the User Security application.

### Creating a User Group

1. From the User Security screen, click **Add Group**.

2. In the Add User Group window, enter the new **User Group's Name** and **Description**. The name field is limited to six alphanumeric and description is 50 alphanumeric characters.

**Figure 3-2 Add User Window**

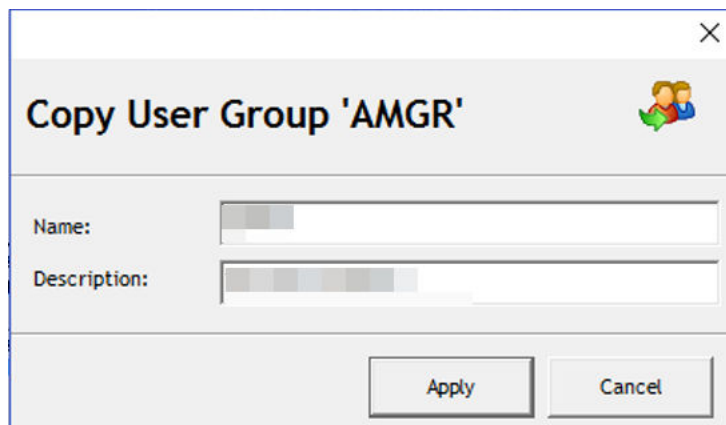


3. Click **Apply** to create the new user group. Newly created security group is shown under Security Groups and User Groups section.
4. In the User Groups section, select the newly created group.
5. Navigate to the **System Rights** tab and check the respective privilege checkboxes to assign. You can use the search bar to look up the privilege by keyword.
6. Navigate to **Application Access** tab and check mark the application this User Group can access.
7. Navigate to **Launcher Views** tab and check mark the view this User Group can access.
8. Click **Exit** to close the application.

### Copying a Group

1. Select a Security Group from the Security Group list.
2. Click **Copy Group**.
3. In the Copy User Group '**GroupName**' window, enter the new group name and description.

**Figure 3-3 Copy User Group**



4. Click **Apply** to copy and add the group in security group and user group.

5. The System Rights of the group are identical to the Security group you copied from

### Removing User Group

To remove a group, select the **Security Group**, click **Remove Group** and select **Yes** when prompt.

### Adding a User

**Figure 3-4 User Security Add User Window**

**Table 3-1 Add User Window Field Definitions**

Field Name	Description
Login Name	Login ID for SPMS application.
Login Description	User full name
User Groups	Group user is assigned to, multiple selections is allowed.
Password	User Password
User cannot change password	Checking this prohibit the user from changing their password.
Password never expires	User password has no expiry date
Account is Disabled	Checking this will lock the account and prevent the user from logging in
Change Password Next Login	This prompts and enforce user to change their password at next login.
Crew Name	Linked user ID to a Crew profile.



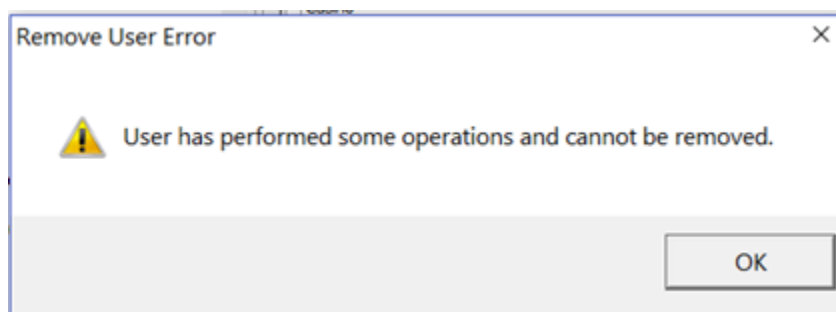
**Table 3-1 (Cont.) Add User Window Field Definitions**

Field Name	Description
Buyer Limit	The maximum amount user is allowed to spend on good purchases in MMS module.
Cashbook Assigned	Cashbook account the user is assigned to.
Operational Position	Operational Position user is assigned to.
Vendor	Use by web services (iCrew) to retrieve the excursion.
Email address	Email address of the user.

1. Select a Security Group from the Security Groups list.
2. Click **Add User**.
3. In the Add User window, enter the relevant information in each of the section.
4. Click **Apply**.
5. The newly added user is shown in selected Security Group. To view the user account, expand the tree view.

### Removing a User

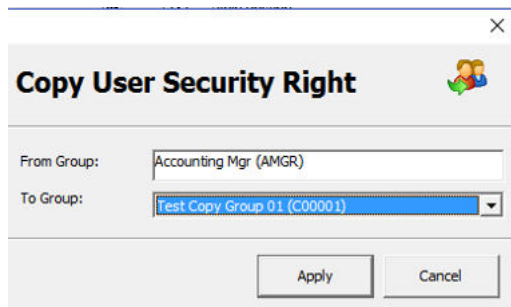
1. Select the user from the Security Group and click **Remove User**.
2. At the Remove User prompt, reconfirm the user name and ID, then click **Yes** to proceed or **No** to return to the previous menu.
3. The system prevents you from removing a user that has perform transactions in the system and prompts an error when you click **Yes** to proceed.

**Figure 3-5 Removing User Error Prompt**

### Copying User Security Right

The Copy Security Right allow you to copy a group user access rights to another.

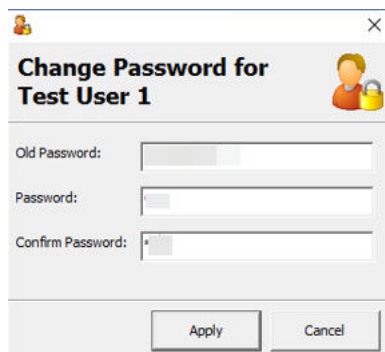
1. Select a Security Group from the Security Groups list.
2. Click **Copy Security Right** from the menu bar.
3. In the Copy User Security Right window, the selected group is defined in **From Group** column. Select from the group to copy to from the drop-down list.

**Figure 3-6 Copy User Security Right**

4. Click **Apply** to proceed and the access rights you copied from is added to the group.

### Changing Password

1. Select a user from the Security Group list.
2. Click **Change Password** from the menu bar.
3. In the Change Password for [User Name] window, enter the new password and confirm the password.

**Figure 3-7 Password Change Window**

4. Click **Apply** to proceed. A message box prompting "Password has been changed" when the password is applied successfully.
5. Click **OK** to close the message box.

### Searching for Access Rights

The User Security function has a built-in search function that allow you to search for a security groups or user rights. See [User Security](#)

1. In **System Rights** tab of List of Security Access section, select the access group to filter from the drop-down list.
2. Tab to the next field and insert the keyword to filter, for example, Posting.
3. Click **Filter** to display the access rights that contain the keyword.
4. The return results are exportable to Microsoft Excel. To export, click the **Export to Excel** to export the Security Access Rights.

# 4

## Forgot Password

The Forgot Password is a password reset feature. This feature is only available in Launch Panel Login screen.

### Setting Up Password Reset

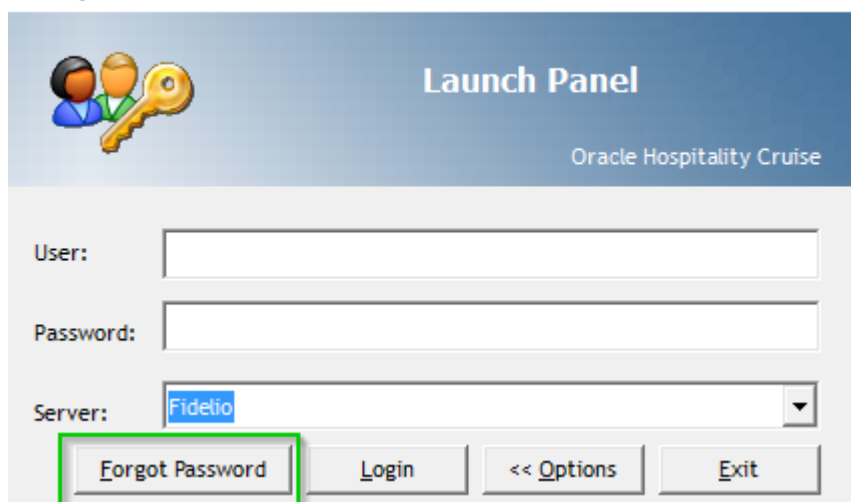
1. Login to Administration module.
2. Select **Database Parameter, Promo** group and define the SMTP settings in the following parameters:
  - SMTP Server IP Address
  - SMTP Server IP Port
  - Sender Name
  - Sender Email Address
  - SMTP Require SSL. Depends on organization requirement
  - SMTP Server Require Login Authentication. If parameter enabled, define the following:
    - SMTP User Name
    - SMTP User Password
3. In the Launch Panel, select **User Security**. Define the Email address for the login user. See [Figure 3-4](#).

### Password Reset Feature

1. At the Launch Panel application window, click the **Options** button.

**Figure 4-1 Launch Panel Forgot Password**

Security

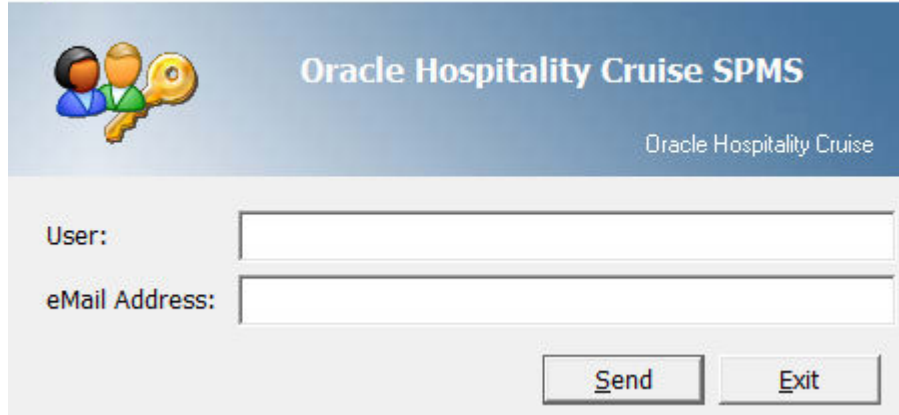


The screenshot shows the 'Launch Panel' application window for 'Oracle Hospitality Cruise'. The window has a blue header with a logo of two people and a key. Below the header, there are three input fields: 'User:', 'Password:', and 'Server:'. The 'Server:' field has a dropdown menu with 'Fidelity' selected. At the bottom, there are four buttons: 'Forgot Password', 'Login', '<< Options', and 'Exit'. The 'Forgot Password' button is highlighted with a green border.

- Click the **Forgot Password** button. You are required to enter the user login ID and email address that matches the email defined in user login account.

**Figure 4-2 Forgot Password Account Credential**

Forgot Password



Oracle Hospitality Cruise SPMS

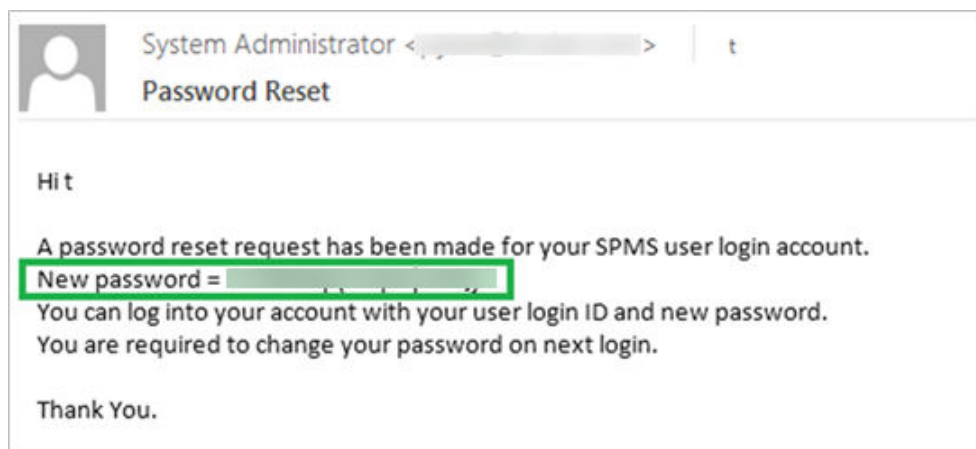
Oracle Hospitality Cruise

User:

eMail Address:

- Click the **Send** button. The system will prompt an “Invalid Email Address” message if the email address does not match. If the email matches, you will receive a temporary password and a notification message “An email with instruction how to reset your password has been sent EMAIL ADD” shall prompt.
- The old password is no longer valid once a request for a password reset is triggered. Enter the temporary password at the Login window and click **Login**.

**Figure 4-3 Sample Password Reset Notification Template**



System Administrator <[redacted]> | t

Password Reset

Hi t

A password reset request has been made for your SPMS user login account.

New password = [redacted]

You can log into your account with your user login ID and new password.  
You are required to change your password on next login.

Thank You.

- The system prompts for password to be changed. Click **OK** and proceed to change the password.