Oracle® Hospitality Cruise Shipboard Property Management System
Release Notes

Release 20.1
F33475-02
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ORACLE®

Oracle Hospitality Cruise Shipboard Property Management System Release Notes, Release 20.1

F33475-02

Contents

Preface

Oracle Hospitality Cruise Shipboard Property Management System (SPMS) is a central database containing all passenger and crew information. From this data, the system offers broad functionality and an extensive range of integrated but stand-alone software modules, providing cruise operators with scope to address the needs of individual passengers, groups traveling together, ship's crew, staff, and temporary visitors.

Purpose

These Release Notes provides a brief overview of additions, enhancements, and corrections implemented in this software release. Their intent is informative, not instructional. Please review Oracle Hospitality Cruise Shipboard SPMS's product documentation, including technical and application advisories for previous versions, for detailed information on installation, upgrade, configuration, and general use.

Audience

This document is intended for project managers, application specialists, and users of the 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

- 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
September 2020	Initial Publication
January 2024	Updated Customer Portal URL
	Updated document to new format

1
Features and Updates

The content below is a list of features and updates for the SPMS 20.1 release.

General

The following controls have been upgraded to meet with compliance standards.

- Developer Express .NET WIN-FORMS component from 18.2 to 19.2.

Mobile Gateway Security

Included in this release is a new feature of the SPMS Mobile application developed using the RESTful API technology. The Mobile Gateway Security application runs on MICROS E-Series tablets and runs on other commercially-available tablets, and is compatible with any mobile platform.

The Mobile Gateway Security application is an application that enables crew members to assist in the embarkation and disembarkation of passengers and crew members at a port. As the cruise industry continues to grow and cruise ships become larger, customers are looking for new ways to process passengers and crew members to embark and disembark. Embarking and disembarking is conducted at the ship's gangway, which is a mandatory security process.

The regular operation consists of a fixed workstation connected to the ship's network. Should there be a need to embark or disembark passengers more quickly, the IT Officer typically needs to set up an additional workstation and scanner and connect it to the network. Often, crew members face challenges when setting up an additional workstation, such as having limited space or having no access to electricity and a network port. The Mobile Gateway Security application allows security officers a way to supplement the embarkation and disembarkation of passengers without the need to set up an additional workstation, scanner, and powered, wired network access to process passengers.

2

System Requirements, Supported Systems and Compatibility

This section describes the minimum requirements to upgrade the SPMS application to SPMS 20.1.

System Requirements SPMS version 8.0.8 and above

- Microsoft Windows 10 with .NET Framework 4.7.2 enabled.
- Preinstalled Oracle Database Full Client 12c Release 2 or any newer version on PC running the upgrade.
- Preinstalled Oracle Data Access Components (ODAC) 12c Release 2 or any newer version for PC running SPMS Applications.
- A non-administrator user account.
- Latest Webserver.zip

> **Note:**
>
> The System Database ID (DB SID) on client PC must be the same as DB SID on Web Server.

> **Note:**
>
> Third party software providers who integrate to SPMS WebServices must change their application to support the new login method. See the OHCWebServices Technical Specification for more information.

Supported Operating System

- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows 10

Compatibility

Oracle Hospitality Cruise Shipboard Property Management System version 8.0.8 and above.

> **✎ Note:**
>
> For customers using a version below 7.3.8xx, a database upgrade to the recommended or latest version is required. See the *SPMS Installation Guide* for more information.

3

Resolved Issues

The following section lists ll the resolved issues.

Table 3-1   Resolved Issues

Product	Bugs ID	Description
Administration	31166177	Resolved a runtime error occurred when adding new Document Types with/without TYP_CUSTOM value in the application.
Administration	31538760	Added a log entry to capture changes performed in from Batch Report Upload tool.
Advance Quick Check In	31071592	Corrected the empty credit card number field created at when performing OPI Initial Authorization at check in.
Advance Quick Check In	31082756	Resolved an issue in DB Installer inserted the wrong version of STPadLibNet.dll into XAPP table for Signotec and causes it to crash.
Advance Quick Check In	31115829	Fixed an issue in Wizard screen crashing while assigning cards with OPI.
Advance Quick Check In	31166445	Resolved an issue where information of the first guest is copied to the second guest when the **Copy Address** button is clicked in AQCI.
Advance Quick Check In	31134495	Resolved an issue where checked-in guest information was not displaying correctly after updating the payment method. No missing information in the screen. The same information is displayed in OHC Management module. Resolved an issue where checked-in guest information (document type, date of birth, expiry date, visa) were not displaying correctly after updating the payment method. The same information are displayed in OHC Management module.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Advance Quick Check In	31140570	In the previous version, the system crashes when the user tries to check-in guests to a dirty cabin. Added system error message "Check in Fail. Cabin is dirty. Guest cannot be check-in." prompt if the user tries to check-in guests into a dirty cabin. You are required to check- in the guest to a clean cabin.
Advance Quick Check In	31166168	Resolved guest information entered in the Wizard screen not displaying correctly in OHC Management module after completing the check-in.
Cashbook	31128632	Corrected the incorrect numbers displayed under Current Balance in the Cashbook module. Modified the Currency value field length to cater for a larger number presentation.
Cashbook	31134429	Resolved an issue with Ship Voucher Number not displaying correctly when the user changed the Cashbook Voucher Reset Date parameter.
Cashbook	31134481	Added a pre-defined exchanged rate of 1.0000 which was not defined in the earlier version.
Cashbook	31166414	Fixed to allow a 12 digits entry in new pay-in and prompt a warning when it exceeds the digits.
Crew	30998899	Corrected to allow OHC Crew to perform manual increment if parameter "CCard Interface Name=Null".
Data Import	30513425	Corrected the Data Import behavior not flagging all the records shown in the grid when the 'Overwrite All Duplicate Records' is checked.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Database Installer	30554320	Updated the following Parameter in Simphony Group. Accept zero value charges Micros Simphony Property Number to copy the DB Post zero value as no print Rounding Sales Itemizer#.
Database Installer	30555559	Removed the PPAI_PPN_ID column and the system will use the PPAI_PPP_ID instead.
Database Installer	30998837	Updated column description for CCT_STATUS and CCA_STATUSo
Database Installer	30998839	Added CRD_REF column from CRD table used by OPI Tokenize Existing Credit Card into Database Installer standard database list.
Database Installer	31128535	Added the missing table's field CCA_AuthFormula used by OPI Incremental process into DBInstaller to prevent the system from crashing.
Database Installer	31411643	Renamed the parameter **"OPI","Number of Transaction per Get Token Batch"**, added to the DBInstaller in v8.0.13 to **"OPI Group","Number of Transaction per Tokenize Batch"**, if it exist. If the parameter **"OPI Group","Number of Transaction per Tokenize Batch"** does not exist, the system will create as a new parameter.
ENOAD	31072459	Corrected the **Port Name** to support description with parentheses.
General	30507976	Corrected a routing issue with "RES_QROUTE_ACC" column not populating a value in the database and ROT table populate records with conditions.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
General	30974764	Resolved an issue preventing the user from updating the credit card expiry information.
General	30998712	Set OPI request "**WsNo**" to a static value by removing the remote port number.
General	31074043	After QCI Sync runs for a certain hour, a warning message will prompt once when opening any other the application via the Launch Panel.
Management	31384432	Resolved an issue in "**Activate Multiple Card**" and do not allow the system to activate multiple credit cards for the same invoices.
Management	30546644	Fixed a runtime error occurred in Activity Viewer when the database has less than 1000 records.
Management	30908569	Corrected the settlement behavior in Management, Guest Quick Billing from sending requests to OPI for Cash payment method.
Management	30998667	Resolved an issue in Get Credit Card form in OHC Management not prompting any message when the "**X**" button is pressed while requesting for token.
Management	30998699	Fixed an issue where <OriginalRRN> of the incremental authorization always reference to initial authorization.
Management	30998705	Fixed an issue in OPI Manager fail to process Initial Auth when Database Parameter "**Enable Online Initial Authorization is set to 1**".

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Management	30998709	Added '**IsOnline**' status checking in every batch of cancel request, increment and settlement at OPI Manager. When the settlement transaction failed, the system reverts the transaction by posting a negative amount. This ensures invoice balance is not set to 0. Also added Parameter **'Enable Online Settlement'** to handle timeout requests for online settlement. This will prompt the user to choose to either terminate the settlement transaction or retry the transaction at OPI Manager when the parameter is set to 1.
Management	30998716	Fixed reported an issue in OPI Handling, Void settlement which result in an incorrect invoice balance in guest account.
Management	30998736	Added a validation check to Batch settlement to disallow the user from proceeding with a settlement if there is an outstanding record found. The following error message will display - "[Number of records] record(s) in Outstanding Process. Please complete it before continuing".
Management	30998841	Resolved issue with Get Credit Card form not able to close when OPI Daemon connection failed.
Management	30998872	Corrected the invoice assignment of the newly registered card to the right invoice and deactivating the old card without affecting the previous invoice assignment.
Management	30998881	Added total auth amount check before sending settlement to OPI.
Management	31066638	Fixed an issue occurred in Quick Billing when settling an invoice using multiple credit cards and not according to invoice balance.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Management	31071584	In the previous version, the system set the POS_NOPRINT = 1 for unsuccessful void settlement and prevent it from resending the void settlement for retry. The behavior is now fixed by changing the POS_NOPRINT=0
Management	31071585	Fixed an issue encountered in deactivate the credit card if pre-auth failed. User is recommended to always set the parameter "**Enable Online Initial Authorization**" to "**True**".
Management	31115819	Added a checking condition to disallow the system from deactivating the credit card when the user performed a refund.
Management	31116646	Fixed the reversal auth not triggered when parameter "General","Remove Track After Card Deactivation" is set to 0.
Management	31116658	Fixed the reversal auth not triggered when the user disabled the multiple credit card feature.
Management	31116675	In the previous version, when a cabin change has a fee that is more than the initial auth, the system does not create an incremental auth request. The issue is now resolved by adding an incremental auth to handle 'Cabin Charge' where posting is more than the initial auth.
Management	31717708	Resolved an issue in 'Activate Credit card' form in Management module that allow a user to close the form by clicking "X" and without selecting an invoice to activate the card.
Management	31166856	Corrected an error occurred in search check-out guest and viewing of check-out guest function.
Management	31340767	Added handling to sort the credit cards by modified date in descending order.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Management	31425180	Added a check to ensure the system does not call OPI request if the payment method is cash.
Management	31753818	Corrected an issue in Quick Billing where invoice amount is sent to OPI individually when the same card is use on 3 invoices. Modified the behavior to club all settlement amount of the same card into a single settlement request.
Mobile Sync	31138515	Fixed Mobile Sync Interface not able to connect to Mobile DB.
Online Credit Card	31375774	Added new feature to create initial authorization record once expected guest is checked in via OHC Management or OHC Advance Quick Check In module. This feature applies to Ingenico credit card format.
OPI Manager	30998708	Resolved an issue in OPI Manager application and disallow OPI Manager from creating multiple sessions.
OPI Manager	30998710	Altered the display message "**Payment Service Provider is Offline**" when the service provider is offline.
OPI Manager	30998724	Corrected the application to disallow incremental authorization unless there is an approved initial authorization.
OPI Manager	31628117	Resolved an issue where the 'PSP' status does not stop after the user stopped the process at Offline Token and Get Token tabs.
OPI Manager	30998740	Resolved an issue in Statistic count from **OPI Manager, Outstanding Process** not refreshing after a successful transaction is performed.
OPI Manager	30998742	Resolved an issue in with authorization not incrementing in Quick Posting on posting more than 1 guest.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
OPI Manager	30998846	Introduced new Parameter '**Number of Transaction per Get Token Batch**' in Get Token function. Added validation to limit maximum of 50 transactions per batch.
OPI Manager	30998850	Removed the **DateTime** checking while processing Batch Settlement.
OPI Manager	30998875	Removed inactive card from outstanding authorization validation in **OPI Manager, Batch Settlement** tab.
OPI Manager	30998878	Removed previous card error message from the table once the update online token request is successful.
OPI Manager	30998883	Fixed an issue with **Preview** button not showing the record in **OPI Manager, Batch Settlement tab**.
OPI Manager	30998884	Masked credit card PAN number in OPILog.
OPI Manager	30998885	Added exception handling to capture the error in OPI Manager.
OPI Manager	30998888	Aggregated all the outstanding authorization amount into 1 authorization transaction to prevent authorization from being rejected in OPI Manager, Outstanding Process.
OPI Manager	30998892	Added handling in **OPI Manager, Update Token** tab to disallow the process of inactive card.
OPI Manager	30998896	When the Outstanding Process has started and the user pressed the **Stop** button, the system returned an error message and halt the progress. This is now resolved by adding validation that you have started the process before you are allowed to stop it in Offline Mode.
OPI Manager	31071586	Modified the OPI Daemon Initial connection parameter timeout value to follow to the OPI Manager module's timeout field settings.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
OPI Manager	31071590	Fixed an issue in settlement to always send incremental authorization to OPI.
OPI Manager	31071593	Added new handling to PSP status to filter the collection by date and time to prevent the system from displaying extra time-out messages in the log.
OPI Manager	31166346	Added handling to convert credit card expiry date format from MMYY to YYMM in **OPI Manager , Get token** tab.
OPI Manager	31116704	Added timeout handling for PSP status to filter request collection by time and date after the process has stopped.
OPI Manager	31138872	Fixed an issue in OPI Manager to disallow the system from processing outstanding authorization of Credit Card with offline token if CPAUTH schema does not allow offline.
Package Plan	30514368	Resolved a Shore Excursion void posting that did not void the package plan posting when the package has a 10% discount on the original price. The fix now voids the payment department as well when the posting is voided.
Payroll	30966283	Resolved the incorrect handling of XCET_ID as integer type in Payroll module which causes a runtime error.
Payroll	30966300	Corrected the database's function and views used by the Payroll module to be able to generate a correct Salary@Sea cashless payroll file format.
Print Work Order	31375793	Fixed an error generated by the Print work order when the MWR_TIME_NEEDED exceeded the value. This error occurs in OHC Print Manager Interface.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
QCI Sync	31021362	Resolved an exception error encountered when user perform a new reservation, check-in guest, check out guest and add routing in Management module when QCI Sync is enabled and synching.
QCI Sync	31082464	Below fixes is applied to resolve an issue with QCI Sync disabling the QCI Shore Database when connection is lost: 1. **Apply** button is disabled once the between ship and shore database starts. 2. Without exiting from QCI Sync Application, user can continue with '**Start Offline Mode Procedure**' and application proceeds as expected.
Safety Drill	31444410	Updated the WPF Dashboard behavior to display the passenger information according to the muster station/lifeboat set in **Management or Crew** module, if this is overwritten. If no value is specified, it will take the default setting in Cabin Setup.
Safety Drill	31166394	Corrected the label name on these 3 buttons in Safety Drill: **Login, Info/About** and **Exit**.
Seaware Monitor Interface	31111825	Fixed the failed reservations showing error "Object not set to an instance of an object" in IFC Seaware Monitor.
Security WPF	31628010	Resolved an issue with board card scanning for passenger or crew (RES_BOARDCC_EXT) not recognized in WPF Security that affects the RES_STATUS in ('CC','CL','RE','RR').
Security WPF	31166434	Corrected the Ashore deny reason to display in full on the dialog screen when adding the guest to the ashore deny list.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Security WPF	31557282	Resolved an issue with guest or crew photo not displaying successfully on Extended Search Result screen when the user scans the board card (RES_BOARDCC_EXT).
Service Charge	31128570	Corrected the distributed calculation formula in Pool Distribution and Pool Collection.
Service Charge	31717711	Modified the behavior to obtain the crew position when using '**Use Payroll**' parameter. When the parameter is **enabled**, the system will first get the crew's position from the contract then the crew account. When the parameter is **disabled**, the system will always get the crew's position from the crew account.
Service Charge	31375831	Fixed the system from crashing when the **Calculate Total** button in **Service Charge, Overview** is pressed.
Shore Excursion	31017411	Fixed the 'Refresh Tour Inventory' and 'Void Unposted Bookings' buttons not showing in Shore Excursion booking screen, and the top bar is cut off when the screen is minimized or maximized.
Shore Excursion	31017428	Modified the booking screen to show the "Ticket Control No" count at the right panel of the booking screen.
Shore Excursion	31128666	Resolved the error messages from prompting when waitlisted tickets are printed via Batch Ticket Printing and Exporting function.
Simphony POS	30295336	Resolved an "Object reference error." prompt when the setting in **Tender Parameter, Automatic Service Charge** is not set.
Simphony POS	30482461	Resolved an issue in Simphony 18.2 **Crew Card Login** button not functioning when crew log in with this function.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Simphony POS	30775875	Resolved an issue caused by the void key that prevented the user from re-opening the check for voiding.
Simphony POS	31628147	Resolved an Inquiry issue which returns error "Fail to get WebAPI Authorization Token" when **Parameter, CC Transfer Format** is set to **OPI**.
Spa	31446610	Resolved an issue where only 46 therapist is shown on the reservation grid due to the screen size. This frame is now resized to fit 60 or more therapists.
Ticket	31250833	Corrected the behavior to prevent the user from removing the price if the selected price has booking linked.
Ticket	31135359	Modified the **Discount** and **Remove** button to disallow non-privilege user from accessing the function.
Time Attendance	31017081	Resolved an issue that fails to send message to multiple selected crew members.
Time Attendance	31017393	Resolved the sorting issue with **ILO Violation** flag '"Yes" not reflecting correctly on the crew member's row when the filter is applied.
Time Attendance	31066621	Resolved an issue on filtering function for **ILO Violation**=YES displaying incorrect crew data from the data grid view.
Time Attendance	31515546	Resolved the calendar year in Roster Setup to be able to navigate beyond the year 2020.
Time Attendance	31282936	Corrected the Roster Setup in Time & Attendance module to show the current calendar year as the default selection.
TimeAttendanceCalc	31017372	Resolve an issue with the Time and Attendance Recalculation Interface that crashes due to insufficient memory.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Tools	30966262	Resolved an issue encountered when OHC Tools queries the VIS_BLOB table for recompression during the DB upgrade to version 8. Paginate the query to prevent the System.OutOfMemoryException.
Tools	30998675	Added a script to create table POS_SERVHG_TOTAL in OHC Database Installer.
Tools	31720197	Renamed button name **'Change Password'** to **'Change Database Encryption Key and DB password'** in OHC Tools module.
Universal	31021314	Reverted the fix applied in version 7.3.880 (HCSP-6721). The column MIB_BILL_IMAGE data type is reverted to VARCHAR (4000 BYTE) from CLOB.
Universal	31166406	In previous version, when the cabin with data Cab_AirConEnabled is not flagged as 1 when guest vacates and the ChangeAirConState message is not triggered. The issue has been resolved by updating the backend database value Cab_AirConEnabled when the guest check-in and check-out.
Web Service	30378148	Resolved the **Manual Tip** amount not posted to SPMS when the Tip option bit 3 **"Post to Charge Tips total on Tip Report"** is enabled in Simphony.
Web Service	30545897	Modified to insert the **Employee ID** performing the posting into POS_TRANS_EMP_NO when purchasing a package from Simphony POS. This applies to PurchasePackage function in Simphony Extensibility.
Web Service	31026667	Removed customer reference from OHCTransaction and WebService configuration file.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Web Service	31071619	Added OPI settlement handling to OHC Webservice and OHC Universal.
Web Service	31071589	Fixed an issue to allow the system to create initial authorization during check-in at OHC Web Service.
Web Service	31116715	Corrected the algorithm to recalculate the incorrect invoice balance caused by posting using a non-refundable department.