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



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Oracle Hospitality Cruise Shipboard Property Management System Seaware Monitor Quick Guide, Release 20.1

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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 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				



1 Setting Up the Parameters

Before you begin using the Seaware Monitor program, you must set up the two (2) parameters below at Administration module, System Setup, Database Parameters.

🙀 Database Parameters Setup		
1 : 21a	- Parameter Details	
ENOAD A ENOE	Enabled:	1
Exchange	Version:	7.3.842
Excursions	Access:	0
Refresh Interval	Value Data Type:	I - Integer
👘 🦽 Xml File Directory	Value:	60
	Description:	Refresh interval in second
FastPictureTaking		
Ferry		T
Gangway	Comments:	Determine how frequent to guery from DB for
General		new record
🛛 🍓 General Ledger 🛛 🗧		
- 🖓 Hotel Bar Svc Chg		-
- Give HouseKeeping		1

Figure 1-1 Database Parameters

Launching Seaware Monitor

The OHC Seaware Monitor can be found in the OHC Launch Panel.

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



te Range												
		1.000			Transaction Id	Operation Type	Detail		Status	Date/Time Send	Date/Time Received	Error Log Id
and [18/2212]		Te: 23	3/06/2015			Port Operation	Update port	-04 Mar 2014 to Arrival	Pending			
						Port Operation	Update port	-04 Mar 2014 to Departure	Pending			
New Walk In						Port Operation	Update port	-04 Mar 2014 to Arrival	Pending			
Update Reservation						Port Operation	Update port	04 Mar 2014 to Departure	Pending			
Port Operation						Port Operation	Update port	04 Mar 2014 to Arrival	Pending			
Update Passenger Info				10		Port Operation		34 Mar 2014 to Departure	Pending			
Reassign Cabins						Cabin Operation	Update cabin i		Successful	04 Mar 2014 3:56:10	04 Mar 2014 3:56:24	
						Port Operation	Update port	04 Mar 2014 to Arrival	Successful	04 Mar 2014 3:35:47	04 Mar 2014 3:35:54	
						Update Reservation			Successful	04 May 2014 1:16:23	04 Mar 2014 1:16:50	
						Update Reservation			Successful	04 May 2014 1:15:57	04 Mar 2014 1:16:23	
				Refresh		Port Operation	Update port	-04 Mar 2014 to Departure	Successful	04 Mar 2014 1:14:51	04 Mar 2014 1:14:56	
			v	ner car		New Walk in			Successful	04 Mar 2014 0:49:16	04 Mar 2014 0:49:31	
						New Walk in			Successful	04 Mar 2014 0:46:56	04 Mar 2014 0:47:14	
						Port Operation	Update port	1-04 Mar 2014 to Arrival	Successful	04 Mar 2014 0:31:39	04 Mar 2014 0:31:44	
state						Update Reservation			Successful	04 Mar 2014 0:29:42	04 Mar 2014 0:30:08	
Operation Type	Pending	Faled	Successful	Total		Update Reservation			Successful	04 Mar 2014 0:30:08	04 Mar 2014 0:30:39	
 New Welk In 	15	Paleo	25	44		Update Reservation			Successful	04 Mar 2014 0:29:20	04 Mar 2014 0:29:42	
Update Reservation	22	5	53	80		Update Reservation			Successful	04 Mar 2014 0:27:58	04 Mar 2014 0:28:19	
Port Operation	25	0	29	54		Update Reservation			Successful	04 Mar 2014 0:26:31	04 Mar 2014 0:26:58	
Cabin Operation	0	0	1	1		Port Operation		-03 Mar 2014 to Departure	Successful	03 May 2014 21:20:52	03 Mar 2014 21:20:57	
Lipdate Passenger Info	0	0	3	3		Port Operation		-03 Mar 2014 to Arrival	Successful	03 Mar 2014 20:44:14	03 Mar 2014 20:44:23	
Reassion Cabins	1	0	0	1		Cabin Operation	Update cabin a	202 to Unblock	Successful	03 Mar 2014 16:06:17	03 Mar 2014 16:06:23	
Keassign Cabins	1	0	0	1		Update Reservation			Faled	03 Mar 2014 13:32:36	03 Mar 2014 13:33:14	20131
						Update Reservation			Paled	03 Mar 2014 13:33:14	03 Mar 2014 13:34:11	20132
						Port Operation	Update port	-03 Mar 2014 to Departure	Successful	03 Mar 2014 12:01:12	03 Max 2014 12:01:17	
						New Walk in			Successful	03 Mar 2014 11:42:42	03 Mar 2014 11:42:58	
						Update Reservation			Successful	03 Mar 2014 11:35:19	03 Mar 2014 11:35:36	
						New Walk in			Successful	03 Mar 2014 11:22:51	03 Mar 2014 11:23:09	
						Update Reservation			Successful	03 Mar 2014 11:00:08	03 Mar 2014 11:00:33	
						New Walk in			Successful	03 Mar 2014 30:41:13	03 Mar 2014 10:41:33	
						New Walk in			Successful	03 Mar 2014 10:41:33	03 May 2014 10:41:53	
						New Walk in			Successful	03 Mar 2014 10:40:57	03 Mar 2014 10:41:13	
						Update Reservation			Successful	03 Mar 2014 10:38:34	03 Mar 2014 10:38:56	
						Update Reservation			Successful	03 Mar 2014 8:03:00	03 Mar 2014 8:03:26	
						Update Reservation			Successful	03 Mar 2014 8:01:31	03 Mar 2014 8:01:59	

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 transaction that are processed successfully and responded by Seaware
- The Failed status refers to the transaction that has been processed but failed after responded by Seaware

Log Based on Syn_Operation

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

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

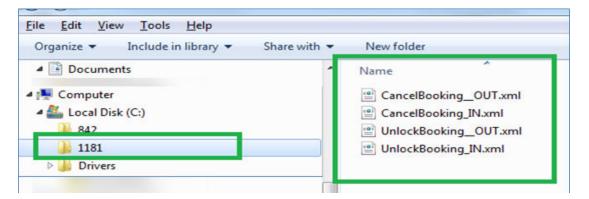
To view the log details,

- **1.** Double-click at 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:

The error attachments are stored in SEWLOG_XML table.

