

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



Release 20.1  
F35011-02  
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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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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**

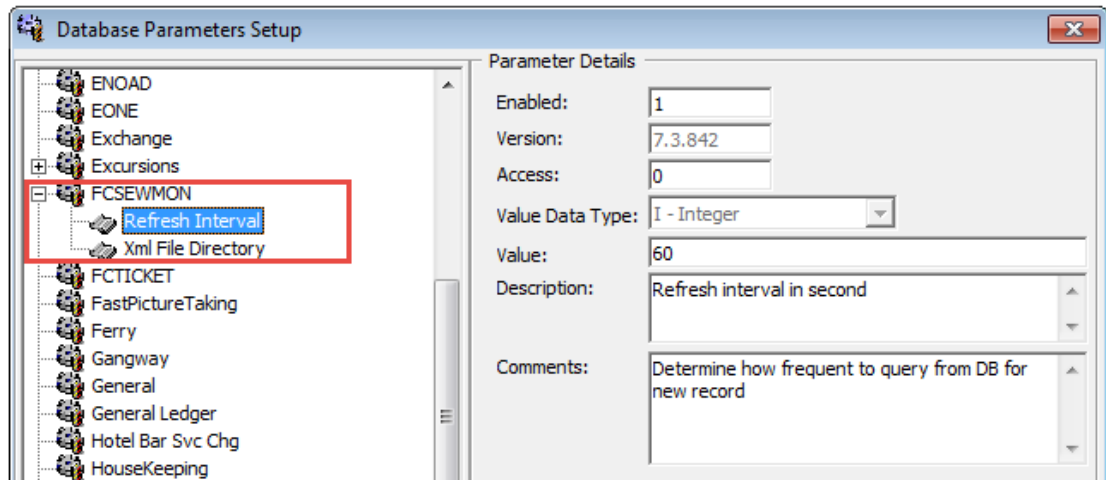
Date	Description of Change
September 2020	Initial Publication
January 2024	Updated Customer Portal URL Updated document to new format

# 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**.

**Figure 1-1 Database Parameters**

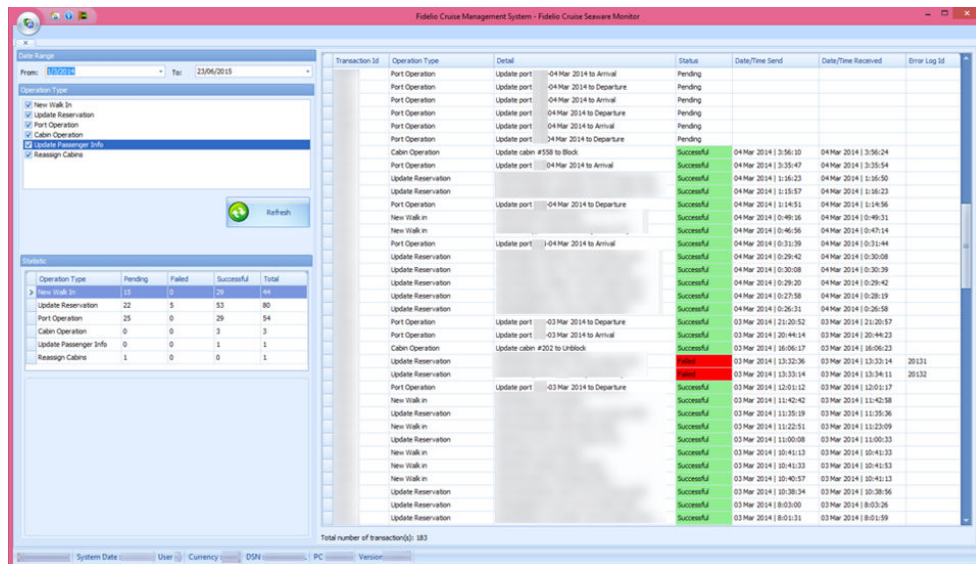


## Launching Seaware Monitor

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.

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

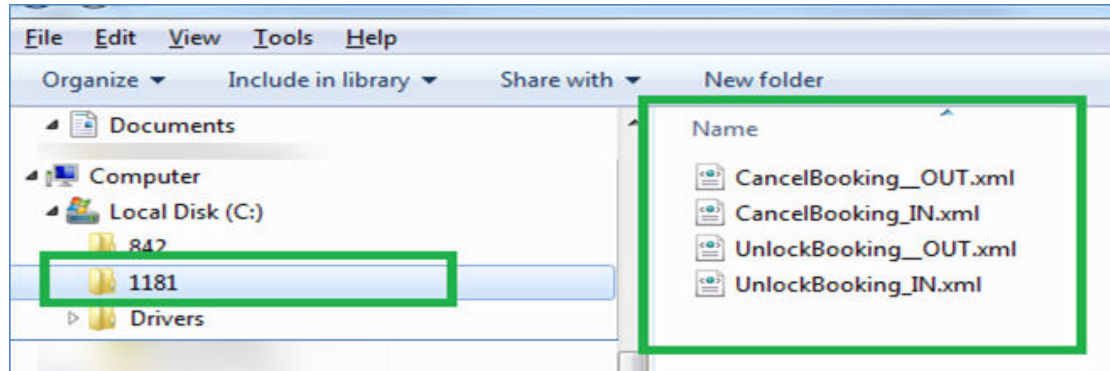
Log	Description
1	New reservation
2	Update reservation
3	Port operation
4	Cargo
5	Cabin operation
6	Update Reservation include res_grp
7	Update personal information

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.