Oracle[®] Hospitality Cruise Shipboard Property Management System Mobile Mustering and Gangway Security Installation Guide



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Oracle Hospitality Cruise Shipboard Property Management System Mobile Mustering and Gangway Security Installation Guide, Release 20.2

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Preface

The Mobile Mustering and Gangway Security is an add-on module to Oracle Hospitality Cruise Shipboard Property Management System (SPMS) that runs on a Microsoft Windows 10 IoT platform. Its core purpose is to process passenger and crew embarkation and administer movement on the Gangway using a Microsoft Windows 10 Mobile /Tablet. This document describes the full setup of the Mobile Application Server, OHC Webservices and Mobile Gangway client on mobile devices.

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 2021	Initial publication.



Date	Description of Change
January 2022	Revised the usage/steps on following topics:
	 Adding Roles to Microsoft Windows Server 2012 R2.
	 Verifying the SSL Connection.
	OHCruise Web Services.
	 MobileSync Interface.
	Removed the following outdated topics:
	 Generate IIS Self-Sign Certificate. Binding the Self-Sign Certificate. Connecting Mobile Devices to PC. Turn on device discovery and pairing. Connecting to Device Portal.
July 2022	Made minor grammatical changes
	The local sector of the lo
December 2023	Updated new customer portal.

Table 1 (Cont.) Revision History



Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Application Server for the Mobile Mustering and Gangway Security module.

Prerequisites

- FCMobile Database.
- Patch 33492113: OHC Shipboard Property Management System Mobile 8.0.6.
- Cabin Station Setup.
- Application Server for Mobile Services.
- Preinstalled Oracle Data Access Components (ODAC) for PC running SPMS applications.

ODTwithODAC112030 or ODTwithODAC121021

Supported Operating System

See Compatibility Matrix at http://docs.oracle.com/en/industries/hospitality/.

Supported Hardware

- Oracle MICROS 721 Tablet.
- Windows Mobile device with a camera.
- Server based CPU (Xeon X3440 2.53 GHz).
- Minimum RAM 8GB.

Compatibility

SPMS version 20.2 or later. For customers operating on version 20.2 and below, database upgrade to the recommended or latest version is required.



1 System Schematic

The Gangway Security and Mobile Mustering application consists of several components, and these components are responsible for transmitting information between the mobile device and the SPMS database. The following diagrams further illustrate the schematic flow between the components.



Figure 1-1 Gangway Security System Schematic





Figure 1-2 Mobile Mustering System Schematic

2 System Configuration

This section describes the configuration required before you can start using the Mobile Mustering application. Configuration includes setting up of the Application Server for Mobile applications, Mobile Sync Interface, and Windows 10 Mobile/Tablet.

FC Mobile Database Preparation

Apart from storing the existing Muster Station information such as passengers, crews, and visitor details in the SPMS Database, a separate database is required for Mobile Mustering to store the essential information for its mobile devices, and this database may reside on the same server as SPMS Database.

You must create the FCMobile Schema. Use the following script:

```
CREATE USER fcmobile IDENTIFIED BY <password>
DEFAULT TABLESPACE USER_TABLES TEMPORARY TABLESPACE USER_TEMP;
GRANT CONNECT TO fcmobile;
GRANT DBA TO fcmobile;
```

To create the database tables for the FCMobile Schema, you must perform a database verification on the MobileSync program. See Configuring Mobile Sync Interface for more details on Interface setup and database synchronization.

Setting Up Mobile Application Server

Install the Mobile Application Server involves several components, and you can install in the order as described in the following section.

Turning on Microsoft Windows IIS Feature

You must turn on the IIS Feature to allow the Application Server to communicate with the World Wide Web Services.

- 1. In Windows Server, access the Control Panel, Programs and Features.
- 2. Select Turn Windows features on or off.
- 3. On the Internet Information Services, expand the World Wide Web Services container.
- 4. Ensure the **ASP.NET** and **CGI** checkboxes are selected. If not, select the respective checkbox and click **OK**.

.NET Framework

The OHCruiseWeb Service requires a version of .NET Framework 4.0 installed. Verify the version is installed on your Application Server by navigating to **Control Panel, Programs and Features, Add Remove Software** section. If you do not have a .NET Framework 4.0



installed, download a copy of the installation file from the Microsoft website and manually run the offline Microsoft .NET Framework 4.0 Installer.

Oracle ODAC and Instant Client

You must have both the Oracle ODAC and Instant Client installed on the Application Server. Refer to Oracle Technology Network (OTN) website at http://www.oracle.com/ technetwork/topics/dotnet/downloads/install112030-1440546.html and download the version listed in the Prerequisites. You do not have to uninstall the ODAC that you previously installed.

Adding Roles to Microsoft Windows Server 2012 R2

1. On the Server Manager Dashboard, click Roles and select Add Roles.



Figure 2-1 Mobile Server Dashboard

- 2. On the Before You Begin page, make sure that the criteria listed on the page are met.
- 3. Navigate to the Installation Type page and select the **Role-based** or **feature-based** installation.
- 4. On the Server Selection section, select the server from the server pool option.
- On the Select Server Roles section, select the File Services and Web Service (IIS) component checkbox.



a	Add Roles and Features Wizard	_ D X
Select server roles Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Add Roles and Features Wizard Select one or more roles to install on the selected server. Roles Application Server DHCP Server DNS Server Fax Server File and Storage Services (2 of 12 installed) Hyper-V Network Policy and Access Services Print and Document Services Remote Access Remote Desktop Services Volume Activation Services Web Server (IIS) Windows Deployment Services 	DESTINATION SERVER WS2012vz Description Web Server (IIS) provides a reliable, manageable, and scalable Web application infrastructure.
	Windows Server Essentials Experience Windows Server Update Services	
	< Previous Nex	t > Install Cancel

Figure 2-2 Server Roles Ffor Web Server (IIS)

- 6. On the Features section, select the .NET Framework 4.0.
- 7. On the Web Server Role window, select Management Tools, Common Http Features, Application Development, IIS 6.0 Management Tools, click Next, and follow the steps of the Installation Wizard.
- 8. On the Confirmation Window, select the **Restart the destination server automatically if** required and click the **Install** button.



L	Add Roles and Features Wizard	_ D X
Confirm installati Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS)	Add Roles and Features Wizard On selections To install the following roles, role services, or features on selected server, click I Restart the destination server automatically if required Optional features (such as administration tools) might be displayed on this pag been selected automatically. If you do not want to install these optional features their check boxes. INET Framework 4.5 Features	DESTINATION SERVER WS2012vz Install. Je because they have es, click Previous to clear
Role Services Confirmation Results	ASP.NET 4.5 Web Server (IIS) Management Tools IIS 6 Management Compatibility IIS 6 Management Console IIS 6 Metabase Compatibility IIS Management Console Management Service IIS Management Service IIS Management Scripts and Tools Export configuration settings Specify an alternate course apth	
	< Previous Next >	Install Cancel

Figure 2-3 Roles And Features Confirmation

- 9. From the Server Manager container, select Internet Information Services (IIS) Manager, and then select Application Pools, DefaultAppPool.
- 10. Select Edit Application Pool, Advance Settings from the Action Panel and change the .NET CLR version to v4.0.

Figure 2-4	IIS Manager	Application	Pools
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File View Help								
Connections		· D	-1-				Ac	tions
Application Pools Application Pools Stee O HCruiseVebService O HCruiseVebService O HCruiseVebService O HCCTansactionsService O HCCMebServices	Applicat This page lets you view with worker processes Filter: Name MET v2.0 MET	ion Poo w and man , contain o Status Status Started Started Started Started Started Started Started Started Started Started	OIS age the list of aj ne or more appi Go C Sho v2.0 v2.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0	pplication pools on ications, and provi w All Group by: Managed Pipel Integrated Classic Integrated Classic Integrated Integrated Integrated Integrated	the server. Application de isolation among diff No Grouping Identity ApplicationPoolld ApplicationPoolld ApplicationPoolld ApplicationPoolld ApplicationPoolld ApplicationPoolld	pools are associated ferent applications. Applications 0 0 0 1 0 0 1 1		Add Application Pool Set Application Pool Defaults. Application Pool Tasks Start Stop Recycle Edit Application Pool Basic Settings Recycling Advanced Settings Rename Remove View Applications
	Features View	Stopped	v4.0	Integrated	ApplicationPoolId	1		/ Help

Verifying the SSL Connection

Run the following steps to ensure the SSL connection is properly set up:

- 1. From the Application Server, navigate to the Server Manager window and select IIS Manager, Default Web Site.
- 2. On the Actions pane on the left, under Edit Site, select **Bindings**.



- 3. On the Site Bindings window, select Add.
- 4. Enter the Port Number in the Add Site Binding. The default port is 80.
- 5. On the **Default Web Site, OHCruiseWebService** select **Directory Browsing**, and then click **Enable** on the **Actions** pane.

Setting Up OHCWebServices

- 1. Launch the OHCruiseWebservice.msi file and follow the installation steps.
- 2. On the OHCruiseWebservice, InstallShield Wizard, select the set up type Complete.
- 3. Click Next and follow the installation steps until completion.
- 4. The OHCruiseWebservice is listed under the Default Web Site of the IIS Manager, Connection section once the setup is complete.
- From the Server Manager, Sites container, select OHCruiseWebService and navigate to Actions Panel and select Advance Settings.
- 6. Ensure the Enable 32–Bit Applications is set to True and .Net CLR version is set to v4.0.
- 7. In the Default Web Site, OHCruiseWebService, select **Directory Browsing** and then select **Enable** from the Actions Panel on the right.

Configuring DB Source

- 1. On the IIS Manager, Connection branch, right-click the OHCruiseWebservice and select Explore. This opens the C:\inetpub\wwwroot\OHCruiseWebService folder.
- Locate the Web.Config file and edit the connection string to point the connection to the correct Data Source.

```
<connectionStrings
configProtectionProvider="RsaProtectedConfigurationProvider">
<add name="MyLocalOracleServer" connectionString="Data
Source=spms;Persist Security Info=True;User
ID=fcmobile;Password=<password>;"
providerName="System.Data.OracleClient"/>
</connectionStrings>
```

Encrypting Web.config File

As an alternative, it is possible to encrypt and decrypt the Web.config file using a script.

- 1. Open the Command Prompt with Run as Administrators.
- 2. Change the directory to "%WinDir%\Microsoft.NET\Framework\v4.0.30319".
- 3. Run the below command to encrypt the connection string.

```
<connectionString> aspnet_regiis -pe "connectionStrings" -app "/
OHCruiseWebService" -prov "DataProtectionConfigurationProvider"
```

The above command with the app switch assumes that there is an IIS Virtual directory called OHCruiseWebService and the command below assumes there is no virtual directory available.



Encrypting configuration section... Succeeded!

To Change the connection strings section back to clear text, run the following command from the command prompt.

aspnet regiis -pd "connectionStrings" -app "/OHCruiseWebService"

If the command is successful, you will see the following output:

Decrypting configuration section... Succeeded!

To decrypt the connection Strings section specifying a physical path to your application's configuration file, use the -pdf switch as shown here.

aspnet regiis -pdf "connectionStrings"<DIR>\ OHCruiseWebService

Verifying WebServices Connection

To ensure the WebService connection is properly set up:

- 1. Open a web browser from the machine where the web service is installed.
- 2. Copy and paste the following URL into your browser.

http://localhost/OHCruiseWebService/FCTransactionsService.asmx/ MobileJsonGet? psFunction=connect&psSessionID=&psParam=&pbIsSelect=false&psSchemaNa me=

You should get the following respond from the browser.

```
<CResponseJson><bSuccess>true</bSuccess><sTables/
><bISODateFormat>true</bISODateFormat></CResponseJson>
```

If the Web Service is configured correctly, the following page is shown.

Figure 2-5 WebService Connection Response Page



Setting up Mobile Sync Interface

The MobileSync Interface is a program that synchronizes the data between the SPMS and the Mobile database based on the interval time configured in the **OHC MobileSync Interface**.



Mobile	Device Synchronize	Austering Sync: Yes Gangway Sync: No Mobile Ticket Sync: No	
Date	Action	Description	1
	Message	Processing Table vis - 0 - Memory Usage - 123,772k	
	Message	Processing Table PAR - 0 - Memory Usage - 123,956k	
	Message	Table Synchronization - Memory Usage - 121,512k	
	Message	Processing Table uxp - 0 - Memory Usage - 121,768k	
	Message	Processing Table epo - 0 - Memory Usage - 129,016k	
	Message	Processing Table glg - 0 - Memory Usage - 129,212k	
	Message	Processing Table msg - 0 - Memory Usage - 116,088k	
	Message	Processing Table sec - 0 - Memory Usage - 116,200k	
	Message	Processing Table sld - 0 - Memory Usage - 116,200k	
	Message	Processing Table stl - 0 - Memory Usage - 116,200k	
	Message	Processing Table vis - 0 - Memory Usage - 116,200k	
	Message	Processing Table PAR - 0 - Memory Usage - 116,200k	-

Figure 2-6 Mobile Sync Interface

- **1**. Tab lists all synchronization activities.
- 2. Tab presents all activities in debugging format with SQL Command.
- 3. Tab defines the required settings and synchronization functions.
- 4. Labels indicating the type of synchronization enabled within the Settings tab.

Ensure the SPMS Database parameter table field 'PAR_SYNC_TO_MOBILE' value is set to 1. For list of parameters and settings required by the MobileSync Interface, see topic Parameters.

Configuring Mobile Sync Interface

The data between the Ship and FCMobile database will synchronize smoothly when the interface is correctly set up.



Figure 2-7 One mobile Sync Setting	Figure 2-7	OHCMobile	Sync Settings
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Mobile Device Synchronize	Mustering Sync: Yes Gangway Sync: Yes Mobile Ticket Sync: Yes
FC Mobile Database	
Refresh Interval (Seconds)	60
Finish turn around day handling when expected guest less then x $\%$	0
Add leading zero on odd length uxp_c_externalid	
E Full sync during system date change	
Include Tomorrow Expected Guest	
C Enable Mustering Sync	
Enable Gangway Sync	
Enable Ticket Sync	
Sync Now Full Sync	Verify Database

- 1. Run the Mobile Sync.exe and navigate to the Settings tab.
- 2. Enter the Mobile DB name in the FC Mobile Database name field, similar to the one defined in Oracle Net Manager.
- 3. The synchronization between the databases is based on the time entered in **Refresh Interval Seconds**. The default Refresh Interval (Seconds) is 60 seconds.
- 4. Click Apply to save. The settings are saved in the OHCSettings.par file.

Field Name	Description
Refresh Interval (Seconds)	Triggers synchronization automatically according to the pre-defined seconds. The default is 60 seconds.
Enable Turn Around Day Handling	This function adds a message to CHG_MOBILE_IN table, signifying the turnaround day.
	 If the system date change matches the cruise start date, message 'START_TURNAROUND_DAY' will be written to the CHG_MOBILE_IN table. If 'Expected Check-In guest < %' as per setup in MobileSync Setting, message 'END_TURNAROUND_DAY' will be written to the CHG_MOBILE_IN table. If 'Expected Check-In guest > %' as per setup and if current System Cruise changed message
	changed, message 'END_TURNAROUND_DAY' will be written to the CHG_MOBILE_IN table.



Field Name	Description
Add leading zero on odd length uxp_c_externalid	This function adds leading zero to the UXP_C_EXTERNALID (Odd length) in FCMOBILE DB whenever a full synchronization is performed.
Full Sync during system date change	This function automatically triggers a Full Synchronization during system date change.
Include Tomorrow Expected Guest	This function includes passenger departing the next day into synchronization.
Enable Mustering Sync	This function enables the synchronization process for Mobile Mustering application.
Enable Gangway Sync	This function enables the synchronization process for Mobile Gangway application.
Enable Ticket Sync	This function enables the synchronization process for Mobile Ticket application.
Sync Now	The Sync Now is an on-demand synchronization process that checks for any record change that requires updating in CHG_MOBILE_OUT in Mobile database to Ship database, followed by CHG_MOBILE_IN in Ship database to Mobile database.
Full Sync	The Full Sync triggers synchronization between FCMOBILE_DB with the Ship database. It truncates the FCMOBILE_DB before updating it with the latest data from the Ship database.
Verify Database	The Verify Database updates the FCMOBILE_DB structure with the latest version. The system verifies the version in FCMOBILE.PAR.MOBILE.MOBILE.DB and if it is found to be out of date, it prompts a warning 'Please Run Verify database first' before Full Synchronization can be performed.

Table 2-1	(Cont.) Fie	ld Definition	of Mobile	Sync Interface
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Creating FCMobile Schema

At the creation of the FCMobile User in Database Preparation, the system requires you to run a database verification and creates the missing data tables in FCMobile Schema. This task can be performed only by the user who has the **Allow Run Verify Database** permission.

Synchronizing the Database

There are two types of synchronization: on demand or full synchronization, which truncates the database.

To perform a synchronization,



- 1. On the Mobile Sync Interface, Settings tab, verify that the **FC Mobile Database** points to the correct ship database. If not, correct the database name and click **Apply** to save the changes.
- 2. Select **Sync Now** to immediately perform the synchronization.
- 3. If the Parameter Mobile, Mobile DB Version value is not the same in Fidelio and FCMobile Schema, the system prompts that you verify the database before it allows you to continue. Only user with the **Allow Run Verify Database** privilege access is allowed to perform this task. Click the **Verify Database** to update the FCMOBILE.DB structure to the latest version.
- 4. The system writes into the system log *"Run Verify Database Completed"* at the end of the verification process. This message is also shown on the Message tab before synchronization commences.

Performing a Full Synchronization

The **Full Sync** not only truncates the data and photo from the FCMobile Database before synchronizing, it also purges all pending changes that exist in the database.



- On the Mobile Sync Interface, Settings tab, verify that the FC Mobile Database points to the correct ship database. If not, correct the database name and click Apply to save the changes.
- If there are changes pending from the Mobile DB to the Database, the system prompts a warning message. Click Yes to delete all pending changes or No to cancel the Full Sync process.
- 3. If you clicked Yes, enter the login ID and password when prompted.
- 4. Navigate to the **Message** tab to view the progress. Ensure that the tables are synchronized without any errors.

SPMS Configuration Codes

Before you begin using the Gangway Security and Mobile Mustering function, you must configure the codes in the SPMS Administration module. See Administration User Guide on how to set up these codes.

- Life Boat and Life Raft
- Muster Station
- Stateroom setup



3 Setting Up Mobile Device

The following section describes the setup of Microsoft Windows 10 Mobile devices/Tablets for use onboard the ship.

Installing an Application

- 1. Right click the Add-AppDevPackage.ps1 and select Run with PowerShell.
- 2. Follow the installation steps presented.
- 3. Select A- Yes to All and press the Enter key to proceed with the installation.
- 4. Press the **Enter** key to close the PowerShell application once the installation is successful You should see the OHC Mustering application in Windows Programs.

Uninstalling an Application

Before you uninstall the application, ensure that it is not running. Uninstalling a running application will cause issues when you try to reinstall it at a later stage.

- 1. Go to Windows Programs, OHC Mustering.
- 2. Right-click and select Uninstall .
- 3. At the prompt, click the Uninstall button

Connecting Mobile Devices to a PC

After downloading the application onto the mobile device, and launching the application for the first time, the Device Server Setting Screen appears. As an Administrator, you should set the correct **Mobile Web Service Host name** and **Port number**, and then tap on **Connect**.

Once the connection to the Mobile Server is established, a Device Registration screen will prompt. On the Device Registration screen, do the following:

- 1. Select the appropriate MAC ID from the drop-down list.
- 2. Enter the **Device Name** and the click the **Active & Register** button to activate and register the device to the MOB table.

If registration of the device is successful, the application loads and creates the database in a SQLite DB file and downloads the required tables and data from the Mobile Schema to the SQLite DB.

- Application binaries are installed into folder C:\Users\xxx\AppData\Local\Packages\af9e2835-d828-441eacef-3b74d389fb04_ygkypzx4b378t\LocalState
- Application logs are located into folder
 C:\Users\xxx\AppData\Local\Packages\af9e2835-d828-441eacef-3b74d389fb04_ygkypzx4b378t\LocalState\Log - ddmmyyyy.txt
- All photos are located into folder C:\Users\xxx\AppData\Local\Packages\af9e2835-d828-441eacef-3b74d389fb04_ygkypzx4b378t\LocalState\ProfilePhotoFolder



• Database is located in the folder C:\Users\xxx\AppData\Local\Packages\af9e2835-d828-441eacef-3b74d389fb04_ygkypzx4b378t\LocalState\MusteringDB.sqlit ezz

4 User Security

This section describes the permission access for the MobileSync Interface and Mobile Mustering Module. These security privileges are assigned through the User Security module.

Security Reference No	Description
4543	Allow Run Verify Database.
3174	Allow Run Full Sync.
3173	Allow Shut Down MobileSync Application.

 Table 4-1
 Mobile Sync Interface User Rights



5 Parameters

This section describes the Parameters available to the Mobile Mustering module, and is accessible from the Administration module under **System Setup, Parameter.**

PAR Name	PAR Value	Description
Allow Crew Card Login Bypass	0 or 1	Allow login using crew card scanning as long as crew credential is valid in Mobile DB.
Allow to check-in RE/RR person when onboard	0 or 1	Allow to check-in reservation status that is 'RE'/'RE' when the person is onboard
Check-In Status	0,1 or 2	Different Handling for RES_OFFBOARD status upon checked-in
		0 - Onboard after check-in
		1 - Ashore after check-in, must swiped card to be onboard
		2 - Display option box
Enable Mobile Data Sync	0 or 1	0 – Disable
		1 - Enable Mobile Data Sync to FCMobile DB
FC Mobile Gangway Client Version	E.g: 8.0.1	Mobile Gangway Client Version
FC Mobile Gangway Client Version Major	0 or 1	Mobile Gangway Major Version
		0 - Minor Update
		1 - Major Update
FC Mobile Gangway update type	1	FC Mobile Gangway update type
Last Update Date/Time	Example: 20130925122924	Last Sync Date and Time in ISO format
Mobile DB Version	E.g: 7.30.8xx	Mobile DB Version
Offline Timeout	Example: 6	Number of hours allowed to use in offline mode before sync is required
Open Login Enabled	0 or 1	0 - Must use correct login details
		1 - Allow Open Login/Blind Login

Table 5-1 PAR_GROUP_MOBILE



Table 5-1	(Cont.) PAR	_GROUP	

PAR Name	PAR Value	Description
Require mandatory fields	0 or 1	0-Do not require mandatory field 1-Require mandatory field
Refresh Interval	60	Interval time before the next DB synchronization. The default value is 60 seconds.
Use System Date	0 or 1	0 - Use Device Date 1 - Use System Date

Table 5-2 PAR_GROUP_GANGWAY

PAR Name	PAR Value	Description
Allow not expected guest to Check-In	0 or 1	0 - Do not allow not expected guest to Check-In 1 - Allow not expected guest to Check-In
Not allow to check-in Guest if no photo found	0 or 1	0 - Allow guest to check-in without a photo taken
		1 - Do not allow guest to check-in if no photo found

