Oracle® Hospitality Cruise Shipboard Property Management System
Release Notes

Release 20.2

F44460-04

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ORACLE®

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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 the 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 2021	Initial publication.
March 2022	Made minor grammatical changes.
December 2023	Updated new customer portal.

1

Features and Updates

The content below is a list of features and updates for the Oracle Hospitality Cruise Shipboard Property Management System (SPMS) 20.2 release.

General

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

- Developer Express .NET WIN-FORMS component from 19.2 to 20.2.

- .NET framework from 4.7.2 to 4.8.

- Spring Boot from 2.4.2 to 2.4.3 with latest Java framework.

> ✎ **Note:**
>
> With the new Developer Express 20.2, some skin color and ribbon styles have changed. New features such as the Ribbon Options button (located at the top right corner of the Ribbon Form, next to the **Minimize**, **Maximize**, and **Close** buttons) are now visible and, by default, enabled for the property. Therefore, there is a slight difference in the user interface compared with the previous release. However, the functionalities remain unchanged.

AES-GCM

Enhanced SPMS symmetric encryption now supports the stronger AES-GCM mode by default. However, it will not immediately enforce the migration of data upon upgrade. This will only take place when the user updates the encryption key in **OHC Tools, Encryption Manager**.

Property Management System

The Property Management System is a new platform offering the latest web and mobile-based technology and a modern user experience. It is built with a highly secure RESTful API model that is open for integration and innovation. The Check-In application runs on Oracle Micros Tablet 721 and other commercially-available tablets, and is compatible with any mobile platform.

The following new features are provided in this version of the next generation SPMS.

Dashboard

The Dashboard feature provides a summary view of the key information on Check-In and the Gateway Security status.

Guest Check-In

The new additions to the Check-In module are:

- Integration of the Oracle Payment Interface (OPI) services that enable the handling of Credit Card Registration, Initial Authorization and Reversal Authorization (deactivate credit card).

- Integration of Passport scanning using the device camera.

- Integration of RFID reading of the Board Card for quick information retrieval using the Oracle Micros tablet 721 device.

Questionnaire

The integration of the Questionnaire to the Check-In application enables the crew members to capture additional guest data electronically, such as current or past health conditions, immigration, or security related matters. Apart from complying with immigration and security requirements, containment of diseases, and minimizing any potential risk, understanding the health condition of the guest is a priority for the cruise operators. This functionality allows them to take further action in providing essential services.

This function gives the crew the flexibility to create the questionnaires for use in the Mobile Check-In application. Not only does it have the capability to alert you on questions that require further attention, you can easily switch the questionnaire to the guest preferred language, if configured in the languages supported by the ship.

Gateway Security

This new feature is not only beneficial for cruise ships that are continuing to grow and are looking for new ways to quicken the passengers and crew members' embarkation and disembarkation processes at port, it also enhances security control and streamlines the movements at the gangway, allowing the crew members to help passengers onto and off of the tender boat for ships that are not docking in port. The function is further enhanced to enable users to:

- Configure the different Gate Type, such as Gangway or Tender Boat.

- View a passenger's information in the More Details page.

- View and access travel companion information through the Travel With function, including checking in the companion.

- Handle returnable, confiscated items to a guest going ashore, and collection of items upon returning to the ship.

- Read RFID cards by tapping the Board Card on the Oracle Micros tablet 721 device.

OHC ADPI

Enhanced the Asynchronous Data Processing Interface (ADPI) purging process to enable the system to purge all profile records with the No Show status at the end of the cruise day.

OHC ENOAD

Updated the Electronic Notice of Arrival/Departure (ENOAD) file submission from schema version 3.6 to 3.7. Added fields APS_NEW_BUILD_VESSEL, APS_IN_BALLAST to cater for new submission rules.

OHC Updater

Added handling to allow multiple users to run a SPMS application on the same machine.

OHC Web Services

- Implemented the Renew Reservation feature in the OHC Web Service. This feature only renews the reservations of disembarked Guest, Resident, Crew and Staff.

- The Web Services are enhanced to support POS_SERVER_ID1 and POS_SERVER_ID2. These can be updated through the FCUIPosting Web API.

Oracle Payment Interface (OPI)

A new function is added to enable Gift Card handling to integrate with Oracle Payment Interface (OPI) Gift Card Services. This function allows the guests or crew to offset their invoice balances using the gift card value, reload the card, or transfer the card balances. You can register and maintain multiple gift cards at the same time. To prevent deactivating the previously registered gift card, you can only register the new card through the All Invoice window.

Other enhancements included in the OPI functions are:

- New parameter to allow customization and display of the credit card expiry date in YYMM or MMYY format.

- A summary of records processed in the Batch Settlement tab and the Pending Authorization in Transaction Overview in the OPI Manager.

- New column to store responded RRN for approved settlement transactions.

- New **Stop** and **Resume** buttons in the Quick Billing process for OPI Credit Card profiles. You can click the **Stop** or **Resume** button while quick billing is processing.

Simphony POS Interface

Enhanced the SPMS bill image to include the buyer's name and cabin number. The information is now printed on the bill image when you inquire in Simphony.

2
System Requirements, Supported Systems and Compatibility

This section describes the minimum requirements to upgrade to Oracle Hospitality Cruise Shipboard Property Management System (SPMS) version 8.0x, 19.1, and 20.1 application to SPMS 20.2. See *Compatibility Matrix* at the Oracle Help Center for more details.

System Requirements:

- Minimum SPMS version 8.0.8 or higher.
- Microsoft Windows 10 with .NET Framework 4.8 enabled.
- Preinstalled Oracle Database Full Client 12c Release 2 or any newer version on PC running the upgrade.
- Pre-installed 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

Supported Operating System

- 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.

3
Resolved Issues

The following section lists all the resolved issues.

Table 3-1   Resolved Issues

Product	Bugs ID	Description
Administration	32418797	Resolved an issue in batch reports printing to handle multiple selection formulas when passing in a number versus when passing in a string.
Advance Quick Check In	32803237	Passports now show the correct expiry date after swiping them through the reader.
Advance Quick Check In	33044725	The "Invalid CC expiry date" issue when the credit card is swiped or entered in the Advance Quick Check In (AQCI) module is resolved.
Credit Card Transfer	32920788	Previously, all encrypted files require a signature to decrypt. This is now resolved by removing the signature information from the encryption file.
Crew	32618674	The OHC Crew displays stored pictures in full as expected.
Crew	32954299	The "Subscript Out of Range" error when encoding a crew card with the OMNIKEY 5021 hardware is resolved.
Database Installer	32333099	Removed the checking of cruise ID in OPI_CCA view in OPI Manager, Outstanding Process to facilitate the Initial Authorization and Incremental Authorization created from a different cruise to be pick up.
Database Installer	32343716	The script in Trigger "TR_BIO_UPD_BEF" is corrected and is applied after running the Database Installer.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Database Installer	32563656	The Database Installer update now obtains and matches the latest version of the OHC UpdateAgent.exe and Wrapper.dll against the release/patch version.
General	32590519	The Crystal Report runtime error affecting report printing is resolved.
General	32602900	Interfaces connection issues with OHC application are resolved.
General	32661778	Direct Sales credit/debit cards allow reactivation and have reversal authorization.
Launch Panel	32730653	The Launch Panel calendar no longer displays an incorrect Expected Embarking.
Management	32529945	Resolved a reported issue with an Auth Number in Void Settlement.
Management	32347334	Credit cards no longer fail to deactivate if the user re-registers using the same card. Now, credit card deactivation is based on the card's ID instead of the card number.
Management	32353624	A new handling for card activation on a deactivated card is added, OHC Management can perform a clone card if a reversal authorization is found during add posting. Initial authorization is created in the newly cloned card for posting and settlement.
Management	32422921	In a previous version, when the same card was used to settle an invoice, the system automatically clones the card information for the same settlement. This is now corrected to only clone the card details when there is new posting. This applies only to OPI Payment.
Management	32487924	You can remove the mobile phone number from a reservation when editing the reservation.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Management	32529938	Voided settlements now default to **No Print** status in the Invoice tab and the system disregards the parameter value set in PAR 'Enable Automatic NoPrint'. This applies to OPI Payment only.
Management	32653042	A "Subscript out of range" error when encoding guest card with OMNIKEY 5021 hardware is resolved.
Management	32953285	Corrected the wrong card type captured in User Log when settling payment using the 'Pay With Other Card' option.
Management & Crew	32772218	Improved batch settlement performance in Oracle Payment Interface (OPI) by disjoining the POS table in OPI_CCT view.
Management & Crew	32865814	The Initial Authorization value follows the value set in Parameter OPI, Initial Authorization Amount when a refund is performed.
Management & Crew	32865828	When reactivating a card, the system reactivates the direct pay card instead of the guest's credit card. This is changed to only allow reactivation of a credit card based on card ID, rather than card number.
Management & Crew	32865832	The Initial Authorization value is corrected to follow the value set in Parameter OPI, to resolve the negative amount being sent to PSP.
Management & Crew	32865844	Added a new reversal authorization handling for a credit card with settlement in declined status, and timeout no retry status. Previously, the system sent reversal authorization only if the card had no settlement history.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Management & Crew	32865845	Settlement behaviour is altered to only allow the Refund button to be clickable when you enter a negative amount. The system also checks and obtains the latest POS record before processing the refund. This only affects the OPI Payment method.
Management & Crew	32890724	Corrected the payment function from obtaining incremental authorization when the selected payment is not an OPI Credit Card format.
Tools	33051272	Resolved an issue in OHC Tools, W3WP.EXE instances (OHCWebServicesAppPool and OHCTransactionsServiceAppPool) from being terminated and to allow the encryption key change process to complete.
OPI Manager	32339265	A timeout issue encountered when performing bulk token exchange in the OPI Manager, Offline Token tab is resolved. The OPI Manager now waits for the first batch of transactions to complete before proceeding to the next batch.
OPI Manager	32353610	Resolved an issue encountered where RRN number is not saved in CCA_RRN field when performing "Pay with other card" by adding the RRN number in the OPI Schema Mapping. The mapping is added after executing the Database Installer.
OPI Manager	32486867	Reduce the number of IsOnline checking for all the tabs in OPI Manager. OPI Manager will not send PspStatuschecking if there is no data to process.
OPI Manager	32529951	Added to send guest's CheckIn / CheckOut Date information in the OPI Request for CPAuthor, CPSettle and CPPayOnly transaction.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
OPI Manager	32776986	The OHCOPIWebAPI refreshes the token based on the parameter value TokenExpiry in Webconfig for OHC OPI Manager and OHC Universal module.
OPI Manager	32865821	The numbering sequence of the Cancel Request that are not using the original transaction number works as expected.
OPI Manager	32865824	Resolved an issue in OPI Batch Settlement populating multiple settlement records when the first settlement attempt failed. The Batch Settlement now populates one settlement record for the same card.
OPI Manager	32917003	Updated the correct Total Amount (Initial Authorization +Top Up Amount) and Second Authorization (Top Up Amount) in the OPI_CCA Table when the user tops up the amount (Online Incremental) or incremental to be processed by OPI Manager (Outstanding Process).
OPI Manager	32917783	Resolved an issue in the OPI Manager's Outstanding Process to exclude the record where **crd_invoice** = **'-'** with offline token.
OPI Manager	32953892	Removed the system date from appearing in OPI Manager.
OPI Manager	32954975	Batch Settlement tab display excludes any outstanding authorization records linked to inactive cards.
Shore Excursion	32609065	Resolved the issue where Bookable Tour Setup and Booking function in Shore Excursion Module does not launch after running the SPMS installation setup.
Simphony POS	32525467	The split refund now posts to the correct account when the applied payment has multiple payments for the check.

Table 3-1   (Cont.) Resolved Issues

Product	Bugs ID	Description
Simphony POS	32978778	The discount amount now applies correctly on certain postings to SPMS.
Universal	32412222	Previously, OPI did not create any incremental authorizations for posting in Invoice one. The Issue is resolved in FCUI, Posting function to allow OPI to create an incremental authorization.
Web Service	32866158	Resolved an "Object reference not set to an instance of an object" when performing posting for Paypoint transaction.