Oracle® Hospitality Cruise SilverWhere General Dynamic Interface Guide





Oracle Hospitality Cruise SilverWhere General Dynamic Interface Guide, Release 9.2

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Preface

The Oracle Hospitality Cruise SilverWhere General Dynamic Interface (GDF) is a data integration tool that transforms data from one database to another, using the code base template to perform the transfer, compile and run each code during runtime.

Purpose

This document provides information about the Oracle Hospitality Cruise SilverWhere General Dynamic Interface (GDF) functionalities.

Audience

This document is intended for installers, programmers, technical support teams, product specialists and others responsible for setting up the GDF Interface.

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
July 2024	Initial publication.



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GDF Configurator

General Functionalities

The GDF Configurator allows you to add or modify the GDF Templates that you use for data synchronization and data updates, using the available buttons and steps described below.

GDF Template Overview Functionalities

Editing a template

- 1. Select the GDF Template from the Template Overview tab and click Edit
- 2. Make the required change
- Click Save
- Click Compile
- 5. To verify if the GDF Template is running without errors, click **Run**, and all results will be displayed in the Output section

Deleting a template

- Select the GDF Template from the Template Overview tab and click Delete
- 2. Confirm the deletion by clicking Yes

Copying or pasting a template

- Select the GDF Template from the Template Overview tab and click Copy
- Click Paste, and this saves the GDF Template under a new name starting with 'Copy from ...'

Exporting a template

- Select the GDF Template from the Template Overview tab and click Export
- Browse to the location where you want to save the GDF Template.
- 3. Click Save

Importing a template

- 1. Click Import in the Template Overview tab
- Browse to the location where the GDF Template is stored, and select the file with *.GDT extension and click Open
- In the Template Properties tab, configure the GDF Template. See section Configuration of the SWTOSPMS Template
- 4. Click Save



 Click the Compile button to verify if the GDF Template is running without errors, then click Run to display the results in the Output section. All GDF Templates are written and provided by Oracle Hospitality Cruise.

Starting or stopping a service

To start or stop the service of a GDF Template,

- Select the GDF Template from the Template Overview tab
- Click Start Service or Stop Service.

Registering or unregistering a template

To register a GDF Template,

- 1. Select the GDF Template from the **Template Overview** tab and click **Register**
- This creates a registry entry for the GDF Template. In the Template Overview tab, the status of the GDF Template will change to Registered
- 3. To unregister a template, simply click **Unregister**. This removes the registry entry and changes the template in Template Overview to Unregistered.

Show Logs

To show the logs for a GDF Template,

- Select the GDF Template from the Configuration of the SWTOSPMS Template tab and click Show Logs
- 2. In the Template Overview tab, Events section, you can review the logs shown



In order to see the full description of the logs, you can resize the windows using the drag and drop function on the divider between both windows or adjust the column size for each field in the shown table.

Auto Refreshing Logs

To auto-refresh the logs for a GDF Template,

- Select the GDF Template from the Template Overview tab and click Auto refresh logs, select the GDF Template
- 2. This automatically refreshes the Events section.



To view the full description of the logs, you can resize the windows using the drag and drop function on the divider between both windows and adjust the column size for each field in the shown table.

Manual Refresh Logs

The Refresh Logs allow you to refresh the log information manually using the below steps.



- 1. From the **Template Overview** tab, select the GDF Template
- 2. Click Refresh logs
- 3. The **Events** section will be refreshed to show the latest logs



To view the full description of the logs, you can resize the windows using the drag and drop function on the divider between both windows and adjust the column size for each field in the shown table.

GDF Template Properties Functionalities

To save any changes within the GDF Template Properties, click **Save**.

To compile the changes within the GDF Template Properties, click Compile.

To open the GDF Template, click **Execute**.

To stop the GDF Template, click Stop Run.

To configure the number of rows being displayed in the Output section, click the drop-down list for the **Output line**.

To schedule the GDF Template's frequency, click **Schedule Item** and define the days or minutes.

To add new Database Connection Details, click **Add Connection** and provide the **Connection Name, Instance Name, Database User** and **Database User Password**.

To add new RESTful API Connection Details, click **Add RESTful API** and provide the **Base URL, Token Path, Username**, and **Password**

To delete existing Database Connection Details, select the **Database Connection** from the drop-down menu and click **Delete Connection**.

To validate if the Database Connection Details are correct and the connection to the database is successful, select the Database Connection from the drop-down menu and click **Test Connection**.



Configuration of the SWTOSPMS Template

The SWTOSPMS Template is required to import cruise, passenger, crew, and group data from SPMS to SilverWhere.

This section describes how to configure the different areas within the SWTOSPMS Template to meet operational needs.

WARNING:

Changing any of the template settings may have an adverse impact on the ship's operation. Consult Support and Consulting team for more information before proceeding.

Note:

The different parts of the SWTOSPMS Template can be turned on or off by checking or unchecking the main function, for example, disabling 1.0 will disable all the subfunctions.

If you wish to import package information from SPMS to SilverWhere, grant SELECT object privilege to the FIDELIO.PPP and FIDELIO.PPN database tables for bkstg dining.

General Functionalities

Table 2-1 General

Function	Description
Ship	Enter the ship code (SHIP.SHIP_CODE)
Number of Future Cruises To load	Enter the number of cruises to import and update from SPMS
Do a full reload X number of days before cruise starts	Enter the number of days when a complete reload of the cruise data should take place before the embarkation date
Performs Full System Event Log	Enable if all events are to be written to the Event Viewer log
	All progress events will be entered in the Windows event log if enabled. If it is disabled, progress events will not be entered and you will see the error and regular activity log like thread terminated and others. This only applies if you have registered the GDF Template previously.



Table 2-1 (Cont.) General

Function	Description
Log Error into Database	Enable or disable if errors should be written to the BKSTG_DINING.LOG table

Updating Cruise from SPMS Functionalities

 Table 2-2
 Updating Cruise from SPMS Functionalities

Function	Description
1.0 Updating Cruise from SPMS	
1.0.1 Number of Cruise Days To extract	Enter the number of cruise days to retrieve from SPMS, taking into account the value in the Number of Future Cruises To Load
1.0.2 Cruise Format to import	Enter the date format of the CRUISE.CRUISE_ID, for example, 'yyyy-MM-dd'
1.0.3 Cruise Type to import	 Enter one of the below codes for the Cruise Type: R for Regular Cruise O for One Day Cruise S for Segment Cruise. Requires segment entries in LOOK_UP with LOOK_UP_TYPE = 'SEGMENT'
1.0.4 Segment Rule	Select a Segment rule from the drop-down menu if the value in [1.0.3 Cruise Type to import] is S for Segment
1.0.5 Pre-populate Debark Date if NULL presented	Select the method of how the cruise should be inserted into the CRUISE table if there is no cruise end date present in SPMS
1.0.6 Number of Old Cruise Days to delete	Enter the number of old cruise days that should be deleted
1.0.6.1 Include CREW Table Records	Enable to delete the crew data from the database
1.1 Copy Cruise Dining Room/ Table from Ship	Enable this if you use Classic Dining onboard.
1.1.1 Seat Time 1	Enter the time of the first seating.
1.1.2 Seat Time 2	Enter the time of the second seating.
1.2 Copy Cruise Availability from Template	Enable if Alternative Dining is used onboard.
1.3 Copy Cruise Server from Ship	Enable to retrieve the crew data from SPMS for Classic Dining.
1.3.1 Get Cruise Server from Last Cruise first	Enable if server records should be duplicated from the last cruise.
1.3.2 List of Server to add	Enter the OPO_IDs of the positions that should be retrieved from SPMS, separated with a comma.
1.4 Copy Cruise Itinerary from SPMS	Enable if the itinerary details are retrieved from SPMS.



Updating Passenger from SPMS Functionalities

 Table 2-3
 Updating Passenger from SPMS

Function	Description
2.0 Updating Passenger from SPMS	Enable to retrieve the passenger data from SPMS.
	If a passenger record exists, perform an update. Otherwise a new passenger record will be created.
2.0.1 Force update Passenger's Group ID	Enable to retrieve the GROUP_ID from SPMS
2.0.2 Update Priorities Levels	Enter the number of priority levels to retrieve from SPMS (from 1-5)
2.0.3 Identity ID for Passenger ID	Select the ID to use as a unique identifier for the passenger: RES_ACC RES_REFERENZE Self-Generated ID
2.0.4 Extract From Base RES_STATUS	Enter the RES_STATUS (e.g. CC,CL,DD) to retrieve from SPMS, separated with a comma. Used for the <u>current</u> cruise
2.0.5 Extract From Future RES_STATUS	Enter the RES_STATUS (e.g. RR,RE,RN,RX) to retrieve from SPMS, separated with a comma. Used for <u>future</u> cruises
2.1 Copy Passenger's Special Request from SPMS	Enable if you want to retrieve the Special Requests from SPMS
2.1.1 Copy Special Request from Fidelio.AME	Enable this to retrieve the Special Requests from the FIDELIO.AME table.
2.1.2 Copy Special Request from Fidelio.SRT	Enable this to retrieve the Special Requests from the FIDELIO.SRT table.
2.2 Passenger Add Description	Enter the description to use for data that was added by the GDF, e.g. 'Fidelio Add'
2.3 Import Passenger Award Level	Enable this to retrieve the Passenger Award information from SPMS
2.3.1 SPMS table.column	The column name can be set from the RES or UXP table for a single column name.
2.3.2 Source Length	To avoid the field length error, specify the proper field length. Default 0 means no substring is required.
2.4 Import Loyalty Status from SPMS	Enable this to retrieve the Loyalty Status information from SPMS
2.4.1 Source	The column name can be set from RES or UXP table for a single column name.
2.4.2 Destination	Enter the PASSENGER column where SPMS data should be inserted. Parameter Validation
2.4.3 TYP - Source Reference	Optional. To turn off the reference field from
2.4.0 111 - JULICE REIEFEILE	the TYP table, use the empty/blank string.
2.4.4 Source Length	Enter the data length that should be inserted.



Table 2-3 (Cont.) Updating Passenger from SPMS

Function	Description
2.5 Import FLEX-SEATING from SPMS	Enable this to retrieve the Flex Seating information from SPMS
2.5.1 Source	The column name can be set from RES or UXP table for a single column name.
2.5.2 Destination	Enter the PASSENGER column where the SPMS data should be inserted.
2.5.3 Source Length	Enter the data length that should be inserted.
2.6 Update Cruise Group Seating	Enable to generate entries for the groups in the CRUISE_GROUP_SEATING and CRUISE_GROUP_LIMIT tables (required for the Group Management module)
2.7 Importing Port Information of Passenger Embarkation	Enable this to retrieve the passengers' embarkation port from SPMS
2.7.1 Destination	Enter the PASSENGER column where the data should be inserted.
2.8 Importing Port Information of Passenger Disembarkation	Enable this to retrieve the passengers' disembarkation port from SPMS
2.8.1 Destination	Enter the PASSENGER column where the data should be inserted.
2.9 Importing Meal Package Information	Enable this to retrieve the meal packages from SPMS
2.9.1 List Of Package Codes to Import	Enter the PPN_IDs of the packages that should be retrieved from SPMS, separated with a comma.
2.9.2 Destination	Enter the PASSENGER column where the data should be inserted.
2.10 Importing Beverage Package Information	Enable this to retrieve the beverage packages from SPMS
2.10.1 List of Package Codes to Import	Enter the PPN_IDs of the packages that should be retrieved from SPMS, separated with a comma.
2.10.2 Destination	Enter the PASSENGER column where the data should be inserted
2.11 Import Dining Assignments From SPMS	Enable this to retrieve dining assignments from FIDELIO.RST

Updating Crew from SPMS Functionalities

Table 2-4 Updating Crew from SPMS

Function	Description
3.0 Updating Crew from SPMS	Enable this to retrieve the crew data from SPMS for Alternative Dining.
3.1 List of Crew's Position to Import	Enter the OPO_IDs of the positions that should be retrieved from SPMS, separated with a comma



Updating Cruise Group From SPMS Functionalities

Table 2-5 Updating Cruise Group from SPMS

Function	Description
4.0 Updating Cruise Group from SPMS	Enable this to update the group data for this cruise from SPMS.
4.1 Extract from RES_STATUS	Enter the RES_STATUS (e.g. RR, RE, CC, CL) that should be retrieved from SPMS, separated with a comma.

Updating Passenger Type Functionality

Table 2-6 Updating Passenger Type

Function	Description
5.0 Updating Passenger Type	Enable the update of the passenger type based on the gender and age of the passengers sharing a cabin.

Updating SPMS's Reservation From SilverWhere Functionalities

Table 2-7 Updating SPMS's Reservation From SilverWhere

Function	Description
6.0 Updating SPMS's Reservation from SilverWhere	Enable this if you are using Classic Dining and RES shall be updated with the dining assignment information from PASSENGER.
6.1 Is Flex Dining	Enable this if the FLEX_SEATING column is used.

Updating Passenger Seating by Party Functionality

Table 2-8 Updating Passenger Seating by Party Functionality

Function	Description
7.0 Updating Passenger Seating by Party	Enable to update the requested seating if the passenger is assigned to a party.

Updating Passenger Seating by Cabin Functionality

Table 2-9 Updating Passenger Seating by Cabin Functionality

Function	Description
8.0 Updating Passenger Seating by Cabin	Enable to update the requested passenger seating grouped by cabin



Configuration of the SWSPREQ Template

The SWSPREQ Template is required to synchronize special request information between SPMS and SilverWhere.

This section describes how to configure the different areas within the SWSPREQ Template to meet operational needs.

General Functionalities

Table 3-1 General

Function	Description
Ship	Enter the ship code (SHIP.SHIP_CODE)
Number of Future Cruises To Load	Enter the number of cruises to import and
Do a full reload X number of days before cruise starts	Enter the number of days when a complete reload of the cruise data should take place before the embarkation date
No of retry when RESTful API has an exception	Enter the number of retries the interface should attempt to reestablish a connection with the given credentials.
Performs Full System Event Log	All progress events will be entered in the Windows event log if enabled. If it is disabled, progress events will not be entered, and you will see the error and regular activity log like thread terminated and others. This only applies if you have registered the GDF Template previously
Log Error into Database	Enable for writing errors to the BKSTG_DINING.LOG table

Table 3-2 Copying Special Request from SPMS schema to SW schema

Function	Description
1.0 Copy Passenger's Special Request from SPMS	Enable if you want to retrieve the Special Requests from SPMS
1.0.1 Copy Special Request from Fidelio.AME	Enable if you want to retrieve the Special Requests from the FIDELIO.AME table
1.0.2 Copy Special Request from Fidelio.SRT	Enable if you want to retrieve the Special Requests from the FIDELIO.SRT table

Table 3-3 Copying Special Request from SPMS schema to SW schema

Function	Description
1.1 Update Passenger's Special Request to SPMS (I)	Enable to export Special Requests created in SW to SPMS
1.1.1 Update Special Request to Fidelio.AME (I)	Enable to export Special Requests created in SW to the FIDELIO.AME table
Applicable	
Currency Code	
Delivery Division Code	Enter the division code.
Delivery Location (AME)	Enter the delivery location
Flag	
Occurrence	
Sender 1	
Sender 2	
Sender Message	
1.1.2 Update Special Request to Fidelio.SRT (I)	Enable to export Special Requests created in SW to the FIDELIO.SRT table
Department Code	Enter the department code
Delivery Location (SRT)	Enter the delivery location



Configuration of the SWDISPLAY Template

The SWDISPLAY Template is required for third party vendors to retrieve the restaurant occupancy. This data can be displayed on hallway screens to help passengers find an available table.

This section describes how to configure the different areas within the SWDISPLAY Template to meet operational needs.

General Functionalities

Table 4-1 Configuration of the SWDISPLAY Template Functions

Function	Description
Ship Code	Enter the ship code (SHIP.SHIP_CODE)
XML Output Path	Enter the file path where to save the XML file.
XML Output Filename	Enter the name of the file
XML Header	Enter the header of the file
Try Save XML in second	Enter the time delay (in seconds) when saving the locked output file.
DISPLAY START	Enter the first time (in military format) that should be listed on the display
DISPLAY INCREMENT	Enter the number of minutes between times that should be displayed
DISPLAY END	Enter the last time (in military format) that should be listed on the display
YELLOW PERCENT	Enter the percentage above which yellow availability will be displayed
RED PERCENT	Enter the percentage above which red availability will be displayed
OPEN YELLOW PERCENT	Enter the percentage above which yellow availability will be displayed (Open Seating locations)
OPEN RED PERCENT	Enter the percentage above which red availability will be displayed (Open Seating locations
WAIT RED	Enter the time which is used to "Red" out the current time if there are passengers assigned to the waitlist.
BUFFET	Enter the location codes that should follow the 'BUFFET' logic on the display
NO WAIT	Enter the location codes that should not display the waiting time
CRAWL1	Enter a text which will be displayed at the bottom of the display

Table 4-1 (Cont.) Configuration of the SWDISPLAY Template Functions

Function	Description
CRAWL2	Enter a text which will be displayed at the bottom of the display
CRAWL3	Enter a text which will be displayed at the bottom of the display
SHOW TIME	Enter a text (before and after separated by a comma) displayed together with the current time at the end of the Crawl message. For example, The text "TIME TO PARTY!!" has been entered. Then, the actual message on the screen will be: "The current time is 6:00 pm. TIME TO PARTY!!"
OPEN TIMES START	Enter the opening time (in military format), which is used to calculate the current location's status.
OPEN TIMES END	Enter the closing time (in military format) which is used to calculate the current location's status.
ODDS TIMES START	Enter the opening time on embarkation day (in military format) which is used to calculate the current location's status
ODDS TIMES END	Enter the closing time on embarkation day (in military format) which is used to calculate the current location's status.
STATUS	Enter OPEN or CLOSED. If set to OPEN, the OPEN TIMES will be validated, and the actual times will be displayed.
OPEN LOCATION	Enter the list of location codes (separated by comma) to be displayed.

Table 4-2 Email Notification Field

Function	Description
1.0 Configure Email Notification	Enable to receive error notifications by mail
1.0.1 Email Server (SMTP)	Enter the email server
1.0.2 Port No	Enter the port number
1.0.3 Email From	Enter the email address
1.0.4 Email From (Password)	Enter the password for the email address
1.0.5 Email To	Enter the email address to which the error notifications should be sent to

Table 4-3 Debugging XML

Function	Description
2.0 Debug XML	Enable for debugging purposes
2.0.1 Debug XML path	Enter the file path where the debug XML should be saved at



Configuration of the SWROTATE Template

The SWROTATE Template is required for rotating traditional dining rooms in SilverWhere.

This section describes how to configure the different areas within the SWROTATE Template to meet operational needs.

General Functionalities

The table below describes the available settings.

Table 5-1 General

Function	Description
Ship	Enter the ship code (SHIP.SHIP_CODE)
Log Error into Database	Enable for writing to the BKSTG_DINING.LOG table.

Table 5-2 Updating SPMS's Reservation From SilverWhere

Function	Description
1.0 Rotate Dining Room	Enable to rotate the passengers in the Traditional Dining Rooms
1.0.1 Copy Server	Enable to copy data from CRUISE_SERVER table



To have the Copy Server functionality working, the CRUISE_SERVER_VIEW must be present in the BKSTG_DINING schema.

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Configuration of the SWSHORE Template

The SWSHORE Template synchronizes cruise, group, guest, and special request information from External DB to SilverWhere.

This section describes how to configure the different areas within the SWSHORE Template to meet operational needs.

Note:

To connect successfully to the databases, you must configure the credentials to the External DB as well as the BKSTG_DINING schema:

- The BKSTG_DINING user must be the default connection to SilverWhere.
- The External user must be created to connect to the External DB, and 'External' must be case-sensitive.

General Functionalities

Table 6-1 General

Function	Description
Ship Code	Enter the ship code (SHIP.SHIP_CODE)
Group Not Together	Enter the list of group types where the SEAT_TOGETHER column should be set to N.
Default Product Code	Enter the default Product that should be used for Dining Reservations if the requested product is not found. Example: DINNER
Default Location Code	Enter the default Location that should be used for Dining Reservations if the requested location is not found. Example: STEAK
Reservations from External DB to SW	Enter the excursion codes that should be retrieved from the External DB as Dining Reservations, separated with a semicolon.
Don't Seat	Enter the guest type codes that should be used to set the PASSENGER.DONT_SEAT column to 'Y'.
Suite	Enter the cabin category codes that should be used to set the PASSENGER.VIP column to 'Y'.

Table 6-1 (Cont.) General

Function	Description
Special Request Types	Enter the special request codes that should be imported to SilverWhere. Each value must contain Code, Value and Description, and each setis separated by a semicolon. Code: The External DB code for the special request. Value: The special request provider. Description: The Special Request description. Example: S_SPOCC, F/B, SPECIAL OCCASION;S_VM, DIET, VEGETARIAN MEAL;
Special Request Table Types	Enter the special request codes that can be converted into SilverWhere dining reservations. The below columns will be updated: WHEELCHAIR, TABLE SIZE, IN_A_SUITE, REQUESTED_SEATING, BACKTOBACK_CRUISE_ID, TABLE
	Each value must contain Code, Value and Description, and each set will be separated by a semicolon. Example: WLTS_MAIN,REQUESTED_SEATING,1;E_WH,WHEELCHAIR,Y;
Special Request Convert	Enter the special request codes of the External DB that are longer than the codes maintained in SilverWhere. The values are a combination of External DB code and SilverWhere Code.
	Example: S_MAIN_5:30PM,S_M5:30PM;S_MAIN_5:45PM,S_ M5:45PM;
Seat and Show	Enter the seat, assigned show, and seating value from the External DB to be used as the SilverWhere passenger information, separated by a semicolon.
Alternate Type	Example: MAIN,1,1;SECOND,2,2; Enter the value for the External Type, SilverWhere Type, Location, and Product. Example: Sea, Silver, BIST, DINNER
Loyalty Status	Enter the repeat cruiser value based on the passenger type. Example: GOLD SILVER PLATINUM.
Excluded Cruise Group Status	Enter the RES STATUS (e.g., CX, WL) to be excluded from getting external cruise group data, separated by a semicolon.
Included Palo records [External DB] with reservation status	Enter the status of the dining reservations which should be imported, separated by a semicolon. with reservation status Example: BK;CL;TM;
Include Cruise records [External DB] with Event Types	Enter the event types (e.g., ARRIVAL; AT SEA;) that should be included when retrieving the cruise itinerary data from External DB, separated by semi colon.



Table 6-1 (Cont.) General

Function	Description
Exclude Special Request Status Code [External DB]	Enter the special request status that should be excluded from the import, separated by a semicolon. Example: Cancel
Include Passenger records [External DB] with Res Status	Enter the PASSENGER RES STATUS that should be imported, separated by a semicolon. Example: CX;BK;OF;CL;TM;
Log Error into Database	Enable for writing errors to the BKSTG_DINING.LOG table.

Importing Cruise Information from External DB to SilverWhere Functionalities

 Table 6-2
 Importing Cruise Information from External DB to SilverWhere

Function	Description
1.0 Import Cruise Info from External DB to SW	Enable to import cruise information from External DB to SilverWhere
1.0.1 Cruise Days Out	Enter the number of cruise days to import to SilverWhere, current day plus x days.
1.0.2 Group Days Out	Currently not in use
1.0.3 Guest Days Out	Enter the number of cruise days to import cruise group data to SilverWhere, current day plus x days.
1.0.4 Delete Old Cruises	Enter the number of past cruises that should be deleted, current day $-x$ days.
1.0.5 Seat Time	Enter the restaurant and seat time for Traditional Dining. Each value must contain room, and seat time, separated by a semicolon.
1.0.6 Cruise Show	Enter the show information that should be imported to SilverWhere. Each value must contain show code, show time, seating, and capacity, separated by a semicolon.

Table 6-3 Import Cruise Group and Guest Info from External DB to SilverWhere Functionalities

Function	Description
Import Cruise Group and Guest Info from External DB to SW	Enable to import group and passenger information.
Log Error into Database .	Enable for writing to the BKSTG_DINING.LOG table

