Oracle® Hospitality Cruise SilverWhere
Release Notes

Release 9.2
F98249-01
July 2024

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Oracle Hospitality Cruise SilverWhere Release Notes, Release 9.2

F98249-01

Contents

Preface

Oracle Hospitality Cruise SilverWhere is the ship and shore side Dining Reservation application suite. The Oracle Hospitality Cruise General Dynamic Interface (GDF) is the data integration tool that performs the data transfer of cruise, passenger and crew data between the Shipboard Property Management System (SPMS) and SilverWhere.

Purpose

These Release Notes provide a brief overview of additions, enhancements and corrections implemented in this software release. Their intent is informative, not instructional. Please review Oracle Hospitality Cruise SilverWhere's product documentation for detailed installation information, upgrade, configuration and general use.

Audience

This document is intended for project managers, application specialists and users of the Oracle Hospitality Cruise SilverWhere application suite.

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
July 2024	Initial publication.

1
Features and Updates

The content below is a list of features and updates for the SilverWhere 9.2 release.

General

In this release, the following control have been upgraded to meet compliance standards.

- DevExpress from 20.2 to 22.2

> ✎ **Note:**
>
> The User Interface (UI) has been adjusted, but the functionalities remain unchanged.

SilverWhere .Net

In this release, the migration from for SilverWhere VB6 client functionalities to the SilverWhere .Net client has complete. Therefore, the VB6 client is no longer part of the release.

Station Setup

Migrated the Waiter Station Maintenance module to SilverWhere .Net as Station Setup module, enabling users to

- Maintain the Station position for the Group Dining Assignment module

Group Dining Assignment

Migrated the Group Dining Assignment module to SilverWhere .Net, enabling users to

- Perform the dining assignments of the groups

Auto Block Groups

Migrated the Auto Block Groups module to SilverWhere .Net, enabling users to

- Automatically block the tables for groups in the selected cruise

Automatic Assignment

Migrated the Automatic Assignment module to SilverWhere .Net, enabling users to

- Perform the dinning assignments automatically

Cabin Assignment

Migrated the Cabin Assignment module to SilverWhere .Net, enabling users to

- Create and maintain cabin ranges in SilverWhere

Import Cruise/ Export Cruise

Migrated the Import Cruise and Export Cruise modules to SilverWhere .Net as the combined Import Cruise/ Export Cruise module, enabling users to

- Import Cruise details
- Export Cruise details

Nationality Information

Enhanced the Reservation Dining to display nationality information in the dining reservation details, during the Check-In and the Quick Check-In.

Customization of Table Information.

Improved the Check-In layout which offers customization of the table information. Just like in Traditional Dining, you can choose to display group code, special request asterisk or the nationality information according to your preference.

Traditional Dining Layout

Enhanced the Traditional Dining layout to allow table contraction and expansion.

Table Overview Panel

Enhanced the Traditional Overview panel in the Traditional Dining to allow updating of table status from the panel, as well as adding a comment for the table and selecting the Block For reason.

SilverWhere SWMobile

Customization of Table Information.

Enhanced the Check-In layout to display the same table information as in the SilverWhere .Net client, such as the group code, special request asterisk or nationality information.

Nationality Information

Enhanced the Reservation Dining to display nationality information in the dining reservation details during the Check-In and the Quick Check-In.

SilverWhere Secure Tools

Change in operation as AUTH1 must be used for configuration (instead of ADMIN).

SilverWhere GDF Interface

GDF SWTOSPMS Template

Added Option 2.11 – Import Dining Assignments from SPMS for update of table details if dining assignments are imported from FIDELIO.RST.

SilverWhere SWReservation Web Service

Enhanced the overall web services and introduced a new key.

2

System Requirements, Supported Systems and Compatibility

The minimum requirements for each server type, supported database versions are listed in Cruise Compatibility Matrix at the Oracle Help Center.

Compatibility

This release is compatible with Oracle Hospitality Cruise SilverWhere version 8.0.80.0 and above. An upgrade from a customized VB6 version is not supported, please consult the Consulting and Support team for any questions.

3
Resolved Issues

The following section lists all the resolved issues.

Table 3-1   Resolved Issues

Product	Bug ID	Description
GDF Configurator	36267263	Corrected the display of template name as tab header in GDF Configurator
GDF Configurator	36590860	Corrected the template and ensure that all required data is present when creating a cruise with the SWTOSPMS Template.
SilverWhere .Net	24776040	Fixed the Fast Track table color not showing in Check In Layout.
SilverWhere .Net	24777420	Resolved the locking/unlocking of virtual group in Group Management.
SilverWhere .Net	24777588	Resolved an issue in table linking being allowed when no passenger has been added to the dining reservation.
SilverWhere .Net	24779638	Resolved an issue in hiding the child record of linked dining reservation in Guest Search panel.
SilverWhere .Net	27418540	Removed all parameters from the SWDatabaseInstaller that were only required by the SilverWhere VB6 client.
SilverWhere .Net	33541333	Resolved an issue in Check In Layout not displaying the correct table shape when the table capacity is 5.
SilverWhere .Net	34709358	Resolved an issue in the Group and FIT Management not displaying the correct Travel With count in the Guest Info panel
SilverWhere .Net	36192196	Resolved an issue with USER_ID not being stored when changes were made to the table.
SilverWhere .Net	36276810	Fixed an issue encountered when blocking a table in the Traditional Table Overview panel.

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Table 3-1   (Cont.) Resolved Issues

Product	Bug ID	Description
SilverWhere .Net	36279789	Fixed an issue encountered when blocking a table for crew use in the Traditional Table Overview panel.
SilverWhere .Net	36279837	Fixed an issue encountered when blocking a table and adding the comment in the Traditional Table Overview panel.
SilverWhere .Net	36279887	Fixed the cleared comments in Table Overview panel that was still showing.
SilverWhere .Net	36392495	Updated the description for the Stations in Traditional Dining.
SilverWhere .Net	36403246	Resolved an issue in availability creation in Cruise Setup when extending the cruise.
SilverWhere .Net	36523093	Resolved an issue with the Travel With information not displaying in the Group Overview panel and the Dining Room Overview – Group tab in Traditional Dining.
SilverWhere .Net	36553556	Corrected the display of all table information in the Table Info pop-up.
SilverWhere .Net	36594203	Resolved an issue in Traditional Dining to notify the user if a table is already used in the future.
SilverWhere .Net	36594286	Resized the red circle spacing of selected table.
SilverWhere .Net	36631787	Resolved an issue in the Guest Search panel to allow the user to select multiple guests easily.
SilverWhere Reports	25958197	Resolved an issue in the Report Manager allowing exporting of report variables without clicking the Import/ Export tab.
SWMobile	36246398	Corrected the multiple display of passenger names in the application.