

On Board with Oracle Hospitality Cruise

Technology Best Practices During COVID-19

Throughout the current health crisis, we recommend keeping Oracle Hospitality Cruise applications up and running, whether or not your ship is operational.

If for some reason you need to take down any systems/interfaces or modify shore-to-ship configuration for reservation data, please refer to the best practices listed below. If you experience any support problems or have any questions before proceeding, please create a support case in My Oracle Support (MOS).



While everyone around the world continues to navigate the uncertainty of COVID-19, Oracle Hospitality is committed to supporting your business throughout the course of this pandemic, and to provide continuity of service at all times.

SHIPBOARD PROPERTY MANAGEMENT SYSTEM (SPMS)

Oracle's recommendation is to keep database, SPMS application and interfaces running to ensure systems are operational for gangway and crew.

- **Itinerary in SPMS:**
 - It is mandatory to have two cruises in advance. Oracle does not recommend having different itinerary setups in SPMS versus the reservation system.
 - Customers should be extending the current cruise. The proper order is to modify the embark date of the following CRUISE FIRST, then the customer can extend the debarkation date for the CURRENT voyage. If a ship travels to a different port of call or the embark/debark dates changes, these modifications should be manually completed in the front-end application.

- **Night Audit in SPMS:**
 - Most ships will maintain Crew members onboard, therefore, please continue to run the daily date change per normal procedures to continue operation with gangway, crew operations, crewbar, etc.
- **General Interfaces:**
 - Credit Card IFC – continue running
 - Vingcard IFC – continue running
 - ADPI – continue running
 - SilverWhere – continue running
 - Seaware – continue running
 - General interface on shore side – Import/Exports SAP/etc. – continue running

FLEET MANAGEMENT SYSTEM (FMS):

Oracle's recommendation is to keep database, FMS/Sender/Receiver application and interfaces running to ensure systems are operational for data transfers from shore to ship.

1. For Level 1 HelpDesk Customers – There will be no modification to alerts. If a customer leaves the queues enabled, alerts will function as normal. If a customer disables any processing in terms of reservation data delivery, all FMS ResOnline alerts should be ignored by customer.
2. It is possible to disable/enable queues/processing by ship, if necessary.
3. The shore-side queues will not accumulate messages/data if the customer makes the ship(s) inactive through ROL interface processing, which is the preferred method. This configuration change is recommended ONLY when the ship interfaces are not running, e.g. Sender/Receiver/DGS.
4. Crew data – Crew data is not sent via ROL. POLAR based customers should continue to provide their files/views daily to prevent a sudden triggering of mass cancellations.

For FMS and reservation dataflow, the following points are best practices:

1. Oracle's recommendation is to leave the servers up and running.
2. If there is a possibility the servers will be taken down, the customer should actively force-stop ResOnline from shore-side by disabling ROL interfaces so no XML messages get produced for the Sender application to pick up. This should be done at the fleet level rather than on an individual ship basis.
3. Although technically not required if ROL is disabled by setting ships to 'INACTIVE' in PLR_FPAXSHPDCD table, Oracle Support can disable the Sender queues for ROL data.
4. For those messages which have already been created and sent for upcoming embarkations (30 days out is the maximum period in advance) and where ship servers have already been switched off, Oracle Support can 'trick' the processing by updating MSSG_STATUS in RESERVATION_MSGS to '3' which indicates successful processing. This configuration change will stop resends and the accumulation of shore-side messages.
5. For customers using POLAR files, a fail-safe exists when mass cancellations are triggered.

The customer should continue to process daily files as normal as they will potentially be creating new reservations/updates for reservations that will be for months ahead (not just for the present), which will populate the database.

There is a delete by omission (DBO) cancellation process if customers don't provide/load the files for a consecutive number of days. Oracle does not recommend canceling existing reservations in the database that extend into the future to a point when the ships will be sailing again.

There are two approaches depending upon XML solution and files/views solution:

1. For customers, who are using XML solutions, the recommendation would be to INACTIVE ResOnline (ship/wise or fleet-wide), depending upon the operations the customer can decide to suspend and deactivate the queues at shore Sender to stop sending data for the interim period. We do not have to worry about the source data coming in CDTI_MSGS or the customer can decide to stop sending data as per their convenience as it will not affect ROL processing.

We have been following the same process for our river boat customers when the ships go on winter break every year; therefore, there should be little impact.

2. Similarly, for Views or Files approach: Oracle Support can disable ResOnline and deactivate queues, but the customer **needs to ensure that we continue to receive POLAR file/data in views** daily to avoid DOB/mass cancellations of future data.

DINING MANAGEMENT SYSTEM (DMS)

Customers using the legacy SilverWhere VB6 version:

1. SPMS and SW database server needs to be up and running
2. SW interface needs to be started
3. If Cruise itinerary is changed then we will need to delete the cruise in the SW application and re-run the interface.
4. Passenger cancellations will need to be addressed by customers
5. Verify the VOYAGE in SW application

Customers using Fine Dining system:

1. FDS DB and SPMS DB need to be up and running
2. IIS server for DMSwebservice needs to be started for using FDS Mobile
3. Verify data in FDS

Customers using AffairWhere system:

1. AW DB and SW DB are up and running
2. Verify systems are getting group data and guest data in AW application
3. If functions and events have changed, customers will need to delete those from the AW application.

Customers using Meal Count System:

1. MCS DB, POS DB and SPMS DB need to be up and running
2. MCS interface needs to be started
3. Verify the interface is running without any errors

Customers using the latest SW.net version should perform the following before resuming operations:

1. SPMS DB, SW DB, IDEA and IIS servers needs to be up and running
2. IIS SW2ASR web service needs to be started shipboard and shore side for booking
3. IDEA needs to be started on ship and shore side (Data transfer between ship and shore)
4. GDF interface needs to be started shipboard
5. IIS SWMOBILE needs to be started for SW mobile tablet shipboard
6. Some customers have created cruises that span a year. If the cruise itinerary is changed then it needs to be deleted in SW application and re-run the GDF interface.

MATERIAL MANAGEMENT SYSTEM (MMS):

Oracle's recommendation: DO NOT shut down the MMS system completely. Ships will run a basic operation with crew mess/crew bar for the crew remaining onboard.

Therefore, the servers and IDEA Interface will remain online. In this scenario, there is nothing specific needed for the suspension.

If a customer wants to shut down the servers completely, the recommendation is to open a MOS ticket. Depending on the IDEA version and the expected downtime, Oracle has possibility to set IDEA into Hibernation-mode but this is only needed/recommended if the expected downtime goes for a month.

DATABASE ADMINISTRATION (DBA)

Oracle's recommendation is to keep the DB Server operational. If the database is shutdown, the applications will not launch or process data, and no alerts will be triggered.

ADMINISTRATIVE TASKS FOR POS

- For Symphony – Night Audit in EMC – run a night audit before a ship is back in operation
- For 9700/3700, please add comments

Oracle recommends keeping all servers that are associated with the respective POS application running. You will not be able to complete any POS transactions if all servers are not running. The night auditor should perform the EOD task before the ship goes back into operation. Below are some helpful tips if “System Closed” or “Offline” are displayed on a workstation:

- Symphony – Reload the Caps database if you are unable to perform a transaction. If the issue persists, please reboot the database, application, and caps server.
- 9700 – Please open EMC, locate the System category, and click on Control Panel. A new window will open and select Workstation Operations if you are unable to perform a transaction. If the issue persists, please reboot the database and application server.
- 3700 – If you are unable to complete a POS transaction, please open the Control Panel and click on the “Front of House” button. If the issue persists, please reboot the application and database server.

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