Oracle® Hospitality Suite8

Suite8 Online Interface General Installation Guide
Release 8.9.6.0 and higher

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October 2020

ORACLE

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Preface

Audience

This installation guide for Suite8 Online Interface is intended for system administrators and support familiar with Suite8.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.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

Revision History

Date	Description of Change
26 August 2008	• 8.7.4.0 - Applied all change for 8.7.4
November 2008	• 8.7.4.0 - New Tab on the V8 Online Interface Monitor
November 2008	• 8.7.4.0 - Removed Proxy Settings as they are read from the Interface
January 2009	• 8.7.4.4 - Run msxml6.msi, • Trigger Tab on the Online Interface Monitor
May 2009	• 8.8.0.0 - Status Log Tab on the Interface Monitor. • Removed Message Queues for download/upload
August 2009	• 8.8.0.2 - Removed use of MSMQ
September 2009	• 8.8.0.3 - Added Search screen for backup messages
January 2010	• 8.8.1.2 - Extended search screen
March 2010	• 8.8.2.2 - Applied new template

April 2010	• 8.8.2.3 - Logging messages of API and Mapper are linked with the message file • Event handling between all services and the monitor • Trace Department conversion
July 2010	• 8.8.3.1 - Added xml log file for monitor
August 2010	• 8.8.3.2 - Added Max Memory per Service to Global Settings
September 2010	• 8.8.3.3 - Added Trace Functionality
October 2010	• 8.8.4.0 - Linked room type list in conversion • Multiple URL support per mapper • Resend Interval
February 2011	• 8.8.4.3 - Added default code for conversion
August 2011	• 8.9.0.3 - Added 'Email Account' on the 'Attributes' tab. • Added Alerts written to the table 'WILG', the interface log file
November 2011	• 8.9.0.4 - New screen shot for Suite8 Online Interface Install Shield • Added IIS 6 compatibility with Windows 7
February, 2012	• Added Mapper List
March, 2012	• Added Install Shield information for 8.9.2.0 • Using different Suite8 schemas in different databases
June, 2012	• Added 'use Sales Date for CRS booking date' on the Options tab of the mapper configuration
January, 2014	• Review and Update
February, 2014	• Support Hotel Segmentation during installation process
July, 2014	• Review and Update, added FTP Account Setup
January, 2015	• Updated screen shots
November, 2018	• Updated screen shots
December, 2018	• Update again screen shots and removed obsolete section scheduled tasks. Add new section for IIS installation on Windows 2012/2016 server
March, 2020	• With version 8.14.3.0 you can install the interface on several workstations to run some interfaces on one and others on the other workstation.

October, 2020	• Revision: workstation name entered in capital letters only

1 Introduction

Suite8 Online Interface allows communication with Central Reservation Systems or Internet Reservation Portals and Suite8 Professional Edition. This document describes the general installation steps and functionality of Suite8 Online Interface. For configuring specific settings regarding the Central Reservation System installed at your property, please consult the corresponding document of the Central Reservation System provider and the specific configuration guide for Suite8 Online Interface. Suite8 Online Interface supports One-Way and Two-Way functionality. Technically it consists of three modules:

- Communication
- Mapping
- V8 API

2 Communication

The communication module bundles incoming and outgoing requests and feeds the mapping module with the information. Currently three communication methods are supported:

- File Reader
- HTTP
- Web Service

File Reader

File Reader supports two methods to receive or send messages:

Local Folder

With this method, the request is placed in a directory by the Central Reservation System. Usually this directory is on the computer on which Suite8 Online Interface is installed. The File Reader Service checks this directory frequently and reads the request.

When using Two-Way functionality, a second folder exists from which the Central Reservation System picks up messages.

FTP

The File Reader picks up requests from a FTP Server provided by the Central Reservation System. For Two-Way Interfaces, messages are uploaded to the FTP Server, using the folder for downloading requests or a separate folder.

HTTP

HTTP is an Internet based communication. With Suite8 Online Interface it is a Windows service, such as the dispatcher service, or an ActiveX DLL, Commands are requested via **GET** and **POST** messages on an external server. Several different approaches are possible:

Retrieving messages from the Central Reservation System

HTTP Get

This approach is used for several Central Reservation Systems. The Listener service requests an URL of the Central Reservation System to retrieve messages. The query string can be a simple text, containing the property code and other information used by the Central Reservation System to identify the requesting property.

HTTP Post initiated by the Property

The listener posts a simple XML or SOAP, a **S**imple **O**bject **A**ccess **P**rotocol, message to the Central Reservation System. The Central Reservation System sends back either an empty message or a list of bookings. Mainly OTA compliant Central Reservation Systems use this approach.

HTTP Post initiated by the Central Reservation System

The Central Reservation System initiates the communication. On the Suite8 Online Interface workstation a DLL file is located in a virtual folder. The Central Reservation System posts the message to this virtual folder via IIS, **I**nternet **I**nformation **S**ervices. The Central Reservation System must use a specific format for the posted string, for Suite8 Online Interface and Suite8 Versions, the following formats are required:

- Versions older than or equal to 8.9.2.3: VENDORID=XXXXX||MessageRequest
- Versions higher than or equal to 8.9.2.4: InterfaceURL + '?VendorID=XXXXX
- Versions higher than or equal to 8.9.3.0: InterfaceURL + '?VendorID=XXXXX&PropertyID=YYYYY

The **VendorId** is a 5 character code provided by Suite8; the **PropertyId** is the Hotel Code provided by the Central Reservation System. The maximum length is 30 characters. The Vendor ID is used to identify the Central Reservation System and the Property Id is used to identify the property, Suite8 Online Interface supports multiple properties.

Up to Suite8 Version 8.9.2.3, the Vendor ID and the actual message are combined to one string. Since Suite8 Version 8.9.2.4, the Vendor Id and the Property Id are part of the URL address and the **MessageRequest** contains the actual message.

Web Service

A couple of Central Reservation Systems offer a web service to retrieve messages. If this communication method is used, the Central Reservation System provides the details, such as URL address, Service Name and WSDL, the **W**eb **S**ervices **D**escription **L**anguage, an XML-based interface definition language that is used for describing the functionality offered by a web service. The Service then calls such a web service to retrieve data from the Central Reservation System.

Sending messages to the Central Reservation System

HTTP Post
The interface service takes the messages created by the interface and sends it via HTTP Post to the URL provided by the Central Reservation System.

3 Mapping

The mapping module maps the request, such as a new reservation to the corresponding reservation format of the Interface. Each Central Reservation System uses its own file formats and each format has a mapper.DLL. For example for Internet Portal, the format can be XML or @ codes.

4 V8 API

The Suite8 API module is the connective link to Suite8. The core functionality from Suite8 is used. Each change in Suite8 affects the Interface. The Suite8 API module receives the internal formatted request created by the mapper module from the dispatcher and processes the requests depending on the type (for example reservation or availability). Should the Central Reservation System require a response from the interface, it will be generated and returned to the dispatcher. Please refer to Appendix A with a Data Flow Chart of the Process.

Note: When updating Suite8 Online Interfaces from Version 8.7.3.2 to 8.7.4.4 it is necessary running **msxml6.msi** and checking the Configuration Tab afterwards. Since Suite8 Online Interface Version 8.7.4.4, log files are created per service, however, the **msxml** is not updated automatically, but when running Suite8 Online Interface Install Shield for Version8.

5 Prerequisites

Versions

The version number for Suite8 Online Interface and Suite8 should be identical. The version number in Suite8 can be checked from the **Help** Menu by selecting **About**. It is also displayed on the Information Bar on Top or when starting Suite8. The Suite8 Online Interface version is indicated on the Suite8 Online Interface Monitor under **About**. When checking the Suite8 Online Interface and Suite8 DLL and EXE files, the timestamp might differ, however the version number has to be identical.

License Code

Suite8 Online Interface is subject to a license code, for One-Way Interfaces, one license code is entered, for Two-Way Interfaces, two license codes are activated: One-Way and Two-Way functionality.

MS Message Queue

MS Message Queue is only used for versions smaller than Suite8 Version 8.8.0.2. The following message queues are available for these versions:
v8onlineifc_request, v8onlineifc_response, v8onlineifc_tr_request, v8onlineifc_tr_response
Since Suite8 Version 8.8.0.2 this information is written to Tables in the Suite8 Database and MS Message Queue installation is no longer required

Internet Information Services

If the Central Reservation System requests messages via HTTP Post directly from Suite8 Online Interface, the Installation of **IIS** is required. The following Central Reservation Systems require the Installation of IIS:

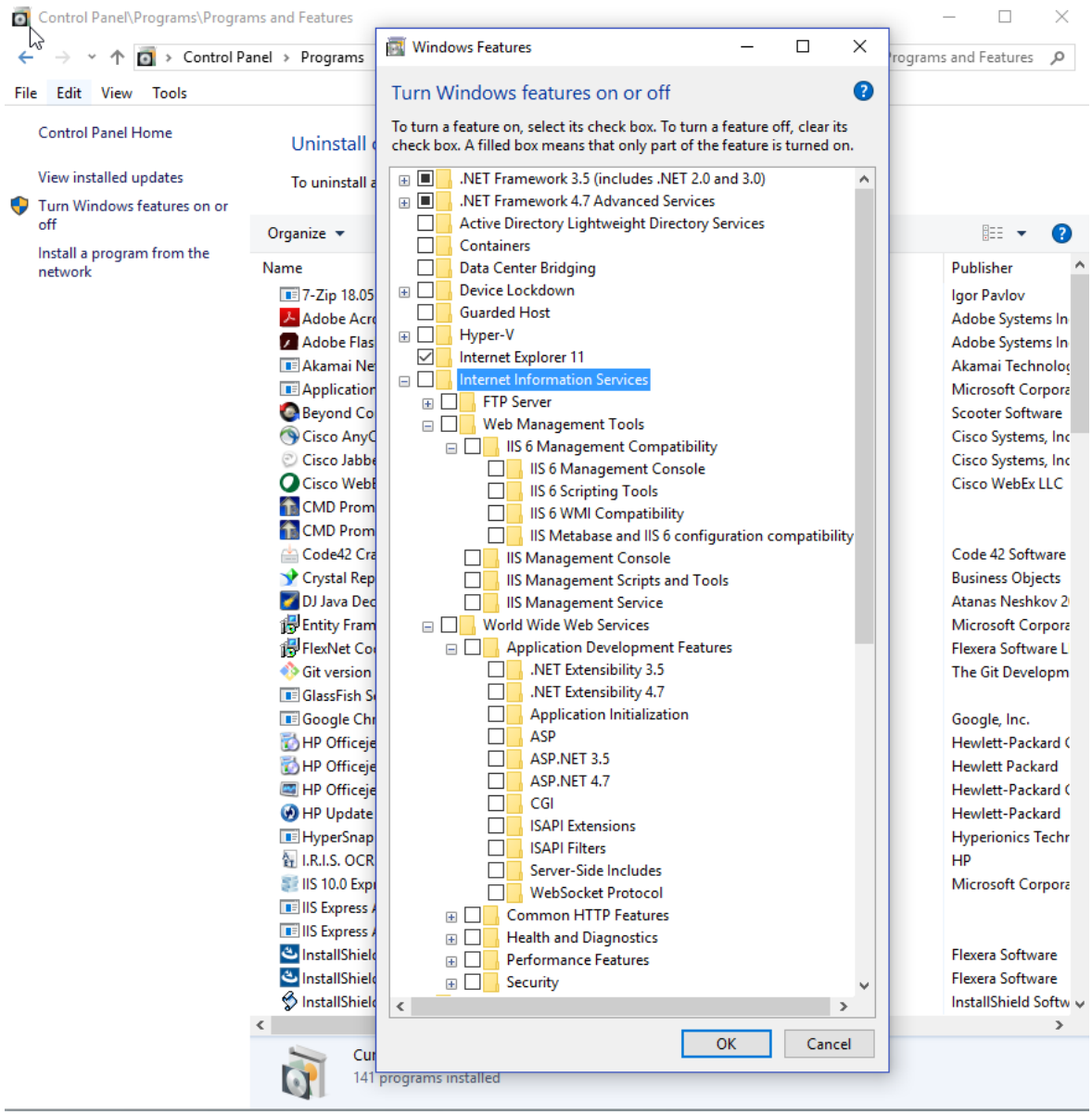
- Ideas
- OptiRez
- Pegasus
- Rate Tiger
- Tiscover
- Travel Click PC

Please refer to above list, to verify if Suite8 Online Interface for the Central Reservation System used in your property requires the installation of **IIS**.

Please have your Windows installation CD or DVD ready. IIS is installed with the Suite8 Online Interface User Account. This account should have administrative rights.
Please Note: A complete reference on IIS is available in the Microsoft Developer Network (MSDN).

Installation of Microsoft IIS on Windows 10

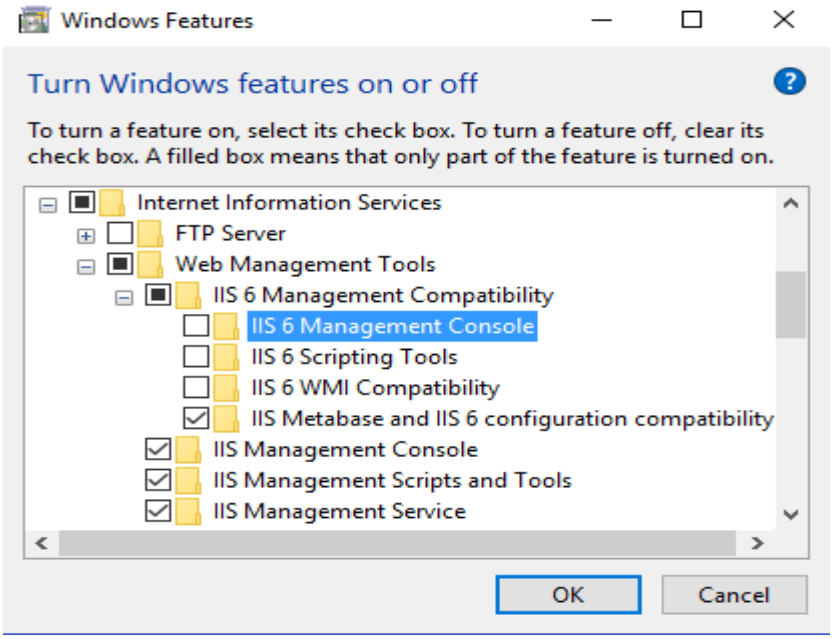
1. Open a command prompt, using the option **Run as administrator** and type **appwiz.cpl** to launch the Programs and Features utility.
2. In the **Programs and Features** panel, select the option **Turn Windows features on or off** (upper left hand corner of the window).



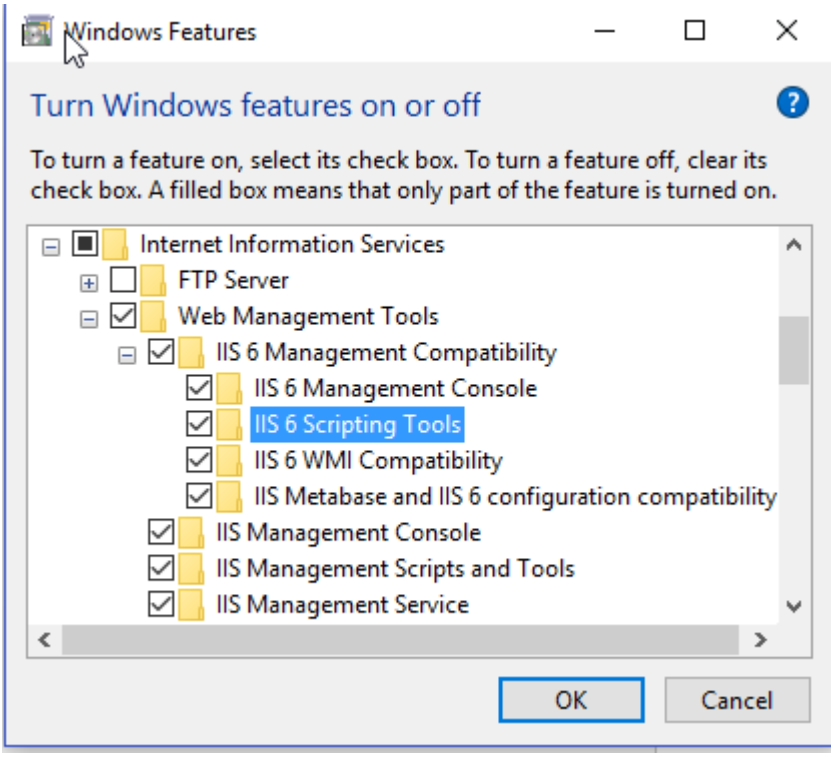
3.

4. Select the checkbox Internet Information Services

5. Select IIS 6 Management Compatibility



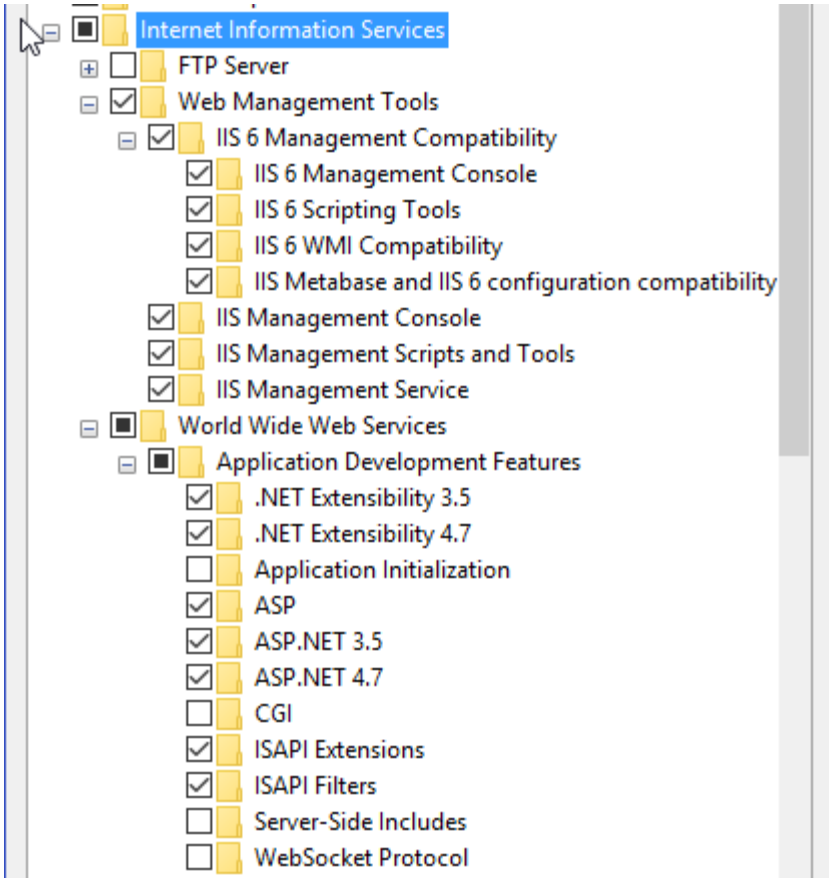
- Activate the options:
- IIS Management Console
- IIS Management Script and Tools
- IIS Management Service
- IIS Metabase and IIS 6 configuration compatibility



6. Open now World Wide Web Services

7. Open Application Development Features

8. Select all features like it is shown on the screenshot below

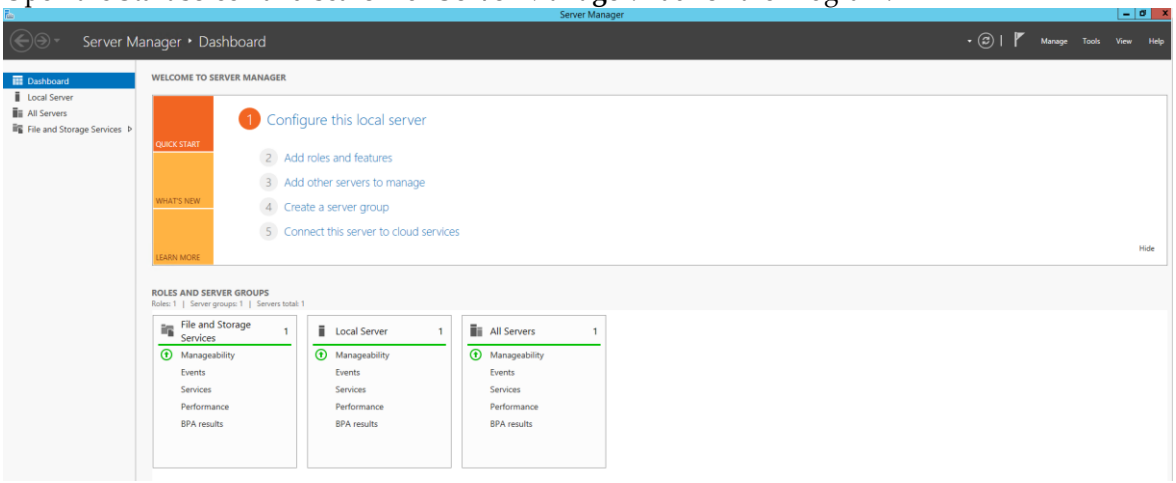


Now press OK and let windows install the selected features.

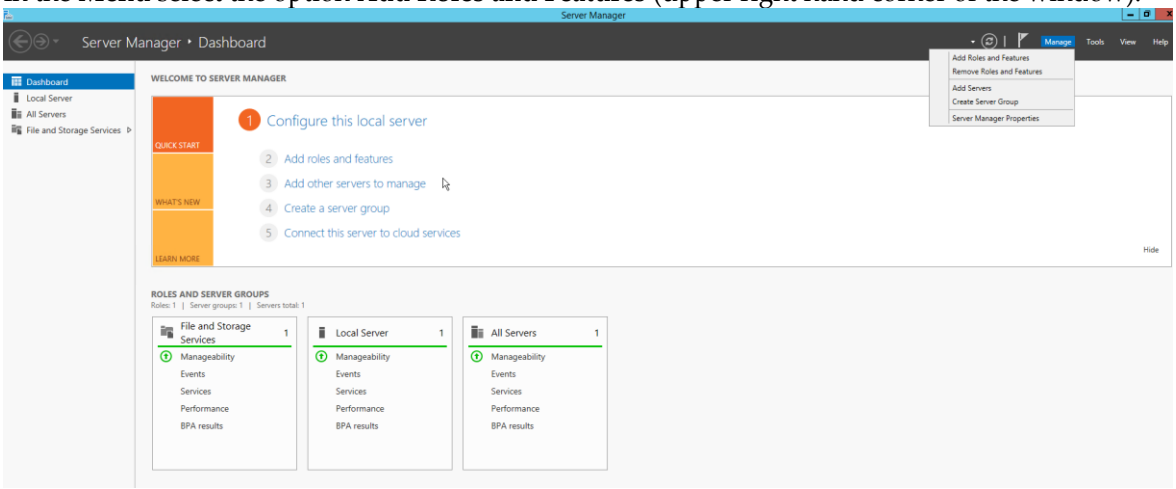
In case the IIS is already installed you only have to check, whether the IIS 6 Management Compatibility is activated and the World Wide Web Services features are selected. If not please do the necessary adjustments like the above description stated.

Installation of Microsoft IIS on Windows Server 2012/2016

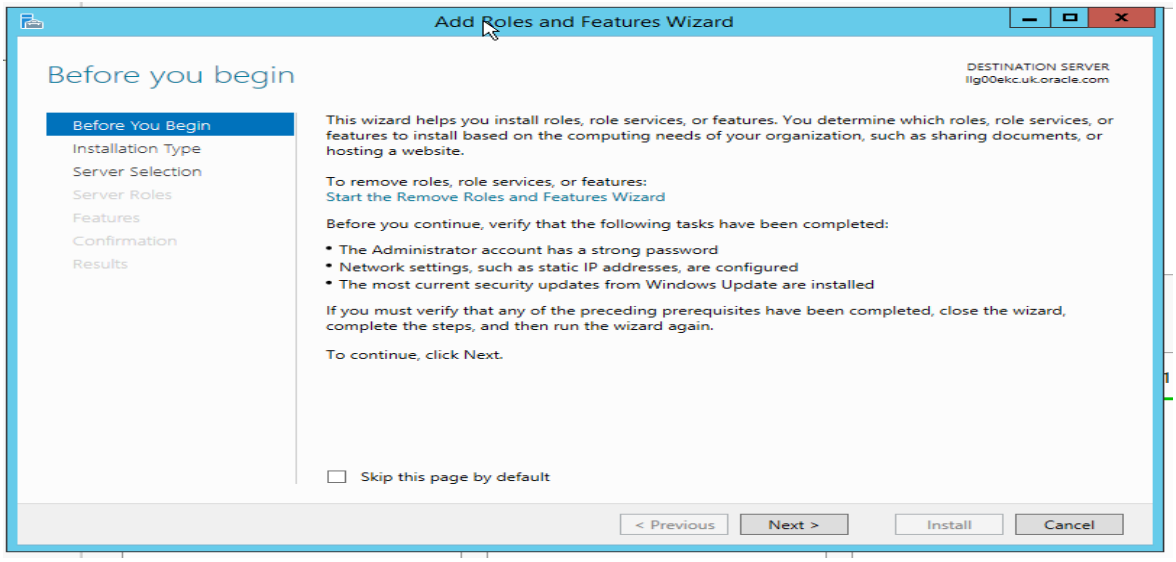
a. Open the Start screen and search for **Server Manager**. Launch the Program.



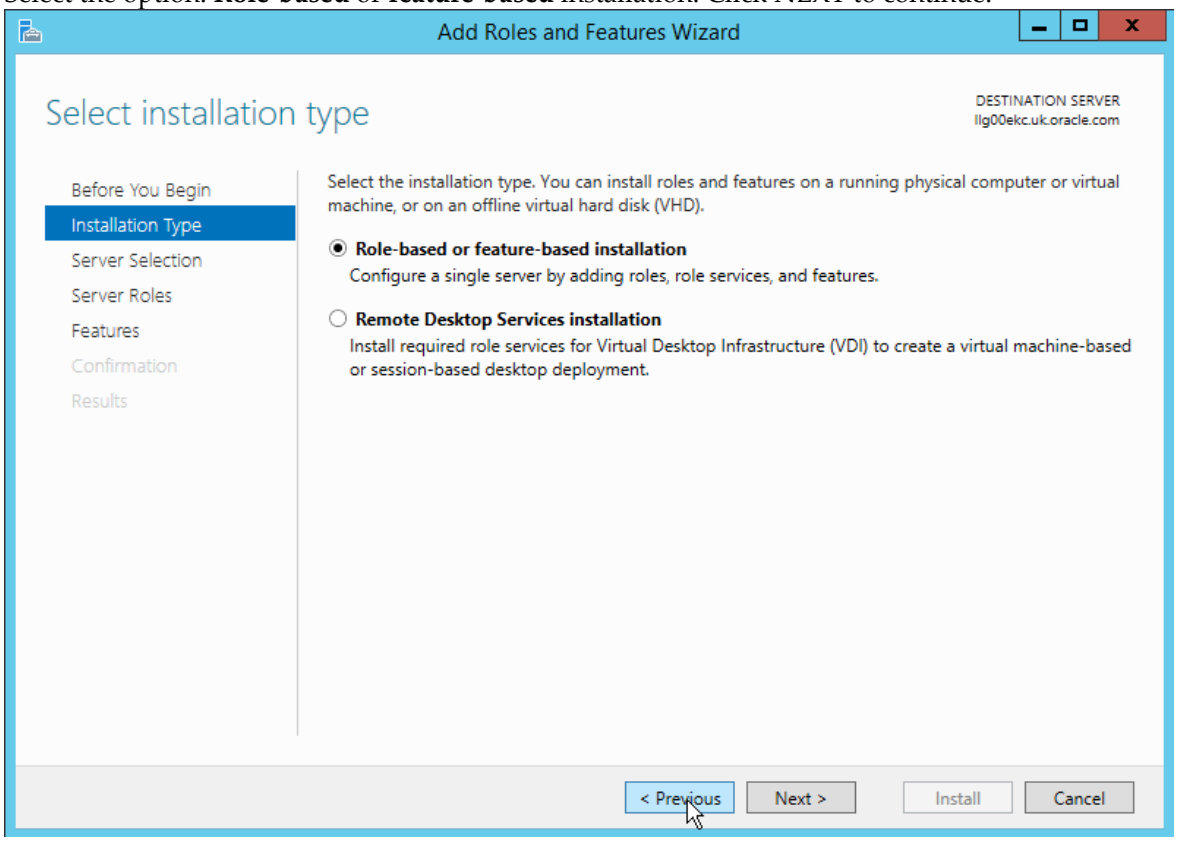
b. In the **Menu** select the option **Add Roles and Features** (upper right hand corner of the window).



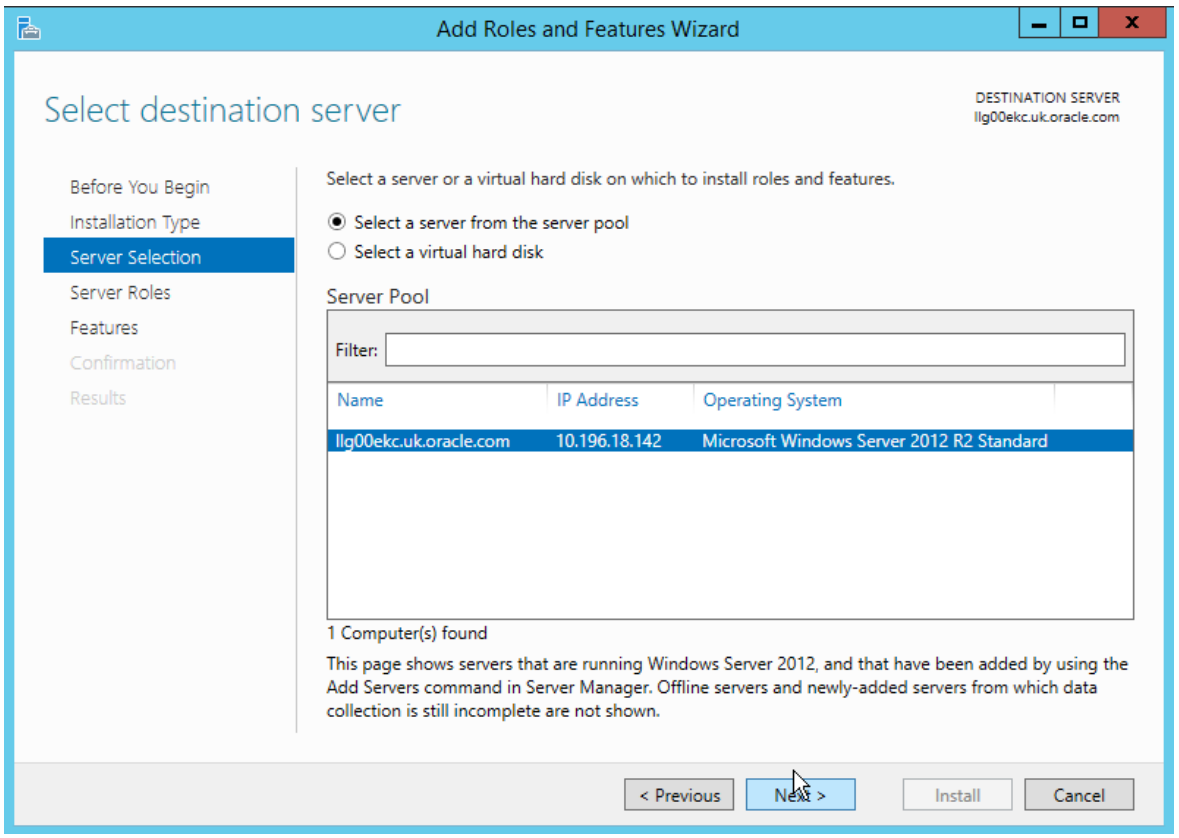
c. Click **NEXT** to continue.



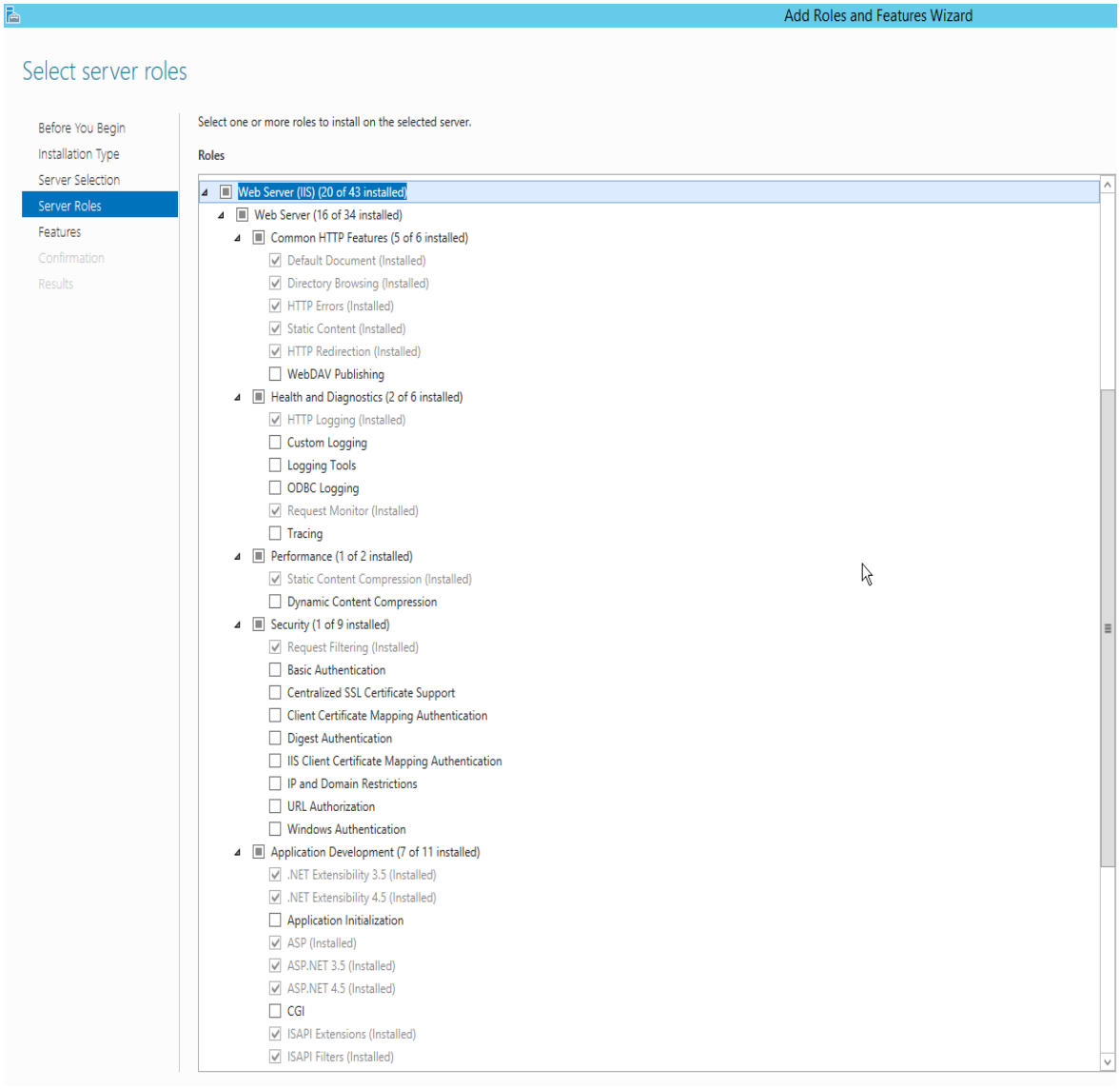
d. Select the option: **Role-based** or **feature-based** installation. Click NEXT to continue.

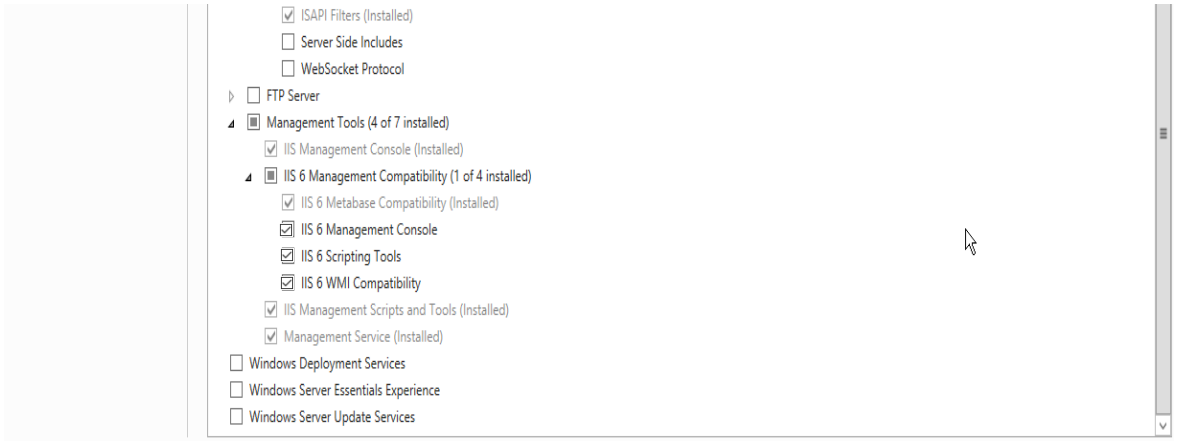


e. Select the option: **Select a server from the server pool list and**. Mark your Server from the list and click **NEXT** to continue.

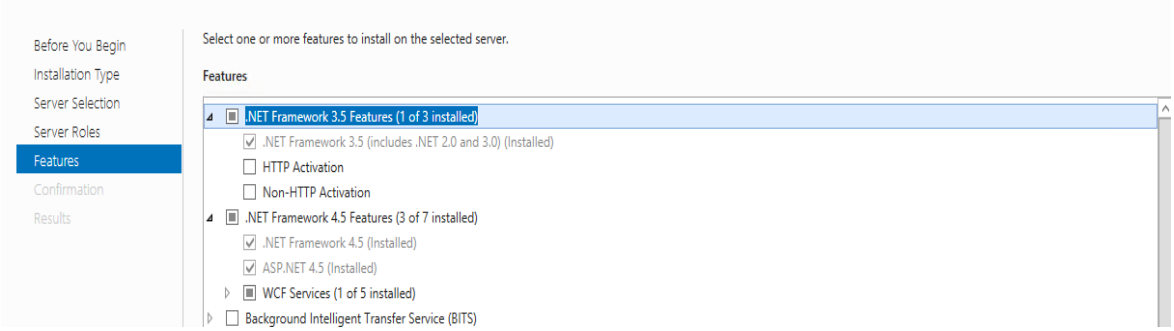


f. Select Server Role ‘WebServer (IIS), mark the checkboxes as displayed in the next two screenshots and click NEXT to continue.

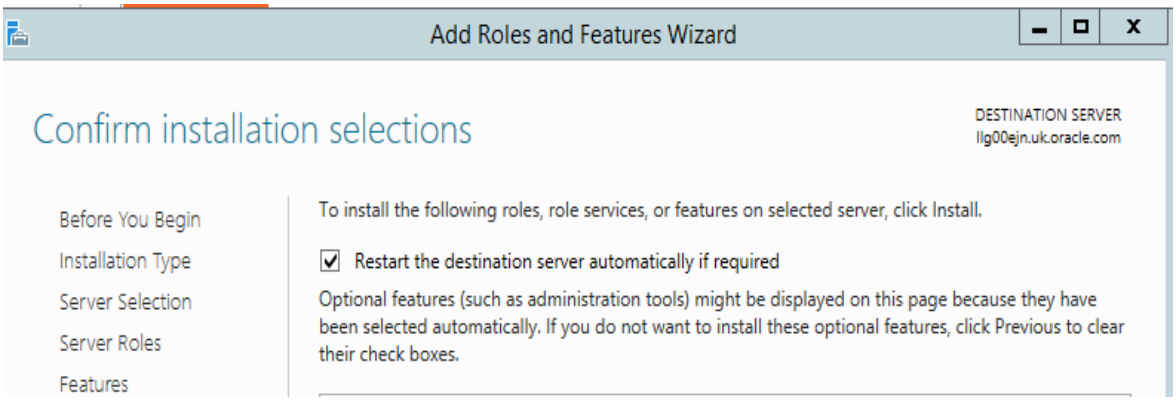




g. Select the Features .NET Framework 3.5 and .NET Framework 4.5 and click NEXT to continue.



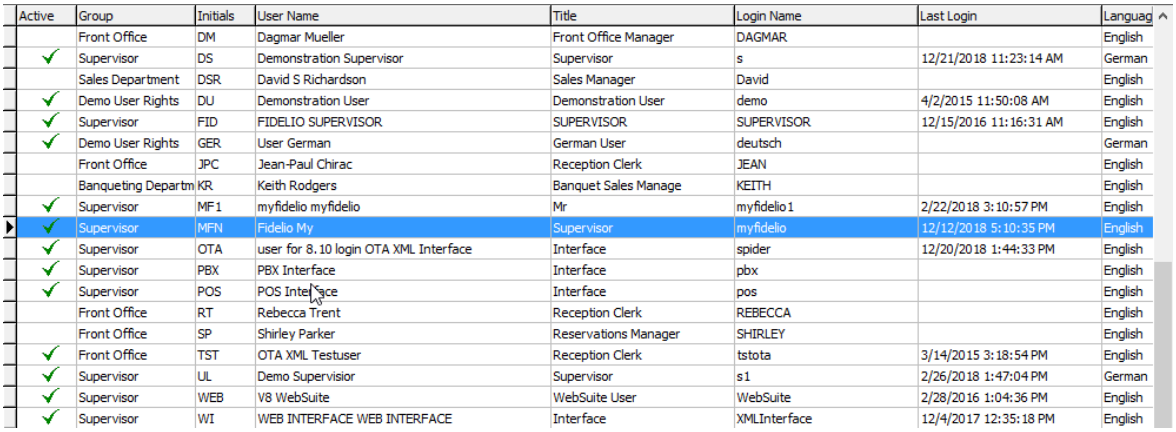
h. Mark the option: **Restart the destination server automatically if required.** Click **INSTALL** to install the selected features.



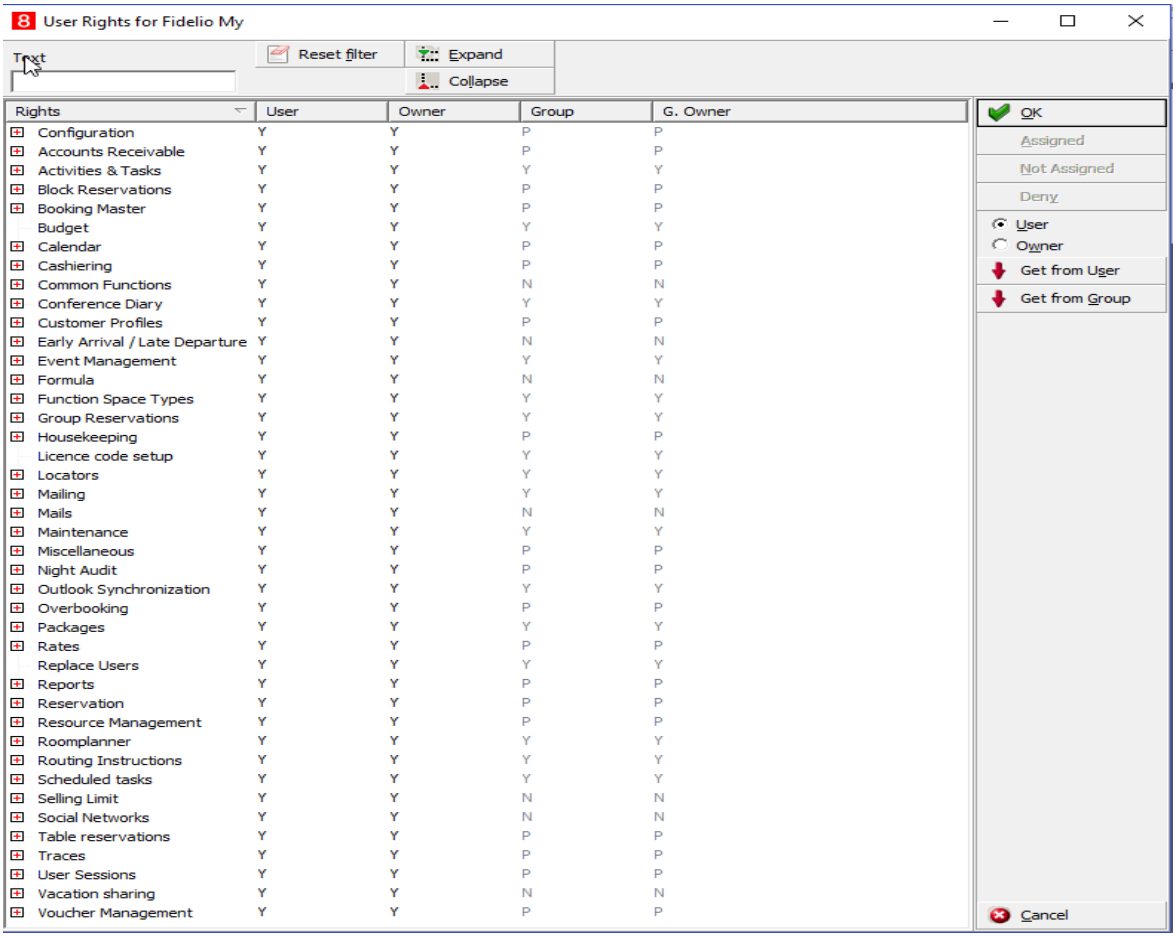
6 Before installing Suite8 Online Interface

Make sure a user for the Suite8 Online Interface is configured in Suite8 under **Setup-> Configuration->Users**. The user has to belong to the Suite8 group Supervisor and should have all rights activated, which exists to avoid problems if the interface is running.

To run the install shield you have to login to the interface machine with a local admin account. Also later if the interface is installed, it must run under a local admin account, otherwise problems will come up. For instance with the IIS access or the communication between the program components. Using a domain user is not working.



Active	Group	Initials	User Name	Title	Login Name	Last Login	Languag
	Front Office	DM	Dagmar Mueller	Front Office Manager	DAGMAR		English
✓	Supervisor	DS	Demonstration Supervisor	Supervisor	s	12/21/2018 11:23:14 AM	German
	Sales Department	DSR	David S Richardson	Sales Manager	David		English
✓	Demo User Rights	DU	Demonstration User	Demonstration User	demo	4/2/2015 11:50:08 AM	English
✓	Supervisor	FID	FIDELIO SUPERVISOR	SUPERVISOR	SUPERVISOR	12/15/2016 11:16:31 AM	English
✓	Demo User Rights	GER	User German	German User	deutsch		German
	Front Office	JPC	Jean-Paul Chirac	Reception Clerk	JEAN		English
	Banqueting Departm	KR	Keith Rodgers	Banquet Sales Manage	KEITH		English
✓	Supervisor	MF1	myfidelio myfidelio	Mr	myfidelio1	2/22/2018 3:10:57 PM	English
✓	Supervisor	MFN	Fidelio My	Supervisor	myfidelio	12/12/2018 5:10:35 PM	English
✓	Supervisor	OTA	user for 8.10 login OTA XML Interface	Interface	spider	12/20/2018 1:44:33 PM	English
✓	Supervisor	PBX	PBX Interface	Interface	pbx		English
✓	Supervisor	POS	POS Interface	Interface	pos		English
	Front Office	RT	Rebecca Trent	Reception Clerk	REBECCA		English
	Front Office	SP	Shirley Parker	Reservations Manager	SHIRLEY		English
✓	Front Office	TST	OTA XML Testuser	Reception Clerk	tstota	3/14/2015 3:18:54 PM	English
✓	Supervisor	UL	Demo Supervisior	Supervisor	s1	2/26/2018 1:47:04 PM	German
✓	Supervisor	WEB	V8 WebSuite	WebSuite User	WebSuite	2/28/2016 1:04:36 PM	English
✓	Supervisor	WI	WEB INTERFACE WEB INTERFACE	Interface	XMLInterface	12/4/2017 12:35:18 PM	English



7 Run Suite8 Online Interface Install Shield

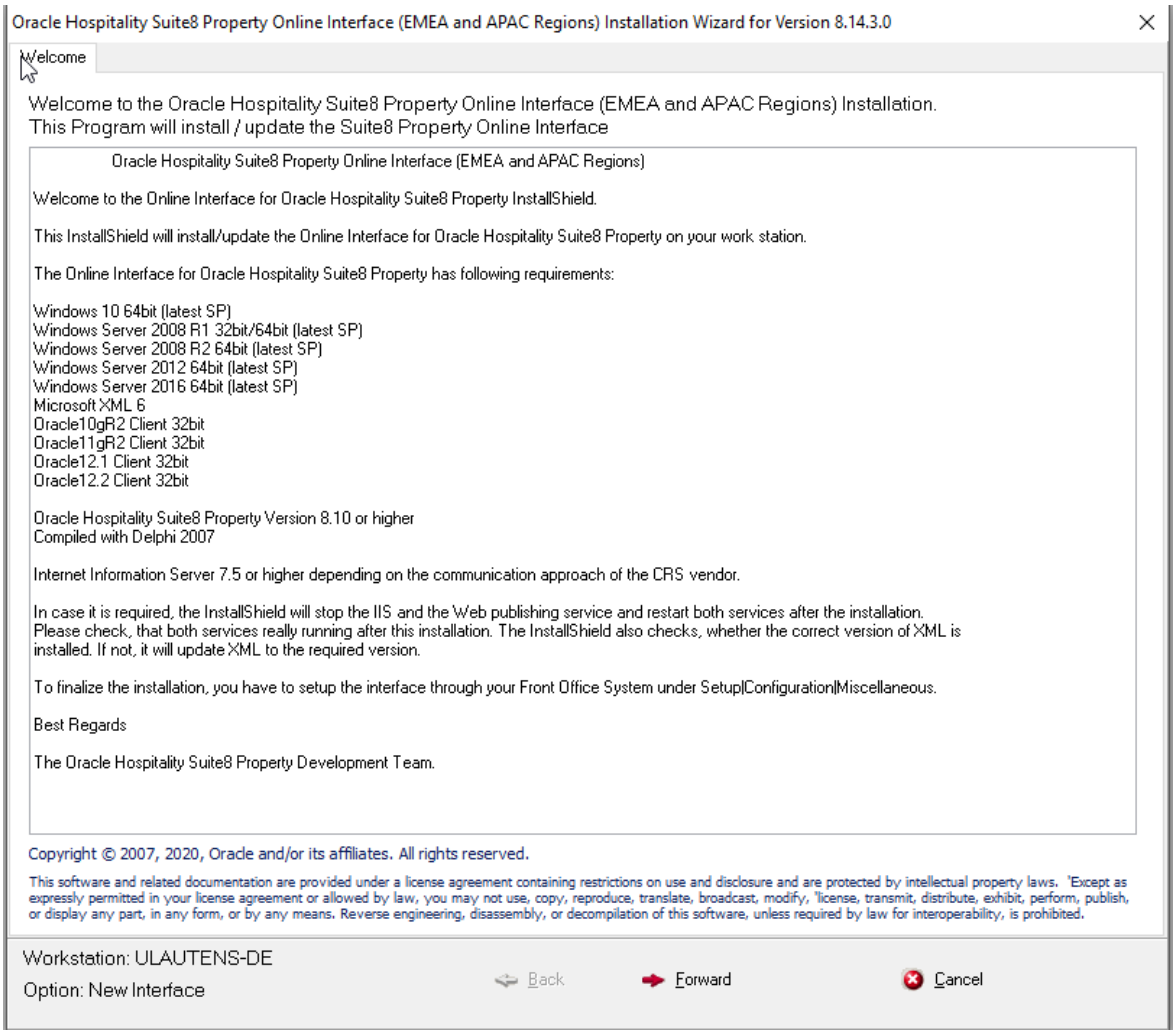
New or Update Installation

Suite8 Online Interface Install Shield determines first the type of installation, either new or update. Depending on the selected type, the following options are available:

New: Complete New Installation
Only the Interface
Move installed Mapper to this Workstation

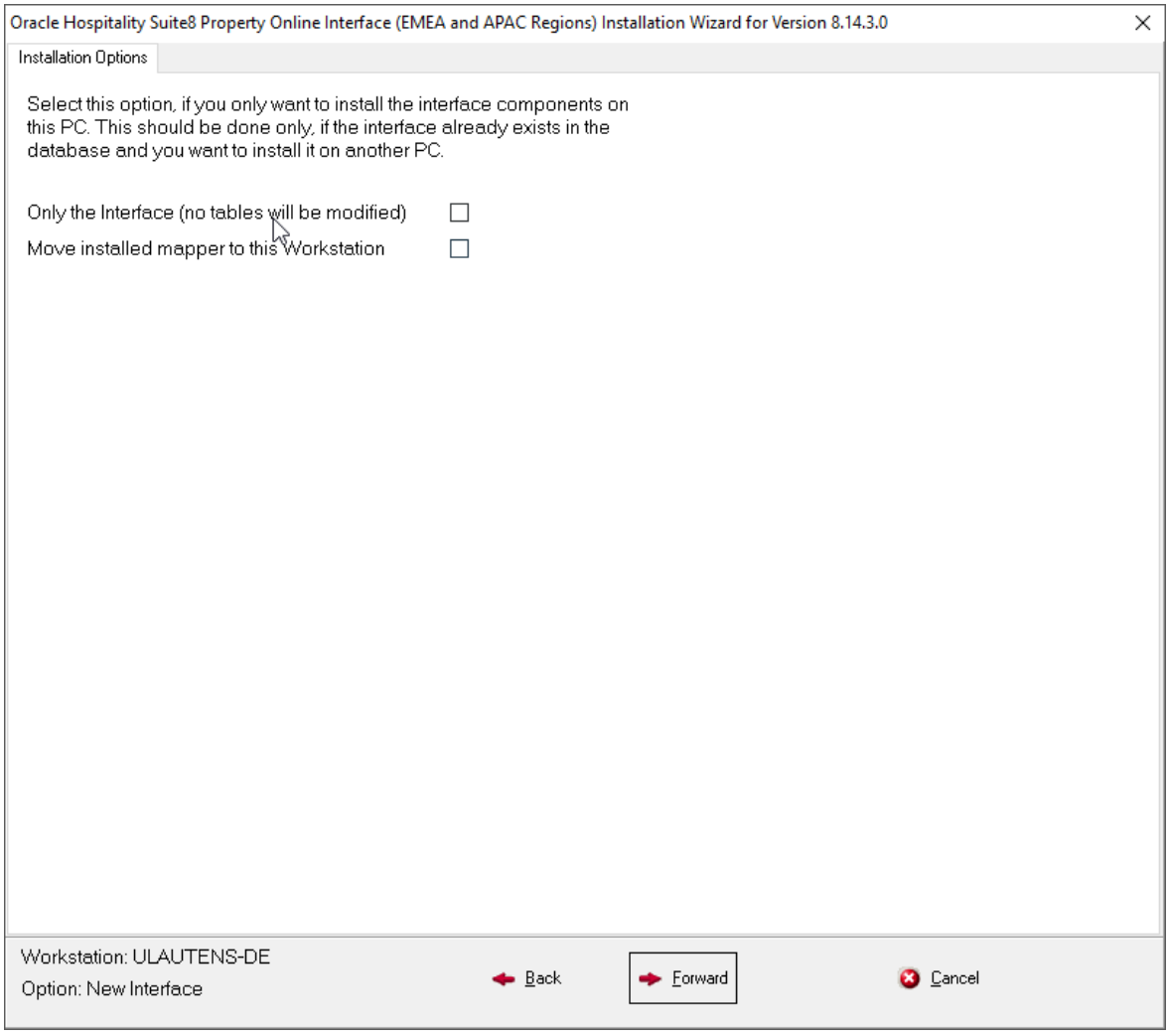
Update: Just Update Mapper
Add New Hotel
Add new Mapper
Move installed Mapper this Workstation

The following description is based on a new installation of the Suite8 Online Interface:
Start the Install Shield **V8Online8xxx.exe**.
The Welcome Dialogue Box is displayed:



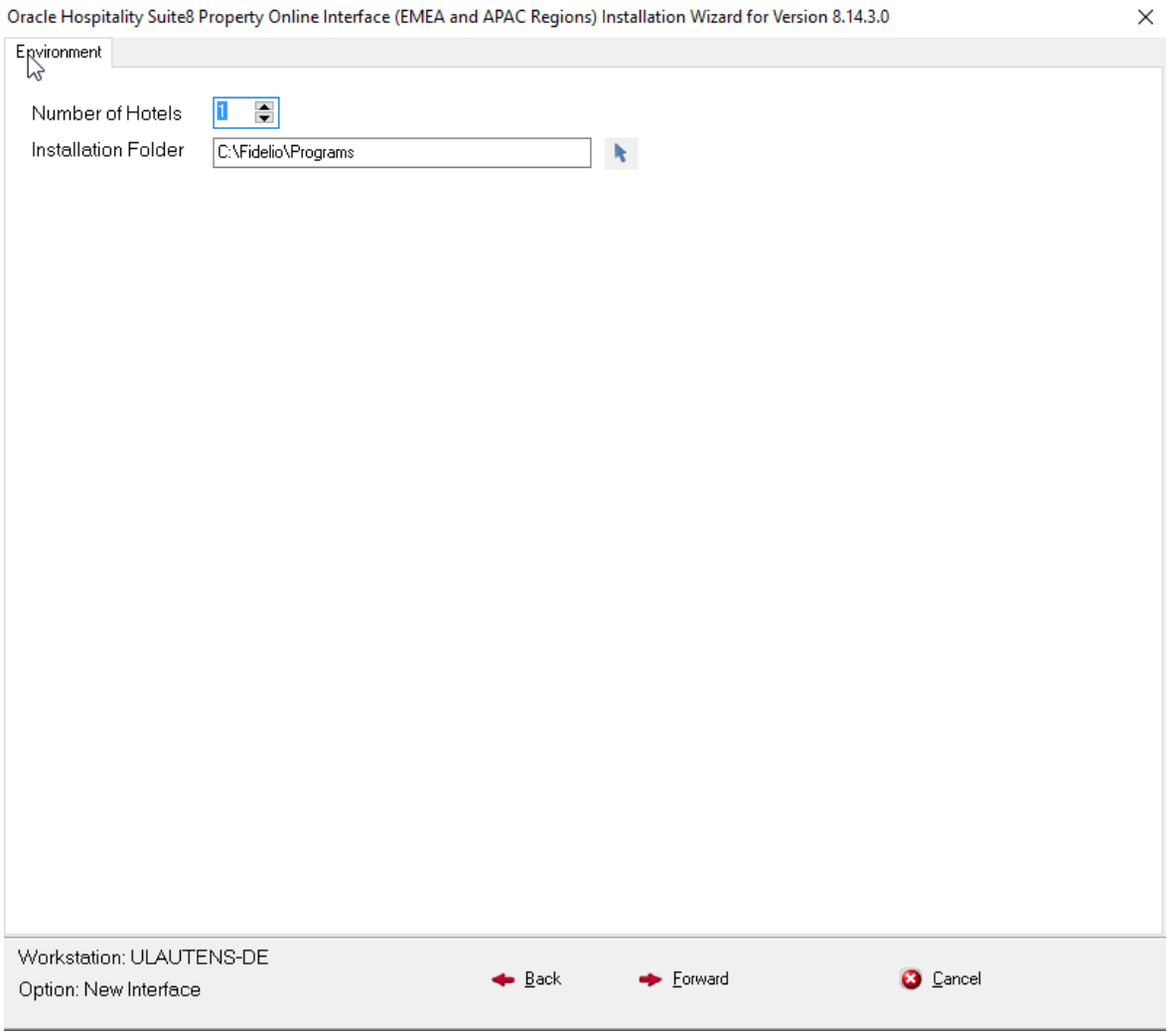
Please read the information on the next dialog box before proceeding:

Click **Next** button.



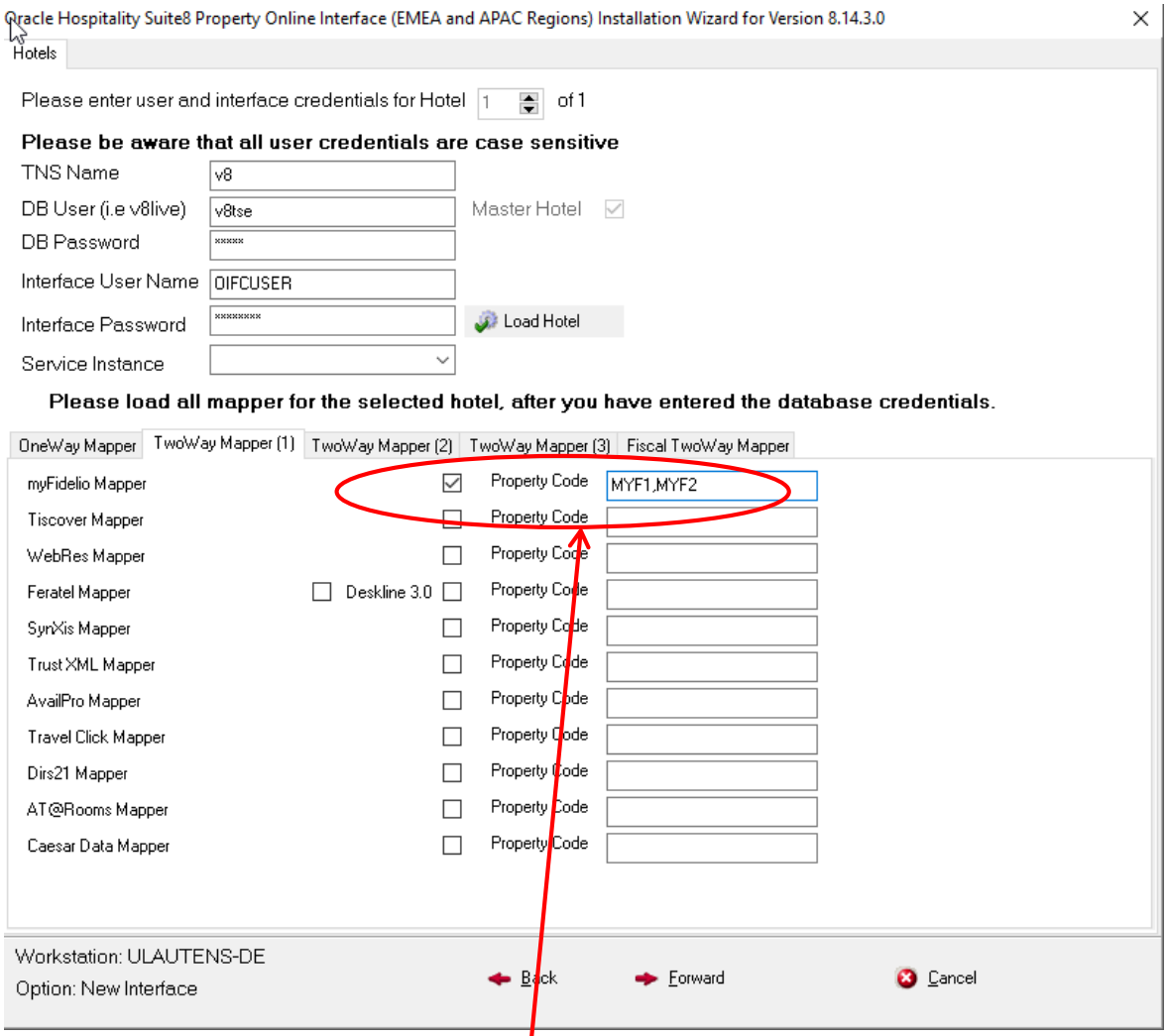
The next dialog box depends on the type of installation. Our example is based on a new installation.
Please read the information on the dialog box for selecting the correct installation option before proceeding:

Press **Next** button



Enter the number of hotels, the name of the database and the installation folder. It is possible selecting more than one property, if all properties use the same database. The installation folder is the program folder of the Suite8 installation.

Press **Next** button



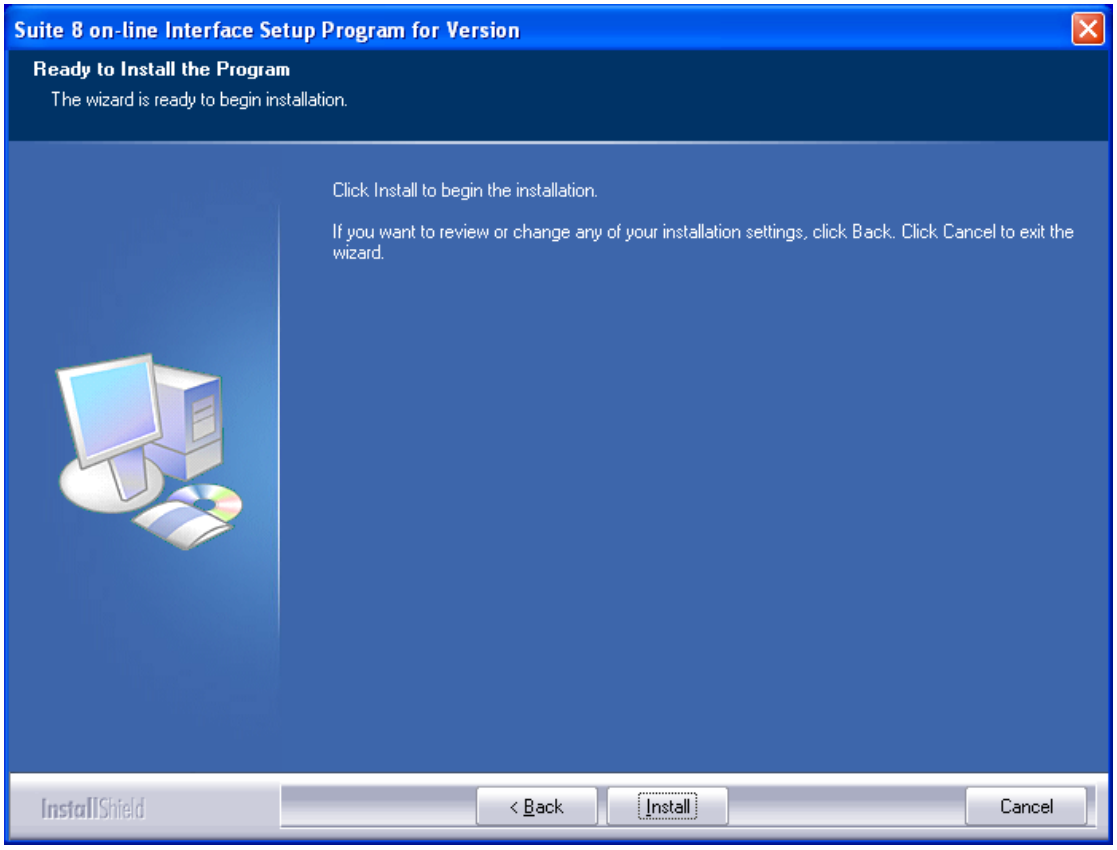
This dialog box allows entering connectivity information and mapper per property.
If a complete new installation is performed, the button **Check DB Connectivity** can be pressed allowing validating the entered user and password. If the option: **Only the interface (no tables will be modified)** was selected on the second installation page, click the button **Load mapper from DB** to load the existing mapper from the database when checking the DB credentials.

The different mapper modules are divided by **One-Way** and **Two-Way** mapper modules, each classified in separate tabs. Select the corresponding mapper modules and enter the property code. Since Suite8 Version 8.9.5.0, several **property codes** (Hotel Codes) per mapper can be defined. They are separated by a comma, allowing configuring **Hotel Segments**. If the Central Reservation System supports Hotel Segmentation, a separate conversion table is available per mapper of the same vendor and in Suite8, the flag: **Hotel Segmentation** has to be activated under **Global Settings-> Reservation** tab. For each property code one record is created in the table **MMOD**

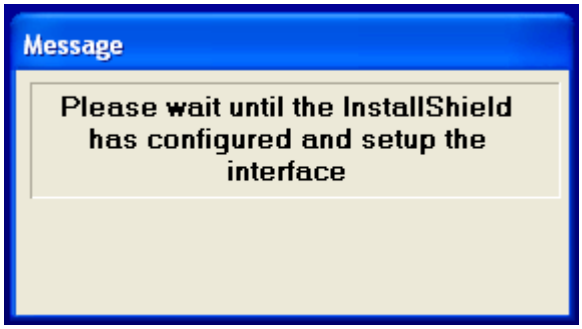
To move between the properties, click on the arrow next to the field **hotel number**.

Press **Next** button.

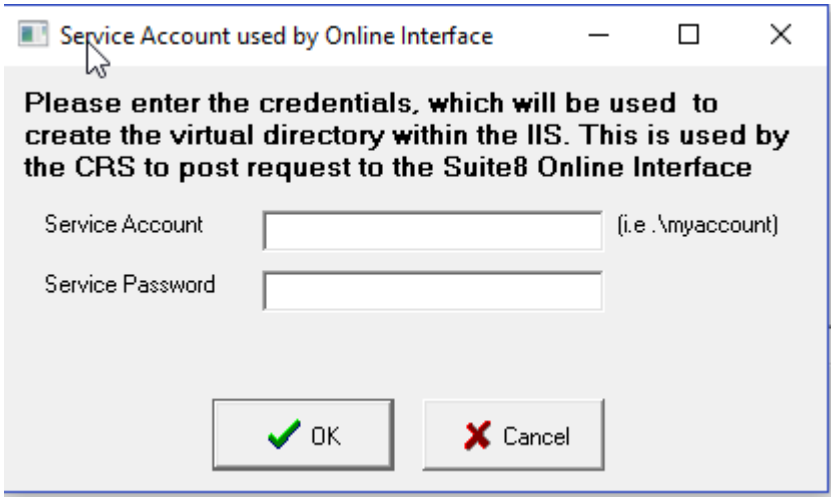
The last dialog box allows checking all settings, moving through all dialog boxes using **Previous** or **Next** buttons and either proceeding or cancelling the installation process. To proceed, press **OK** button.



Pressing **Install** button initializes the actual Installation.
The necessary folders are created and the files copied. After completion, the following message is displayed:



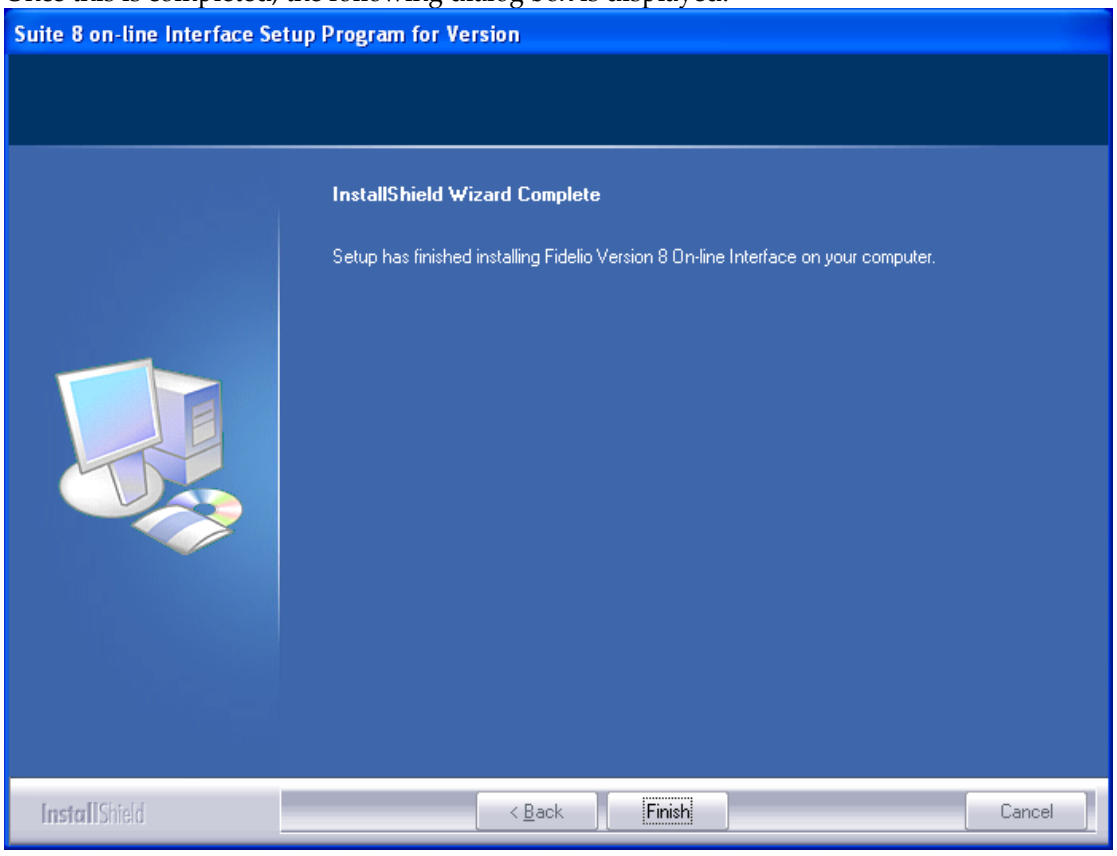
When this check is completed, the following dialog box is prompted:
(Since version 8.8.3.2 only if **IIS** is used for download)



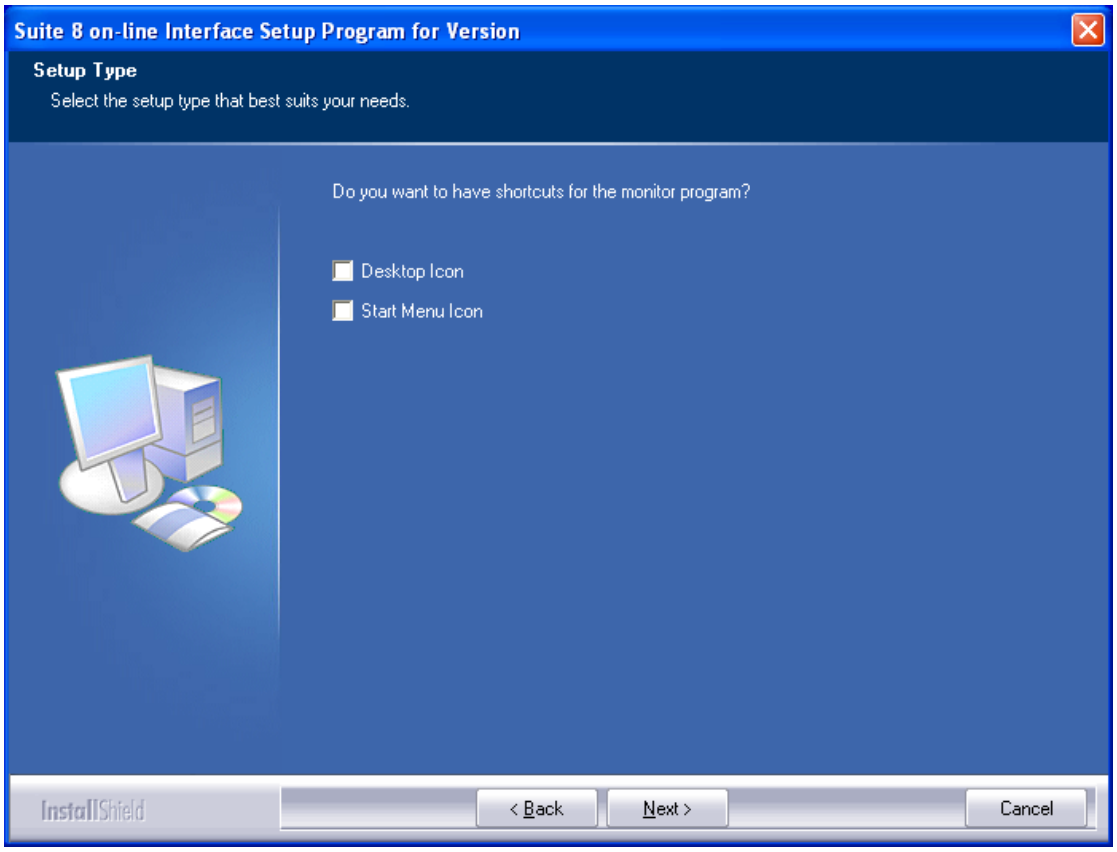
If this dialog box is not prompted, use **ALT-TAB** keys to skip this step.
The communication between the services and the monitor is event based. This requires all services and the IIS DLL running with the same account as the monitor, usually this is the local administrator account.
This approach speeds up the interface. Instead of waiting for time setup on the configuration screen the services fire events to notify other services that a message arrived or a message process is finished. Especially for interfaces expecting heavy traffic this is a good option.

After confirming the service account, the Install Shield creates the message queues (only until version 8.8.0.2) and if necessary also the virtual folder, the services are installed and the required changes to the database are performed.

Once this is completed, the following dialog box is displayed:



Press **Finish** button

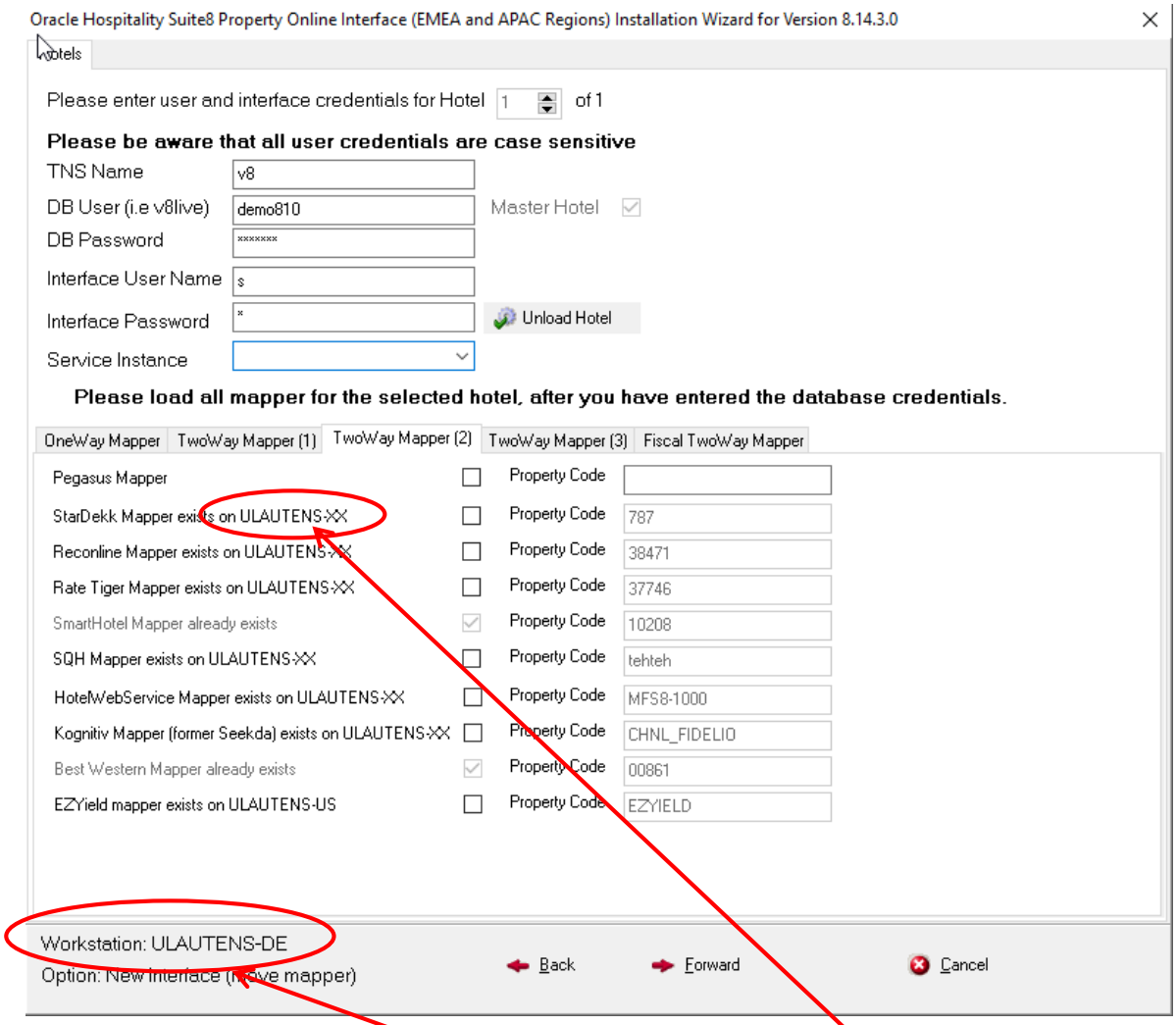


The next dialog box allows creating shortcuts for the Suite8 Online Interface monitor.
Select the corresponding options for creating shortcuts and press **Next** button to finish the installation.

Move installed Mapper to this Workstation

The new option “Move installed Mapper to this Workstation” is available for both, a new or an update installation. The goal of this new option is to run several interfaces on different machines pointing to the same hotel. It was introduced to support the new required functionality for German fiscal law “Kassensicherungsverordnung 2020”. It is highly recommend to run the corresponding interface on a separate workstation, in case the hotel has other online interfaces installed.

Each mapper in mmod has an indicator, on which workstation it runs. This indicator is the machine name. If you install a new interface on the actual workstation and you select this Option, you will get following screen, after you have entered the login credentials to the database and the hotel.



The new so called Fiscal Mapper you find on a separate Tab.

The screen shows you all installed mapper and it shows you also for which workstation it is installed. The one grayed out are already installed for the actual workstation. The one without a property code are the once, which are not installed at all. If you select a mapper without property code and of course add then a new property code you install it from scratch. In case you select one, which is already installed on another workstation, the Installshield will just replace for this mapper the workstation name and install the interface programs on the actual workstation. If you run the Installshield as an update, it will just replace the workstation name for the mapper and copies the corresponding mapper dll and other needed components on the actual workstation.

Of course you can use this new option also outside Germany, to run several mapper on different workstations. This is recommend if one mapper cause a lot of traffic and interferes with the others. i.e the IDeaS G3-RMS mapper uploads and downloads a lot of data, so that this would be a good candidate to run alone on a separate workstation.

8 After the installation

Run **Sequence Fix** under **Setup->Miscellaneous->System Maintenance->Database**.

Check the Suite8 Online Configuration

Under **Setup->Configuration->Software Interfaces->Suite8 Online Interface** make sure all settings are configured for the Central Reservation System used for your property.

9 Configuring Suite8 Online Interface

Using Service Monitor

Start the monitor via shortcut

1. A taskbar with a Traffic Light Icon is opened
2. Select **Configuration** from the right mouse short cut menu. Make sure the interface is completely stopped
3. Restart the Online Interface after configuration

Using Suite8 Configuration

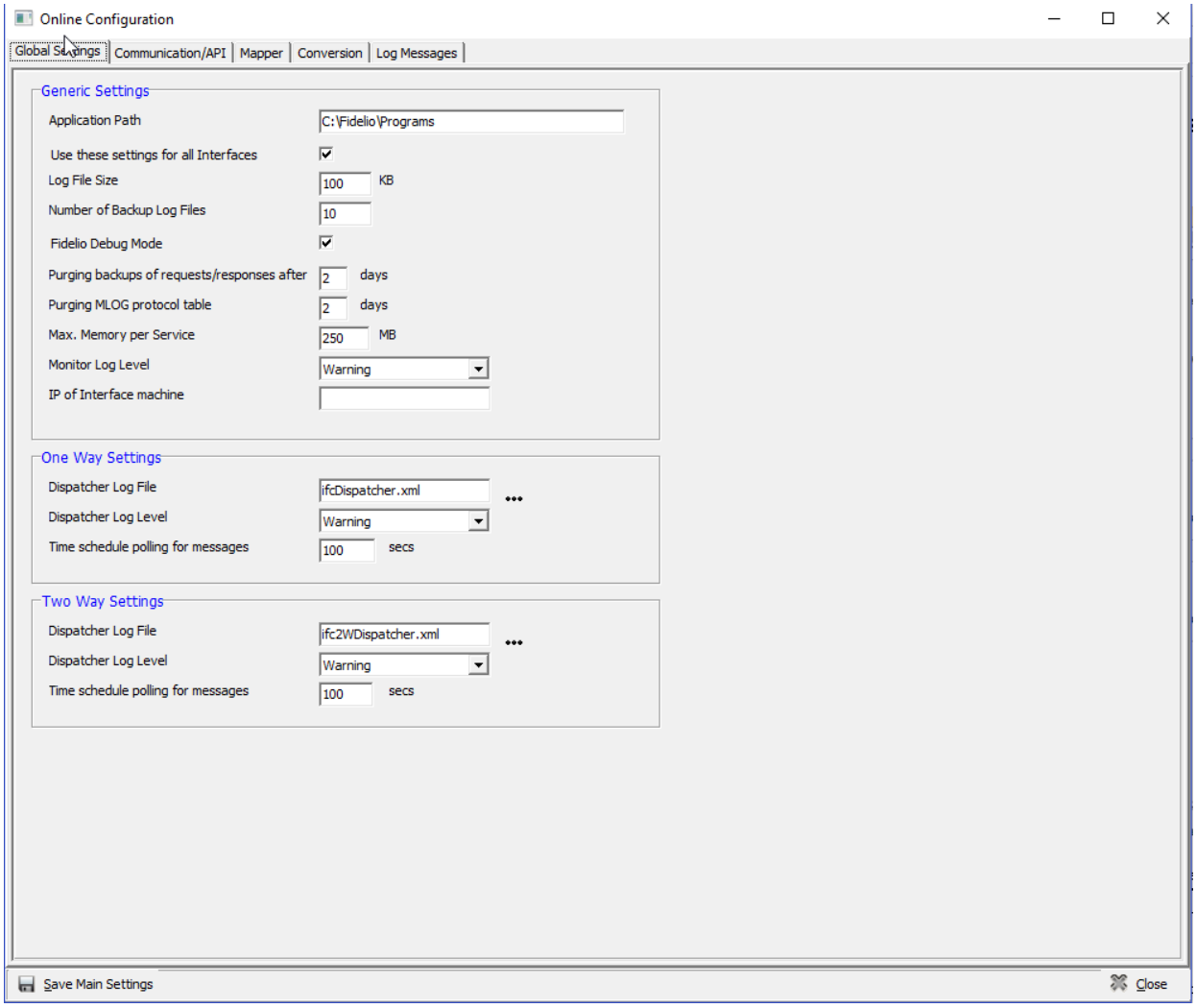
1. Start Suite 8
2. Select **Setup->Configuration->Software Interfaces**
3. Open Suite8 Online Interface

Both options offer the same configuration options.
The Configuration is divided into four steps, each represented by a tab:

- Global Settings
- Communication
- API
- Mapper
- Conversion

Global Settings

This option serves to configure dispatcher specific settings. Part of this information is also used by the Interface.



Suite8 Online Interface Configuration - Global Settings Tab Dialogue Box

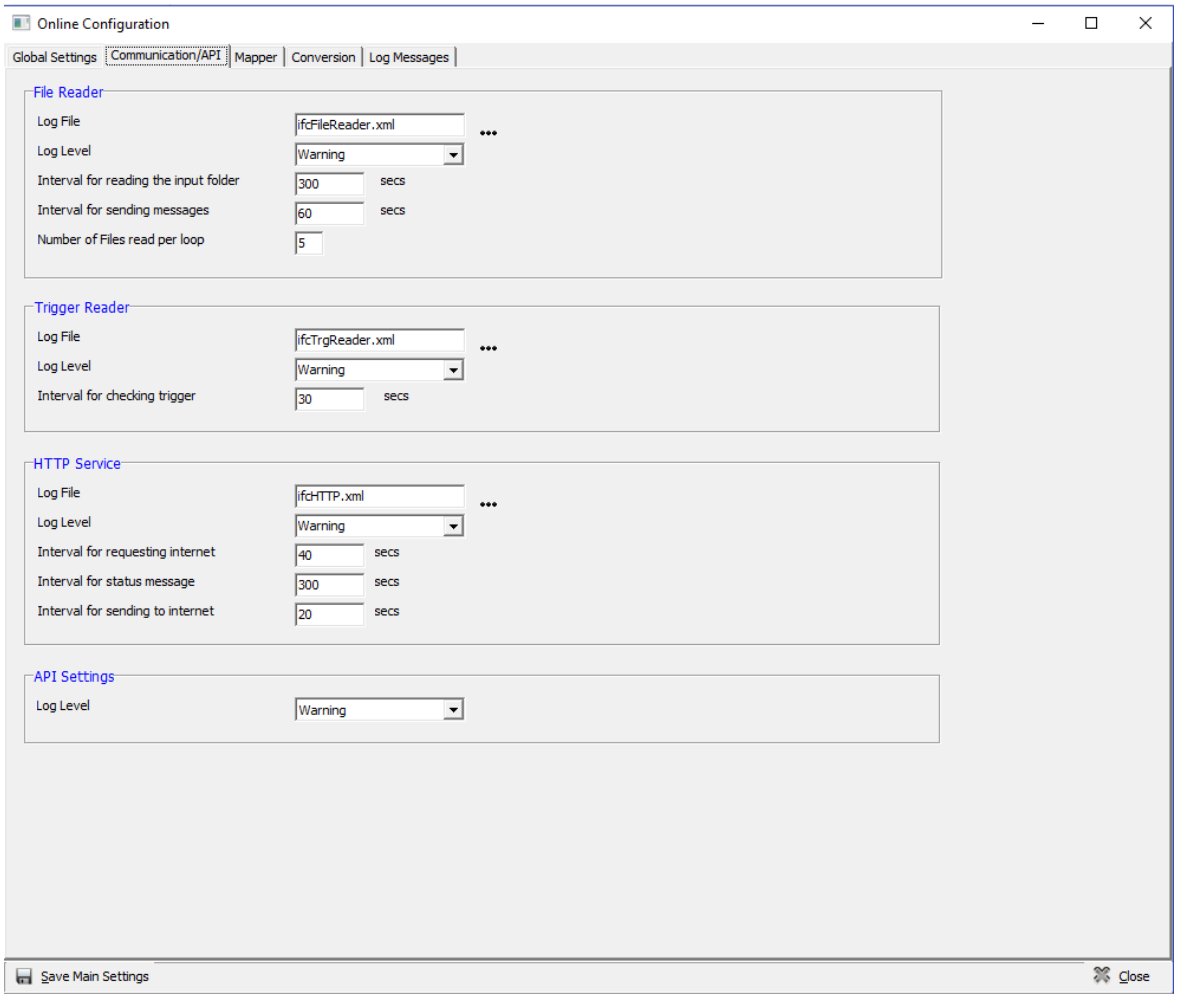
Field	Definition
Generic Settings	
Application Path	This application path is set during the installation process and cannot be changed
Use these settings for all Interfaces	If selected, the interface will use these settings for all installed Suite8 Online Interfaces to different Central Reservation Systems.
Log File Size	The size of the log file. If the size is reached, a backup file is created in chronological order. For example mfnDispatcher.xml mfnDispatcher_001.xml
Number of Backup Log Files	Max. number of backups of the log files

Field	Definition
Fidelio Debug Mode	If this option is activated, Suite8 records all queries and messages returned. It is similar to the parameter debug, which can be activated when starting Suite8.
Purging backups of requests/responses after days	Defines the days the backup files should be stored in archive. If 0 is entered the files will not be purged.
Purging MLOG protocol table	Defines the days the protocol messages should be purged
Max Memory per Service	Defines the maximum memory usage by a Suite8 Online Interface service. Every 15 minutes Suite8 Online Interface verifies memory used by each service. If the memory usage is larger than the defined value, the service is restarted. The configured maximum value depends on the memory of the workstation on which Suite8 Online Interface is installed. Recommended is a memory of 150 MB. If the maximum memory usage is set to zero, the services are not restarted as the memory check does not apply.
Monitor Log Level	The monitor records messages in a XML log file. This option allows entering a level, the same levels as for the services can be entered.
IP of Interface Machine	IP of the interface IP is used to update the running interface in case of changes to the configuration. Cause the services to reload the changed configuration without stopping the services
One Way Settings	
Dispatcher Log File	The name of the Dispatcher log file. Log files use XML format. The files can be accessed via **Service Monitor-> Administration** or via Internet Explorer.
Dispatcher Log Level	Defines the information written to the log file. Six levels can be set; Debug is the highest level and is only used for testing purposes. The default should be set to **Warning**.
Time schedule polling for messages	Defines in milliseconds the time polling for the Dispatcher to check Message Queue. Use a value between 2000 and 10000. The value depends on the request volume. For example if requests come in twice a day, this should be set to 10000.
Two Way Settings	
Dispatcher Log File	The name of the Dispatcher log file.

Field	Definition
Dispatcher Log Level	Defines the information written to the log file. Six levels can be set; Debug is the highest level and is only used for testing purposes. The default should be set to **Warning**.
Time schedule polling for messages	Defines in milliseconds the time polling for the Dispatcher to check Messages. Use a value between 2000 and 10000. The value depends on the request volume. For a regular trigger volume use a value of 6000. If other triggers than reservations have to be processed, it is recommended to use a value of 2000.

Communication

This option is used to configure the different communication methods. The following methods can be configured:
File Reader, **Trigger Reader** and **HTTP Service** (**Listener**).



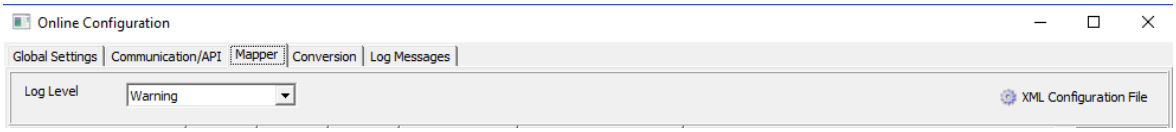
Suite8 Online Interface Configuration - Communication Tab Dialogue Box

Field	Definition
File Reader	
Log File	The name of the log file.
Log Level	Defines the information written to the log file. Six levels can be set; Debug is the highest level and is only used for testing purposes. The default should be set to **Warning**.
Interval for reading the input folder	Defines the time for the service to check the input folder. The Default is set to 60 seconds, if requests come in only once a day, the time can be increased.
Interval for sending messages	Defines the time for the service to check the output folder. The Default is 60 seconds. If the CRS uses FTP the File Reader uploads the messages from the output folder to the FTP.
Number of files read per loop	Defines the number of files the File reader reads per loop. The Default is 5. With this option it is possible to maintain Interface Utilization, as this depends on the requests coming from the CRS System. Some CRS Systems send only one request in on file, others could send up to 100.
Trigger Reader	
Log File	The name of the Trigger Reader Log file.
Log Level	Defines the information written to the log file. Six levels can be set; Debug is the highest level and is only used for testing purposes. The default should be set to **Warning**.
Interval for checking trigger	Defines the time for the service to check the Suite8 trigger tables for existing triggers. Default is set to 60 seconds.
HTTP Service	
Log File	The name of the HTTP Log file.
Log Level	Defines the information written to the log file. Six levels can be set; Debug is the highest level and is only used for testing purposes. The default should be set to **Warning**.
Interval for requesting internet	Defines in seconds the time polling of the URL of the mapper for requests. Default is 120 seconds.
Interval for status message	Defines in seconds the time sending a status message to the URL defined in the mapper module. The Default is 300 seconds.

Interval for sending to internet	Defines in seconds how often the Listener checks the trigger response queue to send messages. The Default is 120 seconds.
API Settings	
Log Level	Defines the information written to the log file. Six levels can be set; Debug is the highest level and is only used for testing purposes. The default should be set to **Warning**.

Mapper

This option is used for the configuration of Central Reservation specific settings.
The first three fields are used for all mapper modules and filled when running the installation shield.

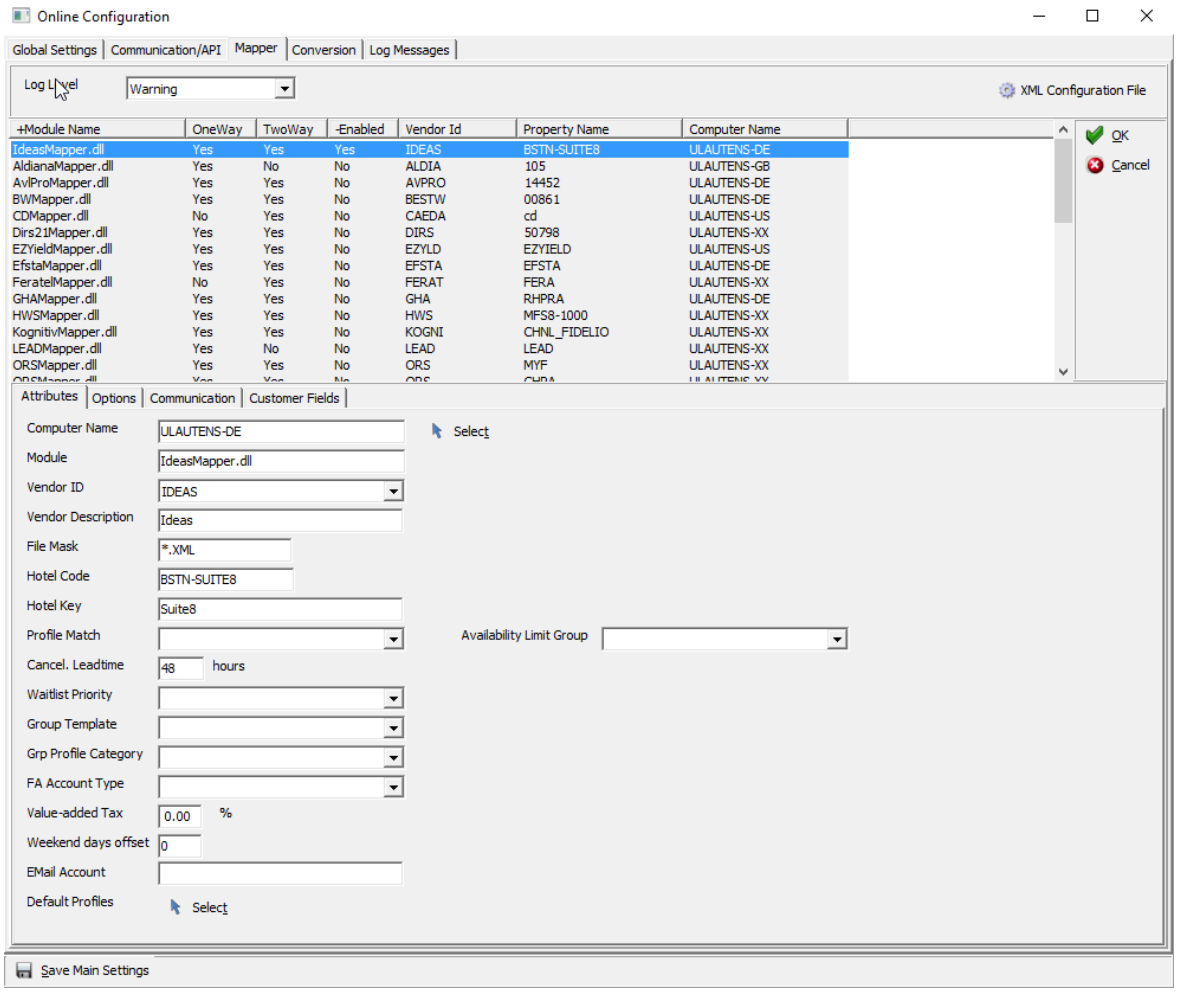


Suite8 Online Interface Configuration- Mapper Tab Dialogue Box

Field	Definition
Log Level	Defines the information written to the log file. Six levels can be set; Debug is the highest level and is only used for testing purposes. The default should be set to **Warning**.
XML Configuration File	Press this button to update the configuration xml file. This file is called **V8OnlineIFCHotels.xml** and is placed in the installation folder of the interface, the default is: **c:\Fidelio\programs**. If this file does not exist, the monitor checks the registry and creates the XML file from the registry entry. If the registry is also empty, it prompts for log on credentials to the database and interface and a default XML file is created. **Please note:** Since Suite8 version 8.9.0.3, the interface and the oracle password are stored encrypted in this file to fulfill the PCI Standard, introduced by Visa USA and Visa Europe, PCI compliance is included in the program: 'Cardholder Information Security Program (CISP)'. This is used for protecting Visa cardholder data wherever it resides ensuring that members, merchants, and service providers maintain the highest information security standard. When updating from a smaller version of Suite8 to version 8.9.0.x, it is mandatory to use the Suite8 Online interface install shield for the update, the existing **V8OnlineIFCHotels.xml** is updated with the encrypted passwords by the install shield.

For changes of an existing mapper configuration, select the mapper and press **Edit** button or double click on the selected mapper configuration. For a new mapper installation, press **Add** button. To delete a mapper configuration, select the mapper and press **Delete** button.

When selecting a mapper configuration and pressing **Edit** or **Add** button, the following dialog is displayed:



Press **OK** or **Cancel** button to return to the previous screen.

Attributes

On the Attributes page all possible attributes for a mapper module are displayed. Each Central Reservation System provides a different quality of data; therefore not all attributes are used by the different mapper configurations.

Suite8 Online Interface Configuration - Mapper Tab Add – Edit - Attributes Page

Field	Definition
Computer Name	The workstation name on which the mapper runs **Note:** *The workstation name or the computer name should always be entered in capital letters for OIFC to work. This should be followed always even if the Windows – computername is in small*
Module	The name of the Central Reservation specific mapper.dll file. Usually all mapper.dll files are stored in the Installation directory.
Vendor ID	The vendor Id, used to identify the Central Reservation System and to create the name of the backup file. The Vendor IDs in the pick box are hardcoded. However additional Vendors can be loaded from the XML file **VendorIDs.xml**, which is placed in the Suite8 program folder by the install shield. When installing a mapper not yet available in the pick box, for example to support a new Vendor ID in an older PMS version. The list of Vendor ID's from the XML file is compared with the hard coded list in the pick box displayed. If a Vendor ID in the XML file does not exist in the pick box it will be added automatically.
Vendor Description	Short description of the interface, shown on the interface monitor.
File Mask	The File mask. This filter is used by the File Reader to identify files from the Input Folder.
Hotel Code	The Hotel Code provided by the Central Reservation. It is mandatory to enter a code. Usually this code is provided by the CRS Vendor. The interface takes this code to identify the correct hotel for the incoming request. If different, the request will be rejected and an entry is made in the API Log File.
Hotel Key	This is only used by specific Central Reservation Systems, such as WebRes. The key is provided by the Vendor. It can also be used to enter the Chain Code, if this is requested by the Vendor
Profile Match	Match set used to assign the Profile Match to the corresponding mapper. The quality of data differs from CRS to CRS, therefore it is possible to configure more than one profile match. It can be configured under **Setup-> Configuration->Miscellaneous->Profile Match Point Setup**.

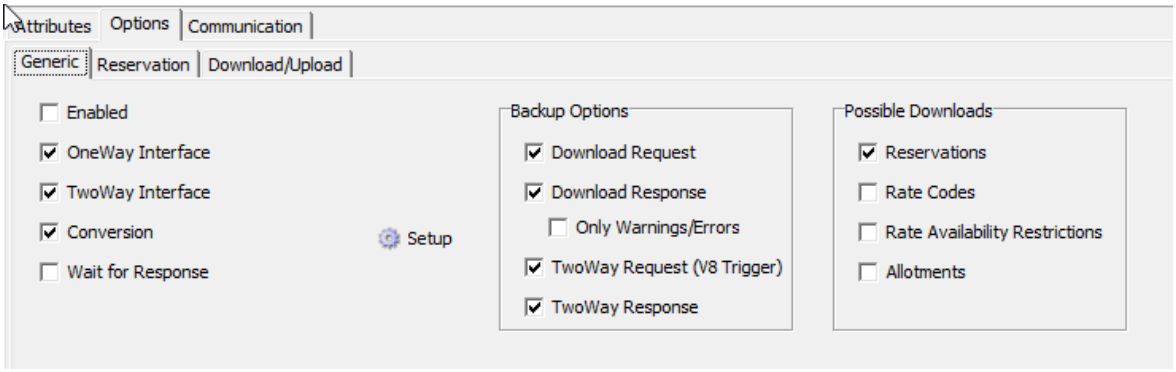
Field	Definition
Cancel. Lead time	Lead time for cancellations. If a cancellation is received later than 48 hours, the request will be rejected and an entry is made in the API Log File. Only used if the Central Reservation System is waiting for the response, if not this should be set to 0.
Waitlist priority	This is the default priority of waitlist reservations
Group Template	A standard group template that can be used for creation of groups. Only used if the CRS supports group reservations.
Grp Profile Category	The standard profile type used when creating a group profile and linking it to a created Financial Account.
FA Account Type	The default financial account group account type. Used for group profiles linked to a Financial Account
Value-added Tax	Enter the VAT percentage. Some CRS vendors send net prices, but the hotel needs gross prices. The interface calculates the gross price using the entered VAT percentage. Used by old Trust One-Way and by the ResAsterix Interface
Weekend days offset	This setting is used, if weekend days have to be uploaded and downloaded. It is an offset which is used when the weekend days in both systems are different. Suite8 starts the week always on Monday (1) and ends with Sunday (7). Myfidelio starts with Sunday (1) and ends with Saturday (7).
Email Account	Recipient of the email notification. Enter a valid email address. The sender's email address is taken from the field **Hotel Email** under **Global Settings->Generic1** tab or if an email address is defined for the interface user, this one is use. Email sending is only possible if Fidelio Server is installed and running. The following is an example of an error report email: *Online Interface Reported Error for Reservation Download* *Sender of Reservation: RIT* *Date/Time of Reservation: 8/4/2011* *CRS Number: 28-5896-11-0* *Reservation Mode: New* *Guest Name: Mustermann, Max* *Error message: Arrival date 8/2/2011 of the reservation request 28-5896-11-0 is in the past. Hotel date is: 8/3/2011.* *Please check the Online Interface and Suite 8 for the reservation mentioned in this email*

Field	Definition
Default Profile	Defines the default profile for Travel Agent, Company, Source and Booker assigned to reservations and block reservations. Each reservation send via Suite8 Online Interface will be linked to the defined default profile. For mappers supporting default Billing Instructions, such as 'MyTravel' a default profile for Billing Instructions can be selected. To use this, the flag **Billing Instructions** on the **Options** tab of the mapper configuration has to be activated. For billing instructions, only one profile type can be selected.
Availability Limit Group	Select the Availability Limit Group, which is used for availability upload and availability check when downloading reservations. Availability Limit Groups are defined in **Suite8->Availability (CTRL. + D)**

Press **OK** or **Cancel** button to return to the previous screen.

Options
On the Options page all available options for a mapper module are displayed. Each Central Reservation System provides different functionality therefore not all options are used by the different mapper configurations.

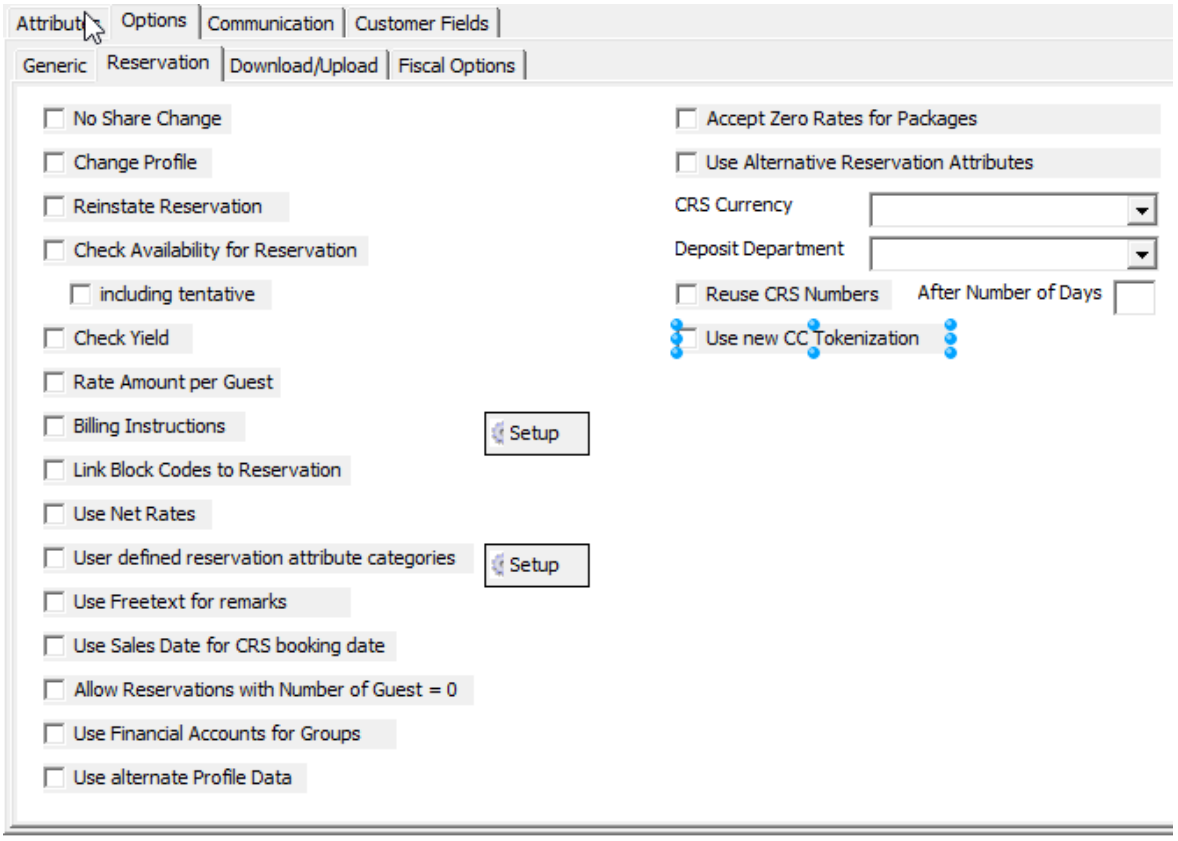
Generic



Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Options - Generic Page

Field	Definition
Enabled	To activate or deactivate a mapper.
OneWay Interface	Indicates whether the interface receives messages (1Way).
TwoWay Interface	Indicates whether the interface sends messages 2Way. For some Interfaces, such as **myfidelio** both options must be activated
Conversion	Defines categories that should be converted by the selected mapper and or categories displayed under the **Suite8 Online Configuration-> Conversion** tab. Most Central Reservation Systems use this functionality. If selected a **Setup** button becomes available to configure conversion options for the different categories such as address type, communication type or block code. Two selection criteria can be entered: **Used** defines a category that should be converted and **Configurable** defines if the category should display on the conversion tab. Please refer to Appendix B Conversion Setup.
Wait for Response	Defines if the Central Reservation System should wait for a response on the request. If selected, the milliseconds for the response should be entered. This is the time that the communication module will check response messages. After the time elapsed, a time out message is prompted.
Possible Downloads	This option is only used by the ORS and its descendent Interfaces.
Reservations	Accept reservations requests from ORS Y/N
Rate Codes	Accept rate code requests from ORS Y/N
Rate Availability Restrictions	Accept Rate Availability Restriction requests from ORS Y/N
Allotments	Accept Allotment requests from ORS Y/N not supported yet
Backup Options	Controls the creation of the backup files. To avoid too many backup files, slowing down the monitor, the user can turn off a few or all of the backup options.
Download Request	If this option is selected, the incoming requests will be stored in the Request Backup folder.
Download Response	If this option is selected, only the result messages, indicating a warning or error in processing the request, are stored in the Response Backup
Only Warnings/Errors	This option controls whether all response messages are stored in the Response Backup or only those with warnings/errors
TwoWay Request	If this option is selected, all Triggers from Suite8 are stored as XML file in the Request Backup folder
TwoWay Response	If this option is selected, the message created after a trigger was fired, is stored in the Response Backup folder.

Reservation

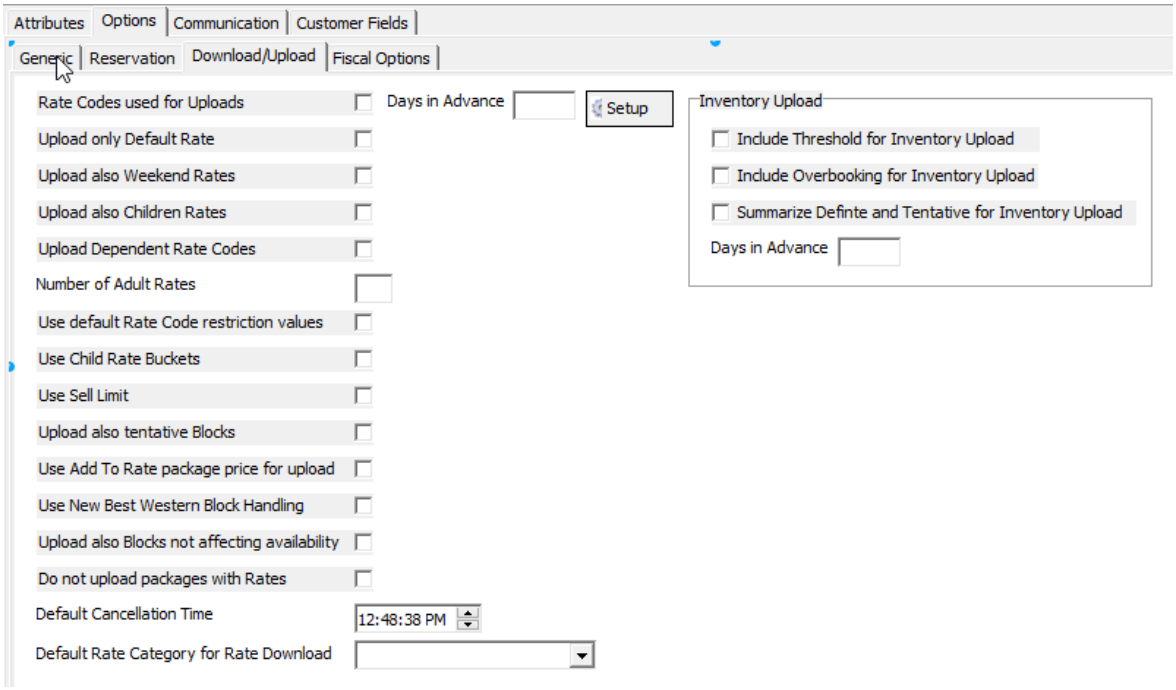


Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Options - Reservation Page

Field	Definition
No Share Change	Defines if changes to share reservations should be accepted. Some Central Reservation Systems support share reservations, but do not deliver unique data for change requests to these share reservations. For example the Pegasus Central Reservation System.
Change Profile	Defines if changes to profiles are allowed.
Reinstate Reservation	Defines if the interface can reinstate a cancelled reservation, if a new or change request with the same reservation number comes in.
Check Availability for Reservation	Defines if the interface checks the availability for each reservation request. For interfaces sending simple reservation requests through the internet this option should be activated. For interfaces sending multiple reservations in one request this option should not be activated. It slows down the interface.
Including tentative	Defines if tentative reservations will be included in the availability checks. If not activated, only definite reservations will be included.
Check Yield	An option which is not yet supported
Rate Amount per Guest	This option indicates whether this option from Suite8 is used by the interface.

Field	Definition
Billing Instructions	This option is linked to group reservations and should be activated if the Central Reservation System supports group reservations. Standard Billing instructions can be entered via the **Setup** button, available if this option is selected.
Link Block Codes to Reservation	If this option is activated, the interface uses the channel, source, market and rate code of the block for the reservation
Use Net Rates	This option must be activated, if the Central Reservation System uses net rates instead of gross rates in their booking / rate code messages.
User defined reservation attribute categories	Defines if attribute categories can be selected from Suite8. When pressing **Setup** button a dialog box opens displaying available attributes that can be added and linked to a conversion type. Up to 10 user- defined attributes can be selected; the conversion type ranges from X0 to X9. The user-defined conversion types are displayed on the conversion table. Allows handling mandatory attributes.
Use Freetext for remarks	If a comment is sent by the Central Reservation System it is also stored in the field **Remarks** on the reservation
Use sales date for CRS booking date	If this option is activated the Central Reservation System booking date is filled and indicated in Suite8 in the field: **Sales Date**.
Allow Reservations with Number of Guests = 0	If this option is activated, reservations without number of guests or number of guests = 0 are accepted
Use Financial Accounts for Groups	If this option is activated, a new financial account is created upon group profile creation
Use Alternate Profile Data	If this option is activated, the alternate profile data will be used for profile match. Please refer to the corresponding section in the Suite8 manuals for more details
Accept Zero Rates for Packages	Indicates, whether packages without price are accepted. If not the package price from Suite8 will be used
Use Alternative Res. Attributes	Indicates the use of Alternative Reservation Attributes. Only used by Trust Voyager.
CRS Currency	Currency used for reservation upload. If the reservation currency is different to the selected one. The rate will be recalculated.
Deposit Department	Only shown if the Enhanced Deposit Handling in Suite8 is activated and Deposit Folio is checked. See Global Settings Country Specific 1.
Reuse CRS Numbers	Indicates the reuse of CRS Numbers after x days
After Number of Days	Number of days for reuse of CRS Numbers. Should come from the CRS Vendor. At the moment only used for Best Western.
Use new CC Tokenization	New option for Best Western to handle credit cards payments in the reservation

Download/Upload



Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Options - Upload Page

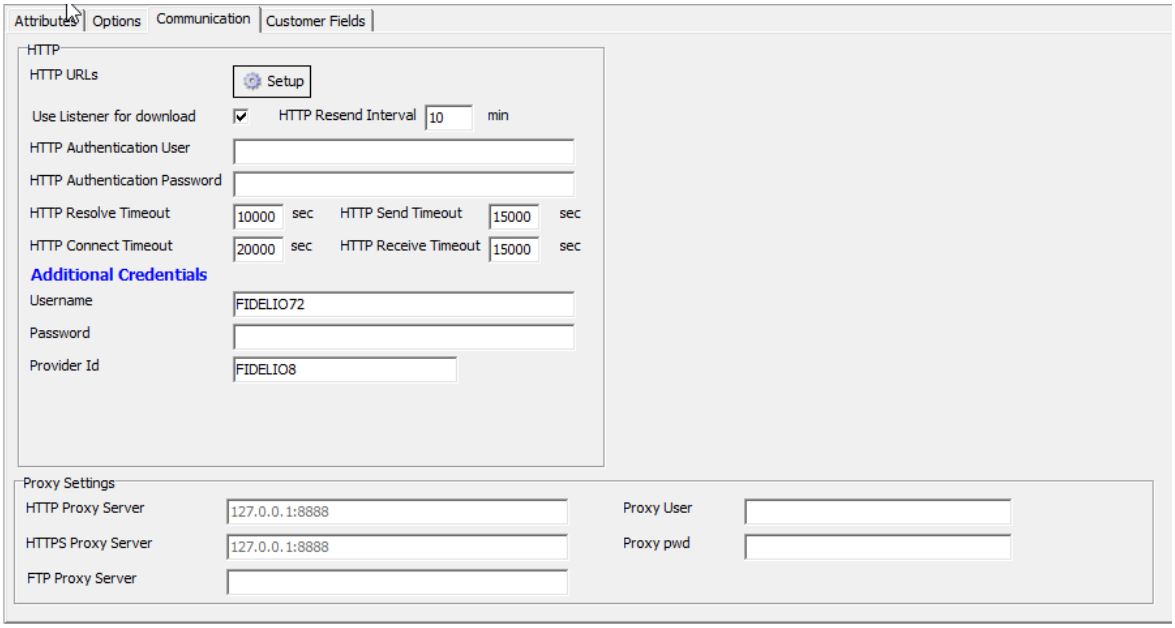
Field	Definition
Rate Codes used for Uploads	This option must be activated, if the interface should upload rate or room type restrictions. The rates codes included in the upload to the Central Reservation System have to be selected by pressing **Setup** button.
Days in Advance	Some Central Reservation Systems accept rate code or rate restriction uploads only for a defined number of days in advance.
Upload only default Rate	Defines if only one rate, the default, is uploaded to the Central Reservation System. In this scenario, the interface loads only the default rate settings from the corresponding rate code
Upload also Weekend Rates	If the Central Reservation System accepts the defined Weekend Rate on a Rate Code, then this flag can be activated, to transfer this information, however, the rate code trigger process is faster with the flag deactivated.
Upload also Children Rates	Defines if configured Children Rates are uploaded to the Central Reservation System. However, the rate code trigger process is faster when the flag is not activated.
Upload Dependent Rate Codes	This flag controls, whether the rate code trigger on dependent Rate Codes are processed
Number of Adult Rates	Indicates the number of adult rates, which will be uploaded. 0 means all adult rates will be uploaded.
Use default Rate Code restriction values for rate restrictions	If this option is activated, the interface sends the restrictions setup, such as MIN/MAXLOS, directly to the Rate Code.
Use child rate bucket	This is available on the myfidelio mapper, if selected child age categories can be linked.

Field	Definition
Use Sell Limit	Activates Selling Limit handling. When using Selling Limits, the Rate Codes are grouped into Rate Levels, to control Rate Availability.
Upload also tentative Blocks	If activated Block Reservations with the status 'Tentative' are uploaded to the Central Reservation System
Use Add To Rate package price for upload	add "Add To Rate package price" for reservation and rate code upload
Use New Best Western Block Handling	Activate Best Western new Block Handling
Upload also Blocks not affecting availability	Upload also Blocks not affecting availability
Do not upload packages with rates	Does not upload packages linked to the rate code
Default Cancellation Time	Default Cancellation Time for the guarantee code linked to the policy of a rate code. Only used by Best Western
Default Rate Category For Rate Download	Will be used for the download of rate code request as in Suite8 each rate code must be inked to a rate category.
Inventory Upload	**Controls the upload of inventory messages**
Include Threshold for Inventory Upload	If this option is selected, the interface considers the threshold settings of the room types in Suite8 for the inventory upload. This is only displayed for Two Way Interfaces
Including Overbooking for Inventory Upload	Defines if Overbooking is considered when calculating the Room Type availability.
Summarize Definite and Tentative for Inventory Upload	This defines if the definite and tentative values are summarized in the upload messages, then this flag is activated. If separate values for tentative and definite are sent, then this flag is not activated. For formats using only one element, it is defined whether tentative values should be ignored or summarized with the definite values
Days in Advance	Some Central Reservation Systems need the definition of a maximum number of days in advance for the Inventory Upload.

Communication

The communication tab is used for defining communication specific settings, depending on the mapper module the settings on this tab differ.

The following example is based on Tiscover. With Tiscover **HTTP Get/Post communication** is used. Suite8 Online Interface supports additional HTTP authentication and timeout settings.



If proxy settings are used in the Internet Explorer, they are displayed. If necessary a user and password can be entered on this page.

Note: When using a different web browser, such as Fire Fox, the proxy settings might not be displayed on this page and do not influence Suite8 Online Interface.

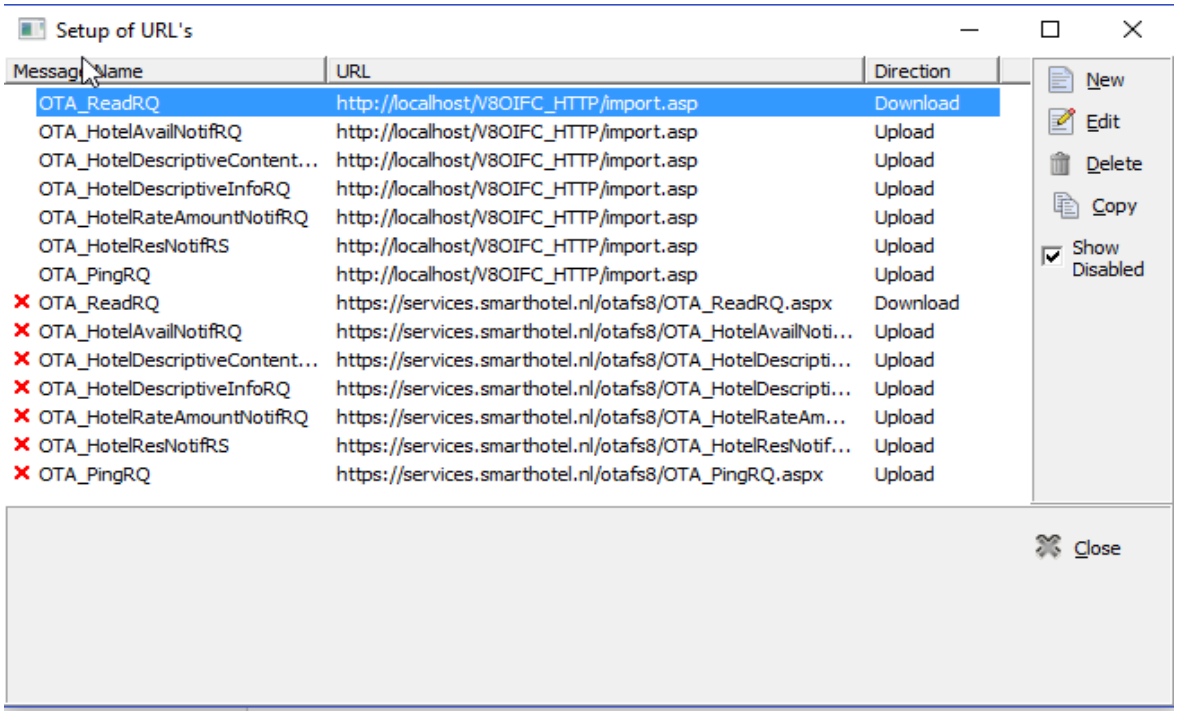
Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Communication Page with HTTP

Field	Definition
HTTP URLs	Since Version 8.8.4.0 support for multiple URL addresses has been added. For each message type a separate URL address can be defined if the Central Reservation System uses multiple URL addresses, such as SmartHotel and Siteminder. The URL address per message type is usually filled via Install Shield, but needs to be verified afterwards.
Use Listener for download	This option indicates, whether the listener is also used for the download of requests. Some Central Reservation Systems use mfnHTTPRequest COM DLL via ASP for the download and the Listener only for the upload. The side sending requests, initiates then the communication. No polling.
HTTP Resend Interval	Defines the number of minutes for the resend interval if a communication failure occurred. Available since version 8.8.4.0. If an URL address fails, it is not used for the next scheduled send. When a message is send, the Interface checks if the URL is available and if the URL is not available, the message is flagged as 'resend' in the database and not send again and again with the standard sending interval but with the interval specified in the field **HTTP Resend Interval**. If it is set to '0', the interval is ignored and the standard sending interval is used. Defining an interval avoids unnecessary traffic and message overload.

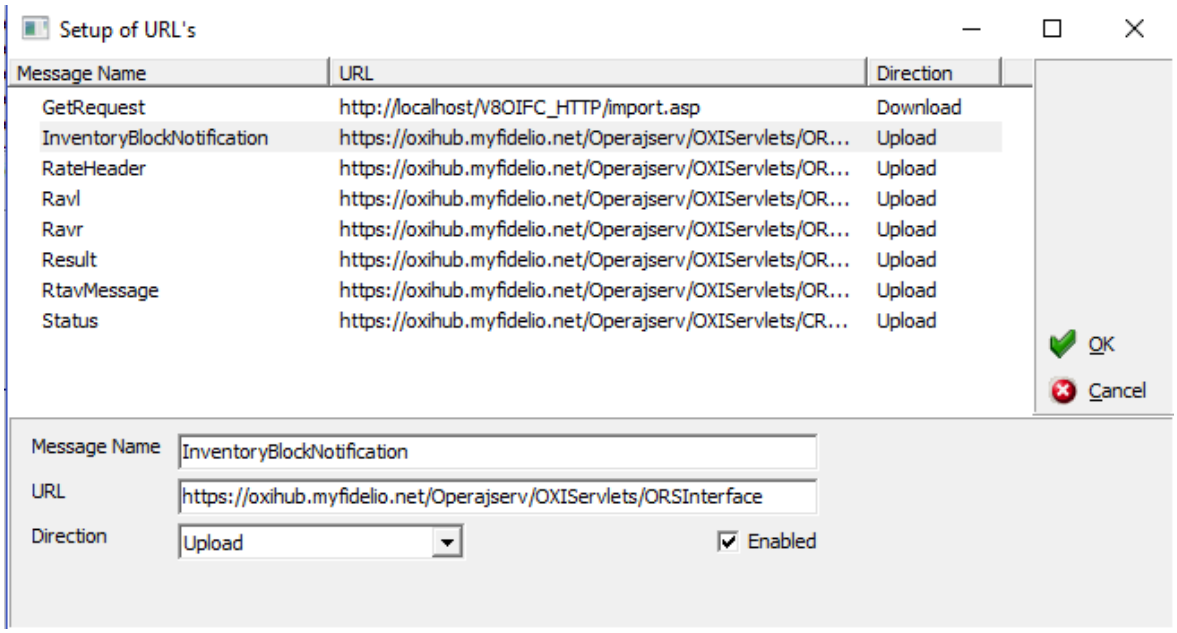
Field	Definition
HTTP Authentication User	The User Name provided by the Central Reservation System, if this standard approach of authentication is used. Do not mix up with Additional Credentials Username. Normally it is empty.
HTTP Authentication Password	The Password provided by the Central Reservation System, if this standard approach of authentication is used. Do not mix up with Additional Credentials Username. Normally it is empty.
HTTP Resolve Timeout	The timeout in seconds used to resolve an URL. If this is empty, Default settings of the Operation System are used.
HTTP Connect Timeout	The timeout in seconds used to connect to the URL. If this is empty, Default settings of the Operation System are used.
HTTP Send Timeout	The timeout in seconds used to send a message. If this is empty, Default settings of the Operation System are used.
HTTP Receive Timeout	The timeout in seconds used to receive a message. If this is empty, Default settings of the Operation System are used.
Additional Credentials	
Username	The User Name. Some Central Reservation Systems require additional credentials in their requests, such as Tiscover, SynXis
Password	The Password, required by Tiscover, Expedia, SynXis
Provider Id	The Provider ID. This is only used by Tiscover and Siteminder. The vendor must provide the id.
Proxy Settings	
HTTP Proxy Server	URL of the HTTP Proxy Server Read only
HTTPS Proxy Server	URL of the HTPPs Proxy Server Read Only
FTP Proxy Server	URL of the FTP proxy Server Read Only
Proxy User	User name of the proxy user. Must be provided by the network administrator
Proxy Password	Password of the proxy user. Must be provided by the network administrator

Since Suite8 version 8.8.4.0, when pressing **Setup** button, the URL addresses can be accessed and changed.

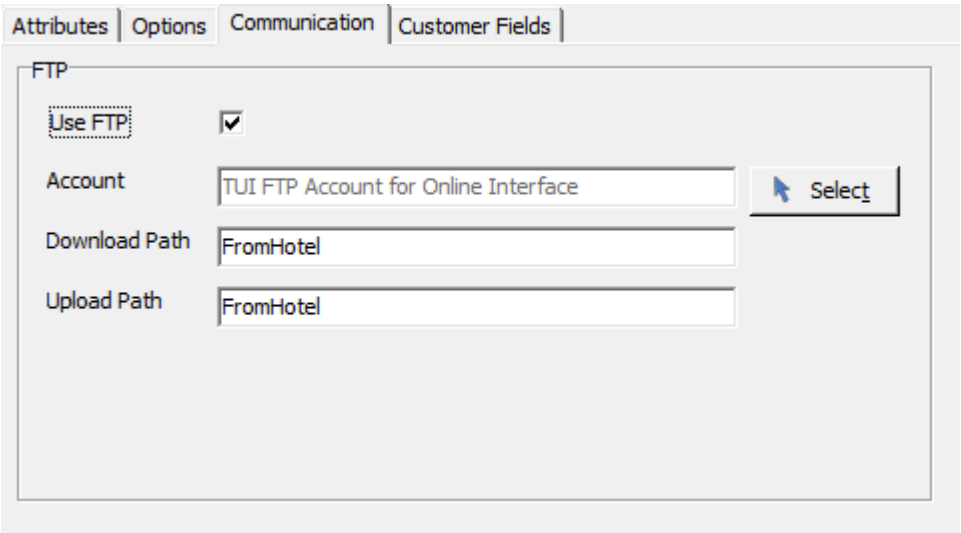
The following example is based on the configuration for SmartHotel. SmartHotel is a Central Reservation System, using a separate URL address for each message exchange between the CRS and Suite8. The information of the message name and the URL address as well as the direction it is used for, have to be known. Usually this information is provided upon Insallation via Install Shield. The URL can be disabled by selecting the URL and clearing the field **Enabled**. With the option Show Disabled you can hide or show disabled URL.



If a Central Reservation System is using only one URL address for all messages, such as myfidelio, then the list is displayed as follows:

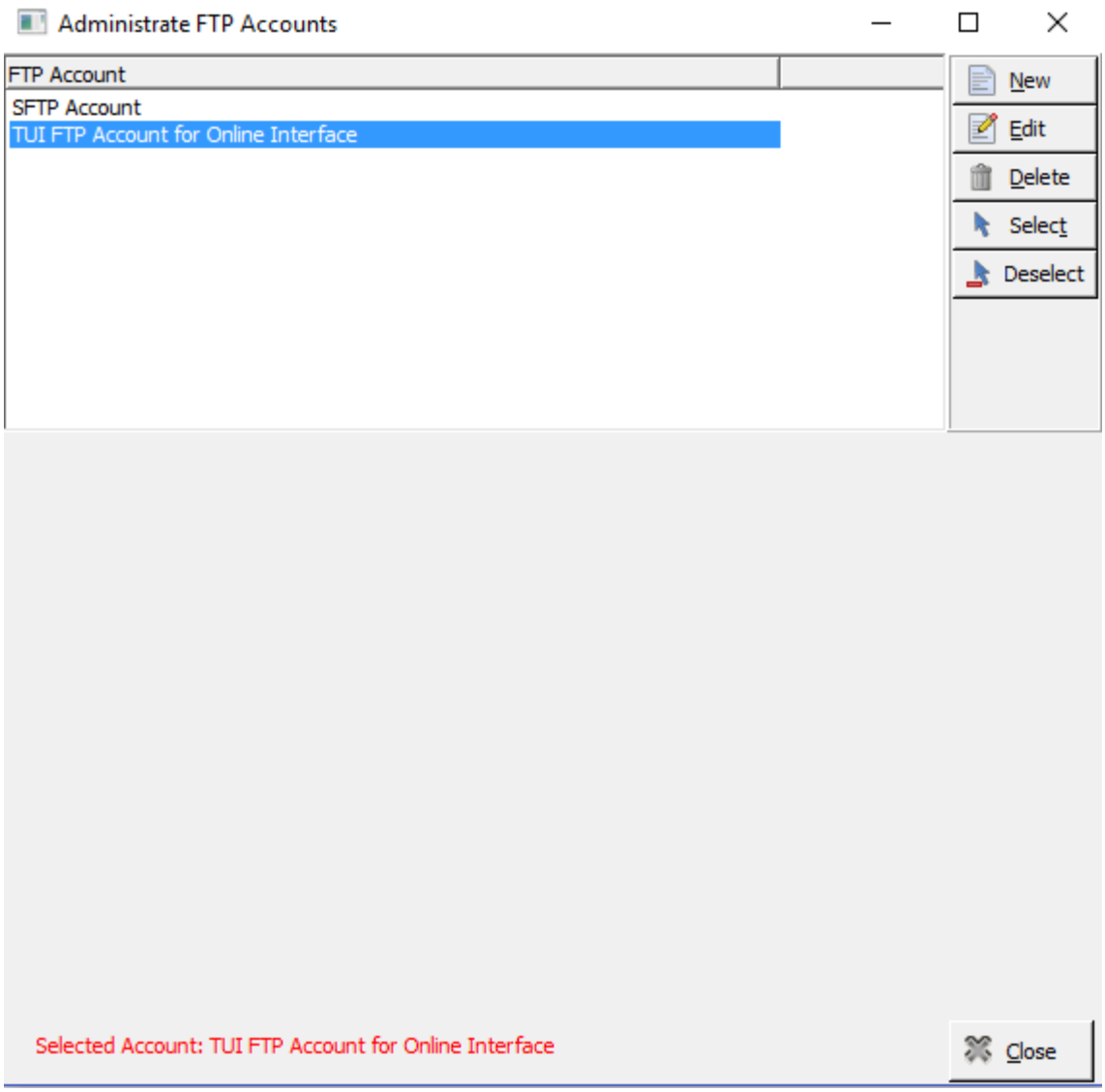


The URL for the Status message differs to the other URL addresses. If a Central Reservation System uses a Status message to indicate the status of the interface, the message name is always: **Status**. Currently only myfidelio is using a status message. Suite8 Online Interface includes the **OTA Ping** message for all Central Reservation Systems using this feature; with OTA Ping the Status of the Interface is checked via Ping command.

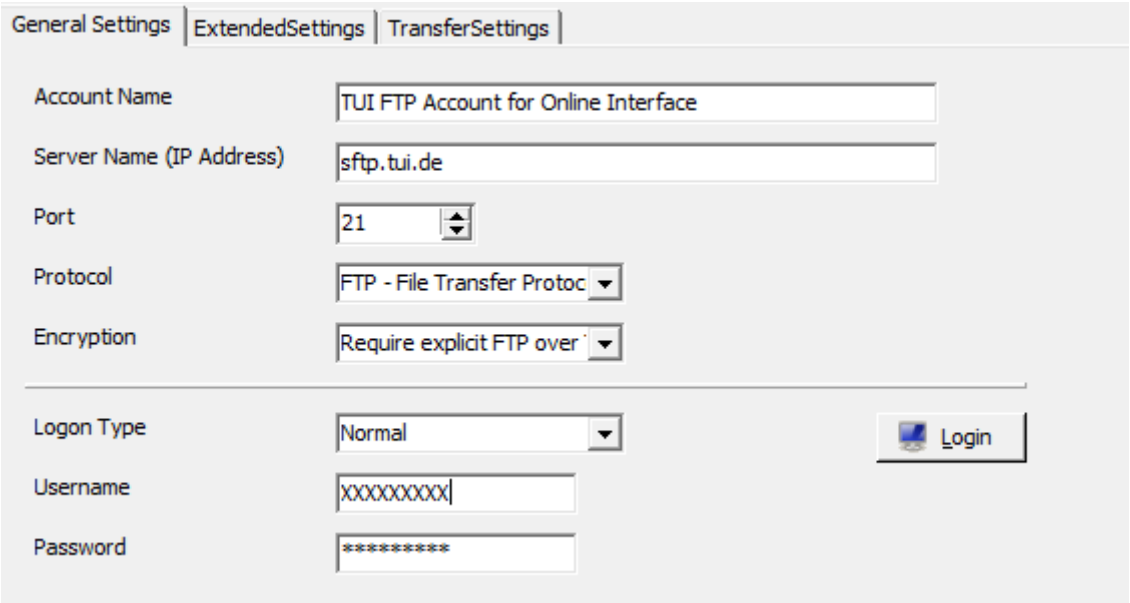


Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Communication Page with FTP

Field	Definition
Use FTP	Must be turned on if the CRS uses FTP
Account	FTP Account settings used for the mapper the FTP server. Press Select button to setup a new account or to select an existing account.
Download Path	Is the path on the local machine, where the files will be stored, before they will be copied to the input folder of the FileReader.
Upload Path	Is the path on the local machine, where the files will be copied from the FileRreader output folder, before they are uploaded on the FTP

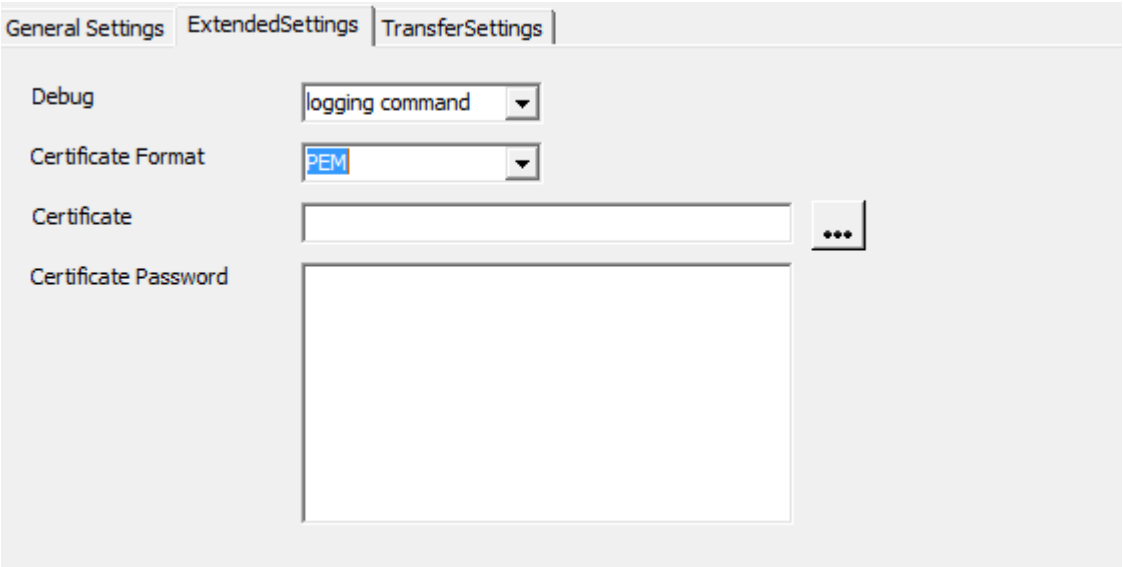


The selected Account is indicated on the lower left. To remove an account, press **Deselect**. To select an account, click **Select**. Press **New** button to create a new account and **Edit** to configure an existing account. The following dialog is displayed:



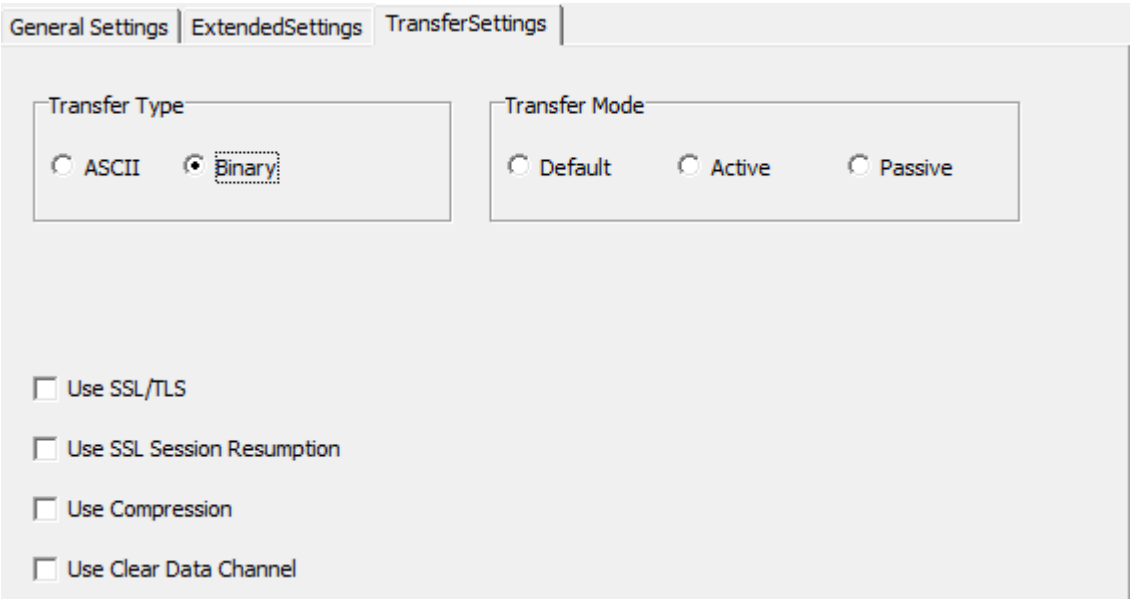
Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Communication Page with FTP - General

Field	Definition
Account Name	The name of the account, this name is prompted, whenever an account is selected in Suite8.
Server Name	The URL address of the FTP server. This provided by the owner of the FTP
Port	The port used for the file transfer. The default port is 21 for plain FTP.
Protocol	FTP protocol type. Either FTP or SFTP
Encryption	The type of encryption used for the data transfer. Only available if the protocol is FTP. Possible selections are **Plain FTP**, **Explicit FTP over TLS** and **Implicit FTP over TLS**.
Logon Type	Possible types are **Anonymous** or **Normal.**
Username	The user for the account, if the logon type is **Normal**.
Password	The password for the account, if the logon type is **Normal**.



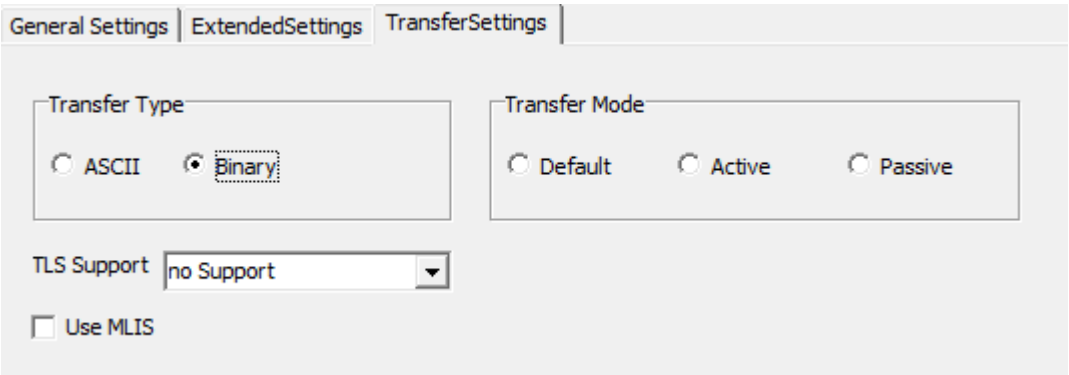
Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Communication Page with FTP – Extended Settings

Field	Definition
Debug	Debug mode of the transfer process
Cert. Format	Certificate Format for the FTP. This option is only available if Encryption was selected on the General Settings tab or if the protocol is SFTP. Possible formats are DER, PEM, PFX and SPC.
Certificate	Certificate File used for the communication
Certificate Password	Certificate Password if the selected format requires one



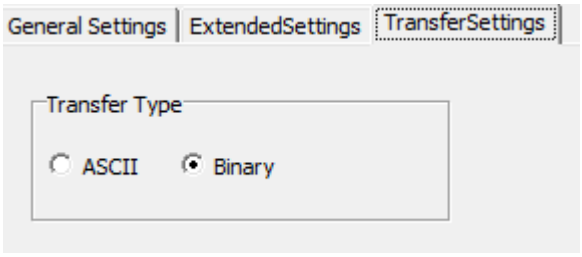
Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Communication Page with FTP – Transfer Settings for Encryption Explicit/Implicit over TLS

Field	Definition
Transfer Type	FTP knows two types: ASCII and Binary. Please check with the FTP administrator which type is supported. Often both types are supported
Transfer Mode	Transfer mode of the FTP. When selecting **Default**, the mode is identified automatically upon connecting.
Use SSL/TLS	Defines is a secure FTP connection is used
Use SSL Session Resumption	If this is activated, the speed of the SSL session is optimized. This has to be support by the FTP
Use compression	Defines if File compression is used. This has to be supported by the FTP
Use clear data channel	If activated, the speed of a SSL session is optimized. This has to be supported by the FTP Server**.** The Connection is then encrypted, but the files are not encrypted



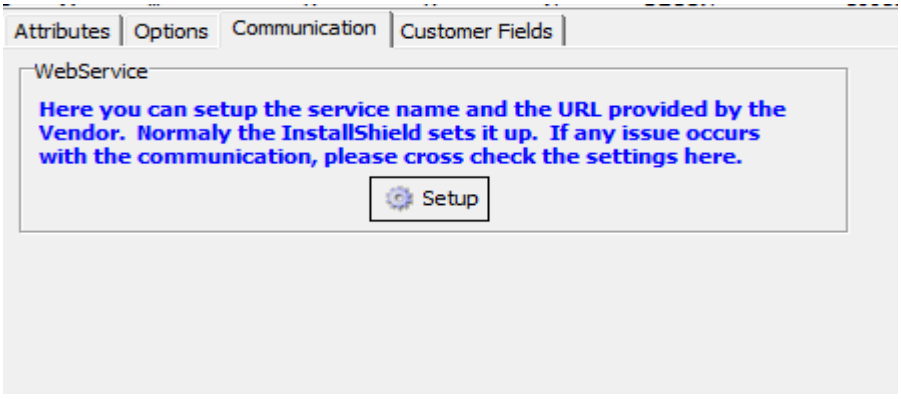
Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Communication Page with FTP – Transfer Settings for Encryption Plain FTP

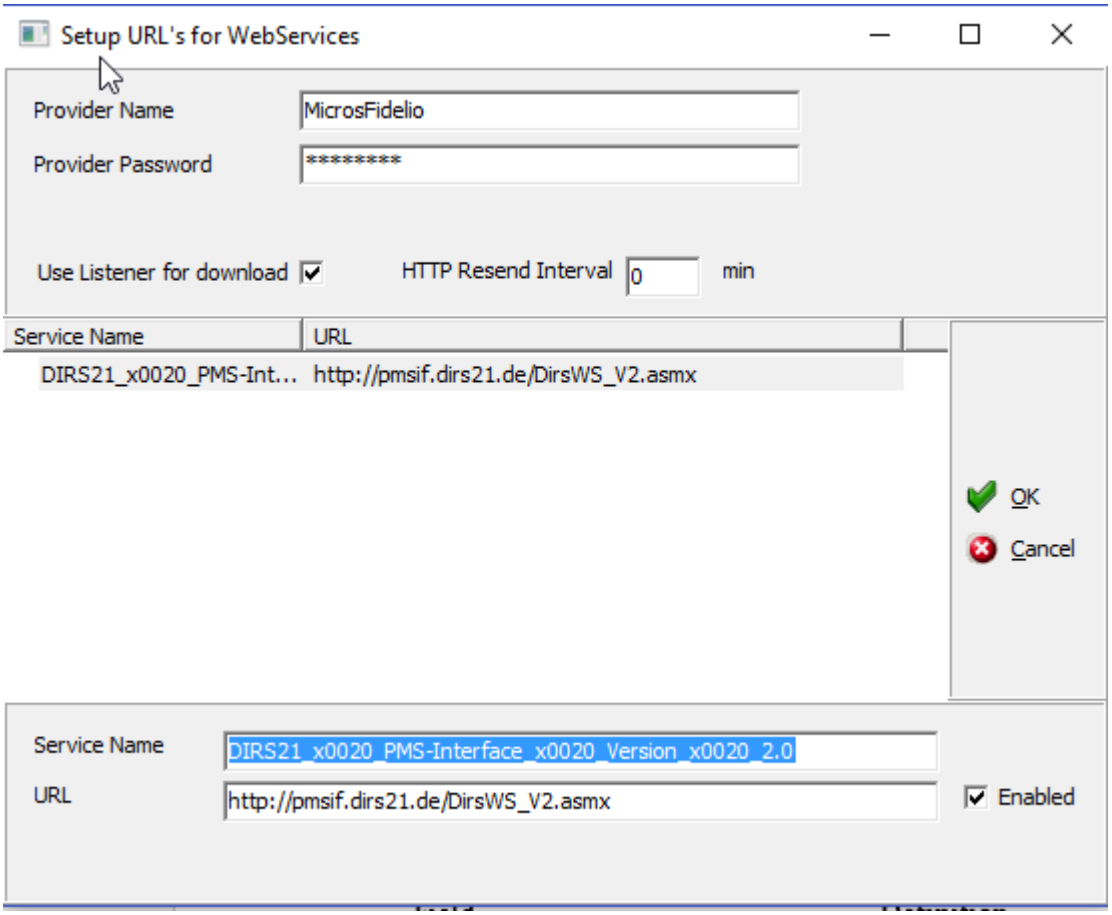
Field	Definition
Transfer Type	Please check with the FTP administrator which Transfer type is used.
Transfer Mode	The Transfer mode of the FTP. When selecting **Default**, the mode is identified automatically upon connecting.
TLS Support	Defines if the secure FTP connection (FTPS) is used. Possible selections are: **Explicit TLS**, **Implicit TLS** and **Require TLS**. Please check with the FTP administrator, which option to use.
Use MLIS	This can only be activated if the FTP Server supports **MLST** and **MLSD** commands.



Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Communication Page with FTP – Transfer Settings for SFTP protocol

Field	Definition
Transfer Type	Please check with the FTP Administrator which transfer type to use





Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Communication Page with Web Services

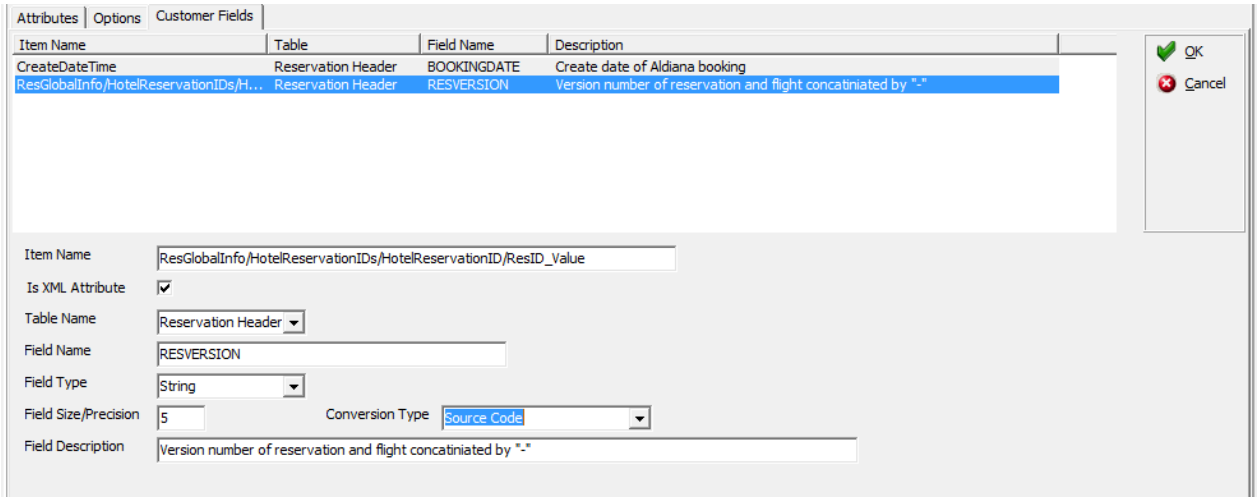
Field	Definition
Setup Button	Press this button for configuring the **Web Service name**, **URL** and **credentials**. Please consult the Vendor specific documentation for more details
Provider Name	The Provider User name, if required by the CRS
Provider Password	The Provider Password, if required by the CRS
Use Listener for download	Please refer to the description for HTTP
HTTP Resend Interval	Please refer to the description for HTTP
Service Name	The web service name, this is provided by the Vendor
URL	The URL address for the web service, this is provided by the Vendor

Customer Fields

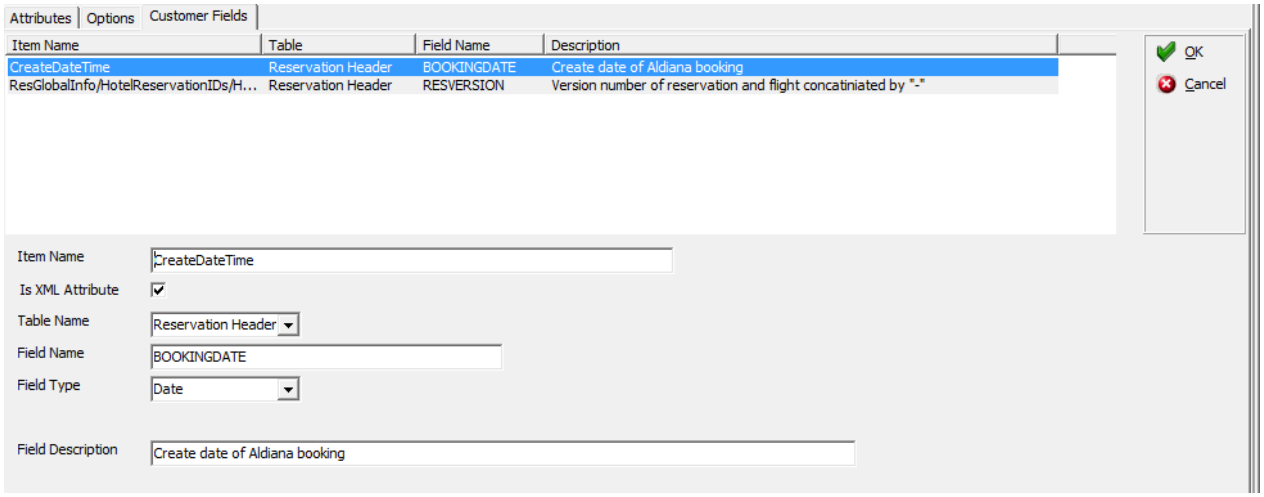
The Customer Fields page allows configuration of all custom field mappings. Suite8 supports custom fields for the reservation header (table **YRCF**) and the reservation detail (table **YRDF**). Since Version 8.8.3.2, the field **YRCF_BOOKINGDATE** is added automatically to the table **YRCF** when updating Suite8 Online interface and selecting the option **Just update** on the install shield dialog, the value from the previously used field is moved to the new field. However, customized reservation edit forms are not changed during update process therefore it is necessary when using a customized reservation edit form with this field to adjust this manually using Suite8 screen painter under **Setup –> Miscellaneous –> Form Customization**. The customized form is then assigned to users.

If the mapper is using XML, the complete XML Path has to be entered in the field **Item Name** starting right below the root node. Select **Is XML Attribute** if the value comes from an attribute.

For example for the **Aldiana Mapper**, the custom field **ResID_Value** is an attribute of the node **ResGlobalInfo/HotelReservationIDs/HotelReservationID/**.
Item Name = ResGlobalInfo/HotelReservationIDs/HotelReservationID/ResID_Value



Custom field **CreateDateTime** is an attribute of the root node **HotelReservation**
Item Name = CreateDateTime

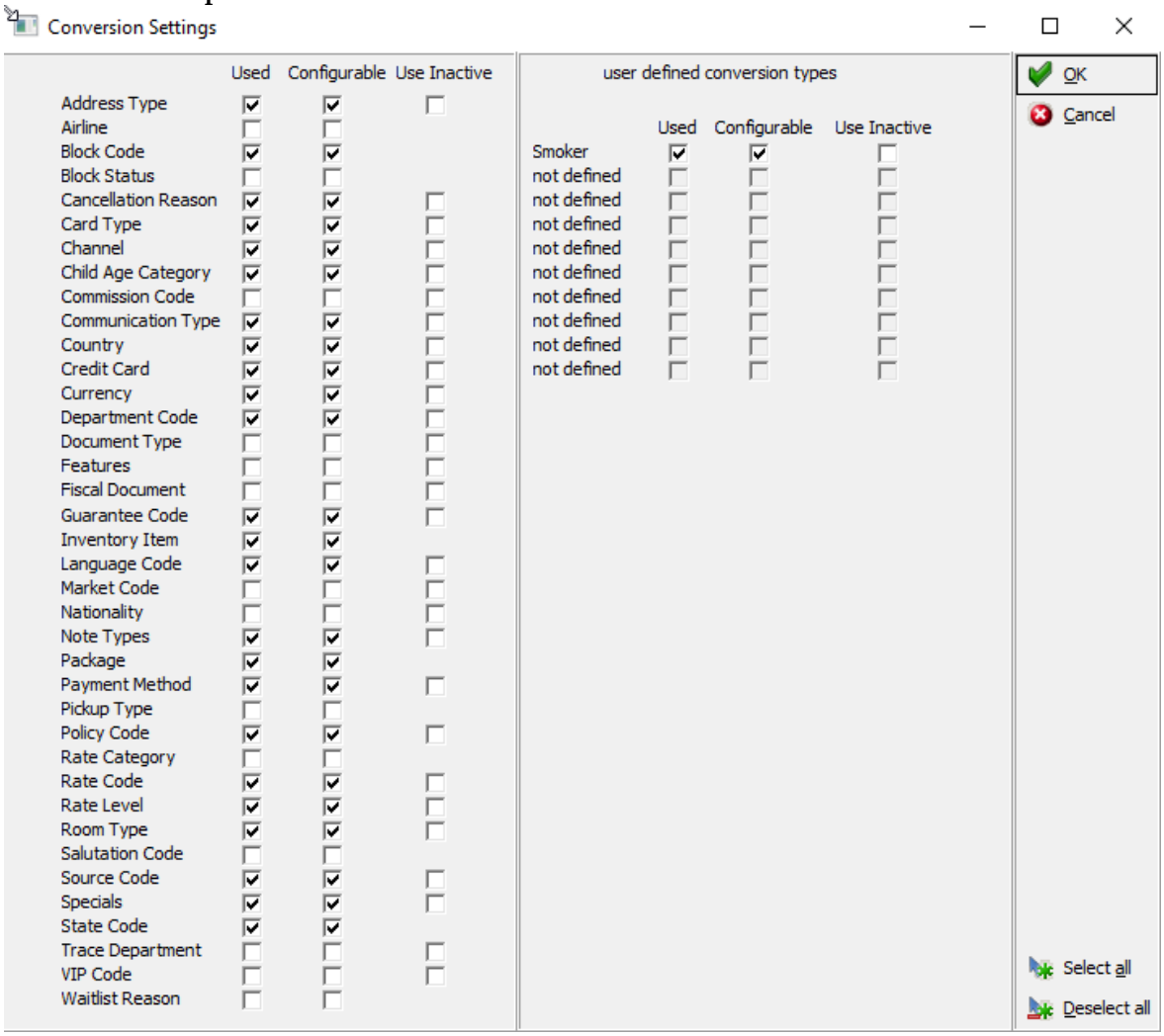


Suite8 Online Interface Configuration - Mapper Tab Add – Edit – Customer Field Page

Field	Definition
Item Name	Name of the item in the CRS request. For XML requests it is the attribute or node name.
Is XML Attribute	If an XML mapper is used, it indicates whether the data comes from an XML attribute or an XML node
Item Position	If the CRS sends requests, which are comma delimited, the position of the field has to be entered. (MyTravel)
Record Type	Indicates from which record type the custom field comes. Only used for MyTravel
Table Name	Select either reservation header or detail table.
Field Name	The name of the customer field in the corresponding table.
Field Type	The field type for each field has to be selected.
Field Size/Precision	Some field types require setting size and precision
Conversion Type	Here you can setup whether the value from the custom field should be converted with the selected conversion type. You have the option to select between Source, Channel, and Market code.
Field description	Enter a description of the customer field.

For more details about custom fields, please refer to the CRS Vendor specific settings.

Conversion Setup Button



The column **Used** defines if the category should be converted. The column **Configurable** defines if the category should be displayed on the conversion tab. The column **Use inactive** defines, if also PMS codes, which are inactive in Suite8, should be considered. This is only used at the moment for NA statistic upload for Ideas. User defined conversion types are only shown, if on the TAB Options->Reservation the option “User defined reservation attribute categories” is checked and reservation attribute categories are setup.

Since version 8.8.4.3, it is possible defining one default code in the conversion table and no longer configuring individual codes; the default code should be set to **Configurable**. When using this option, no warning messages are recorded in the log files. In elder versions, the Interface wrote a warning message for each code which could not be converted. Some categories, such as Address Type and Communication Type are only defined once. The Interface uses default codes that should not be changed once configured; therefore it is recommended to clear the Configurable field for these categories after definition.

Up to 10 user-defined attributes can be selected; the conversion type ranges from X0 to X9. If a mandatory attribute should be linked to each booking coming from the CRS, a default value can be defined. This value is added to each booking even if no reservation attribute is sent by the CRS. In some countries it is legally required to link specific attributes to each reservation.

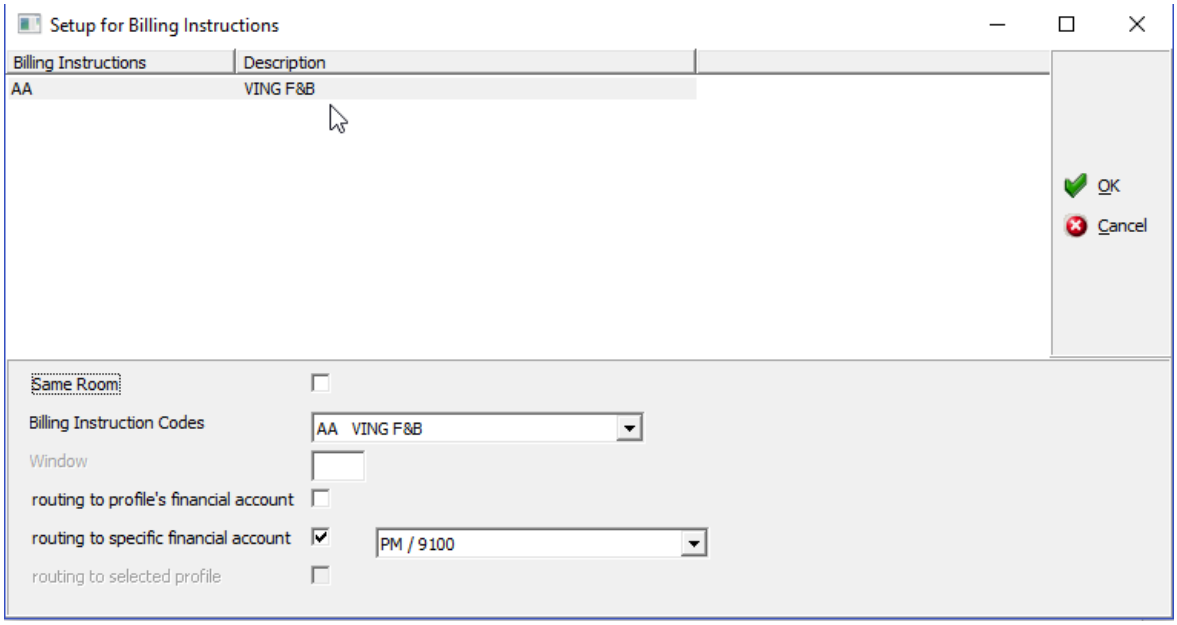
If Traces should be converted, the option **Trace Department** has to be activated, on the Conversion tab, the different traces sent by a Central Reservation System are then supported.

Please Note: When entering translation tables for Block Codes and clicking **Validate** button it is checked whether the Block is still active. If the Block date range is in the past, the code is removed from the Conversion. Concerning Rate Codes, when clicking **Validate** button, it is checked that the Rate Code has still valid rate details and if there is no rate detail with an end date higher than the system date, the code will be removed from the tables 'MCNV', the Suite8 Online Interface Conversion table and 'MAVL', the table storing default Room Types and Rate Codes for Suite8 Online Availability Requests.

Please refer to Appendix B for Standard sets of different Central Reservation Systems.

Billing Instructions

Billing Instructions are configured under **Mapper** tab->**Mapper Options-> Reservations -> Billing Instructions**-> **Setup** button.



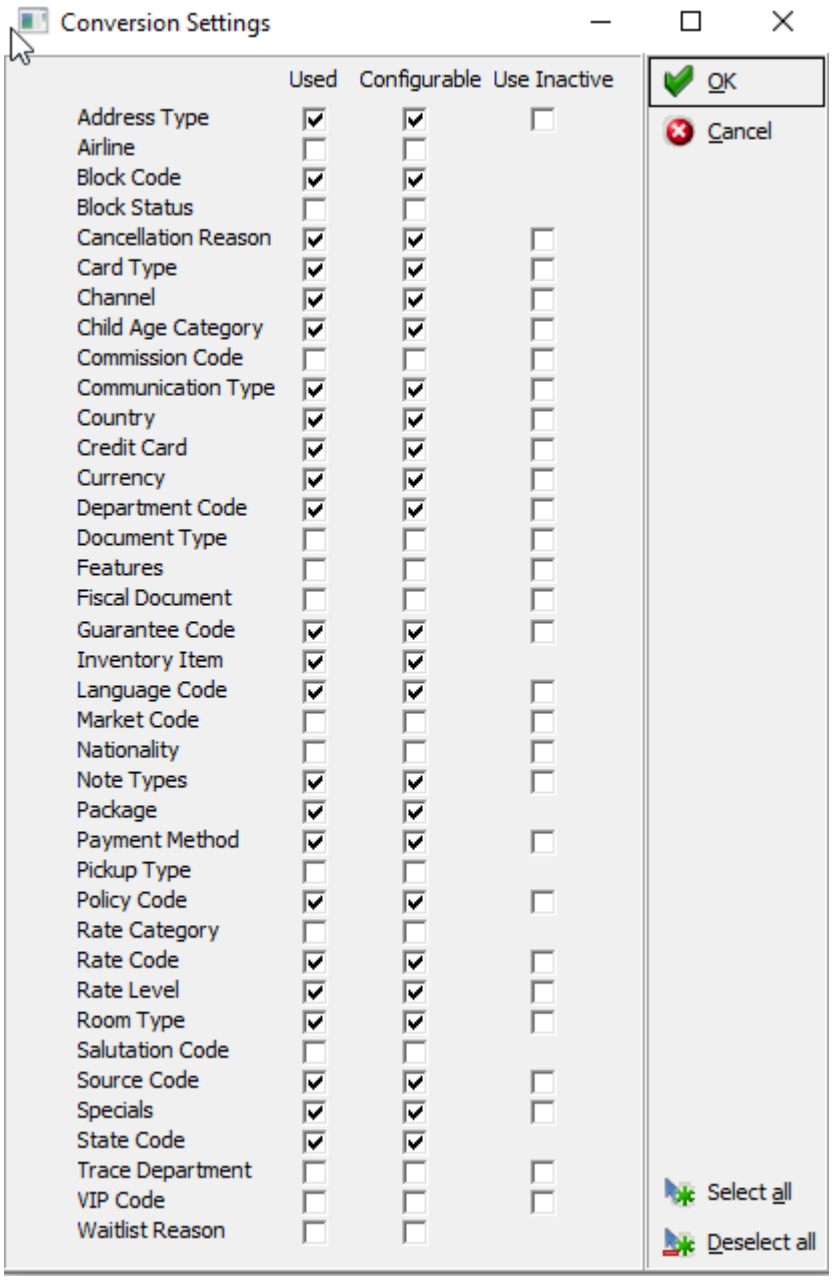
Suite8 Online Interface Configuration - Mapper Tab Mapper Options->Billing Instructions

Field	Definition
Same Room	If selected, the charge will be routed to the same room, if not selected the invoice can be looked up by the interface, using 'Bill View'.
Billing Instruction Codes	This option allows selecting one of the defined Billing Instruction codes.
Window	This option is only available if **Same Room** is selected. It allows entering the window number for the routing; the actual window number is assigned by Suite8. The number must be higher than one. For example if the codes AA and BB should be routed to the same window, they would be configured with the same window number.
Routing to profile's financial account	This option is only active, if **Same Room** is not selected. If this is chosen, then the charges are routed to the group's financial account. The interface creates a group profile and a financial account with the information send by the Central Reservation. All group members will have their billing instructions routed to this financial account.
Routing to specified financial account	This option is only active, if **Same Room** is not selected. Defines the financial account to which charges will be routed. This is identical to the previous described option but instead of creating a new financial account, the selected financial account is used.
Routing to selected profile	This option is only active, if **Same Room** is selected. The Customer Profile Search is opened and a profile can be selected to which the charges are routed.

Conversion

This option is used for the definition of Translation Tables per mapper. The mapper can be selected on the upper right side. Once selected the categories are displayed on the left side. The previously under **Conversion-> Setup** configured Categories are prompted.

Note: Only categories requiring changes should display here. Default categories, not requiring changes should not show on this tab. Please refer to Appendix B.



The conversion table for each category consists of a CRS Code, the code the Central Reservation System sends, a PMS Code, the code available in Suite8 and a default code. The default is used whenever the Central Reservation System sends a code, which does not exist on the conversion table. One default code can be configured per category, however on some categories, such as Packages, Inventory Items or Credit Card, defaults cannot be defined.

To define a CRS Code and PMS Codes

1. Select a category
2. Press **Add** button
3. Enter the CRS code
4. Enter the PMS Code.
5. Set CRS default
6. Set PMS default
7. Set Inactive

Note: When entering more than one CRS Code using the same value, one of these has to be flagged as default. If all CRS Codes are unique each code is flagged as default. The same rule applies for the PMS default codes. Codes used only for the Conversion can be set to **Inactive**, indicating that this code is not used when running the conversion. For example, for the Inventory upload, if only part of the room types used in Suite8 are used on the Central Reservation System, then these codes can be set to inactive for the conversion. The code is then removed from the message without any warning but the message is sent, if there is more than one room type in the whole message.

To change or edit CRS Codes and PMS Codes

1. Select a category
2. Press **Edit** button

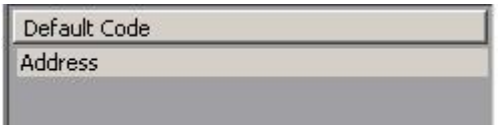
To delete a CRS Code and PMS Code for the selected category

1. Click the **Delete** button.

Note: The default selection on all CRS Codes should not be removed.

To change default values

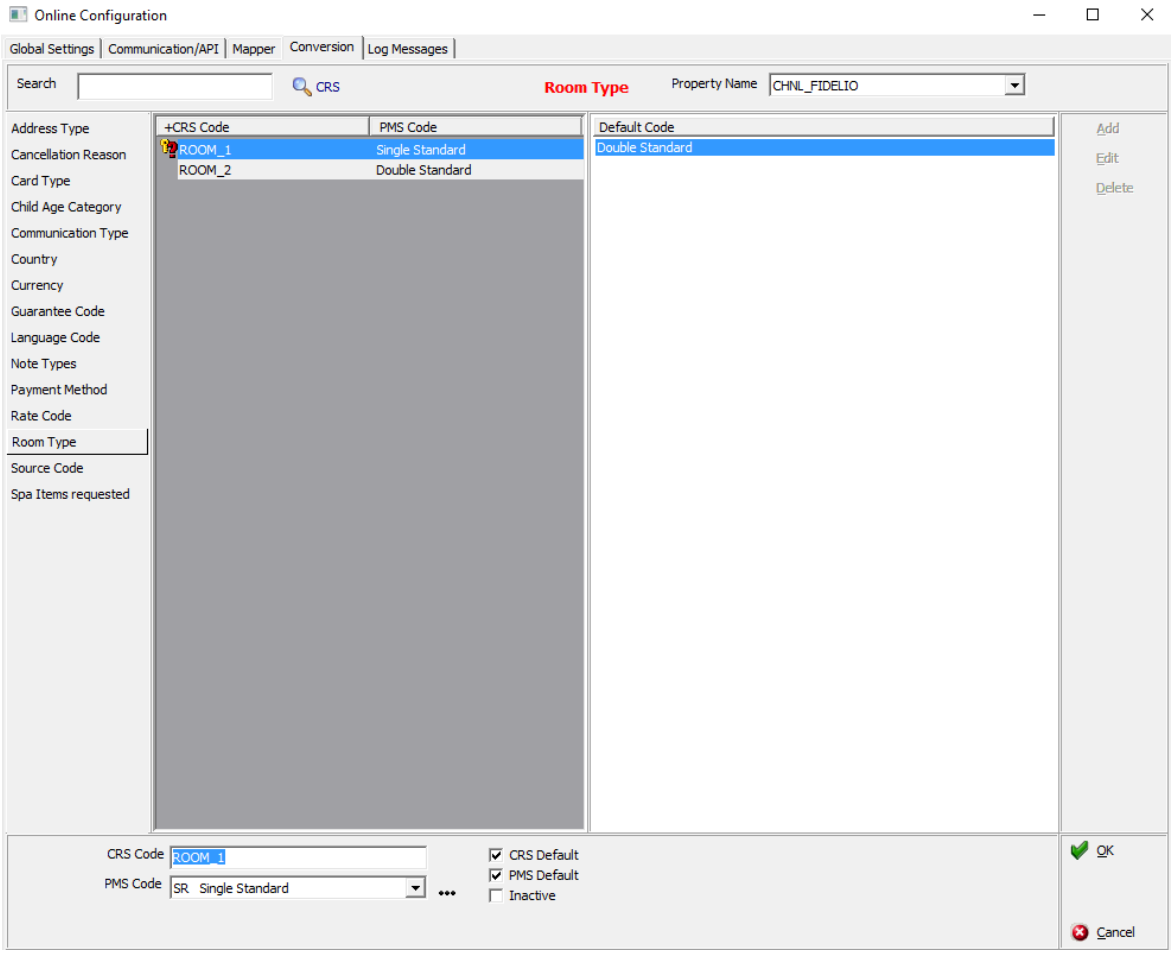
2. Select the Default Code window
3. Click **Add** button to add a default code.
4. Click **Edit** to change an existing default code.
5. Press **Delete** button to delete a default code.



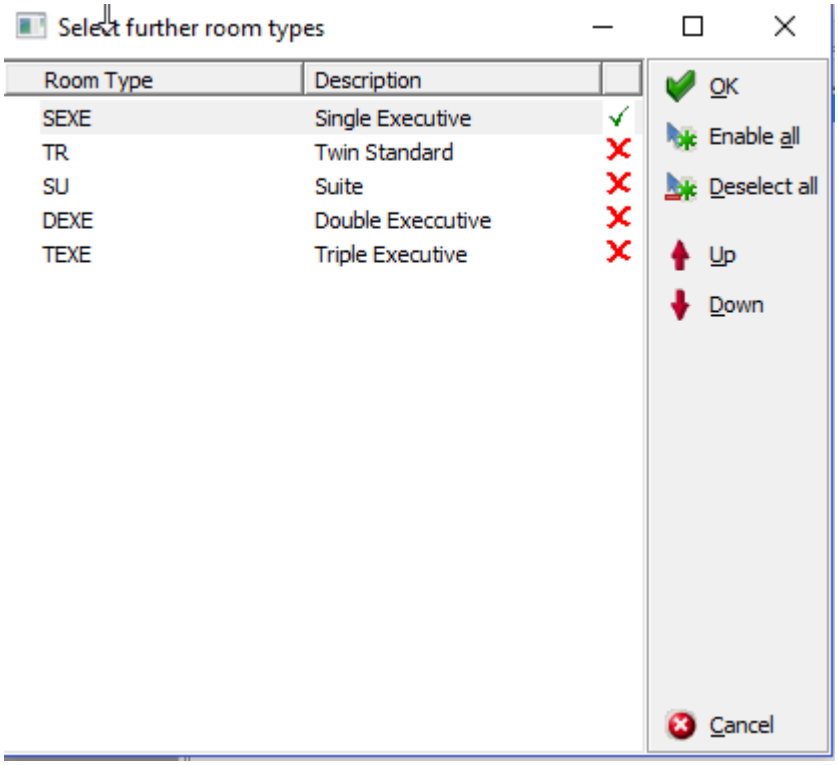
Linked Room Type List

Since version 8.8.4.0 it is possible linking a list of room types from the PMS to one room type in the Central Reservation System. For example if the Central Reservation System uses the room type 'DR' for double rooms and the PMS uses the room types 'DS', 'DN' and 'DR' for double rooms. If a room type list is linked to the CRS Code, the interface checks the availability of all room types in the list and the first available one is taken upon reservation download. For the inventory upload the interface uploads availability for all room types in the list and adds this to the room type configured on the Central Reservation System side.

Note: The **Linked Room Type List** does not work when using Rate restrictions by Room Type. Many of the Central Reservation Systems expect a room type with a restriction. If this is true, and the option **Linked Room Type List** is selected, then the **Rate Code Availability Trigger** has to be deactivated.



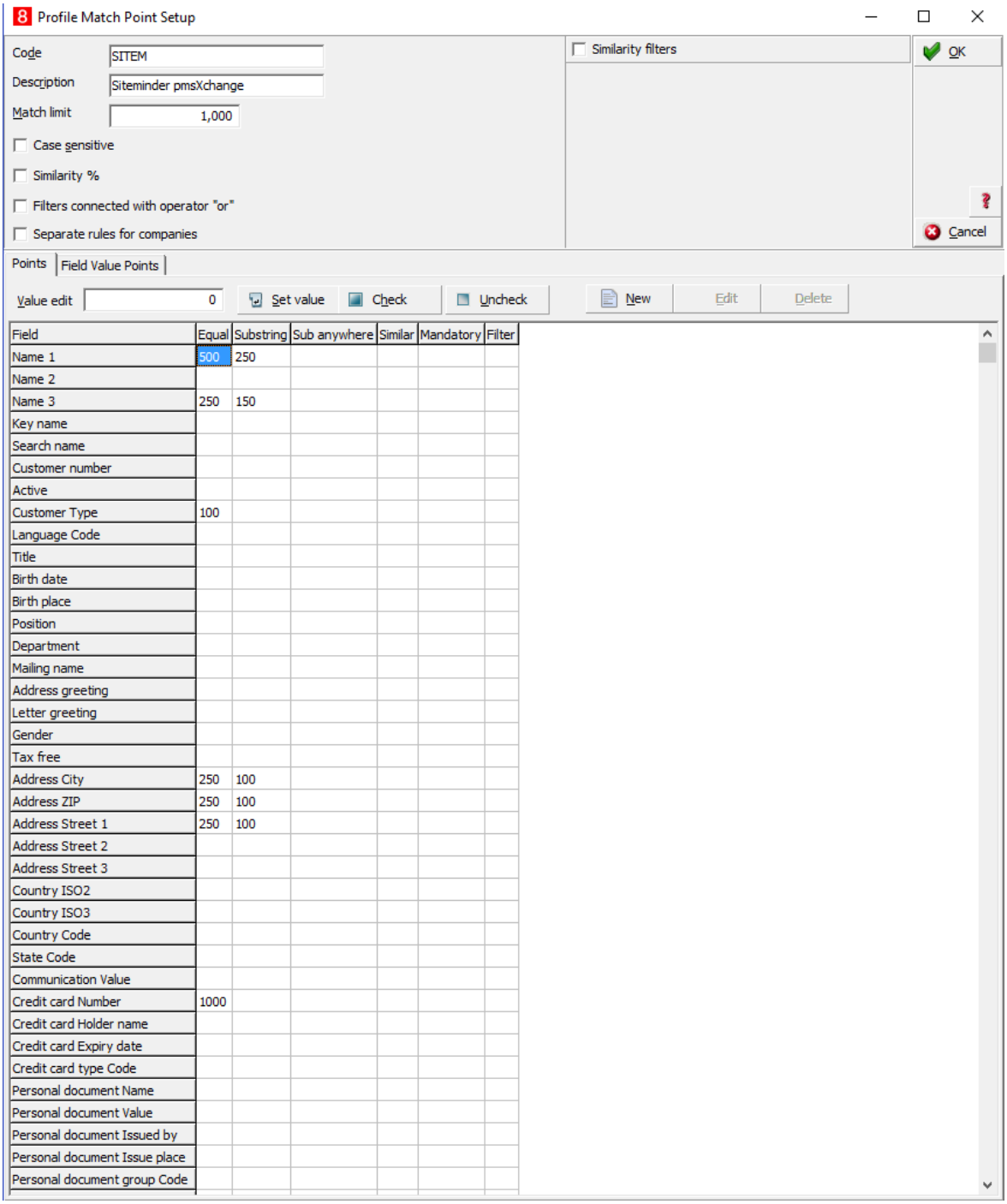
If a room type list is linked to a CRS Code, an icon is displayed next to the CRS Code.
When editing or adding a room type code, next to the PMS Code the '...' button can be pressed for opening the room type list and selecting several room types:



To add or remove room types from the list double click on the corresponding room type. Selected room types are inclued in the list list. Room types marked with the red cross are not part of the linked room type list. Room types included in the conversion are not displayed. A room type cannot be on the conversion table and in a linked list. The message **No Room Type available, to add it to a linked room type list** is prompted if all room types are already entered on the Conversion table and have to removed there first before they can be added to the room type list.

Profile Match

Profile Matches can be defined under **Setup->Configuration->Miscellaneous->Profile Match Point Setup**. This option is used to define match sets when comparing profiles. Profile matches are defined per mapper, if there is only one mapper installed, one profile match is sufficient. The type of profile match for Suite8 Online Interface is **Local Profile Match**.



Field	Equal	Substring	Sub anywhere	Similar	Mandatory	Filter
Name 1	500	250				
Name 2						
Name 3	250	150				
Key name						
Search name						
Customer number						
Active						
Customer Type	100					
Language Code						
Title						
Birth date						
Birth place						
Position						
Department						
Mailing name						
Address greeting						
Letter greeting						
Gender						
Tax free						
Address City	250	100				
Address ZIP	250	100				
Address Street 1	250	100				
Address Street 2						
Address Street 3						
Country ISO2						
Country ISO3						
Country Code						
State Code						
Communication Value						
Credit card Number	1000					
Credit card Holder name						
Credit card Expiry date						
Credit card type Code						
Personal document Name						
Personal document Value						
Personal document Issued by						
Personal document Issue place						
Personal document group Code						

The success of the profile match system depends on the quality of data provided by the Central Reservation System and the configuration of the profile match. To identify a profile, all criteria entered on this screen will be used. The field **Number of Points** determines the total number of points needed for a profile match. Standard is 1000. The column **Full Match** defines the number of points for a 100% match, whereas the column **Short Match** is for the number of points for a partial match, for example if the family name is Andersson and the match found is Anders.

Note: In some properties duplicates could not be found during duplication check for company profiles. The problem raised when using a profile match and a company had the field Name3 left empty, therefore this profile did not reach the total number of points. This can be avoided by assigning a total number of points less than the limit to companies.

The following fields are used for matches with V8 Online Interface:

- Name1
- Name2
- Name3,
- Adresse1
- Adresse2
- Adresse3
- Zip
- City
- Country ISO2
- State
- Communication Value (Telephone, Email, Web Page)
- Credit Card (Number, Holder Name, Expiry Date)
- Member Ship (Frequent Flyer, Loyalty, IATA and Customer)
  - Number Value
  - Type Code

The field value page allows distributing points for fields that most Central Reservation Systems provide.

The extra search criteria button displays more criteria which can be used if the CRS provides the values.

10 Suite8 Online Interface Monitor

The Suite8 Online Interface monitor is a tool for controlling and configuring the interface. It is automatically installed together with the interface. During installation, short cuts on the desktop and or the Start Menu can be created. If the monitor module is started, on the task bar either one or two traffic light icons are displayed. The number of traffic light icons depends on the installed interfaces.
Note: With the release of Suite8 Version 8.8.3.2, the monitor display only works correctly if the file **IFCMonitor.xml** is located in the Suite8 program directory. The file is automatically placed in the directory when running the update via install shield.

Using right mouse short cut menu offers the following options:

- Administration
- Configuration
- Support
- Start 1Way Service
- Start 2Way Service
- Start All Services
- About
- Exit

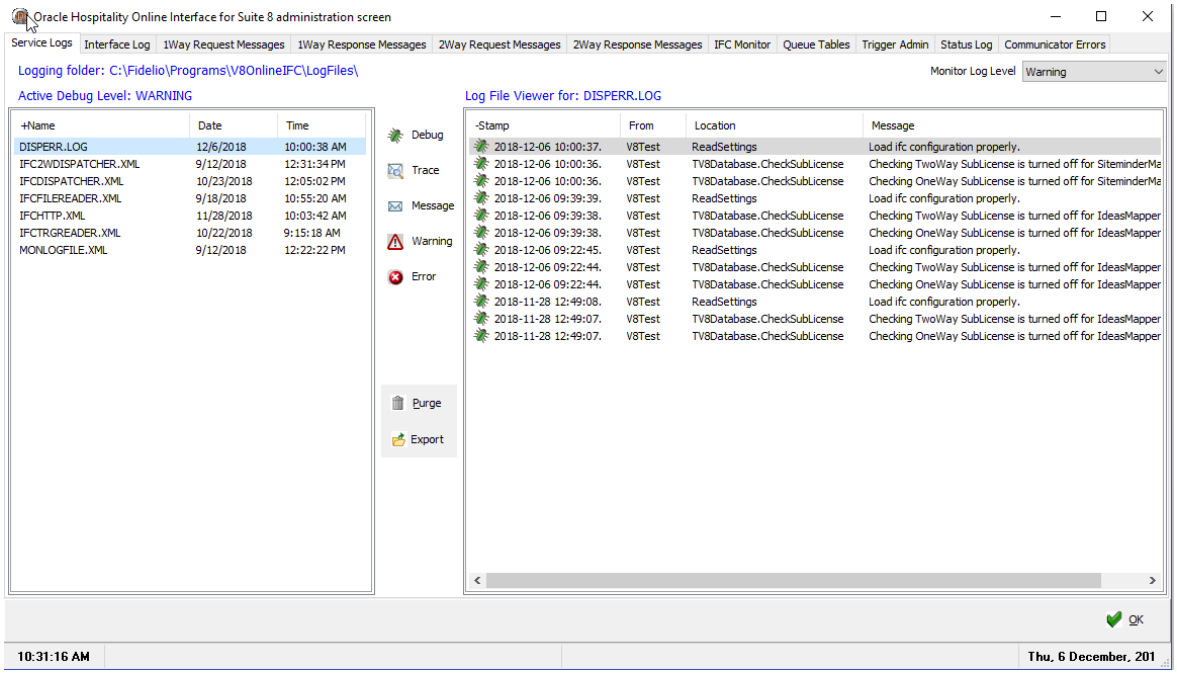
Administration

The administration menu is divided into the following Tabs:

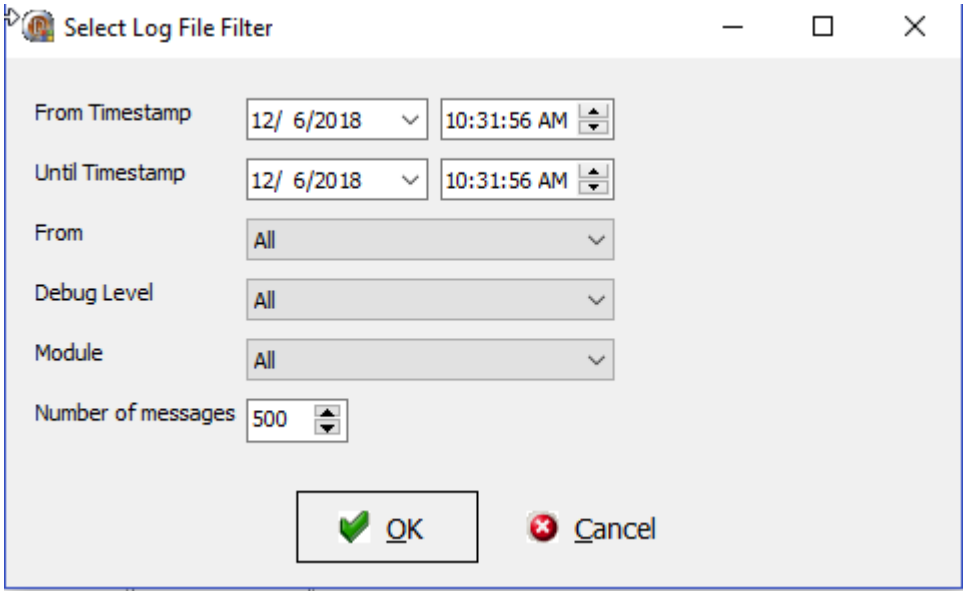
- Service Logs
- Interface Log
- 1 Way Request Messages
- 1 Way Response Messages
- 2 Way Request Messages
- 2 Way Response Messages
- IFC Monitor
- Queue Tables
- Trigger Admin
- Status Log
- Communication Error

Service Logs

All log files created by the different services are listed here. These log files are stored in the Log File folder of the installation, except the Disperr.log. The left side displays the log file list including all backups. The first entry is the disperr.log file. This one is either stored in the root folder of the hard disk or also in the log file folder. The disperr.log contains the first few log messages before the interface can connect to the database and initializes the logging system. It is a simple text file. All other log files are XML files.



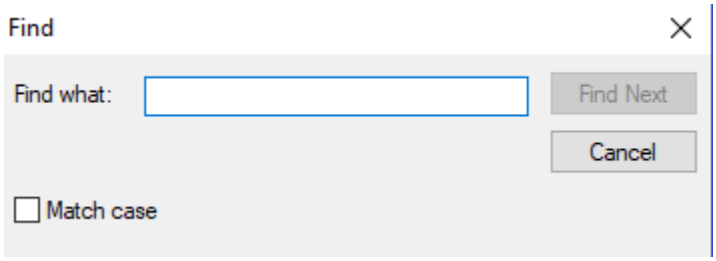
The debug level of the monitor can be changed temporarily. It is not stored if the monitor dialog is closed. To store it permanently it has to be defined on the configuration dialog.
Selecting one of the column headers allows changing the sort order. The actual criteria has either a plus **+** or a minus **–** sign in front of the header caption. Pressing **F5** will update the file list and the contents of the log file on the right side. Pressing **CTRL A** selects all log files on the left file list. **Right Click** on one of the files, show the size of the file. The list is updated every 30 minutes automatically by default. Double clicking on a specific log message on the right side opens an extra window displaying the complete message. From the right mouse short cut menu, selecting **CTRL S** opens a set filter selection box. This works only with XML log files:



Set Filter selection dialog box:

Filter	**Definition**
From Timestamp	Removes all filter selections
Until Timestamp	Filter on the time stamp, enter a date range
From	Filters on the source of message, either 1 or 2 way interface. You can combine it with Stamp.
Debug Level	Select a debug level from the pick box. The level can be combined with a stamp
Module	Select the module for creating the log messages. Either mapper or API can be selected
Number of messages	Select the maximum of log messages for the filter

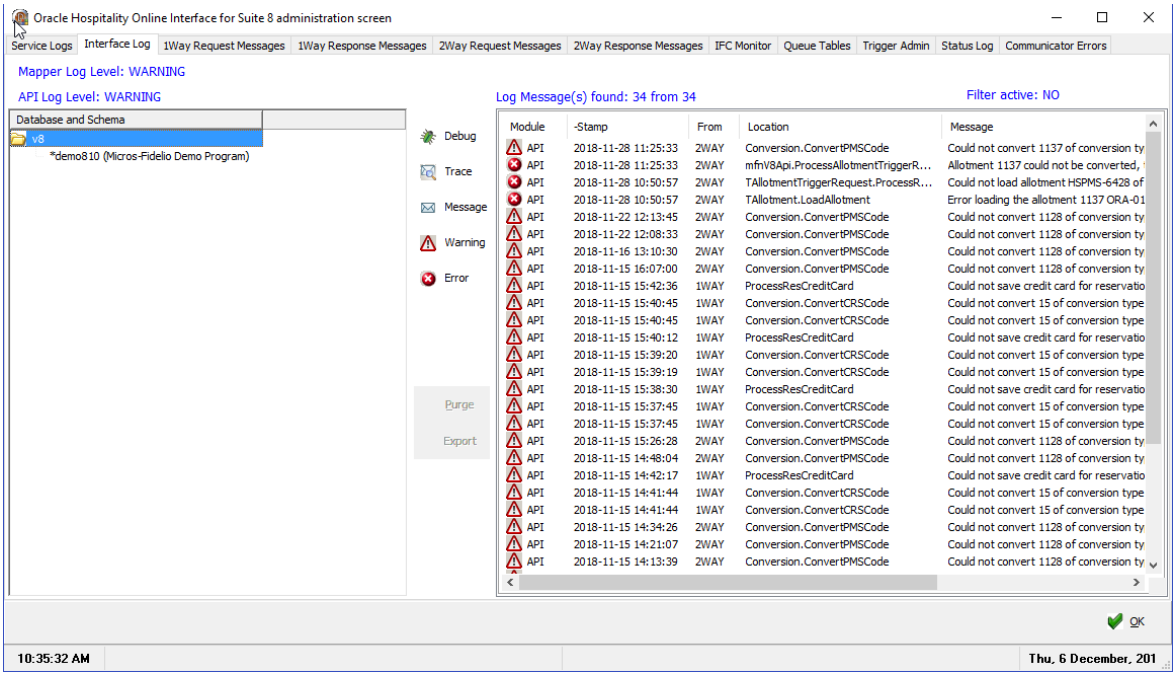
Pressing **CTRL F** opens a search dialog allowing searching within the message column for a specific text. This only works on the XML log files.



1. Press **OK** Button to apply the filter to the current log file
2. Pressing **Purge** Button removes the selected log files
3. Pressing **Backup** Button moves the selected log file to the backup folder

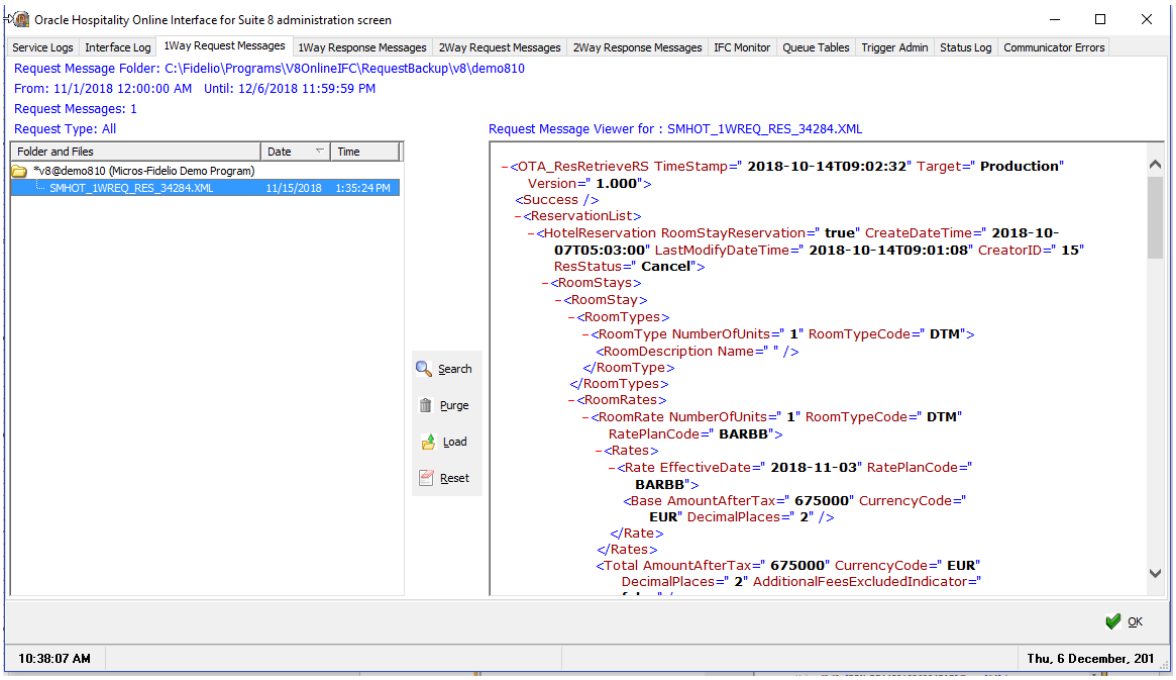
Note: It is not possible deleting a log file if the Online Interface is running

Interface Log



The list displays messages per property; these log messages are stored in the database tables. Pressing **CTRL G** or right click and selecting **Go To message file** on the message list, opens the message file, to view the log message.

One- Way Request Messages



On this tab the backup files of all One-Way requests from the different communication channels are displayed. The structure and functionality is identical to the log file tab. The interface uses following file name format:

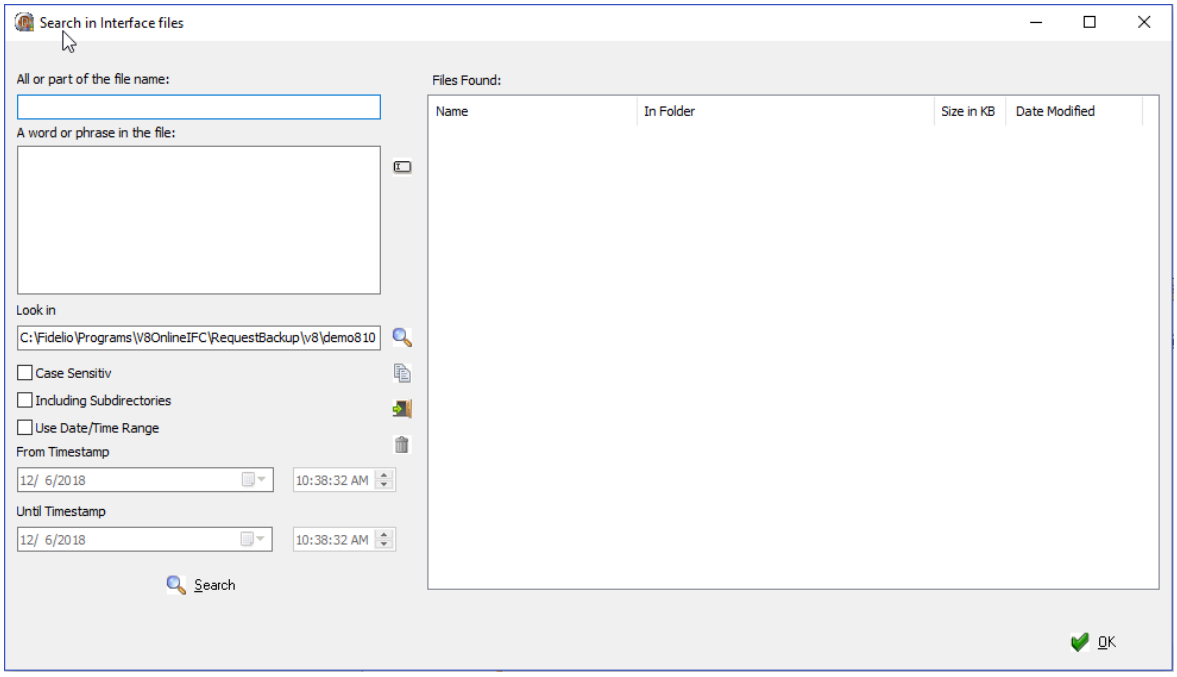
VendorId_DirectionType_MessageType_RandomId.xml

For example:
SITEM_1WREQ_RES_39251.XML -> reservation request for Siteminder
SITEM_2WRSP_RTAV_39251.XML -> inventory upload for Siteminder

On this tab the following options are available:

- Search
- Purge
- Load
- Reset

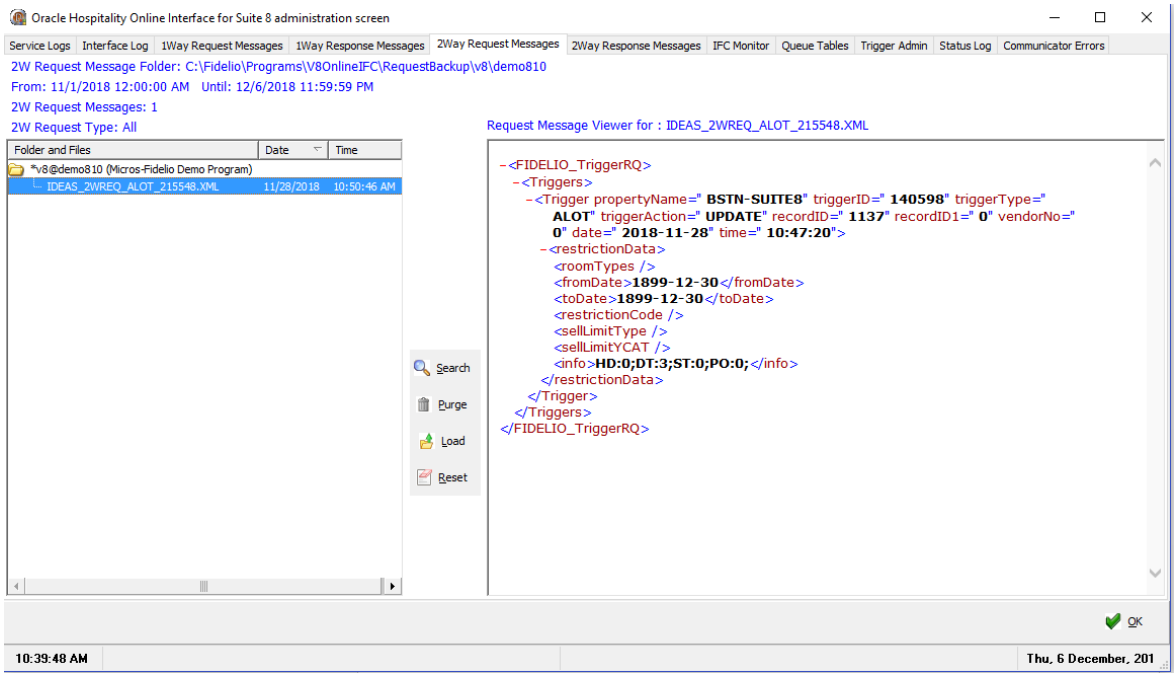
Pressing **Search** button opens a dialog box allowing entering search criteria to find specific messages with all request backups.

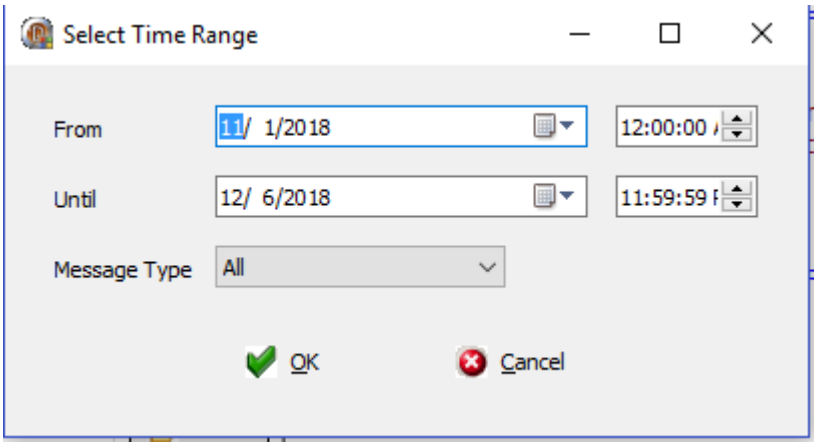


The search criteria can be entered similar to the standard windows search. The search criteria are entered in the field: **A word or phrase in the file** operators such as **and** or **or** can be used to extend search. For example:

HotelCode="MFV8" and RateCode="RACK"
The seach is performed first on **hotel code** then in the file for **rate code**

HotelCode = "MFV8" RateCode="RACK"
The search is for this exact string
Pressing **Purge** button the selected backup files are purged from the file list.
Pressing **Load** button allows setting a filter on the file list





On this dialog box, a time range can be set including date, time and the message type.

Pressing **Reset** button clears the filter and all messages of the last two days are displayed in the file list.

This works for all request/response backup tabs and also for the Message Queue tab.

Suite8 Online Interface differentiates One-Way related requests/responses and Two-Way related requests/responses by the file name.

One-Way Response Messages

On this tab the backup files of all One-Way response messages created by the interface are displayed.

Two-Way Request Messages

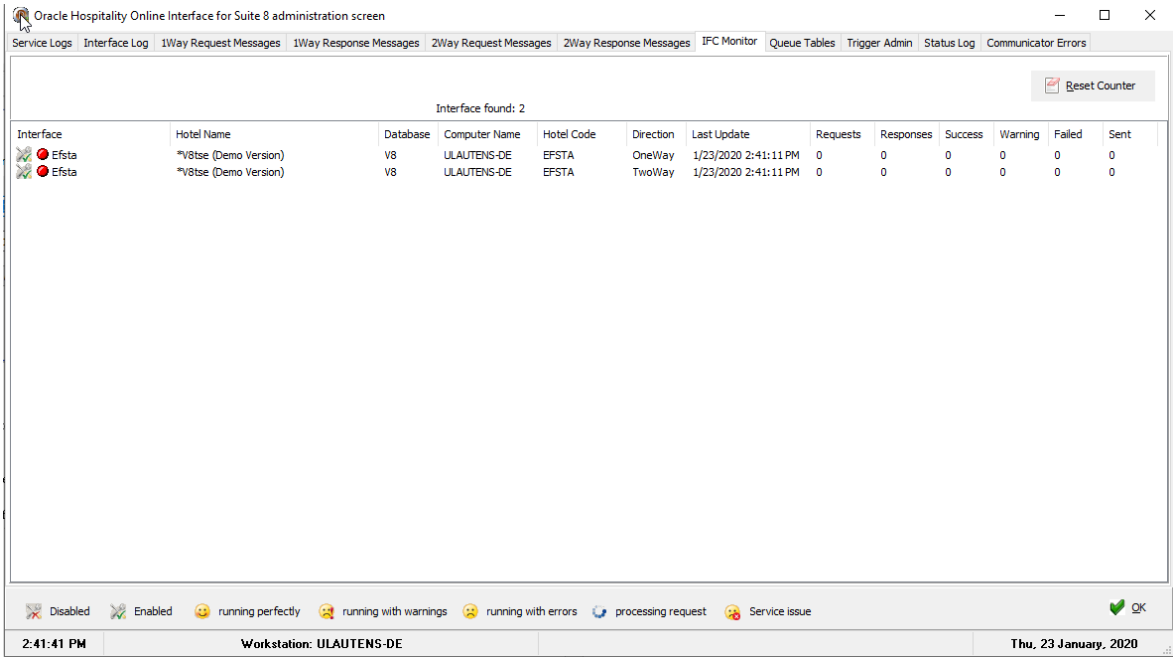
On this tab the backup files of all trigger requests fired by Suite8 are displayed.

Two-Way Response Messages

On this tab the backup files of all response messages of trigger requests created and send by the interface to the CRS vendor are displayed.

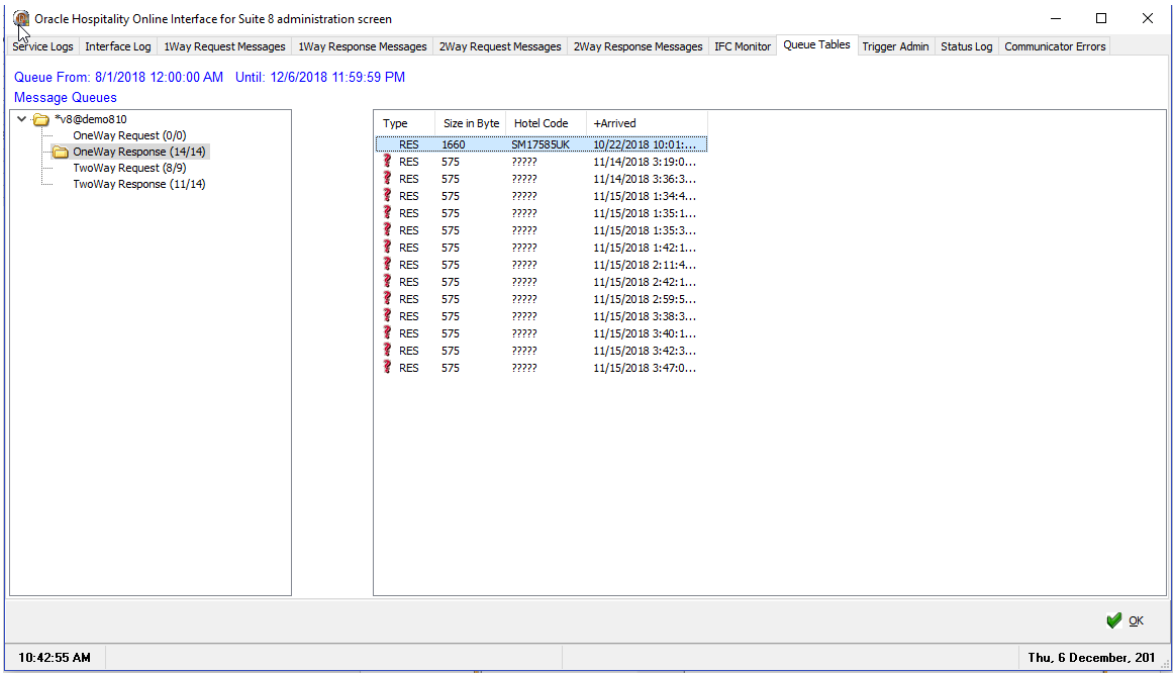
IFC Monitor

This tab shows a list of all installed interfaces. If an interface is a Two-Way interface, there are two entries. The status of the interface is represented by the icon in front of the interface name. The legend of the icons is displayed on the bottom of the screen. The columns: **Last Update**, **Requests**, **Responses**, **Success**, **Warning** and **Failed** indicate whether the interfaces are running properly and which status the process of a request has currently or got after completion. If an interface is in idle mode the dispatcher sends periodically idle messages to the monitor and only the **Last Update** column is updated. In case of warnings or fails, check the log files to locate the reason of the warning or error. With the button **Reset Counter**, the counter of a selected interface or all interfaces in the list can be set to zero if the interface is running.



Queue Tables

The messages are stored in tables in the database. A set of queues has to be defined per property.

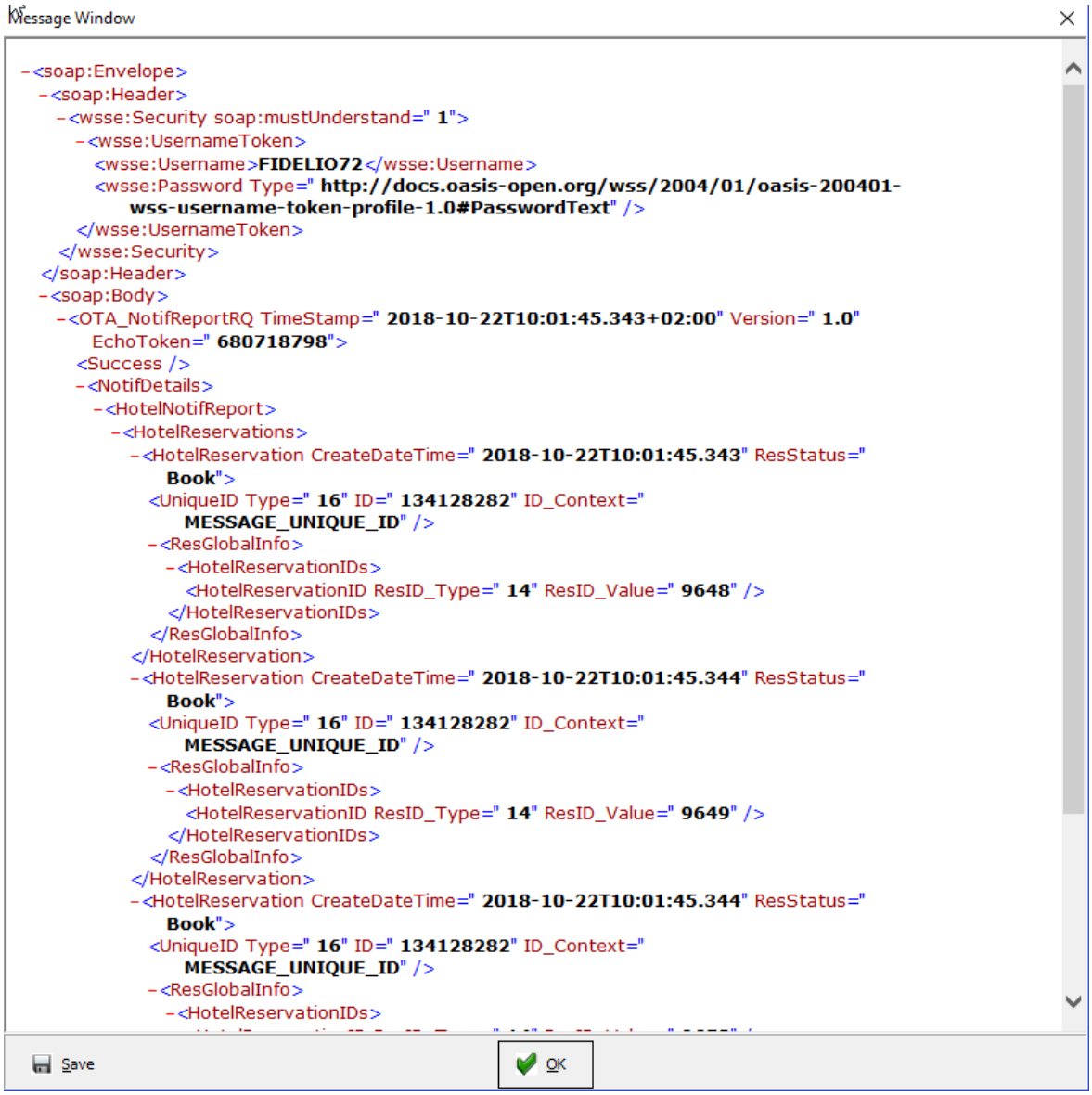


Next to the queue name the number of messages displayed on the right and the total number of messages in the queue are indicated. For example, the selected Two- Way request queue shows (15/40), indicating that 15 messages are listed on the right side but in there are29 messages in the queue. These messages are older than the default date range.

From the right mouse short cut menu of the **Queue Tables** the following options are available:

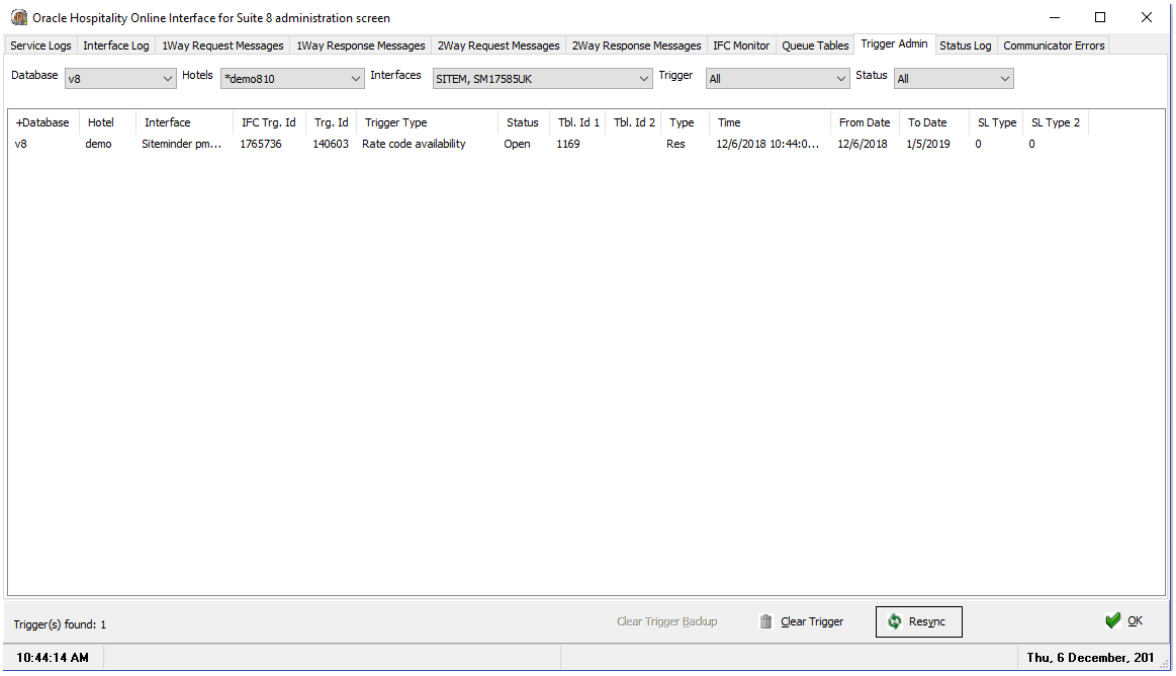
- Purge: deletes either all or selected messages from the corresponding queue
- Refresh: This option reads the selected queue again and refreshes the view on the right
- Load: This option allows filtering on the queue
- Reset: This option resets the selected filter

To display the complete messages in a queue, double click on the message and the message text is displayed in a separate window. The message can be saved in this window.

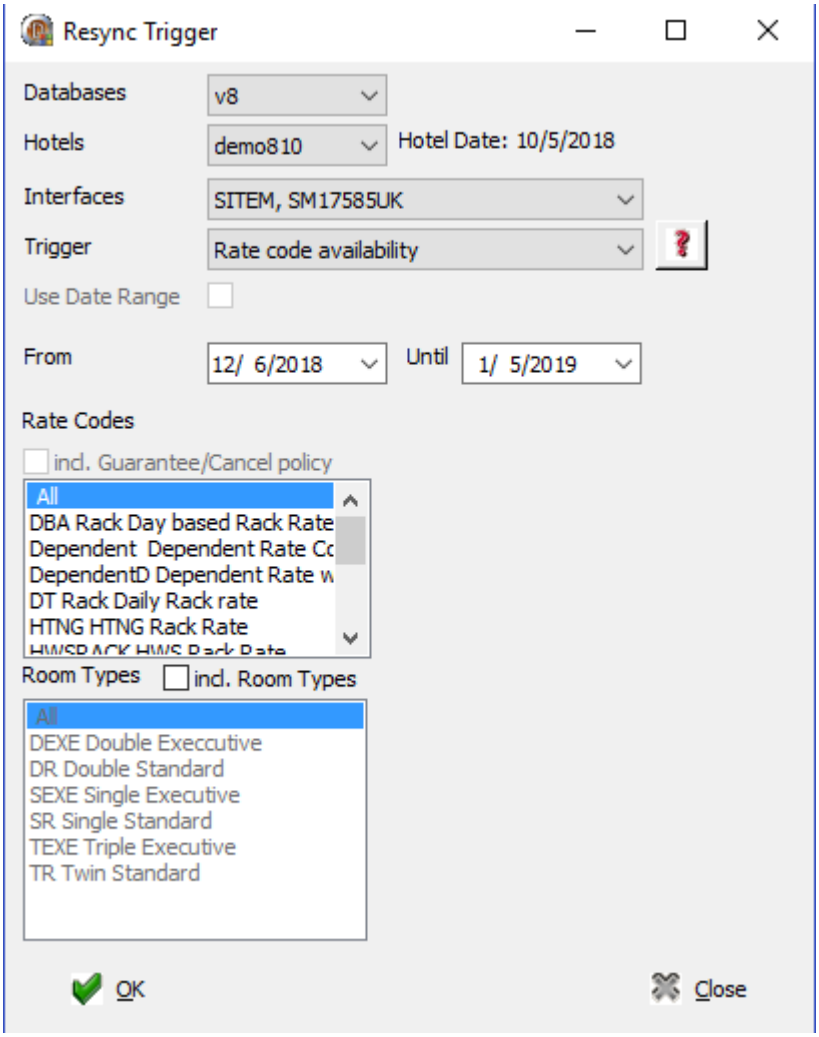

Message Window
-<soap:Envelope>
-<soap:Header>
-<wsse:Security soap:mustUnderstand=" 1">
-<wsse:UsernameToken>
<wsse:Username>FIDELIO72</wsse:Username>
<wsse:Password Type=" http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText" />
</wsse:UsernameToken>
</wsse:Security>
</soap:Header>
-<soap:Body>
-<OTA_NotifReportRQ TimeStamp=" 2018-10-22T10:01:45.343+02:00" Version=" 1.0" EchoToken=" 680718798">
<Success />
-<NotifDetails>
-<HotelNotifReport>
-<HotelReservations>
-<HotelReservation CreateDateTime=" 2018-10-22T10:01:45.343" ResStatus=" Book">
<UniqueID Type=" 16" ID=" 134128282" ID_Context=" MESSAGE_UNIQUE_ID" />
-<ResGlobalInfo>
-<HotelReservationIDs>
<HotelReservationID ResID_Type=" 14" ResID_Value=" 9648" />
</HotelReservationIDs>
</ResGlobalInfo>
</HotelReservation>
-<HotelReservation CreateDateTime=" 2018-10-22T10:01:45.344" ResStatus=" Book">
<UniqueID Type=" 16" ID=" 134128282" ID_Context=" MESSAGE_UNIQUE_ID" />
-<ResGlobalInfo>
-<HotelReservationIDs>
<HotelReservationID ResID_Type=" 14" ResID_Value=" 9649" />
</HotelReservationIDs>
</ResGlobalInfo>
</HotelReservation>
-<HotelReservation CreateDateTime=" 2018-10-22T10:01:45.344" ResStatus=" Book">
<UniqueID Type=" 16" ID=" 134128282" ID_Context=" MESSAGE_UNIQUE_ID" />
-<ResGlobalInfo>
-<HotelReservationIDs>
Save
OK

Trigger Admin

This tab is only available if one Two-Way interface is installed. All triggers residing in the database are displayed, processed and not processed. If several Two-Way interfaces are installed, search can be performed by queering properties, interface, trigger type and status.
For clearing triggers, select the triggers in the grid and press **Clear Trigger** button. Triggers can be selected either by using the short cut **CTRL+ A** for all, by range when using **SHIFT+Click** or individually. **Clear Trigger Backups** clears the fields: **ZIPT** and **ZIPH** of the trigger tables **ZITR** and **ZIPF**.



To synchronize, click the button **Resync**, the following information is prompted then:



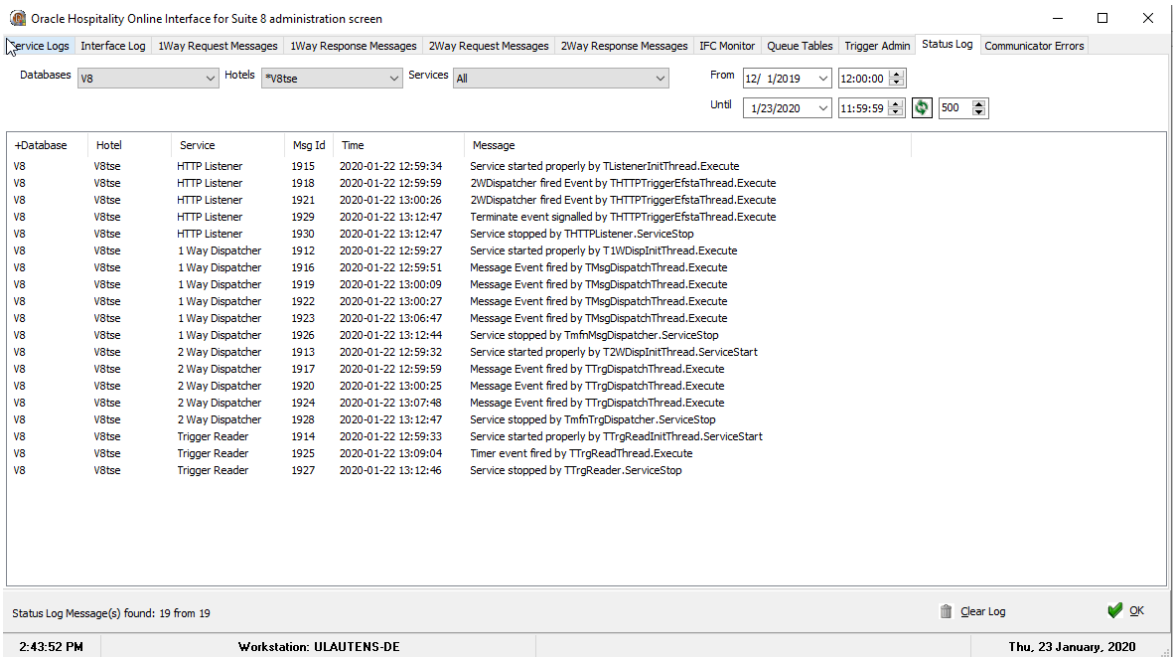
On the **Resync** dialog box, the following information can be selected:

- Database
- Hotels
- Interfaces
- Trigger

The trigger displayed depends on the information supported by the selected interface. For Rate Code / Rate Detail trigger a date range can be selected, the synchronization process covers all information of this range. Once the selection is set press **Start** button to create the specific trigger. Please note when creating a new trigger all other triggers of this type will be removed in the database.
It is recommended stopping all interfaces, creating the resynchronization trigger and then starting the interfaces.

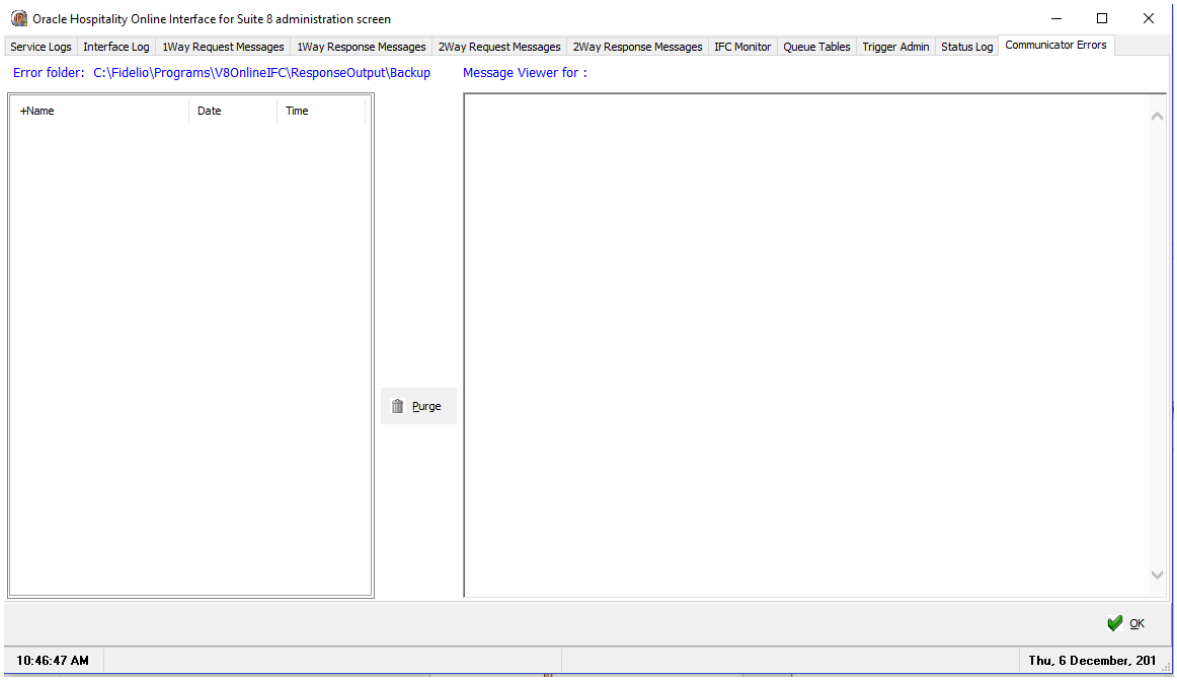
Status Log

All services send a status message to Suite8, indicating the status of the interface. This is activated upon starting or stopping the service and on defined timer events. The messages are stored in the table **MLOG**. On the **Status Log** tab these messages can be tracked.



Double click on a log message to view the complete message text.

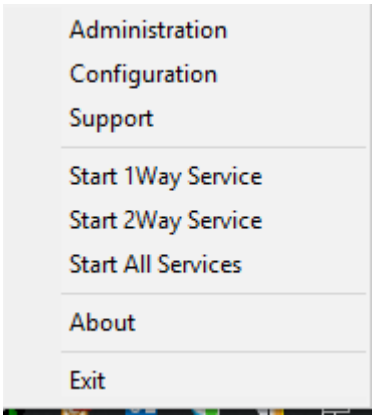
Communication Error



This tab is availble when using the Best Western Two-Way interface, indicating the log files created by the Best Western Communicator. The message is also prompted on the Best Western Communicator monitor.

Monitor Context Menu

You can control the monitor and the interface via the context menu, which you reach with a right mouse click on the traffic lights in the taskbar.



Administration

To open the monitor you have to click on this menu item

Configuration

The interfaces can be configured either via Suite8 Setup or the Interface monitor; changes apply after stopping and restarting the interface.

Support

This option collects all relevant data of the installation and put it into zip file.

Start/Stop 1Way Service

Depending on the status of the 1Way interface, this option allows starting or stopping the 1Way interface. The traffic light icon switches from the red to green light or vice versa.

Start/Stop 2Way Service

This option is only available if one Two-way interface is installed. The functionality is then the same as for the One-way service.

Start/Stop All Services

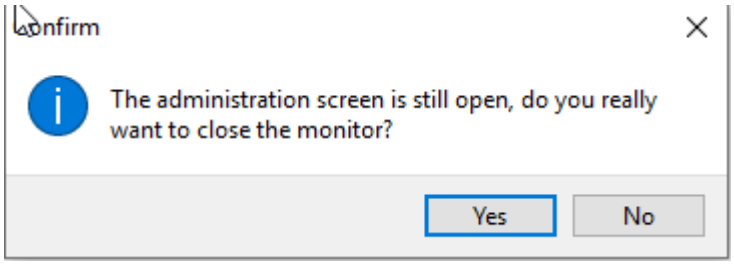
This option starts / stops all necessary Services for One- and Two-way.

About

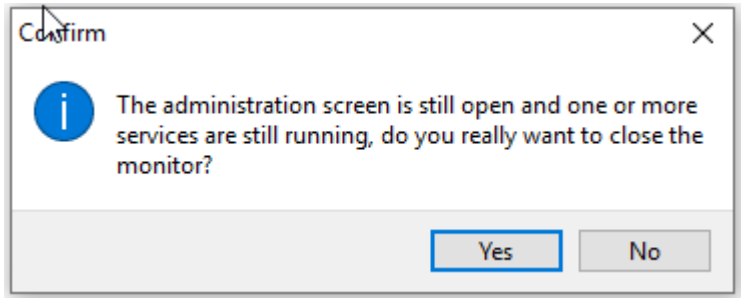
Select this option to view the memory usage and all activated Suite8 Online Interface components and their version number.

Exit

Select this option to exit the Monitor Program. In case the administration screen is still open, you will be asked whether you want to proceed.



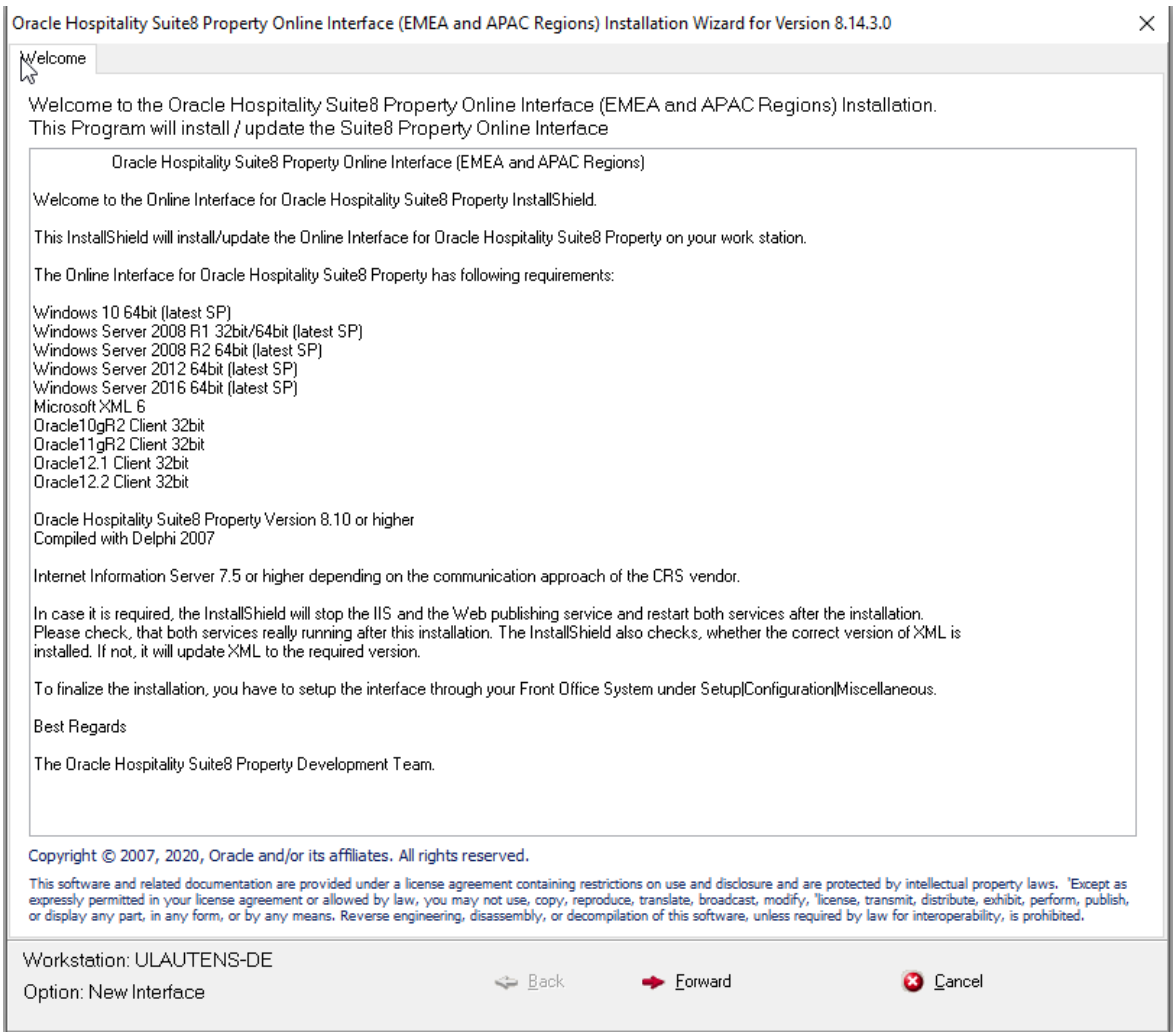
In case the administration screen is still open and one of the interface is running you will be asked again, whether you want to proceed. Be aware that only the monitor will be closed, but the interface stays online.



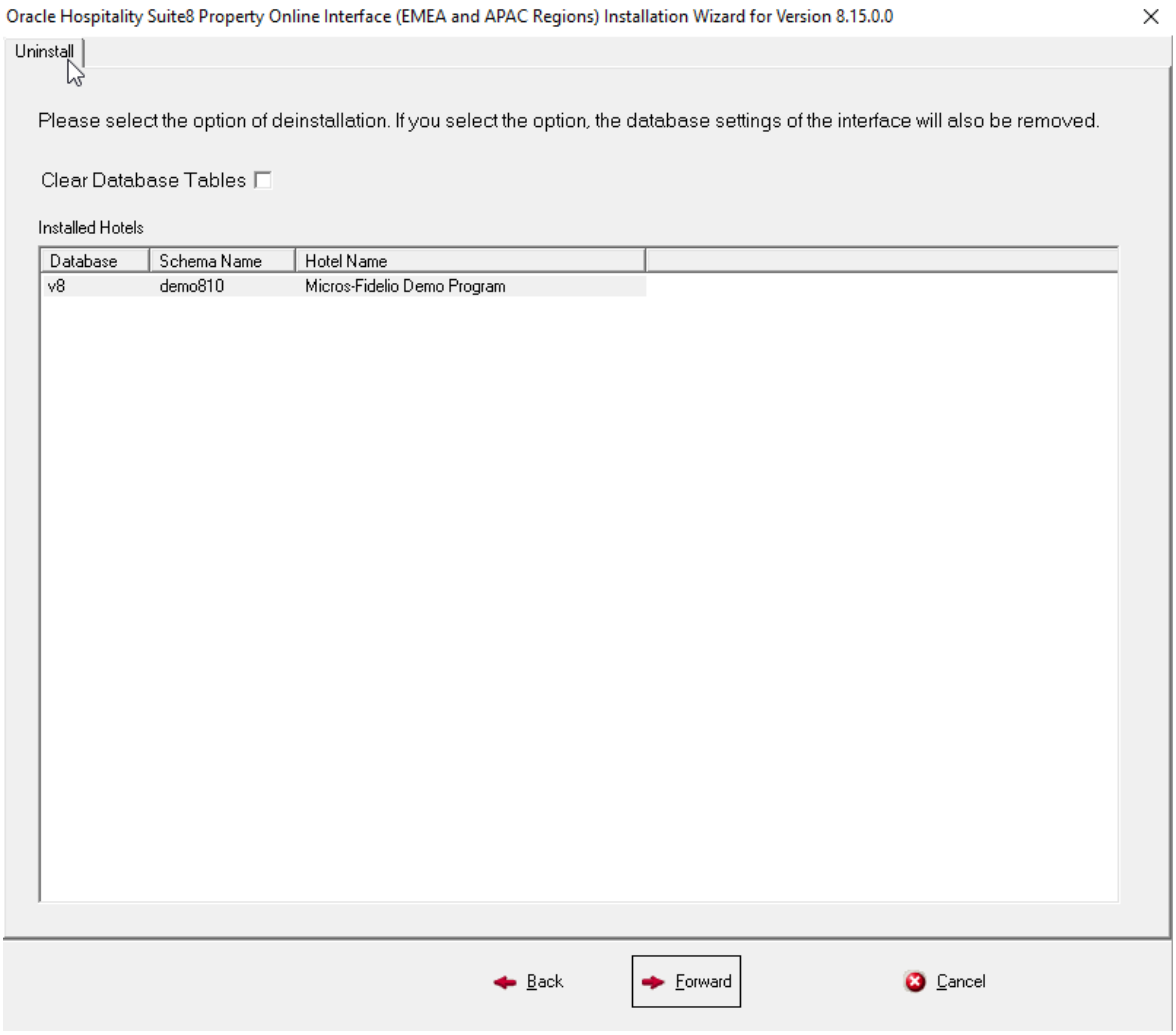
11 Removing Suite8 Online Interface

For removing Suite8 Online interface, please select **Control Panel->Add or Remove Programs**. Choose **Suite8 Online Interface** and click **Change/Remove** button.

Please read the information carefully and select the appropriate option



Press Forward button



If you want to remove the interface completely, you have to check Clear Database Tables. If you do so all related tables are cleared. If you want to remove only the components of the interface, uncheck the option. The configured interfaces will stay in the database and only the components will be removed from the machine

Select the corresponding hotel you want to uninstall

Press **Forward** button.

Press either the **Cancel** button to cancel the uninstallation process or press the **OK** button to proceed to uninstall the Suite8 Online Interface according to the selections.

12 Fiscal Online Interface

What is the difference between a normal OneWay/TwoWay online interface and the new introduced fiscal online interface for **efsta** and later other providers like FiskalTrust or Epson.

Since 01.01.2020 in Germany a new fiscal law is in place, which requests to document each financial transaction. It is called "Kassensicherungsverordnung 2020". All revenue related transaction must be documented in the so called "TSE (Technische Sicherungs Einheit)". The TSE is a specific storage device, on which the transaction records are logged and per transaction a signature and other transaction related data are stored in Suite8. Basically the process works like for other TwoWay interfaces. Whenever a revenue related transaction is created in Suite8 (new, modify, delete reservation, any postings action) a trigger is fired and processed in the interface.

In the following sections we describe the new functionality for the first implemented interface to TSE provided by **efsta**. Later implementations to other providers can differ,

Two new trigger types are introduced

- Fiscal Reservation
- Fiscal Posting

As a lot of more traffic is expected for this interface two new tables were introduced to handle the trigger. They are identical to the normal tables used for the other online interfaces

Normal Online Interface

Zitr	-> contains trigger itself
Zipf	-> contains list of interfaces, interested in the trigger

Fiscal Online Interface

Litr	-> contains trigger itself
Lipf	-> contains list of interfaces, interested in the trigger

For the same reason a new option during installation of a fiscal online interface were introduced. With version 8.14.3.0 it is possible to install several online interfaces on different workstations pointing to the same hotel. This guarantees, that the fiscal online interface does not interfere with other online interfaces. To indicate on which workstation which online interface runs, each mapper gets a new attribute "Computer Name". This field is populated with the computer name of the workstation on which the interface will be installed during installation process. In case an older version will be updated to version 8.14.3.0 you have to run first a script, which enter the actual workstation name for the existing online interfaces, even if we do not have a fiscal interface installed. This must be done **after** the table structure for version 8.14.3.0 is updated and **before** the online interface is updated.

Transaction related data are store in three new tables.

FRES -> main table for all transaction related data

FRED -> link table for transaction several single postings are involved (i.e. advanced postings)

FREO -> log table, which logs when the TSE is offline and when it is back

FRES

In the new Table FRES each transaction response from the TSE is stored. Each transaction starts with a simple startTransaction.

```
<TraS>
    <ESR TL="Efsta ID" TT="ULAUTENS-DE"/>
</TraS>
```

A response on this message is expected from efsta, containing a transaction id (TID)

```
<TraSC SQ="360">
    <Result RC="OK"/>
    <Fis TID="1" StartD="2019-12-20T12:17:50"/>
</TraSC>
```

Now the actual transaction data are send to the TSE via the **efsta** interface as finishTransaction.

A typical transaction for a new reservation of 2 days with a rate code including breakfast and a package Newspaper on the first day looks like the sample below. The attribute ID at the end of each Pos element represents the ypos_id.

```
<Tra>
    <ESR D="2019-12-20T12:17:55" DO="2019-12-20T12:17:50" TID="1" TL="Efsta ID" TT="ULAUTENS-DE"
TP="Reservierung 9949" NFS="Bestellung">
        <PosA>
            <Pos PN="1" Qty="1" Amt="126.00" Pri="126.00" Dsc="Accommodation" TaxG="B" ID="881034"/>
            <Pos PN="2" Qty="1" Amt="2.00" Pri="2.00" Dsc="Newspaper" TaxG="B" ID="881037"/>
            <Pos PN="3" Qty="1" Amt="24.00" Pri="24.00" Dsc="Breakfast" TaxG="A" ID="881042"/>
            <Pos PN="4" Qty="1" Amt="126.00" Pri="126.00" Dsc="Accommodation" TaxG="B" ID="881039"/>
            <Pos PN="5" Qty="1" Amt="24.00" Pri="24.00" Dsc="Breakfast" TaxG="A" ID="881046"/>
        </PosA>
    </ESR>
    <Userdefined>
        <TableId>9949</TableId>
        <MainTableId>9949</MainTableId>
        <MainTableName>YRES</MainTableName>
        <TransactionReason>New Reservation</TransactionReason>
        <ZposIds/>
        <TransactionType>RES</TransactionType>
    </Userdefined>
</Tra>
```

The element Userdefined and its sub elements are not part of the efsta message format and will not be sent. But it is used for the online interface as administrative information to create later the response data and store it in Suite8.

A transaction response on a finishTransaction looks like following:

```
<TraC SQ="360">
    <Result RC="OK"/>
    <ESR TN="756"/>
    <Fis TID="1">
        <Code>0;Efsta-ID/ULAUTENS-DE;SonstigerVorgang;{"D":"2020-01-14T10:25:04","DO":"2020-01-
14T10:25:04","TID":"11","TL":"Efsta ID","TT":"ULAUTENS-DE","TP":"Buchung
9949","NFS":"Lieferschein","TN":"756","PosA":[{"_":"Pos","PN":"1","Qty":"1","Amt":"126.00","Pri":"126.00","Dsc":"Rat
e Code Folio
Text","TaxG":"B","ID":"418513"},{"_":"Pos","PN":"2","Qty":"1","Amt":"2.00","Pri":"2.00","Dsc":"Newspaper","TaxG":"B"
,"ID":"418515"},{"_":"Pos","PN":"3","Qty":"1","Amt":"24.00","Pri":"24.00","Dsc":"Breakfast","TaxG":"A","ID":"418514"}]}
;11;22;;;;unixTime;9JLjPi17FrMeap0Jm23sSvMExfDS9tIaVofvw6ksAXdf6avEA4XswHulLskgQUfsOnUUujxiwIEIe50
E55vpfxyOXT2D8D==;</Code>
        <Tag Label="TrNr:" Value="1" Name="FN"/>
        <Tag Label="Beg.:" Value="2020-01-14T10:25:04" Name="StartD"/>
        <Tag Label="Ende:" Value="2020-01-14T10:25:04" Name="FinishD"/>
        <Tag Label="TSE :" Value="0123456789abcdef0123456789abcdef0123456789abcdef0123456789abcdef"
Name="Serial"/>
        <Tag Label="SigZ:" Value="22" Name="SignCnt"/>
        <Tag Label="Sign:"
Value="9JLjPi17FrMeap0Jm23sSvMExfDS9tIaVofvw6ksAXdf6avEA4XswHulLskgQUfsOnUUujxiwIEIe50E55vpfxyO
XT2D8D==" Name="Sign"/>
    </Fis>
```

```
    <Userdefined>
        <TableId>9949</TableId>
        <MainTableId>9949</MainTableId>
        <MainTableName>YRES</MainTableName>
        <TransactionReason> New Reservation</TransactionReason>
        <WSId>ULAUTENS-DE</WSId>
        <TL>Efsta ID</TL>
        <Transaction>&lt;Tra&gt; &lt;ESR D="" DO="" TID="" TL="Efsta ID" TT="ULAUTENS-DE" TP="Reservierung
        9949" NFS="Bestellung"&gt; &lt;PosA&gt; &lt;Pos PN="1" Qty="1" Amt="126.00" Pri="126.00"
        Dsc="Accommodation" TaxG="B" ID="881034"/&gt; &lt;Pos PN="2" Qty="1" Amt="2.00" Pri="2.00"
        Dsc="Newspaper" TaxG="B" ID="881037"/&gt;  &lt;Pos PN="3" Qty="1" Amt="24.00" Pri="24.00"
        Dsc="Breakfast" TaxG="A" ID="881042"/&gt;&lt;Pos PN="4" Qty="1" Amt="126.00" Pri="126.00"
        Dsc="Accommodation" TaxG="B" ID="881039"/&gt;&lt;Pos PN="5" Qty="1" Amt="24.00" Pri="24.00"
        Dsc="Breakfast" TaxG="A" ID="881046"/&gt;
        &lt;/PosA&gt;&lt;/ESR&gt;&lt;/Tra&gt;
        </Transaction>
        <TransactionType>RES</TransactionType>
        <ZposIds></ZposIds>
    </Userdefined>
</TraC>
```

Again the Userdefined part belongs not to the **efsta** response. From the efsta response following elements/attributes are stored in fres:

Efsta element	FRES Field
TN	fres_transaction_number
TID/FN	fres_transaction_id
Code	fres_qrcode
StartD	fres_start_transaction
FinishD	fres_finish_transaction
Serial	fres_tse_serial_id
SignCnt	fres_signcnt
Sign	fres_response_code

In addition we also store the original transaction message in fres_transaction.

A typical transaction for a posting looks like the sample below. The attribute ID at the end of each Pos element represents the zpos_id. In a posting transaction you can find the related yres_id in the element MainTableId of the Userdefined section and in the attribute TP of the efsta xml message.

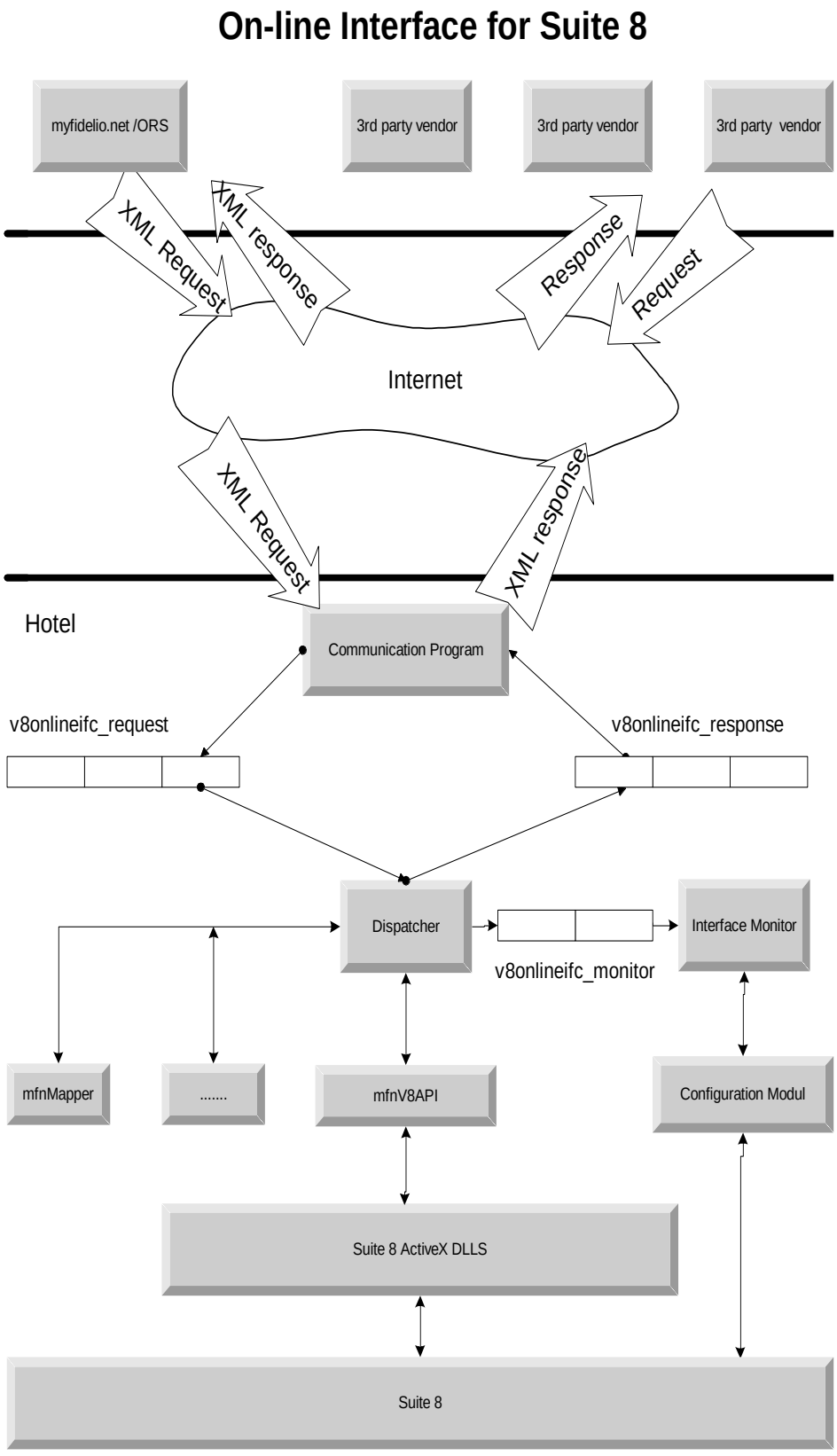
```
<Tra>
    <ESR D="2019-12-20T12:17:55" DO="2019-12-20T12:17:50" TID="1" TL="Efsta ID" TT="ULAUTENS-DE"
TP="Buchung 9952" NFS="Bestellung" >
        <PosA>
            <Pos PN="1" Qty="1" Amt="100.00" Pri="100.00" Dsc="Restaurant Hamburg Manual" TaxG="A"
ID="418474"/>
        </PosA>
    </ESR>
    <Userdefined>
        <TableId>418474</TableId>
        <MainTableId>9952</MainTableId>
        <MainTableName>YRES</MainTableName>
        <TransactionReason>Posting "Restaurant Hamburg Manual"</TransactionReason>
        <ZposIds>418474</ZposIds>
        <TransactionType>POS</TransactionType>
    </Userdefined>
</Tra>
```

A transaction response on a finishTransaction looks like following:

```
 <TraC SQ="2396">
    <Result RC="OK"/>
    <ESR TN="911"/>
    <Fis TID="1">
        <Tag Label="TrNr:" Value="1" Name="FN"/>
        <Tag Label="Beg.:" Value="2019-12-20T12:17:50" Name="StartD"/>
        <Tag Label="Ende:" Value="2019-12-20T12:17:55" Name="FinishD"/>
        <Tag Label="TSE :" Value="0123456789abcdef0123456789abcdef0123456789abcdef0123456789abcdef"
Name="Serial"/>
        <Tag Label="SigZ:" Value="78" Name="SignCnt"/>
```

```
            <Tag Label="Sign:"
Value="IkoGSilpsn0AHMQ3bdfOVWxigd93iRBog05iPcBrEjM6alLc0WcjjOE0uUJOcvEIuiov3jZLVIQwCDy08LtbKiYx
C40buq==" Name="Sign"/>
        </Fis>
        <Userdefined>
            <TableId>418474</TableId>
            <MainTableId>418474</MainTableId>
            <MainTableName>YRES</MainTableName>
            <TransactionReason>Resync Postings</TransactionReason>
            <WSId>ULAUTENS-DE</WSId>
            <TL>Efsta ID</TL>
            <Transaction>&lt;Tra&gt;&lt;ESR D="2019-12-20T12:17:55" DO="2019-12-20T12:17:50" TID="1" TL="Efsta
ID" TT="ULAUTENS-DE" TP="Buchung 9952" NFS="Bestellung"&gt;&lt;PosA&gt;&lt;Pos PN="1" Qty="1"
Amt="100.00" Pri="100.00" Dsc="Restaurant Hamburg Manual" TaxG="A"
ID="418474"/&gt;&lt;/PosA&gt;&lt;/ESR&gt;&lt;/Tra&gt;</Transaction>
            <TransactionType>POS</TransactionType>
            <ZposIds>418474</ZposIds>
            <TSEOnline>1</TSEOnline>
        </Userdefined>
</TraC>
```

13 Appendix A - Suite8 Online Interface Data Flow



14 Appendix B - Standard Conversion Sets

Some conversion categories use default codes, once configured they should not be changed.
When defining conversion sets, it is recommended to clear the Field **Configurable** under **Mapper** Tab-> **Conversion** -> **Setup** button.
The following is a list of standard categories requiring configuration for PMS and CRS Code:

Address Type

- Home
- Business
- Corporate

Communication Type

- HomePhone
- HomeFax
- HomeEMail
- BusinessPhone
- BusinessFax
- BusinessEMail
- MobilePhone

Document Type

- Passport
- IdentityCard
- DriverLicense

Card Type

- Customer Cards
- IATA Number

Note Types

- RES

Pickup Types

- Standard

Cancellation Reason

- Unknown

A default cancellation reason has to be configured, even if the Central Reservation System does not send this information, usually this is send as **Unknown**.

15 Appendix C - Support

Support for Windows 2003 Server

When running Suite8 Online Interface Install Shield on a Windows 2003 Server, the parameter **NOWAIT** has to be passed. If the Install Wizard is started without this parameter, an internal error message is prompted. This issue has been published by Macromedia for InstallShield 7.x and Windows 2003 Server. To start the Install Shield with the parameter **NOWAIT**, open a **Command Prompt** and type the following command at the DOS prompt: *mfnV8Online873x /NOWAIT*

Oracle installed on the Suite8 Online Interface PC

If the Oracle database is installed on the same PC as Suite8 Online Interface, the Suite8 Online Interface service is not started if the Oracle service is not running. Since Suite8 Version 8.9.5.1, a dependency to the Oracle Service for all Suite8 Online Interface services has been added to the Install Shield and all Suite8 Online Interface services.

16 Alerts and Error Messages

Since Suite8 Version 8.9.0.0, critical errors appearing in Suite8 Online Interface when processing reservation downloads and/or availability uploads are written to the table **WILG**, the Interface error log file. These errors can be viewed directly in Suite8 by clicking on the blinking red square on the lower right corner. The following example lists such error messages of different mappers:
5896: W1001: Arrival date 8/1/2011 of the reservation request 28-5896-9-0 is in the past. Hotel date is: 8/3/2011. CRS Number: 28-5896-9-0

5896: LICFailed: Error checking sublicense for C:\Fidelio\Programs\RITMapper.dll

MFV8: E1000: Problem to process reservation request Access violation at address 068C921C in module 'FidelioReservation.dll'. Read of address 00000030 , please try it later again or contact the hotel directly CRS Number: 105436975-1

S8DEMO: CommErr: HTTPListener.TriggerPostRequest: Error = -2147012894: Error posting request [The operation timed out][http://beta.smarthotel.nl:81/otafs8/OTA_HotelDescriptiveContentNotifRQ.aspx]

S8DEMO: CommErr: HTTPListener.GetRequest: Error = -2147012894: http.send failed: The operation timed out

12345: CommErr: HTTPListener.DirsGetRequest: : Error retrieving bookings from Dirs21 ---> CODE 000: Access denied, please verify ProviderName and ProviderPassword.

Using different Suite8 Schemas in the Oracle Databases

Since Suite8 Version 8.9.2.0 it is possible using Suite8 Online Interface with different Suite8 schemas in different databases.
The connection is controlled via the TNSNames connections for the Oracle Databases.
Update Procedures:
Follow the update steps as mentioned above, when running the V8OnlineIfc892x.exe to start the installation:

- Choose Only the interface
- Enter the required **Number of Hotels**, in this example there are two properties
- Enter the TNS Name, such as **V8** and the database connection details for the first property in the first database
- Activate the checkbox for **Master Hotel**
- Load the mapper from the database
- Switch to Property number two
- Enter the TNS Name for the second property, such as **X64** and the database connection details for the second hotel in the second database
- Load the mapper from the property
- Start and finish the installation

When performing a new installation, the same procedure as mentioned above applies, only the field **Add new mapper** has to be selected when starting the interface installation.
On the Interface Monitor, the Log files and messages are stored per property. For each schema in each database, separate folders are created.