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Scope of the integration Opera link configuration

PMS system logs

Training Guide for Opera PMS





Connect any device or system to Opera via pmslink





1 Scope of the integration

Main features for PBX integration

- \checkmark Control and invoice the phone calls made by guests.
- \checkmark The guest name will be displayed on the Reception phone desk display.
- ✓ Allow or deny calls based on the occupancy of the room, avoiding calls made on unoccupied rooms.
- \checkmark Wake up calls are sent from the PMS to the PBX system.
- \checkmark Room update information are sent to the PBX.
- \checkmark Room move actions are sent to the PBX.
- ✓ Maids will be able to send Housekeeping codes to Opera to notify the Room Status (clean, dirty).
- ✓ Maids will be able to send Minibar charges to Opera by dialling codes using the telephone in the room.

✓ ...

Oracle's certified interface

<u>Opera 5 – Opera Cloud</u>

Name	char – hmobile connect PMS IF by cHar Desarrollo de Sistemas, S.L.
Part nº	5001-258
Туре	TMS/IF
FKT Logo	CNX

NOTE: https://docs.oracle.com/en/industries/hospitality/ochti/F23596.pdf (page 11)



Through pmslink monitor:

- Start the pmslink Monitor ('Start' Windows menu \ 'All programs' \ 'char PMS link' \ 'PMS link Monitor')
- Go to the menu 'Links' to open the Links configuration window and on PMS links, select "Opera PMS (Oracle), PBX interface (TCPIP –RS232)"

PMS link 1.8.2.292 - monitor 1.4.3.181	- 🗆 X	
PMS link C Help		
Service (10) Stopped		
S Links		
Deptions		
<u>Access</u>	🕹 Links	- 🗆 X
4 License activation	Davisor	
Close	Devices	
	Device ID	Group
	Grandstream PBX grandstream	0 Device
	1	Offhotel Cloud PMS
		Opera PMS (Oracle) PRX interface (TCPIP - BS232)
		Opera PMS (Dracle), RS OUT interface (TCPIP - RS232)
	Ø	Opera PMS (Oracle), TV interface (TCPIP - RS232)
		Othello PMS (Millenium Software), PBX interface (TCPIP)
		Otus Gestion, Asitec (TCPIP)
	PMS links	Planet Winner (Winner), PBX, TV and HOTSPOT interface (TCPIP) Practice DH/C (Plantice activus) PDV and CH/ABCES interface (I/CPI SED)//C
L	PMS link ID	Group Protei PMS (Serenissima Informatica) PRX_TV and HOTSPOT Interface (TCPIP)
		Description
		Connection with Opera PMS and Hospitality Suite8, PBX interface through TCPIP or
		RS232
		Notes >>
		Name Deers PMC (Occole) PPV interface (TCPIPPC222)
		Close
		Group



Through pmslink monitor:

Select Opera PMS in PMS links window and then the 'Edit' button



 Press 'Apply and Setup >>' button to access to the configuration screen

Opdation	e PMS — 🗆 🗙
ID	operapbx
Name	Opera PMS (Oracle), PBX interface (TCPIP - RS232)
Group	0
Apple	y and <u>S</u> etup >> <u>Apply</u> <u>C</u> ancel



The configuration screen is displayed:

SIAS pmslink setup : Opera PMS (Oracle), PBX interface (TCPIP - RS232)	-		×
Description Connection Settings Advanced			
Connection PHSLINK - Oracle Opera PHS / Hospitality Suite8, PBX interface			
Certified Protocol: FIAS ver. 2.0.4, IFC minimum version Build 7.40 (15)			
Oracle Opera PMS settings required: IFC Name: TMS I/F CHAR CONEXION PMS Part no: 5001-258 Type: TMS/IF FKT Logo: CMX			
Connection to Oracle Opera PMS made through TCP/IP or RS232			
Data to receive			
- Checkin - Guest change - Checkout - Room Move - Nake up - Bar/unbar room			
Data to send			
– Post (purchase items) – Housekeeping – Message waiting – DND			
Link records description			
LR IR IG I FLRNGNGFGAGDGL GVG#SSSFA0A1A2A3A4A5A6A7A8A9			
4			•
	Apply	<u>C</u> an	cel

- Description: Notes to consider when this interface is used. Basic explanation of the scope of the interface.
- Connection: Configuration of the connection to Opera Server.
- Settings: Specific configuration for each installation.
- Advanced: Protocol used to integrate with Opera. No changes are needed/allowed in this section.



Connection Tab

Configuration of the connection to Opera Server

FIAS pmslink setup : Ope	era PMS (Oracle), PBX interface (TCPIP - F	35232)	_		×
Description Connection Set	ttings Advanced				
Fias server address FIAS server_port COM port Baud rate Data bits Parity Stop Flow control Xon (ASCII) Xoff (ASCII) RX buffer TX buffer	<address> 5020 5020 4800 8 ✓ Ninguna 1 ✓ 11 ✓ 17 19 32768 1024</address>	Frequency (minutes, 5-60) LE timeout (minutes) Command ACK timeout (sec) PA timeout (sec) XC timeout (sec) LR ACK timeout (sec) Wait LA start timeout (sec) Wait LS on connect timeout (sec)	10 120 3 10 10 20 20		
		A	pply	<u>C</u> ano	cel

It must be specified the IP address and Port used by Opera. By default, the port is 5020 and does not need to be changed, except at the request of the Oracle technician.

In case a serial connection is required, the COM port used and the configuration of the port properties must be specified.

All other parameters do not need to be changed.





Settings Tab

Configuration of the connection to Opera Server

FIAS pmslink setup : Opera PMS	6 (Oracle), PBX interface (1	ICPIP - RS232)		-		×
Description Connection Settings A	Ndvanced					
Hotel ID hotel]				
Active records	Room Status translation		1			
Charges PBX	Device code	FIAS code	Internet profile special ID	A0		
Charges Minibar	<dirty vacant=""></dirty>	1	Internet profiles			
Charges Internet	<dirty occupied=""></dirty>	2				
Guest service request	<clean vacant=""></clean>	3	Database Synchronization	n Never		•
Bill request	<clean occupied=""></clean>	4				
Set wakeup	<inspected vacant=""></inspected>	5				
Execute wakeup	<inspected occupied=""></inspected>	6				
Guest messages						
Send commands to specific devices Booking Occupation (compatibili	(v)					
Message DEVICEs (D1;D	2). *NONE* NO send					
Expected *NONE*						
Cancel *NONE*						
Update *NONE*						
Move *NONE*						
Check In *NONE*						
Check Out *NONE*						
					<u>C</u> an	cel

- Hotel ID: ID of the hotel.
 For some PBX systems, it must match the Site defined in the PBX configuration (for example: Grandstream).
- Active records: Records to be used by the interface, no changes are needed.
- Room Status translation: Translation of the room status codes received by the PBX to match with the codes used by Protel.
- Booking: It must be assigned *NONE* in all fields.
- Occupation (compatibility): Only used in case that exists several PBX systems connected to pmslink.



Advanced Tab

• Configuration of the protocol used to connect to Opera. No changes are allowed in this section.

😂 FIAS pmslink setup : Opera PMS (Oracle), PBX interface (TCPIP - RS232) - 🗌 🛛 🗙							
Description Connection Settings Advanced							
Link Records Advanced settings							
Version 2.0.4 Interface name PB							
Link Records LRIRIGIFLRNGNGFGAGDGLGVG#GSSFA0A1A2A3A LRIRIGCIFLRNGNGFGAGDGLROGVG#GSA0A1A2A3 LRIRIGOFLRNG#GSSFI LRIRIRE[FLRNPPCTCSMLDNRSG#] LRIRINGFLRNDATIJ							
LRIRIWCIFLENDATIA LRIRIWAIFLENDATIASI LRIRIPSIFLENDATIADDUPTTAMAM#I LRIRIPAIFLENDATIASI							
•							
	Apply	Cancel					



Applying the configuration

Once the configuration is done, press 'Apply' button and 'Close' the configuration Links screen.
 If the service was running, a 'Service run control' screen will appear to indicate the reason of the Stop/Start of the service. Then press 'Apply' button and the service will be reinitialized.
 New configuration now is applied.



Service run	control: Close		- 0	_ >
Reason	Maintenance of connections			-
Description				
		Apply		<u>C</u> ancel





PMS device LOGS

- Logs are recorded in the following folder: C:\charwin\utile\pmslink\link\operapbx\trace
 - flow_operapbx_yyymmdd TXT files are saved in this folder. Files can be opened with Notepad or similar tool.
 - The system records the last 30 days of information.

char pmslink communications LOGS

- Logs are recorded in the following folder: C:\charwin\utile\pmslink\trace\pmslink
 - flow_pmslink_yyymmdd TXT files are saved in this folder. Files can be opened with Notepad or similar tool.
 - The system records the last 30 days of information.





El sistema char pmslink genera logs de todas las conexiones gestionadas.

Log de comunicaciones pmslink:

PMS link 1.	.8.2.292 - monitor	1.4.3.181	-		\times
🕑 PMS link	<u>Help</u>				
GT2		(10) Started			
	Sender				_
09:30:43:5	LINK	buffer_delete (ID 1) c:\charwin\utile\pmslink\link\switchvox\data\bu	ffer_switchvox_	cnx.dat	
3 09:55:48:0	LINK	SERVICE RESET REQUEST FROM Opera PMS (Oracle), PBX inter	ace (TCPIP - R	5232)	
09:55:48:2	PMS link	Reset request: call service restart			
09:55:48:2	PMS link	AUTORUN: "autorun" "PMSlinkService" "PMSlinkService" "c:\char	win\utile\pmslin	k\pmslksr	v.exe'
09:55:48:4	SERVICE	Service stop			
09:55:48:4	SERVICE	Service thread terminate			
09:55:48:6	LINK	Finalize Opera PMS (Oracle), PBX interface (TCPIP - RS232)			
09:55:48.6	LINK	Destroy Opera PMS (Oracle), PBX interface (TCPIP - RS232)			
09:55:48:9	LINK	Finalize Sangoma Switchbox pbx			
09:55:49:1	LINK	Destroy Sangoma Switchbox pbx			
09:56:58:8	LINK	Send START (ID 0) to Sangoma Switchbox pbx > IDT_BOOKING: 1	6/09/2022 - 09	55:58,cn	x ,id: C
09:56:59:0	LINK	Send END (ID 0) SKIP from Sangoma Switchbox pbx ("Skip request:	SKIP_PROCESS	S:IDT_B	OOKIN
09:56:59:0	LINK	buffer_delete (ID 0) c:\charwin\utile\pmslink\link\switchvox\data\bu	ffer_switchvox_	cnx.dat	
3 10:00:57:3	PMSLINK	Service STOP			
10:01:07:3	PMSLINK	Service START			
10:02:07:7	LINK	Send START (ID 0) to Arantia IPTV > IDT_BOOKING: 16/09/2022	10:01:07,cnx ,	id: 0,addr	ess: "re
10:02:07:9	LINK	Send END (ID 0) SKIP from Arantia IPTV ("Skip request: 24: 16/09/2	022 • 10:01:07,	enx: ,id: 0	,addre
10:02:07:9	LINK	buffer_delete (ID 0) c:\charwin\utile\pmslink\link\arantia_iptv\data\b	uffer_arantia_ip	tv_cnx.da	st

Logs de dispositivos pmslink:

Row_esseepp_20220627.tet: Bloc de notes	-		×
archivo Edición Formato Ver Ayuda			
8:48:41:986 process CREATE RESERVATION			
98:48:41:987 [] HTTPclient: REQUEST: URL: https://hospitality-mobile-access.assaablov.com/operator/reservation			
8:48:41:987 I HTTPclient: REQUEST: PARAMS:			- 1
M8:48:41:987 [] HTTPclient: REQUEST: METHOD: POST			
8:48:41:987 > HTTPclient: REQUEST: EXTRA HEADERS: authorization:Token 64vacddq2265agg76686osbpcjva03h7qukn8t70bopr	0695m3h		
18:48:41:987 > HTTPclient: REQUEST: BODY: {"guests":[{"name":"Ni#241#a-Sav#233#h Omran Omran","email":"23@e.com","	ommonAccess'	111:	
"name": "Ryan Thomas", "enail": "248e.com", commonAccess "[]], {"name": "Erin Chapman", "enail": "258e.com", "commonAcces	":[]).("name	": "Any	6
<pre>reake","email":"2638e.com","commonAccess":[]}],"externalId":"155597","start":"2022-06-13","end":"2022-06-17","acce</pre>	sPoint":"103	<pre>{"}</pre>	
48:48:41:988 > HTTPclient: REQUEST: EXECUTE			
48:48:42:134]I[HTTPclient: OPEN			
V8:48:42:491 < HTTPclient: REQUEST response: CODE: 202 Accepted			
8:48:42:491 < HTTPclient: REQUEST response: HEADERS: HTTP/1.1 202 Accepted#13##10#Date: Mon, 27 Jun 2022 06:48:42	GMT#13##10#0	ontent	-
<pre>ype: application/vnd.assaabloy.mobile-access.operator-4.0+json#13##10#Content-Length: 113#13##10#Connection: keep- ington): no.catha#13##10#iccess.Control_Evonse.Haadees: i.org1:nat13##10##13##10#</pre>	alive#13##10	WCache	10
8:48:47-492 (HTTP:]ant BEOUFST recovery DATA: {]oration /operator/result/d1688a5f.5797.4258.b932.2a67e393a	54" "offset"		
"value":100 "unit": "MILLISECONDS"))			
18-48-42-4921THTTPrlient: CLOSE			
98:43:43-484 T ASSA GET RESULT			
<pre>N8:48:43:484 [HTTP:lient: REQUEST: URL: https://hospitality-mobile-access.assablov.com/onerator/result/d1688a6f-</pre>	797-4258-691	12-	
a67e393a654			
38:48:43:484 I HTTPclient: REQUEST: PARAMS:			
M8:48:43:484 [HTTPclient: REQUEST: METHOD: GET			
8:48:43:484)> HTTPclient: REQUEST: EXTRA HEADERS: authorization:Token 64vacddg2265agg76686osbeciva03h7gukn8t70bgor	695m3h		
98:48:43:485 > HTTPclient: REQUEST: BODY:			
18:48:43:485 > HTTPclient: REQUEST: EXECUTE			
48:43:675 I HTTPclient: OPEN			
M8:48:43:731 < HTTPclient: REQUEST response: CODE: 200 OK			
8:48:43:731 < HTTPclient: REQUEST response: HEADERS: HTTP/1.1 200 OK#13##10#Date: Mon, 27 Jun 2022 06:48:43 GMT#1	a##18#Content	-Type:	
pplication/vnd.assaablov.mobile-access.operator-4.0+ison#13##10#Content-Length: 51#13##10#Connection: keep-alive#	3##10#Cache-	Contro	1:
no-cache, no-transform#13##10#Vary: Accept-Encoding#13##10##13##10#			
<pre>x8:48:43:731 < HTTPclient: REQUEST response: DATA: {"status":"INVALID-DATE","response":{"message":""}}</pre>			
<pre>x8:48:43:732]I HTTPclient: CLOSE</pre>			
NE:48:43:732 I ASSA GET RESULT - RESULT: OK			
18:48:43:732 E process CREATE RESERVATION ERROR: NULL reservation id			
8:48:43:732 E process CREATE RESERVATION ERROR: DATA ERROR - { "status":"INVALID-DATE", "response": { "message": " }}			
8:48:43:738 > SEND ALERT : "D" "javier.querol@char.es" "ERROR when creating reservation 155597" "ERROR when creat	ing reservat	cion	
155597 for room 103" "c:\charwin\utile\pmslink\link\assaappcnx.cnx" "c:\charwin\utile\pmslink\link\assaapp\trace\m	ail alert\"		
(8:48:43:738)I BOOKING PROCESS RESULT: DATA_ERROR			- 1
the Labor 1 March 1	e 17 191 61 11 11 11 11 11 11 11 11 11 11 11 11		

En **pmslink Monitor**, se detallan los eventos sobre las comunicaciones entre dispositivos.

El registro se almacena en archivos logs. Son archivos de texto estándar. El log de comunicaciones pmslink se encuentra en:

- Logs de comunicaciones pmslink:
 C:\charwin\utile\pmslink\trace\pmslink
- Logs del dispositivo integrado (PMS, IPTV, PBX, Hotspot, ...):
 C:\charwin\utile\pmslink\link\<PMS/Sistema/equipo>\trace

El uso de estos logs facilita la detección de incidencias, y el reporte de las mismas se deben realizar al soporte técnico de char: <u>https://charpmslink.com/helpdesk/</u>

Todos los archivos de logs son almacenados durante 30 días.