

1 Description and functionality

- 2 Technical requirements
- 3 pmslink: Windows service
- (4) pmslink installation, licensing and configuration
- **5** System logs / Technical assistance and Development





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The system that facilitates the connection between the hotel's equipment and systems with the PMS

Contact

Helpdesk



www.charpmslink.com



1 Description and functionality

Its much more than just a middleware, Its an intelligent, versatile and scalable integration system that provides a solution to any type of integration needed.

Case 1: In a hotel, connect an on-premise P-series with a local PMS.







Case 2: Connect an on-premise P-series with a single Cloud PMS.







Case 3: Connect a Cloud P-series with a single local PMS.





Case 4: Connect a Cloud P-series with a single Cloud PMS.







1 Description and functionality

Case 5: A centralized environment of several hotels with different on-premise/cloud Yeastar P-series and other systems, connected to different PMS.



A single system that solves any connectivity need in hotel environments.



FROM PMS system **TO** Yeastar P-series

	CHECK IN		UPDATE		ROOM MOVE		CHECK OUT		REMINDERS
•	Name and Surname of the guest is assigned to the extension when check in is done.	✓	Send of the Name and Surname updated in the PMS system.	✓	Name and Surname assigned to the new room number.	✓	Room's name is set to the room number (deleting the name of the previous guest).	✓	Send wake-up call information to Yeastar P- series
•	COS assigned to the room extension to allow outgoing calls	✓	Send of the COS updated in the PMS system.	✓	COS assigned to the new room number.	✓	COS is set to the default value (not allowing outgoing calls).		
х	Language is not supported								

FROM Yeastar P-series TO PMS system

СА	LL ACCOUNTING	ROOM STATUS (Housekeeping)			REMINDERS NOTIFICATIONS		
✓	Outgoing calls made by guests are sent to the PMS (including the price of the call) to be invoiced at guest's check out.	✓	Internal calls to selected extensions that answer the call with an appropriate message according to the dialed code (IVR).	~	Sending information of the result of the wake-up calls (Not Answered, Answered, Failed)		
✓ ✓	Incoming calls are handled by char pmslink. Internal calls are handled by char pmslink. Most PMS are able to process only outgoing calls from guests.	✓	These destination extensions should be configured as 'Housekeeping codes' so that an outgoing internal call is interpreted as room status when its destination is among the configured code list.				



In case any other feature needs to be implemented, please contact char to assess the possibilities for such implementation.





• Minimum requirements

- For the integration with PMS systems installed locally in the hotel, char pmslink needs to be installed on a local PC. PC requirements will depend on the complexity and integrated system. It would be necessary for pmslink to have at least 1 GB HD, 2 GB RAM and a Windows7 or higher O.S on a non-dedicated PC (physical or virtual).
 For Cloud environments, the dealer or the hotel should provide the PC and O.S. to install the solution in the hosting.
- Internet access will be necessary to allow char's technical department to carry out maintenance, installation, and the system start-up remotely.
- Call Prices: char will need to receive information about the price of each type of call (local, mobile, special calls, free calls, etc.) in order to send call charges to the PMS system to be invoiced at guest's check out.
- PMS interface activated
- The cooperation of all involved systems (PBX, PMS, ...) and hotel staff is necessary for testing and verification of the installation.

Yeastar P-series requirements

- Firmware version: 37.7.0.16 or higher
- PBX plan: Enterprise Plan or Ultimate Plan. Allows to activate the API based on: <u>https://help.yeastar.com/en/p-series-appliance-edition/developer-guide/enable-yeastar-p-series-pbx-api.html</u>



Technical specifications

char pmslink runs as a Service on Windows O.S.

pmslink is a modular system based on a Windows service that manages the connection of the different embedded systems through libraries and/or specific processes (devices) for each of them.



The limit of active connections will depend on the resources of the equipment where it is installed and the complexity of its maintenance.



4 pmslink installation, licensing and configuration

Installation

It is carried out through the installer provided in <u>https://charpmslink.com/download/installer/pmslink_installer.exe</u>





4 pmslink installation, licensing and configuration

License activation

- Start the pmslink Monitor ('Start' Windows menu \ 'All programs' \ 'char PMS link' \ 'PMS link Monitor')
- Go to the menú 'PMS Link' \ 'License activation' and enter the license number provided when you purchased pmslink.



The license can be activated from the Internet (recommended) or in case of remote activation issues, it can be activated via email or phone call by contacting char technical support.



Incidents should be reported to https://charpmslink.com/helpdesk/



Automatic start of Windows pmslink service

It is recommended to configure the automatic start of the service. To do it:

- Start pmslink Monitor ('Start' Windows menu \ 'All programs' \ 'char PMS link' \ 'PMS link Monitor')
- Go to 'PMS Link' menu \ 'Service' \ 'Enable auto start'.

3	PMS link 1	.8.2.292 - moi	nitor '	1.4.3.181	_		×				
0	<u>P</u> MS link	② <u>H</u> elp									
	<u>S</u> ervice	•	ø	<u>A</u> ddress	Started						
3	<u>L</u> inks		8	<u>S</u> tart							
D	<u>Options</u>		*	Stop	EST Opera PMS (Oracle), PBX interface (TCPIP - RS232)						
6	<u>A</u> ccess		4	<u>E</u> nable auto start	(Oracle), PBX interface (TCPIP - RS232) (Oracle), PBX interface (TCPIP - RS232)						
License activation			1	Install	era PMS (Dracle), PBX interface (TCPIP - RS232)						
*	<u>C</u> lose		-	Get data: Opera PM	IPBX Interface (TCPIP - RS232) ALERT REQUEST: Toperap (S (Oracle), PBX interface (TCPIP - RS232): IDT_BOOKING: 3	DXINULINK 2/09/2022	.jLan nc 2 - 09:14				
0	09:14:07:6	LINK	_	buffer_add (ID 1) c:'	\charwin\utile\pmslink\link\arantia_pmsadapter\data\buffer_a	rantia_pms/	adapter				
0	09:14:07:6	LINK		Send START (ID 1)	to Arantia PMS Adapter > IDT_BOOKING: 22/09/2022 - 09:	4:07,cnx:)	id: 1,ad				
0	09:14:07:6	LINK		buffer_add (ID 1) c:	\charwin\utile\pmslink\link\assaapp\data\buffer_assaapp_cnx.dat						
0	09:14:07:6	LINK		Send START (ID 1)	to ASSA Mobile access app > IDT_BOOKING: 22/09/2022 - 09:14:07,cnx: .jid:						
0	09:14:07:7	LINK		buffer_add (ID 1) c:	\charwin\utile\pmslink\link\grandstream\data\buffer_grandstr	eam_cnx.da	at				
0	09:14:07:7	LINK		Send START (ID 1)	to Grandstream PBX > IDT_BOOKING: 22/09/2022 - 09:14:)7,cnx: ,id: 1	1,addre				
0	09:14:07:9	LINK		Send END (ID 1) OI	K from Arantia PMS Adapter: IDT_BOOKING: 22/09/2022 - 09	:14:07,cnx:	,id: 1,a				
0	09:14:07:9	LINK		buffer_delete (ID 1)	c:\charwin\utile\pmslink\link\arantia_pmsadapter\data\buffe	_arantia_pr	nsadapl				
0	09:14:07:9	LINK		Send END (ID 1) St	(IP from ASSA Mobile access app ("Skip request SKIP_PROC	ESS : IDT_	BOOKII				
0	09:14:07:9	LINK		buffer_delete (ID 1)	c:\charwin\utile\pmslink\link\assaapp\data\buffer_assaapp_	onx.dat					
0	09:14:07:9	LINK		Send END (ID 1) S	KIP from Grandstream PBX ("Skip request: 24: 22/09/2022 - 9	14:07,cnx:	,id: 1,ac				
0	09:14:07:9	LINK		buffer_delete (ID 1)	c:\charwin\utile\pmslink\link\grandstream\data\buffer_grand	stream_cnx.	.dat				



Automatic restart of Windows pmslink service

It is recommended to set up automatic reboot in case of error. To do it:

- Open the Windows Services (Control Panel / System and Security / Windows Tools / Services)
- Select the service: utile PMS link. Double click to open the property screen and select the "Recovery" tab
- Select the option "Restart the service" for the 3 error cases.

		•							General Iniciar sesión H	Dependencia	S
Servicios (locales)	Servicios (locales)							<u> </u>	Seleccione la respuesta d	el equipo ante un error de es	te servicio.
	utile PMS link	Nombre	Descripción	Estado	Tipo de inicio	Iniciar sesión como			Ayudame a seleccionar la	as acciones de recuperación.	
	Detener el servicio Pausar el servicio Reiniciar el servicio Descripción: utile PMS link	SmartByte Network Service SMP de Espacios de almace Solicitante de instantáneas Soporte técnico del panel d SysMain Tarjeta inteligente TeamViewer Telefonía Ternas Thunderbolt(TM) Peer to Pe Ubicador de llamada a proc	Servicio hos Coordina las Este servicio Mantiene y Administra TeamViewer Ofrece com Proporciona Thunderbolt En Windows	En ejecu En ejecu En ejecu En ejecu En ejecu En ejecu	Automático Manual Manual (dese Manual Automático Manual (dese Automático Manual Automático Automático Manual	Sistema local Servicio de red Sistema local Sistema local Servicio local Sistema local Servicio de red Sistema local Sistema local Sistema local Sistema local			Primer error: Segundo error: Sigujentes errores: Restablecer recuento de e Reiniciar el servicio despu Habilitar acciones para con error	Reiniciar el servicio Reiniciar el servicio Reiniciar el servicio enores después de: 0 tés de: 1 a detenciones Opciones de reiniciar	días minuto: reinicio del equ
		Uso de datos	Uso de dato	En ejecu	Automatico	Servicio local			Ejecutar programa		
		WalletService	Almacena o	Lii ejecu	Manual	Sistema local			P <u>r</u> ograma:		
		Warp JIT Service	Enables JIT con	npilation sup	port in d3d10warp	.dll for processes in whic	ch code				<u>E</u> xaminar.
		Waves Audio Services Waves Audio Universal Serv Windows Installer Windows Search	waves Audi Waves Audi Agrega, mo Proporciona	En ejecu En ejecu En ejecu	Automático Automático Manual Automático (i	Sistema local Sistema local Sistema local Sistema local			Parámetros de línea de Ane <u>x</u> ar recuento de (/fail=%1%)	comandos: errores al final de la línea de	comandos
		🎑 Windows Update	Habilita la d		Manual (dese	Sistema local	1.				



Connection to the system / equipment

Through pmslink monitor:

- Select the device to integrate: Yeastar P-Series
- Select the PMS to connect
- Configuration of the devices (PBX and PMS)





Yeastar P-Series configuration: Yeastar P

Through pmslink monitor:

• Open the Yeastar P-Series device configuration

🧿 Yeastar p	o-series pbx							—		×				
Description	Yeastar P	General	Translations	Directory	PBX Rates									
AUTHORI	ZATION: Clie	nt ID			XwuA7z	√VdOBwwpFh7sdfsdfsdfh								
AUTHORI	ZATION: Clie	nt SECRET			MhMeiH	MhMeiHdfgZOdfgdfgfdgOoTRN								
PBX HTTP server (<address>:<port>)</port></address>						server.yeastar.com:443								
Room status extensions						6202,6203								
Outgoing o	alls ROUTE I	D			1	1								
Allow for o	utgoing calls l	by default			YES	YES								
Allow outg	oing calls in c	heckin			YES									
Allow outg	oing calls in c	heckout			NO									
<u>Check link</u>	and select ou	utgoing call ro	oute											
							Apply		Car	ncel				

Fields	Description
AUTHORIZATION: Client ID	Client ID provided by Yeastar
AUTHORIZATION: Client SECRET	Client Secret provided by Yeastar
PBX HTTP server (<address>:<port>)</port></address>	Server name or IP Address and Port of the Yeastar PBX
Room status extension	IVR points to be used to indicate the room status code. One per each status. For example: 6202: clean; 6203: dirty. Separated by comma, without limit of IVR points to be added.
Outgoing calls ROUTE ID	Route ID for outgoing calls (external line access code).
Allow for outgoing calls by default	To allow / denied outgoing calls by default. The default values is YES.
Allow outgoing calls in checkin	To allow / denied outgoing calls when checkin is done. By default: YES
Allow outgoing calls in checkout	To allow / denied outgoing calls when checkout is done. By default: NO



Yeastar P-Series configuration: Yeastar P

Yeastar P serie	es advanced setup	ced setup —		
Server Client ID Client SECRET <u>check link and q</u> u	livedemo.ras.yeastar.com:443 XwuA7ZvVd0BwwpFh73GM MhMeiHWHydZ0afM6FcgT0 iery the outbound route list	v6zdg3ypw0 XRroQ9p0o1	Cah FRN	
ROUTE ID 11 9 7 2 1 3 4 5 6 8 12 13	Name Nazim-outbound toiris Zohodeskdemo ???? Default_Outbound_F with-S20 bettytest bettytest2 EasyLynq IPT Test QCBGavin	loute		
				ose

Check Link

• Select the corresponding ROUTE ID



Yeastar P-Series configuration: General - Translations

Description Yeatar P General Translations Directory PBX Rates Send commands to specific devices Default Hotel ID	Seastar	o-series pbx							-		×
Send commands to specific devices Default Hotel ID Command Devices Outgoing Call I Incoming Call I Incoming Call I Room Status I Incoming Call I I	Description	Yeastar P	General	Translations	Directory	PBX Rates					
Cormand Devices Dudgoing Call 1 Incoming Call Incoming Call Internal Call Incoming Call Room Status Incoming Call Incoming Call Incoming Call Incoming Call	Send comm	ands to specif	ic devices			De	fault Hotel ID				
Dutgoing Call I Incoming Call I Internal Call I Room Status I Image: Status Image: Status Image: Status Image: Statu	Command		Devic	es							
Incoming Call Internal Call Room Status	Outgoing Ca	əll	1								
Internal Call Room Status	Incoming Ca	lle									
Room Status	Internal Call										
	Room Statu	s									
						_					
						_					
						_					
Δρρίγ Cancel						_					
Apply Cancel						_					
Apply Cancel						_					
Apply Cancel						_					
			1			1 1		 			
								Apply		<u>C</u> an	cel

😂 Yeastar	p-series pb	¢					-		×
Description	Yeastar P	General	Translations	Directory	PBX Rates				
General profi	le translation								
PMS Profile		CNX Profile	<u> </u>						
open		1							
			_						
			_						
			-						
Default profile	e	1							
						App	lu	Car	ncel

Fields	Description				
Default Hotel ID	Internal pmslink Hotel ID for connections in multi hotel environments. For a single system, can be left in blank.				
Commands to specific devices	Sending the command/action to a PMS device, separated by ; Depends on the type of installation.				

Fields	Description
General profile translation	It allows a conversion between the class of service that arrives from the PMS and the one that is sent to the PBX.
Default profile	To set a default COS and profile for cases in which this data is not received from the PMS



Yeastar P-Series configuration: Directory

In this section you must add, delete or modify the list of extensions and rooms.

To make these changes, the following steps must be followed:

- Add the "PMS ID" and "CNX ID" with the Hotel ID entered in the devices corresponding to the PBX and PMS using the "New" button (left). Specially used for multi hotel environments. It can be left empty for a single hotel installation.
- Once done, select "New" (right) and add the corresponding room and extension.

FIAS pmslink setup : Opera PMS (Oracle), PBX interface (TCPIP - RS232) Yeastar p-series pbx Description Connection Settings Advanced Description Yeastar P General Translations Directory PBX Rates Hotel ID hotel_test2 Default Hotel ID hotel_test Send commands to specific devices \times Seastar p-series pbx Yeastar P PBX Rates Description General Translations Directory New Delete New Edit Delete Edit PMS ID PMS alias CNX ID CNX alias PMS room CNX address CNX additional addresses hotel test2 hotel test 101 1101 102 1102 201 2201 202 2202 Indicated for multi hotel 203 2203 22203, environments. For a single hotel, maybe left in blank Apply Cancel

PMS device configuration

Yeastar P-series device configuration



Yeastar P-Series configuration: Directory

Another option is to perform an import. To do this, follow these steps:

• Create a file that contains the list of rooms and extensions separated by the vertical bar "|". On the left side, the room and on the right, the extension.

	//////////////////////////////////////										
Archivo Edición Formato Ver Ayuda											
	204 2204										
	205 220	05									

- After that, select "New"> "Import >>" and choose the file to import.
- In some cases, a room may have more than one telephone terminal, to add it, select "CNX Additional addresses".

🔄 Setup room			-		×
PMS Room	101				
CNX Address	1101				
 CNX Additional addresses (address1,address2)	11101				
	Save and New				
Import >>		Apply		<u>C</u> ano	el

The functions of "PMS alias" and "CNX alias" can be left blank, as they are used in particular configurations and scenarios that will not be addressed in this case.



Yeastar P-Series configuration: PBX Rates

PBX Rates: General Tab

Disable the option "Process meter pulses" since the control unit does not provide steps, but seconds.

- To do this, select "Edit", uncheck and "Apply"
- If desired, it is possible to delay the calculation time in seconds, entering the seconds in the box.

😂 Yeastar p-series pbx					_		×			
Description	Yeastar P	General	Translations	Directory	PBX Rates					
Solution Add Rates General	Delete		General General General Rates So Edit Name General Type of meter Process n Meter put Calculate Proce Proce Delay to Delay to	Destinatic <u>Save</u> eral neter pulses lse unit cost meter ss meter puls start calculati	e as connect	1,0000000				
							Ap	oly	<u>C</u> ar	ncel



Yeastar P-Series configuration: PBX Rates

PBX Rates: Rates | Destination Tab

In "Rates" you must configure the type of destination National, international, free, special, etc.)

- To do this, select "Add", type the destination type in the description and select "Apply".
- In the box below you can add additional parameters, such as the days on which the price will be charged, the start and end date of such tariff, the price per call establishment, the excluded call time that will not be charged, the frequency in seconds and the price per unit.

In "**Destinations**" the header that is used is added and then associated with each type of destination.

- To do this, select "Add", enter the digits of the corresponding header and in the drop-down menu select "Rate" the previously configured destination type.
- It also offers the option to add a minimum length from "Min length".

III General								
General Rates Destinations								
Rate types								
🚱 Add 🛛 🚳 Delete 🧣	🔊 Edit							
Gratuito Internacional	 New rate 	ite type			_	• ×		
Movil	Description	I						
Nacional	Especial							
				- 4	Apply	% Cancel		
Rate : Internacional				-	200			
🚱 Add 🛛 🍵 Delete 👔	🐌 Edit							
Days	Start Ei	nd	Connect	Exemption	Frequency	Unit cost		
Mo,Tu,We,Th,Fr,Sa,Su	0:00:00 23	3:59:59	0,0000000	0	60	0,6500000		
I						I		
General Rates Destinations		Sew c	destination		×			
🚱 Add 🛛 🍵 Delete 👔	🐌 Edit	Usedas	00250					
Header Bate tupe		Header Min Ionath						
00 Inte	rnacional	miniengu	' <u> </u>					
6 Mo	vil	Rate	Gratuito		-			
7 Mo	vil		Gratuito Internacional					
9 Nac	cional		Movil					
900 Inte	ernacional		Tracional					



The char pmslink system generates logs of all managed connections.

pmslink communications log:

PMS link 1.8.2.292 - monitor 1.4.3.181					\times			
PMS link	C Help							
GT2	(10) Started							
	Sender							
09:30:43.5	LINK	buffer_delete (ID 1) c:\charwin\utile\pmslink\link\switchvox\data\buffer_sv	vitchvox_c	:nx.dat				
S 09:55:48:0	LINK	SERVICE RESET REQUEST FROM Opera PMS (Oracle), PBX interface (T	CPIP - RS	232)				
09:55:48:2	PMS link	Reset request: call service restart						
09:55:48:2	PMS link	AUTORUN: "autorun" "PMSlinkService" "PMSlinkService" "c:\charwin\utile\pmslink\pmslksrv.exe						
09:55:48:4	SERVICE	Service stop						
(1) 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: 16/09/2	2022 - 09:	55:58,cnx	,id: C			
09:56:59:0	LINK	Send END (ID 0) SKIP from Sangoma Switchbox pbx ("Skip request SKIP_F	ROCESS	: IDT_BC	IOKIN			
09:56:59:0	LINK	buffer_delete (ID 0) c:\charwin\utile\pmslink\link\switchvox\data\buffer_sv	vitchvox_c	:nx.dat				
😫 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 ,i	d: 0,addre	N, :28			
10:02:07:9	LINK	Send END (ID 0) SKIP from Arantia IPTV ("Skip request: 24: 16/09/2022 -	10:01:07,c	nst jid: 0,	addre .			
10:02:07:9	LINK	buffer_delete (ID 0) c:\charwin\utile\pmslink\link\arantia_iptv\data\buffer_	arantia_ipt	v_cnx.dat	- I			

In pmslink Monitor, events about communications between devices are detailed.

The log is stored in log files. They are standard text files. The pmslink communications log is located at:

pmslink communications logs:

C:\charwin\utile\pmslink\trace\pmslink

pmslink device logs:

Row_assaapp_20220627.txt: Bloc de notas						×
Archivo Edición Formato Ver Ayuda						
88:48:41:986 []process CREATE RESERVATION						
08:48:41:987 [HTTPclient: REQUEST: URL: https://hospitality-mobile-access.assablov.	com/operator/re	servatio	0			
08:48:41:987 I HTTPclient: REQUEST: PARAMS:						- 1
08:48:41:987 [HTTPclient: REQUEST: METHOD: POST						
08:48:41:987 > HTTPclient: REQUEST: EXTRA HEADERS: authorization:Token 64vacddo2265ag	76686osbociva8	3h7qukn8	t70boco695m3h			
08:48:41:987 > HTTPclient: REQUEST: BODY: { "guests": [{ "name": "Ni#241#a-Sav#233#h Omrail	n Omran", "email"	":"23@e.	con", "commonAc	cess":	[1].	
("name": "Ryan Thomas", "email": "248e.com", "commonAccess": [1], ("name": "Erin Chapman", "er	mail":"258e.com	". "commo	nAccess":[1].("name"	"Any	
Peake", "enail": "263He.com", "commonAccess":[]]], "external1d": "155597", "start": "2022-06	-13", "end": "202	2-06-17"	"accessPoint"	:"103"	1	
88:48:41:988 > HTTPclient: REQUEST: EXECUTE						
08:48:42:134 I HTTPclient: OPEN						
88:48:42:491 (HTTPclient: REQUEST response: CODE: 202 Accepted						
08:48:42:491 (HTTPclient: REQUEST response: HEADERS: HTTP/1.1 202 Accepted#13##10#Dat	te: Mon, 27 Jun	2022 05	:48:42 GMT#13#	#10#Con	ntent-	
Type: application/vnd.assaabloy.mobile-access.operator-4.0+json#13##10#Content-Length	: 113#13##10#Co	nnection	: keep-alive#1	3##10#0	Cache-	
Control: no-cache#13##10#Access-Control-Expose-Headers: Location#13##10##13##10#						
88:48:42:492 < HTTPclient: REQUEST response: DATA: { "location": "/operator/result/d168	846f-5797-4250-	b932-2a6	7e393a054", "of	fset":		
<pre>{"value":100."unit":"MILLISECONDS"}}</pre>						
08:48:42:492 [HTTPclient: CLOSE						
08:48:43:484 I ASSA GET RESULT						
08:48:43:484 [HTTPclient: REQUEST: URL: https://hospitality-mobile-access.assaabloy.	com/operator/re	sult/d16	80a6f-5797-425	0-b932-		
2a67e393a054						
08:43:4344 HTTPclient: REQUEST: PARAMS:						
08:48:43:484 I HTTPclient: REQUEST: METHOD: GET						
08:48:43:484)> HTTPclient: REQUEST: EXTRA HEADERS: authorization:Token 64vacddq2265ag	g76686osbpcjva8	3h7qukn8	t70bopp695m3h			
08:43:435 > HTTPclient: REQUEST: BODY:						
08:43:435 > HTTPclient: REQUEST: EXECUTE						
08:48:43:675 I HTTPclient: OPEN						
08:48:43:731 < HTTPclient: REQUEST response: CODE: 200 OK						
08:43:731 < HTTPclient: REQUEST response: HEADERS: HTTP/1.1 200 OK#13##10#Date: Mon	n, 27 Jun 2022 i	86:48:43	GMT#13##10#Co	intent-1	Type:	
application/vnd.assaabloy.mobile-access.operator-4.0+json#13##10#Content-Length: 51#1	3##10#Connection	n: keep-	alive#13##10#C	ache-Co	ontrol:	
no-cache, no-transform#13##10#Vary: Accept-Encoding#13##10##13##10#						
08:48:43:731 < HTTPclient: REQUEST response: DATA: {"status":"INVALID-DATE", "response"	":{"message":""	}}				
08:43:732 I HTTPclient: CLOSE						
08:48:43:732 I ASSA GET RESULT - RESULT: DK						
08:43:732 E process CREATE RESERVATION ERROR: NULL reservation id						
08:48:43:732[E process CREATE RESERVATION ERROR: DATA_ERROR - {"status":"INVALID-DATI	E", "response":{	"message	":""}}			
88:48:43:738 > SEND ALERT : "D" "javier.querol@char.es" "ERROR when creating reservat	tion 155597" "E	RROR whe	n creating res	ervatio	on	
155597 for room 103" "c:\charwin\utile\pmslink\link\assaappcnx.cnx" "c:\charwin\utile	\pmslink\link\a	ssaapp\t	race\mail_aler	t\"		
08:48:43:738 I BOOKING PROCESS RESULT: DATA_ERROR						
	Lines 1. columna 1	100%	Windows (CRLF)	UTF-8		

Integrated device logs (PMS, IPTV, PBX, Hotspot, ...): C:\charwin\utile\pmslink\link\<PMS/System/device>\trace

The use of these logs facilitates the detection of incidents, and the report of the same must be made to the technical support of char: <u>https://charpmslink.com/helpdesk/</u>

All log files are stored for 30 days.



System logs / Technical Support and Development

Technical assistance

Our technical support, based on the services contracted, will be able to help you on:

- Remote installations of char pmslink
- Follow-up of the new installations
- Helpdesk to attend any doubts or technical issues
- Training of pmslink to the distribution channel

Technical contact: https://charpmslink.com/helpdesk/

Development Team

If the PMS system installed in the hotel is not one of the PMS systems already integrated with char, you can contact us to request a new integration.

See the list of PMS already integrated: <u>https://charpmslink.com/integrations-pms-property-management-systems/</u>