

Setup of HotelKit scheduled reports RHAB

May 2019

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Preface

This document describes the HotelKit scheduled reports setup for Opera PMS 5.5 and higher and contains general troubleshooting information.

Requirement

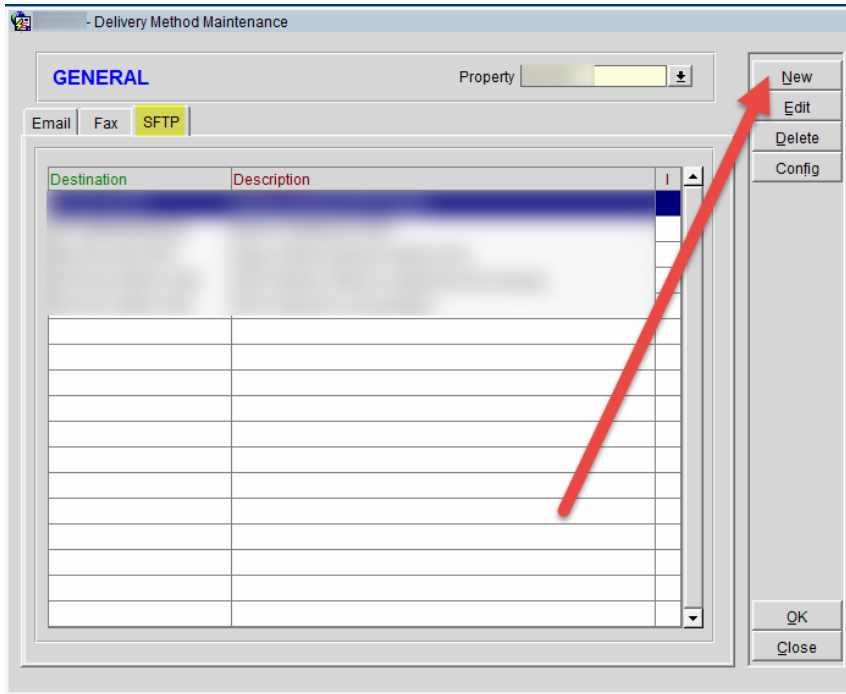
Opera user with access to Report Scheduler and Delivery configuration in Opera.

Version information and changes

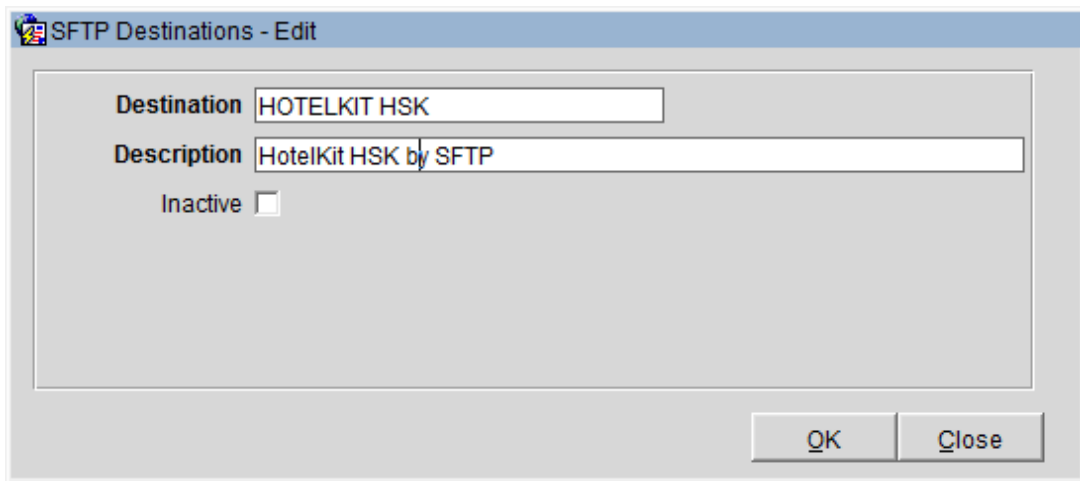
Name of person making change	Role of person making change	Date of change	Version	Notes
Michael Brandt	Manager, Hotel Systems	10 th May 2019	1.0	Initial version
Roger Bergh	Business Analyst	6th March 2020	1.1	
Roger Bergh	Business Analyst	9th March 2020	1.2	Section removed
Roger Bergh	Business Analyst	16 March 2020	1.3	New OSRs added

Setting up the SFTP delivery for the reports

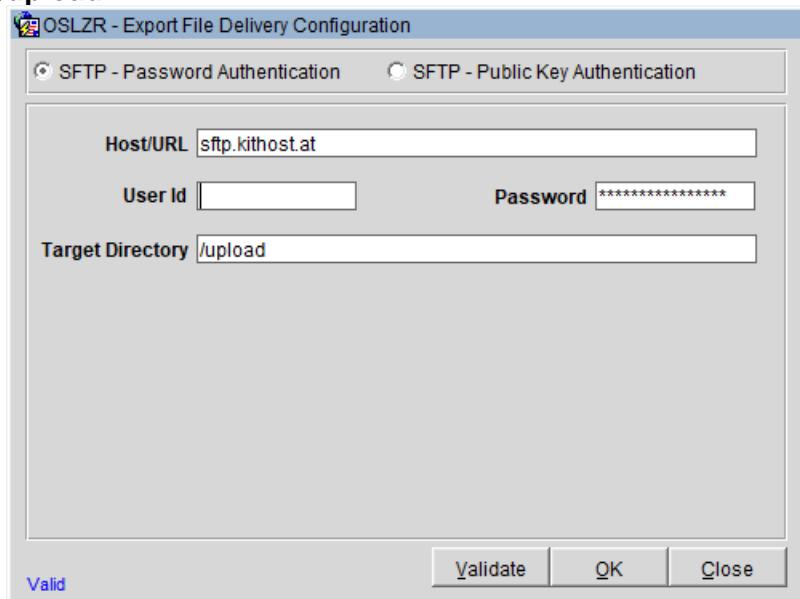
1. Log in to Opera Configuration and go to Property->Delivery Config->General and click on the SFTP tab



2. Now click new and name the destination and give it a description – Click ok and save.



3. Now click config on the Destination created above and type in sftp.kithost.at in **Host/URL**, **User_id** and **Password** will be provided by HotelKit – **Target Directory** is **/upload**



4. Click validate and make sure that Opera comes back and says validated
5. Click OK to save.

Now this new destination is available to choose from in the report scheduler.

Importing the custom HotelKit report

A custom simple report (osr) have been created for HotelKit and needs to be imported before it can be scheduled.

1. Go to Opera configuration -> Setup -> Report Setup -> Reports and click new and fill in the details as per below screen shot:

2. Now click Customize and choose import

- Download the OSR file from: <ftp://ftp.rdsas.com/pub/software/HotelKit/>

Note that there are different files for Opera V5.0.4 and Opera V5.0.5:

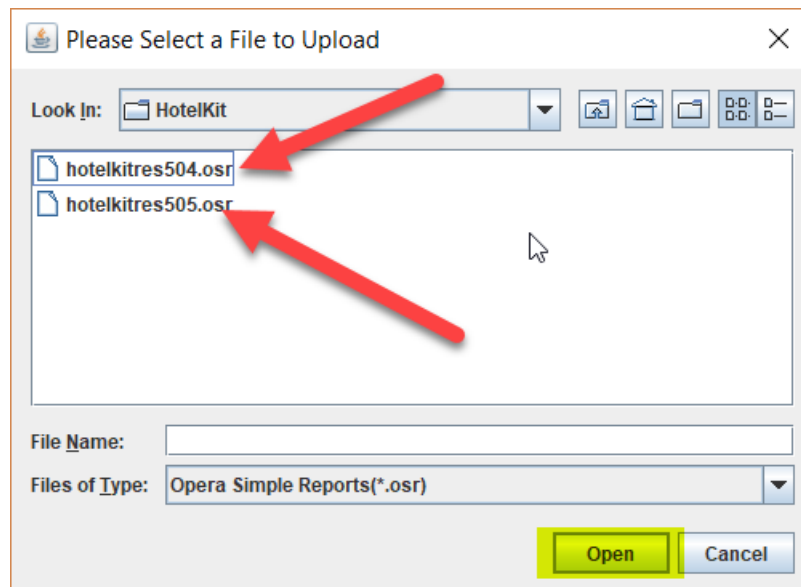
FTP directory /pub/software/HotelKit/ at ftp.rdsas.com

To view this FTP site in File Explorer: press Alt, click **View**, then click **Open FTP Site in File Explorer**.

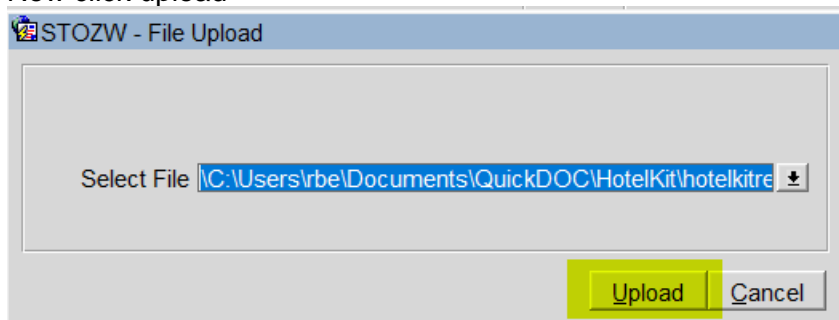
Up to higher level directory

03/13/2020 01:26PM	2,978	hotelkitres504.osr
03/13/2020 01:26PM	3,258	hotelkitres505.osr
05/13/2019 12:00AM	3,181	hotelkitres May 10th.osr
03/10/2020 06:50PM	2,890	hotelkitresv54.osr

- From where you have downloaded the file, Highlight the appropriate file for you Opera version and click Open



- Now click upload



6. Click Save

7. Click OK

8. Now the report is imported, and we can continue to get it scheduled for delivery to HotelKit.

Scheduling the reports

The HotelKit reports needs to be scheduled for automatic delivery, this is done in Opera PMS under General->Report Scheduler menu. For a locally installed Opera installation (servers in hotel) the reports should be scheduled to run after Night Audit is likely to be finished i.e. 6am.

For centrally hosted hotels (Oracle's data center in Frankfurt), there are a few things to consider when setting up the reports.

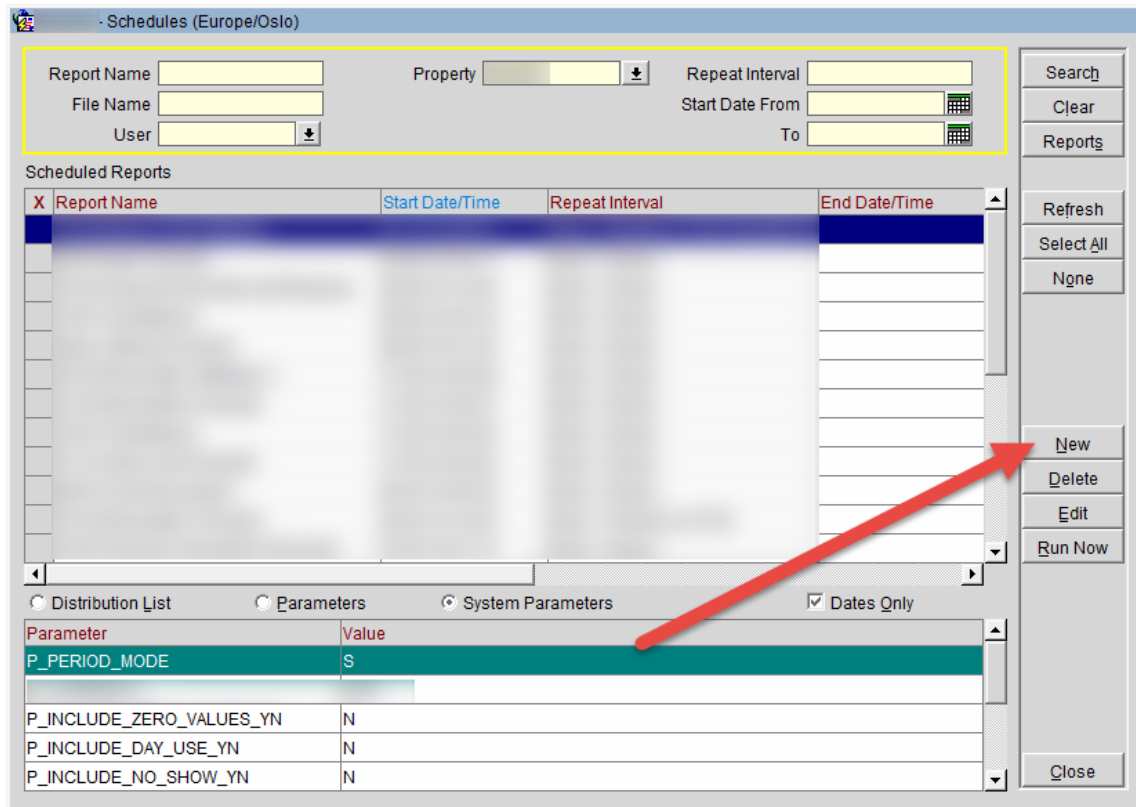
1. Only use server frrzdopapp01-16 or frrzdoprpp01-02 when scheduling reports
2. Do not schedule all the reports to run on the same server, use a different server per report.
3. Do not schedule the reports to run at the same time, use different time for every report and try to avoid heavy check-out periods and do not schedule them to run on commonly use scheduling times (on the hour, half past, quarter past or quarter to) try to use something xx:06, xx:12, etc. to spread out the load on the application server in the data center.
4. If you already have the report scheduled with the same parameters just add an additional delivery destination for HotelKit instead of scheduling it again.

Report Scheduler

HotelKit Custom Report

General reports scheduling is done like this:

1. Go to Opera PMS then General->Report Scheduler and click new.



- Now search for the report you want to schedule and make sure that you change the file format to XML before clicking OK:

OSLZR - Reports

Report: %hotelkit reser% Property: OSLZR Search

Application: PMS S&C

Report Group: All Reports

Report Name	REP Name
HotelKit Reservation Details	hotelkitres

Fax / E-mail File Format: XML

Copies: 1 Current Printer: []

History OK Close

- Now click OK
- Choose minutes in the Repeat section and put 10 in the Every field

- Schedule (CET)

Start

Date: 10.05.19 Time: 10:59

Repeat

Once Only Minutes Sunday

Every: 10 Hours Monday

Days Tuesday

Weeks Wednesday

Months Thursday

Friday

Saturday

Repeat Until

Indefinite

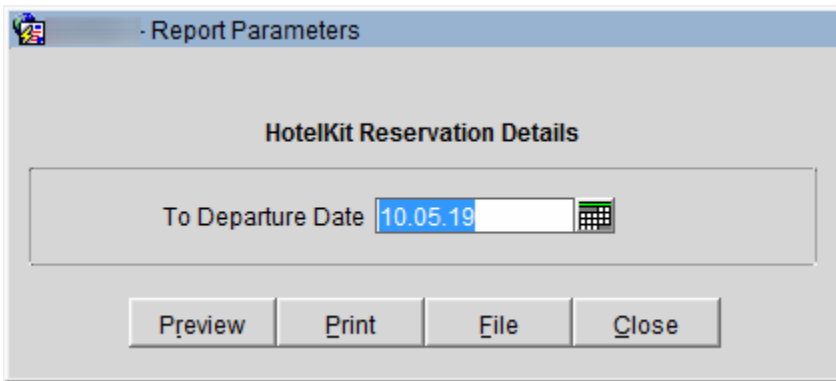
Date: [] Time: []

Server

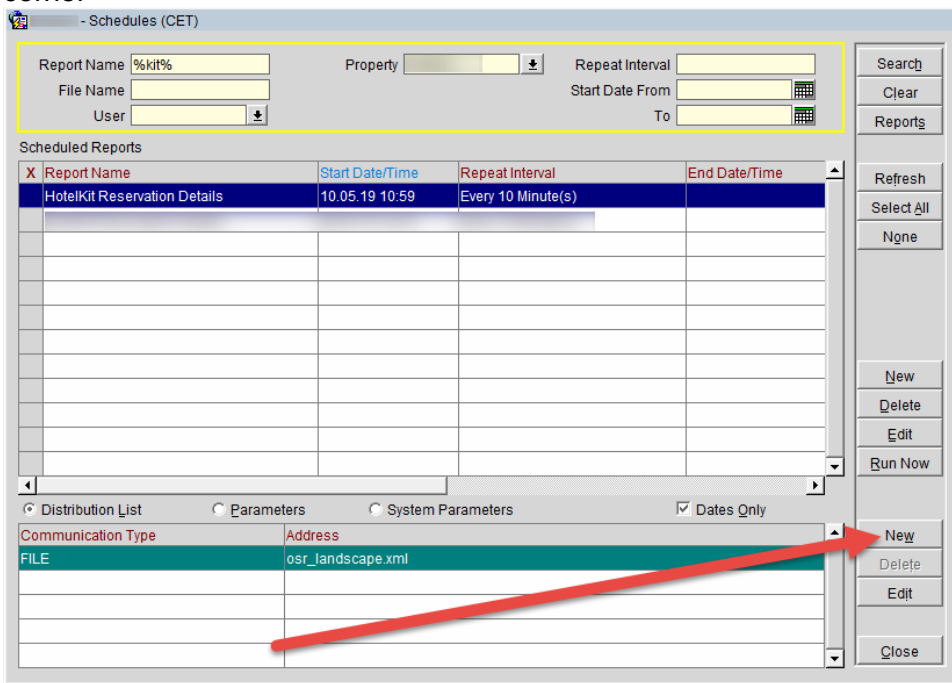
Server: frzdopapp08

OK Close

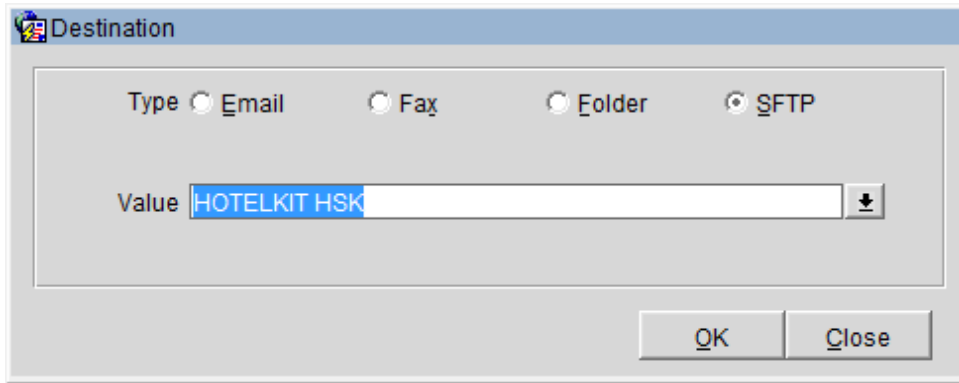
- Click file and close



- Click OK
- Find the new schedule and click on distribution list and click new on the lower right-hand corner



8. Now choose SFTP and the SFTP destination you created for the HotelKit upload above and click ok to save.



9. Now click Parameters, click on the first parameter of the report and then Set Date

The screenshot shows the 'Schedules (CET)' window. At the top, there are input fields for Report Name, File Name, User, Property, Repeat Interval, Start Date From, and To. Below this is a table of 'Scheduled Reports' with columns for Report Name, Start Date/Time, Repeat Interval, and End Date/Time. The first row is 'HotelKit Reservation Details' with a start date of '10.05.19 10:59' and a repeat interval of 'Every 10 Minute(s)'. Below the table are tabs for 'Distribution List', 'Parameters', and 'System Parameters', with 'Parameters' selected. A sub-table shows a parameter 'To Departure Date' with a value of '10-may-2019'. A red arrow points from this parameter to the 'Set Date' button on the right-hand side of the window.

10. Set the parameters needed for the report and click OK.

The screenshot shows the 'Date' dialog box. On the left, there is a list of date selection options: FIRST DAY OF MONTH, LAST DAY OF MONTH, FIRST DAY OF YEAR, LAST DAY OF YEAR, FIRST DAY OF QUARTER, LAST DAY OF QUARTER, SUN, MON, TUE, WED, THU, FRI, and SAT. In the center, there is a numeric keypad with buttons for 7, 8, 9, 4, 5, 6, 1, 2, 3, +/-, 0, and Del. A green circle highlights this keypad. On the right, there is a 'REPORT DATE' field with '+60 DAYS' selected. Below the dialog, there are two date input fields: 'If the report was started on' (10.05.19) and 'than the date parameter value would be' (09.07.19). At the bottom are 'OK' and 'Close' buttons.

11. Click OK and the report is now scheduled.

Rooms (hkroomstatusperroom)

1. Follow the steps above and for the general scheduling

Report: %hkroom% [Search]

Application: PMS S&C

Report Group: All Reports

Report Name	REP Name
House Status	hkroomstatusbytype
Rooms	hkroomstatusperroom

File Format: XML

2. Schedule: every 10 minutes

Report Name: rooms Property: [] Repeat Interval: []

File Name: [] Start Date From: 21.12.18 14:22

User: [] To: []

X Report Name	Start Date/Time	Repeat Interval	End Date/Time
Rooms	21.12.18 14:22	Every 10 Minute(s)	

Distribution List
 Parameters
 System Parameters
 Dates Only

Communication Type	Address
FILE	<HTLCD>-hkroomstatusperroom.xml
SFTP	HOTELKIT HSK

3. Options:
4. Room Class **ALL**
5. Room Type **ALL**
6. Occupied ✓
7. Vacant ✓

- Housekeeping 5

Filter

Room Class ↓

Room Type ↓

Room Range

From Room ↓

To Room ↓

Include

Pseudo Rooms

Status

Occupied

Vacant

Checking status of the scheduled reports

To check the status of the scheduled report after a failure or after the initial scheduling to be sure that it ran and was delivered go to General->Report Scheduler and click on Reports on the top right-hand side.

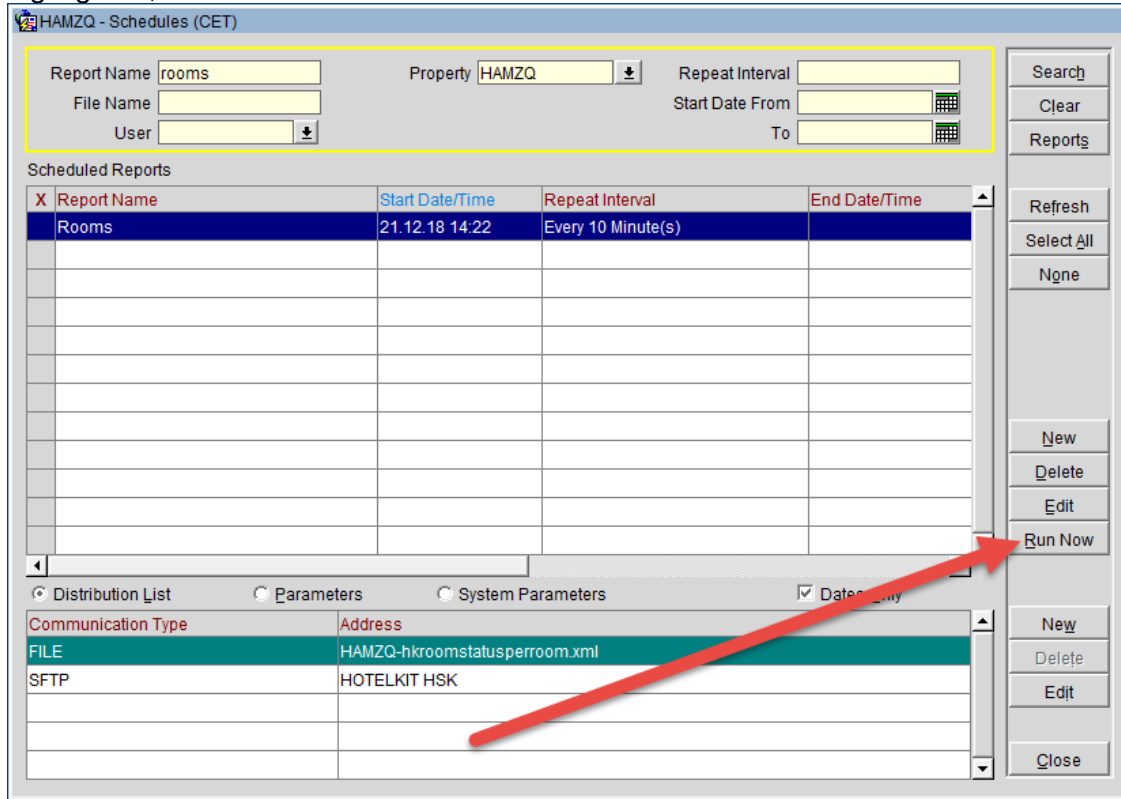
The screenshot shows the 'Schedules (CET)' window. At the top, there are search filters for Report Name (rooms), Property, Status, File Name, Report ID, Start Date From (19.04.19), and To. Below the filters is a table of 'Submitted/Completed Reports' with columns for Report Name, Status, Start Date/Time, and End Date/Time. The table lists multiple 'Rooms' reports, all with a status of 'Finished successfully'. To the right of the table is a vertical toolbar with buttons: Search, Clear, Schedules, Refresh, Select All, None, Log, Delete, View, and Close.

Double click on a message to see more:

The screenshot shows the 'Schedules (Europe/Oslo)' window. The search filters show Report Name (S130), Property, Status, File Name, Report ID, Start Date From (13.08.18), and To. The 'Submitted/Completed Reports' table shows several 'S130 Reservation Statistics 1' reports. One entry is highlighted in blue, and a dialog box is overlaid on it. The dialog box has an information icon and the text: 'Please verify that the Report Server is running and configured properly. Submitting request by UTL_HTTP failed.' with an 'OK' button. Below the table is a 'Communication Type' section with 'FILE' (res_statistics122554666.bt) and 'SFTP' (PMI UPLOAD SFTP). The right-hand toolbar is identical to the previous screenshot.

The above error message indicates that the application server where not running at the time the report was scheduled, if you need help resolving an error log a service request (SR) with Oracle to get assistance.

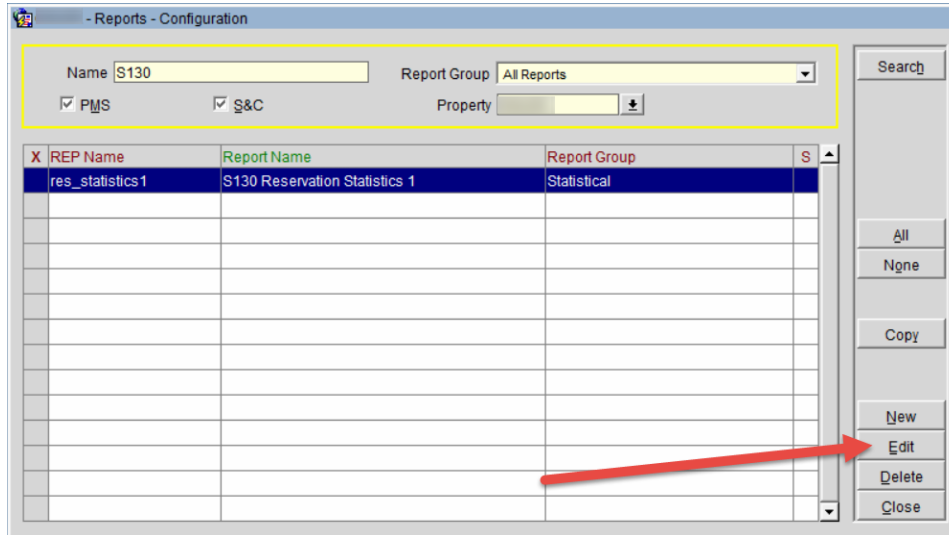
If you want to re-run the scheduled report again if it failed click run now when the schedule is highlighted,



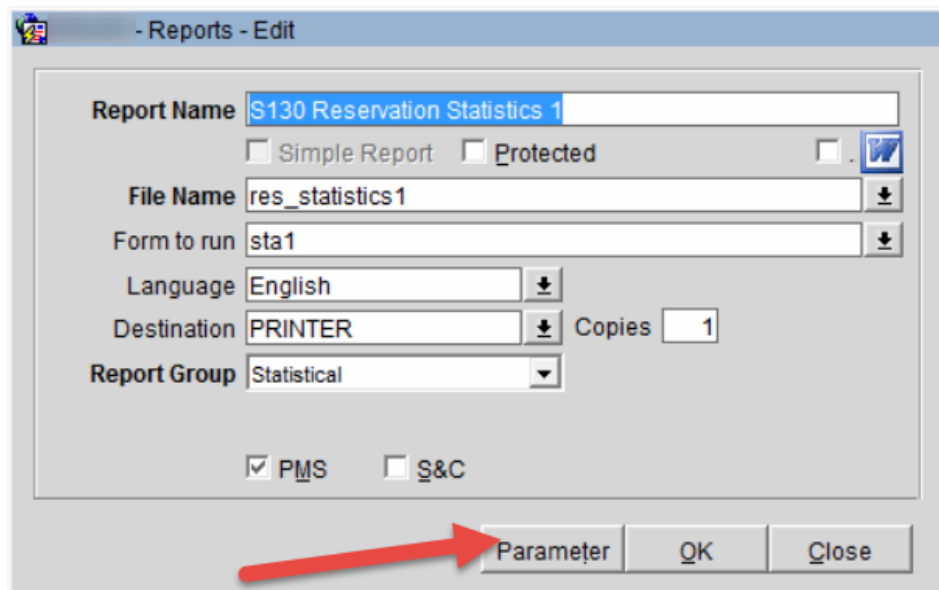
This only works for rerunning reports that failed on this day. Can be used if for all reports on the day they failed.

Troubleshooting reports setup

If you experience “Set date not accessible” then go to Opera PMS config Setup->Report Setup->Reports, find the report and click edit



Click on Parameters



Now click Save

The screenshot shows the 'Statistics 1' configuration window. The 'Date' section has 'From Date' and 'To Date' fields. The 'Filter' section has 'Room Class' and 'Room Type' dropdowns set to 'ALL'. The 'Options' section has radio buttons for various filters, with 'Market Code' selected. The 'Revenue' section has 'Net' selected and 'Distributed' unchecked. The 'Include' section has 'Unused Codes' unchecked. The 'Save' button is highlighted with a red arrow.

Go back to Report Scheduler in Opera PMS (General->Report Scheduler) and check the SET DATE should now work.