

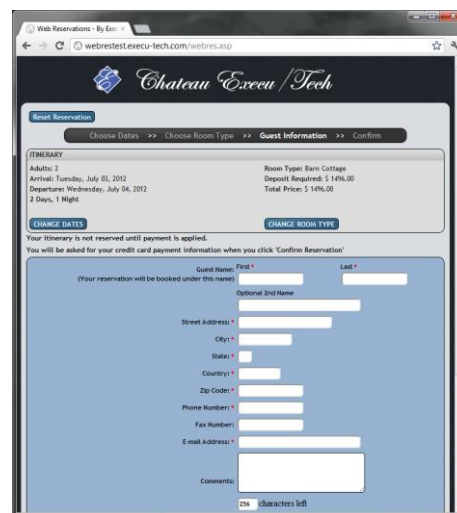
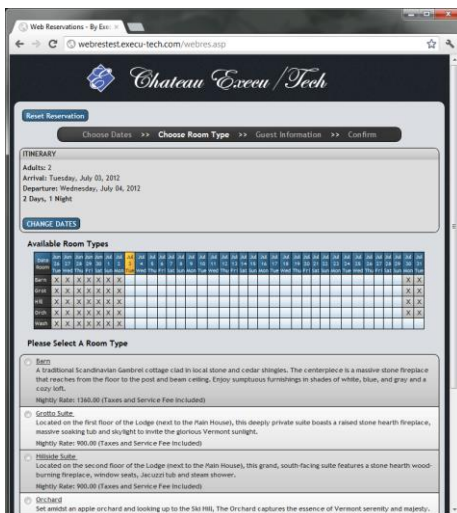
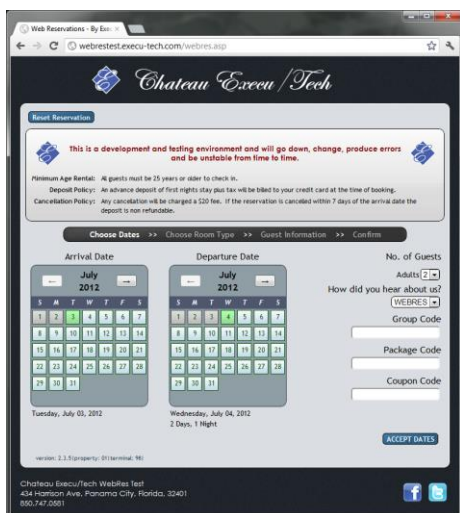
This guide will assist you in installing and configuring Execu/Tech System, Inc.'s WebRes. There are several parties involved in this installation, so have each party ready at the appropriate time and prepare each of them by providing this document. If something in this document isn't clear, please ask. Please have your network professional or web developer contact us with any questions they may have.

This guide is updated as of April 1, 2013 for **WebRes version 2.3.7**. Most parts are applicable to all versions.

If upgrading from a version prior to version 2.2.0, be sure to extract the files to a temporary location and integrate your current settings in inc_header.asp, inc_footer.asp and inc_variables.asp before copying them to the live folder. Please note that in this case all font, color, border, etc. settings are now handled by webres.css.

You must notify Execu/Tech Systems, Inc. when you're ready for your site to go live. Until then, your site will run in 'test mode' and while reservations will be made, no credit cards will be charged. DO NOT GO LIVE IN 'TEST MODE'!


If you have question please contact your Execu/Tech sales representative or contact Execu/Tech support at (850) 747-0581



WebRes Installation Steps

Pre Installation

Pre Installation - Performed by Customer's Network Professional

1. Install a Windows IIS Web Server on the same network as the Execu/Tech HOTEL™ server. This can be same or a different server than the server running HOTEL™, and most customers use the HOTEL™ server as the WebRes server. **This is your “WebRes Server”**. Execu/Tech will need administrator level access to complete installation of WebRes.
2. WebRes must be installed as its own site. It can replace the default site but it must not be in a sub folder.
3. Configure folder permissions as stated in the “Technical Notes” section.
4. Ensure dedicated internet access to the web server with a Static IP.
5. Open any necessary ports so that the WebRes Server is accessible from the internet for web traffic. This should be tested and verified before Execu/Tech begins WebRes installation.
HTTP = 80, SSL(normally) = 443
6. Execu/Tech will need remote access to install and configure WebRes. Our preferred methods are RDP and VNC. If the WebRes server is separate from the HOTEL™ server, it's common to connect to the already configured HOTEL™ server connection and RDP to the WebRes server using that connection. The remote connection information must be provided to Execu/Tech before Execu/Tech can begin installation. <http://www.remoteet.com> provides free,secure VNC based remote connection applications. One on-demand and one permanent.
7.  To enable emailing of confirmation notifications to the guest and to the property's staff, the following information should be provided:
SMTP Server, SMTP Port, SMTP Username, SMTP Password, SSL (yes or no), CC or BCC email addresses (up to 4) within the property that should get notification of the online reservation by email and the 'From' address that should appear on the confirmation emails.

***NOTE* If you're going to use the property's IIS for SMTP relay, be sure properly configure a 'Remote' domain under the Default SMTP Virtual Server. Without this 'Remote' domain, emails will not send.**

Pre Installation - Performed by Execu/Tech

1. Ensure that Shift4 credit card processing is installed and operating properly if the customer will be processing credit cards through WebRes.
Make sure the WebRes Terminal (default 98) is configured in MENUS4CO.
2. Install the latest HOTEL™ updates.

Pre Installation - Performed by Customer's Web Registrar

The registrar is whoever registered the domain (www.something.com). This could be the Web Designer, Network Professional, or even the customer.

1. Create a sub domain pointing to the web server's static IP address. Most of our customers use something like <https://reservations.something.com>.

Installation


Installation - Performed by Customer's Network Professional

1. Purchase an SSL Certificate and configure it on the WebRes Server if SSL is desired. SSL encryption is a function of IIS and not WebRes and must be handled and configured by the customer's network professional. Once SSL is properly configured on the customer's WebRes Server, the WebRes asp page will be accessed through <https://> instead of <http://> and the small padlock will appear on the user's internet browser signifying a secure web page.

Installation - Performed by Execu/Tech

1. Download the latest WebRes install from the support site in the updates/components folder.
2. Install the WebRes files into the WebRes folder.
3. Configure IIS .cgi settings to work with WebRes.
4. Configure wruncbl.fil and inc_variables.asp in the WebRes folder according to customer's needs.



5.  If using Shift4, install the WebRes Shift4 credit card interface service. Instructions are in the Technical Notes section.
6. Test WebRes from an external location making sure everything works for availability, room rates, and credit card processing. [http\(s\)://ipaddress/webres.asp](http(s)://ipaddress/webres.asp)
7. Provide the web designer with the link that will be needed to create the "Book Now" button on the customer's website.

Customers who register a sub domain will look similar to this:

<https://reservations.something.com/webres/webres.asp>

Customers who are using the IP address will look similar to this:

<https://127.0.0.1/webres.asp>

Edit these lines in inc_variables.asp:

WebResFolder

WebResURL (Not needed until they have their permanent URL)

Room_Matrix_Show (Set to 0 until everything else works)

Room_Type_Limit (Set to 0 until ROOMTYPES.TXT is edited)

Room_Type_Category (Set to 0 unless needed)

Room_Desc_File (Set to 0 until they create description files)

i4Go (Set to 0)

Installation - Performed by Customer's Web Designer

1. Once Execu/Tech has tested WebRes and the customer has verified that it is working, the web designer should create a link on the customer's website using the link that Execu/Tech provides. It's also possible to present the WebRes inside of an Inline Frame. Treating it as an asp include, however, doesn't work because of variables passed in each step of the reservation.

WebRes Customization (Look and Feel)

These steps may be performed by the web developer or by Execu/Tech. If the web developer doesn't wish to modify the WebRes configuration, Execu/Tech will do it for an hourly charge.

1. Create a header and footer so that the WebRes pages fit the theme of the customer's web site.
The header will be placed inside **inc_header.asp**.
The footer will be placed inside **inc_footer.asp**.
2. Modify the fonts, calendar colors, calendar size, page colors, text, etc.
webres.css contains all CSS settings.
inc_variables.asp contains feature enabling and disabling, label text, etc. Read this file in a text editor to see what options are there.

Any images used by the web designer should be copied to the WebRes folder to prevent an SSL message warning that there are unsecure items on the page.

Technical Notes

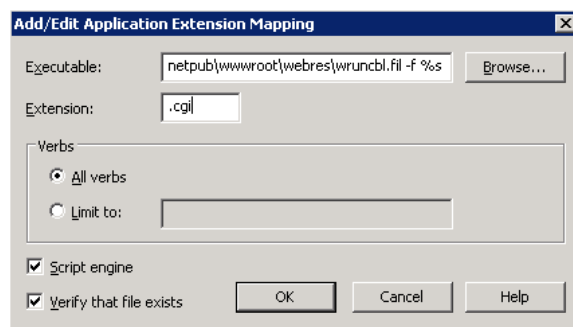
Microsoft IIS 6 (web server) Settings for WebRes

1. In the IIS Manager, under Web Service Extensions, you MUST ALLOW “All Unknown CGI Extensions” and “Active Server Pages”.
2. In the IIS Manager, right click the WebRes folder and open the properties window. In the “Directory” tab, next to the “Application name:” field, click “Create”.
3. (Performed by Execu/Tech) Click “Configuration” and under the “Mappings” tab, add the following application extension, using the actual software path.

Executable:

"C:\Program Files\Hotel\wrun32.exe" -c C:\inetpub\wwwroot\webres\wruncl.fil -f %s

Extension: .CGI

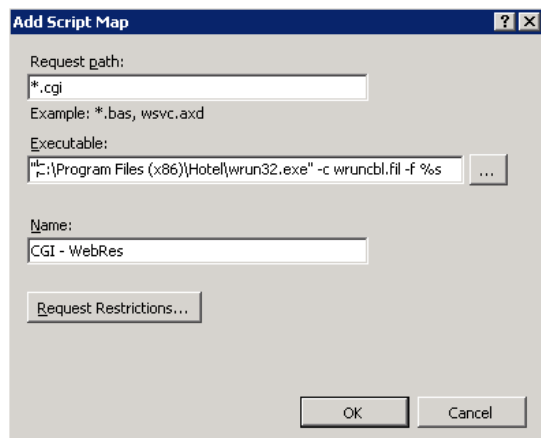


Microsoft IIS 7, 7.5 (web server) Settings for WebRes

1. Both CGI and ASP server roles must be installed as they are not installed by default. Use the following articles to assist you:
[http://technet.microsoft.com/en-us/library/cc753918\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc753918(WS.10).aspx)
[http://technet.microsoft.com/en-us/library/cc753077\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc753077(WS.10).aspx)
2. In the IIS Manager, right click the WebRes folder and choose “Convert to Application”.
3. (Performed by Execu/Tech) Open the Handler Mappings for this folder and select “Add Script Map”. Configure it using the actual software path.

Request path: *.cgi

Executable: "C:\Program Files (x86)\Hotel\wrun32.exe" -c wruncbl.fil -f %s



When you click OK, you'll be asked if you want to create an allowed entry in ISAPI and CGI Restrictions. **Click YES!**

****IMPORTANT!!!** Folder Permissions Settings**

IIS 6, 7

Make sure the web server's IUSR user has full permissions to the "HOTEL" folder. In some situations, especially when WebRes is installed on a computer other than the HOTEL™ server, the web server's IUSR user might not be seen on the server containing the "HOTEL" folder. In this case, create a new user with full permissions to the "HOTEL" folder and set it as the 'Windows user account for anonymous access.'

These same permissions must also be given to the folder "extras\ResHomePage" in the WebRes install folder.



IIS 7.5

You must give the Application Pool Identity full permissions to the "HOTEL" folder.

1. Right click the "HOTEL" folder and select "Properties"
2. Select the "Security" tab
3. Click the "Edit" and then "Add" button
4. Click the "Locations" button and make sure you select your machine.
5. Enter "IIS AppPool\DefaultAppPool", or your custom app pool name, in the "Enter the object names to select:" text box.
6. Click the "Check Names" button and click "OK".

These same permissions must also be given to the folder "extras\ResHomePage" in the WebRes install folder.

Modifying WRUNCBL.FIL (located in WebRes folder, settings specific to WebRes)

Optional settings may be removed by placing a # before the line

CODE-SUFFIX CGI COB	Do not change or remove!
CODE-PREFIX \\SERVERPATH\HOTEL\	Path to the HOTEL software folder. Surround the path with quotes if it contains spaces.
FILE -PREFIX \\SERVERPATH\HOTEL\	Path to the HOTEL software folder. Surround the path with quotes if it contains spaces.
WEBRES-BOOKING-RATE-CODE 5	This sets the default rate code for WebRes. This overrides season rates.
WEBRES-CC-TEST-MODE 1	This puts WebRes into test mode allowing a reservation to be made without processing a credit card.
WEBRES-DEPOSIT-METHOD FIRST-NIGHT #WEBRES-DEPOSIT-METHOD FIXED 200.00 #WEBRES-DEPOSIT-METHOD 100% BEFORE 0 DAYS THEN 100%	Optional, allows you to specify how the deposit will be calculated. Use only one of these options at a time!
WEBRES-FIND-ROOM YES	Optional, causes WebRes to assign a room number at the time the reservation is booked.
WEBRES-GROUP-CODE WEBRES	Optional, sets default group code if you choose to limit availability by using a group.
WEBRES-GROUP-METHOD SUBTRACT	Optional, determines how the WebRes group affects availability.
WEBRES-INCLUDE-TAX YES	Optional, causes the total amount and deposit due to calculate tax.
WEBRES-MARKET-CODE NET	Default Market Segment Code assigned to WebRes reservations.
WEBRES-MAX-DAYS-STAY 21	Optional, sets the maximum length of stay for which a guest can reserve.
WEBRES-MAX-ROOMS 20	Optional, sets the maximum number of rooms a guest can reserve if multi room reservations are enabled.
WEBRES-PACKAGE-CODE NONE	Optional, sets the default package code to be used for the WebRes rate.

WEBRES-PAYMENT-CODES AXA,MCA,VSA	Optional, alternate payment codes to assist in accounting of WebRes payments.
WEBRES-RATE-CODE 4	Optional, This sets the default rate code for WebRes. This overrides season rates.
WEBRES-SOURCE-CODE WEBS	Default Source of Business Code assigned to WebRes reservations.
WEBRES-UPDATE-PROFILE 1	Attaches to a profile matching the provided email address. If there is no profile with a matching address, a new profile is created.
WEBRES-COUPON COUPON,1,COUP WEBRES-COUPON2 COUPON2,3,COU2 WEBRES-COUPON3 COUPON3,4,COU3 WEBRES-COUPON4 COUPON4,5,COU4	Up to 4 coupon codes that will use the predefined rates 1 – 5. You can also specify a Source of Business code to assign to the reservation. WEBRES-COUPON(1,2,3,4) = Required identifier COUPON(234) = Coupon guest will use. Variable up to 8 characters. 1(3,4,5) = The rate code to use for this coupon. COUP(2,3,4) = Source of Business code.

SHIFT 4 Credit Card processing server for WebRes



Extract the two files from ETWebResCCService.zip and place them in the HOTEL folder on the PMS server and run the installer from the console at the PMS server. The installer is ETWebResCCServiceInstaller.exe. Running this will create a service that runs and monitors MENUVC. If the interface process stops, it will be restarted after five seconds. The service will create Application Events for the service notifying of and starts, stops or recoveries caused by the interface process stopping.

If you're upgrading an existing customer, check for a Scheduled Task that runs the interface. Stop it first and then delete it before installing the service.

Key WebRes Files and Folders

extras\ResHomePage (folder) **The IUSR account must have full permission to this folder.**

This folder contains the dynamically generated reservation confirmation pages seen by the guest. This page can be linked in the confirmation email by inserting a link to "[WebResURL]/home.asp?RESID=[RESID\$]"

extras\RoomCategory (folder)

This folder contains the room category description html documents as well as the button layout document, "categorybuttons.asp".

extras\RoomDescriptions (folder)

This folder contains the room type description html files. They should be named [ROOMTYPE].htm and must exist for all room types if this option is used.

images (folder)

This folder contains various images used to create the visual style including backgrounds, buttons and logos.

script (folder)

This folder contains Java applets.

blackout.txt

This file allows you to configure calendar blackout dates to prevent the selection of specific arrival and departure dates.

bookcal.asp

This is a Condo™ calendar showing individual room booking status.

bookcal.css

This is the style sheet for boomcal.asp

bookerror.asp

This is the generic error template.

cancellationpolicy.asp

This is an optional cancellation policy that must be read and agreed to before submitting the reservation.

carderror.asp

This is the template for all credit card errors.

confirmation.asp

This is the application that generates the HTML confirmation letter.

confirmationemail.htm

This is the HTML confirmation email letter template.

confirmationpage.htm

This is the HTML confirmation web page template.

confirmationpage.css

This is the HTML confirmation web page style sheet.

dateblank.htm

This is the HTML template for blank date errors.

datewrong.htm

This is the HTML template for the incorrect date format errors.

disclaimer1.htm

This is the optional disclaimer for the 'calendar' page.

EtWebResCCService.zip

This file contains the WebRes Shift4 credit card interface service and the service installer. Extract these two files into the HOTEL folder on the PMS server and run the installer from the console at the PMS server.

gacrnci.cgi

This is the Condo owner calendar .cgi.

gacrcnlg.cgi

This is the Condo owner login script.

gacrinit.cgi

This is the Condo initialization .cgi.

gawrgett.cgi

This .cgi checks availability and returns a list of available room types or an error.

gawrinit.cgi

This is the WebRes initialization .cgi.

gawrpym.cgi

This .cgi books the reservation and initiates credit card processing.

gawrquot.cgi

This .cgi verifies the rate of the selected room type.

inc_css.asp

Old style sheet – no longer used.

inc_footer.asp

This is customizable footer to be displayed on the WebRes page.

inc_header.asp

This is an customizable header to be displayed on the WebRes page.

inc_variables.asp

This contains settings such as email, optional fields, customized display, etc.

package-XX.txt

XX = package code. This file allows you to submit a package to WebRes that can then be redefined based on the room type, season or both. It can also be used to restrict room type selection in certain packages by setting the rate for the restricted room types to \$0.00.

PopUp.asp

This file contains the html popup boxes that can be used to show room type details. This file is used in conjunction with script/wz_tooltip.js.

redirect.asp

Used when a custom calendar is desired. Pass variables here and WebRes will bypass its own calendar.

redirect.htm

This is used to pass data from the .cgi programs to webres.asp.

redirecttest.htm

This is an example of using Redirect.asp to pass variables to WebRes.

roomnumbers.txt

A list of room numbers, by room type, that may be listed in 'Condo' mode.

TimeOut.asp

Template for the Session Timeout warning.

webres.asp

This is main application file and user interface of the WebRes application. **DO NOT MODIFY THIS FILE!**

webres.css

This file contains the styles for WebRes.

wruncbl.fil

This contains some configuration and optional settings for WebRes.

WebRes Pre Installation Signoff

Please have your network professional perform the tasks listed on page 2 of this document under "Pre Installation - Performed by Customer's Network Professional". Upon completion of these tasks, your network professional should sign this document and fax it to Execu/Tech. If your network professional has any questions regarding this section, please contact Execu/Tech prior to returning this signed document. Once this signed document is received by Execu/Tech, WebRes installation will be scheduled for the soonest available time. Please provide all appropriate server, login and email information via email or phone. Please do not fax any usernames or passwords.

By signing below, I indicate that I have read, understood and performed the above mentioned tasks.

Printed Name of Property

Signature of Network Professional

Date

Printed Name of Network Professional

After signing and dating this page, please fax just this page to (850) 747-0491