

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 ready at the appropriate time and prepare each of them by providing this document.

This guide is updated as of April 6, 2011 for WebRes version 2.2.1. 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 LAN with the Execu/Tech HOTEL™ server. This can be same or a different server than the server running HOTEL™. **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. Give the IUSR user , or your own custom “Anonymous Access” user full permission to the HOTEL™ folder. This is necessary for the WebRes application to communicate with the HOTEL™ database.
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 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.
7. To enable emailing of confirmation notifications to the guest and to the property's staff, the following information should be provided:
SMTP Server, SMPT Port, SMTP Username, SMTP Password, email addresses (up to 4) within the property that should get notification of the online reservation by email.
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.
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. Install the WebRes files into the WebRes folder.
2. Configure IIS .cgi settings to work with WebRes.
3. Configure wruncbl.fil in the WebRes folder according to customer's desired operation of WebRes and be sure to set the FILE-PREFIX/CODE-PREFIX to point to the location of the running HOTEL™ folder.
4. Set the WebRes/Shift4 processing server program (MENUCSVC.COB contained in the latest COCOBW.ZIP) to run on the HOTEL™ as a scheduled task, running at all times.
5. Test WebRes from an external location making sure everything works for availability, room rates, and credit card processing. [http\(s\)://ipaddress/webres/webres.asp](http(s)://ipaddress/webres/webres.asp)
6. 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>

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

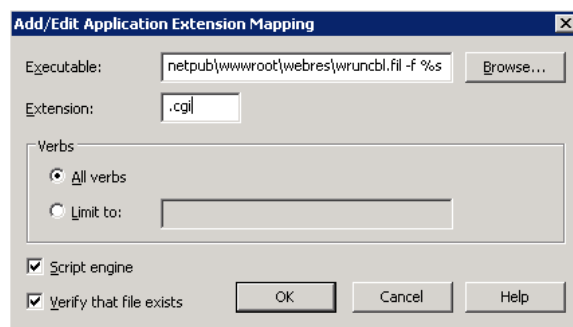
Microsoft IIS 6 (web server) Settings for WebRes

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

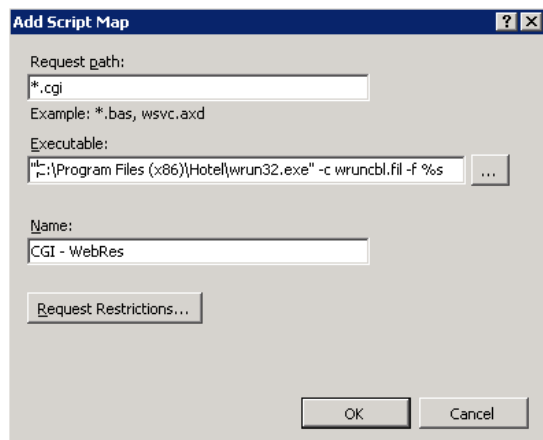


Microsoft IIS 7 (web server) Settings for WebRes

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

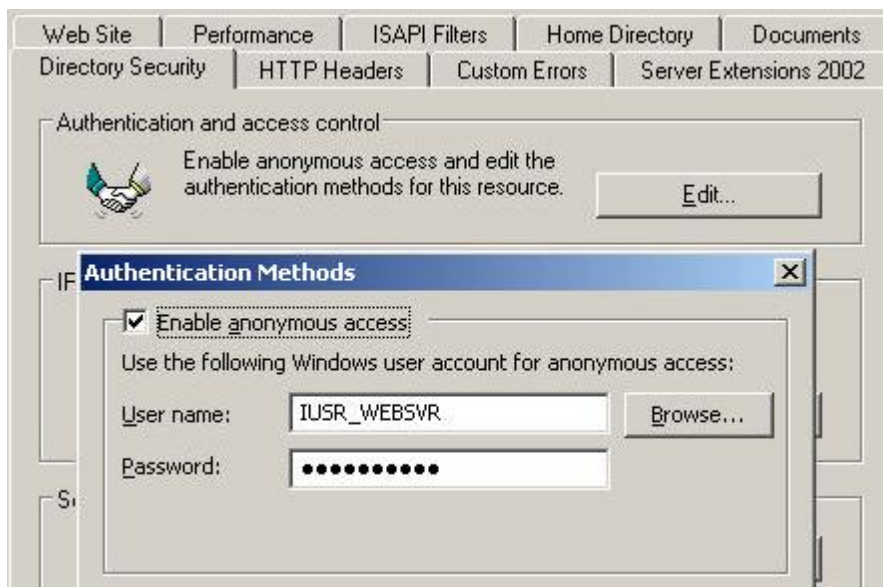
Executable: "C:\Program Files (x86)\Hotel\wrun32.exe" -c wruncbl.fil -f %s



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

****IMPORTANT!!!****

Make sure the web server's IUSR user has full permissions to the "HOTEL" folder. In some situations, especially when Active Directories is used and 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.'



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

MENUCSVC.COB is an interface program between WebRes and Shift4. This program must be running on the "HOTEL" server from the "HOTEL" folder at all times.

Key WebRes Files

Images(folder)	This folder contains various images.
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 allows you to modify the colors of bookcal.asp.
Bookerror.htm	This is used to present errors to the guest.
Cancellationpolicy.asp	This is an optional cancellation policy that must be read and agreed to before submitting the reservation.
Gacrncl.cgi	This program is the Condo Calendar.
Gacrcnlg.cgi	This is the Condo owner login script.
Gacrinit.cgi	This is the Condo initialization program.
Gawrgett.cgi	This checks availability and returns a list of available room type or an error.
Gawrinit.cgi	This is the Webres initialization program.
Gawrpaym.cgi	This program books the reservation and processes the credit card.
Gawrquot.cgi	This program quotes the rate of the selected room type.
Inc_css.asp	This contains settings for the calendar and fonts.
Inc_footer.asp	This is an optional footer to be displayed on the WebRes page.
Inc_header.asp	This is an optional header to be displayed on the WebRes page.
Inc_variables.asp	This contains settings such as email, optional fields, customized display, etc.
Menucard.cob	This program calls the credit card processing program.

Menucsvc.cob	This is the Shift4 credit card processing program.
Package-XX.txt	XX = package submitted. This file allows you to submit a package to WebRes that can then be redefined based on the room type, season or both.
PopUp.asp	This file contains the html popup boxes that can be used to show room type details.
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 external applications to WebRes.
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 the front end user interface of the WebRes application.
Webres.css	This file contains the CSS settings for WebRes.
Wrunclbl.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