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Schneider		Author:	J Petcher		
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HotSOS SmartConnector					

HotSOS SmartConnector Installation & User Guide

Rev No	Date	Revised	Description
1	08 Feb 2019	J Petcher	Release 2.0

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1. Functional Overview

The solution consists of HotSOS system communicating to SmartConnector server over TCP/IP. The smart connector uses a csv file of hotel rooms and uses this to create rooms represented as folder and polls the values.

Key Features:

 Integration Allows service requests to be sent to HotSOS from SBO



System Description:

HotSOS is a solution for full-service hotels that manages the guest request or complaint process, service order tracking and preventive maintenance scheduling while reducing costs.

The HotSOS API does not provide a dynamic way to learn the rooms contained within the HotSOS system. To accomplish a simple integration, the SmartConnector requires the room information to be exported from the HotSOS desktop client in CSV form. This data shall be imported to SmartConnector and used to create the EWS hierarchy of rooms.

Interface Functionality description:

Once the SmartConnector Server knows of a room, it shall periodically request updates for room information to be presented in the EWS server. The possible options for information presented by the API are listed in the table below.

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Room Number	Status	Occupied				
001	CLEAN	true				
05	DIRTY	false				
fields of a Room	are:					
ield Name	Туре		Descript	ion		
D	String		A unique	user defined code for t	h	he room (defined in MTech system
RoomNumber	String		• If the	ue room number as def e PMS system uses win	i	ined in the PMS system. Ig codes, it may prefix the room n
ttendant	User		Attendant	t assigned to room		
leanTime	DateTim	ne (GMT)	Requeste	d clean time		
ND	bool		The statu	s of Do Not Disturb flag		
iuestInRoom	bool		The physi	ical occupancy (pqsence) of the guest in the room (as de
akeUp	bool		The statu	s of Make Up Room flag		
ame	String		The name	e of the room		
ccupied	bool		The occup	pancy status of the roor	n	
ecordID	String		The intern the user of	nal (database) record II of external system).	•	from external system that ident
erviceStatus	Service:	StatusEnum	The room	attendant status. Poss	å	ible values are:
			ID	Name		Description
			0	AWAITING_SERVICE		The room is awaiting room
			1	VACANT_CLEANED		The room has been cleaned
			2	OCCUPIED_CLEANED		The room has been cleaned
			3	CLEANING_STARTED		The room cleaning has star
			4	DO_NOT_DISTURB		The guest has requested to
			5	SERVICE_REFUSED		The guest has refused serv
			6	STOPPED		The cleaning has stopped
pecialInstructions	String		Cleaning	instructions for room		
atus	RoomSt	atusEnum	The clean	ing status of the room.	Pos	sible values are:
			ID	Name		Description
			0	CLEAN		The room is clean
			1	DIRTY		The room is dirty
			2	OUT_OF_ORDER		The room is out of order
			3	OUT_OF_SERVICE		The room is out of service
			4	INSPECTED		The room has been inspected
			5	PICKUP		The room is in pickup status
askCode	String		PMS Task	Code of assignment		

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2. Restrictions and Limitations

Operating System

The configuration tool has been designed to operate in a 64-Bit Operating system environment. Supported platforms are:

- Microsoft Windows 7 64 bit
- Microsoft Windows 10 64 bit
- Windows Server 2008 64 bit
- Windows Server 2012 64 bit
- Windows Server 2016 64 bit

Database Servers

The configuration tool has been designed to operate in Microsoft SQL Servers environment. Supported Servers are:

- Microsoft SQL Server 2012 Express
- Microsoft SQL Server 2012
- Microsoft SQL Server 2014 Express
- Microsoft SQL Server 2014
- Microsoft SQL Server 2016 Express
- Microsoft SQL Server 2016

SmartConnector Service Version

The processor has been configured to operate with the SmartConnector version 2.4.17 and later, use with any earlier versions of the SmartConnector framework is not supported.

Supported Systems

The processor is capable of supporting StruxureWare systems operating with the EcoStruxure Web Services (EWS) protocol v1.1 and v1.2. Validated systems are StruxureWare Building Operation v1.8 and v1.9 and v2.0, As long as EWS 1.2 is supported no issues should arise in later versions of EBO.

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3. Installation

The Smart Connector configuration tool is packaged in a Windows Installer file. Follow the basic installation steps to install the software.

Please refer to the Mongoose Installation and Configuration Guide.pdf for guidance on Mongoose Service Installation.

To deploy the custom processor, copy the file **"ISC.HotSOSConnector.dll"** into the service installation directory. Normally **"C:\ProgramFiles(x86)\Schneider Electric\SmartConnector"**.

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4. Configuration & Settings

Processor Configuration

With a default installation of SmartConnector, the configuration pages for the server can be reached at the following address on the server the service has been installed on.

http://localhost:8082/

1%	Status Configurati	ons EWS Servers Setup + About	Logged in as admin v
tatu	S		
firesh 🔿 hreads	Processor Requests	EWS Server Requests	
#	Status	Configuration	
#	Status Waiting For Work	Configuration	
# 1 2	Status Waiting For Work Waiting For Work	Configuration	
# 1 2 3	Status Waiting For Work Waiting For Work Waiting For Work	Configuration	
# 1 2 3 4	Status Waiting For Work Waiting For Work Waiting For Work Waiting For Work Waiting For Work	Configuration	



Adding the custom assembly to the service.

Switch to the Configurations tab and select Add New +



At the Add Configuration window, Step 1 – Pick an assembly, select the reference to ISC.HotSOSConnector (this will be highlighted green when selected)

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Status Configurations • EWS Servers Setup • About Logged in as admin• Addd Processor Configuration Beck Notit Cancel Step 1 - Pick an assembly ICC HolSOSConnector Connecidente Mongoose Process Connecidente Assembly Company Connecidente Stembler Tealing Connecidente Stembler Company Stembler Company Schneider Tealing Connecidente Assembly Copyright Copyright BelSC 2017	Status Configurations + EWS Servers Status Logged in as admin + Addd Processsor Configuration	 Iocalhost 8082/addProcessorConfiguration 	þ	C Q Search	☆	Ê	0	ŧ	俞	ø	••	0	:
Add Processor Configuration Book Ref Cancel Step 1 - Pick an assembly CoCharGoSoconector Cancel Canc	Add Processor Configuration Ball Ret Cancel Step 1 - Pick an assembly Schods000000000000000000000000000000000000	Status Configurations - EWS Ser	vers Setup -	About					Logge	id in as	admin•	-	
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Schneider Electric Assembly Copyright Copyright & ISC 2017	Schneider Electric Assembly Copyright Copyright 6/SC 2017 Assembly Version 1.0.0	Assembly Company											
Assembly Copyright Copyright © ISC 2017	Assembly Copyright Copyright 9ISC 2017 Assembly Version 1.0.0	Schneider Electric											
Copyright @ ISC 2017	Copyright @ISC 2017 Assembly Version 1.0.0	Assembly Copyright											
	Assembly Version 1.0.0	Copyright @ ISC 2017											
Assembly Version	1000	Assembly Version											
1000		1.0.0.0											

Select Next and proceed to Step 2 Choose a Class

Ensure the class ISC.HotSOSConnector.SetupProcessor is selected.

Select Next and proceed to Step 3 Name Configuration

Enter a meaningful name and description for the Processor which will enable you to identify this process in the configuration window later.

Select Finish and proceed to the Configuration screen.

In the configuration window select the Details Tab, you will then be presented with the screen to enter the configuration information. Much of the configuration has default options however they should be checked and validated for the installation. Expand All items available in the configuration and edit the applicable fields as follows.

Csv File Location

This should be the root to the CSV file of HotSos Rooms

EWS Address

This is the address of the EWS server to be created

Soap API URL

This is URL of the online HotSOS service

Soap APU User

This is your HotSOS Username

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Soap API Password

This is your HotSOS password

ServerName

This is reference to your EWS server this defaults to HotSOS and should be left the same

<u>UserName</u>

This is the username that will be used to access the EWS server from SBO usually admin

Password

This is the password that will be used to access the EWS server from SBO.

The Save Button allows the process configuration to be saved to the database.



A complete configuration will appear as follows:

calhost:8082/processorConfigural	tion?id=9	C	Q. Search		É C	9 ÷	A	9 (39 -
Exnand All Collanse All									
Details									
Csv File Locat	tion *								
C:\Users\SE	ESA181320\Documents\Vis	ual Studio 2015\Pro	jects\HotSOS SBO Cor	nnector\HotSOS	8.Tests\Tes	stFile\test	trooms.cs	v C	
									-
Ews Address	*								1
http://localho	ost8094							ß	
Soan Ani IId 1									1
https://ifc.int	.hot-sos.net/api/service.svo	/soap						G	
		2							
Soap Api Use	r*								1
schneider_s	system							G	
									_
Soap Api Pas	sword *							-	
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HotSos	and .							Ø	
									J
User Name *									ſ
~ Encrypted	~							ß	
Password *									1
~ Encrypted	~							ø	

This Processor needs to be run to setup the server. Once Run it will not need to be used again until the Room.csv file changes. Re-run it to update the Hotel rooms.

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Follow the same steps to configure the second Processor.

Ensure that ISC.HotSOSConnector.ValueUpdaterProcessor is selected.

Select Next and proceed to Step 3 Name Configuration

Same as above, enter a meaningful name and description for the Processor which will enable you to identify this process in the configuration window later.

Select Finish.

In the configuration window select the Details Tab, you will be presented with the screen to enter the general processor settings and add connection details to connect to.

SmartConnector X	+	- 0
← → C ☆ ③ localhost.	3082/ProcessorConfiguration?id=6 📩	📀 🛇 🗘 🖻 🌖
🔢 Apps 🥑 Search - Asset Library	P How to import a sale 💋 SmartConnector Dev 🙋 BuzzFeed News 🎦 Text to ASCII Art Gen 🕀 Proton Owners Club I	Q GitHub - BuildingsLat
Processo	tus Configurations+ EWS Servers Setup+ About Logged in.	as admin
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		G
		10
Processor D	etails Control History Schedule	
Det	III Ews Address * http://coalhost.8094/EcoStrukture/DataExchange	8
	99	G
	Server Name *	
	HotSos	G
	User Name *	
	admin	G
	Password *	
	~ Encrypted ~	

EWS Address

This is the address of the EWS server already defined in Setup Processor

Hot Sos User ID

This is user id to raise service requests against

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ServerName

This is reference to your EWS server this defaults to HotSOS and should be left the same

Username

This is the username that will be used to access the EWS server created in the Setup Processor

Password

This is the password that will be used to access the EWS server created in the Setup Processor

A schedule should be assigned to the processor to enable this to become a polling process, to do this go to the Setup page to create a schedule and attach this schedule to the processor in the Schedule tab of the configuration page. More details can be found on this topic in the Mongoose Installation and Configuration Guide. The time of the schedule should be defined by the size of system you are connecting to. Manually run the update process and then see how long it takes to execute then we suggest adding 15 seconds to this time.

The Save Button allows the process configuration to be saved to the database.



5. Creating Service Request

Service Request are can be created from StruxureWare to be generated inside the HotSOS system.

As shown below are three fields, two of these are writable, these are Type ID and Service Order Request.

The Type ID relates to types created within the HotSOS system, they all have a number to reference them. Once you have entered the Type ID, setting "Service order Request" point to -1 will trigger the update when the set value process is next run. Once run the user ID is updated to the user the task was sent to and the Service order request is updated to the number assigned to the task within HotSOS.

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Server 1 - localhost - Building Operation V	NorkS	Station (1.8.1.79)			
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Once run the points should look as below:-

Server 1 - localhost - Building Operation Wo	rkStation (1.8.1.79)							
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6. Revision History

Version	Assembly File Details	Date
2.0.0	ISC.HotSOSConnector.dll	09 Feb 2019

Assembly files required:

ISC.HotSOSConnector.dll

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7. References

SmartConnector Installation and Configuration Guide.pdf (TDS-M-INSTALLCONFIG-US.BU.N.EN.12.2016.2.20.CC)

SmartConnector Version 2.2 Release Notes.pdf (TDS-M-RELEASENOTES-US.BU.N.EN.12.2016.2.20.CC)