	Integration Solutions Centre	Document Ref:	2.0
Schneider Electric	**Software Manual**	Author:	J Petcher
		Date:	08 Feb 2019
	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
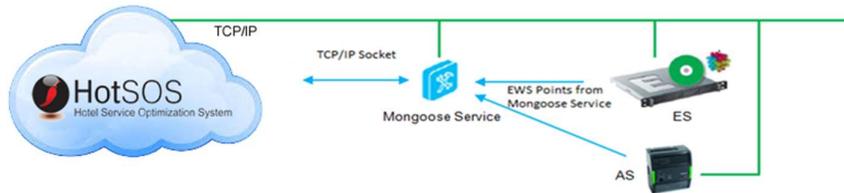
System Description:

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

A room is a location within the hotel. Examples are:

Room Number	Status	Occupied
1001	CLEAN	true
1005	DIRTY	false

The fields of a Room are:

Field Name	Type	Description
ID	String	A unique user defined code for the room (defined in MTech systems).
RoomNumber	String	The unique room number as defined in the PMS system. • If the PMS system uses wing codes, it may prefix the room number with the wing code (e.g. RR_1000).
Attendant	User	Attendant assigned to room
CleanTime	DateTime (GMT)	Requested clean time
DND	bool	The status of Do Not Disturb flag
GuestInRoom	bool	The physical occupancy (pqsence) of the guest in the room (as determined by in room sensors)
MakeUp	bool	The status of Make Up Room flag
Name	String	The name of the room
Occupied	bool	The occupancy status of the room
RecordID	String	The internal (database) record ID from external system that identifies this room for its lifetime. This value should never change for this room (even if the room # is changed by the user of external system).
ServiceStatus	ServiceStatusEnum	The room attendant status. Possible values are: <table><tr><td>ID</td><td>Name</td><td>Description</td></tr><tr><td>0</td><td>AWAITING_SERVICE</td><td>The room is awaiting room cleaning service</td></tr><tr><td>1</td><td>VACANT_CLEANED</td><td>The room has been cleaned and is vacant</td></tr><tr><td>2</td><td>OCCUPIED_CLEANED</td><td>The room has been cleaned and is occupied</td></tr><tr><td>3</td><td>CLEANING_STARTED</td><td>The room cleaning has started</td></tr><tr><td>4</td><td>DO_NOT_DISTURB</td><td>The guest has requested to not be disturbed</td></tr><tr><td>5</td><td>SERVICE_REFUSED</td><td>The guest has refused service</td></tr><tr><td>6</td><td>STOPPED</td><td>The cleaning has stopped</td></tr></table>
SpecialInstructions	String	Cleaning instructions for room
Status	RoomStatusEnum	The cleaning status of the room. Possible values are: <table><tr><td>ID</td><td>Name</td><td>Description</td></tr><tr><td>0</td><td>CLEAN</td><td>The room is clean</td></tr><tr><td>1</td><td>DIRTY</td><td>The room is dirty</td></tr><tr><td>2</td><td>OUT_OF_ORDER</td><td>The room is out of order</td></tr><tr><td>3</td><td>OUT_OF_SERVICE</td><td>The room is out of service</td></tr><tr><td>4</td><td>INSPECTED</td><td>The room has been inspected</td></tr><tr><td>5</td><td>PICKUP</td><td>The room is in pickup status</td></tr></table>
TaskCode	String	PMS Task Code of assignment
URL	String	A URL that can be launched by external applications to display service orders in the room that are still open (i.e. not closed). Once open, a user can view, modify and create service orders. This URL is best viewed in Internet Explorer.

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.

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.

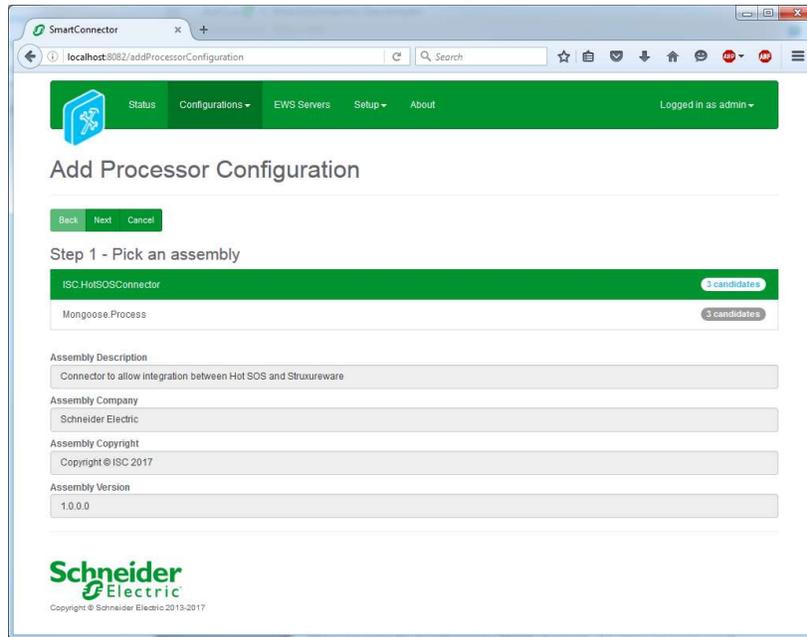http://localhost:8082/
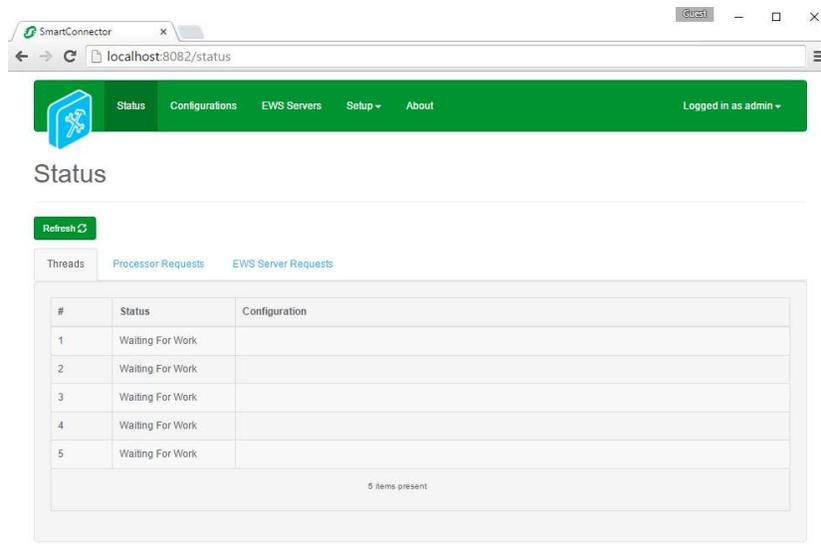
Adding the custom assembly to the service.

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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Select Next and proceed to Step 2 Choose a Class

Ensure the class I**SC.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

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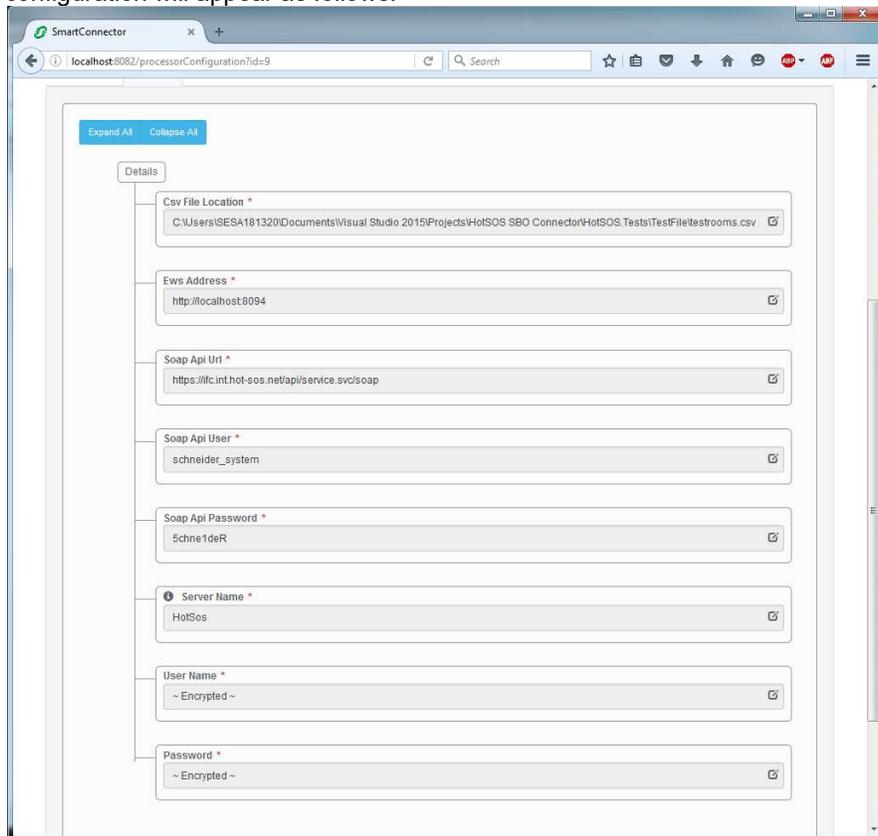
Password
This is the password that will be used to access the EWS server from SBO.

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

Save ↓

A complete configuration will appear as follows:

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.

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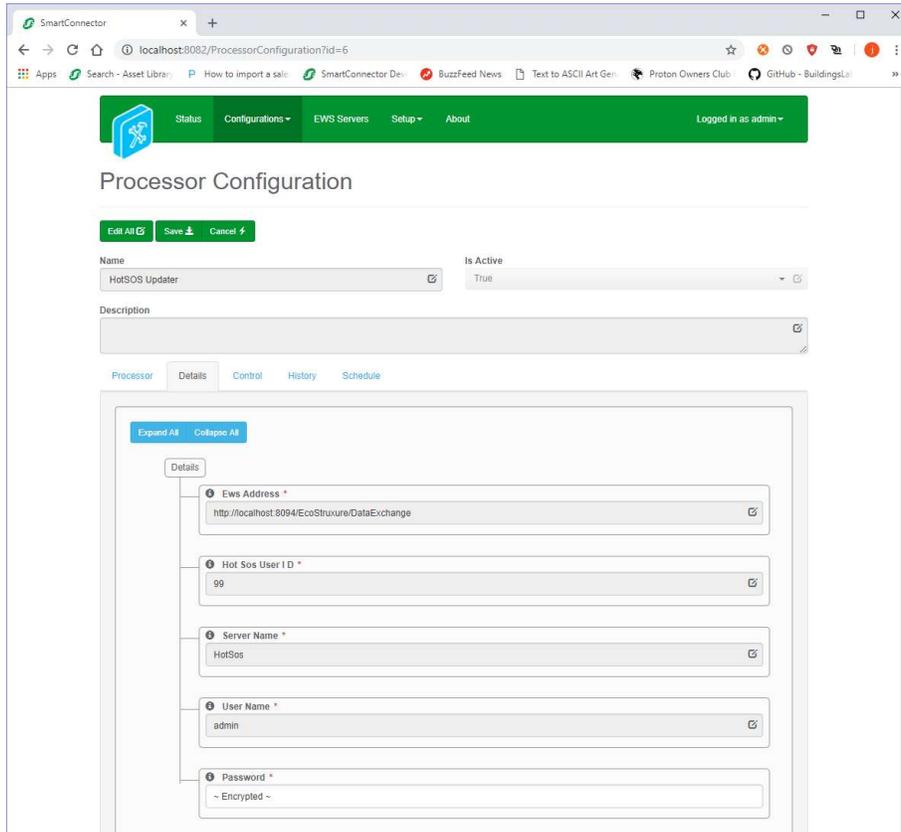
EWS Address
This is the address of the EWS server already defined in Setup Processor

Hot Sos User ID
This is user id to raise service requests against

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.
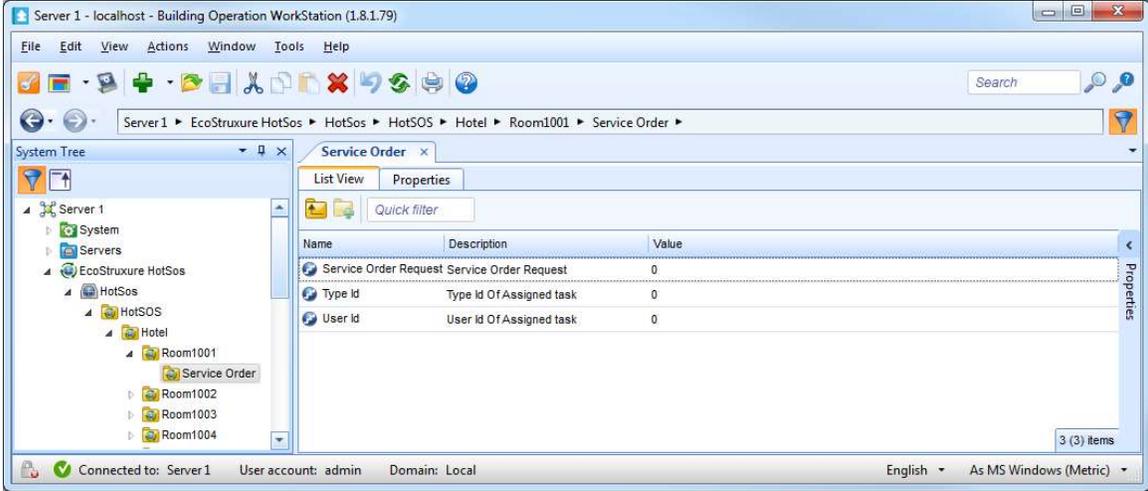
Save ⬇

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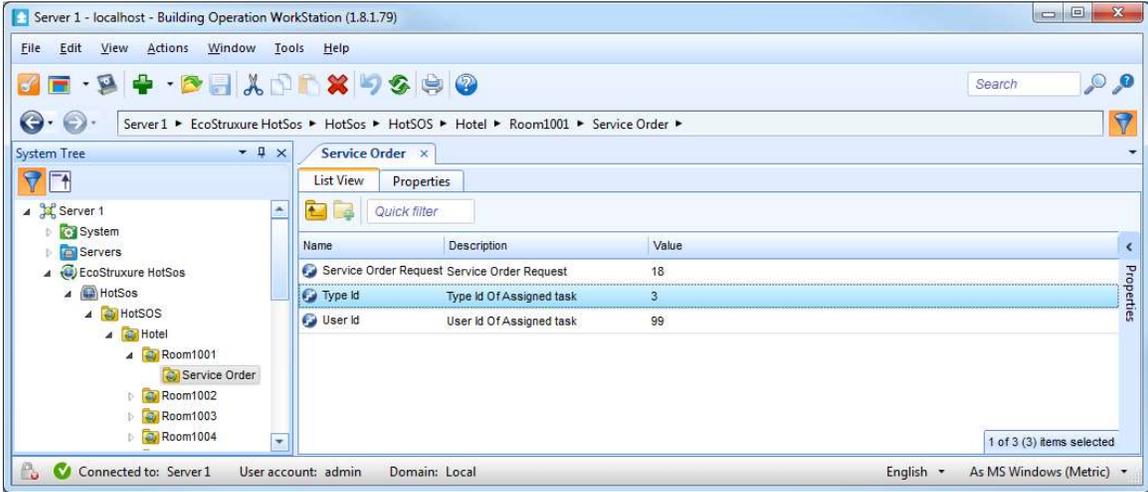
The Type ID relates to types created within the HotSOS system, they all have a number to reference them. Once you have entered the Type ID, setting "Service order Request" point to -1 will trigger the update when the set value process is next run. Once run the user ID is updated to the user the task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

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Once run the points should look as below:-

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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

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)