

Lodging Link PTS

Version 1.1

User Guide



Product #: 2000345 Rev B

Trademark Notices

Control, DeviceMaster, and Lodging Link are trademarks of Control Corporation.

Microsoft and Windows are registered trademarks of Microsoft Corporation.

Other product names mentioned herein may be trademarks and/or registered trademarks of their respective owners.

Second Edition, August 2004

Copyright © 2004 Control Corporation.

All Rights Reserved.

Control Corporation makes no representations or warranties with regard to the contents of this document or to the suitability of the Control product for any particular purpose. Specifications subject to change without notice. Some software or features may not be available at the time of publication. Contact your reseller for current product information.

Table of Contents

| | |
|--|-----------|
| Getting Started | 5 |
| Requirements and Setup | 5 |
| LL PTS Monitor Tour..... | 6 |
| LL PTS Monitor | 9 |
| Accessing Lodging Link PTS Information | 9 |
| Port Configuration | 11 |
| Pausing and Resuming the Monitor | 15 |
| Working with Monitor Files | 16 |
| Configure Service Logging Options..... | 20 |
| Security for Monitor Features | 22 |
| The Lodging Link PTS Service..... | 25 |
| Stopping and Starting the Service | 25 |
| Troubleshooting and Support | 27 |
| Troubleshooting | 27 |
| Message List..... | 28 |
| Image Updates..... | 35 |
| Support | 36 |

Getting Started

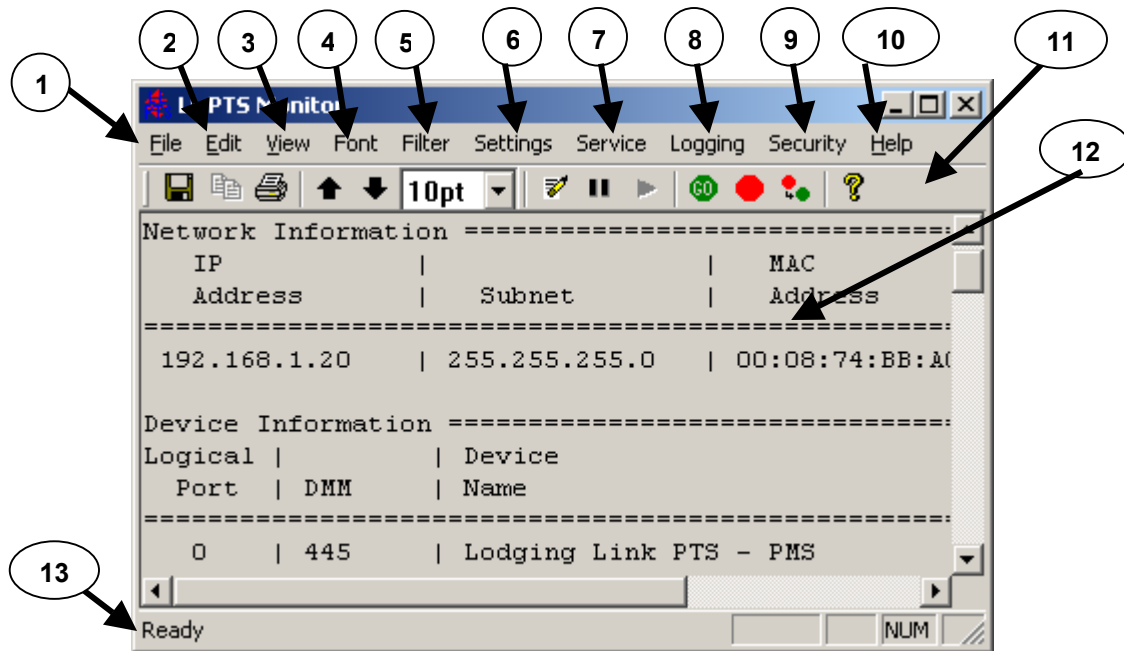
Lodging Link™ provides a universal protocol for seamless communication between property management systems (PMSs) and guest service systems (GSSs). Lodging Link offers quick and simple integration of GSSs such as PBX, voice mail, call accounting, in-room internet access, point-of-sale, in-room movie, keyless entry, mini-bar, and energy management.

Lodging Link PTS (Protocol Translation Software) runs as a service on your Windows PC and is managed using an application called LL PTS Monitor.

Requirements and Setup

| | |
|----------------------------------|--|
| <p>❖ WHAT'S THAT?</p> | <p>Your PC must be running a version of Windows that uses services; these include Windows 2000, NT, and XP. Windows NT users are required to use service pack 6 or higher. Windows 95, 98, and ME do not use services and therefore cannot be used with this product.</p> <p>The Lodging Link PTS CD will automatically run the Setup program when you insert it. Follow the prompts to complete the installation.</p> <p>Once you've installed the service, it will begin running automatically. If you've accepted the default installation settings, you can access LL PTS Monitor by clicking the Start menu and selecting Programs, Lodging Link PTS.</p> |
|----------------------------------|--|

LL PTS Monitor Tour



1. *File menu*: use to save, print, and send Monitor information.
2. *Edit menu*: use to copy information.
3. *View menu*: use to clear, pause, or resume the Monitor, and to toggle the Toolbar and Status bar on and off.
4. *Font menu*: use to increase or decrease the size of the font in the Monitor and Filter windows.
5. *Filter menu*: use to configure and open new data filtering windows.
6. *Settings menu*: use to view and edit port configuration.
7. *Service menu*: use to control the LL PTS Service.
8. *Logging menu*: use to configure data logging in the LL PTS Service.
9. *Security menu*: use to enable password protection for administrative LL PTS functionality.
10. *Help menu*: use to access information about LL PTS Monitor.
11. *Toolbar*: use to perform the following application functions: Save, Copy, Print, Increase/Decrease Font, Select Font Size, Clear, Pause, Resume, Start/Stop/Restart LL PTS Service, and About.


12. *Monitor Window*: use to view the following information: Network, Device, Version, Image, Port, and Service Data.
13. *Status Bar*: use to view application status.

LL PTS Monitor

LL PTS Monitor is an application for managing the Lodging Link PTS service. Using LL PTS Monitor, you can:

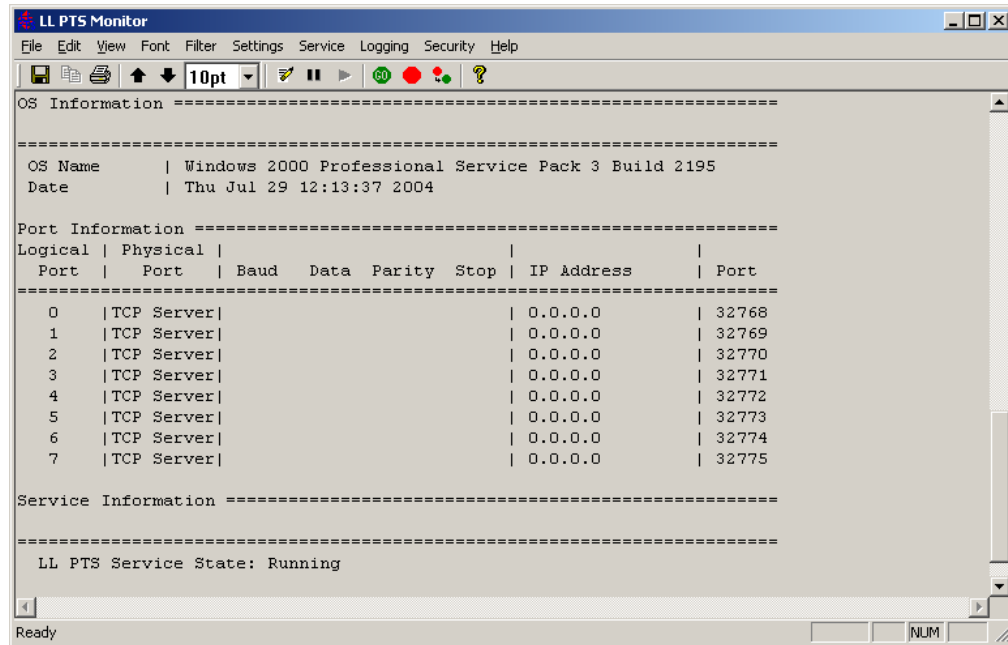
- View service and system information.
- Edit port configuration.
- Edit logging configuration.
- Manage LL PTS Service.
- Save and send information.

Accessing Lodging Link PTS Information

| | |
|---|---|
|  WHAT'S THAT? | <p>LL PTS Monitor will display the following information in the Monitor window when started:</p> <ul style="list-style-type: none">• <i>Network</i>: IP address, subnet, and MAC address of the PC the Lodging Link PTS service is running on• <i>Device</i>: device name and DMM (device make & manufacturer) information for each logical port• <i>Version</i>: version information for each Lodging Link PTS component• <i>Image</i>: image information for Lodging Link PTS• <i>OS</i>: operating system information for the PC on which Lodging Link PTS is running• <i>Port</i>: configuration information for each logical port• <i>Service</i>: status of the Lodging Link PTS service when opening the application |
|---|---|

To view Lodging Link PTS information:

1. Launch LL PTS Monitor.
2. Information about your Lodging Link system will be displayed in the Monitor window at the time you launch LL PTS Monitor.

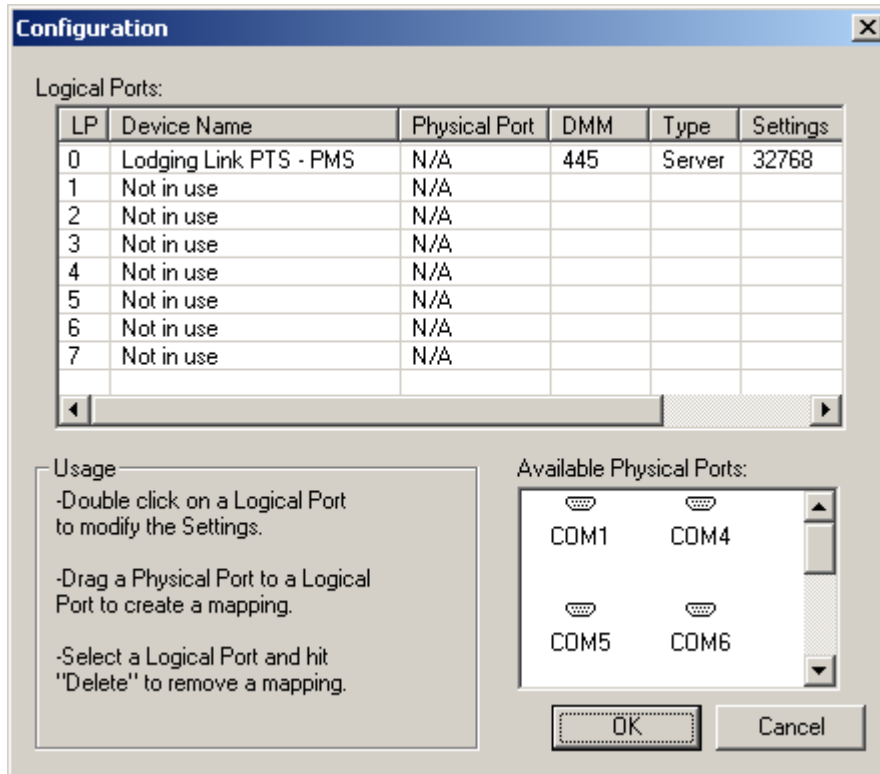


Port Configuration

| | |
|-------------------------------|--|
| <p>❗ WHAT'S THAT?</p> | <p>The <i>Configuration</i> box is accessed from the Settings menu and displays the following information:</p> <ul style="list-style-type: none">• <i>LP</i>: logical port number• <i>Device name</i>: device associated with the logical port• <i>Physical port</i>: physical port mapped to the logical port• <i>DMM</i>: device make & manufacturer for the device associated with the logical port• <i>Type</i>: whether the logical port is a serial, UDP, TCP client, or TCP server port• <i>Settings</i>: baud rate, data bits, parity, and stop bits for a serial port; IP address and port number for a UDP or TCP client port; port number for a TCP server port• <i>Available Physical Ports</i>: physical serial ports on the PC that are currently available for mapping to a logical port (the logical port's type must be designated as serial) <p>These properties may be viewed in the Configuration box, or edited by double clicking the logical port.</p> <p>When changing these properties, the changes will not take effect until the Service has been restarted.</p> |
|-------------------------------|--|

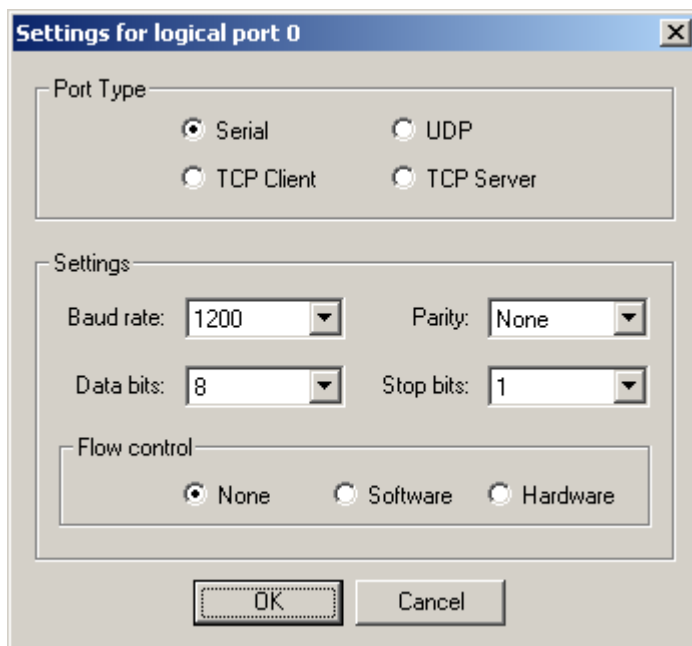
To view port properties:

1. Click the **Settings** menu and select **Configuration**.
2. A summary of the settings for each logical port as well as the available physical ports will be displayed.



To edit port properties:

1. Double click the logical port you want to edit.
2. For a serial port, click **Serial** in the Port Type section, and then edit the **Baud rate**, **Parity**, **Data bits**, **Stop bits**, and **Flow control** as needed.



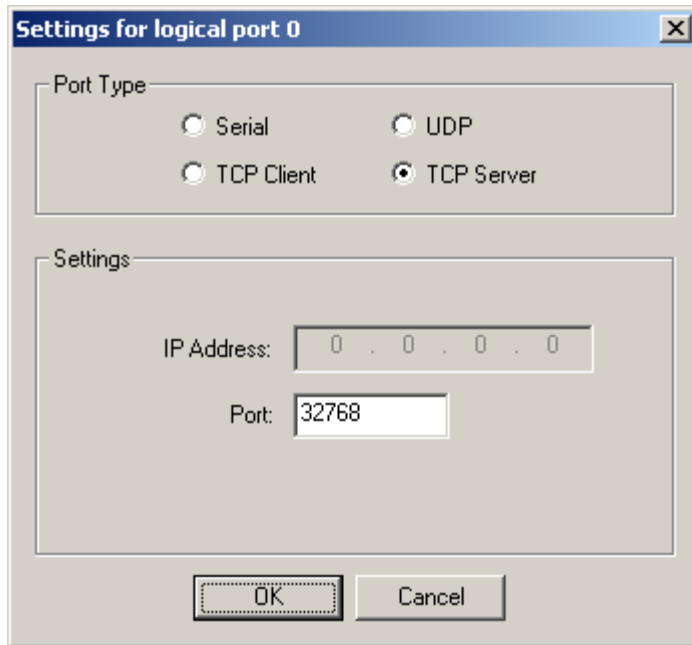
3. For a UDP port, click **UDP** in the Port Type section, and then enter a valid **IP Address** and **Port** number.

The screenshot shows a dialog box titled "Settings for logical port 0". It has two main sections: "Port Type" and "Settings". In the "Port Type" section, there are four radio buttons: "Serial", "UDP" (which is selected), "TCP Client", and "TCP Server". In the "Settings" section, there are two text input fields: "IP Address" with the value "198 . 162 . 0 . 100" and "Port" with the value "32768". At the bottom of the dialog are "OK" and "Cancel" buttons.

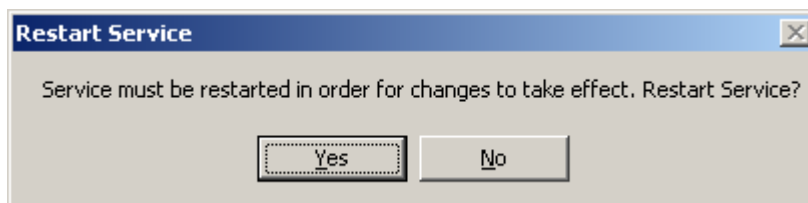
4. For a TCP Client port, click **TCP Client** in the Port Type section, and then enter a valid **IP Address** and **Port** number.

This screenshot is identical to the previous one, showing the "Settings for logical port 0" dialog box. However, in the "Port Type" section, the "TCP Client" radio button is now selected, while "UDP" is unselected. The "IP Address" and "Port" values remain the same.

5. For a TCP Server port, click **TCP Server** in the Port Type section, and then enter a **Port** number.



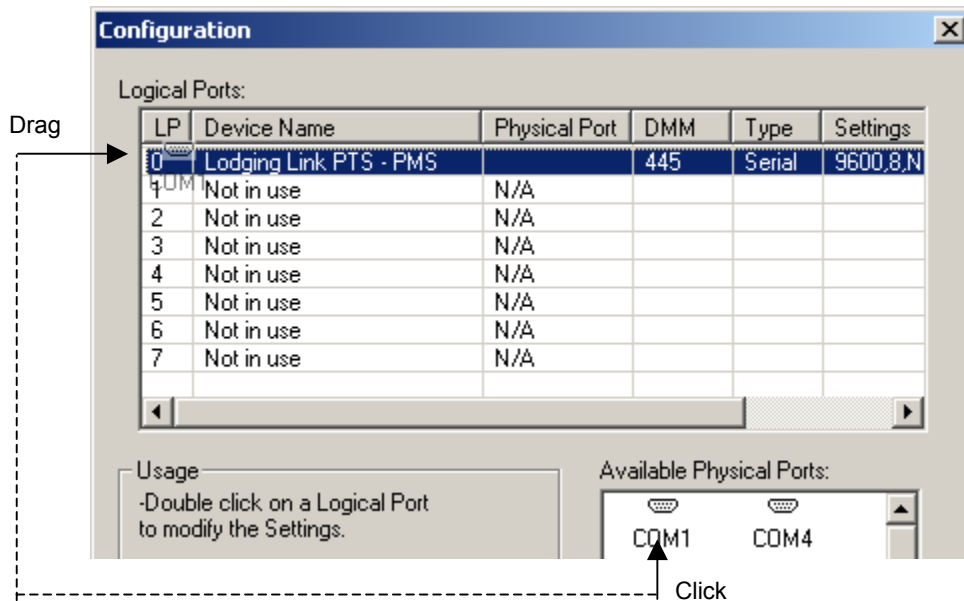
6. Click **OK** to close the Port Settings box.
7. Click **OK** to close the Configuration box.
 - To cancel your changes, click **Cancel** in the Port Settings or Configuration box.
8. Click **Yes** when prompted to restart the service.



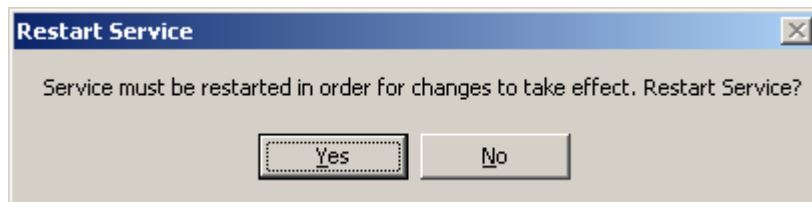
- You will be prompted to restart only if changes have been made and only if the Service is currently running.

To change a physical port:

1. Click the physical port you want to use in the *Available Physical Ports* box.
2. Drag to the logical port you wish to map the physical port to, and then drop.
 - The Type must already be set to Serial.



3. To remove the mapping, click the logical port and press **Delete**.
4. Click **OK**.
5. Click **Yes** when prompted to restart the service.





Pausing and Resuming the Monitor

① WHAT'S THAT?

You may pause the LL PTS Monitor at any time. The Lodging Link PTS service will continue to run while the Monitor is paused, but data coming into it will not be recorded. Once you resume the Monitor, it will begin collecting data again from that point.

To pause and resume the Monitor:

1. Click the **Pause** button on the Toolbar to pause the Monitor. 
 - You can also click the **View** menu and select **Pause**.
2. Click the **Resume** button on the Toolbar to resume the Monitor. 
 - You can also click the **View** menu and select **Resume**.
 - Remember that any data coming through the service while the Monitor was paused has not been recorded by the Monitor application.

Working with Monitor Files

① WHAT'S THAT?

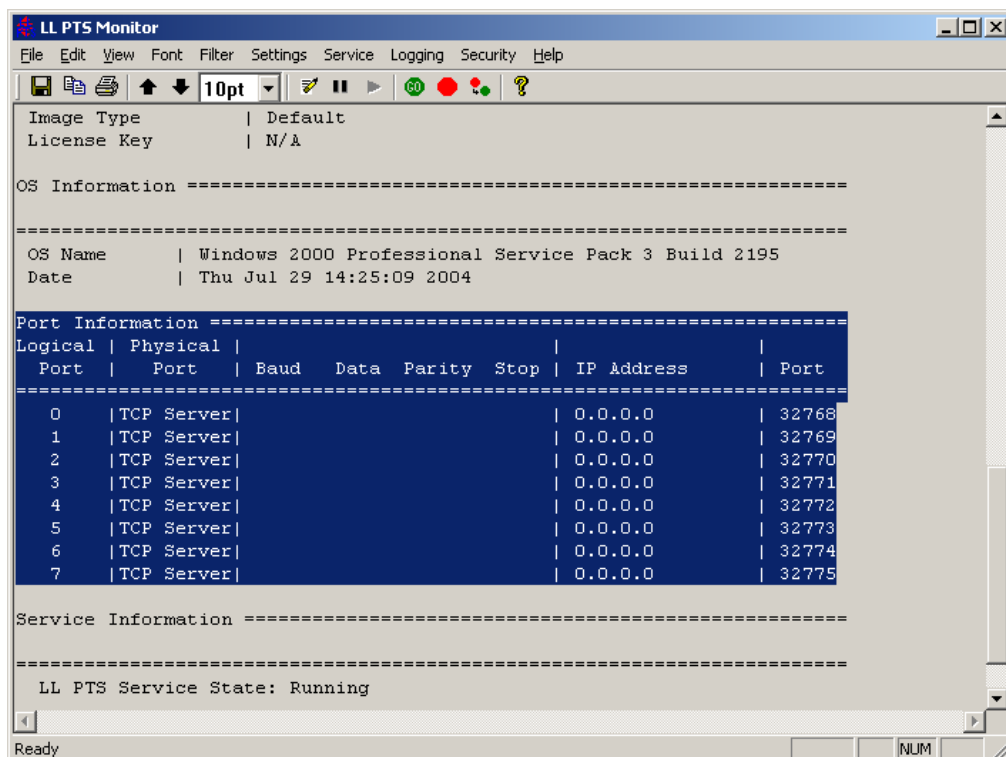
LL PTS Monitor allows the following functions for information in the Monitor window:

- *Copy*: copy the selection to the Windows Clipboard
- *Print*: print all or selected information
- *Save*: save information to a text file
- *Send*: send information as an attachment to an email message
- *Clear*: clear the Monitor window; information that has not been saved will be lost
- *Filter*: display only information that fits specific filter criteria

The Monitor application is intended for short term monitoring of the Service message traffic. The Monitor window will show only a maximum of 2000 lines of text. For long term monitoring, enable Logging to a File by the Service by using the **Logging** menu in the Monitor application.

To copy Monitor information:

1. Select the information you want to copy in the Monitor window.



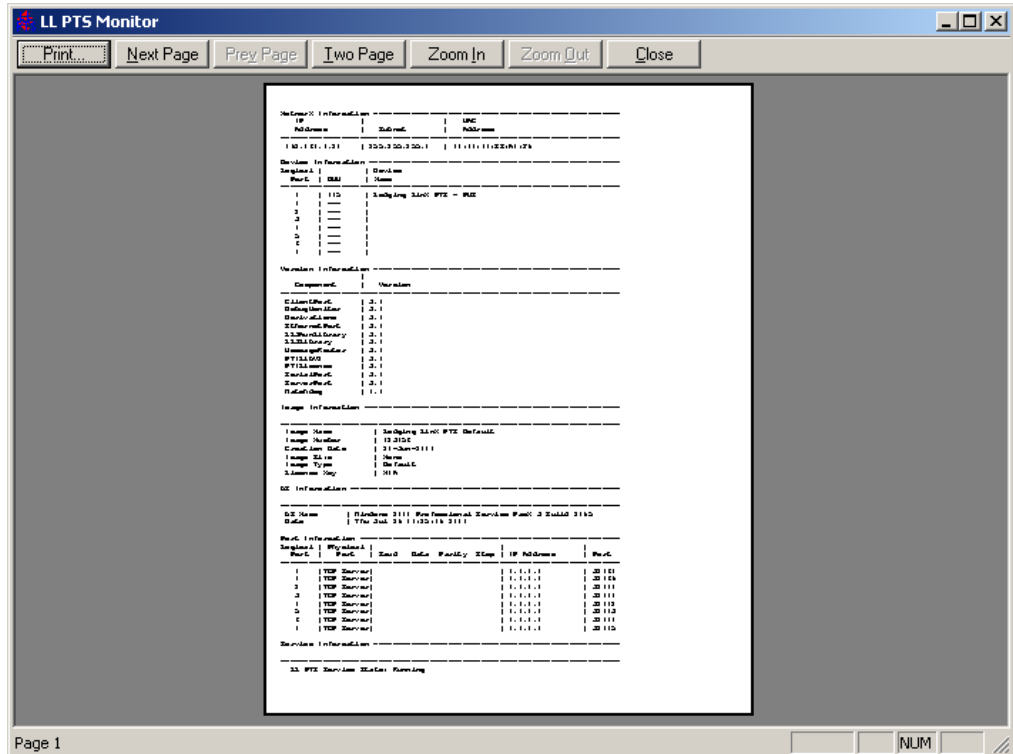
2. Click the **Copy** button on the Toolbar. 

➤ You can also click the **Edit** menu and select **Copy**, or press **Ctrl + c**.

To print the Monitor file:

1. To preview the file before printing, click the **File** menu and select **Print Preview**.

➤ Click the **Print** button to print from the preview, or **Close** to exit it.

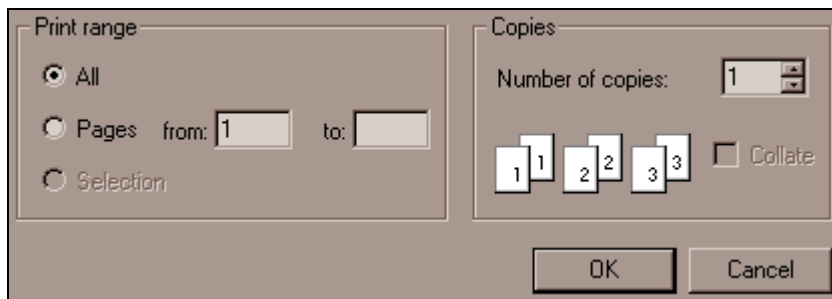


2. To print a selection, select the text you want to print.


3. Click the **Print** button on the Toolbar. 

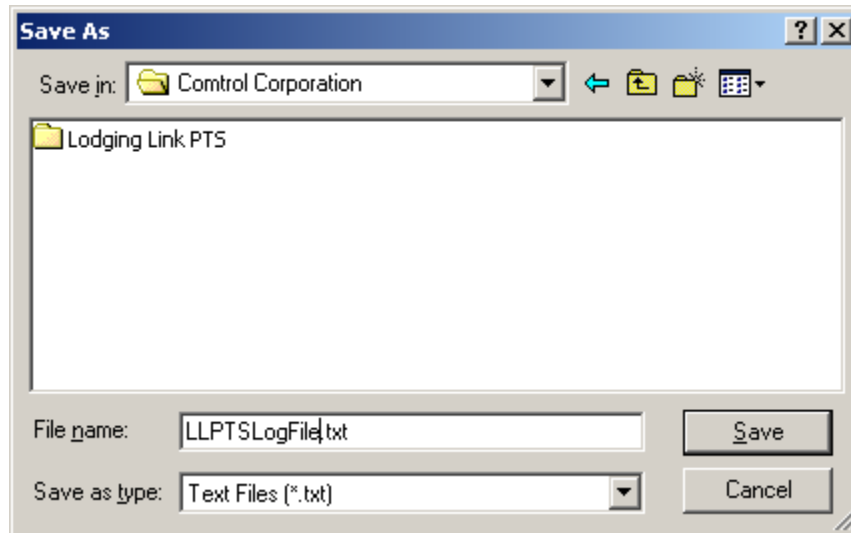
➤ You can also click the **File** menu and select **Print**, or press **Ctrl + p**.

4. Change the Print range and Copies settings if desired, then click **OK**.



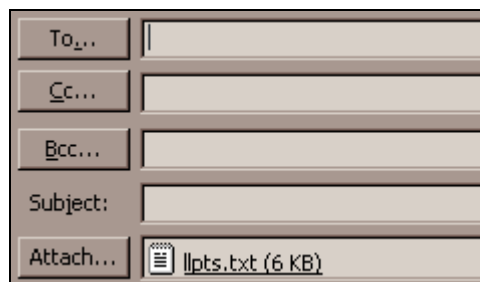
To save the Monitor file:

1. Click the **Save** button on the toolbar. 
 - You can also click the **File** menu and select **Save As**.
2. Specify a file name and location, and then click **Save**.




To send the Monitor file:

1. Click the **File** menu and select **Send**.
2. A message will be created in your default email application with the Monitor file attached. Address and send the message as you normally would.



- If the file has not already been saved, it will be attached as **Untitled.txt**.

To clear the Monitor:

1. Click the **Clear** button on the toolbar. 
 - You can also click the **View** menu and select **Clear**.

- *If you need to retrieve the data, be sure to save it to a file before clearing the Monitor. Closing and reopening the LL PTS Monitor application will display initial configuration data again.*

To Filter Monitor Information:

1. Click the **Filter** menu and select **Enable....**
2. To show only information from one or more specific devices, enter the DMM values in the **DMM** text box.
 - *A maximum of 10 DMM values can be entered with each separated by either a comma or a space.*
 - *Data entered in non-DMM format will be ignored, as will any DMM values after the first 10 entered.*
 - *If no DMM values are entered, information from ALL devices will be shown.*
3. To filter information based on finding a keyword in the data, enter a keyword string in the **Keyword** text box.
 - *If one or more DMM values are entered, only information from those devices will be searched for the keyword value.*
 - *System messages are not filtered on keywords; only information from devices will be searched for keyword matches.*
 - *Keyword strings are searched for in their entirety, partial matches are not supported.*

Filter Configuration

Enter DMMs to display (maximum of 10):

445

Separate multiple DMMs with comma or space

Enter Keyword search criteria:

Begin complete packet

☐ Display entries containing the keyword

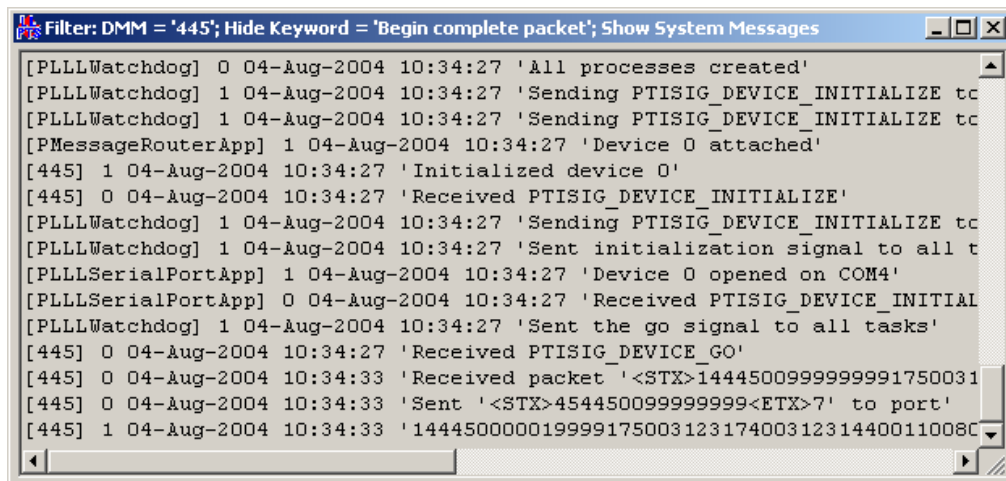
☒ Hide entries containing the keyword

☐ Show system messages

OK Cancel

4. Choose to either show information containing the keyword or hide information containing the keyword by selecting the either the **Show** or **Hide** radio button below the **Keyword** text box.

5. Choose to either show or hide system messages by selecting or de-selecting the **Show System Messages** checkbox.
6. Click **OK**. A new **Filter Results** window will be displayed.
 - *The Filter Results window will initially contain the results of applying the filter to the data from the Monitor main display window. As new information is received from the Service, the new information will be displayed in the main window and the filtered results will be displayed in the appropriate Filter Results window.*
 - *A maximum of eight (8) Filter Results windows may be open at any given time, each displaying the results of different filter criteria applied to the data in the main display window.*
 - *Pausing the display of new data in the main window also pauses the display of new data in the Filter Results windows.*

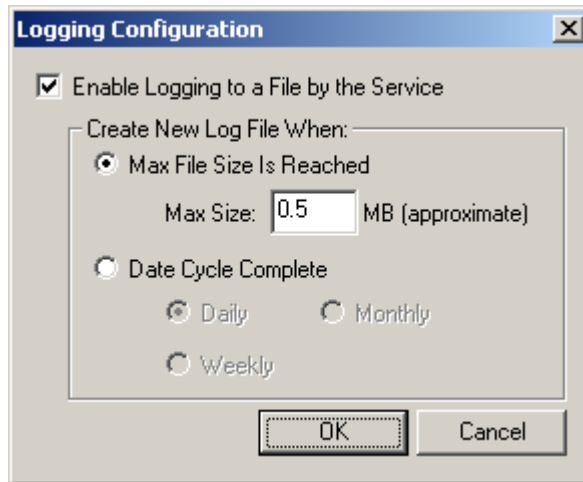


Configure Service Logging Options

| | |
|---|---|
| <p>① WHAT'S THAT?</p> | <p>You can configure logging of the data from LL PTS Service to a text file. When logging is enabled, the LL PTS Service will log all data to a text file located in the "Logs" directory within the product installation directory (by default this is "C:\Program Files\Control Corporation\Lodging Link PTS"). The logs are text files that can be viewed in any text editor to assist in trouble shooting issues with the product, connected devices, and the PMS interface. Once logging is enabled, logging by the LL PTS Service will continue until logging is disabled, whether the Monitor application is running or not.</p> |
|---|---|

To Configure Service Logging Options:

1. Click the **Logging** menu and select **Configure....**



2. To enable logging to a file in the service, select the **Enable** checkbox. To disable logging to a file, de-select the **Enable** checkbox.
3. To have the service rename the log file when a maximum file size is reached select the **Max File Size** radio button and enter a maximum size (in megabytes) in the **Max Size** text box.
 - *The Max Size is limited to a range of 0.1 MB to 20 MB.*
4. To have the service rename the log file when a date cycle has completed select the **Date Cycle Completed** radio button and select either **Daily**, **Weekly**, or **Monthly**.
 - *Selecting Daily will cause the log file to be renamed at approximately 12 Midnight each day.*
 - *Selecting Weekly will cause the log file to be renamed at approximately 12 Midnight each Monday morning.*
 - *Selecting Monthly will cause the log file to be renamed at approximately 12 Midnight on the first of each month.*
5. Click **OK**.
 - *The changes to the logging options will take effect immediately if the Service is running and the next time the Service is started if the service is not running.*

Security for Monitor Features

| | |
|-------------------------------|--|
| ① WHAT'S THAT? | <p>Features within the LL PTS Monitor application that are considered “Administrative” can be secured by requiring a password to access them. Enabling Security allows an application password to be set. Once this password is in place, each time a there is an attempt to access a protected feature the Monitor application will prompt for the application password.</p> <p>The protected features are Settings Configuration, Service Management, Service Logging Configuration, and Security Password Management.</p> |
|-------------------------------|--|

To Enable Password Protection or Change Password:

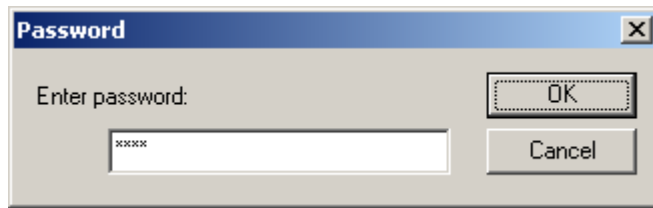
1. Click the **Security** menu and select **Password....**



2. Select the **Enable Password** checkbox.
3. Enter a new password in the **Set New Password** text box.
 - *Passwords must be between 4 and 12 characters in length.*
4. Enter the password again in the **Re-enter New Password** text box.
5. Click **OK**.

To Disable Password Protection:

1. Click the **Security** menu and select **Password....**
2. Enter the existing password and click **OK**.



3. De-select the **Enable Password** checkbox.



4. Click **OK**.




The Lodging Link PTS Service

LL PTS Monitor allows you to manage the Lodging Link PTS service. You can also manage the service properties directly through Windows. Service management is an administrative function of Windows. Specific versions vary; refer to Windows Help for information on accessing service management for your specific operating system.

Stopping and Starting the Service

| | |
|-------------------------------|--|
| ① WHAT'S THAT? | By default, the Lodging Link PTS service will run automatically. Should you wish to stop or start it, you can do so from within the LL PTS Monitor application. This should only be necessary when making changes to the service configuration or when instructed to do so by Control technical support. |
|-------------------------------|--|

To stop, start or restart the Lodging Link PTS service:

1. Click **Service** menu and select **Start, Stop, or Restart**.
 - *Stopping the LL PTS Service will terminate communications between attached devices and the PMS. During normal operation the LL PTS Service should only need to be restarted in order to reload the service configurations.*
2. The Status Bar will show a progress bar to show the progress on starting, stopping or restarting the Service.
 - *You can also click the **Stop** button to stop the service.* 
 - *You can also click the **Start** button to start the service.* 
 - *You can also click the **Restart** button to restart the service.* 

Troubleshooting and Support

Technical support is available by both telephone and email. The following pages provide timesaving information to maximize your support options.

Troubleshooting

| | |
|-------------------------------|--|
| ❗ WHAT'S THAT? | <p>Should an issue arise, you may find you can quickly address it by reviewing the common problems and possible solutions below.</p> <p>If none of these circumstances apply, or you need further assistance, refer to the <i>Support</i> section later in this chapter.</p> |
|-------------------------------|--|

Condition: Data comes through the interface from the device, but the device cannot receive any data

Troubleshooting steps:

1. This may indicate a baud rate problem; contact the device vendor to verify the appropriate baud rate.
2. Verify that the device was installed completely using the device setup instructions.

Condition: Cannot establish a connection to the PMS

Troubleshooting steps:

1. Verify that the port settings (baud rate, parity, stop bits, data bits) are set correctly.
2. Verify that the IP address of the PMS is correctly set.
3. Verify that the port number is set to the same number that the PMS is using when it opens the connection.

Condition: Lodging Link sends NAKs in response to data received from a device

Troubleshooting steps:

1. Verify that the device is sending the correct data format and checksum.
 - *Refer to the device's vendor to verify this information.*
2. Verify that the device was installed completely and correctly using the device's setup instructions.

Condition: Lodging Link does not send any data to a device

Troubleshooting steps:

1. Verify that the device is in a “responding” state.
 - *If Lodging Link determines that a device is not responding, it will send data up to three times before timing out. At this point, no further attempts to communicate will be made until the device responds first.*
2. Verify that the device is operational.
 - *If the device is not functioning properly, refer to the device's vendor to correct the problem, and then reboot Lodging Link.*
3. Verify that the baud rate is set correctly.
 - *If the device is functioning properly and in a responding state, the problem may be due to the current baud rate.*

Message List

| | |
|--|--|
| <p>① WHAT'S THAT?</p> | <p>The following is a summary of Lodging Link messages. GSS devices will also have their own messages that are not listed here.</p> <ul style="list-style-type: none">• <i>Received PTISIG_DEVICE_INITIALIZE:</i> LL3Library\LGSDDevice.cpp DEBUG; the GSS device driver has received the watchdog's initialization signal• <i>Received PTISIG_DEVICE_GO:</i> LL3Library\LGSDDevice.cpp DEBUG; the GSS device driver has received the watchdog's go signal• <i>Timed out waiting for complete packet:</i> LL3Library\LGSDDevice.cpp DEBUG; a complete packet was not received within the GSS device driver's specified time frame• <i>State mismatch in OnTimeoutWaitingForENQResponse():</i> LL3Library\LGSDDevice.cpp DEBUG; the waiting bid for line response timer has fired but the transaction manager is not waiting for a bid for line response; the timer is ignored• <i>No packet waiting for timer 'TimerID':</i> LL3Library\LGSDDevice.cpp DEBUG; the waiting data response timer, with the specified TimerID, has fired but the transaction manager has no packet associated with the timer; the timer is ignored• <i>State mismatch in OnTimeoutWaitingForDataResponse():</i> LL3Library\LGSDDevice.cpp DEBUG; the waiting data response timer has fired but the transaction manager is |
|--|--|

| | |
|--|--|
| | <p>not waiting for a data response; the timer is ignored.</p> <ul style="list-style-type: none"> • <i>Device not responding</i>: LL3Library\LGSDDevice.cpp WARNING; a packet has been sent to the GSS device (possibly several times) and the GSS device has not sent any packet back in response • <i>Device busy</i>: LL3Library\LGSDDevice.cpp WARNING; a bid for line sequence has been sent to the GSS device and has been NAKed (possibly multiple times); Lodging Link is considering this device as unable to receive packets and will try sending the packet later • <i>Invalid packet</i>: LL3Library\LGSDDevice.cpp WARNING; a data packet has been sent to the GSS device and has been NAKed (possibly multiple times); Lodging Link assumes that NAKing of data indicates a badly formatted packet; the packet being sent is discarded • <i>No packet to resend</i>: LL3Library\LGSDDevice.cpp DEBUG; a NAK reply received or time out waiting data response occurred but the corresponding packet to re-send has been inadvertently cleared from the outbound queue (indicative of a coding problem) • <i>No packet to send</i>: LL3Library\LGSDDevice.cpp DEBUG; an LGS Device somehow has entered the "Send Outbound Data" routine (after being notified that data is waiting to go out) but notices that there is no actual data that needs sending in the queue (indicative of a coding problem) • <i>ENQ packet 'PacketID' using timer 'TimerID'</i>: LL3Library\LGSDDevice.cpp DEBUG; an ENQ packet has been created, and a timeout counter initialized (this is in preparation for the ENQ to be sent to a GSS device) • <i>Data packet 'PacketID' using timer 'TimerID'</i>: LL3Library\LGSDDevice.cpp DEBUG; a data packet has been created, and a timeout counter initialized (this is in preparation for the data packet to be sent to a GSS device) • <i>Sent 'Packet' to port</i>: LL3Library\LGSDDevice.cpp DEBUG; a data packet was sent to a GSS device (or in the event that this message is traced from the PMS DMM in the Lodging Link interface, this message is indicative of a packet being sent from the Lodging Link |
|--|--|

| | |
|--|---|
| | <p>PMS interface to the actual PMS device)</p> <ul style="list-style-type: none"> • <i>Begin complete packet timeout ID 'TimerID':</i> LL3Library\LGSDDevice.cpp DEBUG; packet data is being received but it has not yet been determined to be a complete packet; a timer is initialized and if the complete packet is not received before the timer expires the data will be cleared from the buffer • <i>Received packet 'Packet' from port:</i> LL3Library\LGSDDevice.cpp DEBUG; an entire packet was received from a GSS device and Lodging Link will attempt to process it • <i>Invalid data format in packet 'Packet':</i> LL3Library\LGSDDevice.cpp DEBUG; although a complete packet was received, the format of data within the envelope is incorrect and the message cannot be processed • <i>Checksum failed, should be 'Checksum':</i> LL3Library\LGSDDevice.cpp DEBUG; the checksum value received within a packet sent from a GSS device did not match the checksum that was calculated for that packet by Lodging Link; the packet will be cleared from the buffer • <i>Invalid message from device, message not processed:</i> LL3Library\LGSDDevice.cpp ERROR; a message received from a GSS device was properly formatted, but is not a supported message in this interface • <i>Unknown processing state:</i> LL3Library\LGSDDevice.cpp DEBUG; internal coding error that has caused the device's processing state to have a value which was never expected • <i>Unknown transaction state:</i> LL3Library\LGSDDevice.cpp DEBUG; internal coding error that has caused the device's transaction state to have a value which was never expected. • <i>No timer for ACK packet (inbound waiting ENQ response):</i> LL3Library\LGSDDevice.cpp DEBUG; timer not properly initialized or OS has run out of available timer resources • <i>No timer for NAK packet (inbound waiting ENQ response):</i> LL3Library\LGSDDevice.cpp DEBUG; timer not properly initialized or OS has run out of available timer resources |
|--|---|

| | |
|--|---|
| | <ul style="list-style-type: none"> • <i>No ENQ packet to resend:</i> LL3Library\LGSDDevice.cpp DEBUG; ENQ timer has expired and the original ENQ packet is unavailable. (Indicative of a coding problem) • <i>No timer for ENQ packet (inbound waiting ENQ response):</i> LL3Library\LGSDDevice.cpp DEBUG; timer not properly initialized or OS has run out of available timer resources • <i>Received data while waiting for ENQ response:</i> LL3Library\LGSDDevice.cpp DEBUG; received a Data packet while awaiting a line level response to an ENQ • <i>No timer for ACK packet with ID 'PacketID' (inbound wait data response):</i> LL3Library\LGSDDevice.cpp DEBUG; received an ACK in response to data but there's no running timer with the ID associated with the inbound ACK • <i>No outstanding data packet with ID 'PacketID' (ACK):</i> LL3Library\LGSDDevice.cpp DEBUG; received data after sending an ACK to an ENQ, but there's no running timer with the ID associated with the inbound data • <i>No outstanding data packet with ID 'PacketID' (NAK):</i> LL3Library\LGSDDevice.cpp DEBUG; received data after sending an NAK to an ENQ, but there's no running timer with the ID associated with the inbound data • <i>No timer for NAK packet with ID 'PacketID' (inbound waiting data response):</i> LL3Library\LGSDDevice.cpp DEBUG; received a NAK in response to data, but there's no running timer with the ID associated with the inbound NAK • <i>No timer for ENQ packet with ID 'PacketID' (inbound waiting data response):</i> LL3Library\LGSDDevice.cpp DEBUG; received an ENQ in response to data, but there's no running timer with the ID associated with the inbound ENQ • <i>Invalid packet ID:</i> LL3Library\LGSDDevice.cpp DEBUG; bad format for UHLL Packet ID (Message Number) • <i>Unknown processing state:</i> LL3Library\LGSDDevice.cpp DEBUG; internal coding error that has caused the device's processing state to have a value which was never expected • <i>Invalid packet ID (outbound transaction level):</i> LL3Library\LGSDDevice.cpp DEBUG; GSS Interface has |
|--|---|

| | |
|--|---|
| | <p>created an invalid UHLL Packet ID (Message Number) (indicative of a coding error)</p> <ul style="list-style-type: none"> • <i>No outstanding ENQ packet to resend:</i> LL3Library\LGSDDevice.cpp DEBUG; waiting ENQ response timer fires and no response received to ENQ, but no ENQ in queue to resend (indicative of a coding problem) • <i>No outstanding data packet with ID %ld to resend:</i> LL3Library\LGSDDevice.cpp DEBUG; waiting data response timer fires and no ACK/NAK received, but no data in queue to resend (indicative of a coding problem) • <i>Sending packet out while waiting for data:</i> LL3Library\LGSDDevice.cpp DEBUG; Lodging Link was expecting a data packet from the GSS device but instead received a line level Bid for Line and is replying to it • <i>Initialized device 'Port':</i> LL3Library\LGSDDeviceApp.cpp INFO; the interface has opened the specified communication port in Lodging Link • <i>Could not initialize device 'Port':</i> LL3Library\LGSDDeviceApp.cpp ERROR; there was an error when Lodging Link attempted to open the specified port • <i>Deinitialized device 'Port':</i> LL3Library\LGSDDeviceApp.cpp INFO; the interface has closed communication for the specific port in Lodging Link • <i>Received Message from router:</i> LL3Library\LGSDDeviceApp.cpp DEBUG; a device interface has received a UHLL message • <i>Killing timer 'TimerID' in EndCompletePacketTimeout():</i> L3Library\LGSDDeviceApp.cpp DEBUG; Lodging Link has timed out while waiting for a complete packet; indicates the appropriate timer has been killed • <i>Killing timer 'TimerID' in EndENQResponseTimeout():</i> LL3Library\LGSDDeviceApp.cpp DEBUG; Lodging Link has timed out while waiting for a line level response to an ENQ which was previously sent from Lodging Link to the device; indicates the appropriate timer has been killed • <i>Killing timer 'TimerID' in EndDataResponseTimeout():</i> |
|--|---|

| | |
|--|---|
| | <p>LL3Library\LGSDDeviceApp.cpp DEBUG; Lodging Link has timed out while waiting for a complete data packet after responding to an ENQ from a device with an ACK; indicates the appropriate timer has been killed</p> <ul style="list-style-type: none"> • <i>Killing timer 'TimerID' in EndHeartbeatTimer():</i> LL3Library\LGSDDeviceApp.cpp DEBUG; Lodging Link has timed out while waiting for a response to a heartbeat message; indicates the appropriate timer has been killed • <i>Killing timer 'TimerID' in EndTimer():</i> LL3Library\LGSDDeviceApp.cpp DEBUG; Lodging Link has timed out waiting for a response to either a Data packet or an ENQ • <i>Data 'Data' cleared from buffer:</i> LL3Library\PacketManager.cpp DEBUG; the specified data (a partial packet or junk data) is being cleared from the buffer; this occurs when Lodging Link has timed out waiting for a complete packet • <i>Received PTISIG_DEVICE_GO:</i> LL3Library\Parser.cpp Received DEBUG; a GSS interface has received confirmation that the start up sequence has finished and communication with the GSS device may begin • <i>No outstanding packet for timer ID 'TimerID':</i> LL3Library\TransactionManager.cpp DEBUG; Lodging Link has timed out waiting for a response from a GSS device but has no packet associated with this timer • <i>Message router PID is not available (AddLGSDDevice):</i> LL3AuxLibrary\MessageRouter.cpp ERROR; the message router task is not ready to accept UHLL messages; most likely caused by a coding problem, hardware fault, or out of memory condition • <i>Message router PID is not available (RemoveLGSDDevice):</i> LL3AuxLibrary\MessageRouter.cpp ERROR; the message router task is not ready to accept UHLL messages; most likely caused by a coding problem, hardware fault, or out of memory condition • <i>Created shared router data module:</i> MessageRouter\MessageRouter.cpp INFO; the message router task's shared data block has been successfully created |
|--|---|

| | |
|--|--|
| | <ul style="list-style-type: none"> • <i>Could not map shared router data module:</i> MessageRouter\MessageRouter.cpp ERROR; the message router task's shared data block was not successfully created; most likely caused by a coding problem, hardware fault, or out of memory condition • <i>Could not load shared router data module:</i> MessageRouter\MessageRouter.cpp ERROR; the message router task's shared data block was not successfully created; most likely caused by a coding problem, hardware fault, or out of memory condition • <i>Could not initialize UHLL message list:</i> MessageRouter\MessageRouter.cpp ERROR; the shared data block containing UHLL message information was not successfully created; most likely caused by a coding problem, hardware fault, or out of memory condition • <i>Could not initialize base class application:</i> MessageRouter\MessageRouter.cpp ERROR; the message router task was not successfully created; most likely caused by a coding problem, hardware fault, or out of memory condition • <i>Device Port attached:</i> MessageRouter\MessageRouter.cpp INFO; a device interface has successfully connected to the specified logical port • <i>Device Port detached:</i> MessageRouter\MessageRouter.cpp INFO; a device interface has successfully disconnected from the specified logical port • <i>Received message type 'MessageType':</i> MessageRouter\MessageRouter.cpp DEBUG; a device interface has received the specified UHLL message type • <i>No messages waiting for device 'Port':</i> MessageRouter\MessageRouter.cpp DEBUG; a UHLL message was received by the message router but was not in the appropriate list (indicative of a coding problem) • <i>Couldn't find DMM 'DMM' in router table:</i> MessageRouter\MessageRouter.cpp WARNING; a UHLL message destined for the specified DMM was received by the message router, but there is no GSS |
|--|--|

| | |
|--|---|
| | <p>device with that DMM in the Lodging Link system</p> <ul style="list-style-type: none"> • <i>Empty message waiting for TransID 'TransID':</i> MessageRouter\MessageRouter.cpp WARNING; a request UHLL message should be waiting for a response, but there was no request message; this indicates a coding problem because the message was accounted for but cannot be found • <i>No device waiting for message with TransID 'TransID':</i> MessageRouter\MessageRouter.cpp WARNING; a UHLL response message was received by the message router with the specified transaction ID, but no request message could be found; this can be caused by incorrect device behavior, incorrect coding, or a timeout period expiring which causes the request message to be purged from memory • <i>Sent 'Message' to DMM 'DMM' (unsolicited):</i> MessageRouter\MessageRouter.cpp DEBUG; the specified message was sent to the specified DMM from the message router • <i>Checking PMS connection:</i> Derivations\PMSDevice.cpp WARNING; Lodging Link expected a response from the PMS and has not received it; Lodging Link then sends a UHLL (21) ARE YOU THERE message |
|--|---|

Image Updates

| | |
|---|--|
| <p>❗ WHAT'S THAT?</p> | <p>Image updates may be requested from technical support via the Control website. You will receive email notification when your image is ready; the message will include a link to the file.</p> |
|---|--|

To update your image file:

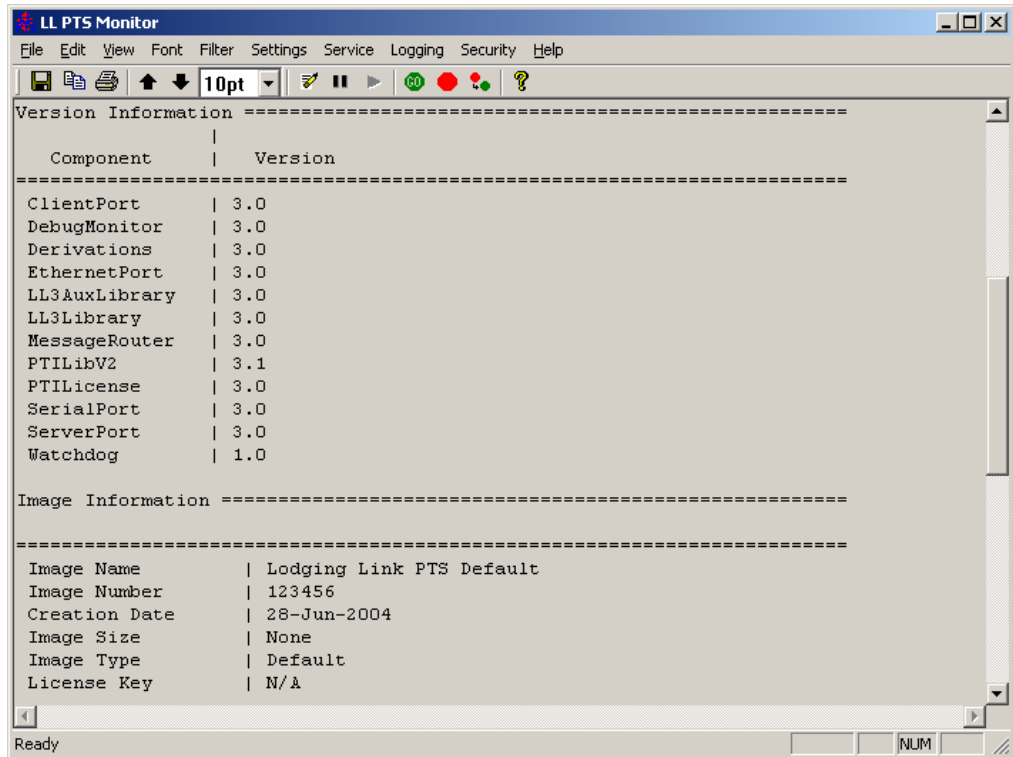
1. Open the email notification from Control and click the link to the image file.
 - *The image file will be a self-extracting archive.*
2. Download and extract the files to a temp directory.
3. Double click the **Setup** file to run it.
4. Follow the prompts to install the new image.

Support

| | |
|-------------------------------|--|
| <p>① WHAT'S THAT?</p> | <p>Hospitality Product Technical Support is available by the following means:</p> <ul style="list-style-type: none">• <i>Email:</i> HPDSupport@comtrol.com; a support representative will respond to your request within 4 hours• <i>Telephone:</i> (USA) 480-609-1571; 8:30 AM – 4:30 PM MST* <p>You are entitled to free technical support as part of your one-year product warranty. After the first year, you can continue to receive free support as part of your annual maintenance package. Contact your Comtrol sales representative for more information on annual maintenance.</p> <p>Before you contact Comtrol, please have detailed Lodging Link PTS information ready, including Network, Device, Version, Image, Port, and Service information, as well as a detailed log file that displays the problem.</p> <p>* Comtrol operates on Arizona time, which is always MST or GMT -7; Daylight Saving Time is not observed. The time is equivalent to US Mountain Time during Standard Time, US Pacific Time during Daylight Saving Time. Daylight Saving Time is in effect from the first Sunday in April to the last Sunday in October in the United States.</p> |
|-------------------------------|--|

To access and capture information:

1. Open LL PTS Monitor.
2. Scroll through the window to display version and image information.



3. For email support, copy and paste the information into your message, along with a detailed description of the problem.